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**045**

## OPERATION MANUAL

# MODEL HDWN-1S

## HUMIDIFIED DRAWER WARMER

**Includes  
INSTALLATION  
USE & CARE**

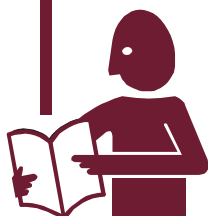


*Model HDWN-1S*

### **IMPORTANT: DO NOT DISCARD THIS MANUAL**

This manual is considered to be part of the appliance and is to be given to the OWNER or MANAGER of the restaurant, or to the person responsible for TRAINING OPERATORS of this appliance. Additional manuals are available from your WELLS DEALER.

**THIS MANUAL MUST BE READ AND UNDERSTOOD BY ALL PERSONS USING OR INSTALLING THIS APPLIANCE.** Contact your WELLS DEALER if you have any questions concerning installation, operation or maintenance of this equipment.



**PRINTED IN UNITED STATES OF AMERICA**

## LIMITED WARRANTY STATEMENT

Unless otherwise specified, all commercial cooking equipment manufactured by WELLS MFG. CO. is warranted against defects in materials and workmanship for a period of one year from the date of original installation or 18 months from the date of shipment from our factory, whichever comes first, and is for the benefit of the original purchaser only.

THIS WARRANTY IS THE COMPLETE AND ONLY WARRANTY, EXPRESSED OR IMPLIED IN LAW OR IN FACT, INCLUDING BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE, AND/OR FOR DIRECT, INDIRECT OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH WELLS MFG. CO. PRODUCTS. This warranty is void if it is determined that, upon inspection by an authorized service agency, the equipment has been modified, misused, misapplied, improperly installed, or damaged in transit or by fire, flood or act of God. It also does not apply if the serial nameplate has been removed, or if service is performed by unau-

thorized personnel. The prices charged by Wells Mfg. Co. for its products are based upon the limitations in this warranty. Seller's obligation under this warranty is limited to the repair of defects without charge by a Wells Mfg. Co. factory authorized service agency or one of its sub-service agencies. This service will be provided on customer's premises for non-portable models. Portable models (a device with a cord and plug) must be taken or shipped to the closest authorized service agency, transportation charges prepaid, for service. In addition to restrictions contained in this warranty, specific limitations are shown in the Service Policy and Procedure Guide. Wells Mfg. Co. authorized service agencies are located in principal cities. This warranty is valid in the United States and Canada and void elsewhere. Please consult your classified telephone directory, your foodservice equipment dealer or write the Factory Service Department, Wells Manufacturing Company, P.O. Box 280, Verdi, Nevada 89439, phone (775) 689-5700 or (888) 492-2782, for information and other details concerning warranty.

## SERVICE POLICY AND PROCEDURE GUIDE ADDITIONAL WARRANTY EXCLUSIONS

1. Resetting of safety thermostats, circuit breakers, over load protectors, and/or fuse replacements are **not** covered by this warranty unless warranted conditions are the cause.
2. All problems due to operation at **voltages or phase other than specified on equipment nameplates** are **not** covered by this warranty. Conversion to correct voltage and/or phase must be the customer's responsibility.
3. All problems due to **electrical connections not made in accordance with electrical code requirements and wiring diagrams** supplied with the equipment are **not** covered by this warranty.
4. Replacement of items **subject to normal wear**, to include such items as knobs, light bulbs; and, normal maintenance functions including adjustments of thermostats, adjustment of micro switches and replacement of fuses and indicating lights are **not** covered by warranty.
5. Damage to electrical cords and/or plug due to exposure to excessive heat are **not** covered by this warranty.
6. Full use, care, and maintenance instructions supplied with each machine. Noted maintenance and preventative maintenance items, such as servicing and cleaning schedules, are customer responsibility. Those miscellaneous adjustments noted are customer responsibility. Proper attention to preventative maintenance and scheduled maintenance procedures will prolong the life of the appliance.
7. Travel mileage is limited to **sixty (60) miles** from an Authorized Service Agency or one of its sub-service agencies.
8. All labor shall be performed during regular working hours. Overtime premium will be charged to the buyer.
9. All genuine Wells replacement parts are warranted for ninety (90) days from date of purchase on non-warranty equipment. This parts warranty is limited only to replacement of the defective part(s). **Any use of non-genuine Wells parts completely voids any warranty.**
10. Installation, labor, and job check-outs are **not** considered warranty and are thus **not** covered by this warranty.
11. Charges incurred by delays, waiting time or operating restrictions that hinder the service technician's ability to perform service are **not** covered by warranty. This includes institutional and correctional facilities.

## SHIPPING DAMAGE CLAIM PROCEDURE

**NOTE:** For your protection, please note that equipment in this shipment was carefully inspected and packaged by skilled personnel before leaving the factory. Upon acceptance of this shipment, the transportation company assumes full responsibility for its safe delivery.

### IF SHIPMENT ARRIVES DAMAGED:

1. **VISIBLE LOSS OR DAMAGE:** Be certain that any visible loss or damage is noted on the freight bill or express receipt, and that the note of loss or damage is signed by the delivery person.
2. **FILE CLAIM FOR DAMAGE IMMEDIATELY:** Regardless of the extent of the damage.

3. **CONCEALED LOSS OR DAMAGE:** if damage is unnoticed until the merchandise is unpacked, notify the transportation company or carrier immediately, and file "CONCEALED DAMAGE" claim with them. This should be done within fifteen (15) days from the date the delivery was made to you. Be sure to retain the container for inspection.

Wells Manufacturing cannot assume liability for damage or loss incurred in transit. We will, however, at your request, supply you with the necessary documents to support your claim.

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## INTRODUCTION

Thank You for purchasing this Wells Manufacturing Co. appliance.

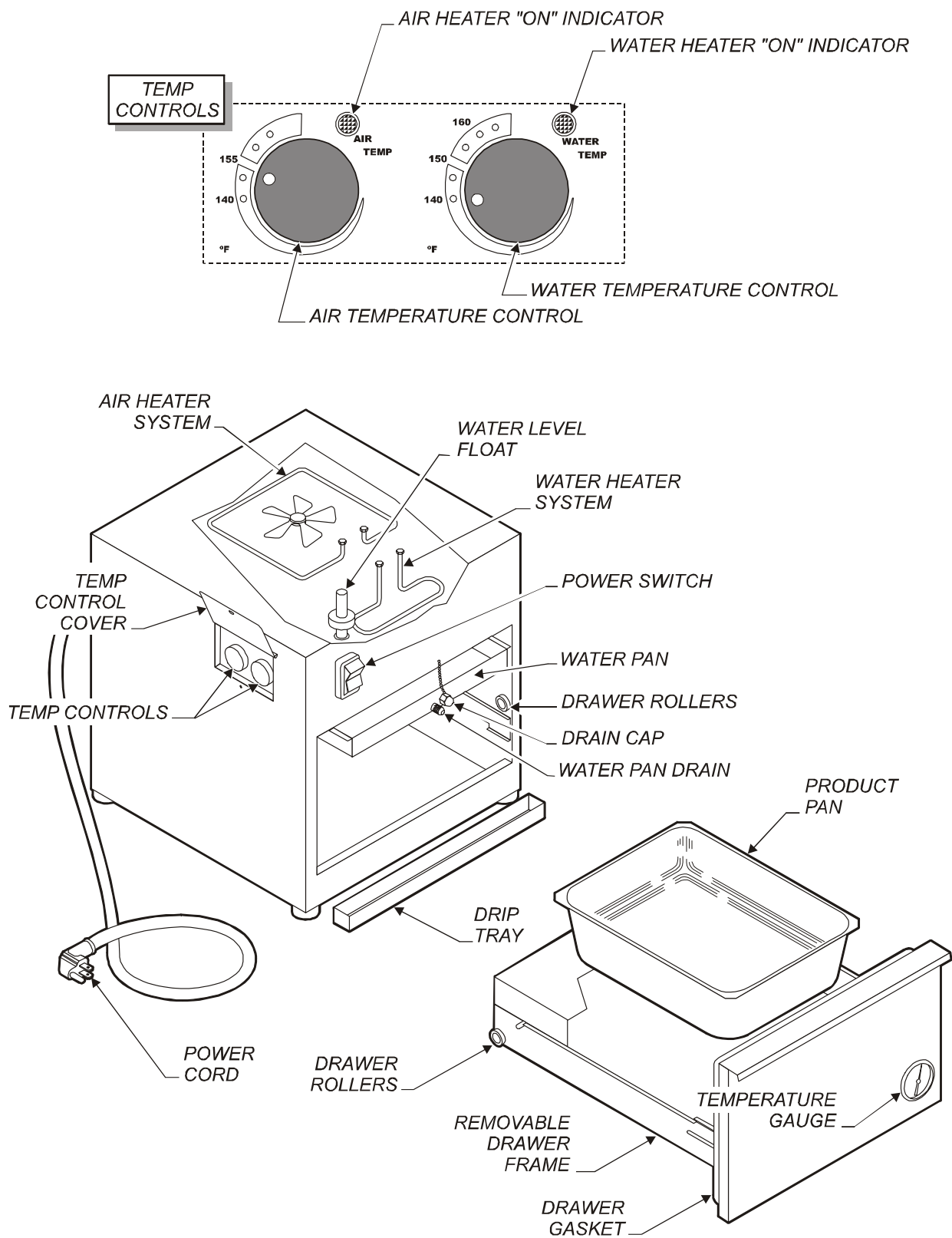
Proper installation, professional operation and consistent maintenance of this appliance will ensure that it gives you the very best performance and a long, economical service life.

This manual contains the information needed to properly install this appliance, and to use and care for the appliance in a manner which will ensure its optimum performance.

## SPECIFICATIONS

MODEL	VOLTS 1ø	WATTS	AMPS	POWER SUPPLY CORD
HDWN-1S	120	1000	8.3	NEMA 5-15P

## FEATURES & OPERATING CONTROLS



Features and Operating Controls - HDWN-1S

## FEATURES & OPERATING CONTROLS (continued)

This appliance is intended for use in commercial establishments only.

This appliance is intended to hold previously prepared food at serving temperature for human consumption. No other use is recommended or authorized by the manufacturer or its agents.

Operators of this appliance must be familiar with the appliance use, limitations and associated restrictions. Operating instructions must be read and understood by all persons using or installing this appliance.

Cleanliness of this appliance is essential to good sanitation. Read and follow all included cleaning instructions and schedules to ensure the safety of the food product.

Disconnect this appliance from electrical power before performing any maintenance or servicing.

This appliance is not jet stream approved. Do not direct water jet or steam jet at this appliance, or at any control panel or wiring. Do not splash or pour water on, in or over any control or wiring. Do not wash floor around this appliance with water or steam jet.

Exposed surfaces of this appliance can be hot to the touch and may cause burns.

Air and water heaters will be very hot when in use. Contact will cause severe injury.

Do not operate this appliance if the control panel is damaged. Do not operate this appliance if the keypad section of the control panel is torn or broken. Call your Authorized Wells Service Agent for service.

The technical content of this manual, including any wiring diagrams, schematics, parts breakdown illustrations and/or adjustment procedures, is intended for use by qualified technical personnel.

Any procedure which requires the use of tools must be performed by a qualified technician.

This manual is considered to be a permanent part of the appliance. This manual and all supplied instructions, diagrams, schematics, parts breakdown illustrations, notices and labels must remain with the appliance if it is sold or moved to another location.



### **WARNING: ELECTRIC SHOCK HAZARD**

All servicing requiring access to non-insulated electrical components must be performed by a factory authorized technician. DO NOT open any access panel which requires the use of tools. Failure to follow this warning can result in severe electrical shock.



### **CAUTION: RISK OF DAMAGE**

DO NOT connect or energize this appliance until all installation instructions are read and followed. Damage to the appliance will result if these instructions are not followed.



### **CAUTION: HOT SURFACE**

Exposed surfaces can be hot to the touch and may cause burns.

## AGENCY LISTING INFORMATION

This appliance conforms to NSF Standard 4 for sanitation only if installed in accordance with the supplied *Installation Instructions* and maintained according to the instructions in this manual.

This appliance is  Listed under UL File E6070.

This appliance is  Listed under UL File E6070.



STD 4



E6070



E6070

## INSTALLATION

**NOTE:** DO NOT discard the carton or other packing materials until you have inspected the appliance for hidden damage and tested it for proper operation. Refer to *SHIPPING DAMAGE CLAIM PROCEDURE* on the inside front cover of this manual.



### **WARNING: RISK OF PERSONAL INJURY**

Installation procedures must be performed by a qualified technician with full knowledge of all applicable electrical codes. Failure can result in personal injury and property damage.

### **UNPACKING & INSPECTION**

Carefully remove the appliance from the carton. Remove all protective plastic film, packing materials and accessories from the Appliance before connecting electrical power or otherwise performing any installation procedure.

Carefully read all instructions in this manual and the *Installation Instruction Sheet* packed with the appliance before starting any installation.

Read and understand all labels and diagrams attached to the appliance.

Carefully account for all components and accessories before discarding packing materials. Store all accessories in a convenient place for later use.

### **COMPONENTS**

1 set	ADJUSTABLE LEGS
1 ea.	WATER PAN
1 ea.	DRIP TRAY
1 ea.	REMOVABLE DRAWER FRAME
1 ea.	PRODUCT PAN

### **SETUP**

Setup the appliance only on a firm, level, non-combustible surface. Verify local codes for requirements. Concrete, tile, terrazzo or metal surfaces are recommended. Metal over combustible material may not meet code for non-combustible surfaces.

Verify that the unit sits firmly ON ALL FOUR FEET. With a spirit level, check that the appliance is level front-to-back and side-to-side. Rotate the rubber feet as required to level the appliance. All four feet must be adjusted to provide firm contact with the countertop in order to prevent tipping.

Refer to the *Installation Instruction Sheet* for required clearances. Maintain required clearances between the appliance and adjacent combustible surfaces.

Install removable drawer frame and product pan as required.

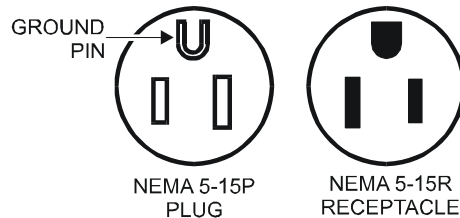
Install drip tray under bottom drawer.

Avoid storing flammable or combustible materials in, on or near the appliance.

### ELECTRICAL

Refer to electrical specifications on page 1. Circuit must meet or exceed the amperage and wattage requirements listed.

HDWN-1S requires a properly grounded NEMA 5-15R receptacle:



### **WARNING: ELECTRIC SHOCK HAZARD**

All servicing requiring access to non-insulated electrical components must be performed by a factory authorized technician. DO NOT open any access panel which requires the use of tools. Failure to follow this warning can result in severe electrical shock.



### **CAUTION: RISK OF DAMAGE**

DO NOT connect or energize this appliance until all installation instructions are read and followed. Damage to the appliance will result if these instructions are not followed.



### **CAUTION: ELECTRICAL SHOCK HAZARD**

The ground prong of the power cord is part of a system designed to protect you from electric shock in the event of internal damage. DO NOT cut off the large round ground prong, or twist a blade to fit an existing receptacle.

### **IMPORTANT:**

Contact a licensed electrician to install and connect electrical power to the appliance.

### **IMPORTANT:**

Damage due to being connected to the wrong voltage or phase is NOT covered by warranty.

## OPERATION



### CAUTION: HOT SURFACE

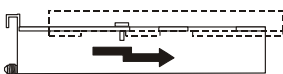
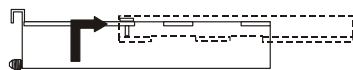
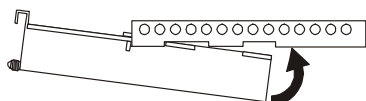
Exposed surfaces can be hot to the touch and may cause burns.



### CAUTION: ELECTRICAL SHOCK HAZARD

DO NOT splash or pour water onto control panel or wiring.

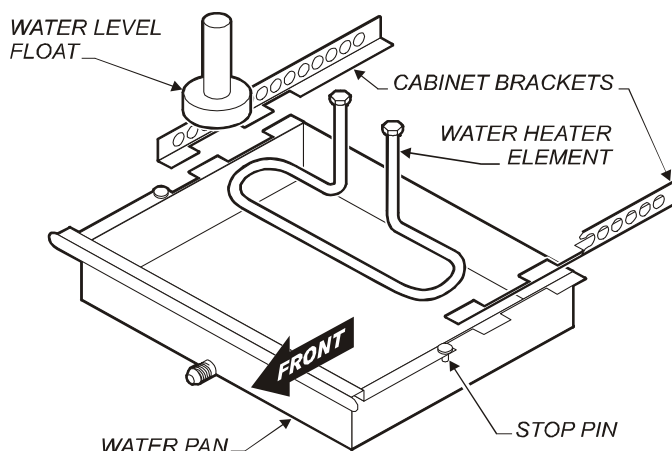
**IMPORTANT:** The water pan must be installed with care in order to prevent damage to water heating element.



**Install Water Pan**

### INSTALL WATER PAN

**IMPORTANT:** The water pan must be installed with care in order to prevent damage to water heating element.



1. Raise the water pan into position. Be careful not to contact heating element: or water level float
  - a. Position drain to the front
  - b. Hold water pan so that rear is slightly lower
  - c. Stop pins of water pan touching front of cabinet brackets
2. Rotate rear of water pan up until ears clear the slots in cabinet bracket.
3. Lift front of water pan until stop pin clears front of cabinet bracket.
4. Slide water pan to rear. Stop pin will drop into cabinet bracket slot.
5. Slide pan fully to rear. Verify that water pan is secure and will not tip. Slide water pan to front until it stops.
6. Screw cap onto water pan drain. Fill water pan to within 1/2" of top. Reinstall drawer frame and product pan. Close drawer.

### REMOVE WATER PAN

1. Remove drawer. Place a suitable container under drain, remove drain cap and drain water pan. Discard drain water.
2. Slide water pan forward until it stops. Lift water pan until stop pins clear slots in cabinet brackets.
3. Slide water pan forward until ears clear slots in cabinet brackets.
4. Lower water pan straight down, being careful to not contact heating element.

TEMPERATURE AND HUMIDITY SETTINGS								
HIGH HEAT			MEDIUM HEAT			LOW HEAT		
AIR °F (°C)	WATER °F (°C)	MOISTURE	AIR °F (°C)	WATER °F (°C)	MOISTURE	AIR °F (°C)	WATER °F (°C)	MOIS- TURE
190 (88)	190 (88)	HIGH	160 (71)	160 (71)	HIGH	140 (60)	140 (60)	HIGH
190 (88)	160 (71)	MEDIUM	160 (71)	145 (63)	MEDIUM	140 (60)	135 (57)	MEDIUM
190 (88)	130 (54)	LOW	160 (71)	130 (54)	LOW	140 (60)	130 (54)	LOW



## OPERATION (continued)

### NORMAL OPERATION

Plug unit into an appropriate electrical receptacle.

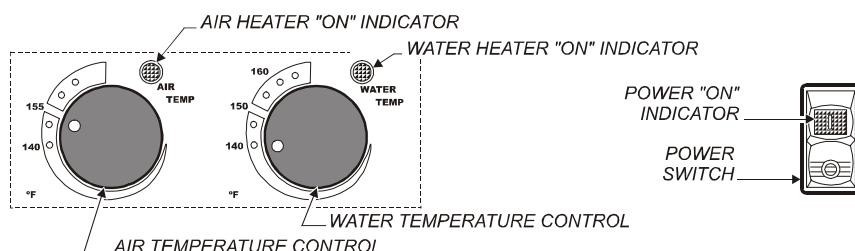
Add water to water pan. Proper water level is 1/2" from top.

#### OPERATIONAL TIPS:

Refill water pan as required during operation. Buzzer will sound when water level is too low.

Use filtered or treated water to minimize mineral/scale build-up.

Keep drawer closed to minimize water usage.



Press power switch to ON. If temperature adjustment is necessary, open temp control cover. Turn temperature controls to desired setting. Turning the control clockwise increases the setting. Allow unit to pre-heat for 20 minutes.

Actual temperature inside the cavity may be read on the thermometer in the front of the drawer.



**CAUTION:**  
**HOT SURFACE**

Exposed surfaces can be hot to the touch and may cause burns.



**CAUTION:**  
**ELECTRICAL**  
**SHOCK HAZARD**

DO NOT splash or pour water onto control panel or wiring.

RECOMMENDED TEMPERATURE SETTINGS AND HOLDING TIMES

TYPE OF FOOD	TIME (HRS)	TEMPERATURE °F	
		AIR	WATER
BREAD PRODUCTS	2 1/2	155	145
DAIRY & EGG PRODUCTS	2	160	155
MEATS & POULTRY ROASTED	3	170	150
MEATS & POULTRY FRIED	2	185	135
SEAFOODS WITH SAUCE	2 1/2	160	155
SEAFOODS FRIED	1 1/2	185	135
STARCHES BEANS PASTA RICE	1 1/2	150	145
VEGETABLES	2	160	155
CRISP TEXTURED	1	195	130

NOTE: Times and temperatures are approximate, and can vary for your specific application depending on product preparation, cooking time and internal food temperature.

## CLEANING INSTRUCTIONS



### CAUTION: ELECTRIC SHOCK HAZARD

Disconnect appliance from electric power before cleaning.



### CAUTION: HOT SURFACE

Exposed surfaces can be hot to the touch and may cause burns. Allow appliance to cool before cleaning.

**IMPORTANT:** DO NOT spill or pour water into controls, control panel or wiring.

**DO NOT** submerge drawer frames in water. Water damage is **not** covered by warranty.

**IMPORTANT:** DO NOT use steel wool or abrasive cleansers to clean the warmer, drawers or drawer rollers.

**PRECAUTIONS:** Disconnect appliance from electric power. Allow unit to cool before proceeding.

**FREQUENCY:** Minimum -Daily

**TOOLS:** Mild Detergent  
Clean cloth or sponge

1. Disconnect warmer from electric power. Allow to cool before cleaning.
2. Remove product pan from drawer. Remove drawer from warmer.
3. Place a suitable container under drain, remove drain cap and drain water pan. Discard drain water. Remove water pan (see page 6) and drip tray.
4. Clean drawers, product pans, water pan and drip tray by wiping with a soft cloth dampened with water and mild detergent. Rinse all components thoroughly with a soft cloth dampened with clear water. Dry all components prior to reinstalling them in warmer.
5. Sweep crumbs and other debris from warmer cavity.
6. Clean the outside of the unit by wiping with a clean cloth or sponge dampened with warm water and mild detergent. Dry with a clean cloth, then wipe with a polish formulated for stainless steel.
7. It is important to keep the slide rails clear and free from debris. Periodic cleaning of the slide rails and other adjoining parts is necessary to assure smooth drawer operation.
8. Check drawer rollers. Be sure they roll freely are free from debris.
9. Reinstall water pan (see page 6) drip tray, drawers and product pan. Reinstall drain cap on water pan and add water to water pan to 1/2" from top.

Procedure is complete

## PARTS & SERVICE

### ACCESSORY

PRODUCT PAN, HDWN-1S

### PART NO.

23038

**IMPORTANT: Use only factory authorized service parts and replacement filters.**

For factory authorized service, or to order factory authorized replacement parts, contact your Wells authorized service agency, or call:

### **Wells Manufacturing Co.**

2 Erik Circle  
P. O. Box 280  
Verdi, NV 89439  
phone: (775) 689-5700  
fax: (888) 492-2783  
(Service Parts Dept.)

Service Parts Department can supply you with the name and telephone number of the WELLS AUTHORIZED SERVICE AGENCY nearest you.

### CUSTOMER SERVICE DATA

please have this information available if calling for service

RESTAURANT \_\_\_\_\_ LOCATION \_\_\_\_\_  
INSTALLATION DATE \_\_\_\_\_ TECHNICIAN \_\_\_\_\_  
SERVICE COMPANY \_\_\_\_\_  
ADDRESS \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_  
TELEPHONE NUMBER (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

EQUIPMENT MODEL NO. \_\_\_\_\_  
EQUIPMENT SERIAL NO. \_\_\_\_\_  
VOLTAGE: (check one) ☐ 120



*Wells Manufacturing proudly supports CFESA  
Commercial Food Equipment Service Association*

**SERVICE TRAINING - QUALITY SERVICE**



**CUSTOMER SATISFACTION**



**WELLS**

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