

Service Bulletin

Subject: Touch Screen Display Issues

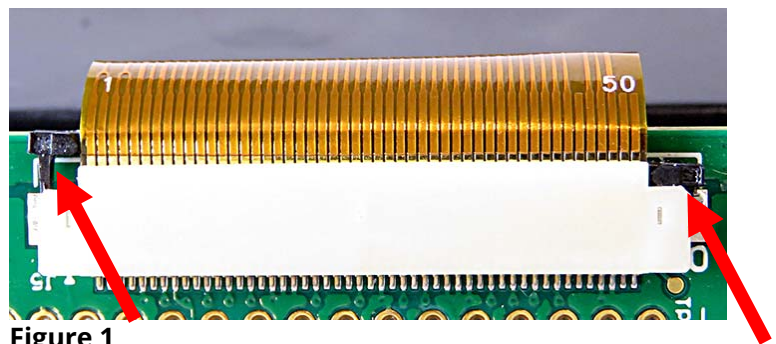
Models: Visual Holding Cabinets

05/25/2018

If a Merco Holding cabinet with touch screens has blank or distorted displays, it may be attributed to a display ribbon cable, that is not fully seated or an unlocked locking tab (see Figure 1).

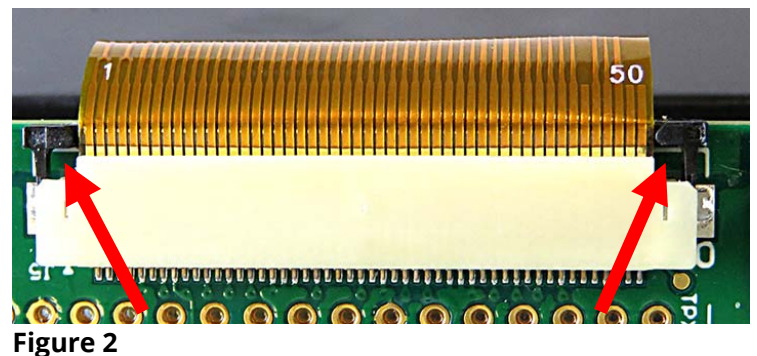
Note in Figure 1 the left black locking tab is up (unlocked) and the right locking tab is down (locked).

Some boards may have ribbon cables with both locking tabs in the locked position, however the ribbon cable may not be properly inserted into the connector.



Follow the following steps, before replacing the touch screen, to disconnect and reconnect the ribbon cable.

1. Remove power from the cabinet.
2. Remove the cabinet side.
3. Disconnect the cables from the touch screen and remove it from the cabinet.
4. Lay the touch screen face down on a flat surface. Ensure that a paper towel is under it to protect the face of the screen.



5. Locate the 50-pin ribbon cable and gently, using your finger nails, pry the locks into the unlocked position (see Figure 2). **NOTE: Do NOT use a screwdriver as it may short out the board or damage the cable.**

6. Gently remove the ribbon cable from the connector (see Figure 3).
7. Reinsert ribbon cable squarely into the connector (see Figure 4).

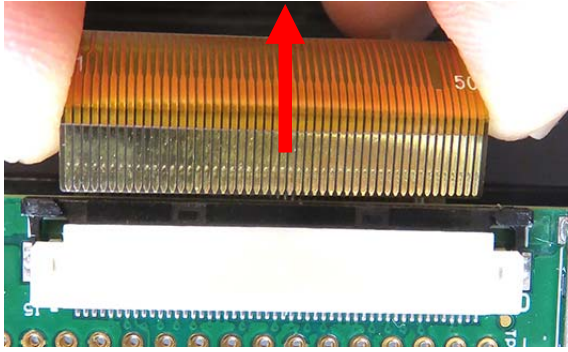


Figure 3

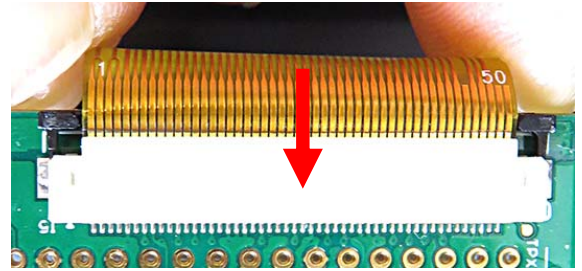


Figure 4

8. Simultaneously push both locks firmly into place using even pressure on both sides (see Figure 5).
9. Ensure that both black locking tabs seat **completely against** the **white** connector (see Figure 6).
10. Check to ensure while seating the ribbon cable that the SD card did not get ejected. The SD card is in a spring-loaded port. If it was ejected (see Figure 7), half of the SD card will be visible. Gently push in the SD card until it locks into the SD card port (see Figure 8).

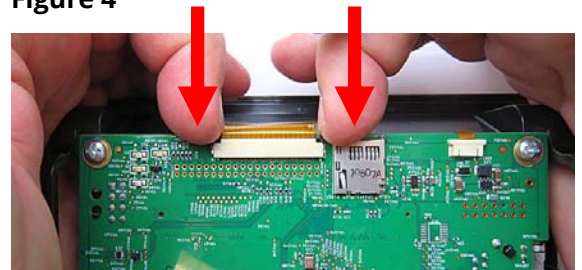


Figure 5



Figure 6

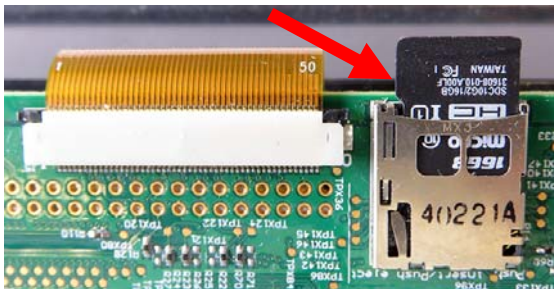


Figure 7

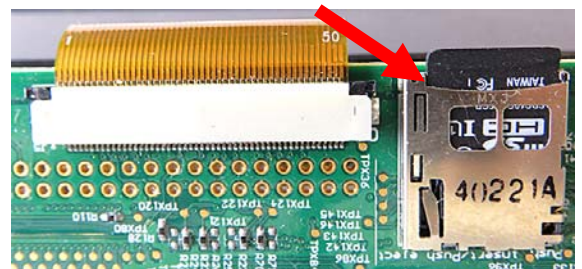


Figure 8

11. Reattach the display to the cabinet ensuring that all cables are connected.
12. Power up to test function. If display functions properly, reattach the cabinet side and restore to operation.