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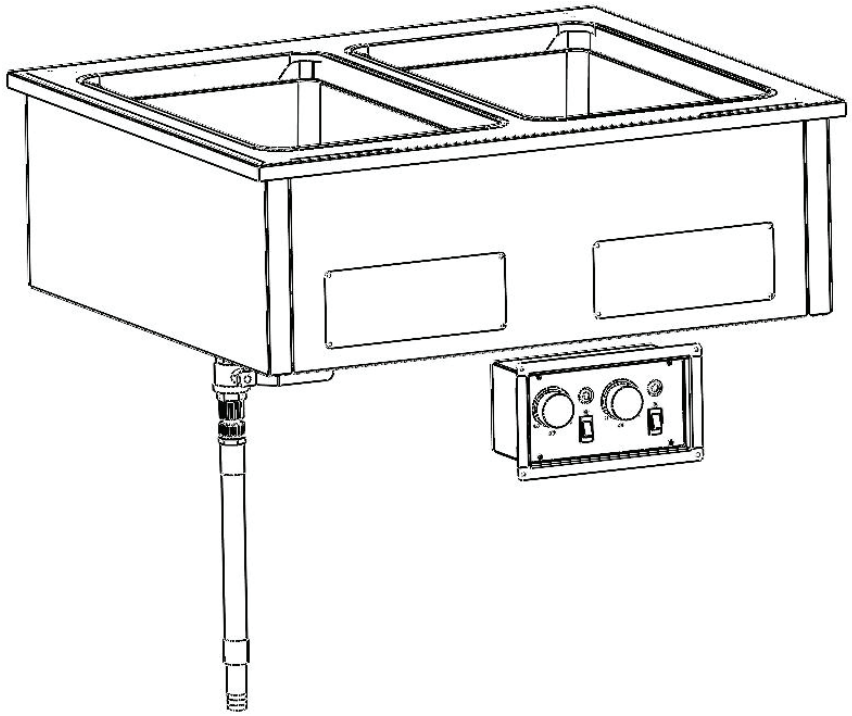
DROP-IN HOT FOOD WELLS

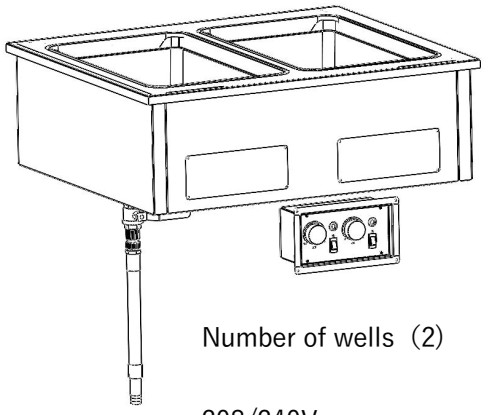


INSTALLATION & OPERATING MANUAL

USER MANUAL

DROP-IN HOT FOOD TABLES

Models Designation



Number of wells（2)

208/240V

All Models

240V-1WELL : E-HP-1

240V-2WELL : E-HP-2

240V-3WELL : E-HP-3

240V-4WELL : E-HP-4

240V-5WELL : E-HP-5

Thank you for purchasing our equipment. Before operating the equipment, read and familiarize yourself with the following operating and safety instructions. SAVE THESE INSTRUCTIONS FOR FUTURE REFERENCE. Save the original box and packaging. Use this packaging to ship the equipment if repairs are needed.

TABLE OF CONTENTS

INTRODUCTION

Drop-In Warmers are designed to maintain foods at optimal serving temperatures without compromising quality. Ideal for commercial settings such as buffets, serving lines, and corporate cafeterias, these warmers can hold a wide variety of items — from vegetables and pasta to fried chicken and more.

All models include:
- **Thermostatic controls** for precise temperature management
- **¾" NPT drains with removable screens** to prevent food waste from entering plumbing lines, allowing for fast, efficient draining during end-of-day cleaning
- **Rugged stainless steel construction** for both front-of-house and back-of-house use
- **Heavy-duty hardware** for long service life

Construction details:
- **Top & well liner:** 18-gauge 304 stainless steel for corrosion resistance and easy cleaning
- **Exterior:** 20-gauge 430 stainless steel for durability and cost efficiency

These warmers are designed with **fabricators and installers in mind**, offering simplified installation compared to many competing models.

This manual contains **installation, safety, and operating instructions** for Drop-In and Top-Mount Warmers. It is recommended that all instructions in this manual be read and understood before installation or operation.

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1. IMPORTANT OWNER'S INFORMATION

Record the following information for warranty and service purposes. Retain this manual for the life of the equipment. An example of the serial plate is provided below for reference.
- **Model Number:** _____
- **Serial Number:** _____
- **Voltage:** _____
- **Purchase Date:** _____

Serial Plate Example:

ITEM#: xxxxxxxxxx **SERIAL# :** xxxxxxxxx **DESCRIPTION:**DROP-IN HOT FOOD TABLES xxxxxxxxxxxx xxxxxxxxxxxxxxxxxxxxxxxx xxxxxxxxxxxxxxx **VOLTAGE:** xxxx **WATTAGE:** xxxx **AMPERAGE:** xxxxx MADE IN CHINA

LISTED NSF/ANSI4

LISTED NSF/ANSI4

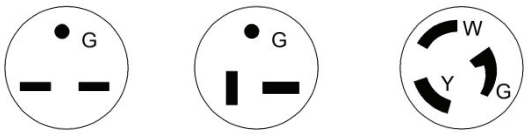
2. SPECIFICATIONS

2.1 Electrical Rating Chart

Model	Voltage	Watts	Amps	Plug Configuration
E-HP-1	240V	1000W	4.2A	NEMA 6-15P
E-HP-2	240V	2000W	8.3A	NEMA 6-15P
E-HP-3	240V	3000W	12.5A	NEMA 6-15P
E-HP-4	240V	4000W	16.7A	NEMA 6-20P
E-HP-5	240V	5000W	20.8A	NEMA 6-30P

2.2 Plug Configurations

Units are supplied from the factory with an electrical cord and plug installed. Plugs are supplied according to the applications.



6-15P 6-20P L630P

WARNING

ELECTRIC SHOCK HAZARD: Plug unit into a properly grounded electrical receptacle of the correct voltage, size, and plug configuration. If plug and receptacle do not match, contact a qualified electrician to determine and install the proper voltage and size electrical receptacle.

NOTE: The specification label is located on the top rear of the unit. See label for serial number and verification of unit electrical information.

3. SAFETY WARNINGS

3.1 To Reduce Risk of Injury or Equipment Damage

Heated Drop-In Food Wells are intended for commercial use only and should be operated by trained personnel. Post all CAUTIONS, WARNINGS, and OPERATING INSTRUCTIONS near each unit to ensure proper operation and reduce the risk of personal injury or equipment damage.

Read and understand the following safety precautions before operating this equipment. These instructions are critical for safe operation.

WARNING:
- Do not store or use gasoline or other flammable vapors or liquids near this or any other appliance.
- Keep the area around the unit clear of combustible materials.

WARNING:
- Improper installation, adjustment, alteration, service, or maintenance can result in property damage, injury, or death.
- Read the Installation, Operating, and Maintenance Instructions thoroughly before installing or servicing this equipment.

CAUTION:
- This equipment is designed and sold for commercial use only. If the unit is installed in an area accessible to the public, ensure all safety and operating instructions are posted clearly where anyone can see them.
- Always heat food to the proper, food-safe temperature before placing it in the unit. This unit is for holding preheated food only — it is not designed to reheat or cook cold or chilled products.
- Position the unit in a level, stable location strong enough to support its weight when fully loaded.

3.2 Electric Shock Hazard

- Plug the unit into a properly grounded electrical receptacle of the correct voltage, amperage, and plug configuration. If the plug and receptacle do not match, contact a qualified electrician to install the correct receptacle.
- Installation must comply with all local electrical codes and be performed by a qualified electrician where required. Installation by unqualified personnel will void the warranty and may result in electric shock, burns, or equipment damage.
- Turn **OFF** the power switch, unplug the power cord, and allow the unit to cool before performing any maintenance or cleaning.
- **Do not submerge or saturate the unit with water.** The unit is not waterproof. Do not operate the unit if it has been submerged or saturated.
- This unit is not weatherproof. Install and operate indoors where the ambient temperature is at least **70°F (21°C).**
- Do not steam clean or use excessive water on the unit.
- This unit is not "jet-proof" construction. Do not clean with a pressurized spray or jet washer.
- Do not clean the unit while it is energized or hot.
- Do not move or pull the unit by its power cord.
- Discontinue use if the power cord is frayed or worn.
- Do not allow liquids to enter the unit's electrical components.
- Service must be performed by qualified personnel only. Servicing by unqualified personnel may result in electric shock or burns.

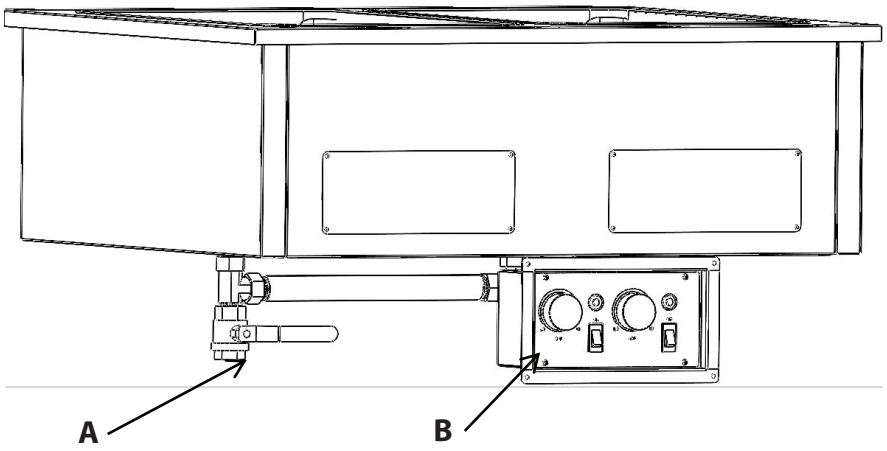
3.3 Fire Hazard

- Position the unit at least **12" (30.5 cm)** away from combustible walls and materials. Failure to maintain safe clearance may cause discoloration or combustion.
- Maintain adequate clearance under the unit for drain lines and airflow. A minimum of 6" (15.2 cm) clearance below the drain lines is required.
- Do not use harsh chemicals such as bleach (or cleaners containing bleach), oven cleaners, or flammable cleaning solutions on the unit.

3.4 Burn Hazard

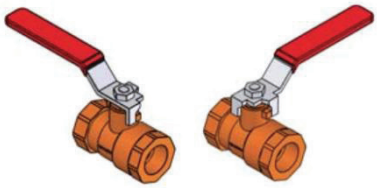
- Some exterior surfaces will become hot during operation. Use caution when touching these areas.

4. FEATURES AND CONTROLS



A. DRAIN VALVE

DRAIN VALVE: Used to empty water from the well(s).



B. CONTROL PANEL

(1-Well and 3-Well Control Panel Examples - Figure)

-Power Switches (Each well has an individual on/off switch for full control over each well.)
-Thermostatic Control Knob (Positions: "LO" and "HI")
-Indicator Power Light

NOTE: Hot Wells utilize Thermostatic controls, so indicator power light may cycle on and off while the unit is powered on with control knob between "LO" and "HI" position. This is normal, as heating elements cycle to maintain consistent and even heating.

5. OPERATING INSTRUCTIONS

5.1 General Information

- Clean the equipment thoroughly before first use (see General Cleaning Instructions).
- Check the rating label for your model designation and electrical specifications.
- For best performance, install the unit in stainless steel countertops.

WARNING: ELECTRICAL SHOCK HAZARD
Failure to follow the instructions in this manual could result in serious injury or death. Electrical grounding is required for this appliance.

- Do not modify the power supply cord connections.
- If the supply wire is smaller than the wire supplied with the hot wells, consult a qualified electrician.
- If you are unsure whether the appliance is properly grounded, contact a qualified electrician.

5.2 General Operating Instructions

- Only trained personnel should operate food service equipment.
- Do not allow customers to touch any surface labeled **CAUTION HOT.**
- Where applicable, never pour cold water into a heated well that already contains hot water.
- Never hold perishable food below **150°F (66°C).**
- Monitor food temperature closely for food safety.

These units are not **intended for rethermalization.**

o Rethermalization is the process of raising food from refrigerated (40°F / 4°C) to a safe serving temperature (165°F / 74°C) within 2 hours.
o Cold food should **not** be placed into the unit for rethermalization while hot food is being held.

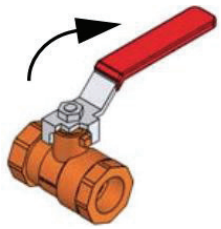
5.3 Unboxing Instructions

- Remove the unit from its carton and all packaging materials.
- Remove the manual and information packet from the unit.
- Position the unit in the desired location (see Installation Instructions).

NOTE: Place the unit where ambient temperature is consistent — minimum **70°F (21°C)**, maximum **85°F (29°C).**
Avoid areas with active air currents or drafts. Ensure the surface is solid, level, and at a safe, convenient working height that meets health code requirements.

5.4 Setup & Operating Instructions:

NOTICE: Do not use food pans deeper than 6" (15.2 cm).



1. **Close the drain valve(s)** to prevent water from draining out
2. **Fill each well** with approxiamately 3/8" (1 cm) of clean, hot water

Do not Overfill

1. **Plug the power cord** into an outlet that matches the rated voltage on the unit's nameplate
2. **Preheat the Wells.**
3. **Load Hot Food** (above 140°F / 60°C) into the preheated wells.
4. **Adjust the heat setting** to maintain safe food-holding temperatures and quality.

NOTICE: The U.S. Public Health Service recommends hot food be held at minimum of 140°F (60°C)to prevent bacteria growth.

1. **Check water level periodically.**
2. **Use Protective Gear** (Gloves, mitts, or Pot holders)when removing hot food containers.

- Every ~2 hours, remove food containers and inspect water level.
- Add hot water as needed to maintain proper level.
- Cover each well with empty food containers or covers.
- Set the temperature control to maximum heat.
- Preheat for 60 minutes.

6. INSTALLATION DIMENSIONS

Dimensions below are nominal and may vary based on manufacturing tolerances. It is recommended to always measure the actual unit received prior to proceeding with cutout and installation.

6.1 Unit Installation:

ITEM	Overall Outer		Total Height	Overall Outer *(No Flange)*		Suggested Cutout Size		Flange Overhang
	Width (F)	Depth (G)		Width	Depth	Width	Depth	
Model	①	②	③	④	⑤	⑥	⑦	⑧
E-HP-1	16 1/16" (408mm)	25 7/8" (656mm)	12 5/16" (312mm)	14 7/8" (378mm)	24 5/8" (625mm)	15 3/16" (386mm)	24 7/8" (632mm)	5/8" (16mm)
E-HP-2	29 9/16" (751mm)		14 3/4" (375mm)	28 3/8" (721mm)		28 11/16" (729mm)		
E-HP-3	43 3/16" (1094mm)			41 7/8" (1064mm)		42 3/16" (1071mm)		
E-HP-4	56 9/16" (1437mm)			55 3/8" (1407mm)		55 11/16" (1415mm)		
E-HP-5	70 1/16" (1780mm)			68 7/8" (2093mm)		69 3/16" (1758mm)		

6.2 Control Box Installation:

ITEM	Control Box *(Bezel)*		Control Box			Control Box Suggested Cutout Size	
	Width	Height	Width	Depth	Height	Width	Height
Model	I	II	III	IV	V	VI	VII
E-HP-1	5 13/16" (148mm)	5 3/8" (137mm)	4 5/8" (117mm)	4 1/8" (105mm)	4" (102.2mm)	5" (127mm)	4 1/2" (115mm)
E-HP-2	9 5/16" (236mm)		8 1/16" (205mm)			8 7/16" (215mm)	
E-HP-3	12 3/4" (324mm)		11 9/16" (293mm)			11 15/16" (303mm)	
E-HP-4	16 1/4" (412mm)		15" (381mm)			15 3/8" (391mm)	
E-HP-5	19 11/16" (500mm)		18 7/16" (469mm)			18 7/8" (479mm)	

7. INSTALLATION INSTRUCTIONS

GENERAL NOTE: All electric units to be connected and installed must comply with NEC and local codes. Consult a qualified plumber for proper trap and drain installation that complies with local plumbing codes.

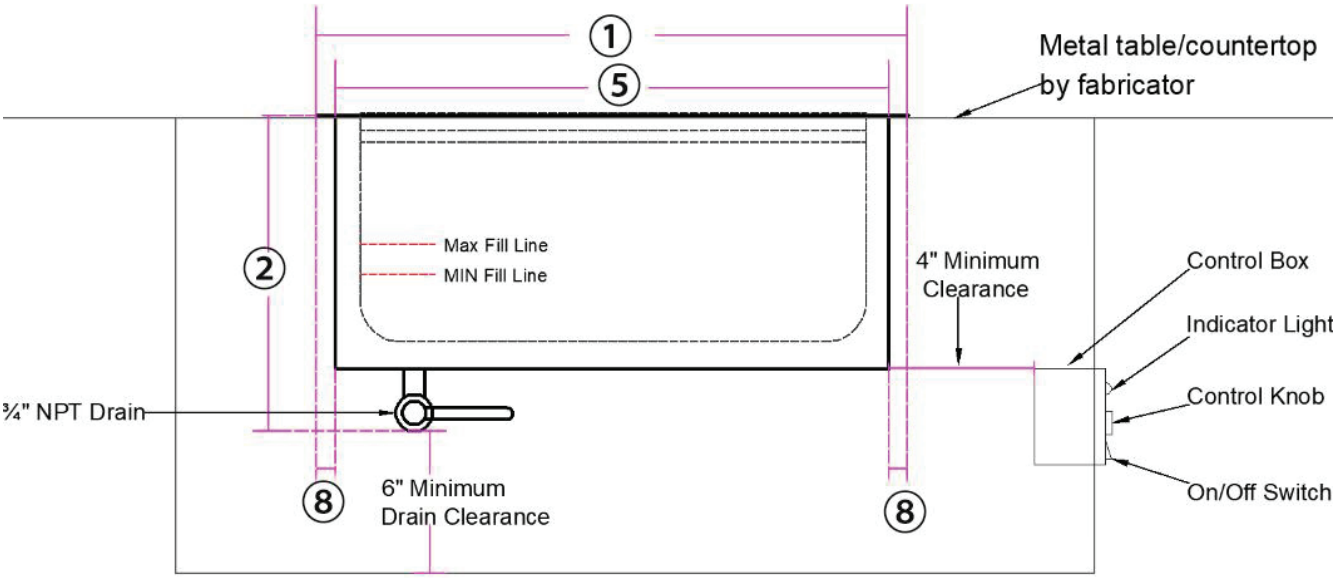
-Cut out countertop as specified.

NOTE: Unit is designed for installation in stainless steel countertops. If installed in stone or wood countertops, additional clearances between the well and the counter are necessary.

-Apply putty or butyl tape to the underside perimeter of the well rim's outer edge.
-Apply a ¼" bead of food-grade silicone adjacent to the putty/butyl tape on the well flange.
-Drop well into the pre-cut opening from the top and push down until the perimeter of the well flange is flush with the counter surface.
-Allow silicone to fully cure before making electric and water connections.
-For control box mounting, complete the following:
-Connect 3/4" NPT ball valve to the drain line and connect drain line to waste line.

NOTE: Copper drain lines are recommended, as hot water may travel through. Connect well wires to electrical supply wiring.

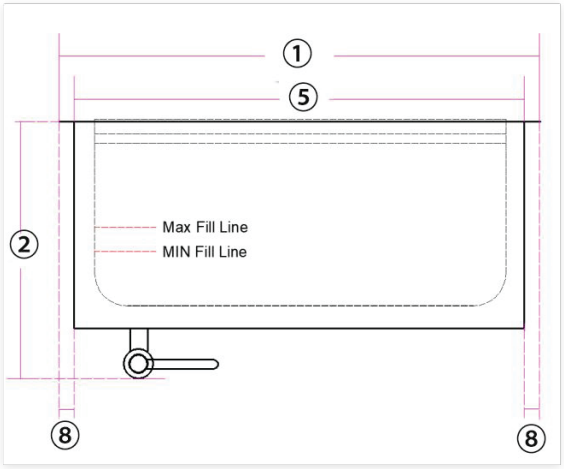
General Installation Diagram- Figure 2:



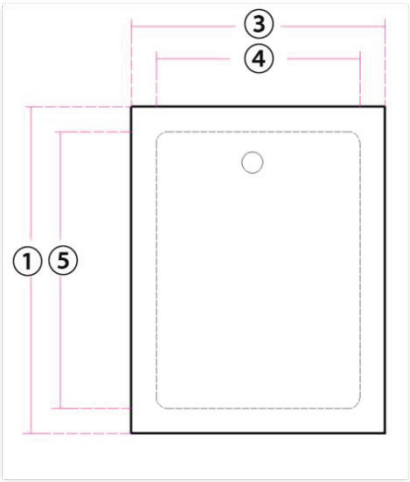
8. INSTALLATION DIAGRAMS

(Please refer to the Installation Dimensions chart on page 10 for specific model specs and information.)

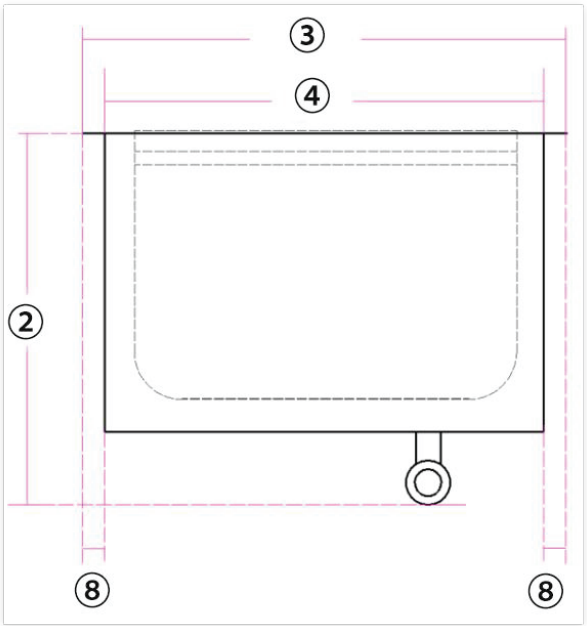
Right Side View - Figure 3:



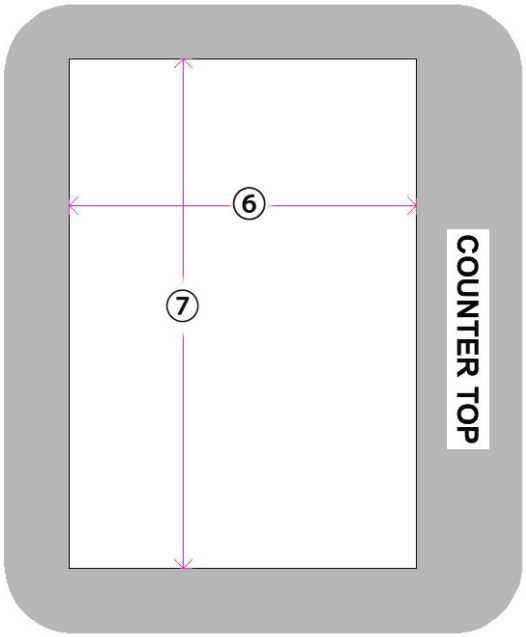
Top View - Figure 4:



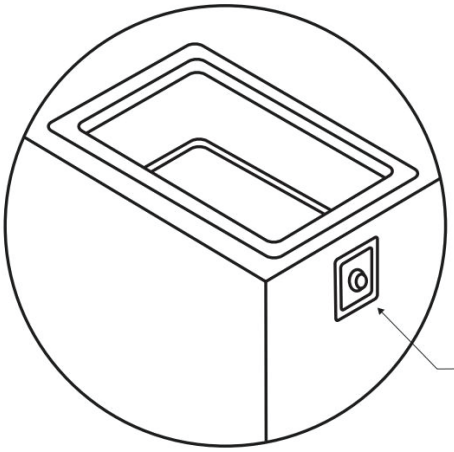
Front View - Figure 5:



Drop-In Cut Out Diagram - Figure 6:

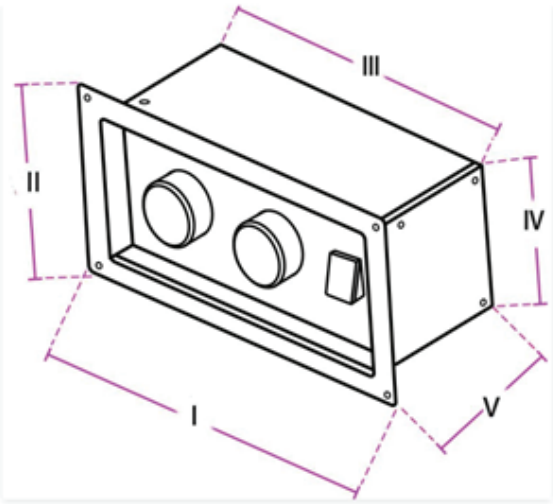


Control Panel Mount Diagram - Figure 7:

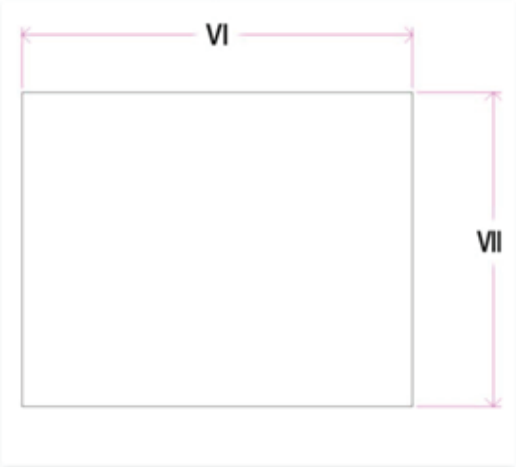


NOTE: Mount wells so that control panel is located in front of the fixture. For 12" x 20" Drop-In Wells, this should be on the short side of the well.

Control Box Diagram - Figure 8:



Control Panel Cut Out Diagram - Figure 9:



9. CLEANING INSTRUCTIONS

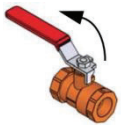
9.1 General Cleaning

- Never clean any electrical unit by immersing it in water.
- Turn off the unit and unplug it before cleaning or servicing.
- Always clean equipment thoroughly before first use and clean daily thereafter.
- Unless otherwise noted:
  - o Use warm, soapy water.
  - o Mild cleansers and **plastic** scouring pads may be used to remove baked-on food or water scale.
- Cleaning solution or delimer may be run through the warmer as specified.

9.2 Daily Cleaning Instructions

NOTICE: Do not use caustic cleaning chemicals, steel wool, or commercial lime removal products on this equipment. Always rinse thoroughly with water after cleaning.

1. Turn the heat control to "0" or switch the power (if equipped) to **OFF.**
2. Unplug the drop-in.
3. Use gloves, mitts, or pot holders when handling hot food containers.
4. Open the drain valve(s) and allow all water to drain from the well.
5. Clean the inside of the well and the exterior of the unit using a damp cloth or sponge with soapy water.
6. Rinse thoroughly with clean water.
7. Close the drain valve.



9.3 Removing Lime and Mineral Deposits

1. Turn off the unit, unplug it, and allow it to cool completely.
2. Fill the well with a mixture of **70% water and 30% white vinegar**, covering all lime and mineral deposits.
3. Plug in and set the unit to its highest temperature and humidity settings. Run for 30 minutes.
4. Turn off the unit and allow it to cool.
5. Let the deliming solution sit in the well for at least **2 hours** (time may vary depending on severity of deposits).
6. Drain the well completely.
7. Scrub the interior with a **plastic** scouring pad, then rinse with a vinegar-and-hot-water solution.
8. Fill and drain the well with clean water repeatedly until all traces of the deliming solution are removed and the water runs clear.

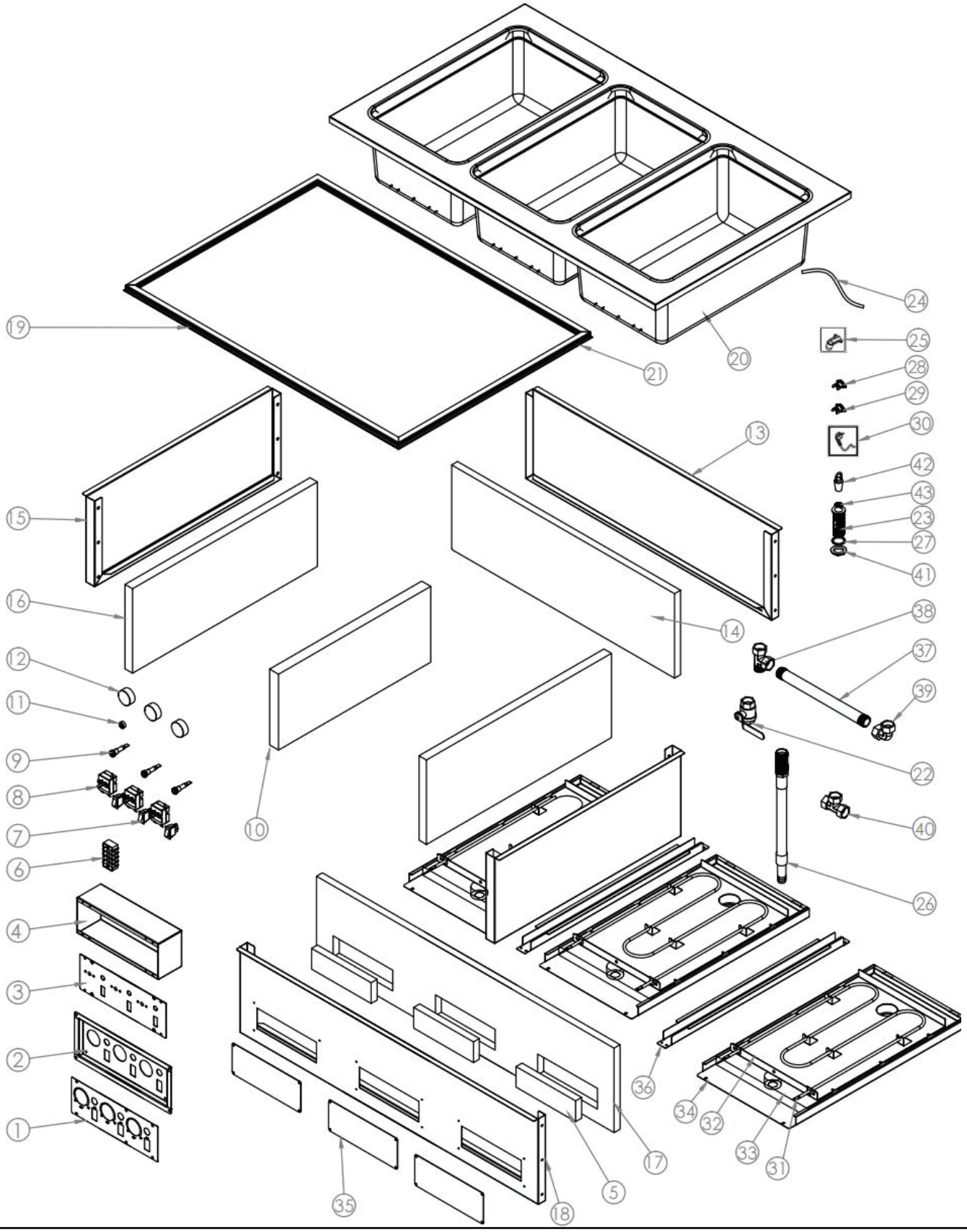
If deposits remain, repeat the procedure and increase the soaking time.

10. TROUBLESHOOTING

Problem	Might be Caused By	Course of Action
Unit does not get to correct temperature or to a high temperature	Low or incorrect voltage to unit	Verify that voltage rating in unit matches the source voltage. If not have qualified electrical personal install proper source voltage
	No water or incorrect water level	Add water to correct level
Warmer strips circuit breaker	Wet Insulation	Verify flange to counter seal is tight, reseal with food grade silicone sealant
	Well leaking or other internal damage	Contact Customer Service
	Internal damage	Contact Customer Service
Will not hold water	Drain valve not fully closed	Check drain valve for debris, clean and close fully
	Drain valve damaged	Replace drain valve
	Well leaking	Contact Customer Service
Unit not working at all	Unit not plugged in	Plug unit into proper power supply
	Unit not turned on	Move Power switch to the ON position
	Circuit breaker tripped	Reset circuit breaker
	Power switch defective	Contact Customer Service
	Internal thermostat defective	Contact Customer Service
	Heating element burned out	Contact Customer Service

13.240V PARTS BREAKDOWN

E-HP-1, E-HP-2, E-HP-3, E-HP-4, E-HP-5



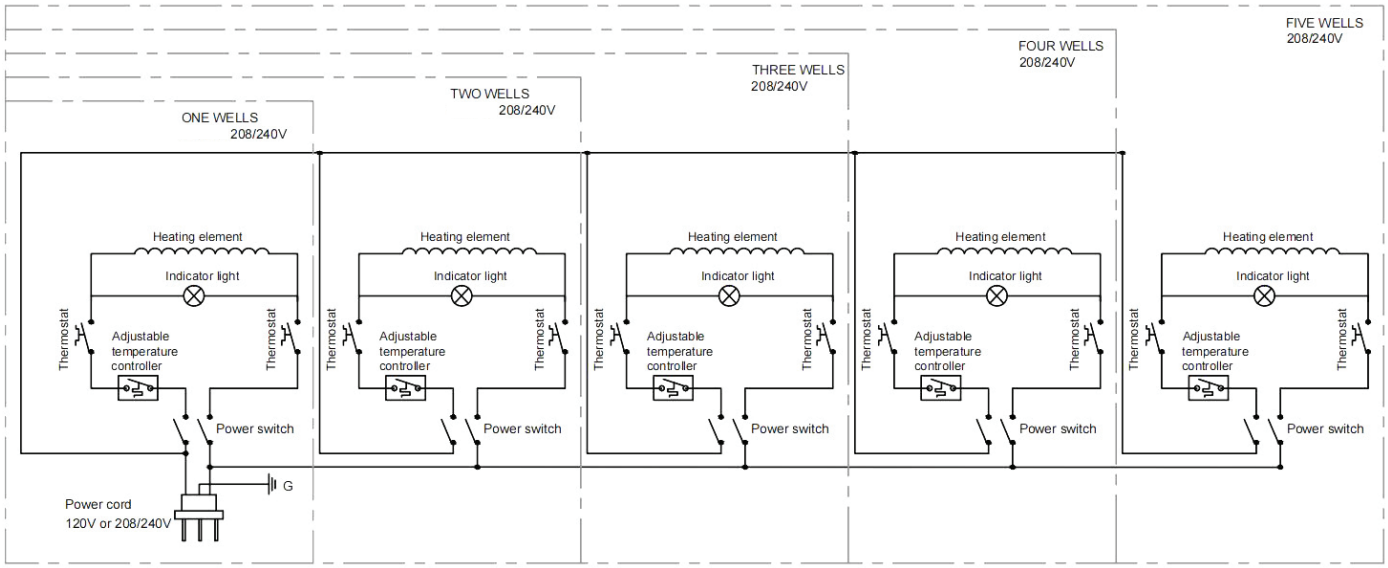
14.240V PARTS LIST

E-HP-1, E-HP-2, E-HP-3, E-HP-4,E-HP-5

ITEM	Description	Part No.	Quantity per Model				
			E-HP-1	E-HP-2	E-HP-3	E-HP-4	E-HP-5
1	CONTROL STICKER	—	1	1	1	1	1
2	CONTROL PANEL	—	1	1	1	1	1
3	CONTROL MOUNTING PLATE	—	1	1	1	1	1
4	CONTROL BACK COVER	—	1	1	1	1	1
5	SMALL WINDOW INSULATION	—	1	2	3	4	5
6	TERMINAL	—	1	1	1	1	1
7	ON/OFF SWITCH	E-HP-007	1	2	3	4	5
8	TEMPERATURE REGULATOR	E-HP-008	1	2	3	4	5
9	HEATING INDICATOR LIGHT	E-HP-009	1	2	3	4	5
10	MIDDLE INSULATION	—	—	1	2	3	4
11	COIL PROTECTOR	—	1	1	1	1	1
12	CONTROL KNOB	E-HP-012	1	2	3	4	5
13	FRONT FRAME	—	1	1	1	1	1
14	FRONT INSULATION	—	2	2	2	2	2
15	LEFT AND RIGHT FRAME	—	2	2	2	2	2
16	LEFT AND RIGHT INSULATION	—	4	6	8	10	12
17	REAR INSULATION	—	2	2	2	2	2
18	REAR FRAME	—	1	1	1	1	1
19	FRONT AND REAR SILICA GEL STRIP	—	2	2	2	2	2
20	INNER DISC ASSEMBLY	—	1	1	1	1	1
21	LEFT AND RIGHT SILICA GEL STRIP	—	2	2	2	2	2
22	DRAIN VALVE	—	1	1	1	1	1
23	DRAIN	—	1	2	3	4	5
24	METAL TUBING	—	1	2	4	4	5
25	METAL ADAPTER	—	2	4	6	8	10
26	DRAIN PIPE	—	1	1	1	1	1
27	SEAL RING	—	1	2	3	4	5
28	HIGH LIMIT, 300 F	E-HP-028	1	2	3	4	5
29	HIGH LIMIT, 250 F	E-HP-029	1	2	3	4	5
30	POWER CORD AND PLUG	E-HP-030	1	1	1	1	1
31	HEATING ELEMENT, 240V	E-HP-031	1	2	3	4	5
32	HEATING ELEMENT PLATE	—	1	2	3	4	5
33	BOTTOM PLATE	—	1	2	3	4	5
34	BASE CERAMIC FIBER BLANKET	—	1	2	3	4	5
35	THERMOSTAT PANEL	—	1	2	3	4	5
36	BOTTOM BRACKET	—	—	1	2	3	4
37	DRAINAGE CONNECTION PIPE 1	—	—	1	1	2	3
38	TEE JOINT 1	—	—	1	1	1	1
39	TWO-WAY ELBOW	—	—	1	1	1	1
40	TEE JOINT 2	—	—	—	1	2	3
41	NUTS	—	1	2	3	4	5
42	RUBBER DRAIN PLUG	E-HP-042	1	2	3	4	5
43	FILTER SCREEN	E-HP-043	1	2	3	4	5

15.WIRING DIAGRAMS

1-5WELLS



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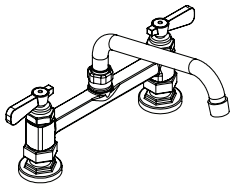
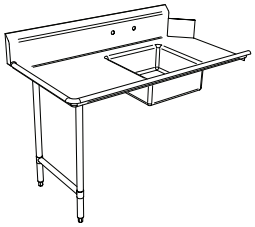
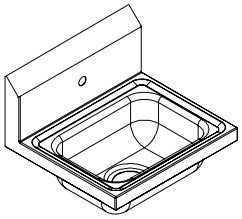
PLUMBING



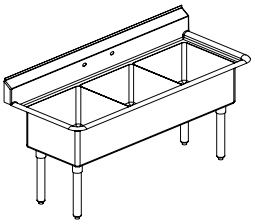
DISH TABLES



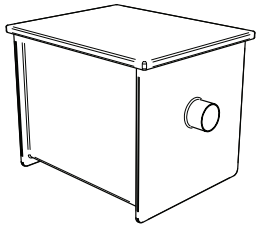
HAND SINKS



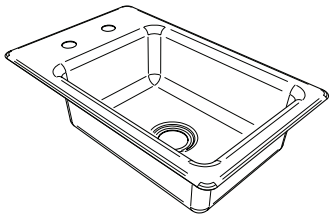
COMPARTMENT SINKS



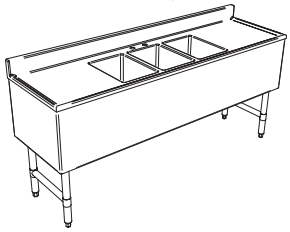
GREASE TRAPS



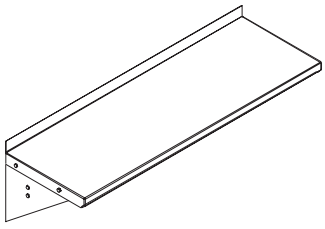
DROP IN SINKS



UNDERBAR EQUIPMENT



SHELVING



STAINLESS STEEL TABLES