



## #50 Cleaning requests start unexpectedly

Dear Team,

We hope this message finds you well. We need to urgently inform you of a critical issue affecting certain of our machines, identified from today, Friday, January 5, 2024.

The affected models - Cameo, Enigma, and E'line - equipped with software versions V2.63 or V4.14 and earlier, are encountering a malfunction in the cleaning counter. This issue may prompt an erroneous cleaning request soon following a cleaning cycle.

To promptly address and resolve this issue, we strongly recommend updating the software on your machines to a version later than V2.64 or V4.15.

**Cameo V4.19 software**

**Enigma V4.19 software**

**Cameo V2.66 software**

**E'line V2.66 software**

Should you have a substantial number of machines requiring this update and they are online or if you encounter any challenges during the process, please do not hesitate to contact us for support at [service.usa@eversys.com](mailto:service.usa@eversys.com) or 888.511.0750

Our team is ready to assist you in ensuring a smooth and efficient update process.



As a temporary emergency solution (FIX), you can change the date on your machine.  
Please proceed as explained in the instruction below.

**[Download instruction](#)**

Thank you for your immediate attention to this matter. We apologize for any inconvenience this may have caused and are committed to ensuring the highest level of functionality and service for our products.