

TI_2506 Mandatory software update at every service visit



iCombi Pro / iCombi Classic / iHexagon / iVario / iVario Pro



25/04/2025

Topic

Mandatory software update from 1 May 2025: Every technician is obliged to update the unit to the latest software version during a service.

Affected product/accessories

- iCombi Pro / iCombi Classic Electric and Gas
- iHexagon
- iVario/iVario Pro

General information

We are constantly working on updating our unit software in order to offer our customers the best possible benefit. These updates not only contain important security updates, but also ensure optimal operation.

We place great importance on keeping the software on our RATIONAL cooking appliances up to date via our partners and therefore require regular updates during service visits.

It is therefore absolutely necessary to update the unit software to the latest version during the visit and to state this in the service message.

The latest software is still available at:

- ConnectedCooking
- Portal
- RATIONAL Loader

free of charge.

In order to compensate for the effort required to carry out this update, we will reimburse this effort in warranty cases as usual via our invoicing system.

We thank you for your cooperation in the continuous improvement of the customer experience and are available to answer any questions you may have.

NOTE:

No further action is required.