



# **Henny Penny Display Counter Warmer**

**Model DCW-2**

# **OPERATOR'S MANUAL**



## **LIMITED WARRANTY FOR HENNY PENNY EQUIPMENT**

Subject to the following conditions, Henny Penny Corporation makes the following limited warranties to the original purchaser only for Henny Penny appliances and replacement parts:

**NEW EQUIPMENT:** Any part of a new appliance, except baskets, lamps, and fuses, which proves to be defective in material or workmanship within two (2) years from date of original installation, will be repaired or replaced without charge F.O.B. factory, Eaton, Ohio, or F.O.B. authorized distributor. Baskets will be repaired or replaced for ninety (90) days from date of original installation. Lamps and fuses are not covered under this Limited Warranty. To validate this warranty, the registration card for the appliance must be mailed to Henny Penny within ten (10) days after installation.

**FILTER SYSTEM:** Failure of any parts within a fryer filter system caused by the use of the non-OEM filters or other unapproved filters is not covered under this Limited Warranty.

**REPLACEMENT PARTS:** Any appliance replacement part, except lamps and fuses, which proves to be defective in material or workmanship within ninety (90) days from date of original installation will be repaired or replaced without charge F.O.B. factory, Eaton, Ohio, or F.O.B. authorized distributor.

The warranty for new equipment covers the repair or replacement of the defective part and includes labor charges and maximum mileage charges of 200 miles round trip for a period of one (1) year from the date of original installation.

The warranty for replacement parts covers only the repair or replacement of the defective part and does not include any labor charges for the removal and installation of any parts, travel, or other expenses incidental to the repair or replacement of a part.

**EXTENDED FRYPOT WARRANTY:** Henny Penny will replace any frypot that fails due to manufacturing or workmanship issues for a period of up to seven (7) years from date of manufacture. This warranty shall not cover any frypot that fails due to any misuse or abuse, such as heating of the frypot without shortening.

**0 TO 3 YEARS:** During this time, any frypot that fails due to manufacturing or workmanship issues will be replaced at no charge for parts, labor, or freight. Henny Penny will either install a new frypot at no cost or provide a new or reconditioned replacement fryer at no cost.

**3 TO 7 YEARS:** During this time, any frypot that fails due to manufacturing or workmanship issues will be replaced at no charge for the frypot only. Any freight charges and labor costs to install the new frypot as well as the cost of any other parts replaced, such as insulation, thermal sensors, high limits, fittings, and hardware, will be the responsibility of the owner.

Any claim must be presented to either Henny Penny or the distributor from whom the appliance was purchased. No allowance will be granted for repairs made by anyone else without Henny Penny's written consent. If damage occurs during shipping, notify the sender at once so that a claim may be filed.

THE ABOVE LIMITED WARRANTY SETS FORTH THE SOLE REMEDY AGAINST HENNY PENNY FOR ANY BREACH OF WARRANTY OR OTHER TERM. BUYER AGREES THAT NO OTHER REMEDY (INCLUDING CLAIMS FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES) SHALL BE AVAILABLE.

The above limited warranty does not apply (a) to damage resulting from accident, alteration, misuse, or abuse; (b) if the equipment's serial number is removed or defaced; or (c) for lamps and fuses. THE ABOVE LIMITED WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING MERCHANTABILITY AND FITNESS, AND ALL OTHER WARRANTIES ARE EXCLUDED. HENNY PENNY NEITHER ASSUMES NOR AUTHORIZES ANY PERSON TO ASSUME FOR IT ANY OTHER OBLIGATION OR LIABILITY.

Revised 01/01/07

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## SECTION 1. INTRODUCTION

### 1-1. HEATED DISPLAY CABINET

The Henny Penny Heated Display Cabinet is a basic unit of food processing equipment used to display the food product and maintain the temperature of hot foods in the commercial food service operation. This highly efficient, quality-built cabinet will keep hot foods at proper holding temperatures. The Henny Penny Heated Display Cabinets have see-thru doors which allow viewing and access to the hot foods from both front and back.

### 1-2. FEATURES

- Easy to keep clean
- DCW-2 holds two trays
- All heat sources are adjustable
- Flip-up, see-through door panels

### 1-3. PROPER CARE

As in any unit of food service equipment, the Henny Penny Heated Display Cabinet does require care and maintenance. Requirements for the maintenance and cleaning are contained in this manual and must become a regular part of the operation of the unit at all times.

### 1-4. ASSISTANCE

Should you require outside assistance, just call your local independent Henny Penny distributor in your area, call Henny Penny Corp. at 1-800-417-8405 toll free or 1-937-456-8405, or go to Henny Penny online at [www.hennypenny.com](http://www.hennypenny.com).

### 1-5. SAFETY

The only way to ensure safe operation of the Henny Penny Heated Display Cabinet is to fully understand the proper installation, operation, and maintenance procedures. The instructions in this manual have been prepared to aid you in learning the proper procedures. Where information is of particular importance or is safety related, the words NOTICE, CAUTION, or WARNING are used. Their usage is described below.



SAFETY ALERT SYMBOL is used with DANGER, WARNING, or CAUTION which indicates a personal injury type hazard.

NOTICE is used to highlight especially important information.



*CAUTION used without the safety alert symbol indicates a potentially hazardous situation which, if not avoided, may result in property damage.*



*CAUTION indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury.*



**The word WARNING is used to alert you to a procedure, that if not performed properly, might cause personal injury.**

## SECTION 2. INSTALLATION

### 2-1. INTRODUCTION

This section provides the installation instructions for the Henny Penny Heated Display Cabinet.

#### NOTICE

Installation of this unit should be performed only by a qualified service technician.



**Do not puncture the skin of the unit with drills or screws as component damage or electrical shock could result.**

### 2-2. UNPACKING

The Henny Penny Heated Display Cabinet has been tested, inspected, and expertly packed to ensure arrival at its destination in the best possible condition. The cabinet has been bolted to a wooden skid. All glass items have been packed in cartons and taped inside the unit and the doors taped shut. The unit is then packed inside a triple wall corrugated carton with sufficient padding to withstand normal shipping treatment.

#### NOTICE

Any shipping damages should be noted in the presence of the delivery agent and signed prior to his or her departure.

#### Step 1



To remove the Henny Penny Heated Display Cabinet from the carton, you should:

1. Carefully cut banding straps.

## **2-2. UNPACKING (Continued)**

### **Step 2**



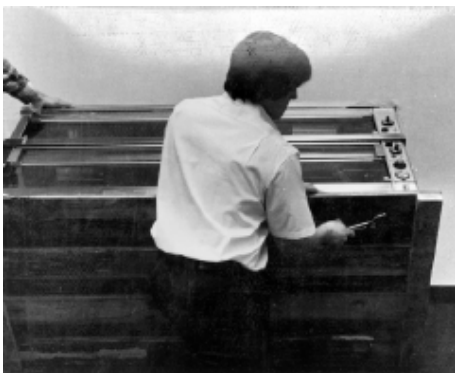
2. Open top flaps and remove packing.

### **Step 3**



3. Lift carton off skid.

### **Step 4**



4. Remove four bolts from under skid.

The unit is now ready for location and set-up.



### 2-3. LOCATION

Place the unit on a table, preferably with a cut-out opening below the cabinet to allow easy service connections and serviceability. When setting up the Henny Penny Heated Display Cabinet, be sure to level the table.

### 2-4. ELECTRIC DATA TABLE

<u>Model</u>	<u>Volts</u>	<u>Phase</u>	<u>Watts</u>	<u>Amps</u>
DCW-2	120/230	1	760	4.7

### 2-5. LIGHT BULBS AND GLASS PANELS



Step 1

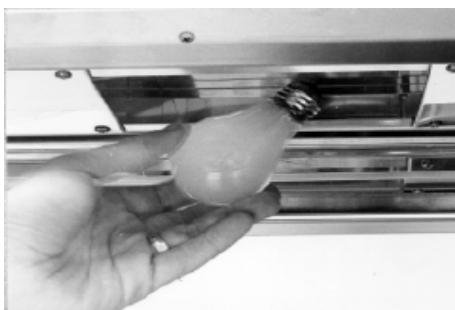
1. Cut the tape holding the doors shut and remove all boxes and boxes and packing. One carton contains the glass panels and the other contains the light bulbs.
2. Install the light bulbs and glass panels.
3. The unit is now ready to be cleaned per instructions in the Operations section of this manual.

#### Replacing Light Bulbs



Light bulbs and glass may be hot. Severe burns could result.

1. Remove the glass panel by carefully pushing up on back of panel and sliding away from you. The panel will fall into your hand. See photo at left.
2. Remove the light bulb.
3. Replace the light bulb Henny Penny offered.



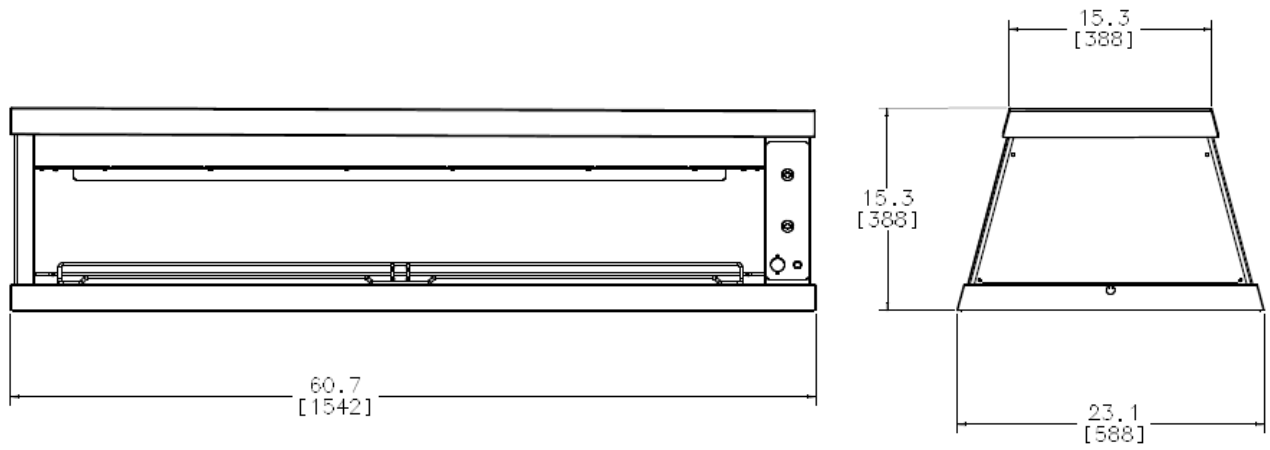
Step 2



If this bulb is not available, a standard 60 watt bulb will work until a long life bulb can be obtained.

4. Replace the glass panel.

## 2-6. CABINET DIMENSIONS



## SECTION 3. OPERATING INSTRUCTIONS

### 3-1. INTRODUCTION

This section provides operating procedures for the heated display cabinets. The Introduction, Installation and Operation sections should be read, and all instructions should be followed before operating the cabinet.

### 3-2. OPERATING CONTROLS

Figures 3-1 through 3- 7 identify and describe the function of all the operating controls and the major components of the cabinet.

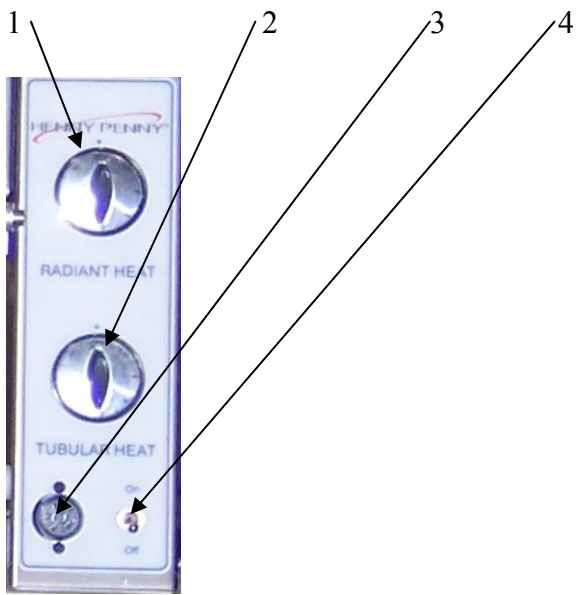


Figure 3-1

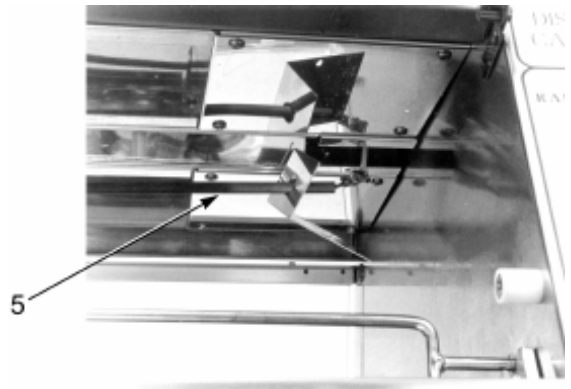


Figure 3-2

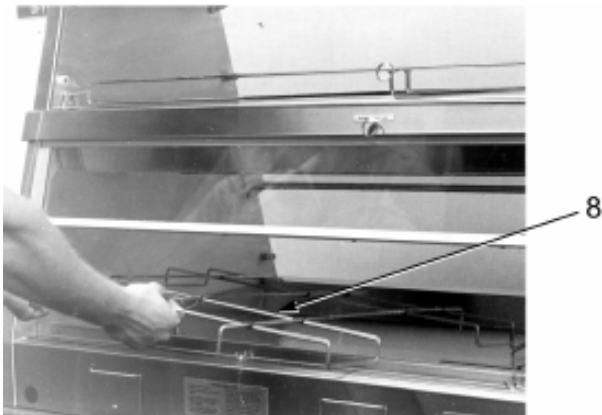


Figure 3-3

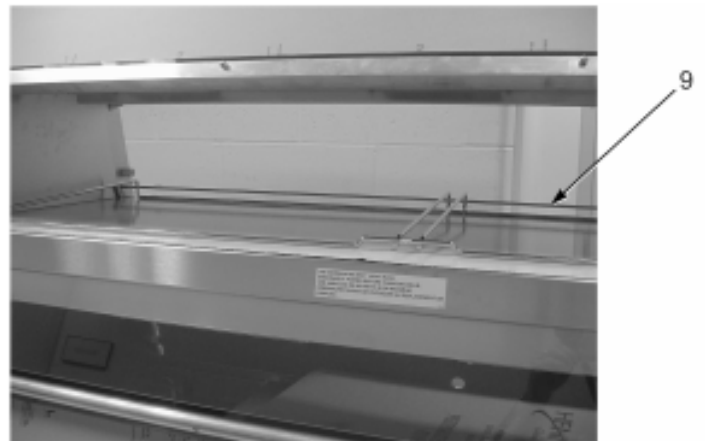
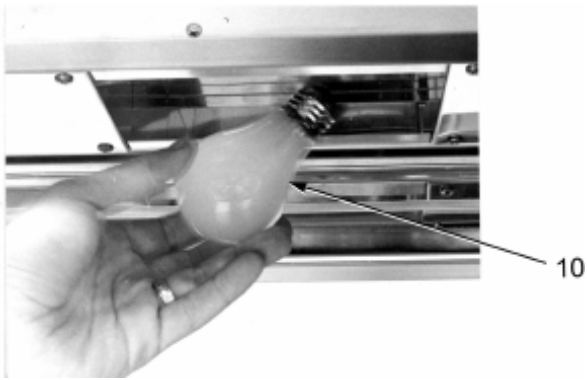
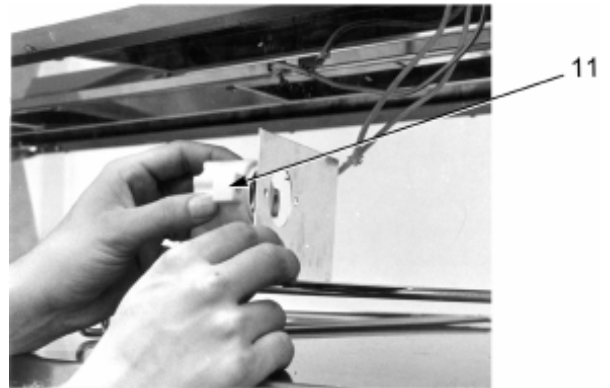


Figure 3-4

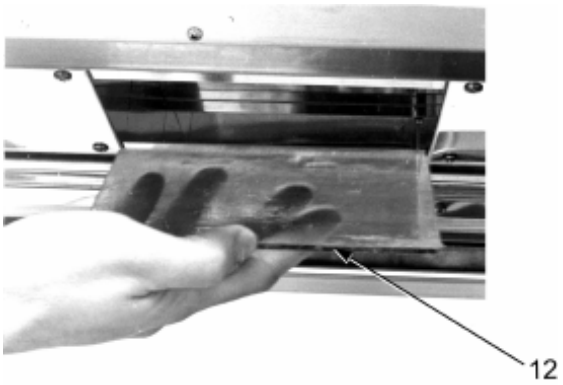
**3-2. OPERATING CONTROLS (Continued)**



**Figure 3-5**



**Figure 3-6**



**Figure 3-7**

### **3-2. OPERATING CONTROLS (Continued)**

Fig. No.	Item No.	Description	Function
3-1	1	Radiant Heat Infinite Regulator	A time proportioning controller, which means the higher the number setting, the greater percentage of time the Radiant heat will be on
3-1	2	Tubular Heat Infinite Regulator	A time proportioning controller, which means the higher the number setting, the greater percentage of time the Tubular heat will be on
3-1	3	Light Fuse Holder	A 15 amp protective device for the lighting circuit, that must be replaced by a fuse of the same size and rating
3-1	4	Power Switch	A two-position, three pole switch used to turn on and off the heat control systems
3-2	5	Radiant Heater	A long tubular heater mounted in a reflector located in the ceiling panel of the unit
3-3	8	Lower Level Pan Grid	A grid that sets in the lower level to prevent a bun pan from dropping into the bottom of the unit when being lifted out
3-4	9	Pan Support - Top	Tilts the bun pans used in the top toward the customer side of the unit
3-5	10	Light Bulb	A 60 watt rated, long-life bulb that should be replaced by the same wattage bulb
3-6	11	Lamp Socket	A high temperature ceramic socket for holding the light bulb
3-7	12	Tinted Glass	Specially tempered colored glass with a thin film of silicone that protects the light bulbs as well as color the light

### 3-3. START-UP



**Step 2**



**Step 3**



## **NOTICE**

Before using, the Henny Penny Heated Display Cabinet should be thoroughly cleaned as indicated in the Shut-Down and Cleanup section of this manual.

1. Move all switches and controls on the cabinet to the OFF position.
2. Turn on power supply for the cabinet at the main circuit breaker.
3. Place the grids in the lower level.
4. Install the perforated bun pans well.
5. Close the doors.
6. Turn the power switch to the ON position.
7. Turn the light switch to the ON position.
8. Turn the radiant heat switch to the desired setting. We recommend starting at "6" for the lower radiant. If you have upper radiant, start at "4". These settings are adjustable and may change as you become familiar with the food product in this unit.

### OPERATION WITH PRODUCT

1. Place product on wire grids in the pans.
2. Serve product from the outside edges first. The product closest to the door opened often will cool fastest.
3. Only leave the doors open when demand requires. During slow periods, keep the doors closed.

### **3-5. SHUT-DOWN AND CLEANUP**

1. Turn the radiant heat to OFF
2. Open the doors.
3. Remove all the pans.
4. Remove the grids from the lower level and clean with soap and water at sink.

#### **CAUTION**

*Do not use steel wool, other abrasive cleaners or cleaners/sanitizers containing chlorine, bromine, iodine or ammonia chemicals, as these will deteriorate the stainless steel material and shorten the life of the unit.*

5. Clean all surfaces with a soft cloth, soap, and water.
6. Clean around electrical controls with a damp cloth.
7. Turn off the lights and power switch.
8. Leave the doors open until ready to use again.

## SECTION 4. TROUBLESHOOTING

### 4-1. TROUBLESHOOTING GUIDE

PROBLEM	CAUSE	CORRECTION
Product not holding	<ul style="list-style-type: none"> <li>● Doors are not kept closed</li> <li>● Product held too long</li> <li>● Temperature too low</li> <li>● Radiant heat too low</li> <li>● Light bulbs out</li> </ul>	<ul style="list-style-type: none"> <li>● Keep doors closed when holding possible</li> <li>● Only hold product for recommended times</li> <li>● Turn to higher setting</li> <li>● Turn to higher setting</li> <li>● Replace as required, per light Bulbs and Glass Panels section</li> </ul>
Doors are fogging	<ul style="list-style-type: none"> <li>● Doors left open too much allowing doors to cool and cause condensation</li> <li>● Radiant heat not high enough</li> <li>● Temperature too high</li> </ul>	<ul style="list-style-type: none"> <li>● Keep doors closed when possible</li> <li>● Turn to higher setting</li> <li>● See recommended settings and temperature</li> </ul>
Lights will not turn on	<ul style="list-style-type: none"> <li>● Defective fuse</li> </ul>	<ul style="list-style-type: none"> <li>● Replace 15 amp fuse</li> </ul>
Not all lights on	<ul style="list-style-type: none"> <li>● Faulty light bulbs</li> </ul>	<ul style="list-style-type: none"> <li>● Replace with recommended bulb, per Light Bulbs and Glass Panels section</li> </ul>

NOTICE

More detailed troubleshooting information is available in the Technical Manual, available at [www.hennypenny.com](http://www.hennypenny.com), or 800-417-8405 or 937-456-8405.



## GLOSSARY

HENNY PENNY HOLDING CABINETS

air temperature probe	a round device located inside the cabinet that measures the inside air temperature and sends that information to the control panel
concentration ring assembly	a metal assembly located in the water pan in the bottom of the unit that helps keep an even humidity level inside the cabinet
clean water pan setpoint	a preset temperature at which a sensor warns the operator that the water pan has excessive lime deposits
control panel	the components that control the operating systems of the unit; the panel is located on the top front surface of the cabinet
deliming agent	a cleaner used to remove lime deposits in the water pan
drain valve	a device that lets the water drain from the water pan into a shallow pan on the floor; the valve should be closed while the unit is in use if humidity is desired
float switch	a device that senses low water levels in the water pan
food probe	a sensor located outside the cabinet that, when inserted into the product, communicates the temperature of the product to the control panel
food probe receptacle	the connection where the food probe is inserted in order to communicate with the control panel
humidity sensor	a device that measures the percentage of humidity inside the cabinet during use
humidity setting	a preset moisture level at which the cabinet operates; this setting is programmed at the factory but can be changed in the field
LED	an electronic light on the control panel
minimum holding temperature	the lowest temperature at which a food product can be safely held for human consumption
module	the removable top part of the cabinet that contains all of the operating system
out of water trip point	a preset temperature at which a sensor warns the operator that the water pan needs refilled

parameters	a preset group of setpoints designed for holding specific food products at certain temperature and humidity levels
power switch	the ON/OFF switch that sends electricity to the unit's operating systems; this switch does not disconnect the electrical power from the wall to the unit
pressure sprayer	a device that shoots a stream of water under pressure; this device should NOT be used to clean a holding cabinet
probe clip	a metal holder that attaches to the outside of the control panel to hold the food probe when not in use; the clip is an optional accessory
product load capacity	the highest recommended number of pounds/kilograms of food product that can be safely held in the cabinet
proof function	a program used for allowing bread to rise
set point	a preset temperature or humidity; the setpoint is a programmable feature
system initialization	a programming process that resets factory settings
temperature setting	a preset temperature up to which the cabinet will heat; this setting is programmed at the factory but can be changed in the field
vent activation switch	an automatic control that opens and closes the vent on the rear of the cabinet to maintain the preset humidity level
vented panels	openings on the cabinet that allow air access on the sides and rear of the