



User Manual

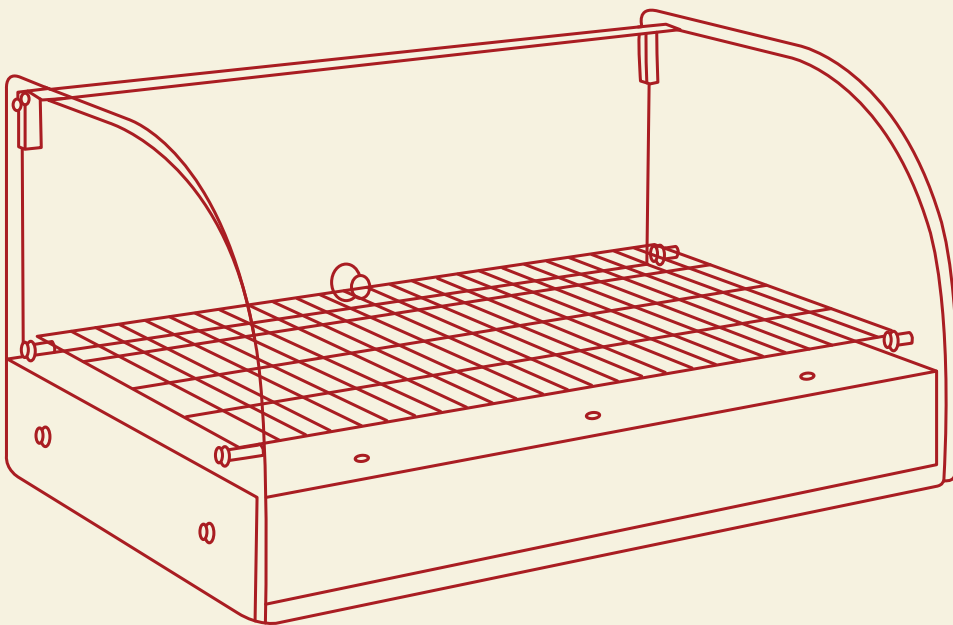
# Heated Display Merchandisers

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# Heated Display Merchandisers

## User Manual



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### Critical Information

- It is essential to avoid overloading the heated display merchandiser. Placing too many items inside can obstruct proper air circulation, resulting in uneven heating and potential damage to the merchandiser.
- Food must be cooked and hot before loading. This is not a rethermalizer, you must follow all food safety guidelines.



CONFORMS TO NSF-4  
CONFORMS TO CAN/CSA-C22.2 NO. 109  
CONFORMS TO UL-197

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## Hazard Statements

### General Safety

- **Read the Manual:** Thoroughly read and understand the manual before setting up, operating, or cleaning the heated display merchandiser.
- **Instruction and Training:** Instruct and train users in the safe and correct operation of the heated merchandiser to prevent accidents and achieve consistent heating results.
- **No Modifications:** Never modify the merchandiser's settings, components, or features, or use them in ways outside of the manufacturer's specifications. Modifications may compromise safety and void warranties.
- **Do Not Operate Unattended:** Never operate the heated merchandiser unattended to ensure safety and prevent accidents.
- **Wear Proper Apparel:** Always wear appropriate clothing. Avoid loose-fitting or hanging garments while operating the heated merchandiser to prevent hazards.
- **Indoor Use Only:** Use the heated merchandiser indoors only. Do not use outdoors to maintain safety and functionality.

### Electrical Safety

- **Electrical Connections:** Hardwired electrical connections must be completed by a certified and insured electrician.
- **Dedicated Circuit:** Connect the merchandiser to a dedicated electrical circuit for optimal performance and safety. Avoid sharing the circuit with other appliances to prevent power fluctuations and reduce the risk of tripping the circuit breaker.
- **Proper Voltage:** Ensure the heated merchandiser is plugged into a grounded outlet with the correct voltage. The pre-attached plug should not be replaced without professional installation. Never use an extension cord.
- **Grounding:** Ensure the merchandiser is properly grounded to prevent electric shock.
- **Cord Safety:** Keep all cords, plugs, and electrical components away from water or other liquids to protect against electrical shock. Do not let cords hang over counters to prevent tripping hazards. Replace cords only with the manufacturer's specified cord set.

### Operational Safety

- **Overheat Control:** Monitor the heated merchandiser during use to prevent overheating, especially during extended operation.
- **Ventilation:** Ensure adequate ventilation around the merchandiser to prevent overheating and ensure efficient operation.
- **Surfaces:** Avoid touching hot surfaces. Use handles if applicable.
- **Child Safety:** Keep children away from the merchandiser and its controls to prevent accidents or misuse.
- **Emergency Procedures:** Familiarize yourself with how to turn off the merchandiser quickly in case of emergencies.
- **Instruction Labels:** Ensure that all operational and safety labels are visible and legible. Do not remove any labels.

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### Cleaning and Maintenance

- **Unplug and Cool Before Cleaning:** Always unplug the merchandiser and allow it to cool completely before cleaning or performing maintenance.
- **Regular Cleaning:** Clean and maintain the heated merchandiser regularly according to the manufacturer's instructions to ensure safe and hygienic operation.
- **Chemical Usage:** If using cleaning chemicals, follow the manufacturer's guidelines for safe handling and storage.
- **Sanitization:** After cleaning, sanitize the interior to prevent food contamination.
- **Element Check:** Regularly inspect the heating elements for damage or improper function.
- **Regular Inspection:** Regularly inspect the merchandiser for signs of wear, damage, or malfunction, and address any issues promptly.
- **Maintenance Schedule:** Follow the maintenance schedule outlined in the manual to ensure the longevity and safety of the merchandiser.

### Installation and Placement

- **Proper Installation:** To reduce the risk of fire, the merchandiser should be mounted on a noncombustible surface, with no combustible flooring or surface finishes underneath. Ensure that the surrounding area is noncombustible, extending at least 12" beyond the unit on all sides.
- **Placement:** Place the merchandiser on a stable, level surface near an electrical outlet in a climate-controlled room. Maintain at least 6" of clearance on all sides for adequate airflow and proper operation.
- **Ventilation Space:** Ensure a minimum of 6" of space on all sides of the merchandiser for ventilation. Proper ventilation is critical for consistent performance and to extend the unit's life.
- **Initial Setup and Unboxing:** Inspect the packaging for damage before unboxing. Open packaging carefully to avoid damaging the merchandiser or its components.
- **Accessories:** Some models may include accessories like a water pan. Ensure proper placement and use of any additional accessories. Avoid using attachments not recommended by the manufacturer, as they may cause damage or injury.

### Initial Setup

- **Inspect the Packaging:** Examine the heated merchandiser packaging for any signs of damage that may have occurred during shipping.
- **Unboxing:** Open the packaging with care. Use scissors or a box cutter to cut open the box, ensuring you do not damage the heated merchandiser or its components.
- **Additional Accessories:** These heated merchandisers come with additional features like a water pan. Familiarize yourself with their proper placement and use. The use of accessory attachments not recommended by the appliance manufacturer may cause injuries or damage to the equipment.
- **Placement:** Ensure a minimum clearance of 6" on all sides of the heated merchandiser to ensure proper airflow. Avoid positioning the merchandiser directly adjacent to a heat source. Place the heated merchandiser on a stable surface near an electrical outlet. It is required to place the merchandiser in a climate-controlled room to enhance its durability. Level placement is crucial for the heated merchandiser to work effectively.
- **Ventilation Space:** Allow at least 6" of space on every side of the heated merchandiser for adequate ventilation. Heated merchandisers generate heat, and maintaining proper ventilation is vital for consistent performance and the appliance's lifespan.

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## Cleaning

### Daily Cleaning

- **Wipe:** Wipe down the heated merchandiser with a damp cloth and mild cleaning solution, ensuring all food particles are removed.
- **Tougher Residues:** For stubborn residues, a gentle cleaner can be used. Always allow the merchandiser to cool before cleaning.

### Weekly Cleaning

- **Emptying:** Make sure the heated merchandiser is empty.
- **Unplug:** Always unplug the heated merchandiser from the electrical outlet before cleaning to reduce the risk of electrical shock.
- **Gloves:** Wearing gloves is recommended to protect your hands from grease or sharp edges.
- **Warm Water:** Use warm water combined with gentle dish detergent to clean the removable parts.
- **Soft Sponge:** Always use a non-abrasive sponge to prevent scratching any surfaces of the display merchandiser.
- **Thorough Rinsing:** Rinse all removable parts thoroughly to remove any soap residue, which could affect the taste of your food. Wipe dry any nonremovable parts thoroughly.
- **Use a Brush:** Use a soft-bristle brush to clean hard-to-reach areas, especially around the heating elements or vents.
- **Wiping Down Exterior:** Regularly wipe down the exterior of the heated merchandiser to prevent buildup and maintain its appearance.
- **Safe Cleaners:** If additional cleaning power is needed, use non-abrasive, food-safe cleaning solutions.
- **Choose a Sanitizer:** Use a food-grade sanitizer on parts that regularly encounter food.
- **Sanitizer Residue:** Make sure all sanitizing solution is fully removed. For most heated merchandisers, wiping them down with clean water will suffice.
- **Air Dry:** Allow all removable parts to air dry in a well-ventilated area. Make sure they are completely dry before reassembling.
- **Inspection:** Before reassembly, ensure all parts are clean, sanitized, and fully dry.

## Operation

**NOTE:** This unit is NOT a rethermalizer. Follow all food safety guidelines and best practices.

- **Plug in the Heated Merchandiser:** Before plugging in, ensure all settings are in the “OFF” position and that all components are installed according to the user manual.
- **Connect the appliance** to a dedicated circuit with the appropriate size breaker, as indicated on the data plate.
- **Settings & Programming:** Familiarize yourself with the heated merchandiser controls, which accommodate different heating needs. Use the dial thermostat to set the temperature. The pilot light will illuminate when the heating elements are powered.
- **Powering Up:** Adjust the thermostat to the desired temperature.
- **Light Switch:** If light is needed, turn the light switch to “ON.”
- **Preheat:** Preheat the merchandiser to the desired temperature before use.
  - This ensures consistent heating and proper operation.
  - We recommend preheating for 30 minutes at max temperature before placing food inside.

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- **Temperature & Mode Settings:** Adjust the thermostat to your desired temperature. You may adjust the desired temperature between 86°F-194°F.
  - The heating light will illuminate when the heating elements are on.
  - If your unit is equipped with a water pan and if humidity is needed, add up to ~2 cups (~500mL) of water to the water pan, checking regularly during operation.
  - If your unit is equipped with a water pan, allow the water to cool completely before removing and disposing of it.
- **Loading:** When heating, place your dish or tray inside the merchandiser, ensuring it is centrally located for even heating.
  - Food should be prepared and placed in the merchandiser at proper serving temperatures, as it is not intended for cooking raw food or reheating prepared food.
- **Safety:** Always use oven mitts when removing hot dishes or trays. Keep the merchandiser door closed when not removing food to conserve energy and maintain temperature. Never leave the merchandiser unattended for extended periods during use.
- **Long-Term Storage:** After use and cleaning, store the merchandiser in a dry place, preferably covered, to protect it from dust and ensure its longevity.

## Maintenance

### Regular Cleaning

#### Daily Wipe

**Purpose:** To prevent the buildup of food particles, grime, and bacteria, which could affect the quality of the food and the machine's overall performance.

1. Turn off the machine and disconnect it from the power source.
2. Remove any remaining food particles.
3. Perform a complete cleaning process as outlined in the "Cleaning" section.
4. Use a clean, damp cloth to wipe down all exterior surfaces, including sides, shelves, knobs, switches, pans, and door.
5. Dry all wiped areas with a clean, dry towel to prevent moisture buildup.

### Monthly Checks

#### Inspect for Wear

**Purpose:** To regularly check all components for signs of wear, tear, or damage, and replace as necessary.

1. Turn off and disconnect the machine from the power source.
2. Inspect the plug and cord for any indications of excessive wear, which may encompass discoloration, burn marks, cuts, and tears.
3. If any issues are detected, consult the "Troubleshooting" section, or contact a service provider for recommended actions or replacements.

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### Troubleshooting

PROBLEM	CAUSE	SOLUTION
HEATED MERCHANDISER IS NOT HEATING	Heated merchandiser is not plugged in.	Plug in the equipment.
	Doors are open.	Close the doors.
NO POWER TO THE UNIT	Problem with the outlet.	Check that the voltage of the outlet matches the specifications on the serial plate.
	Circuit breaker tripped.	You may have overloaded the breaker. Reset breaker.
PILOT LIGHT NOT ILLUMINATED	Set temperature reached or pilot light is broken/has a loose connection.	The light will illuminate when heating. If connection is loose, replace pilot light.
INITIAL SETUP: DISPLAY MERCHANDISER TRIPS GFCI OUTLET <b>Note:</b> This can only be used for the first-time setup.	Moisture buildup inside the unit can cause a false trip of the GFCI outlet.	Plug the display merchandiser into a non-GFCI outlet and run it on low for 30 minutes.