Service Bulletin

Subject: Merco/Chick-fil-A Service Requirements
To: Factory Authorized Service Agencies - US Only
Product: Merco Visual Holding Cabinet (MHC)
Date: May 20, 2019

To support the roll-out of the new Merco visual holding cabinets in all Chick-fil-A stores, we would like to assist our Factory Authorized Service partners in preparing for the introduction of the Merco units within their respective territories. This service bulletin will highlight the service requirements, including some important changes to our dispatching and warranty claim submission process to ensure all Chick-fil-A locations receive consistent and timely service when required.

1. Dispatching of service calls

- Service calls will continue to be dispatched by National Service Cooperative (NSC) to the applicable FAS.
- There will now be a requirement for the technician to obtain a unique "Merco Case Number" after the service is completed.
- After a service call is completed, the technician or FAS must call NSC's Call Center at
  1-800-351-1560 to close out the service call and to obtain a **Merco Case Number**.
- The details required to close out a service call include*: **arrival date & time, problem resolution/work performed, parts used, number of visits**, and **completion time**.*
- The NSC **Merco Case Number** must be submitted on all warranty claims, otherwise the claim will be rejected.
- In the situation when the service call request is on weekends, holidays or not between 7AM to 3PM (EST), the Event Number from NSC can be obtained on the next business day.

2. Qualified/Trained Technicians

- Please ensure that technicians dispatched to service the Merco units have been trained on all models installed at Chick-fil-A stores.
- Contact the Merco Technical Service Manager at **1.318.219.7057** to schedule a training if required.

3. Service Response

- FAS must contact the CFA Store **within 1 (one) hour** of receiving the dispatch notification from NSC to provide an estimated time of arrival.
- The ETA provided should be within the **same day** if the dispatch received **before 11:00 AM** (in the FAS time zone), and **next day** if the dispatch is received after this time.
- If the customer requests a specific time for service call this information MUST BE communicated to the NSC Call Center when closing out the service call.

4. Stocking of Critical and Recommended Parts

- A list of **critical** and **recommended** parts that agencies must stock to ensure a first-visit fix can be found on Page 3 of this bulletin.
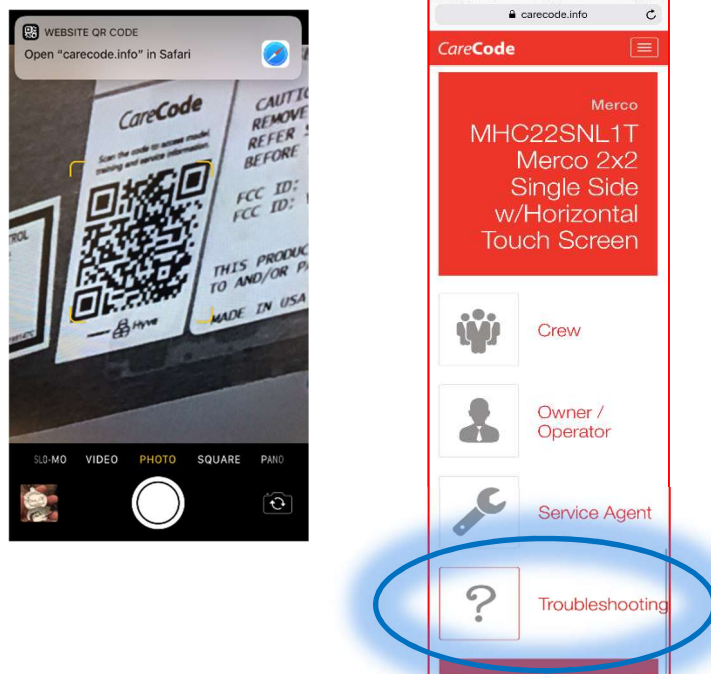
- Please ensure technicians carry the **"critical parts"** in in their truck stock to every service call. ***Note that additional trips due to the technician not having a critical part will not be covered under standard warranty.***
- All other parts should be stocked at the FAS branch warehouse and must be available within 24 hours.
- Replenishment of critical parts shall be ordered with next day delivery.
- Review the stock parts list for more details.
- Inventory levels at both the truck and branch must be reported to Merco on a bi-weekly basis through the Salesforce.com portal.

5. **Warranty**
- Standard one-year parts and labor warranty applies to units.
- All warranty claims must be submitted within 20 days from the date of repair.
- **Warranty claims must include the NSC/Merco Case number**

6. **Troubleshooting/Reference Materials**
- Please visit the Merco Resource Library at: http://www.mercoproducts.com/Resources#Document-Finder to find updated service manuals and/or reference materials.
- For troubleshooting tips and assistance while on-site:
    - o Download a free QR Code reader app for your Android or iPhone.
    - o Scan the CareCode on the side of any Merco unit.
    - o Follow the CareCode link to view the Merco CareCode website
    - o Click on "Troubleshooting" icon

7. **Service Support**
- For technical support, please call the Merco support line at **1-877-392-7770**

Merco / Chick-fil-A Holding Cabinets

Part #	Description	MHC22NT1T	Qty / Unit	MHC22NL1T	Qty / Unit	MHC24SNT2T	Qty / Unit	MHC52SNT1T	Qty / Unit	MHC54SNT1T	Qty / Unit
	Critical Parts (Truck Stock)										
8263513	Control, MHC UI Touch w/instructions	X	1	X	1	X	2	X	1	X	2
8076202	Switch, DPDT	X	1	X	1	X	1	X	1	X	1
8076204	Contactor, 120v 40A 2P							X	1	X	1
8263480	Board, Merco CFA I/O w/instructions	X	1	X	1	X	2	X	3	X	5
8076303	Delta Power Supply	X	1	X	1	X	1	X	1	X	1
8076179	Cable, crossover power / RJ-45(8p) to RJ-12(6p)	X	2	X	2	X	3	X	2	X	4
8076011	Cable, communication / RJ-45(8p) to RJ=45(8p)	X	1	X	1	X	2	X	2	X	4
8076181	Comm Cable U.I to U.I. / 6 pin-3 wire					X	1			X	1
8076208	Board, RFID Reader	X	1	X	1	X	1	X	1	X	2
8076226	Dongle, MHC WIFI	X	1	X	1	X	1	X	1	X	1
	Recommend Parts (FAS Branch Warehouse)										
8076212	Board, MHC Power & Comm	X	1	X	1	X	1	X	1	X	1
8076173	Speaker, 4 ohm w/filter	X	1	X	1	X	1			X	1
8076211	Heater Pad, MHC 2X2 , 2x4	X	2	X	2	X	4				
8076234	Heater Pad, MHC 5X2 120v 200w							X	5		
8076235	Heater Pad, MHC 5X4 Rt. 120v 140w									X	5
8076236	Heater Pad, MHC 5X4 Lt. 120v 140w									X	5
8076298	Antenna Assy, MHC Center w/gnd 2x4,5x4					X	2			X	5
1087852sp	Antenna Assy, MHC LH Short w/gnd 2x2, 2x4	X	2	X	2	X	2				
1087853sp	Antenna Assy, MHC RH Short w/gnd 2x2, 2x4	X	2	X	2	X	2				
1087945sp	Antenna Assy, MHC LH Long w/gnd 5x2, 5x4							X	2	X	2
1087946sp	Antenna Assy, MHC RH Long w/gnd 5x2, 5x4							X	2	X	2
8122549	CfA SD Card										
8076172	Cable, USB Panel mount	X	1	X	1	X	1	X	1	X	1

MHC22	1087648 assy. Drawing / wiring diagram 8052117 / RFID wiring diagram 8052119
MHC22L	1087837 assy. drawing / wiring diagram 8052117 / RFID wiring diagram 8052119
MHC24	1087699 assy. drawing / wiring diagram 8052118 / RFID wiring diagram 8052120
MHC52	1087654 assy. drawing / wiring diagram 8052114 / RFID wiring diagram 8052116
MHC54	1087659 assy. drawing / wiring diagram 8052113 / RFID wiring diagram 8052115

The current software files on this.tar.gz file are;
UI: RioT-1797
IoT: 00.07.200
I/O: 0.7.5
Reader Bd: 0.4.0

As of 4/17/2019

https://mercocfasoftware.welbiltdigital.com
Username: MercoService
Password: MercOHOldingCabinets!