

TI_2519: Incorrect QR code



iCombi Classic



02/01/2026

Subject

We would like to inform you that problems may occur when creating the QR code for the service level. The cause is the installation of software versions LM200-9.0.4 and LM200-9.0.5, which were installed incorrectly. The error only affects control boards (CPU) (42.00.292P) that have been shipped as service parts. Newly delivered iCombi Classic cooking systems are not affected.

Affected product/accessory

- iCombi Classic

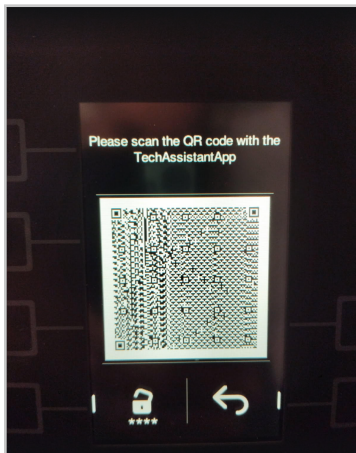
Affected components

- Control board (CPU) (Item number: 42.00.292P)

Required tool

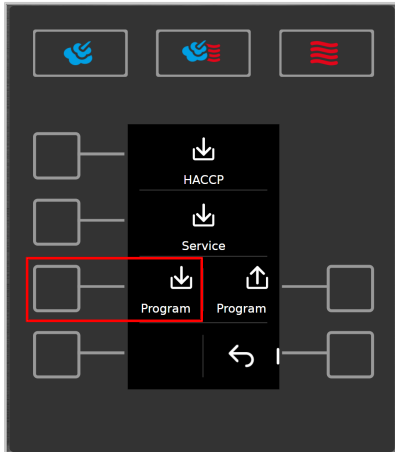
- RATIONAL USB stick (FAT32 formatted)
- iCombi Classic software (LM200-9.0.7 or newer)
- Recovery.json file from affected unit

Error code



Preventing faults

- ✓ The unit is switched on and ready to use.
- 1. Insert an empty USB stick for customer data and programs into the unit.
- 2. Download customer data and programs.



- 3. Insert the USB stick with the current software version LM200-9.0.7 or newer and perform a standard software update.
- 4. Open the service level.
- 5. Check whether you can log in again to the service level using the QR code.
- 6. After successful login in the service level, perform an **EEPROM DATA VALIDATION**.
To do this, navigate to the second page in **SERVICE LEVEL** and select **BASIC SETTINGS**. Select **EEPROM DATA VALIDATION** to perform the validation.
- 7. If the QR code is still displayed incorrectly, perform the following troubleshooting.

Troubleshooting

DANGER

High voltages when connecting to the mains power

Danger to life due to high voltage.

- Disconnect from the power supply.
- Secure against unintentional switching on.
- Make sure the unit is disconnected from the power.

CAUTION

Sharp-edged components

There is a risk of cuts when working on sharp-edged components.

- Wear protective gloves when working with sharp-edged components.

If the standard software update did not help or the sequence was carried out incorrectly, perform the following steps:

- ✓ The unit is switched on.
- 1. Turn off the unit.
- 2. Open the control panel.
- 3. Disconnect the EEPROM.
- 4. Switch the unit on.
- 5. Insert the USB stick with the current software version LM200-9.0.7 or newer. The software update starts automatically.
- 6. Switch off the unit after the software update has been successfully completed.
- 7. Reconnect the EEPROM.
- 8. Close the control panel.

9. Switch the unit on.
 10. Check that the error is resolved and the QR code can be scanned.
 11. After successful login in the service level, perform an **EEPROM DATA VALIDATION**.
To do this, navigate to the second page in **SERVICE LEVEL** and select **BASIC SETTINGS**. Select **EEPROM DATA VALIDATION** to perform the validation.
- If the QR code still cannot be scanned, contact **RATIONAL Technical Service**.