

USER MANUAL

HEATED COUNTERTOP
SHELF WARMERS

SERVITE HOLD IT
HEAT IT
MOVE IT



HEATED COUNTERTOP SHELF WARMERS



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

UNIT MUST BE KEPT CLEAR OF COMBUSTIBLES AT ALL TIMES.

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INTRODUCTION

Servit heated shelf warmers are designed to keep foods at optimum serving temperatures without affecting quality, perfect for your serving or buffet operation. Hold anything from pizza to pre-plated meals, which is ideal 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 with 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 countertop shelf warmers. Servit recommends all installation, operating, and safety instructions appearing in this manual be read prior to installation or operation of the unit.



CAUTION/HAZARD STATEMENTS

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 ensure proper operation and to reduce the chance of personal injury and/or equipment damage.

READ THE MANUAL: Thoroughly read and understand the manual before setting up, operating, or cleaning the shelf warmer.

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 damage 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.

DEDICATED CIRCUIT: For optimal performance and safety, the shelf warmer must be connected to a dedicated electrical circuit. Sharing a circuit with other appliances can lead to power fluctuations, potential tripping of the circuit breaker, and a reduced lifespan of the warmer.

Electric Shock Hazard

- **PROPER VOLTAGE:** Plug the shelf warmer into a grounded outlet with the correct voltage to prevent electrical hazards. The plug that comes pre-attached cannot be replaced without professional installation. Never operate the shelf warmer using an extension cord.
- 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 does not have a “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" (25mm) 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.

OPERATION

General Information

- Always clean equipment thoroughly before first use. (See general cleaning instructions.)
- Check serial plate 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.
- Never hold perishable food below 150°F (66°C).

Unboxing Instructions

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 surface 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 the unit in.

Set-Up & Operating Instructions

1. Ensure unit is properly plugged into an 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.

CAUTION: Initial heating of unit may generate smoke or fumes and must be done in a well-ventilated area. This is normal and may last up to 60 minutes during the initial startup. Operate unit without food until smoke and fumes have dissipated.

NOTE: This unit is not a cooker and not meant to cook or rethermalize food.

CLEANING

- Never clean any electrical unit by immersing it in water. Turn off unit and unplug before surface cleaning.
- **SOFT SPONGE:** Always use a non-abrasive sponge to prevent scratching any of the shelf warmer's surfaces.
- 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 unit 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.

MAINTENANCE

Regular Cleaning

DAILY WIPE: Purpose is to prevent the buildup of food particles, grime, and bacteria, which could affect the quality of the food and the machine's overall performance.

- Turn off the machine and disconnect it from the power source.
- Remove any remaining food parts.
- Perform a complete cleaning process as outlined in the “Cleaning” section.
- Use a damp cloth to wipe down all exterior surfaces.
- Dry all wiped areas with a clean, dry towel to prevent moisture buildup.

Monthly Checks

INSPECT FOR WEAR: Purpose is to regularly check all components for signs of wear, tear, or damage, and replace as necessary.

- Turn off and disconnect the machine from the power source.
- Inspect the plug and cord for any indications of excessive wear, which may encompass discoloration, burn marks, cuts, and tears.
- Inspect unit for signs of wear or damage.
- Check the integrity of electrical cords and plug points.
- Examine thermostat knob for ease of operation.
- If any issues are detected, consult the “Troubleshooting” section or service provider for recommended actions or replacements.

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