

Instruction Sheet

Follow these instructions to replace a Touch Screen Controller.

Follow these instructions to replace the Critical Link Touch Screen Controllers with Ultratronik Controllers in the MercoMax MHC Touch Screen Visual Holding Cabinets. If a unit has two controllers BOTH controllers MUST be replaced. If only replacing Ultratronik (UX) controllers skip to step xx.

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Subject: 8263676 MHC Touch Screen Replacement Kit Instructions

Models affected: MercoMax Touch Screen MHC Visual Holding Cabinets

5/27/2026

In This Kit		
Part #	Description	Qty
8076760	CONTROL, UX CUI	1
130426838	SD CARD, A7 MHC	1
8075829	SPEAKER, 4 OHM 4 WATTS	1
8076485	CABLE, JUMPER SPEAKER TO UX UI	1
8198097	INSTRUCTIONS	1
130296322	HARNESS, UX UI CABLE ADAPTER	1
8076535	COUPLER-COMMON TOUCHSCREEN	1
130401843	SCREW, M3 X 10 THREAD FORMING	8

1. Remove power from the unit.
2. Remove the lid and/or panels to access the failed controller (see Figures 1-3). It may vary based on model.
3. Disconnect any cables or wires from the rear of the touch screen, marking their position for reassembly.
4. Remove the screw attaching the 8-pin locator harness and discard the harness (see Figure 4).
5. It may be necessary to remove the two (2) screws attaching the speaker bracket and set out of the way (see Figure 5).



Figure 1



Figure 2

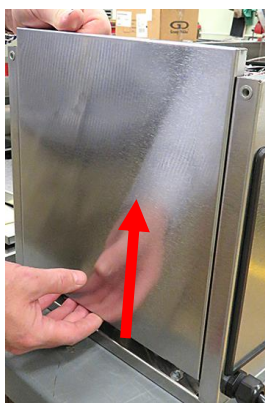


Figure 3

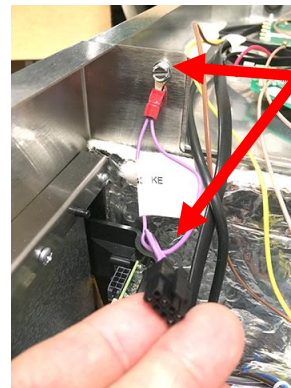


Figure 4



Figure 5

6. It may be necessary to remove the two (2) screws attaching the power supply bracket and set aside out of the way (see Figure 6).
7. Supporting the screen from the front, remove the seven (7) Phillips screws (3 top and bottom; 1 middle) attaching the touch screen to the bracket (see Figure 7). Discard the existing controller bracket.
8. If replacing the Critical Link control skip to step 14. If replacing the older style Ultratronik controller continue to next section step 9.
9. Disconnect all cables from the failed touch screen controller (see Figure 8).



Figure 6

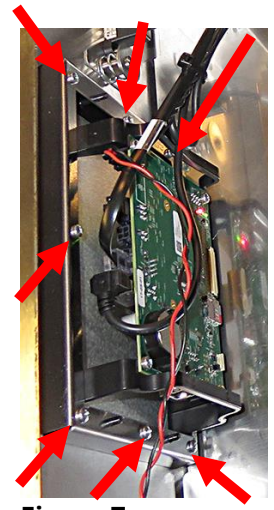


Figure 7

10. Replace the four (4) (CAN, IO and Power) cables with the included (4) **NEW** (CAN, IO and Power) cables.
11. Using a Phillips screwdriver (or 7mm nut driver for some units), remove the eight (8) screws/bolts attaching the retaining frame to the rear of the controller (see Figure 9).

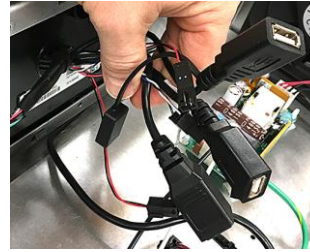


Figure 8

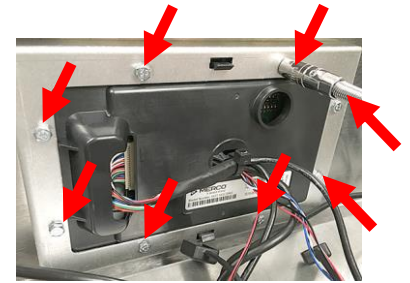


Figure 9

12. Push in on the two (2) black tabs to release the controller from the retaining frame bracket (see Figure 10). The controller is removed from the outside of the cabinet (see Figure 11).



Figure 10

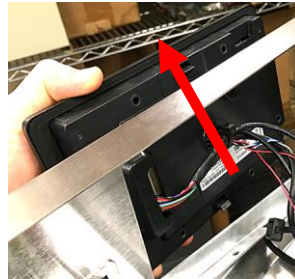


Figure 11



Figure 12

13. Note the type of the controller removed. If the rear of the controller removed matches the rear of the controller in Figure 9, it is the old style of controller prior to 05/2026. If the rear of the controller matches the rear of the controller in Figure 12, it is the new style of controller after 04/2026.

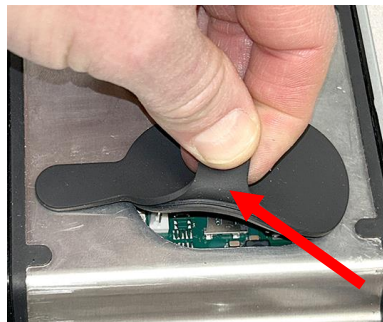


Figure 13



Figure 14

14. Place the new replacement another area of the restaurant to
15. Gently lift the rubber cover on the rear of the controller and rotate gently to one side to access the SD card slot reader (see Figures 13 & 14).

controller on a flat surface in insert the new SD card.

16. Gently slide the lock towards the **RIGHT as shown** arrow towards the gray plastic edge until the top retainer stops (see Figure 15).

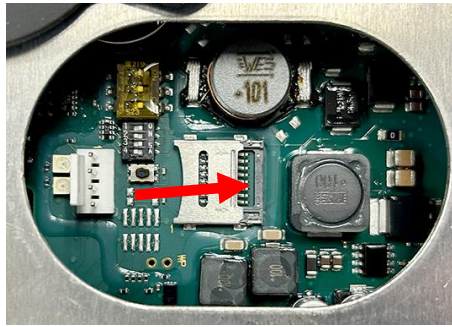


Figure 15

17. Gently lift the lock and flip all the way open (see Figures 16 & 17).

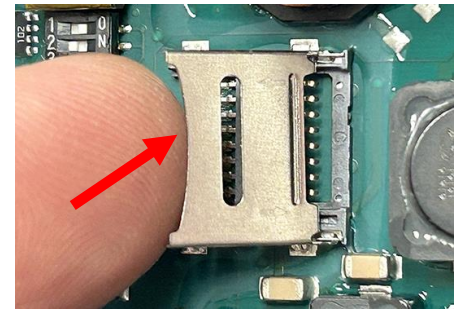


Figure 16

18. Carefully insert the SD card into the slot, with the contacts facing down as shown. The tab should fit into the notch on the side of the SD card (see Figure 18).

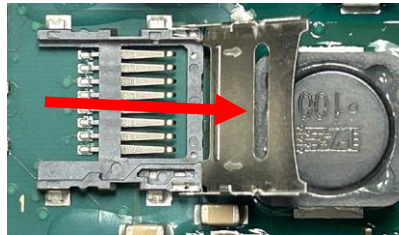


Figure 17

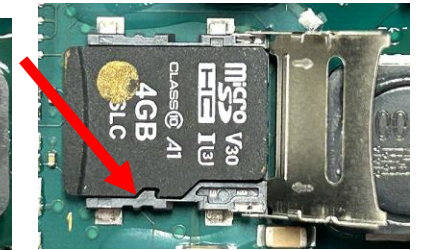


Figure 18

19. Gently lower the lock and slide towards the **LEFT as shown** until it stops (see Figure 19). The SD card should be flush with the front of the SD card holder.

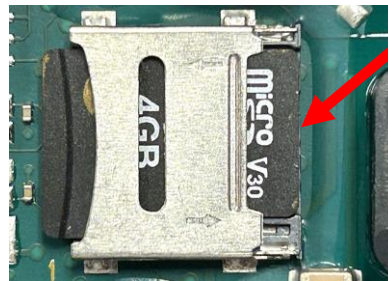


Figure 19

20. Rotate the rubber cover back over the opening and secure it to the metal work (see Figure 20).



Figure 20

21. Insert the controller wire harnesses through the cabinet opening through the metal retaining bracket as shown (see Figure 21) as seen from inside the cabinet.



Figure 21

22. Rotate the bracket and controller so that they sandwich the cabinet frame between them as shown, with the wire harnesses positioned as shown (see Figure 22).

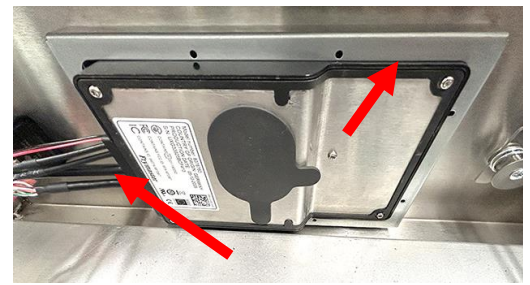


Figure 22

23. Using the eight (8) supplied screws, attach the metal frame to the controller with a #10 torx driver (see Figure 23). Torque carefully to 6lbs to avoid breaking plastic of the controller. **DO NOT OVERTIGHTEN the screws.**

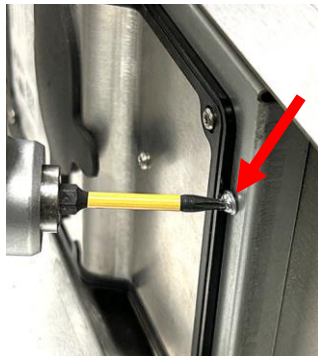


Figure 23

24. Attach 130296322 20-pin harness with the two (2) USB and ethernet connector (Figure 24) to the 20-pin connector of the controller (see Figure 25).



Figure 24

25. Connect the 2-wire red and black speaker wire (see Figure 26).

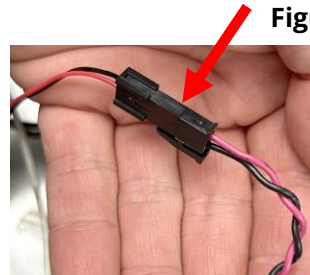


Figure 26

26. Connect the two (2) USB extensions to the harness connected in step 20 (see Figure 27).

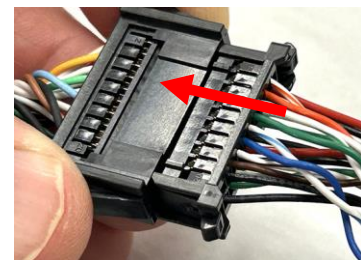


Figure 25

27. **DO NOT CONNECT ANY CABLE TO THE ETHERNET CONNECTION IN FIGURE 27 or 28! (see Figure 28). Plugging an IO board harness into this port can permanently damage the controller.**

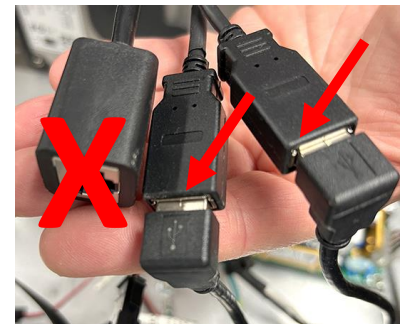


Figure 27



Figure 28

28. Connect the 8076535-coupler harness (see Figure 29) 12-pin connector to 12-pin connector on the controller (see Figure 30).



Figure 29

29. Connect the 8076535-coupler 6-pin CANBUS connector to the 6-pin CANBUS harness from the other controller (see Figure 31).

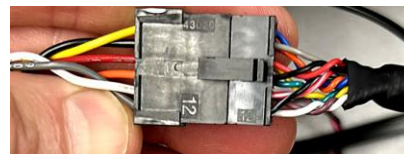


Figure 30



Figure 31

30. Connect the 8076535-coupler two (2) wire 4-pin power cable connector (gray & white) to the two (2) wire (black & red) 4-pin power harness (see Figure 32).

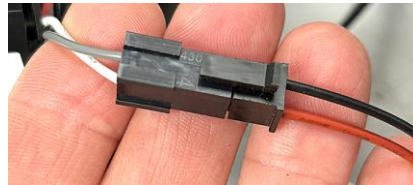


Figure 32

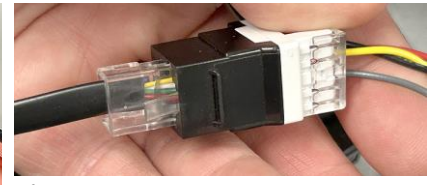


Figure 33

31. Connect the 8076535-coupler RJ (ethernet) connector to the RJ (ethernet) cable from the IO board (see Figure 33).

32. If the other controller is the same type as the controller replaced, repeat steps 3 through 27 to replace the SD card on the other controller then skip to step 32, otherwise continue to next step.

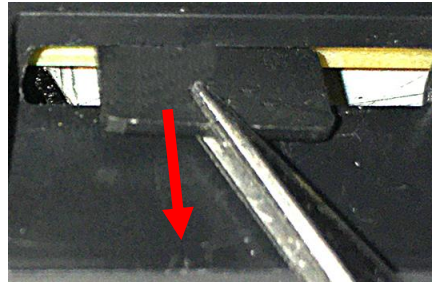


Figure 34

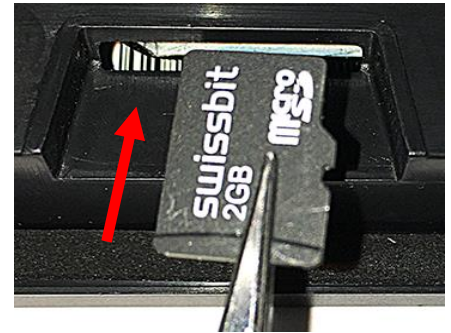


Figure 35

33. If an older style controller is in the other location, follow steps starting with the next step to replace the SD card on the older style controller. Use the table on page 2 to determine which SD card to use.

34. If necessary, use tweezers to remove the SD card (see Figure 34) from the old controller.

35. Insert the new SD card with contacts down towards the board (see Figure 35) into the new controller. Gently push the SD card into the SD card slot until it locks in place (see Figure 36).

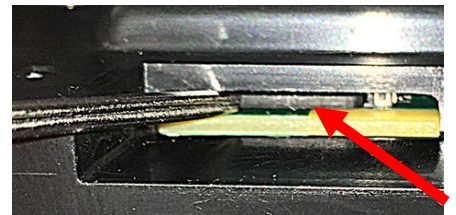




Figure 36

36. If applicable, remove the old speaker from the speaker bracket.

37. Attach the new speaker with speaker adaptor to the speaker bracket.


38. Reconnect power and turn on the power switch.

39. If the new controller powers up and fully boots, go to step 34. If the new controller **DOES NOT** boot up, check to ensure the SD card is correctly inserted.

40. Once the cabinet is powered up and fully booted up, check the software versions on **BOTH** controllers by pressing the  button. Press the  button. Swipe two times to the right to **System Information**. Verify the UI software versions **MATCHES one of the versions above on BOTH controllers**. The latest controller software version for the older style controller is **UX-2583**. The latest controller software version for the newer style controller is **A7-3004**. The IO software version should be **0.7.5** (see Figure 37). Ensure **Primary** is displayed on the **FRONT** controller and **Secondary** on the **REAR** controller. **To update to the latest version, both controllers will need the supplied SD cards installed to update BOTH controllers.**

Firmware Versions	
Board	Version
UI (Primary)	A7-3004 or UX2583
I/O board	0.7.5

Figure 37

41. Press the  button.

Press

42. Press the  button.

43. Check all connections to ensure that the connections are secure.

44. Reattach the top and return the cabinet to service.

- 45. It may be necessary to enter the serial # and model # from the rating plate (see Figure 38).
- 46. It may be necessary to reassign locations of products, add new products, load menus, change settings, etc. before leaving the location. Check with store manager for any special products. See enclosed manual for details.

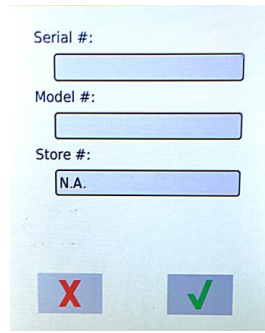


Figure 38

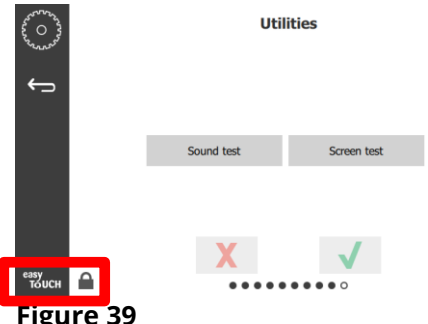


Figure 39

- 47. If the configuration needs to be reset follow these steps:

- 48. Press the button. Press the button. Swipe to the left to **Utilities**.

- 49. Press and hold the easyTouch logo in the lower right corner for 10 seconds. The controller displays Reset Configuration. Press the GREEN checkmark button. (see Figure 39).

Orientation

Which way is up on the touchscreen?



Figure 40

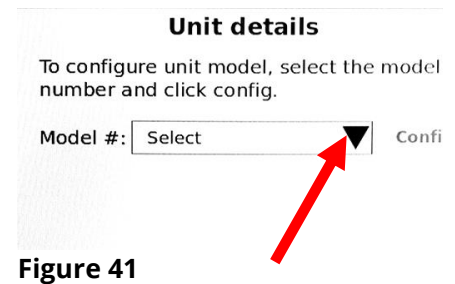


Figure 41

- 50. Power cycle the cabinet.
- 51. Reattach the side and top of the cabinet.
- 52. Reconnect power to the unit and power on the unit.
- 53. After the cabinet boots up, the controller displays the orientation screen (see Figure 40). Select the arrow which matches the orientation of the screen.

- 54. The controller displays the model # configuration screen (see Figure 41).

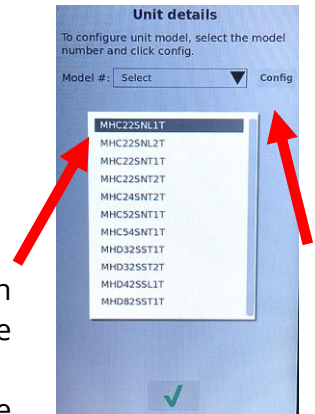


Figure 42

- 55. Press the down arrow (see Figure 41) and select the correct configuration for the cabinet configuration (see Figure 42). The first number is the # of vertical slots. The second number is the # of trays horizontally. If the controller is horizontal, use the model number with on the third character from the right. The next to the last character has for single sided and a "2" for double sided. Once the model is selected, the **Config** button if a double-sided unit. For single sided units, once model is selected, proceed to step 57.

- 56. On double sided units select controller location: **Front** or **Back** (see Figure 43) or **Left** or **Right** on 5x4 units.

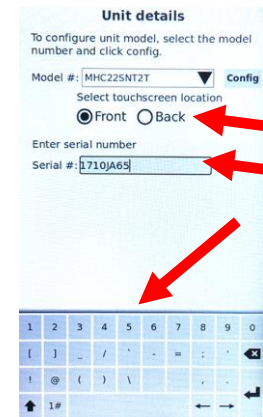


Figure 43

an "L"
a "1"
press the

57. Press the Serial # field and use the keyboard to enter the serial number of the cabinet. It is critical that the Cabinet Information including the Serial # and the Model # **ALL** be entered into these fields (see Figure 43). If any information is missing or incorrect in any of these fields, the cabinets will not communicate with other cabinets. When finished, press the return key (see Figure 43) and the GREEN checkmark button (see Figure 44).

58. The controller displays “**Save selected configuration?**” Press the green checkmark button to continue (see Figure 45). If another display on the cabinet needs to be configured, repeat steps 53-58 on that display.

59. The controller displays “**Unit configuration successful. Reboot the unit.**” (see Figure 46). Power cycle the cabinet by switching OFF the power switch for five (5) seconds and switching back on.

60. Once the cabinet is fully rebooted, the main screen is displayed (see Figure 47).

61. Press the tools icon (gear) from the home screen (see Figure 48).

62. Swipe two (2) times towards the right. The System Information is displayed (see Figure 49).

63. It is critical that the Cabinet Information including the Serial #, the Model # and the Store # **ALL** be entered into these fields (see Figure 49). If any information is missing or incorrect in any of these fields, the cabinets will not communicate with other cabinets.

64. To enter the information in the fields press the lock icon in the lower left corner of the display (see Figure 50).

65. Enter code **159357** and press the GREEN checkmark button (see Figure 51).

66. The lock icon will change to unlocked.

67. Press the area with the missing information and the Serial #, Model # and Store # are displayed (see Figure 52).

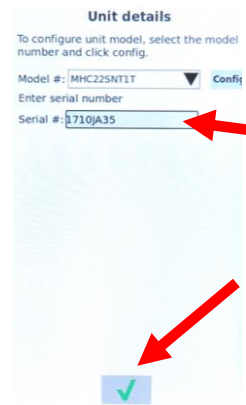


Figure 44

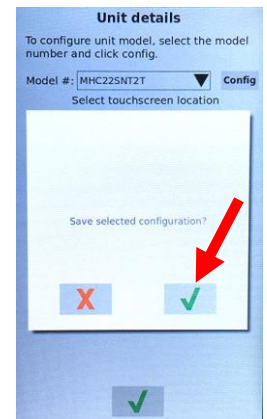


Figure 45

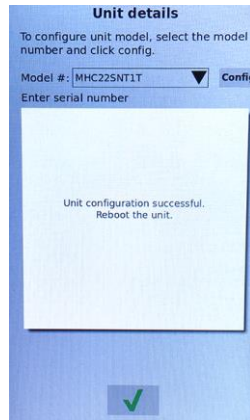


Figure 46



Figure 47



Figure 48

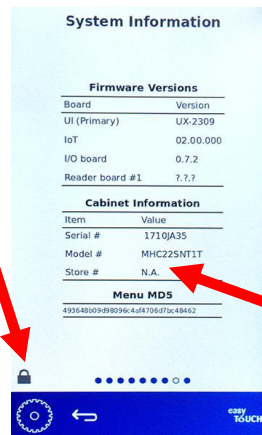


Figure 49



Figure 50

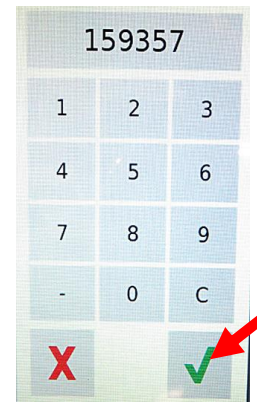


Figure 51

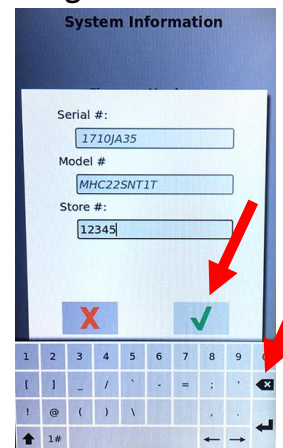


Figure 52

68. Press on the desired field to edit. Use the keypad to enter the information. When finished, press the return key.

69. Repeat for each field of data.

70. When finished entering the data, press the GREEN checkmark button (see Figure 53).



Figure 53



Figure 54

Press
&Go

Figure 55

71. Press the "return" arrow to return to the home screen (see Figure 54).

72. Press the Press & Go button to view the products (see Figure 55).

73. **Test-100** is displayed.

74. Press Home button (see Figure 56).



Figure 56



Figure 57

75. Press the USB button (see Figure 57).

76. Press the lock icon in the lower left corner (see Figure 58).



Figure 58

77. Enter code **159357** and press the GREEN checkmark button (see Figure 59).



Figure 59

78. The lock icon will change to unlocked.

79. Press and hold the clockwise arrow for two (2) seconds (see Figure 60).



Figure 60

80. The menu configurations are shown (see Figure 61).

81. Select the cabinet type (see Figure 55). Ensure that 2x2-2 NonCL.vhc or similar **-2** configuration is chosen.

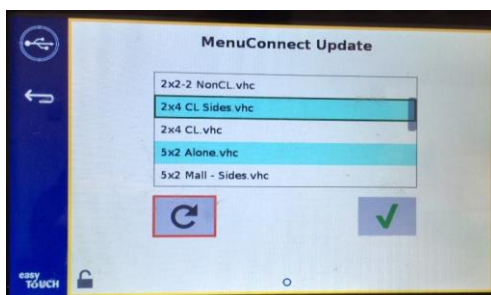


Figure 61



Figure 62

82. Press the check button (see Figure 62).

83. MenuConnect file imported is displayed (see Figure 63).

84. Press the **Close** button.

85. Press the unlock button (see Figure 64).

86. Press the "return" arrow to return to the home screen (see Figure 65).

87. Press the Press & Go button to view the products (see Figure 66).

88. The normal products are displayed.

89. Additional Steps are listed below if **individual** menu items need removed from the screen, otherwise skip to step 90.

a. Press the Home button.

b. Press Open Book (Library).

c. Press the Day Part button. The current menu layout is displayed.

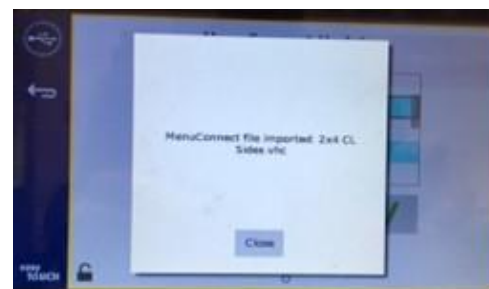


Figure 63



Figure 64



Figure 65

Press
&Go

Figure 66

- d. Press the menu item for two (2 seconds) that needs removed.
 - e. Press confirm remove.
 - f. Press the empty box (library is displayed) and select the menu desired.
 - g. Press the Return Arrow.
 - h. Press the Press & Go button.
90. Power cycle the cabinet by switching OFF the power switch for five (5) seconds and switching back on.
91. If any model configuration was entered incorrectly, follow steps 61-78. Press and hold the easyTouch logo in the lower right corner for 10 seconds. The controller displays Reset Configuration. Press the GREEN checkmark button. Repeat steps 53-90.