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# Hickory Warmers

Models: DW40, DW60, DWK40plus, DWK60plus



DW40

## **1.0 Installation Instructions**

- a. When installing these units, it is important to comply with most recently established rules and regulations as deemed pertinent by the local and national electrical, ventilation, sanitation, and fire codes.
- b. The units must be installed in such a way that proper ventilation and heat exchange is assured. The room must be ventilated in accordance to the valid codes and regulations.
- c. The units are to be installed securely and horizontally. The units may be installed on combustible floors. The units may be installed on wheels or adjustable legs.
- d. The minimum clearance to rear or side walls must be 3 inches. It is also important to insure that the bottom of the units is kept clear so that proper ventilation or air exchange can occur.
- e. These units operate with 120 Volt, single phase, 60 Hz. A 30 Amp. line is required. A NEMA 5-30P plug is supplied with the unit.

**NOTE: The unit can only be plugged in to a properly grounded system. Do not cut off the grounding prong or replace this plug with a two pronged unit.**

- f. Install the 65 Watt heating lamps by screwing them into the open sockets. When replacing these lamps, replace only with **65 WATT MAXIMUM LAMPS ONLY**.
- g. Install the safety plexiglass into the appropriate slides in the upper, open section of the warmer.

The unit is now ready for use.

## **2.0 Operating**

In order to start the warming process, the warmer temperatures must be set. The heating cycle will start only when the following procedure is followed:

- a. The electrical plug is connected to an outlet. A NEMA 5-30R receptacle is required
- b. A warming temperatures must be set on the thermostats (from HI to LO).
- c. The lighting (dimmer) switch must be activated for the upper, exterior lighting and the toggle switch is placed to the "on" position for the interior lighting.

The "front" of the warmer is the side with the sliding doors. On the front, right hand side of the warmer there are two control boxes. The upper box is for the lighting, the lower box for the temperature settings. These boxes can only be opened with a screw driver.

With the lower control box open, preheat the unit. To preheat, set both infinite switches to "HI". After an hour, set accordingly. **See chart below.** The system will cycle on and off as needed to maintain the set temperature point. Note that the temperature setting varies according to the amount of product placed on and in the warmer.

Pre-Heat:

Turn switches to "HIGH" for 1 hour before placing product on the warmer shelves.

**Warmer Switch Settings:**

<i>Upper Switch Setting</i>	<i>Lower Switch Setting</i>
High = 185°F	High = 210°F
Position 6 = 165°F	Position 6 = 175°F
Position 5 = 145°F	Position 5 = 159°F

Temperature Guide Lines: After initial preheat, lower switch to setting 5. Take initial product temperature before placing in designated shelf. Monitor temperatures initially every 1/2 hour. Product cannot fall below 140°F. If product seems to be dropping, increase setting on temperature switch. If product seems to be rising, decrease setting on temperature switch. After desired temperature is established, mark the temperature in your temperature log and use this setting on the switches for future warmer operation.

On the front left hand side of the warmer, there is a thermostat which displays the actual air temperature in the lower, enclosed compartment. The (lower) thermostat setting should be adjusted according to the desired temperature indicated on the display.

There are two LED lights above and below the temperature control box. The upper light is for the upper warmer, the lower light for the lower, enclosed section. All the LEDs indicate is that the warming section are switched "on". The upper control box has a round dimmer switch which controls the intensity (brightness) of the heating lights in the upper section of the warmer. Adjust this switch as desired.

Below the dimmer switch is a toggle switch which controls the lights in the lower, enclosed section of the warmer. This switch only works as an on/off switch.

### 3.0 Lamp Replacement

#### Upper Lamp Replacement:

Replace upper lamps with 65 watt lamps only. Any higher wattage lamps will draw too much current and cause the circuit breaker to trip or fuse to blow.

#### Lower Lamp Replacement:

1. Remove electrical plug from receptacle.
2. **CAUTION: DO NOT WORK ON THE WARMER WITH THE WARMER PLUGGED IN.**
3. Slide open lower sliding door.
4. Let warmer cool down.
5. Grasp glass cover with hot gloves and turn counterclockwise and remove.
6. Unscrew lamp and replace with 40 watt lamp maximum.
7. Reinstall the glass shield and tighten by turning clockwise.
8. Plug warmer back into receptacle.
9. Return warmer to operation.

### 4.0 Chicken Container Merchandising Recommendations

For successful merchandising of rotisserie chickens using plastic dome containers, the following is provided as a guide to deli managers.

1. Some domes have an FDA approved anti-fog coating that will last up to 5 hours. **Chickens should be cooked and displayed throughout the day as needed, not one big lot in the morning.** This will insure an appetizing display of the chicken without the condensation forming and give a fresher appearance.
2. The container acts somewhat like a "mini oven" and helps keep chicken warm. **Case temperatures need to be closely monitored and adjusted to keep the chickens fresh longer and keep them from drying out.**
  - a. Internal temperature of the chickens should be checked at different intervals of the day. The internal temperature should be above 140 degrees.
  - b. If you find the internal temperature is higher than 155-160 degrees, the container will probably melt or distort! You will need to slowly reduce the temperature settings every 30 minutes until the internal temperature is constantly and consistently between 145-155 degrees.
  - c. The domes will begin to melt at 180 degrees---- if either the chicken is at 180 or the air surrounding it is at 180.
  - d. The black base can withstand temperatures of 250 degrees.
  - e. If any distortion appears on the dome-----your case temperature is too

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high. This means the chicken is still cooking as well as drying out.

3. Case lights can cause small high temperature areas throughout the case. If your domes seem to be distorting at one or more spots in the case consider reducing the light intensity and or the light wattage.

4. Inform your customers that the containers are ONE TIME microwaveable for up to 2 minutes if they re-heat the chicken at home. Follow the instructions.

5. REMEMBER IF:

CONDENSATION FORMS- -----The chicken is still cooking & the temp is too hot. Or the chicken has been out for over 5 hours.

DOMES MELTING----- Case temp or lights are too high.

CHICKENS ARE UNDER 140----- Review case temperature and raise slowly or or make sure that chickens are going to the warmer directly after they have been cooked.

If you have continuing problems please contact your Hickory distributor or the packaging supplier.

Some general information about plastic dome containers:

1. Containers do come in different sizes so that the appearance size of the chicken is not diminished by the size of the container.
2. Most domes have an FDA approved anti-fog coating which will last for up to 5 hours.
3. Containers are generally stackable. Stacking lugs in the base nestle in positions on the dome.
4. Some domes have steam vents to allow for dissipation of the moisture.
5. Raised rib area on the bottom of the container keeps the chickens out of their own juices.
6. Some dome containers come with a deli seal to keep the container leak proof.
7. Domes can withstand temperatures no higher than 180 degrees.
8. The base can withstand temperatures of up to 250 degrees.

## **5.0 Warranty and Conditions**

Hickory Industries, Inc. will warrant all warmers for one year from date of invoice, including parts and labor, with the exception of glass, bulbs, and ceramics or user abuse. Conditions: the warranty card and all necessary documents have been returned to Hickory by the user after receipt of the warmer. Hickory reserves the right to have authorized technicians review all warranty claims. If negligence or abuse is found, Hickory will disallow the claim.