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Technical Service Bulletin

26-TSB-483-EN

09/09/2026

Models and Markets: All STATIM 2000 and 5000 units with G4+ LCD controller boards worldwide

Description: Software update available SL12R103 (for G4+ LCD controller boards only)

Summary:

To ensure optimal performance and trouble-free operation of your STATIM G4+ units, we recommend updating the user interface software to the latest version SL12R103. This update has been implemented to improve the bubble level functionality.

Action Required:

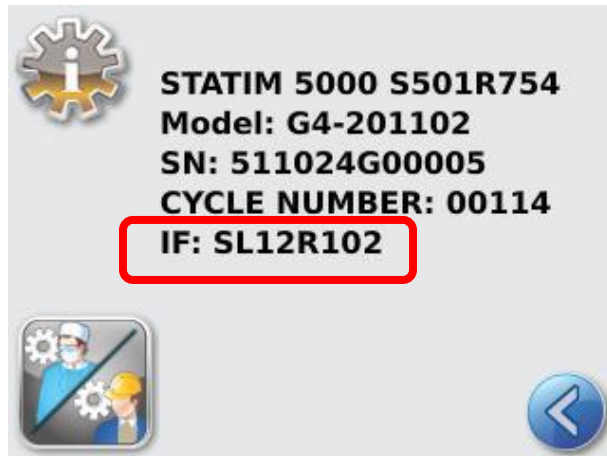
Technicians and sales representatives accessing customer units should make sure the user interface software on units has been updated to the latest version SL12R103.

The following are addressed in this Technical Service Bulletin:

- 1. How to identify if the unit has a G4+ LCD controller board. 2
- 2. What issues will this fix? 2
- 3. How to load this software. 2

1. How to identify if the unit has a G4+ LCD controller board.

Go to **SETTINGS** and press **INFORMATION**.



A unit with a G4+ board will have a interface (IF) version that will read: **SL12Rxxx**.

2. What issues will this fix?

This software update will correct the bubble level drifting and bubble level lost calibration issues.

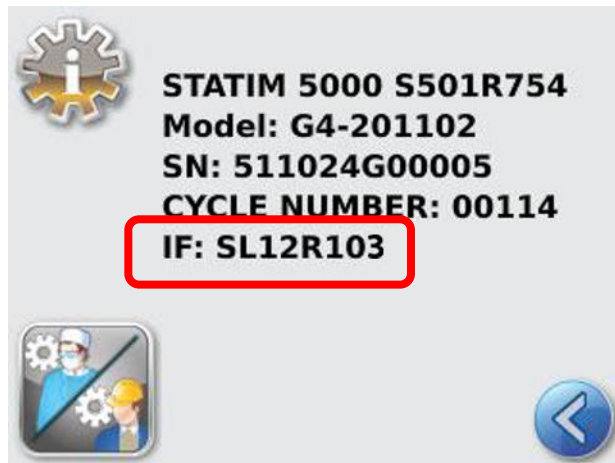
3. How to load this software.

Automatic update

If the unit is connected to the Internet, it will have automatically received a new software available notification. Follow the screen prompts to download the software and update the unit. Note that the upgrade file is very large and depending on the user's network infrastructure (configuration and speed) this could take over an hour. Best practice is to accept the upgrade at the end of the workday to allow the upgrade to complete overnight.



In the morning, press the information screen to check that the unit software has upgraded.

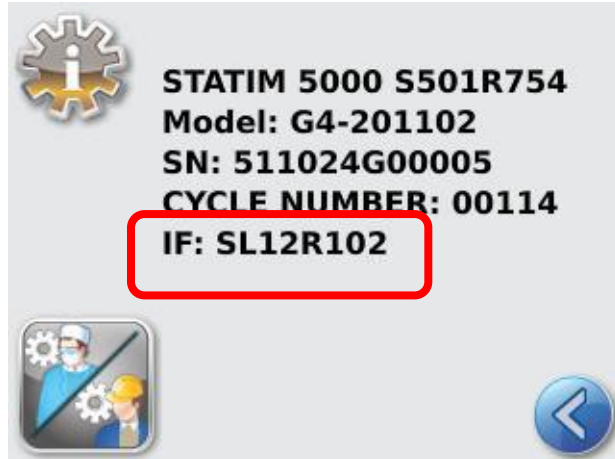


If you selected NO, you will only be able to upgrade the firmware later using the manual update method described in the section below. At every new firmware release you are given this choice.

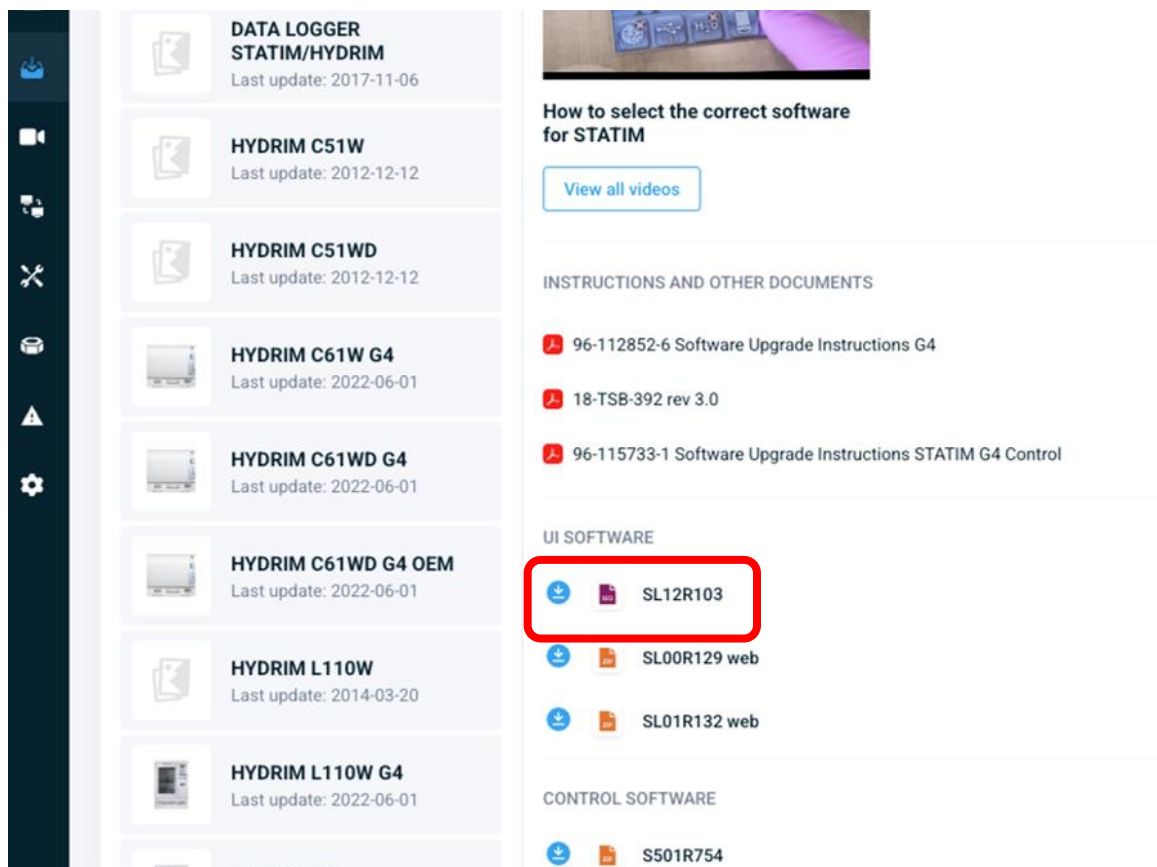
Manual update

This software update process is for G4+ boards only (SL12Rxxx).

1. Check the information screen to see the software version.



2. Download the file from myCOLTENE.com.

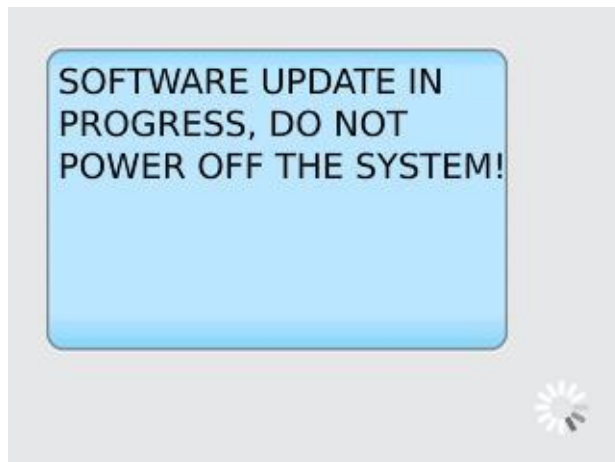


3. Load the file to a newly formatted USB.
4. Power OFF the unit, then power it ON and wait for the system to load.
5. With unit ON, insert USB memory stick into the USB port at the front.

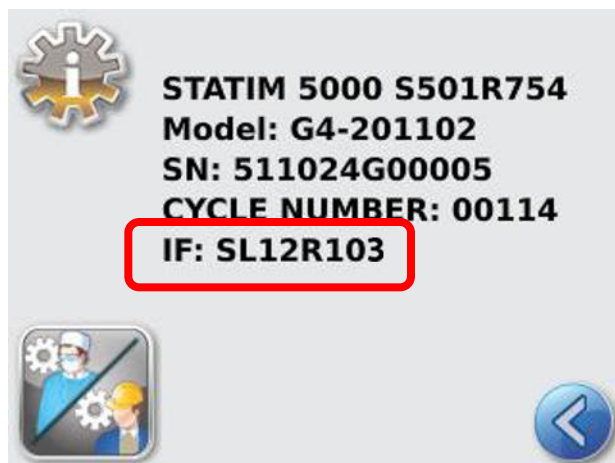
6. A message will show that new firmware is available.



7. Press YES to start the upgrade.



8. The update will take approximately 25 minutes. When it is complete, the unit will restart. Press the information screen to check that the unit software has upgraded.



[For videos, instructions, and a complete list of TSBs, log in to My.Coltene.com](#)