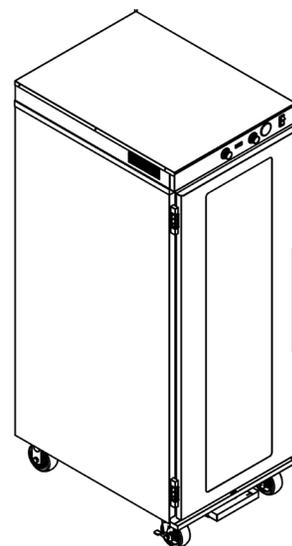
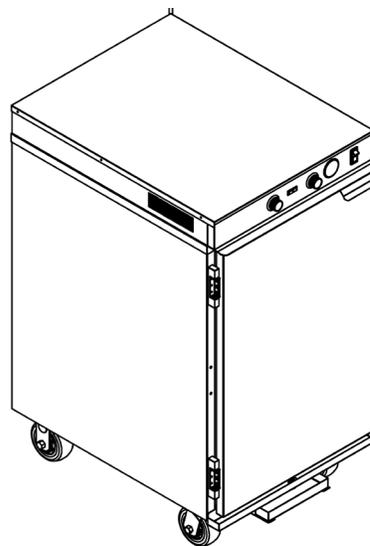
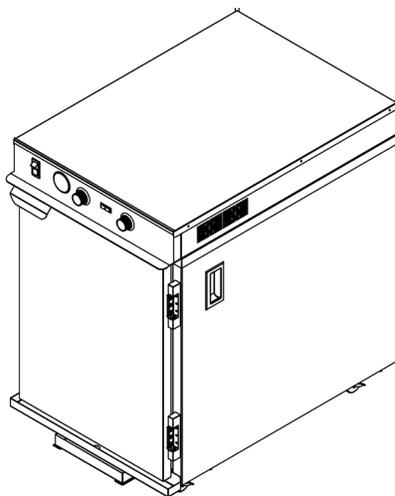
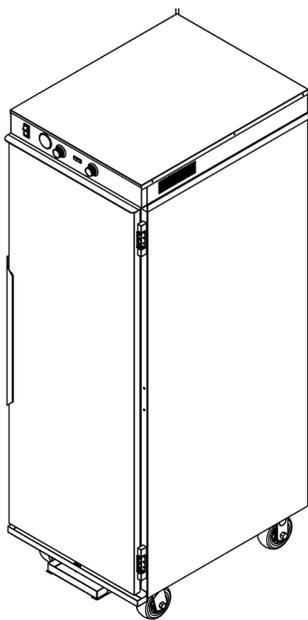


**PROOFER-HEATER CABINETS**

# OPERATING INSTRUCTIONS

FOR EQUIPMENT:

*PHU Series  
PH-1826 Series  
PH-BCC Series  
ETC-1826-PH Series  
ETC-UA-PH Series  
ETC-2333-PH Series*



**Warning:** Do not operate this equipment unless you have read and understood the contents of this manual! Failure to follow the instructions contained in this manual may result in serious injury or death. This manual contains important safety information concerning the maintenances, use, and operation of this product. If you're unable to understand the contents of this manual, please bring it to the attention of your supervisor. Keep this manual in a safe location for future reference.

# PROOFER-HEATER CABINETS

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## INTRODUCTION

Welcome to the operation manual for FWE's Proofer Heater Units. These units combine the functionalities of both heating and proofing to maintain the quality, moisture, and flavor of your food products. Integrating both functions in one unit offers unparalleled versatility and efficiency, making them ideal for various food service environments. The heating function keeps your food warm and ready to serve, while the proofing function creates a controlled, humid environment perfect for dough fermentation, ensuring optimal rise and texture.

The Proofer Heater series utilizes an advanced heating system that circulates warm air over a water pan, creating a humidity-rich environment with fans evenly distributing moisture within the cabinet. This system is essential for maintaining the optimal humidity level and preserving the flavor and texture of various dishes. Whether you need to keep food warm for extended periods or provide the perfect conditions for dough to rise, these cabinets are crucial for a seamless transition from preparation to service.

All Proofer Heater models are fully constructed from stainless steel to ensure durability and easy cleaning. These units feature a tubular welded stainless-steel base for added resilience, a testament to FWE's commitment to designing and manufacturing products that will stand the test of time and support your kitchen for years to come. The fully stainless-steel exterior protects and insulates the interior of the unit, enhancing its performance and longevity.

This manual was designed to provide the basics of safety, installation, and operating instructions for units that feature our exclusive Proofer Heater system. **FWE STRONGLY recommends reading and following all safety, installation, and operating instructions henceforth prior to the installation and operation of the unit.**

## IMPORTANT SAFETY INFORMATION

Read the following important safety information before using this equipment to avoid serious injury or death and to avoid damage to equipment or property.



**Warning:** Warning indicates a hazardous situation which, if not avoided, could result in death or serious injury.



**Caution:** Caution indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.



**Notice:** Notice is used to address practices not related to personal injury.

1. Electrical Shock Hazard **WARNING** 
  - A. Plug Unit into a properly grounded electrical outlet of the correct voltage, size, and plug configuration.
  - B. Turn OFF power switch, unplug power cord, and allow unit to cool before performing any cleaning, adjustments, or maintenance.
  - C. Do NOT submerge or saturate with water. Unit is not waterproof. Do not operate unit if unit has been submerged or saturated with water.
  - D. Unit is not weatherproof. ONLY use unit indoors where ambient air temperature is at least 70°F or 21°C.
  - E. This unit is not "jet-proof" construction. Do not use jet-clean spray to clean this unit.
  - F. Do not steam clean or use excessive water on unit.
  - G. Turn power switch OFF and allow unit to cool before draining, filling, or moving water pan.
  - H. Do not pull unit by the power cord.
  - I. Discontinue use and unplug unit if power cord is frayed or worn.
  - J. Do not attempt to repair or replace a damaged power cord. Cord must be replaced by FWE, an authorized FWE Service Agent, or a person with similar qualifications.
  - K. This unit must be serviced by qualified personnel only. Service by unqualified personnel may lead to electrical shock or burn.
  - L. Service by unqualified personnel may negate unit warranty.
  - M. Use only genuine FWE Replacement Parts when servicing this unit. Failure to use Genuine FWE Replacement Parts will void all warranties and may subject operators of the equipment to hazardous electrical voltage, resulting in electrical shock or burn. Genuine FWE Replacement Parts are specified to operate safely in the environments in which they are used. Some aftermarket or generic replacement parts do not have the characteristics that will allow them to operate safely in FWE equipment.

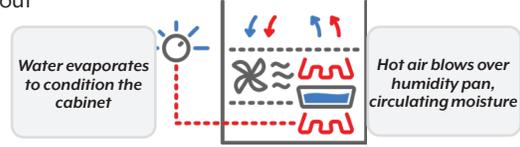
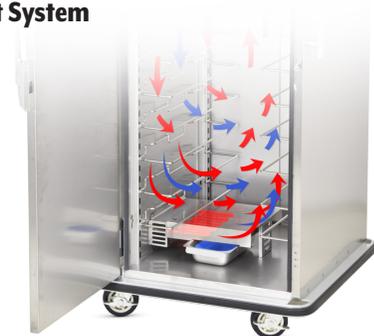


# PROOFER-HEATER CABINETS

## MODEL DESCRIPTION

### Proofer Heater Series Heat System

The Proofer Heater Units feature an advanced integrated heat system that combines heating and proofing functionalities to provide consistent and reliable performance. This system circulates warm air evenly throughout the cabinet, maintaining food at safe serving temperatures without drying it out. Thermostatically controlled heat ensures precise temperature settings and energy-efficient operation.



2. General Use **WARNING** 
  - A. Locate unit a minimum of 1" (25mm) from combustible walls and materials. If safe distances are not maintained, combustion or discoloration could occur.
  - B. Make sure food product has been heated to the proper food-safe temperature before placing in unit. Failure to heat food properly may result in serious health risks. This unit is for holding pre-heated food product only.
  - C. FWE is not responsible for actual food product serving temperature. It is the responsibility of the user to ensure that food product is held and served at a safe temperature.
  - D. Make sure all operators have been instructed on the safe and proper use of the unit.
  - E. The unit is not intended for use by children or persons with reduced physical, sensory, or mental capabilities. Ensure proper supervision of children and keep them away from the unit.
  - F. This unit has no "user-serviceable parts", If service is required on this unit, contact an Authorized FWE Service Agent, or contact the FWE Service Department at 1-800-222-4393

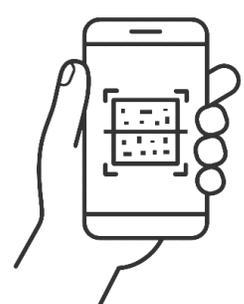
3. Burn Hazard **CAUTION** 
  - A. Some exterior surfaces on the unit will get hot. Use caution when touching the exterior of unit.
  - B. Turn off unit and allow it to cool before draining water from water pan.
  - C. Locate unit in an area that is convenient for use. The location should be level to prevent unit or contents from falling accidentally and strong enough to support the weight of the unit and contents.
  - D. Do not overfill water pan. Overfilling can cause water to leak onto floor and create a slipping hazard.
  - E. Transport unit in upright position only. Make sure all water is drained prior to transport.

4. Important Notice **NOTICE** 
  - A. Do not lay unit on side with control panel or damage to unit could occur. Make sure all water is drained prior to laying unit on its side.
  - B. Use non-abrasive cleaners and cloths only. Abrasive cleaners and cloths could scratch finish of unit, marring its appearance and making it susceptible to soil accumulation.
  - C. Use of distilled water in water reservoir of humidified units is recommended. If non-distilled water is used, reservoir will require periodic cleaning and deliming (refer to maintenance section for cleaning procedure). Damage to unit caused by liming or sediment buildup is not covered under warranty.
  - D. Clean unit daily to avoid malfunctions and maintain sanitary operation.
  - E. Do not locate unit in area with excessive air movement around unit. Avoid areas that may be subject to active air movements or currents (i.e. near exhaust fans/hoods, air conditioning ducts, and exterior doors).

Our Proofer Heater Units offer the ability to seamlessly switch between heating and proofing by just adjusting the temperature and moisture levels within the cabinet, providing unmatched versatility. With separate controls for temperature and moisture levels, this combined system allows for flexible kitchen operations. By maintaining optimal conditions, the units help preserve the flavor, texture, and moisture of food, delivering consistent and reliable performance.

### Proofer Heater Model Series Specifications

Using a mobile device, scan the QR code above your product series to view that series specification sheet in PDF format.



# PROOFER-HEATER CABINETS

## DELIVERY INSPECTION

1. FWE cannot assume responsibility for loss or damage suffered in transit. The carrier assumes full responsibility of delivery in good order when shipment was accepted.
2. All units are factory tested for performance then carefully packaged and certified free from defects when shipped.
3. Inspect the packaging for external damage when received. If damage is found, follow *FWE's policy on damaged goods as outlined below*.

### FWE's Policy on Damaged Goods:

1. **VISIBLE DAMAGE** (Packaging has visible damage when received):
  - A. Receiver should not accept delivery of the unit.
  - B. Receiver should sign the bill of lading and clearly indicate which merchandise is being "refused due to damage".
2. **CONCEALED DAMAGE** (Unit has damage that could not be detected until the packaging was removed):
  - A. Receiving should inspect the unit for concealed damage inside and out as soon after delivery as possible.
  - B. If damage is discovered:
    - I. Save all packaging materials for inspection.
    - II. Immediately inform your dealer and trucking company within 5 days of delivery or claim may be denied. Receiver must call the carrier to schedule an inspection of the damaged unit within 15 days.
    - III. Contact FWE customer service at 1-800-222-4393 to alert them of the situation.
    - IV. Under no circumstances may damaged unit be returned to FWE without a prior written factory Return Merchandise Authorization (RMA).
    - V. **CONCEALED DAMAGE MUST BE RETURNED WITHIN 5 BUSINESS DAYS OF DELIVERY OR CLAIM WILL BE DENIED.**

## UNPACKING

1. **Initial Inspection and Preparation:**  
Your Proofer Heater Holding Cabinet is meticulously packaged and dispatched from our manufacturing facility securely mounted on a wooden pallet and encased within a robust cardboard carton. The carton's integrity is reinforced with heavy-duty staples and affixed to the pallet with industrial-grade poly strapping. Prior to carton removal, ensure all staples are removed to prevent any scratches to the cabinet's surface.

2. **Carton and Packing Material Removal:**  
After removal of the strapping material and cardboard carton, proceed to delicately remove all interior cardboard padding. This includes the removal of any tray spacers and protective foam blocks positioned atop any vertical supports that were placed to safeguard the unit during transport.



**NOTICE:** If laying the unit on its side, ensure all water is fully drained. Avoid positioning the unit on the side with the control panel to prevent potential damage. When placed on its side, use a piece of cardboard between the cabinet and the floor to protect the cabinet's finish from any abrasions.

3. **Unit Mobilization:**  
In instances where your unit is equipped with casters, gently tilt the cabinet to remove caster blocks protecting the casters during transport. It is imperative to employ a two-person team lift strategy to mitigate any risk of personal injury or damage to the unit.
4. **Positioning the Unit:**  
Once all packing materials have been removed, carefully maneuver the unit off the pallet, guiding it to its designated operational location. Please follow *installation* instruction on *page 5* to complete guide on optimal placement of your unit.
5. **Documentation Management:**  
After setting up your unit, if there are any accompanying documents ensure they are saved for later use and guidance. The digital versions of these materials are accessible via a QR scan on the side of the unit. See *Page 5* under "QR Code for Quick Access" for easy retrieval.
6. **Slide Adjustment (If Applicable):**  
Should your unit feature adjustable slides, reposition these slides to your preferred locations per your specific holding requirements.

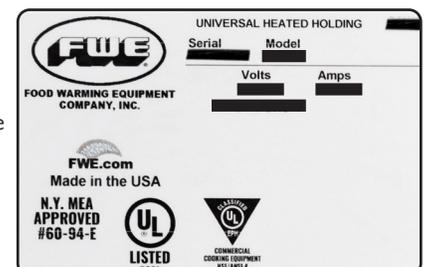


**NOTE: ALWAYS** ensure safety precautions are adhered to during the unpacking and installation process to prevent potential injury or damage to the equipment.

## ELECTRICAL REQUIREMENTS

For the optimal and safe operation of your Proofer Heater Holding Cabinet, it's essential to connect it according to its specific electrical requirements. These vary based on the series, model, unit numbers, and build specifications of your product.

1. **Finding Your Electrical Specifications on Serial Tag:**  
The specific voltage and amps are found on your unit's serial tag. Serial tags are located on the top rear / back panel of the outside of your unit on the same side as your power cord.



# PROOFER-HEATER CABINETS

## 2. Finding Your Electrical Specifications Online:

We've made it easy for you to access this information through our dedicated webpage. Simply scan this QR Code, input your serial number to retrieve the precise electrical specifications for your unit.



## 3. QR Code for Quick Access:

In addition to our online resources, each FWE-manufactured unit comes with a QR code attached to its serial tag. Scanning this code with your mobile device will instantly direct you to the webpage, allowing for convenient and quick access to all the necessary electrical details.



Scan the QR code to the right to view video on how to locate serial tag QR code for information, manuals, parts, and more!



## INSTALLATION

### 1. Location:

Place the unit in an area with a stable ambient air temperature of at least 70°F (21°C). Prioritize locations free from fluctuating air currents, especially those caused by exhaust fans, ventilation ducts, and air conditioning. Avoid areas subject to drafts, such as near frequently opened doors, and ensure the unit isn't situated directly beneath ventilation hoods. These disturbances can interfere with the unit's airflow, leading to suboptimal performance when the door is open.

### 2. Stability:

Ensure the unit is stationed on solid, level flooring.

### 3. Electrical Safety:

Connect the unit to a grounded electrical receptacle matching the unit's voltage, size, and plug configuration. Refer to the **Electrical Requirements** section on **page 4 & 5** for detailed electrical requirements.

### 4. Clearance and Door Access:

Maintain a minimum clearance of 6 inches between the unit's back and any wall or obstruction. This is vital to facilitate optimal airflow around the unit/ Furthermore, position the unit so its doors can open at least 90 degrees, facilitating easy access. The doors are designed to swing and latch to the side of the cabinet.

### 5. Water and Safety:

Install the unit away from areas prone to pooling water, ensuring its continued performance and safety.

## TRANSPORTING THE UNIT

### 1. Preparation:

Before attempting to relocate the unit, it's crucial to ensure the unit is fully powered off. Disconnect the power cord, ensuring it's neatly out of the way or securely wrapped around the rear handle to prevent tripping hazards.

### 2. Securing Doors:

Confirm that the unit's door is firmly closed and all caster locks are disengaged. This step is essential to prevent any unintentional opening or movement during transport.

### 3. Handling:

When maneuvering the unit, firmly hold the dedicated handles located on the sides or rear. This will provide better control and stability during movement.

### 4. Usage:

This unit is specifically engineered for indoor use. It's not designed for outdoor or rugged terrain transport. Employ caution and only move the unit within interior spaces to avoid potential damage.



**WARNING:** Exercise heightened caution during transportation. The unit's heavy center of gravity is situated at the base. Loading the unit can shift this center, potentially making it top-heavy and reducing stability. Approach uneven surfaces, door thresholds, drains, and grates with heightened caution to prevent tipping or damage.

## Quick Tip:

Keeping your unit in top condition is as easy as using genuine OEM parts! Regular maintenance and timely part replacements ensure the longevity and efficiency of your equipment.

Need a replacement part for your unit?

Visit [fweparts.com](http://fweparts.com) to order authentic OEM parts and keep your equipment running smoothly!

# PROOFER-HEATER CABINETS

## CONTROLS

### Manual Control Panel

**Thermometer**

Measures and displays the air temperature (°F/°C) inside the cabinet.

**Heat Cycle Indicator**

This amber light indicates that the unit is heating and will turn off when the unit reaches the set temperature

**Power Indicator**

A green light indicates the unit is powered to the ON (I) position.

**Temperature Control Dial**

Turn this dial left or right to set the air temperature inside the cabinet.

The black arrow indicator points to the desired temperature set point.

**Warning - Minimum & Safety Recommended Settings:**

Air Temperature Setting: 160°F / 71°C

**Moisture Cycle Indicator**

An amber light indicates when unit is attempting to reach set moisture level and will turn off when unit reached set moisture level.

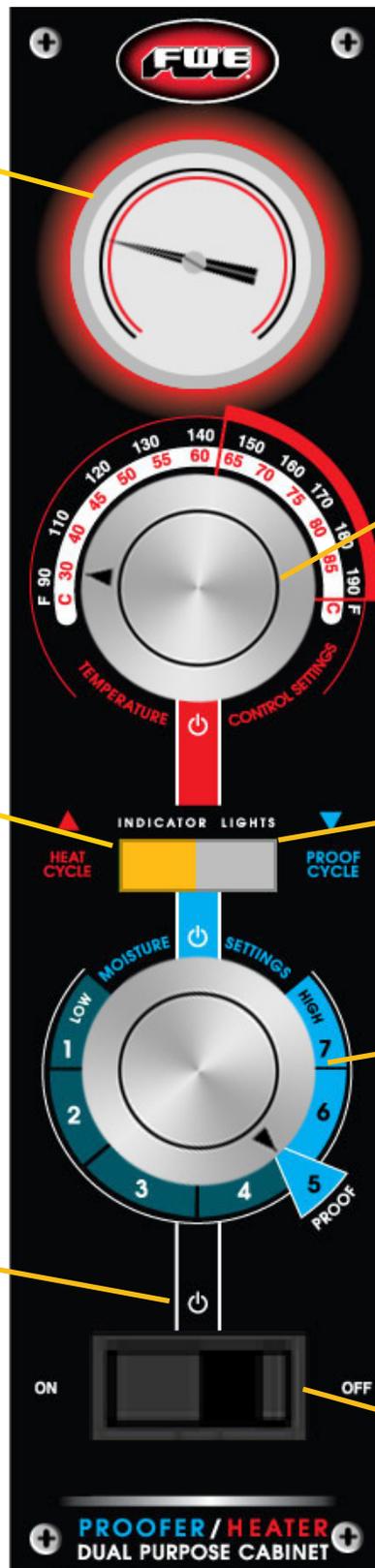
**Moisture Level Control Dial**

Turn this dial left or right to set the air temperature inside the cabinet.

The black arrow indicator points to the desired temperature set point.

**Power Switch**

Turns the unit ON/OFF and activates the green "Power" light indicator.



# PROOFER-HEATER CABINETS

## Electronic Control Panel

### Heat Cycle Indicator

An amber light indicates active heating.

### Digital Temperature Display

Illuminates upon powering on.

To switch between °F/°C:

1. Set the Air Temp Control Dial and Power Switch to OFF.
2. Hold "TEMP RECALL" and turn the Power Switch ON.
3. Repeat to alternate °F/°C.

### Moisture Level Control Dial

Turn this dial left or right to set the air temperature inside the cabinet.

The black arrow indicator points to the desired temperature set point.

### Actual Temperature Indicator

Illuminates when the cabinet's actual temperature displays.

### Temperature Recall

Press to view the set temperature.

### Temperature Control Dial

Rotate to adjust cabinet temperature; the display reflects the setting.



### Warning - Minimum & Safety Recommended Settings:

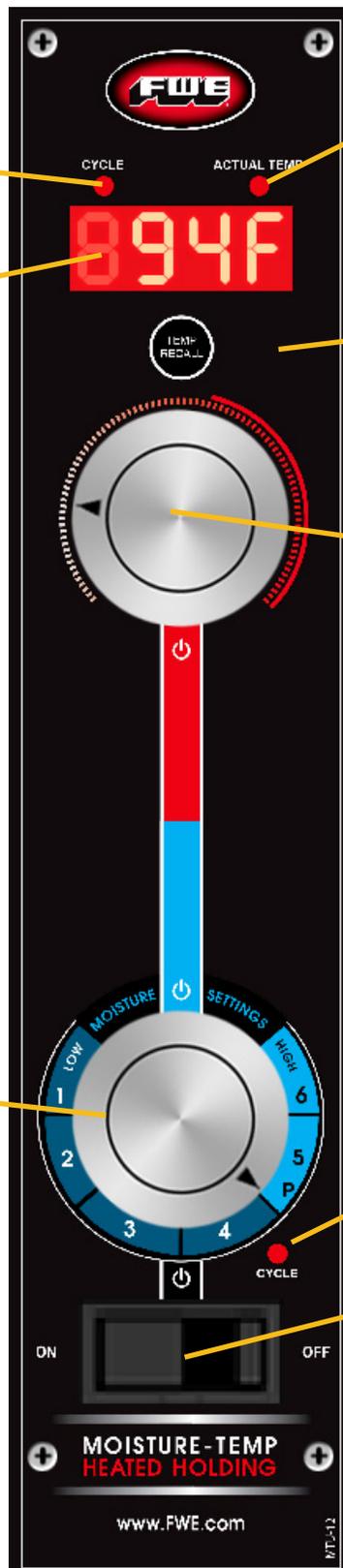
Air Temperature Setting: 160°F / 71°C

### Moisture Cycle Indicator

An amber light indicates when unit is attempting to reach set moisture level and will turn off when unit reached set moisture level.

### Power Switch

Turns the unit ON (I) / OFF (O) and activates the display.



# PROOFER-HEATER CABINETS

## OPERATION

### General:

Use the following procedures to operate FWE's Proofer Heater Series.



**WARNING:** Read all safety messages in the **IMPORTANT SAFETY INFORMATION** section before operating this equipment.

### Startup:

1. **Plug the unit** into a properly grounded electrical receptacle.
2. **Move the Power I/O switch** to the "on" position. This activates the display lights and the heating system.
3. **Preheat:** Actual/Setpoint Display
  - A. If the cabinet is at room temperature when turned on or the user increases the **SET POINT**, the display will alternate between **ACTUAL** temp (**ACTUAL LED** illuminated) and **SET POINT** temperature every 5 seconds until the **SET POINT** is reached.
  - B. When the **SET POINT** is reached, 1 beep will sound and **SET POINT** will be displayed causing the alternating to stop.



**NOTICE - Use of Distilled Water:** It's recommended to use distilled water in the water reservoir to preserve the life of electrical and mechanical components. Using non-distilled water may lead to lime or mineral deposits, which are not covered under warranty.

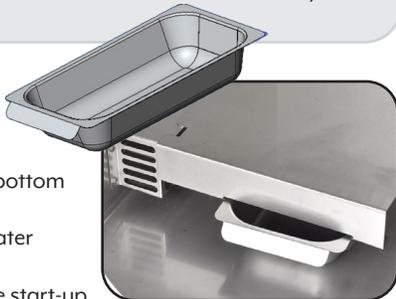
Deionized water should not be used as it can shorten the life of the water reservoir and heating element.

**NOTE:** Unit failure caused by deionized water is not covered by warranty.

### 3. Fill the Water

with hot water.

- A. The water pan is located on the bottom basin.
- B. The amount of water required in pan is determined by the start-up time, length of holding, and level of humidity desired.



**WARNING - ELECTRIC SHOCK HAZARD:** Do not overfill water reservoir. Overfilling can cause electrical shock.

### 4. Setting Air Temperature:

Users are instructed to set the air temperature to their desired levels by turning the knobs on the control panel.

### 5. Allowing for Pre-Heating:

Users should allow the unit 30 minutes to reach the desired operating temperature before loading it with pre-heated food products. This ensures the proper functioning of the cabinet.



**WARNING:** Make sure food product has been heated to the proper food-safe temperature before placing in unit. Failure to heat food products properly may result in serious health risks. This unit is for holding pre-heated food products only.

**BURN HAZARD:** Some exterior surfaces on the unit will get hot. Use caution when touching these areas.

### Setting the Air Temperature

1. Locate the temperature adjustment knob on the control panel located below the thermometer.
2. Turn the temperature adjustment knob to desired temperature.
3. Wait until the thermostat displays desired temperature.
4. Load products.



**NOTE:** Temperature settings may vary depending upon product make-up and consistency. The **CABINET TEMPERATURE** display shows the lowest temperature point inside the cabinet, not the product temperature.

### Setting the Moisture Level

1. Locate the moisture adjustment dial on the control panel located above the power switch.
2. Turn the moisture adjustment dial to desired moisture level.
3. Wait until the unit reaches the set moisture level by waiting till the cycle light, located next to the moisture adjustment dial, turns off.
4. Load Products



The *Proofer Heater* system is designed to maintain the quality and safety of stored food by regulating temperature and passively adding humidity. This system gently circulates warm air over a water pan, creating a humid environment that keeps food moist and fresh for longer periods. This gentle heat system is particularly effective for environments where food needs to be held at safe temperatures without drying out, making it ideal for a wide range of food service operations and general holding applications.

# PROOFER-HEATER CABINETS

## 1. Ambient Temperature:

Optimal performance is achieved in the standard kitchen environment of 70-75°F (21-24°C) and 40-50% relative humidity.

## 2. Placement:

Be mindful of your unit's placement. Locations with unusual temperatures and humidity levels can negatively impact the performance of the unit.

## 3. Ventilation:

Ensure proper airflow around the unit to maintain consistent heating, but avoid placement of units directly under HVAC ductwork.

## 4. Pre-heating:

Ensure the equipment is at the desired temperature before loading food to maintain quality. Only load hot food into hot cabinets, units are only designed to maintain temperature, not increase temperature or cook.

## 5. Loading Method:

Distribute items evenly to allow for optimal air circulation. Do not overload trays or block path of air circulation.

## 6. Door Management:

Minimize door openings to retain heat and ensure efficient operation.

## 7. Maintenance:

Regular checks and cleaning of the heating elements and door seals are crucial for performance.

## BEST PRACTICES

### Basic Do's and Don'ts of Hot Holding:

#### 1. DO:

- Properly pre-heat cavity to desired temp, BEFORE loading food product
- ONLY load HOT food product into cavity, NEVER load cold food with the expectation of heating it
- Set cavity temperature 10-15°F OVER your desired product temperature
- Minimize door open time when loading/un-loading food product
- Ensure door fully closes every time it is accessed
- Allow space in between pans/product for air and heat to properly circulate.
- Keep door gaskets in place and clean of any debris
- Follow all maintenance and cleaning procedures daily for best performance

#### 2. DON'T:

- Never load COLD food into the cavity
- Never load food PRIOR to proper cavity pre-heat
- Never leave door open for long periods of time, especially when loading or unloading product
- Never crowd product or overload the unit, blocking proper air/heat distribution
- Never remove gasket or gasket support components
- Never use a holding cabinet as an oven

## CLEANING AND MAINTENANCE



**WARNING:** Ensure the power switch is in the OFF position and unplug the power cord before beginning any cleaning, adjustments, or maintenance routines. Allow the unit ample time to cool down prior to these activities.

Positioning the unit indoors in an environment with a controlled air temperature, preferably above 70°F (21°C), as it is not constructed to be weather resistant.

The unit is not built to withstand "jet-proof" conditions. As such, abstain from using high-pressure jet sprays when cleaning the appliance.

It is advised to avoid steam cleaning or the application of excessive amounts of water to the unit.

Refrain from cleaning the unit while it is powered on (energized) or if the components are still hot.

Any serving required for this unit must be carried out by the certified and experienced professionals.

### Daily Cleaning:

Daily cleaning of the unit is recommended. This is to preserve the finish of the unit and to prevent scratches.

### General Cleaning Guide of Stainless Steel:

Stainless steel should be cleaned with warm water, mild soap, and a soft cloth. Apply with a dampened cloth and wipe in the direction of the metal grain. Stainless steel polish may be used to renew and protect the outside cabinet finish.



**WARNING: Do NOT use stainless steel polish inside the unit!**

For harder to clean stains, baking soda is recommended. Mix 1 TBSP to 1 pint of water. After cleaning unit with baking soda, remove any remaining baking soda residue by wiping the surface with a clean cloth soaked with warm water.

- Before cleaning, switch the POWER ON/OFF (I/O) to the OFF position and disconnect the power cord from the power supply. Wait until the unit has sufficiently cooled down before proceeding.
- Remove and wash all food pans.
- Use a soft, damp cloth to cleanse both interior and exterior surfaces of the unit. For persistent stains, utilize a gentle cleaning agent, such as the baking soda and water compound mentioned above. Utilize a small brush with mild detergent for areas that are challenging to reach.
- After cleaning, ensure to dry the unit with a soft, lint-free cloth to avoid scratches.
- For the Lexan polycarbonate doors, a gentle washing with a solution of mild soap and water is recommended. Use a soft, damp cloth for wiping.

# PROOFER-HEATER CABINETS



**NOTICE:** Avoid the use of abrasive materials such as paper towels or glass cleaning products.

- The water pan should be emptied and sanitized as outlined in the “*Cleaning/Draining Water Pan*” instructions within the next section.

## Cleaning/Draining Water Pan:

It is essential to drain the water pan daily as part of the routine cleaning process, prior to moving the cabinet, and during the “*Removing Lime and Mineral Deposits*” procedure.



**WARNING - ELECTRIC SHOCK HAZARD:** Turn OFF power switch, unplug power cord, and allow unit to cool before performing any cleaning, adjustments, or maintenance.

- Ensure the unit is powered off by toggling the *POWER ON/OFF (I/O)* switch to the *OFF* position and disconnecting the power cord. Allow the unit to cool before beginning maintenance.
- Remove heat tunnel by carefully sliding it out and then pulling up.
- Carefully lift the water pan out from its position at the base of the unit.
- Empty the water pan, and proceed to wash the pan thoroughly.
- Once cleaned, reposition the water pan, followed by the heat tunnel, ensuring they are properly seated within the unit.

## Removing Mineral Deposits:

Periodic maintenance is vital for the optimal performance of humidified units. The frequency of defilming will depend on the lime and mineral composition of the water in regular use.

## Important Considerations:

It’s advisable to carry out the maintenance at times when the unit is not needed imminently, such as at the end of the day.

## De-Liming Procedure:

- Power down the unit, disconnect from the electrical supply, and wait for the unit to cool.
- Once cool, follow the steps outlined in the “*Draining the Water Reservoir*” section of this manual.
- Prepare a de-liming solution by combining 75% water with 25% white vinegar, ensuring that only plain white vinegar is used.
- Reconnect the unit’s power supply and switch on the unit.
- Adjust the air temperature control to the maximum settings and operate the unit for 30 minutes.
- Afterwards, power down the unit, disconnect it from the power supply, and allow it to cool once more.
- Drain the water reservoir using the “*Draining the Water Reservoir*” procedure again to remove the de-liming solution.
- Rinse the water reservoir by filling and draining it with clean water several times until the outflow appears clear and free from any de-liming solution residue.
- Once the reservoir is thoroughly rinsed, reconnect the unit to the power source and refill the reservoir following the daily operation guidelines proceeded in the **OPERATION** section of this manual.

## SERVICE INFORMATION

**FWE Customer Service: 1-800-222-4393**

**Email: [service@fweco.net](mailto:service@fweco.net)**

### Spare Parts:

Spare or replacement parts may be obtained through a parts supplier or an authorized service agent. There is a basic list of parts as well as a QR Code that can be used to get to the parts website ([www.fweparts.com](http://www.fweparts.com)) on a sticker located near the serial tag.



## WARRANTY

Access our Two-Year Limited Warranty and Term and Conditions of Sale by visiting our webpage at [www.fwe.com/terms](http://www.fwe.com/terms), or simply scan the QR code to the right to access this page directly.



## WARRANTY INFORMATION

**Register Your Unit!** Completing online warranty registration will prevent delay in obtaining warranty coverage.

Access our Online Warranty Registration forms by visiting our webpage at [www.fwe.com/sales-and-support/warranty](http://www.fwe.com/sales-and-support/warranty), or simply scan the QR code to the right to access this page directly.



## IMPORTANT OWNER INFORMATION

Record the model number, serial number, and purchase date of the unit in the spaces below. This information can be found on the serial tag located on the side of the unit near the power cord. Please have this information available when calling FWE for service assistance.

Model Number: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

Notes: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_







FWE Parts Department  
***www.FWEparts.com***  
1-800-222-4393



**A HATCO<sup>®</sup> COMPANY**

**FOOD WARMING EQUIPMENT COMPANY, INC.**  
**COOK | HOLD | TRANSPORT | SERVE | REFRIGERATION | BARS**  
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