



COMMERCIAL HEATED DISPLAY MERCHANDISER

Operating Instruction Manual



HDM-13



HDM-36



HDM-26



HDM-48

Model	Voltage	Power	Amperage	Dimensions			Storage Volume
				Width	Depth	Height	Gallons
HDM-13	120V ~ 60Hz	850W	7.1A	13.6"	19"	26"	20
HDM-26	120V ~ 60Hz	1050W	8.8A	26.6"	19"	26"	25
HDM-36	120V ~ 60Hz	1200W	10.0A	36"	19"	26"	36
HDM-48	120V ~ 60Hz	1650W	13.75A	48"	19"	26"	49

BEFORE OPERATING ANY EQUIPMENT, READ AND FAMILIARIZE YOURSELF WITH THESE USE AND SAFETY INSTRUCTIONS

*Congratulations on your purchase of this WINCO commercial heated display merchandiser. WINCO takes pride in the quality of its products. When used as intended and with proper care and maintenance, you will experience years of reliable operation from this equipment. To ensure best results, it is important that you read and follow the instructions in this manual carefully. **It's important to save these instructions for future reference.***

Commercial Heated Display Merchandiser

Important For Future Reference

Please complete this information and retain this manual for the life of the product. For Warranty Service and/or parts, this information is required. Please see Page 8 for More information on your Warranty and how to register.

HDM-13/26/36/48

Model Number

HDM

Serial Number

Date Purchased



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.

AVERTISSEMENT: TOUTE INSTALLATION, RÉGLAGE, MODIFICATION, RÉPARATION OU ENTRETIEN INCORRECT PEUT OCCASIONNER DES DOMMAGES MATÉRIELS, DES BLESSURES GRAVES OU LA MORT. LIRE LES INTRUCTIONS D'INSTALLATION, D'UTILISATION ET D'ENTRETIEN ATTENTIVEMENT AVANT D'INSTALLER OU DE RÉPARER CET APPAREIL.



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 THAT CAUTION SIGNS, WARNINGS, AND OPERATING INSTRUCTIONS ARE CLEARLY POSTED NEAR EACH UNIT SO THAT ANYONE USING THE EQUIPMENT WILL USE IT CORRECTLY AND NOT INJURE THEMSELVES OR HARM THE EQUIPMENT.

ATTENTION: CES MODÈLES SONT CONÇUS, FABRIQUÉS, ET VENDUS POUR UN USAGE COMMERCIAL SEULEMENT. SI CES MODÈLES SONT PLACÉS POUR QUE LE GRAND PUBLIC PUISSE LES UTILISER, ASSUREZ-VOUS QUE LES CONSIGNES D'ATTENTION, D'AVERTISSEMENT, ET LES INSTRUCTIONS D'UTILISATION SOIENT CLAIEMENT AFFICHÉES PRÈS DE CHAQUE UNITÉ DE SORTE QUE N'IMPORTE QUEL UTILISATEUR DE L'APPAREIL L'EMPLOIE CORRECTEMENT ET NE SE BLESSE PAS OU N'ENDOMMAGE PAS L'APPAREIL.



WARNING: A FACTORY AUTHORIZED SERVICE PROVIDER SHOULD HANDLE ALL MAINTENANCE AND REPAIR. BEFORE DOING ANY MAINTENANCE OR REPAIR, FOLLOW SERVICE SET UP ARRANGEMENT ON PAGE 8.

AVERTISSEMENT: UN TECHNICIEN AUTORISÉ PAR L'USINE DEVRA EFFECTUER TOUT L'ENTRETIEN ET LES RÉPARATIONS. AVANT DE FAIRE TOUT ENTRETIEN OU RÉPARATION, VEUILLEZ CONTACTER WINCO.



Introduction

Congratulations on the purchase of your WINCO machine. Please take the time to carefully read through this manual to ensure the machine is operated and maintained properly, to ensure the best possible performance from this product for many years.

WINCO will not accept liability if:

- The instructions in this manual have not been followed correctly.
- Non-authorized personnel have tampered with the machine.
- Non-original spare parts are used.
- The machine has not been handled and cleaned correctly.
- There is any use damage to the unit.

Commercial Heated Display Merchandiser

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Package Contents

All units come with an Operating Instruction Manual and the following:

- HDM-13/26/36/48 Heated Display Merchandiser

WINCO prides itself on quality and service, ensuring that at the time of packing, all products are supplied fully functional and free of damage. Should you find any damage as result of freight, please contact your WINCO dealer immediately.

Function and Purpose

This unit is intended to be used for use in commercial food-service operations only. It is not intended for household, industrial or laboratory use.

NOTE

Please remember that this manual and the warning labels do not replace the need to be alert, to properly train and supervise operators, and to use common sense when using this equipment.

Unpacking the Equipment

DISPOSE OF ALL PACKAGING MATERIALS IN AN ENVIRONMENTALLY RESPONSIBLE MANNER.

1. Remove all packing materials and tape, as well as any protective plastic and cardboard, from the unit.
2. Clean any glue residue left over from the plastic or tape.
3. Place the unit in the desired position and height.

SAVE THE ORIGINAL BOX AND PACKAGING FOR USE IN PACKAGING AND SHIPPING THE EQUIPMENT IF SERVICES ARE NEEDED.

Important Safeguards

To ensure safe installation and operation, please carefully read and understand the following statements.

Unless the operator is adequately trained and supervised there is a possibility of serious injury. Owners of this equipment bear the responsibility to make certain that this equipment is used properly and safely, and to strictly follow all of the instructions contained in this manual and the requirements of local, state or federal law.

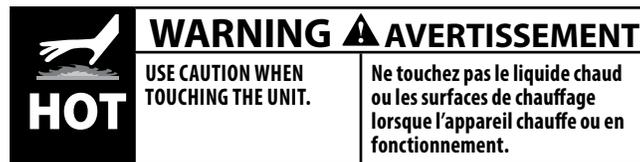
Owners should not permit anyone to touch this equipment unless they are over 18 years old, are adequately trained and supervised, and have read and understood this manual.

Owners should also ensure that no customers, visitors or other unauthorized personnel come in contact with this equipment. It is the responsibility of the owner and the operator to remain alert to any hazards posed by the function of this equipment.

If there is ever uncertainty about a particular task or the proper method of operating this equipment, ask an experienced supervisor.

Warnings

This manual contains a number of precautions to follow to help promote safe use of this equipment.



FOR YOUR SAFETY

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

ESURE DE SECURITE

Ne pas entreposer ni utiliser d'essence ni autres vapeurs ou liquides inflammables a proximite de cet appareil ou de tout autre appareil!

WARNING

Improper installation, adjustment, alteration, service or maintenance can cause property damage, injury or death.

Read these installation, operating and maintenance instructions thoroughly before installing or servicing this equipment.

AVERTISSEMENT

L'installation, le réglage, la modification, la réparation ou l'entretien incorrect de cet appareil peut causer des dommages matériels, des blessures ou la mort. Lire attentivement les instructions d'installation, de fonctionnement et d'entretien avant de procéder à son installation ou entretien.

TO PURCHASER

Contact your local gas supplier and ask for instructions in the event the user smells gas. This information should be posted in a prominent location.

À L'ACHETEUR

Communiquez avec votre distributeur de gaz et informez vous quant aux procédés à suivre si vous détectez une odeur de gaz. Cette information doit être affichée à un endroit facile d'accès et très visible.

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 Before Using Appliance

1. Read all instructions carefully. Do not use this appliance for anything other than its intended use.
2. Do not touch any surfaces that may be hot - be sure to always use handles or knobs.
3. Unplug from outlet when not in use, prior to installing or removing parts, and before cleaning. Allow for the device to cool first.
4. To protect against the risk of electrical shock, do not immerse the appliance, cord or plug in water or other liquids.

WARNING ⚠️ AVERTISSEMENT	
	<p>Electrical Shock Hazard Keep water and other liquids from entering the inside of the unit. Liquid inside the unit could cause an electrical shock.</p>
	<p>Risque de choc électrique Conserver l'eau et d'autres liquides de pénétrer à l'intérieur de l'appareil. Liquide à l'intérieur de l'appareil pourrait provoquer un choc électrique.</p>
	<p>Do not spray water or cleaning products. Liquid could contact the electrical components and cause a short circuit or an electrical shock. Do not use unit if power cord is damaged or has been modified.</p>
	<p>Ne pas pulvériser de l'eau ou des produits de nettoyage. Le liquide pourrait contacter avec les composants électriques et causer un court-circuit ou un choc électrique. Ne pas utiliser l'appareil si le cordon d'alimentation est endommagé ou a été modifié.</p>

5. Do not operate this device or any other electrical equipment with a damaged cord or plug, or after the unit malfunctions, or is dropped or damaged in any manner. Return to the nearest WINCO Authorized Service Center for examination, repair, and / or adjustment.
6. The use of accessory attachments not recommended by WINCO may cause fire, electric shock, or injury.

WARNING ⚠️ AVERTISSEMENT	
	<p>Fire Hazard. Correct installation precautions, procedures and regulations must be followed. Operation and safety training is necessary for all users of this equipment.</p>
	<p>Risque d'incendie La surchauffe des vapeurs d'huile ou de l'huile peut s'enflammer et provoquer un incendie. Surveillez la température, la qualité et le niveau d'huile. Utilisez et entretenez le système d'élimination des vapeurs d'huile.</p>

7. Not intended for outdoor installation.
8. Do not let the cord hang over the edge of a table or counter, or touch hot surfaces.
9. Do not place on or near a heat source.
10. Do not overload the unit.
11. This appliance should always be on a stable and steady countertop or table.
12. This appliance is not intended for use by individuals (including children) with reduced or impaired physical, sensory, or mental capabilities, or lack of experience or knowledge, unless they have been given proper supervision or instruction concerning the use of this appliance by a person responsible for their safety.
13. Children should be supervised at all times to ensure that they do not play with this appliance.
14. CAUTION WHEN CLEANING - if a wet sponge or cloth is used to wipe spills on a hot cooking surface, exercise caution to avoid steam burns. Some cleaners may produce noxious flames when applied to a hot surface.
15. Ensure proper grounding: Use of attached 3-prong plug, or 2 prong plug adapter with adapter ground connected to a grounding lug under outlet cover plate.

NOTE FOR USE OF AN ADAPTER:

Before using an adapter, it must be determined that the outlet cover plate screw is properly grounded. If in doubt, consult a licensed electrician. Never use an adapter unless you are sure it is properly grounded.

The use of an adapter is not permitted in Canada.

Operation

1. Plug in the power cord.
2. Turn on the unit.
3. Set desired temperature.
4. Turn on light, if desired.
5. Once preheated open door.
6. Place packaged food as desired into the unit and close door.

Cleaning & Maintenance

Before using this equipment it must be cleaned and dried thoroughly. Clean all surfaces before use. Failure to clean surfaces before using the unit could cause food contamination.

- Always unplug the unit after every use and before cleaning. Unplug the unit when not in operation.
- Allow merchandiser to cool before attempting to clean.
- The interior heated display merchandiser should be cleaned periodically with warm, soapy water on a cloth. The exterior of the unit may be cleaned by carefully wiping with a damp cloth. The glass may be cleaned with a glass cleaner.
- Do not immerse the device completely in water to clean. The appliance should also NOT be cleaned with a water jet.

Warning: The interior of the unit will be hot after use. Exercise caution when handling cooking utensils and cookware.

NOTE: Proper cleaning instructions must be followed; otherwise, operation of the unit may be seriously impaired. Do not wash parts in an automatic dishwasher.

WINCO authorized service personnel must perform any other servicing.

Safety

A WINCO Approved Service Technician should carry out repairs if necessary. Do not remove any components or service panels on this product.

If the power cord is damaged, it must be replaced by a WINCO Approved Service Technician in order to avoid a hazard.

Service and Repair

There are no user serviceable parts within this appliance. To avoid serious injury or damage, **NEVER** attempt to repair the unit yourself.

To initiate warranty service contact: support@wincous.com or call: 973-295-3899.

DO NOT send unit to WINCO without first contacting our customer service department.

See "Limited Warranty" section on page 8 for details.

Troubleshooting

If your WINCO Heated Display Merchandiser does not operate, please check the following prior to placing a service call.

PROBLEM	POSSIBLE CAUSE	RECOMMENDED SOLUTION
The unit is not turning on	Power supply	Check that the power supply cord is correctly plugged in and outlet is working.
	Power switch is in the off position	Check that the unit is correctly plugged in and turned on.
	Plug/cord or external wiring is damaged	Call WINCO to make service arrangements through their service provider network.
	Internal wiring fault	
The unit is on but not heating up	Temperature is not turned up	Check that the unit is set to the correct temperature.
	Internal wiring fault	Call WINCO to make service arrangements through their service provider network.
Light is not on	Light bulb burnt out	Remove top cover and replace light bulb.
	Light switch is in off position	Turn the light switch on.

Limited Warranty

WINCO warrants to the original purchaser of new equipment that said equipment, when installed in accordance with our instructions within North America and subjected to normal use, is free from defects in material or workmanship for a period of 1 year. The labor warranty is one year from original installation or 18 months from actual factory shipment date, whichever date occurs first.

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED. WINCO EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY OR EXPRESSED OR IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE.

WINCO'S OBLIGATION AND LIABILITY UNDER THIS WARRANTY IS EXPRESSLY LIMITED TO REPAIRING AND REPLACING EQUIPMENT THAT PROVES TO BE DEFECTIVE IN MATERIAL OR WORKMANSHIP WITHIN THE APPLICABLE WARRANTY PERIOD.

IN NO EVENT SHALL WINCO BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES TO BUYER OR ANY THIRD PARTY, INCLUDING, WITHOUT LIMITATION, LOSS OF PROPERTY, PERSONAL INJURY, LOSS OF BUSINESS OR PROFITS OR OTHER ECONOMIC LOSSES, OR STATUTORY OR EXEMPLARY DAMAGES, WHETHER IN NEGLIGENCE, WARRANTY, STRICT LIABILITY, OR OTHERWISE.

This warranty is given only to the first purchaser from a retail dealer. No warranty is given to subsequent transferees.

Warranty does not cover product failures caused by: failure to maintain, neglect, abuse, damage due to excess water, fire, normal wear, improper set up and use. Periodic maintenance is not covered.

This warranty is not in force until such time as a properly completed and digitally signed Installation/Warranty Registration has been received by WINCO within 30 days from the date of installation.

WARRANTY SERVICE

To initiate warranty service contact: support@wincous.com
or call: 973-295-3899

DO NOT send unit to WINCO without first contacting our customer service department.

REGISTER ONLINE AT:

<http://support.wincous.com>

Proof of purchase is required to extend warranty more than 1 year from date of shipment from the factory.

THE FOREGOING WARRANTY PROVISIONS ARE A COMPLETE AND EXCLUSIVE STATEMENT BETWEEN THE BUYER AND SELLER. WINCO NEITHER ASSUMES NOR AUTHORIZES ANY PERSONS TO ASSUME FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH SAID EQUIPMENT.

Examples of items not covered under warranty, but not limited to just these items:

1. Acts of God, fire, water damage, burglary, accident, theft.
2. Freight damage.
3. Improper installation or alteration of equipment.
4. Use of generic or after market parts.
5. Repairs made by anyone other than a WINCO designated service provider.
6. Lubrication.
7. Expendable wear parts, adjustable feet, blown fuses, lamps, etc.
8. Cleaning of equipment.
9. Misuse or abuse.

WARRANTY REGISTRATION

SCAN THE QR CODE WITH YOUR MOBILE DEVICE



or go to

<http://support.wincous.com>

TO FILL OUT AND SUBMIT YOUR WARRANTY REGISTRATION.

Please keep this manual in a safe place for future use!