

# USER MANUAL

## DRAWER WARMERS

**SERVITE** HOLD IT  
HEAT IT  
MOVE IT



# DRAWER WARMERS



CONFORMS TO UL STD. 197  
CONFORMS TO NSF/ANSI STD. 4

**Models: 423WDNFS1, 423WDNFS2, 423WDNFS3, 423WDNBI1, 423WDNBI2, 423WDSBI1, 423WDSBI2, 423WDSFS1, 423WDSFS2, 423WDSFS3, 423WDSFSD1, 423WDSFSD2, 423WDSFSD3, 423WDSFSD3MK, 423WDSFS3MK, 423WDSBI3K, 423WDNFS3MK, 423WDNBI3K**

UNIT MUST BE KEPT CLEAR OF COMBUSTIBLES AT ALL TIMES.

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ServIt Drawer Warmers are designed to keep foods at optimum serving temperatures without affecting quality. They are built for tough kitchen duty with rugged stainless steel construction, heavy-duty hardware, stainless steel sides, and positive closing drawers. Drawer warmers keep everything from meat to vegetables to rolls hot and flavor fresh until served, with ultimate control over dry-moist environments and temperature for your delicious foods.

On multiple drawer units, each drawer features individual controls for holding a wider variety of hot foods during peak serving periods. Each drawer cavity is individually insulated to keep heat transfer between drawers minimal and food at optimal temperature.

This manual provides the installation, safety, and operating instructions for drawer 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 Drawer Warmers are intended 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:** 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.
- **CAUTION:** For optimal performance and safety, the drawer 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 drawer warmer.

## 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 an electrical receptacle of proper size and voltage.

Maintenance for all units and installation for built in units must be performed by a certified and insured food service technician. Installation must conform to all local electrical codes. 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.
- 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.

## 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. Use warm, soapy water. Reference the cleaning instructions on pages 9–10 for more information.

## BURN HAZARD

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

## SPECIFICATIONS

- Cordset Configuration: 120V; NEMA 5-15P plug, 3 wire grounded cord.

## OPERATING INSTRUCTIONS

### GENERAL INFORMATION

- Always clean equipment thoroughly before first use (see "General Cleaning" section).
- 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 grounding 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.
- Where applicable: Do not cook, warm, or hold food directly in liner pans (well pans). Always use steam table pans, insets, etc.
- Never hold perishable food below 150°F (66°C).

## INSTALLATION & FIRST USE INSTRUCTIONS

**CAUTION:** Drawer warmer units are heavy and require two or more people to install.

1. Examine the exterior of the packaging for any signs of damage that might have occurred during shipping.
2. Remove unit from carton and all packaging materials from the unit.
3. Remove the manual/information packet from the unit.
4. If installing casters, see "Installing Casters" section.
5. Place the unit in desired location.

**NOTE:** Place where the ambient air temperature is constant and a minimum of 70°F. Avoid areas that are subject to active air movements or currents. Make sure the unit is located on a solid, level surface at a proper height for convenient use, and is also following health standards.

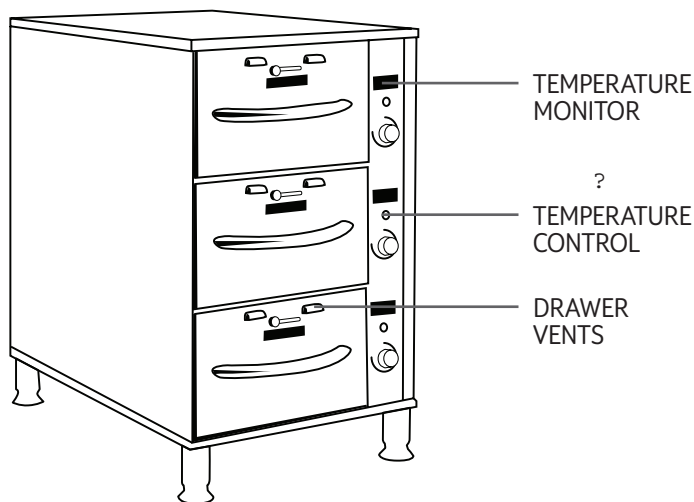
**NOTE:** For built-in units, we recommend a cavity with an open back and at least 1" spacing on top and sides for proper ventilation. Built-in units should also be free from active air currents and away from any liquids or potential spills. Place cord in the cavity first before the unit.

6. Locate an outlet of the correct plug and voltage type for the unit and plug it in.
7. For thermostatic dial models, turn the temperature control knob to the desired setting. For thermostatic digital models, using the Up Arrow and Down Arrow buttons, set the desired temperature. The Set Temperature Screen will blink a few times to confirm set temperature. See "Recommended Settings Chart" section below for proper Food Holding Guidelines.
8. Allow each drawer 30 minutes to preheat to the desired temperature.
9. Place rolls, other bakery items, or precooked food (minimum 160°F) directly in stainless steel drawer pans or use a combination of different compatible sizes of food pans up to 6" (152 mm) deep.  
**NOTE:** Perforated pans may be used with damp towel or small amount of hot water in the drawer pan to prevent food from drying out.
10. Adjust drawer vents for desired humidity by sliding the vent knob on the drawer front. Opening the vent completely allows maximum moisture to escape and leads to a drier food product. Keep the vent closed to maintain food product moisture.
11. If too much moisture accumulates around drawer front or vent, reduce temperature setting or move vent knob to dry position.
12. When the unit is no longer needed during the day, or needs to be cleaned, turn the unit "OFF" and allow up to 1 hour to cool down. Once cool, empty the well and complete necessary procedure. Removing any steam table pans will accelerate the cooldown process.

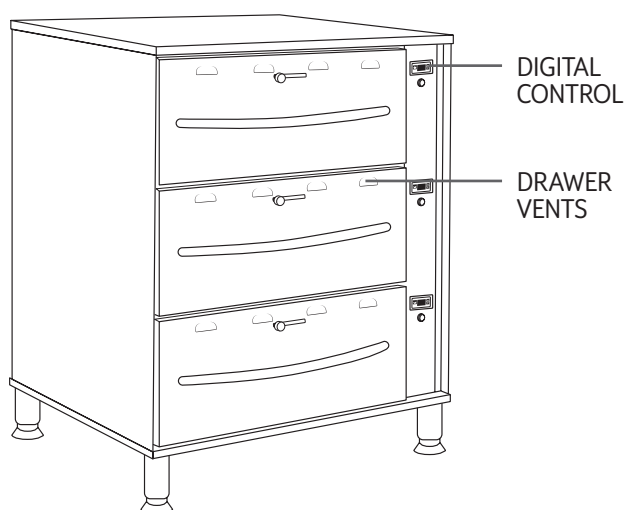
**CAUTION:** Initial heating of unit may generate smoke or fumes and must be done in a well-ventilated area. This is standard and may last up to 60 minutes during the initial startup. Operate unit without food until smoke and fumes have dissipated.

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

## Holding Drawer Warmer



## Digital Drawer Warmer

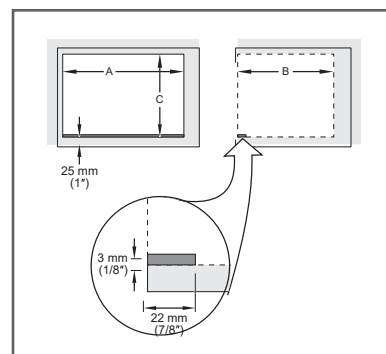
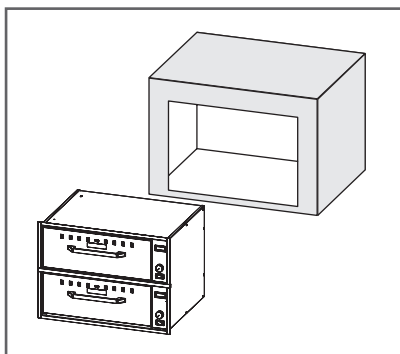


## BUILT-IN INSTALLATION INSTRUCTIONS

This unit must be installed by a certified and insured foodservice equipment technician. Any cutout dimensions provided are intended to give an idea of the space required and may vary within normal manufacturing tolerances. We highly recommend that you receive the unit, measure it to confirm exact dimensions needed, and then proceed with making the cutout(s).

1. Cut a precise opening in your cabinet based on the provided cutout dimensions chart.  
**NOTE:** Maintain a minimum 1" clearance between the opening and the floor.
2. Attach a locking strip (not included) to the lower front inside lip of the cabinet opening.
3. Ensure a grounded electrical supply of the correct voltage and size is installed inside the cabinet cutout.
4. Have a certified and insured food service technician connect the unit's wires to the electrical supply.
5. Apply NSF-approved sealant (not included) between the heated drawer flange and the cabinet facing before fully inserting the unit.
6. Slide the unit into the opening until the front locking studs drop behind the locking strip.
7. Pull out the bottom drawer fully and gently pull to verify secure installation.

Cut Out Dimensions	Width	Height	Depth
423WDNB11	19.65"	10.45"	29.95"
423WDSB11	27.65"	10.45"	21.91"
423WDNB12	19.65"	19.8"	29.95"
423WDSB12	27.65"	19.8"	21.91"
423WDNB13K	19.65"	29.2"	29.95"
423WDSB13K	27.65"	29.2"	21.91"



## RECOMMENDED SETTINGS CHART

**NOTE:** Temperature and vent settings will require adjustment according to type and quantity of food, and number of times drawer is opened during operation.

Product	Temperature Setting	Vent	Vent Control Setting
<b>Rolls (Hard)</b>	160–185°F	Dry	Open
<b>Rolls (Soft)</b>	150–175°F	Moist	Open-Half
<b>Vegetables</b>	175–185°F	Moist	Open-Half
<b>Meat, Poultry</b>	165–185°F	Dry	Open-Half
<b>Fish</b>	165–185°F	Moist	Closed
<b>Casseroles</b>	150–175°F	Dry	Open
<b>Pies, Desserts</b>	160–185°F	Dry	Open
<b>Tacos, Tortillas</b>	150–160°F	Moist	Open-Half

## INSTALLING CASTERS

### If putting casters on a new unit

1. Remove all pans from the drawers and place aside.
2. Place the unit on the floor legs down.
3. Facing the front of the unit, gently turn it over so the opposite control side is on the ground.
4. Unscrew (4) legs and place in storage.
5. Remove (4) casters from packaging and screw them into the same spots where the legs were.
6. Tighten down casters with an adjustable wrench to ensure stability of the unit.
7. Return unit to upright position, being careful not to put stress on the casters located near the ground when turning the unit upright.
8. Plug in and continue use.

### If putting casters on a pre-existing unit

1. Turn off the unit and let it cool down completely before handling.
2. Remove all food, pans, and water from the drawers and place aside.
3. Place the unit on the floor legs down.
4. Facing the front of the unit, gently turn it over so the opposite control side is on the ground.
5. Unscrew (4) legs and place in storage.
6. Remove (4) casters from packaging and screw them into the same spots where the legs were.
7. Tighten down casters with an adjustable wrench to ensure stability of the unit.
8. Return unit to upright position, being careful not to put stress on the casters located near the ground when turning the unit upright.
9. Plug in and continue use.

## GENERAL CLEANING

- NEVER clean any electrical unit by immersing it in water. Turn off 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 any inset pans and drawer pans. Wash thoroughly in the sink or dishwasher.
2. Remove drawers: Remove pans and pan inserts. Extend drawer and lift up on the front to clear the drawer stop. Lower drawer and pull straight out.
3. If lime or mineral buildup occurs, follow below guide on "Removing Lime and Mineral Deposits."

## Removing Lime and Mineral Deposits

1. Turn off the unit and allow the unit to cool down.  
**NOTE:** For freestanding units, always unplug the unit when servicing or cleaning. For built-in units, turn the control knob to the "OFF" position and allow up to one hour to cool down before servicing or cleaning.
2. After the unit has cooled, remove and empty the water pan.
3. Fill the water pan with a mixture of 75% water and 25% white vinegar to a level where it covers the lime and mineral deposits.
4. Install the water pan with deliming solution into the unit.
5. Plug in and turn on the unit. Allow the unit to run for 30 minutes.
6. Turn off the unit and unplug the power cord.
7. 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 pan).
8. Remove the water pan and empty the deliming solution.
9. Continue to fill and rinse the water pan with clean water until the pan is clean.
10. Install the clean water pan into the unit. Plug in the unit and fill the water pan as usual for daily operation (1/4" of water is recommended).  
**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.



# 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.
- Please perform a complete cleaning process as outlined in the “General Cleaning” section.
- Use a damp cloth to wipe down all exterior surfaces, including handles, sides, and door.
- 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.
- Check the integrity of electrical cords and plug points.
- If any issues are detected, consult the “Troubleshooting” section or service provider for recommended actions or replacements.

## TROUBLESHOOTING

Problem	Possible Cause	Solution
<b>Unit is not hot enough.</b>	Unit has not had enough time to preheat.	Allow unit 30 minutes to reach operating temperature. This can be accelerated by closing the drawer vent(s).
	Temperature control is set too low.	Change the temperature to a higher setting.
	Drawer(s) are not closed completely.	Make sure all drawers are completely closed.
	Defective internal thermostat.	Contact an authorized electrician.
<b>Unit is too hot.</b>	Temperature control is set too high.	Change the temperature to a lower setting.
	Unit is connected to incorrect power supply.	Contact an authorized electrician.
	Defective internal thermostat.	Contact an authorized electrician.
<b>Product is too dry.</b>	Drawer vent is open.	Close drawer vent.
	Water pan is empty or not installed.	Install/fill water pan and control moisture level using drawer vents.
<b>Product is too moist.</b>	Drawer vent is closed.	Close drawer vent.
	Water pan is installed but not needed.	Remove water pan from drawer.
<b>Unit is not working at all.</b>	Unit is not plugged in.	Plug unit into proper power supply.
	Unit is not turned on.	Press the on/off switch on the digital control.
	Circuit breaker tripped.	Reset circuit breaker.
	Control knob is defective.	Contact an authorized electrician.
	Defective internal thermostat.	Contact an authorized electrician.
	Heating element is burned out.	Contact an authorized electrician.
<b>Error Code “HHH” showing for digital control models.</b>	Sensor error or temperature of the drawer is too high.	Lower the temperature of the drawer or replace the thermostat.
<b>Error Code “LLL” showing for digital control models.</b>	Sensor error or temperature of the drawer is too low.	Increase the temperature of the drawer or replace the thermostat.