



Serving Quality on Demand

CrispyMax™

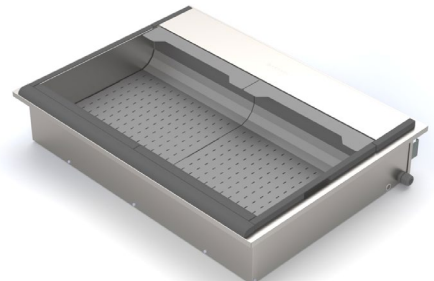
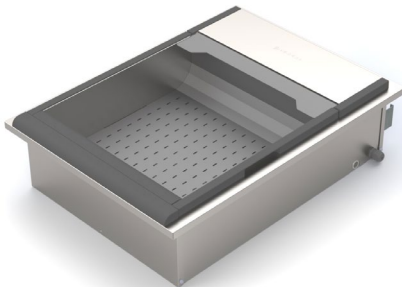
Crisp and Ready Serving Station

Counter Top and Drop-In

Original Instructions

Installation, Operation and Maintenance Manual

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



8 1 9 7 8 6 3

Part Number: MER_IOM_8197863 11/2023

Original Instructions



READ THE INSTRUCTIONS BEFORE USING.

Keep these instructions for future reference.



Safety Notices

 **WARNING**

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

 **DANGER**

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

 **DANGER**

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

 **WARNING**

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

 **WARNING**

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

 **WARNING**

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 inside the food storage compartments of the appliance, unless they are of the type recommended 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.

NOTE: 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.

 **WARNING**

DO NOT cover the open top of the CrispyMax while in use as it will void the warranty.



WARNING

DO NOT line the unit with any material like foil, etc. as it will void the warranty.



WARNING

Use caution when setting up, operating, or cleaning the holding station 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 CrispyMax 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.

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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.

Counter Top

Model	Model Description
MCG1027NNN	Counter Top (Single Lane)
XMCG1027NNN	Counter Top (Single Lane)(Export)
MCG1827NNN	Counter Top (Double Lane)
XMCG1827NNN	Counter Top (Double Lane)(Export)
MCG2727NNN	Counter Top (Triple Lane)
XMCG2727NNN	Counter Top (Triple Lane)(Export)
MCG3527NNN	Counter Top (Quad Lane)
XMCG3527NNN	Counter Top (Quad Lane) (Export)

Drop-In

Model	Model Description
MCD1228NNN	Drop-In (Single Lane)
XMCD1228NNN	Drop-In (Single Lane)(Export)
MCD2028NNN	Drop-In (Double Lane)
XMCD2028NNN	Drop-In (Double Lane)(Export)
MCD2928NNN	Drop-In (Triple Lane)
XMCD2928NNN	Drop-In (Triple Lane)(Export)
MCD3728NNN	Drop-In (Quad Lane)
XMCD3728NNN	Drop-In (Quad Lane) (Export)

Serial Number Location

CrispyMax™ Holding Station 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 <http://www.mercoproducts.com/Service#Service>. Failure to use qualified service personnel will void the Merco warranty on your equipment.

Warranty Information

Visit <http://www.mercoproducts.com/Service#Warranty> to:

Register your product for warranty,

Verify warranty information,

View and download a copy of your warranty,

Regulatory Certifications

Models are certified by:



UL, LLC (Sanitation)



UL, LLC (U.S and Canada)



TUV (U.S and Canada)



CE (Europe)



United Kingdom Conformity Assessed

Shipping Damage Claim Procedure

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

What to do if your equipment arrives damaged:

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

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

Section 2 Installation

⚠ DANGER

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

⚠ DANGER

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 conduit.

⚠ WARNING

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

⚠ WARNING

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

⚠ 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 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.
- Do not use under a heat lamp. No external heat source is required for this equipment.

Weight of Equipment Counter Top

Model	Shipping Equipment Weight
MCG1027NNN	40lb/18kg
XMCG1027NNN	40lb/18kg
MCG1827NNN	60lb/27kg
XMCG1827NNN	60lb/27kg
MCG2727NNN	80lb/36kg
XMCG2727NNN	80lb/36kg
MCG3527NNN	100lb/45kg
XMCG3527NNN	100lb/45kg

Weight of Equipment Drop-In

Model	Shipping Equipment Weight
MCD1228NNN	50lb/23kg
XMCD1228NNN	50lb/23kg
MCD2028NNN	70lb/32kg
XMCD2028NNN	70lb/32kg
MCD2928NNN	90lb/41kg
XMCD2928NNN	90lb/41kg
MCD3728NNN	110lb/50kg
XMCD3728NNN	110lb/50kg

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.

Counter Top Models Clearance Requirements at Rear Intakes

1.00" (2.54cm)

Do not cover or block the open top of the unit.

Dimensions Counter Top

Model	Width	Depth	Height
MCG1027NNN	10.00" (254mm)	28.80" (731mm)	7.80" (197mm)
XMCG1027NNN	10.00" (254mm)	28.80" (731mm)	7.80" (197mm)
MCG1827NNN	18.50" (470mm)	28.80" (731mm)	7.80" (197mm)
XMCG1827NNN	18.50" (470mm)	28.80" (731mm)	7.80" (197mm)
MCG2727NNN	27.00" (686mm)	28.80" (731mm)	7.80" (197mm)
XMCG2727NNN	27.00" (686mm)	28.80" (731mm)	7.80" (197mm)
MCG3527NNN	35.50" (902mm)	28.80" (731mm)	7.80" (197mm)
XMCG3527NNN	35.50" (902mm)	28.80" (731mm)	7.80" (197mm)

Dimensions Drop-In

Model	Width	Depth	Height
MCD1228NNN	12.00" (305mm)	28.0" (711mm)	8.50" (216mm)
XMCD1228NNN	12.00" (305mm)	28.0" (711mm)	8.50" (216mm)
MCD2028NNN	20.70" (526mm)	28.0" (711mm)	8.50" (216mm)
XMCD2028NNN	20.70" (526mm)	28.0" (711mm)	8.50" (216mm)
MCD2928NNN	29.00" (737mm)	28.0" (711mm)	8.50" (216mm)
XMCD2928NNN	29.00" (737mm)	28.0" (711mm)	8.50" (216mm)
MCD3728NNN	37.70" (958mm)	28.0" (711mm)	8.50" (216mm)
XMCD3728NNN	37.70" (958mm)	28.0" (711mm)	8.50" (216mm)

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 $\pm 10\%$ of the rated voltage at equipment start-up (when the electrical load is highest).
- Check all green ground screws, cables and wire connections to verify they are tight before start-up.

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
MCG1027NNN	120, 60, 1	8.0	980	NEMA 5-15P
XMCG1027NNN	200-240, 50/60, 1	4.4-5.4	890-1275	CEE 7/7
MCG1827NNN	120, 60, 1	15.9	1910	NEMA 5-20P
XMCG1827NNN	200-240, 50/60, 1	8.8-10.6	1768-2530	CEE 7/7
MCG2727NNN	208-240, 60, 1	13.8-15.9	2870-3815	NEMA 6-20P
XMCG2727NNN	200-240, 50/60, 1	13.2-15.9	2655-3815	20A/250V Pin and Sleeve
MCG3527NNN	208-240, 60, 1	18.4-21.2	3827-5087	NEMA 6-30P
XMCG3527NNN	200-240, 50/60, 1	17.6-21.2	3540-5087	Hubbell C332P6SA 32A/220-240V Pin & Sleeve

RATED AMPERAGES, VOLTAGE & POWER CORD CHART - DROP-IN

Units with plugs are supplied with approximately 6ft (183cm) cords.

Model	V, Hz, Ph	Amps	Watts	Plug Type
MCD1228NNN	120, 60, 1	8.0	950	NEMA 5-15P
XMCD1228NNN	200-240, 50/60, 1	4.4-5.4	890-1275	CEE 7/7
MCD2028NNN	120, 60, 1	15.9	1900	NEMA 5-20P
XMCD2028NNN	200-240, 50/60, 1	8.8-10.6	1768-2530	CEE 7/7
MCD2928NNN	208-230, 60, 1	14.4-15.9	2995-3650	NEMA 6-20P
XMCD2928NNN	200-240, 50/60, 1	13.2-15.9	2655-3815	20A/250V Pin and Sleeve
MCD3728NNN	208-240, 60, 1	18.4-21.2	3827-5087	NEMA 6-30P
XMCD3728NNN	200-240, 60, 1	17.6-21.2	3540-5087	Hubbell C332P6SA 32A/220-240V Pin & Sleeve

Drop-In Installation

The counter top must be made of a non-combustible material. Verify the location and cutout dimensions for the opening in the counter top using the dimensions below.

(X)MCD1228NNN - 10.5x26.0"

(X)MCD2028NNN - 19.0x26.0"

(X)MCD2928NNN - 27.5x26.0"

(X)MCD3728NNN - 36.0x26.0"

Apply a food-grade silicone sealant to the underside of the CrispyMax flange prior to placing the unit into the opening. Tilt the warmer to allow room for the power cord to enter the opening and set into place.

Add another thin bead of silicone sealant around the perimeter of the flange once the unit is seated in place.

Remote switch installation

Remote switch cannot be installed directly in front of CrispyMax drop-in. The cutout must be a minimum of 1" from the side of CrispyMax unit.

Remote Switch cutout size: 3.3"W x 3.4"H

Feed the end of the remote switch wires through the cutout and plug into the receptacle on the side of the CrispyMax. The remote switch mounts to the surface through the front of the cutout with two screws that are provided.

If the counter is fully enclosed, the provided louver panel(s) **MUST** be installed behind the CrispyMax unit adjacent to the louvered back panel on the unit. Failure to do so will void the manufacturer's warranty.

The attached standoffs may **ONLY** be removed if the supplemental louver(s) are installed behind the CrispyMax unit.

Supplemental louver(s) cutout sizes:

Single or Double Lane: 6.25x19.5"

Triple Lane: 6.25x30.5"

Quad Lane 2 cutouts: 6.25x19.5"

The louver panel(s) must be located 2.15" below the counter top surface.

Each louver panel attaches with six screws that are provided.

Section 3 Operation

DANGER

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

DANGER

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

DANGER

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

WARNING

Do not contact moving parts.

WARNING

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

WARNING

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

The operator of this equipment is solely responsible for ensuring safe holding temperature levels for all food items. Failure to do so could result in unsafe food products for customers.

CAUTION

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

CAUTION

Failure to follow the operating and cleaning instructions could cause grease build-up which may result in a decrease in food quality.

NOTE

The airflow and temperature are factory pre-set for optimum holding time for all fried foods. No adjustment of airflow or temperature is required.

Start Up Instructions

1. Verify that both the crumb tray and food tray are installed properly (see Section 4 for proper installation).
2. Adjust dividers to desired location. Make sure all tabs of the divider are engaged in the food tray.
3. Turn the power on by pressing the power switch located on the front of the unit in the lower right corner. The LED above the switch will turn GREEN and blink intermittently while the unit is heating up to operating temperature.
4. When initially powering up the unit or any time after the power has been disconnected, or after a power loss, the cabinet will perform a self-test that can last up to 15 minutes. During this time the fans will cycle at low and high speeds and the heaters will cycle. This will occur on all zones as well as individual zones/lanes. Once the test is complete, the unit will transition to preheat and continue normal operation.
5. After approximately 30 minutes the unit should complete its preheat cycle. Once the LED is solid GREEN it is ready to receive food for holding.

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**

All CrispyMax units have a 5-min cool down feature, where after the power switch is turned off, the fans will run for 5 minutes to help cool down. Never unplug or disconnect the incoming power before the unit before cool-down is complete as this will bypass an important safety feature and may cause injury. Always allow unit to cool down prior to disconnecting from power source.

 **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.

 **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 front 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.

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 CrispyMax Crisp & Ready Serving Station. 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 MUST be performed. Insufficient cleaning may result in oil seeping from the safety overflow. This prevents oil from coming in contact with the electronics and causing damage to the unit.

1. Upon completion of the last holding cycle of the day, allow the unit to cool approximately 30 minutes.
2. Disconnected from power source.
3. Remove divider(s) if present.
4. Remove Food Tray
5. Remove Crumb Tray



6. Wash components with soapy water.
7. Use a soft cloth or sponge, dampened with warm soapy water, to wash the interior and exterior of the appliance.

NOTE: Do not flood the appliance with cleaning fluid!

8. Airflow openings should be inspected and any blockage should be removed.
9. Rinse using a cloth dampened with clear water, then dry.
10. Reinstall crumb tray, food tray and divider(s).
11. Ensure the food tray is inserted correctly. The front edge should be flush with the cabinet.



Correct placement of the food tray.



Incorrect placement of the food tray.
Front edge is too high.



Incorrect placement of the food tray.
Food tray is rotated 180°.

STAINLESS STEEL CLEANING

Stainless steel 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. Merco recommends Merco Degreaser to help remove stubborn, sticky, greasy buildup. 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 has a clear coating that is stain resistant and easy to clean. Products containing abrasives will damage the coating and scratch it. 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.

Section 5 Troubleshooting

Troubleshooting Chart

Problem	Probable Cause	Corrective Action
Machine doesn't operate.	No power.	Check power source. Verify voltage. Call for service.
Excessive time to reach temperature.	Improper food tray installation / Blocked airflow at rear of unit	Install food tray properly / Remove any airflow blockages
Low airflow volume.	Improper food tray installation / Blocked airflow at rear of unit	Install food tray properly / Remove any airflow blockages
Airflow works but no heat.	Internal wiring.	Call for service.
Degrading performance.	Grease or debris build-up.	Clear air intakes at front and rear of unit.
Unit cycles fans speeds and heaters.	The unit may be in self-test mode. When initially powering up the unit or any time after the power has been disconnected, or after a power loss, the cabinet will perform a self-test that can last up to 15 minutes. During this time the fans will cycle at low and high speeds and the heaters will cycle. This will occur on all zones as well as individual zones/lanes. Once the test is complete, the unit will transition to preheat and continue normal operation.	Wait at least 15 minutes to see if self-test mode is complete and the unit is functioning properly.




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 main heater. Also for air circulation power is supplied to the main fan motor.

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)

LED Troubleshooting

There is a small round LED above the power switch on the front of the unit that changes color and/or flashes to alert the user of any performance or service issues.

	Solid GREEN light: Normal Operation
	Blinking GREEN light: Preheating
	Blinking RED light: Error; CALL SERVICE 877.392.7770



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