



SERV IT 423HDM48SA Heated Display Cases User Manual

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Heated Display Cases

RETAIN THIS MANUAL FOR FUTURE REFERENCE.
THE UNIT MUST BE KEPT CLEAR OF COMBUSTIBLES AT ALL TIMES.



Models: 423HDM26SA, 423HDM36SA, 423HDM48SA

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Owner's Information

Please complete this information and retain this manual for the life of the equipment. For warranty purposes, please fill out and retain this information. An example of the serial plate(s) for these units is included below for reference.

Model No. _____

Serial No. _____

Date of Purchase: _____

Serial Plate Example:

ITEM #: 423HDM26SA

MANUFACTURER MODEL #:

DESCRIPTION: FULL-SERVICE HEATED MERCHANDISER,
26", STAINLESS 2 SLIDING DOORS IPX RATING: IPX4

VOLTAGE: 120V WATTAGE: 1800W 86-194°F

AMPERAGE: 12.5A FREQUENCY: 60Hz SERIAL #:

MADE IN CHINA

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 serving this equipment.

WARNING! Disconnect from the electric supply before adjustment, alteration, service, or maintenance.

WARNING! Minimum clearance from the side and back of the unit to combustible construction: 10" from the sides and 10" from the back.

For use in noncombustible locations only.

WARNING! Commercial use only, not intended for household use.

WARNING! ELECTRICAL SHOCK HAZARD, do not immerse electrical components.

service humidified heated display cases are designed to keep foods at optimum serving temperatures without affecting quality, for hours at a time. Hold anything from hot dogs, fried chicken, nachos, mozzarella sticks, and more, perfect for commercial environments such as concession stands, self-service restaurants, and supermarkets.

All models include standard features such as LED lighting to effectively illuminate food products and dual-service


sliding doors. Dual-service sliding doors allow the operator to refill the unit on one side, and the customer to pick up and take their food on the other. Digital readout and dial controls are bottoms mounted for convenient access and adjustment on the operator's side. They are built for tough front-of-house duty with rugged stainless-steel construction, heavy-duty hardware, tempered glass, IPX4-rated, and LED lighting that is sure to inspire any customer.

This manual provides the installation, safety, and operating instructions for heated display merchandisers. ServIt recommends all installation, operating, and safety instructions appearing in this manual be read prior to installation or operation of the unit.

SAFETY WARNINGS

ServIt heated display merchandisers are designed, built, and sold for commercial use and should be operated by trained personnel only. Clearly post all **CAUTIONS**, **WARNINGS**, and **OPERATING INSTRUCTIONS** near each unit to insure proper operation and to reduce the chance of personal injury and/or equipment damage.

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

appliance. Keep the area free and clear of combustible materials. 

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.

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 all cautions, warnings, and operating instructions are clearly posted near each unit so that anyone using the equipment can use it correctly and not injure themselves or the equipment.

CAUTION: Make sure the food product has been heated to the proper food-safe temperature before placing in the unit. Failure to heat food products properly may result in serious health risks. This unit is for holding preheated food products only.

CAUTION: Locate the unit in an area that is convenient for use. The location should be level and strong enough to support the weight of the unit and its contents.

ELECTRIC SHOCK HAZARD:

- Plug the unit into a properly grounded electrical receptacle of the correct voltage, size, and plug configuration. If the plug and receptacle do not match, contact a qualified electrician to determine and install the proper voltage and size electrical receptacle.
- Installation must conform to all local electrical codes, and where applicable must be installed by a qualified electrician. Installation by unqualified personnel will void the unit warranty and may lead to electric shock or burn, as well as damage to the unit and/or its surroundings.
- Turn OFF the power switch, unplug the power cord/turn off power at the circuit breaker, and allow the unit to cool before performing any cleaning, adjustments, or maintenance.
- DO NOT submerge or saturate with water. The unit is not waterproof. Do not operate if the unit has been submerged or saturated with water.
- The unit is not weatherproof. Locate the unit indoors where the ambient air temperature is a minimum of 70°F (21°C).
- Do not clean the unit when it is energized or hot.
- Do not steam clean or use excessive water on the unit.
- This unit is not "jet-proof" construction. Do not use jetclean spray to clean this unit.
- Do not pull the unit by the power cord.
- Discontinue use if the power cord is frayed or worn.
- Do not allow liquids to spill into the unit.

- This unit must be serviced by qualified personnel only. Service by unqualified personnel may lead to electric shock or burn.

FIRE HAZARD:

- Locate the unit a minimum of 12" (25 mm) from combustible walls and materials. If safe distances are not maintained, discoloration or combustion could occur.
- Do not use harsh chemicals such as bleach (or cleaners containing bleach), oven cleaners, or flammable cleaning solutions to clean this unit.

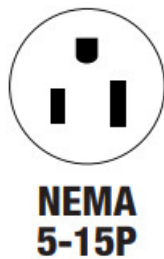
BURN HAZARD:

- Some exterior surfaces on the unit will get hot. Use caution when touching these areas.
- Use caution when opening doors. Hot air escapes when the door is open.

SPECIFICATIONS

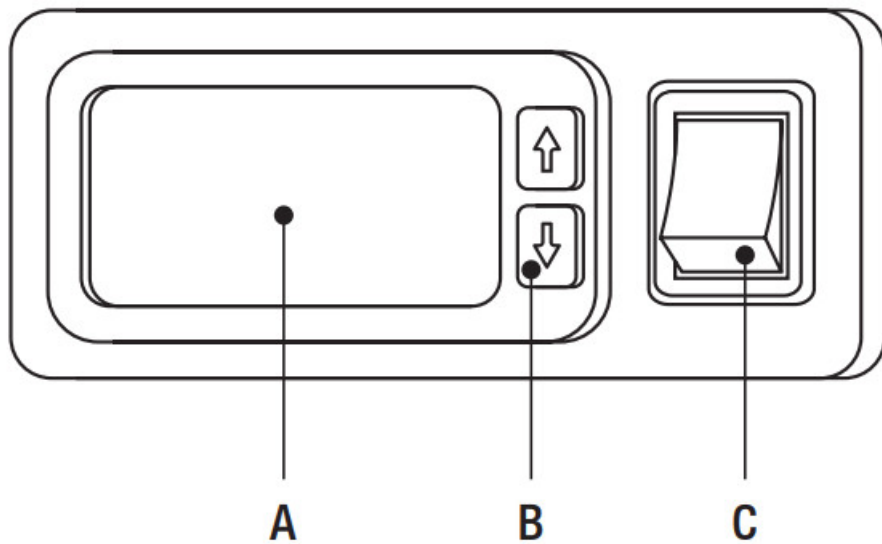
- Cordset configuration: 120V NEMA 5-15P, 3 Wire grounded cord
- If the supply cord is damaged, the manufacturer or an authorized service agent, or a similarly qualified person must replace it to avoid a hazard or void the warranty:

| Item # | Size | # of Shelves | Usable Shelf Space | Voltage | Wattage | Plug Configuration |
|------------|------|--------------|--------------------|---------|---------|--------------------|
| 423HDM26SA | 26" | 3 | 1070" | 120V | 1800W | NEMA 5-15P |
| 423HDM36SA | 36" | 3 | 1349" | 120V | 1800W | NEMA 5-15P |
| 423HDM48SA | 48" | 3 | 2000" | 120V | 1800W | NEMA 5-15P |



CONTROL PANEL

| Letter | Description |
|--------|------------------------|
| A | Temperature Readout |
| B | Temperature Adjustment |
| C | On/Off Switch |



OPERATING INSTRUCTIONS

General Information:

- Always clean equipment thoroughly before first use. (See general cleaning instructions).
- Check rating label for your model designation and electrical rating.
- For best results, use stainless steel countertops.

WARNING: ELECTRICAL SHOCK HAZARD.

FAILURE TO FOLLOW THE INSTRUCTIONS IN THIS MANUAL COULD RESULT IN SERIOUS INJURY OR DEATH.

Electrical Ground is required on this appliance. Do not modify the power supply cord plug. If it does not fit into the outlet, have the proper outlet installed by a qualified electrician. Do not use an extension cord with this appliance. Check with a qualified electrician if you are unsure as to whether the appliance is properly grounded.

General Operating Instructions:

- All foodservice equipment should be operated by trained personnel.
- Do not allow your customers to come in contact with any surface labeled CAUTION HOT.
- Where applicable: Never pour cold water into dry heated units.
- Never hold perishable food below 150°F (66°C).

Unboxing Instructions:

CAUTION: Heated display merchandisers are heavy and require two people to install them.

1. Remove the unit from the carton and all packaging materials from the unit.
2. Remove the manual/information packet from the unit.
3. Place the unit in the desired location.
4. **NOTE:** Place where the ambient air temperature is constant and a minimum of 70°F, and maximum of 85°F. Avoid areas that are subject to active air movements or currents. Make sure the unit is located on a solid, level area and at a proper height for convenient use and also following health standards.
5. Locate an outlet of the correct plug and voltage type for the unit and plug it in to.

Set-Up & Operating Instructions:

1. Ensure the unit is properly plugged into an adequate, grounded power outlet.
2. Remove the water pan and fill it 2/3 full with distilled water, and return the pan to the unit.
3. Turn the power switch and light switch to the "I" (on) positions.
4. Set the thermostat knob to the desired position, the range is 86-194°F
5. Allow the unit 30 minutes to preheat to the desired temperature and humidity levels.

Recommended Settings Chart:

| Food Product | Temperature | Humidity | Max Holding Time (hours) |
|---------------------|-------------|----------|--------------------------|
| Rolls, Hard | 160-185°F | No | 4 |
| Rolls, Soft | 150-175°F | Yes | 4 |
| Pies, Desserts | 160-185°F | Yes | 3 |
| Pizza, Thick Crust | 170-185°F | Yes | 2 |
| Pizza, Thin Crust | 165-180°F | Yes | 2 |
| Pretzels | 135-150°F | Yes | 3 |
| Sandwiches, Wrapped | 165-180°F | Yes | 2 |
| Chicken, Roasted | 165-180°F | Yes | 4 |
| Chicken, Fried | 165-180°F | No | 4 |
| Hot Dogs | 160-185°F | Yes | 3 |
| Onion Rings | 150-175°F | No | 2 |
| French Fries | 135-150°F | No | 2 |

NOTE: Temperature and humidity settings will require adjustment according to the type and quantity of food, and a number of times door(s) are opened during operation. These are recommendations based on ideal environments and will need to be adjusted according to the usage environment.

GENERAL CLEANING

NOTES:

- Never clean any electrical unit by immersing it in water. Turn off the unit and unplug it before surface cleaning.
- Always clean equipment thoroughly before first use. Clean unit daily. Except where noted on charts: Use warm, soapy water. Mild cleansers and PLASTIC scouring pads may be used to remove baked-on food and water scale.
- Turn off electrical units before cleaning or servicing.

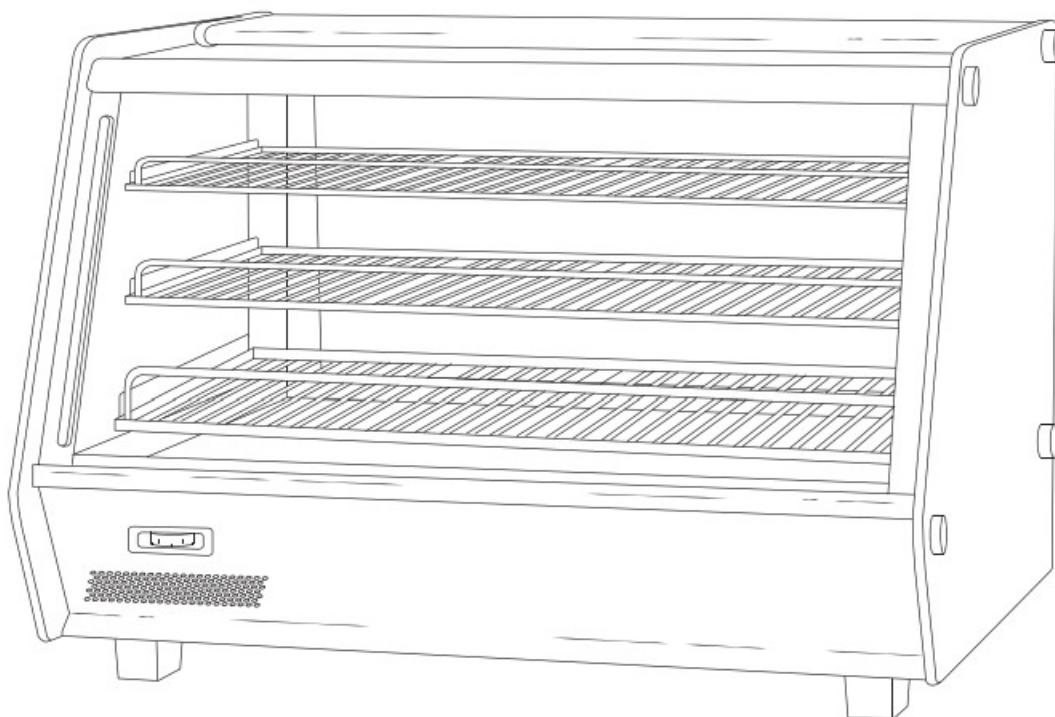
Instructions:

1. Follow general cleaning instructions (above).
2. Remove all food, and remove all shelves (see specific instructions below).
3. Remove the water pan and empty it, then return to the unit.
4. If Lime or Mineral build-up occurs, follow the below guide on “removing lime and mineral deposits”.

NOTE: Cleaning solution or Delimer may be run through the water tank. Excess water is needed to flush out the cleaning solution through the line and tank until the water flows clear.

Cleaning and Installation:

1. Turn off the unit and unplug it, and allow the unit up to 30 minutes to cool down. NOTE: Opening the glass door(s) can help speed up the cooldown process.
2. Lift the shelves from the support brackets.
3. Remove the shelves from the heated cabinet and handwash them with warm soapy water and air dry them.
4. Place shelves back into the unit on support brackets.



Removing Lime and Mineral Deposits:

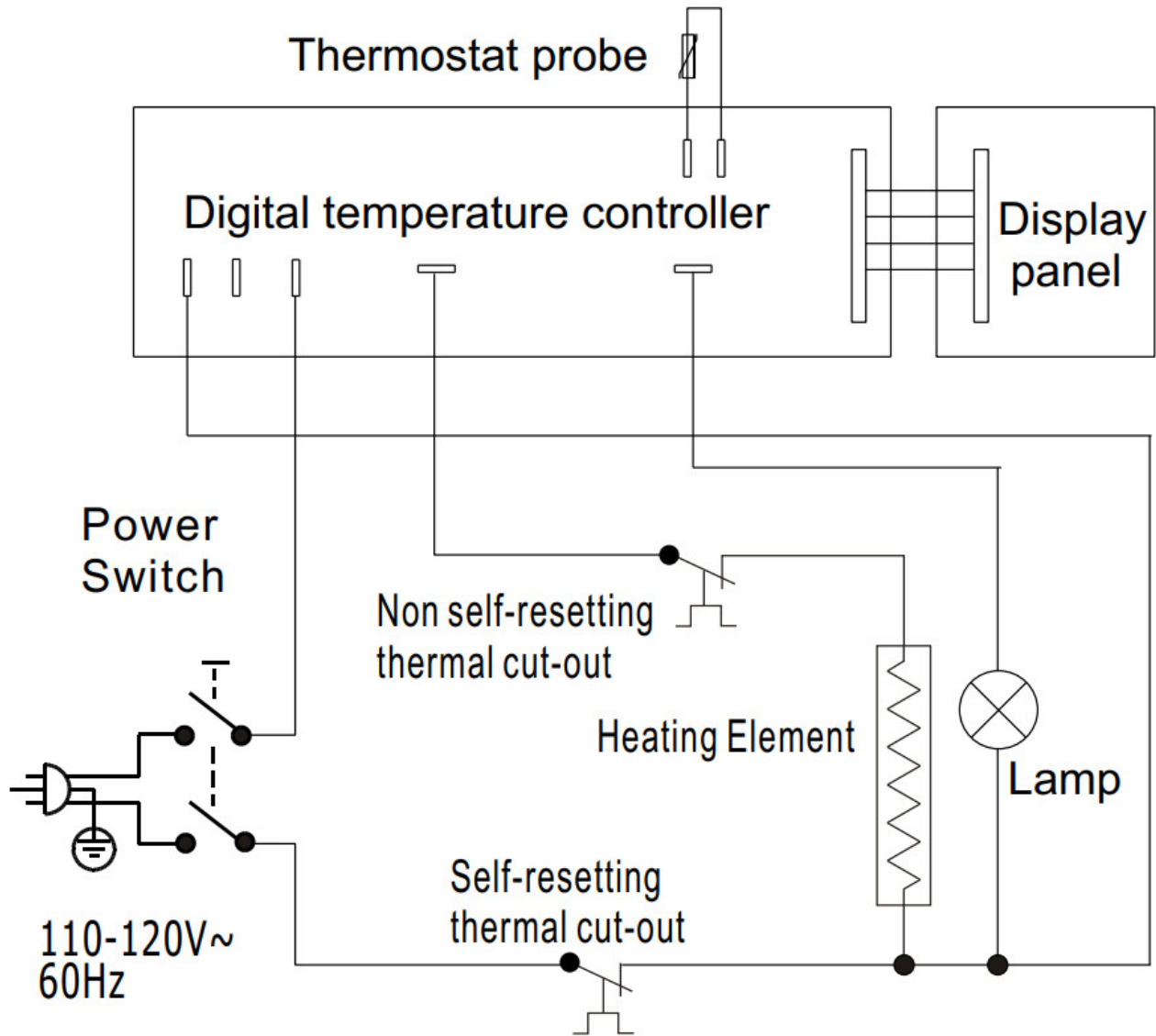
1. Turn off the unit, unplug it, and allow the unit to cool down.
2. After the unit has cooled, remove and empty the water pan.
3. Fill the water pan with a mixture of 70% water and 30% white vinegar to a level where it covers the lime and mineral deposits.
4. Plug in and turn on the unit to the highest temperature and humidity settings. Allow the unit to run for 30 minutes.
5. Turn off the unit and unplug the power cord, allowing the unit to cool.
6. Allow the water pan to stand with the deliming solution for at least two hours (the time required will vary depending on the number of deposits in the water tank).
7. Drain the water pan to empty the deliming solution.
8. Continue to fill and drain the water pan with clean water until the deliming solution is flushed out and the water

flows clear.

9. Replace the rack, plug the unit in, and refill the water pan with distilled water.

NOTE: If lime and mineral deposits are still present in the water pan, repeat this procedure and increase the amount of time the de-liming mixture stands in the water pan.

WIRING DIAGRAMS



TROUBLESHOOTING

| Issue | Reason | Solution |
|--|--|--|
| No lighting In the Interior of the cabinet | The unit is not plugged In | Inspect the power source, and ensure the power cord is undamaged |
| | LED light failure | Replace LED lights |
| Unit is not hot enough | Thermostat off | Dial in temperature |
| | Defective Thermostat or Heating Element | Contact the place of purchase or authorized C service agent |
| | The unit has not had enough time to pre heat | Allow the unit 30 minutes to reach operating temperature |
| | Temperature is set too low | Change the temperature to a higher setting |
| | Door(s) are not closed completely | Make sure door(s) are completely closed |
| The unit is too hot | Temperature is set too high | Change the temperature to a lower setting |
| | The unit is connected to an incorrect power supply | Contact the authorized service agent |
| | Defective Thermostat or Heating Element | Contact the place of purchase or authorized service agent |
| The product is too dry | Door(s) are open | Make sure door(s) are completely closed |
| | The water pan is empty | Fill the water pan up |
| The unit is not working at all | The unit is not plugged In | Plug the unit into the proper power supply |
| | The unit is not turned on | Turn the unit on using the on/off switch |
| | Circuit breaker tripped | Reset circuit breaker |
| | Controls are defective | Contact the place of purchase or authorized service agent |
| | Defective thermostat or heating element | Contact the place of purchase or authorized C service agent |

Equipment Limited Warranty

ServIt warrants its equipment to be free from defects in material and workmanship for a period of 1 year when purchased from an authorized dealer. This is the sole and exclusive warranty made by ServIt covering your ServIt brand equipment. A claim under this warranty must be made within 1 year from the date of delivery of the equipment. Only the equipment's original purchaser may make a claim under this warranty. ServIt reserves the right to approve or deny the repair or replacement of any part or repair request. The warranty is not transferable.

1 Year Replacement

All ServIt Chip Warmers, ServIt Drawer Warmers, ServIt Steam Tables, ServIt Countertop Food Warmers/Cookers, ServIt Suspension/ Pass Through heat Lamps, ServIt Hanging Heat Lamps, ServIt Steam Table Accessories, Cold Food Tables, Pizza/Pretzel Warmer

2 Year Replacement
All ServIt Strip Warmers

1 Year Service Warranty

All ServIt Holding/ Proofing Cabinets

To Make a Warranty Claim:

This warranty is only valid on equipment purchased from an authorized dealer. To make a claim, please contact

Ready Kitchen Warranty.

- Phone: 717-381-4844

Please have your model number, serial number, proof of purchase, and proof of qualified installation ready before calling.

- Email: Help@ReadyKitchenWarranty.com

Please include your name, model number, serial number, proof of purchase, proof of installation, and a brief description of the issue in your email. Including clear pictures of the issue will help expedite the process. Failure to include one or more of these things will extend processing time.


This Limited Warranty does not cover:

- Equipment sold or used outside the Continental United States.
- Use of unfiltered water (if applicable).
- ServIt has the sole discretion on wearable parts not covered under warranty.
- Equipment not purchased directly from an authorized dealer.
- Equipment used for residential or other non-commercial purposes.
- Equipment that has been altered, modified, or repaired by anyone other than an authorized service agency.
- Equipment where the serial number plate has been removed or altered.
- Damage or failure due to improper installation, improper utility connection or supply, and issues resulting from improper ventilation or airflow.
- Defects and damage due to improper maintenance, wear, and tear, misuse, abuse, vandalism, or Act of God.
- Use of sealed well unit without water or maintaining the proper water level.
- Use of open well unit in wet operation without spillage pan.

Residential, Food Truck, and Non-Commercial Warranty

Valid only in the Contiguous United States ServIt warrants new equipment sold to residential, food trucks, and other non-commercial customers to be operational upon delivery and proper installation, not to exceed a period of 30 days from the date of delivery. Contact your authorized place of purchase for assistance.

Documents / Resources

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|---|--|
|  | <p>SERV IT 423HDM48SA Heated Display Cases [pdf] User Manual 423HDM26SA, 423HDM36SA, 423HDM48SA, Heated Display Cases, 423HDM48SA Heated Display Cases, Display Cases, Cases</p> |
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