



FOR QUESTIONS, CONTACT THE  
SERVICE DEPARTMENT AT:  
[service@servware.com](mailto:service@servware.com) or  
800-768-5953

## Warmer Drawer

### Service, Installation and Care Manual

Please read this manual completely before attempting to install or operate this equipment.  
Notify carrier of damage! Inspect all components immediately.



**IMPORTANT INFORMATION  
ABOUT YOUR SERV-WARE™ UNIT ENCLOSED.  
PLEASE READ BEFORE USE!**

*Save These Instructions!*

Parts & Service Manuals Available at:  
**[www.servware.com](http://www.servware.com)**

**800-768-5953**

## COMMERCIAL WARMER DRAWER SAFETY

*Your safety and the safety of others are very important.*

We have provided many important safety messages in this manual and on your appliance. Always read and obey all safety messages.



This is the Safety Alert Symbol. This symbol alerts you to potential hazards that can kill or injure you and others. All safety messages will follow the Safety Alert Symbol and either the words "**DANGER**", "**WARNING**" or "**CAUTION**".



This symbol alerts you to potential hazards that can burn or injure you and others. All safety messages will follow the Safety Alert Symbol and either the words "**DANGER**", "**WARNING**" or "**CAUTION**".



**DANGER** means that failure to heed this safety statement may result in severe personal injury or death.



**WARNING** means that failure to heed this safety statement may result in extensive product damage, serious personal injury, or death.



**CAUTION** means that failure to heed this safety statement may result in minor or moderate personal injury, or property or equipment damage.

All safety messages will alert you to what the potential hazard is, tell you how to reduce the chance of injury, and let you know what can happen if the instructions are not followed.

If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard. This appliance is not intended for use by persons with lack of experience and knowledge regarding this type of equipment, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Cleaning and user maintenance shall not be made by inexperienced persons without supervision.

Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.

## COMMERCIAL WARMER DRAWER SAFETY

*The key for appliance electric box should be safe kept by qualified persons in order to avoid a hazard.*



**WARNING:** Risk of severe burns from steam or touching hot surfaces.



**WARNING:** Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.



**WARNING:** Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.



**WARNING:** Improper installation, adjustment, alteration, service or maintenance can cause property damage, injury or death. Read the installation, operation and maintenance instructions thoroughly before installing or servicing this equipment.



**CAUTION:** Do not operate this equipment unless you have read and understand the content of this manual! This manual contains important safety information concerning the maintenance, use and operation of this product. Keep this manual in a safe location for future reference.

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### **WARNING**



**Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.**

### **WARNING**



**Improper installation, adjustment, alteration, service or maintenance can cause property damage, injury or death. Read the installation, operation and maintenance instructions thoroughly before installing or servicing this equipment.**

**Do not operate this equipment unless you have read and understand the content of this manual! This manual contains important safety information concerning the maintenance, use and operation of this product. Keep this manual in a safe location for future reference.**

## OWNER'S INFORMATION

### General information:

1. Always clean equipment thoroughly before first use. (See general cleaning instruction)
2. Check rating label for your model designation and electrical rating.
3. For best results, use stainless steel countertops.

### General operation instructions:

1. All foodservice equipment should be operated by trained personnel.
2. Do not allow your customers to come in contact with any surface labeled "CAUTION HOT"
3. Where applicable: Never pour cold water into dry heated units.
4. Where applicable: Do not cook, warm or hold food directly in liner pans (well pans). Always use steamtable pans/inset, etc.
5. Never hold perishable food below 150°F (66°C).

## SAFETY INFORMATION

Warmer 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.

Always disconnect power before serving the Warmer Drawer. Surfaces will remain hot after power has been turned off. Allow unit to cool before cleaning or servicing. Never clean the Warmer Drawer by immersing it in water. The warmer drawer is not protected against water jets, DO NOT CLEAN WARMER DRAWER WITH A WATER JET. Always clean equipment before first use.

## SPECIFICATIONS

### Cordset Configuration:

120V: NEMA 5-15P plug, 6 foot, 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.

STANDARD WARMER DRAWERS				
MODEL	ELECTRIC	DIMENSIONS	DRAWER NUMBER	SHIPPING WEIGHT
SWPWDS-1	120V, 450W, 3.75A	14 7/8" x 27 3/4" x 21"	1	103.6 lbs (47 kgs)
SWPWDS-2	120V, 900W, 7.50A	24 1/4" x 27 3/4" x 21"	2	152.5 lbs (69 kgs)
SWPWDS-3	120V, 1350W, 11.25A	33 5/8" x 27 3/4" x 21"	3	203.5 lbs (92 kgs)

## WARNINGS

**IN THE EVENT OF A POWER FAILURE, DO NOT ATTEMPT TO OPERATE THIS DEVICE.**

ELECTRICAL SHOCK HAZARD. FAILURE TO FOLLOW THE INSTRUCTIONS IN THIS MANUAL COULD RESULT IN SERIOUS INJURY OR DEATH.

1. 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.
2. DO NOT submerge or saturate with water. Unit is not waterproof. Do not operate if unit has been submerged or saturated with water.
3. Do not pull unit by power cord.
4. Do not use an extension cord with this appliance.
5. Check with a qualified electrician if you are unsure as to whether the appliance is properly grounded.
6. Turn OFF power switch, unplug power cord, and allow unit to cool before performing any cleaning, adjustments or maintenance.
7. Unit is not waterproof. Locate unit indoors where the ambient air temperature is a minimum of 70°F (21°C).
8. Do not steam clean or use excessive water on the unit.
9. This unit is not "Jet-proof" construction. Do not use jet-clean spray to clean this unit.
10. Discontinue use if power cord is frayed or worn.
11. Do not attempt to repair or replace a damaged power cord. The cord must be replaced by an authorized agent or a person with similar qualifications.

**WARNINGS** 

This unit must be serviced by qualified personnel only. Service by unqualified personnel may lead to electric shock or burn.

 **CAUTION** 

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

**NOTICE**

**DO NOT** lay unit on front or back side. Damage to unit could occur.

**Fire Hazard:**

1. Locate unit a minimum of 1" (25mm) from combustible walls and materials. If safe distances are not maintained, discoloration or combustion could occur.
2. Do not use harsh Chemicals such as bleach (or cleaners containing bleach), oven cleaners, or flammable cleaning solutions to clean this unit.



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

## OPERATION

### General Information:

1. Always clean equipment thoroughly before first use.
2. Check rating label for your model designation and electrical rating.
3. 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 & First Use Instructions:

### CAUTION



**Drawer warmer units are heavy and require two or more 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.

### 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.**



## OPERATION

### Installation & First Use Instructions Continued:

5. Press the "On/Off" Button.
6. Using the Up Arrow and Down Arrow buttons, set the desired temperature.
7. The Set Temperature Screen will blink a few times to confirm set temperature.
8. Allow the unit up to 15 minutes to preheat (covering with a steam table pan will allow quicker preheating).

#### 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.**

9. Allow each drawer 30 minutes to preheat to the desired temperature.
10. 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.

#### CAUTION



**Use no more than 1 quart (1 liter) for wet operation. Place no more than 1/4" of water in the drawer pan.**

#### NOTE

**Perforated pans may be used with damp towel or small amount of hot water in the drawer pan to prevent food dry out.**

11. 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.
12. If too much moisture accumulates around drawer front or vent, reduce temperature setting or move vent knob to dry position.
13. When the unit is no longer needed during the day, or needs to be cleaned, turn the unit "OFF" and allow up to 1 hour to cool down. Once cool, empty the well and complete necessary procedure. Removing any steam table pans will accelerate the cooldown process.

**The equipment is for HEATING only, not for cooking.**

## 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

PRODUCT	TEMPERATURE SETTING	VENT	VENT CONTROL SETTING
Rolls, Hard	160°F - 185°F	DRY	Open
Rolls, Soft	150°F - 175°F	MOIST	Open-Half
Vegetables	175°F - 185°F	MOIST	Open-Half
Meat, Poultry	165°F - 185°F	DRY	Open-Half
Fish	165°F - 185°F	MOIST	Closed
Casseroles	150°F - 175°F	DRY	Open
Pies, Desserts	160°F - 185°F	DRY	Open
Tacos, Tortillas	150°F - 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.

## CLEANING

### General Cleaning Instructions:

1. Never clean any electrical unit by immersing it in water. Turn off before surface cleaning.
2. 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.
3. Turn off electrical units before cleaning or servicing. All service should be performed by authorized service agency.

### Daily Cleaning:

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. Low drawer and pull straight out.

### Preventive Care:

To prevent stainless steel break-down, follow these steps:

1. Never use any metal tools, scrapers, files, wire brushes, or scouring pads (except for stainless steel scouring pads).
2. Never use steel wool which will leave behind particles that will rust.
3. Never use acid-based or chloride containing cleaning solutions which will break down the protective film.
4. Never rub in a circular motion. Always rub gently in the direction of the steel grain.
5. Never leave food products or salt on the surface. Many food are acidic. Salt contains chloride.

**TROUBLESHOOTING GUIDE**

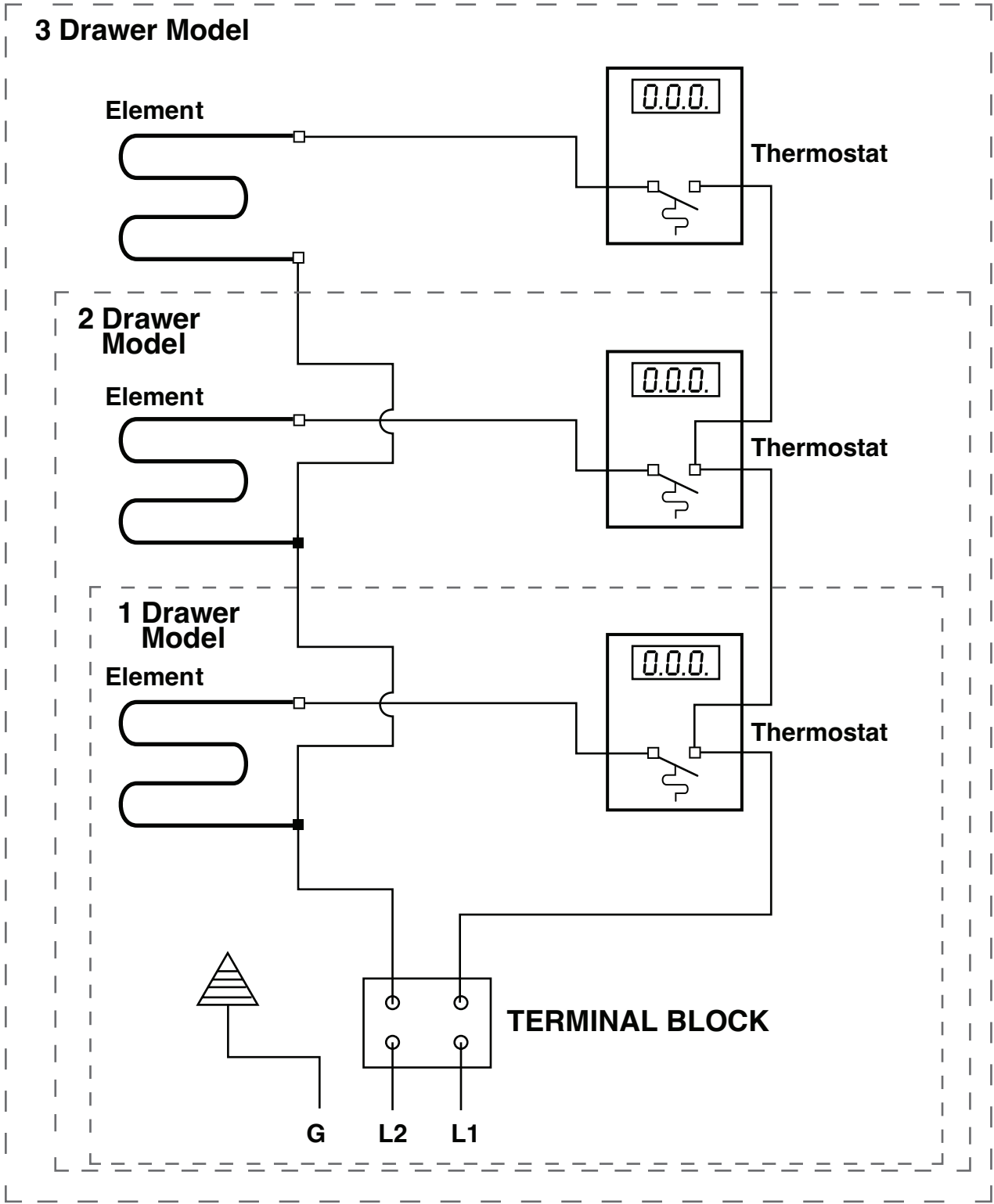
Always ask and check the following:

1. Is the unit connected to a live power source of the proper voltage?
2. Check the circuit breaker.
3. Is power switch “ON” ?
4. Check the rating label. Is the unit connected to the correct power source.

<b>ISSUE</b>	<b>POSSIBLE CAUSE</b>	<b>SOLUTION</b>
<b>Unit is too Hot</b>	Temperature control is set too high	Change the temperature to a lower setting
	Unit is connected to incorrect power supply	Contact an authorized electrician
	Defective internal thermostat	Contact an authorized electrician
<b>Unit is not hot enough</b>	Unit has not had enough time to preheat	Allow unit 30 minutes to reach operating temperature. This can be accelerated by closing the drawer vent(s)
	Temperature control is set too low	Change the temperature to a higher setting
	Drawer(s) are not closed completely	Make sure all drawers are completely closed
	Defective internal thermostat	Contact an authorized electrician
<b>Product is too dry</b>	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
<b>Product is too moist</b>	Drawer vent is closed	Move drawer vent to open
	Water pan is installed but not needed	Remove water pan from drawer
<b>Unit is not working at all</b>	Unit not plugged in	Plug unit into proper power supply
	Unit not turned on	Press the On/Off switch on the digital control
	Circuit breaker tripped	Reset circuit breaker
	Control knob is defective	Contact an authorized electrician
	Heating element is burned out	Contact an authorized electrician

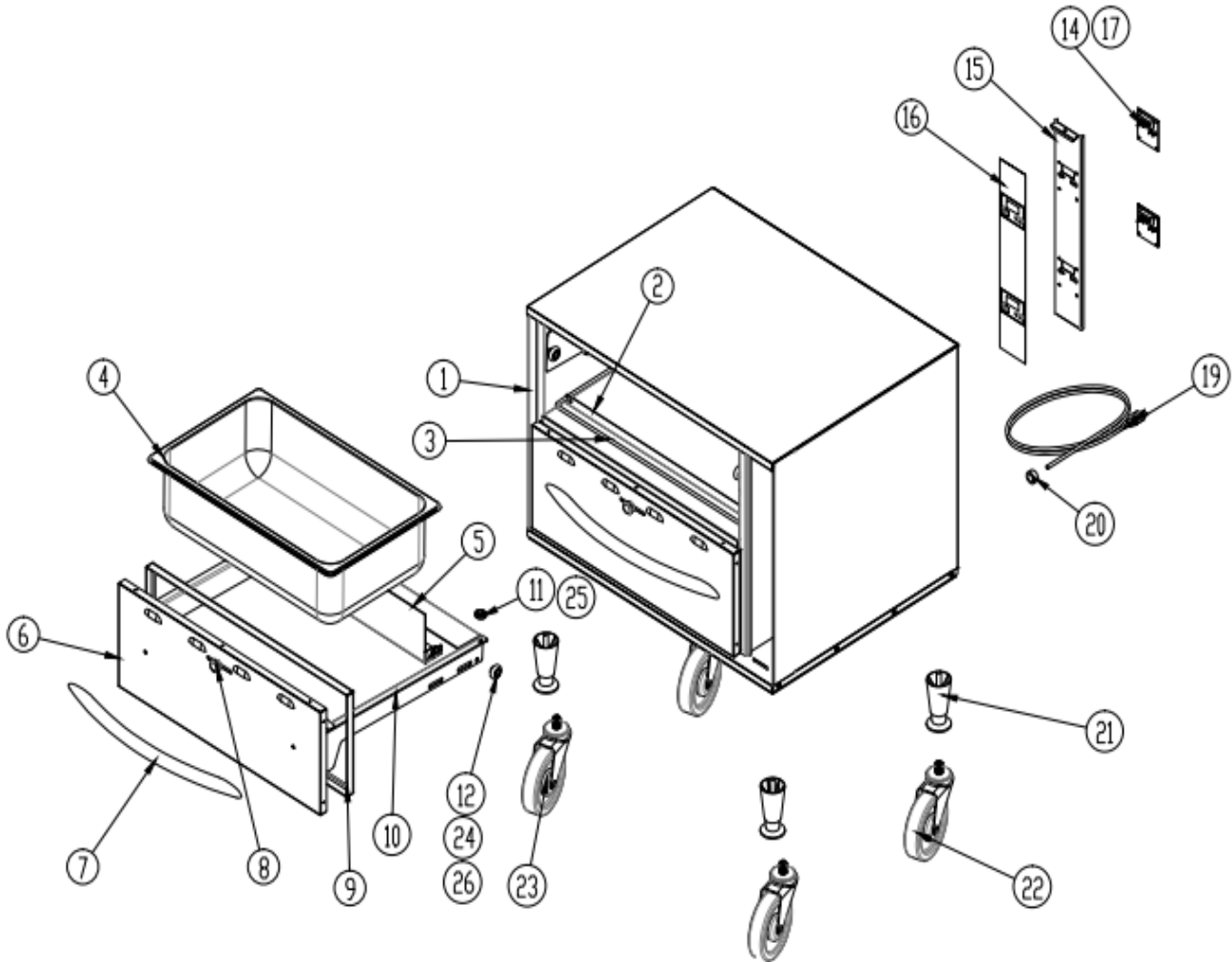
# WIRING DIAGRAM

SWPWDS-1 / SWPWDS-2 / SWPWDS-3



# EXPLODED VIEW & PARTS LIST

## SWPWDS-2 EXPLODED VIEW



**SWPWDS-2**  
\* Shown



(Casters are optional)



**EXPLODED VIEW & PARTS LIST****WARMER DRAWER PARTS LIST**

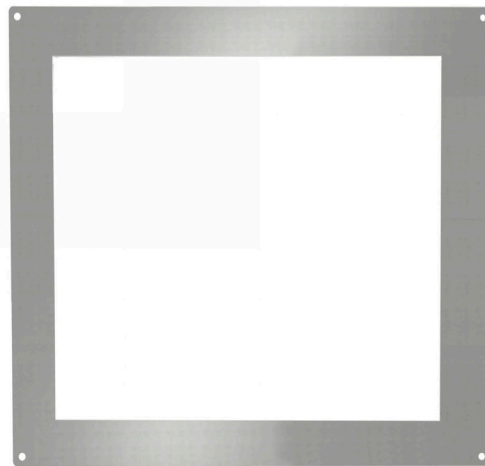
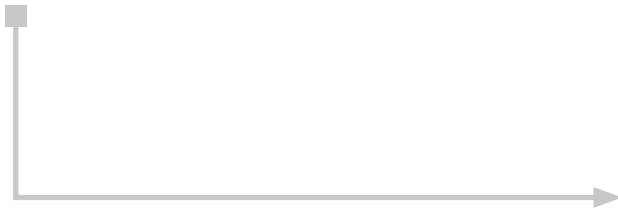
PARTS (QTY)			SWPWDS-1	SWPWDS-2	SWPWDS-3
ITEM	P/N	DESCRIPTION	VOLTS	VOLTS	VOLTS
			120	120	120
1	CE9030	Body Assembly	1		
	CE9031			2	
	CE9032				3
2	CE9033	Element Bracket	1	2	3
3	CE9034	Heating Elements	1	2	3
	CE9035				
	CE9036				
4	CE9037	Pan	1	2	3
5	CE9038	Center Pan Support Assembly	1	2	3
6	CE9039	Drawer Face Assembly	1	2	3
7	CE9040	Drawer Handle	1	2	3
8	CE9041	Drawer Vent Knob	1	2	3
9	CE9042	Gasket	1	2	3
10	CE9043	Drawer Inner Frame Weldment	1	2	3
11	CE9044	Guard Bearing	2	4	6
12	CE9045	Slide Bearing	6	12	18
14	CE9046	Thermostat 250V 105°C	1	2	3
15	CE9047	Knob	1	2	3
16	CE9048	Mechanical Temperature Indicator (0~120°C)	1	2	3
17	CE9049	Power Indicator Light	1	2	3
18	CE9050	Control Panel	1	1	1
19	CE9051	Cord + Plug NEMS (5-15)	1	1	1
	CE9052	Cord + Plug NEMS (6-20)			
20	CE9053	Cabel Bushing	1	1	1
21	CE9054	Leg	4	4	4
22	CE9055	Caster with Brake (Optional)	2	2	2
23	CE9056	Caster (Optional)	2	2	2
24	CE9057	Screw (1/4 - 20 x 1.25")	6	12	18
25	CE9058	Screw (1/4 - 20 x 0.75")	2	4	6
26	CE9059	Nylon Lock Nut (1/4 - 20")	8	16	24

## COMPONENT SUPPLY

### 1. Stainless Steel Pans for Replacement



### 2. Front Plate for Replace-Build in Design



### 3. Casters for Option to Replace Legs



5 x 1 1/4 Thread Stem Casters



## SERV-WARE PRODUCTS LIMITED LABOR AND PARTS WARRANTY REFRIGERATORS AND FREEZERS

Serv-Ware Products warrants to the original owner/user that any product manufactured shall be free of defects in material or workmanship, under normal use and maintenance, for a period of one (1) year from the original installation date or a maximum of eighteen (18) months after the shipment date from Serv-Ware Products. Proper installation and start-up in accordance with the instruction manual supplied will be taken into consideration when evaluating the warranty on the specified equipment. ***The obligation of Serv-Ware Products and the rights and remedies of the owner/ user under this warranty are exclusively limited to (1) the repair or replacement, including labor charges, of parts or assemblies that in Serv-Ware Products opinion are defective within one year after the original date of installation;*** The labor warranty shall include standard straight time labor charges at the product location only and shall exclude charges for travel time, mileage or other premium charges. Any labor service required to fulfill the warranty obligation must be performed by a refrigeration service company qualified and accepted by Serv-Ware Products.

***(See Specification sheets for warranty period details.)***

**This warranty does not include parts or labor coverage for component failure or other damage resulting from:**

- External electrical power failure or miswiring to Product for any reason.
- Adverse operating conditions as set forth in the owner/user manual for the Product.
- Failure to clean and/or maintain Product as set forth in the owner/ user manual for the Product.

All claims for labor or parts must be made through Serv-Ware Products. The defective part for which labor reimbursement is claimed, together with the service invoice, must be returned to the Serv-Ware Products within fifteen days from the date of service to be eligible for labor and parts warranty coverage. All replacement parts must be approved Serv-Ware Products parts. Incidents of failure that do not require replacement of a part shall be explained in sufficient detail on the service invoice to identify the failure. All claims shall include the product model number, serial number, original date of installation and customer identification.

The foregoing warranty shall not apply to (1) any part or assembly (a) that has been altered, modified, or changed, (b) that has been subjected to misuse, abuse, neglect or accidents, or (c) any Product on which the serial or model number has been removed or altered, or (2) any Product that has been installed and /or maintained inconsistent with Serv-Ware Product's technical publications, or (3) any Product that has been installed or is located outside the standard warranty coverage area. Warranty valid in United States only. Contact factory for warranty in other countries.

### ***“LIMITATION OF LIABILITY AND OTHER WARRANTIES”***

Serv-Ware Products assumes no liability for misuse or inadequate maintenance of the Product. **In no event shall the user be entitled to recover incidental or consequential damages, including but not limited to, damages for inconvenience, food loss, rental or replacement equipment, loss of profits, or other commercial loss.** Warranties stated above are the only warranties made in connection with the sale and distribution of the Products. ANY AND ALL OTHER EXPRESSED, STATUTORY AND IMPLIED WARRANTIES APPLICABLE TO THE PRODUCT INCLUDING, WITHOUT LIMITATION, ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR USE ARE EXPRESSLY DISCLAIMED. The warranty information set forth above shall be governed by and construed in accordance with the laws of the State of North Carolina and, if applicable, the laws of the United States of America. The warranty, as stated, is extended only to the original owner/user and is not assignable.







**SERV-WARE<sup>TM</sup> Products LLC.**

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Parts & Service Manuals Available at:

**[www.servware.com](http://www.servware.com)**

**800•768•5953**

Prop. 65 Warning for California Residents



WARNING: This product may contain chemicals known to the State of California to cause cancer, birth defects, or other reproductive harm.