

USER MANUAL

HEATED TAKEOUT STATIONS

SERV*ITE* HOLD IT
HEAT IT
MOVE IT



HEATED TAKEOUT STATIONS



CONFORMS TO UL STD. 197
CONFORMS TO NSF/ANSI STD. 4

Models: 423HSW20402, 423HSW20403, 423HSW20404, 423HSW20405

UNIT MUST BE KEPT CLEAR OF COMBUSTIBLES AT ALL TIMES.

REVISED 02/2025

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ServIt heated takeout stations are designed to keep foods at optimum serving temperatures without affecting quality, perfect for your takeout or ghost kitchen operation. Hold anything from pizza, hot sandwiches, pasta meals, and so much more in your front or back of house operations.

All models include standard features such as heavy-duty 304 stainless steel construction built for tough back of house and front of house customer-facing duty. Each shelf is thermostatically controlled with rope-type elements that provide gentle, steady heat that can be adjusted for ease. The digital controls allow for customized temperature for each shelf, giving you ultimate control for your takeout operation. Each individual shelf can be turned off entirely, perfect for if you offer both hot and cold meals. The adjustable flange bolt-style feet are easy to adjust to accommodate any type of surface. ServIt shelf warmers also include a unique marine edge to prevent slippage of food product, while still allowing easy end of shift cleaning.

This manual provides the installation, safety, and operating instructions for heated display merchandisers. ServIt recommends all installation, operating, and safety instructions appearing in this manual be read prior to installation or operation of the unit.

SAFETY WARNINGS

ServIt heated takeout stations 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 ensure proper operation and to reduce the chance of personal injury and/or equipment damage.

- **WARNING:** Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance. Keep the area free and clear of combustible materials.
- **WARNING:** Improper installation, adjustment, alteration, service, or maintenance can cause property damage, injury, or death. Read the Installation, Operating, and Maintenance Instructions thoroughly before installing or servicing this equipment.
- **CAUTION:** These models are designed, built, and sold for commercial use only. If these models are positioned so the general public can use the equipment, make sure all cautions, warnings, and operating instructions are clearly posted near each unit so that anyone using the equipment can use it correctly and not injure themselves or the equipment.
- **CAUTION:** Make sure food product has been heated to the proper food-safe temperature before placing in unit. Failure to heat food product properly may result in serious health risks. This unit is for holding preheated food product only.
- **CAUTION:** Locate unit in an area that is convenient for use. The location should be level and strong enough to support the weight of the unit and contents.

ELECTRIC SHOCK HAZARD

- Plug unit into a properly grounded electrical receptacle of the correct voltage, size, and plug configuration. If plug and receptacle do not match, contact a qualified electrician to determine and install proper voltage and size electrical receptacle.
- Installation must conform to all local electrical codes, and where applicable must be installed by a qualified electrician. Installation by unqualified personnel will void unit warranty and may lead to electric shock or burn, as well as damage to unit and/or its surroundings.
- Turn OFF power switch, unplug power cord/turn off power at circuit breaker, and allow unit to cool before performing any cleaning, adjustments, or maintenance.
- DO NOT submerge or saturate with water. Unit is not waterproof. Do not operate if unit has been submerged or saturated with water.
- Unit is not weatherproof. Locate unit indoors where ambient air temperature is a minimum of 70°F (21°C).
- Do not clean unit when it is energized or hot.
- Do not steam clean or use excessive water on the unit.
- This unit is not a “jet-proof” construction. Do not use jetclean spray to clean this unit.
- Do not pull unit by power cord.
- Discontinue use if power cord is frayed or worn.
- Do not allow liquids to spill into the unit.
- This unit must be serviced by qualified personnel only. Service by unqualified personnel may lead to electric shock or burn.

FIRE HAZARD

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

BURN HAZARD

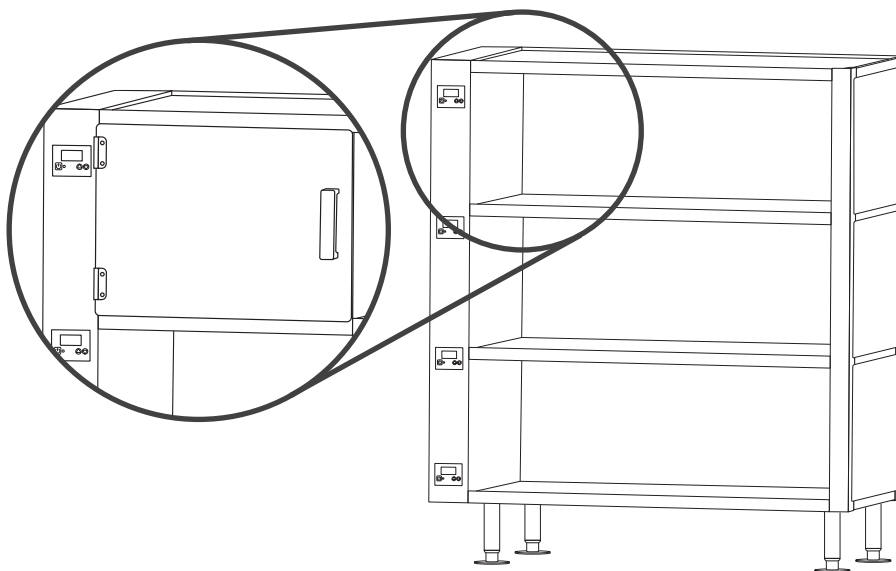
- Some exterior surfaces on unit will get hot. Use caution when touching these areas.

SPECIFICATIONS

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. All models have a shelf temperature range of 80-200°F.

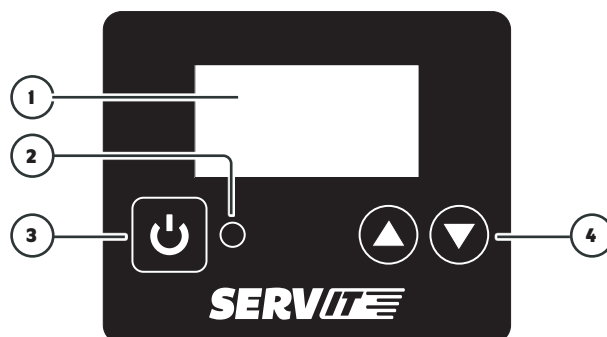
Item Number	Voltage	Plug	Cord
423HSW20402	120	NEMA 5-15	3 Wire Grounded
423HSW20403	120	NEMA 5-15	3 Wire Grounded
423HSW20404	120	NEMA 5-15	3 Wire Grounded
423HSW20405	120	NEMA 5-15	3 Wire Grounded

- Digital Control Panel for each shelf.
- NOTE: Doors (423HSWDOOR) and Dividers (423HSWDIVIDE) are optional accessories.



CONTROL PANEL

Number	Description
1	Current Temperature Display
2	Power Indicator Light
3	Power Button
4	Up/Down Temperature Adjustment Arrows



OPERATING INSTRUCTIONS

General Information:

- Always clean equipment thoroughly before first use (see general cleaning instructions).
- Check rating label for your model designation and electrical rating.
- For best results, use stainless steel countertops.
- **WARNING: ELECTRICAL SHOCK HAZARD.** FAILURE TO FOLLOW THE INSTRUCTIONS IN THIS MANUAL COULD RESULT IN SERIOUS INJURY OR DEATH. Electrical ground is required on this appliance. Do not modify the power supply cord plug. If it does not fit into the outlet, have the proper outlet installed by a qualified electrician. Do not use an extension cord with this appliance. Check with a qualified electrician if you are unsure as to whether the appliance is properly grounded.

General Operating Instructions:

- All foodservice equipment should be operated by trained personnel.
- Do not allow your customers to come in contact with any surface labeled CAUTION HOT.
- Where applicable: Never pour cold water into dry heated units.
- Never hold perishable food below 150°F (66°C).

UNBOXING INSTRUCTIONS

- **CAUTION:** Heated Takeout Stations are heavy and require two people to install.
1. Remove unit from carton and all packaging materials from the unit.
 2. Remove the manual/information packet from the unit.
 3. If installing Doors or Dividers, see "Installing Doors" or "Installing Dividers" sections.

- Place the unit in desired location.

NOTE: Place where the ambient air temperature is constant and between a minimum of 70°F and a maximum of 85°F. Avoid areas that are subject to active air movements or currents. Make sure the unit is located on a solid, level area at a proper height for convenient use, and is also following health standards.

- Locate an outlet of the correct plug and voltage type for the unit and plug it in.

NOTE: If being installed into a cavity or directly between surfaces, ensure a minimum 1" of clearance on sides, back, and top from adjacent surfaces.

SETUP & OPERATING INSTRUCTIONS

- Ensure unit is properly plugged into adequate, grounded power outlet.

- Press on the "On/Off" Button for the shelf you want to adjust.

- Using the UP Arrow and DOWN Arrow buttons, set the desired temperature.

- The Temperature Screen will blink a few times to confirm set temperature.

NOTE: The Temperature Screen will display current temperature after it has been set.

- Allow the unit up to 30 minutes to preheat.

WARNING: 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.

- Place pre-heated packaged food on shelves as desired. For ambient needs, turn off and use lower shelves.

INSTALLING DIVIDERS

WARNING: Prior to installing dividers please ensure that the unit has been turned off and has cooled down sufficiently to avoid injury.

- Remove divider and hardware from packaging.

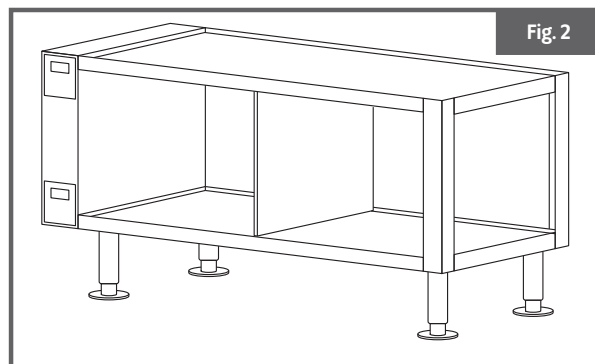
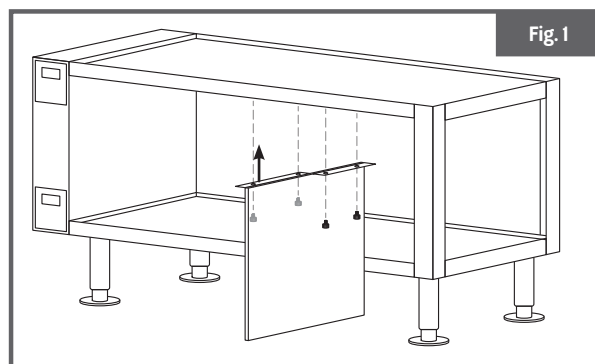
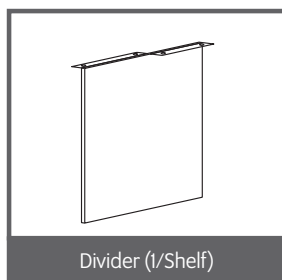
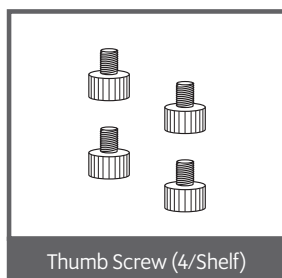
- Orient the divider with the end with the holes up, and the side without holes down.

- Insert divider in the middle of the shelf you want to divide, aligning the holes of the divider with the holes of the heated takeout station. (Fig. 1)

- Using included thumbscrews, attach the divider to the heated takeout station. (Fig. 1)

- The divider is now installed correctly. (Fig. 2)

- Repeat with all other dividers as necessary.

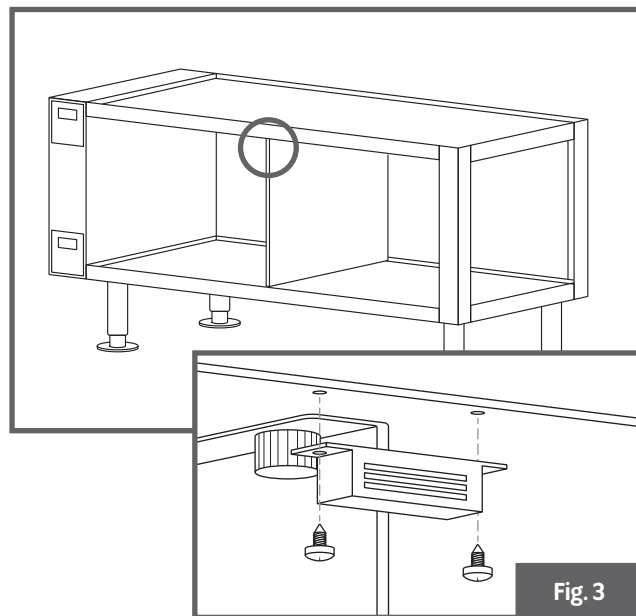
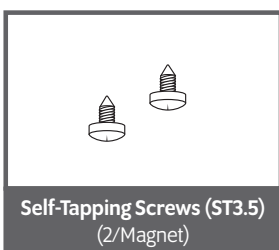
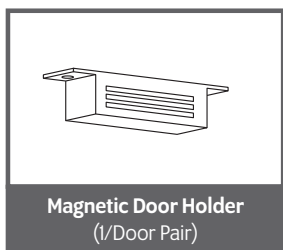


INSTALLING DOORS

- CAUTION:** Prior to installing doors, please ensure that the unit has been turned off and has cooled down sufficiently to avoid injury.

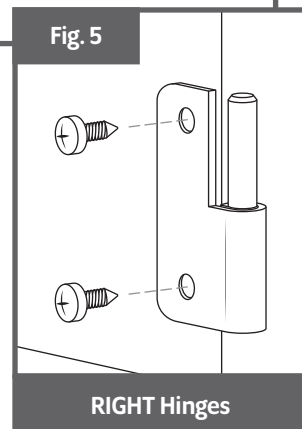
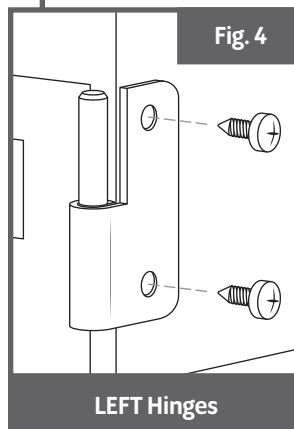
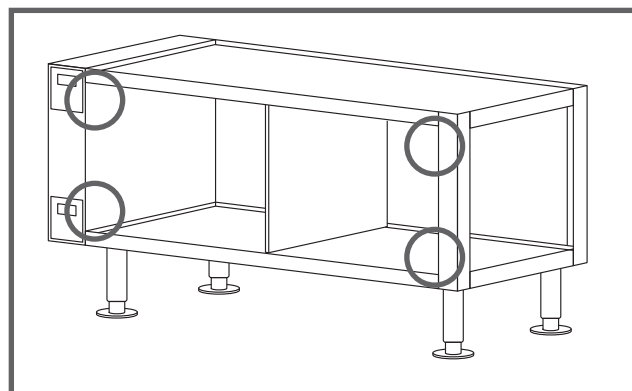
Magnetic Door Holder

- Align the holes of the Magnetic Door Holder and the Upper Shelf (2 holes/shelf).
- Attach using (2) Self-Tapping Screws. (Fig. 3)
- Do not fully tighten to allow for future alignment.



Hinges

- Align the holes of the Left Hinge and bottom portion of the left side wall. (2 holes/shelf).
NOTE: Pay special attention to match up the correct hinge with the correct side.
- Attach using (2) Self-Tapping Screws in alignment as shown. (Fig. 4)
- Repeat for upper portion of left side wall.
- Repeat steps 1-3 for the right side of the unit.
- Do not fully tighten to allow for future alignment.



Doors

1. Align the hinge holes of the Left Door to the Hinge Pins and drop into place. (Fig. 6)
NOTE: Pay special attention to match up the correct Door with the correct side. The handle should be on the exterior of the door and be located toward the center of the unit.
2. Repeat for the Right Door. (Fig. 6)
3. Repeat on reverse side.
4. When all pieces are in place, adjust alignment so doors operate smoothly.
5. Tighten all screws.

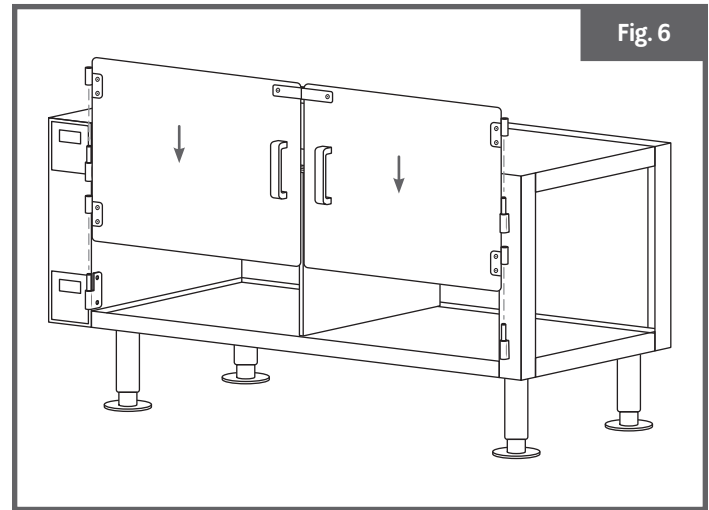
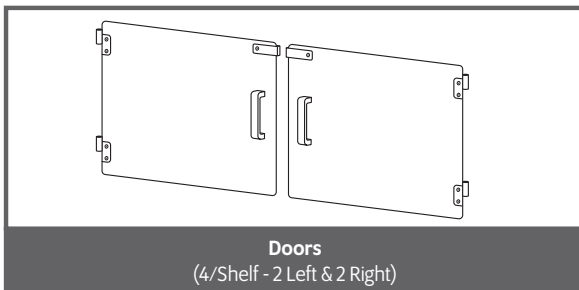


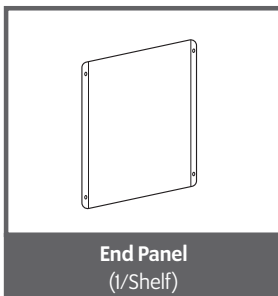
Fig. 6



Doors
(4/Shelf - 2 Left & 2 Right)

End Panel

1. Align the End Panel with the screw holes on the edges of the frame.
2. Attach using (4) Pan Head Screws & (4) Cap Nuts. (Fig. 7)



End Panel
(1/Shelf)



Pan Head Screws & Cap Nuts
(4 of Each/Shelf)

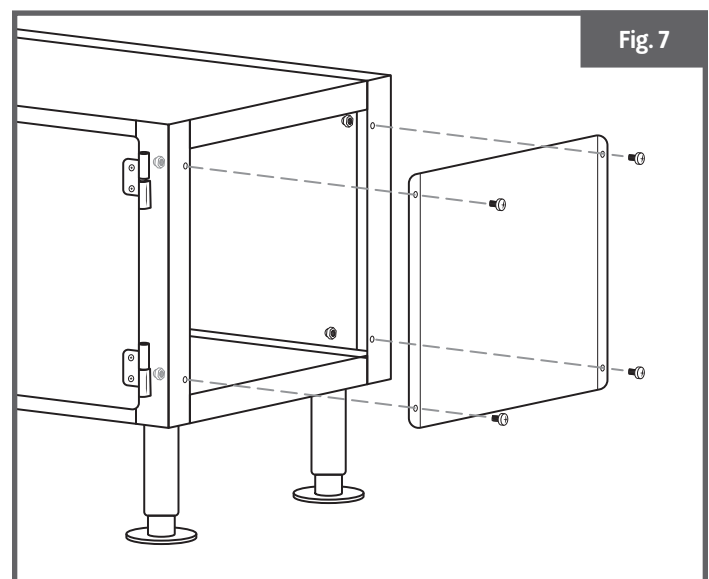


Fig. 7

GENERAL CLEANING

- Never clean any electrical unit by immersing it in water. Turn off unit and unplug before surface cleaning.
- Always clean equipment thoroughly before first use. Clean unit daily. Except where noted on charts: Use warm, soapy water. Mild cleansers and PLASTIC scouring pads may be used to remove baked-on food and water scale.
- Turn off electrical units before cleaning or servicing.

Instructions

1. Remove all food product from the warming shelves.
2. Turn off the unit and unplug it. Allow the unit up to 30 minutes to cool down.
3. Clean unit using warm, soapy water, sanitize, and allow to air dry.

TROUBLESHOOTING

Problem	Possible Cause	Solution
Unit is not hot enough.	Thermostat off.	Dial in temperature.
	Defective thermostat or heating element.	Contact place of purchase or authorized service agent.
	Unit has not had enough time to preheat.	Allow unit 30 minutes to reach operating temperature.
Unit is too hot.	Unit is connected to incorrect power supply.	Contact authorized service agent.
	Temperature is set too high.	Change the temperature to a lower setting.
	Defective thermostat or heating element.	Contact place of purchase or authorized service agent.
Unit is not working at all.	Unit is not plugged in.	Plug unit into proper power supply.
	Unit is not turned on.	Turn unit on using on/off switch.
	Circuit breaker tripped.	Reset circuit breaker.
	Controls are defective.	Contact place of purchase or authorized service agent.
	Defective thermostat or heating element.	Contact place of purchase or authorized service agent.
Error Code “HHH”	Sensor error or temperature of the shelf is too high.	Lower the temperature of the shelf or replace the thermostat.
Error Code “LLL”	Sensor error or temperature of the shelf is too low.	Increase the temperature of the shelf or replace the thermostat.