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# TECHNICAL SERVICE BULLETIN

Filename: TSB – USB Software Update 100-400  
Rev date: 4-19-2017

## USB SOFTWARE UPDATE

This procedure is for updating display and main board software for ION models 100, 200, 300, and 400.

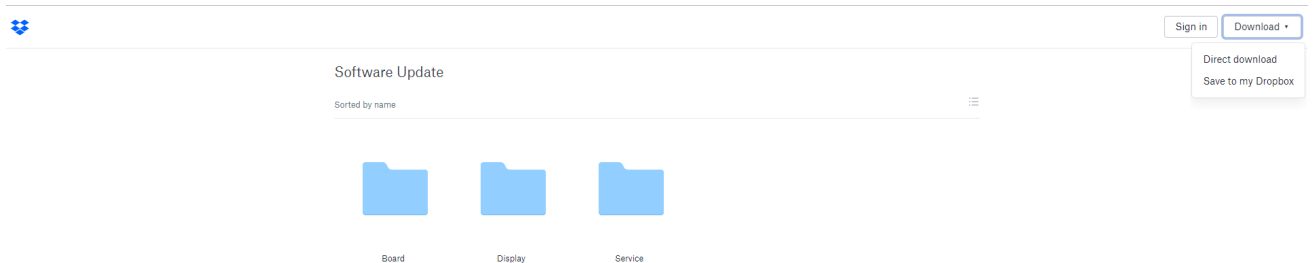
**Tools Required** – USB flash drive, computer

**Time Required** – 5 min

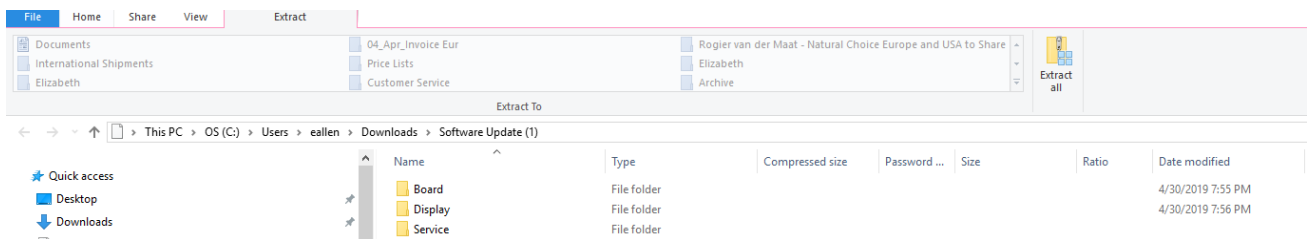
**STEP 1**—Insert a **blank** flash drive into a USB port on your computer.

**STEP 2**—Click on [link](#) to Dropbox to download software update and folders. (You don't have to have a Dropbox Account to download).

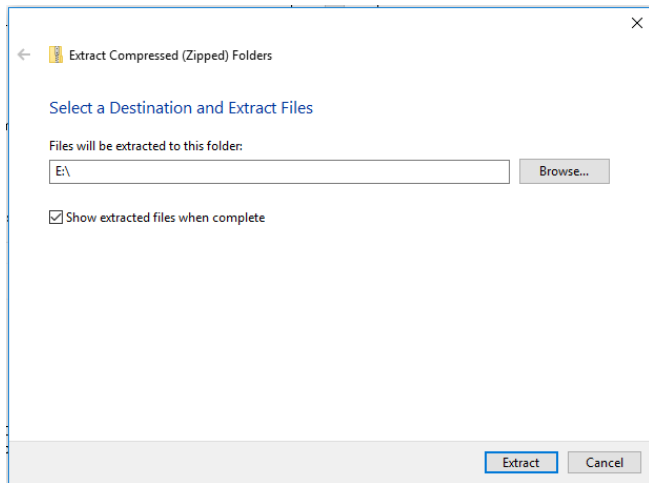
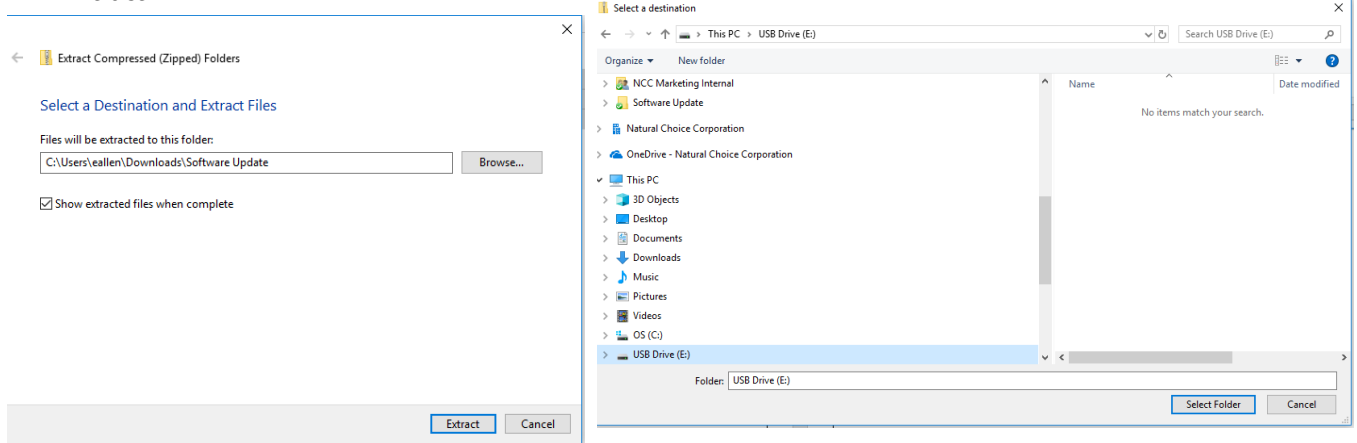
**STEP 3**—In Dropbox, click on Direct Download under downloads.



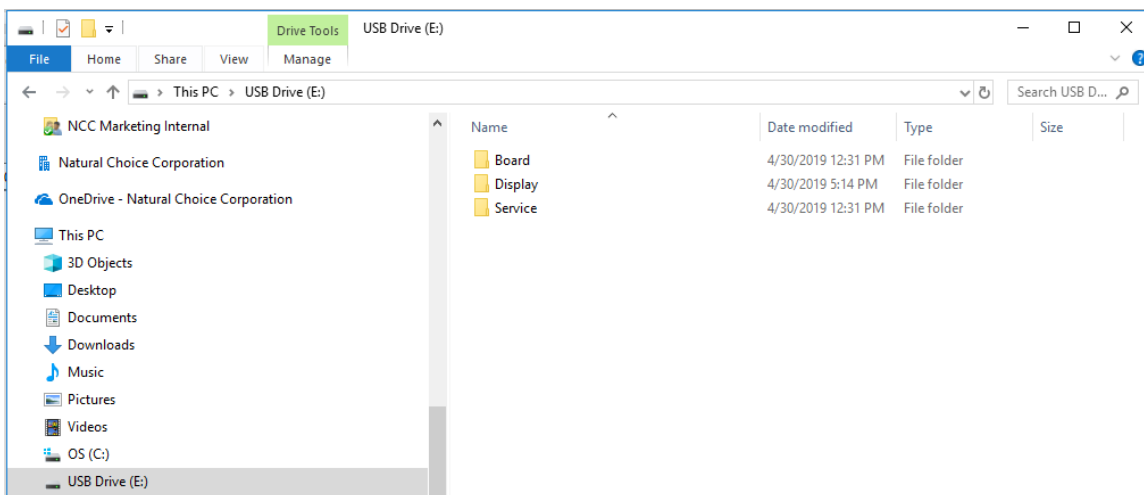
**STEP 4**—After download, go to Downloads folder and double click zip file. Select Extract All. (Alternatively, you can select all three folders and drag to your USB Drive.)



**STEP 5**— Click on the Browse Button and select your USB Drive Folder. Click Select Folder and Extract.



**STEP 6**— Click on USB folder in the file explorer. The 3 folders should be present.

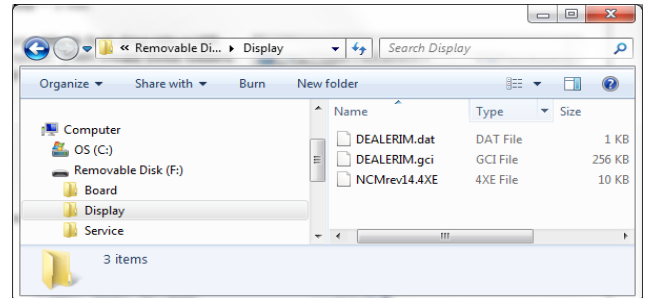


**STEP 6 (Optional)**—The Service Contact in the Service Folder defaults to Natural Choice. If you would like to update to your information you may update and save to your information.

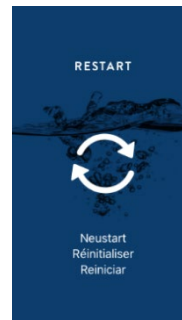
Service0 - Notepad  
File Edit Format View Help  
SERVICE CONTACT  
Natural Choice Corporation  
(815) 874-4444  
www.naturalchoicewater.com  
:

**STEP 6**—Turn off ION and insert flash drive into USB port located inside filter door. Turn ION on to begin upload. When upload is complete turn off ION and unplug flash drive. Your upload is now complete.

**Warning: Loss of power or removing flash drive before completion may result in complete failure of main control board.**



**Alternative: If you have your folders with your dealer information present on the USB, you only need to download the [Hex file](#) from the Board folder in One Drive and copy it to the Board folder on your USB.**



*End of procedure*

***Not sure if you're doing the right thing?***

Contact Natural Choice Corporation at 800-547-7726 (815-874-4444int'l) or by fax at 815-874-4445 or by email at [info@naturalchoicewater.com](mailto:info@naturalchoicewater.com)