READ THE INSTRUCTIONS CAREFULLY BEFORE USING
**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**
Keep 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**
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 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.

⚠️ **Warning**
DO NOT use water jets or a steam cleaner to clean this equipment.

⚠️ **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.

⚠️ **NOTICE**
IF, DURING THE WARRANTY PERIOD, THE CUSTOMER USES A PART FOR THIS MERCO FOOD SERVICE EQUIPMENT OTHER THAN AN OEM UNMODIFIED NEW OR RECYCLED PART PURCHASED DIRECTLY FROM MERCO OR ANY OF ITS FACTORY AUTHORIZED SERVICERS, 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 SERVICER.

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:
Frymaster, LLC
8700 Line Avenue,
Shreveport, LA 71106-6800
USA
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Section 1
General Information

Model Numbers

<table>
<thead>
<tr>
<th>Models</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>(X)MHG22SSN1N</td>
<td></td>
</tr>
<tr>
<td>(X)MHG22SSB1N/2N, 23, 24, 34, 32, 42</td>
<td></td>
</tr>
</tbody>
</table>

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

Understanding Model Numbers

<table>
<thead>
<tr>
<th>M</th>
<th>H</th>
<th>G</th>
<th>2</th>
<th>2</th>
<th>S</th>
<th>S</th>
<th>B</th>
<th>2</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Merco Hot Holding Cabinet, Customer Rows (Shelves)</td>
<td>Columns (Trays per shelf)</td>
<td>Lower Heat</td>
<td>Upper Heat</td>
<td>Display</td>
<td>Control/Faces</td>
<td>Connectivity</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>G-General Market</td>
<td>2-4</td>
<td>2-4</td>
<td>S-Standard</td>
<td>S-Standard</td>
<td>B-Timer Bar</td>
<td>N-None</td>
<td>1-One Side</td>
<td>2-Two Sided</td>
<td>N-None</td>
</tr>
</tbody>
</table>

Serial Number Information

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

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

Service Personnel

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

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

Shipping Damage Claim Procedure

What to do if your equipment arrives damaged:

1. File Claim for Damages Immediately - regardless of extent of damage.
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 - If damage is unnoticed until equipment is unpacked, notify the freight company or carrier immediately upon discovery and file a concealed damage claim. This must be submitted within 15 days of date of delivery. Be sure to retain container for inspection.

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

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

Domestic Models are certified by:

- Underwriters Laboratories Sanitation
- Underwriters Laboratories (UL)
- Underwriters Laboratories of Canada (ULC)

Export Models are certified by:

- Underwriters Laboratories Sanitation
- European Conformity (CE)
- Technical Inspection Association
Section 2
Installation

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

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

⚠️ DANGER
Use appropriate safety equipment during installation and servicing.

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

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

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

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

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

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

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

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

<table>
<thead>
<tr>
<th>Domestic Model</th>
<th>Export Model</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>MHG22</td>
<td>XMHG22</td>
<td>50lbs/23kg</td>
</tr>
<tr>
<td>MHG23</td>
<td>XMHG23</td>
<td>120lbs/54g</td>
</tr>
<tr>
<td>MHG24</td>
<td>XMHG24</td>
<td>120lbs/54g</td>
</tr>
<tr>
<td>MHG34</td>
<td>XMHG34</td>
<td>150lbs/68kg</td>
</tr>
<tr>
<td>MHG32</td>
<td>XMHG32</td>
<td>62lbs/28kg</td>
</tr>
<tr>
<td>MHG42</td>
<td>XMHG42</td>
<td>77lbs/35kg</td>
</tr>
</tbody>
</table>

## 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

<table>
<thead>
<tr>
<th>Domestic Model, Export Model (X)</th>
<th>Width</th>
<th>Depth</th>
<th>Depth incl Timer Bars</th>
<th>Height</th>
</tr>
</thead>
<tbody>
<tr>
<td>(X)MHG22SSN1N</td>
<td>19.20&quot; (488mm)</td>
<td>N/A</td>
<td>11.40&quot; (290mm)</td>
<td></td>
</tr>
<tr>
<td>(X)MHG22SSB1N</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(X)MHG22SSB2N</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(X)MHG23SSB1N</td>
<td>29.70&quot; (754mm)</td>
<td>13.00&quot; (330mm)</td>
<td>15.50&quot; (394mm)</td>
<td>11.40&quot; (290mm)</td>
</tr>
<tr>
<td>(X)MHG23SSB2N</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(X)MHG24SSB1N</td>
<td>36.50&quot; (927mm)</td>
<td>13.00&quot; (330mm)</td>
<td>15.50&quot; (394mm)</td>
<td>16.40&quot; (417mm)</td>
</tr>
<tr>
<td>(X)MHG24SSB2N</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(X)MHG32SSB1N</td>
<td>19.20&quot; (488mm)</td>
<td></td>
<td>15.50&quot; (394mm)</td>
<td>16.40&quot; (417mm)</td>
</tr>
<tr>
<td>(X)MHG32SSB2N</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(X)MHG42SSB1N</td>
<td>19.20&quot; (488mm)</td>
<td></td>
<td>15.50&quot; (394mm)</td>
<td>21.30&quot; (541mm)</td>
</tr>
<tr>
<td>(X)MHG42SSB2N</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Electrical Service

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

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

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

**VOLTAGE, WATTS, RATED AMPERAGES & POWER CORD CHART**
All electrical work, including wire routing and grounding, must conform to local, state and national electrical codes. The following precautions must be observed:
- The equipment must be grounded.
- A separate fuse/circuit breaker must be provided for each unit.
- A qualified electrician must determine proper wire size dependent upon location, materials used and length of run (minimum circuit amp capacity can be used to help select the wire size).
- The maximum allowable voltage variation is ±10% of the rated voltage at equipment start-up (when the electrical load is highest).
- Check all green ground screws, cables and wire connections to verify they are tight before start-up.

Units with plugs are supplied with approximately 9ft cords, maximum 10ft.

<table>
<thead>
<tr>
<th>Domestic Model</th>
<th>Voltage, Cycle, Phase</th>
<th>Watts Max</th>
<th>Amps</th>
<th>Plug</th>
</tr>
</thead>
<tbody>
<tr>
<td>MHG22</td>
<td>120, 60, 1</td>
<td>800</td>
<td>6.7</td>
<td>NEMA 5-15P</td>
</tr>
<tr>
<td>MHG23</td>
<td>120, 60, 1</td>
<td>1200</td>
<td>10.0</td>
<td>NEMA 5-15P</td>
</tr>
<tr>
<td>MHG24</td>
<td>120, 60, 1</td>
<td>1600</td>
<td>13.3</td>
<td>NEMA 5-15P</td>
</tr>
<tr>
<td>MHG34</td>
<td>208-230, 60, 1</td>
<td>1963</td>
<td>9.4</td>
<td>NEMA 6-20P</td>
</tr>
<tr>
<td>MHG32</td>
<td>120, 60, 1</td>
<td>1200</td>
<td>10.0</td>
<td>NEMA 5-15P</td>
</tr>
<tr>
<td>MHG42</td>
<td>120, 60, 1</td>
<td>1600</td>
<td>13.3</td>
<td>NEMA 5-15P</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Export Model</th>
<th>Voltage, Cycle, Phase</th>
<th>Watts Max</th>
<th>Amps</th>
<th>Plug</th>
</tr>
</thead>
<tbody>
<tr>
<td>XMHG22</td>
<td>200-240, 50/60, 1</td>
<td>TBD</td>
<td>TBD</td>
<td>CEE 7/7</td>
</tr>
<tr>
<td>XMHG23</td>
<td>200-240, 50/60, 1</td>
<td>TBD</td>
<td>TBD</td>
<td>CEE 7/7</td>
</tr>
<tr>
<td>XMHG24</td>
<td>200-240, 50/60, 1</td>
<td>TBD</td>
<td>TBD</td>
<td>CEE 7/7</td>
</tr>
<tr>
<td>XMHG34</td>
<td>200-240, 50/60, 1</td>
<td>TBD</td>
<td>TBD</td>
<td>Pin and Sleeve</td>
</tr>
<tr>
<td>XMHG32</td>
<td>200-240, 50/60, 1</td>
<td>TBD</td>
<td>TBD</td>
<td>CEE 7/7</td>
</tr>
<tr>
<td>XMHG42</td>
<td>200-240, 50/60, 1</td>
<td>TBD</td>
<td>TBD</td>
<td>CEE 7/7</td>
</tr>
</tbody>
</table>

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

The equipotential grounding lug allows all the equipment in the same location to be electrically connected to ensure there is no electrical potential difference between the units, which could be hazardous.
DANGER
The on-site supervisor is responsible for ensuring that operators are made aware of the inherent dangers of operating this equipment.

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

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

WARNING
Do not contact moving parts.

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

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

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

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

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

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

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

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

Component Identification

Heated plate from top

Heated plate from below

Timer Bar (on some models)

Control Panel

Tray Seal
Control Zones

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

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

Control Panel

The illustration below identifies the control panel functions.

Controls/Programming/Settings

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

- The holding cabinet heats from the upper and lower platens.
- Dual function for grilled and fried food holding.

TYPICAL OPERATOR ACTIONS

<table>
<thead>
<tr>
<th>Action</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Turn Unit On</td>
<td>Push Power button.</td>
</tr>
<tr>
<td>Load bin with product</td>
<td>Pull out tray, load product and reinsert tray.</td>
</tr>
<tr>
<td>Empty bin</td>
<td>Pull out tray and remove product. Reinsert tray.</td>
</tr>
</tbody>
</table>

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

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

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

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

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

PRE-HEAT MODE

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

ACTIVE HEATING MODE

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

During active heating mode, press and hold enter for three (3) seconds to scroll the software version on the display.
TIME BUTTON
The time button is ON by default and is only applicable to active holding bins. The displays alternate between the actual hold time and the product name. Pressing the time button will switch off the timers and only display the product names.

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

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

<table>
<thead>
<tr>
<th>Default Day Part Menus</th>
<th>Day Part #</th>
<th>LED 1</th>
<th>LED 2</th>
<th>LED3</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 (Breakfast)</td>
<td></td>
<td>•</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 (Change Over 1)</td>
<td></td>
<td>•</td>
<td>•</td>
<td></td>
</tr>
<tr>
<td>3 (Lunch)</td>
<td></td>
<td></td>
<td>•</td>
<td></td>
</tr>
<tr>
<td>4 (Change Over 2)</td>
<td></td>
<td>•</td>
<td>•</td>
<td></td>
</tr>
<tr>
<td>5 (Dinner)</td>
<td></td>
<td></td>
<td></td>
<td>•</td>
</tr>
<tr>
<td>6 (Change Over 3)</td>
<td></td>
<td>•</td>
<td></td>
<td>•</td>
</tr>
</tbody>
</table>

TIMER BARS
- Two timer bars on a 3-row cabinet.
- Top timer controls the top slots.
- Bottom timers control 2nd and 3rd slots.
- Note arrows at menu names.

LED INDICATORS
The timer bar’s LED’s indicate:
- Trays to pull from first
- When a product is near expiration.
- Product is expired.
- Bin is out of product

- Use 1st, when pan is empty press the button with the arrow.
- Use Green Product 1st
- Near expiration, cook more if needed
- Expired, discard product, press button with the arrow.

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


Section 4
Maintenance

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.

<table>
<thead>
<tr>
<th></th>
<th>Daily</th>
<th>After Prolonged Shutdown</th>
<th>At Start-Up</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exterior</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Interior</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Tray Seals</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Plastic Tray &amp; Insert</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

EXTERIOR CLEANING

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

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

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

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

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

⚠️ 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.
INTERIOR CLEANING

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

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

PLASTIC TRAY CLEANING

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

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

DAILY CLEANING INSTRUCTIONS

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

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

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

2. Remove trays.

3. Remove tray seals by lifting up on the tab and then sliding the tray seal out of the cabinet.
4. The product trays and tray seals may be cleaned via dishwasher or with warm soapy water.

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

6. Reinstall cleaned tray seals.

7. Reinstall the cleaned trays.

8. Reconnect the power cord.
# Section 5
## Troubleshooting

### Troubleshooting Chart

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

### COMMUNICATION ERROR MESSAGES

<table>
<thead>
<tr>
<th>Display</th>
<th>Probable Cause</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>MOD-ERR1</td>
<td>Timer bar lost communication with I/O board.</td>
<td>Call your FAS.</td>
</tr>
<tr>
<td>MOD-ERR2</td>
<td>Master I/O board lost communication with the slave I/O board.</td>
<td>Call your FAS.</td>
</tr>
<tr>
<td>STANDALONE</td>
<td>No issue.</td>
<td>Normal message</td>
</tr>
</tbody>
</table>

### HEATER/THERMOCOUPLE ERROR MESSAGES

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

<table>
<thead>
<tr>
<th>Display</th>
<th>Probable Cause</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>ErU1</td>
<td>Upper heater/thermocouple is shorted.</td>
<td>Call your FAS.</td>
</tr>
<tr>
<td>ErL1</td>
<td>Lower heater/thermocouple is shorted.</td>
<td>Call your FAS.</td>
</tr>
<tr>
<td>ErU2</td>
<td>Upper heater/thermocouple is open.</td>
<td>Call your FAS.</td>
</tr>
<tr>
<td>ErL2</td>
<td>Lower heater/thermocouple is open.</td>
<td>Call your FAS.</td>
</tr>
<tr>
<td>ErU3</td>
<td>Upper heater/thermocouple is below range.</td>
<td>Call your FAS.</td>
</tr>
<tr>
<td>ErL3</td>
<td>Lower heater/thermocouple is below range.</td>
<td>Call your FAS.</td>
</tr>
<tr>
<td>ErU4</td>
<td>Upper heater/thermocouple is above range.</td>
<td>Call your FAS.</td>
</tr>
<tr>
<td>ErL4</td>
<td>Lower heater/thermocouple is above range.</td>
<td>Call your FAS.</td>
</tr>
</tbody>
</table>
Serving Quality on Demand