



## INSTALLATION AND OPERATING INSTRUCTIONS

# Counter Top Equipment

INTENDED FOR OTHER THAN HOUSEHOLD USE

### WARMERS / COOKERS / HOLDERS

Portable Display Warmers  
Counter Top Warmers - Full Size & Fractional  
Hot Plates

RETAIN THIS MANUAL FOR FUTURE REFERENCE  
APPLIANCE MUST BE KEPT CLEAR OF COMBUSTIBLES AT ALL TIMES



**FOR YOUR SAFETY:** 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, Operating and Maintenance Instructions thoroughly before installing or servicing this equipment.



Initial heating of appliance may generate smoke or fumes and must be done in a well ventilated area. Overexposure to smoke or fumes may cause nausea or dizziness.

This equipment has been engineered to provide you with year-round dependable service when used according to the instructions in this manual and standard commercial kitchen practices.



ANSI/NSF4

For Canadian and CE approval see individual specification sheet.

Phone: (214) 421-7366  
Fax: (214) 565-0976  
Toll Free: (800) 527-2100  
Website: [www.apwwyott.com](http://www.apwwyott.com)  
E-mail: [info@apwwyott.com](mailto:info@apwwyott.com)

**(800) 733-2203**  
24 Hour Service Hotline

**APW WYOTT**  
729 Third Avenue  
Dallas, TX 75226

P/N 57213 9/05

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### IMPORTANT FOR FUTURE REFERENCE

Please complete this information and retain this manual for the life of the equipment. For Warranty Service and/or Parts, this information is required.

\_\_\_\_\_

Model Number

\_\_\_\_\_

Serial Number

\_\_\_\_\_

Date Purchased

APW Wyott takes pride in the design and quality of our 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.









Installation and start-up should be performed by a qualified installer who thoroughly read, understands and follows these instruction.

If you have questions concerning the installation, operation, maintenance or service of this product, contact APW Wyott Foodservice Equipment Company's "Technical Service Department".



















## SAFETY PRECAUTIONS

Before installing and operating this equipment be sure everyone involved in its operation are fully trained and are aware of all precautions. Accidents and problems can result by a failure to follow fundamental rules and precautions.

The following words and symbols, found in this manual, alert you to hazards to the operator, service personnel or the equipment. The words are defined as follows:

|   |  |   |
|---|--|---|
|  | <b>DANGER:</b> This symbol warns of imminent hazard which will result in serious injury or death.  |  |
|  | <b>WARNING:</b> This symbol refers to a potential hazard or unsafe practice, which could result in serious injury or death.                              |  |
|  | <b>CAUTION:</b> This symbol refers to a potential hazard or unsafe practice, which may result in minor or moderate injury or product or property damage. |  |
|  | <b>NOTICE:</b> This symbol refers to information that needs special attention or must be fully understood even though not dangerous.                     |  |

## 1. IMPORTANT SAFETY INSTRUCTIONS

|   |   |   |
|---|---|---|
|  | <b>IMPORTANT:</b> Read the following important safety instructions to avoid personal injury or death, and to avoid damage to the equipment or property.   |  |
|  | <b>WARNING:</b> Plug unit into a properly grounded electrical outlet of the correct voltage, size and plug configuration. If the plug and receptacle do not match, contact a qualified electrician to determine the proper voltage and size and install the proper electrical outlet. |  |
|  | <b>WARNING:</b> Unit is not waterproof. DO NOT submerge in water. Do not operate if it has been submerged in water.   |  |
|  | <b>WARNING:</b> To avoid any injury, turn the power switch off at the fuse disconnect switch/circuit breaker or unplug the unit from the power source and allow to cool completely before performing any maintenance or cleaning.   |  |
|  | <b>WARNING:</b> To avoid electrical shock, always unplug the unit before performing cleaning or maintenance.  |  |
|  | <b>WARNING:</b> Do not place food product directly onto hardcoat surface. Food product must be wrapped, boxed or on a food pan.   |  |
|  | <b>WARNING:</b> For safe and proper operation, the unit must be located a reasonable distance from combustible walls and materials. If safe distances are not maintained, discoloration or combustion could occur.  |  |
|  | <b>WARNING:</b> To avoid electrical shock or personal injury, do not steam clean or use excessive water on the unit.  |  |
|  | <b>WARNING:</b> Only light bulbs which meet or exceed N.S.F. Standards, specifically designed for food holding areas must be used. Breakage of light bulbs not specially coated could result in personal injury and/or food contamination.  |  |



**WARNING:** If service is required on this unit, contact your authorized APW Wyott Service Agent, or contact the APW Wyott Service Department directly at (214) 421-7366 or (800) 527-2100; fax (214) 565-0976.



**WARNING:** This product has no "user" serviceable parts. To avoid damage to the unit or injury to personnel, use only Authorized APW Wyott Service Agents and genuine APW Wyott Parts when service is required..



**WARNING:** Genuine APW Wyott Replacement Parts are specified to operate safely in the environments in which they are used. Some aftermarket or generic replacement parts do not have the characteristics that will allow them to operate safely in APW Wyott equipment. It is essential to use APW Wyott Replacement Parts when repairing APW Wyott equipment. Failure to use APW Wyott Replacement Parts may subject operators of the equipment to hazardous electrical voltage, resulting in electrical shock or burn.



**CAUTION:** Some exterior surfaces on the unit will get hot. Use caution when touching these areas to avoid injury.



**CAUTION:** Locate the unit at the proper counter height, in an area that is convenient for use. The location should be level to prevent the unit or it's contents from accidentally falling, and strong enough to support the weight of the unit and food.



**CAUTION:** The National Sanitation Foundation (NSF) requires that units over 36" (91 cm) in length or weighing more than 80 lbs. (36 kg) to be either sealed or raised on the installation surface. If this unit cannot be sealed at the point of use, 4" (10 cm) legs are included to allow for proper cleaning access below unit.



**CAUTION:** Use only non-abrasive cleaners. Abrasive cleaners could scratch the finish of your unit, marring it's appearance and making it susceptible to dirt accumulation.



**CAUTION:** Only soft cleaning cloths should be used to clean breath protector(s). Breath protector(s) are made of shatterproof polycarbonate and will scratch if proper care is not taken.



## 2. GENERAL INFORMATION

### General Installation

1. Always clean equipment thoroughly before first use. (See general cleaning instructions.)
2. Check rating label for your model designation & electrical rating.
3. Locate equipment on level counter and plug into a grounded outlet so that the plug is accessible. (See individual description for electrical loads.) On units bearing the CE marking the appliance must be connected by an earthing cable to all other units in the complete installation and hence to an independent earth connection.

### General Operating 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 steam table pans/insets, etc.
5. Never hold food below 150°F (66°C)

### General Cleaning Instructions

1. NEVER clean any electrical unit by immersing it in water. Unplug unit 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 & PLASTIC scouring pads may be used to remove baked-on food & water scale.
3. Unplug all units before cleaning or servicing. All service should be performed by an APW Wyott authorized service agency.
4. Do not use chlorides or chloride-based products in this unit. Always clean equipment before first use. Clean unit daily. Use warm, soapy water. Rinse thoroughly to remove all residue. Chlorides, chloride-based products and improper cleaning may cause corrosion and pitting. Failure to comply with these instructions may void unit warranty.

### 3. GENERAL TROUBLESHOOTING

#### Always ask & check:

1. Is the unit plugged in?
2. Check circuit breaker.
3. Is power switch on & pilot light glowing?
4. Check rating label. Are you operating unit on proper voltage? If the supply cord is damaged, it should only be replaced by an identical supply cord. If the above checks out, and you still have problems, call an APW authorized service agency.

### 4. MERCHANDISERS, TOPPING DISPENSERS

Model: **W-4 Package**, Ladle Dispensers.

#### Electrical Specifications:

120 Volt, 3.3Amp . 230 Volt, 1.6 Amp.

#### Installation:

1. Follow General Installation Instructions on page 4.
2. Carefully apply merchandising decal to cleaned warmer surface.
3. Install inset retaining ring inside well.

#### Operation:

1. Follow General Operating Instructions on page 4.
2. Add 2 cups (0.47 litre) hot water 120°-140°F (50°-60°C) to well pan.
3. Turn infinite control to "HI" position and preheat for approximately 10 minutes.
4. Place covered 4 qt. - 6 ½ (4 litre - 165 mm) inset with preheated product into well.
5. Readjust control to #2 to #4 depending on the amount and/or thickness of product in inset.
6. Keep inset covered to maintain ideal serving temperature.
7. Do not let well run dry.

#### Daily Cleaning

1. Refrigerate remaining product according to local codes.
2. Follow General Cleaning Instructions for proper cleaning.

### 5. KETTLE COOKER / WARMER

Model: **CWK-1**, Kettle Cooker.

#### Electrical Specifications:

120 volt, 6.7 amp.                      230 volt, 3.2 amp.

#### Installation:

1. Follow General Installation Instructions on page 4.
2. Remove Soup of the Day Cards from inside well pan.

#### Operation:

1. Add 1 ½ quarts (1.4 litres) of hot water 120°-140°F (50°-60°C) to well pan.
2. Turn control to "cooking" position and preheat for 10 minutes.
3. Place covered inset with refrigerated or preheated product into well.
4. a. Continue using "Cooking position for refrigerated product. Stir frequently. Turn to "Serve" once serving temperature is reached. Or  
b. Turn dial immediately to "Serve" Position if preheated product is used.
5. Do not let well run dry.

#### Daily Cleaning:

1. Refrigerate remaining product.
2. Follow General Information on page 4.



CWK-1

Model: **WK-1** Warmer Kettle.

#### Electrical Specifications:

120 volt, 4.2 amp,                      230 volt, 2.0 amp.

### Installation:

1. Locate by outlet. CAUTION: Do not plug unit in until designated.
2. Remove Soup of the Day Cards from inside well pan. \*Follow General Instructions.

### Operation:

1. Add 1 ½ quarts (1.4 litre) of hot water 120°-140°F (50°-60°C) to well pan.
2. Now, plug in unit and preheat product into well. Stir, as needed.
3. Do not let well run dry.
4. Important: To turn unit off, UNPLUG from outlet.

### Daily Cleaning:

1. Refrigerate remaining product .
2. Follow General Instructions for proper cleaning.

## 6. DISPLAY WARMING EQUIPMENT

Model: **HL-1A** Counter Mount Display Warmer.

### Electrical Specifications:

#### Domestic Models:

HL-1A 120 Volt, 500 Watts 4.2 Amp

#### Export Models:

HL-1A 240 Volt, 500 Watts 2.0 Amp

### Installation:

1. Follow General Installation Instructions on page 4.
2. Prepare counter for warmer by:
  - A. Drilling 3/8" diameter hole, maximum counter thickness 5/8".
  - B. Mount warmer securely with washer & nut provided. Washer & nut should be installed on the underside of the counter.
3. Unwrap heat lamps and screw into lamp holders.

### Operation:

1. Follow General Operating Instructions on page 4.
2. Switch on unit! Place precooked product under heat source. Use standard full-size or fractional steamtable pans & perforated pan bottoms (maximum heat coverage is 12" x 20" or 300 mm x 500 mm).

### Daily Cleaning:

Follow General Cleaning Instructions on page 4.



## 7. WARMERS / COOKERS / HOLDERS / DISPLAY WARMERS

Models: **PD-1A & DW-1A** Portable Display Warmers.

### Electrical Specifications:

#### Domestic Models:

DW-1A 120 Volt, 500 Watts, 4.2 Amp

PD-1A 120 Volt, 575 Watts, 4.5 Amp

#### Export Models:

DW-1A 240 Volt, 500W, 2.0 Amp.

PD-1A-CE 240 Volt, 575 Watts, 2.3 Amp

PD-1A-CE 230 Volt, 575 Watts, 2.5 Amp

### Installation:

1. Follow General Installation Instructions on page 4.
2. Bulb Style: Unwrap heat lamps & screw into lamp holders.  
Strip Style w/lights: Remove protective cardboard from lights.

### Operation:

1. Follow General Operating Instructions on page 4.
2. Switch on unit, place precooked product under heat source.  
Base accepts standard 12 x 20 or fractional steamtable or Gastronorm pans (maximum 4" or 100 mm deep) and Perforated pan bottoms.

### Cleaning:

1. Follow General Cleaning Instructions on page 4.



PD-1A



DW-1A

## 8. COOKERS / WARMERS / SERVERS

Models: **RW-1V, RW-1V-SP, RW-2V & RW-2V-SP** Classic Round Warmers

Models: **RCW-7, RCW-7SP, RCW-11 & RCW-11SP** Classic Countertop Round Cookers/Servers

### Electrical Specifications:

RW-1V 120 Volt, 500 Watt, 4.2 Amp

RW-2V 120 Volt, 700 Watt, 5.8 Amp

RCW-7 120 Volt, 1000 Watt, 8.3 Amp

RCW-11 120 Volt, 1200 Watt, 10.0 Amp

RW-1V-SP 120 Volt, 500 Watt, 4.2 Amp

RW-2V -SP 120 Volt, 700 Watt, 5.8 Amp

RCW-7SP 120 Volt, 1000 Watt, 8.3 Amp

RCW-11SP 120 Volt, 1200 Watt, 10.0 Amp

### Installation:

1. Follow General Installation Instructions on page 4.

### Operation:

1. Follow General Operating Instructions on page 4.
2. Add hot water 120-140° (50-60°C) to well pan: RW-1 V & RCW-7, use 3 cups (0.7 litre); RW-2V & RCW-11, use 5 cups (1.2 litre).
3. Turn thermostat to "High" position and preheat for approximately 10 minutes.
4. For RW-1 V & RW-2V's, place covered inset with **preheated** product into well.
- 4A. For RCW-7 & RCW-11's, place covered inset with **refrigerated** or **preheated** product into well. Cook on high; if using refrigerated product stir frequently.
5. To keep warm readjust control to "Low" - "Medium" setting depending upon the amount and thickness of product in inset.
6. Keep inset covered to maintain ideal serving temperature.



RW-1V

RW-2V



RCW-11

### Daily Cleaning:

1. Refrigerate remaining product.
2. Follow General Cleaning Instructions on page 4.

Models: **W-1, W-2, W-3, W-4, W-3V, W-43V** Warmers

### Electrical Specifications:

W-1 (7qt.)

120 volt, 4.2 amp.

230 volt, 2.0 amp.

W-2 (11 qt.)

120 volt, 6.7 amp.

230 volt, 3.2 amp.

W-3 (22qt.)

120 volt, 10 amp.

230 volt, 4.8 amp.

W-4 (4qt.)

120 volt, 3.3 amp.

230 volt, 1.6 amp.

W-3V (22qt.)

120 volt, 6.3 amp.

230 volt, 4.8 amp.

W-43V (29qt.)

120 volt, 6.3 amp.

230 volt, 4.8 amp.



W-3V



W-43V

### Installation:

1. Follow General Instructions on page 5.

### Operation:

1. Follow General Operating Instructions on page 4.
2. Add hot water (120°-140°) to well pan: W-1 use: 3 cups (0.7 litre) W-2, use: 6 cups (1 ½ qts.) (1.4 litre) W-3 & W-3V, use: 4 qts. (1 gallon) (4 litre) W-4, use: 2 cups (0.5 litre)
3. Turn infinite control to "HI" position and preheat for approximately 10 minutes.
4. Place: Covered inset (W-1, W-2, W-4) Covered full-size or fractional steamtable pans (W-3, W-3V) with **preheated** product into well.
5. Readjust control to 2"- 4" setting depending on the amount and/or thickness of product.
6. Keep inset/steamtable pan(s) covered to maintain ideal serving temperature.

### Daily Cleaning:

1. Refrigerate remaining product.
2. Follow General Cleaning Instructions on page 4.

## 9. Warmers / Cookers / Holders / Cookers / Warmers / Servers

Models: **CW-1B, CW-2A, CW-3A, CWM-2A, W-12, W-6, W-9** Cooker/Warmer/Servers/Fractional Warmers

### Electrical Specifications:

|                           |                     |                    |
|---------------------------|---------------------|--------------------|
| CW-1 B (11 qt.),          | 120 volt, 6.7 amp.  | 230 volt, 3.2 amp. |
| W-6 (2/3 size - 15 qt.)   | 120 volt, 6.7 amp.  | 230 volt, 3.2 amp. |
| W-1 2 (1/2 size - 11 qt.) | 120 volt, 6.7 amp.  | 230 volt, 3.2 amp. |
| CW-2A (22 qt.)            | 120 volt, 12.5 amp. | 230 volt, 6.0 amp. |
| CW-3A (29 qt.)            | 120 volt, 15 amp.   | 230 volt, 7.8 amp. |
| W-9 (1/3 size - 7 qt.)    | 120 volt, 3.3 amp.  | 230 volt, 7.2 amp. |



CW-3A

### Installation:

1. Follow General instructions on page 4.

### Operation:

1. Follow General Operating Instructions on page 4.
2. Add hot water 120°-140°F (50°-60°C) to well pan: CW-1B, use: 1 ½ qts. (6 cups) (1.5 litre) CW-2A, use: 4 qts. (1 gallon) (4 litre) W-6, use 2 ½ qts. (10 cups) (2.5 litre) W-9, use: 3 cups (0.7 litre) W-12, use: 2 qts. (8 cups) (2 litre) RCPW/CWM-2A, use: 4 qts. (1 gallon) (4 litre) each well.
3. Turn thermostat control to "10" setting and preheat for approximately 15 minutes.
4. Place: Covered inset (CW-1B) Covered full size or fractional steamtable pans (CW-2A). Covered fractional steamtable pans (W-6, W-12, W-9) with refrigerated or preheated product into well.
- 5a Continue using "10" dial setting for refrigerated product: Stir frequently. Turn to "4" or "5" setting once serving temperature is reached, or
- 5b Readjust control to "4" or "5" setting depending on the amount and/or thickness of product, if preheated product is used.
6. Keep inset/steamtable pan(s) covered to maintain ideal serving temperature.
7. Do not let well run dry.

### Daily Cleaning:

1. Refrigerate remaining product.
2. Follow General Cleaning Instructions on page 4.

## 10. HOT PLATES

Models: **CP-1A, CP-2A, CHP-1A** Hot Plates

### Electrical Specifications:

|                           |                     |                   |
|---------------------------|---------------------|-------------------|
| <b>CP-1A</b> (Single eye) | 120 volt, 10.4 amp. | 230 volt, 5.0 amp |
| <b>CP-2A</b> (Double Eye) | 120 volt, 15 amp.   | 230 volt 7.2 amp  |
| <b>CHP-1A</b>             | 120 volt, 13.8 amp. | 230 volt, 6.6 amp |

### Installation:

1. Follow General Installation Instructions on page 4.

### Operation:

1. Follow General Operating Instructions on page 4.
2. Turn infinite control knob(s) to desired setting (higher numbers are higher temperatures). Operates like an electric range.

**NOTE:** The double hot plate has one hotter burner (labeled 1250W) for quick heat-up. The other burner is labeled 550W for warming & holding. The single burner hot plate is 1250W.

### Daily Cleaning:

1. Follow General Cleaning Instructions on page 4.



CHP-1A

CP-2A

## 11. WARRANTY PROCEDURE

If warranty service is needed on your APW Wyott equipment, follow these steps:

1. Secure the model and serial number from the rating label on your appliance.
2. Consult the enclosed directory, find the service agency nearest you, and call the number listed or the 24-hour toll free service hot line, 1-800-733-2203. If there is not a service agency listed for your area, the parts distributor will provide service for your appliance.
3. To order parts, consult the enclosed directory. The parts distributor is listed at the beginning of each state listing. The parts distributors have a complete stock of parts for your appliance.



## 12. APW WYOTT EQUIPMENT LIMITED WARRANTY

APW Wyott Foodservice Equipment Company warrants its equipment against defects in materials and workmanship, subject to the following conditions:

This warranty applies to the original owner only and is not assignable.

Should any product fail to function in its intended manner under normal use within the limits defined in this warranty, at the option of APW Wyott such product will be repaired or replaced by APW Wyott or its Authorized Service Agency. APW Wyott will only be responsible for charges incurred or service performed by its Authorized Service Agencies. The use of other than APW Wyott Authorized Service Agencies will void this warranty and APW Wyott will not be responsible for such work or any charges associated with same. The closest APW Wyott Authorized Service Agent must be used.

This warranty covers products shipped into the 48 contiguous United States, Hawaii, metropolitan areas of Alaska and Canada. There will be no labor coverage for equipment located on any island not connected by roadway to the mainland.

Warranty coverage on products used outside the 48 contiguous United States, Hawaii, and metropolitan areas of Alaska and Canada may vary. Contact the international APW Wyott distributor, dealer, or service agency for details.

### Time Period

One year for parts and one year for labor, effective from the date of purchase by the original owner. The Authorized Service Agency may, at their option, require proof of purchase. Parts replaced under this warranty are warranted for the un-expired portion of the original product warranty only.

### Exceptions

**\*Gas/Electric Cookline:** Models GCB, GCRB, GF, GGM, GGT, CHP-H, EF, EG, EHP. Three (3) Year Warranty on all component parts, except switches and thermostats. (2 additional years on parts only. No labor on second or third year.)

**\*Broiler Briquettes, Rock Grates, Cooking Grates, Burner Shields, Fireboxes:** 90 Day Material Only. No Labor.

**\*Heat Strips:** Models FD, FDL, FDD, FDDL. Two (2) Year Warranty on element only. No labor second year.

**\*Glass Windows, Doors, Seals, Rubber Seals, Light Bulbs:** 90 Day Material Only. No Labor.

In all cases, parts covered by extended warranty will be shipped FOB the factory after the first year.

### Portable Carry In Products

Equipment weighing over 70 pounds or permanently installed will be serviced on-site as per the terms of this warranty. Equipment weighing 70 pounds or under, and which is not permanently installed, i.e. with cord and plug, is considered portable and is subject to the following warranty handling limitations. If portable equipment fails to operate in its intended manner on the first day of connection, or use, at APW Wyott's option or its Authorized Service Agency, it will be serviced on site or replaced.

From day two through the conclusion of this warranty period, portable units must be taken to or sent prepaid to the APW Wyott Authorized Service Agency for in-warranty repairs. No mileage or travel charges are allowed on portable units after the first day of use. If the customer wants on-site service, they may receive same by paying the travel and mileage charges. Exceptions to this rule: (1) countertop warmers and cookers, which are covered under the Enhanced Warranty Program, and (2) toasters or rollergrills which have in store service.

### Exclusions

The following conditions are not covered by warranty:

\*Equipment failure relating to improper installation, improper utility connection or supply and problems due to ventilation.

\*Equipment that has not been properly maintained, calibration of controls, adjustments, damage from improper cleaning and water damage to controls.

\*Equipment that has not been used in an appropriate manner, or has been subject to misuse or misapplication, neglect, abuse, accident, alteration, negligence, damage during transit, delivery or installation, fire, flood, riot or act of god.

\*Equipment that has the model number or serial number removed or altered.

If the equipment has been changed, altered, modified or repaired by other than an Authorized Service Agency during or after the warranty period, then the manufacturer shall not be liable for any damages to any person or to any property, which may result from the use of the equipment thereafter.

This warranty does not cover services performed at overtime or premium labor rates. Should service be required at times which normally involve overtime or premium labor rates, the owner shall be charged for the difference between normal service rates and such premium rates. APW Wyott does not assume any liability for extended delays in replacing or repairing any items beyond its control.

In all cases, the use of other than APW Wyott Authorized OEM Replacement Parts will void this warranty.

This equipment is intended for commercial use only. Warranty is void if equipment is installed in other than commercial application.

### Water Quality Requirements

Water supply intended for a unit that has in excess of 3.0 grains of hardness per gallon (GPG) must be treated or softened before being used. Water containing over 3.0 GPG will decrease the efficiency and reduce the operation life of the unit.

**Note: Product failure caused by liming or sediment buildup is not covered under warranty.**

**"THE FOREGOING WARRANTY IS IN LIEU OF ANY AND ALL OTHER WARRANTIES EXPRESSED OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSES AND CONSTITUTES THE ENTIRE LIABILITY OF APW WYOTT. IN NO EVENT DOES THE LIMITED WARRANTY EXTEND BEYOND THE TERMS STATED HEREIN."**

9/05



## **APW Wyott**

### **"Enhanced Warranty" Program**

*For Equipment Covered By APW Wyott's "Enhanced Warranty" Program — If Within One Year From Date Of Purchase, This Unit Fails To Function, You Are Entitled To Your Choice Of 1, 2 or 3*

1. APW Wyott will replace the unit. When calling the factory, besides the above information, you will need Electrical Characteristics, voltage and phase; describe the problems the best you can. The factory will require a Visa or MasterCard number and expiration date of same to assure return and/or validity of condition. Upon validation of credit card information, factory will strive to ship a replacement unit the same day if call is received before 3 p.m. Central Time or the next day if later. The replacement unit will be shipped prepaid regular UPS or equivalent. If requested Next Day Air or Priority, shipment will be made at customer's expense. Upon receipt, it is the customer's responsibility to unpack the new unit, taking care to preserve the packaging. Repack the unit being replaced in the same container using caution to pack properly and return this unit to the factory following the instructions supplied. Factory will supply return label and UPS call tag; both must be used. If original unit is returned within 30 days and is as represented, the credit card validation will be cancelled.

## **IMPORTANT**

If factory does not receive the unit to be returned within 30 days, the unit will be billed to the credit card number supplied. If the returned unit is not as represented — i.e. out of warranty, customer abuse, then it will be billed to the credit card number supplied. In these cases, the person calling in the problem will be contacted and, if applicable, the returned unit, if charged for, will be returned to the original owner if requested.

2. You may take this unit to the APW Wyott Authorized Service Distributor. List of same is included with each product. If the problem is covered under warranty, the unit will be repaired at no cost to you. If the Authorized Agency cannot repair same within a reasonable time while you wait, it will be returned to you prepaid, via UPS.
3. You can request the Authorized Service Distributor to service the equipment on site. If problem is covered under the warranty, the parts and labor will be billed to the factory, while the mileage and travel time will be the responsibility of the owner.

*On All Calls, You Will Need To Give The Following Information.*

1. Name and title of person calling
2. Phone number of person calling
3. Business name
4. Street address
5. City, State, Zip
6. Model Number (from serial plate)
7. Serial Number (from serial plate)
8. Date purchased (if serial number indicates date of manufacture is over 13 months old, you will be asked to supply proof of purchase)
9. Purchased from

*For Shortage — Supply The Above Information And Fully Explain What Is Missing.*

It will be sent immediately — prepaid via UPS or equivalent. (Next Day Air or Priority shipments available at customer's expense)

**24-Hour Service Hotline: 1-800-733-2203**

This replacement warranty is only available on selected products shipped within the continental USA, Alaska, Hawaii and Canada.

As with most warranties, warranty is only valid to the original end-user/owner.

INSTRUCTIONS AND PROCEDURES MUST BE FOLLOWED OR THE WARRANTY IS VOID.





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Phone: (214) 421-7366  
Fax: (214) 565-0976  
Toll Free: (800) 527-2100  
Website: [www.apwwyott.com](http://www.apwwyott.com)  
E-mail: [info@apwwyott.com](mailto:info@apwwyott.com)

**APW WYOTT**  
729 Third Avenue  
Dallas, TX 75226