

Service Bulletin

Subject: Chick-fil-A Controller Replacements

Models: MHCSNT*T**

12/8/2021

The controllers used on current Chick-fil-A holding cabinets are changing manufacturers from Critical Link to Ultratronik.

If a Critical Link controller fails, they will be replaced with an Ultratronik controller. **If more than one Critical Link controller exists in a cabinet with a failed controller, BOTH controllers MUST be replaced.** Critical Link and Ultratronik controllers **ARE NOT COMPATIBLE** in the same cabinet.

When replacing a single controller with ONLY ONE controller in a cabinet, replace with kit part number 8263676.

When replacing a SINGLE controller in a cabinet with TWO (2) controllers, replace with TWO (2)- 8263676 kits.

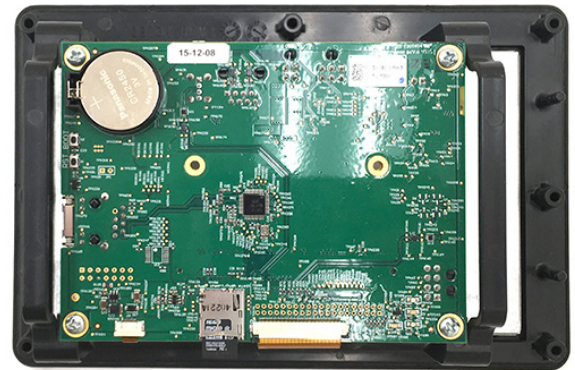
The controllers can be easily identified from the software version. If the UI software version begins with **RIOT**, the controller is a **Critical Link**. If the UI software begins with **UX**, the controller is an **Ultratronik**. The rear of the controllers physically look different. See photos.

If **BOTH** controllers are replaced, the customer **ONLY** pays for **ONE (1)** controller if the unit is no longer under warranty. The FAS will only be billed for **ONE (1)** controller.

The replacement controllers MUST be ordered from Partstown at 1-800-438-8898. The cabinet serial number MUST be provided to Partstown when placing the order.

Once BOTH controllers are replaced, the customer should ONLY be charged for ONE (1) controller plus labor, etc., if the unit is no longer under warranty.

If you have any questions, please contact Merco at: 877-392-7770.



Rear View Critical Link Controller



Rear View Ultratronik Controller