

**Merco VISUAL HOLDING CABINETS**
**MODELS MHC\*\*SNT\*T**

MER\_IS\_0020 (8197451) Revision 5 (released): 4/13/2021

<b>CFA STORE #:</b>	<b>DATE:</b>	<b>TIME:</b>
<b>ADDRESS:</b>		

MODEL NUMBER	SERIAL NUMBER	VOLTAGE AT RECEPTACLE

1.	Remove all cabinets and accessories from packaging	Done <input type="checkbox"/>
2.	Inspect for any obvious shipping damage and take photos of any damage	Done <input type="checkbox"/>
3.	Verify all units and accessories are included to match the attached purchase order	Done <input type="checkbox"/>
4.	Record the model number, serial number, and voltage at receptacle for each cabinet	Done <input type="checkbox"/>
5.	Verify all touchscreens are responding to touch as expected	Done <input type="checkbox"/>
6.	Confirm software versions and record the versions of the cabinet in the blanks: <b>Update as needed and update any existing Merco VHC cabinets already in store.</b> <b>Check mark the versions when they are correct.</b> (See instructions # 8) If the serial is <b>LESS than 2103ES0307</b> the software should be: BSP ver. 5.16_____, UI: RIOT-2119_____, IoT: 00.04.009_____, Master I/O: 0.7.5_____, Slave I/O(s): 0.7.5_____, Reader board(s): 0.4.0_____ If the serial is <b>EQUAL or GREATER than 2103ES0307</b> the software should be: BSP ver. 6.08_____, UI: UX-2309_____, IoT: 02.00.000_____, Master I/O: 0.7.5_____, Slave I/O(s): 0.7.5_____, Reader board(s): 0.4.0_____	Done <input type="checkbox"/>
7.	Enter the store number in the System Information Screen. (5 digits - 0xxxx / 00xxx). Take a picture of the screen to confirm.	Done <input type="checkbox"/>
8.	Confirm a valid menu is loaded.	Done <input type="checkbox"/>
9.	Verify that all heaters are working as expected.	Done <input type="checkbox"/>
10.	Verify that the speaker is working as expected.	Done <input type="checkbox"/>
11.	Verify that the unit is connected to Wi-Fi.	Done <input type="checkbox"/>
12.	Verify the date and time is correct.	Done <input type="checkbox"/>
13.	Confirm that every RFID accessory is working properly.	Done <input type="checkbox"/>
14.	Removed the Duke holding cabinet(s) from site.	Done <input type="checkbox"/>
15.	Disposed of the Duke Holding cabinet(s) off-site.	Done <input type="checkbox"/>

<b>SUBMITTED BY:</b>		<b>ACCEPTED BY MANAGER:</b>	
Name:		Name:	
	<b>Signature/Print name</b>		<b>Signature/Print name</b>
SERVICE AGENCY:		I have been adequately informed on the operation (user interface, menu programming) of the unit.	Y <input type="checkbox"/> N <input type="checkbox"/>
SUB-AGENT (if applicable):		I have been adequately informed on the daily cleaning & maintenance of the unit.	Y <input type="checkbox"/> N <input type="checkbox"/>
Have you trained the store on the operation of the Merco Holding Cabinets? (30 minutes)	Y <input type="checkbox"/> N <input type="checkbox"/>	I have received the following ADDITIONAL accessories and parts (if applicable). <input type="checkbox"/> N/A	

# START-UP FORM

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### START-UP PROCEDURE

1. Remove all cabinets and accessories from packaging.
2. Inspect for any obvious shipping damage and take photos of any damage.
  - a. Alert Merco call center of any damage. Submit photos with this checklist.
3. Peel the protective coating from all cabinets
4. Record the model number, serial number, and voltage at receptacle for each cabinet.
  - a. Document if any plug changes or other accommodations are made.
5. Verify all touchscreens are responding to touch as expected.
6. Confirm software versions. Update as needed. Please check and update existing Merco VHC units already in the store
  - a. On the touchscreen, click home->settings->'dots on the bottom of the screen'->utilities.
  - b. Unlock service utilities by touching the Lock icon at the bottom left of the screen and enter password '159357'.
  - c. Click on Platform Info.
  - d. Record the number that corresponds to 'BSP Package' as the BSP of the unit.  
If the serial number is **LESS than 2103ES0307** the BSP version should be ver. 5.16.  
If the serial number is **EQUAL or GREATER than 2103ES0307** the BSP version should be ver. 6.08.
  - e. Click close.
  - f. Click on the 'dots on the bottom of the screen'->system information.
  - g. Record all the numbers in the firmware versions section.  
The latest software versions are:  
If the serial is **LESS than 2103ES0307** the software should be:  
UI: RIOT-2119                      IoT: 00.04.009  
Master I/O: 0.7.5                  Slave I/O(s): 0.7.5                  Reader board(s): 0.4.0 \_\_\_\_  
If the serial is **EQUAL or GREATER than 2103ES0307** the software should be:  
UI: UX-2309                      IoT: IoT: 02.00.000  
Master I/O: 0.7.5                  Slave I/O(s): 0.7.5                  Reader board(s): 0.4.0 \_\_\_\_
7. Enter the Store Number in each cabinet.
  - a. On the touchscreen, click home->settings->' Click on the 'dots on the bottom of the screen'->system information.
  - b. Unlock system information by touching the Lock icon at the bottom left of the screen and enter password '159357'.
  - c. Touch the gray box next to store number and enter the store number. It must have 5 digits- OXXXX /OXXXX.
  - d. Touch lock icon to lock screen.
  - e. Take a picture of the screen.

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8. Confirm the correct menu is selected for the cabinet as per the list below.
9. Please make sure that in a Non-centerline store that each of the two different size cabinets (2x2 & 5x2) have a different menu selected. If the store has existing 2x2 or 5x2 cabinets, update the software first and then make that cabinet 2x2#1 or 5x2#1 respectfully. If the store wants to exchange the menus between the cabinets, they can do it themselves with the managers password.
  - a. To confirm the menus, follow these directions:
    - i. On the touchscreen click home->USB icon.
    - ii. Unlock by touching the Lock icon at the bottom left of the screen and enter password '159357'.
    - iii. Press and hold the "refresh" button for 3 seconds.
    - iv. From the list of menu files select:  
For Non-Centerline Store  
2x2#1 Non-CL – MHC22\*\*  
2x2#2 Non-CL – MHC22\*\*/MHC22L  
5x2#1 Non-CL – MHC52\*\*  
5x2#2 Non-CL – MHC52\*\*  
  
For Centerline Store  
2x4 CL – for model MHC24\*\*\*\*\*  
5x4 CL – for model MHC54\*\*\*\*\*  
  
Mall Store  
2x2#1 Non-CL – MHC22\*\*  
2x2#2 Non-CL – MHC22\*\*  
5x2 Mall - MHC52
    - v. Click the '✓' button.
10. Verify that all heaters are working as expected.
  - a. **After the cabinet is pre-heated**, on the touchscreen, click home->settings->'dots on the bottom of the screen'->zone diagnostics.
  - b. Verify that the cabinet temperatures (bottom numbers on a zone) are within +/- 5deg F from the set point temperature (top numbers on a zone). (Note: The temp may drift in to the RED or BLUE for a short time then return to the GREEN.)
11. Verify that the speaker is working as expected.
  - a. Go to the touchscreen, click on home->settings->'dots on the bottom of the screen'->preferences and verify that the sound level is 100.
  - b. On the touchscreen, click on home->settings->'dots on the bottom of the screen'->utilities.
  - c. Click on 'Sound test' and verify that the sound is audible.

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12. Verify that the unit is connected to Wi-Fi.

- a. Verify that the Wi-Fi icon on the “Press & Go” screen **does not** have red ‘!’ or ‘\’ as shown in the below images:



- b. If the unit is not connected:

- i. Check for other units in the same store for Wi-Fi connectivity.
- ii. If other units also do not connect to Wi-Fi, call **CFA Help** at 1-800-232-2677 (1-800-CFA-CORP).
- iii. If this is the only unit that is not connecting to Wi-Fi, proceed to (iv).  
***Before completing steps iv and/or v, ensure power is disconnected from the unit.***
- iv. Remove the USB cover on the rear of the unit and check if the RED LED on the USB dongle is flashing.
- v. If it is not flashing, remove the top/side of the cabinet and verify if the USB cable from the dongle to the touchscreen is connected.
- vi. If the USB cable is disconnected, plug it back in. If USB cable is connected, call **Merco Service** at 1-877-392-7770.
- vii. If the RED LED on the USB dongle is flashing, call **CFA Help** at 1-800-232-2677 (1-800-CFA-CORP).
- viii. ***Disconnect power from the unit*** and reattach the back/side panels and the USB cover.

13. Verify the date and time is correct.

- a. On the touchscreen, click home->settings->’dots on the bottom of the screen’->” Date & Time”.
- b. Unlock “Date & Time” screen by touching the Lock icon at the bottom left corner of the screen and enter password ‘159357’.
- c. Touch the drop-down arrow in the “Time Zone” box and Select the correct date and time zone based on the location.
- d. Click on the “✓” button to confirm.

14. Confirm that every RFID accessory is working properly.

- a. On the touchscreen select Home->Settings->Utilities.
- b. Unlock service utilities by touching the Lock icon at the bottom left of the screen and enter password ‘159357’.
- c. Click on RFID ACCS. TESTING.
- d. For each RFID accessory:
  - i. Verify that the food name is marked in 4 locations around the part.
  - ii. Place the RFID accessory inside the unit, next to the top-left most antenna.
  - iii. Verify that the touchscreen shows the same color and food name and the RFID accessory being tested.



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- iv. Turn the RFID accessory around in the other direction and repeat the test to confirm that the other side of the RFID accessory works.
  - v. Keep track and confirm that each RFID accessory works properly.
15. Removed the Duke holding cabinet(s) from site.
16. Disposed of the Duke Holding cabinet(s) off-site.

**Upon completion of the startup procedure if the equipment is not functioning properly please call Merco Service at 1-877-392-7770 or email at [mercosvc@welbilt.com](mailto:mercosvc@welbilt.com)**