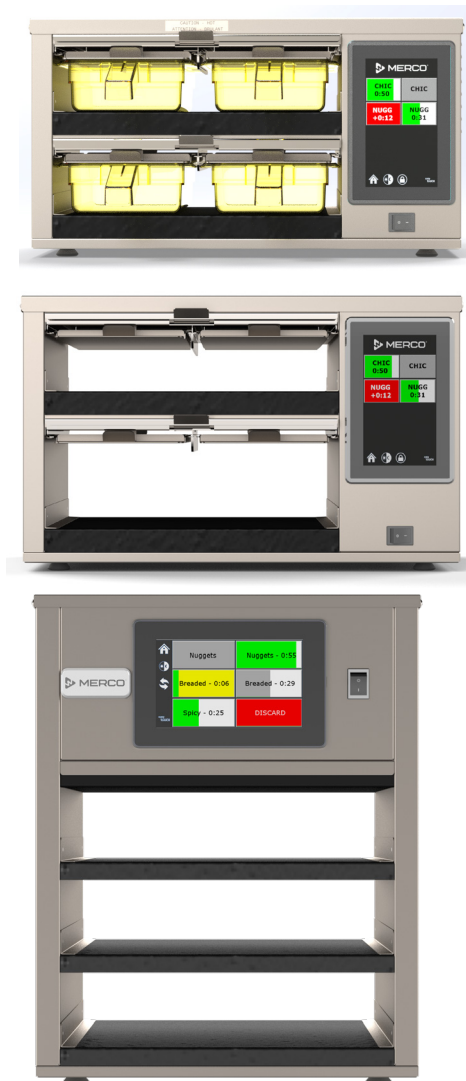


Visual Holding Cabinet

(MHA, MHD, MHG, MHL, MHS, MHT, MHW)

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.



CAUTION

READ THE INSTRUCTIONS BEFORE USING THE CABINET.

Keep these instructions for future reference.

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.

Caution

Use caution when lifting any cabinet over 80 pounds (36Kg). At least two people, using standard safe lifting practices, will be necessary to handle the cabinets.

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

Table of Contents

Section 1 General Information

Model Numbers	1-1
Serial Number Information	1-1
Warranty Information	1-1
Regulatory Certifications	1-1

Section 2 Installation

Location	2-1
Weight of Equipment	2-2
Clearance Requirements.....	2-2
Dimensions	2-2
Electrical Service	2-2
Voltage	2-2
Rated Voltage, Cycles, Phases, Wattage, Amperages & Power Cord Chart	2-3

Section 3 Operation

Power Switch	3-1
User Interface	3-2
Passwords.....	3-2
Press & Go Screens.....	3-2
Tray Tracking	3-4
Tray Specifications	3-5
Menu Screens	3-7
USB Screen.....	3-10
Setting Screens	3-11
Preferences Screen.....	3-11
Date & Time Screen.....	3-12
Language Screen.....	3-12
Cabinet Names Screen	3-13
Networking Screens	3-13
Zone Diagnostics Screens	3-14
Errors Log Screen.....	3-15
Holding Log Screen	3-15
Password Settings Screen	3-15
System Information Screen	3-16
Utilities Screen.....	3-16

Section 4 Maintenance

Cleaning and Sanitizing Procedures.....	4-1
General.....	4-1
Exterior Cleaning.....	4-1
Interior Cleaning.....	4-2
Plastic Tray Cleaning.....	4-2
Daily Cleaning Instructions.....	4-2

Section 5
Troubleshooting

Troubleshooting Chart5-1

Section 1

General Information

Model Numbers

Models	Description
(X)MHG22SAT1W	2x2 - Front Display
(X)MHG22SAT2W	2x2 Front and Rear Display
(X)MHG22SSL1N	2x2 - Front Display Landscape
(X)MHS22SAT1W	2x2 - Front Display
(X)MHG23SAT1W	2x3 - Front Display
(X)MHG23SAT2W	2x3 Front and Rear Display
(X)MHL24SSL1T	2x4 - Left Side Front Display & Landscape
(X)MHG32SAT1W	3x2 Front Display
(X)MHA32SSL1W	3x2 Front Display Landscape
(X)MHG32SAT2W	3x2 Front and Rear Display
(X)MHA32SSL2W	3x2 Front and Rear Display Landscape
(X)MHD32SST1T	3x2 Front Display
(X)MHD32SST2T	3x2 Front and Rear Display
(X)MHD32SST1W	3x2 Front Display
(X)MHD32SST2W	3x2 Front and Rear Display
(X)MHW33SSL1N	3x3 Front Display Landscape
(X)MHT32SST1W	3x2 Front Display
(X)MHG42SAT1W	4x2 Front Display
(X)MHG42SAT2W	4x2 Front and Rear Display
(X)MHD42SSL1T	4x2 Front Display Landscape
(X)MHD42SSL2T	4x2 Front and Rear Display Landscape
(X)MHD42SSL1W	4x2 Front Display Landscape
(X)MHD42SSL2W	4x2 Front and Rear Display Landscape
(X)MHD82SST1T	8x2 Front Display

Serial Number Information

MHA/MHD/MHG/MHL/MHS/MHT visual holding cabinet serial and model numbers are located on the data plate. The data plate is located on the top right rear 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 <http://www.mercoproducts.com/Service#Service>. Failure to use qualified service personnel will void the Merco warranty on your equipment.

Warranty Information

Visit <http://www.mercoproducts.com/Service#Warranty> 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 (U.S and Canada)
-  CE (Europe)
-  United Kingdom Conformity Assessed

FCC Information

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with part 15 of the FCC Rules.

Operation is subject to the following two conditions: (1)

This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This device complies with Industry Canada's license-exempt RSSs. Operation is subject to the following two conditions:

(1) This device may not cause interference; and

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

1) l'appareil ne doit pas produire de brouillage;

2) l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

In order to comply with FCC/ISED RF Exposure requirements, this device must be installed to provide at least 5mm separation from the human body at all times.

Afin de se conformer aux exigences d'exposition RF FCC / ISED, cet appareil doit être installé pour fournir au moins 5mm de séparation du corps humain en tout temps.

The FCC ID numbers:

Reader Board:

FCC ID: 2AQ4D-RFIDREADER

IC: 24291-RFIDREADER

Wi-Fi:

VVXLM808-0407

CAN ICES-3 (B)/NMB-3(B)

RETAIN AND STORE THIS MANUAL IN A SAFE PLACE FOR FUTURE USE.

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

Section 2

Installation

DANGER

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

DANGER

Carts must be installed and the carts 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.

Caution

Use caution when lifting any cabinet over 80 pounds (36Kg). At least two people, using standard safe lifting practices, will be necessary to handle the cabinets.

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.

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.

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) .

Weight of Equipment

Models	Weight
(X)MHG22SAT1W/2W	50lbs (23kg)
(X)MHS22SAT1W	50lbs (23kg)
(X)MHG23SAT1W/2W	120lbs (54kg)
(X)MHL24SSL1T	120lbs (54kg)
(X)MHG32SAT1W/2W	62lbs (28kg)
(X)MHA32SSL1W/2W	75lbs (34kg)
(X)MHD32SST1T/2T	87lbs (39kg)
(X)MHG42SAT1W/2W	77lbs (35kg)
(X)MHD42SSL1T	168lbs (76kg)
(X)MHD82SST1T	236lbs (107kg)

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

Models	Width	Depth	Height
(X)MHG22SAT1W/2W	20.5" (52.1cm)	13.0" (33.0cm)	11.5" (29.2cm)
(X)MHS22SAT1W	20.5" (52.1cm)	13.0" (33.0cm)	12.8" (32.5cm)
(X)MHG23SAT1W/2W	33.5" (85.1cm)	13.0" (33.0cm)	11.5" (29.2cm)
(X)MHL24SSL1T	38.0" (96.5cm)	13.0" (33.0cm)	13.5" (34.3cm)
(X)MHG32SAT1W/2W	20.5" (52.1cm)	13.0" (33.0cm)	16.4" (41.7cm)
(X)MHA32SSL1W/2W	16.1" (40.9cm)	14.4" (36.6cm)	20.4" (51.8cm)
(X)MHD32SST1T/2T	20.8" (52.8cm)	22.5" (57.2cm)	12.8" (32.5cm)
(X)MHG42SAT1W/2W	20.5" (52.1cm)	13.0" (33.0cm)	21.3" (54.1cm)
(X)MHD42SSL1T	16.2" (41.1cm)	22.5" (57.2cm)	23.8" (60.5cm)
(X)MHD82SST1T	20.8" (52.8cm)	22.5" (57.2cm)	32.0" (81.3cm)

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

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 ampacity can be used to help select the wire size).
- The maximum allowable voltage variation is $\pm 10\%$ 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.

RATED VOLTAGES, CYCLES, PHASES, WATTAGE, AMPERAGES & POWER CORD CHART

Units with plugs are supplied with approximately 6ft cords.

Model	Voltage, Cycle, Phase	Watts	Amps	Plug
MHG22SAT1W/2W	120V, 60H, 1Ph	1920	16.0	5-20P
MHS22SAT1W	120V, 60H, 1Ph	1330	11.1	5-15P
(X)MHS22SAT1W	200-240V, 50/60H, 1Ph	900-1445	4.5-5.5	CEE 7/7
MHG23SAT1W/2W	208-230V, 60H, 1Ph	1997-2530	9.6-11.0	6-20P
MHG32SAT1W/2W	208-230V, 60H, 1Ph	1840	8.0	6-20P
MHL24SSL1T	120V, 60H, 1Ph	1600	13.3	5-20P
MHA32SSL1W/2W	120V, 60H, 1Ph	1200	10	5-15P
MHD32SST1T/2T	208-240V, 60H, 1Ph	1990	8.3	6-20P
MHG42SAT1W/2W	208-230V, 60H, 1Ph	3680	16.0	6-20P
MHD42SSL1T	208-240V, 60H, 1Ph	2644	11.1	6-20P
MHD82SST1T	208-240V, 60H, 1Ph	3624	15.1	6-20P

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.

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

Do not put heat sealed containers or plastic bags in holding 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 holding cabinet 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.

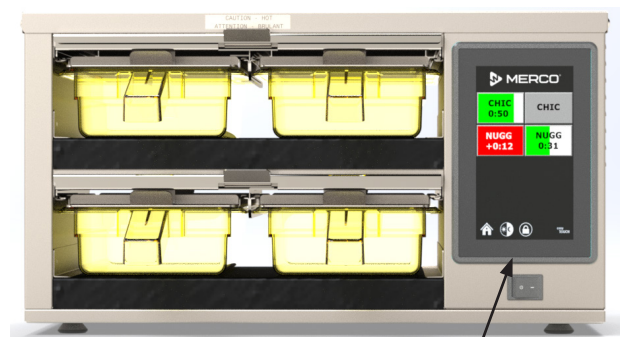
⚠ Caution

DO NOT cover racks or any other part of the holding cabinet with metal foil.

The Merco Visual 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.

Power Switch

The power switch is located on the front of the cabinet. Flip the power switch to turn the unit on or off.



Power Switch on Front

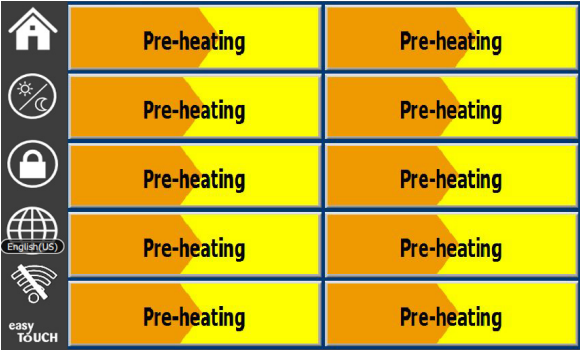
User Interface

PASSWORD

- A user can access all necessary screens for daily operation without a password.
- The factory default manager password is 2580.

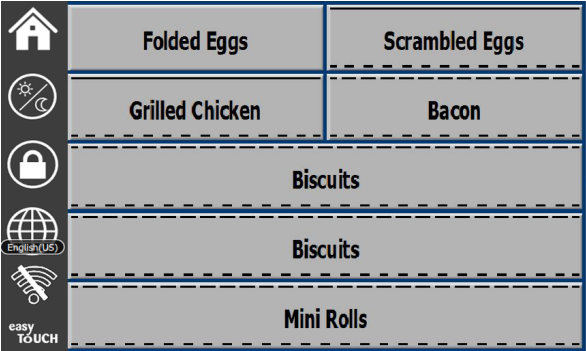
PRESS & GO SCREENS

When the unit is turned on zone pre-heating will begin. The press and go screen will be displayed. The holding cabinet has a default menu and zone assignment. The holding cabinet will heat up to the pre-set default temperatures. Please continue to follow the directions in this manual to customize menu items using the touch screen, or visit <https://www.welbiltdigital.com> for access to the on-line MenuConnect application.



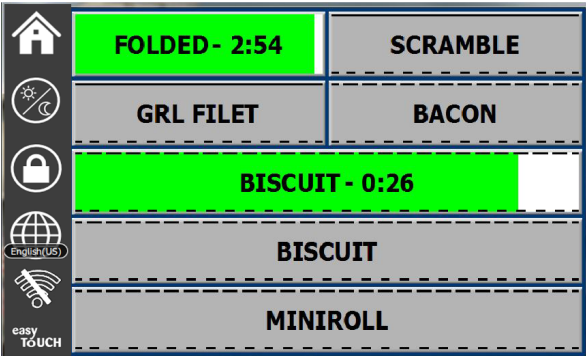
Press & Go Screen Pre-Heating

The unit will beep signaling that all holding zones are pre-heated and ready for use.



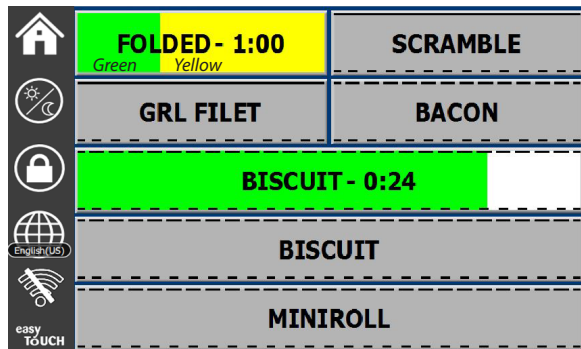
Press & Go Screen

As trays of food are loaded into the cabinet and the corresponding timers are pressed on the touch screen, they will be highlighted in green and the product timers will start.



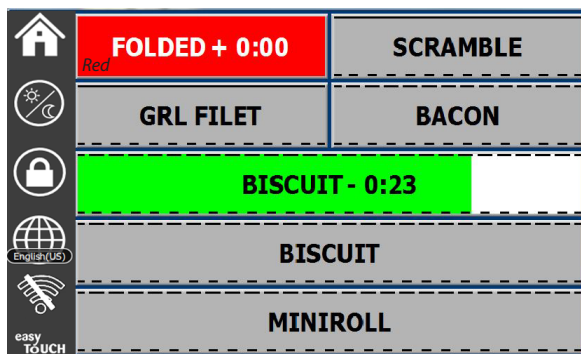
Press & Go Screen with Active Timers

The green portion of the tray timer represents the remaining time. Each menu item has a programmed warning time. When the warning time is reached the elapsed time will fill in with yellow and the alarm will beep.



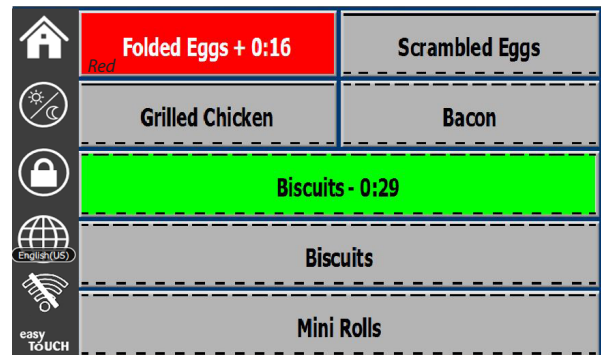
Top Left Zone Reaches the Warning Time

Each menu item has a programmed hold time. When the times runs out the corresponding tray timer will turn red and the alarm will beep.



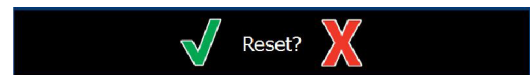
Top Left Zone (#9) Runs out of Hold Time

The alarm will beep for 10 seconds. The timer will display time the product is being held past programmed hold time. Tray and food should be removed. Reset the expired tray timer by selecting it.



Top Left Zone Runs Over Hold Time

When necessary select a tray timer to reset it before the hold time has expired. The question Reset? will pop up. Select the green check to reset. Select the red X to resume.



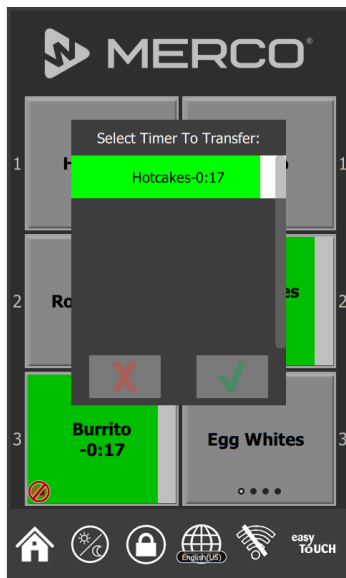
Reset Pop Up

If the cabinet has optional tray tracking, as the trays are removed and returned to the same cabinet or between communicating holding cabinets, they will be detected. Their timer will continue whether they are sitting on the counter or traveling between hot holding cabinets.

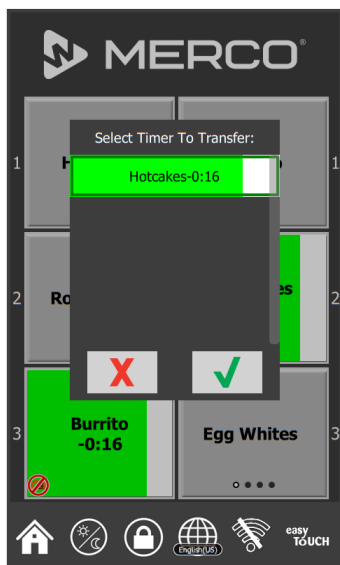
TRAY TRACKING

Press & Hold Transfer (Manual)

To manually transfer a food item to an empty holding position, press and hold the empty position for ~2 seconds. The following pop-up screen will display (if the manual transfer is not completed within a few seconds, it will revert back to the previous timers and locations). All available active timers for the empty position that is chosen, will be in the pop-up list.



Choose the active timer of the food you want to move to that empty position and press the green CHECK button. The active timer will now be in the new position. This feature is helpful if you always want to pull from a certain position, and load from the top. For example, if the procedure is to always pull from the lowest position, once the lowest position is empty, reset the time, then press and hold the location button for ~2 seconds and move the next green timer to the lowest position. Refill the upper position and start a new timer.



The icon in the lower left corner is displayed if a timer is manually started on a cabinet that has Tray Tracking Technology (TTT). If a TTT tray was inserted, this icon would not be present.

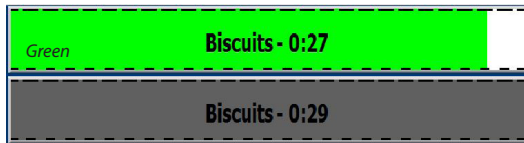
Tray Tracking Technology (TTT) Transfer (automatic, transfer with special TTT plastic trays) – Tray Tracking

Plastic holding trays with built-in TTT automatically start the timer when inserted into a corresponding food position. If the tray is removed and moved to an empty corresponding food position, the timer will automatically transfer. If the tray is removed and moved to a non-matching food position, "Product Mismatch" will flash and an error signal will sound.

TRAY SPECIFICATIONS

Use First For Identical Products

When two identical products are active, the one with the least time remaining will be highlighted in green, the others in dark gray. There is no change in countdown or timer behavior. When the first item is canceled or reset, the next one in order will turn green.



Use Highlighted Tray First

Lid Requirements

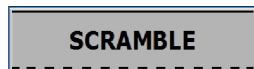
- No line above the product name means no lid.



- A dashed line above the product name represents a vented lid.



- A solid line above the product represents a solid lid.

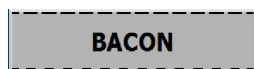


False Bottom Requirements

- No line below the product name means no false bottom or a trivet is in the tray.

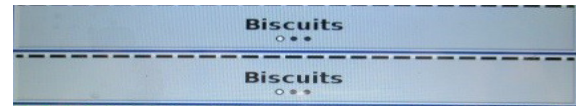


- A dashed line below the product name means to use a false bottom or trivet.



A Group in the Menu

A product in the menu is part of a group if there are dots underneath it or arrow heads on either side of it. Select the menu item with the dots and the other items in the group will pop up and can be selected. Swipe a product with arrow heads to choose another item from the group.



Press & Go Screen Icons

On the press and go screen are six icons:

- Home
- Day part
- Lock
- Language
- WiFi
- Easy touch logo

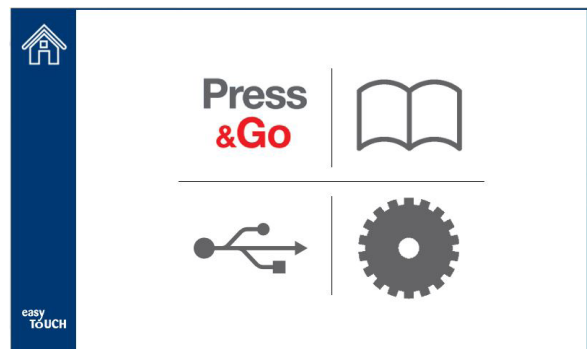


Press & Go Screen Five Icons

Select the home icon to bring up the home screen.



Home Icon

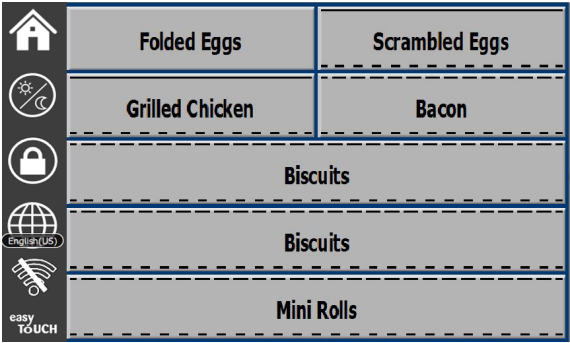


Home Screen

From the home menu selecting the press & go icon to return to the press and go screen.



Press & Go Icon



Press & Go Screen

Touch the daypart selection icon to choose a different menu. The menu options will pop up.

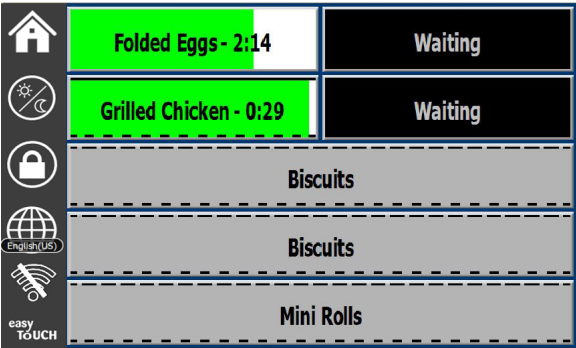


Daypart Selection Icon



Menu Pop Up

Active timers are carried over into the new menu. Once the item is reset the new product will show up. Waiting is displayed when the menu changes and the zone temperature is changing but there is still an active timer in the zone at the old temperature. The shelf is waiting to warm up to the new temperature until all active timers at the old temperature are cleared.

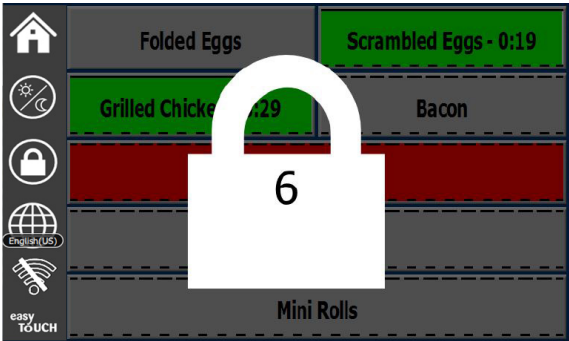


New Menu with Active Timers from Last Menu Highlighted

On press and go screen the lock icon disables the touch screen for 10 seconds. The lock icon must be held for 1 second to disable the screen. In the center of the lock graphic the 10 seconds will be counted down. Ten seconds of disabled screen allows time for the touch screen to be cleaned.



Lock Icon



Press & Go Screen Locked for Screen Cleaning

The Wi-Fi Icon indicates the Wi-Fi and local network status of the machine and others in the kitchen.



Wi-Fi Icon

A line through the icon indicates the unit is not connected to the Wi-Fi.

A one means the unit is connected to Wi-Fi and the local area network and that it is the only Merco unit connected to that network.

Numbers two and higher indicate the quantity of units that are connected to Wi-Fi and that local area network.

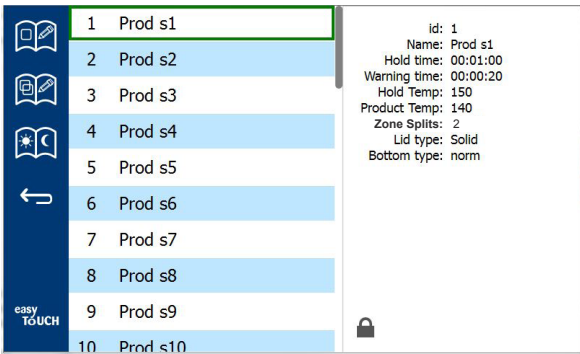
MENU SCREENS

From the home screen selecting the menu icon brings up the menu screen. The menu screen lists the products saved in the hot holding unit. 100 products can be saved.

To make changes on the three menu pages a passcode must be entered. Select the lock on the bottom left of the screen. Enter a passcode on the pop-up number pad. If the passcode is accepted the lock icon will appear unlocked. To return to the home screen select the back arrow.



Menu Icon



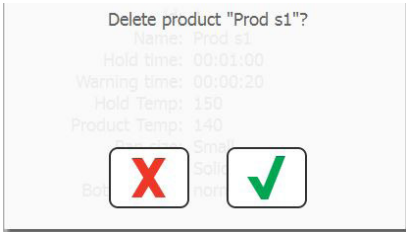
Menu Screen

If the pages are unlocked, the delete, edit and add icons will display on the menu screen.



Unlocked, Delete, Edit & Add Icons

Select the unwanted product and then the delete icon, X. A confirmation widow will pop up. Select the green check to delete the product. Select the red X to return to the menu screen.

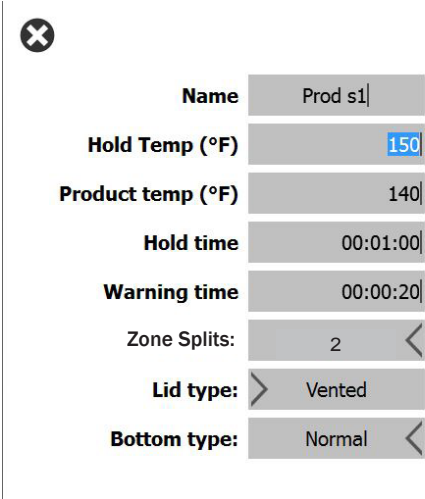


Delete Product Confirmation Window

When a product is edited or added, required specifications include:

- Name:
- Hold Temp: tray temperature maintained $\pm 5^{\circ}\text{F}$
- Product temp: reference only, not measured
- Hold time: maximum time product can be held & served
- Warning time: alarm will sound when the tray has this length of time *remaining*. The elapsed time on the timer bar changes color from white to yellow
- Zone Splits: 2 represents a full size pan (full zone), 1 represents a 1/3 size pan (half zone)
- Lid type: None, Solid or Vented
- Bottom type: Normal or False

Save the edit or product addition by selecting the check. Select the x to cancel edits and return to product list.



Product Edit or Addition Screen

On the menu screen are navigation icons.

- The first icon returns you to the product list screen.
- The second takes you to the group list screen .
- The third takes you to the day part edit screen.
- To return to the home screen select the back arrow.



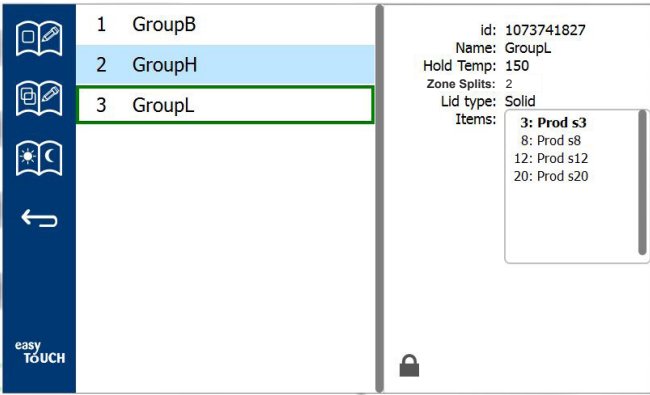
Menu, Group, Day Part & Home Navigation Icons

Groups of products can be defined. The products must have the same lid type, zone split and hold temp. Hold time, warning time and product temp and can vary within a group.

From the menu screen, select the group icon. The group page lists programmed groups. For the highlighted group, group ID, group name, hold temperature, zone split, lid type and products included in the group are listed.



Group Icon



Group Screen

If the group page is unlocked, the delete, edit and add icons will display on the group screen.



Unlocked, Delete, Edit & Add Icons

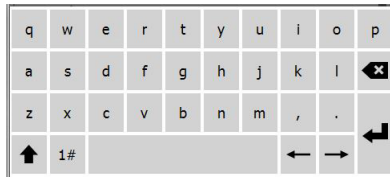
Select the unwanted group and then the delete icon, X. A confirmation widow will pop up. Select the green check to delete the group. Select the red X to return to the group screen.



Delete Group Confirmation Window

Select the group to be edited and the edit icon, a pencil. In the pop up window the group will appear. You can edit the group name and add or remove products.

Click inside the name box and a keyboard will appear. When the group name is edited select the return key (bottom right).

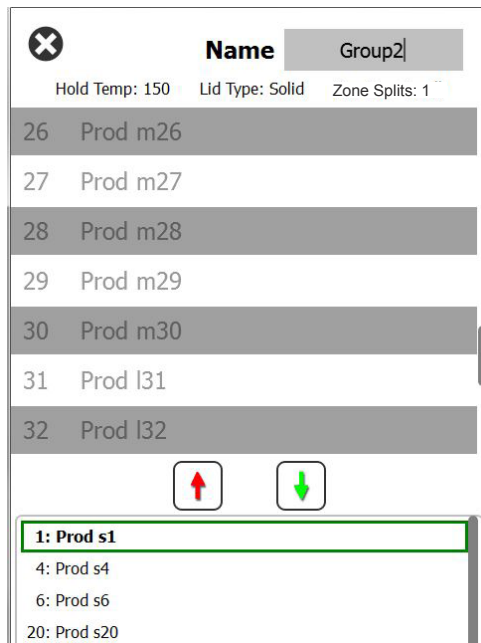


Pop Up Keyboard

Under the name are the group specifications. Only products that match will be highlighted and available for adding.

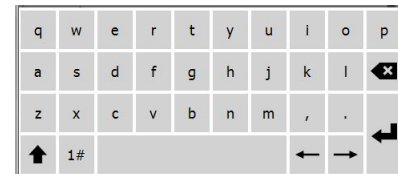
- Select a new product for the group and the green arrow to add it.
- Select an existing product in the group and the red arrow to remove it.
- To select the default product for the group (product to be displayed when the daypart is selected), hold your finger on that product for three seconds.
- While the unit is in the Press & Go mode the names can be scrolled from left to right in the same order as they are listed in the group top to bottom. Delete products and add them back in to create the desired order.

When the edits are complete return to the group screen by selecting the X in the top left corner.



To add a group, select the group page add icon, +. A pop up window will appear. Click inside the name box and use the keyboard to enter the group name. Select the return key (bottom right) and the keyboard will close.

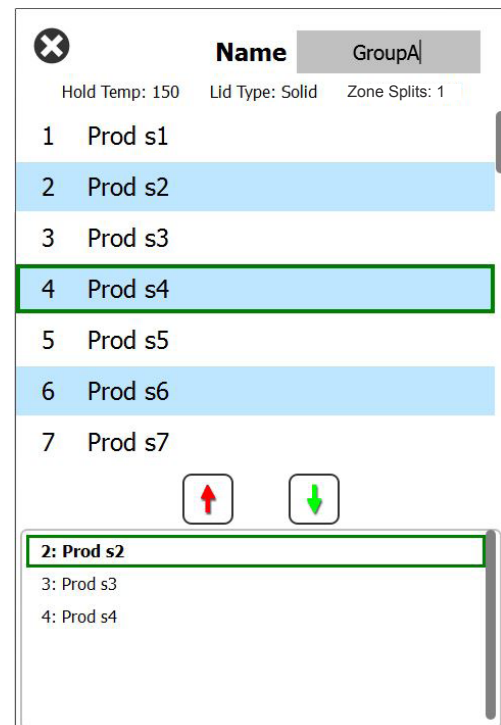
NOTE: Name groups so they are recognizable as groups, perhaps starting with G or Group. When editing the day parts to add the group, the name is all that is displayed in the scrolling list. If it does not stand out as a group it will appear as just another product.



Pop Up Keyboard

Select a product for the group and the green arrow to add it. That first product will determine the group specifications, listed under the group name. Going forward product with the wrong specifications, not available to be added to the group, will be grayed out. Continue to add products to the group. To remove a product, select it and the red arrow.

When the group is complete save it and return to the group screen by selecting the X in the top left corner.

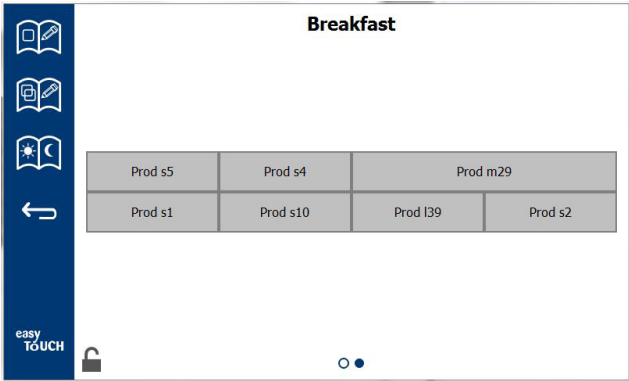


On the menu screen are navigation icons. Next to the back arrow is the day part edit icon.



Day Part Edit Icon

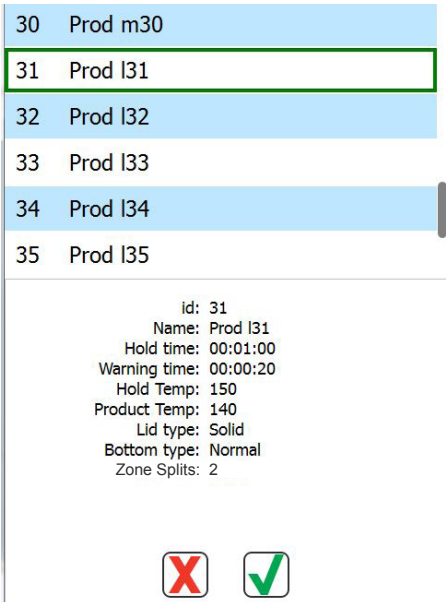
Select the day part edit icon and the breakfast products appears first. Swipe the screen to move between breakfast and lunch/dinner.



Breakfast Products

To delete a product from a zone hold your finger on the product for three seconds. A pop-up window confirms the request to delete.

Select a hot holding zone to add a product or change the product. From the pop up window select the product you want to add to the zone. Groups can also be added. Zone split and zone temperatures will eliminate certain products. Products not available will be grayed out. Select the green check to save and return.



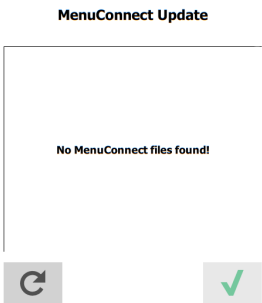
Selecting A Product For Breakfast Zone 3

USB SCREEN

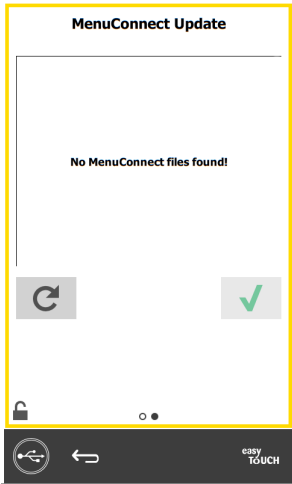
From the home screen selecting the USB icon brings up the USB screen. A passcode needs to be entered to upload a new menu file.



USB Icon



Once a correct passcode is entered, a yellow frame surrounds the screen and the lock icon will show as unlocked. A USB with the proper type of menu file (.VHC) must be inserted into the external USB port for this action to work properly.

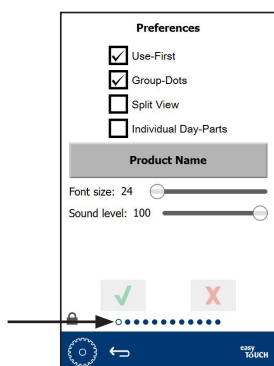


SETTINGS SCREENS

From the home screen selecting the settings icon brings up the preferences screen. This is the first of eleven setting screens. There are eleven solid dots across the bottom of the service screens, the empty circle represents the current page. Touch the dots to bring up a menu. Select and navigate to a specific screen from the menu. Or navigate between the screens by swiping the screen to the right or left.



Settings Icon

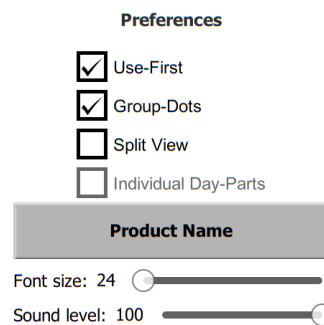


Preferences Screen With Row of Dots

Preferences
Date & Time
Language
Cabinet Names
Wi-Fi Networking
Zone Diagnostics
Errors Log
Holding Log
Password
System Information
Utilities

Settings Screens Menu

PREFERENCES SCREEN

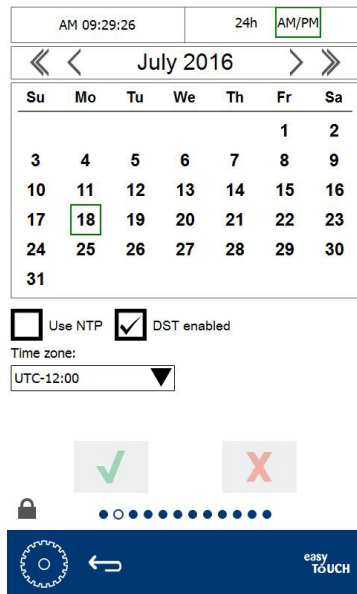


Preferences Screen

- Select the green check to implement changes, red cross to discard.
- Use First – When checked the first tray of common product will be highlighted in green, second tray will be gray until the first tray is gone or time runs out. Unchecked, both trays of the common product will be green.
- Group Dots - When checked the number of dots indicate the number of products in that group. The empty circle indicates the position of the current product. Select different products by swiping the screen right or left.
- Split View - When checked displays both items when a group has only two items, the display is split in half. It is not necessary to swipe between the two items. The screen space to select the item has been halved, be careful to choose the desired item. Unchecked the two item group will display like other groups.
- Font size can be adjusted between 24-48.
- Volume can be adjusted between 10-100.

DATE & TIME SCREEN

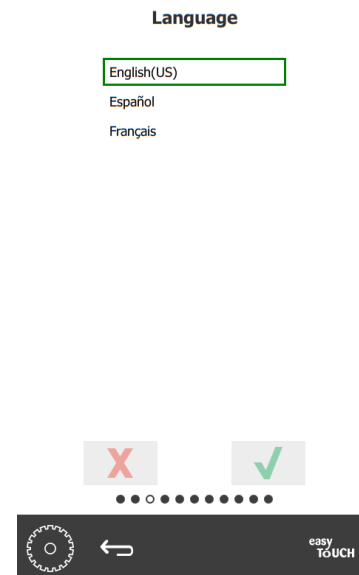
To make changes on the this screen a passcode must be entered. Select the lock on the bottom left of the screen. Enter a passcode on the pop-up number pad. If the passcode is accepted there will be a yellow ring around the screen.



Date & Time Screen

- If the NTP box is checked and the unit is connected to the internet via the local WiFi, the date and time will be set automatically. Be sure to set the UTC to the appropriate setting (i.e. Eastern Standard time is UTC -5:00, Central Time is UTC -6:00). If the unit is not connected to the internet or if the NTP box is unchecked the time and date will need to be set manually.
- Top right of the screen provides the choice between a 24hr/military and AM/PM civilian time display.
- Select the month and year by the arrow heads and the date via the calendar.
- If the DST enabled box is checked the time on the clock will be moved ahead by 1 hour. If the box is checked and then unchecked the time on the clock will move back one hour. Proper use of this feature is to check the box on the first day of daylight savings time and uncheck the box on the day after daylight savings time ends.
- Time Zone - Use the drop down box to select the time zone the equipment is being used in. This only has an effect on the date and time setting if the Use NTP box is checked.

LANGUAGE SCREEN



Language Screen

Available languages are listed to choose from. Store or company created menu items will not change to the new language. Only the headings and descriptions will change to the new language (i.e. service page titles, calendar month names, product parameters, and menu page titles).

CABINET NAMES SCREEN (USED ONLY IN LOCATIONS WITH MULTIPLE CABINETS AND OPTIONAL TRAY TRACKING)

To make changes on the this screen a passcode must be entered. Select the lock on the bottom left of the screen. Enter a passcode on the pop-up number pad. If the passcode is accepted there will be a yellow ring around the screen.

Choices for cabinet name are Reserve Cabinet and Point-of-Use Cabinet. Cabinet Index is a choice of numbers one through ten. Scroll left or right to make selections.

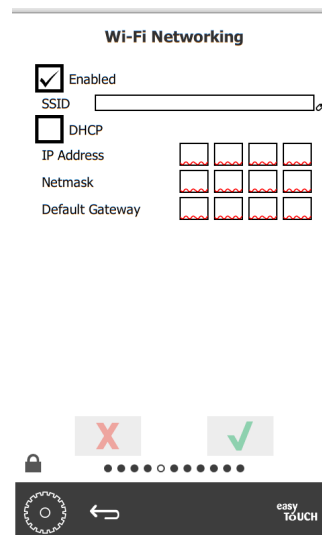


Cabinet Names Screen

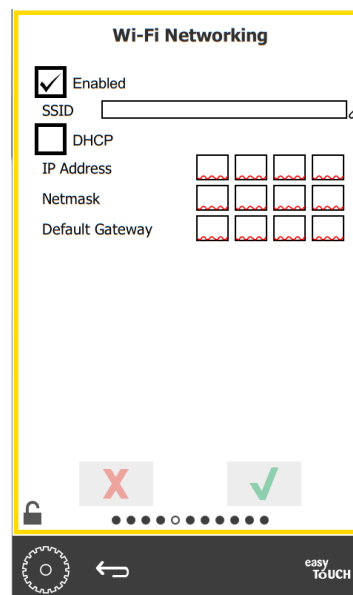
All cabinets that are connected to the local WiFi and talking to the other cabinets will be listed in the box. If there are no other cabinets on the local network and this cabinet is connected to the WiFi only this cabinet will be in the list.

NETWORKING SCREENS

To make changes on the this screen a passcode must be entered. Select the lock on the bottom left of the screen. Enter a passcode on the pop-up number pad.

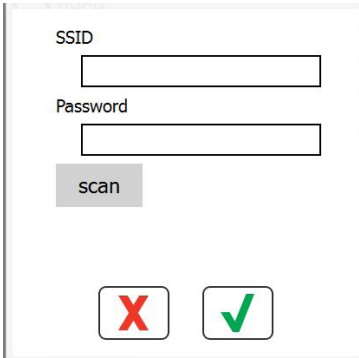


If the passcode is accepted there will be a yellow ring around the screen.



Wi-Fi Network Screen

To connect the Holding Cabinet to the local WiFi check both the Enable box and the DHCP box, then touch the box just to the right of SSID. That will open a new window that will allow the name and password of the WiFi network to be entered to connect the holding cabinet. See screen shot below.

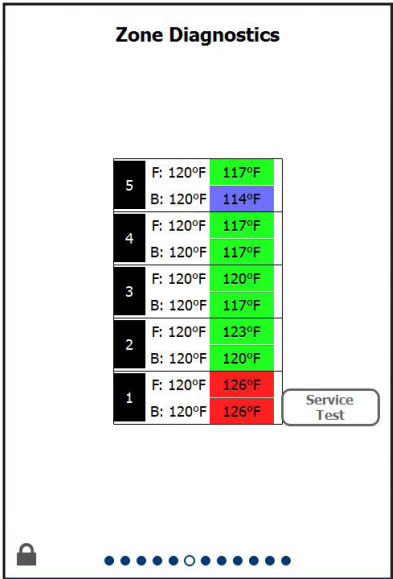


Wi-Fi Pop-up For Scanning

Touching the scan button will display a list of all WiFi SSIDs as well as their signal strength, that the cabinet is aware of. Touching the SSID box will bring up an alphanumeric keyboard to enter the SSID of the WiFi network to connect to. Touch the return button to return to the WiFi Pop-up For Scanning screen. Touch the Password box to enter the network password (special characters can be found on the 1# keyboard. Once on the 1# keyboard, more special characters can be found by touching the up-arrow key. When finished entering SSID and Password touch the green check button to save your entries. Touch the green check button to connect to the WiFi network. Once connected the fields IP Address, Netmask, and Default Gateway will be populated, if these fields are not populated the holding cabinet is not connected to the WiFi network.

ZONE DIAGNOSTICS SCREENS

Holding cabinet temperatures can be monitored on this screen, no password is required to observe current heating element temperatures. To run service tests on this screen a service passcode must be entered. Select the lock on the bottom left of the screen. Enter a service passcode on the pop-up number pad. If the passcode is accepted there will be a yellow ring around the screen.



Zone Diagnostics Screen

Zone diagnostic screen shows set temperature and current unit temperature for each heating element. Current temperature will be highlighted green if +/- 5°F of the set temperature. Current temperatures are highlighted red if hotter than and blue if colder than set temperature.

- 1. Test the machine by changing set temperatures. The screen will have a red border while the testing.
 - Select Service Test to change the set temperatures to factory determined test temperatures.
- OR
 - Touch the a zone set temperature, highlighted in white. On the displayed numeric key pad, enter the desired temperature then touch the green check.

Note: Entering a temperature of 360 deg F or higher will cause the heating element to be ON all the time. Entering a temperature of zero deg F will turn the heating element OFF. The set temperature of both heating elements in the zone will be set to the same temperature.

- 2. Select Cancel Test when complete, the screen border will change to yellow.

ERRORS LOG SCREEN

This screen does not require a passcode.

Errors Log			
Date/Time	ID	Error name	
2016/07/18 11:37:30	4.0.0.0	Secondary UI communication loss.	
2016/07/18 11:18:45	4.0.0.0	Secondary UI communication loss.	
2016/07/18 11:15:13	4.0.0.0	Secondary UI communication loss.	
2016/06/10 13:32:00	4.0.0.0	Secondary UI communication loss.	
2016/06/10 13:29:15	4.0.0.0	Secondary UI communication loss.	
2016/06/10 13:27:52	4.0.0.0	Secondary UI communication loss.	
2016/06/10 13:17:25	4.0.0.0	Secondary UI communication loss.	

Errors Log Screen

Clear all button removes all entries on the errors log screen.

Touching the Refresh button will update the error list. Swiping away from this page and then swiping back will also refresh the error log list with any new errors. This information can be exported if desired.

HOLDING LOG SCREEN

This screen does not require a passcode.

Holding Log

Product Name	Shelf Number	Start Time	Discarded	Holding Duration
Hotcakes	1	01/23 18:24	No	00:00
Hotcakes	2	01/23 18:19	No	00:04
Burrito	3	01/23 18:19	No	00:04
Burrito	3	01/23 17:53	Yes	00:25
Hotcakes	1	01/23 17:53	Yes	00:25
Burrito	3	01/23 18:00	---	---
Burrito	3	01/23 17:53	No	00:07
Hotcakes	1	01/23 17:53	No	00:07
Round Eggs	2	01/23 13:21	No	00:00

Number of records: 9

Refresh

easy TOUCH

Errors Log Screen

This page displays the product name, start time, holding duration and if the timers were expired, according to each shelf location. This information can be exported if desired.

PASSWORD SETTINGS SCREEN

Password Settings

Manager's :

✓ X

••••••••••

⚙️ ← easy TOUCH

Password Settings Screen

There is a factory default manager passcode. It can be changed on the password service screen. Select the open box after Manager's: and a new pin # number pad will pop up. Enter the new manager's passcode and the green check to confirm.

NEW PIN#

1	2	3
4	5	6
7	8	9
-	0	C
✓		X

New Pin # Number Pad

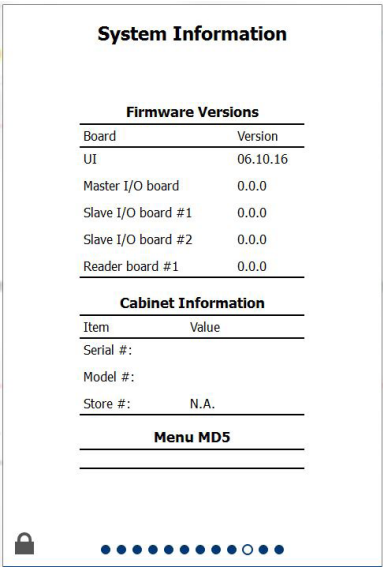
To reset the passcode back to the factory default quickly touch the easy touch logo 10 times in a row. At the end of 5 taps the menu bar will turn black, continue to tap. A pop up display will confirm the manager's pin # was reset.



Easy Touch Logo

SYSTEM INFORMATION SCREEN

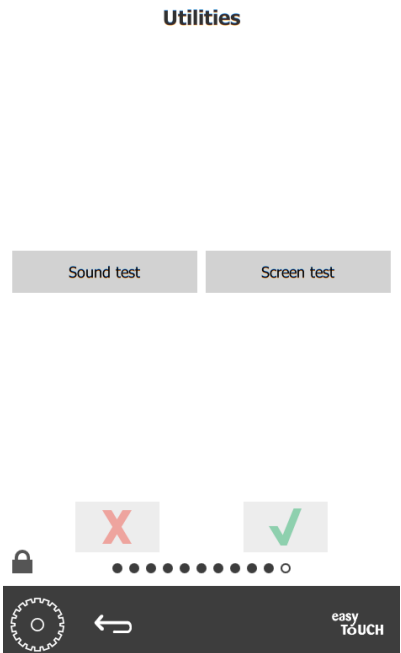
This screen does not require a passcode, there are no actions available on this screen.



System Information Screen

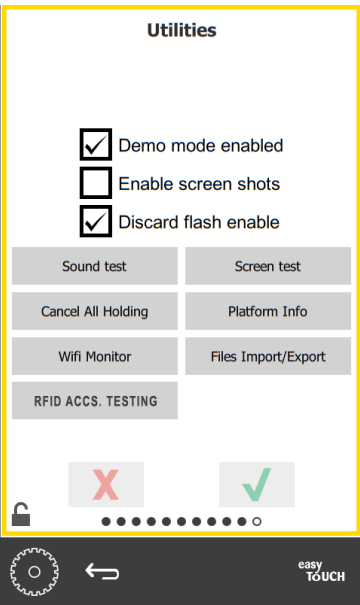
This screen lists the cabinet serial number, model number and current firmware versions.

UTILITIES SCREEN



Sound Test – Three beeps should sound when the Sound Test button is pressed.

Screen Test – When the Screen Test button is pressed, user can swipe through three colorful screens to help diagnose screen functionality.



Utilities Screen

A service passcode is required to enter the advanced utilities menu.

Demo Mode Enabled – to run demo mode, a service passcode must be entered. Select the lock on the bottom left of the screen. Enter a service passcode on the pop-up number pad. If the passcode is accepted there will be a yellow ring around the screen. The demo mode will turn off all heaters and simulates operation at a lower amp draw. The unit will continue in demo mode until returned to normal operation via this screen, regardless of being powered off and on.

Enable Screen Shots – On Some Models – If selected, users can take screenshots of any page by double-clicking the easyTouch logo in the lower right corner of the screen.

Discard Flash Enable – If enabled, an expired product will be displayed by a flashing red box with the word “DISCARD” that will flash intermittently.

Cancel All Holding – If a tray with an active timer is removed and not returned to the unit, the active timer information will be stored in memory. Service may push the Cancel All Holding button to clear unnecessary information from the memory.

Platform Info – A pop-up screen lists firmware specifications including linux kernel and board support package, etc.

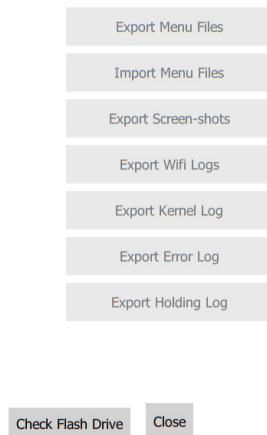
Wi-Fi Monitor – Not used at this time.

RFID ACCS. TESTING – This is used to test the Tray Tracking Technology plastic trays by placing the tray in the upper left bin of the cabinet.

Files Import/Export – Press this button for a list of available actions. Insert a USB into the external USB port. Choose the action desired and press; follow any on-screen prompts

to complete the action. (Import function from this screen is ONLY used to upload a menu file from another cabinet, NOT to upload a file from the MenuConnect online menu creation application). To upload a MenuConnect created menu file, please use the USB icon from the Home screen.

Files Import/Export



- Export Menu Files - Exports menu files. Remove the USB port cover and the WiFi dongle. Plug a USB drive into the master/external port. Press the Check Flash Drive button. Press the Export Menu Files button. Restart unit.
- Import Menu Files - Imports a menu file from another cabinet. Remove the USB port cover and the WiFi dongle. Plug a USB drive with exported menu files into the master/external port. Press the Check Flash Drive button. Press the Import Menu Files button.
- Export Screen-shots - Not available.
- Export WiFi Logs- Not available.
- Export Kernel Log - Remove the USB port cover and the WiFi dongle. Plug a USB drive into the master/external port. Press the Check Flash Drive button. Press the Export Kernel Log button. Restart unit.
- Export Error Log - Remove the USB port cover and the WiFi dongle. Plug a USB drive into the master/external port. Press the Check Flash Drive button. Press the Export Error Log button. Restart unit.
- Export Holding Log - Remove the USB port cover and the WiFi dongle. Plug a USB drive into the master/external port. Press the Check Flash Drive button. Press the Export Error Log button. Restart unit.

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 chloride 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, False Bottom & Tray Seal	X	X	X
Plastic Tray	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 attempt to restore the steel.

INTERIOR CLEANING

Caution

Do not use caustic cleaners on any part of the holding cabinet or holding cabinet 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 holding cabinet.

The product tray, false bottom and tray seal 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.

Wash all removable components and/or accessories in a high-pressure cleaning system (commercial dishwasher), or three-compartment sink if no dishwasher is available.

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

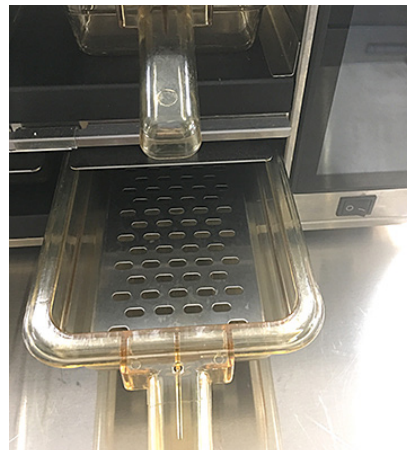
1. You will need a damp cloth and hot soapy water.
2. Turn the unit off.



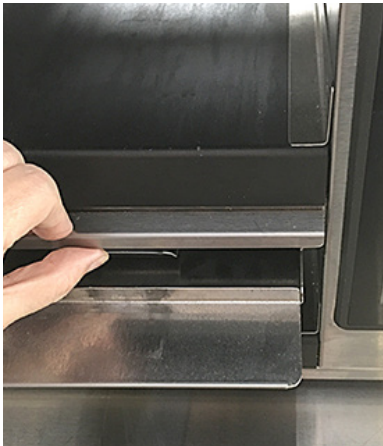
3. Unplug the unit.



4. Allow unit to cool for approximately 30 minutes. If it is necessary to continue before it has completely cooled wear heat resistant gloves.
5. Remove the trays.



6. Remove the tray seals (on some models).



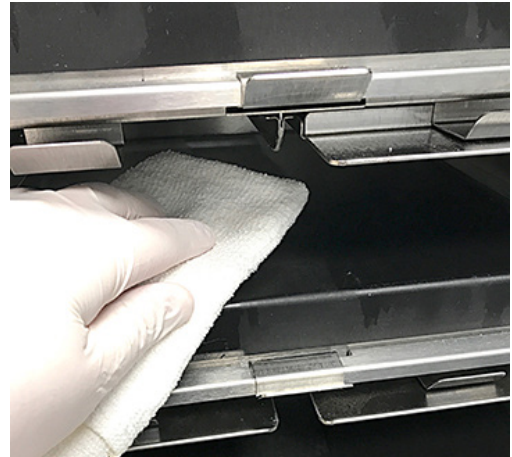
7. Clean the trays, false bottoms and tray seals in a dishwasher or with warm soapy water.



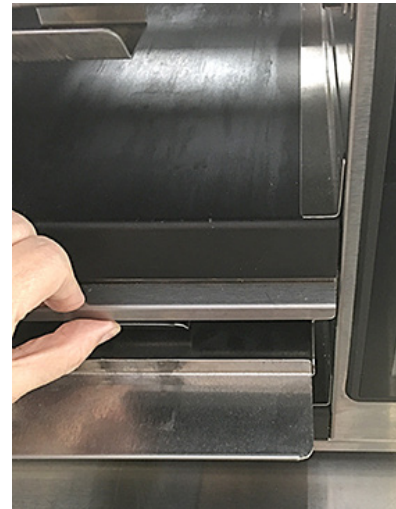
8. With a damp cloth wipe the touch screens and around the power switch. Be careful not splash water or cleaning compounds around electrical parts.
9. Wipe the stainless steel exterior with a damp cloth with the grain of the steel. If an excessive amount of food particles/grease has collected, hot sudsy water (non-abrasive) may be used.



10. Wipe the interior with a damp cloth; clean from the front and the back to reach all surfaces. Pay attention to the ledges that support tray seals. If an excessive amount of food particles/grease has collected, hot sudsy water (non-abrasive) may be used.



11. Allow holding cabinet, trays and tray seals to dry.
12. Reinstall the cleaned tray seals (on some models).



13. Reinstall the cleaned trays.
14. Plug the unit in.



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.
	Main power switch turned off.	Turn main power switch on.
Display has cross hatch in heating zone/disabling timer	Heating pad connector is loose.	Replace heater pad.
	Heating pad has failed.	Replace heater pad.
	Heating pad I/O circuit board is defective.	Replace I/O board.
	Thermocouple wire connections are defective.	Replace heater pad.
	Shorted thermocouple wire to chassis.	Replace heater pad.
	Open thermocouple wire.	Replace heater pad.



MERCO
8700 LINE AVENUE, SHREVEPORT, LA 71106-6800

Serving Quality on Demand®

MERCO SALES: 800.221.4583
MERCO SERVICE: 877.392.7770
WWW.MERCOPRODUCTS.COM



Welbilt offers fully-integrated kitchen systems. Welbilt's portfolio of award-winning brands includes Cleveland™, Convotherm®, Crystal Tips®, Dean®, Delfield®, Fabriteel®, Frymaster®, Garland®, Inducs®, Koldtech®, Kolpak®, Lincoln®, McCann's™, Merco®, Merrychef®, Multiplex®, RDI®, SerVend™, SunFire®, U.S. Range™ and WMaxx™. These product brands are supported by these service brands: FitKitchen®, our fully-integrated kitchen systems brand, and KitchenConnect®, our cloud-based digital platform brand.

Bringing innovation to the table · welbilt.com