



**Henny Penny  
Display Counter Warmer  
Model CW-216/CW-114**

**TECHNICAL MANUAL**



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## SECTION 1. TROUBLESHOOTING

### 1-1. INTRODUCTION

The section provides troubleshooting information in the form of an easy to read table.

If a problem occurs during the first operation of a new cabinet, recheck the Installation Section of the Operator's Manual.

Before troubleshooting, always recheck the Operation Section of the Operator's Manual.

### 1-2. SAFETY

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.**

### 1-3. TROUBLESHOOTING

To isolate a malfunction proceed as follows:

1. Clearly define the problem or symptom and when it occurs.
2. Locate the problem in the troubleshooting table.
3. Review all possible causes, then one at a time work through the list of corrections until the problem is solved.



**If maintenance procedures are not followed correctly, injuries and/or property damage could result.**

**1-3. TROUBLESHOOTING (Continued)**

<b>PROBLEM</b>	<b>CAUSE</b>	<b>CORRECTION</b>
<b>THERMOMETER</b>		
A. Reading does not match actual temperature	<ul style="list-style-type: none"> <li>• Thermometer bulb is not in holding block</li> <li>• Faulty thermometer</li> </ul>	<ul style="list-style-type: none"> <li>• Insert bulb in block</li> <li>• Replace per Thermometer Section</li> </ul>
<b>OPERATIONS</b>		
A. Product not holding temperature	<ul style="list-style-type: none"> <li>• Doors are not kept closed</li> <li>• Product held too long</li> <li>• Water temperature too low</li> <li>• Radiant heat too low</li> <li>• Radiant heat not working</li> <li>• Light bulbs out</li> </ul>	<ul style="list-style-type: none"> <li>• Keep doors closed when possible</li> <li>• Only hold product for recommended times</li> <li>• Check water heating system per Water Pan Heater Section</li> <li>• Turn to higher setting</li> <li>• Check radiant heat system per Radiant Heater Section</li> <li>• Replace as required, per Light Bulb Section</li> </ul>
B. 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>• Radiant heat not working</li> <li>• Water 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>• Check radiant heater per Radiant Heater Section</li> <li>• See recommended settings and temperature</li> </ul>

**1-3. TROUBLESHOOTING (Continued)**

<b>PROBLEM</b>	<b>CAUSE</b>	<b>CORRECTION</b>
<b>WATER SYSTEM</b>		
A. Water will not fill	<ul style="list-style-type: none"> <li>• Faulty float switch</li> <li>• Faulty water control switch</li> <li>• Faulty water valve</li> <li>• Water supply has been shut off or disconnected</li> </ul>	<ul style="list-style-type: none"> <li>• Check float switch per Float Switch Section</li> <li>• Check water control switch per Water Control Switch Section</li> <li>• Check water valve per Water Valve Section</li> <li>• Check the water supply</li> </ul>
<b>LIGHTING</b>		
A. Lights will not turn on	<ul style="list-style-type: none"> <li>• Defective fuse</li> <li>• Faulty light switch</li> <li>• No neutral supplied in field wiring</li> <li>• Loose or defective wiring</li> </ul>	<ul style="list-style-type: none"> <li>• Check as per Fuse Section</li> <li>• Check light switch per Light Switch Section</li> <li>• Check field wiring to be sure a true neutral has been connected</li> <li>• Check wiring and repair and replace if necessary</li> </ul>
B. Not all lights turn on	<ul style="list-style-type: none"> <li>• Faulty light bulb</li> <li>• Faulty light switch</li> </ul>	<ul style="list-style-type: none"> <li>• Replace with recommended bulb per Light Bulb Section</li> <li>• Check light switch per Light Switch Section</li> </ul>

**1-3. TROUBLESHOOTING (Continued)**

PROBLEM	CAUSE	CORRECTION
<b>HEATING SECTION</b>		
A. Water will not heat	<ul style="list-style-type: none"> <li>• Faulty contactor</li> <li>• Faulty thermostat</li> <li>• Faulty high limit switch</li> </ul>	<ul style="list-style-type: none"> <li>• Replace contactor per Contactor Section</li> <li>• Check thermostat per Thermostat Section</li> <li>• Check high limit switch per High Limit Switch Section</li> </ul>
B. Water will not reach desired temperature	<ul style="list-style-type: none"> <li>• Low or improper voltage</li> <li>• Faulty water heating element</li> <li>• Wiring</li> <li>• Pans are not over water</li> </ul>	<ul style="list-style-type: none"> <li>• Use a meter and check wall voltage versus data plate</li> <li>• Check heating elements per Water Pan Heater Section</li> <li>• Check for loose connections or faulty wires and correct or replace as necessary</li> <li>• Place pans over water</li> </ul>
C. Radiant heat not working	<ul style="list-style-type: none"> <li>• Faulty infinite regulator</li> <li>• Faulty power switch</li> <li>• Faulty radiant heater</li> </ul>	<ul style="list-style-type: none"> <li>• Replace infinite regulator per Infinite Switch Section</li> <li>• Check power switch, per Power Switch Section</li> <li>• Check heater per Radiant Heater Section</li> </ul>



## SECTION 2. MAINTENANCE

### 2-1. INTRODUCTION

This section provides procedures for the checkout and replacement of the various parts used within the cabinet. Before replacing any parts, refer to the Troubleshooting Section. It will aid you in determining the cause of the malfunction.

### 2-2. TEST INSTRUMENTS

You may use two test instruments to check the electric components.

1. A continuity light
2. An ohmmeter

When the manual refers to the circuit being closed, the continuity light will be illuminated or the ohmmeter should read zero unless otherwise noted.

When the manual refers to the circuit being open, the continuity light will not illuminate or the ohmmeter will read 1 (one) or infinite resistance.

### **NOTICE**

A continuity tester cannot be used to check coils.

### 2-3. LIGHT BULB



**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.
2. Remove the light bulb.

**2-3. LIGHT BULB**  
**(Continued)**

3. Replace the light bulb with a Westinghouse #60A19/35, 130 Volt bulb.

**NOTICE**

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.

**NOTICE**

If all light bulbs go out at once:

1. Turn off the light switch.
2. Locate the fuse holder, next to light switch, and remove the cap by turning it counterclockwise.
3. Pull the fuse from the holder.
4. Replace the fuse with a new 15 amp fuse.
5. Replace the cap.
6. Turn on the lights.

**2-5. CLEANING WATER**  
**STRAINER**

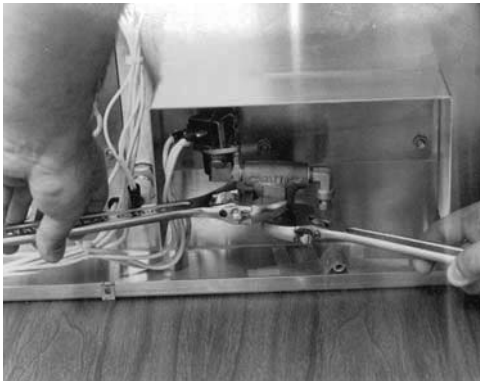
1. Remove electrical power supplied to the cabinet.



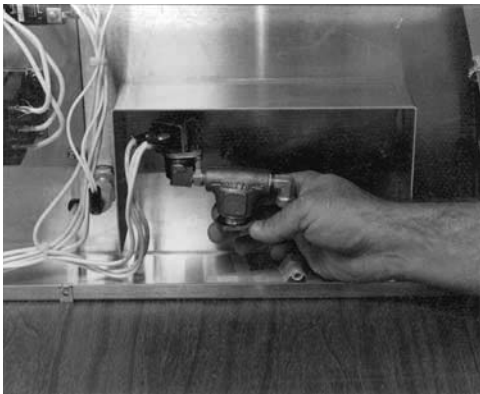
**To avoid electrical shock or property damage, move the power switch to OFF and disconnect main circuit breaker, or unplug cord at wall receptacle.**

2. Shut off the water supply.

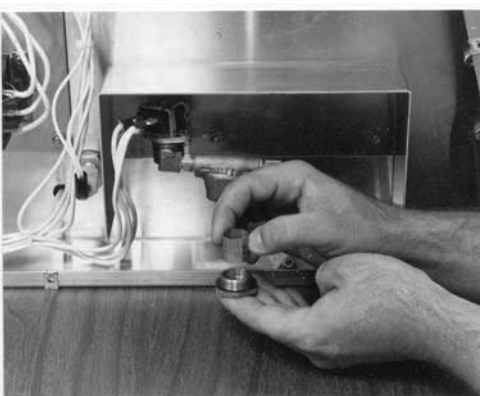
**2-5. CLEANING WATER  
STRAINER**  
**(Continued)**



**Step 4**



**Step 4**



**Step 5**

3. Remove the control side end panel.
4. Remove the hex cap at the bottom of the water strainer.
5. Remove the screen from inside the strainer and clean.
6. Reassemble in reverse order.
7. Turn on the water supply and check for leaks.
8. Replace the end panel.
9. Turn the power on at the breaker box.

**2-6. WATER STRAINER**  
**(REPLACEMENT)**

1. Remove electrical power supplied to the cabinet.



**To avoid electrical shock or property damage, move the power switch to OFF and disconnect main circuit breaker, or unplug cord at wall receptacle.**

2. Shut off the water supply.
3. Remove the control side end panel.
4. Disconnect the water supply tubing.
5. Remove the brass elbow.
6. Remove the water strainer.
7. Install a new water strainer.
8. Reassemble in reverse order.
9. Turn the water supply on and check for leaks.
10. Replace end panel.
11. Turn on the power supply at the breaker box.

**2-7. WATER VALVE**

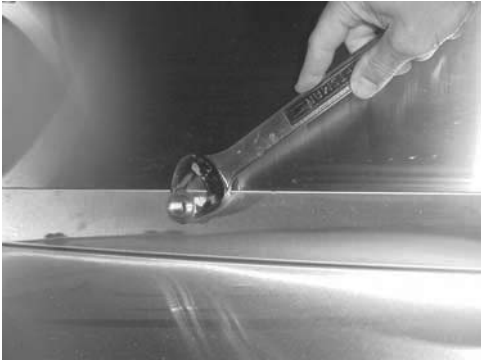
1. Remove electrical power supplied to the cabinet.



**To avoid electrical shock or property damage, move the power switch to OFF and disconnect main circuit breaker, or unplug cord at wall receptacle.**

2. Shut off the water supply.
3. Remove the control side end panel.

**2-7. WATER VALVE**  
**(Continued)**



**Step 7**



**Step 9**



**Step 10**

4. Check across terminals of the water valve with an ohmmeter. The meter reading should be 600-650, if reading is not correct replace the water valve by continuing with this procedure.
5. Remove the electrical wires from the water valve.
6. Disconnect water line.
7. Remove the nut from the bulkhead. This is inside the water pan.
8. The water valve assembly can now be removed from the cabinet.
9. Remove the reducer nipple and bulkhead from the water valve.
10. Remove the reducer nipple, water strainer and elbow as one piece.
11. Remove the remaining elbow from the water valve.
12. Reassemble a new valve in reverse order.
13. Turn on the water supply and check for leaks.
14. Replace the end panel.
15. Turn on the power supply at the breaker box.

## 2-8. FLOAT SWITCH

1. Remove electrical power supplied to the cabinet.



**To avoid electrical shock or property damage, move the power switch to OFF and disconnect main circuit breaker, or unplug cord at wall receptacle.**



**Step 6**

2. Drain the water pan by removing the drain standpipe.
3. Remove the control side end panel.
4. Cut float switch wires just behind the switch.
5. From inside end channel, remove nylon fitting by unscrewing from the switch.
6. Remove float switch.
7. Install a new float switch in reverse order. Make sure float switch is located in the center of the hole and silicone washer is positioned properly.

## **NOTICE**

Tighten nut to snug only. Maximum torque not to exceed 3 ft. pounds.

## 2-9. LIGHT SWITCH



Step 3

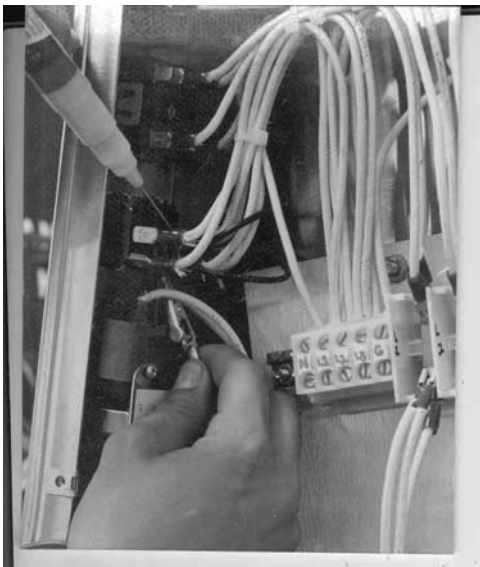
1. Remove electrical power supplied to the cabinet.



**To avoid electrical shock or property damage, move the power switch to OFF and disconnect main circuit breaker, or unplug cord at wall receptacle.**

2. Remove control side and panel.
3. Remove the wires from the switch. With test instrument check across the terminals of the switch with the switch in the ON position, then in the OFF position. With the switch in the ON position the circuit should be closed. With the switch in the OFF position the circuit should be open. If the switch checks defective replace by continuing with this procedure.
4. Remove the nut from control panel side and remove switch.
5. Install a new switch in reverse order.
6. Replace the end panel.
7. Turn on the power supply at the breaker box.

## 2-10. POWER SWITCH



Step 3

1. Remove electrical power supplied to the cabinet.



**To avoid electrical shock or property damage, move the power switch to OFF and disconnect main circuit breaker, or unplug cord at wall receptacle.**

2. Remove the control side end panel.
3. Remove the electrical wires from the switch. With test instrument check across the terminals of the switch with the switch in the ON position, then in the OFF position. With the switch in the ON position, the circuit should be closed. With the switch in the OFF position, the circuit should be open. If the switch checks defective, replace by continuing with this procedure.

**2-10. POWER SWITCH**  
**(Continued)**

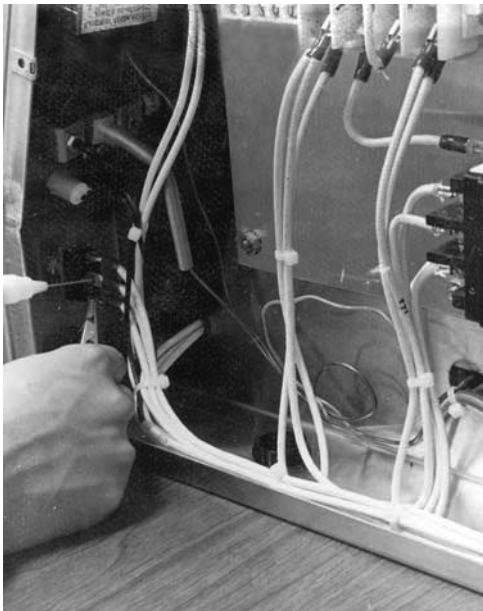
4. Remove the nut from the control panel side of switch and remove switch.
5. Install a new switch in reverse order.
6. Replace the end panel.
7. Turn on the power supply at the breaker box.

**2-11. WATER CONTROL SWITCH**

1. Remove electrical power supplied to the cabinet.



**To avoid electrical shock or property damage, move the power switch to OFF and disconnect main circuit breaker, or unplug cord at wall receptacle.**



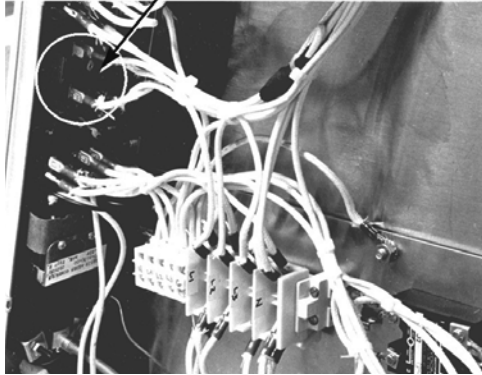
**Step 3**

2. Remove the control side end panel.
3. Remove electrical wires from the switch. With test instrument check across the terminals of the switch with the switch in the AUTOMATIC and MANUAL position, then in the OFF position. With the switch in the AUTOMATIC or MANUAL position, the circuit should be closed. With the switch in the OFF position, the circuit should be open. If the switch checks defective, replace by continuing with this procedure.
4. Remove the nut and guard from the control panel side of the switch and remove the switch.
5. Install a new switch in reverse order.
6. Replace end panel.
7. Turn on the power supply at the breaker box.



**2-12. INFINITE SWITCH**

**INFINITE SWITCH**



**Step 3**

1. Remove electrical power supplied to the cabinet.



**To avoid electrical shock or property damage, move the power switch to OFF and disconnect main circuit breaker, or unplug cord at wall receptacle.**

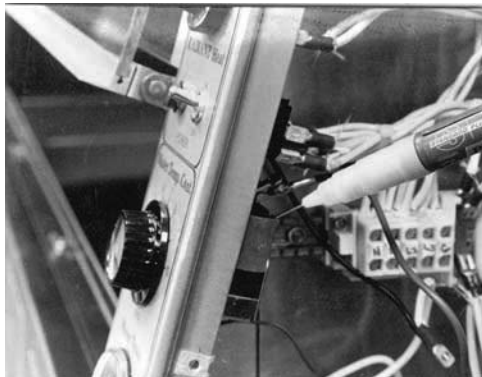
2. Remove the control side end panel.
3. Remove the electrical wires from the switch.
4. Remove the switch knob by pulling it off.
5. Remove the nut from the control panel side of the switch and remove the switch.
6. Install a new switch in reverse order.



*Do not connect a "hot" wire to terminal "P" on the infinite switch, or damage to the switch will result.*

7. Replace the end panel.
8. Turn on the power supply at the breaker box.

**2-13. THERMOSTAT**



**Step 3**

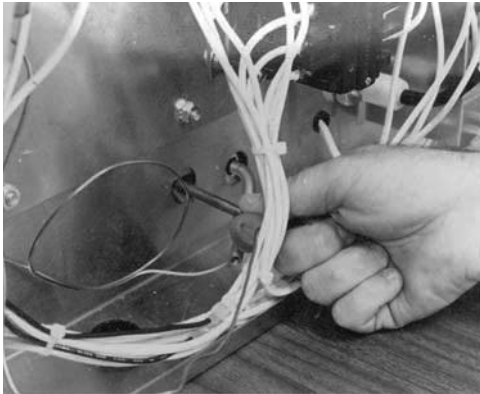
1. Remove electrical power supplied to the cabinet.



**To avoid electrical shock or property damage, move the power switch to OFF and disconnect main circuit breaker, or unplug cord at wall receptacle.**

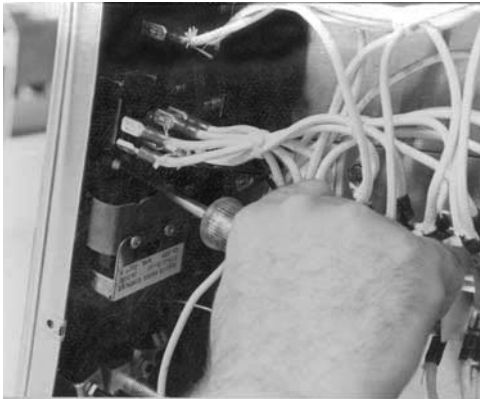
2. Remove the control side end panel.
3. Remove the electrical wires from the thermostat. With a test instrument, check across the terminals of the thermostat. With the thermostat in the 0, or OFF, position the circuit should be open. With the thermostat set at the maximum setting the circuit should be closed. If the thermostat checks defective, replace it by continuing with this procedure.

**2-13. THERMOSTAT**  
**(Continued)**



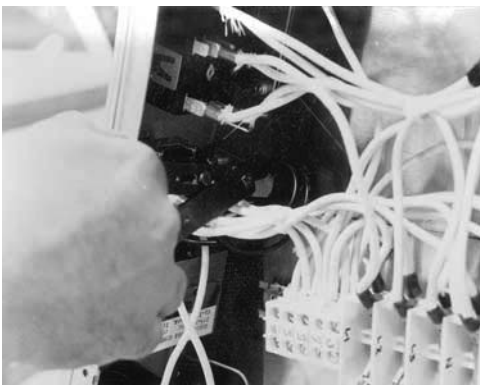
**Step 5**

4. Remove the thermostat knob by loosening the set screw and pulling it off.
5. Remove the sensor bulb by pulling on the capillary tube.
6. Remove the two mounting screws from the thermostat.
7. Install a new thermostat in reverse order.
8. Replace the end panel.
9. Turn on the power supply at the breaker box.



**Step 6**

**2-14. INDICATING LIGHT**



**Step 3**

1. Remove electrical power supplied to the cabinet.



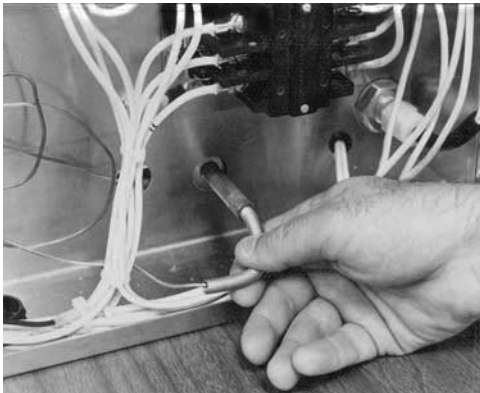
**To avoid electrical shock or property damage, move the power switch to OFF and disconnect main circuit breaker, or unplug cord at wall receptacle.**

2. Remove the control side end panel.
3. Cut the light wires just behind the light housing.
4. Squeeze the plastic retainers on the light body and push the light through the control panel.

**2-14. INDICATING LIGHT**  
**(Continued)**

5. Install a new light by pushing the light through the control panel until the light snaps securely in the panel.
6. Strip the wires and reconnect with wire nuts.
7. Replace the end panel.
8. Turn on the power supply at the breaker box.

**2-15. THERMOMETER**



**Step 3**



**Step 4**

1. Remove the electrical power supplied to the cabinet.



**To avoid electrical shock or property damage, move the power switch to OFF and disconnect main circuit breaker, or unplug cord at wall receptacle.**

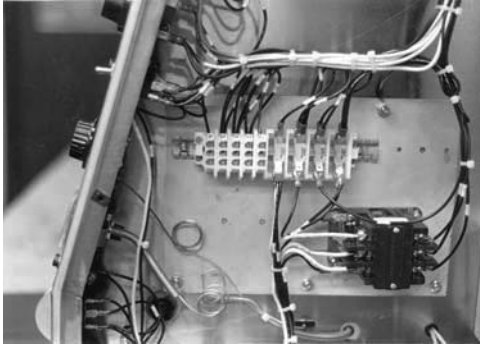
2. Remove the control side end panel.
3. Remove the sensor bulb by removing bulb retainer and pulling on the capillary tube.
4. Remove the nuts holding the mounting brackets on the back of the thermometer housing. Push the thermometer through the control panel.
5. Install a new thermometer in reverse order.
6. Replace the end panel.
7. Turn on the power at the breaker box.

## 2-16. CONTACTOR

1. Remove electrical power supplied to the cabinet.



**To avoid electrical shock or property damage, move the power switch to OFF and disconnect main circuit breaker, or unplug cord at wall receptacle.**



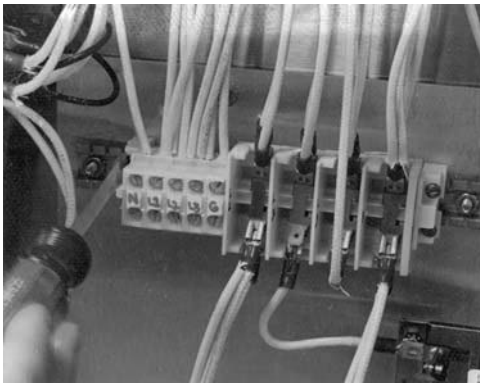
2. Remove the control side panel.
3. Remove the electrical wires from the contactor.
4. Remove the five nuts holding the mounting plate to the end channel.
5. Remove the screws holding the contactor to the mounting plate.
6. Install a new contactor in reverse order.
7. Replace the end panel.
8. Turn on the power at the breaker box.

## 2-17. TERMINAL BLOCK

1. Remove electrical power supplied to the cabinet.



**To avoid electrical shock or property damage, move the power switch to OFF and disconnect main circuit breaker, or unplug cord at wall receptacle.**



**Step 5**

2. Remove the control side end panel.
3. Remove all electrical wires from the terminal block.
4. Remove five nuts holding the mounting plate to the end channel.
5. Remove the screws holding the terminal block in place.
6. Install a new terminal block in reverse order.
7. Replace the end panel.
8. Turn on the power at the breaker box.

**2-18. WATER PAN HEATER**

1. Remove electrical power supplied to the cabinet.



**To avoid electrical shock or property damage, move the power switch to OFF and disconnect main circuit breaker, or unplug cord at wall receptacle.**

2. Remove the heater cover plates.
3. Remove the heater wires from the wire nuts. Check across the wire of each heater with an ohmmeter. Each heater should have a reading of 42 ohms for 208 volts and 52 ohms for 230 volts. If a heater checks defective, replace it by continuing with this procedure.
4. Using pliers or vise grips, pull the heater from the unit.
5. Install the new heater in reverse order.
6. Replace the heater cover plates.
7. Turn on the power at the breaker box.

**2-19. RADIANT HEATER**

1. Remove electrical power supplied to the cabinet.



**To avoid electrical shock or property damage, move the power switch to OFF and disconnect main circuit breaker, or unplug cord at wall receptacle.**

2. Remove the four screws located at the bottom of the heater housing - two on each end.

**2-19. RADIANT HEATER**  
**(Continued)**



**Step 3**

3. Remove the electrical wires from the heater. Check with an ohmmeter across end terminals. The ohm reading should be as follows:

CW-114 (208 volts) .....	43 ohms
CW-114 (230 volts) .....	53 ohms
CW-216 lower (208 volts) .....	43 ohms
CW-216 lower (230 volts) .....	53 ohms
CW-216 upper (208 volts) .....	108 ohms
CW-216 upper (230 volts) .....	132 ohms

If a heater checks defective, replace it by continuing with this procedure.

4. Slide the brackets off the defective heater and install brackets on new heater.
5. Install the new heater in reverse order.
6. Turn on the power at the breaker box.

**2-20. LIGHT SOCKET**



**Step 3**

1. Remove electrical power supplied to the cabinet.



**To avoid electrical shock or property damage, move the power switch to OFF and disconnect main circuit breaker, or unplug cord at wall receptacle.**

2. Remove the glass panel and the light bulb.



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

3. Remove the four screws located at the bottom of the light box.
4. The light box can be pulled down by slightly spreading the ceiling panel sides.
5. Remove the electrical wires from the socket.
6. Remove the two screws holding the socket to the light box.
7. Install a new light socket in reverse order.
8. Turn on the power at the breaker box.

**2-21. HIGH LIMIT SWITCH**

1. Remove electrical power supplied to the cabinet.



**To avoid electrical shock or property damage, move the power switch to OFF and disconnect main circuit breaker, or unplug cord at wall receptacle.**



**Step 4**

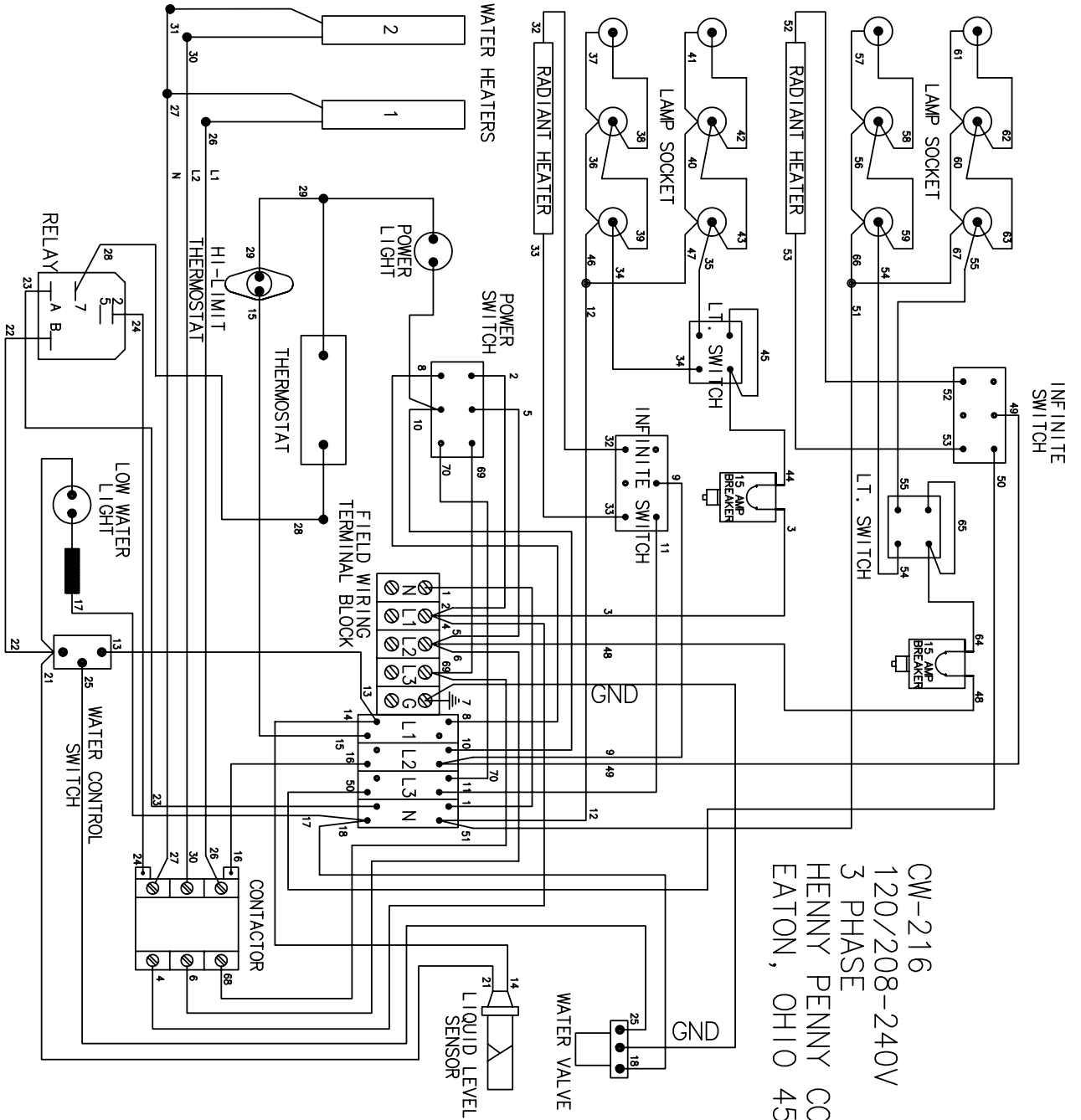
2. Remove control end panel.
3. Check the high limit switch by determining the continuity of the high limit. The continuity check can be made at the terminals where the two high limit wires are connected (one wire goes to the thermostat and the other goes to L<sub>1</sub> on the quick-connect terminal block). If the unit is cold or the water temperature is below 150°F (66°C), the high limit should be closed. If the high limit is defective, then replace it by continuing with this procedure.
4. Remove the cover plate located on the bottom of the cabinet.
5. Loosen the nuts on the clamp bracket.
6. Slide the high limit switch from under the bracket.
7. Remove the electrical wires from the high limit. Replace with a new high limit in reverse order.
8. Replace the cover plate.
9. Replace the control end panel.
10. Turn on the power at the breaker box.



**Step 5**

**2-22. WIRING DIAGRAMS**

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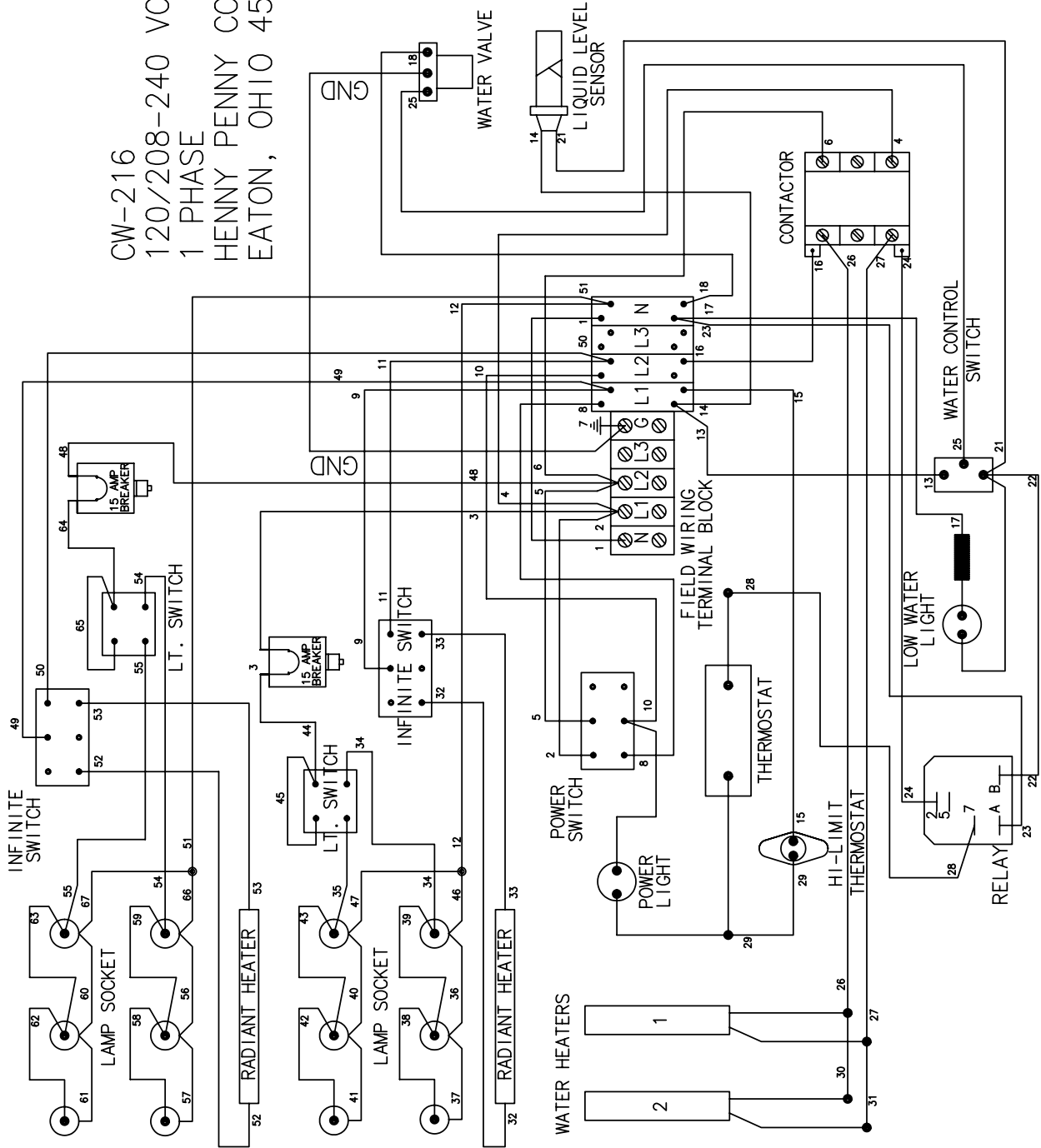


CW-216  
120/208-240V  
3 PHASE  
HENNY PENNY CORP.  
EATON, OHIO 45320



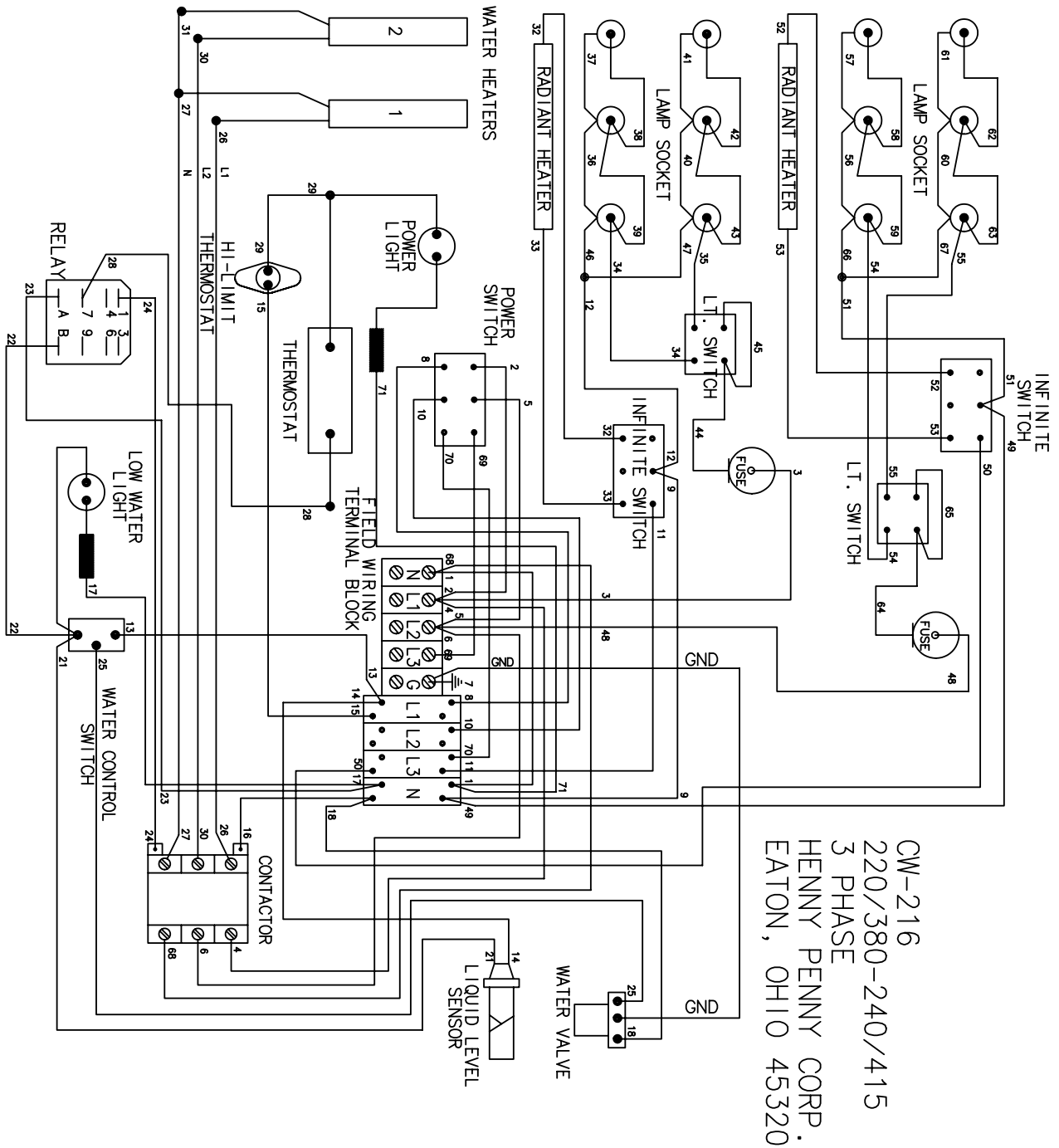
**2-22. WIRING DIAGRAMS (Continued)**

CW-216  
120/208-240 VOLT  
1 PHASE  
HENNY PENNY CORP.  
EATON, OHIO 45320

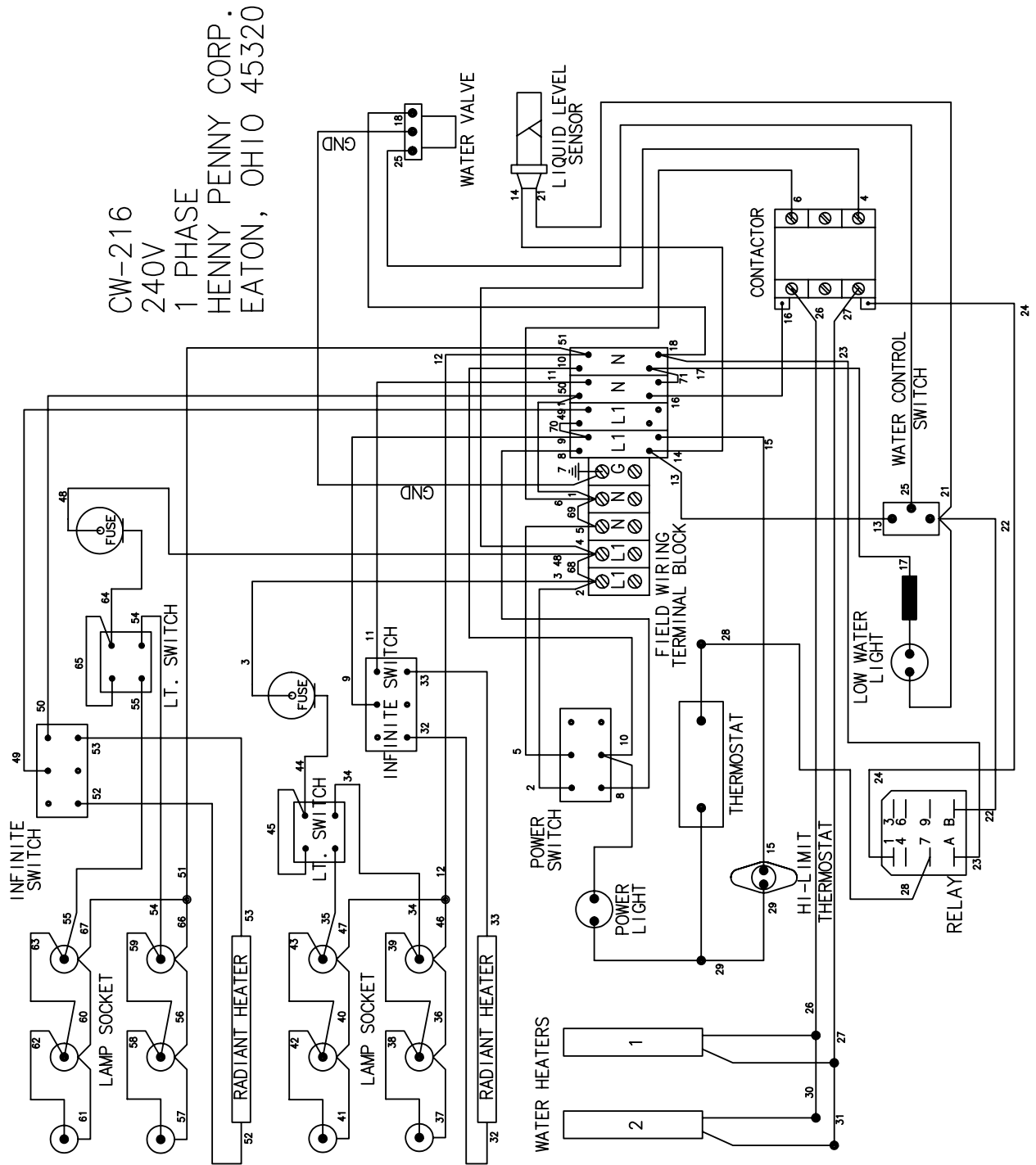


**2-22. WIRING DIAGRAMS (Continued)**

42945

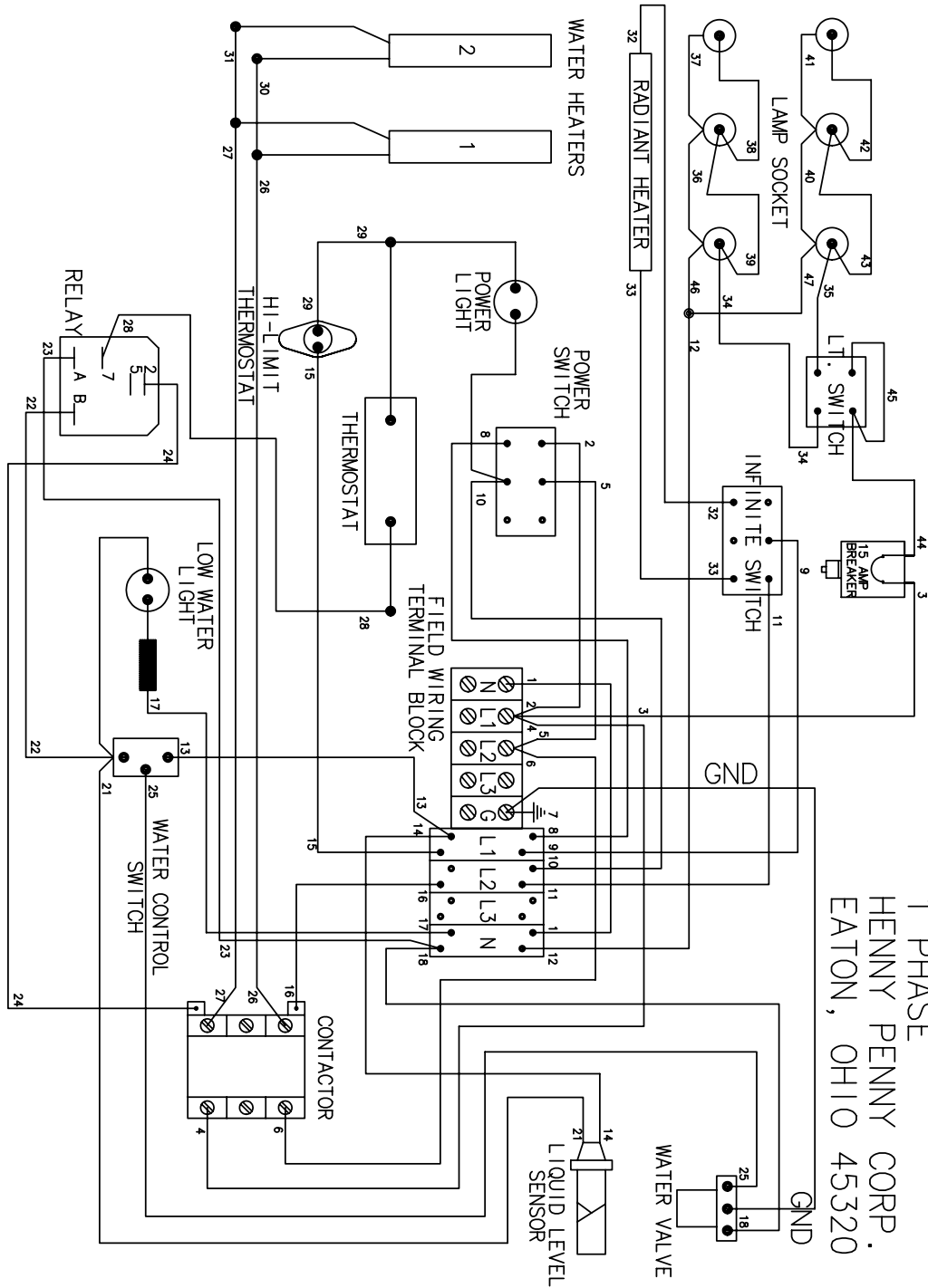


**2-22. WIRING DIAGRAMS (Continued)**



**2-22. WIRING DIAGRAMS (Continued)**

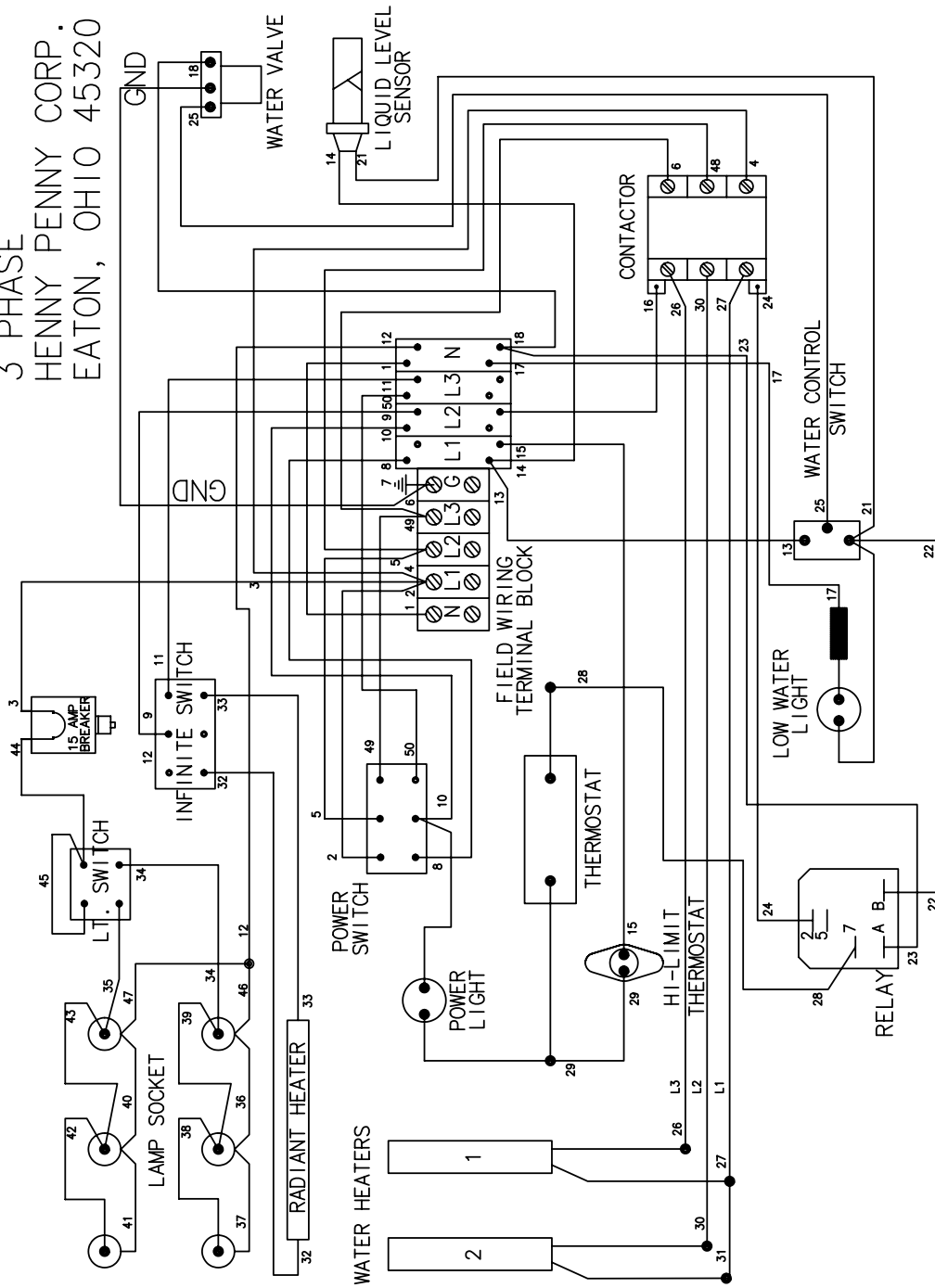
42947



CW-114  
120/208-240V  
1 PHASE  
HENNY PENNY CORP.  
EATON, OHIO 45320

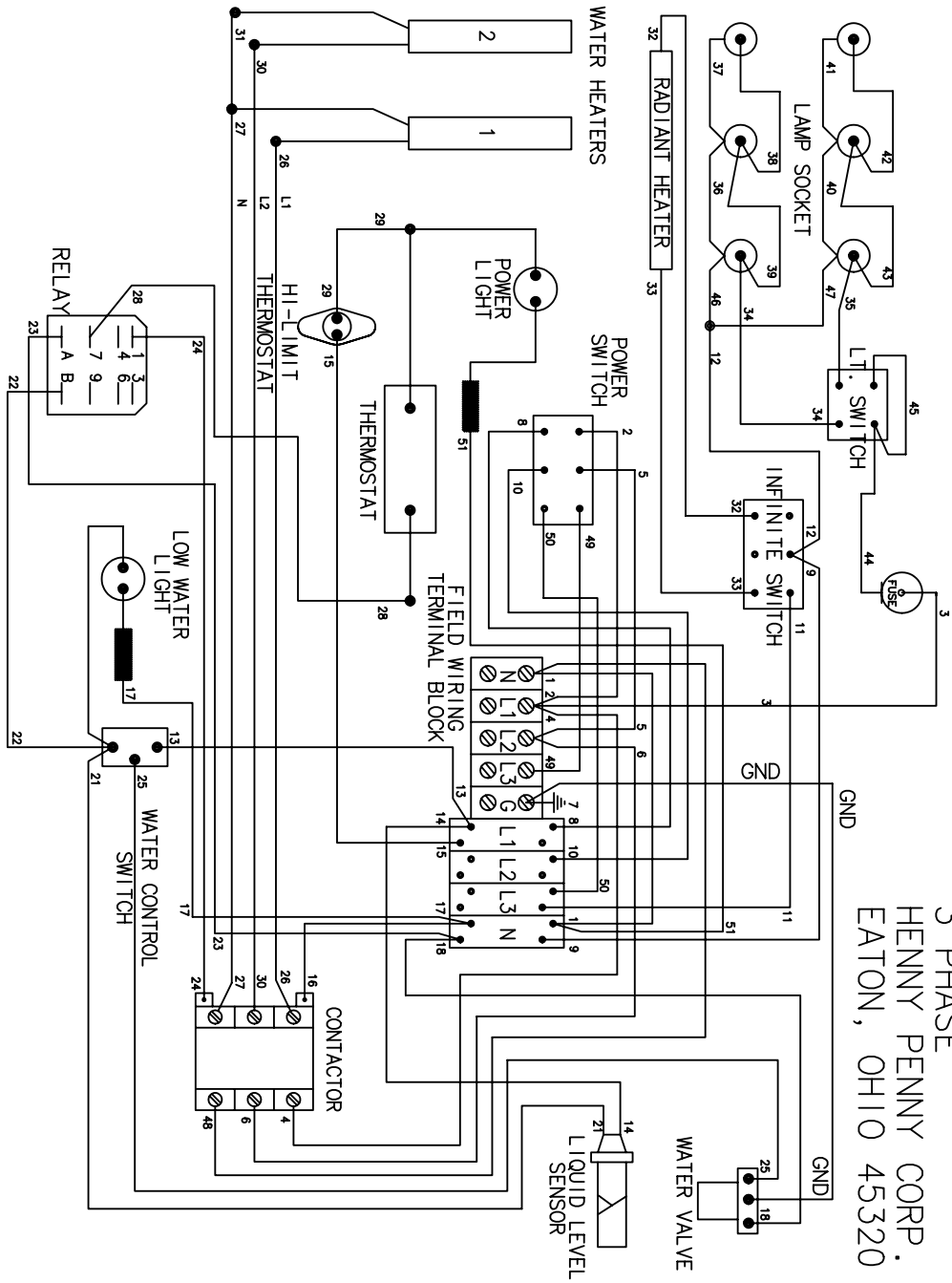
**2-22. WIRING DIAGRAMS (Continued)**

CW-114  
120/208-240V  
3 PHASE  
HENNY PENNY CORP.  
EATON, OHIO 45320



**2-22. WIRING DIAGRAMS (Continued)**

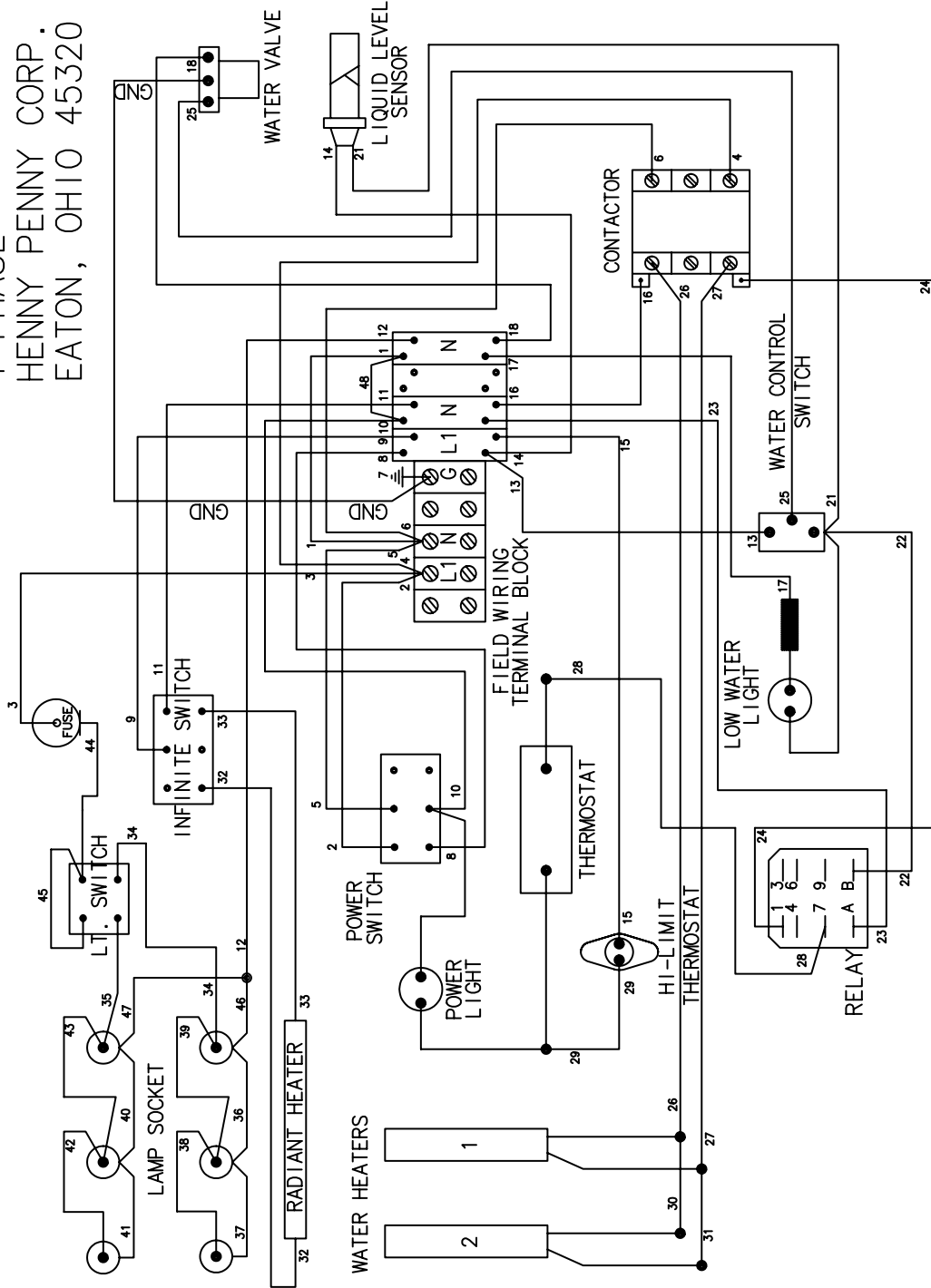
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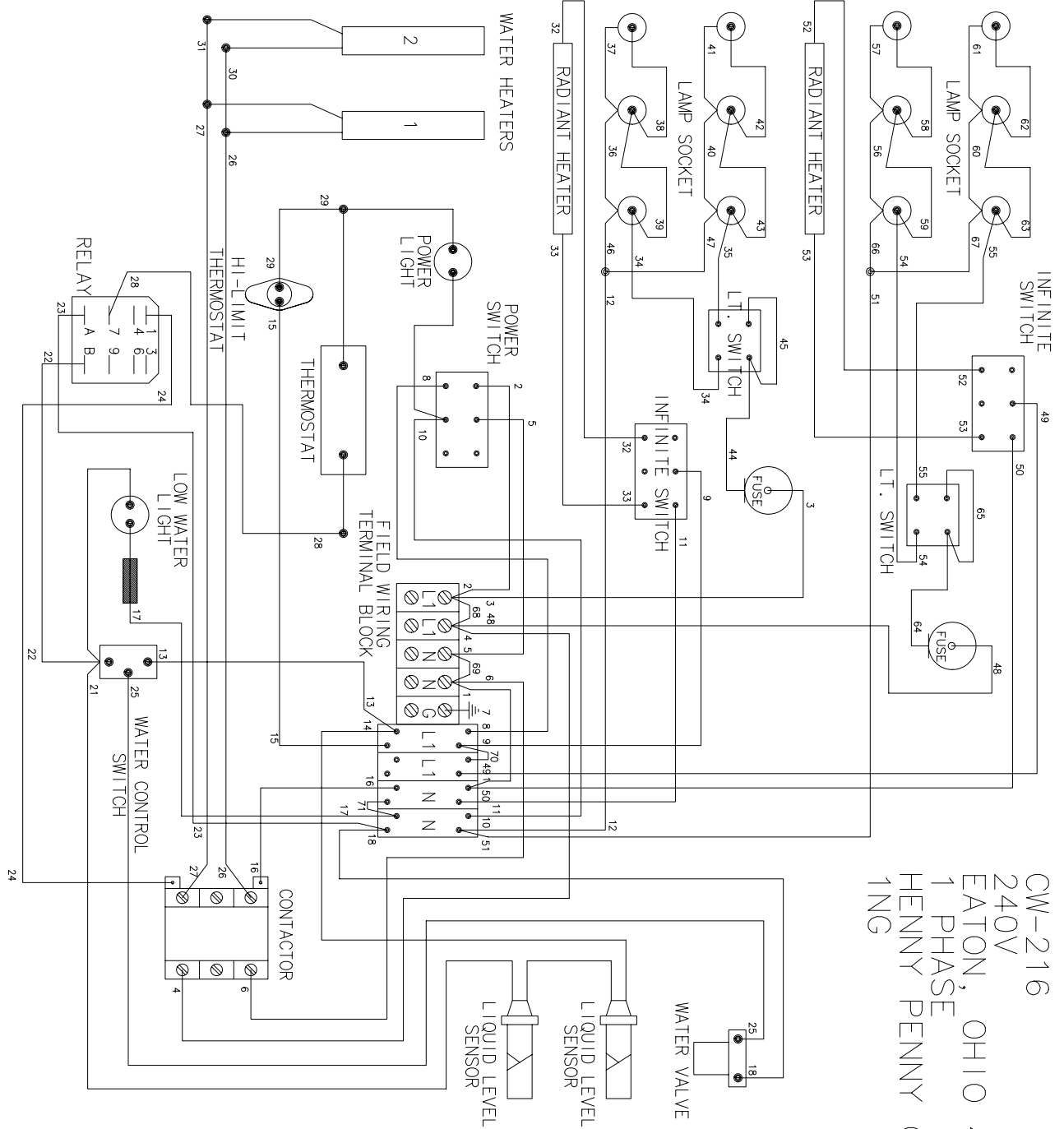
CW-114  
220/380-240/415  
3 PHASE  
HENNY PENNY CORP.  
EATON, OHIO 45320

**2-22. WIRING DIAGRAMS (Continued)**

CW-114  
240V  
1 PHASE  
HENNY PENNY CORP.  
EATON, OHIO 45320



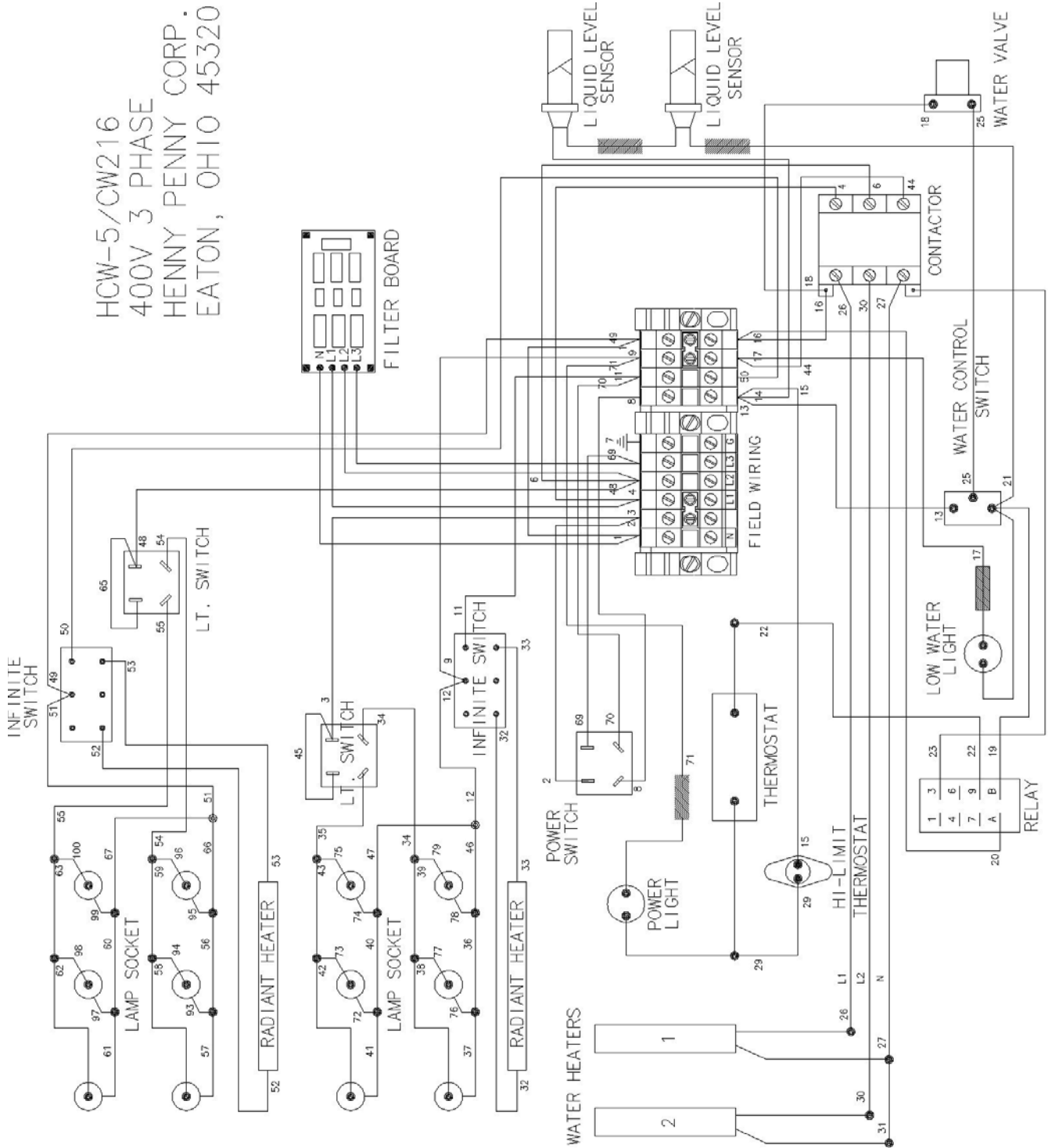
69224



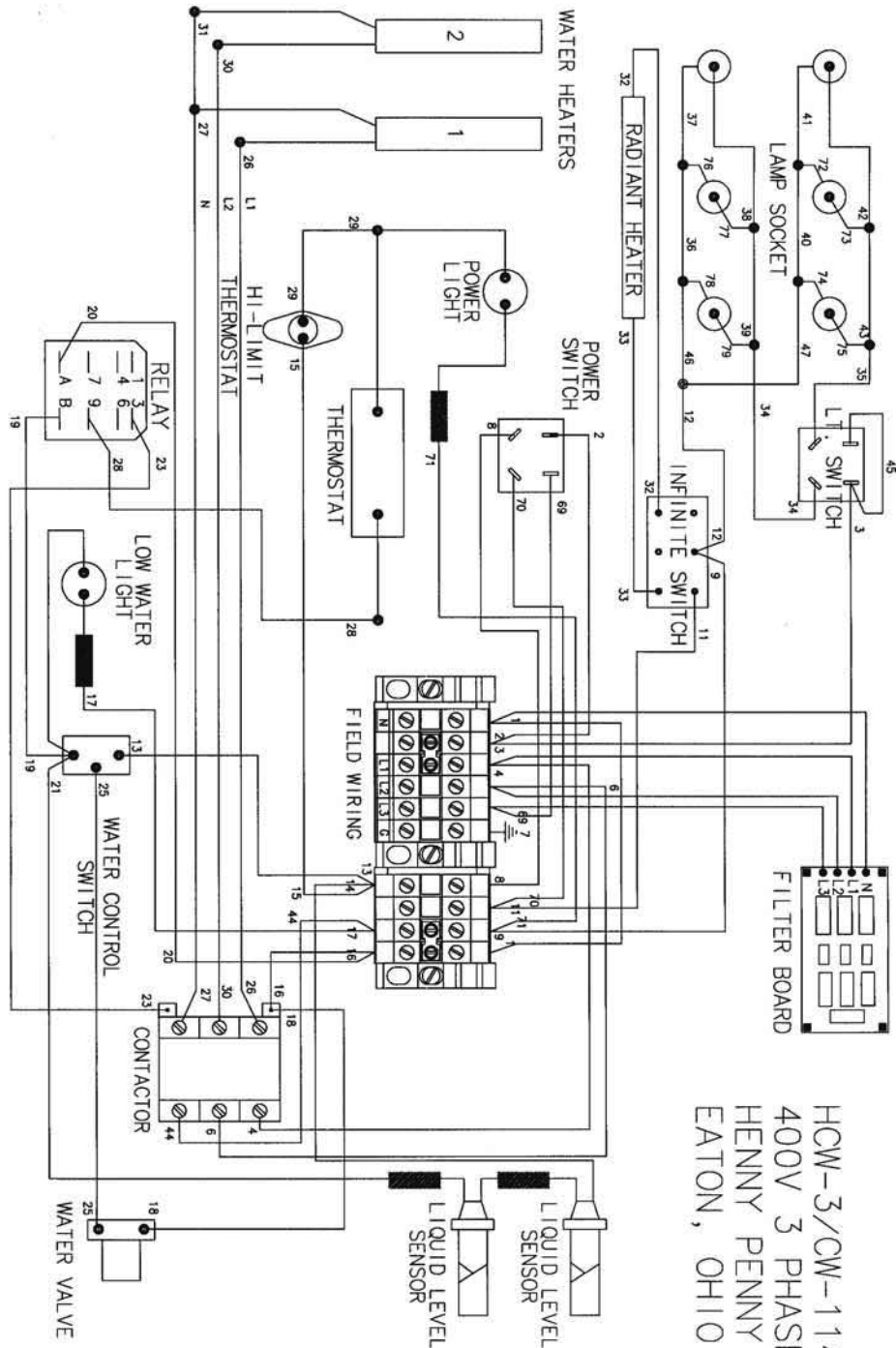
CW-216  
240V  
EATON, OHIO 45320  
1 PHASE  
HENNY PENNY CORP.  
11NG



HCW-5/CW216  
400V 3 PHASE  
HENNY PENNY CORP.  
EATON, OHIO 45320



49483



HCW-3/CW-114  
400V 3 PHASE  
HENNY PENNY CORP.  
EATON, OHIO 45320

## **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

**SECTION 3. PARTS INFORMATION**

**3-1. INTRODUCTION**

This section lists the replaceable parts of Henny Penny Model CW-216 and CW-114 Display Counter Warmers.

**3-2. GENUINE PARTS**

Use only genuine Henny Penny parts in your cabinet. Using a part of lesser quality or substitute design may result in cabinet damage or personal injury.

**3-3. HOW TO FIND PARTS**

To find items you want to order from the Parts List, proceed as follows:

1. Referring to the illustration in this section, find the part item number of the part needed.
2. Find the item number in the parts list, which shows the Henny Penny part number, a description of the part, any model or usage limitations, and the quantity of parts used.

**3-4. HOW TO ORDER**

Once the parts you want to order have been found in the Parts List, write down the following information:

Example:

Item number	66
Part number	25183
Description	Thermometer

From the date plate list the following information:

Example:

Product number	CW216.0
Serial number	00155
Phase	3
Voltage	208

**3-4. HOW TO ORDER**  
**(Continued)**

The following table has been provided as a sample format for you to use in preparing your spare parts orders. By providing all the entries, your distributor will be able to ensure the correct parts will be sent to you. Also, by prepayment your order will be expedited.

FROM PARTS LIST			YOUR ORDER		
Figure Number	Part Number	Description	Quantity Ordered	Price Each	Total
66	25183	Thermometer	1		
Product No. <u>CW216.0</u>		Serial No. <u>00155</u>	Phase <u>3</u>	Voltage <u>208</u>	

**3-5. PRICES**

Your distributor has a priced parts list and will be glad to inform you of the cost of your parts order.

**3-6. DELIVERY**

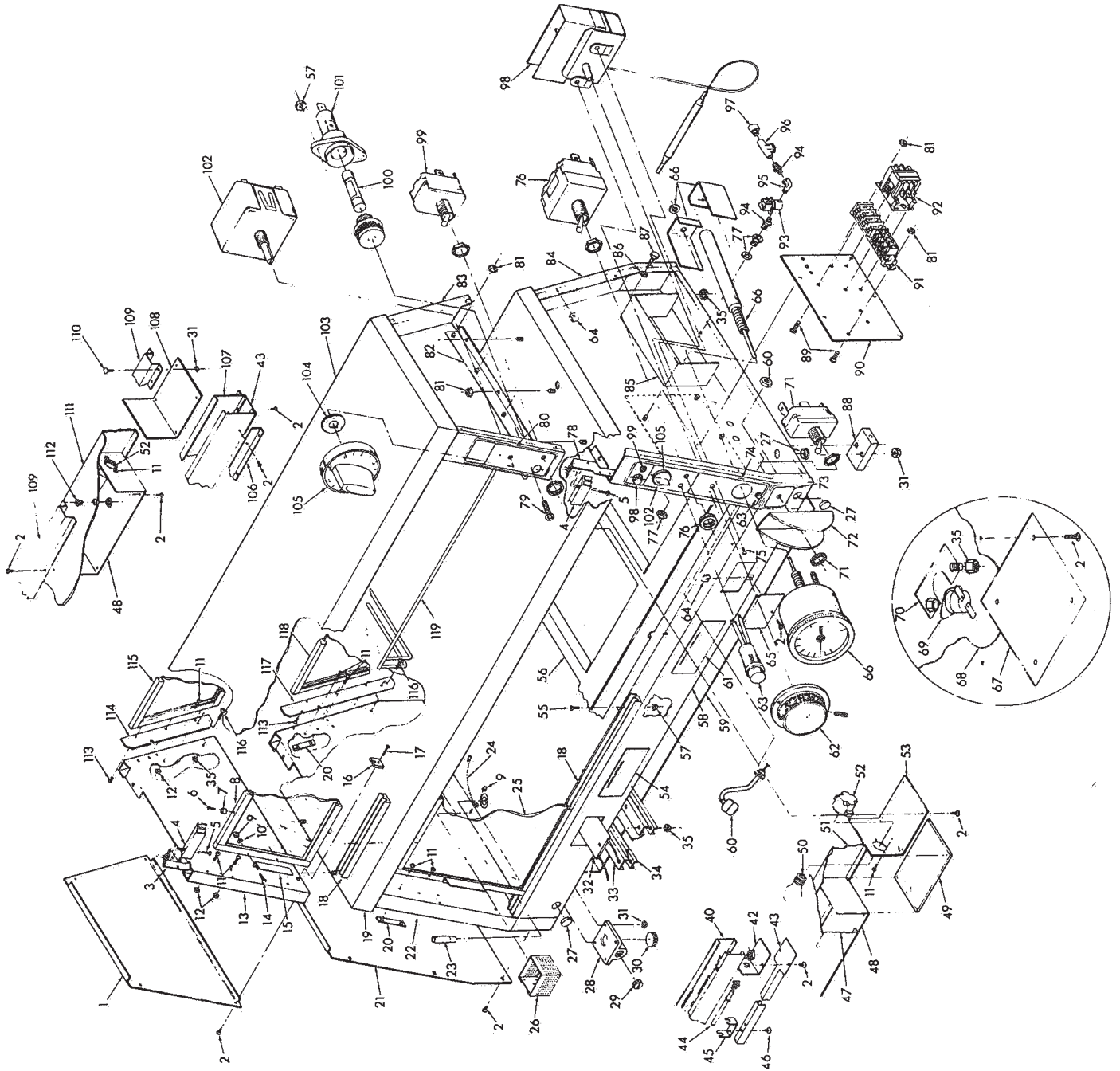
Commonly replaced items are stocked by your distributor and will be sent out when your order is received. Other parts will be ordered by your distributor from Henny Penny Corporation. Normally, these will be sent to your distributor within three working days.

**3-7. WARRANTY**

All replacement parts (except lamps and fuses) are warranted for 90 days against manufacturing defects and workmanship. If damage occurs during shipping, notify the sender and the carrier at once so that a claim may be properly filed. Refer to warranty in the front of this section for other rights and limitations.

**3-8. RECOMMENDED**  
**SPARE PARTS FOR**  
**DISTRIBUTORS**

Recommended replacement parts, stocked by your distributor, are indicated with √ in the parts lists. Please use care when ordering recommended parts, because all voltages and variations are marked. Distributors should order parts based upon common voltages and equipment sold in their territory.



**3-9. PARTS LIST**

Item No.	Part Number	Description	Qty.
1	22525	Panel - Top End	2
2	SC02-023	Screw #8-B x 3/8" PH Thd.	*
3	23295	Brkt. Weld Assembly - Right	2
4	23555	Track - Door Upper	2
5	SC01-034	Screw - #8-32 x 3/8" PH Thd. S	*
6	SC04-001	Screw - #6-32 x 3/8" PHD Type FC	*
7	22225	Door Glide	*
8	22884	Door Assembly - Top Sliding	2
9	NS03-016	Nut #6-32 B Acorn	*
10	LW01-007	Lockwasher - Split Ring #6 S	*
11	SC01-053	Screw - #8-32 x 1/2" PH Rhd. S	*
12	NS02-007	Nut - #8-32 Hex Keps C	*
13	22889	End Channel - Top (1-1/2) - SN: IY503JB & Above	1
13	14403	Kit - End Channel - Top (1-1/2) - SN: IY502JB & Below	1
14	SC01-082	Screw - #6-32 x 5/8 Ph Thd. S	*
15	23284	Handle - Sliding Door	4
16	22088	Support Rack	2
17	SC01-075	Screw - #10-32 x 3/4 PH Thd.	2
18	22885	Track - Sliding Door	2
19	22599	Middle Shelf Sub-Assembly	1
20	22669	Nutsert Brkt. Assembly	4
21	22519	Panel - End	2
22	22887	End Channel - Bottom (1-1/2)- SN: IY503JB & Above	1
22	14401	Kit - End Channel - Bottom (1-1/2)- SN: IY502JB & Below	1
√ 23	28071	Tube - Overflow	1
24	79107	Retaining Chain Assembly	1
25	22885	Door Assembly - Bottom Sliding	2
26	67852	Screen Assembly	1
27	PL01-006	Plug (1-1/8" dia.)	3
28	22472	Block - Drain	1
29	FP01-009	Plug (3/4" pipe) - Brass	1
30	FP01-021	Plug (1" pipe)	1
31	NS02-006	Nut - #10-24 Hex Keps	*
√ 32	22648	Strip Heater (230 volt, 1020 watt) - Specify	2
√ 32	22649	Strip Heater (208 volt, 1020 watt) - Specify	2
33	22430	Clamp - Heater	4
34	22429	Brace - Heater Clamp	4
35	NS02-002	Nut - 1/4-20 Hex Keps	*
37	SC02-023	Screw #8-B x 3/8" PH Thd.	*
40	22550	Reflector - Heater Housing	1
42	22536	Cover - Terminal	4

√ recommended parts

**3-9. PARTS LIST (Continued)**

Item No.	Part Number	Description	Qty.
43	22578	Deflector - Heater	2
√ 44	22644	Heater - Radiant - Lower (230 volt, 1000 watt) - <i>Specify</i>	1
√ 44	22645	Heater - Radiant - Lower (208 volt, 1000 watt) - <i>Specify</i>	1
√ 44	22646	Heater - Radiant - Upper (230 volt, 400 watt) - <i>Specify</i>	1
√ 44	22647	Heater - Radiant - Upper (208 volt, 400 watt) - <i>Specify</i>	1
45	22629	Bracket - Heater Support	2
46	SC02-016	Screw #8-AB x 1/2" PH Phd.	*
47	22548	Ceiling Panel - Bottom	1
48	22542	Mounting Plate - Lamp Socket	8
49	22679	Glass	12
√ 50	BL01-004	Light Bulb - 120V-60 Watt	12
√ 50	BL01-005	Light Bulb - 240V-60 Watt - CE	12
51	22546	Side Plate - Light Box	2
√ 52	28294	Socket - Light	12
√ 52	54041	Socket - Light - CE	12
53	22437	Mounting Plate - Lamp Socket	4
54	22617	Plate - Cleaning Instruction	1
55	SC01-062	Screw - #6-32 x 3/8 PH Fhd.	6
56	22879	Pan Support - Formed	*
57	NS02-005	Nut #6-32 Hex Keps	1
58	22551	Stud Assy - Water Pan Base - (before 5/87)	1
58	69699	Assy - Water Pan Base w/o Sld Drs - CE	1
58	70487	Stud Assy - Water Pan w/ Sld Drs - CE	1
58	14382	Kit - Water Pan - (Dom - after 5/87; CE - SN: IR022JB and below)	1
59	22590	Cover - Wire	1
√ 60	14630	Kit - Float Switch - SS	1
61	22618	Plate - Operating Instructions	1
62	16731	Knob - Dual Thermostat	1
√ 63	16624	Light - Indicator - Red	2
√ 63	54085	Light - Indicator - Green - CE	2
64	NS03-017	Nut #8 U-type Chip	*
65	22589	Plate Access (Strip Heater)	2
√ 66	14250	Thermometer	1
67	22509	Plate - Access (High Limit)	1
68	22526	Pan - Bottom	1
√ 69	22601	Switch - High Limit	1
70	22514	Bracket - High Limit Clamp	1
√ 71	22673	Switch - 3 position	1
72	15302	Guard - Switch	1
73	22674	Decal - Water Control Switch	1
74	22602	Decal - Bottom Control Decal	1
75	SC01-023	Screw #6-32 x 1/4 PH Rhd.	2
√ 76	22604	Switch Assembly - Power	1
77	FP01-013	Bulkhead Adapter	1
78	23294	Bracket Weld Assembly Left	2
79	SC01-010	Screw #6-32 x 1/4 PH Rhd.	4
80	22612	Decal - Top Control Panel	1
81	NS02-001	Nut #10-32 Hex Keps	*
82	22508	Angle - Channel Mount (Upper)	2



**3-9. PARTS LIST (Continued)**

Item No.	Part No.	Description	Qty.
83	22891	End Channel Assembly (3-1/2" top) - SN: IY503JB & Above	1
83	14413	Kit - End Channel Assembly (3-1/2" top) - SN: IY503JB & Below	1
84	22886	End Channel Assembly (3-1/2") - SN: IY503JB & Above	1
84	14402	Kit - End Channel Assembly (3-1/2") - SN: IY503JB & Below	1
85	22667	Guard - Splash	1
86	LW02-004	Lockwasher (1/4" Ext.)	*
87	SC01-022	Screw #1/4-20 x 3/4	8
88	22588	Mounting Block	1
89	SC01-002	Screw #10-32 x 1/2 PH Trn.	2
90	66670	Plate - Electric Component	1
91	22607	Terminal Block Assembly	1
√ 92	19405	Contactor	1
√ 93	14965	Kit - Valve - Solenoid (120 volt)	1
√ 93	14966	Kit - Valve - Solenoid - 240V-60Hz & 220V-50Hz	1
√ 93	65174	Valve - Solenoid - CE (SN: JA0703045 & BELOW)	1
√ 93	72117	Valve - Solenoid - CE (SN: JA0703046 & ABOVE)	1
94	FP01-012	Nipple - Reducing	2
95	FP01-014	Elbow (1/8 " Brass)	1
√ 96	25208	Strainer - Water	1
97	FP05-005	Elbow (1/4" NPT to 1/4" NPT)	1
√ 98	64103	Thermostat Control	1
√ 99	70046	Switch - Power	1
√ 100	EF02-007	Fuse (15 amp.) (SN: JB0705002 & below)	2
√ 101	EF02-006	Fuse Holder (SN: JB0705002 & below)	2
√ 101	EF02-125	Breaker - Push Button Reset (SN: JB0705003 & above)	2
√ 102	23560	Infinite Regulator (240 volt)	2
103	22615	Top Cap Assembly	1
104	EF02-011	Nut - Infinite Regulator	2
105	22046	Knob - Infinite Switch	2
106	22543	Support Glass	2
107	22549	Heater Housing - Upper	1
108	22539	Plate Cover	4
109	22544	Hat Section	2
110	SC01-015	Screw #10-24 x 1/2 Carriage	*
111	22547	Ceiling Panel - Top	1
112	EF01-011	Nipple - Chase (3/8")	8
113	SC01-003	Screw #6-32 x 3/8 Flat Hd.	12
114	22876	Plate - Top R.H.	1
114	22877	Plate - Top L.H. (not shown)	1
115	22883	Window Assembly - Top	1
116	SC01-059	Screw #1/4-20 x 1/2 PH - Truss Hd.	4
117	22875	Bracket - Mounting Bottom R.H.	1
117	22874	Bracket - Mounting Bottom L.H. (not shown)	1
118	22882	Window Assembly Bottom	1
119	22868	Support - Pan Top	1
√ 120	34528	Relay - Float Switch - 120v (not shown)	1
√ 120	30723	Relay - Float Switch - 240v (not shown)	1
121	14627	Kit - Insul. End Channel - CW (not shown)	1
122	67816	Insul - Side 4.5 x 24 x 1 - CW End (not shown)	1
123	67827	Insul - Side 2.5 x 24 x 1 - CW End (not shown)	1
124	14751	Kit - HCW WRAS Valve Retrofit - UK (not shown)	1