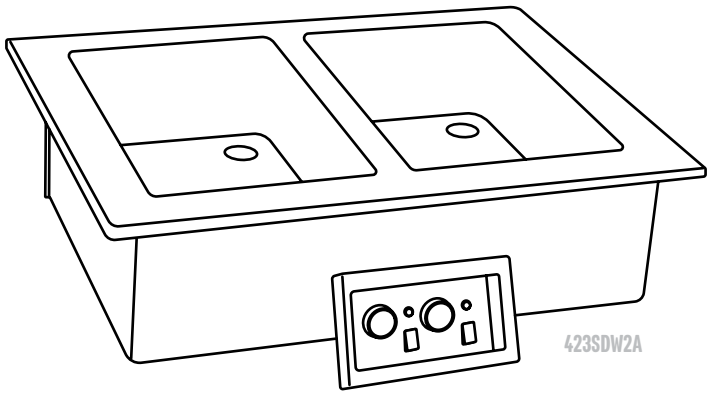
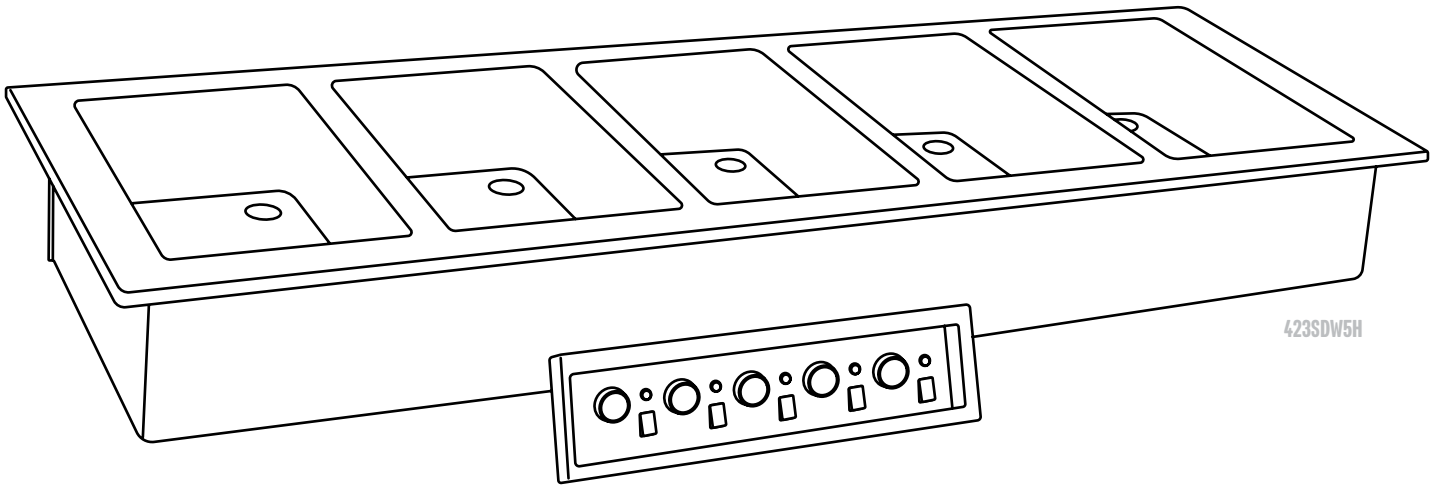
USER MANUAL
DROP-IN HEATED WELLS

SERV IT HOLD IT HEAT IT MOVE IT





DROP-IN HEATED WELLS

Models: 423SDW1A, 423SDW1H, 423SDW2A, 423SDW2H, 423SDW3H, 423SDW4H, 423SDW5H, 423SDW6H

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

REVISED 1/2024

TABLE OF CONTENTS

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 #: 423SDW3H
SERIAL #:
DESCRIPTION: WARMER DROP-IN
3 PAN • INSULATED • 46" x 26" x 14"
VOLTAGE: 208/240V WATTAGE: 2250W/3000W
AMPERAGE: 10.8/12.5A

LISTED E528561
Conforms to NSF/ANSI-4, UL-197

MADE IN CHINA

WARNING! Minimum clearance from side and back of unit to combustible construction: 12 inches from sides, back and bottom. For use in noncombustible locations only.
WARNING! Commercial use only, not intended for household use.
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! Must be installed by qualified technician to all applicable codes.
WARNING! Disconnect from electric supply before adjustment, alteration, service or maintenance.

LISTED
E528561
Conforms to NSF/ANSI-4, UL-197

INTRODUCTION

Servit Drop-In Warmers are designed to keep foods at optimum serving temperatures without affecting quality. Perfect for commercial environments such as buffets, serving lines, and corporate cafeterias, these warmers hold anything from vegetables to pastas, fried chicken, and more!

All models include standard features such as thermostatic controls and drains with screens to prevent food waste from entering your plumbing waste line. The drains are a ¾" NPT drain, allowing for quick draining during end of day cleaning. They are built for tough front and back of house use with rugged stainless steel construction and heavy-duty hardware. ServIt warmers come with robust 18-gauge 304 stainless steel top and well liner and 20-gauge 430 stainless steel exterior, perfect for resistance to corrosion while being easy to clean. These warmers were designed with the fabricator and installer in mind, providing simplified installation over competitors.

This manual provides the installation, safety, and operating instructions for Drop-In & Top-Mount Warmers. 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 Drop-In Food Wells 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.

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 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. Unit is not meant to rethermalize cold or chilled product.

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.

SAFETY WARNINGS
(CONTINUED)

Electric Shock Hazard:

- Hardwire unit into a properly grounded electrical connection of the correct voltage, size, and configuration. If not the right configuration, contact a qualified electrician to determine and install proper voltage and size electrical receptacle.
- Installation must conform to all local electrical codes and must be installed by a qualified electrician where applicable. 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, turn off power at circuit breaker, and allow unit to cool before performing any cleaning, adjustments, or maintenance.
- DO NOT submerge or saturate electrical components with water. Unit is not waterproof. Do not operate if electrical components have been submerged or saturated with water.
- Unit is not weatherproof. Locate unit indoors where ambient air temperature is a minimum of 70 degrees Fahrenheit (21 degrees Celsius).
- Do not clean unit when it is energized or hot.
- Do not steam clean or use excessive water on the unit.
- Do not use a pressure washer to clean this unit. Doing so will result in damage.
- Do not pull unit by power cord or electrical wires.
- Discontinue use if power cord or electrical wires are frayed or worn.
- Do not allow liquids to spill into the unit's electrical components.
- 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" away from combustible walls and materials. If safe distances are not maintained, discoloration or combustion could occur.
- Unit should have minimum clearance below the unit sufficient enough to account for drain lines and proper air flow; 6" minimum clearance below the drain lines is required.
- 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.

CONTROL PANEL

1-Well and 4-Well Control Panel Examples - Figure 1:

1. Power Switches (Each well has an individual on/off switch for full control over each well.)
2. Thermostatic Control Knob (Positions: "MIN" and "MAX")
3. Indicator Power Light

NOTE: ServIt Hot Wells utilize Thermostatic controls, so indicator power light may cycle on and off while the unit is powered on with control knob between “MIN” and “MAX” position. This is normal, as heating elements cycle to maintain consistent and even heating.

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 connections. If the supply wire is smaller than the wire supplier with the hot wells, consult a qualified electrician. Check with a qualified electrician if you are unsure as to whether the appliance is properly grounded.

OPERATING INSTRUCTIONS
(CONTINUED)

General Operating Instructions:

- All food service equipment should be operated by trained personnel.
- Do not allow your customers to meet any surface labeled CAUTION HOT.
- Where applicable: Never pour cold water into wet heated units.
- Never hold perishable food below 150 degrees Fahrenheit (66 degrees Celsius).
- Monitor food closely for food safety. Re-thermalization is achieved when a unit elevates the food product temperature from a refrigerated 40 degrees Fahrenheit to a safe serving temperature of 165 degrees Fahrenheit within a period of 2 hours. These units are not intended to be used as re-thermalizers. Cold food should not be added to these units for re-thermalization while hot food is being held.

Unboxing Instructions:

1. Remove unit from carton and all packaging materials from the unit.
2. Remove the manual/information packet from the unit.
3. Position the unit in desired location (refer to Installation Instructions).

   NOTE: Place unit where the ambient air temperature is constant and a minimum of 70 degrees Fahrenheit and maximum 85 degrees Fahrenheit. Avoid areas that are subject to active air movements or currents. Make sure the unit is located on a solid, level area at a proper height for convenient use and following health standards.
4. Locate a supply wire of the correct voltage, size, and configuration for the unit to connect to.

Setup & Operating Instructions:

1. Ensure unit is properly connected to an adequate, grounded power outlet.
2. Ensure unit is properly connected to a drain line, and a ¾" NPT Ball Valve is in the "closed" position.
3. Fill the unit with hot water to the "MAXIMUM" line inside the well:
   a. Each well needs 4 quarts (16 cups) or 3.8 liters of hot water.

   NOTE: Never pour cold water inside a heated well.
4. Set the thermostat knob to the desired position. The range is MIN to MAX.
5. Allow the unit 30 minutes to preheat to the desired temperature.

   NOTE: Covering the well will speed up the preheat time.
6. Place covered steam table pan with pre-cooked food into the well.
7. Check well water levels every 3 hours and refill as needed.

   NOTE: Do NOT let the well run dry, always check water levels and refill as needed to avoid damaging your warmer.

INSTALLATION DIMENSIONS

DIMENSIONS BELOW ARE NOMINAL AND MAY VARY BASED ON MANUFACTURING TOLERANCES. IT IS RECOMMENDED TO ALWAYS MEASURE THE ACTUAL UNIT RECEIVED PRIOR TO PROCEEDING WITH CUTOUT AND INSTALLATION.

Unit Installation:

Item #	Total Height *(Including Drains)*	Overall Outer Dimensions *(Flange)*		Overall Outer Dimensions *(No Flange)*		Suggested Cutout Size		Flange Overhang *(Per Edge)*
		Width (F)	Depth (G)	Width	Depth	Width	Depth	
Diagram Reference	A	B	C	D	E	F	G	H
423SDW1A	12 5/16" (312mm)	16 ½" (419mm)	25 ⅞" (657mm)	15 ¼" (387mm)	24 ⅝" (625mm)	15 ½" (393mm)	24 ⅞" (631mm)	⅝" (16mm)
423SDW1H	14 ¾" (375mm)							
423SDW2A		14 ¾" (375mm)		29 ⅝" (752mm)		28 ⅜" (720mm)		
423SDW2H								
423SDW3H		42 13/16" (1087mm)		41 9/16" (1055mm)		41 13/16" (1061mm)		
423SDW4H		56 1/4" (1429mm)		55" (1397mm)		55 ¼" (1403mm)		
423SDW5H		69 ⅞" (1775mm)		68 ⅝" (1743mm)		68 ⅞" (1749mm)		
423SDW6H		83 7/16" (2119mm)		82 7/16" (2087mm)		82 7/16" (2093mm)		

Control Box Installation:

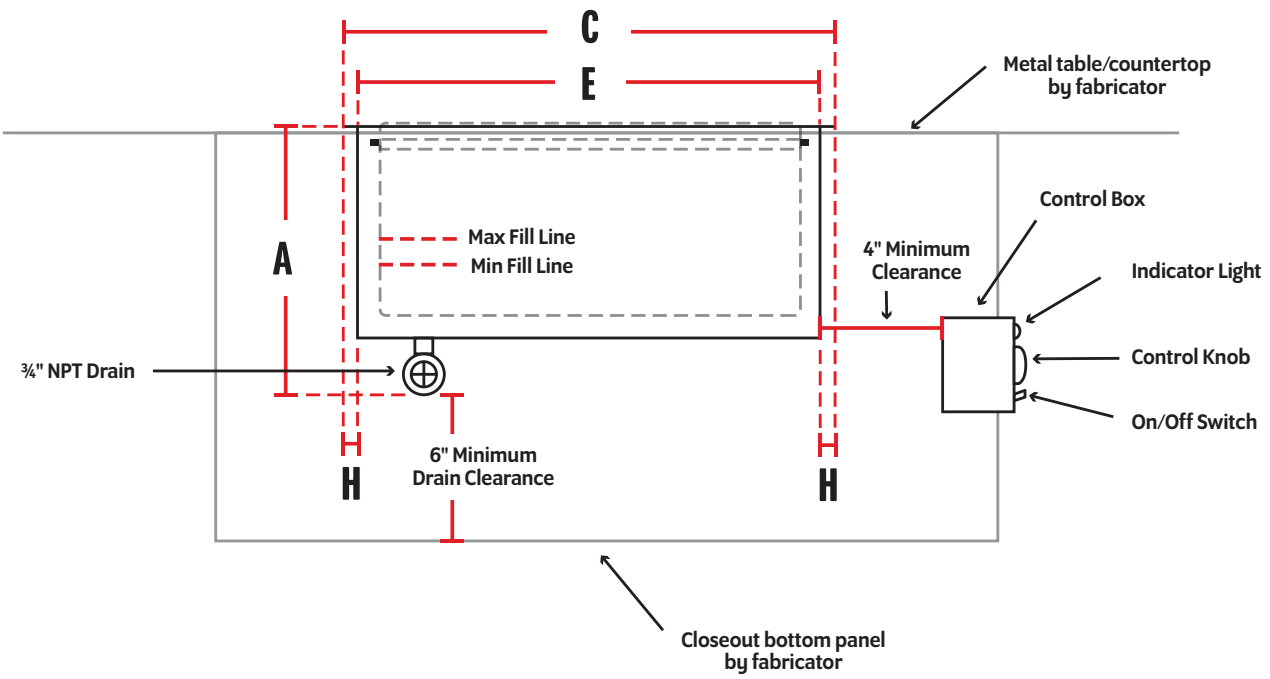
Item #	Control Box *(No Bezel)*			Control Box *(Bezel)*		Control Box Suggested Cutout Size	
	Width	Depth	Height	Width	Height	Width	Height
Diagram Reference	I	J	K	L	M	N	O
423SDW1A	6 1/2" (165mm)	3 3/8" (85mm)	4 1/8" (105mm)	7 3/4" (197mm)	5 3/8" (137mm)	6 7/8" (175mm)	4 ½" (115mm)
423SDW1H							
423SDW2A	8 1/16" (205mm)			9 5/16" (237mm)		8 7/16" (215mm)	
423SDW2H							
423SDW3H	10 13/16" (275mm)			12 1/16" (307mm)		11 1/4" (285mm)	
423SDW4H	15 9/16" (395mm)			16 13/16" (427mm)		15 15/16" (405mm)	
423SDW5H	18 5/16" (465mm)			19 9/16" (497mm)		18 11/16" (475mm)	
423SDW6H	21 1/8" (537mm)			22 5/16" (567mm)		21 9/16" (547mm)	

INSTALLATION INSTRUCTIONS

GENERAL NOTE: All electric units to be connected and installed must comply with NEC and local codes. Consult a qualified plumber for proper trap and drain installation that complies with local plumbing codes.

1. Cut out countertop as specified.
   NOTE: Unit is designed for installation in stainless steel countertops. If installed in stone or wood countertop, additional clearances between the well and the counter are necessary.
2. Apply putty or butyl tape to the underside perimeter of the well rim outer edge.
3. Apply a ¼" bead of food-grade silicone adjacent to the putty/butyl tape on the well flange.
4. Drop well into the pre-cut opening from the top and push down until the perimeter of the well flange is flush with the counter service.
5. Allow silicone to set and fully cure before making electric and water connections.
6. For control box mounting, complete the following:
   a. Mount control to apron with a minimum 4" clearance between well and control panel.
   b. Mount control to bottom of wells using threaded insert's location in the center front underneath wells.
   c. Mount control to applicable serving cart's apron.
7. Connect ¾" NPT Ball Valve to drain line and connect drain line to waste line.
   NOTE: Copper drain lines are recommended, as hot water may travel through.
8. Connect well wires to electrical supply wiring.

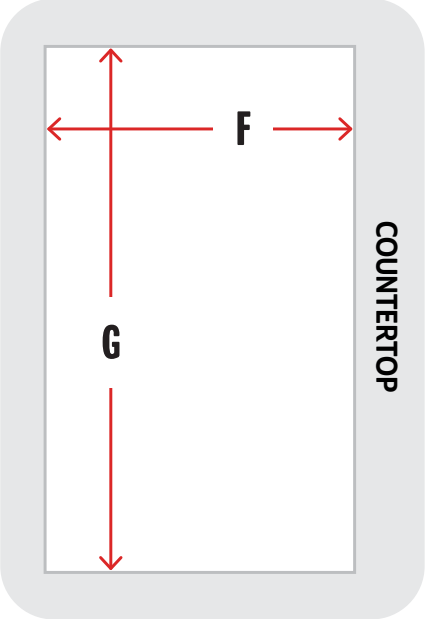
General Installation Diagram- Figure 2:



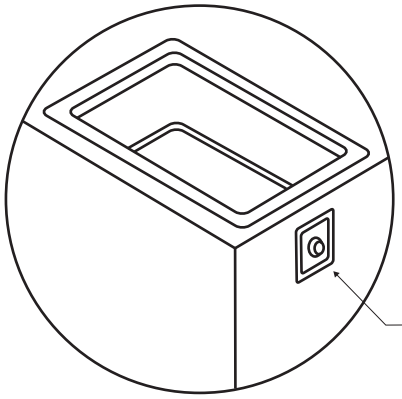
INSTALLATION DIAGRAMS

(Please refer to the Installation Dimensions chart on page 5 for specific model specs and information.)

Drop-In Cut Out Diagram - Figure 3:

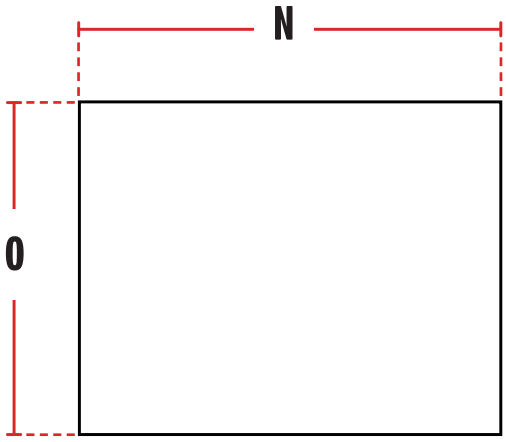


Control Panel Mount Diagram - Figure 4:

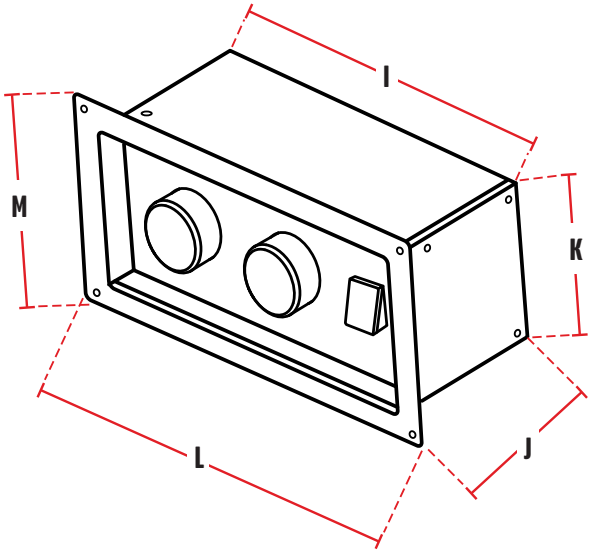


NOTE: Mount wells so that control panel is located in front of the fixture. For 12" x 20" Drop-In Wells, this should be on the short side of the well.

Control Panel Cut Out Diagram - Figure 5:

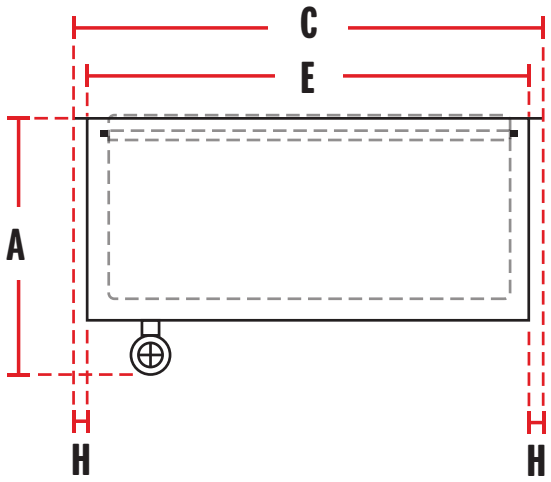


Control Box Diagram - Figure 6:

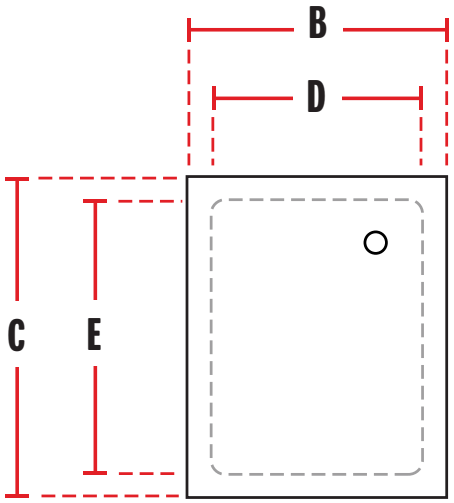


INSTALLATION DIAGRAMS
(CONTINUED)

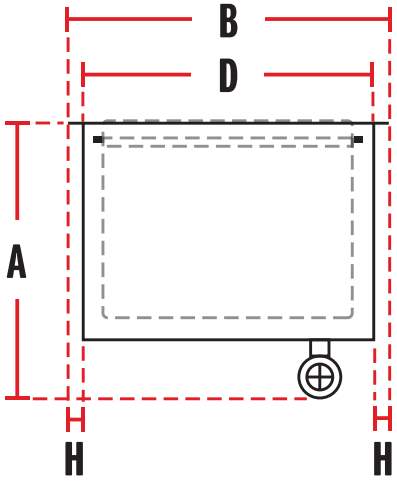
Right Side View - Figure 7:



Top View - Figure 8:



Front View - Figure 9:



CLEANING INSTRUCTIONS

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.
- Cleaning solution or delimer may be run through the warmer.

Cleaning Instructions:

1. Turn off the unit and unplug it, allow the unit up to 30 minutes to cool down.
   NOTE: Uncovering and removing steam table pans can help speed up the cooldown process.
2. Remove all food and steam table pans.
3. Drain unit by opening drain valve.
4. Wipe down entire unit using clean cloth or sponge with mild detergent.
5. Use a PLASTIC scouring pad to remove any hardened food particles or light mineral deposits.
   NOTE: DO NOT use steel wool or stainless steel pads for cleaning.
6. Rinse warmer with vinegar and water solution to neutralize all detergent residue.
   NOTE: If lime or mineral build-up is tough to remove, follow below guide on “Removing Lime and Mineral Deposits”.
7. Close drain valve and refill with proper amount of hot water.
8. Turn control knob ON to check for proper operation.

Removing Lime and Mineral Deposits:

1. Turn off the unit, unplug, and allow the unit to cooldown.
2. Fill the well with a mixture of 70% water and 30% white vinegar to a level where it covers the lime and mineral deposits.
3. Plug in and turn on the unit to the highest temperature and humidity settings. Allow the unit to run for 30 minutes.
4. Turn off the unit and allow unit to cool.
5. Allow the well to stand with the deliming solution for at least two hours (the time required will vary depending on the number of deposits in the well).
6. Drain the well to empty the deliming solution.
7. Scrub the well with a PLASTIC scouring pad then rinse thoroughly with vinegar and hot water solution.
8. Continue to fill and drain the well with clean water until the deliming solution is flushed out and the water flows clear.
   NOTE: If lime and mineral deposits are still present in the well, repeat this procedure and increase the amount of time the deliming mixture stands in the well.

TROUBLESHOOTING

Issue	Reason	Solution
No power to warmer.	Circuit breaker off or tripped.	Reset circuit breaker.
Warmer will not heat.	Temperature control not set.	Set control to desired setting.
Warmer strips circuit breaker.	Wet Insulation.	Verify flange to counter seal is tight, reseal with food grade silicone sealant.
	Well peaking or other internal damage.	Contact Service Agent.
	Internal damage.	Contact Service Agent.
Warmer slow to heat.	Mineral deposits in well acting as an insulator.	Follow delimer instructions.
	Wired to wrong voltage.	Verify supply voltage, match with specified voltage.
Will not hold water.	Drain valve not fully closed.	Check drain valve for debris, clean and close fully.
	Drain valve damaged.	Replace drain valve.
	Well leaking.	Contact Service Agent.
Food product not holding hot enough.	Well being operated as a dry unit.	Allow unit to cool and fill with the appropriate amount of water for wet operation. Wet operation promotes consistent hot food holding.
	The edges of food pans are bent allowing heat to escape.	Install correctly sized new pans with intact edges that seal to the heated well.