



# Heated Countertop Shelf Warmers

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



**Models:** 423HSW1216, 423HSW2024, 423HSW2030, 423HSW2036, 423HSW2042,  
423HSW2048, 423HSW2054, 423HSW2060, 423HSW2072

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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 #: 423HSW1216  
DESCRIPTION: HEATED SHELF WARMER, 304SS, 16W X 12L  
VOLTAGE: 120V  
WATTAGE: 135W  
AMPERAGE: 1.13A  
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 servicing this equipment.
- WARNING!** Disconnect from electric supply before adjustment, alteration, service or maintenance.
- WARNING!** ELECTRICAL SHOCK HAZARD, do not immerse electrical components.
- WARNING!** Minimum clearance from side and back of unit to combustible construction: 1" from sides and 1" from back. For use in noncombustible locations only.
- WARNING!** Commercial use only, not intended for household use.

ServIt heated shelf warmers are designed to keep foods at optimum serving temperatures without effecting quality, perfect for your serving or buffet operation. Hold anything from pizza, pre-plated meals, and more which is great for hot food holding in kitchen work areas, server pick-up stations, serving lines, and more.

All models include standard features such as heavy-duty 304 stainless steel construction built for tough front-of-house and customer-facing duty. Each shelf is thermostatically controlled with rope type elements that provide gentle steady heat that can be adjusted for ease. The adjustable low-profile rubber bullet feet are easy to adjust to accommodate any type of surface, while the rubber protects the countertop and prevents the shelf from moving around. ServIt shelf warmers also include a unique marine edge to prevent slippage of food product, while still allowing easy end of shift cleaning.

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 shelf warmers 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 1" (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.

# 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. Set the thermostat knob to the desired position, the range is 80-212°F.
3. Allow the unit 30 minutes to preheat to the desired temperature.
4. Place pre-cooked and plated/package food on surface.

## 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. Remove all food product from the warming shelves
2. Turn off the unit and unplug it, allow the unit up to 30 minutes to cool down
3. Clean unit using warm, soapy water, sanitize and allow to air dry.

## TROUBLESHOOTING

Issue	Reason	Solution
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
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
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