

Kratos 28W-539

Kratos Commercial Electric Drawer Warmer Instruction Manual

Model: 28W-539

1. SAFETY INFORMATION

Please read all instructions carefully before operating this appliance to ensure safe and efficient use. Retain this manual for future reference.

- **Electrical Safety:** This unit operates on 120V, 900W. Ensure the power supply matches the unit's requirements. Always plug into a grounded outlet. Do not use extension cords unless absolutely necessary and ensure they are rated for the appliance's power.
- **Hot Surfaces:** The exterior and interior surfaces of the warmer will become hot during operation. Use caution and wear protective gloves if necessary when handling.
- **Placement:** Place the unit on a stable, level, heat-resistant surface. Ensure adequate ventilation around the unit. Do not block air vents.
- **Cleaning:** Always unplug the unit and allow it to cool completely before cleaning. Do not immerse the unit in water.
- **Maintenance:** Refer all servicing to qualified personnel. Do not attempt to repair the unit yourself.
- **Intended Use:** This appliance is designed for commercial food warming and holding. Do not use for any other purpose.

2. PRODUCT OVERVIEW

The Kratos Commercial Electric Drawer Warmer (Model 28W-539) is a stainless steel double-drawer unit designed for keeping various prepared foods warm and ready to serve in commercial settings such as restaurants, bakeries, and catering operations. Its narrow design helps optimize kitchen space.



Figure 2.1: Front view of the Kratos Commercial Electric Double Drawer Warmer. This image shows the compact, stainless steel design with two drawers, each featuring a temperature control dial and a humidity vent control.

Key Features:

- **Commercial Grade Construction:** NSF certified, highly durable stainless steel for long-lasting use.
- **Included Food Pans:** Comes with two 12" x 20" x 6" stainless steel food pans.
- **Precise Temperature Control:** Independent thermostatic dial controls for each drawer, with a temperature range of 80°F to 220°F.
- **Humidity Control:** Humidity vent controls provide both moist and dry warming capabilities.
- **Versatile Use:** Suitable for bread, rolls, tortilla chips, cookies, and other prepared foods.
- **Space-Saving Design:** Narrow profile ideal for smaller kitchens.

3. SETUP

3.1 Unpacking and Inspection

1. Carefully remove the warmer from its packaging.
2. Inspect the unit for any shipping damage. If damage is found, contact your supplier immediately.
3. Remove all packing materials, including any protective films or tapes.
4. Ensure all accessories, including the two 12" x 20" x 6" food pans, are present.

3.2 Placement

- Place the warmer on a sturdy, level, non-combustible surface capable of supporting its weight.
- Ensure there is adequate clearance around the unit for proper ventilation (minimum 6 inches from walls or other equipment).
- Avoid placing the unit near heat sources or in direct sunlight.

3.3 Electrical Connection

- Verify that the electrical supply matches the specifications of the unit (120V, 900W).
- Plug the unit into a dedicated, grounded electrical outlet. Do not use multi-outlet adapters or power strips.



Figure 3.1: Rear view of the warmer, illustrating the power cord connection point and product label.

4. OPERATING INSTRUCTIONS

4.1 Loading Food Pans

1. Open the desired drawer by pulling the handle.
2. Place the 12" x 20" x 6" stainless steel food pan into the drawer.
3. Place the pre-heated food into the pan. It is recommended to place already hot food into the warmer for holding, rather than using it to heat cold food.
4. Close the drawer securely.



Figure 4.1: The warmer with both drawers open, showing the interior space for food pans.

4.2 Temperature Control

- Each drawer has an independent thermostatic dial control located on the front panel.
- Turn the dial clockwise to increase the temperature and counter-clockwise to decrease it.
- The temperature range is 80°F to 220°F. Adjust the dial to the desired holding temperature for your food product.
- Allow sufficient time for the unit to reach the set temperature before placing food inside.

4.3 Humidity Control

- Each drawer is equipped with a humidity vent control.
- Rotate the knob towards "DRY" to reduce humidity, allowing steam to escape. This is suitable for crispy items like fried foods or bread.
- Rotate the knob towards "MOIST" to retain humidity, keeping items like steamed vegetables or sauces from drying out.
- Adjust the humidity control based on the type of food being held to maintain optimal quality.

4.4 Shutting Down

- To turn off a drawer, rotate its temperature dial counter-clockwise to the "OFF" position.
- For complete shutdown, unplug the unit from the power outlet.

5. MAINTENANCE

5.1 Daily Cleaning

1. Always unplug the unit and allow it to cool completely before cleaning.
2. Remove the food pans and wash them with warm, soapy water. Rinse thoroughly and dry.
3. Wipe down the interior and exterior stainless steel surfaces with a damp cloth and mild detergent.
4. For stubborn stains, use a non-abrasive stainless steel cleaner.
5. Dry all surfaces thoroughly to prevent water spots and corrosion.

5.2 Regular Inspection

- Periodically inspect the power cord for any signs of damage or fraying. If damaged, it must be replaced by a qualified technician.
- Ensure the drawers slide smoothly and seal properly when closed.
- Check that all controls are functioning correctly.

6. TROUBLESHOOTING

Problem	Possible Cause	Solution
Unit does not power on.	No power supply; unit unplugged; circuit breaker tripped.	Ensure unit is plugged into a live, grounded outlet. Check circuit breaker.
Food not staying warm.	Temperature setting too low; drawers not fully closed; unit overloaded.	Increase temperature setting. Ensure drawers are securely closed. Do not overload drawers.
Food drying out.	Humidity vent set to "DRY"; food held for too long.	Adjust humidity vent towards "MOIST". Reduce holding time if possible.
Excessive condensation.	Humidity vent set to "MOIST" for too long or for inappropriate food.	Adjust humidity vent towards "DRY". Ensure proper food type for humidity setting.

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

7. SPECIFICATIONS

Attribute	Detail
Brand	Kratos
Model Number	28W-539
Product Dimensions	30.91 x 20.01 x 24.25 inches
Material	Stainless Steel

Attribute	Detail
Color	Silver
Power Source	Corded Electric
Voltage	120 Volts
Wattage	900 watts
Temperature Range	80°F - 220°F
UPC	840232919684
Country of Origin	China

8. WARRANTY AND SUPPORT

For warranty information and customer support, please refer to the warranty card included with your product or visit the official Kratos website. You may also contact your point of purchase for assistance.

Manufacturer: Kratos

Website: [Kratos Official Store on Amazon](#)

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Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question

