

## Greg Fisher

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**From:** Greg Fisher <fisher.g@minutemanintl.com>  
**Sent:** Thursday, March 26, 2020 11:28 AM  
**To:** 'Terry Hartsell'; 'Alex Sumner'  
**Cc:** 'Jack Hill'; 'Dan Spapperi'  
**Subject:** FW: Antwort: RE: Antwort: RE: Antwort: FW: B120r software flash  
**Attachments:** Flash B120R - B175R.pdf

FYI about flashing software for the Hako units and using their serial numbers.

Little cumbersome and will require thought, but I'm sure our dealers can handle it.

## Greg Fisher

### *Technical Support Specialist*

*Minuteman International*

*14N845 US Rt.20, Pingree Grove, IL 60140*

*Office 800-323-9420 X-2365*

*Fax: 800-422-6933*

Parts Manuals are available

at <http://manuals.minutemanintl.net/>



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**From:** FFechtner@hako.com [mailto:FFechtner@hako.com]  
**Sent:** Thursday, March 26, 2020 11:15 AM  
**To:** Greg Fisher <fisher.g@minutemanintl.com>  
**Subject:** Antwort: RE: Antwort: RE: Antwort: FW: B120r software flash

Greg, as per our software engineering, in the next future it will be not possible to select the software with the PB serials.

enclosed you'll find a procedure, how it is done in the factory at new machines.

The B260R will be the first six digits: 718200

Mit freundlichen Grüßen / Sincerely

Friedhelm Fechtner

KUD  
Hako GmbH  
Hamburger Straße 209-239  
D-23843 Bad Oldesloe

Tel.: +49-4531-806-450

Fax: +49-4531-806-484  
Mobil: +49-179-9119-262  
<mailto:ffechtner@hako.com>  
<http://www.hako.com>

Von: "Greg Fisher" <[fisher.g@minutemanintl.com](mailto:fisher.g@minutemanintl.com)>  
An: <[FFechtner@hako.com](mailto:FFechtner@hako.com)>  
Datum: 25.03.2020 18:02  
Betreff: RE: Antwort: RE: Antwort: FW: B120r software flash

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In the meantime, is there anywhere on the unit we can find the Hako SN??

Please advise and let us know when the update has been released.

Thanks,

**Greg Fisher**  
**Technical Support Specialist**  
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**From:** [FFechtner@hako.com](mailto:FFechtner@hako.com) [<mailto:FFechtner@hako.com>]  
**Sent:** Wednesday, March 25, 2020 11:31 AM  
**To:** Greg Fisher <[fisher.g@minutemanintl.com](mailto:fisher.g@minutemanintl.com)>  
**Subject:** Antwort: RE: Antwort: FW: B120r software flash

Greg, this is a fast solution.  
With next software update this problem will be solved.

Mit freundlichen Grüßen / Sincerely

Friedhelm Fechtner

KUD  
Hako GmbH  
Hamburger Straße 209-239  
D-23843 Bad Oldesloe

Tel.: +49-4531-806-450  
Fax: +49-4531-806-484  
Mobil: +49-179-9119-262  
<mailto:ffechtner@hako.com>  
<http://www.hako.com>

Von: "Greg Fisher" <[fisher.g@minutemanintl.com](mailto:fisher.g@minutemanintl.com)>  
An: <[FFechtner@hako.com](mailto:FFechtner@hako.com)>  
Datum: 25.03.2020 16:54  
Betreff: RE: Antwort: FW: B120r software flash

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Friedhelm,

Once the unit has our tag on it and is in the field, is there anywhere else on the unit we can locate the Hako serial number?

Seems this is going to be a problem in all the nits in the future.  
Please advise.  
Thanks,

**Greg Fisher**  
**Technical Support Specialist**  
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**From:** [FFechtner@hako.com](mailto:FFechtner@hako.com) [<mailto:FFechtner@hako.com>]

**Sent:** Wednesday, March 25, 2020 10:29 AM

**To:** Greg Fisher <[fisher.g@minutemanintl.com](mailto:fisher.g@minutemanintl.com)>

**Subject:** Antwort: FW: B120r software flash

Geg,

the quality of the control units isn't that poor, that we have to install software daily.

Seems, there is some mismatch with your serial no.

When asked to enter the serial, please use "717744900191".

After the flashing is completed, you can change the serial back to your style.

Mit freundlichen Grüßen / Sincerely

Friedhelm Fechtner

KUD

Hako GmbH

Hamburger Straße 209-239

D-23843 Bad Oldesloe

Tel.: +49-4531-806-450

Fax: +49-4531-806-484

Mobil: +49-179-9119-262

<mailto:ffeichtner@hako.com>

<http://www.hako.com>

Von: "Greg Fisher" <[fisher.g@minutemanintl.com](mailto:fisher.g@minutemanintl.com)>

An: <[FFechtner@hako.com](mailto:FFechtner@hako.com)>

Datum: 24.03.2020 20:07

Betreff: FW: B120r software flash

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Friedhelm,

Sorry for so many questions about this, but we are having problems understanding this.

Dealer in field installed a new A1 controller in the B120R

Seems connected, but will not flash software.

Do you have any thoughts?

Is there anything more detailed about what each step is?

I realize you all do it daily and often, but we are still new to this and it's not as easy as it looks in the service manual.

Makes it sound like you just connect and go, but it's not that simple for us.

Please advise.

Thanks,

**Greg Fisher**

**Technical Support Specialist**

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