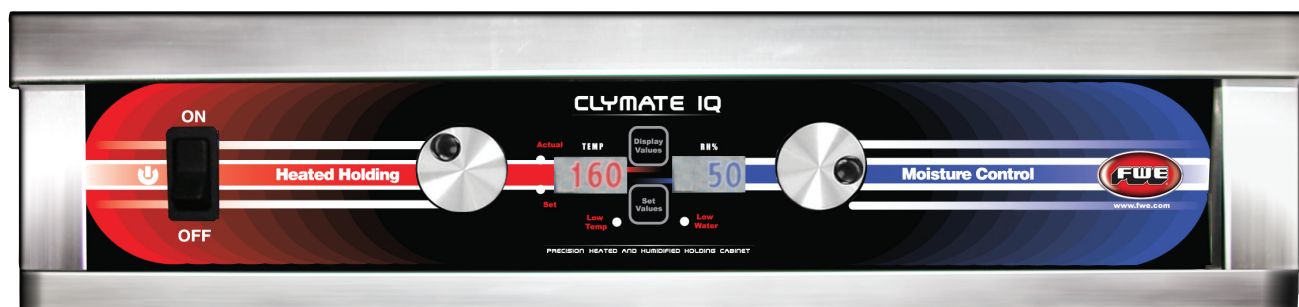




## OPERATING INSTRUCTIONS



### ***Precision Heated and Humidified Holding Cabinet***



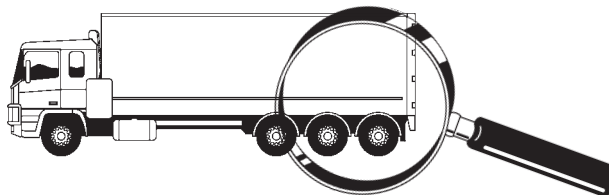
C US

PHTT Models

# ***FWE PRECISION HEATED TEMPERATURE TECHNOLOGY***

## ***BEFORE SETTING UP***

### ***DELIVERY INSPECTION***



All **FWE** equipment is shipped in containers in to prevent damage. Upon delivery of your new cabinet:

- Inspect the shipping container for external damage. Any evidence of damage should be noted on the delivery receipt which should be then signed by the driver.
- Uncrate your cabinet and check for external damage. Carriers will accept claims for concealed damage if notified within fifteen (15) days of delivery and shipping container is retained for inspection.

FWE - Food Warming Equipment Company - cannot assume responsibility for loss or damage suffered in transit. The carrier assumed full responsibility of delivery in good order when shipment was accepted. We are, however, prepared to assist you if filing a claim is necessary. Notices are posted on the outside of each carton regarding freight claims and damage to further familiarize you with this information, as shown here.

All units are factory tested for performance and certified free from defects when shipped. The utmost care has been taken in manufacturing, crating and final inspection at the factory and / or shipping point to assure against damage in transit.

Should there be noted damage upon uncrating, carefully check the crate for visible signs of the cause. Save all crating material and immediately file a claim of damage with the carrier. Under no conditions may a damaged unit be returned to FWE without an RGA - *Return Goods Authorization Number*. If damage is discovered, call your dealer, trucking company & FWE - Customer Service Department at 815-459-7500.

#### **-IMPORTANT-**

This merchandise has been thoroughly inspected and carefully packed before leaving our plant. Responsibility for its safe delivery was assumed by the carrier at the time of shipment. Claims for loss or damage to the contents, should therefore, be made upon the carrier as follows:

**In case of damage, it is your responsibility to  
SAVE ALL CARTON(S) AND PACKING MATERIALS  
for the carrier's inspection.**

#### **VISIBLE LOSS OR DAMAGE**

Any external evidence of loss or damage must be noted on the freight bill or express receipt, and signed by the carrier's agent. Failure to **ADEQUATELY DESCRIBE EXTERNAL DAMAGE** of loss or damage may result in the carrier refusing to honor a damage claim. The form required to file such a claim will be supplied by the carrier.

#### **CONCEALED LOSS OR DAMAGE**

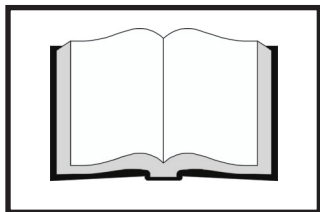
Concealed loss or damage means loss or damage that does not become apparent until the merchandise has been unpacked. The contents may be damaged in transit due to rough handling even though the carton may not show external damage. When the damage is discovered upon unpacking, **SAVE PACKING MATERIALS, TAKE PHOTOS OF DAMAGE** and make a written request for inspection by the carrier's agent within fifteen (15) days of the delivery date. Then file a claim with the carrier since such damage is the carrier's responsibility. By following these instructions carefully, we guarantee our full support of your claims to protect you against loss from concealed damage.

**DO NOT RETURN DAMAGED MERCHANDISE  
TO US. FILE YOUR CLAIM AS ABOVE.**



# ***FWE PRECISION HEATED TEMPERATURE TECHNOLOGY***

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# ***FWE PRECISION HEATED TEMPERATURE TECHNOLOGY***



## ***CONGRATULATIONS...***

...and thank you for purchasing an FWE PHTT unit. Your unit has been designed and manufactured under rigid controls to assure you the most efficient service. It is a full time unit, and may be used continuously.

Please take a moment to read through this booklet of important information pertaining to your cabinet. By following a routine of proper use and care described on the following pages, your cabinet will last for many years.

### **IMPORTANT THINGS TO DO:**

- Properly uncrate your unit and check for any possible damage.
- Read this operating manual and instructions.
- Return your warranty & manufacturer Registration Card. Your **Manufacturer Registration Card** must be returned within 30 days after initial delivery to put warranty into effect.
- Review installation instructions and have your unit(s) properly installed.
- Make sure all operators understand the contents of this manual, operation, and food safety information.

## ***IMPORTANT***

The Information contained in this manual is important for the proper installation, use, and maintenance of this unit. Adherence to these procedures and instructions will result in satisfactory performance and results as well as long trouble-free service.

Please read this manual carefully and retain it for future reference.

All operators of this equipment should be familiar with the operation of this unit and have access to this manual for easy reference.

## ***FOR YOUR SAFETY - PLEASE NOTE:***

THE INFORMATION CONTAINED IN THIS SECTION IS PROVIDED FOR THE USE OF QUALIFIED OPERATING PERSONNEL. QUALIFIED OPERATING PERSONNEL ARE THOSE WHO HAVE CAREFULLY READ THE INFORMATION CONTAINED IN THIS MANUAL AND ARE FAMILIAR WITH THE FUNCTIONS OF THE UNIT AND/OR HAVE PREVIOUS EXPERIENCE WITH THE OPERATION OF THE EQUIPMENT DESCRIBED. ADHERENCE TO THE PROCEDURES RECOMMENDED HEREIN WILL ASSURE THE ACHIEVEMENT OF OPTIMUM PERFORMANCE AND LONG, TROUBLE-FREE SERVICE.

**Please take the time to read the following safety and operating instructions. They are the key to the successful operation of your FWE oven**

**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.





# **FWE PRECISION HEATED TEMPERATURE TECHNOLOGY UPON EQUIPMENT DELIVERY**

## **UNPACKING**



After uncrating your cabinet, remove all packing materials from inside the cabinet, remove all tape, zip-ties, and padding which held all doors, shelves, racks, cord, etc., in place during shipment.

## **SERIAL AND MODEL NUMBER**

The serial number and model number are found on the nameplate (serial tag) affixed near the power cord of the unit. Please record them in this booklet on page 15. When ordering parts and / or service, you will need to provide this information. The voltage and amperage of the unit are also stamped on the serial tag.

All FWE Models are manufactured to high demanding standards outlined by several agencies known throughout the industry. Our models are recorded with our Service Department. In the event of any further questions concerning your unit, please refer to the Model and Serial Numbers found on the name plate affixed to the unit. It is our pleasure to help assist you in every possible way.

## **VERIFY ELECTRICAL REQUIREMENTS BEFORE PLUGGING UNIT INTO POWER SOURCE.**

**FWE**  
PRECISE HUMIDITY HOLDING 20120328  
Serial 123248501 Model PHTT-6  
Volts 120 Amps 18.3  
MFG No PHTT-6 KFC  
FOOD WARMING EQUIPMENT  
COMPANY, INC.  
P.O. Box 1001  
Crystal Lake, IL 60039  
Phone: 815-459-7500  
FWE  
Made in USA  
N.Y. MEA  
APPROVED  
#60-94-E  
UL US  
LISTED 530L  
PATENT  
PENDING  
ANSI NSF 4  
Comm. Cooking  
Equipment  
86AE

**FWE** Model: PHTT-6 Serial: 123248501  
**Service Parts Quick Reference**  
Here's a quick reference list of parts that can be used to service this piece of equipment

Part Number	Description
CNTRL BRD-PHTT	CONTROL BOARD FOR PHTT
CRDSET20-115 TWIST LOCK	CORD 12' 115 VOLT 20 AMP
EL2000-120-HT SCREW LUG	ELEMENT 2000-120-115V 1000W
EL2000-120PHTT-2.5	ELEMENT 2000-120-115V 1000W
HUMD SENSOR-PHTT	HUMIDITY SENSOR FOR PHTT (V)
KNB PHTT	NOVOTEC KNOB FOR PHTT
LTH MAG OFFS	LOW THERM MAGNETIC LATCH, OFFSET HANDLE
RLY 30AMP DPDT	RELAY 30AMP DPDT 120V 2 POLE 200V 1 POLE
SWH LQD LVL 1	SWITCH NONLIGHTED ROCKER 125V 20AMP
SWH RCK E1	SWITCH NONLIGHTED ROCKER 125V 20AMP
THERMISTOR-PRO	THERMISTOR PROBE NTC
Z-600-3363	BLWR-REV WITH SNAP DISC RMVBL MTR

U.S. and Canada visit [www.fweparts.com](http://www.fweparts.com)  
for quick and easy parts ordering  
[www.fweparts.com](http://www.fweparts.com)

**NOTE: Serial tag located by electrical cord.**

# ***FWE PRECISION HEATED TEMPERATURE TECHNOLOGY***

## ***SETTING UP***

### ***CABINET LOCATION:***

The well planned and proper placement of your cabinet will result in long term operator convenience and satisfactory performance.

Proper clearance must be kept on both the left and right of the cabinet, allowing proper ventilation to the control panel area through the top vents. If proper clearance of these vents are NOT kept, heat can build up, and degrade controllers performance.

**Improper installation, or failure to keep proper clearance will void warranty.**

- Keep the cabinet area free and clear of all combustibles such as paper, cardboard, and flammable liquids and solvents, as these materials may ignite and become a fire / safety hazard.  
NSF may require 6" clearance on the bottom and sides of the unit for cleaning.  
Do not place the unit on a curb base or seal to a wall. Please check with your local health code agencies to assure proper placement of your unit, as local codes may vary.
- Before making any utility connections to this unit, **check the rating plate** to be sure the unit specifications are compatible with the electrical services supplied for the unit. Please review all installation instructions, including page 7 that reviews electrical requirements and connection to power.

Installation must conform with all Local and National installation standards. Local installation codes and / or requirements may vary. If you have any questions regarding the proper installation and / or operation of your unit, please contact your local distributor. If you do not have a local distributor, please call your local FWE representative, government agency, qualified electrical contractor or Health Department to verify your local standards.



# ***FWE PRECISION HEATED TEMPERATURE TECHNOLOGY***

## ***POWER SOURCE***

### ***ELECTRICAL REQUIREMENTS AND CONNECTION:***

FWE **PHTT** models operate with a grounding cord plug for your protection against possible shock hazards. Be sure to plug only into a properly grounded three prong wall receptacle. If you have any questions with regard to adequate wiring or grounding in your building, a qualified electrician should be contacted before using your cabinet. The amperage of your cabinet is stamped on the name plate attached to the unit.

**THE INSTALLATION INSTRUCTIONS CONTAINED HEREIN ARE FOR THE USE OF QUALIFIED INSTALLATION AND SERVICE PERSONNEL ONLY. INSTALLATION OR SERVICE BY OTHER THAN QUALIFIED PERSONNEL MAY RESULT IN DAMAGE TO THE CABINET AND/OR INJURY TO THE OPERATOR.**



Qualified installation personnel are individuals, a firm, a corporation, or a company which either in person or through a representative are engaged in, and responsible for the installation of electrical wiring from the electric meter, main control box or service outlet to the commercial or industrial equipment and is familiar with foodservice equipment.

Qualified installation personnel must be experienced in such work, familiar with all precautions required, and have complied with all requirements of state or local authorities having jurisdiction.

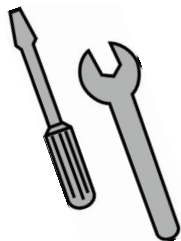
**FWE CANNOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE SUFFERED AS A RESULT OF IMPROPER INSTALLATION.**

**WARNING!** This unit is equipped with a grounding type plug for your protection against shock hazard and should be plugged directly into a properly grounded receptacle. **DO NOT** cut or remove the grounding prong from this plug.

**WARNING!** Only factory approved service agents should attempt to service, repair or replace electrical components, wiring or the power cord.

# **FWE PRECISION HEATED TEMPERATURE TECHNOLOGY**

## **INSTALLING THE CABINET**



1. After uncrating your cabinet, remove all packing materials from inside the cabinet, remove all tape, zip-ties, and padding which held all doors, shelves, racks, cord, etc., in place during shipment.
2. Install the cabinet interior (pan slides).
3. No vent hood required - check local code.
4. Properly connect power cord into wall receptacle.

**CAUTION!** IF YOU ARE UNSURE IF YOU HAVE PROPER OR ADEQUATE WIRING, AMPERAGE, OR GROUNDING. A QUALIFIED ELECTRICIAN SHOULD BE CONTACTED BEFORE ATTEMPTING HOOK-UP OR OPERATION.

### **INSTALLATION SAFETY**



### **WARNINGS:**

- Installation should be reviewed by properly qualified personnel prior to turning on appliance for first time. Qualified installation personnel must be experienced in such work, familiar with all precautions required, and have complied with all requirements of state or local authorities having jurisdiction.
- When unit is in operation, or when just turned OFF, the unit will be hot. Use care not to burn yourself and never touch or attempt to adjust tray/pan slides, remove or adjust uprights or air tunnel until tunnel has cooled!
- Only a qualified electrician should attempt service/repair of unit.
- Always make sure power is "OFF" and the unit is unplugged prior to removal of control panel.

Installation must conform with all Local and National installation standards. Local installation codes and / or requirements may vary. If you have any questions regarding the proper installation and / or operation of your cabinet, please contact your local distributor. If you do not have a local distributor, please call your local FWE representative, government agency, qualified electrical contractor or Health Department to verify your local standards.

**NOTE:** If **water autofill option** is included with your cabinet then the equipment shall be installed with adequate backflow protection to comply with applicable federal, state, and local codes.

### **MOVING THE CABINET**

If unit needs to be moved for any reason:

1. Allow proper "COOL DOWN" (15 minutes to 30 minutes).
2. Disconnect power plug.
3. Reconnect power cord only into a proper outlet (see installation instructions).

### **IN CASE OF POWER FAILURE**

- Turn power switch to "OFF".
- Do not attempt to operate the unit until the power is properly restored and is constant.
- Avoid using in stormy weather, as with any electrical appliance.
- Allow a five (5) minute rest after electricity is restored prior to attempting a restart.

# ***FWE PRECISION HEATED TEMPERATURE TECHNOLOGY***

## ***INTRODUCTION***

### ***FOR YOUR SAFETY - PLEASE NOTE:***

THE INFORMATION CONTAINED IN THIS SECTION IS PROVIDED FOR THE USE OF QUALIFIED OPERATING PERSONNEL. QUALIFIED OPERATING PERSONNEL ARE THOSE WHO HAVE CAREFULLY READ THE INFORMATION CONTAINED IN THIS MANUAL AND ARE FAMILIAR WITH THE FUNCTIONS OF THE CABINET AND / OR HAVE PREVIOUS EXPERIENCE WITH THE OPERATION OF THE EQUIPMENT DESCRIBED. ADHERENCE TO THE PROCEDURES RECOMMENDED HEREIN WILL ASSURE THE ACHIEVEMENT OF OPTIMUM PERFORMANCE AND LONG, TROUBLE-FREE SERVICE.

Please take the time to read the following safety and operating instructions. They are the key to the successful and safe operation of your FWE holding cabinet.

### ***SAFETY INFORMATION:***

1. Pre-heat the cabinet to a recommended minimum temperature setting of 165°F and the desired humidity setting before placing cooked, hot food into the cabinet. (For cabinets using lexan doors with a center finger hole, the recommended minimum temperature setting is 180°F)
2. This is not a re-thermalization cabinet.
3. Food must be at the appropriate temperature before being placed into the cabinet.
4. Use a food probe to check internal food temperature.  
The cabinet temperature is not necessarily the internal food temperature.

**WARNING:** Only factory approved service agents should attempt to service, repair or replace electrical components, wiring or power cord.

**WARNING:** Unplug the cabinet before cleaning or servicing.  
Do not wash the cabinet with a water jet or high pressure water.

**CAUTION:** Do not spray or pour water into the top of the cabinet!  
To clean the cabinet, wipe with a damp cloth and dry with a towel.  
Use only cleaning agents approved for stainless steel or aluminum.

**CAUTION:** Water dripping onto the floor from open doors can be a slip hazard.

# ***FWE PRECISION HEATED TEMPERATURE TECHNOLOGY***

## ***INITIAL START-UP & BASIC OPERATING INSTRUCTIONS***

### **BASIC OPERATING INSTRUCTIONS:**

**Initial start-up for first-time operation.**

A new cabinet needs to burn-off factory oils and polish before its first use.  
Do not load food into holding cabinet until this has been done.

#### **TURN ON MAIN POWER SWITCH**

- Be sure unit is connected to power source meeting proper electrical requirements.
- The cabinet will initially display set point values for temperature and humidity.
- The temperature and humidity displays will show “PRE-HT” (preheat) until the temperature set point is reached.

**NOTE:** Factory default setting for temperature and humidity is 185°F (85°C), 30% RH

#### **BUTTON FUNCTIONALITY**

- Press and release “display values” button to view current cabinet temperature and humidity.

**NOTE:** For full Button Functionality please refer to the “PHTT quick start”

#### **CLEANING CABINET**

- To clean cabinet, turn power off, unplug from wall outlet, allow cabinet to cool, wipe with a damp cloth and dry with a towel. Some surfaces, water, and escaping vapor can be hot enough to burn. Use caution when opening doors and working in and around this cabinet.
- Do not spray or pour water into the controller enclosure.  
To clean cabinet, wipe with a damp cloth and dry with a towel.

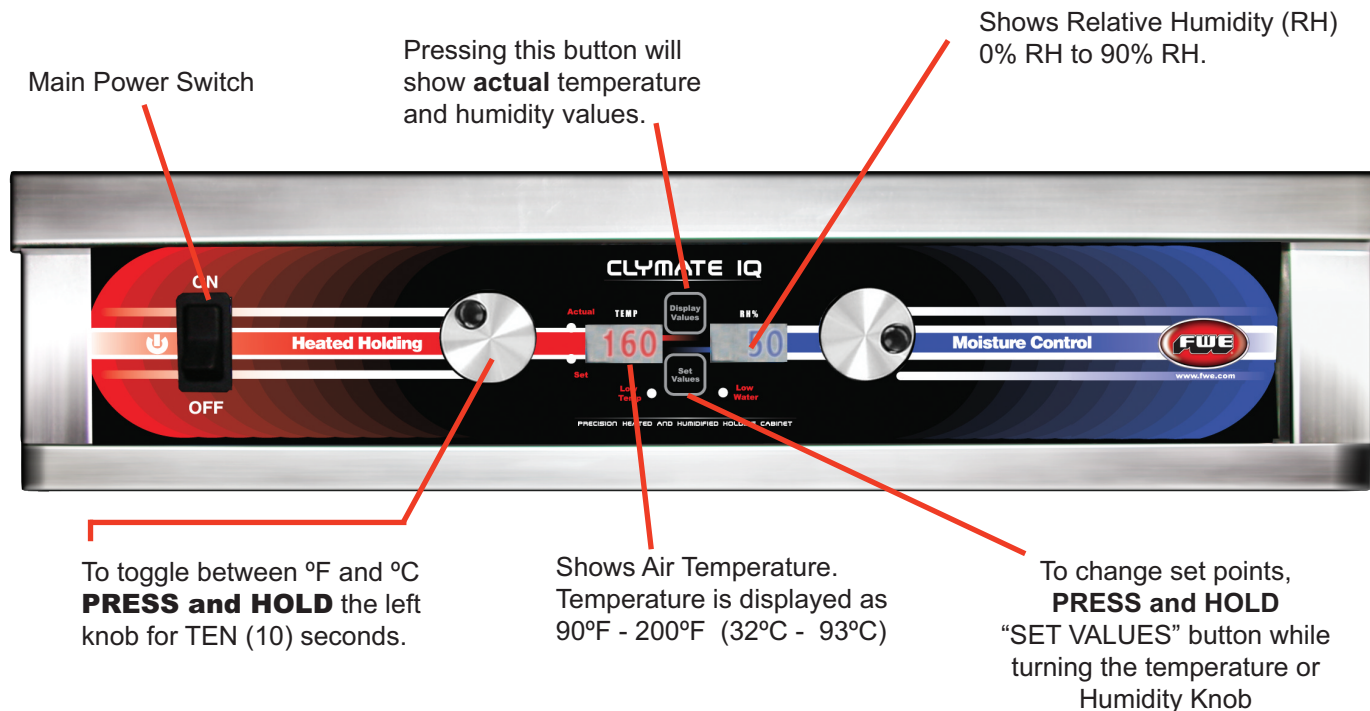




# **FWE PRECISION HEATED TEMPERATURE TECHNOLOGY**

## **INITIAL START-UP & OPERATING INSTRUCTIONS**

**CONTROL PANEL OFFERS A BALANCE OF HEAT AND HUMIDITY.**



**WARNING:** Do not allow combustible materials to be stored or accumulate on, under or next to the cabinet. Do not block any ventilation louvers or slots.

If Temperature in cabinet is too low, then an alternating "lo" and "actual temp" message is displayed, a Low Temp LED will light and an audible alarm will sound.

Press top or bottom button to silence alarm, then fix the problem causing low temp to alarm and proceed back to normal operations.

### **FWE Customer Service and Support:**

815 459 7500  
FAX: 815 459 7989

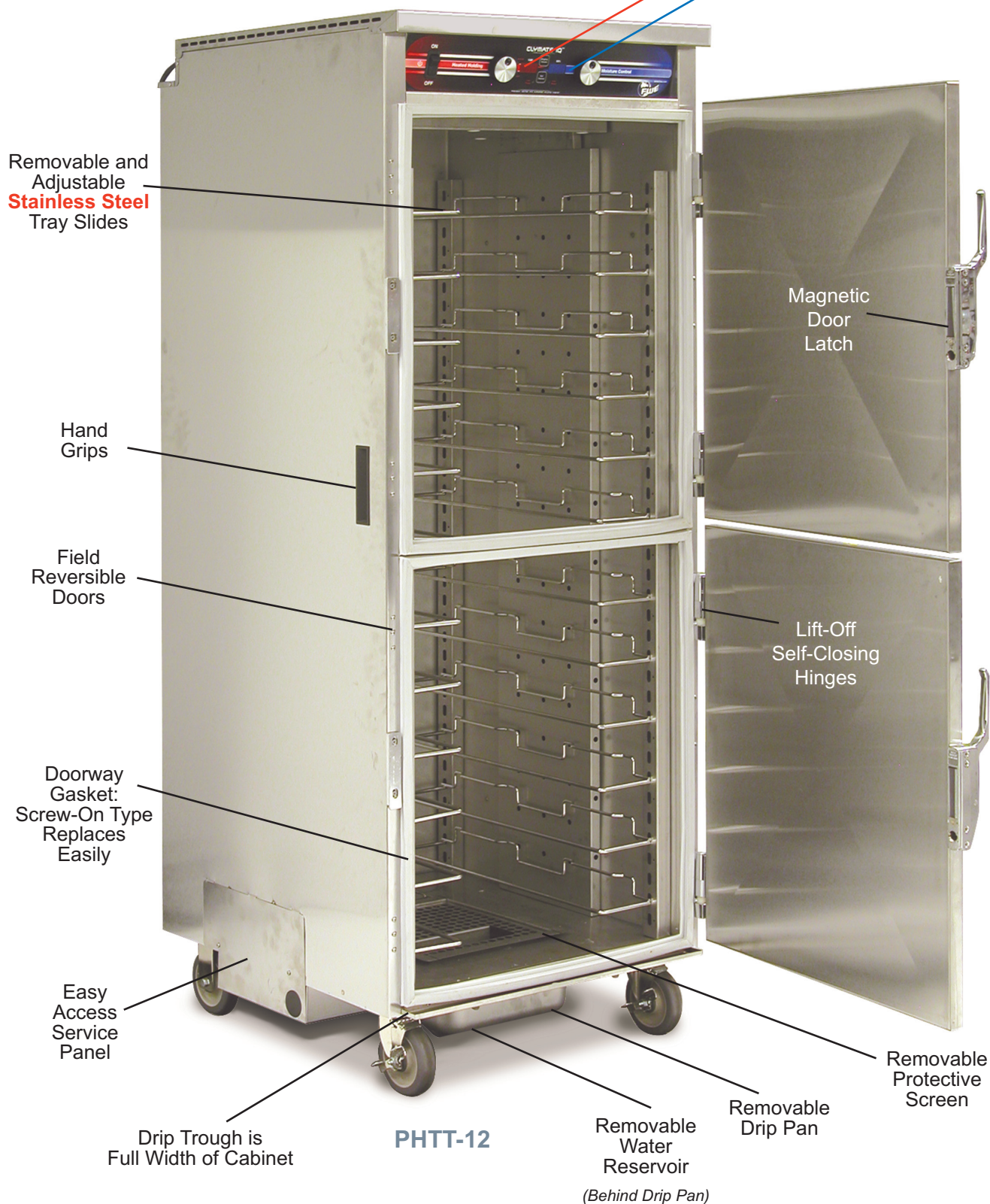
**IMPORTANT:** Your **Manufacturer Registration Card** must be returned within 30 days after initial delivery to activate the warranty.



# ***FWE PRECISION HEATED TEMPERATURE TECHNOLOGY***

## ***IDENTIFYING LOCATION OF COMPONENTS***

**Color Coded Digital Display:**  
Temperature Digital Display in Red  
Humidity Digital Display in Blue

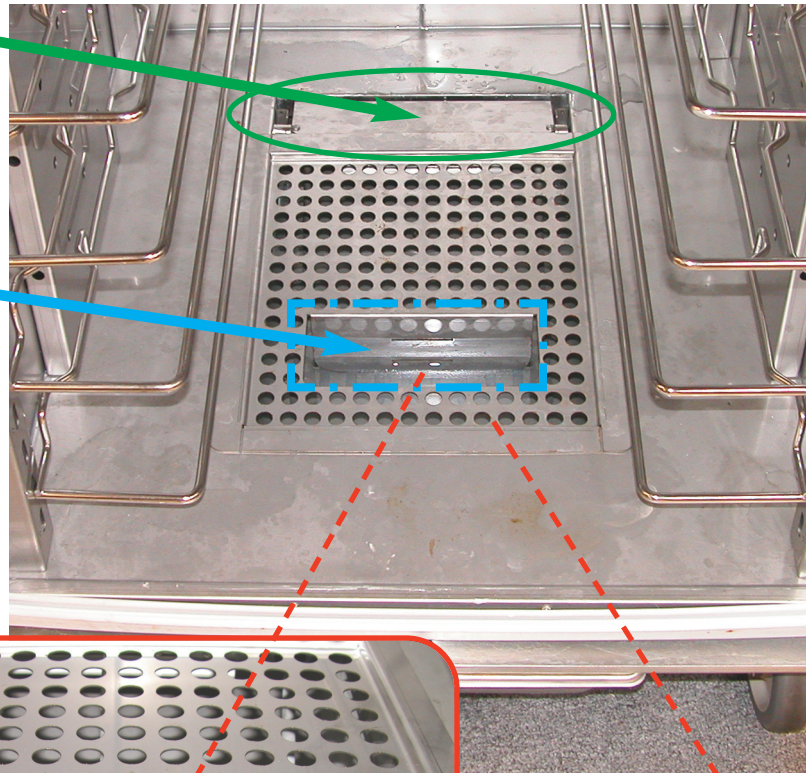


# FWE PRECISION HEATED TEMPERATURE TECHNOLOGY

## WATER RESERVOIR

**IMPORTANT:**  
Keep this area **DRY**.

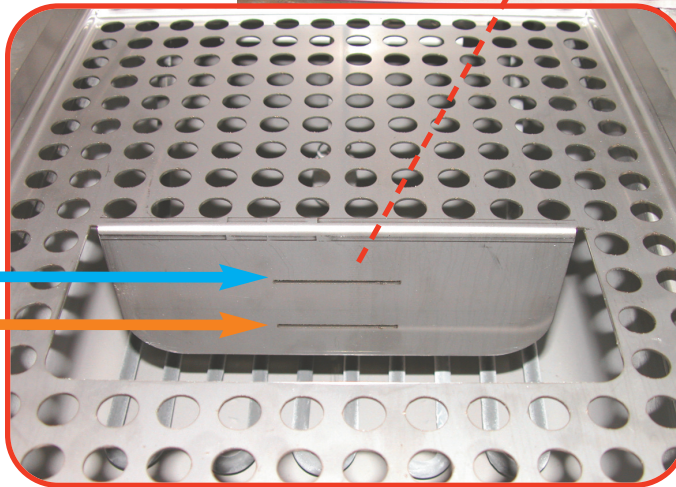
Add **WATER** to  
reservoir here.



**WATER LEVEL  
MARKS**

Do not  
fill above  
this line

**"SUPER-  
CHARGE  
level"**



Removable  
**Protective Screen**  
keeps food spills out  
of water pan.

**Protective Screen Folded Flap**  
has **Water Level Marks**.

### "SUPER-CHARGE"

Add water to **lower water level**  
for immediate start-up.

Add water to **upper level water** mark  
for high humidity levels or long-term holding.

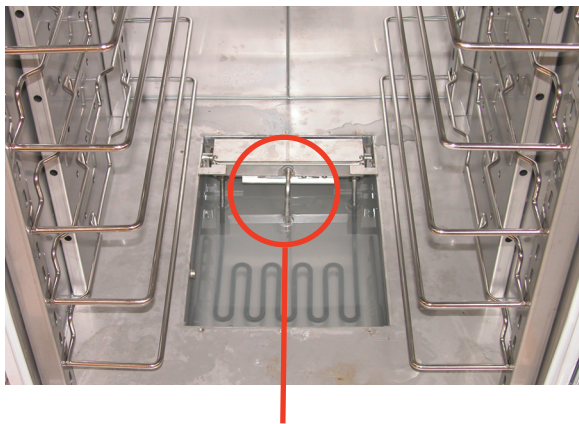
**DO NOT FILL ABOVE THE  
UPPER WATER LINE.**

*Why Heat-Up  
All That  
Water  
If You Don't  
Need It?*



# FWE PRECISION HEATED TEMPERATURE TECHNOLOGY

## IDENTIFYING COMPONENTS



Water  
Level Sensor



Heating Element lifts out of the  
way for easy clean-up or service.

**Tray slides** are adjustable and removable.



Tray slide assembly **uprights** are removable.

Trays and pans are bottom base supported - a big advantage for holding heavy bulk foods.

Universal Tray slides are adjustable on 1.5" spacings.

Complete tray slide assembly removes easily without tools for thorough interior cleaning.

Unique tray slide design allows heat to reach all areas, holding a consistent temperature throughout the cabinet.

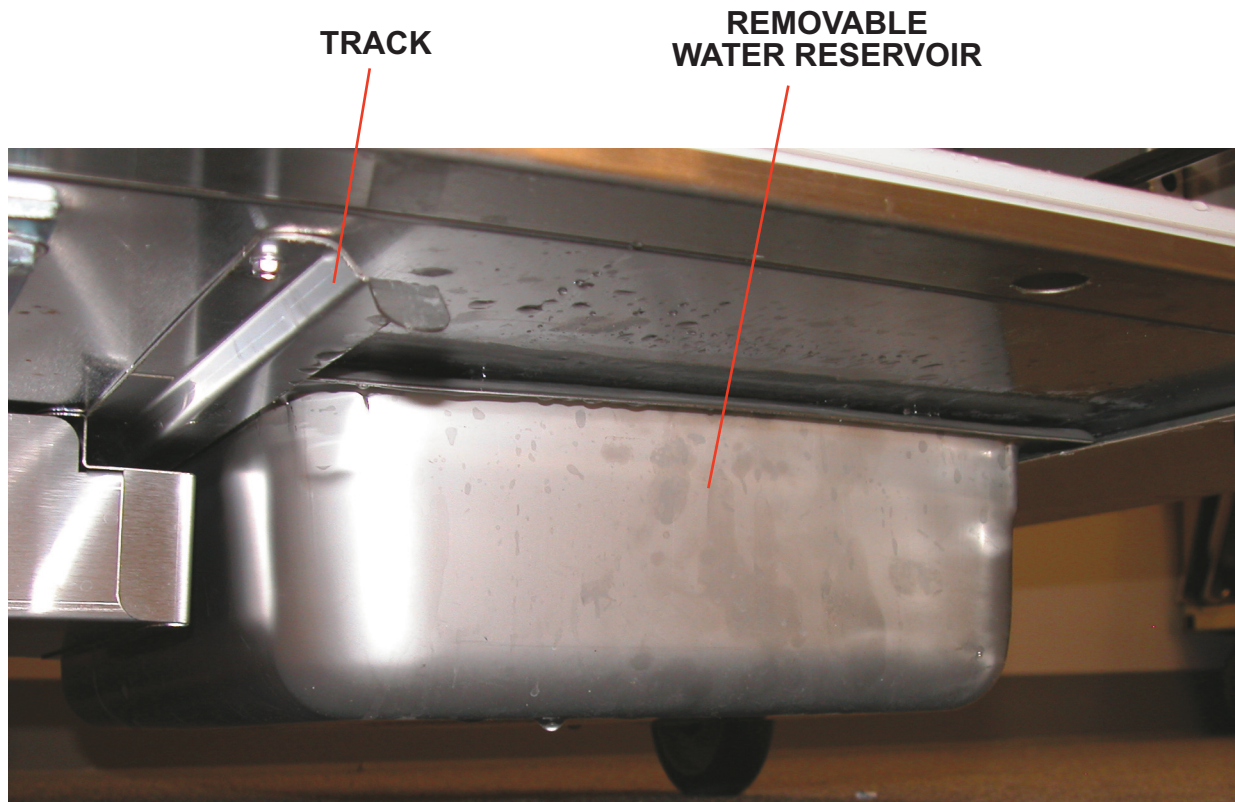
**Tray slides lock into uprights with J motion.**



# ***FWE PRECISION HEATED TEMPERATURE TECHNOLOGY***

## ***IDENTIFYING COMPONENTS***

**Water Reservoir** is **removable** for fast and thorough cleaning. Water Reservoir slides on an easy-access track and sets behind the Drip Pan (*not shown*). Drip Pan slides on same track.



FWE offers a  
**Water Reservoir Drain Valve**  
as an optional accessory.



# **FWE PRECISION HEATED TEMPERATURE TECHNOLOGY**

## **GENERAL CLEANING AND MAINTENANCE**

### **HAZARD OF INJURY OR BURN!**

ALLOW CABINET TO COOL BEFORE CLEANING. Use care not to burn yourself and never touch or attempt to adjust tray/pan slides, remove or adjust uprights or air tunnel until tunnel has cooled!

**WARNING: Always disconnect the appliance from the power supply before servicing or cleaning.**

### **HELPFUL HINTS:**

- Remove and Clean water pan daily.
- Wipe off spills as soon as possible.
- Clean regularly to avoid heavy dirt build-up.

Keep your cabinet clean by simply wiping the interior and exterior, as needed, with a damp cloth or sponge and a mild soapy solution. **NEVER USE ABRASIVES, ACIDS, OR STRONG CLEANERS.**

Do not flood or allow electrical parts to become wet. A stainless steel cleaner/polish is recommended for the exterior to maintain a "like-new" appearance.

### **DO NOT USE WAX OR STRONG CLEANERS ON DOOR GASKETS OR VINYL TRIM.**

1. Use the mildest cleaning procedure that will do the job.
2. Always rub in the direction of polish lines to avoid scratching the surface.
3. Use only a soft cloth, sponge, fibrous brushes, plastic or stainless steel pads for cleaning and scouring.
4. Rinse thoroughly with fresh water after every cleaning operation.
5. Always wipe dry to avoid water marks.

	<b>SOIL</b>	<b>CLEANER</b>	<b>METHOD</b>
<b>CABINET CLEANING</b>	Routine Cleaning	Soap, ammonia or detergent and water	1. Sponge on with cloth 2. Rinse
Inside and Outside	Stubborn Spots, Stains	Mild abrasive made for Stainless Steel	1. Apply with damp sponge or cloth 2. Rub lightly and rinse
Stainless Steel Cleaning	Burnt on Foods or Grease	Chemical oven cleaner made for Stainless Steel	Follow oven cleaner manufacturer's directions
	Hard Water Spots & Scale	Vinegar	1. Swab or wipe with cloth 2. Rinse and dry
	Heat tint or Heavy discoloration	Non-Toxic Commercial Oven Cleaner	Follow manufacturer's directions
<b>Door Seal</b>	Routine Cleaning	Use warm water and dry immediately. Allow door seal to completely dry before using.	

**Mild detergents include soaps and non-abrasive cleaners.**





# ***FWE PRECISION HEATED TEMPERATURE TECHNOLOGY***

## ***GENERAL CLEANING AND MAINTENANCE***

### **CLEANING THE HOLDING CABINET**

Stainless steel cabinets may be kept clean and in good condition with a light oil.

- Unplug the unit from the power source.
- Remove the racks and rack supports.
- Saturate a cloth, and wipe the cabinet when it is cold.
- Dry the cabinet with a clean cloth.

### **PREVENTATIVE MAINTENANCE**

- Allow proper clearance and ventilation to cool the motor and control panel area
- A program for routinely cleaning heated holding cabinet.
- Clean vent louvers and holes.
- Do not flood or allow electrical parts to become wet.
- Remove interior tray slide assemblies for full cleaning.
- A stainless steel cleaner / polish is recommended for the exterior to maintain a “like-new” appearance.

### **MAINTENANCE**

If maintenance or repairs are required, contact your local service company, a factory representative or the FWE company.

### **CAUTION:**

WHEN CLEANING THE DOOR, WIPE DOWN INTERIOR LINER TO REMOVE GREASE OR FOODS, BUT DO NOT SUBMERGE OR SATURATE THE INSULATION IN THE DOOR PAN. THIS WILL CAUSE DAMAGE TO THE DOOR INSULATION.

# ***TROUBLE-SHOOTING CHART***

***Check this list first before you call for service...***

To avoid unnecessary cost and inconvenience, make a few simple checks before calling for service. As these most common problems are NOT covered under warranty, be sure you have followed the instructions in this manual and these basic “1, 2, 3” troubleshooting tips:

1. Is electrical cord plugged in?
2. Is the “On-Off” switch in the “On” position?
3. Is the fuse or circuit breaker okay at your facilities?

<b>PROBLEM / SYMPTOM</b>	<b>POSSIBLE CAUSE(S)</b>	<b>SUGGESTED REMEDY</b>
<b>NO POWER TO UNIT</b>	Unit is not plugged in	Plug in electrical cord
	Switch is “OFF”	Turn switch “On” Wait 10 seconds
	Circuit breaker tripped*	Reset circuit breaker
	Fuse blown*	Replace fuse
	<i>*If problem reoccurs, check proper breaker or fuse rating.</i>	
<b>POWER TO UNIT BUT DISPLAY WILL NOT TURN ON</b>	Controller Transformer Control Board	Call for Service
<b>POWER TO UNIT BUT NO HUMIDITY</b>	Pan not installed properly or missing	Fill pan with water to high mark Make sure pan is installed and pushed back until stopped.
<b>POWER TO UNIT, BUT IT DOES NOT HEAT UP</b>	Temperature is set too low	Set desired holding temperature
	The unit has not reached set point temperature	Wait for unit to reach set point temperature
<b>UNIT DOES NOT MAINTAIN HOLDING TEMPERATURE</b>	Door is not closed properly or door has been opened too frequently	Close the door securely
	Cold food has been put in holding cabinet	Make sure only fully cooked hot food is placed in cabinet to hold.
<b>GENERAL HOLDING PROBLEM</b>	Check Temperature and Humidity settings. held.	Change set point values to the appropriate setting for product being
	Unable to change Set Point values	Refer to “Quick Start Guide”
<b>DISPLAY MESSAGES</b>	<b>“SEN ERR”</b>	Probe is not connected or is not functioning
	<b>“PRE HT”</b>	<i>PREHEAT</i> Cycle; Unit will beep when it has reached temperature.





# **FWE PRECISION HEATED TEMPERATURE TECHNOLOGY**

## **LIMITED TWO YEAR WARRANTY**

**FWE / Food Warming Equipment Company, Inc.** (Seller) warrants to the original purchaser, subject to the exceptions and conditions below, that FWE manufactured equipment shall be free from defects in material or factory workmanship, under ordinary use for the purpose for which it is designed. The effective warranty period is as follows:

**PARTS:** Seller will furnish without charge to the original purchaser, FOB Sellers' factory, replacement parts for repairs to all new standard catalog products and factory custom / modified units, which in Seller's sole judgement, prove defective in materials or workmanship under normal and proper use with the reserved right to request the return of any part claimed to be defective, prior to issuing replacement part or authorizing warranty service, for a period of two (2) years from date of original shipment from Seller's plant, *except for equipment used in a **Correctional Environment / Facilities**, which is warranted for a period of one (1) year from date of original shipment from Seller's plant.*

**LABOR:** Seller's labor warranty shall be performed by a Seller-approved Service Agency who must contact Seller to obtain a Warranty Service Authorization (WSA) number prior to performing any repairs. If service is required during overtime periods, the difference between overtime and standard labor rates shall be paid by the purchaser. Seller does not assume any responsibility for any charges not expressly authorized, incidental to the repair or replacement of equipment covered by this warranty, nor charges exceeding, in Seller's sole judgement, normal and customary amounts. Only approved travel charges will be allowed. Seller's labor warranty shall be from the date of original shipment date from Seller's plant for a period of one (1) year, *except for equipment used in a **Correctional Environment / Facilities** which is warranted for a period of six (6) months.*

This warranty is for normal usage and does not apply to any product or parts thereof that have been misused, altered, or where Seller's operating instructions or specific voltage is not observed; nor shall this warranty apply to defective products or parts resulting from accident following date of original shipment, nor extend to or cover removal, installation, reinstallation or calibration, or service calls or cost of repairs undertaken by a customer. This warranty is also subject to the following:

- 1.] Customer returning the warranty registration card, accompanying Sellers original shipment, to Seller within thirty (30) days of receipt;
- 2.] Giving immediate notice of any allegedly defective part or product to Seller; and
- 3.] Customer, at Sellers request, returning said defective parts or product to Seller.

This is the sole warranty applicable to the merchandise. It is expressly understood that Seller's liability hereunder is limited to the repair or replacement, at Seller's option, of products or parts, defective materials or workmanship as provided above. Seller's judgement as to the cause and nature of any defect will be final. Seller shall in no case be responsible for special or consequential damages or any other obligation or liability with respect to products sold by Seller.

This warranty, as stated above, applies to equipment installed in the Continental United States. FWE equipment installed outside the Continental United States shall carry parts coverage only. All labor costs are approved on a discretionary basis, based on like repairs in the Continental U.S. This warranty shall stand in whole or in part as allowed by law. Any exclusion of a part of this warranty, as may be allowed by law, shall not void balance of warranty.

This is a limited warranty pursuant to the Consumer Product Warranties Act, 15 U.S. Code. section 2303.

FWE Parts Department:  
**[www.FWEparts.com](http://www.FWEparts.com)**  
Phone: 815 459 7500  
FAX: 815 459 7989



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