

Service Bulletin

Subject: SD Card Replacement on Chick-fil-A Cabinets

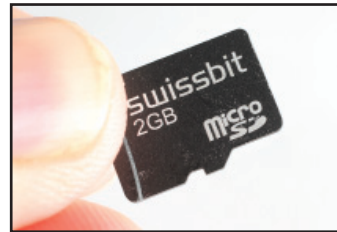
10/14 2019

There is a new SD card, 8263611, for the Merco Chick-fil-A Visual Holding Cabinet. Immediately quarantine all old SD cards: 8122549 and 8263608. Do not use them for any CFA repair.

Most replacement SD cards were sent at no charge. Contact Bill Findlay (T: 318-219-7057; M: 318-207-6179 or email: william.findlay@welbilt.com) for replacement of purchased SD cards.

A field rework to replace SD cards in all the Merco cabinets in CFA stores is about to begin. RISE will contact FAS's involved in the rework. SD cards, a list of stores and other details will be provided. The rework kits contain four SD cards, a USB drive and instructions.

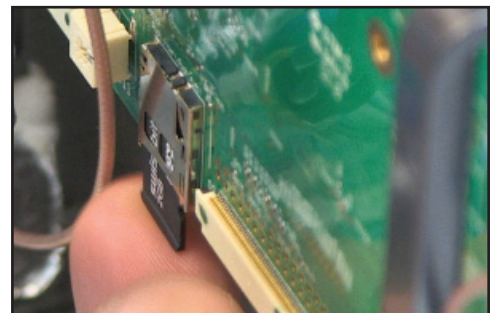
When troubleshooting a cabinet with a frozen or blank screen, replace the SD card before replacing the touchscreen. Touchscreen controllers are a mandatory return item and warranty is denied on returned functioning touchscreens.



NEW CARD, 8263611, (above) is a Swissbit brand.



OLD CARD, 8122549 or 8263608 (above) is a Kingston. Cease using these SD cards.



A Swissbit SD card is fitted to a Merco touchscreen board.