

Instruction Sheet

Subject: BIC or FreshBlender Mixer Board Replacement

SCOPE: ALL MULTIPLEX BIC AND FRESHBLENDER UNITS

This document includes instructions for replacing a mixer board in a BIC or FreshBlender unit.

The jumper included in this kit is not necessary for the BIC unit and can be discarded.

TOOLS REQUIRED

- Pliers, Needle Nose
- Screw Driver, Straight & Phillips
- Wire Cutters, Small
- Gloves, cut resistant

PARTS REQUIRED

- Zip Ties
- 020009037 Mixer Board Replacement Kit (parts listed below)

QTY	DESCRIPTION	PART NUMBER
1	MIXER BOARD	2195363
1	JUMPER	WBL-93-072
1	INSTRUCTION	020009038

- USB with correct mixer software (BIC units only):

BIC UI	MIXER SOFTWARE
4.0.2	0.18.0.MX
4.0.10	0.19.0.MX

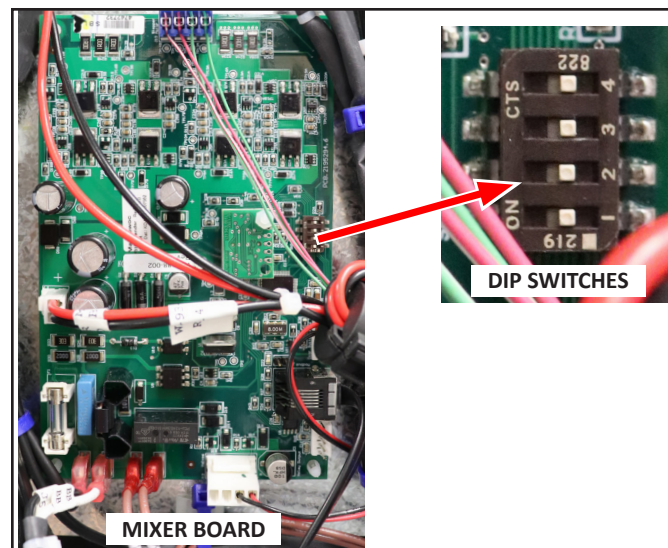
NOTE: The jumper is an extremely small part. Be careful not to lose the jumper.

Important

Keep refrigeration cabinet door closed so product remains chilled while unit is off.

BIC (BLEND-IN-CUP)

Diagrams

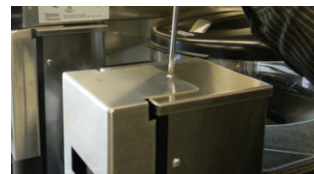


Preparation

1. Power unit OFF and unplug.
2. Shutoff or disconnect water.
3. Identify the side the mixer board needs to be changed.
4. Remove four (4) screws from cup holder bracket and lift bracket up and away from unit.



5. Remove screw from top of cup lid holder bracket and then lift bracket away from unit.



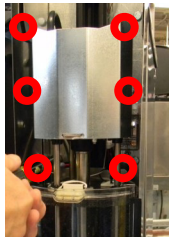
6. Lift straight up to remove blender tower cap.

7. To remove blender tower safety cover, remove screws on both sides of cap then pull cover away from unit.



8. Remove the six (6) tower bolts using 7/16" socket.

NOTE: To remove the center bolts from the tower raise the blender carriage. It is best to support the blender, it will slowly return to the bottom.



9. Remove Modular Blender Station

- A. Grasping the top of the blending chamber module lean the tower forward. When the tower is leaned forward the module bottom will release from the bottom shoulder bolts.



- B. Disconnect the main electrical connection (9-pin harness) between the tower and base unit.



- C. Disconnect the communication cable.
- D. Disconnect water line by removing the red clip then pushing in the gray collar and pulling water line out of fitting.



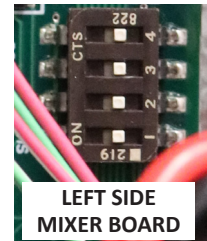
- E. Use pliers or clamping tool to release the spring clamp and remove drain hose. Remove plug that is supplied with the unit, mounted on a steel pin on the bulkhead. Insert plug into drain tube and secure using spring clamp to prevent leakage from the drain line while blender module is being repaired.



Instruction

10. Carefully remove wiring and cable connections from mixer board.
11. To remove old mixer board, depress the four (4) standoffs on each corner of the board using small needle nose pliers.
12. Press the new mixer board over the standoffs to secure.
13. Verify DIP Switches on mixer board are set correctly:
 - RIGHT Side Mixer Module Board (looking from BIC front): top 3 to the right & the bottom to the left (looking at front of the board).
 - LEFT Side Mixer Module Board (looking from BIC front): all dip switches to the right (looking at the front of the board).

MIXER BOARD DIP SWITCHES



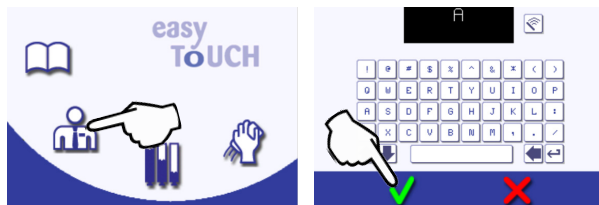
14. Reconnect wiring and cables to new mixer board.
15. Remove drain line plug and put back onto steel pin for storage.
16. Reconnect drain line using spring clamp.
17. Reconnect communication cable to new mixer board.
18. Carefully reconnect the main electrical 9-pin harness to new mixer board.
19. Reinstall mixer module by tilting mixer module onto shoulder bolts.
20. Reinstall the six (6) tower bolts.
21. Reinstall the tower safety cover using two (2) screws.
22. Replace the tower cap and reinstall the cupholder.
23. Plug unit in and turn power switch ON.
24. Verify drain line connection.

25. After unit powers ON, check that both mixers are turned ON in OPTIONS.

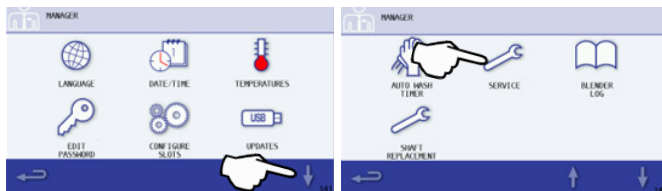
A. Press BACK arrow to return to easyToUCH SCREEN.



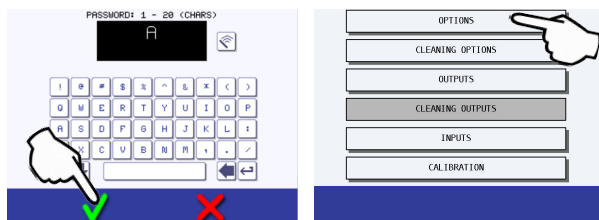
B. Press MANAGER MENU. Select A then press green check.



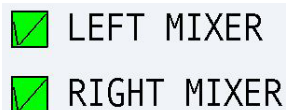
C. Press DOWN arrow once then press SERVICE.



D. Press A then the green check. Press OPTIONS.



E. Verify both mixers are turned ON. If a mixer has a RED box next to it press the box to turn it to GREEN.

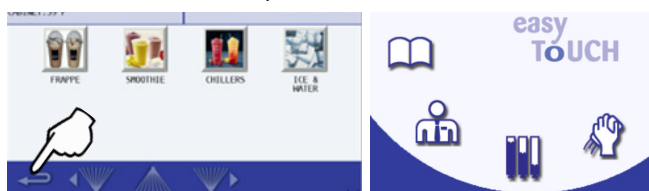


26. Press the BACK arrow until return to easyToUCH screen.

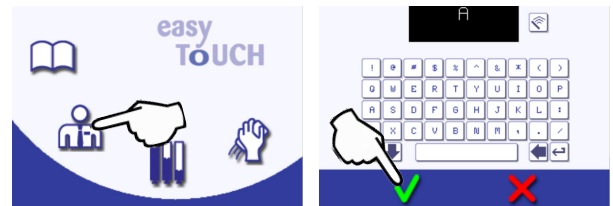
Software

27. Next verify unit is reading the new mixer board.

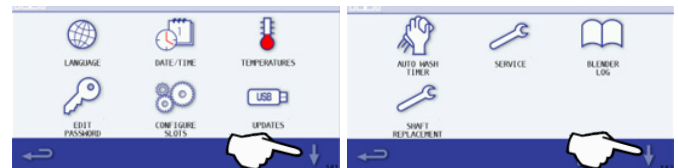
A. Screen will display DRINK MENU. Press BACK arrow to return to EasyToUCH SCREEN.



B. Press MANAGER MENU. Select A then press green check.



C. Press DOWN arrow twice.



D. Check MIXER software on machine. If MIXER software displays 0.0.0 then the new board is not connected correctly or mixer is not turned ON in the SERVICE/OPTIONS menu.



NOTE: Screen may time out and return to previous screen after 30 seconds.

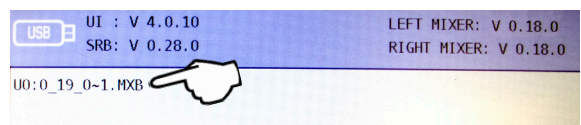
28. Install mixer software for the new mixer board.

A. Next press UP arrow then UPDATES.

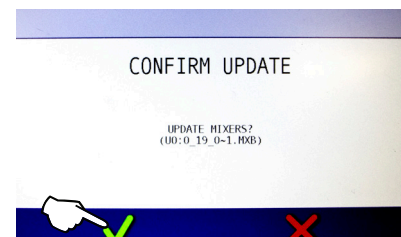
B. Insert USB stick into unit.

C. Press FIRMWARE then MIXERS.

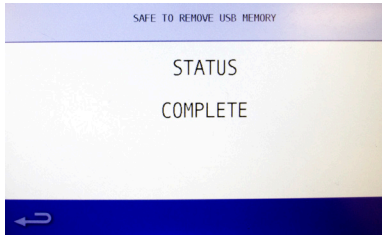
D. Press on the file name. See chart on first page for correct software for each User Interface Screen (UI).



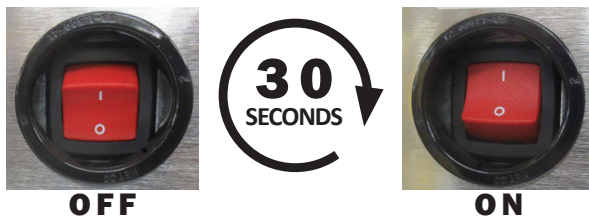
F. Press green check to confirm.



- G. The machine will begin to load the new mixer software. This may take some time. The LEFT side mixer will start at 0% and progress to 100% then the RIGHT side will start at 0% and progress to 100%.
29. Once the new software is loaded, display will prompt STATUS COMPLETE. **Do NOT remove USB drive.**
30. Select BACK arrow until reach easyToUCH screen.

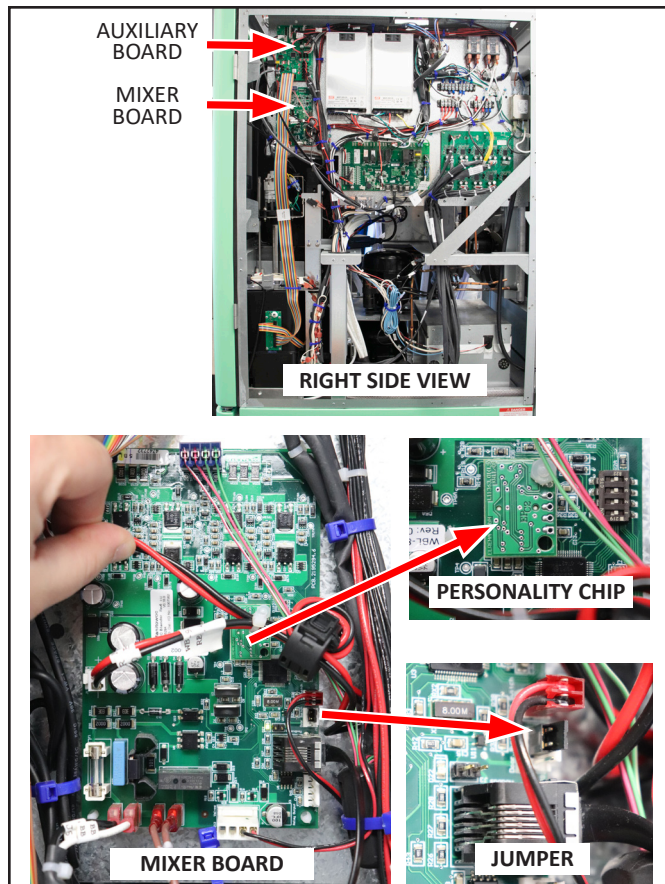


31. Turn the machine OFF for 30 seconds and then back ON.

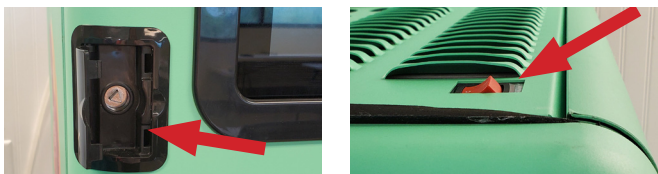


32. Press BACK arrow to return to easyToUCH SCREEN.
33. Press MANAGER MENU. Select A then press green check.
34. Press DOWN arrow twice.
35. Check MIXER software on machine. Mixer software should match chart shown on first page of this instruction.
36. Press BACK arrow until return to easyToUCH screen then press recipe book icon and make several drinks to confirm operation of new mixer board.

NOTE: If unit forces drink to be blended on side of old mixer board, remove clear plastic door from side of OLD mixer to force the unit to blend drink on side of new mixer board.

FRESHBLENDER**Diagrams****Preparation**

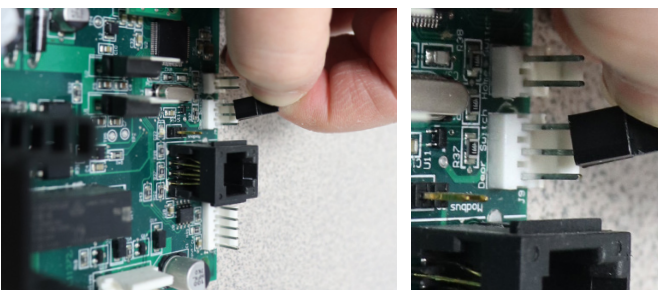
1. Power unit OFF and unplug, then unlock door.



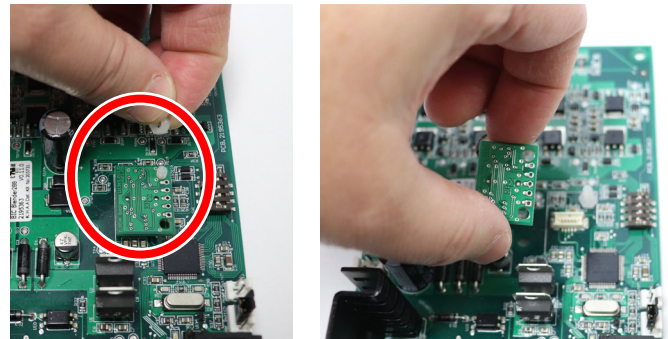
2. Remove RIGHT side panel.

NOTE: Front upper door must be open to remove RIGHT side panel.

3. Place new mixer board on a dry, flat surface and install new jumper onto connection labeled DOOR SWITCH on new mixer board. Jumper MUST be in the position as pictured below.



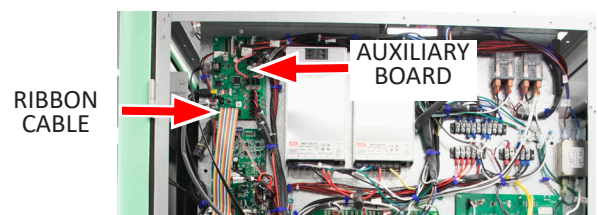
4. Disconnect personality chip from new mixer board by removing small plastic nut and pulling chip straight up and away from new mixer board. Set aside, this personality chip will not be used.



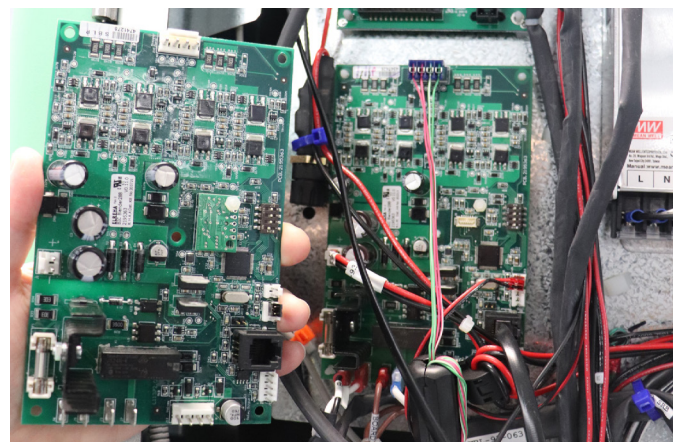
5. Disconnect personality chip from OLD mixer board still attached to unit.
6. Install OLD personality chip onto NEW mixer board by pressing down firmly and securing with plastic nut.

Instruction

7. Disconnect ribbon cable from the Auxiliary Board.

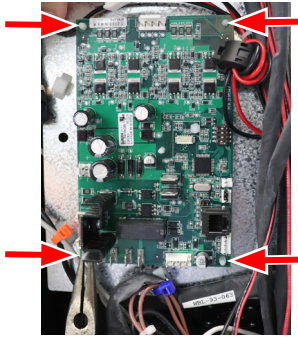


8. Hold new mixer board in one hand and carefully transfer wire connections from the old board to the new board. Cut zip ties as necessary to access wire connections.



9. Carefully allow new board to hang to the side.

10. Remove old board by releasing four (4) standoffs and gently pulling board away from unit.



11. Carefully press new mixer board onto four (4) standoffs.
12. Verify new mixer board is secure.
13. Secure loose wires with zip ties. Verify no wires are near blender mixer motor.
14. Reconnect ribbon cable to auxiliary board.
15. Install RIGHT side panel, then close and lock upper door.
16. Plug unit in and power unit ON.
17. Verify drain is correctly connected.

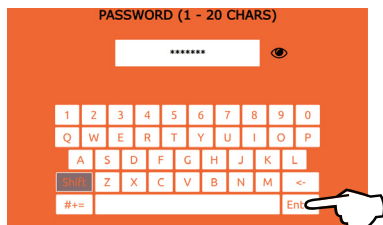
Verify Operation

18. After the unit powers on, from the START screen, touch the three corners in the order shown to access the password screen.



NOTE: If the TOUCH TO START or OUT OF SERVICE screen is not currently displaying on the machine you must first enter a Flavor Selection screen then double tap the BACK button to bring the TOUCH TO START screen back up.

19. Type the SERVICE or MANAGER password then select ENTER.



20. Select SUBSYSTEM VERSION INFO and verify mixer software version (MIXER SW VER) displays 0.18.0.



21. If mixer software does not display 0.18.0 contact Multiplex Technical Service 1-800-689-0157 or 1-844-724-2273.
22. Select BACK/LOGOUT to return to START screen.



23. Make several different types of drinks (smoothie, refresher and shake) to confirm operation of the blender.