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Service Bulletin

This bulletin addresses the issue with Frymaster & Merco Touch Screens manufactured with serial #'s 2602XX#### and later not responding.

Subject: Dead or Non-Responsive Frymaster & Merco Touch Screens

Models: Frymaster and Merco Touch Screens with Serials # starting with 2602XX####.

10/28/2026



Figure 1

New touch screen controllers with serials 2602 and later that have the metal back and rubber plug (see Figure 1), may appear dead and non-responsive. An SD card that isn't seated properly or has an intermittent connection may be the issue and may cause the controller to go completely black and be 100% inactive.

Before replacing the controller do the following steps below:

1. Disconnect power from the unit.
2. Disconnect all cables and remove the affected controller from the fryer or cabinet.
3. Lay the affected controller away from the fryer or cabinet, in a suitable area of the restaurant, face down on a clean flat surface.
4. Gently lift the rubber cover on the rear of the controller and rotate gently to one side to access the SD card slot reader (see Figures 2 & 3).
5. Gently slide the lock towards the **RIGHT as shown** until the top retainer stops (see Figure 4).
6. Gently lift the lock and flip all the way open (see Figures 5 & 6).



Figure 2

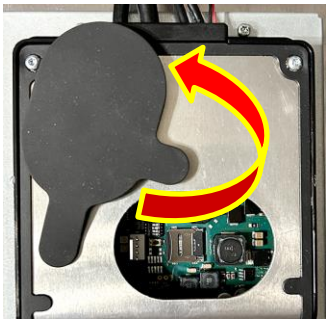


Figure 3

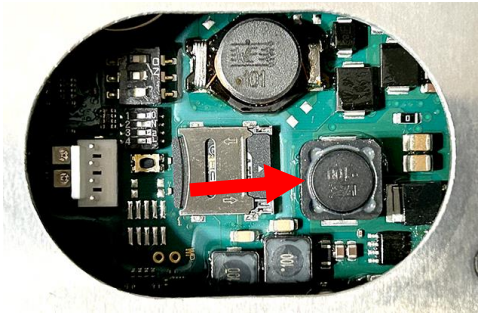


Figure 4

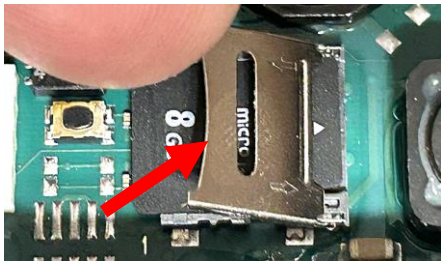


Figure 5



Figure 6

7. Carefully reseat the SD card in the Micro SD card into the slot, with the contacts facing down as shown. The tab **MUST** fit into the notch on the side of the Micro SD card (see Figure 7).

8. Gently lower the lock and slide towards the **LEFT as shown** until it stops (see Figure 8). The Micro SD card should be flush with the front of the SD card holder.

9. Rotate the rubber cover back over the opening and secure it to the metal work (see Figure 9).

10. Reconnect controller.

11. Reconnect power and return to service.

12. Ensure the controller boots up. If not repeat steps 1 through 11.

13. If after 4 or 5 tries, it still doesn't address the issue, replace the controller.



Figure 7

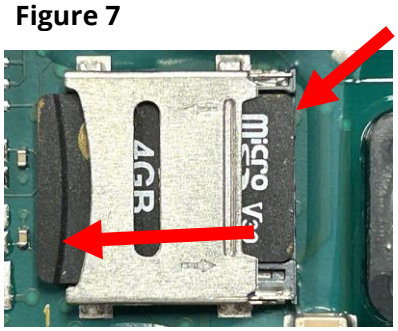


Figure 8



Figure 9