

# SERVICE BULLETIN



BRIGGS & STRATTON, LLC

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|                  |                    |  |   |                                     |
|------------------|--------------------|--|---|-------------------------------------|
| TO:              | NOTIFIED CUSTOMERS |  | <b>CRITICAL CORRECTION - ACTION AND RESPONSE REQUIRED IMMEDIATELY</b> | <input checked="" type="checkbox"/> |
| BULLETIN NUMBER: | 21-0005-MH-1MBTU   |  | ACTION REQUIRED - FIX, NO REPORT                                      | <input type="checkbox"/>            |
| DATE OF NOTICE   | 3/4/21             |  | IF ENCOUNTERED - CORRECT IF ISSUE IS FOUND                            | <input type="checkbox"/>            |
| SUBJECT:         | MAXI-HEAT 1M BTU   |  | INFORMATION ONLY  | <input type="checkbox"/>            |
| PRODUCT LINE:    | MAXI HEAT          |  |   |                                     |
| MODEL:           | DIESEL             |  | AUTHORIZED LABOR CHARGES FOR THIS BULLETIN:                           |                                     |
|                  |                    |  | .25 HR / \$50 PER UNIT  |                                     |
| SERIAL NUMBERS:  | ALL                |  | PART NUMBERS REQUIRED TO CORRECT THIS BULLETIN:                       |                                     |
|                  |                    |  | FLASH DRIVE   |                                     |
| EXPIRATION DATE: | 4/4/2021           |  | INSTALLATION MANUAL: P/N 118660                                       |                                     |

## DESCRIPTION OR SUMMARY OF PROBLEM TO BE CORRECTED:

The software is to be installed to prevent overheating caused by improper startup within the software.

The service bulletin is a critical update request, and customer response to acknowledge the successful installation is required. Failure to follow and update the required equipment may compromise the units warranty.

## CORRECTIONS AND INSTRUCTION:

See attached brochure for installation instructions

CONTACT INFORMATION: FOR ADDITIONAL CLARIFICATION OR FURTHER INSTRUCTIONS, PLEASE CONTACT THE FOLLOWING:  
TECHNICAL SERVICES @ 1(308)995-3431

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**Item 1: The installation manual for the software is detailed in step by step method, to update the existing software from MCS. The manual is included in the service kit. If the manual is not present, please notify the service department shown on the front of this bulletin.**

**2. There are several notations in the installation manual which indicate potential hazards to consider during the software update, as well as informational items necessary to complete the update of the software. These are noted inside the manual with icons, symbols, and other visual aids. Please take the necessary time to familiarize yourself with the manual prior to performing the update.**

**3. For further clarification, and a video tutorial on performing the update, please visit our website. The direct link to the video tutorial is available here:**

[Instructional Video](#)

[https://www.youtube.com/channel/UCIhID2UfpKze\\_VYTZrErePw](https://www.youtube.com/channel/UCIhID2UfpKze_VYTZrErePw)

