

Service Bulletin

The September 2023 MER_SB_0028 rev 4 service bulletin has been revised. Replace the previous bulletin with this revision.

Subject: CrispyMax™ Crisp and Ready Serving Station Critical Stocking Parts

Models: MCG1027NNN, MCG1827NNN, MCG2727NNN

1/20/2026

Merco is continuing a nationwide roll out of new CrispyMax™ Crisp and Ready Serving Station. The CrispyMax™ countertop heated serving stations are available in one, two or three lane configurations.

It is imperative that our FAS network stock the critical parts below to support the customer and to achieve a minimum 80% First Time Fix (FTF).

Order the quantity of parts to support the number of serving stations in your area.

NOTE: Please remind technicians who perform the installation and/or service the serving stations to carry the following parts in their trucks at all times.

If you have any questions, comments, or need training, please contact Merco at: 877-392-7770.



2- Lane CrispyMax

Critical Parts List		
Part Number	Description	Quantity to Stock at FAS
8076438	THERMOCOUPLE, TUBE & WIRE	1
8076534	SWITCH ROCKER DPST/DPDT 10A 125V/250V	1
8076470	HEATER ASSY, 950W-120V <i>(1-lane and 2-lane units ONLY (MCG1027, MCG1827, MCD128, MCD2028))</i>	1
8076502	HEAT ASSY, 208-240V 950-1377W <i>(3-lane and 4-lane units ONLY (MCG2727, MCG3527, MCD3728))</i>	1
8076537	FAN 120X120X25MM, 115 CFM	2
8263697	BOARD ASSY, CRSS IO W/SW	1