

# 2011 Merrychef® Catalog





# At the touch of an **eikon™**

There are no limits with the new Merrychef **eikon™** series. From fresh, hot and delicious convenience foods, to high quality fine dining, you can cook practically anything fast and to perfection - all with the ease of a touch screen.

## ■ Easy to use

- Pictoral easyToUCH™ screen technology
- MenuConnect® software enables instant USB menu updates
- Interlocking filter design for ease of daily maintenance

## ■ Guaranteed perfect results every time

- Precise power levels to cook the most delicate products
- Programs downloaded across multiple outlets via USB memory stick

## ■ Reduced wait and service times

- Increase speed, service, quality and freshness
- Three heating technologies (convected heat, impingement air and microwave energy)
- Cooks up to fifteen (15) times faster than traditional cooking methods

## ■ Improved safety

- The cool-to-touch exterior means food heats quickly while the outside stays cool
- Monitored air filter

## ■ Cost effective

- Cooking to order reduces waste
- Latest catalytic technology eliminates grease and reduces cook orders, avoiding the need for separate extraction and ventilation systems\*

## ■ Minimize lifetime operational costs

- Now available in energy efficient standby mode
- Reduced installation cost
- Reduced training times
- Easy to clean
- Built-in diagnostics to avoid unnecessary service calls



BREAKFAST



SANDWICHES



DESSERTS



MEAT



FISH



POULTRY



VEGETABLES



BREADS/PASTRY

# We have an **eikon**<sup>™</sup> for that.

The new **eikon**<sup>™</sup> series features touch-screen technology and energy saving standby mode to create more out of less. Advanced Cooking Technology<sup>™</sup> allows the **eikon**<sup>™</sup> series to cook up to 15 times faster than traditional cooking methods, offering a wide range of flexible options to provide high quality food.



## Efficient, even results every time

Using new patented planar plumes, the e2 combines two heat technologies - **convection and microwave energy** - to achieve cook times up to 10 times faster than conventional cooking methods. Ideal for convenience stores, food courts and any quick server restaurant.

- Perfect for operations where space is limited
- Uses standard metal pans
- "Ventless" cooking" technology standard



## Big power in a small package

Redefining fast food in the "on-the-go-sector, the e3 combines two heat technologies - **convection heat and microwave energy** - achieving cook times that are 6 times faster than conventional cooking methods. Ideal for coffee shops, food courts, convenience stores, bakeries, concession, kiosks or any quick serve restaurant.

- Perfect for operations where space is limited
- Uses standard 1/4 size metal pans
- "Ventless" cooking" technology standard



## Ultimate menu flexibility and speed

The e4 accelerated cooking oven combines three heat technologies - **convection heat, air impingement and microwave energy** - to achieve cook times up to **15 times faster** than conventional cooking methods. Ideal for quick and limited service restaurants, convenience stores, supermarkets, hotels and universities.

- Fast perfect results every time
- Uses standard 1/4 size metal pans
- "Ventless" cooking" technology standard



## Larger capacity for high-speed service

Ideal when caterers need extra oven capacity to cook several items at the same time or to regenerate large multi-portion dishes. The e5 combines two heat technologies - **convection heat and microwave energy**. Ideal for universities, restaurants, hotels and contract catering.

- Cooks multiple items at the same time perfectly
- Uses standard 1/2 size metal pans
- "Ventless" cooking" technology standard

At the touch of an <b>eikon™</b>	2
We have an <b>eikon™</b> for that	3
<b>eikon™</b> Series   e2 Ovens	5
<b>eikon™</b> Series   e3 Ovens	7
<b>eikon™</b> Series   e4 Ovens	9
<b>eikon™</b> Series   e5 Ovens	13
Limited Warranty Information	15
Important Ordering Information	16
Merrychef Representative Listing	17
Authorized Service Agents Listing	18



### Standard Features

- Advanced Cooking Technology\* combines two heat technologies of convection and microwave with a rotating turntable for fast, even heating of food product
- “Ventless” Cooking” capability through standard built-in catalytic converter with full protein capability
- Choice of wire baking rack or unique aluminum baking platform
- Ability to use a standard metal baking pan while in convection/microwave mode
- Automatic voltage detection (U.S. only)
- Up to ten (10) times faster than conventional cooking methods
- Power management system keeps power below 14 amps.



### Efficient, even results every time

Using new patented planar plumes, the e2 combines two heat technologies - **convection and microwave energy** - to achieve cook times up to 10 times faster than conventional cooking methods. Ideal for convenience stores, food courts and any quick serve restaurant.

- Perfect for operations where space is limited
- Uses standard metal pans
- “Ventless” cooking” technology standard
- 9.5” wide x 12” deep cooking chamber

### Specifications

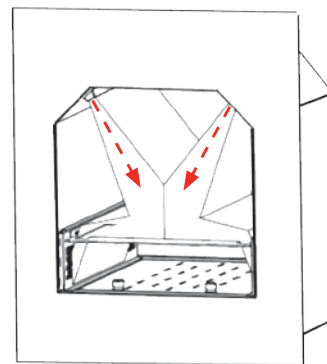
#### Construction

- 430 stainless steel casework and 304 stainless steel interior cavity
- Easily removable and cleanable grease and cooling air filters

#### EasyToUCH™ Control Panel

- Icon driven, color touch screen control panel with the capability of storing up to 1,024 multi-stage recipe programs
- Each program offers up to six (6) stages with programmable cooking times, microwave power settings and user instructions for each stage
- Self diagnostics capability to monitor components
- Easy menu updates or data transfer via USB memory stick
- Multi-Languages available

\*Local codes prevail. These are the “authority having jurisdiction” as stated by the National Fire Protection Association, Inc., in NFPA96-1994.



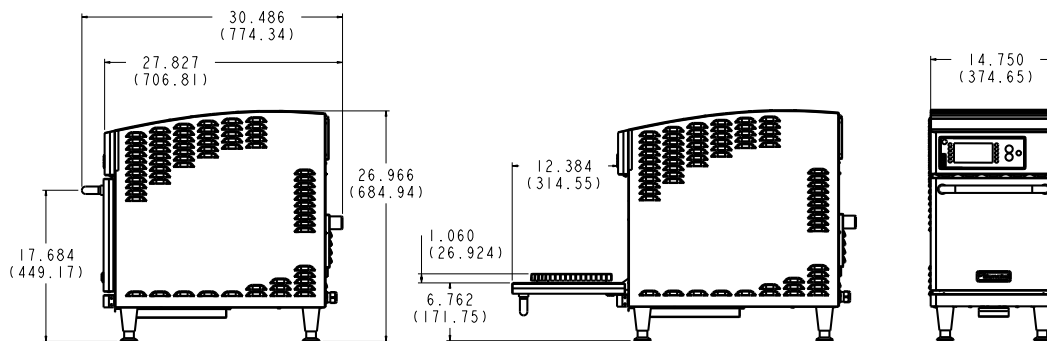
(Front view)

The e2 utilizes a new and patented heat transfer method called “planar plumes”. Heated air is directed into planes which collide above the food surface and are then drawn around the food.

### Merrychef eikon Series | e2 Ovens

Model	Height	Width	Depth (overall without handle)	Depth (door open 90 degrees)	Amps	Volts	Hz	Phase	Shipping Weight	Shipping Cubic Feet	Plug Type	Price & Availability
e2-1230	26.5" (673 mm)	14.7" (375 mm)	27.5" (699 mm)	29.5" (749 mm)	20	208/240	30	1	150 lbs. (68 kg)	6 cu. ft. (0.16 cu. m)	NEMA 6-20P	Contact Factory





## Merrychef® e2 Series Ovens Product Accessories

	Cat. No.	Description	List Price Each
	300P	Oven Paddle, Stainless Steel	\$ 60.00
	300P-2	Oven Paddle, Stainless Steel   2-Pack	\$ 110.00
	40H0230	Sheet Pan, Teflon	\$ 199.00
	P80041	Teflon Basket, Weave Mesh	\$ 75.00
	P80047	Teflon Basket, Solid Bottom	\$ 75.00
	ChemcoDB-C	Chemco Dirt Buster III - (6)32 oz. bottles per case, includes (2) sprayers	\$ 55.00/case
	E759	Foaming sprayers sold individually for \$3.00 each (for use with Chemco DB-C)	
	ChemcoOS-C	Chemco Oven Shield - (6)32 oz. bottles per case	\$ 57.00/case
	E758	Sprayers sold individually for \$3.00 each (for use with Chemco OS-C)	
		Menu Key, USB	\$ 18.00



## Big power in a small package

Redefining fast food in the “on-the-go” sector, the e3 combines two heat technologies - convection and microwave - achieving cook times that are six (6) times faster than conventional cooking methods. Ideal for coffee shops, food courts, convenience stores, bakeries, concession, kiosks or any quick serve restaurant.

- Perfect for operations where space is limited
- Capacity for two (2) standard ¼ size metal pans and one (1) round carousel pan
- “Ventless” cooking” technology option available
- 13” wide x 13” deep cooking chamber

## Specifications

### Construction

- 430 stainless steel casework and 304 stainless steel interior cavity
- Easy side panel access to internal components
- Easily accessible, front facing air filter

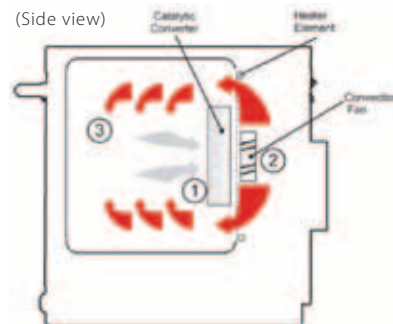
### EasyToUCH™ Control Panel

- Icon driven, color touch screen control panel with the capability of storing up to 1,024 multi-stage recipe programs
- Each program offers up to six (6) stages with programmable cooking times, microwave power settings and user instructions for each stage
- Self diagnostics capability to monitor components
- Easy menu updates or data transfer via USB memory stick
- Multi-Languages available

\*Local codes prevail. These are the “authority having jurisdiction” as stated by the National Fire Protection Association, Inc, in NFPA96-1994.

## Standard Features

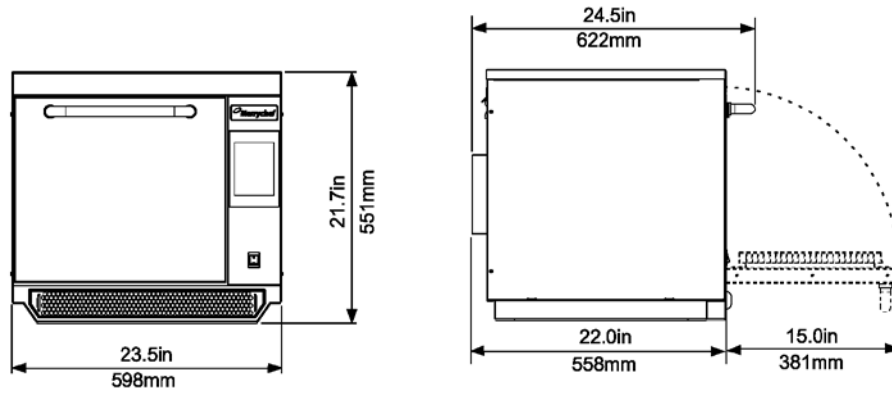
- Advanced Cooking Technology® combines two heat technologies of convection and microwave with a rotating turntable for fast, even heating of food product
- Up to six (6) times faster than conventional cooking methods
- “Ventless” Cooking” capability through standard built-in catalytic converter with full protein capability.
- Removable rack with two (2) rack positions
- Ability to use a standard, ¼ size metal baking pan while in convection mode
- Automatic voltage detection (U.S. only)
- Cool to touch door exterior

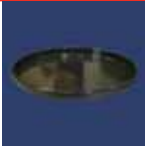











Air in the oven cavity is cleaned by being drawn through the catalytic converter\* (1) by the convection fan (2) and then passes over the heating element and is circulated into the oven cavity (3) at the set temperature.

## Merrychef eikon Series | e3 Ovens

Model	Height	Width	Depth (overall without handle)	Depth (door open 90 degrees)	Amps	Volts	Hz	Phase	Shipping Weight	Shipping Cubic Feet	Plug Type	Price & Availability
e3-1330	21.7" (551 mm)	23.5" (598 mm)	24.5" (622 mm)	37" (939 mm)	30	208/240	60	1/3	168 lbs. (76 kg)	17.5 cu. ft. (0.5 cu. m)	NEMA 6-30P	Contact Factory



Cat. No.	Description	List Price Each
	40H0262F Cast Turntable Coated	\$ 208.00
	MC3191X01 Chromium Plated Steel Rack	\$63.00
	MC3175 Oven Tray	\$ 89.00
	MC3215 Tray Handle	\$ 49.00
	40H0190 Round Teflon® Sheet	\$38.00
	ChemcoDB-C Chemco Dirt Buster III - (6)32 oz. bottles per case, includes (2) sprayers	\$55.00/case
	E759 Foaming sprayers sold individually for \$3.00 each (for use with Chemco DB-C)	
	ChemcoOS-C Chemco Oven Shield - (6)32 oz. bottles per case	\$57.00/case
	SX309 Air Filter	\$ 199.00
	Menu Key, USB	\$ 18.00





### Standard Features

- Advanced Cooking Technology® combines three heat technologies of convection, impingement, and microwave for fast even heating of food product
- Up to fifteen (15) times faster than conventional cooking methods
- “Ventless” Cooking” capability through standard built-in catalytic converter with full protein capability
- Ability to use a standard, ¼ size metal baking pan while in microwave mode
- Automatic voltage detection (U.S. only)
- Cool to touch door exterior

\*Local codes prevail. These are the “authority having jurisdiction” as stated by the National Fire Protection Association, Inc., in NFPA96-1994.



### Ultimate menu flexibility and speed

The e4 accelerated cooking oven combines three heat technologies - convection heat, impingement air and microwave energy - to achieve cook times up to fifteen (15) times faster than conventional cooking methods. Ideal for quick and limited service restaurants, convenience stores, supermarkets, hotels and universities.

- Fast perfect results every time
- Uses standard ¼ size metal pans
- “Ventless” cooking” technology standard
- 15” wide x 12” deep cooking chamber

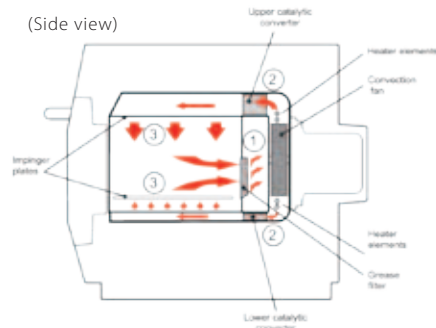
### Specifications

#### Construction

- 430 stainless steel casework and 304 stainless steel interior cavity
- Easy side panel access to internal components
- Easily accessible, front facing air filter

#### EasyToUCH™ Control Panel

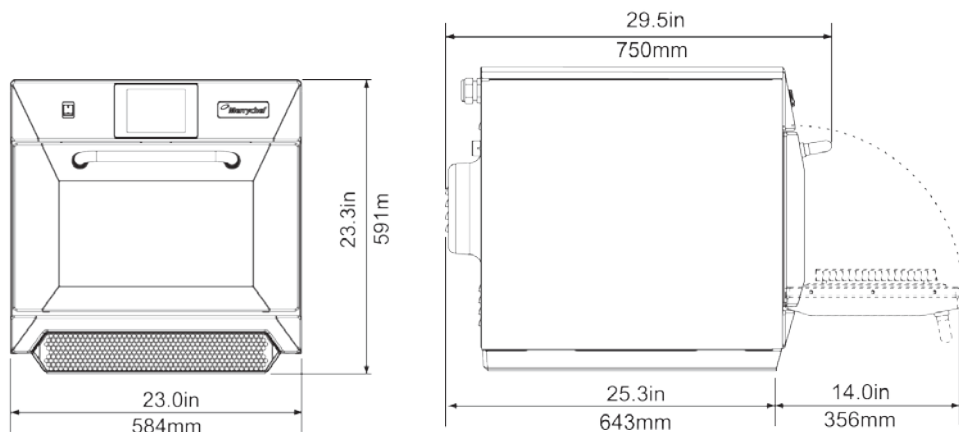
- Icon driven, color touch screen control panel with the capability of storing up to 1,024 multi-stage recipe programs
- Each program offers up to six (6) stages with programmable cooking times, microwave power settings and user instructions for each stage
- Self diagnostics capability to monitor components
- Easy menu updates or data transfer via USB memory stick
- Multi-Languages available



The convection fan pulls air in through the grease filter (1) which removes the majority of particulates from the air flow. The air is then heated and returned to the cavity through the catalysts (2) and impinger plates (3) to produce an even heat pattern in the oven. This heat layout minimizes the areas where grease can build up, allowing food to cook evenly to produce a crisp golden finish.

### Merrychef eikon Series | e4 Ovens

Model	Height	Width	Depth (overall without handle)	Depth (door open 90 degrees)	Amps	Volts	Hz	Phase	Shipping Weight	Shipping Cubic Feet	Plug Type	Price & Availability
e4-1430	23.3" (591 mm)	23" (584 mm)	25.3" (643 mm)	39.3" (999 mm)	30	208/240	60	1/3	182 lbs. (83 kg)	29.5 cu. ft. (0.8 cu. m)	NEMA 6-30P	\$ 10,252.00



Cat. No.	Description	List Price Each
	H5220 HardCoat® Quarter-Size Sheet Pan 9.5" x 13" x 1"	\$ 49.00
	400P Stainless Steel Oven Paddle   13" x 13"	\$ 59.00
	400P-2 Stainless Steel Oven Paddle   2-Pack   13" x 13"	\$ 112.00
	PSA2108 Paddle Protector	\$ 399.00
	P80015 Teflon Basket Large Mesh 28-48 Weave   11.1" x 13.4" x 0.5" tall	\$ 54.00
	P80011 Teflon Screen Large Mesh 28-48 Weave   12" x 12"	\$ 39.00
	P80018 Teflon Screen Small Mesh 28-37 Weave   12" x 11"	\$ 39.00
	P80023 Wavy Tray 28-48 Weave   10.1" x 10.1" Peaks at 2" high	\$ 51.00
	P80054 Teflon Basket Solid Bottom   11.5" x 13.5" x 0.5"	\$ 59.00

Cat. No.	Description	List Price Each
	Chicken Griddle Pan Set - (set includes: (4) DV0342, (2) DV0344 & (2) DV0343 - \$836 if purchased separately) Individual Units: DV0342 Teflon® Coated Griddle Pans \$120.00 DV0344 Handles \$37.00 DV0343 Grease Catcher \$141.00	\$656.00
	Start-Up Accessory Kit - (set includes one of each of the items listed below - \$217 if purchased separately.) Individual Units: H5220 Quarter Size Hardcoat Sheet Pan 400P Oven Panel, Stainless Steel P80015 Teflon Basket, 28-48 Weave Mesh 32Z4028 Half-Size Hotel Pan, Stainless Steel	\$ 199.00
	DV0275 Self-supported shelf rack	\$ 99.00
	PSA2101 Impingement Plate - Upper	\$ 299.00
	PSA266 Impingement Plate - Lower	\$ 299.00
	4460 Small Grill Plate   9" x 5.5"	\$ 59.00
	MC3215 Tray Handle	\$ 49.00
	SA390 Air Filter	\$ 210.00
	PSA129 Oven Stacking Kit	\$57.00
	Stack 19 19" Double Oven Stacking Cart Stack 36 36" Single Oven Cart	\$ 899.00 \$ 1,500.00

Cat. No.	Description	List Price Each
DV0366	Grease Filter Housing	\$ 149.00
SA340	Grease Filter Cartridge	\$ 160.00
ChemcoDB-C	Chemco Dirt Buster III - (6)32 oz. bottles per case, includes (2) sprayers	\$ 55.00/case
E759	Foaming sprayers sold individually for \$3.00 each (for use with Chemco DB-C)	
ChemcoOS-C	Chemco Oven Shield - (6)32 oz. bottles per case	\$ 57.00/case
E758	Sprayers sold individually for \$3.00 each (for use with Chemco OS-C)	
32Z4028	Half Size Hotel Pan -13" x 10.5" x 4" - For cool down & cleaning only	\$ 55.00
	Menu Key, USB	\$ 18.00



### Standard Features

- Advanced Cooking Technology\* combines two heat technologies of convection and microwave for fast, even heating of food product
- Up to five (5) times faster than conventional cooking methods
- "Ventless\* Cooking" capability through standard built-in catalytic converter with full protein capability
- Ability to use a standard, ½ size metal baking pan while in microwave mode
- Automatic voltage detection (U.S. only)
- Cool to touch door exterior

### Larger capacity for high-speed service

Ideal when caterers need extra oven capacity to cook several items at the same time or to regenerate large multi-portion dishes. The e5 combines two heat technologies - convection heat and microwave. Ideal for universities, restaurants, hotels and contract catering.

- Cooks multiple items at the same time perfectly
- Uses standard ½ size metal pans
- "Ventless\* cooking" technology option available
- 19.5" wide x 14" deep cooking chamber

### Specifications

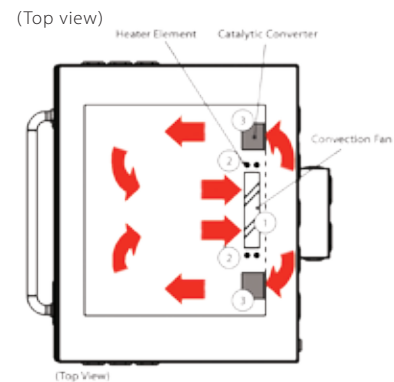
#### Construction

- 430 stainless steel casework and 304 stainless steel interior cavity
- Easy side panel access to internal components
- Easily accessible, front facing air filter

#### EasyToUCH™ Control Panel

- Icon driven, color touch screen control panel with the capability of storing up to 1,024 multi-stage recipe programs
- Each program offers up to six (6) stages with programmable cooking times, microwave power settings and user instructions for each stage
- Self diagnostics capability to monitor components
- Easy menu updates or data transfer via USB memory stick
- Multi-Language capability

\*Local codes prevail. These are the "authority having jurisdiction" as stated by the National Fire Protection Association, Inc., in NFPA96-1994.

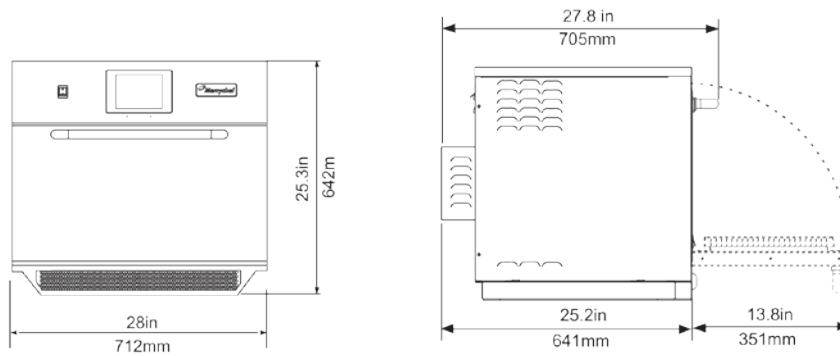


The convection fan (1) draws air from the oven cavity, circulating it over the heating elements (2) to obtain the set temperature and through the catalytic converter (3)\* to clean the air before returning it to the oven cavity.


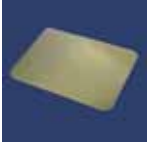







### Merrychef eikon Series | e5 Ovens

Model	Height	Width	Depth (overall without handle)	Depth (door open 90 degrees)	Amps	Volts	Hz	Phase	Shipping Weight	Shipping Cubic Feet	Plug Type	Price & Availability
e5-1530	25.3" (642 mm)	28" (712 mm)	27.8" (705 mm)	41.6" (992 mm)	30	208/240	60	1/3	235 lbs. (107 kg)	11 cu. ft. (0.3 cu. m)	NEMA 6-30P	<b>Contact Factory</b>





## Merrychef® e5 Series Ovens Product Accessories

	Cat. No.	Description	List Price Each
	40C1011	Vitreous Rack 13.5" x 18.25" x 0.25"	\$ 69.00
	401C004	Teflon® Liner	\$ 84.00
	MC3215	Tray Handle	\$ 49.00
	32Z4028	Half Size Hotel Pan - 13" x 10.5" x 4" - For cool down & cleaning only	\$ 55.00
	5303	Aluminum Half-Size Sheet Pan	\$ 61.00
	41C0004	Air Filter	\$ 169.00
	ChemcoDB-C	Chemco Dirt Buster III - (6)32 oz. bottles per case, includes (2) sprayers	\$ 55.00/case
	E759	Foaming sprayers sold individually for \$3.00 each (for use with Chemco DB-C)	
	ChemcoOS-C	Chemco Oven Shield - (6)32 oz. bottles per case	\$ 57.00/case
	E758	Sprayers sold individually for \$3.00 each (for use with Chemco OS-C)	
		Menu Key, USB	\$ 18.00

## LIMITED WARRANTY

Merrychef® USA, ("Merrychef") warrants this product to be free from defects in material and workmanship for a period of one (1) year from the date the product is installed or eighteen (18) months from the date of shipment from our facility, whichever comes first.

During the warranty period, *Merrychef* shall, at *Merrychef's* option, repair or replace parts determined by *Merrychef* to be defective in material or workmanship, and with respect to services, shall re-perform any defective portion of said services. The foregoing shall be the sole obligation of *Merrychef* under this Limited Warranty with respect to the equipment, products and services. With respect to equipment, materials, parts and Accessories manufactured by others, *Merrychef's* sole obligation shall be to use reasonable efforts to obtain the full benefit of the manufacturer's warranties. *Merrychef* shall have no liability, whether in contract, tort, negligence, or otherwise, with respect to non-*Merrychef* manufactured products.

## WHO IS COVERED

This Limited Warranty is available only to the original purchaser of the product and is not transferable.

## EXCLUSIONS FROM COVERAGE

- Repair or replacement of parts required because of misuse, improper care or storage, negligence, alteration, accident, use of incompatible supplies or lack of specified maintenance shall be excluded;
- Normal maintenance items, including but not limited to, light bulbs, fuses, gaskets, O-rings, interior and exterior finishes, lubrication, de-liming, broken glass, etc.;
- Failures caused by erratic voltages;
- Improper or unauthorized repair;
- Changes in adjustment and calibration after ninety (90) days from equipment installation date;
- This Limited Warranty will not apply to any parts subject to damage beyond the control of *Merrychef*, or to equipment which has been subject to alteration, misuse or improper installation, accidents, damage in shipment, fire, floods, power changes, other hazards or acts of God that are beyond the control of *Merrychef*;
- This Limited Warranty does not apply, and shall not cover any products or equipment manufactured or sold by *Merrychef* when such products or commercial equipment is installed or used in a residential or non-commercial application. Installations not within the applicable building or fire codes render this Limited Warranty and any responsibility or obligations associated therein null and void. This includes any damage, costs or legal actions resulting from the installation of any *Merrychef* commercial cooking equipment in a non-commercial application or installation, where the equipment is being used for applications other than those approved for by *Merrychef*;
- If any product is cleaned without using an approved *Merrychef* cleaning solution, this Limited Warranty shall be void.

## LIMITATIONS OF LIABILITY

The preceding paragraphs set forth the exclusive remedy for all claims based on failure of, or defect in, products or services sold hereunder, whether the failure or defect arises before or during the warranty period, and whether a claim, however instituted, is based on contract, indemnity, warranty, tort (including negligence), strict liability, implied by statute, common-law or otherwise, and *Merrychef* its servants and agents shall not be liable for any claims for personal injuries or consequential damages or loss, howsoever caused. Upon the expiration of the warranty period, all such liability shall terminate. **THE FOREGOING WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER WRITTEN, ORAL, IMPLIED OR STATUTORY NO IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE SHALL APPLY, MERRYCHEF DOES NOT WARRANT ANY PRODUCTS OR SERVICES OF OTHERS.**

## REMEDIES

The liability of *Merrychef* for breach of any warranty obligation hereunder is limited to: (i) the repair or replacement of the equipment on which the liability is based, or with respect to services, re-performance of the services; or (ii) at *Merrychef's* option, the refund of the amount paid for said equipment or services. Any breach by *Merrychef* with respect to any item or unit of equipment or services shall be deemed a breach with respect to that item or unit or service only.

## WARRANTY CLAIM PROCEDURE

Customer shall be responsible to:

- Immediately advise the Dealer or *Merrychef's* Authorized Service Agent of the equipment serial number and the nature of the problem;
- Verify the problem is a factory responsibility. Improper installation or misuse of equipment, are not covered under this Limited Warranty;
- Cooperate with the Service Agency so that warranty service may be completed during normal working hours.

## GOVERNING LAW

For equipment, products and services sold in the United States this Limited Warranty shall be governed by the laws of the state of Delaware, USA, excluding their conflicts of law principles. The United Nations Convention on Contracts for the International Sale of Goods is hereby excluded in its entirety from application to this Limited Warranty.

*Merrychef* USA  
1111 North Hadley Road  
Fort Wayne, IN 46804 USA

## ABOUT MERRYCHEF

*Merrychef* products are used throughout the World, across a wide variety of market segments and applications. In partnership with major food manufacturers and hot food retailers, *Merrychef* is constantly investing in research and development. *Merrychef*® LTD, with headquarters and ISO 9001 approved manufacturing facilities in Aldershot, Hampshire, UK, is an operating company of Manitowoc Foodservice. *Merrychef* USA is based in Fort Wayne, Indiana. For more info, visit [www.merrychef.com](http://www.merrychef.com).

## HOW TO ORDER

*Merrychef* sells its products through Authorized Dealers. Please contact *Merrychef* or your Local Sales Representative for details. Purchase order should include the following information:

- Company Name with complete billing address and telephone number.
- Purchase order number.
- Ship to address.
- Purchasing agents name.
- Requested ship date.
- Specify complete model number of equipment ordered, quantity of each item ordered.
- Specify exact voltage required. (Example: 208/1 or 240/1 phase)
- Specify model and quantity of all options and Accessories required.
- Specify any special instructions required (example: lift gate required).

## TERMS

30 Days Net to customers with an open/credit account with *Merrychef/Manitowoc*. Cash discount does not apply on sight draft or C.O.D. shipments. Volume discounts are not allowed on invoices not paid within 30 days. Other penalties may also apply to payments beyond 30 days. Minimum purchase order of \$25.00 on all orders. Prices and specifications are subject to change without notice. All orders accepted subject to government regulations or conditions beyond manufacturers control.

All shipments within the United States F.O.B. from *Merrychef* USA Distribution Center, Fort Wayne Indiana 46804. Equipment freight classification - Class 85

## RETURN POLICY

No merchandise returned without factory authorization. Customer responsible for returned freight charge. Restocking charge of 30% applied to all returned merchandise. Custom equipment restocking fees subject to higher than 30% charge. A factory RMA number must accompany any returned merchandise. Orders cancelled or changed after factory production has begun are subject to 20% restocking charges. All shipments received by customer should be inspected for damage upon receipt. Any damaged goods should be reported to carrier immediately. All damaged goods claims should be filed by consignee with carrier, not by or with *Merrychef*.

## STATEMENT OF POLICY

*Merrychef* equipment is built to comply with applicable nationally recognized standards for manufacturers. Included among these approval agencies are N.S.F., U.L. and C.S.A. Many local codes exist and it is the responsibility of the owner and installer to comply with these codes. *Merrychef* equipment when properly installed according to instructions, complies with the intent of the O.S.H.A. Act. Constant product improvement makes it necessary for new or improved models to be submitted for testing by these various agencies. Therefore, not all models have agency approvals at all times.

## INTERNATIONAL EQUIPMENT

Equipment purchased for international destination is subject to additional charges. For International quotations/approvals contact the appropriate *Merrychef* customer service office.

### **MERRYCHEF CUSTOMER SERVICE:**

*For shipments within the United States, Mexico & Latin America.*

#### **Merrychef USA**

Phone: (877) 404-6872

Online: [www.merrychefusa.com](http://www.merrychefusa.com)

*For shipments within Canada.*

#### **Merrychef Canada**

Phone: (905) 624-0260

Online: [www.garlandcanada.ca](http://www.garlandcanada.ca)

*For shipments throughout the rest of the world.*

#### **Merrychef Global**

Phone: + 44 (0) 1252 371000

Online: [www.merrychef.com](http://www.merrychef.com)

*Merrychef* is owned and operated by Manitowoc Foodservice.

NOTE: Volume chain and international prices to be negotiated. Call for more details.

## GEOGRAPHICAL LOCATOR

State	Rep ID
Alabama	18
Alaska	3
Arizona	4
Arkansas	19
California	
Northern/Central	1
Southern	2
Colorado	4
Connecticut	
Western	12
Remainder	10
Delaware	16
District of Columbia	11
Florida	
Panhandle	18
Remainder	14
Georgia	15
Hawaii	3
Idaho	
Boise	3
Remainder	4
Illinois	
Northern	9
Southern	8
Indiana	5
Iowa	8
Kansas	8
Kentucky	5
Louisiana	19
Maine	10
Maryland	11
Massachusetts	10
Michigan	5
Minnesota	7
Mississippi	19
Missouri	8
Montana	3
Nebraska	8
Nevada	
Northern/Central	1
Southern	2
New Hampshire	10
New Jersey	12
New Mexico	4
New York	
New York City	12
Remainder	17
North Carolina	13
North Dakota	7
Ohio	5
Oklahoma	6
Oregon	3
Pennsylvania	
Eastern	16
Western	5
Rhode Island	10
South Carolina	13
South Dakota	7
Tennessee	
Eastern	18
Southern	19
Texas	
Southwestern	4
Remainder	6
Utah	4
Vermont	10
Virginia	11
Washington	3
West Virginia	5
Wisconsin	
Eastern	9
Western	7
Wyoming	4

**1**

**Market Smart**

6900 Koll Center Parkway | Suite 406  
Pleasanton, CA 94566  
Ph: (925) 846-6237 | Fx: (925) 846-4465

**2**

**Preferred Marking Group**

20715 Dearborn Street  
Chatsworth, CA 91311  
Ph: (818) 998-9292 | TF: (800) 292-4764  
Fx: (818) 998-9399

**3**

**Performance Reps, NW**

9923 S.W. 178th Street  
Vashon, WA 98070  
Ph: (206) 463-6565 | TF: (800) 462-0006  
Fx: (206) 463-3455

**4**

**The Redstone Group**

2618 S. Raritan Circle  
Englewood, CO 80110  
Ph: (303) 922-6920 | Fx: (303) 922-4834

**5**

**Zink Marketing**

420 Westdale Avenue  
Westerville, OH 43082  
Ph: (614) 899-9500 | Fx: (614) 899-9797

**6**

**E-Source**

1950 Hurd Drive  
Irving, TX 75038  
Ph: (214) 614-0232 | TF: (800) 856-0066  
Fx: (888) 896-0985

**7**

**Vader & Landgraf**

1047 10th Avenue SE  
Minneapolis, MN 55414  
Ph: (612) 331-1251 | Fx: (612) 331-1846

**8**

**Kain-McArthur, Inc.**

2000 East Praire Circle  
Olathe, KS 66062  
Ph: (913) 829-3700 | Fx: (913) 829-0000

**9**

**Mirkovich & Associates, Inc.**

1064 North Garfield Street  
Lombard, IL 60148  
Ph: (630) 792-0080 | Fx: (630) 792-9914

**10**

**Hatch-Jennings, Inc.**

187 Ayer Road  
Harvard, MA 01451  
Ph: (978) 456-8702 | Fx: (978) 456-8067

**11**

**Lane Marketing**

582 Bellerive Drive | Unit 4-A  
Annapolis, MD 21401  
Ph: (410) 974-1108 | Fx: (410) 757-0293

**12**

**Performance Food Equipment Group**

495 Boulevard, Unit 2  
Elmwood Park, NJ 07407  
Ph: (201) 797-2266 | TF: (877) 616-8553  
Fx: (201) 797-2217

**13**

**Duskie-Utsey & Associates**

386 Williamson Road | Suite 106  
P.O. Box 3006  
 Mooresville, NC 28117  
Ph: (704) 663-0036 | Fx: (704) 663-0821

**14**

**Food Equipment Representatives**

3716 SW 30th Avenue  
Hollywood, FL 33312  
Ph: (954) 587-9347 | TF: (800) 226-8389  
Fx: (954) 584-7170

**15**

**The Hansen Group**

1770 Breckinridge Parkway | Suite 400  
Duluth, GA 30096  
Ph: (770) 667-1544 | Fx: (770) 667-1491

**16**

**Moccia Enterprises, Inc.**

528 Main Street  
Riverton, NJ 08077  
Ph: (856) 829-5562 | Fx: (856) 829-5148

**17**

**Bowerman Marketing Group**

4522 Morgan Place  
Liverpool, NY 13090  
Ph: (315) 453-5288 | Fx: (315) 453-5284

**18**

**Reps South, Inc.**

278 Franklin Road | Suite 294  
Brentwood, TN 37027  
Ph: (615) 370-1311 | TF: (800) 617-5579  
Fx: (615) 370-1317

**19**

**The Wallin Group, Inc.**

5820 River Oaks Road South  
Harahan, LA 70123  
Ph: (504) 733-3344 | Fx: (504) 733-0854

Contained herein are the Authorized Service and Repair Agencies for Lincoln Foodservice Products, Merco, and Merrychef USA. For your convenience, we have provided toll free numbers where possible. Prior to contacting your nearest Service Agent, please have ready your model number, serial number and voltage of equipment as this will help expedite your call.

**DO NOT CALL LINCOLN FOODSERVICE PRODUCTS, MERCOR OR MERRYCHEF USA TO ORDER PARTS. ALL PARTS ORDER CALLS TO THE FACTORY WILL BE REFERRED TO THE SERVICE AGENT IN YOUR AREA.**

All warranty service on Lincoln, Merco and/or Merrychef USA equipment must be performed by an Authorized Service Agent. *Failure to comply with this policy will VOID your warranty.*

<b>ALABAMA</b>		<b>Auth. Area (by Zip Code)</b>
Camp Service and Parts	(601) 353-9700	354, 369
Jones McLeod	(205) 251-0159	350-369

<b>ALASKA</b>		<b>Auth. Area (by Zip Code)</b>
3Wire Restaurant Appliance	(866) 770-2022	995-999
Polar Refrigeration	(907) 349-3500	Anchorage Only

<b>ARIZONA</b>		<b>Auth. Area (by Zip Code)</b>
Service Solutions Group, LLC	(602) 234-2443	850-865
Arrowhead Commercial Equip Svc	(623) 773-1365	850-865

<b>ARKANSAS</b>		<b>Auth. Area (by Zip Code)</b>
Bromley Parts & Service	(501) 374-0281	716-729
Camp Food Service**	(901) 527-7543	723-724

\*\* Not available for Merrychef USA

<b>CALIFORNIA</b>		<b>Auth. Area (by Zip Code)</b>
Burney's Commercial Service**	(702) 736-0006	961
Commercial Appliance	(916) 567-0203	936-966
GCS Service	(800) 727-8710	918-922, 939-941, 943-955, 960, 962-966
Industrial Electric	(714) 379-7100	900-938
P&D Appliance	(650) 635-1900	936-966
3Wire Pacific Coast	(800) 531-1111	900-966

\*\* Not available for Merrychef USA

<b>COLORADO</b>		<b>Auth. Area (by Zip Code)</b>
Hawkins Comm. Appliance	(303) 781-5548	800-816

<b>CONNECTICUT</b>		<b>Auth. Area (by Zip Code)</b>
GCS Service	(800) 727-8710	060-069
Superior Kitchen	(888) 590-1899	060-069
A-Tech Service	(860) 925-6259	060-069

<b>DELAWARE</b>		<b>Auth. Area (by Zip Code)</b>
American Kitchen	(215) 627-7760	197-199
EMR Service	(410) 467-8080	197-199
GCS Service	(800) 727-8710	197-199
Elmer Schultz	(800) 792-7906	197-199

<b>FLORIDA</b>		<b>Auth. Area (by Zip Code)</b>
Commercial Appliance Service	(813) 663-0313	320-323, 326-349
GCS Service	(800) 727-8710	324-349
Jones McLeod	(205) 251-0159	324-325
Nass Service	(407) 425-2681	320-323, 326-329, 344, 347-349
Pierce Parts & Service	(478) 781-6003	320, 322-325
Whaley Food Service Repairs	(800) 877-2662	320, 322-323

<b>GEORGIA</b>		<b>Auth. Area (by Zip Code)</b>
GCS Service	(800) 727-8710	300-319, 399
Pierce Parts & Service	(478) 781-6003	300, 302-304, 310-319
Whaley Food Service Repairs	(800) 877-2662	300-315, 399

<b>HAWAII</b>		<b>Auth. Area (by Zip Code)</b>
FEPSCO**	(808) 847-4871	967, 968 (Oahu Only)

\*\* Not Available for Merrychef USA

<b>IDAHO</b>		<b>Auth. Area (by Zip Code)</b>
GCS Service	(800) 727-8710	832-833, 836-837
Hawkins Comm. Appliance	(800) 624-2117	832-834
3Wire Restaurant Appliance	(866) 770-2022	835, 838
Ron's Service	(503) 624-0890	832-837

<b>ILLINOIS</b>		<b>Auth. Area (by Zip Code)</b>
Coker Service	(630) 941-7070	600-614
Commercial Services (CSI)	(636) 519-7000	620-622
Cone's Repair	(309) 797-5323	610-616, 623
Eichenauer Services (ESI)	(217) 429-4229	609-629
GCS Service	(800) 727-8710	600-616, 618-620, 622-629
South Town Food Svc / Parts Town	(708) 345-5055	600-608, 610-613

<b>INDIANA</b>		<b>Auth. Area (by Zip Code)</b>
Coker Service	(888) 856-5600	463-466
GCS Service	(317) 545-9655	460-479
General Parts	(800) 410-9794	460-479
Service Solutions Group, LLC	(800) 543-2060	470-472
South Town Food Svc / Parts Town	(708) 345-5055	463-464

<b>IOWA</b>		<b>Auth. Area (by Zip Code)</b>
Cone's Repair	(309) 797-5323	506-507, 520-529
Eichenauer Services (ESI)	(217) 429-4229	520, 526-528
General Parts	(800) 279-9980	521
Goodwin Tucker Group	(515) 262-9308	500-528

<b>KANSAS</b>		<b>Auth. Area (by Zip Code)</b>
GCS Service	(800) 727-8710	660-679
General Parts	(800) 279-9967	660-679
Goodwin Tucker Group	(800) 372-6066	669-676
Hawkins Comm. Appliance	(800) 624-2117	677-678

<b>KENTUCKY</b>		<b>Auth. Area (by Zip Code)</b>
Service Solutions Group, LLC	(800) 637-6350	400-427
GCS Service	(800) 727-8710	400-410, 413-414, 420-427
General Parts	(800) 410-9794	400-402, 406
Statewide Service	(800) 441-9739	411-412, 414-416

<b>LOUISIANA</b>		<b>Auth. Area (by Zip Code)</b>
ARCO Commercial Services, Inc.	(985) 429-0901	700-709, 713-714
Armstrong Repair	(800) 392-5325	706
Camp Services & Parts	(800) 748-8793	712
Complete Repair Service (CRS)	(318) 686-6566	710-714
GCS Service	(800) 727-8710	710-714

<b>MAINE</b>		<b>Auth. Area (by Zip Code)</b>
GCS Service	(800) 727-8710	039-049
Pine Tree Food Equipment	(207) 657-6400	039-049

<b>MARYLAND</b>		<b>Auth. Area (by Zip Code)</b>
Dauber's, Inc.	(703) 866-3600	206-209
EMR Services	(410) 467-8080	206-219
GCS Service	(800) 727-8710	206-219

<b>MASSACHUSETTS</b>		<b>Auth. Area (by Zip Code)</b>
GCS Service	(800) 727-8710	010-027
Superior Kitchen	(888) 590-1899	010-027
A-Tech Service	(860) 925-6259	010-016

<b>MICHIGAN</b>		<b>Auth. Area (by Zip Code)</b>
ASC1	(800) 236-6460	498-499
Bildon Appliance Service	(800) 292-9898	480-499
General Parts	(800) 279-9980	498-499
GCS Service	(800) 727-8710	480-499
Midwest Food Equip. Service	(616) 261-2000	480-499

<b>MINNESOTA</b>		<b>Auth. Area (by Zip Code)</b>
GCS Service	(800) 727-8710	550-567
General Parts	(800) 279-9980	550-567
Goodwin Tucker Group	(800) 372-6066	561-562



# Authorized Service Agents Listing



MISSISSIPPI		Auth. Area (by Zip Code)
ARCO Commercial Services, Inc.	(985) 429-0901	394-396
Camp Food Service**	(901) 527-7543	386, 388
Camp Service and Parts	(601) 353-9700	386-396
GCS Service	(800) 727-8710	390-393, 397-398

\*\* Not available for Merrychef USA

MISSOURI		Auth. Area (by Zip Code)
Commercial Services (CSI)	(636) 519-7000	630-639, 650-652, 654-655
GCS Service	(800) 727-8710	630-659
General Parts	(800) 279-9967	635, 640-659

MONTANA		Auth. Area (by Zip Code)
General Parts	(800) 279-9980	592
Hawkins Comm. Appliance	(800) 624-2117	590-599
3Wire Restaurant Appliance	(866) 770-2022	590-599

NEBRASKA		Auth. Area (by Zip Code)
Hawkins Comm. Appliance	(800) 624-2117	691-693
Goodwin Tucker Group	(800) 372-6066	680-699

NEVADA		Auth. Area (by Zip Code)
Burney's Commercial Service**	(702) 736-0006	889-899
GCS Service	(800) 727-8710	898
Hi-Tech Commercial Service	(702) 649-4616	889-898
3Wire Pacific Coast	(800) 531-1111	889-898

\*\* Not available for Merrychef USA

NEW HAMPSHIRE		Auth. Area (by Zip Code)
CASCO Food Equipment Service	(603) 268-0606	030-038
GCS Service	(800) 727-8710	030-038
Pine Tree Food Equipment	(207) 657-6400	035, 038
Superior Kitchen	(888) 590-1899	030-038

NEW JERSEY		Auth. Area (by Zip Code)
American Kitchen	(215) 627-7760	077, 080-089
GCS Service	(800) 727-8710	078-089
Jay-Hill Repairs**	(973) 575-9145	070-079, 085-089
Malachy Mechanical	(201) 823-1415	070-089
Elmer Schultz	(800) 762-7906	077, 080-089

\*\* Not available for Merrychef USA

NEW MEXICO		Auth. Area (by Zip Code)
Hawkins Commercial Appliance	(800) 624-2117	870-884

NEW YORK		Auth. Area (by Zip Code)
ACME American Repair	(718) 456-6544	095-119
Alpro Service Company	(718) 386-2515	090-119, 124-127
Appliance Installation & Service	(716) 884-7425	130-149
B.E.S.T.	(716) 893-6464	140-149
Duffy's Equipment Services	(315) 737-9401	130-149
3Wire Northern	(800) 634-5005	120-129, 133-136

NORTH CAROLINA		Auth. Area (by Zip Code)
Whaley Food Service Repairs	(800) 877-2662	270-289

NORTH DAKOTA		Auth. Area (by Zip Code)
GCS Service	(800) 727-8710	580-588
General Parts	(800) 279-9980	580-588

OHIO		Auth. Area (by Zip Code)
AIS Commercial Parts & Service	(412) 809-0244	439-447
Bildon Appliance Service	(800) 292-9898	434-436
Service Solutions Group, LLC	(800) 543-2060	450-457
Commercial Parts & Service	(614) 221-0057	430-433, 437-439, 450-459
Electrical Appliance Repair	(216) 459-8700	434-449, 458
GCS Service	(800) 727-8710	430-449, 456-458

OKLAHOMA		Auth. Area (by Zip Code)
GCS Service	(800) 727-8710	734-735, 747
Hagar Restaurant Service	(405) 235-2184	730-749
Refrigerated Specialist, Inc.	(972) 279-3800	734-735, 747

OREGON		Auth. Area (by Zip Code)
Ron's Service	(503) 624-0890	970-979

PENNSYLVANIA		Auth. Area (by Zip Code)
American Kitchen	(215) 627-7760	180-181, 189-196
AIS Commercial Parts & Service	(412) 809-0244	150-167
GCS Service	(800) 727-8710	150-196
K & D Factory	(717) 236-9039	166, 168-188, 195-196
Elmer Schultz Services	(215) 627-5400	180-181, 189-196

RHODE ISLAND		Auth. Area (by Zip Code)
GCS Service	(800) 727-8710	028-029
Superior Kitchen	(888) 590-1899	028-029
A-Tech Service	(860) 925-6259	028-029

SOUTH CAROLINA		Auth. Area (by Zip Code)
Whaley Food Service Repairs	(803) 996-9900	290-299

SOUTH DAKOTA		Auth. Area (by Zip Code)
General Parts	(800) 279-9980	570-577
Goodwin Tucker Group	(800) 372-6066	570-575
Hawkins Commercial Appliance	(800) 624-2117	575-577

TENNESSEE		Auth. Area (by Zip Code)
ATECH	(615) 255-2002	370-385
Camp Food Service**	(901) 527-7543	380-383
FESCO	(865) 522-5764	307, 370-385

\*\* Not available for Merrychef USA

TEXAS		Auth. Area (by Zip Code)
Armstrong Repair	(713) 666-7100	758-759, 770-779
Commercial Kitchen Repair	(210) 735-2811	765, 768-769, 779-789
GCS Service	(800) 727-8710	750-769, 790-799
Hagar Restaurant Service	(866) 919-5200	750-767, 790-799
Refrigerated Specialist, Inc.	(972) 279-3800	750-769, 790-799

UTAH		Auth. Area (by Zip Code)
ACS	(800) 824-8875	865
Burney's Commercial Service**	(702) 736-0006	846-847
GCS Service	(800) 727-8710	840-847
Lamonica's Restaurant Equipment	(801) 263-3221	840-849

\*\* Not available for Merrychef USA

VERMONT		Auth. Area (by Zip Code)
Authorized Appliance Svc Center	(800) 874-1080	050-059
3Wire Northern	(800) 634-5005	050-059

VIRGINIA		Auth. Area (by Zip Code)
Dauber's, Inc.	(703) 866-3600	201, 220-246
EMR Services	(800) 879-4994	201, 220-223, 226
GCS Service	(800) 727-8710	201, 220-229, 244
Tech 24 Foodservice Technologies	(703) 354-3835	201, 220-246

WASHINGTON		Auth. Area (by Zip Code)
3Wire Restaurant Appliance	(866) 770-2022	980-994
Ron's Service	(503) 624-0890	986

WASHINGTON, D.C.		Auth. Area (by Zip Code)
Dauber's, Inc.	(703) 866-3600	200, 202-205
EMR Services	(800) 879-4994	200, 202-205
GCS Service	(800) 727-8710	200, 202-205
Tech 24 Foodservice Technologies	(703) 354-3835	200, 202-203

WEST VIRGINIA		Auth. Area (by Zip Code)
AIS Commercial Parts & Service	(412) 809-0244	260, 265
EMR Services	(800) 879-4994	254, 267-268
Statewide Service	(304) 755-1811	246-268

WISCONSIN		Auth. Area (by Zip Code)
ASC1	(800) 236-6460	530-549
Coker Service	(888) 908-5600	530-537
GCS Service	(800) 727-8710	530-538, 540, 544-548
General Parts	(800) 279-9980	530-549

WYOMING		Auth. Area (by Zip Code)
GCS Service	(800) 727-8710	831
Hawkins Commercial Appliance	(800) 624-2117	820-831

CANADA		Auth. Area (by Zip Code)
Garland Commercial Ranges	(800) 427-6668	Canada Only

PUERTO RICO		Auth. Area (by Zip Code)
Gas Repair Equipment & Parts**	(787) 749-8055	Puerto Rico Only

\*\* Not available for Merrychef USA



#### SOLUTIONS

*Merrychef provides many of the operational solutions from Manitowoc Foodservice, a global company dedicated to bringing value to foodservice operations by equipping them with highly individualized real-world answers that enhance menus, service, profits and efficiency.*



#### FINANCE

*Manitowoc Foodservice offers low-rate, fast approval financing on all our leading brands through Manitowoc Finance. Preserve capital, simplify budgeting and get the equipment you need, today.*



#### SERVICE

*Merrychef products are backed nationwide by Manitowoc STAR Service. This network of certified service agents provides fast response with factory-trained experts to assure your equipment will be fixed right the first time. STAR service agents guarantee their work and use genuine OEM parts for best equipment performance and longer life.*

To learn how Manitowoc Foodservice and its leading brands can equip you, visit our global web site at [www.manitowocfoodservice.com](http://www.manitowocfoodservice.com) then find the regional or local resources available to you.

