

Drop-In & Bottom Mount Heated Wells



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

**Models: 177BM12SA, 177BM12SH, 177BM12SB, 177BM12RA,
177BM12RH, 177BM12RB, 177TM12A, 177TM12H, 177TM12B,
177TPSW4, 177TPSW7, 177TPSW11**

3/2023

Retain this manual for future reference. Unit must be clear of combustibles at all times.

Table of Contents

Owner's Information.....	3
Introduction	4
Safety Warnings	4
Control Panel.....	5
Operating Instructions	6
Installation Dimensions	7
Installation Diagrams	8
Cleaning Instructions.....	12
Troubleshooting	13

Owner's Information




Please complete this information and retain this manual for the life of the equipment. For warranty purposes, please fill out and retain this information. An example of the serial plate(s) for these units are included below for reference.

Model No.: _____

Serial No.: _____

Date of Purchase: _____

Serial Plate Example:

	MADE IN CHINA
ITEM #: 177BM12SA	 
DESCRIPTION: 12" X 20" INSULATED SQUARE INSIDE CORNER WARMER DROP-IN BOTTOM MOUNT W/ DRAIN	
VOLTAGE: 120V WATTAGE: 1500W	
SERIAL #:	
Conforms to NSF/ANSI STD. 4 • Conforms to UL STD. 197	
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	
WARNING! Disconnect from electric supply before adjustment, alteration, service or maintenance.	
WARNING! Commercial use only, not intended for household use	

Introduction

Avantco Drop-In & Top Mount Warmers are designed to keep foods at optimum serving temperatures without affecting quality. Perfect for commercial environments such as buffets, serving lines, and corporate cafeterias, these warmers hold anything from soups and vegetables to pastas, fried chicken, and more!

All models include standard features such as thermostatic controls and drains with screens to prevent food waste from entering your plumbing waste line. They are built for tough front and back-of-house use with rugged stainless steel construction and heavy-duty hardware. These warmers were designed with the fabricator and service agent in mind, providing simplified installation over competitors.

This manual provides the installation, safety, and operating instructions for Drop-In & Top-Mount Warmers. Avantco recommends all installation, operating, and safety instructions appearing in this manual be read prior to installation or operation of the unit.

Safety Warnings

Avantco Heated Drop-In & Bottom Mount Food Wells 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. Turn off and disconnect the unit from the power supply prior to servicing.

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. This unit is NOT intended for rethermalizing cold and chilled product.

CAUTION: The location should be level and strong enough to support the weight of the unit and contents.

ELECTRIC SHOCK HAZARD:

- Hardwire unit into a properly grounded electrical connection of the correct voltage, size, and configuration. Have unit installed by a qualified electrician. Any improper installation can void the warranty. If unit is not installed by a qualified electrician, warranty may be voided.
- Installation must conform to all applicable electrical codes and must be installed by a qualified electrician where applicable. 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, turn off power at circuit breaker, and allow unit to cool before performing any cleaning, adjustments, or maintenance.
- DO NOT submerge or saturate electrical components with water. Unit is not waterproof. Do not operate if electrical components have been submerged or saturated with water.
- Unit is not weatherproof. Locate unit indoors in a temperature controlled environment.

- Do not clean unit when it is energized or hot.
- Do not steam clean or use excessive water on the unit.
- Do not use jet clean spray to clean this unit.
- Do not pull unit by power cord or electrical wires.
- Discontinue use if power cord or electrical wires are frayed or worn.
- Do not allow liquids to spill into the unit's electrical components.
- This unit must be serviced by qualified personnel only. Service by unqualified personnel may lead to electric shock or burn.

FIRE HAZARD:

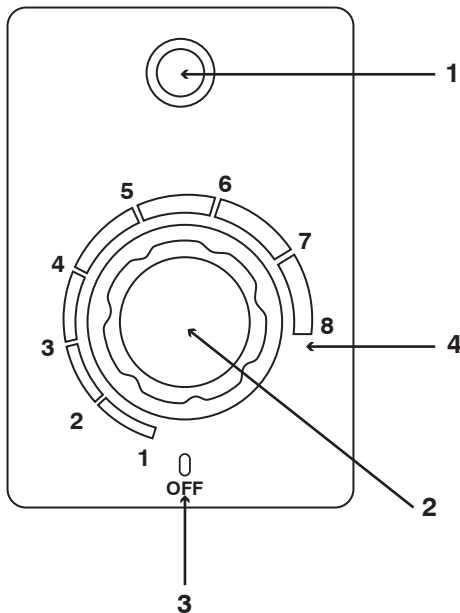
- Locate unit a minimum of 12" from combustible walls and materials, and 8-10" below unit. If safe distances are not maintained, discoloration or combustion could occur.
- Do not use harsh chemicals such as bleach (or cleaners containing bleach), oven cleaners, or flammable cleaning solutions to clean this unit.

BURN HAZARD:

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

Control Panel

1. Indicator Light (when illuminated, indicates unit is heating)
2. Control Knob
3. Off Position
4. On (Maximum) Position



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 connections. If the supply wire is smaller than the wire supplier with the hot wells, consult a qualified electrician. Check with a qualified electrician if you are unsure as to whether the appliance is properly grounded.

General Operating Instructions:

- All food service equipment should be operated by trained personnel.
- Where applicable: Never pour cold water into wet heated units.
- Never hold perishable food below 150 degrees Fahrenheit (66 degrees Celsius).

Setup & Operating Instructions:

1. Ensure unit is properly connected to an adequate, grounded power outlet.
2. Ensure unit is properly connected to a drain line, and a ½" NPT Ball Valve (not included) is in the "closed" position.
3. Fill the unit with hot water to the "MAXIMUM" line inside the well:
 - a. 12" x 20" warmers – 3.75 qt. (15 cups) or 3.5 liters
 - b. 4 qt. warmers – 2 cups or 0.5 liter
 - c. 7 qt. warmers – 3 cups or 0.75 liter
 - d. 11 qt. warmers – 5 cups or 1.5 liters

NOTE: Never pour cold water inside a heated well.

4. Set the thermostat knob to the desired position. The range is 0-8.
5. Allow the unit 30 minutes to preheat to the desired temperature.

NOTE: Covering the well will speed up the preheat time.

6. Place covered steam table pan with pre-cooked food into the well.
7. Check well water levels every 3 hours and refill as needed.

NOTE: DO NOT let the well run dry, always check water levels and refill as needed to avoid damaging your warmer.

Installation Dimensions

Model	Outside Dimensions (Includes Flange, w/o Drain)			Inside Well Dimensions			Suggested Cut-Out		Control Size (w/ Bezel)		Suggested Bezel Cut-Out	
	L	W	H	L	W	H	D	W	W	H	W	H
177BM12SA 177BM12SH 177BM12SB	21.752" (552.5 mm)	13.811" (350.8 mm)	8.354" (212.2 mm)	20.126" (511.2 mm)	12.189" (309.6 mm)	6.25" (158.75 mm)	19.875" (504.8 mm)	11.875" (301.6 mm)	6.41" (162.8 mm)	6.9" (175.2 mm)	5.75" (149 mm)	6.25" (158 mm)
177BM12RA 177BM12RH 177BM12RB	21.752" (552.5 mm)	13.811" (350.8 mm)	8.354" (212.2 mm)	20.126" (511.2 mm)	12.189" (309.6 mm)	6.25" (158.75 mm)						
177TM12A 177TM12H 177TM12B	23" (584.2 mm)	15" (381 mm)	7.831" (198.9 mm)	19.873" (504.8 mm)	11.87" (301.6 mm)	6.25" (158.75 mm)	21.75" (552.5 mm)	13.75" (349.3 mm)				
177TPSW4	8.504" (216 mm)		7.775" (197.48 mm)	6.457" (164 mm)		6.508" (165.3 mm)	6.75" (171 mm)					
177TPSW7	10.512" (267 mm)		7.775" (197.48 mm)	8.465" (215 mm)		6.508" (165.3 mm)	8.75" (222 mm)					
177TPSW11	12.52" (318 mm)		7.775" (197.48 mm)	10.472" (266 mm)		6.508" (165.3 mm)	10.75" (273 mm)					

NOTE: All electric units to be connected and installed to comply with NEC and applicable codes.

Installation Instructions (For Top Mount Drop-Ins):

1. Cut-out countertop as specified.

NOTE: refer to "Installation Dimensions" table section

NOTE: Unit is designed for installation in stainless steel countertops. If installed in stone or wood countertop, additional clearances between the well and the counter are necessary. Refer to Diagram A.

2. Apply putty or butyl tape to the underside perimeter of the well rim outer edge.
3. Apply a ¼" bead of food-grade silicone adjacent to the putty/butyl tape on the well flange.
4. Drop well into the pre-cut opening from the top and push down until the perimeter of the well flange is flush with the counter service.
5. From below the counter, insert a flat head screwdriver into the locking tab slots and twist in a clockwise motion to lock well in place.
6. Mount control to apron with a minimum 4" clearance between well and control panel.

NOTE: Refer to Diagram B for Soup Warmers and Diagram D for 12"x20" Warmers.

7. Connect ½" NPT Ball Valve (not included) to drain line and connect drain line to waste line.

NOTE: Copper drain lines are recommended.

8. Connect well wires to electrical supply wiring.

Installation Diagrams

Diagram A: Section View of Well Installation:

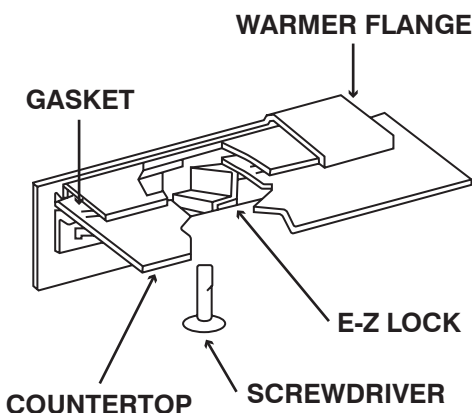


Diagram B: Side View of Soup Well Installation:

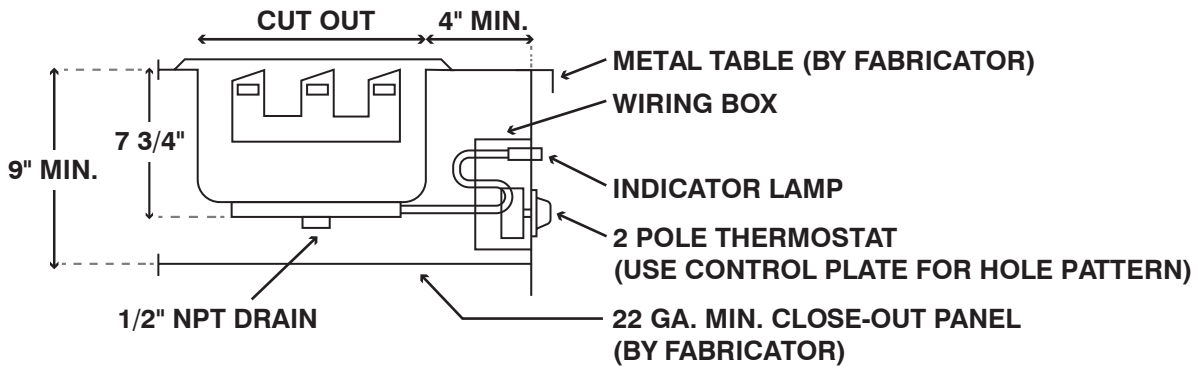


Diagram C: Top View of Soup Warmer Installation:

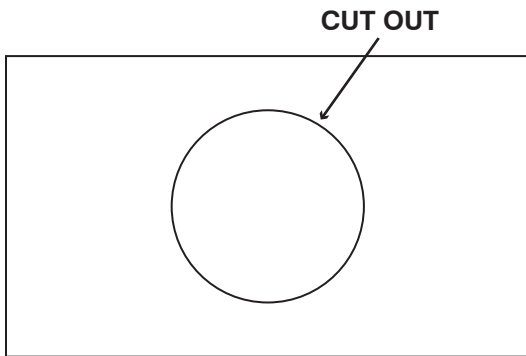


Diagram D: Side View of 12" x 20" Well Installation:

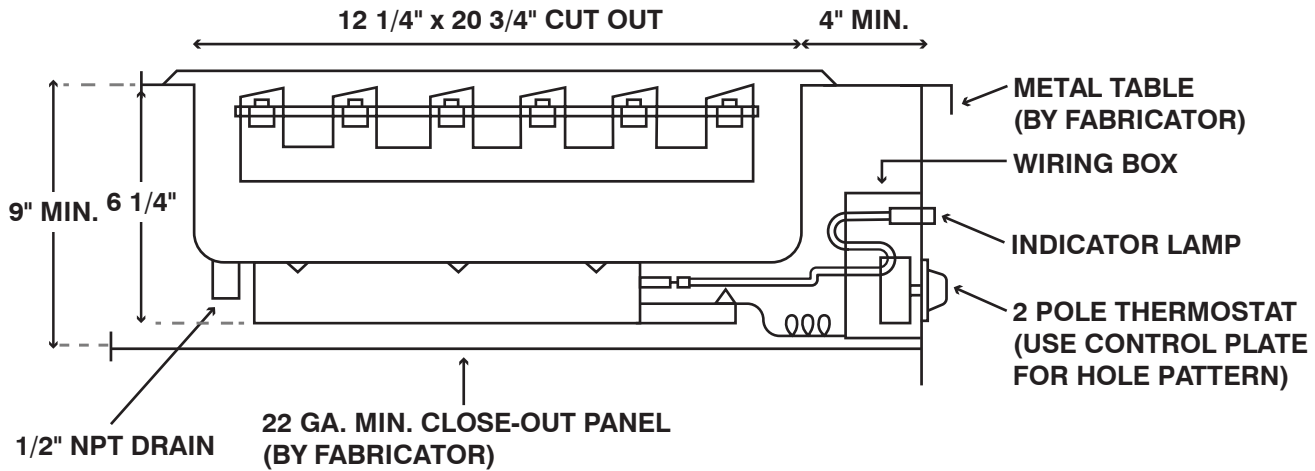
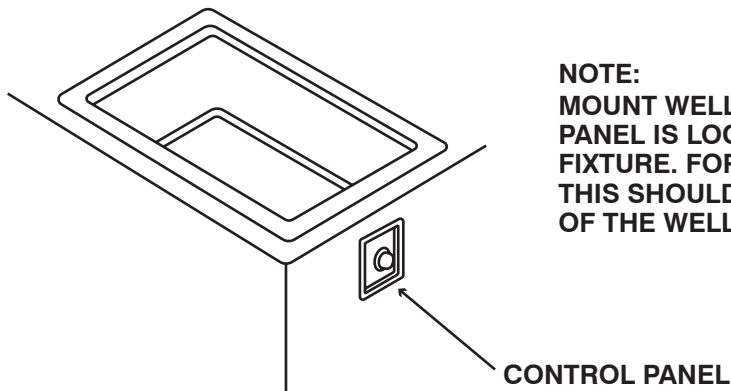


Diagram E: Aerial View of 12" x 20" Well Installation:



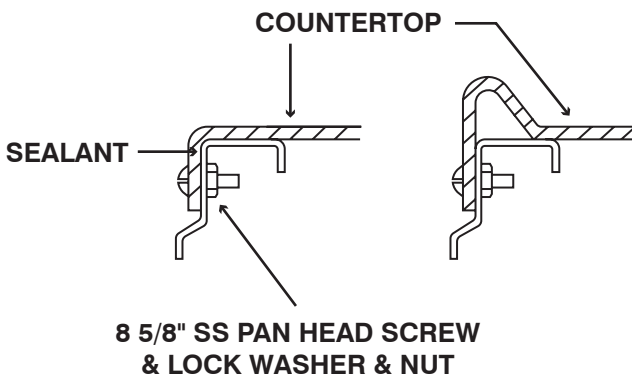
Installation Instructions (For Bottom Mount Drop-Ins):

1. Lay out cutout dimensions on countertop and apron.
2. Cut and/or drill holes as required on both countertop and apron.
3. Turn down flange with square corners (maximum 1/2" turndown).
4. Position well underneath so that the turn down edges are positioned on the inside of the well on the embossed inside walls of the warmer.
5. Drill through well and turn down edges.
6. Remove warmer and apply a bead of food-grade silicone to the top of the well and the embossed inside walls of the warmer where the turn down edges will go.
7. Remount and secure warmer to countertop using stainless steel screws or rivets, specified in diagram F (below).
8. Mount control to apron.
9. Connect 1/2" NPT Ball Valve (not included) to drain line and connect drain line to waste line.

NOTE: Copper drain lines are recommended.

10. Connect well wires to electrical supply wiring.

Diagram F: Bottom Mount Attachment Options:



Cleaning Instructions

General Cleaning:

- Never clean any electrical unit by immersing it in water.
- 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 unit and disconnect from power before cleaning or servicing.
- Cleaning solution or delimer may be run through the warmer.

Cleaning Instructions:

1. Turn off the unit and allow the unit up to 30 minutes to cool down.

NOTE: Uncovering and removing steam table pans can help speed up the cool down process.

2. Remove all food and steam table pans.
3. Drain unit by opening drain valve.
4. Wipe down entire unit using clean cloth or sponge with mild detergent.
5. Use a PLASTIC scouring pad to remove any hardened food particles or light mineral deposits.

NOTE: DO NOT use steel wool or stainless steel pads for cleaning.

6. Rinse warmer with vinegar and water solution to neutralize all detergent residue.

NOTE: If lime or mineral build-up is tough to remove, follow below guide on “Removing Lime and Mineral Deposits.”

7. Close drain valve and refill with proper amount of hot water.
8. Turn control knob ON to check for proper operation.

Removing Lime & Mineral Deposits:

1. Turn off the unit and allow the unit to cool down.
2. Fill the well with a mixture of 70% water and 30% white vinegar to a level where it covers the lime and mineral deposits.
3. Turn on the unit to the highest temperature and humidity settings. Allow the unit to run for 30 minutes.
4. Turn off the unit and allow unit to cool.
5. Allow the well to stand with the deliming solution for at least two hours (the time required will vary depending on the amount of deposits in the well).
6. Drain the well to empty the deliming solution.
7. Scrub the well with a PLASTIC scouring pad then rinse thoroughly with vinegar and hot water solution.
8. Continue to fill and drain the well with clean water until the deliming solution is flushed out and the water flows clear.

NOTE: If lime and mineral deposits are still present in the well, repeat this procedure and increase the amount of time the deliming mixture stands in the well.

Troubleshooting

PROBLEM	REASON	SOLUTION
No power to warmer	Circuit breaker off or tripped	Reset circuit breaker
Warmer will not heat	Temperature control not set	Set control to desired setting
Warmer strips circuit breaker	Wet Insulation	Verify flange to counter seal is tight, reseal with food grade silicone sealant
	Well peaking or other internal damage	Contact service agent
	Internal damage	Contact service agent
Warmer slow to heat	Mineral deposits in well acting as an insulator	Follow delimer instructions
	Wired to wrong voltage	Verify supply voltage, match with specified voltage
Will not hold water	Drain valve not fully closed	Check drain valve for debris, clean and close fully
	Drain valve damaged	Replace drain valve
	Well leaking	Contact service agent