



## ***Drawer Warmers / Holding Drawer***

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



**Models:** 423WDNBI, 423WDNFS, 423WDSBI, 423WDSFS

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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 #: 423WDSFS1

MANUFACTURER MODEL#: ENDW-1-1

DESCRIPTION: FREESTANDING STANDARD  
ONE DRAWER WARMER

VOLTAGE: 120V

WATTAGE: 450W

SERIAL #:



MADE IN CHINA

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 slides, 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 Holding Drawers 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.
- Built-in units must be installed by a qualified electrician. 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.
- 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.

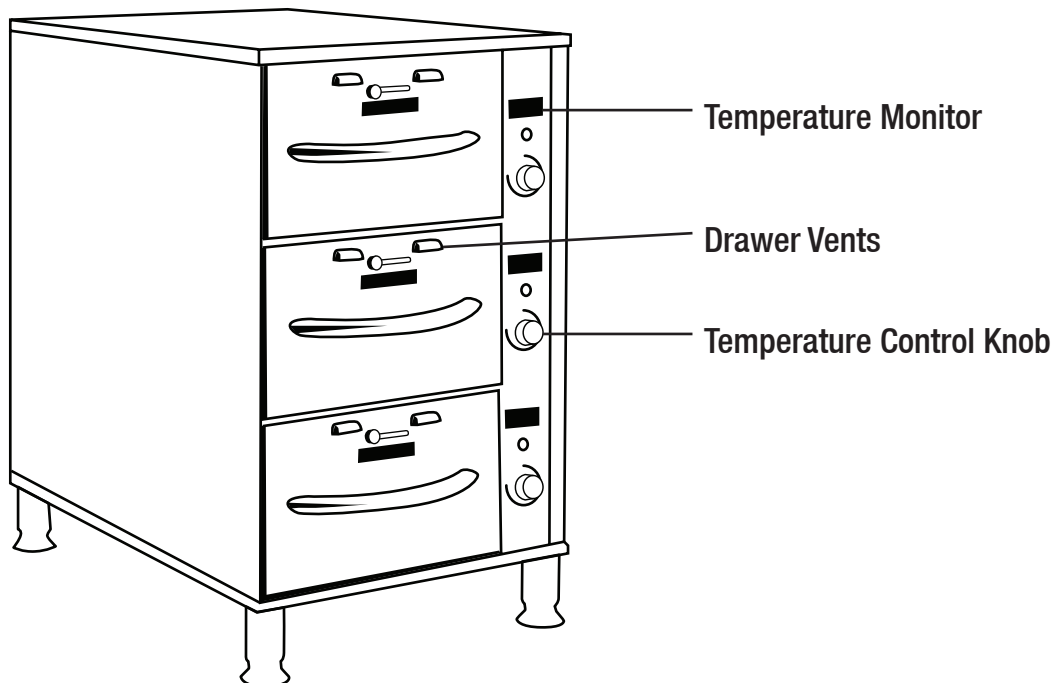
**BURN HAZARD:**

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

## SPECIFICATIONS

- Cordset Configuration: 120V: NEMA5-15P plug, 3 wire grounded cord.
- If the supply cord is damaged, the manufacturer or an authorized service agent or a similarly qualified person must replace it to avoid a hazard or voiding the warranty.

Item #	# Drawers	Voltage	Wattage	Plug Configuration	Shipping Weight
<b>Standard Freestanding</b>					
423WDSFS1	1	120V	450W	NEMA 5-15P	126 LB (57 KG)
423WDSFS2	2	120V	900W	NEMA 5-15P	175 LB (79 KG)
423WDSFS3	3	120V	1350W	NEMA 5-15P	225 LB (102 KG)
<b>Standard Built-In</b>					
423WDSBI1	1	120V	450W	NEMA 5-15P	126 LB (57 KG)
423WDSBI2	2	120V	900W	NEMA 5-15P	175 LB (79 KG)
423WDSBI3K	3	120V	1350W	NEMA 5-15P	225 LB (102 KG)
<b>Narrow Freestanding</b>					
423WDNFS1	1	120V	450W	NEMA 5-15P	126 LB (57 KG)
423WDNFS2	2	120V	900W	NEMA 5-15P	175 LB (79 KG)
423WDNFS3	3	120V	1350W	NEMA 5-15P	225 LB (102 KG)
<b>Narrow Built-In</b>					
423WDNBI1	1	120V	450W	NEMA 5-15P	126 LB (57 KG)
423WDNBI2	2	120V	900W	NEMA 5-15P	175 LB (79 KG)
423WDNBI3K	3	120V	1350W	NEMA 5-15P	225 LB (102 KG)



# 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.
- Where applicable: Do not cook, warm or hold food directly in liner pans (well pans). Always use steamtable pans/ insets, etc.
- Never hold perishable food below 150°F (66°C).

## Installation and First Use Instructions:

**CAUTION:** Drawer warmer units 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. If installing casters, see “Installing Casters” section
4. Place the unit in desired location
5. 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 area and at a proper height for convenient use and also following health standards.
6. 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, as well as being free from active air currents and away from any liquids or potential spills. Place cord in the cavity first before the unit.
7. Locate an outlet of the correct plug and voltage type for the unit and plug in
8. Turn the temperature control knob to the desired setting. See “Recommended Settings Chart” section below for proper Food Holding Guidelines.

## Installation and First Use Instructions Continued:

9. **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 initial startup. Operate unit without food until smoke and fumes have dissipated.
10. Allow each drawer 30 minutes to preheat to the desired temperature.
11. Place food product directly in stainless steel drawer pans or use a combination of different compatible sizes of food pans to 6" (152 mm) deep.
12. **NOTE:** Perforated pans may be used with damp towel or small amount of hot water in the drawer pan to prevent food dry out.
13. **CAUTION:** Use no more than 1 quart (1 liter) for wet operation. Place no more than ¼" of water in the drawer pan.
14. 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 a drier food product. Keep the vent closed to maintain food product moisture.
15. If too much moisture accumulates around drawer front or vent, reduce temperature setting or move vent knob to dry position.
16. When the unit is no longer needed during the day, or needs to be cleaned, turn the temperature knob to the "OFF" position and allow up to 1 hour to cool down. Fully opening the drawers or vents will accelerate the cooldown process.

## 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 insure 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 insure 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.

## **RECOMMENDED SETTINGS CHART**

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

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

## **GENERAL CLEANING**

### **Notes:**

- 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.

## GENERAL CLEANING CONTINUED

### Instructions:

1. Follow General Cleaning instructions (above).
2. Remove any inset pans and drawer pans. Wash thoroughly in the sink or dishwasher.
3. 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.
4. If Lime or Mineral build-up occurs, follow below guide on “Removing Lime and Mineral Deposits”.

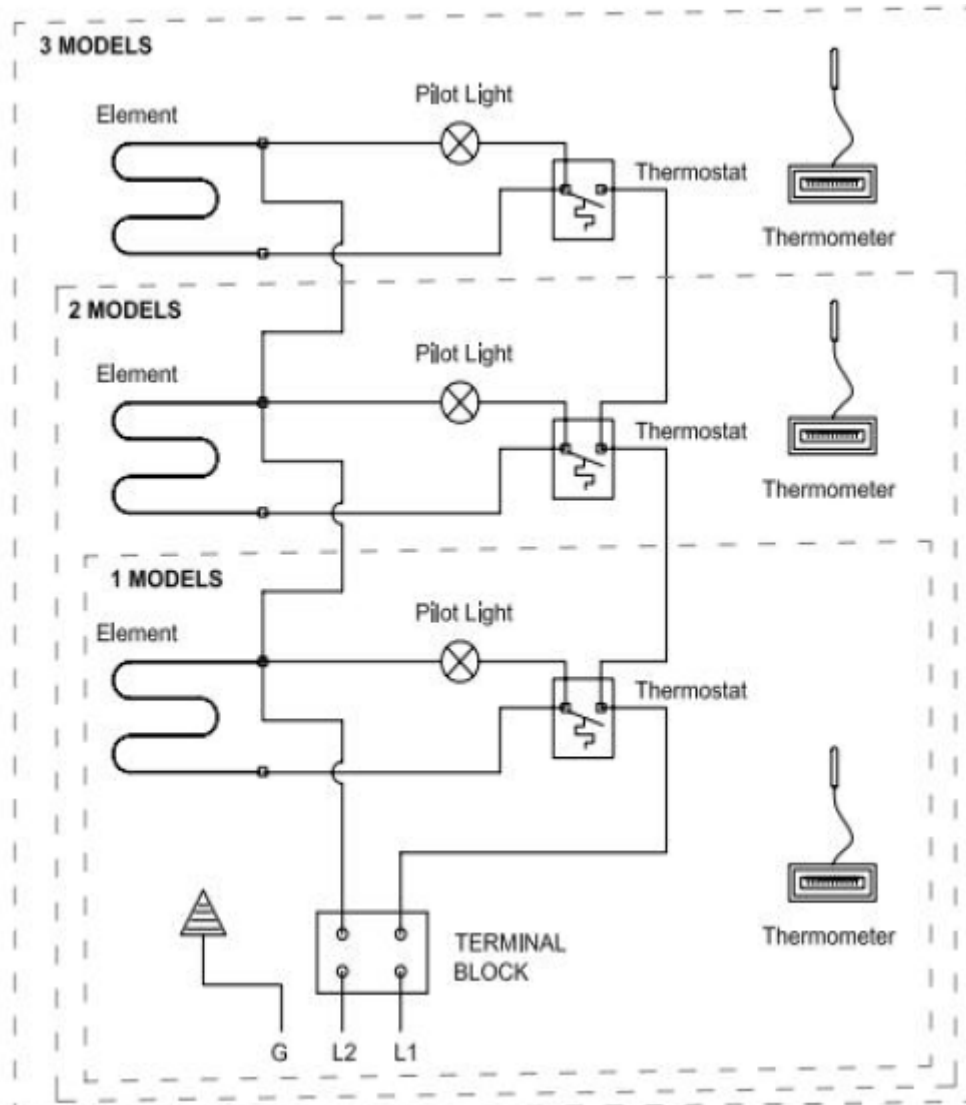
### Removing Lime and Mineral Deposits:

1. Turn off the unit, and allow the unit to cooldown.  
**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 1 hour to cooldown 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 (freestanding models).
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.

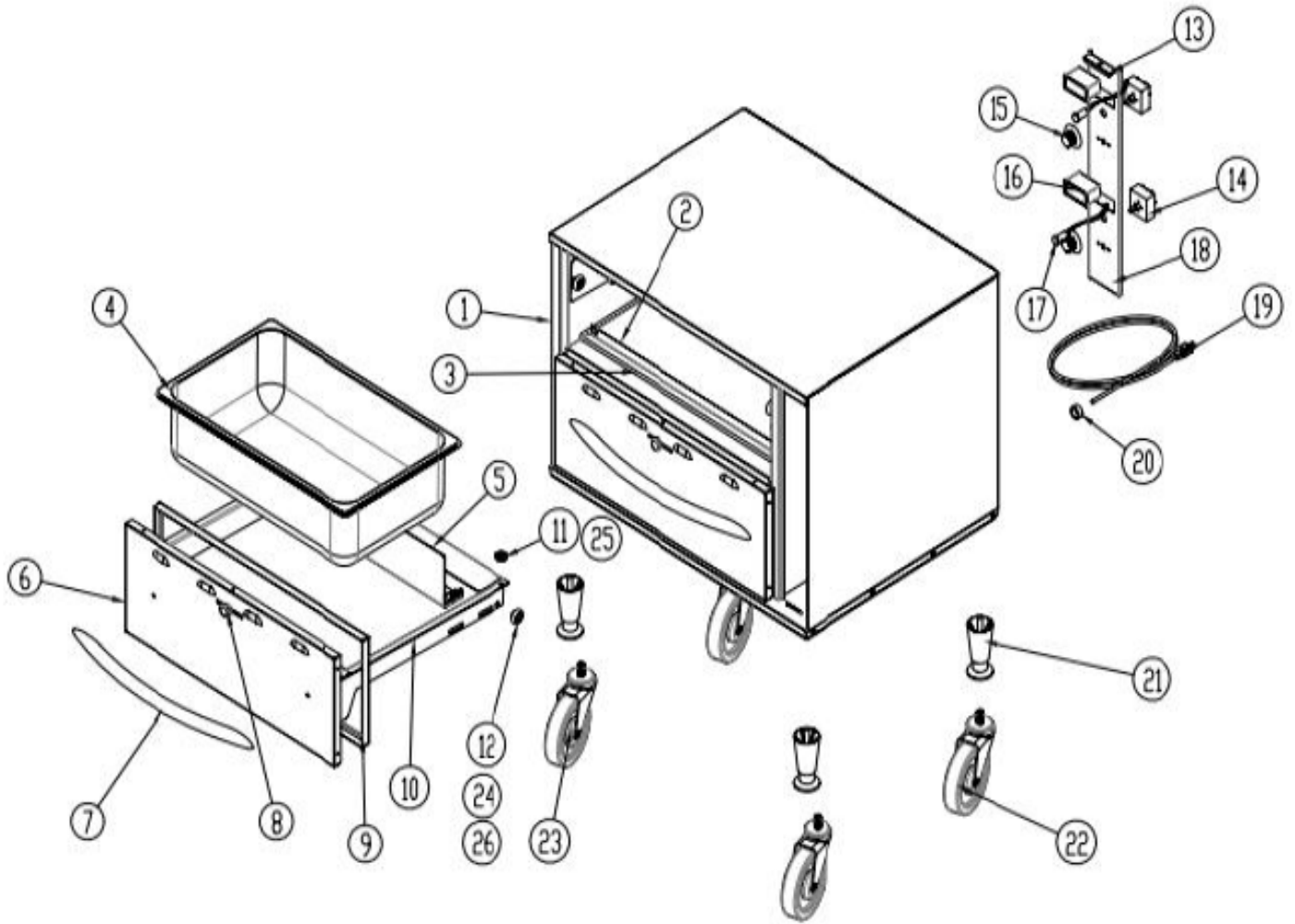
# TROUBLESHOOTING

<b>Issue</b>	<b>Potential Cause</b>	<b>Solution</b>
Unit is too hot	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
Unit is not hot enough	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
Product is too dry	Drawer vent is open	Move drawer vent to closed
	Water pan is empty or not installed	Install/fill water pan and control moisture level using drawer vents
Product is too moist	Drawer vent is closed	Move drawer vent to open
	Water pan is installed but not needed	Remove water pan from drawer
Unit is not working at all	Unit not plugged in	Plug unit into proper power supply
	Unit not turned on	Turn control knob away from "OFF"
	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

## DRAWER WARMER WIRING DIAGRAM



# STANDARD DRAWER WARMER EXPLODED VIEW

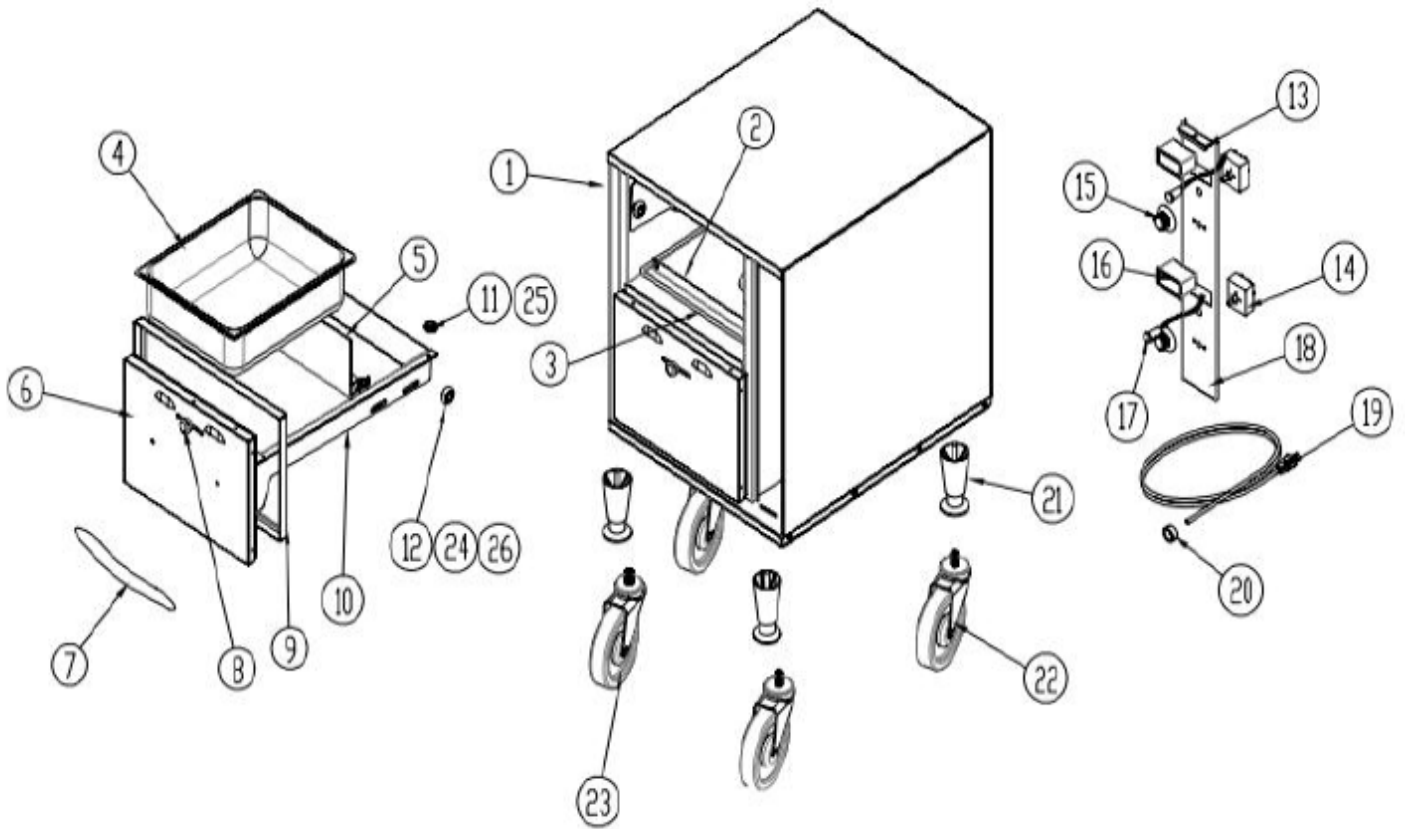


## STANDARD DRAWER WARMER PARTS LIST

Item	Item#	Part #	Description
1		DW1-010001	Body Assembly
		DW2-010001	Body Assembly
		DW3-010001	Body Assembly
2		DW-010321	Element Bracket
3	423WDSP3	DWFRG-120	Heating Element
4		DW-030001	Pan
5		DW-020301	Center Pan Support Assembly
6		DW-020201	Drawer Face Assembly
7	423WDSP7	DW-020401	Drawer Handle
8	423WDP8	N/S	Drawer Vent Knob
9	423WDSP9	DW-020701	Gasket
10		DW-020101	Drawer Inner Frame Weldment
11	423WDP11	DW-020501	Guard Bearing
12	423WDP12	DW-020601	Slide Bearing
14	423WDP14	N/S	Thermostat 250V 105°
15	423WDP15	N/S	Knob
16	423WDP16	N/S	Mechanical Temperature Indicator(0~120°)
17		N/S	Power Indicator Light
18		N/S	Control Panel 1 Drawer
		N/S	Control Panel 2 Drawer
		N/S	Control Panel 3 Drawer
19	423WDP19	N/S	Cord & Plug NEMA (5-15)
20		N/S	Cable Bushing
21	423WDP21	N/S	Leg
21B	423WDSTK3	DWB3-010301	Trim Kit (Convert Free-standing to Built-in model)
22	423WDP22	N/S	Caster with Brake (Option)
23	423WDCASTER	N/S	Caster (Option)
24		N/S	Screw 1/4-20X1.25"
25		N/S	Screw 1/4-20X0.75"
26		N/S	Nylon Lock Nut 1/4-20"

**NOTE:** Casters and trim kits are accessory options that do not come with free-standing units unless otherwise noted.

## NARROW DRAWER WARMER EXPLODED VIEW



## NARROW DRAWER WARMER PARTS LIST

Item	Item#	Part #	Description
1		DWS1-010001	Body Assembly
		DWS2-010001	Body Assembly
		DWS3-010001	Body Assembly
2		DWS-010321	Element Bracket
3	423WDNP3	DWFRGS-120	Heating Element
4		DW-030001	Pan
5		DWS-020301	Center Pan Support Assembly
6		DWS-020201	Drawer Face Assembly
7	423WDNP7	DWS-020401	Drawer Handle
8	423WDP8	N/S	Drawer Vent Knob
9	423WDNP9	DWS-020701	Gasket
10		DWS-020101	Drawer Inner Frame Weldment
11	423WDP11	DW-020501	Guard Bearing
12	423WDP12	DW-020601	Slide Bearing
14	423WDP14	N/S	Thermostat 250V 105°
15	423WDP15	N/S	Knob
16	423WDP16	N/S	Mechanical Temperature Indicator(0~120°)
17		N/S	Power Indicator Light
18		N/S	Control Panel 1 Drawer
		N/S	Control Panel 2 Drawer
		N/S	Control Panel 3 Drawer
19	423WDP19	N/S	Cord & Plug NEMA (5-15)
20		N/S	Cable Bushing
21	423WDP21	N/S	Leg
21B	423WDNTK3	DWSB3-010201	Trim Kit (Convert Free-standing to Built-in model)
22	423WDP22	N/S	Caster with Brake (Option)
23	423WDCASTER	N/S	Caster (Option)
24		N/S	Screw 1/4-20X1.25"
25		N/S	Screw 1/4-20X0.75"
26		N/S	Nylon Lock Nut 1/4-20"

**NOTE:** Casters and trim kits are accessory options that do not come with free-standing units unless otherwise noted.



# Equipment Limited Warranty

ServIt warrants its equipment to be free from defects in material and workmanship for a period of 1 year. This is the sole and exclusive warranty made by ServIt covering your ServIt brand equipment. A claim under this warranty must be made within **1 year** from the **date of purchase** of the equipment. Only the equipment's original purchaser may make a claim under this warranty. ServIt reserves the right to approve or deny the repair or replacement of any part or repair request. The warranty is not transferable. ServIt Equipment installed in/on a food truck or trailer will be limited to a period of **30 days** from the original date of purchase.

## **To Make a Warranty Claim:**

For Warranty Inquiries contact the location where you purchased the product:

- **WebstaurantStore.com:** Contact [help@webstaurantstore.com](mailto:help@webstaurantstore.com). Please have your order number ready.
- **The Restaurant Store:** If you purchased this unit from your local store, please contact your store directly.
- **TheRestaurantStore.com:** Online purchases, call 717-392-7261. Please have your order number ready.

Failure to contact the designated location prior to obtaining equipment service may void your warranty.

ServIt makes no other warranties, express or implied, statutory or otherwise, and **HEREBY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE.**

## **This Limited Warranty does not cover:**

- Equipment sold or used outside the Continental United States
- Use of unfiltered water (if applicable)
- ServIt has the sole discretion on wearable parts not covered under warranty
- Equipment not purchased directly from an authorized dealer
- Equipment used for residential or other non-commercial purposes
- Equipment that has been altered, modified, or repaired by anyone other than an authorized service agency
- Equipment where the serial number plate has been removed or altered.
- Damage or failure due to improper installation, improper utility connection or supply, and issues resulting from improper ventilation or airflow.
- Defects and damage due to improper maintenance, wear and tear, misuse, abuse, vandalism, or Act of God.

Any action for breach of this warranty must be commenced within 1 year of the date on which the breach occurred. No modification of this warranty, or waiver of its terms, shall be effective unless approved in a writing signed by the parties. The laws of the Commonwealth of Pennsylvania shall govern this warranty and the parties' rights and duties under it. ServIt shall not under any circumstances be liable for incidental or consequential damages of any kind, including but not limited to loss of profits.