

Service Information

TITLE : Update Sego Firmware

MODEL : All Sego models

DATE : 15-08-2025

NUMBER : SI250815

Reason for sending you this information

We want to inform you about the availability of new software for all Sego models.

Part information:

The software update includes an improvement of the touch controller software.
The improved touch controller software has a positive impact on preventing false touches of the touchscreen.

Background:

Field reports have identified instances where environmental factors (electrostatic discharge, electromagnetic interference) can cause false touch activation on the Sego touchscreen.
We recommend uploading the machines with this new available software when possible.

Availability:

- From serial number **10064134**, machines are preloaded with the new software from the factory.
- The software is also available and downloadable on the B2B portal on our website www.bravilor.com
- We also provide all machines in our stock with a USB stick containing the latest software, so that after hardware installation, the machine can easily be updated with the latest software.

Installation notes:

- Update process takes approximately 15-20 minutes.
- Can be performed during routine maintenance.
- **Verification:** Check that firmware version displays **"T5/2.15"** in service menu.
- No additional parts required.