

Service Bulletin

Subject: Controller Replacement on Chick-fil-A Cabinets

9/19/ 2019

Techs responding to calls of a failed touchscreen controller in a Chick-fil-A holding cabinet, should replace the cabinet's controller-mounted SD card before replacing the controller.

In most instances — issues that appear to be associated with the controller, lockups, blank, etc. — the onboard SD card is the root cause. Techs regularly servicing Chick-fil-A sites should have a controller SD card (8263608) in their truck stock.

Techs uncertain about diagnosing Chick-fil-A controller issues or about installing a SD card should contact Bill Findlay at: T: 318-219-7057; M: 318-207-6179 or email: william.findlay@welbilt.com

The controller is a mandatory return part. Beginning Monday 9/23, all mandatory return parts will be tested and subject to return.



Micro SD Card and holder.

