



COMMERCIAL ELECTRIC SOUP WARMER

Operating Instruction Manual



ESW-66



For California Customers

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

Model	Voltage	Power	Amperage	Plug Type	Overall Dimensions			Ship Weight
					Length	Depth	Height	
ESW-66	110-120V~50/60Hz	400W	3.6A	NEMA 5-15P	13-1/4" (337mm)	14-1/2" (368mm)	14-1/2" (368mm)	12.4 lbs 5.6 kgs
ESW-66-I	220V-50/60Hz	500W	2.5A	CEE 7/7				

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

Congratulations on your purchase of this WINCO commercial equipment. WINCO takes pride in the quality of its products. When used as intended and with proper care and maintenance, you will 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's important to save these instructions for future reference.

Commercial Electric Soup Warmer

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.

AVERTISSEMENT: TOUTE INSTALLATION, RÉGLAGE, MODIFICATION, RÉPARATION OU ENTRETIEN INCORRECT PEUT OCCASIONNER DES DOMMAGES MATÉRIELS, DES BLESSURES GRAVES OU LA MORT. LIRE LES INTRUCTIONS D'INSTALLATION, D'UTILISATION ET D'ENTRETIEN ATTENTIVEMENT AVANT D'INSTALLER OU DE RÉPARER CET APPAREIL.



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.

ATTENTION: CES MODÈLES SONT CONÇUS, FABRIQUÉS, ET VENDUS POUR UN USAGE COMMERCIAL SEULEMENT. SI CES MODÈLES SONT PLACÉS POUR QUE LE GRAND PUBLIC PUISSE LES UTILISER, ASSUREZ-VOUS QUE LES CONSIGNES D'ATTENTION, D'AVERTISSEMENT, ET LES INSTRUCTIONS D'UTILISATION SOIENT CLAIREMENT AFFICHÉES PRÈS DE CHAQUE UNITÉ DE SORTE QUE N'IMPORTE QUEL UTILISATEUR DE L'APPAREIL L'EMPLOIE CORRECTEMENT ET NE SE BLESSE PAS OU N'ENDOMMAGE PAS L'APPAREIL.



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.

AVERTISSEMENT: UN TECHNICIEN AUTORISÉ PAR L'USINE DEVRA EFFECTUER TOUT L'ENTRETIEN ET LES RÉPARATIONS. AVANT DE FAIRE TOUT ENTRETIEN OU RÉPARATION, VEUILLEZ CONTACTER WINCO.



Introduction

Congratulations on the purchase of WINCO® equipment. Please take time to carefully read through this manual to ensure the equipment is operated and maintained properly, to ensure the best possible performance from the product for many years. Winco 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 equipment.
- Non-original spare parts are used.
- The equipment 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.

Commercial Electric Soup Warmer

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Package Contents

All units come with an Operating Instruction Manual and the following:

- Kettle Style Electric Soup Warmer
- Stainless Steel Hinged No-Drip Lid
- Stainless Steel Bain Marie Inset
- Magnetic Label Holder with Labels

WINCO 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 result of freight, please contact your WINCO dealer immediately.

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.

SAVE THE ORIGINAL BOX AND PACKAGING FOR USE IN PACKAGING AND SHIPPING THE EQUIPMENT IF SERVICES ARE NEEDED.

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.

Important Safeguards

To ensure safe installation and operation, please carefully read and understand the following statements.

Unless the operator is adequately trained and supervised there is a possibility of serious injury. Owners of this equipment bear the responsibility to make certain that this equipment is used properly and safely, and to strictly follow all of the instructions contained in this manual and the requirements of local, state or federal law.



Owners should not permit anyone to touch this equipment unless they are over 18 years old, are adequately trained and supervised, and have read and understood this manual.

Owners should also ensure that no customers, visitors or other unauthorized personnel come in contact with this equipment. It is the responsibility of the owner and the operator to remain alert to any hazards posed by the function of this equipment.

If there is ever uncertainty about a particular task or the proper method of operating this equipment, ask an experienced supervisor.

Warnings

This manual contains a number of precautions to follow to help promote safe use of this equipment.

 HOT	WARNING  AVERTISSEMENT
	DO NOT TOUCH HOT LIQUID OR HEATING SURFACES WHILE THE UNIT IS HEATING UP OR OPERATING.
	Ne touchez pas le liquide chaud ou les surfaces de chauffage lorsque l'appareil chauffe ou en fonctionnement.

FOR YOUR SAFETY

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

ESURE DE SECURITE

Ne pas entreposer ni utiliser d'essence ni autres vapeurs ou liquides inflammables a proximite de cet appareil ou de tout autre appareil!

WARNING

Improper installation, adjustment, alteration, service or maintenance can cause property damage, injury or death. Read these installation, operating and maintenance instructions thoroughly before installing or servicing this equipment.

AVERTISSEMENT

L'installation, le réglage, la modification, la réparation ou l'entretien incorrect de cet appareil peut causer des dommages matériels, des blessures ou la mort. Lire attentivement les instructions d'installation, de fonctionnement et d'entretien avant de procéder a son installation ou entretien.

TO PURCHASER

Contact your local gas supplier and ask for instructions in the event the user smells gas. This information should be posted in a prominent location.

À L'ACHETEUR

Communiquez avec votre distributeur de gaz et informez vous quant aux procédés a suivre si vous détectez une odeur de gaz. Cette information doit être affichée a un endroit facile d'accès et très visible.

Installation

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

TO REDUCE RISK OF INJURY OR DAMAGE TO THE UNIT:

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.

WARNING AVERTISSEMENT	
	Fire Hazard. Correct installation precautions, procedures and regulations must be followed. Operation and safety training is necessary for all users of this equipment.
	Risque d'incendie La surchauffe des vapeurs d'huile ou de l'huile peut s'enflammer et provoquer un incendie. Surveillez la température, la qualité et le niveau d'huile. Utilisez et entretenez le système d'élimination des vapeurs d'huile.
The equipment must be installed by qualified personnel only. Correct installation precautions, procedures and regulations must be followed in order to reduce the risk of fire. Hood and fire suppression systems must be maintained per manufacturer's guidelines. Only qualified and trained personnel are to use this equipment.	Faire chauffer l'huile avec précaution. Si l'huile fume, réduire le feu. Ne pas laisser l'appareil sans surveillance. Si le feu se produit, éteindre l'appareil, couvrir jusqu'à refroidissement. Ne pas mettre l'eau dans l'huile chaude ou enflammée. Ne faites pas fonctionner avec de l'huile sous la barre d'huile. L'huile sale a un point d'éclair plus bas. Remplacer l'huile sur une base régulière. Maintenir le niveau d'huile correct. Utiliser un système d'évacuation de la vapeur d'huile (capot) pour réduire l'accumulation de graisse et d'huile sur les surfaces de paroi ou de plafond.

2. Remove the equipment from the packaging. Be certain that all protective plastics and residues are thoroughly cleaned from its surface.
3. Place your equipment on a firm level surface. Local standards and regulations should be consulted in order to abide by standards set in relation to positioning, spacing, and ventilation. Winco recommends no less than 4" for a ventilation gap around the perimeter of this unit.

CAUTION **ATTENTION**
 Do not position or operate near combustible materials/flamable objects.

Ne pas placer ni faire fonctionner l'appareil près de matériels combustibles ou d'objets inflammables.

Once your equipment has been placed in position, be sure that the cooking rack correctly positioned.

Une fois que votre équipement est mise en place, veillez à ce que le bac à support de cuisson soit correctement placé.

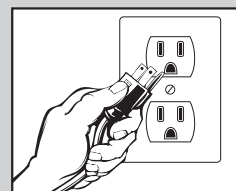
WARNING AVERTISSEMENT	
	Electrical Shock Hazard Keep water and other liquids from entering the inside of the unit. Liquid inside the unit could cause an electrical shock.
	Risque de choc électrique Conserver l'eau et d'autres liquides de pénétrer à l'intérieur de l'appareil. Liquide à l'intérieur de l'appareil pourrait provoquer un choc électrique.
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.	Ne pas pulvériser de l'eau ou des produits de nettoyage. Le liquide pourrait contacter avec les composants électriques et causer un court-circuit ou un choc électrique. Ne pas utiliser l'appareil si le cordon d'alimentation est endommagé, ou a été modifié.

4. Proper connections and power supply are essential for efficient performance. Supply the appropriate power and connect to source; your equipment is now ready to turn on and operate. (For power supply please see technical specification on page 1).
Fournir l'alimentation secteur appropriée et brancher l'appareil à la source d'alimentation ; votre équipement est maintenant prête à être allumée et à fonctionner. (Pour l'alimentation, veuillez voir la fiche technique, page 1).
5. Units are wired to be used with standard AC receptacle that correlates to the units operating voltage (see technical specification on page 1).
6. The installation of the unit must conform to the NATIONAL ELECTRICAL CODE, ALL LOCAL ELECTRICAL CODES AND ORDINANCES, AND ALL THE LOCAL ELECTRICAL COMPANY RULES AND REGULATIONS. Additionally, we recommend a 4" spacing surrounding the unit in order to provide adequate ventilation.

Proper Grounding · Mise à la terre correcte

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.

Cette machine est équipée d'une fiche à trois broches. La prise sur laquelle cette fiche est branchée doit être correctement mise à la terre. Si la prise n'est pas le type de mise à la terre, contactez avec un électricien. NE PAS, en aucun cas couper ou enlever la troisième broche de terre à partir du cordon d'alimentation ou utiliser un adaptateur.



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

**UTILISER UNE PRISE AVEC MISE
 À LA TERRE NE PAS AJOUTER UN
 ADAPTEUR SUR LA FICHE**

Operation

NOTE: This soup kettle warmer is not designed to cook soups or sauces, nor is it designed to rethermalize cold or frozen products.

1. USE WITH WET HEAT ONLY.
2. Add 20 oz. (0.6 liters) of water to the kettle before placing the bain marie insert into the warmer.
3. Never over-fill with water. Use the waterline marks at the base of the kettle. Under no circumstances should the bain marie insert float, even when empty. DO NOT EXCEED MAX LEVEL. Remove any excess water immediately.
4. Turn the warmer on. The indicator light will glow, showing that the unit is on.
5. Adjust the temperature control dial to correct setting:
 - Settings 8-12 are designed for initial warm-up
 - Normal control settings range from 1-8
 - Once the kettle has reached the desired temperature, adjust the temperature control dial to a lower setting. It is recommended that the lowest possible setting that maintains food-safe serving temperatures be used.
6. Always keep the hinged lid attached and closed when not serving.

Safety

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 rules and 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 power OFF and disconnect power cord from the outlet.
- **Do not immerse unit in water or use hose to clean.**
Ne jamais immerger l'appareil dans l'eau ni utilisez un jet d'eau pour le nettoyer.
- If the power cord is damaged, it must be replaced by a WINCO® Approved Recommended Qualified Service Technician in order to avoid a hazard.

Cleaning & Maintenance

Before using this equipment it must be cleaned and dried thoroughly. Clean all surfaces before use. Failure to clean surfaces before using the unit could cause food contamination.

Always unplug the unit after every use and before cleaning. Unplug the unit when not in operation.

- Allow unit to cool completely before cleaning.
- Spilled food should be removed immediately from all exterior surfaces and the top collar.
- Clean main body with a damp soapy cloth. Do not use harsh or abrasive chemicals or scouring agents.
- Allow to dry before turning the unit back on.
- Do not immerse the device completely in water to clean. The appliance should also NOT be cleaned with a water jet.
- The bain marie insert and lid are dishwasher safe.

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.

Troubleshooting

If your WINCO Infrared Strip Heater does not operate, please check the following prior to placing a service call.

ISSUE	MIGHT BE CAUSED BY	RECOMMENDED SOLUTION
The unit is not turning on	Power supply cord or circuit breaker.	Check that the power supply cord is correctly plugged into the outlet and the circuit breaker is not tripped.
	Switches have not been turned on	Check that the switch is in the ON position.
	Plug/cord or external wiring is damaged	Remove and replace damaged plug and wiring - <i>Replacement must be done by an authorized service provider.</i>
	Internal wiring fault	
The unit is not heating up	Indicator light does not come on	See "unit is not turning on" section.
	Faulty heating band	Remove and replace faulty heating band - <i>Replacement must be done by an authorized service provider.</i>
	Safety thermo shut off has tripped	Turn off, unplug unit, and allow unit to cool down
Heating light does not come on but the unit does heat up	Faulty indicator light	Remove and replace heating light - <i>Replacement must be done by an authorized service provider.</i>

Service and Repair

THIS EQUIPMENT MUST ONLY BE SERVICED BY AN AUTHORIZED AGENT.

NOTE

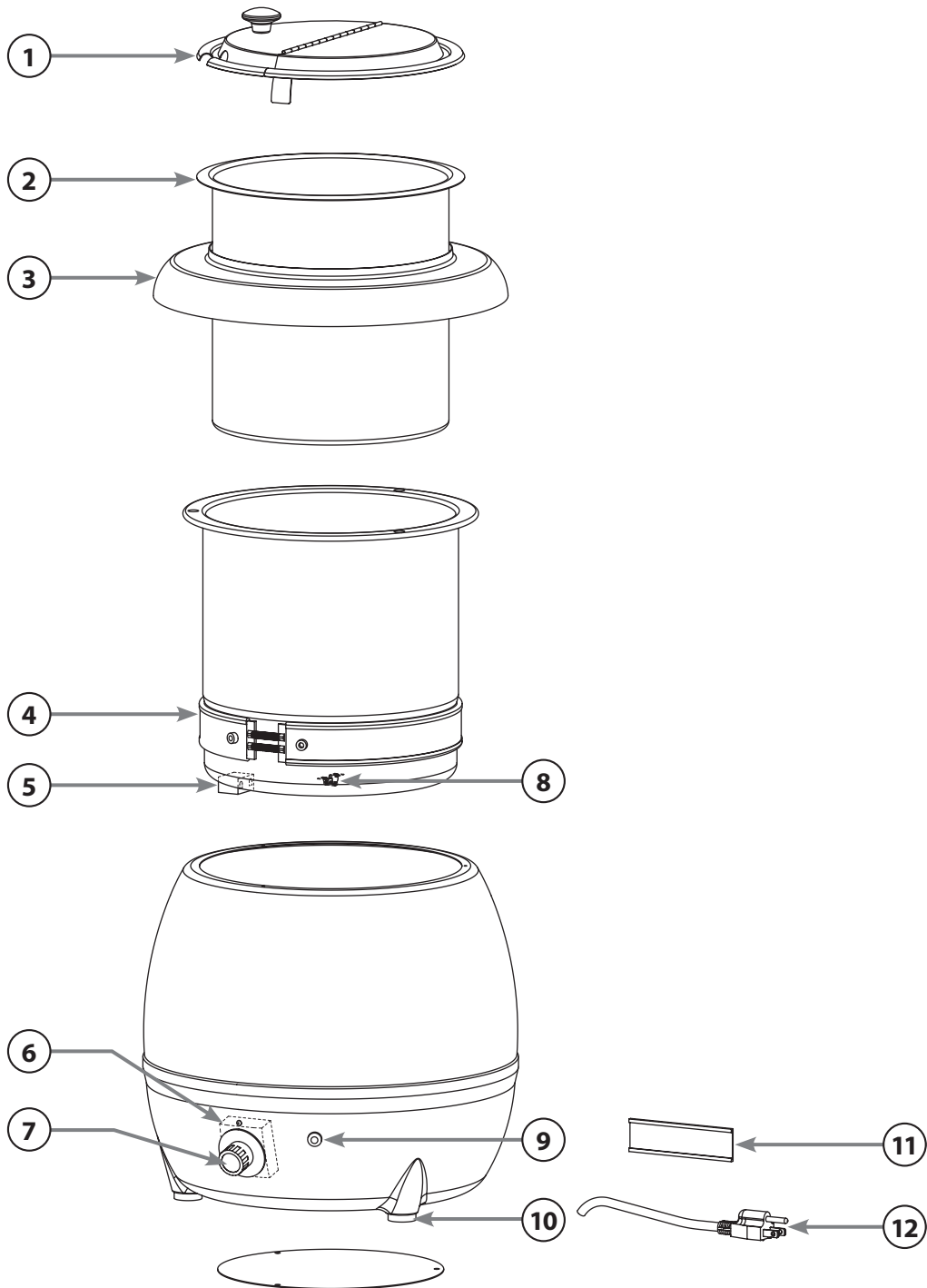
Parts protected by the manufacturer or its agent are not to be adjusted by the installer unless the installer is an authorized service agent.

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 10 for details.

Exploded Views

MODELS: ESW-66 & ESW-66-I



Parts List

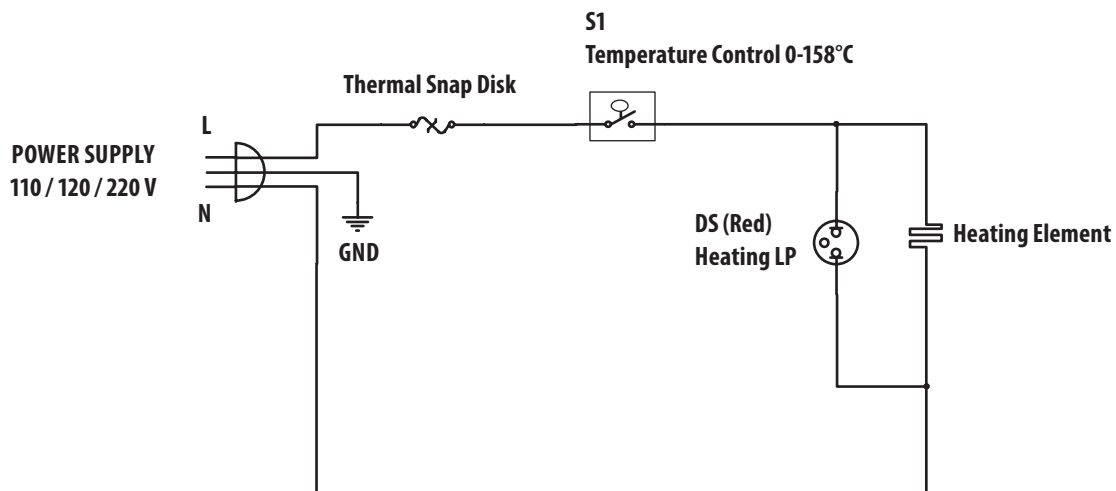
MODELS: ESW-66 & ESW-66-I

#	Description	ESW-66	ESW-66-I
		Part #	
1	Hinged Cover	INSH-7	
2	Insert Pot	ESW-INS	
3	Adapter Ring	ESW66-P39	
4	Band Heater Element Assembly	ESW66-P14	ESW66-P70
5	Terminal Block	ESW66-P40	
6	Thermostat	ESW66-P37	
7	1-12 Knob	ESW66-P38	
8	Thermal Snap Disk	ESW66-P11	
9	Red Power Indicator Light	ESW66-P6	ESW66-P73
10	Foot	ESW66-P36	
11	Magnetic Label	ESW66-P12	
12	Power Cord	ESW66-P5	ESW66-P72

Please contact factory for special order parts not listed.

Electrical Circuit Diagram

MODELS: ESW-66 & ESW-66-I



This circuit diagram has been provided to assist qualified electricians; only WINCO service agents or qualified electricians should carry out repairs if required.

Do not remove any components or service panels on this product.

Limited Warranty

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 installation 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.

Limited Warranty

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:

SCAN FOR ONLINE PORTAL

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



<https://www.winco.us/contact-us/product-technical-support>

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!



Models: ESW-66 and ESW-66-I

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