

Kratos 28W-538

Kratos Commercial Electric Drawer Warmer - Instruction Manual

Model: 28W-538 (1 Drawer, Narrow)

1. IMPORTANT SAFETY INFORMATION

Please read this manual thoroughly before installation, operation, or maintenance of the Kratos Commercial Electric Drawer Warmer. Retain this manual for future reference. Failure to follow these instructions may result in property damage, injury, or death.

- **Electrical Safety:** This unit operates on 120V, 450W, and uses a standard NEMA 5-15P plug. Ensure the electrical outlet is properly grounded and matches the unit's specifications. Do not use extension cords.
- **Hot Surfaces:** The drawer warmer and its contents will become hot during operation. Use caution and wear protective gloves when handling hot food pans or touching surfaces. Allow the unit to cool completely before cleaning or maintenance.
- **Proper Placement:** Place the unit on a stable, level, non-combustible surface. Ensure adequate clearance around the unit for ventilation. Do not block air vents.
- **Intended Use:** This appliance is designed for commercial food warming applications only. Do not use it for purposes other than its intended use.
- **Cleaning:** Always unplug the unit from the power supply before cleaning. Do not immerse the unit in water.
- **NSF Certified:** This unit is NSF certified, indicating compliance with public health and safety standards.

2. PRODUCT OVERVIEW

The Kratos Commercial Electric Drawer Warmer is designed to keep prepared food warm and ready for service in commercial kitchens. This single-drawer unit features durable stainless steel construction, precise temperature control, and humidity management to maintain food quality.



Image 2.1: Front-side view of the Kratos Commercial Electric Drawer Warmer with the drawer slightly open, showing the stainless steel construction and control panel.

Key Features:

- Single drawer unit, designed for narrow spaces.
- Includes one 12"x20"x6" food pan.
- Durable stainless steel construction.
- Thermostatic dial control for temperature adjustment.
- Humidity control for maintaining food moisture.
- Temperature range: 80-220°F.
- Electrical: 120V, 450W, NEMA 5-15P plug.

3. SETUP AND INSTALLATION

3.1 Unpacking

1. Carefully remove the drawer warmer from its packaging.
2. Inspect the unit for any shipping damage. Report any damage to the carrier immediately.
3. Remove all packing materials, including any protective films or ties.

3.2 Placement

- Place the unit on a sturdy, level, non-combustible surface capable of supporting its weight and the weight of its contents.
- Ensure there is adequate air circulation around the unit. Maintain a minimum of 6 inches (15 cm) clearance from walls or other equipment.



Image 4.1: Front view of the drawer warmer with the drawer fully open, revealing the food pan and the control panel with temperature and humidity dials.

4.1 Powering On and Preheating

1. Ensure the unit is properly plugged into a grounded outlet.
2. Turn the main power switch to the ON position. The power indicator light should illuminate.
3. Rotate the thermostatic dial to the desired temperature setting (range 80-220°F). For most foods, a setting between 140°F and 180°F is suitable.
4. Allow the unit to preheat for approximately 15-20 minutes to reach the set temperature.

4.2 Humidity Control

- The humidity control dial allows you to adjust the moisture level inside the drawer.
- Rotate the dial towards "DRY" for foods that benefit from less moisture, such as fried items or bread.
- Rotate the dial towards "MOIST" for foods that require more moisture retention, such as steamed vegetables or sauces.
- Adjust as needed based on the type of food being held.

4.3 Loading Food

- Place pre-cooked, hot food into the 12"x20"x6" food pan. Do not place cold food into the warmer to heat it up; this unit is for holding hot food at temperature.
- Avoid overfilling the pan to ensure even heat distribution.
- Close the drawer completely after loading to maintain temperature and humidity.

4.4 Powering Off

- When finished using the unit, remove all food.
- Turn the thermostatic dial to the lowest setting.
- Turn the main power switch to the OFF position.

- Unplug the unit from the electrical outlet and allow it to cool completely before cleaning.

5. MAINTENANCE AND CLEANING

Regular cleaning and maintenance will ensure the longevity and optimal performance of your drawer warmer. Always ensure the unit is unplugged and completely cool before cleaning.

5.1 Daily Cleaning

1. Unplug the unit and allow it to cool down completely.
2. Remove the food pan from the drawer. Wash the food pan with warm, soapy water, rinse thoroughly, and sanitize.
3. Wipe down the interior of the drawer and the exterior stainless steel surfaces with a damp cloth and a mild, non-abrasive cleaner.
4. For stubborn stains on stainless steel, use a specialized stainless steel cleaner, following the product's instructions.
5. Dry all surfaces thoroughly with a clean, soft cloth to prevent water spots and corrosion.

5.2 Do Not Use:

- Abrasive cleaners, scouring pads, or steel wool, as these can scratch the stainless steel finish.
- Harsh chemicals or solvents.
- Water jets or hoses to clean the unit, as this can damage electrical components.

6. TROUBLESHOOTING

If you encounter issues with your drawer warmer, refer to the following common problems and solutions before contacting service.

| Problem | Possible Cause | Solution |
|-------------------------|--|---|
| Unit does not power on. | Unit unplugged. Power switch is OFF. No power at outlet. | Ensure unit is securely plugged in. Turn power switch to ON. Check circuit breaker or fuse. Test outlet with another appliance. |
| Unit is not heating. | Temperature dial set too low. Heating element malfunction. | Increase temperature setting. If problem persists, contact qualified service personnel. |
| Food is drying out. | Humidity control set to DRY. Drawer not fully closed. | Adjust humidity control towards MOIST. Ensure drawer is fully closed. |
| Food is too moist. | Humidity control set to MOIST. | Adjust humidity control towards DRY. |

If the problem persists after attempting these solutions, contact Kratos customer support or a qualified service technician.

7. SPECIFICATIONS

| Feature | Specification |
|-------------------|-------------------------------------|
| Model | 28W-538 |
| Type | Single Drawer Warmer, Narrow Design |
| Material | Stainless Steel |
| Voltage | 120V |
| Wattage | 450W |
| Temperature Range | 80-220°F (27-104°C) |
| Food Pan Capacity | One 12"x20"x6" pan |
| Plug Type | NEMA 5-15P |
| Certifications | NSF |
| Color | Silver |
| UPC | 840232919677 |

8. WARRANTY AND SUPPORT

For warranty information, technical support, or service inquiries regarding your Kratos Commercial Electric Drawer Warmer, please contact the manufacturer or your authorized dealer.

Please have your model number (28W-538) and purchase date available when contacting support.

Manufacturer: Kratos