merco

Merco Merchandising Cabinet (MMC)

Installation, Operation and Maintenance Manual

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

FOR YOUR SAFETY
Do Not Store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.

⚠ **CAUTION**
READ THE INSTRUCTIONS BEFORE USING THE CABINET.

Keep these instructions for future reference.

8198032

Part Number: MER_IOM_8198032   03/2025

Original Instructions

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**
> Operation, installation, and servicing of this product may expose you to chemicals/products including [Bisphenol A (BPA), glass wool or ceramic fibers, and crystalline silica], which is [are] known to the State of California to cause cancer, birth defects or other reproductive harm. For more information go to www.P65Warnings.ca.gov.

> ⚠️ **WARNING**
> Do not use electrical appliances or accessories inside the food storage compartments of the appliance, unless they are of the type recommended or 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.

> **NOTICE**
> 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.

> ⚠️ **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 🔥

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

⚠ WARNING

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

⚠ CAUTION

The Merco Merchandising Cabinet is not suitable for outdoor use. When operating this unit, it must be placed on a horizontal surface.

⚠ 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.

⚠ WARNING

Plug into grounded outlet. DO NOT remove the ground prong from the power cord plug. DO NOT use an extension cord.

NOTICE

This appliance is intended for professional use only and 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 only keeps food warm and does not cook/bake food.

NOTICE

The maximum operating temperature of this appliance is 250⁰F (121⁰C).

⚠ 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.

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 PURCHASEDDIRECTLY 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 EXPENSESINCURRED BY THE CUSTOMER WHICH ARISE DIRECTLY OR INDIRECTLY, IN WHOLE OR IN PART, DUE TO THE INSTALLATION OF ANY PART AND/OR PART RECEIVED FROM AN UNAUTHORIZED SERVICE CENTER.

⚠ WARNING

The equipment must only be used for its intended purpose; any other application will be considered improper. The Merco Merchandising Cabinet is designed to hot-hold food that has been cooked prior to display only. The equipment is not used for cooking.

⚠ WARNING 🔥

Heated areas of the Merco Merchandising Cabinet exceed 158⁰F (70⁰C): only touch the components used to control the equipment. Use caution and wear appropriate safety equipment to avoid contact with hot surfaces that may cause severe burns or injury.

⚠ CAUTION
Food products are to be pre-cooked to the appropriate temperature and displayed in suitable container/packaging.

⚠ WARNING
DO NOT place anything heavier than 44lbs (20kg) on the display surface.

⚠ WARNING
DO NOT cover or block exhaust vents or fan plates.

Manufactured:
Merco
5489 Campus Drive
Shreveport, LA 71129

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Section 1
General Information

Model Numbers

This manual covers standard units only. If you have a custom unit, consult the technical service department.

CounterTop

Model	Model Description
MMC2XXXTBD	2-Shelf Counter Top

Floor

Model	Model Description
MMC3XXXTBD	3-Shelf Floor
MMC4XXXTBD	4-Shelf Floor

General Information

The Merco Merchandising Cabinet range of products detailed within this manual are countertop and floor heated displays for the holding of pre-cooked food products in packaging in commercial outlets.

The Merco Merchandising Cabinet floor models have heated zones.

Each zone maintains the food products to a fixed temperature between 149ºF (65ºC) and 194ºF (90ºC) using heaters with fans.

NOTE:
Each Merco Merchandising Cabinet will be factory set to maintain a minimum of 185ºF (85ºC) air temperature in each zone.

Merco Merchandising Cabinet floor models are mounted on casters; the front brake casters can be locked when the unit is in position.

The Merco Merchandising Cabinet is supplied with an appropriate cord set, and for indoor use only.

The ambient conditions required to operate the equipment are between 65ºF (18ºC) to 104ºF (40ºC), with a maximum relative humidity of 70%.

Serial Number Location

Merco Merchandising Cabinet serial numbers are located on the data plate that also includes the model number. The data plate is located on the 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

. 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 number:
Controller
WS2-WG7833B0

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

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

Section 2
Installation

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

⚠️ **DANGER**
Use appropriate safety equipment during installation and servicing.

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 cord.

⚠️ **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.

⚠️ **WARNING**
Plug into grounded outlet. DO NOT remove the ground prong from the power cord plug. DO NOT use an extension cord.

The equipment will be delivered to the site crated.

Remove all packaging materials from the unit and dispose of correctly, in accordance with local regulations.

Care must be taken when removing packaging so not to damage or scratch the painted, glass or stainless-steel surfaces.

Remove all temporary tape.

Ensure that safe manual handling practices are always followed. The Merco Merchandising Cabinet should be placed into position using the correct procedures, in line with local and regional safety policies.

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 at full capacity.
- 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 65°F (18°C) to 104°F (40°C) with a maximum relative humidity of 70%.
- Proper air supply for ventilation is REQUIRED AND CRITICAL for safe and efficient operation. A gap of at least 2" (50mm) should be left between the back of the equipment and any wall/solid surface.
- Do not obstruct the flow of ventilation air. Make sure the air vents of the equipment are not blocked.
- Do not use under a heat lamp. No external heat source is required for this equipment.
- Avoid placing sources of heat near the appliance.
- DO NOT install the appliance near other equipment that generates high temperatures to avoid damage.
- The equipment should be located so that it is not affected by drafts from doors or air conditioning systems. Temperature fluctuations are likely to occur if the equipment is not located properly. This may have an adverse effect on product temperatures and may increase operating costs.

POSITIONING

⚠ **WARNING**

Installation of these units should be carried out by appropriately qualified and skilled personnel. Failure to do so may result in unsafe operation or personal injury.

⚠ **WARNING**

Adequate provision should be made for lifting and positioning the unit to avoid rick of damage or injury. Sufficient personnel should be available to handle each unit following proper safety policies.
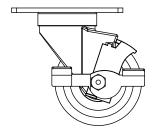
It is recommended that a minimum of two persons are required for placing the equipment into position.
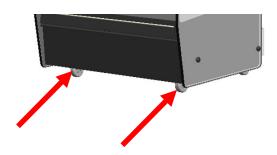
The equipment must be always kept in the vertical orientation.

A gap of at least 2" (50mm) should be left between the back of the equipment and any wall/solid surface.

Once the unit is placed in the desired location, the front casters should be locked to prevent movement.

The Merco Merchandising Cabinet floor standing models have casters with brakes that should be locked. The caster brakes are located on the front of the unit, as shown in the illustration below.
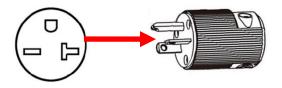
MOVING

Before moving the unit, disconnect the power cord from the receptacle. Tie up the electrical power cord so that it is not damaged during movement.

The unit should not be moved over thresholds and other hazards which could cause it to tip over. Ensure that the casters are unlocked and roll. The wheels should **NOT** run over the power cord.

Weight of Equipment Countertop

Model	Shipping Equipment Weight
MMC2XXXTBD	TBD

Weight of Equipment Floor

Model	Shipping Equipment Weight
MMC3XXXTBD	TBD
MMC4XXXTBD	TBD

⚠ **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.

⚠ **DANGER**
CLEARANCE FOR SIDE AND REAR OF THE UNIT
A gap of at least 2 inches (50mm) should be left between the back of the equipment and any wall/solid surface.

Dimensions Countertop

Model	Width	Depth	Height
MMC2XXXTBD	10.00" (254mm)	28.80" (731mm)	7.80" (197mm)

Dimensions Floor

Model	Width	Depth	Height
MMC3XXXTBD	12.00" (305mm)	28.0" (711mm)	8.50" (216mm)
MMC4XXXTBD	38.3" (973mm)	31.2" (792mm)	72.2" (1834mm)

ELECTRICAL SERVICE

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

⚠ 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 ±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.

GROUND FAULT CIRCUIT INTERRUPTER

Ground Fault Circuit Interrupter (GFCI/GFI) protection is a system that shuts down the electric circuit (opens it) when it senses an unexpected loss of power, presumably to ground. Merco does not recommend the use of GFCI/GFI circuit protection to energize our equipment. If code requires the use of a GFCI/GFI then you must follow the local code. The circuit must be dedicated, sized properly and there must be a panel GFCI/GFI breaker. We do not recommend the use of GFCI/GFI outlets to energize our equipment as they are known for more intermittent nuisance trips than panel breakers.

RATED AMPERAGES, VOLTAGE & POWER CORD CHART - COUNTER TOP
Units with plugs are supplied with approximately 6ft (183cm) cords.

Model	V, Hz, Ph	Amps	Watts	Plug Type
MMC2XXXTBD	120, 60, 1	8.0	980	NEMA 5-15P

RATED AMPERAGES, VOLTAGE & POWER CORD CHART - FLOOR
Units with plugs are supplied with approximately 6ft (183cm) cords.

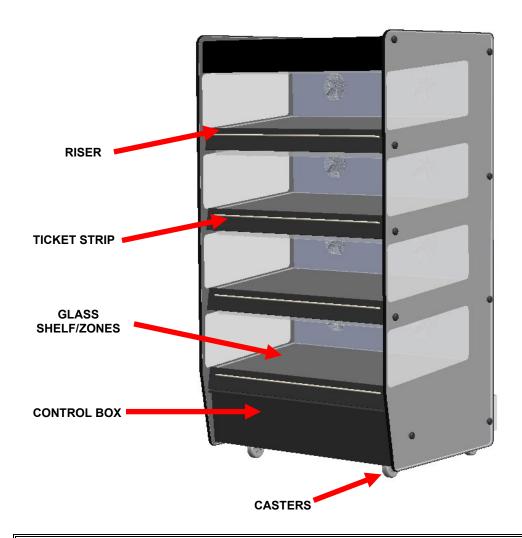| Model	V, Hz, Ph	Amps	Watts	Plug Type
MMC3XXXTBD	120, 60, 1	8.0	950	NEMA 5-15P
MMC4XXXTBD	200-240, 50/60, 1	4.4-5.4	890-1275	CEE 7/7

SETUP

> ⚠️ **CAUTION**
> **Each zone (shelf) must have the polycarbonate risers fitted to ensure safe and correct operation.**

> ⚠️ **CAUTION**
> **The unit will not operate correctly without the polycarbonate risers in the correct position.**

RISER

TICKET STRIP

GLASS
SHELF/ZONES

CONTROL BOX

CASTERS

> ⚠️ **WARNING**
> **The equipment must only be used for its intended purpose; any other application will be considered improper. The Merco Merchandising Cabinet is designed to hot-hold food that has been cooked prior to display only. The equipment is not for cooking.**

> ⚠️ **WARNING**
> **Heated areas of the Merco Merchandising Cabinet exceed 158°F (70⁰C): only touch the components used to control the equipment.**

> ⚠️ **CAUTION**
> **Food products are to be pre-cooked to the appropriate temperature and displayed in suitable containers/packaging.**

⚠️ WARNING
DO NOT place anything heavier than 44lbs (20kg) on to the display surface.

⚠️ WARNING
DO NOT cover or block exhaust vents or fan plates.

Before using the equipment:
- Inspect the power cable for damage. If damaged, disconnect and isolate the Merco Merchandising Cabinet

- If the glass display shelf is cracked, isolate the Merco Merchandising Cabinet and remove from service.

- Ensure that there are no foreign or combustible objects other than approved Merco Merchandising Cabinet accessories or approved food packaging in contact with the heated surfaces.

- Ensure that the glass shelf surface is checked for signs of damage. If any damage is found, isolate the electrical supply and report to Merco Technical Service Department.

Switch off the appliance:
- When not in use.

- Before moving the equipment.

- Before carrying out any maintenance task, such as cleaning or service.

To ensure that the equipment remains in optimum technical condition, maintenance work should be carried out at least once a year by an approved Merco FAS.

The end user is fully responsible for always following local safety regulations and guidelines.

Any safety symbols, warnings and/or instructions attached to the equipment are part of the safety features. They must not be covered or removed and must be present and legible during the life of the product. Immediately replace damaged or illegible symbols, pictograms, warnings, and instructions.

Prior to first use clean with a food-safe cleaning solution, following the instructions in the cleaning and maintenance section of this manual. Ensure that an excessive amount of water is **NOT** used. Do **NOT** use abrasive detergents. **(See Chapter 4 for cleaning instructions)**

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 cover 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 Merchandising 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 cabinet until a product is sold. This allows for helping increase speed of service while maintaining high product quality standards.

Power Switch

The power switch is located behind the front lower panel of the cabinet. Lower the panel (see Figure 1) and flip the power switch, to the left of the controller, to "I" to turn the unit on or "O' to turn the unit off (see Figure 2).
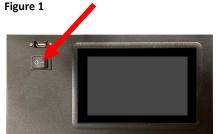
Power Switch

The power switch is located behind the front lower panel of the cabinet. Lower the panel (see Figure 1) and flip the power switch, to the left of the controller, to "**I**" to turn the unit on or "**O**′ to turn the unit off (see Figure 2).

Figure 1

Figure 2

Cabinet Operation

Turn the power switch ON by turning the switch to the "I" position (see Figure 3).

When the unit is turned on the press and go screen is displayed. The controller will display the yellow and orange pre-heating screen (see Figure 4). The holding cabinet will heat up to the pre-set default zone temperatures.

Figure 3

The shelves/zones should be empty while the unit is in the pre-heating mode to properly allow the unit to heat to setpoint. It may take up to 60 minutes to reach setpoint temperature. No products should be loaded into the cabinet until it has reached a setpoint temperature. Loading products before the cabinet has reached setpoint temperature will cause the cabinet to heat improperly.

Figure 4   Press & Go Screen Pre-Heating

Once the rows/zones reach setpoint temperature, the unit will beep signaling that all holding zones are at set-point and ready for use. The display zones change to gray (see Figure 5). Once the cabinet is at setpoint, it is safe to load product.

Figure 5   Press & Go Screen

⚠️ **WARNING** ♨️
The surfaces of the shelves may be hot, reaching temperatures above 150˚F (70˚C). Use caution and wear appropriate safety equipment to avoid contact with hot surfaces that may cause severe burns or injury.

The control panel door should not be left open. It should remain in the closed position during normal operation (see Figure 6).

Figure 6

⚠️ **WARNING**
Do NOT place unpackaged food directly onto the hot shelves.

User Interface

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

PRESS AND GO SCREEN ICONS
On the press and go screen are five icons (see Figure 7):

- Home
- Row Management
- Clean Lock

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- Language
- WiFi

Select the home icon (see Figure 8) to bring up the home screen (see Figure 9).

Figure 8

Figure 9   Home Screen

Figure 10

From the home menu selecting the Press & Go icon (see Figure 10) to return to the press and go screen (see Figure 11).

Figure 11   Press and Go Screen

CHANGING MENU SETS

Touch the shelf management icon (see Figure 12) and slide left or right across the dots (see arrow below) to change menu sets of individual slots (see Figure 13), to choose a menu set menu by row. There are three default menu sets available (Menu Set 1, Menu Set 2, Menu Set 3).
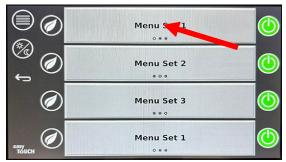

Figure 12

Figure 13   Menu Set Selection

Pressing the menu set icon (see Figure 14) opens a selection (see Figure 15). Selecting a menu set changes all shelves to the same menu set.

Figure 14

Figure 15   Menu Set Selection

When complete, press the back button (see Figure 16).

Figure 16

TURNING OFF SHELVES

Individual shelves can be turned off.

Touch the shelf management button (see Figure 17) and touch the button to the right of the shelf to turn off the shelf (see Figure 18). Press the button again to turn on the shelf. Press the back button to exit (see Figure 16).

Figure 17

Figure 18   Turn Off Shelves

ECO MODE

Individual shelves can be put into an ECO mode, which temporarily lowers the heating temperature, when not in use.
Touch the shelf management button (see Figure 19) and touch the ECO button to the left of the shelf to put the shelf into ECO mode (see Figure

Figure 19

20). Press the ECO button again to exit ECO mode. Press the back button to exit (see Figure 16).
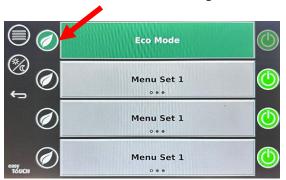

Figure 20   Turn Off Shelves

A line through the icon or a "0" with a line through it (see Figure 25) indicates no units are connected to the Wi-Fi.

A "1" denotes 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.

Figure 25

CLEAN (LOCK) SCREEN MODE

On press and go screen press and hold the lock icon. It disables the touch screen for 10 seconds (see Figure 22). 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.
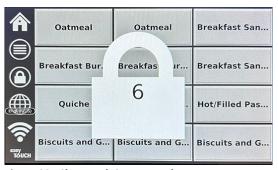

Figure 21

Figure 22   Clean Lock Screen Mode

LANGUAGE CHANGE MODE

On press and go screen press the language icon to change the language. The language is displayed on the language icon (see Figure 23).

Figure 23

WIFI SIGNAL

The Wi-Fi Icon (see Figure 24) indicates the Wi-Fi and local network status of the machine and others in the kitchen.

Figure 24

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DISPLAY AND MERCHANDISING

Different products require varying display times according to their core temperature. These must be considered to ensure the best quality and safe temperature for consumption is achieved. Merco does not accept responsibility for variances or losses of quality that occur due to product differences.

All items placed in the Merco Merchandising Cabinet should be in the correct packaging/containers, in line with the in-store procedures and best practices. Remove products in damaged packaging from the equipment and clean as soon as possible.

> ⚠ **WARNING**
> **Do NOT obstruct the fan(s) at the rear of the cabinet as this may cause the safety shut-off to activate and stop the cabinet from working.**

PRODUCT TEMPERATURE TESTING (PROBING)

> ⚠ **NOTICE**
> **Legal requirements dictate all products displayed for an extended period of time within any heated display should be periodically probed with a thermometer to ensure that the core temperature of the product is at or above legal holding temperature of the local authorities. Refer to any in-house operations manual for product probing instructions.**

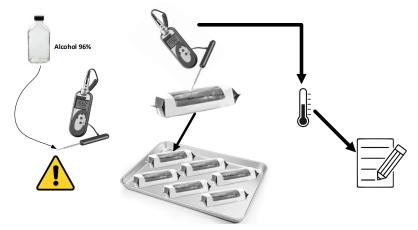Regular product temperature testing is required for products to ensure safety compliance.

Adding products to the cabinet at the maximum temperature possible will maximize shelf-life at the proper temperature.

The equipment is not designed to increase product temperature. The temperature of the product will gradually fall to the heated temperature of the cabinet and continue to hold at that temperature to ensure consistent product quality. This is why it is important that the entry core temperature is as high as possible, so maximum display time is achieved. Products at a lower entry temperature will reduce holding time.

At the end of recommended display times, any unsold products should be removed, and disposed of in accordance with company and food safety standards.

Merco does not take responsibility for variances or loss of quality that may occur due to product differences.

RECORDING PRODUCT TEMPERATURES

The core temperature of the products should be periodically probed and recorded according to local codes and guidelines.

MENU SCREENS

From the home screen selecting the menu icon (see Figure 26) brings up the menu screen.

Figure 26

On the menu screen (see Figure 27) are navigation icons.

The first icon returns to the product list screen.

The second icon accesses the group list screen.

The third icon accesses the menu set edit screen.

To return to the home screen select the back arrow.

Figure 27

Menu, Group, Menu Set & Home Navigation Icons

The menu screen (see Figure 28) lists the products saved in the for the cabinet. 100 products can be

Figure 28

saved.

To make changes on the three menu pages the passcode 2580 must be entered. Select the lock on the bottom left of the screen. Enter the passcode **2580** 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.

If the pages are unlocked, the delete, edit and add icons will display on the menu screen (see Figure 29).

Figure 29

Delete a Product

Select the unwanted product and then the delete icon by pressing the X button. A confirmation widow will pop up. Select the green check to delete the product. Select the red X to return to the menu screen (see Figure 30).

Figure 30

Edit or Adding a Product

To add a product, select an unused product location in the list and press the + button.

To edit a product, select the product and press the pencil icon.

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

Name: Product Name

Click inside the name box and a keyboard appears (see Figure 31). When the name is added or edited select the return key (bottom right).

If other languages have been set up, press the globe image will allow use of other language keyboards.

Figure 31

The other fields are:

Temperature: temperature maintained ±5°F

Holding time: maximum time product can be held & served. Enter time in hours, minutes, and seconds 00:00:00.

Cook more alert time: alarm will sound when the product has this length of time *remaining*. The elapsed time on the timer bar changes color from green to yellow.

Lid type: None- This should be left at None.

Bottom type: Normal - This should be left at Normal.

Zone Splits: 1/3 = 1 of 3 Zones; 1/2 = 1 of 2 Zones; 2/3 = 2 of 3 zones and 1/1= a full row

To edit a field, select the field (see Figure 32).

Editing temperatures and times uses the keypad. When finished press the return arrow to exit to last screen.
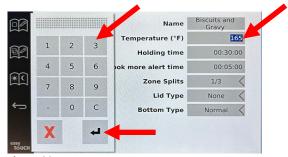

Figure 32

Save the edit or product addition by selecting the check (see Figure 33). Select the X to cancel edits and return to product list.
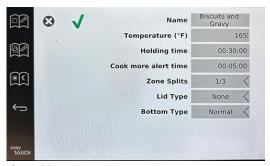

Figure 33

Edit or Adding Groups

Groups of products can be defined. The products must have the same lid type, zone split and temperature. Holding time and temperature can vary within a group.

From the menu screen, select the group icon (see Figure 34). 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.
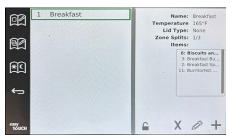

Figure 34

Figure 35

If the group page is unlocked, the delete, edit and add icons are displayed on the group screen (see Figure 36).

Figure 36

Select the unwanted group and then the delete icon, X (see Figure 37). A confirmation widow pops up. Select the green check to delete the group. Select the red X to return to the group screen.

Figure 37

Select the group to be edited and the edit icon, a pencil. In the pop-up window, the group will appear. The group name can be edited, and products can be added or removed.

Click inside the name box and a keyboard appears (see Figure 38). When the group name is edited select the return key (bottom right).

Figure 38

Under the name are the group specifications (see Figure 39). 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 menu set is selected), press and hold that product button 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.

Figure 39

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 (see Figure 40) to enter the group name. Select the return key (bottom right) and the keyboard will close.

Name groups so they are recognizable as groups, perhaps starting with G or Group. When editing the menu sets 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.

Figure 40

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 (se Figure 41).

Figure 41

Edit or Adding Menu sets

On the menu screen are navigation icons. Above the back arrow is the menu set edit icon (see Figure 42).

Figure 42

Select the menu set edit icon and the Menu Set 1 products appears first (see Figure 43). Swipe the screen to move between different menu sets (example: Menu Set 1 to Menu Set 2).

Figure 43

To delete a product from a zone, press and hold the product button for three seconds. A pop-up window confirms the request to delete. Products delete from right to left.

Select a hot holding zone by quickly pressing the empty zone to add a product or change the product. From the pop-up window select the product to be added 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 (see Figure 44).
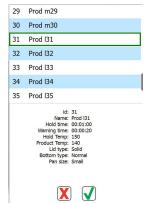

Figure 44

USB SCREEN

From the home screen selecting the USB icon (see Figure 45) displays the MenuConnect Update screen (see Figure 46).

Figure 45

Press the lock icon (see Figure 46).

Figure 46

Enter **159357** passcode and press the check to unlock the screen (see Figure 47).

Figure 47

A yellow frame surrounds the screen (see Figure 48). The lock icon is unlocked.
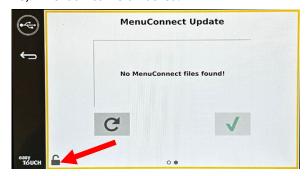

Figure 48

A USB with the proper type of menu file (.VHC) must be inserted into the external USB port (see Figure 49) for this action to work properly.

Figure 49

Press the refresh icon (see Figure 50).

Figure 50

If the option isn't available, press the Check Flash Drive button (see Figure 51).

Figure 51

Press the Import Menu Files to import Menus (see Figure 52).

Figure 52

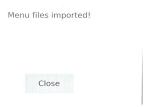Once the menu file is loaded (see Figure 53), press the Close button.

Figure 53

Use these same steps for other functions below.

- Export Menu Files - Exports menu files. Insert a USB drive into the USB 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. Insert a USB drive with exported menu files into the USB 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. Insert a USB drive into the USB 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. Insert a USB drive into the USB 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. Insert a USB drive into the USB port. Press the Check Flash Drive button. Press the Export Error Log button. Restart unit.

SETTING SCREENS

From the home screen selecting the settings icon (see Figure 54) displays the Cabinet Settings screen (see Figure 55). This is the first of eleven setting screens. There are eleven solid dots across the bottom of the service screens (see Figure 55), the empty circle represents the current page. Touch the dots to bring up a menu (see Figure 56). Select and navigate to a specific screen from the menu. Navigate between the screens by swiping the screen to the right or left.
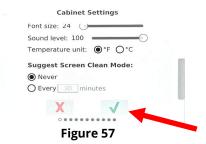

Figure 54

Figure 55

- 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.
- Timer Color Enable if enabled, allows product buttons to be color coded for easier selection. Once enabled, product colors can be selected in Edit or Adding a product function. Choose Disabled to disable the function.
- Advance zone options enable if enabled, allows the user to turn on/off ECO mode and the ability to change individual menu sets by row. When disabled, only global menu sets can be changed.
- Font size can be adjusted between 24-48. As the font is adjusted the "Product Name" size changes.
- Using the slider button on the right side of the display, scroll down to the next set of settings (see Figure 55).

Figure 56

Cabinet Settings

Font size: 24

Sound level: 100

Temperature unit: ● °F ○ °C

Suggest Screen Clean Mode:
● Never
○ Every [30] minutes

✗ ✓

Figure 57

- Volume can be adjusted between 10-100 (see Figure 57).

- Temperature unit - Select Fahrenheit or Celsius

- Suggest Screen Clean Mode if enabled can prompt at a required amount of time to clean the screen. If the function is set to Never, the function won't prompt.

Select the green check to implement changes, red cross to discard.

DATE & TIME SCREEN

To adjust settings on this screen a passcode must be entered. Select the lock in the bottom left corner of the screen (see Figure 58).

Enter **1 5 9 3 5 7** passcode on the pop-up number pad and press the check to unlock the screen (see Figure 59). If the passcode is accepted a yellow ring is visible around the screen.

Figure 58

Figure 59   **Figure 60**

- If the Use NTP box is checked and the unit is connected to the internet, 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 affects the date and time setting if the Use NTP box is checked.

Once changes are made, a red ring is visible around the screen. Select the green check to implement changes, red cross to discard. Press the lock icon to lock in settings.

LANGUAGE SCREEN

To adjust settings on this screen a passcode must be entered. Select the lock in the bottom left corner of the screen (see Figure 58).

Enter **1 5 9 3 5 7** passcode on the pop-up number pad and press the check to unlock the screen (see Figure 59). If the passcode is accepted a yellow ring is visible around the screen.

Languages
☑ English(US)
☑ Español
☑ Français
☐ Español(MX)
☐ Français(CA)
☐ Deutsch

✗ ✓

Figure 61

Available languages are listed to choose from (see Figure 61). 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).

Check the desired languages from this list to allow multiple languages to be toggled from the language icon on the main screen.

MENU SET SCREEN

Figure 62

Available menu sets are listed to choose from (see Figure 62). Ensure the menu sets desired are checked. Press the green check when finished.

ZONE DIAGNOSTICS SCREENS

Holding cabinet temperatures can be monitored on this screen, no password is required to observe current heating element temperatures (see Figure 63).

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**.**
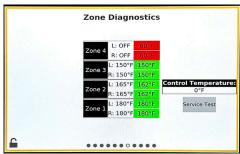

Figure 63

Zone diagnostic screen shows set temperature and current unit temperature for each heating element. Current temperature will be highlighted green if +/-5°F (+/- 3°C) of the set temperature. Current temperatures are highlighted red if hotter than set temperature and blue if colder than set temperature.

1. Test the machine by changing the set temperatures. The screen will have a red border while testing.

- Select Service Test to change the set temperatures to factory determined test temperatures.

OR

- Touch a zone set temperature, highlighted in white. On the displayed numeric keypad, 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.

SOUND & SCREEN TESTS

This screen does not require a passcode.

Figure 64

This screen is for testing sound and screen function (see Figure 64).

Three beeps should sound when the speaker icon is selected.

When the screen icon is selected three screens will cycle to help diagnose screen function.

UI Customization button not available to users.

ERRORS LOG SCREEN

This screen does not require a passcode.

Figure 65

This screen is for troubleshooting. It lists all the errors (see Figure 65).
Clear all button removes all entries on the errors log screen. Clearing the error log requires a service passcode.

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.

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**
> Never use a high-pressure water jet or steam 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 glass, stainless steel or painted surfaces.

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

> ⚠️ **WARNING**
> When cleaning interior and exterior of unit, care should be taken to avoid the power switch and the rear power cord. Keep water and/or cleaning solutions away from these parts.

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

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

> ⚠️ **CAUTION**
> Switch off the appliance before any maintenance task such as cleaning.

Cleaning and Sanitizing Procedures

GENERAL

You are responsible for maintaining the equipment in accordance with the instructions in this manual to ensure satisfactory performance of your Merco Merchandising Cabinet. Neglecting to follow these procedures may result in reduced holding times, reduced reliability and may void the warranty. Maintenance procedures are not covered by the warranty.

Maintenance	Daily	After Prolonged Shutdown	At Start-Up
Dividers, Food Tray and Crumb Tray	X	X	X
Interior	X	X	X
Exterior	X	X	X

DAILY CLEANING INSTRUCTIONS

NOTE: Proper daily cleaning <u>MUST</u> be performed.

⚠ **CAUTION**
Power off or disconnect the equipment fully before any cleaning is performed.

⚠ **CAUTION**
Ensure that the equipment has completely cooled before any cleaning is performed.

Only suitably trained personnel should carry out cleaning procedures.

Ensure that the power has been turned off or disconnected.

Ensure that all display surfaces are allowed to cool to room temperature.

Clean the interior and exterior surfaces with a soft damp cloth or sponge dampened with warm soapy water.

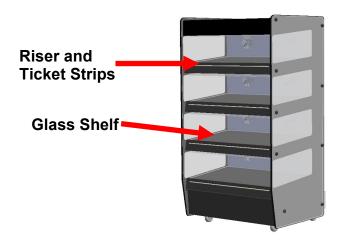Ensure that water is not allowed to pool or sit on the glass surface. Sanitize and dry as required.

⚠ **WARNING**

If the surface glass is cracked or damaged, discontinue use.

<u>DO NOT</u> use excessive amounts of water to clean the cabinet.

<u>DO NOT</u> clean the equipment with high pressure cleaners, jets of hot water or high-pressure steam. All traces of food debris should be removed completely.

<u>DO NOT</u> use abrasive cleaning products as these could damage the finish of the equipment. It is recommended that non-abrasive cleaning products are used. DO NOT use glass cleaning products.

Riser and Ticket Strips

Glass Shelf

Once the front polycarbonate risers are removed, crumbs and debris can be swept forwards and out of each zone. Glass shelves, inner side wells, lamp diffuser glass and external surfaces can be cleaned using non-abrasive warm soapy water. Rinse using a cloth dampened with clean water, then dry.

⚠ WARNING
DO NOT use aggressive detergents. Ensure that all risers are reinstalled before use of the unit.

Merco cannot take responsibility for any malfunction or damage if these cleaning procedures are not followed.

Section 5
Troubleshooting

Troubleshooting

> ⚠️ **CAUTION**
> **Never attempt to open electrical connection enclosures. Only approved service technicians should access the rear of the unit and electrical areas.**

> ⚠️ **WARNING**
> **The information provided is for guidance only. Merco is not responsible for any accidents or injuries caused by instructions followed incorrectly.**

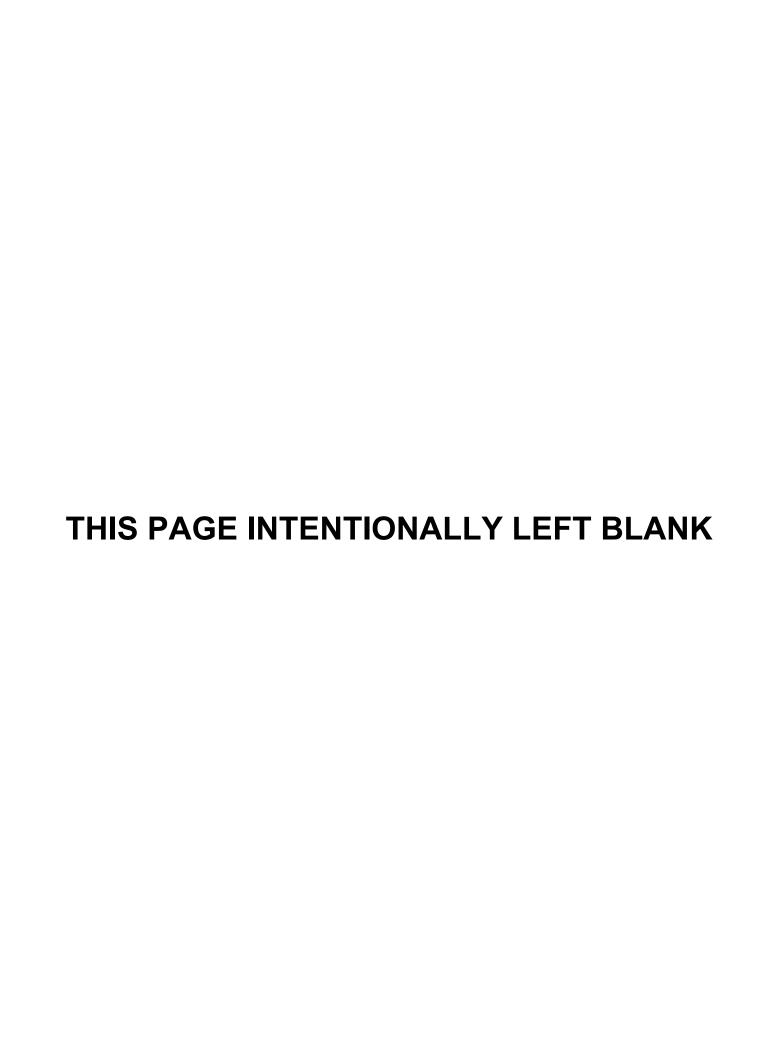| Problem	Probable Cause	Corrective Action
Cabinet doesn't operate.	No power.	Ensure the power switch is switched on.
		Ensure the power cord is connected to the receptacle.
		Ensure the breaker is not tripped at the breaker box.
		If the issue still exists after checking the above steps, call for service.
Shelf is not heating or at setpoint.	Parts are missing.	Ensure that risers and air deflectors are installed properly.
	Store conditions.	Refer to Chapter 2 of this Operation Manual for the proper conditions required.
	Set point.	Ensure that the unit is set to the correct temperature.
	Airflow works but no heat.	Call for service.
Lights are not working.	Light unit has failed.	Call for service.

This information is provided for guidance only and is not comprehensive. Always use best practice fault-finding techniques to establish and eliminate faults.

Some issues should be troubleshooted by a trained and qualified servicer. For assistance, contact Merco FAS.

Sequence Of Operation

Power Supply	Electrical power is supplied to the unit by a 3-conductor service for single phase. Black conductor is hot. White conductor is neutral. Green and yellow conductor is ground. Power is permanently supplied to one of the normally open contacts of the main switch also to one side of the normally open contacts of the main heater relay.
Heating Circuit	Closing the main power switch feeds power through the normally closed high limit thermostat to the coil of the main relay. Its contacts now close supplying power to the heaters. Air circulation power is supplied to the main fan motors.

This unit has intelligent controls, software and a feedback loop that will automatically adjust for consistent performance across a range of voltages (110-120V / 200-240V, depending on the model)

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Part Number MER_IOM_81988032   03/2025