merco

Serving Quality on Demand®

MercoMaxTM Forced Air Holding Cabinet (MHS)

Original Instructions
Installation, Operation and Maintenance Manual

This manual is updated as new information and models are released. Visit our website for the latest manual.

8 1 9 7 6 3 5

Part Number: MER_IOM_8197635 03/2026
Original Instructions

ALI GROUP

⚠ CAUTION
READ THE INSTRUCTIONS BEFORE USING.

Keep these instructions for future reference.

WELBILT
an Ali Group Company

Safety Notices

⚠Warning

Read this manual thoroughly before operating, installing or performing maintenance on the equipment. Failure to follow instructions in this manual can cause property damage, injury or death.

⚠ DANGER

Do not install or operate equipment that has been misused, abused, neglected, damaged, or altered/ modified from that of original manufactured specifications.

⚠ DANGER

Keep power cord AWAY from HEATED surfaces. DO NOT immerse power cord or plug in water. DO NOT let power cord hang over edge of table or counter.

⚠Warning

Authorized Service Representatives are obligated to follow industry standard safety procedures, including, but not limited to, local/national regulations for disconnection / lock out / tag out procedures for all utilities including electric, gas, water and steam.

⚠Warning

Do Not Store Or Use Gasoline Or Other Flammable Vapors Or Liquids In The Vicinity Of This Or Any Other Appliance. Never use flammable oil soaked cloths or combustible cleaning solutions, for cleaning.

⚠Warning

This product contains chemicals known to the State of California to cause cancer and/or birth defects or other reproductive harm. Operation, installation, and servicing of this product could expose you to airborne particles of glasswool or ceramic fibers, crystalline silica, and/or carbon monoxide. Inhalation of airborne particles of glasswool or ceramic fibers is known to the State of California to cause cancer. Inhalation of carbon monoxide is known to the State of California to cause birth defects or other reproductive harm. For more information go to www.P65Warnings.ca.gov.

⚠Warning

Do not use electrical appliances or accessories other than those supplied by the manufacturer.

⚠Warning

Use caution when handling metal surface edges of all equipment.

⚠Warning

This appliance is not intended for use by children under the age of 16 or persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision concerning use of the appliance by a person responsible for their safety. Do not allow children to play with this appliance.

⚠Warning

DO NOT use this product near water – for example, near a kitchen sink, in a wet basement, near a swimming pool, or similar locations.

⚠Caution

This appliance is not suitable for outdoor use. When operating this unit, it must be placed on a horizontal surface.

⚠Warning

Use caution when setting up, operating, or cleaning the appliance to avoid contact with heated surfaces.

⚠Caution

DO NOT position the appliance near the steam or heat exhaust of another appliance.

⚠Caution

DO NOT operate the appliance unless all service and access panels are in place and properly secured.

⚠Warning

DO NOT attempt to repair or replace any component of the appliance unless all power to the unit has been disconnected.

NOTICE

This appliance is intended for professional use only and it is to be operated by qualified personnel only. A Factory Authorized Servicer (FAS) or other qualified professional should perform installation, maintenance, and repairs. Installation, maintenance, or repairs by unqualified personnel may void the manufacturer's warranty.

NOTICE

This appliance is intended to be used for commercial applications, for example in kitchens of restaurants, canteens, hospitals and in commercial enterprises such as bakeries, butcheries, etc., but not for continuous mass production of food.

⚠ Warning

DO NOT use water jets or a steam cleaner to clean this equipment or installed in an area where a water jet can be used

NOTICE

This appliance only keeps food warm and does not cook/bake food.

NOTICE

The maximum operating temperature of this appliance is 250°F (121°C).

⚠ Caution

DO NOT operate the appliance unless it has been properly installed and checked.

⚠ Warning

This appliance shall not be installed where the public has access.

NOTICE

IF, DURING THE WARRANTY PERIOD, THE CUSTOMER USES A PART FOR THIS MERCO FOOD SERVICE EQUIPMENT OTHER THAN AN UNMODIFIED NEW OR RECYCLED PART PURCHASED DIRECTLY FROM MERCO, OR ANY OF ITS AUTHORIZED SERVICE CENTERS, AND/OR THE PART BEING USED IS MODIFIED FROM ITS ORIGINAL CONFIGURATION, THIS WARRANTY WILL BE VOID. FURTHER, MERCO AND ITS AFFILIATES WILL NOT BE LIABLE FOR ANY CLAIMS, DAMAGES OR EXPENSES INCURRED BY THE CUSTOMER WHICH ARISE DIRECTLY OR INDIRECTLY, IN WHOLE OR IN PART, DUE TO THE INSTALLATION OF ANY MODIFIED PART AND/OR PART RECEIVED FROM AN UNAUTHORIZED SERVICE CENTER.

Proper installation, care and maintenance are essential for maximum performance and trouble-free operation of your equipment. Visit our website www.mercoproducts.com for manual updates, translations, or contact information for service agents in your area.

Manufactured:
Merco
8700 Line Avenue,
Shreveport, LA
71106-6800
USA

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Section 1
General Information

Model Numbers

Models
(X) MHS22SAB1N

An "X" in front of the model number designates it as an export model.

Understanding Model Numbers									
M	H	S	2	2	S	A	B	1	N
Merco	Hot Holding Cabinet	Customer	Rows (Shelves)	Columns (Trays per shelf)	Lower Heat	Upper Heat	Display	Control Faces	Connectivity
		S- Subway	2-4	2-4	S- Standard	A- Forced Air	B-Timer Bar N-None	1- One Side 2- Two Sided	N- None

Serial Number Information

MHS holding cabinet serial and model numbers are located on the data plate. Data plates are located on the bottom and the right end of the unit.

Always have the serial number of your unit available when calling for parts or service.

Service Personnel

All service on Merco equipment must be performed by qualified, certified, licensed, and/or authorized or service personnel.

Qualified service personnel are those who are familiar with Merco equipment and who have been authorized by Merco to perform service on the equipment. All authorized service personnel are required to be equipped with a complete set of service and parts manuals, and to stock a minimum amount of parts for Merco equipment. A list of Merco Factory Authorized Servicers (FAS's) is located on the Merco website at https://www.mercoproducts.com/service#service. Failure to use qualified service personnel will void the Merco warranty on your equipment.

Shipping Damage Claim Procedure

Your Merco equipment was carefully inspected and packed before leaving the factory. The transportation company assumes full responsibility for safe delivery upon its acceptance of the equipment for transport.

What to do if your equipment arrives damaged:

1. File a claim for damages immediately, regardless of the extent of damages.
2. Inspect for and record all visible loss or damage and ensure that this information is noted on the freight bill or express receipt and is signed by the person making the delivery.
3. Concealed loss or damage that was unnoticed until the equipment was unpacked should be recorded and reported to the freight company or carrier immediately upon discovery. A concealed damage claim must be submitted within 5 days of the date of delivery. Ensure that the shipping container is retained for inspection.

MERCO DOES NOT ASSUME RESPONSIBILITY FOR DAMAGE OR LOSS INCURRED IN TRANSIT

Warranty Information

Visit https://www.mercoproducts.com/service#service to:

- Register your product for warranty.
- Verify warranty information.
- View and download a copy of your warranty.

Regulatory Certifications

Models are certified by:

- UL, LLC (Sanitation)
- UL, LLC (U.S and Canada)
- TUV (TIA) (U.S and Canada)
- CE (Europe)

Section 2
Installation

⚠ DANGER

Installation must comply with all applicable fire and health codes in your jurisdiction.

⚠ DANGER

Legs must be installed and the legs must be screwed in completely.

⚠ DANGER

Use appropriate safety equipment during installation and servicing.

⚠ Warning

Only trained and authorized service personnel or store manager should access the service screens. If changes to these settings are made incorrectly they will cause the unit to malfunction.

Location

⚠ Warning

This equipment must be positioned so that the plug is accessible unless other means for disconnection from the power supply (e.g., circuit breaker or disconnect switch) is provided.

⚠ Warning

Adequate means must be provided to limit the movement of this appliance without depending on or transmitting stress to the electrical conduit or cords.

⚠ Warning

To avoid instability the installation area must be capable of supporting the combined weight of the equipment and product. Additionally the equipment must be level side to side and front to back.

⚠ Warning

This equipment is intended for indoor use only. Do not install or operate this equipment in outdoor areas.

⚠ Caution

Do not position the air intake vent near steam or heat exhaust of another appliance.

The location selected for the equipment must meet the following criteria. If any of these criteria are not met, select another location.

- Holding cabinets are intended for indoor use only.
- The location MUST be level, stable and capable of supporting the weight of the equipment.
- The location MUST be free from and clear of combustible materials.
- Equipment MUST be level both front to back and side to side.
- Position the equipment so it will not tip or slide.
- Recommended air temperature is 41° - 86°F (5° - 30°C) .
- Proper air supply for ventilation is REQUIRED AND CRITICAL for safe and efficient operation. Refer to Clearance Requirements chart on page 2-2.
- Do not obstruct the flow of ventilation air. Make sure the air vents of the equipment are not blocked.

Weight of Equipment

Model Number	Weight
MHS22	50lbs/23kg

Clearance Requirements

⚠ DANGER

Minimum clearance requirements are the same for noncombustible locations as for combustible locations. The flooring under the appliance must be made of a noncombustible material.

⚠ DANGER

Risk of fire/shock. All minimum clearances must be maintained. Do not obstruct vents or openings.

Sides/Back
1.0" (25mm)

Dimensions

Model Number	Width	Depth	Depth incl Timer Bars	Height
MHS22SAB1N	19.20" (488mm)	13.00" (330mm)	16.75" (425mm)	12.92" (328mm)

Electrical Service

⚠ DANGER

Check all wiring connections, including factory terminals, before operation. Connections can become loose during shipment and installation.

⚠ DANGER

Copper wire suitable for at least 167°F (75°C) must be used for power connections.

⚠ Warning

This appliance must be grounded and all field wiring must conform to all applicable local and national codes. Refer to rating plate for proper voltage. It is the responsibility of the end user to provide the disconnect means to satisfy the authority having jurisdiction.

VOLTAGE, WATTS, RATED AMPERAGES & POWER CORD CHART

All electrical work, including wire routing and grounding, must conform to local, state and national electrical codes. The following precautions must be observed:

- The equipment must be grounded.
- A separate fuse/circuit breaker must be provided for each unit.
- A qualified electrician must determine proper wire size dependent upon location, materials used and length of run (minimum circuit amp capacity can be used to help select the wire size).
- The maximum allowable voltage variation is ±10% of the rated voltage at equipment start-up (when the electrical load is highest).
- Check all green ground screws, cables and wire connections to verify they are tight before start-up.

Units with plugs are supplied with approximately 6ft cords.

Model	Voltage, Cycle, Phase	Watts Max	Amps	Plug
MHS22	120, 60, 1	1330	11.1	NEMA 5-15P

Connect the power cord ensuring the plug is fully seated in the receptacle.

Sealing

Equipment weighing more than 80lb (36kg) or exceeding 36in (91cm) in any direction, is required to be sealed to the counter to establish proper sanitary operation. Apply a thin bead of food-grade silicon around the lower perimeter of the cabinet, once the unit is in place. This is intended to prevent liquid spillage on adjacent surfaces or countertops, from passing under inaccessible portions of the equipment.

The equipotential grounding lug allows all the equipment in the same location to be electrically connected to ensure there is no electrical potential difference between the units, which could be hazardous.

Section 3
Operation

⚠ DANGER

The on-site supervisor is responsible for ensuring that operators are made aware of the inherent dangers of operating this equipment.

⚠ DANGER

Do not operate any appliance with a damaged cord or plug. All repairs must be performed by a qualified service company.

⚠ DANGER

Never stand on the unit! They are not designed to hold the weight of an adult, and may collapse or tip if misused in this manner.

⚠ Warning

Do not contact moving parts.

⚠ Warning

All covers and access panels must be in place and properly secured, before operating this equipment.

⚠ Warning

Liquids such as water, coffee, or tea can be overheated beyond the boiling point without appearing to be boiling due to surface tension of the liquid. Visible bubbling or boiling when the container is removed from the microwave oven is not always present. THIS COULD RESULT IN VERY HOT LIQUIDS SUDDENLY BOILING OVER WHEN A SPOON OR OTHER UTENSIL IS INSERTED INTO THE LIQUID. To reduce the risk of injury to persons: Do not overheat the liquid. Stir the liquid both before and halfway through heating it.

⚠ Warning

Do not heat sealed containers or plastic bags in cabinet. Food or liquid could expand quickly and cause container or bag to break. Pierce or open container or bag before heating.

⚠ Warning

Racks, utensils, rack guides, and oven surfaces may become hot during or after use. Use utensils or protective clothing, like pan grips or dry oven mitts, when necessary to avoid burns.

⚠ Warning

DO NOT use the cavity for storage. DO NOT leave paper products, cooking utensils, or food in the cavity when not in use.

⚠ Caution

Do not block the supply and return air grills or the air space around the air grills. Keep plastic wrappings, paper, labels, etc. from being airborne and lodging in the grills. Failure to keep the air grills clear will result in unsatisfactory operation of the system.

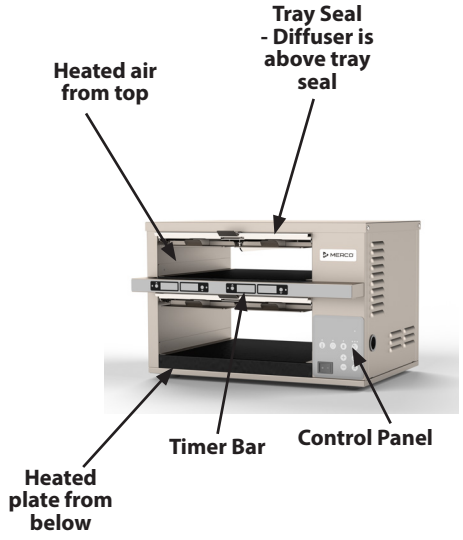
⚠ Caution

Some products such as whole eggs or sealed containers – for example, closed glass jars – are able to explode and SHOULD NOT be HEATED in this oven. Pressure may build up and erupt. Pierce yolk with fork or knife before cooking. Pierce skin of potatoes, tomatoes, and similar foods before cooking with microwave energy. When skin is pierced, steam escapes evenly.

⚠ Caution

DO NOT cover racks or any other part of the oven with metal foil. Airflow restriction will cause overheating of the oven.

Component Identification



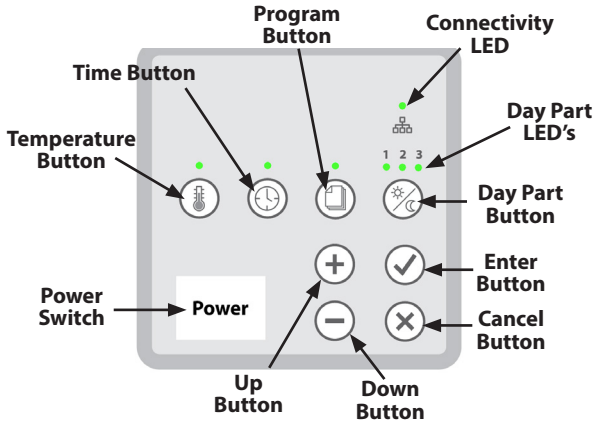
Control Zones

The rows are divided to zones, which are heated individually. Two bins will fit in one zone.

Day part menus can be changed as needed. However, the unit works in a default bin configuration that can't be revised with the controller.

Control Panel

The illustration below identifies the control panel functions.



Controls/Programming/Settings

The Merco Holding Cabinet has been designed to afford food service operators the ability to cook menu components in advance and then gently store that product in the holding bins until an order is received. Once that order has been placed, the crew can assemble the order using hot and fresh menu components from the holding bins. This allows for operators to serve to order, helping increase speed of service while maintaining high product quality standards.

- The holding cabinet blows heated air down from the upper platen to the food in the trays.
- Heated air removes moisture from the food surface, maintaining a crispy exterior and hot and moist interior.
- Airflow passes over the food items and exits through holes in the tray sidewalls.
- Dual function for grilled and fried food holding

TYPICAL OPERATOR ACTIONS

Action	Instructions
Turn Unit On	Push Power button.
Load bin with product	Pull out tray, load product and reinsert tray.
Empty bin	Pull out tray and remove product. Reinsert tray.

When the unit is first powered ON, it will begin to preheat. The displays will display PRE-HEAT alternating with the product name.

The holding cabinet will heat up to the pre-set default temperature. The holding cabinet has a default menu and zone assignment. These can not be adjusted from the cabinet. Adjustment of bin locations, times and temperatures can be performed from a PC application. Please visit https://www.mercoproducts.com/menu-connect for access to the MenuConnect application.

From the control panel only pre-programmed/pre-set day-parts can be changed. Zones and temperatures can not be adjusted.

The holding bin controller is, at all times, operating in one of the following modes. The indents indicate the sub-modes. Sub-modes are defined based on the navigation to the mode. I.e., to get to diagnostic mode you must be in active heating mode then enter programming mode.

- Pre-Heat Mode
- Active Heating Mode
  - » Diagnostic Mode
  - Temperature View Mode
    - » Diagnostic Temperature View Mode

PRE-HEAT MODE

The displays shall scroll **PRE-HEAT** alternating with the product name during the pre-heat mode until the heater reaches set point. The timer bar will display the product name once the pre-heat mode is completed. If a product is not assigned to the bin, the timer bar will display "- - - -". The LED corresponding to the active Day Part menu configuration will be on.

ACTIVE HEATING MODE

This is the active heating mode of operation. In active heating mode the displays will show the product name and the active day part LED light will be ON.

During active heating mode, press and hold enter for three (3) seconds to scroll the software version on the display.

TIME BUTTON

The time button is ON by default and is only applicable to active holding bins. The displays alternate between the actual hold time and the product name. Pressing the time button will switch off the timers and only display the product names.

TEMPERATURE VIEW MODE

Enter the temperature view mode by pressing the temperature button. The average temperature for each zone is displayed. Press the cancel button to exit.

CHANGING THE DAY PART

Pressing the Day Part button will change to one of six day parts (see matrix for which day part menu is displayed).

Default Day Part Menus			
Day Part #	**LED 1**	**LED 2**	**LED3**
1 (Breakfast)	●		
2 (Change Over 1)	●	●	
3 (Lunch)		●	
4 (Change Over 2)		●	●
5 (Dinner)			●
6 (Change Over 3)	●		●

LED INDICATORS

The timer bar's LED's indicate:

- Trays to pull from first
- When a product is near expiration.
- Product is expired.
- Bin is out of product

GREEN — Use 1st, when pan is empty press the button with the arrow.

AMBER — Use Green Product 1st

GREEN — Near expiration, cook more if needed

AMBER — Near expiration, cook more if needed

RED — Expired, discard product, press button with the arrow.

LED Off = Idle / Ready to use; press button with arrow to start timer.

Section 4
Maintenance

⚠ DANGER

All utility connections and fixtures must be maintained in accordance with local and national codes.

⚠ DANGER

It is the responsibility of the equipment owner to perform a Personal Protective Equipment Hazard Assessment to ensure adequate protection during maintenance procedures.

⚠ DANGER

Failure to disconnect the power at the main power supply disconnect could result in serious injury or death. The power switch DOES NOT disconnect all incoming power.

⚠ DANGER

Disconnect electric power at the main power disconnect for all equipment being serviced. Observe correct polarity of incoming line voltage. Incorrect polarity can lead to erratic operation.

⚠ Warning

When using cleaning fluids or chemicals, rubber gloves and eye protection (and/or face shield) must be worn.

⚠ Caution

Maintenance and servicing work other than cleaning as described in this manual must be done by an authorized service personnel.

⚠ Caution

Cleansers, detergent, degreasers, sanitizers, or bleaching agents that contain chlorides or phosphates will cause permanent damage to stainless steel products. The damage appears as pits, eruptions, voids, small holes, severe discoloration or dulling of the metal finish. Water with high choloride content can also damage stainless steel.

If unsure of your water quality, we recommend you have it tested. THIS DAMAGE IS PERMANENT, COSTLY TO REPAIR, AND IS NOT COVERED BY THE WARRANTY.

Cleaning and Sanitizing Procedures

GENERAL

You are responsible for maintaining the equipment in accordance with the instructions in this manual. Maintenance procedures are not covered by the warranty.

Maintenance	Daily	After Prolonged Shutdown	At Start-Up
Exterior	X	X	X
Interior	X	X	X
Tray Seal & Air Diffuser	X	X	X
Plastic Tray & Insert	X	X	X

EXTERIOR CLEANING

⚠ Warning

Never use a high-pressure water jet for cleaning or hose down or flood interior or exterior of units with water. Do not use power cleaning equipment, steel wool, scrapers or wire brushes on stainless steel or painted surfaces.

⚠ Caution

Never use an acid based cleaning solution on exterior panels! Many food products have an acidic content, which can deteriorate the finish. Be sure to clean the stainless steel surfaces of ALL food products.

The stainless steel outer case requires nothing more than a daily wiping with a damp cloth. If, however, an excessive amount of food particles/grease are allowed to collect, a non-abrasive cleaner (hot sudsy water) may be used. Wipe dry with a clean, soft cloth.

Always rub with the "grain" of the stainless steel to avoid marring the finish. Never use steel wool or abrasive pads for cleaning. Never use chlorinated, citrus based or abrasive cleaners.

Stainless steel exterior panels have a clear coating that is stain resistant and easy to clean. Products containing abrasives will damage the coating and scratch the panels. Daily cleaning may be followed by an application of stainless steel cleaner which will eliminate water spotting and fingerprints. Early signs of stainless steel breakdown are small pits and cracks. If this has begun, clean thoroughly and start to apply stainless steel cleaners in an attempt to restore the steel.

INTERIOR CLEANING

⚠Caution

Do not use caustic cleaners on any part of the oven or oven cavity . Use mild, non abrasive soaps or detergents, applied with a sponge or soft cloth. Never use sharp implements or harsh abrasives on any part of the oven.

The product trays, tray seals and air diffusers may be cleaned via dishwasher or with warm soapy water. Care must be taken to prevent water or cleaning compounds from getting on internal parts, especially the switches on the control panel.

PLASTIC TRAY CLEANING

⚠Caution

Environmental stress cracking can occur. Proper dilution and rinsing per detergent manufacturers' directions are mandatory.

Food-approved detergents can be used if they are diluted per manufacturers' directions and adequately rinsed away prior to high temp drying cycle. Basic alcohols such as isopropyl are acceptable for hard-to-remove stains. Otherwise, do not use organic solvents.

DAILY CLEANING INSTRUCTIONS

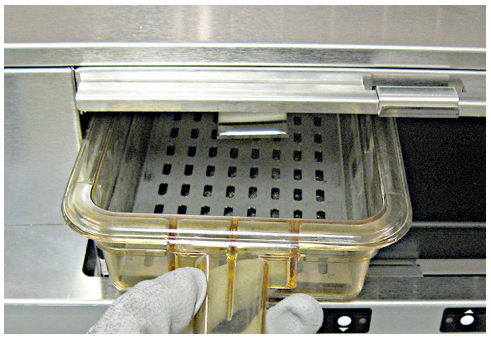
⚠Caution

The unit must be cool to the touch and disconnected from the power source prior to cleaning, to avoid contact with hot surfaces which may cause burns or injury. Use caution and wear appropriate safety equipment to avoid contact with hot surfaces that may cause severe burns or injury.

Unit must be cool to touch and disconnected from power source.

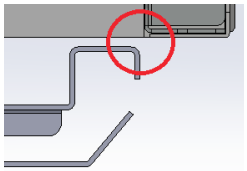
1. Wipe the stainless steel outer case with a damp cloth, rubbing with the grain of the steel. If an excessive amount of food particles/grease has collected, hot sudsy water (non-abrasive) may be used.

2. Remove trays.

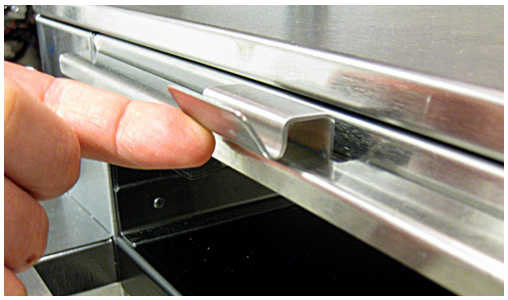


⚠Caution

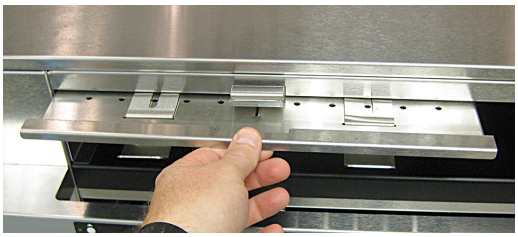
Use caution when raising the locking clips to avoid pinching a finger between the air diffuser assembly and the back of the timer bar (see illustration below).



3. Raise/lift the locking clips to remove the air diffusers and/or tray seals.



4. Remove air diffuser assemblies.

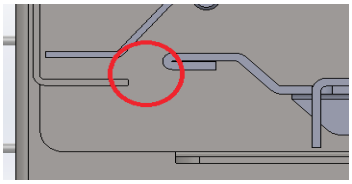


5. The product trays, tray seals and air diffusers may be cleaned via dishwasher or with warm soapy water.

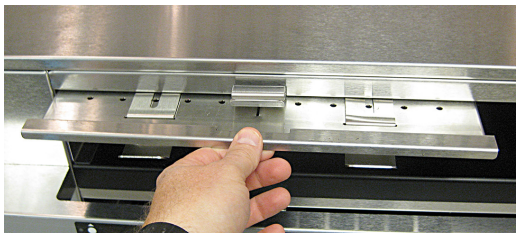
6. Wipe the interior shelf with a damp cloth. If, however, an excessive amount of food particles/grease has collected, hot sudsy water (non-abrasive) may be used on the cloth.

⚠Caution

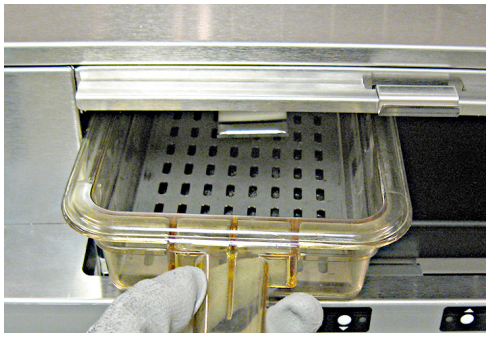
Use caution when inserting the air diffuser into the unit to avoid pinching a finger between the air diffuser assembly and the back of the air plenum assembly on the rear of the unit (see illustration below).



7. Reinstall cleaned air diffusers and tray seals.



8. Reinstall the cleaned trays.



9. Reconnect the power cord.

Section 5
Troubleshooting

Troubleshooting Chart

Problem	Cause	Correction
Cabinet not running	Fuse blown or circuit breaker tripped.	Replace fuse or reset circuit breaker.
	Power cord unplugged.	Plug in power cord.
	Thermostat set too high.	Set thermostat to lower temperature on Merco Menu Connect..
	Main power switch turned off.	Turn main power switch on.
Cabinet temperature is too high	Thermostat set too high.	Set thermostat to lower temperature on Merco Menu Connect..
	Poor air circulation in cabinet.	Re-arrange product to allow proper air circulation.
	Exterior thermometer is out of calibration.	Contact FAS
Cabinet temperature is too low	Air diffuser out of unit.	Reinstall air diffuser.
	Product trays out of unit.	Reinstall product trays in unit.

COMMUNICATION ERROR MESSAGES

Display	Probable Cause	Corrective Action
MOD-ERR1	Timer bar lost communication with I/O board.	Call your FAS.
MOD-ERR2	Master I/O board lost communication with the slave I/O board.	Call your FAS.
STANDALONE	No issue.	Normal message

HEATER/THERMOCOUPLE ERROR MESSAGES

If any of the error messages below are displayed call your FAS. Turning Off and On a unit will clear all thermocouple error displays.

Display	Probable Cause	Corrective Action
ErU1	Upper heater/thermocouple is shorted.	Call your FAS.
ErL1	Lower heater/thermocouple is shorted.	Call your FAS.
ErU2	Upper heater/thermocouple is open.	Call your FAS.
ErL2	Lower heater/thermocouple is open.	Call your FAS.
ErU3	Upper heater/thermocouple is below range.	Call your FAS.
ErL3	Lower heater/thermocouple is below range.	Call your FAS.
ErU4	Upper heater/thermocouple is above range.	Call your FAS.
ErL4	Lower heater/thermocouple is above range.	Call your FAS.

MERCO
5489 CAMPUS DRIVE, SHREVEPORT, LA 71129

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MERCO SALES: 800.221.4583
MERCO SERVICE: 877.392.7770
WWW.MERCOPRODUCTS.COM
MERCOSERVICE@WELBILT.COM

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