



26 GALLON TORTILLA CHIP WARMER

INSTALLATION AND OPERATING INSTRUCTION MANUAL



For California Customers



WARNING: Cancer and Reproductive Harm -
www.P65Warnings.ca.gov

Model	Voltage	Frequency	Power	Amperage	Plug Type	Overall Dimensions			Weight
						Width	Depth	Height	
51026	120V	60Hz	755W	6.3A	NEMA 5-15P	23" (584mm)	23" (584mm)	29" (853mm)	77 lbs (35 kg)

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

Congratulations on your purchase of this BenchmarkUSA™ commercial equipment. When used as intended, and with proper care and maintenance, you are sure to 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 is important to keep these instructions in a safe place for future reference.

Form No. 51026_Manual - 05/24

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



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: 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.



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 11.

Introduction

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

BenchmarkUSA™ will not accept liability for the following 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.

Immediately Inspect for Shipping Damage

All containers should be examined for damage before and during unloading. The freight carrier has assumed responsibility for its safe transit and delivery. If equipment is received damaged, either apparent or concealed, a claim must be made with the delivering carrier.

- A. Apparent damage or loss must be noted on the freight bill at the time of delivery. It must then be signed by the carrier representative (Driver). If this is not done, the carrier may refuse the claim. The carrier can supply the necessary forms.
- B. If concealed damage or loss is not apparent until after equipment is uncrated, a request for inspection must be made to the carrier within 15 days. The carrier should arrange an inspection. Be certain to keep all contents and packaging material.

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Package Contents

All units come with the following:

- BenchmarkUSA™ 26 Gallon Tortilla Chip Warmer
- Operating Instruction Manual

BenchmarkUSA™ 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 a result of freight, please contact your BenchmarkUSA dealer immediately.

Function and Purpose

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

Installation and start-up must be performed by a qualified installer who has thoroughly read, understands and follows these instructions.

Please keep this manual in a safe place for future 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.

Installation

These instructions should be followed at all times. Failure to follow these instructions could result in injury to yourself and others.

WHEN USING ELECTRICAL APPLIANCES, BASIC SAFETY PRECAUTIONS AND COMMON SENSE SHOULD BE FOLLOWED, INCLUDING BUT NOT LIMITED TO THE FOLLOWING:

1. Read this manual thoroughly before installation and operation. DO NOT proceed with installation and operation if you have any questions or do not understand anything in this manual. Contact your representative or the manufacturer first.
2. DO NOT touch any surfaces that may be hot.
3. Unplug from outlet when not in use prior to installing or removing parts and before cleaning. Allow for the device to cool first before handling.
4. To protect against the risk of electrical shock, do not immerse the appliance, cord or plug in water, or other liquids.

	▲ WARNING ▲ Electrical Shock Hazard
	Keep water and other liquids from entering the inside of the unit. Liquid inside the unit could cause an electrical shock. 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.

5. DO NOT operate this device or any other electrical equipment with a damaged cord or plug, or after the unit malfunctions, 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.
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 hot gas or electric burner, or in a heated oven.

	▲ WARNING ▲ Fire Hazard
	Correct installation precautions, procedures and regulations must be followed. Operation and safety training is necessary for all users of this equipment.

10. This appliance should always be on a stable and steady countertop or table. Allow sufficient space around the cooking area. Never use the unit on/near low-heat-resistant materials (carpet, vinyl).
11. 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.
12. Clean the unit with caution – if a wet sponge or cloth is used to wipe spills on a hot cooking surface, exercise caution to avoid steam burns.
NOTE: some cleaners may produce noxious flames when applied to a hot surface.
13. Do not store any item on top of this unit when in operation.
14. Never place materials such as paper, cardboard, plastic, etc. on or under this unit.
15. If an extension cord power-supply is used,
 - a. The marked electrical rating of the extension cord should be rated the same or greater than the electrical rating of the unit.
 - b. The cord should be located so that it will not drape over the countertop or tabletop where it can not be damaged or moved unintentionally.

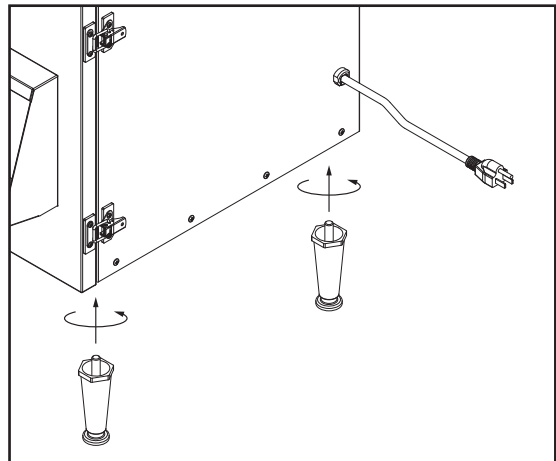
Safety Precautions

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

- A WINCO® Approved Recommended Qualified Service Technician should carry out repairs if necessary. Do not remove any components or service panels on this product.
- Allow the unit to cool down after use before dismantling for cleaning; **the unit will be too hot to handle immediately after use.**
- Before cleaning, switch off power and disconnect power cord from the outlet.
- **Do not immerse unit in water or use hose to clean.**
- If the power cord is damaged, it must be replaced by a WINCO® Approved Recommended Qualified Service Technician in order to avoid a hazard.

Installation

1. Attach the legs to the underside of the Chip Warmer.



Operation



Proper Grounding

**USE A GROUNDED OUTLET
DO NOT ADD AN ADAPTOR TO THE PLUG**

This machine is provided with a three-pronged grounding plug. The outlet to which this plug is connected must be properly grounded. If the receptacle is not the proper grounding type, contact an electrician. DO NOT, under any circumstances, cut or remove the third ground prong from the power cord or use any adapter plug.

1. Plug the power cord into a properly grounded 120V power supply.
2. Turn on the warming element with the front lighted switch.
3. Set the thermostat to High until the temperature indicator reaches the desired temperature.
4. Fill the Chip Warmer with up to 26 gallons of tortilla chips through the fill doors.
5. Adjust the thermostat accordingly to maintain the desired temperature.
6. Begin serving warm chips through the lower drop door.
7. Continue to load the machine with product through the fill doors.
8. Turn off switches when not in operation in order to maintain efficiency.



Cleaning, Care & Maintenance

To maintain the appearance and increase the service life, this equipment must be cleaned and dried thoroughly. Clean all surfaces before use. Failure to clean surfaces before using the unit could cause food contamination.

The unit may require more frequent cleaning, depending on the volume of production.



▲ WARNING ▲

Burn Hazard

Please take extreme caution as kettle and the bottom floor of the unit will be HOT!
USE CAUTION WHEN TOUCHING THE UNIT.

CABINET CLEANING, CARE AND MAINTENANCE

- MUST BE DONE DAILY-

1. Turn off the machine and unplug it from the power source and allow the unit to cool before next step.
2. Remove any remaining food product from the cabinet.
3. Open front door panel and remove the bottom product tray from the warmer (**Fig. 1**) and clean in a sink or dishwasher with mild detergent.
4. Clean out ALL food product from the base of unit with a damp cloth and mild detergent (**Fig 2**).
5. Clean the stainless steel cabinet panels with damp cloth and mild detergent.
6. Return the bottom product tray to the bottom of warmer.
7. Plug the unit back into the 120 volt power source.



(Fig. 1)



(Fig. 2)

Cleaning, Care & Maintenance (continued)

ADDITIONAL CLEANING

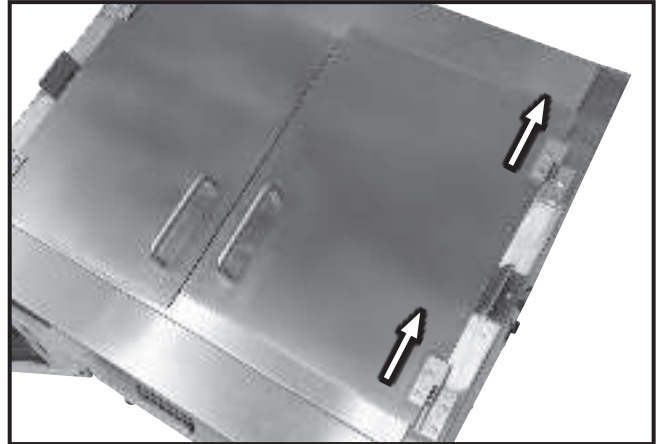
1. The exterior of the unit may be cleaned by carefully wiping with a damp cloth.
2. Clean off controls from any oil or debris using a damp cloth with warm soapy water. *Ensure that the controls are dry before use.* Top doors can be removed for additional cleaning by lifting up away from hinge (**Fig. 3**).
3. The front door panel can be removed for additional cleaning by undoing the hinges on the right (**Fig. 4**) and lifting up away from hinge on left (**Fig. 5**).

DO NOT immerse the device completely in water for any reason.

DO NOT use a pressure washer to clean.

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.



(Fig. 3)



(Fig. 4)



(Fig. 5)

Troubleshooting

If your BenchmarkUSA™ Commercial Equipment does not operate, please check the following before placing a service call:

ISSUE	MIGHT BE CAUSED BY	RECOMMENDED SOLUTION
The unit is not turning on.	Power supply	Check power supply cord is correctly plugged in and outlet is working.
	Power switch is off	Check that the unit is plugged in and turned on.
	Plug/cord or external wiring damage	Remove and replace - Replacement must be done by an authorized Internal wiring fault service provider.
	Internal faulty wiring	
Motor fan not turning	Power supply	Check the power supply and confirm the unit is receiving the correct voltage.
	Physical blockages	Remove any debris that might be obstructing the fan blades or impeding airflow. Ensure that the unit is cleaned thoroughly on a daily basis to prevent blockage.
	Faulty fan motor	Remove and replace - Replacement must be done by an authorized Internal wiring fault service provider.
Unit is not heating	Power supply	Check the power supply and confirm the unit is receiving the correct voltage.
	Power switch is off	Check that the unit is plugged in and switch is turned on.
	Thermostat is off	Check that the unit is plugged in, the switch is turned on and the thermostat has been adjusted to the desired temperature. Note: The thermostat will click when turned on.
	Faulty thermostat	Remove and replace - Replacement must be done by an authorized Internal wiring fault service provider.
	Faulty heating element	
	Faulty high limit	
Temperature indicator not working	Power supply	Check power supply cord is correctly plugged in and outlet is working.
	Faulty AC to DC converter	Check the converter is receiving the correct voltage and confirm output is producing 24V DC. If the out put does not work, remove and replace - Replacement must be done by an authorized Internal wiring fault service provider.
	Faulty temperature indicator	Remove and replace - Replacement must be done by an authorized Internal wiring fault service provider.

Service and Repair

THIS EQUIPMENT MUST ONLY BE SERVICED BY AN AUTHORIZED AGENT.

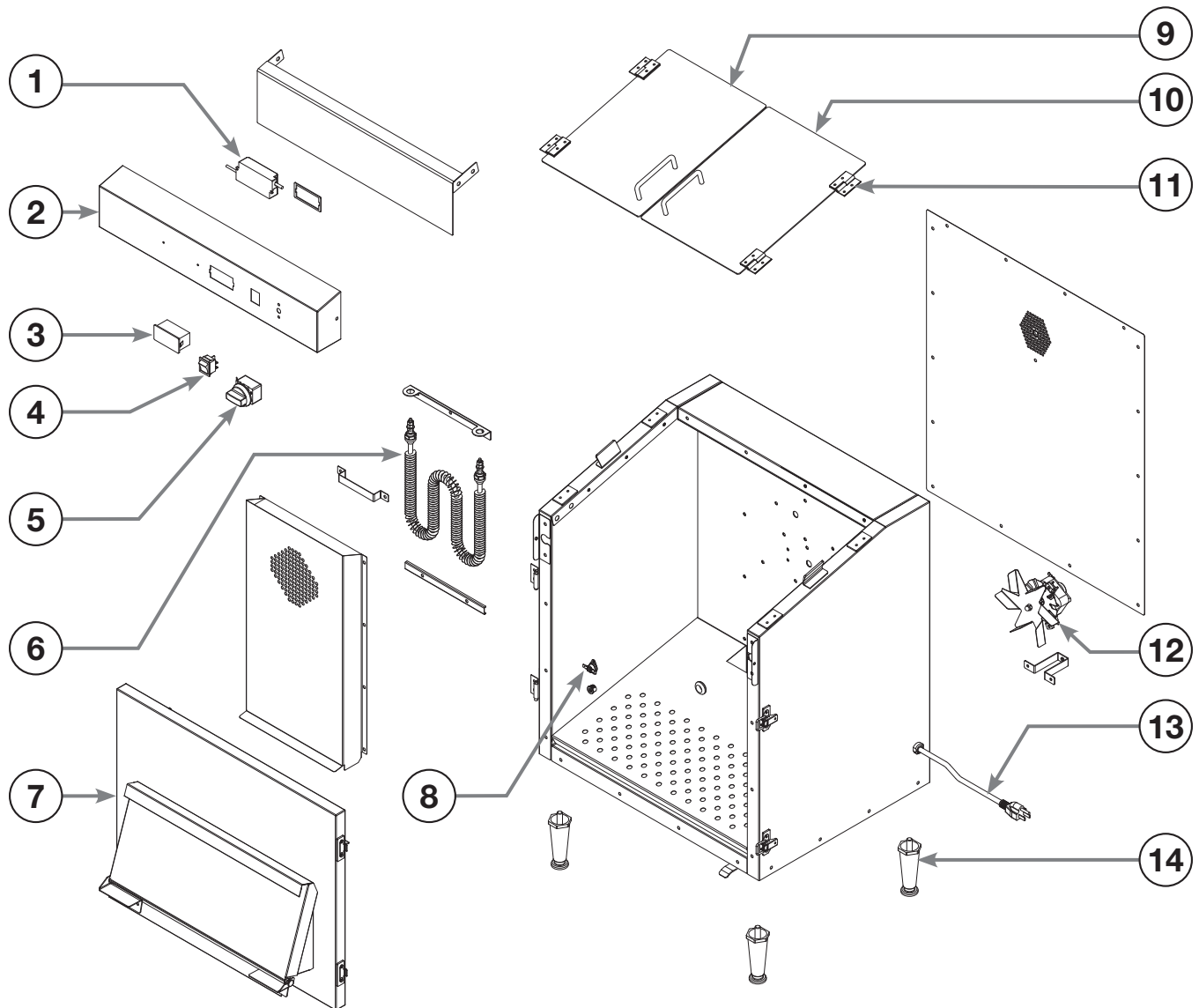
NOTE

Parts protected by the manufacturer or its agent are not to be adjusted by the installer unless the installer is an authorized service agent.

If you have any questions or problems DO NOT send unit to WINCO® without first contacting our customer service department.

See "Limited Warranty" section on page 11 for details.

Exploded View and Parts List

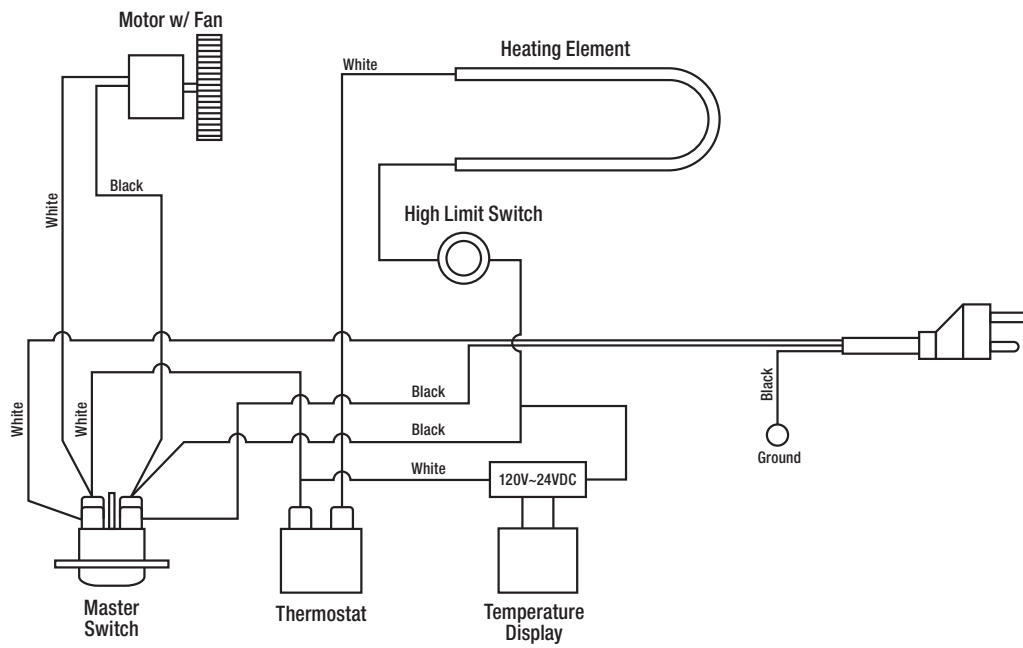


No.	Description	Part #
1	120V~24DC Converter	5253
2	Control Panel Chassis	5251
3	Digital Temperature Indicator	5259
4	On/Off Switch	2001
5	Adjustable Thermostat with Knob	0085
6	Heating Element	5247
7	Front Door	5254

No.	Description	Part #
8	High Limit Switch	5260
10	Fill Door Hinge Set	4020C
11	Left Fill Door	5240
12	Right Fill Door	5241
12	120V Fan Motor	5246
13	Power Cord	2009
14	Leg	6706

Please contact factory for special order parts not listed.

Electrical Circuit Diagram



Limited Warranty & Equipment Warranty Registration

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 purchase date 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

DO NOT send unit to WINCO® without first contacting our customer service department: 973-295-3899.

To initiate warranty service please visit our online portal:
<https://www.winco.us.com/equipment-portal/>

SCAN FOR ONLINE PORTAL

If having trouble or unable to scan, enter the web address listed above to access the online portal.



Please provide or have the following information available:

- Contact Name, E-mail, and Phone Number
- Company/Organization Name
- Model Number
- Serial Number
- Pictures or Supporting Documentation

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. Natural disasters (ie: earthquakes, tornadoes, hurricanes, etc.), 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. Normal product maintenance.
9. Misuse or abuse.
10. Normal wear and tear items such as light bulbs, fuses, and exterior finishes.

Warranty voided if:

1. Product is altered by user
2. Serial number plate is removed
3. Product is installed in a prison or any correctional facility.

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



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BENCH MARK USA™

Model: 51026

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