

USER MANUAL

HEATED DISPLAY
MERCHANDISERS

SERVITE HOLD IT
HEAT IT
MOVE IT



HEATED DISPLAY MERCHANDISERS



Intertek
5002546



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5002546



NEMA
5-15P

CONFORMS TO NSF/ANSI STD. 4
CONFORMS TO CSA C22.2 NO. 109
CONFORMS TO UL STD. 197

Models: 423HDM26SA, 423HDM36SA, 423HDM48SA

UNIT MUST BE KEPT CLEAR OF COMBUSTIBLES AT ALL TIMES.

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CRITICAL INFORMATION

- A minimum clearance of 6" is necessary on all sides of the unit. Without proper clearance, the unit may experience overheating and reduced efficiency.
- It is crucial to avoid overloading the heated display merchandiser. Placing too many items inside at once can hinder proper air circulation, leading to uneven heating and potential damage to the merchandiser.
- Frequently check the food for proper temperature. Make the necessary changes if the correct temperature is not met.

CAUTION/HAZARD STATEMENTS

General Safety

- **READ THE MANUAL:** Thoroughly read and understand the manual before setting up, operating, or cleaning the heated display merchandiser.
- **INSTRUCTION AND TRAINING:** Instruct and train users in the safe and correct operation of the heated display merchandiser to prevent accidents and ensure consistent heating results.
- **NO MODIFICATIONS:** Never modify the merchandiser's settings, components, or features, or use them in unintended ways outside of the manufacturer's specifications, as this may compromise safety and void warranties.
- **DO NOT OPERATE UNATTENDED:** Never operate the heated display merchandiser unattended to ensure safety and prevent accidents.
- **WEAR PROPER APPAREL:** Always wear appropriate clothing. Avoid loose-fitting or hanging garments while operating the merchandiser to prevent potential hazards.
- **INDOOR USE ONLY:** Use the heated display merchandiser indoors only. Do not use it outdoors to maintain safety and proper functionality.
- **PROFESSIONAL USE:** The machine must be used in a professional setting by qualified operators who have read and understood the manual.

Electrical Safety

- **ELECTRICAL CONNECTIONS:** Hardwired electrical connections must be completed by a certified and insured electrician.
- **DEDICATED CIRCUIT:** For optimal performance and safety, connect the heated display merchandiser to a dedicated electrical circuit. Sharing a circuit with other appliances may lead to power fluctuations, circuit breaker trips, and reduced lifespan of the merchandiser.
- **PROPER VOLTAGE:** Plug the merchandiser into a grounded outlet with the correct voltage. The pre-attached plug cannot be replaced without professional installation. Never use an extension cord with the merchandiser.
- **GROUNDING:** Ensure the merchandiser is properly grounded to prevent electric shock.
- **CORD SAFETY:** Keep cords, plugs, and electrical components away from water or other liquids to prevent electric shock. Avoid letting cords hang over counters to prevent tripping hazards. Replace cords only with the manufacturer's specified cord set.

Operational Safety

- **OVERHEAT CONTROL:** Monitor the merchandiser during use to prevent overheating, especially during extended operation. This model includes an automatic shutoff feature to prevent overheating for safety.
- **VENTILATION:** Ensure adequate ventilation around the merchandiser to prevent overheating and maintain efficient operation.
- **SURFACES:** Avoid touching hot surfaces. Use handles or knobs to prevent burns.
- **CHILD SAFETY:** Keep children away from the merchandiser and its controls to prevent accidents and misuse.
- **EMERGENCY PROCEDURES:** Familiarize yourself with how to turn off the merchandiser quickly in case of emergencies or accidents.
- **INSTRUCTION LABELS:** Ensure that all operational and safety labels on the merchandiser are visible and legible. Do not remove any labels.

Cleaning and Maintenance

- **UNPLUG AND COOL BEFORE CLEANING:** Always unplug the merchandiser and allow it to cool completely before cleaning or performing maintenance.
- **REGULAR CLEANING:** Clean and maintain the merchandiser regularly according to the manufacturer's instructions to ensure safe and hygienic operation.
- **CHEMICAL USAGE:** If using cleaning chemicals, follow the manufacturer's guidelines for safe handling and storage.
- **SANITIZATION:** After cleaning, sanitize the merchandiser's interior to prevent food contamination.
- **ELEMENT CHECK:** Regularly inspect the heating elements for damage or improper function.
- **REGULAR INSPECTION:** Regularly inspect the merchandiser for signs of wear, damage, or malfunction, and address any issues promptly.
- **MAINTENANCE SCHEDULE:** Follow the maintenance schedule outlined in the manual to ensure the longevity and safety of the merchandiser.

Installation and Placement

- **INSTALLATION REQUIREMENTS:** To reduce the risk of fire, mount the merchandiser on a surface with noncombustible surroundings, with no combustible flooring or surface finishes beneath it. The noncombustible area should extend at least 12" beyond the unit on all sides.
- **SECURE PLACEMENT:** Place the merchandiser on a stable, level surface in a climate-controlled indoor environment near an electrical outlet.
- **CLEARANCE:** Allow for at least 6" of space on all sides to ensure proper ventilation. Proper airflow is crucial for consistent performance and to prolong the merchandiser's lifespan.

INITIAL SETUP

Inspect the Packaging

1. **CHECK FOR EXTERNAL DAMAGE:** Inspect the exterior of the packaging for signs of dents, tears, or punctures.
2. **OPEN THE BOX CAREFULLY:** Use scissors or a box cutter to carefully slice through the tape or seals on the box.
3. **CHECK FOR DAMAGE:** Once the box is open, inspect the machine for any visible damage.
4. **IF DAMAGED, CONTACT MANUFACTURER:** If you find damage, contact the manufacturer immediately with photos of the damage.

Unboxing

1. **LIFT THE MACHINE:** With assistance, carefully lift the equipment out of the packaging.
2. **REMOVE PACKAGING MATERIALS:** Remove foam inserts, plastic coverings, and any protective materials from the inside and outside of the equipment.
3. **KEEP IMPORTANT DOCUMENTS AND TOOL:** Set aside the manual and warranty document.
4. **REMOVE ALL COMPONENTS:** Remove the equipment and any included accessories from the box.
5. **ADJUSTABLE RACKS:** If the merchandiser racks come unassembled, slide them into their designated slots inside the heated display merchandiser. Ensure they are securely in place before use.
6. **PLACEMENT:**
 - Ensure a minimum clearance of 6" on all sides of the unit to ensure proper airflow.
 - Avoid positioning the merchandiser directly adjacent to a heat source. Place the unit on a stable surface near an electrical outlet. It is required to place the merchandiser in a climate-controlled room.
 - Level placement is crucial for the merchandiser to work effectively.

Ventilation Space:

1. Allow at least 6" of space on every side of the merchandiser for adequate ventilation.
2. This unit generates heat, and maintaining proper ventilation is vital for consistent performance and the appliance's lifespan.

CLEANING

Cleaning and Maintenance Instructions

1. **EMPTY THE MERCHANDISER:** Ensure the heated display merchandiser is empty and free of any food residues or pans before cleaning.
2. **UNPLUG FOR SAFETY:** Always unplug the heated display merchandiser from the electrical outlet before cleaning to reduce the risk of electrical shock.
3. **WEAR GLOVES:** Wearing gloves is recommended to protect your hands from grease and any sharp edges.
4. **WIPE DOWN BETWEEN USES:** Use a damp cloth and mild cleaning solution to wipe down the merchandiser after each use. Remove any food particles, and, if necessary, use a gentle cleaner for stubborn residues. Ensure the merchandiser is cool before cleaning.

Disassembly Instructions

- **REMOVE THE ADJUSTABLE RACKS:** Gently slide out the merchandiser racks, noting their specific placement for easy reassembly.
- **DETACH THE DOOR:** If applicable, remove the door for better access during cleaning.

Cleaning

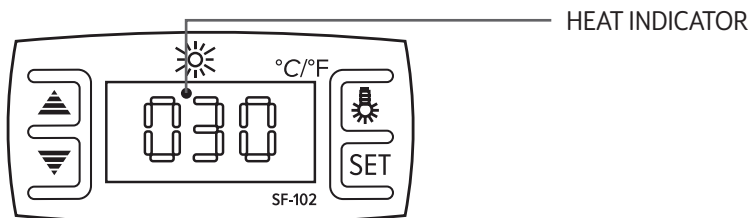
1. **USE WARM, SOAPY WATER:** Clean all removable parts with warm water and gentle dish detergent.
2. **USE A SOFT SPONGE:** Always use a non-abrasive sponge to prevent scratching the merchandiser's surfaces.
3. **RINSE THOROUGHLY:** Rinse all parts well to ensure no soap residue remains, which could affect the flavor of your food.
4. **BRUSH HARD-TO-REACH AREAS:** Use a soft-bristle brush for hard-to-reach areas, especially around heating elements and vents. Avoid abrasive materials that may damage the merchandiser.
5. **WIPE DOWN THE EXTERIOR:** Regularly wipe down the exterior to prevent buildup and maintain the merchandiser's appearance.
6. **USE SAFE CLEANERS:** If needed, apply a non-abrasive, food-safe cleaning solution for extra cleaning power.
7. **SANITIZE:** Apply a food-grade sanitizer to parts that come into direct contact with food.
8. **REMOVE SANITIZER RESIDUE:** Ensure all sanitizer residue is removed by wiping down with clean water.
9. **AIR DRY:** Allow all removable parts to air dry in a well-ventilated area. Ensure they are completely dry before reassembly.
10. **INSPECT BEFORE REASSEMBLY:** Confirm all parts are clean, sanitized, and fully dry.

Reassembly Instructions

- **REPLACE THE ADJUSTABLE RACKS:** Slide the racks back into their original positions.
- **REATTACH THE DOOR:** If the door was removed, securely reattach it to the merchandiser.

PROGRAMMING

- POWER ON:** After powering on, the buzzer will beep once, and the digital screen will display the current storage temperature. If the storage temperature is below the set temperature at first power-on, the heating will engage. The buzzer will sound with each key press.
- ADJUST TEMPERATURE:** Press the “SET” key to display the control setting temperature (default is 176°F).
 - Adjust using the “▲” or “▼” keys, then press “SET” again to save.
 - If no key is pressed for 10 seconds, the display will revert to the storage temperature.
- TURN ON LIGHT:** If the light does not turn on automatically, press the light key.
- TEMPERATURE ALERTS:** If the storage temperature exceeds 282.2°F, the probe will indicate a short circuit with an “HH” display.
 - For temperatures below -18.4°F, the probe will display “LL” to indicate an open circuit.
- RESET TO FACTORY SETTINGS:** To return to factory defaults, press and hold the “▼” key for 2 seconds (the buzzer will sound).
 - Then, immediately press and hold the “▲” key for 6 seconds. The display will flash for 3 seconds, and all settings will revert to factory values.
- ACCESS ADVANCED SETTINGS:** Press and hold the “SET” key for 6 seconds to enter advanced settings (E1, E2, E3, E4, C1).
 - Cycle through options with “SET” and adjust values using the “▲” or “▼” keys.
 - Press “▼” key for 10 seconds, the digital will flash and display “OFF” to lock the current settings. Press the “▼” key another 10 seconds, and the digital screen will flash and display “ON”.
 - We do not recommend adjusting E1 thru E4 parameters. If you need to change temperature units from Fahrenheit to Celsius, please only change parameter C1.



Mode	Function	Parameter Range	Factory Value
	Set Temperature	E1-E2	176°F
E1	Minimum Adjustable Temperature	68°F~104°F	86°F
E2	Maximum Adjustable Temperature	158°F~194°F	176°F
E4	Minimum Adjustable Temperature	68°F~104°F	41°F
E4	Calibration of Temperature Storage Probe	158°F~194°F	37.4°F
C1	Temperature Unit	00 and 01 conversion, °C and °F conversion	01

OPERATION

Powering and Initial Setup

Plug in the heated display merchandiser: Ensure all settings are in the "OFF" position and that all components are correctly installed as specified in the user manual. Connect the merchandiser to a dedicated circuit with an appropriately sized breaker, as indicated on the data plate.

Powering Up and Preheating

1. **LOCATE THE POWER SWITCH:** The power switch is on the back of the merchandiser.
2. **PREHEAT:** Preheat the merchandiser to the desired temperature before placing food inside. This step ensures consistent results and verifies proper operation.

Temperature & Mode Settings

- **SETTING TEMPERATURE:** Adjust the temperature based on your recipe requirements. Refer to the instructions above if further adjustments are needed.

Safety Precautions

- **USE OVEN MITTS:** Always use oven mitts when handling hot dishes or trays.
- **CONSERVE ENERGY:** Keep the merchandiser door closed when not removing food to conserve energy and maintain temperature.

Long-Term Storage

- **STORE SAFELY:** After cleaning, store the merchandiser in a dry, covered area to protect it from dust and extend its lifespan.

MAINTENANCE

Regular Cleaning

- **DAILY WIPE**

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

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

Monthly Checks

- **INSPECT FOR WEAR**

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

1. Turn off and disconnect the machine from the power source.
2. Inspect the plug and cord for any indications of excessive wear, which may encompass discoloration, burn marks, cuts, and tears.
3. Inspect all seals, gaskets, and hoses for signs of wear or leakage.
4. Check the integrity of electrical cords and plug points.
5. If any issues are detected, consult the “Troubleshooting” section, or contact a service provider for recommended actions or replacements.

TROUBLESHOOTING

Problem	Possible Cause	Solution
Heated display merchandiser not heating.	Heated display merchandiser not plugged in.	Plug in the equipment.
	Doors are open.	Close the doors.
Heated display merchandiser trips GFCI outlet. Note: This can only be used for the first-time setup.	Moisture buildup inside the unit can cause a false trip of the GCFI outlet.	Plug the heated display merchandiser into a non-GCFI outlet and run it on low for 30 minutes.
Heated display merchandiser not reaching set temperature.	Heated display merchandiser has not finished preheating.	Allow heated display merchandiser to finish preheating.
	Failure of heating element.	Contact a certified and insured foodservice equipment technician.