



Operations Manual

20"x23" Tortilla Warmer Grill

Model #: TW2023FTBEB



Version 102021

PROLUXE

WWW.PROLUXE.COM

Proluxe is a leading manufacturer of food preparation and cooking equipment designed for the most demanding commercial kitchens. Proluxe equipment is a result of the highest quality engineering and time-tested design.

This manual includes installation, operation, and maintenance procedures for your new tortilla warmer grill. Please read this manual carefully and keep it with your machine for proper operation and lasting service.

Electrical:
208V/50-60Hz/1400W/6.73 Amps
1 phase

Also available; specify when ordering:

- Voltage: 208/240
- Amps: 6.73/7.76
- Watts: 1400/1863

Includes: 72" cord and 6-30P NEMA approved plug.

Shipping Weight:
88lbs. (39kg)

INTERNATIONAL SYMBOLS

Symboles internationaux



Power Off
éteindre



Power On
allumer



Hot Surface
surface chaude



Risk of Electrical Shock
Risque de choc électrique



Protective Earth Terminal
Borne de terre de protection



Caution - Warning
chaud - avertissement

SAFETY SUMMARY



Warning

To reduce the risk of electrical shock, do not remove or open cover. No user-serviceable parts inside. Refer servicing to qualified personnel.

Avertissement

Pour réduire le risque de choc électrique, ne pas retirer ou couvercle ouvert Aucune pièce réparable par l'utilisateur, reportez-vous à du personnel qualifié.



Warning

In case of power cord damage, do not attempt to repair or replace the power cord. Please contact the manufacturer or the local distributor.

Avertissement

Pour une protection continue contre l'incendie et de choc électrique, remplacer avec le même type et calibre du fusible. Mis fusible supplémentaire nominale max 3A, 120 Vac.



Warning

For continued protection against fire and electric shock, replace with the same type and rating fuse. Listed Supplemental Fuse rated max 3A, 120Vac.

Avertissement

Pour une protection continue contre l'incendie et de choc électrique, remplacer avec le même type et calibre du fusible. Mis fusible supplémentaire nominale max 3A, 120 Vac.



Caution Hot

Avoid touching hot surfaces while operating the machine.

Attention à chaud

Évitez de toucher les surfaces chaudes lorsque vous utilisez la machine.



Caution

When servicing or cleaning the machine, make sure that the power cord is removed from the wall socket.

During normal operation, the base of the machine must be installed or placed above the wall socket.

Avertissement

Lors de l'entretien ou du nettoyage de la machine, assurez-vous que le cordon d'alimentation est débranché de la prise murale.



Caution

**TO REDUCE THE RISK OF FIRE,
INSTALL ONLY IN NONCOMBUSTIBLE
SURROUNDINGS. SEE INSTALLATION
INSTRUCTIONS.**

GETTING STARTED

Please read carefully before attempting to use this appliance. DO NOT touch hot surfaces.

1. Carefully unpack and clean platen with mild soap and wipe clean with water.
2. Place in a location where it will be used allowing for clearances per the dimensions.
3. Plug into a proper 208V wall outlet. If other appliances are connected to the same circuit make sure the total load does not exceed maximum the ampacity of the circuit.
4. Heat for approximately 30 minutes. The warmer may emit a small amount of smoke as the cooking surface reaches its operating temperature.

FIRST TIME SEASONING THE GRILL SURFACE

Guidelines for seasoning cooking surfaces or perform the following:

1. Bring the grill to 300°F (148°C) and leave it on while performing the next three steps.
2. Brush the cooking surfaces with a release agent.
3. Let sit for 20 minutes.

4. Wipe the cooking surface clean, using a warm damp cloth.

DO NOT submerge in water or allow water to spill into the electrical housing. As this will void the warranty and damage the unit.

PREVENTATIVE MAINTENANCE

For a long lifespan, the following preventative maintenance should be followed:

Daily Care

Use only cleaners that are safe for aluminum. DO NOT use caustic cleaners, ice or cold water to clean the grill. Turn grill down during idle periods to prevent carbon buildup.

1. Turn the power off and unplug, allow the grill to cool before cleaning.
2. Remove particles by using a spatula with rounded corners.
3. The platen should only be cleaned with mild soap and warm water then wiped off with a clean, soft cloth or soft sponge.
4. Wipe exterior surfaces daily with mild soap and warm water.

DO NOT use ice or cold water to cool the unit down. This can cause the machine to warp.

Carbon Cleaning:

When carbon buildup occurs, use a carbon removal agent that is safe for aluminum, follow the instructions provided with the product. When this process is complete, you must re-season your grill.

Service Problems

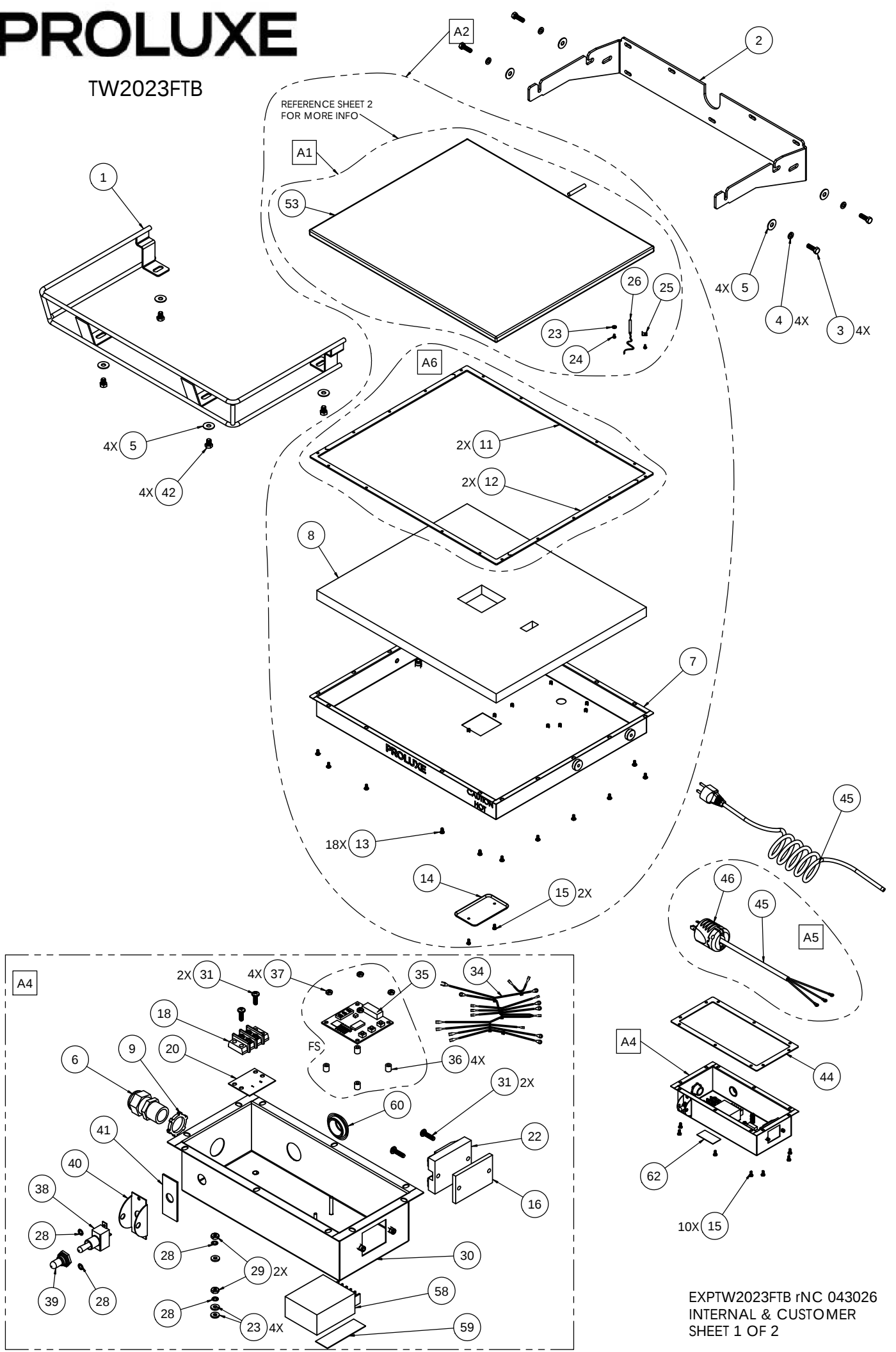
Contact Proluxe at (800) [624-6717](tel:8006246717) (U.S. only) or approved service agency. When contacting the factory for information, parts or service instructions, please provide the serial number of the machine be provided. This number can be found on the serial plate located on the rear of the machine.

Symptom	Cause	Action	Ref. #'s on Explosion Drawing
If grill is not heating	2. Circuit breaker is tripped off in the site's breaker box.	2. Reset circuit breaker that the grill is plugged into. Depress Power Button to turn on.	—
	3. Transformer has taken an electrical surge and is damaged.	3. Replace Transformer after you check secondary side of	17
	4. Check voltage on the secondary side of the Transformer. If you read 12VDC then you are receiving voltage to the controller.	4. Replace controller. Controller should be on once the power button is depressed.	35
	5. Possible blown fuse.	5. Replace fuse.	19
Surface temperature does not match setpoint.	Set point on the PCB Controller may need to be adjusted to match the surface temperature	Call (800) 624-6717 for instructions.	35
Heater platen overheating	Overheating would be much higher than 430F (221C).	At the relay (Ref # 35) on the input side (3-32vdc). If the volt meter reads 12vdc and the grill is overheating. Replace Controller	35
		If there is no voltage (12vdc) to the input side of the relay (Ref # 22). Replace Relay.	22
If setpoint is reached but slightly off in temperature.	Offset may need to be calibrated and adjusted.	Call (800) 624-6717 for instructions.	

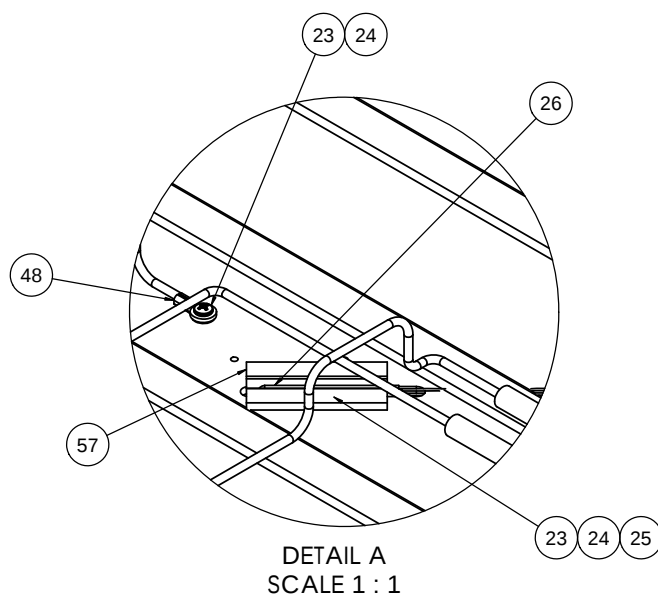
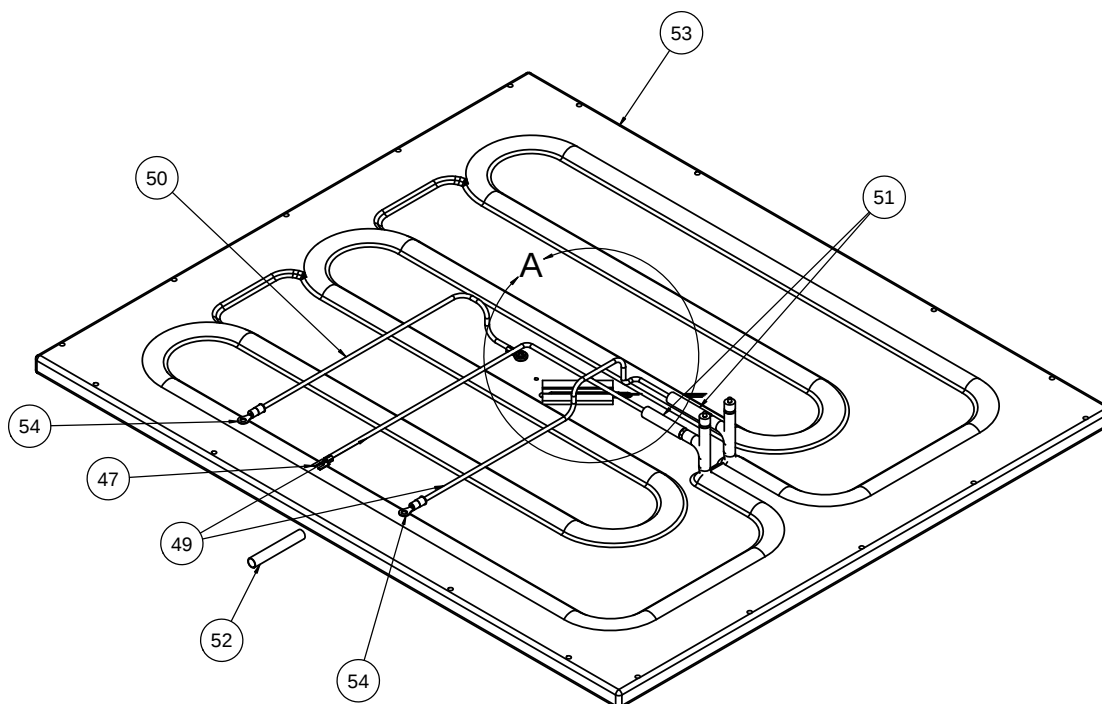
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TW2023FTB

REFERENCE SHEET 2
FOR MORE INFO



TW2023FTB - WIRING ONLY



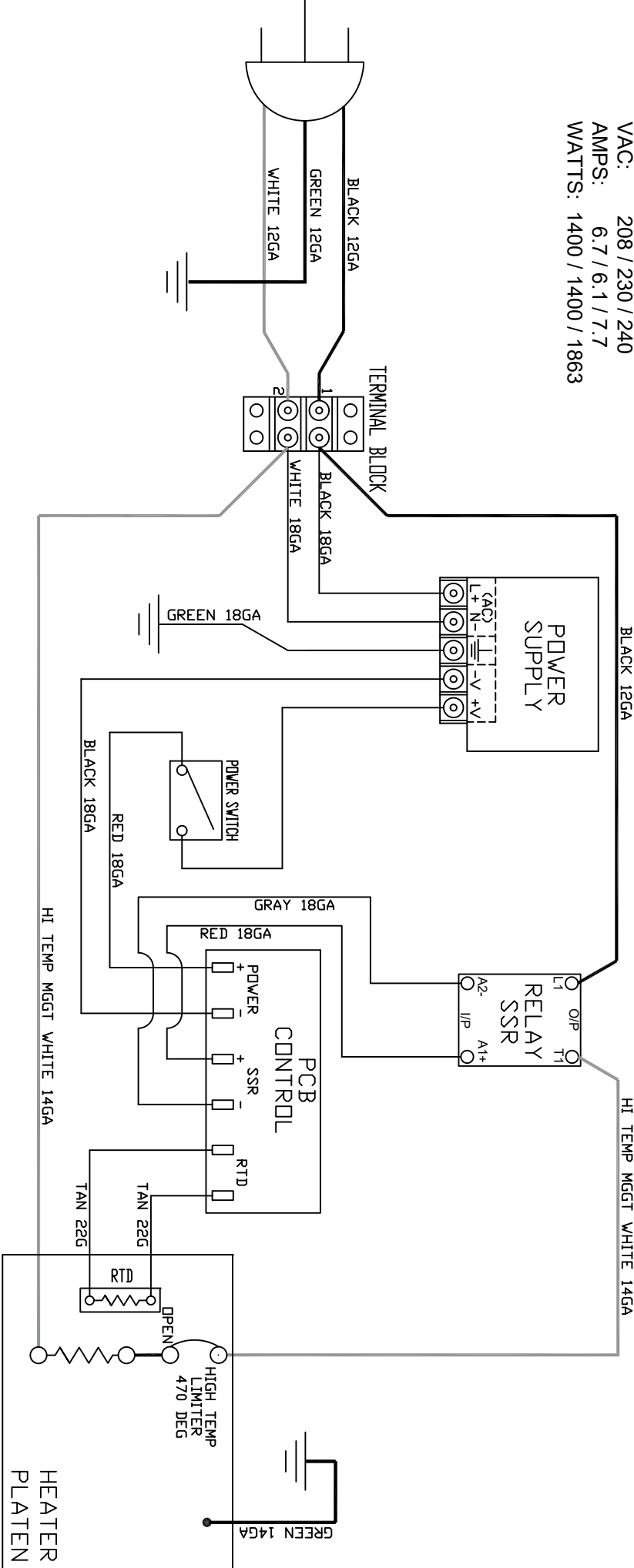
PARTS LIST FOR MODEL TW2023FTB

ITEM NO.	DESCRIPTION	TW2023FTBEBU 208V/240V~AC	TW2023FTBICEDU 230V~AC	QTY.
1	BURN GUARD ASSEMBLY	110108642	110108642	1
2	UNIVERSAL MOUNTING BRACKET	110108671	110108671	1
3	BOLT, HEX 5/16-18 X1	BH516181	BH516181	4
4	WASHER, 5/16" SPLIT LOCK	WL516	WL516	4
5	WASHER, CUT 5/16	WC516	WC516	8
6	HEYCO STRAIN RELIEF	3231	3231	1
7	TW2023 FLEX SHROUD ASSY	TP12081	TP12081	1
8	TW2023 1" INSULATION	1101086258	1101086258	1
9	NUT, CONDUIT 1/2	NC12	NC12	1
13	SCREW, PAN HEAD PHILLIPS 10-24 X 3/8 STAINLESS	SP102438S	SP102438S	18
14	ACCESS PANEL COVER	110108651	110108651	1
15	SCREW, PHILLIPS PAN HEAD 8-32 X 3/8 S.S.	SP83238S	SP83238S	12
16	SINK HEAT ALUMINUM PAD	11057322	11057322	1
18	TERMINAL BLOCK 2 STAGE DOUBLE	6012	6012	1
20	MARKER STRIP 2 STAGE DOUBLE	MS6012	MS6012	1
22	RELAY, SOLID STATE 25 AMP	PL2425	PL2425	1
23	WASHER, SAE #6	WSAE6	WSAE6	6
26	RTD SENSOR 45.5" WITH 2270 TERMINALS	1108881101	1108881101	1
28	WASHER, #6 INTERNAL TOOTH LOCK	WLIT6	WLIT6	4
29	NUT, HEX 6-32	NH632	NH632	2
30	HOUSING ASSY, ELECTRICAL TW SERIES	TP27201	TP27201	1
31	SCREW, PHILLIPS PAN HEAD. 8-32 X 1/2	SP83212	SP83212	4
34	WIRE HARNESS	TP27253	TP27253	1
35	PCB CONTROLLER, TW SERIES, AUTO CALIBRATION	TP27200052	TP27200052	1
36	SPACER, NYLON	110969111	110969111	4
37	NUT, HEX 4-40	NH440	NH440	4
38	SWITCH, CARLING TOGGLE, 20 AMP	110901411	110901411	1
39	BOOT, SILICON (BLACK) HEX, CARLING	110901412	110901412	1
40	SWITCH GUARD, CARLING	110901413	110901413	1
41	GASKET, SWITCH	110901414	110901414	1
42	BOLT, HEX 3/8-16 X 1/2	BH381612	BH381612	4
44	GASKET, ELECTRICAL BOX	TP121140	TP121140	1
45	POWER CABLE / CORD	TP121176	MPPW202	1
46	NEMA L6-15 TWIST LOCK, 15 AMP PLUG	L615	---	1
47	TERMINAL, FORK 10 14-16 GA.	1626	1626	1
48	TERMINAL, RING #6 14-16 GA. HI TEMP.	1601HT	1601HT	1
49	WIRE, TGGT, 14 GA, HEATER	110069	110069	4.0 FT
50	WIRE, TFE 14GA. GREEN	WTFE14G	WTFE14G	1.83 FT
52	TFE NON SHRINK TUBING	110133	110133	0.5 FT
54	TERMINAL RING # 6 14-16 GA	1604	1604	2
56	MANUAL TW2023 FLEX TACO BELL	MTW2023FTB	MTW2023FTB	1
58	POWER SUPPLY	TP2720075	TP2720075	1
59	TAPE, DOUBLE SIDED	1169413	1169413	0.2 FT
60	PROXIMITY SWITCH HOLE PLUG	DP13144	DP13144	1
62	DECAL LABEL WARNING RISK OF FIRE.	DLWARN	DLWARN	1
63	DECAL, HAZARD ELECTRICAL SHOCK	---	MPPL006	1
A1	PLATEN WIRING ONLY	TP12081K	TP12081K	1
A2	PLATEN SHROUD ASSEMBLY	TP12081AK	TP12081AK	1
A3	PBC CONTROLLER ASSEMBLY	110169388052K	110169388052K	1
A4	ELECTRICAL PC CONTROLLER, POWER SUPPLY ASSY	TP27200K	TP27200K	1
A5	POWER CORD WITH L6-15 TWIST LOCK	TP120175K	TP120175K	1
A6	GASKET, PERIMETER KIT (TW2023)	G2023K	G2023K	1

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TW2023F WIRE DIAGRAM

VAC: 208 / 230 / 240
AMPS: 6.7 / 6.1 / 7.7
WATTS: 1400 / 1400 / 1863



WDTW2023F rH 043026

Warranty & Return Policy

Proluxe warrants all products manufactured by it against defects in workmanship or materials from the date of purchase for a period of 1 year on parts and labor. This warranty applies to only equipment purchased and used in the United States.

The warranty period shall begin when equipment ships. Warranty travel will only be covered for 60 miles.

ALL WARRANTY SERVICE CALLS MUST BE APPROVED BY PROLUXE. IF THIS PROCEDURE IS NOT FOLLOWED, WARRANTY SERVICE WILL NOT BE COVERED. WARRANTY SERVICE WILL BE PAID ON STRAIGHT TIME, OVERTIME WILL NOT BE COVERED.

Service Calls

Contact our factory to obtain warranty service. Proluxe must issue a return authorization number and call tag or find the name and location of a Factory Authorized Service Center nearest you. When calling for service, please furnish the model number, serial number, and a description of the problem.

EXCLUSIONS

The warranties provided by Proluxe DO NOT apply to the following:

- Damage due to misuse, abuse, alteration, or accident.
- Improper or unauthorized repairs.
- Submerged in water.

- Damaged in shipment.
- Equipment exported to foreign countries.

Special Order Equipment and Accessories

Cannot be canceled and are not returnable unless defective within the terms of this warranty.

In no event shall Proluxe be liable for consequential damages arising out of the failure of any of its products if operated improperly or caused by normal wear or damaged by operator abuse.

Limited Lifetime Warranty on Heating Elements

If a replacement is needed, Proluxe will send the new part at no charge but labor will not be covered unless the unit is still under the 1-year manufacturer warranty.

RETURNED MERCHANDISE POLICY

Should it become necessary to return any of the company's products, the following instructions must be adhered to. Contact our customer service department for approval and a return authorization number. Please have the serial number of your item available at that time. All merchandise must be shipped freight prepaid by customer or service agency. Subject to the inspection of the product by the company, a restocking charge of 20% of the Net purchased price paid to Proluxe will be assessed.

Merchandise may not be returned for credit without prior written approval of Proluxe.

Collect shipments will not be accepted. No returns after 60 days of the original shipment date on machines. Purchased parts may not be returned after 30 days. If upon inspection by Proluxe or its authorized agent it is determined the equipment has not been used in an appropriate manner, has been modified, or has not been properly maintained, or has been subject to misuse, misapplication, neglect, abuse, accident, unauthorized modification, damage during transit, delivery, fire, flood, act of war, riot or act of God, then this warranty shall be deemed null and void.

TERMS & CONDITIONS

1. Price List prices are suggested retail prices and are shown in U.S. Dollars.

2. Terms of Payment: 1% 10 days, NET 30 days.

3. New Accounts: Satisfactory credit information must be provided before open account status can be extended.

Unless agreed otherwise, all shipments will be made C.O.D., Cash in advance.

4. Pricing: Prices, specifications, model numbers, capacities, and accessories are subject to change without notice.

5. Freight/Routing: Method of shipment will be determined by Proluxe unless otherwise advised by the purchaser.

6. Damaged Claims: All merchandise shipped at purchaser's risk. Inspection must be made by purchaser at time goods are received. If goods are damaged, the PURCHASER shall request that the agent of the transportation company make a written notation on the proper shipping documents immediately and then file a claim for damages.

Note: Goods damaged in shipping are non-returnable.

7. Returns: Machines may not be returned after 60 days. Purchased parts may not be returned after 30 days. A restocking fee of 20% will be assessed on non-warranty returns.

8. Taxes: Prices indicated herein DO NOT include State, Federal, Local or foreign taxes or duties, nor do they include fees, permits, insurance or other levies, all of which are the responsibility of the purchaser.

9. All orders are subject to acceptance by Proluxe.

10. Possession of this price list shall not be considered an offer to sell.