

Service Bulletin

Subject: Chick-fil-A Controller Replacements

Models: MHCSNT*T Visual Holding Cabinets**

8/19/2026

The controllers used on current Chick-fil-A holding cabinets have changed from Critical Link and Ultratronik (Gen 1) to Ultratronik A7 (Gen 2).

If a Critical Link controller fails, they will be replaced with an Ultratronik A7 (Gen 2) 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) Critical Link 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 (Gen 1)**. If the UI software begins with **A7**, the controller is an **Ultratronik A7 (Gen 2)**. The rear of the controllers physically look different. See photos.

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: 800-551-8633.



Rear View Critical Link Controller



Rear View Ultratronik (Gen 1) Controller



Rear View Ultratronik A7 (Gen 2) Controller