Firmware Update

STOP! All work detailed in these instructions must be done by a qualified technician.

Subject: Display and Control Board Firmware Update
Date: October 14, 2026
Models / Parts Affected: TCIM
Voltages: All Voltages

Overview

This document describes how to update the firmware on TCIM models.

Important Safety Information

DANGER! Electrical shock or burn hazard. Powering off an electronic control does not remove power from all components. Unplug the unit or disconnect power before proceeding.

WARNING! Sharp edges. Take care when installing, cleaning, servicing, and maintaining the equipment.

WARNING! The appliance owner is responsible for performing a Personal Protective Equipment (PPE) Hazard Assessment and ensuring adequate protection during maintenance and cleaning procedures.

Use appropriate tools, safety equipment, and PPE during installation and servicing.

Required Tools

Required tools include (but may not be limited to) the following:

- Gloves
- Eye Protection
- 1/4" Nut Driver
- Phillips Screwdriver or Bit Driver
- Drill (optional)

Procedure

Set Up Flash Drive

1. Insert a blank flash drive into the computer's USB port. See fig. 1.

Fig. 1. Insert a blank flash drive into the computer's USB port.

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Procedure

Set Up Flash Drive (cont.)

2. Visit www.truemfg.com. See fig. 2.

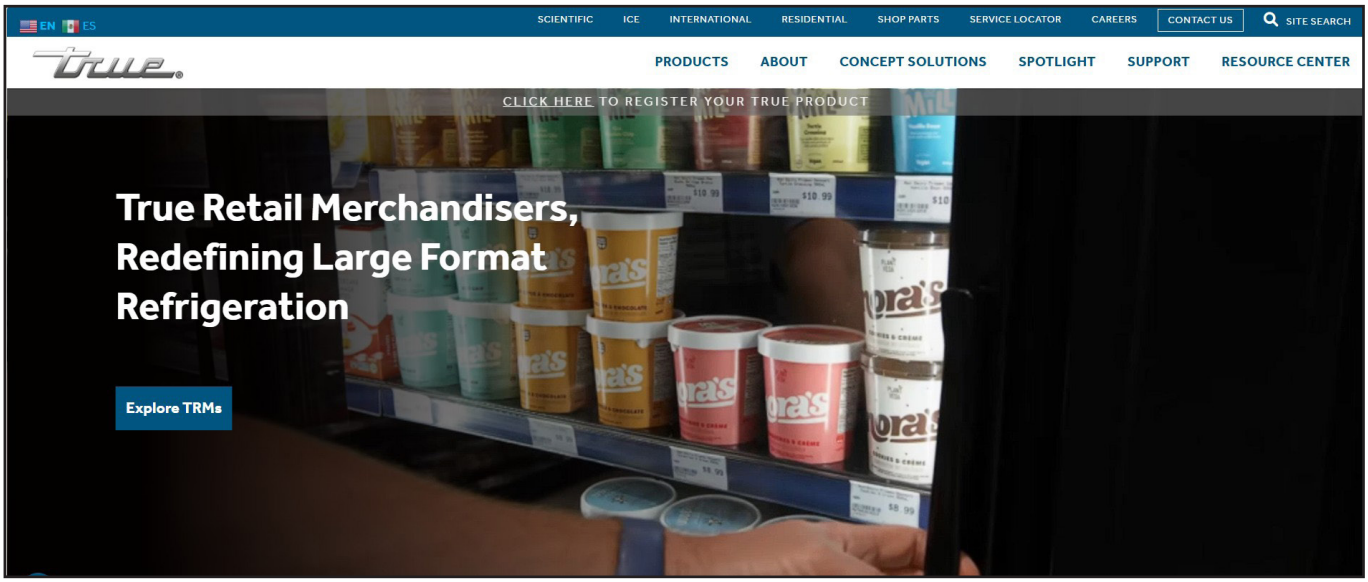

Fig. 2. Visit www.truemfg.com.

3. At the top of the window, select **ICE** (www.truemfg.com/true-ice). See fig. 3.

Fig. 3. At the top of the window, select **ICE**.

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Procedure

Set Up Flash Drive (cont.)

4. Scroll down and select **True Ice Resources**. See fig. 4.

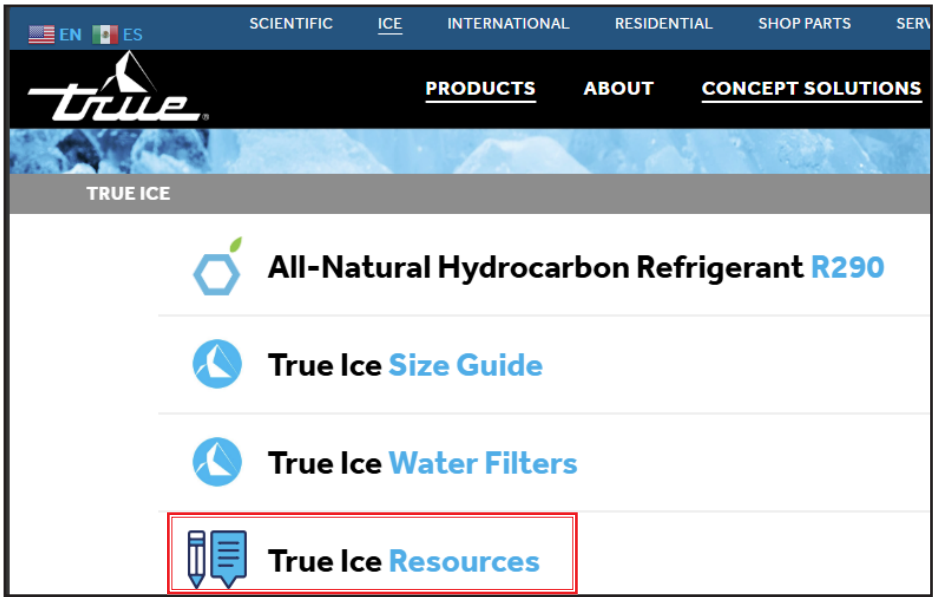

Fig. 4. Scroll down and select **True Ice Resources**..

5. Click to download the firmware files. See fig. 5.

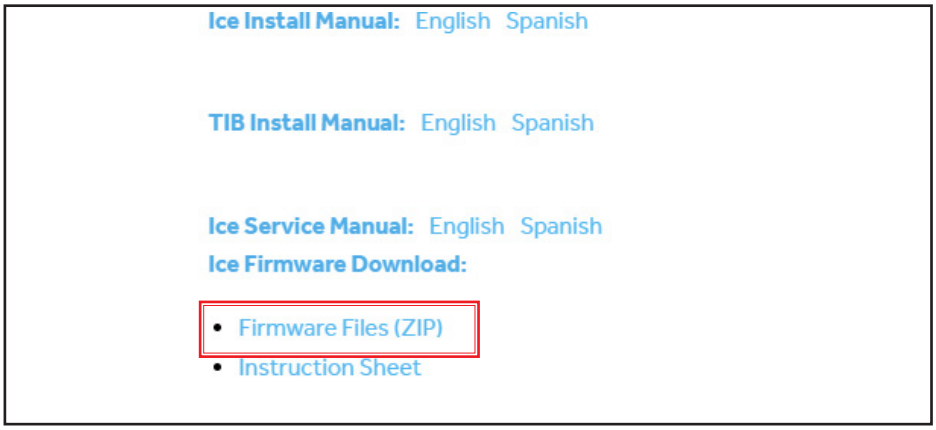

Fig. 5. Download the firmware files.

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Procedure

Set Up Flash Drive (cont.)

6. Locate and open your download location. This is typically your downloads folder. See fig. 6.

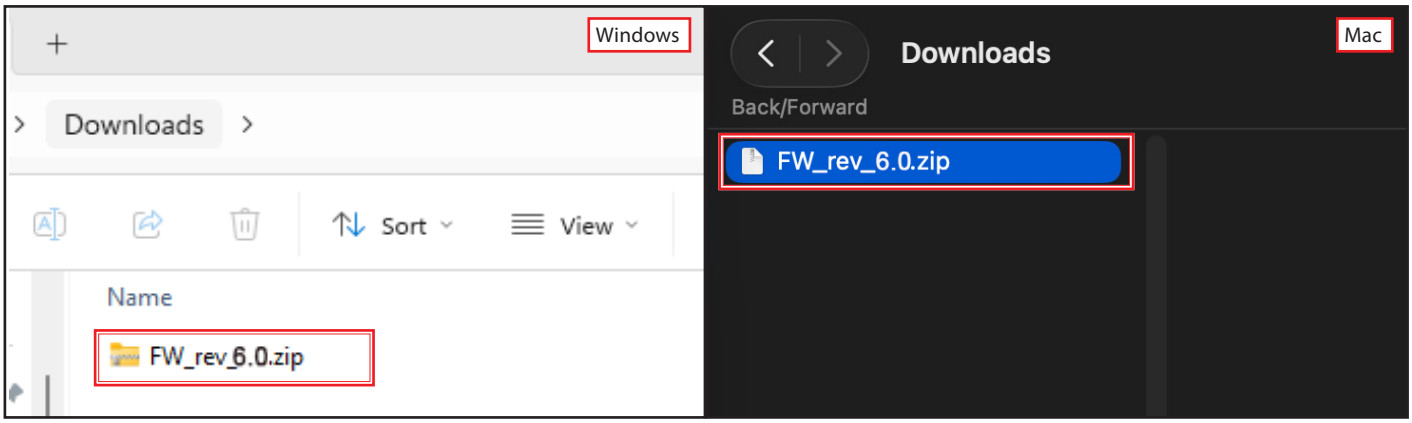

Fig. 6. Locate and open your download location.

7. Open the downloaded firmware folder (ZIP). See fig. 7.

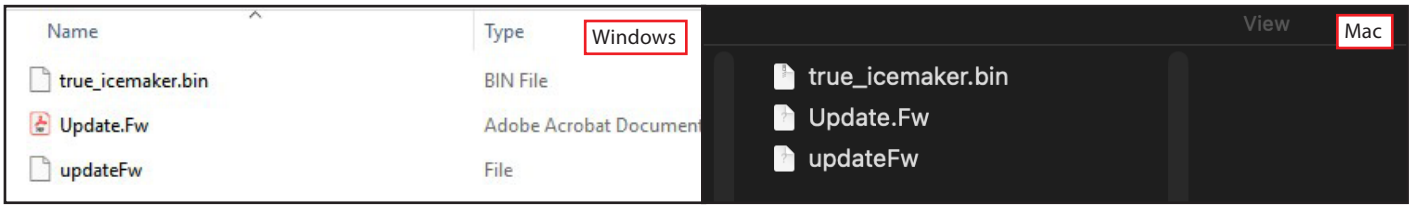

Fig. 7. Open the firmware folder.

8. Select and copy all three firmware files. See fig. 8.

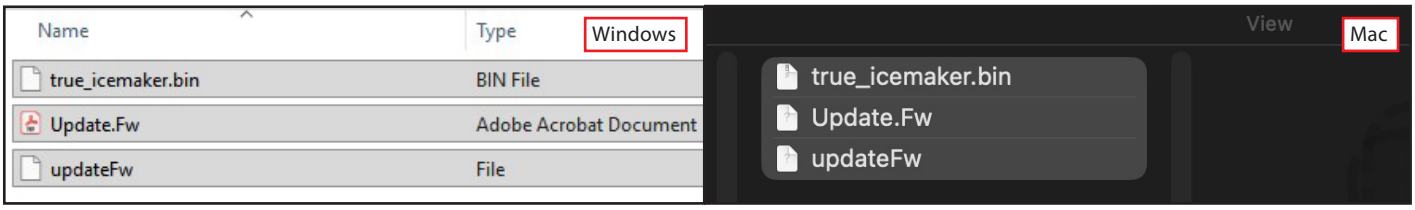

Fig. 8. Select and copy the firmware files.

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Procedure

Set Up Flash Drive (cont.)

9. Open the flash drive. See fig. 9.

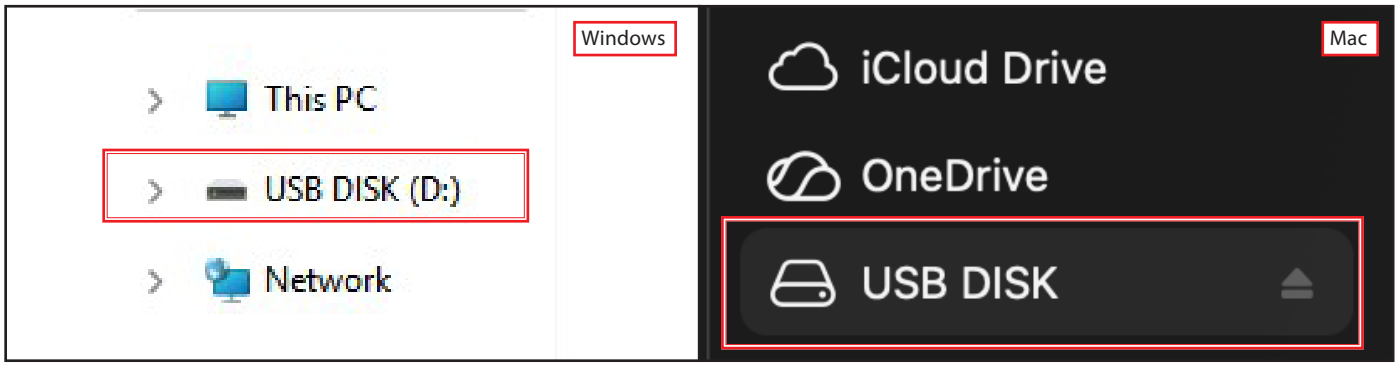


Fig. 9. Open the flash drive.

10. Copy the firmware files to your USB folder. See fig. 10.

IMPORTANT! **Be sure the firmware files are not nested into another folder.**

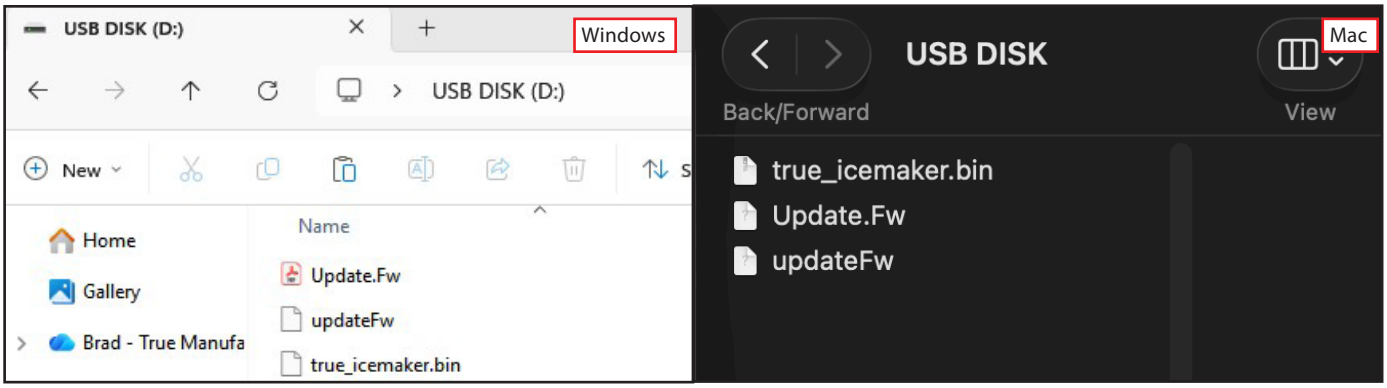


Fig. 10. Copy the firmware files to your USB folder.

11. Eject the flash drive and remove it.

12. Proceed to "View Current Firmware" (see pg. 6).

Firmware Update

Procedure (cont.)

View Current Firmware

1. In the home screen, press menu .
2. In the **Menu** screen, press service settings .
3. Press the lower left screen corner. See fig. 1.
4. Note the current firmware version. See fig. 2.
5. Proceed to "Update the Display Firmware".

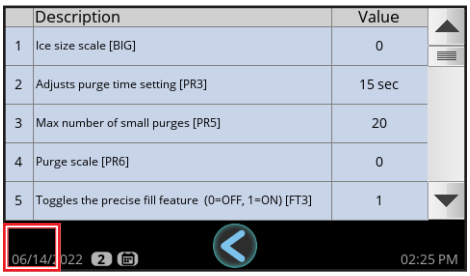


Fig. 1. Press in the indicated hitbox.

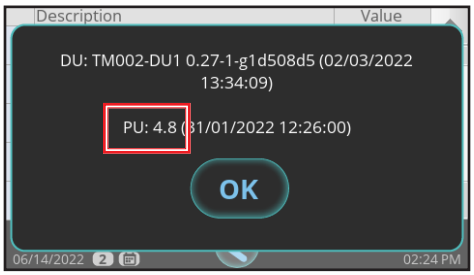


Fig. 2. Version number location.

Update the Display Firmware

1. Unplug the appliance or turn off the power supply.
2. Pull the display ring from the unit. See fig.1.
3. Slide the display left, and then remove the display from the door panel.
4. Insert the flash drive into the display. See fig. 2.
5. Restore power to the appliance. The firmware download will start. View the download progress on the display. When the display returns to the home screen, the display update is complete. See fig. 3.
6. Unplug the appliance or turn off the power supply.
7. Remove the flash drive.
8. Reinstall the display.
9. Reinstall the display ring.
10. Proceed to "Update the Control Board Firmware".

Fig. 1. Pull the display ring from the unit.

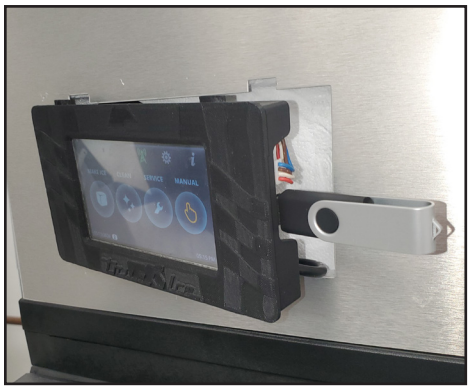


Fig. 2. USB port and cable locations.

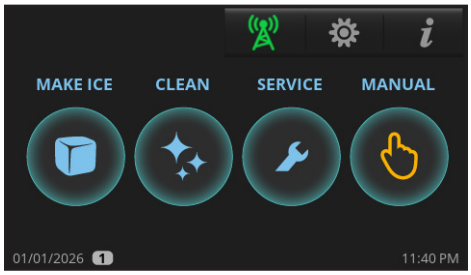


Fig. 3. When the display returns to the home screen, the update is complete.

Firmware Update

Procedure (cont.)

Update the Control Board Firmware

1. Open the front panel. See “Appendix A” (pg. 9).
2. Remove the top panel. See “Appendix A” (pg. 9).
3. Remove the side panel. See “Appendix A” (pg. 9).
   - 22” units: Remove the right side panel
   - 30” units: Remove the left side panel
4. Remove the electrical box cover and access the control board. See fig. 1.
5. Insert the flash drive in the control board. See fig. 2.

   NOTE: Be sure not to move or disturb the control board cables when inserting the flash drive.
6. Plug in and power on the appliance.
7. The firmware download will start. View the download progress on the display. When the display returns to the home screen, the display update is complete. See fig. 3.
8. Unplug the appliance or turn off the power supply.
9. Remove the flash drive and reinstall the electrical box cover.
10. Reinstall removed/opened panels.
11. Restore power and proceed to “Parameter Verification & Changes”.

Fig. 1. Electrical box cover screw location.

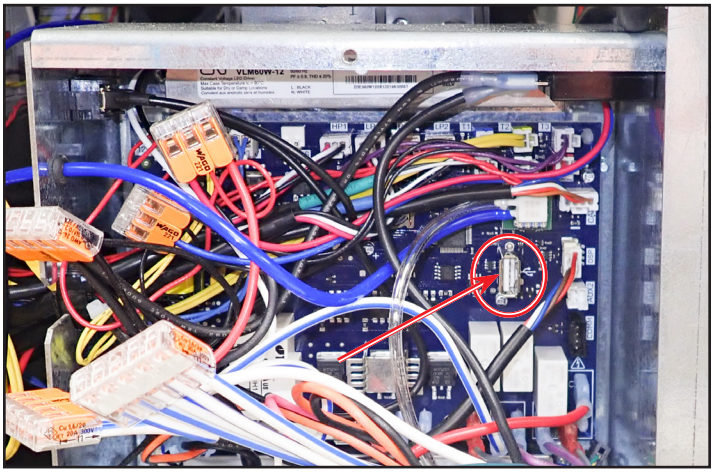


Fig. 2. Control board USB port location.

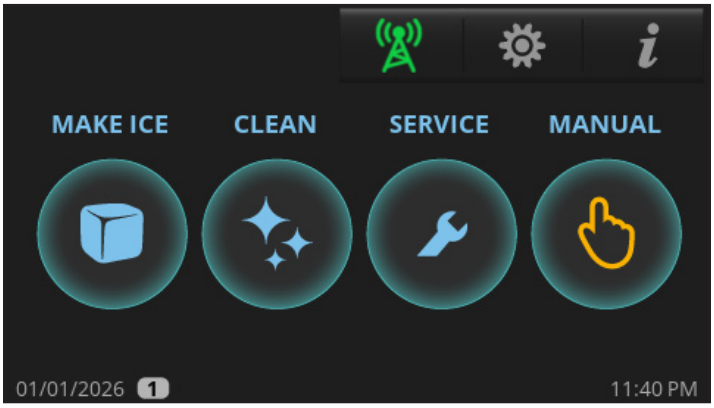


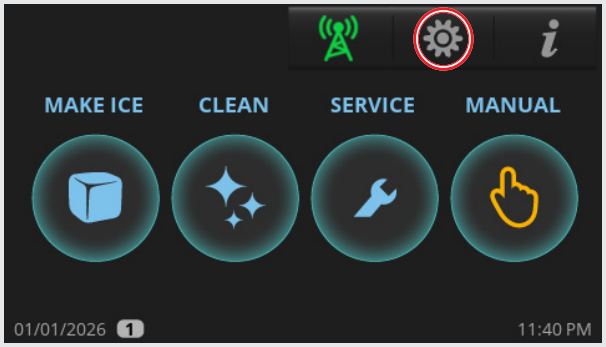
Fig. 3. When the display returns to the home screen, the update is complete.

Firmware Update

Procedure (cont.)

Verify Parameters and Change Them as Needed

1. In the home screen, press menu .

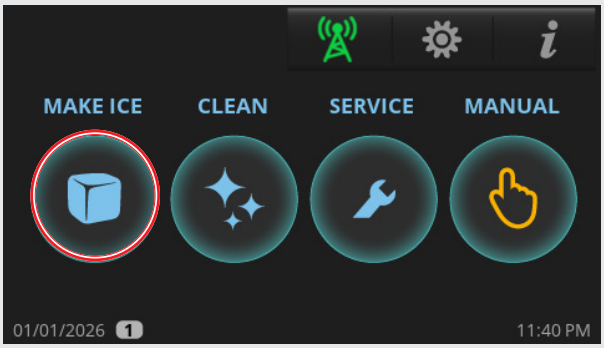


2. In the **Menu** screen, press service settings .

3. Verify the parameter settings shown in the table below.

Parameter Number	Parameter	Correct Setting
2	ACC	1
3	AC1	0.5
4	AC2	1.0
17	SL4	10
32	FL3	0
41	RF4	10
49	SCP	PSI

4. If necessary, select a parameter to change its value.
5. Enter the correct setting and press okay.
6. Return to the home screen. Press the back icon twice (2x).
7. Press **MAKE ICE** and verify correct operation through startup and one full ice cycle.



Firmware Update

Appendix A: Panel Removal

Front Panel

1. Remove the front panel screws. See fig. 1.
2. Open the front panel(s). See fig. 2.

Fig. 1. Front panel screw locations.

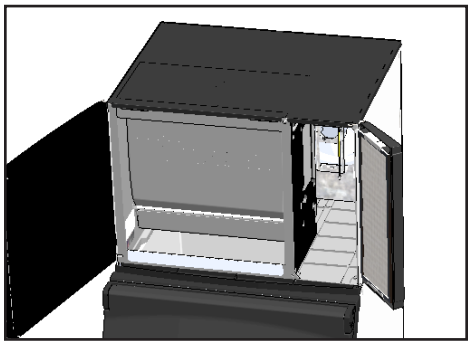


Fig. 2. Open the front panels.

Top Panel

1. Open the front panel(s).

   EXCEPTION: TCIM-622/822 Remove the front filter grill. See fig. 1.
2. Carefully lift the top panel's front. Then, slide the top panel towards the ice machine's rear. See fig. 2.
3. Remove the freed top panel.

Fig. 1. Front filter grill screw locations.

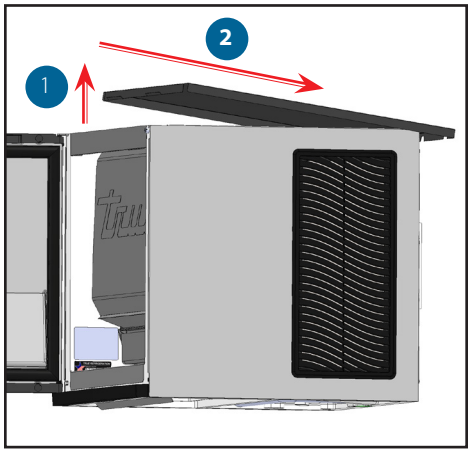


Fig. 2. Lift the front edge, slide the top panel back, and then lift the panel.

Side Panel

1. Open the front panel.
2. Remove the top panel.
3. Remove the side panel's rear screw. See fig. 1.
4. Pull the side panel from the bottom fasteners. Then, lift the side panel. See fig. 2.

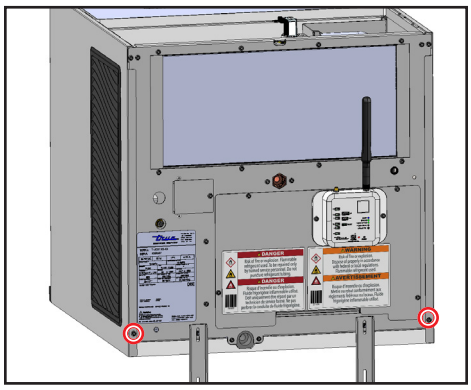


Fig. 1. Side panel screw locations.

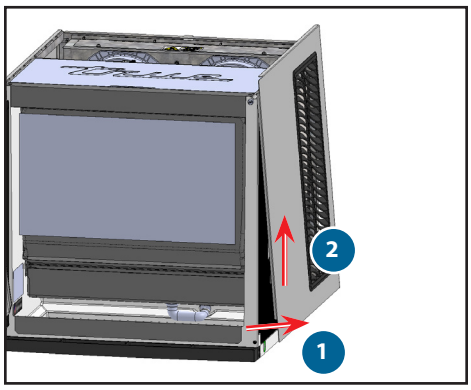


Fig. 2. Pull the panel from the adhering tabs and then lift.

Technical Questions or Concerns

For more information, please contact our Technical Support team.

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