

Service Bulletin

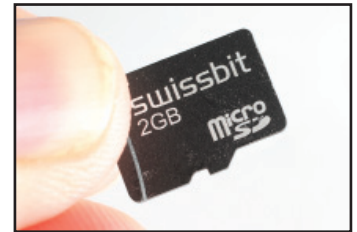
Subject: SD Card Replacement on Chick-fil-A Cabinets

3/20/2019

The SD card replacement rework for Merco Visual Holding cabinets that began in October of 2019 is complete. The program, which addressed locking up in the controllers, was successful.

Presence of the new card can be confirmed by checking the firmware versions:

Board	Version
UI	RIOT-2119
IoT	00.007.200
Master IO	0.75
Reader Board 1	0.4.0



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

Any new calls for the holding cabinets should be addressed with routine troubleshooting techniques: checking connections, measuring actual temperatures vs. displayed temperatures, etc. It's not likely that the SD card needs to be replaced.

The SD card for the cabinet (863611) also doesn't need to be stocked in quantities equal to those during the rework program.

If regular troubleshooting does indicate a Swissbit brand SD card has failed, the removed card should be mailed with the holding cabinet model and serial number, an explanation of the failure mode and date of installation (if available) to:

Welbilt Inc.
2227 Welbilt Blvd
New Port Richey, FL 34655
Attn: Shan Shevade