

Service Bulletin

Subject: Merco Website Changes

2/24/2026

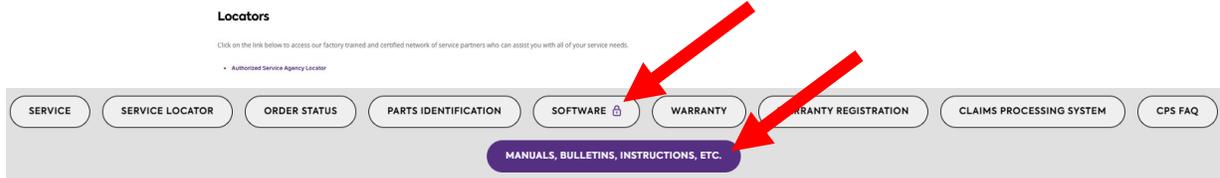
Merco's website will be getting an upgrade on Wednesday, February 25, 2026.

Some differences will be that the Service pages can be accessed two different ways.

1. From the Merco Home Page www.mercoproducts.com
Click on **Service** in the top header towards the top right of the page.

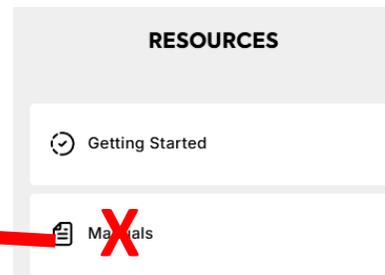
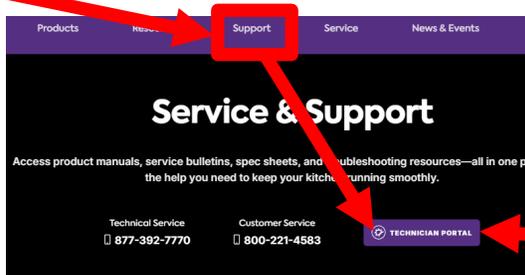


It will take you to www.mercoproducts.com/service. This SERVICE page looks similar to what it previously did.



The major difference is that instead of tabs, you will need to click on the boxes at the top which have replaced the tabs or scroll down and click on where you need to go.

2. Clicking on **Support** in the top header will require clicking on the **PURPLE Technician Portal** link to proceed to the Service pages. It is discouraged to use any other links on the Support page from Service network. **ONLY** use the **PURPLE Technician Portal box**.



Manuals, Bulletins, Instructions, etc. are not complete using the Manuals link under Resources. Use the Manuals, Bulletins, Instructions, etc. link on the **PURPLE Technician Portal box** for a complete collection.