



Service Bulletin 20-005

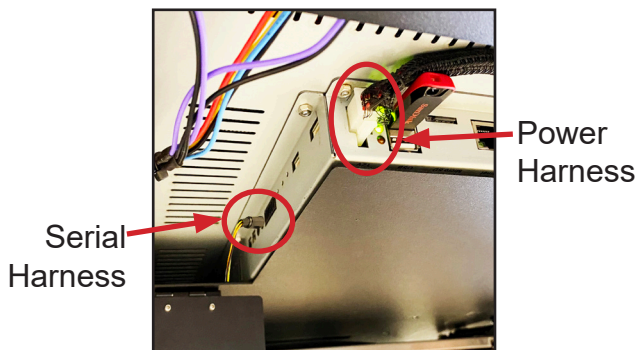
Rev A 01/15/2020

Change to Video Merchandiser (2-, 3-, and 4-Barrel)

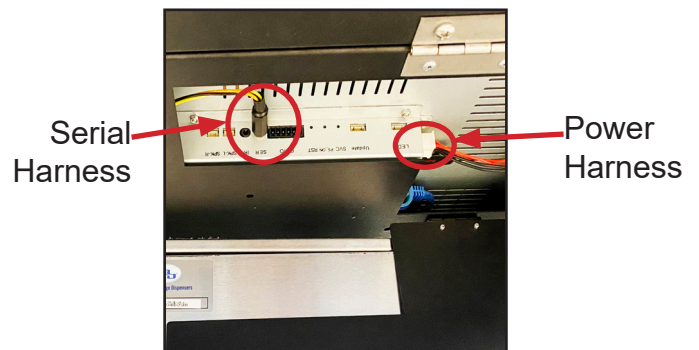
As part of FBD's commitment to continuous improvement and customer service, the video merchandisers have been updated with a new screen model and will require new internal harnesses. These new harnesses are the only components that will not be backwards compatible with older versions of the video merchandisers.

All video merchandisers starting with merchandiser serial number "D1913889" (manufactured in the San Antonio facility) and "LD1911-0127 (manufactured in the Shenzhen facility) will have new serial and power harnesses. Video merchandisers with serial numbers prior to these will only be compatible with the old serial and power harnesses (refer to the table below). All harnesses should be labeled with the FBD part number, so when ordering harness replacements for the older 2-, 3-, and 4-barrel merchandisers, make sure you are using the correct part number. For additional questions, please contact FBD Technical Support.

Description	New Part Number	Old Part Number
Serial Harness	12-3116-0069	12-3116-0174
Power Harness (2- and 3-barrel)	12-3116-0068	12-3116-0149
Power Harness (4-barrel)	12-3116-0070	12-3116-0176



Locations of serial and power harnesses on 2- and 3-barrel merchandiser.



Locations of serial and power harnesses on 4-barrel merchandiser.

FBD TECHNICAL SUPPORT: 866-323-2777 (U.S.), 852-2369-3998 (International), 1300 551 361 (Australia), or www.fbdfrozen.com

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Please refer to the FBD web site (www.fbdfrozen.com) for information relating to FBD Installation, Operation and Service Manuals, Instruction Sheets, Technical Bulletins, Service Bulletins, etc.