

**WELLS MANUFACTURING**  
265 Hobson Street, Smithville, Tennessee 37166  
telephone: 314-678-6314  
fax: 314-781-2714  
[www.wells-mfg.com](http://www.wells-mfg.com)

025

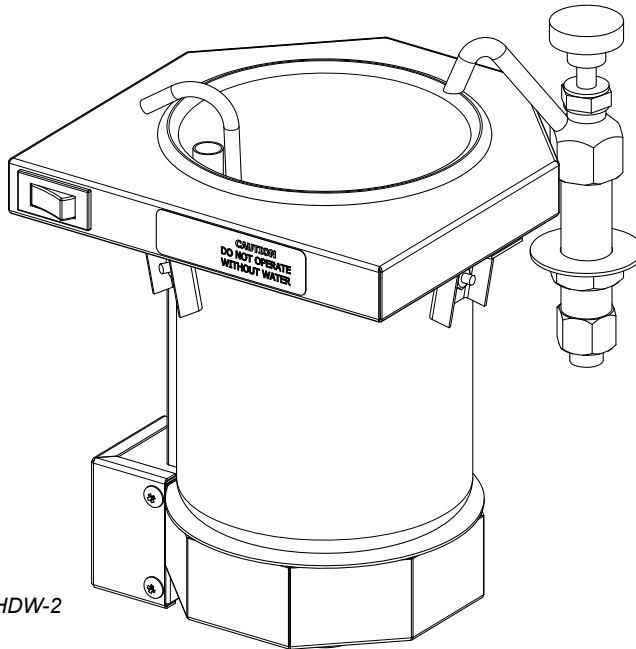
## OWNER'S MANUAL

### BUILT-IN DISHER WELL WARMER

### MODELS

### HDW-2 HDW-2D

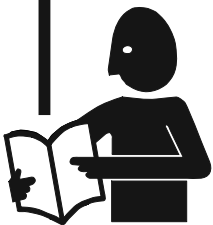
Includes  
INSTALLATION  
USE & CARE  
EXPLODED VIEW  
PARTS LIST  
WIRING DIAGRAM



### 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.



## LIMITED EQUIPMENT WARRANTY

Wells Manufacturing warranties new products to be free from defects in material and/or workmanship for a period of one [1] year from the date of original installation, except as noted below. Defects that occur as a result of normal use, within the time period and limitations defined in this warranty, will at Wells' discretion have the parts replaced or repaired by Wells or a Wells-authorized service agency.

### THIS WARRANTY IS SUBJECT TO ALL LISTED CONDITIONS.

Repairs performed under this warranty are to be performed by a Wells-authorized service agency. Wells will not be responsible for charges incurred or service performed by non-authorized repair agencies.

In all cases, the nearest Wells-authorized service agency must be used.

Wells will be responsible for normal labor charges incurred in the repair or replacement of a warrantied product within 50 miles (80.5 km) of an authorized service agency. Time and expense charges for anything beyond that distance will be the responsibility of the owner. All labor will need to be performed during regular service hours. Any overtime premium will be charged to the owner. For all shipments outside the U.S.A. and Canada, please see the International Warranty for specific details.

It is the responsibility of the owner to inspect and report any shipping damage claims, hidden or otherwise, promptly following delivery.

No mileage or travel charges will be honored on any equipment that is deemed portable. In general, equipment with a cord and plug weighing less than 50 lb. (22.7 kg) is considered portable and should be taken or shipped to the closest authorized service agency, transportation prepaid.

### CONTACT

Should you require any assistance regarding the operation or maintenance of any Wells equipment; write, phone, fax or email our service department. In all correspondence mention the model number and the serial number of your unit, as well as the voltage or type of gas you are using.

Business hours are 8:00 a.m. to 4:30 p.m. Central Standard Time  
 Telephone 314.678.6314  
 Fax 314.781.2714  
 Email customerservice@star-mfg.com  
 www.wells-mfg.com

## WARRANTY EXCLUSIONS

THE FOLLOWING WILL NOT BE COVERED UNDER WARRANTY.

- Any product which has not been installed, cleaned, maintained, or used in accordance with the directions published in the appropriate installation sheet and/or owner's manual as well as national and local codes, including incorrect gas or electrical connection. Wells is not liable for any unit which has been mishandled, abused, misapplied, subjected to chlorides, harsh chemicals, or caustic cleaners, damaged from exposure to hard water, modified by unauthorized personnel, damaged by flood, fire, or other acts of nature [or God], or which have an altered or missing serial number.
- Installation, labor, and job checkouts, calibration of heat controls, air and gas burner/bypass/pilot adjustments, gas or electrical system checks, voltage and phase conversions, cleaning of equipment, or seasoning of griddle surface.
- Replacement of fuses or resetting of circuit breakers, safety controls, or reset buttons.
- Replacement of broken or damaged glass components, quartz heating elements, and light bulbs.
- Labor charges for all removable parts in gas charbroilers and hotplates, including but not limited to burners, grates, and radiants.
- Any labor charges incurred by delays, waiting time, or operating restrictions that hinder a service technician's ability to perform service.
- Parts that fail or are damaged due to normal wear or labor for replacement of Items that can easily be replaced during a daily cleaning routine. such as but not limited to silicone belts, PTFE non-stick sheets, knobs, control labels, bulbs, fuses, quartz heating elements, baskets, racks, and grease drawers.
- Components that should be replaced when damaged or worn, but have been field-repaired instead [eg. field-welded fry pots].
- Any loss of business or profits.

### ADDITIONAL WARRANTIES

Specialty/chain specific versions may also have additional and/or extended warranties.

PRODUCTS	PARTS	LABOR
universal ventless hoods	2 years	1 year
canopy hoods	2 years	1 year
"Cook'n Hold" equipment [HW10, HWSMP, LLSC7, LLSC7WA, LLSC11, and LLSC11WA]	2 years	1 year
cast iron grates, burners, and burner shields	1 year	
original Wells parts sold to repair Wells equipment	90 days	
Service First	1 year	

## TABLE OF CONTENTS

WARRANTY	
FEATURES & OPERATING CONTROLS	2
PRECAUTIONS & GENERAL INFORMATION	3
AGENCY LISTING INFORMATION	3
INSTALLATION	4
OPERATION	6
MAINTENANCE INSTRUCTIONS	7
CLEANING INSTRUCTIONS	8-9
TROUBLESHOOTING SUGGESTIONS	10
WIRING DIAGRAM	11
EXPLODED VIEW & PARTS LIST	12-13
PARTS & SERVICE	17
CUSTOMER SERVICE DATA	17

## INTRODUCTION

Thank You for purchasing this Wells Manufacturing appliance.

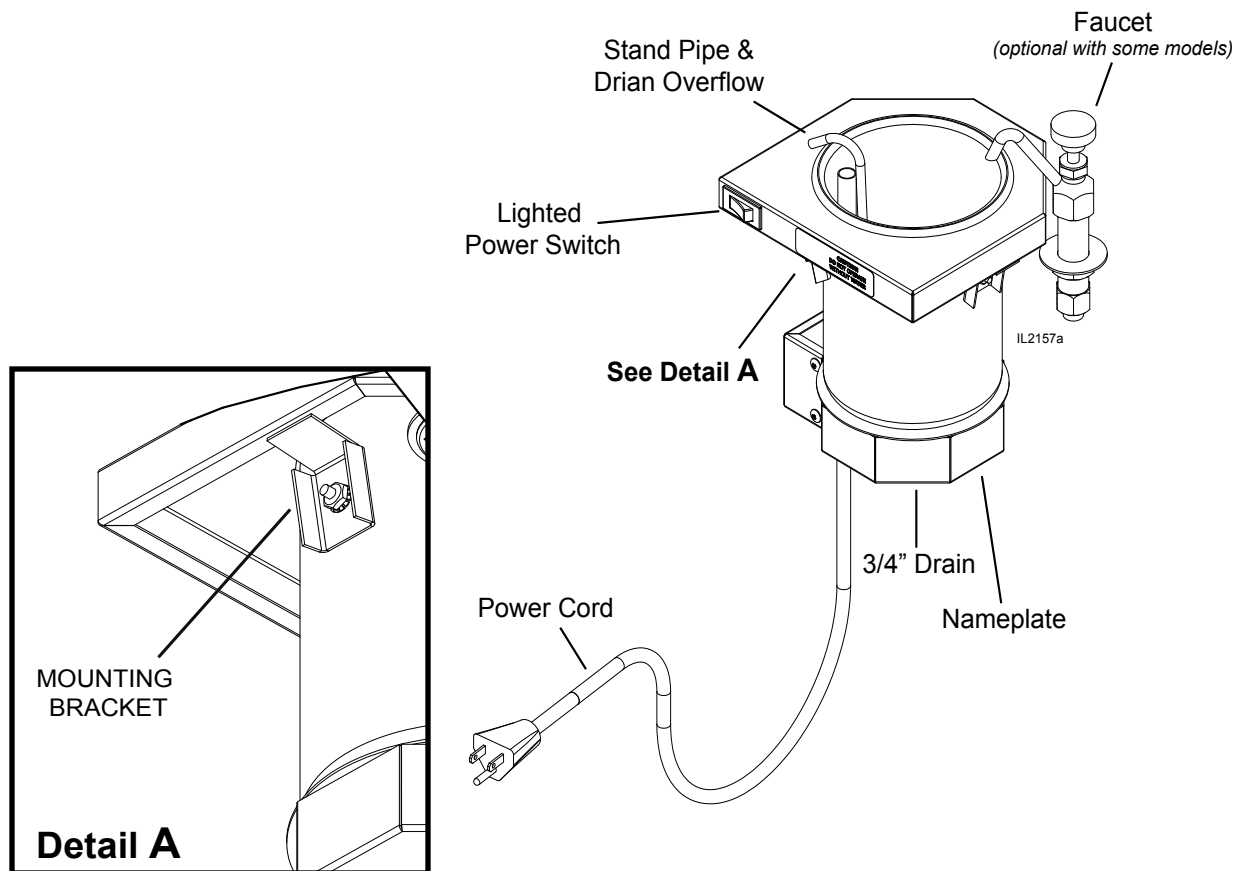
Proper installation, professional operation and consistent maintenance of this appliance will ensure that it gives you the very best performance and a long, economical service life.

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	AMPS	WATTS	POWER SUPPLY CORD
HDW-2, HDW-2D, HDW-2F	120 VAC 1 $\emptyset$	2.5A	300W	NEMA 5-15 PLUG
HDW-2-240V	240 VAC 1 $\emptyset$	1.25A	300W	NEMA 6-15 PLUG

## FEATURES & OPERATING CONTROLS



### A. CONTROLS

1. Units are equipped with a lighted power switch which illuminates when the unit is turned on.
2. When the unit begins heating, fill the basin with water. A temperature of 145°F to 160°F (62°C to 71°C) will be maintained.

### B. MOUNTING

1. Units are equipped with Bowl Clamps (qty 3) which are designed to secure the unit firmly in place on a stainless steel countertop.

**NOTE:** This appliance is designed to be used on stainless steel countertop only.

2. See the Installation Instructions, supplied with the this appliance, for details.

### C. DRAINS

1. These units are equipped with an overflow drain and a Stand Pipe Assembly. When the Stand Pipe is removed the entire bowl drains.

## PRECAUTIONS AND GENERAL INFORMATION

This appliance is intended for use in commercial establishments only.

This appliance is a perpetual-flow sink used to rinse utensils being used for food preparation. 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 controls, control panel or wiring.

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

Do not operate this appliance if the control panel is damaged. 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.

This appliance is made in the USA. Unless otherwise noted, this appliance has American sizes on all hardware.



### WARNING: 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 may 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

Refer to the *product nameplate* for the specific appliance for agency listings. In general:

This appliance conforms to NSF Standard 2 for sanitation only if installed in accordance with the supplied *Installation Instructions*.

UL Listed warmers are U Listed under UL File E27255.



STD 2



E27255

UL Listed Warmers

## 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 INJURY**

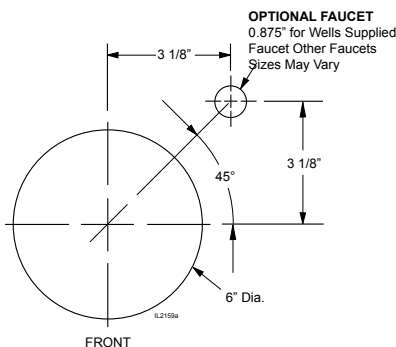
Installation procedures must be performed by a qualified technician with full knowledge of all applicable electrical and plumbing codes. Failure can result in personal injury and property damage.



### **CAUTION FIRE HAZARD**

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

**NOTE:** Damage caused by leaks due to improper installation is NOT covered by warranty.



## 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.

## INSTALLATION NOTES

1. Installation and start up of built-in warmers **MUST** be performed by an authorized installation company.
2. It is the **RESPONSIBILITY OF THE INSTALLER** to verify that this warmer installation is in compliance with the specifications listed in this manual and on the specification sheet provided.
3. It is the **RESPONSIBILITY OF THE INSTALLER** to check with the **AUTHORITY HAVING JURISDICTION**, in order to verify that this warmer installation is in compliance with local code requirements.
4. Water supply and drain installation must meet all applicable local, state and federal plumbing codes and ordinances.
5. Refer to Installation Instructions included with the warmer for Underwriters Laboratories conditions of acceptability, electrical requirements and other installation concerns.

## BUILT-IN WARMERS

1. This is a **GENERAL GUIDE**. For specific cutout dimensions and other installation details, refer to the Installation Instructions supplied with the warmer.
2. Cutout dimensions for disher well and optional faucet are listed on the Installation Instructions provided with the warmer.

**NOTE:** Verify the dimensions are correct for the installation before making the cutout.

3. Securing the disher well to a stainless steel countertop:
  - a. Verify that provided sealants are applied to the underside of the warmer top flange prior to setting the unit into the cutout.
  - b. Units are equipped with Bowl Clamps (qty 3) which are designed to secure the unit firmly in place on a stainless steel countertop.
  - c. Apply a thin bead of food-grade silicone sealant around the flange to seal it to the counter.

**NOTE: IF THE WARMER IS INSTALLED ABOVE A FOOD STORAGE CABINET. A SEALED BARRIER MUST BE PROVIDED BELOW THE WARMER**

## INSTALLATION

### ELECTRICAL INSTALLATION

1. Refer to the product nameplate. Verify the electrical service power. Voltage and phase must match the nameplate specifications. Wiring the warmer to the wrong voltage can severely damage the unit or cause noticeably decreased performance.
2. Available electrical service amperage must meet or exceed the specifications listed on the specification sheet provided with the warmer.
3. Warmer and control unit must be connected to an appropriate building ground. Ground connection will be marked "GND" or  
"⏏".

**NOTE:** Wire gauge, insulation type and temperature rating, as well as type, size and construction of conduit, must meet or exceed applicable specifications of local codes and of the National Electrical Code.

### E. PLUMBING INSTALLATION

For use in the State of Massachusetts, this appliance must be installed in compliance with **Massachusetts Fuel Gas and Plumbing Code CMR 248**.

1. **IMPORTANT:** All plumbing installations must be performed by a qualified plumber.
2. These units are equipped with a 3/4" drain and will require a **DRAIN LINE:** Some jurisdictions may require an approved air gap or other back-flow prevention device in the drain. It is the responsibility of the plumber to determine such requirement, to provide and properly install the required device.
3. For HDW-2 units, the 3/4" drain must be attached with a union at the drain line fitting. This is necessary to provide for future maintenance to the unit.



### CAUTION: SHOCK HAZARD

The ground lug of this appliance must be connected to a suitable building ground.

### 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.

**IMPORTANT:** Electrical installation other than as specified on the specification sheet will void the UL listing, and may void the warranty.

**NOTE:** Plumb connections must be made in compliance with all Federal, State and Local Plumbing Codes and Ordinances.

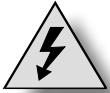
**NOTE:** Damage caused by leaks due to improper installation is NOT covered by warranty.

## OPERATION



### CAUTION: HOT SURFACE

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



### CAUTION: SHOCK HAZARD

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

**DO NOT** place food directly into the warmer.

**DO NOT** put ice into a warmer pan. This will cause condensation on the inside of the warmer. Damage caused by condensation is **NOT** covered by warranty.

### WET OPERATION for DISHER WELL

1. This unit is designed to be used for WET operation, add tap water before turning the warmer on. Allow the disher well to preheat for approximately 30 minutes prior to using.
  - a. Check the water level frequently and add water as necessary to refresh the water in the basin, or to prevent the warmer from running dry.
  - b. If your wet-operation warmer is allowed to run dry, turn it OFF and allow to cool to room temperature before adding water.
4. Damage caused by allowing a wet-operation warmer to run dry, is NOT covered by warranty. Damage caused by adding water to a dry warmer when hot is NOT covered by warranty.

### OPERATION

1. Use this appliance as a safe location to store and rinse your utensils, **DO NOT** place food directly into the warmer.
2. Check water level in the warmer frequently during use.
3. **DO NOT** use metal tools, steel wool, or caustic or abrasive cleanser to clean warmer pan.



## MAINTENANCE INSTRUCTIONS

### CARE OF STAINLESS STEEL

Stainless steel is a marvelous material: strong, lustrous and low maintenance. With a minimum of care, it will normally retain its beauty and durability for the life of the equipment. In some applications, however, special care is required in order to maintain stainless steel's special properties.

External components, such as cabinets and control panels, are finished with a grain pattern. This pleasing finish is best maintained by cleaning with a non-abrasive cleanser applied with a soft cloth. Rub only in the direction of the grain. In the absence of visible grain, rub only along the longest axis of the appliance.

Restore stainless steel's luster by applying a polish specifically made for stainless steel. Spray on, wipe off with a soft cloth, rubbing in the direction of the grain.

**Never use metal implements, wire brushes, abrasive scratch pads or steel wool to clean stainless steel.**

Warmer pans, insets and other vessels are subject to a harsher environment. Wells Manufacturing uses an very high quality stainless steel (#304DDQ) for our food warmer pans. Even the highest quality stainless steel, however, is mostly iron, and will rust, pit and corrode under the following conditions:

- **Poor Water Quality:** Hard water (water with a high content of dissolved minerals) will leave mineral deposits when allowed to dry. Calcium (lime) can buildup on heated surfaces, even under water. If left unattended, hard water spots and lime buildup can lead to rusting, corrosion and pitting.
- **Contact with Chlorides:** Chlorides (specific compounds of chlorine) are found in food, table salt and many cleansers. Chlorides can attack the surface of stainless steel, resulting in corrosion and pitting.

Keep your stainless steel warmers clean and free from calcium buildup.

Use alkaline, alkaline chlorinated or non-chloride cleanser.

Use citric acid-based cleaners to remove calcium deposits.

For additional information, please read the NAFEM Stainless Steel Equipment and Cleaning Guide. Contact NAFEM at :

North American Association of Food Equipment Manufacturers

401 N. Michigan Avenue

Chicago, Illinois 60611-4267

(312) 644-6610

## CLEANING INSTRUCTIONS



### CAUTION: SHOCK HAZARD

Do **NOT** splash or pour water into or over any control panel or wiring.



### CAUTION: SHOCK HAZARD

Disconnect warmer from electric power before cleaning



### CAUTION: BURN HAZARD

Allow warmer to cool completely before cleaning.

### DAILY CLEANING INSTRUCTIONS

**PREPARATIONS:** Turn main power switch to OFF. Allow warmer to cool before proceeding.  
Remove any insets, utensils and/or inserts.  
Drain or remove water from well..

**FREQUENCY:** Minimum - daily.

**TOOLS:** Mild Detergent  
Solution: 10 Parts Warm Water to 4 Parts Vinegar  
Plastic Scouring Pad  
Clean Cloth or Sponge  
Food-Grade Silicone Sealant

1. Wipe entire unit down using a clean cloth or sponge and mild detergent.
2. Use a plastic scouring pad to remove any hardened food particles or mineral deposits.  
**IMPORTANT: DO NOT** use steel wool for cleaning.
3. Rinse warmer thoroughly with a vinegar and water solution to neutralize all detergent cleanser residue.
4. Inspect warmer flange-to-counter seal. Reseal with food-grade silicone sealant if necessary. Failure to do so may allow grease and water to leak into insulation and heating element, causing a potential fire and/or electric shock hazard.
5. Clean the Stand-Pipe (drain/overflow assy) and insert using mild detergent and warm water.
6. Install the Stand-Pipe & insert, add proper amount of water and rinse the basin. Turn the main power switch ON and check for proper operation.

Procedure Complete.

## CLEANING INSTRUCTIONS

### MONTHLY CLEANING INSTRUCTIONS

- PREPARATIONS:** Remove any insets, utensils.  
Drain or remove water from well.
- FREQUENCY:** Weekly, or whenever lime or scale is seen  
accumulating on the sides of the warmer pans.
- TOOLS:** Commercial Delime Cleaner  
Plastic Scouring Pad  
Clean Cloth or Sponge



### CAUTION: CHEMICAL BURN HAZARD

Deilimng chemicals may be caustic. Wear appropriate personal protective equipment. Follow cleaner manufacturer's instructions for safest use.

1. Add water to pans until water is at normal operating level or covers accumulated scale.
2. Heat water to maximum temperature (145°F).
3. Pour contents of one package of commercial delime cleaner into each basin. Stir to dissolve cleaner. Turn heat control OFF.
4. Allow solution to soak at least one hour, or overnight for heavy scale buildup.
5. Drain water from well. Scrub with a plastic scouring pad. Rinse thoroughly with hot water, then dry.
6. Refill pans with tap water and resume operation.
7. Heavy scale buildup may require additional treatments.

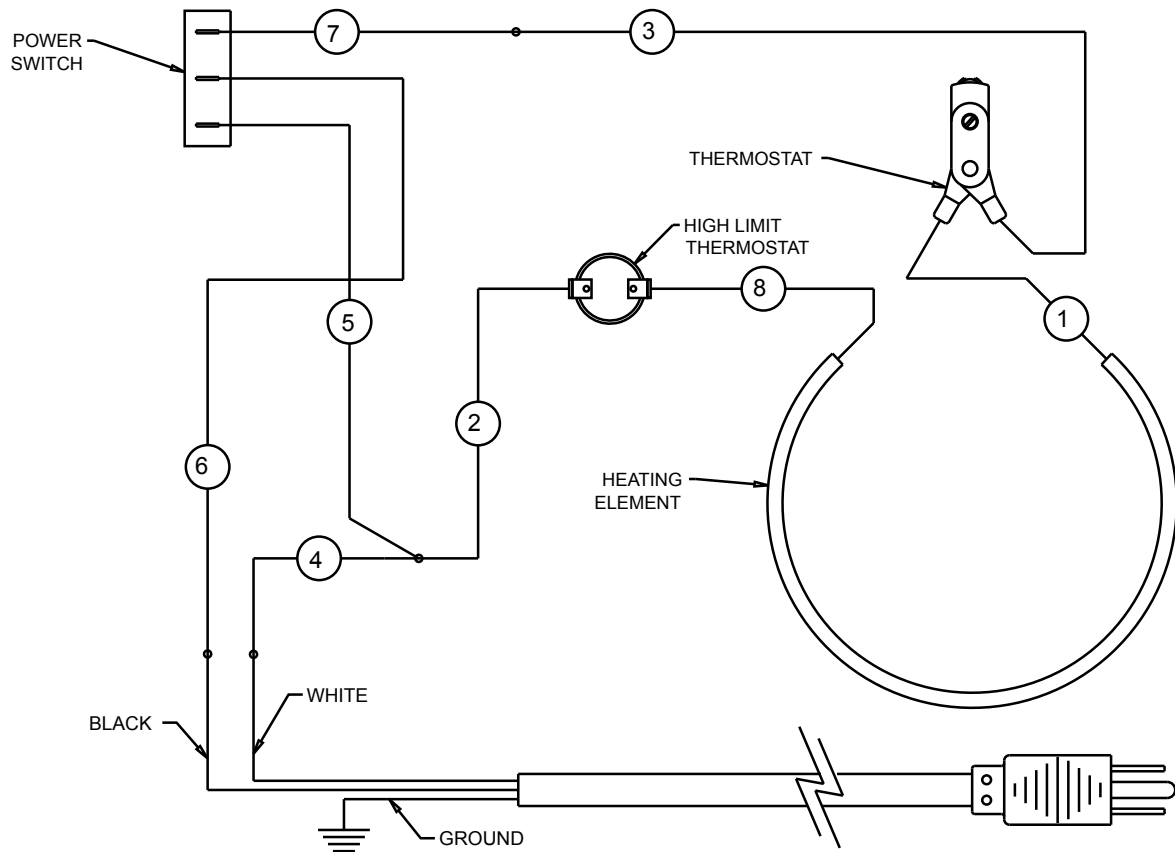
## TROUBLESHOOTING SUGGESTIONS

SYMPTOM	POSSIBLE CAUSE	SUGGESTED REMEDY
No power to warmer	Circuit breaker off or tripped	Reset circuit breaker
Warmer will not heat	Temperature control not set	Set control to desired temperature
Warmer trips circuit breaker	Wet insulation	Verify flange-to counter seal is sound, or reseal with food-grade silicone sealant
	Pan leaking or other internal damage	Contact your Authorized Wells Service Agency for repairs
	Internal damage	Contact your Authorized Wells Service Agency for repairs
Warmer slow to heat	Mineral deposits on pan acting as a insulator	Clean pan(s) with delime cleaner
	Wired to wrong voltage	Verify supply voltage - must match voltage on warmer nameplate
Drain-equipped unit will not hold water	Drain valve not fully closed	Check drain valve for debris and close fully
	Drain valve damaged or pan(s) leaking	Contact your Authorized Wells Service Agency for repairs

There are no user-serviceable components in this appliance.

In all instances of damage or malfunction, contact your Authorized Wells Service Agency for repairs.

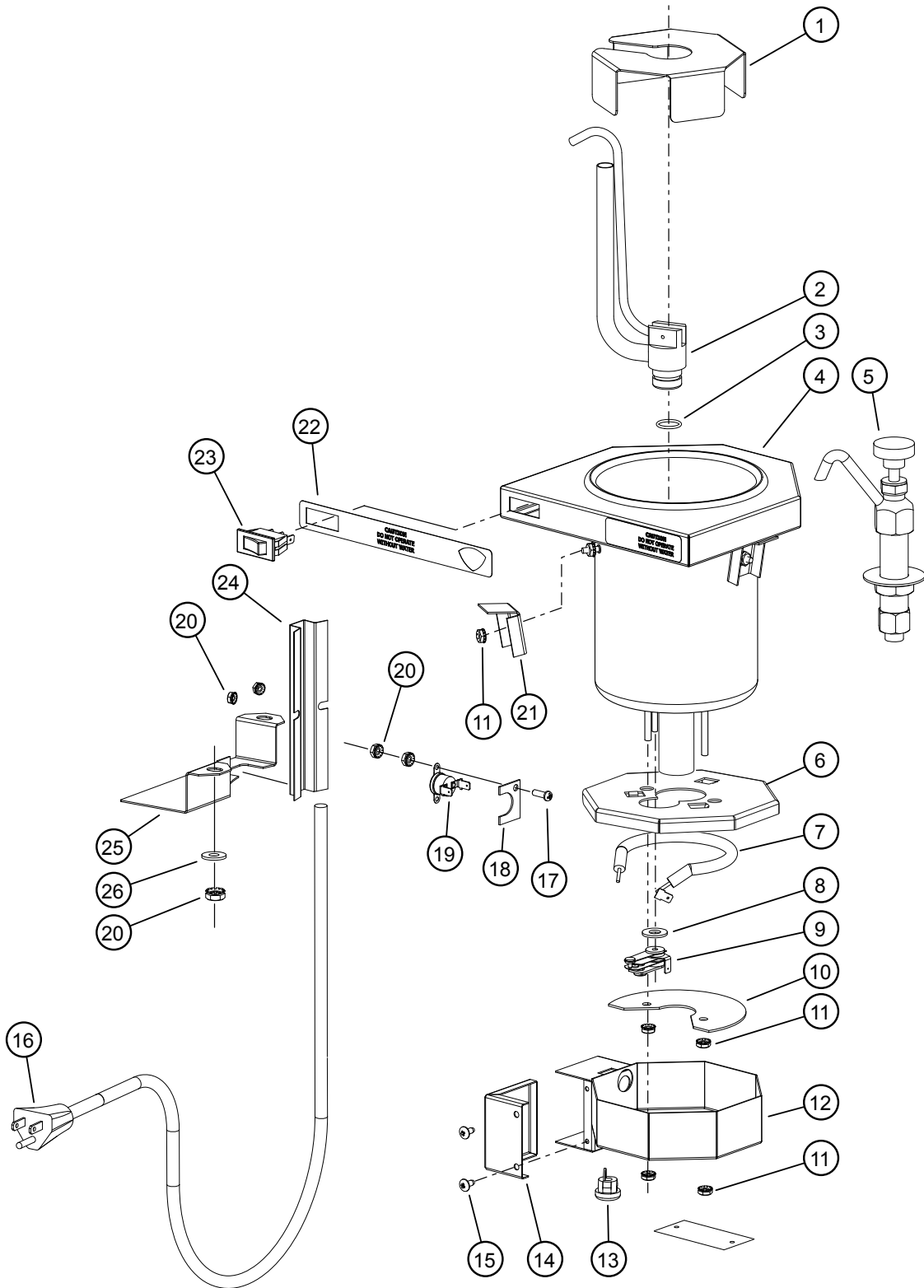
# WIRING DIAGRAM



HDW-2 Wiring Diagram

SK2488

# EXPLODED VIEW: HDW-2 DISHER WELL



Model: HDW-2 DISHER WELL

SK2489, Rev. B, 2/24/2014

M025 2M-Z14353 Owners Manual for Built-In Disher Well Warmer

## PARTS LIST: HDW-2 DISHER WELL

February 24, 2014

Model: HDW-2 Dipper Well				
Fig No	Part No	Qty	Description	Applications
1	P2-Z14195	1	WELL INSERT	HDW-2, HDW-2F
		2		HDW-2D
2	2V-Z15955	1	STAND-PIPE ASSEMBLY	HDW-2, HDW-2F
		2		HDW-2D
3	2I-Z14209	1	O-RING	HDW-2, HDW-2F
		4		HDW-2D
4	P2-WL0183	1	WELL ASSEMBLY	
5	2K-Z14206	1	FAUCET, DIPPER	HDW-2D, HDW-2F
6	P2-Z15039	1	ELEMENT, PLATE	
7	2N-Z14199	1	ELEMENT 300W 120V	
	2N-Z20969	1	ELEMENT 300W 240V	
8	2C-Z14325	1	WASHER FLAT .75OD X .344ID COPPER	
9	2T-Z14200	1	THERMOSTAT 120V	
	2T-Z21176	1	THERMOSTAT 240V	
10	P2-Z14190	1	CLAMP, THERMOSTAT	
11	2C-Z6929	7	10-24 KEPS NUT S.S.	HDW-2
		9		HDW-2D
12	P2-Z14196	1	HOUSING, ELEMENT	
13	2K-H5417	1	BUSHING, HEYCO #SR-6P-3-4	
14	P2-Z14191	1	COVER, CONTROL	
15	2C-6349	2	SCREW #8 x 3/8 B THP STL NP	
16	P2-WL0198	1	CORDSET HDW-2 120V MODELS	
	P2-WL0790	1	CORDSET HDW-2 240V MODELS	
17	2C-1494	1	SCREW #8 -32 X .5 RH NP	
18	P2-Z14506	1	BRACKET - HIGH LIMIT	
19	2T-Z14503	1	THERMOSTAT 325°F	
20	2C-73457	7	8-32 KEPS NUT SS	
21	P2-Z14189	3	CLAMP BOWL	
22	2M-Z14204	1	LABEL - WELLS LOGO AND CAUTION	
23	2E-Z14201	1	SWITCH, STST-LIGHTED	
24	P2-Z14193	1	WIRE CHANNEL	
25	P2-Z18249	1	WIRE COVER	
26	2C-1810	3	WASHER 3/16" STL	

## NOTES



## NOTES

## NOTES

## PARTS & SERVICE

**DESCRIPTION**

**PART NO.**

**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**

265 Hobson Street  
Smithville, Tennessee 37166 U.S.A.

**Service Dept.**

phone: (314) 678-6314  
fax: (314) 781-2714

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:(checkone)  120  208  240



Wells Bloomfield proudly supports CFESA  
Commercial Food Equipment Service Association

**SERVICE TRAINING - QUALITY SERVICE**



**CUSTOMER SATISFACTION**



**WELLS MANUFACTURING**

265 Hobson Street, Smithville, Tennessee 37166

telephone: 314-678-6314

fax: 314-781-2714

[www.wells-mfg.com](http://www.wells-mfg.com)