

DATE	1/13/2020
PRODUCT(S) AFFECTED	Trifecta™ 800 3D Printer
SERIAL NUMBER(S)	All

TITLE:

Upgrading Trifecta Firmware to Version 1.1.07c.

DESCRIPTION OF ISSUE:

There may be instances when a user starts a print, but the machine does not reach the correct temperature and will not start the print. There are reported cases of it taking several minutes and even hours longer than expected. This firmware will fix this issue.

RESOLUTION:

Firmware Version 1.1.07c is installed on all machines manufactured on/after 1-13-2020. Updating the firmware to 1.1.07c (or latest version) is not needed but recommended.

The new firmware can be found on the VariQuest® Resource Center on the [Trifecta page](#). Users must be logged in to download the upgrade. Follow the outlined directions below for installation.

The firmware upgrade fixes the following issues:

1. Prints will start regardless of meeting exact temp.
2. Improved heater strength.
3. Preheating from the temperature menu will go to 230 degrees.

Review the Trifecta user guide pages 25-26 for detailed instructions on firmware upgrades.

Install the upgraded version of firmware. Save the .hex file from the download page to your computer.

4. Connect Trifecta to your PC with the USB cable that was included with your machine.
5. Power on Trifecta.
6. Open the Trifecta Software on the desktop—not through the Design Center Software.
7. Select the **Advanced** tab.
8. Select the **Install Firmware Upgrade** section.
9. Locate the firmware file that you downloaded (VariQuest_Trifecta_800_1.1.07-.hex)
10. Click **Open**.
11. Allow the firmware to upload to the printer.
12. Verify the new version (1.1.07) on the Trifecta LCD screen under “Control”.
13. Click **Ok** to close the open window and disconnect the USB cable from your PC and Trifecta.
14. Trifecta will display v1.1.07 in the control box.
15. Process complete.