

Service Notice Number: 20191009-3

Date: October 9, 2019

To: Lincoln Authorized Service Facilities, End Users

**Software update to improve consumable life and 380V performance
on the Flexcut 200 and Flexcut 200CE**

Covered Product:

Machine	Code #	Serial Range
FLEXCUT 200	12731 12825	U1180204657 - U1190705898
FLEXCUT 200CE	12829	U1180512341 - U1190705398

Issue:

1. Shortened life of consumable parts
2. Poor cutting performance with 380V input

Recommended Action:

If the machine is in the covered product serial range, perform the following:

- Check the version of software on the machine. See page 4 for how to check the software version. If the software has been updated, the software version for the Flexcut 200 code 12731 will show S32360-11, the Flexcut 200 code 12825 and the Flexcut 200CE code 12829 will show S32922-7.
- If the software version is prior to those listed above, please proceed with updating the software in the power source per instructions included below.

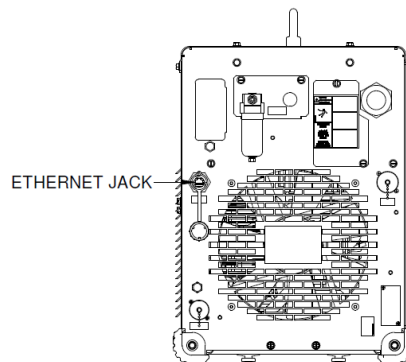
⚠ WARNING:

Unauthorized repairs performed on this equipment may result in danger to the technician and machine operator and will invalidate your factory warranty.

Service and repair should only be performed by Lincoln Electric Factory Trained Personnel. If for any reason you do not understand the test procedures or are unable to perform the test/repairs safely, contact the Lincoln Electric Service Department for electrical troubleshooting assistance before you proceed. Call 1-888-935-3877 or email service@lincolnelectric.com

Repair:

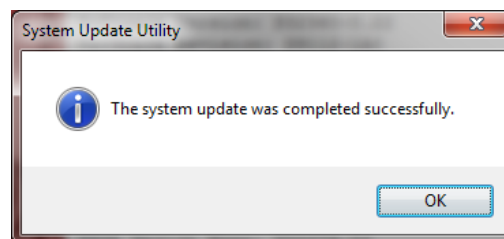
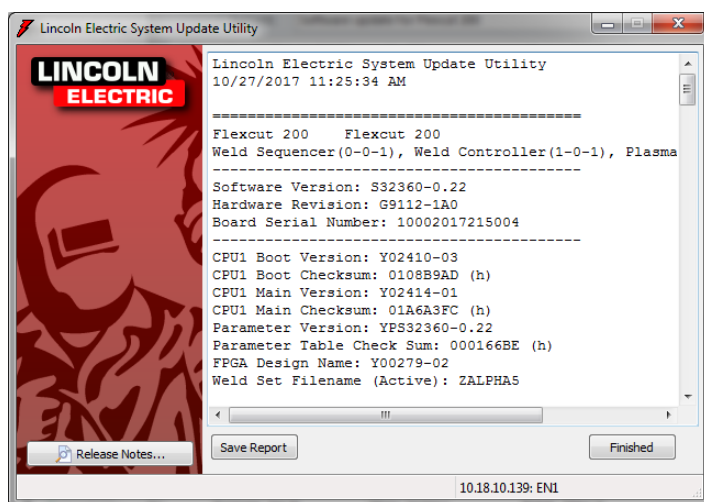
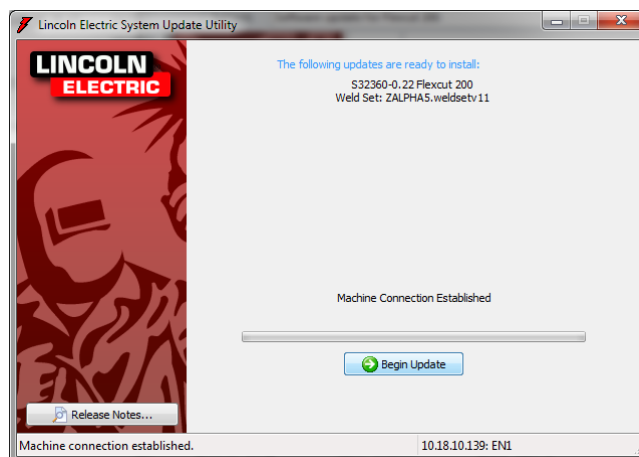
- Equipment Required: Two Ethernet cables, and a router or server to assign IP addresses
- Connect an Ethernet cable from the router or wall Ethernet plug to your computer.
- Connect another Ethernet cable from the router or another wall Ethernet plug to the Ethernet jack on the back of the machine shown to the right.
- For the FLEXCUT 200 code 12731, click this link [S32360-11.zip](#) and save the zip file to your computer. Open the zip file and click the extract all files button.
- For the FLEXCUT 200 code 12825 or the FLEXCUT 200CE code 12829, click this link [S32922-07.zip](#) and save the zip file to your computer. Open the zip file and click the extract all files button.
- Open the folder and double click the SystemUpdate.exe file. Select the “connect through Ethernet” option and then click “I don’t know the IP address of the welder”.
- Click refresh list and the Flexcut 200 or Flexcut 200CE should appear in the list. If it does not show up there is an issue with the IP address connection. Call 1-888-935-3877 or email service@lincolnelectric.com if you need assistance. Once it appears on the list click “Connect”.



Name	Date modified	Type	Size
_files	10/27/2017 10:23 ...	File folder	
changes.txt	10/27/2017 10:22 ...	Text Document	1 KB
SystemUpdate.exe	4/27/2017 4:09 PM	Application	2,367 KB
Y00279-02_47BE1_10-13-2016.rbf	10/13/2016 2:17 PM	RB File	12 KB
Y02410-03_(SVN 1440)_10889AD_05-17-1...	5/17/2017 9:45 AM	BIN File	192 KB
Y02414-01_(SVN 1575)_1A6A3FC_09-27-1...	9/27/2017 8:10 AM	BIN File	304 KB
Y02424-01_(SVN 1591)_94E16F_10-25-17...	10/25/2017 6:04 PM	LEB File	208 KB
YIS32360-0.22.ini	10/27/2017 10:23 ...	Configuration sett...	1 KB
YKS32360-0.22.key	10/27/2017 10:23 ...	KEY File	1 KB
YPS32360-0.22_166BE_10-27-2017.sav	10/27/2017 10:23 ...	SAV File	4 KB
ZALPHA5.weldsetv11	10/27/2017 10:21 ...	WELDSETV11 File	50 KB
ZALPHA5_ALPHAPROTO.leb	10/27/2017 10:21 ...	LEB File	24 KB

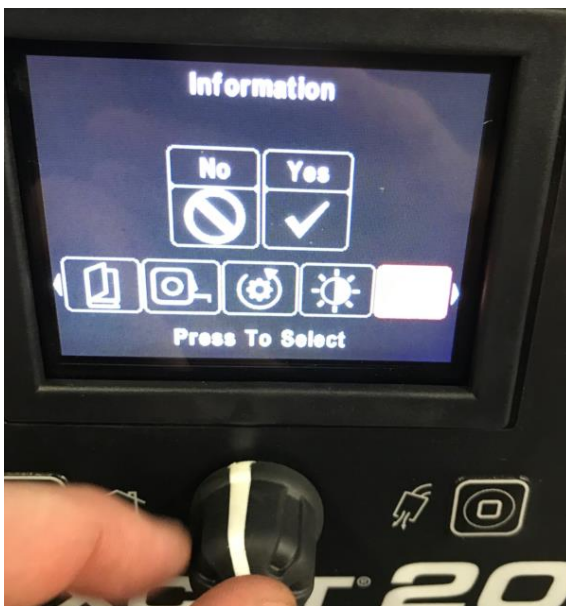


- Click the begin update button.
- The update should take approximately 30 seconds to complete.
- Once complete, a message box will appear stating the system update was completed successfully.



Checking the Version of the Software on the Machine

- Press the home and purge buttons at the same time. This will take you to the options menu.
- Use the knob to scroll to the right to the information tab. Press the knob to select 'Information' then turn over to 'Yes' and press the knob again to select.



- This screen will now appear that shows all three software versions in the machine. The 'Power Source' software is the version that is being changed with this update will show S32360-11 for the Flexcut 200 code 12731 and S32922-7 for the Flexcut 200 code 12825 and the Flexcut 200CE code 12829.



Please contact Lincoln Electric at Service@LincolnElectric.com with the subject line "Flexcut 200 20191009-3" if you have any questions or need assistance.