



# operator manual

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## *Two-Tier Sandwich Merchandiser Pass-Through Sandwich Warmer*

This document includes:

- Safety Notices
- Specifications
- Installation Instructions
- Operating Instructions
- Cleaning Instructions
- Warranty Statement

Revision: 4/30/08

P/N: 001208



*SW-2418 Sandwich Warmer*

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## BEFORE INSTALLATION

NOTE: Upon receipt of this unit, immediately unpack and inspect for possible concealed shipping damage. If unit is found to be damaged, save all packing materials and contact your delivery carrier within 5 days. Refer to "Shipping Damage Instructions" enclosed for detailed instructions. Failure to follow these instructions will negate Merco Savory's or your ability to file claims and receive compensation for shipping damage.

This manual contains important safety and installation-operation instructions. Require all operators to read this manual before using the unit. Failure to follow the instructions contained in this manual may cause injury, damage to the unit, and will void the warranty.

## INSTALLATION

1. Check the specification data plate located on the bottom for model number, voltage and wattage.
2. Insure the electrical circuit used to supply electricity to the unit has the same voltage rating as indicated on the data plate and sufficient amperage rating.
3. Plug cordset into outlet.

## OPERATION

1. Make sure unit is plugged into appropriate outlet.
2. Turn on infinite temperature control knob to desired setting, pilot lights will illuminate indicating top and bottom heat is on and allow to heat for about 30 minutes. The pilot light will cycle on and off as it heats.
3. Place hot, cooked food into unit.

**IMPORTANT:** Do not allow food to cool before placing in unit.

**NOTE:** Food that has been heated once and then cooled has lost most of its moisture while sitting in the open air. It cannot be reheated with satisfactory results.

## CLEANING



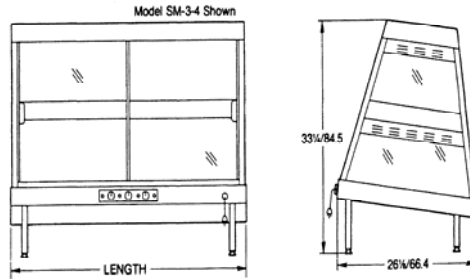
**WARNING:** Be sure to disconnect from power source prior to cleaning of unit.

### EXTERIOR OF UNIT

1. The stainless steel exterior of your unit may be cleaned with a soft, damp, soapy cloth or sponge. Be careful not to scratch the surface.
2. Rinse with clean, damp, soft cloth or sponge.
3. The glass may be cleaned with Windex or a multi-surface cleaner.  
Alternate Method: Clean the exterior using a stainless steel cleaner/polish, taking care to follow the manufacturer instructions. For best results, always polish following the grain direction of the metals finish.
4. **CAUTION:** Be careful not to allow water to run into electrical compartments as electrical shock or damage could result.
5. The interior surfaces of this unit needs nothing more than a daily wiping with a soft, damp cloth.
6. Do not use abrasive cleaners on any part of this unit. This will cause damage to the finish of the unit.

## TWO-TIER SANDWICH MERCHANDISER

### DIMENSIONS (inches/cm)



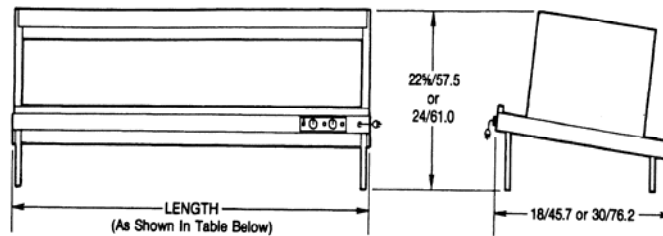
### SPECIFICATIONS (Standard Models)

Model #	120V	Voltage/Amps 120/208V	120/240V	Watts	Length Inches/cm	Net Wt.** Lbs/kg	Ship Wt.** Lbs/kg	Ship Vol.** Cu ft/cu m
SM-2T-24	8.6	N/A	N/A	1040	24 / 61.8	92 / 41.8	155 / 70.4	16.5 / 0.44
SM-2-3	12.5	8.3	7.6	1500	33 / 83.8	103 / 46.8	170 / 77.2	20.8 / 0.59
SM-3-4	15.8	9.9	8.9	1900	44 / 111.8	138 / 62.7	210 / 95.3	27.5 / 0.79
SM-4-5	22.8	14.8	13.4	2740	60 / 152.4	174 / 79.0	275 / 124.9	36 / 1.03
SM-5-6	N/A	18.8	17.0	3440	74 / 188	203 / 92.2	305 / 138.5	44.5 / 1.26

\*Measurements are approximate

## PASS-THROUGH SANDWICH WARMER

### DIMENSIONS (inches/cm)



### SPECIFICATIONS (Standard Models)

Model #	120V	Voltage/Amps 120/208V	120/240V	Watts	Length Inches/cm	Net Wt.** Lbs/kg	Ship Wt.** Lbs/kg	Ship Vol.** Cu ft/cu m
SW-2418	8.0	4.9	4.3	960	24 / 61.0	33 / 15.0	69 / 31.3	5 / 0.14
SW-3618	9.5	5.9	5.3	1145	36 / 91.4	50 / 22.7	84 / 38.1	12 / 0.34
SW-4618	13.0	8.1	7.2	1560	48 / 121.9	61 / 27.7	98 / 44.5	14.5 / 0.41
SW-6018	16.3	10.0	8.2	1960	60 / 152.4	70 / 31.8	109 / 49.5	17.5 / 0.50
SW-7218	19.1	11.9	10.5	2290	72 / 182.9	80 / 36.3	120 / 54.5	20.8 / 0.59
SW-8418	21.7	13.5	12.0	2605	84 / 213.4	103 / 46.8	145 / 65.8	23.5 / 0.66
SW-2430	14.3	8.8	7.8	1720	24 / 61.0	37 / 16.8	91 / 41.3	14.5 / 0.41
SW-3630	17.6	10.7	9.5	2110	36 / 91.4	67 / 30.4	100 / 45.4	20.5 / 0.58
SW-4830	23.7	14.5	12.8	2840	48 / 121.9	76 / 34.5	123 / 55.8	26.5 / 0.74
SW-6030	N/A	18.8	16.6	3740	60 / 152.4	88 / 40.0	145 / 65.8	32.5 / 0.91
SW-7230	N/A	21.4	18.9	4220	72 / 182.9	109 / 49.5	195 / 88.5	38.3 / 1.08

\*\*Measurements are approximate. NOTE: The model numbers shown above are for our most popular 18" and 30" depth models. Both the 24" and 36" models are also available as standard orders – see price list for these model numbers and specifications. NOTE: Merco Pass-Through Sandwich Warmers are designed to provide a forward-slanted work surface to efficiently move product to the front for easy access. This slanted design precludes the use of the top of the unit for storage.

## LIMITED WARRANTY FOR COMMERCIAL PRODUCTS

### LIMITED WARRANTY

Merco/Savory LLC, ("Merco") warrants this product to be free from defects in material and workmanship for a period of:

- One (1) year from the date product is installed or eighteen (18) months from the date of shipment from our facility, whichever comes first.
- Heating Elements only – two (2) year warranty against burnout (excluding breakage) from date of shipment from our facility.
- Quartz Heating Elements only – ninety (90) day warranty against burnout (excluding breakage) from date of shipment from our facility.
- Hot Food Server products only – one (1) year labor, two (2) years parts from the date of shipment from our facility.

During the warranty period, Merco shall, at Merco's option, repair, or replace parts determined by Merco to be defective in material or workmanship, and with respect to services, shall re-perform any defective portion of said services. The foregoing shall be the sole obligation of Merco under this Limited Warranty with respect to the equipment, products, and services. With respect to equipment, materials, parts and accessories manufactured by others, Merco's sole obligation shall be to use reasonable efforts to obtain the full benefit of the manufacturer's warranties. Merco shall have no liability, whether in contract, tort, negligence, or otherwise, with respect to non-Merco manufactured products.

### WHO IS COVERED

This Limited Warranty is available only to the original purchaser of the product and is not transferable.

### EXCLUSIONS FROM COVERAGE

- Repair or replacement of parts required because of misuse, improper care or storage, negligence, alteration, accident, use of incompatible supplies or lack of specified maintenance shall be excluded
- Normal maintenance items, including but not limited to, light bulbs, fuses, gaskets, O-rings, interior and exterior finishes, lubrication, delimiting, broken glass, etc.
- Failures caused by improper or erratic voltages
- Improper or unauthorized repair
- Changes in adjustment and calibration after ninety (90) days from equipment installation date
- This Limited Warranty will not apply to any parts subject to damage beyond the control of Merco, or to equipment which has been subject to alteration, misuse or improper installation, accidents, damage in shipment, fire, floods, power changes, other hazards or acts of God that are beyond the control of Merco.
- This Limited Warranty does not apply, and shall not cover any products or equipment manufactured or sold by Merco when such products or commercial equipment is installed or used in a residential or non-commercial application. Installations not within the applicable building or fire codes render this Limited Warranty and any responsibility or obligations associated therein null and void. This includes any damage, costs, or legal actions resulting from the installation of any Merco commercial cooking equipment in a non-commercial application or installation, where the equipment is being used for applications other than those approved for by Merco.

### LIMITATIONS OF LIABILITY

The preceding paragraphs set forth the exclusive remedy for all claims based on failure of, or defect in, products or services sold hereunder, whether the failure or defect arises before or during the warranty period, and whether a claim, however instituted, is based on contract, indemnity, warranty, tort (including negligence), strict liability, implied by statute, common-law or otherwise, and Merco its servants and agents shall not be liable for any claims for personal injuries, incidental or consequential damages or loss, howsoever caused. Upon the expiration of the warranty period, all such liability shall terminate. THE FOREGOING WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER WRITTEN, ORAL, IMPLIED OR STATUTORY. NO IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE SHALL APPLY. MERCO DOES NOT WARRANT ANY PRODUCTS OR SERVICES OF OTHERS.

### REMEDIES

The liability of Merco for breach of any warranty obligation hereunder is limited to: (i) the repair or replacement of the equipment on which the liability is based, or with respect to services, re-performance of the services; or (ii) at Merco's option, the refund of the amount paid for said equipment or services.

Any breach by Merco with respect to any item or unit of equipment or services shall be deemed a breach with respect to that item or unit or service only

### WARRANTY CLAIM PROCEDURE

Customer shall be responsible to:

- Immediately advise the Dealer or Merco's Authorized Service Agent of the equipment serial number and the nature of the problem.
- Verify the problem is a factory responsibility. Improper installation or misuse of equipment, are not covered under this Limited Warranty.
- Cooperate with the Service Agency so that warranty service may be completed during normal working hours.
- Travel Time not to exceed two hours and mileage not to exceed one hundred (100) miles.
- Portable equipment weighting less than ninety (90) pounds must be delivered to the Service Agent at Customer's expense.

### GOVERNING LAW

This Limited Warranty shall be governed by the laws of the state of Delaware, USA, excluding their conflicts of law principles. The United Nations Convention on Contracts for the International Sale of Goods is hereby excluded in its entirety from application to this Limited Warranty



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