



## Heated Display Cases

RETAIN THIS MANUAL FOR FUTURE REFERENCE.  
UNIT MUST BE KEPT CLEAR OF COMBUSTIBLES AT ALL TIMES.



**Models:** 423HDM26SA, 423HDM36SA, 423HDM48SA

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## Owner's Information

Please complete this information and retain this manual for the life of the equipment. For warranty purposes, please fill out and retain this information. An example of the serial plate(s) for these units are included below for reference.

**Model No.** \_\_\_\_\_

**Serial No.** \_\_\_\_\_

**Date of Purchase:** \_\_\_\_\_

### Serial Plate Example:



ITEM #: 423HDM26SA  
MANUFACTURER MODEL #:  
DESCRIPTION: FULL SERVICE HEATED MERCHANDISER,  
26", STAINLESS • 2 SLIDING DOORS • IPX RATING: IPX4  
VOLTAGE: 120V • WATTAGE: 1800W • 86-194°F  
AMPERAGE: 12.5A • FREQUENCY: 60Hz • SERIAL #:

- WARNING! Improper installation, adjustment, alteration, service or maintenance can cause property damage, injury or death. Read the installation, operating, and maintenance instructions thoroughly before installing or serving this equipment.
- WARNING! Disconnect from electric supply before adjustment, alternation, service or maintenance.
- WARNING! Minimum clearance from side and back of unit to combustible construction: 10" from sides and 10" from back. For use in noncombustible locations only.
- WARNING! Commercial use only, not intended for household use.
- WARNING! ELECTRICAL SHOCK HAZARD, do not immerse electrical components.


ServIt humidified heated display cases are designed to keep foods at optimum serving temperatures without affecting quality, for hours at a time. Hold anything from hot dogs, fried chicken, nachos, mozzarella sticks and more, perfect for commercial environments such as concession stands, self-service restaurants and supermarkets.

All models include standard features such as LED lighting to effectively illuminate food product, and dual service sliding doors. Dual service sliding doors allow the operator to refill the unit on one side, and the customer to pick and take their food on the other. Digital readout and dial controls are bottom mounted for convenient access and adjustment on the operator's side. They are built for tough front of house duty with rugged stainless-steel construction, heavy-duty hardware, tempered glass, IPX4 rated and LED lighting that is sure to inspire any customer.

This manual provides the installation, safety, and operating instructions for heated display merchandisers. ServIt recommends all installation, operating, and safety instructions appearing in this manual be read prior to installation or operation of the unit.

## **SAFETY WARNINGS**

ServIt heated display merchandisers are designed, built and sold for commercial use and should be operated by trained personnel only. Clearly post all CAUTIONS, WARNINGS and OPERATING INSTRUCTIONS near each unit to insure proper operation and to reduce the chance of personal injury and/or equipment damage.

**WARNING:** Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance. Keep the area free and clear of combustible materials. 

**WARNING:** Improper installation, adjustment, alteration, service, or maintenance can cause property damage, injury or death. Read the Installation, Operating and Maintenance Instructions thoroughly before installing or servicing this equipment.

**CAUTION:** These models are designed, built, and sold for commercial use only. If these models are positioned so the general public can use the equipment, make sure all cautions, warnings, and operating instructions are clearly posted near each unit so that anyone using the equipment can use it correctly and not injure themselves or the equipment.

**CAUTION:** Make sure food product has been heated to the proper food-safe temperature before placing in unit. Failure to heat food product properly may result in serious health risks. This unit is for holding preheated food product only.

**CAUTION:** Locate unit in an area that is convenient for use. The location should be level and strong enough to support the weight of the unit and contents.

**ELECTRIC SHOCK HAZARD:**

- Plug unit into a properly grounded electrical receptacle of the correct voltage, size, and plug configuration. If plug and receptacle do not match, contact a qualified electrician to determine and install proper voltage and size electrical receptacle.
- Installation must conform to all local electrical codes, and where applicable must be installed by a qualified electrician. Installation by unqualified personnel will void unit warranty and may lead to electric shock or burn, as well as damage to unit and/or its surroundings.
- Turn OFF power switch, unplug power cord/turn off power at circuit breaker, and allow unit to cool before performing any cleaning, adjustments, or maintenance.
- DO NOT submerge or saturate with water. Unit is not waterproof. Do not operate if unit has been submerged or saturated with water.
- Unit is not weatherproof. Locate unit indoors where ambient air temperature is a minimum of 70°F (21°C).
- Do not clean unit when it is energized or hot.
- Do not steam clean or use excessive water on the unit.
- This unit is not “jet-proof” construction. Do not use jetclean spray to clean this unit.
- Do not pull unit by power cord.
- Discontinue use if power cord is frayed or worn.
- Do not allow liquids to spill into the unit.
- This unit must be serviced by qualified personnel only. Service by unqualified personnel may lead to electric shock or burn.

**FIRE HAZARD:**

- Locate unit a minimum of 12" (25 mm) from combustible walls and materials. If safe distances are not maintained, discoloration or combustion could occur.
- Do not use harsh chemicals such as bleach (or cleaners containing bleach), oven cleaners, or flammable cleaning solutions to clean this unit.

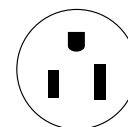
**BURN HAZARD:**

- Some exterior surfaces on unit will get hot. Use caution when touching these areas.
- Use caution when opening doors. Hot air escapes when door is open.

## SPECIFICATIONS

- Cordset configuration: 120V NEMA 5-15P, 3 Wire grounded cord
- If the supply cord is damaged, the manufacturer or an authorized service agent or a similarly qualified person must replace it to avoid a hazard or voiding the warranty:

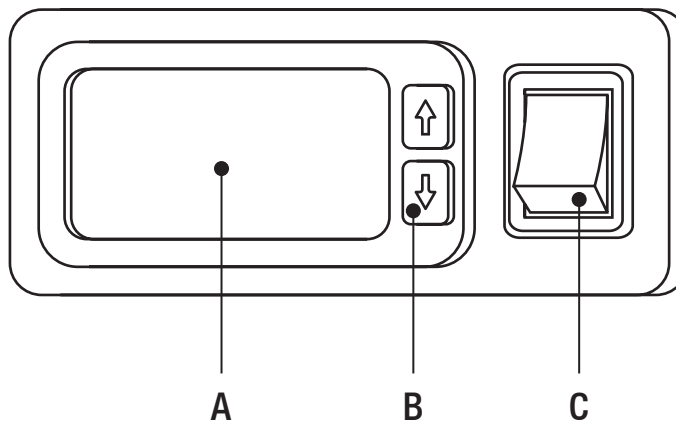
Item #	Size	# of Shelves	Usable Shelf Space	Voltage	Wattage	Plug Configuration
423HDM26SA	26"	3	1070"	120V	1800W	NEMA 5-15P
423HDM36SA	36"	3	1349"	120V	1800W	NEMA 5-15P
423HDM48SA	48"	3	2000"	120V	1800W	NEMA 5-15P



**NEMA  
5-15P**

## CONTROL PANEL

Letter	Description
A	Temperature Readout
B	Temperature Adjustment
C	On/Off Switch



## OPERATING INSTRUCTIONS

### General Information:

- Always clean equipment thoroughly before first use. (See general cleaning instructions).
- Check rating label for your model designation and electrical rating.
- For best results, use stainless steel countertops.

### **WARNING: ELECTRICAL SHOCK HAZARD.**

FAILURE TO FOLLOW THE INSTRUCTIONS IN THIS MANUAL COULD RESULT IN SERIOUS INJURY OR DEATH. Electrical Ground is required on this appliance. Do not modify the power supply cord plug. If it does not fit into the outlet, have the proper outlet installed by a qualified electrician. Do not use an extension cord with this appliance. Check with a qualified electrician if you are unsure as to whether the appliance is properly grounded.

**General Operating Instructions:**

- All foodservice equipment should be operated by trained personnel.
- Do not allow your customers to come in contact with any surface labeled CAUTION HOT.
- Where applicable: Never pour cold water into dry heated units.
- Never hold perishable food below 150°F (66°C).

**Unboxing Instructions:**

**CAUTION:** Heated display merchandisers are heavy and require two people to install.

1. Remove unit from carton and all packaging materials from the unit.
2. Remove the manual/information packet from the unit.
3. Place the unit in desired location.
4. **NOTE:** Place where the ambient air temperature is constant and a minimum of 70°F, and maximum 85°F. Avoid areas that are subject to active air movements or currents. Make sure the unit is located on a solid, level area and at a proper height for convenient use and also following health standards.
5. Locate an outlet of the correct plug and voltage type for the unit and plug in to.

**Set-Up & Operating Instructions:**

1. Ensure unit is properly plugged into adequate, grounded power outlet.
2. Remove the water pan and fill 2/3 full with distilled water, return pan to unit.
3. Turn the power switch and light switch to the “I” (on) positions.
4. Set the thermostat knob to the desired position, the range is 86-194°F
5. Allow the unit 30 minutes to preheat to the desired temperature and humidity levels.

## Recommended Settings Chart:

Food Product	Temperature	Humidity	Max Holding Time (hours)
Rolls, Hard	160-185°F	No	4
Rolls, Soft	150-175°F	Yes	4
Pies, Desserts	160-185°F	Yes	3
Pizza, Thick Crust	170-185°F	Yes	2
Pizza, Thin Crust	165-180°F	Yes	2
Pretzels	135-150°F	Yes	3
Sandwiches, Wrapped	165-180°F	Yes	2
Chicken, Roasted	165-180°F	Yes	4
Chicken, Fried	165-180°F	No	4
Hot Dogs	160-185°F	Yes	3
Onion Rings	150-175°F	No	2
French Fries	135-150°F	No	2

**NOTE:** Temperature and humidity settings will require adjustment according to type and quantity of food, and number of times door(s) are opened during operation. These are recommendations based on ideal environments, and will need adjusted according to the usage environment.

## GENERAL CLEANING

### NOTES:

- Never clean any electrical unit by immersing it in water. Turn off unit and unplug before surface cleaning.
- Always clean equipment thoroughly before first use. Clean unit daily. Except where noted on charts: Use warm, soapy water. Mild cleansers and PLASTIC scouring pads may be used to remove baked-on food and water scale.
- Turn off electrical units before cleaning or servicing.

### Instructions:

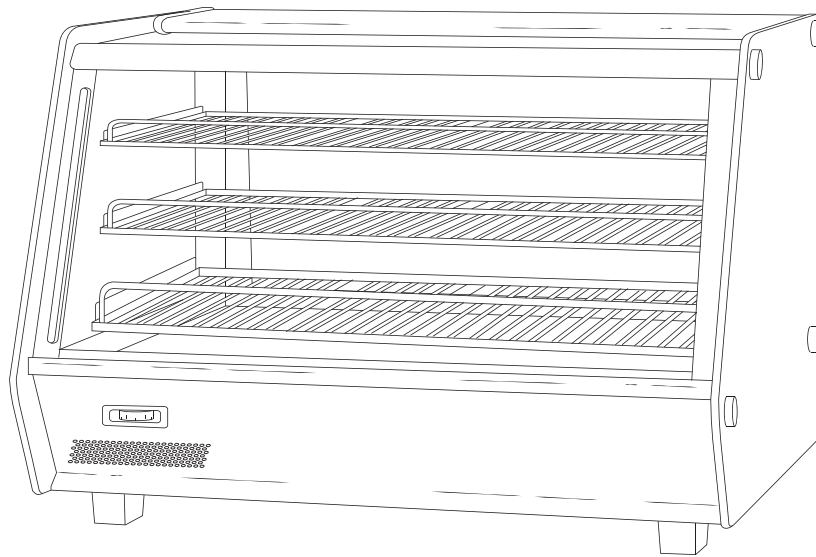
1. Follow general cleaning instructions (above).
2. Remove all food, remove all shelves (see specific instructions below).
3. Remove water pan and empty, then return to unit.
4. If Lime or Mineral build-up occurs, follow below guide on “removing lime and mineral deposits”.

**NOTE:** Cleaning solution or Delimer may be run through the water tank. Excess water is needed to flush out the cleaning solution through the line and tank until the water flows clear.



### **Cleaning and Installation:**

1. Turn off the unit and unplug it, allow the unit up to 30 minutes to cool down. **NOTE:** Opening the glass door(s) can help speed up the cooldown process.
2. Lift the shelves from the support brackets.
3. Remove the shelves from the heated cabinet and handwash with warm soapy water and air dry.
4. Place shelves back into unit on support brackets.

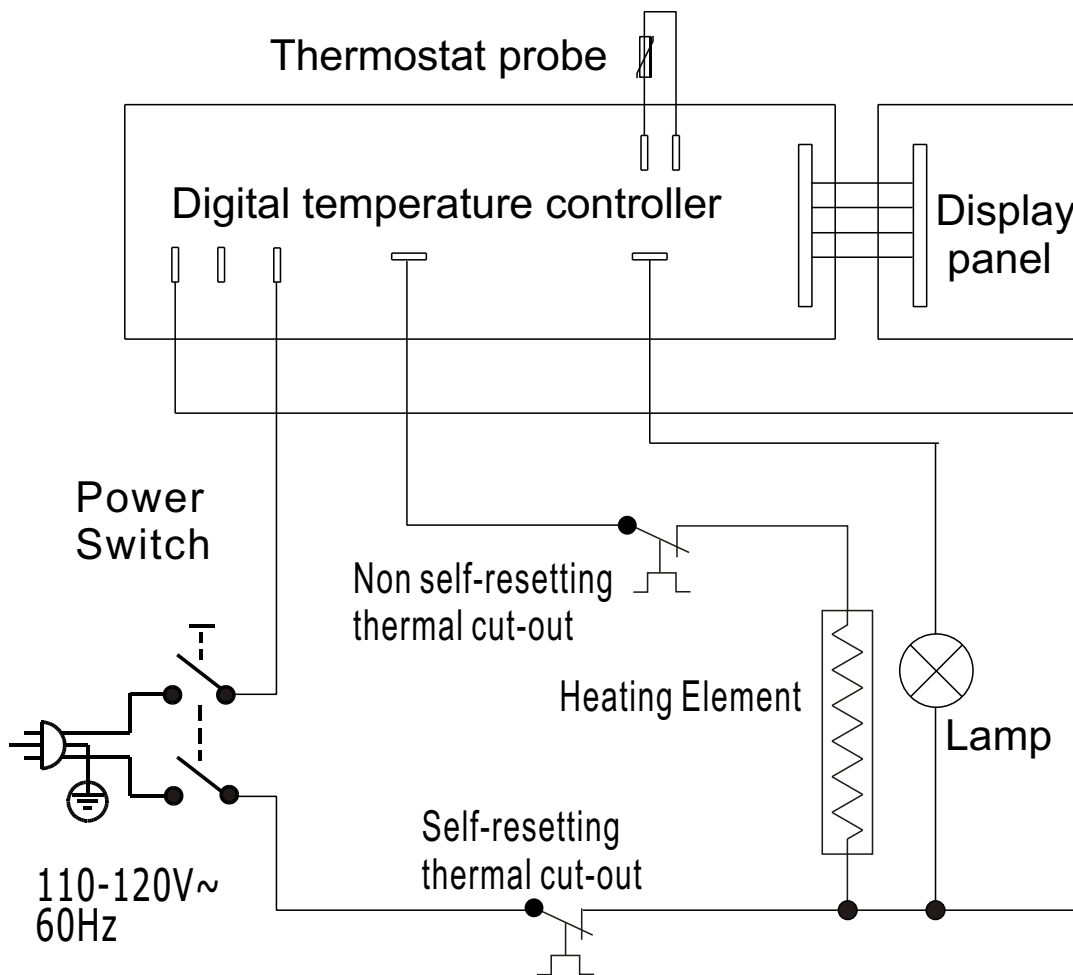


### **Removing Lime and Mineral Deposits:**

1. Turn off the unit, unplug, and allow the unit to cooldown.
2. After the unit has cooled, remove and empty the water pan.
3. Fill the water pan with a mixture of 70% water and 30% white vinegar to a level where it covers the lime and mineral deposits.
4. Plug in and turn on the unit to the highest temperature and humidity settings. Allow the unit to run for 30 minutes.
5. Turn off the unit and unplug the power cord, allow unit to cool.
6. Allow the water pan to stand with the deliming solution for at least two hours (the time required will vary depending on the amount of deposits in the water tank).
7. Drain the water pan to empty the deliming solution.
8. Continue to fill and drain the water pan with clean water until the deliming solution is flushed out and the water flows clear.
9. Replace the rack, plug unit in and refill the water pan with distilled water.

**NOTE:** If lime and mineral deposits are still present in the water pan, repeat this procedure and increase the amount of time the de-liming mixture stands in the water pan.

## WIRING DIAGRAMS



# TROUBLESHOOTING

Issue	Reason	Solution
No lighting in the interior of the cabinet	Unit is not plugged in	Inspect power source, ensure power cord is undamaged
	LED light failure	Replace LED lights
Unit is not hot enough	Thermostat off	Dial in temperature
	Defective Thermostat or Heating Element	Contact place of purchase or authorized service agent
	Unit has not had enough time to preheat	Allow unit 30 minutes to reach operating temperature
	Temperature is set too low	Change the temperature to a higher setting
	Door(s) are not closed completely	Make sure door(s) are completely closed
Unit is too hot	Temperature is set too high	Change the temperature to a lower setting
	Unit is connected to incorrect power supply	Contact authorized service agent
	Defective Thermostat or Heating Element	Contact place of purchase or authorized service agent
Product is too dry	Door(s) are open	Make sure door(s) are completely closed
	Water pan is empty	Fill water pan up
Unit is not working at all	Unit is not plugged in	Plug unit into proper power supply
	Unit is not turned on	Turn unit on using on/off switch
	Circuit breaker tripped	Reset circuit breaker
	Controls are defective	Contact place of purchase or authorized service agent
	Defective thermostat or heating element	Contact place of purchase or authorized service agent

## Equipment Limited Warranty

ServIt warrants its equipment to be free from defects in material and workmanship for a period of **1 year** when purchased from an authorized dealer. This is the sole and exclusive warranty made by ServIt covering your ServIt brand equipment. A claim under this warranty must be made within **1 year** from the date of delivery of the equipment. Only the equipment's original purchaser may make a claim under this warranty. ServIt reserves the right to approve or deny the repair or replacement of any part or repair request. The warranty is not transferable.

### **1 Year Replacement**

All ServIt Chip Warmers, ServIt Drawer Warmers, ServIt Steam Tables, ServIt Countertop Food Warmer/Cookers, ServIt Suspension/ Pass Through heat Lamps, ServIt Hanging Heat Lamps, ServIt Steam Table Accessories, Cold Food Tables, Pizza/Pretzel Warmer

### **2 Year Replacement**

All ServIt Strip Warmers

### **1 Year Service Warranty**

All ServIt Holding/ Proofing Cabinets

### **To Make a Warranty Claim:**

This warranty is only valid on equipment purchased from an authorized dealer. To make a claim, please contact Ready Kitchen Warranty.

- **Phone: 717-381-4844**

Please have your model number, serial number, proof of purchase, and a proof of qualified installation ready before calling.

- **Email: [Help@ReadyKitchenWarranty.com](mailto:Help@ReadyKitchenWarranty.com)**

Please include your name, model number, serial number, proof of purchase, proof of installation, and a brief description of the issue in your email. Including clear pictures of the issue will help expedite the process. Failure to include one or more of these things will extend processing time.

### **This Limited Warranty does not cover:**

- Equipment sold or used outside the Continental United States.
- Use of unfiltered water (if applicable).
- ServIt has the sole discretion on wearable parts not covered under warranty.
- Equipment not purchased directly from an authorized dealer.
- Equipment used for residential or other non-commercial purposes.
- Equipment that has been altered, modified, or repaired by anyone other than an authorized service agency.
- Equipment where the serial number plate has been removed or altered.
- Damage or failure due to improper installation, improper utility connection or supply, and issues resulting from improper ventilation or airflow.
- Defects and damage due to improper maintenance, wear and tear, misuse, abuse, vandalism, or Act of God.
- Use of sealed well unit without water or maintaining proper water level.
- Use of open well unit in wet operation without spillage pan.

### **Residential, Food Truck, and Non-Commercial Warranty**

Valid only in the Contiguous United States ServIt warrants new equipment sold to residential, food truck, and other non-commercial customers to be operational upon delivery and proper installation, not to exceed a period of 30 days from the date of delivery. Contact your authorized place of purchase for assistance.