merco

Serving Quality on Demand®

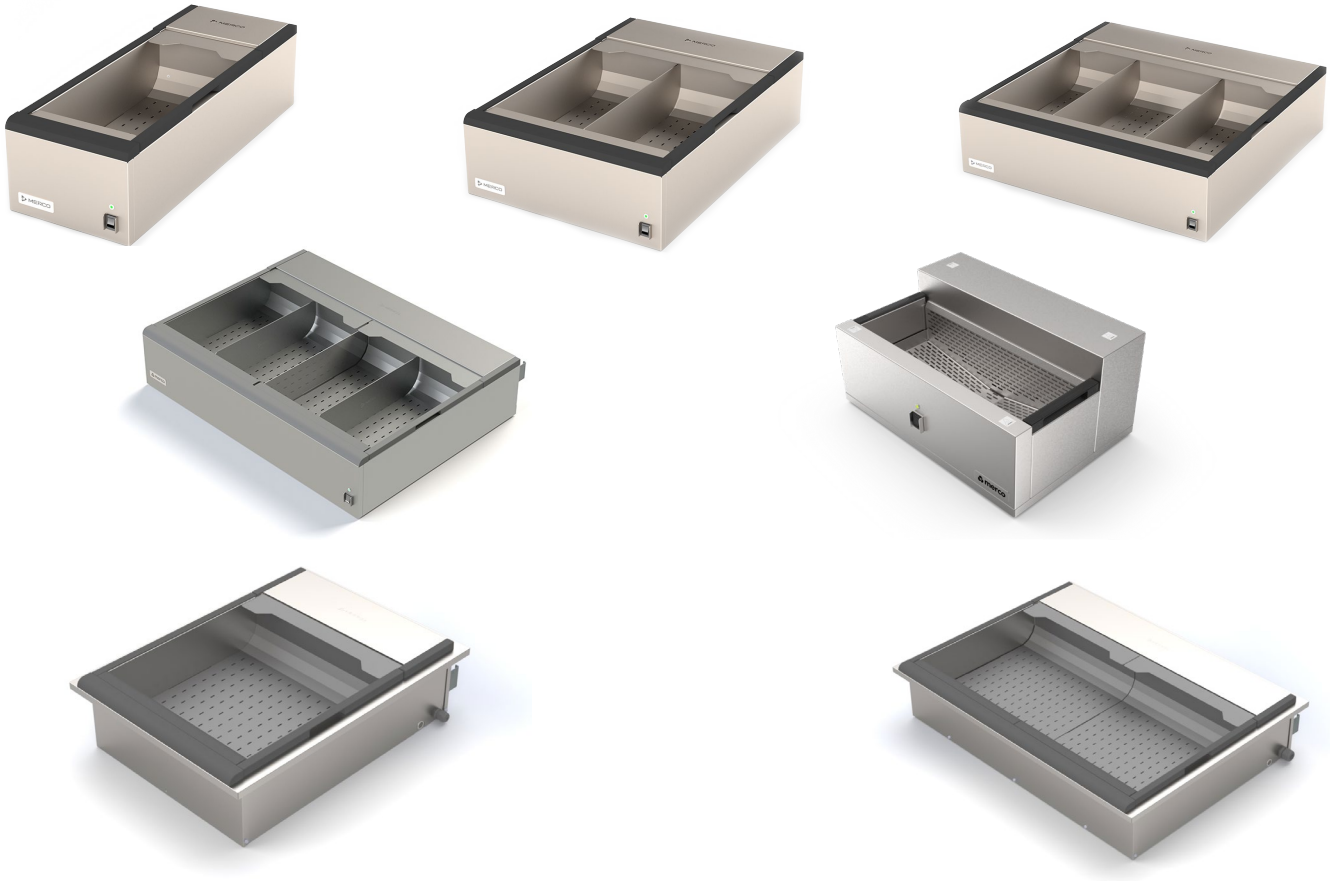
CrispyMax™

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.



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Part Number: MER_IOM_8197863 09/2026
Original Instructions

⚠ CAUTION
READ THE INSTRUCTIONS BEFORE USING.

Keep these instructions for future reference.

Ali GROUP

WELBILT
an Ali Group Company

Safety Notices

Before attempting to operate your unit, read the instructions in this manual thoroughly.

Throughout this manual, you will find notations enclosed in double-bordered boxes or symbols similar to the ones below.

CAUTION

CAUTION boxes contain information about actions or conditions that may indicate a potentially hazardous situation which, if not avoided, ***may result in minor to moderate injury*** which may result in a malfunction or damage to your system.

WARNING

WARNING boxes contain information about actions or conditions that indicates a potentially hazardous situation which, if not avoided, ***may cause death or serious injury*** which may result in a malfunction or damage to your system.

DANGER

DANGER boxes contain information about actions or conditions that indicates an imminently hazardous situation which, if not avoided, ***may result in death or serious injury to personnel***, which may result in a malfunction or damage to your system.

This symbol indicates a hot surface that can cause injury to persons.

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 the power cord AWAY from HEATED surfaces. DO NOT immerse power cord or plug in water. DO NOT let the 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.

NOTICE

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 serving 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.

⚠ WARNING ⚠

Use caution and wear appropriate safety equipment to avoid contact with hot surfaces that may cause severe burns or injury.

⚠ WARNING

All utility connections and fixtures must be maintained in accordance with local and national codes.

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

This appliance is intended for commercial industrial use only. This appliance is not for household use.

⚠ WARNING

This appliance shall not be installed where the public has access.

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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)
MCT1812NNNN	Counter Top (Single Lane) Tangential Fan

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™ Serving 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.

The data plate for the Drop In model is located on the bottom 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)

CE (Europe)

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.

⚠ 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.

⚠ WARNING
The end user is responsible for capturing the drain contents and disposing of it according to local or state regulations. The drain cannot be routed to the floor or a floor drain.

⚠ WARNING
This symbol indicates a hot surface that can cause injury to persons.

⚠ WARNING
Do not install the equipment over a drain. Steam rising up from the drain will adversely affect operation, air circulation, and damage electrical/electronic components.

COUNTERTOP UNIT

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

- Serving stations 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.
- 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.
- The standoffs on the unit are intended to provide a minimum 1" clearance at the rear intake openings. This space must be kept clear. Do not cover or block the opening.
- The CrispyMax is not required to be installed underneath a hood.

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
MCT1812NNN	30lb/14kg

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)
MCT1812NNN	17.82" (453mm)	12.03" (306mm)	8.21" (209mm)

⚠ NOTICE

Minimum clearance requirements are the same for noncombustible locations as for combustible locations.

⚠ 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.

ELECTRICAL SERVICE

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

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	200-230, 60, 1	14.4-15.9	2870-3815	NEMA 6-20P
XMCG2727NNN	200-240, 50/60, 1	13.2-15.9	2655-3815	20A/250V Pin and Sleeve
MCG3527NNN	200-230, 60, 1	19.2-21.2	3827-5087	NEMA 6-30P
XMCG3527NNN	200-240, 50/60, 1	17.6-21.2	3540-5087	Hubbell C332P6SA 32A/220-240V Pin & Sleeve
MCT1812NNN	120, 60, 1	11.7	1400	NEMA 5-20P

DROP-IN UNIT

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

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)

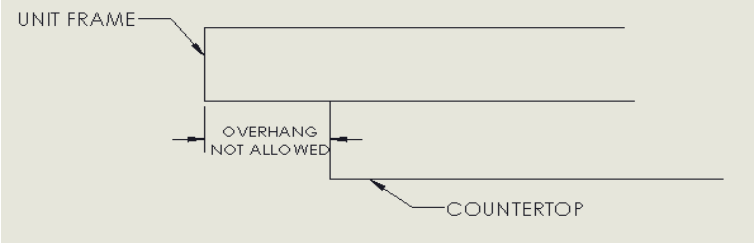
RATED AMPERAGES, VOLTAGE & POWER CORD CHART - DROP-IN

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	200-240, 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	208-230, 60, 1	19.2-21.2	3827-5087	NEMA 6-30P
XMCD3728NNN	200-240, 60, 1	17.6-21.2	3540-5087	Hubbell C332P6SA 32A/220-240V Pin & Sleeve

PREINSTALLATION AND CLEARANCES

Prior to installing, make sure the countertop area is larger than the top frame of the unit. The unit should not hang over the edge of the countertop at any point.



Clearances (both Combustible and Non-Combustible Materials)

Clearances below countertop

Enclosure Right Hand / Left Hand Sides: 3.0”

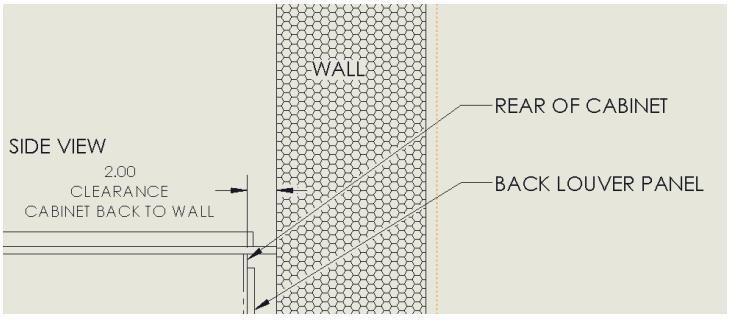
Enclosure Front/ Back: .25”

Enclosure Bottom: 6” below unit

Remote Switch Assembly: .25” below bottom of unit

Exterior clearances

Rear of cabinet to adjacent wall: 6”



Failure to maintain the specified clearances will adversely affect the operation and performance of the unit, may result in electrical shock and a risk of fire and will void the manufacturer's warranty.

The countertop must be smooth and flat. The gasket included with the unit must be installed properly to provide an adequate seal and is intended to establish proper sanitary operation. Be sure to verify proper clearances from the interior of the walls of the enclosure before cutting the opening. Verify the location and cutout dimensions for the opening in the countertop using the dimensions below:

(X)MCD1228NNN	10.5" X 26.0"
(X)MCD2028NNN	19.0" X 26.0"
(X)MCD2928NNN	27.5" X 26.0"
(X)MCD3728NNN	36.0" X 26.0"

COUNTERTOP PREP

Remove any debris, contaminants, or adhering materials from the countertop using appropriate tools or substances that will create a smooth countertop surface. Mark the surface of the countertop in such a way that cutting the opening will be accurate. Cut the opening carefully and with the appropriate tools. Remove any burrs or sharp edges from the edge of the opening after cutting.

GASKET INSTALL – UNIT

Position the unit on the countertop, near the opening and loosely aligned with the final position of the unit. Install the gasket pieces included with the unit by simply pushing the gasket into the channel on all four sides, making sure the edges align properly at the corners. Apply a small bead of food grade silicone sealant to each of the (4) seams where the gaskets meet in the corners to provide a seal between the edges. The gaskets must be installed and tightly sealed prior to placing the unit in the enclosure. The resulting seal is intended to prevent liquid spillage on adjacent countertop surfaces from passing under the gasket to inaccessible portions of the equipment.

REMOTE SWITCH INSTALLATION

Cutout Size: 3.3" W x 3.4" H NOTE: The remote switch box is 3.5" deep

NOTE: The remote switch cannot be installed directly in front of the Crispy Max unit. Take into account the length of the remote-control harness (48" from the back right hand corner of the unit) when selecting a location for the Remote Control Box. The cutout position must allow the remote switch assembly to clear the Crispy Max unit when installed. Feed the remote harness through the cutout and make the connection with the receptacle on the right-hand side of the unit. Mount the switch assembly in place using the appropriate fasteners. The switch assembly must be solidly mounted to prevent stress on the wiring harness. Secure the harness in such a way that it cannot be snagged or damaged by intrusions into the cabinet.

LOUVER PANEL

The provided louver panel must be installed behind the Crispy Max unit, centered horizontally on the louvered panel at the back of the unit and 2.15" below the countertop surface, unless the cabinet back is completely open. Attach the louver panel to the cabinet with appropriate fasteners. Failure to install the louver panel in a fully enclosed cabinet will avoid the manufacturer's warranty.

Supplemental Louver Cutout sizes

1 Lane/ 2 Lane: 6.25" x 19.5"
3 Lane/ 4 Lane: 6.25" x 30.5"

NOTE: The rear of the cabinet must maintain a minimal clearance distance of 2.0" for proper ventilation of the unit. Failure to do so will void the manufacturer's warranty and may cause a risk of fire or electrical shock.

UNIT INSTALLATION

Carefully lift the unit and slightly tip the corner where the power cord enters the unit down to facilitate lowering the unit through the countertop opening. Once the power cord has cleared the countertop, right the unit with the gasket parallel to the countertop. Carefully and gently lower the unit onto the countertop.

DRAIN INSTRUCTIONS

Do not install this unit over a drain. Steam rising from the drain will adversely affect operation and air circulation: there is a possibility of damage occurring to the electrical components.

The unit is equipped with a threaded drain connection but is plugged at the factory. The plug may be removed to facilitate the install of an apparatus to drain the unit. If the plug is removed, the operator assumes responsibility to capture and properly dispose of the drain contents according to any regulatory requirements. The drain cannot, under any circumstance, be routed to a floor drain.

POWER CONNECTION

The unit is shipped corded and cannot be changed for a hard wire connection. A corresponding receptacle must be provided. The connection must be readily accessible to allow for equipment disconnection.

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 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 staging 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.

DURING OPERATION

1. If the Crumb Pan or Food Tray must be handled during operation, they will be very hot. Use protective gloves with sleeves and protective eyewear.
2. The air exiting the grill into the food zone will be very hot. If the Crumb Tray and Food Pan must be removed, do not place your hands or arms into the food zone after removal. Let the unit fully cool down before putting hands or arms into the food zone.

⚠ CAUTION

Damaged or missing handles on the Crumb Pan can result in injury due to sharp edges or burns from high heat. If a Crumb Pan has a damaged handle, discontinue use immediately. Handle the Crumb Tray with heavy protective gloves to avoid injury. Dispose of the damaged component and replace.

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 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 authorized service personnel.

⚠ CAUTION

Non-authorized personnel can operate and perform daily cleaning operations. Only authorized personnel should perform any maintenance and service work that requires opening up the cabinet or replacing parts.

⚠ WARNING

Certain internal parts are intentionally not grounded and may present a risk of electric shock only during servicing. Service Personnel – Do not contact the following parts while the appliance is energized: Control board heat sink.

⚠ 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.

⚠ CAUTION

The unit has a drain feature. In cases where excess oil is present in the food area, this oil will drain to the cabinet top and possibly the floor, resulting in a fall hazard. Proper cleaning procedures must be performed to avoid this situation.

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 staging 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 <u>MUST</u> 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 serving cycle of the day, allow the unit to cool approximately 30 minutes.
2. Disconnected from power source.

COUNTERTOP/DROP IN

3. Remove divider(s) if present.

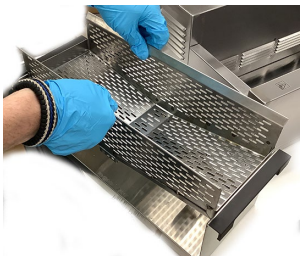
4. Remove Food Tray

5. Remove Crumb Tray

MCT1812

3. Removing Crumb Tray/Food Pan

4. Crumb Tray/Food Pan



5. Removing Food Tray

NOTE: It is easier to remove both Crumb Pan and Food Tray at the same time.

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.

COUNTERTOP/DROP IN

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˚.

MCT1812

Positioned crumb tray
Handles should be even and seated

Positioned Food Pan
Food Pan should be centered
and horizontal

Positioned Food Pan
Food Pan should be centered
and horizontal

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 using a 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

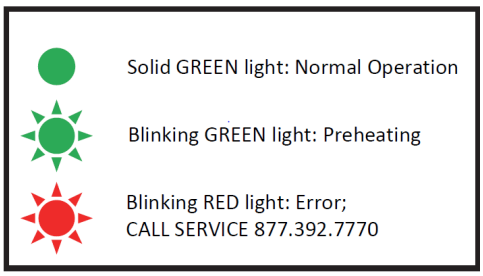
TROUBLESHOOTING CHART

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.

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.



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