PRESS RELEASE

Refrigeration systems hacked: Cordaware shows how bestzero enables remote maintenance without open doors

Following the Europe-wide attacks on supermarket refrigeration, Cordaware advises taking equipment controllers off the internet and securing remote access with Zero Trust.



Symbolic image: AI-generated

Pfaffenhofen, November 4, 2026. Within just a few weeks, attackers have twice manipulated the refrigeration systems of hundreds of supermarkets across Europe. In October, around 700 stores in France were affected; on November 2, a second wave followed in at least ten countries, including Germany. Overnight, freezers and refrigerated shelves heated up to as much as 50 degrees Celsius, and goods worth tens of thousands of euros per store had to be discarded. The point of entry: controllers that were openly reachable on the internet, often still using default passwords, and remote access used by maintenance contractors.

This is exactly where Cordaware's bestzero comes in. The Zero Trust solution makes equipment controllers invisible on the internet: there are no open ports, and connections are established outbound only and encrypted. Maintenance companies and technicians get access only to the specific system they have been approved for, and only after their identity and device have been verified. The rest of the network remains closed to them, and no traditional VPN is required.

"These attacks show how vulnerable critical operational technology becomes when convenience takes priority over security," says Benjamin Späth at Cordaware. "A refrigeration controller does not belong on the open internet. With bestzero, remote maintenance stays as convenient as ever, just without leaving the door open for attackers."

The Belgian Centre for Cybersecurity (CCB) explicitly recommends that operators remove controllers from the public internet and allow remote access only through secured connections. bestzero implements this recommendation in software, with no additional hardware and no modifications to existing systems.

More information: www.cordaware.com/bestzero

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