

Service Bulletin

Subject: Chick-Fil-A Critical Stocking Parts

Models: MercoMax™ MHC Visual Holding Cabinets

10/22/2025 REV D

This is a re-release of MER_SB_0021 for the Merco Visual Holding cabinets for Chick-fil-A and the number of parts needed to support them.

It is imperative that our FAS network stock the critical parts below to support the customer and to achieve a minimum 80% First Time Fix (FTF).

Order the quantity of parts to support the number of cabinets in your area.

NOTE: Please remind technicians who perform the installation and/or service Chick-fil-A holding cabinets to carry the following parts in their trucks at all times.

If you have any questions, comments, or need training, please contact Merco at: 877-392-7770.



MHC 5x2

CRITICAL PARTS LIST				
PART NUMBER	DESCRIPTION	QUANTITY TO STOCK AT FAS		
		1-12 stores (24-48 cabinets)	13-30 stores (26-60 cabinets)	31 or more stores (62+ cabinets)
8263676	UI, MERCO UX (CONTROLLER)	1	2	3
8076202	SWITCH, POWER DPDT	1	2	3
8076204	CONTACTOR, 120V 40A 2P 5X2, 5X4 (NON-CE)	1	2	3
8076655	CONTACTOR, 208/240V 40A 2P (CE)	1	2	3
8263480	BOARD, MERCO CFA I/O	1	2	3
8076336	POWER SUPPLY, 12VDC 30W	1	2	3
8076179	CABLE, CROSSOVER PWR / RJ-45(8P) TO RJ-12(6P)	1	2	3
8076011	CABLE, COMMUNICATION / RJ-45(8P) TO RJ=45(8P)	1	2	3
8076181	COMM CABLE U.I TO U.I. / 6 PIN-3 WIRE	1	2	3
8076208	BOARD, RFID READER	1	2	3
8076226	DONGLE, MHC WIFI	1	2	3
8076337	FILTER, POWER LINE (CE)	1	2	3

Continued on the next page.

CRITICAL PARTS LIST				
PART NUMBER	DESCRIPTION	QUANTITY TO STOCK AT FAS		
		1-12 stores (24-48 cabinets)	13-30 stores (26-60 cabinets)	31 or more stores (62+ cabinets)
8076211	HEATER PAD, MHC 2X2, 2X4, 120V, 165W (NON-CE)	1	2	3
8076415	HEATER PAD, MHC 2X2, 2X4, 200/240V, 165W (CE)	1	2	3
8076234	HEATER PAD, MHC 5X2, 2X2 120V 200W (NON-CE)	1	2	3
8076416	HEATER PAD, MHC 5X2, 2X2 200/240V 200W (CE)	1	2	3
8076235	HEATER PAD, MHC 5X4 RT. 120V 140W (NON-CE)	1	2	3
8076417	HEATER PAD, MHC 5X4 RT. 200/240V 140W (CE)	1	2	3
8076236	HEATER PAD, MHC 5X4 LT. 120V 140W (NON-CE)	1	2	3
8076418	HEATER PAD, MHC 5X4 LT. 200/240V 140W (CE)	1	2	3