

Heated Display Merchandiser

MODELS TW-2, TW-3, TW-2D, TW-3D

Installation & Operation Manual

Serial Numbers 123177 and Higher



Warranty Information

LIMITED ONE YEAR WARRANTY

BKI (The "Company") warrants to the original purchaser that at time of shipment from the Company factory, this equipment will be free from defect in materials and workmanship. Written notice of a claim under this warranty must be received by the Company within ONE YEAR from the date of installation, but no longer than ONE YEAR AND THREE MONTHS from date of shipment from the factory. Defective conditions caused by abnormal use or misuse, lack of or improper maintenance, damage by third parties, alterations by unauthorized personnel, acts of God, failure to follow installation and/or operating instructions, or any other events beyond the reasonable control of the Company will NOT be covered under this warranty. The obligation of the Company under this warranty shall be limited to repairing or replacing (at the option of the Company) any part, with the exception of lamps, fuses, and glass (which are not covered under warranty), which is found defective in the reasonable opinion of the Company. Any part found defective by the Company will be repaired or replaced without charge F.O.B. factory, Simpsonville, South Carolina or F.O.B. authorized BKI Distributor. The Company and/or its authorized representatives will assume the normal replacement labor expense for the defective part for the period of the warranty as stated above, excluding travel and/or other expenses incidental to the replacement of the defective part, where replacement work is performed during standard business hours and not subject to overtime, holiday rates, and/or any additional fees. IN NO EVENT SHALL THE COMPANY BE LIABLE FOR LOSS OF USE, LOSS OF REVENUE OR LOSS OF PRODUCT OR PROFIT OR FOR INDIRECT OR CONSEQUENTIAL DAMAGES INCLUDING BUT NOT LIMITED TO, FOOD SPOILAGE OR PRODUCT LOSS. WARRANTY DOES NOT COVER GLASS BREAKAGE. THE ABOVE WARRANTY IS EXCLUSIVE AND ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, ARE EXCLUDED INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

REPLACEMENT PARTS

Any appliance replacement part, with the exception of lamps, fuses, and glass, which proves to be defective in material or workmanship within ninety (90) days of installation will be replaced without charge F.O.B. Factory, Simpsonville, SC or F.O.B. authorized BKI Distributor. The user shall have the responsibility and expense of removing and returning the defective part to the Company as well as the cost of reinstalling the replacement or repaired part.

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Introduction

Congratulations! You have chosen a **Heated Display Merchandiser** that will give you many years of fine service from the original manufacturer, **BKI**.

The BKI name and trademark on this unit assures you of the finest in design and engineering -- that it has been built with care and dedication -- using the best materials available. Attention to the operating instructions regarding proper installation, operation, and maintenance will result in long lasting dependability to insure the highest profitable return on your investment.

NOTICE

PLEASE READ THIS ENTIRE MANUAL BEFORE OPERATING THE UNIT. If you have any questions, please contact your BKI Distributor. If they are unable to answer your questions, contact the BKI Technical Service Department, toll free: 1-800-927-6887. Outside the U.S., call 1-864-963-3471.

Safety Precautions

Always follow recommended safety precautions listed in this manual. Below is the safety alert symbol. When you see this symbol on your equipment, be alert to the potential for personal injury or property damage.



Safety Signs and Messages

The following Safety signs and messages are placed in this manual to provide instructions and identify specific areas where potential hazards exist and special precautions should be taken. Know and understand the meaning of these instructions, signs, and messages. Damage to the equipment, death or serious injury to you or other persons may result if these messages are not followed.

⚠ DANGER

This message indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.

⚠ WARNING

This message indicates a potentially hazardous situation, which, if not avoided, could result in death or serious injury.

⚠ CAUTION

This message indicates a potentially hazardous situation, which, if not avoided, may result in minor or moderate injury. It may also be used to alert against unsafe practices.

NOTICE

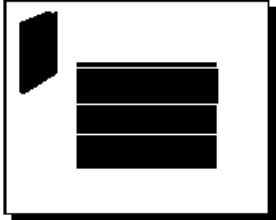
This message is used when special information, instructions or identification are required relating to procedures, equipment, tools, capacities and other special data.

Safe Work Practices



Beware of High Voltage

This equipment uses high voltage. Serious injury can occur if you or any untrained or unauthorized person installs, services, or repairs this equipment. Always Use an Authorized Service agent to Service Your Equipment.



Keep this manual with the Equipment

This manual is an important part of your equipment. Always keep it near for easy access. If you need to replace this manual, contact:

BKI

Technical Services Department
P.O. Box 80400
Simpsonville, S.C. 29680-0400
Or call toll free: 1-800-927-6887
Outside the U.S., call 864-963-3471



Protect Children

Keep children away from this equipment. Children may not understand that this equipment is dangerous for them and others.

NEVER allow children to play near or operate your equipment.

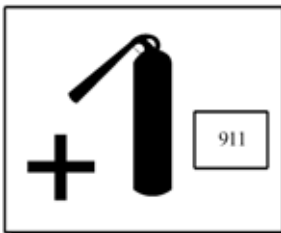


Keep Safety Labels Clean and in Good Condition

Do not remove or cover any safety labels on your equipment. Keep all safety labels clean and in good condition. Replace any damaged or missing safety labels. Refer to the Safety Labels section for illustration and location of safety labels on this unit. If you need a new safety label, obtain the number of the specific label illustrated on page 4, then contact:

BKI

Technical Services Department
P.O. Box 80400
Simpsonville, S.C. 29680-0400
Or call toll free: 1-800-927-6887
Outside the U.S., call 864-963-3471

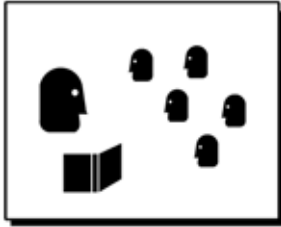


Be Prepared for Emergencies

Be prepared for fires, injuries, or other emergencies.

Keep a first aid kit and a fire extinguisher near the equipment. You must use a 40-pound Type BC fire extinguisher and keep it within 25 feet of your equipment.

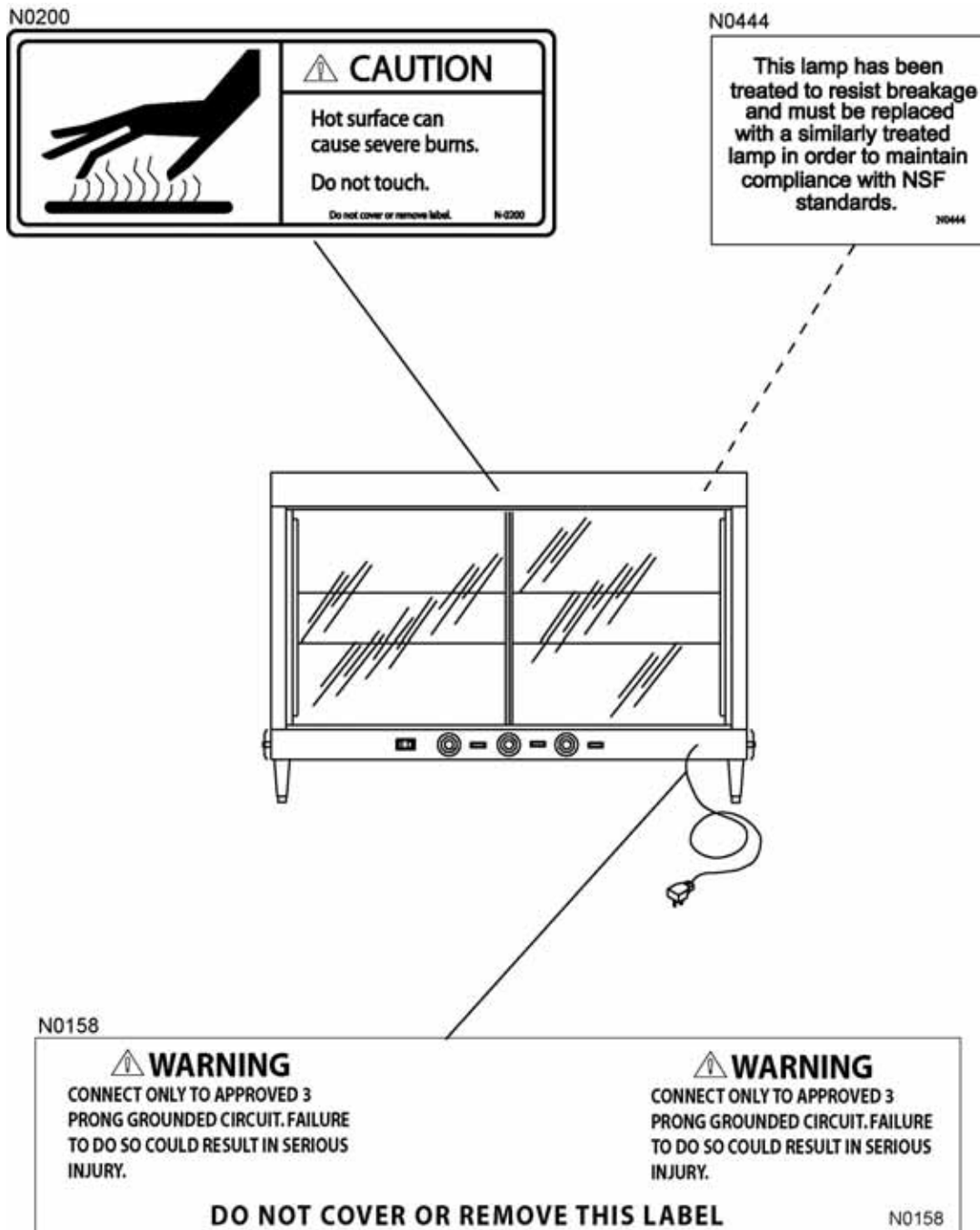
Keep emergency numbers for doctors, ambulance services, hospitals, and the fire department near your telephone.



Know your responsibilities as an Employer

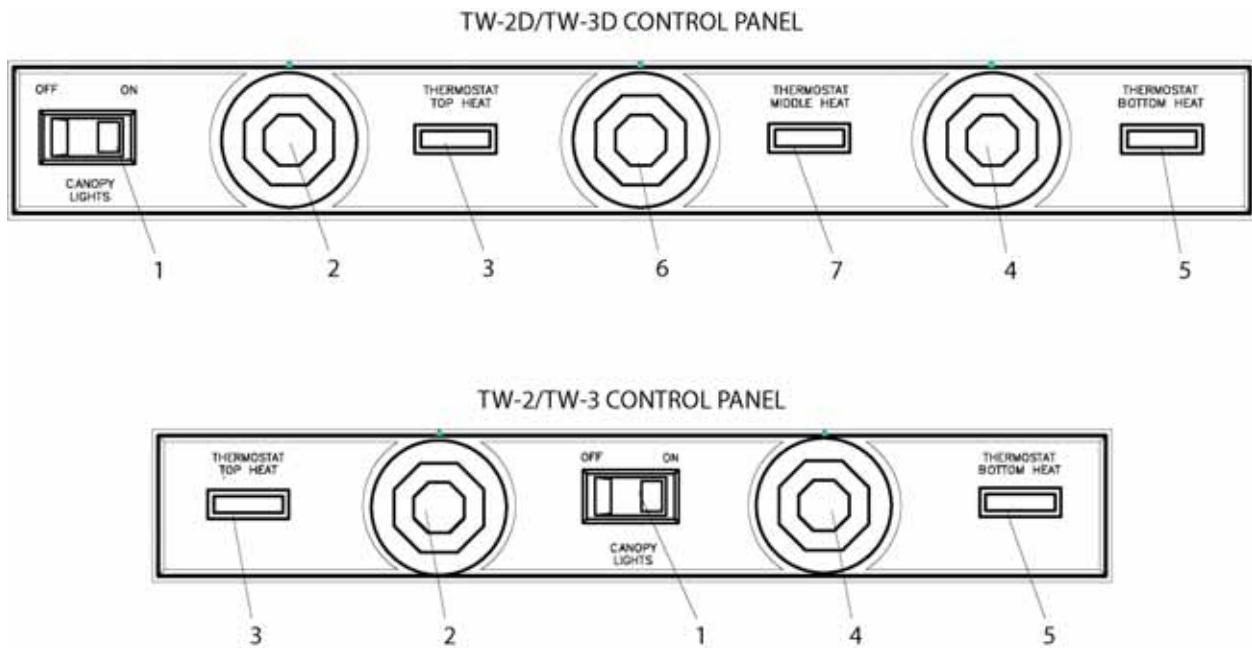
- Make certain your employees know how to operate the equipment.
- Make certain your employees are aware of the safety precautions on the equipment and in this manual.
- Make certain that you have thoroughly trained your employees about operating the equipment safely.
- Make certain the equipment is in proper working condition. If you make unauthorized modifications to the equipment, you will reduce the function and safety of the equipment.

Safety Labels



Operation

Controls and Indicators



Item #	Description	Function
1	CANOPY LIGHTS ON/OFF Switch	Controls power to the canopy lights.
2	THERMOSTAT TOP HEAT control knob	Controls the temperature of the top canopy heating element.
3	THERMOSTAT TOP HEAT pilot light	Cycles on and off to indicate when the top canopy heating element turns on and off.
4	THERMOSTAT BOTTOM HEAT control knob	Controls the temperature of the bottom heating element.
5	THERMOSTAT BOTTOM HEAT pilot light	Cycles on and off to indicate when the bottom heating element turns on and off.
6	THERMOSTAT MIDDLE HEAT control knob	Controls the temperature of the bottom canopy heating element.
7	THERMOSTAT MIDDLE HEAT pilot light	Cycles on and off to indicate when the bottom canopy heating element turns on and off.

Unit Startup and Preheating

1. Connect the plug of the power cord into a receptacle that matches the power rating specified on the rating tag.
2. Place the **CANOPY LIGHTS ON/OFF** switch to the **ON** position.
3. Place the **THERMOSTAT** control knobs to the number 5 position. The pilot lights will cycle on and off to maintain proper temperature.
4. Allow the equipment to preheat for 30 minutes before loading it with product.

Unit Shutdown

1. Place the **CANOPY LIGHTS ON/OFF** switch to the **OFF** position.
2. Place the **THERMOSTAT** control knobs to the OFF position.
3. Unplug power cord from its receptacle.
4. Allow the equipment to cool to room temperature.

Temperature Adjustment

After loading the unit with product, it may be necessary to adjust the control knobs in order to maintain the proper internal temperature for the product on display. The control knobs should be set to the lowest possible number that will maintain the proper product temperature.

Operational Guidelines

- Foods should be a minimum of 160° F. before being placed in the warmer.
- Foods loaded in first should be served first as much as is practical.
- Check Federal and State Health and Sanitation Regulations for internal temperature required for holding cooked foods for sale. Maintaining these temperatures often tends to continue to cook certain products. Therefore, smaller amounts of bulk foods should be displayed at non-peak periods and the warmer refilled as needed.

NOTICE

This equipment is designed to hold foods for a short period of time only.

Installation

⚠ WARNING

Serious injury, equipment damage or death could result if attempting to install this unit yourself. Ensure that an authorized BKI service agent installs the unit.

Instructions For Shipping Damage

You are responsible for filing all freight claims with the delivering truck line. Inspect all cartons and crates for damage when they arrive. If there is damage noted to shipping crates or cartons, or, if a shortage is found, note this on the bill of lading (all copies) before signing.

If damage is detected when the equipment is uncrated, immediately call the delivering truck line and follow up the call with a written report indicating concealed damage to your equipment. Ask for an immediate inspection of your concealed damage item. Crating material **MUST** be retained to show the inspector from the truck line.

Electrical Information

⚠ WARNING

Electrocution, equipment failure or property damage could result if an unlicensed electrician performs the electrical installation. Ensure that a licensed electrician perform the electrical installation in accordance with local codes, or in the absence of local codes, with the National Electrical Code, ANSI NFPA 70-20XX.

This unit, when installed by an authorized BKI service agent, must be wired for use in accordance with all applicable local, state, and federal codes. For specific electrical requirements and connections refer to the wiring diagram attached to the unit or provided in the Service Manual.

Maintenance

CAUTION

Failure to comply with the maintenance below could result in a serious accident.

WARNING

Electrocution, equipment failure or property damage could result if an unlicensed electrician performs electrical repair. Ensure that a licensed electrician perform electrical repair.

Scheduled Maintenance

Use the following table to help manage scheduled maintenance activities.

Frequency	Performed By	Part	Activity
Daily	User	Case	Clean the entire Case. Refer to the cleaning procedure below.

Cleaning

This unit should be cleaned at the end of each day. Use the following procedure:

DANGER

Failure to remove power from this unit may cause severe electrical shock. This unit may have more than one disconnect switch.

1. Place the CANOPY LIGHTS ON/OFF switch to the OFF position.
2. Place the THERMOSTAT control knobs to the OFF position.
3. Unplug power cord from its receptacle.
4. Allow the equipment to cool to room temperature.
5. Remove any food pans.

CAUTION

Using abrasive cleaners may damage the cabinet finish. Use only a mild soap and water solution.

Never steam clean or get excess water in the interior of the cabinet as this can damage unit.

This appliance is not intended to be cleaned with a water jet.

6. Use a mild soap and water solution to clean parts.
7. Sponge the inside and outside with a mild soap and water solution.
8. Wipe the parts and cabinet dry with a soft, clean cloth.

Troubleshooting

Refer to the table below for troubleshooting information.

Problem	Cause	Possible Solution
Electrical	No Power to the case.	Check circuit breaker or fuses at building power panel. If problem persists, contact an authorized BKI service agent for corrective action.
	Power switch is off.	Reset the power switch.
No Heat	Power switch if off.	Reset the power switch.
	Defective Heating Element.	Contact an authorized BKI service agent for corrective action.
	Defective Thermostat.	Contact an authorized BKI service agent for corrective action.
	Loose Wire or bad Connection.	Contact an authorized BKI service agent for corrective action.
Holding Temperature Not Adequate	Case and food pans have not been preheated.	Refer to the preheating section. If problem persists, contact an authorized BKI service agent for corrective action.
	One or more heating elements or thermostats not operating properly.	Contact an authorized BKI service agent for corrective action.
	Product is below 160° F when loaded.	Check product temperature before loading the case.
	Loose Wire or bad Connection.	Contact an authorized BKI service agent for corrective action.



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