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046



*TCW-2 Standard Tortilla Chip Warmer*



*TCWN-1 Narrow Tortilla Chip Warmer*

**OPERATION MANUAL**

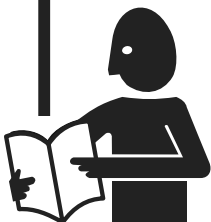
**MODEL  
TCW-Series  
&  
TCWN-Series  
TORTILLA CHIP  
WARMERS**

**Includes  
INSTALLATION  
USE & CARE**

**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.



PRINTED IN UNITED STATES OF AMERICA

## LIMITED WARRANTY STATEMENT

Unless otherwise specified, all commercial cooking equipment manufactured by WELLS BLOOMFIELD, LLC is warranted against defects in materials and workmanship for a period of one year from the date of original installation or 18 months from the date of shipment from our factory, whichever comes first, and is for the benefit of the original purchaser only.

THIS WARRANTY IS THE COMPLETE AND ONLY WARRANTY, EXPRESSED OR IMPLIED IN LAW OR IN FACT, INCLUDING BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE, AND/OR FOR DIRECT, INDIRECT OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH WELLS BLOOMFIELD PRODUCTS.

This warranty is void if it is determined that, upon inspection by an authorized service agency, the equipment has been modified, misused, misapplied, improperly installed, or damaged in transit or by fire, flood or act of God. It also does not apply if the serial nameplate has been removed, or if service is performed by unauthorized personnel. The prices charged by Wells Bloomfield for its products are

based upon the limitations in this warranty. Seller's obligation under this warranty is limited to the repair of defects without charge by a Wells Bloomfield factory authorized service agency or one of its sub-service agencies. This service will be provided on customer's premises for non-portable models. Portable models (a device with a cord and plug) must be taken or shipped to the closest authorized service agency, transportation charges prepaid, for service. In addition to restrictions contained in this warranty, specific limitations are shown in the Service Policy and Procedure Guide. Wells Bloomfield authorized service agencies are located in principal cities. This warranty is valid in the United States and Canada and void elsewhere. Please consult your classified telephone directory, your foodservice equipment dealer or contact:

**Service Department, Wells Bloomfield, LLC  
P.O. Box 280, Verdi, Nevada 89439  
phone (775) 689-5707 or fax (775) 689-5976**

for information and other details concerning warranty.

## SERVICE POLICY AND PROCEDURE GUIDE and ADDITIONAL WARRANTY EXCLUSIONS

1. Resetting of safety thermostats, circuit breakers, over load protectors, and/or fuse replacements are **not** covered by this warranty unless warranted conditions are the cause.
2. All problems due to operation at **voltages or phase other than specified on equipment nameplates** are **not** covered by this warranty. Conversion to correct voltage and/or phase must be the customer's responsibility.
3. All problems due to **electrical connections not made in accordance with electrical code requirements and wiring diagrams** supplied with the equipment are **not** covered by this warranty.
4. Replacement of items **subject to normal wear**, to include such items as knobs, light bulbs; and, normal maintenance functions including adjustments of thermostats, adjustment of micro switches and replacement of fuses and indicating lights are **not** covered by warranty.
5. Damage to electrical cords and/or plug due to exposure to excessive heat are **not** covered by this warranty.
6. Full use, care, and maintenance instructions supplied with each machine. Noted maintenance and preventative maintenance items, such as servicing and cleaning schedules, are customer responsibility. Those miscellaneous adjustments noted are customer responsibility. Proper attention to preventative maintenance and scheduled maintenance procedures will prolong the life of the appliance.
7. Travel mileage is limited to **sixty (60) miles** from an Authorized Service Agency or one of its sub-service agencies.
8. All labor shall be performed during regular working hours. Overtime premium will be charged to the buyer.
9. All genuine Wells replacement parts are warranted for ninety (90) days from date of purchase on non-warranty equipment. This parts warranty is limited only to replacement of the defective part(s). **Any** use of **non-genuine** Wells parts completely **voids any warranty**.
10. Installation, labor, and job check-outs are **not** considered warranty and are thus **not** covered by this warranty.
11. Charges incurred by delays, waiting time or operating restrictions that hinder the service technician's ability to perform service are **not** covered by warranty. This includes institutional and correctional facilities.

## SHIPPING DAMAGE CLAIM PROCEDURE

**NOTE:** For your protection, please note that equipment in this shipment was carefully inspected and packaged by skilled personnel before leaving the factory. Upon acceptance of this shipment, the transportation company assumes full responsibility for its safe delivery.

### IF SHIPMENT ARRIVES DAMAGED:

1. **VISIBLE LOSS OR DAMAGE:** Be certain that any visible loss or damage is noted on the freight bill or express receipt, and that the note of loss or damage is signed by the delivery person.
2. **FILE CLAIM FOR DAMAGE IMMEDIATELY:** Regardless of the extent of the damage.

3. **CONCEALED LOSS OR DAMAGE:** if damage is unnoticed until the merchandise is unpacked, notify the transportation company or carrier immediately, and file "CONCEALED DAMAGE" claim with them. This should be done within fifteen (15) days from the date the delivery was made to you. Be sure to retain the container for inspection.

Wells Bloomfield cannot assume liability for damage or loss incurred in transit. We will, however, at your request, supply you with the necessary documents to support your claim.

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## INTRODUCTION

Thank You for purchasing this Wells Bloomfield appliance.

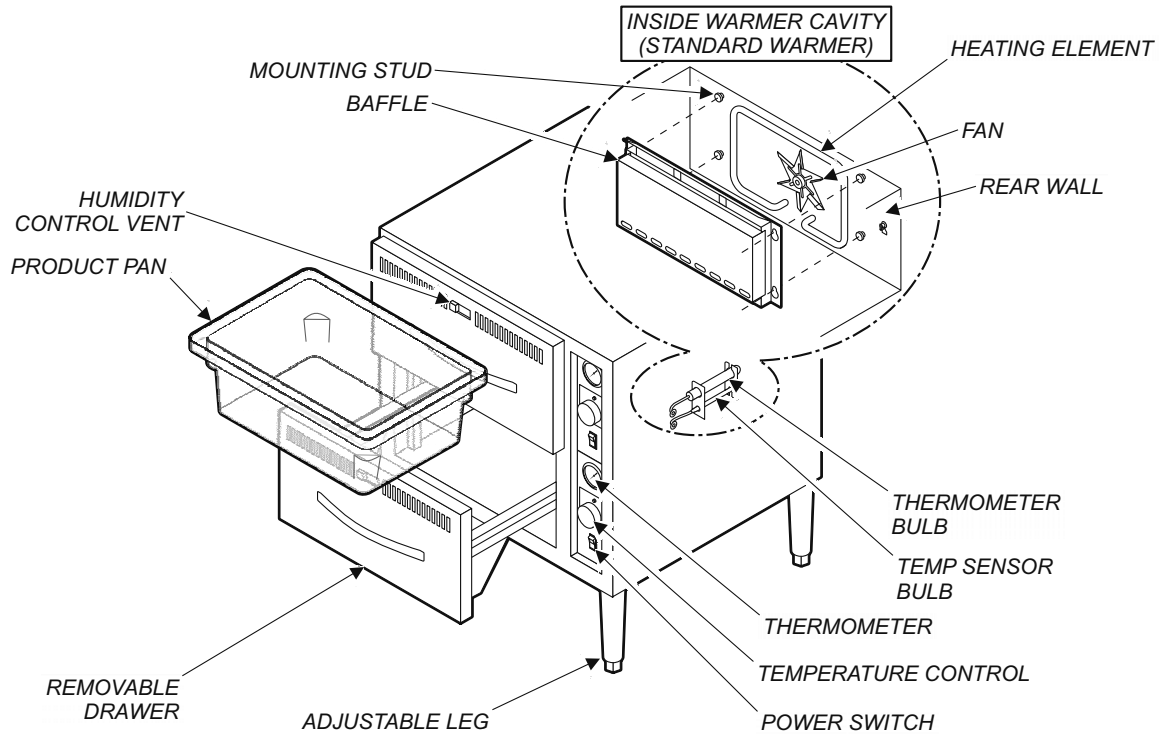
Proper installation, professional operation and consistent maintenance of this appliance will ensure that it gives you the very best performance and a long, economical service life.

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

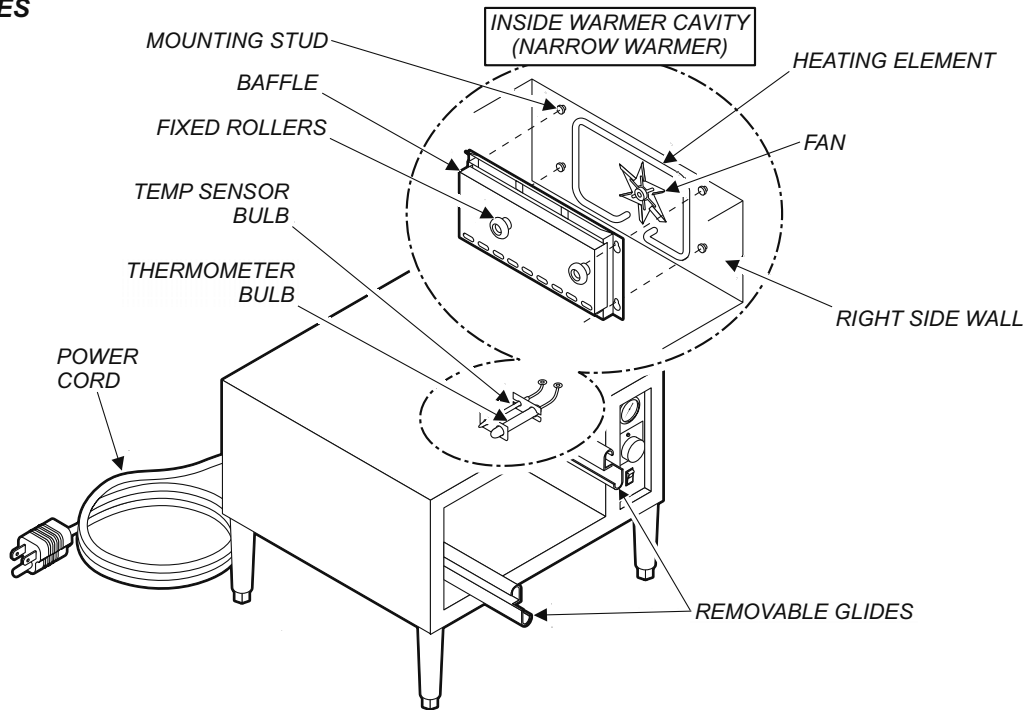
MODEL	VOLTS 1 $\phi$	WATTS	AMPS	POWER SUPPLY CORD
<b>TCW-1</b>	120	700	5.8	NEMA 5-15P
<b>TCW-2</b>	120	1400	11.7	
<b>TCWN-1</b>	120	700	5.8	
<b>TCWN-2</b>	120	1400	11.7	

# FEATURES & OPERATING CONTROLS



## TCW-SERIES

## TCWN-SERIES



046 p/n 307033 OpM Tortilla Chip Warmer

TCW- and TCWN-Series Features and Operating Controls

## FEATURES & OPERATING CONTROLS (continued)

This appliance is intended for use in commercial establishments only.

This appliance is intended to hold previously prepared food at serving temperature for human consumption. 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 control or wiring. Do not wash floor around this appliance with water or steam jet.

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

Heaters will be very hot when in use. Contact will cause severe injury.

Do not operate this appliance if the control panel is damaged. Do not operate this appliance if the keypad section of the control panel is torn or broken. 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.



### **WARNING: ELECTRIC 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 will result if these instructions are not followed.



### **CAUTION: HOT SURFACE**

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

046 p/n 307033 OpM Tortilla Chip Warmer

## AGENCY LISTING INFORMATION

This appliance conforms to ANSI/NSF Standard 4 for sanitation only if installed in accordance with the supplied *Installation Instructions* and operated and maintained according to the instructions in this manual.

This appliance is  Listed under UL File E6070.

This appliance is  Listed under UL File E6070.



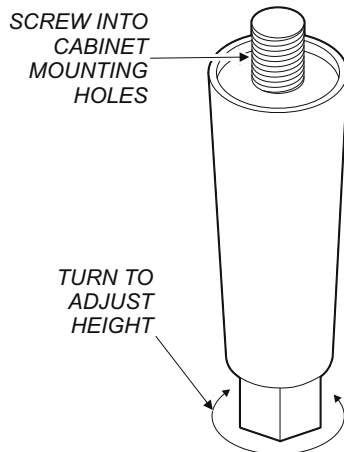
## INSTALLATION

**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** **PERSONAL INJURY**

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



### **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.

### **COMPONENTS**

- 1 set      ADJUSTABLE 6" LEGS
- 1 or 2 set. REMOVABLE DRAWER GLIDES
- 1 or 2 ea. REMOVABLE DRAWER FRAME(S)
- 1 or 2 ea. PRODUCT PAN(S)
- 1 or 2 ea. BAFFLE ASSEMBLY(S)

### **SETUP**

Setup the appliance only on a firm, level, non-combustible surface. Verify local codes for requirements. Concrete, tile, terrazzo or metal surfaces are recommended. Metal over combustible material may not meet code for non-combustible surfaces.

Install provided 6" legs or optional legs or casters. Verify that the unit sits firmly **ON ALL FOUR LEGS**. With a spirit level, check that the appliance is level front-to-back and side-to-side. With the adjustable legs, adjust as required to level the appliance. All four legs must be adjusted to firmly contact the floor in order to prevent tipping.

Refer to the *Installation Instruction Sheet* for required clearances. Maintain required clearances between the appliance and adjacent combustible surfaces.

Verify baffle(s) properly installed.

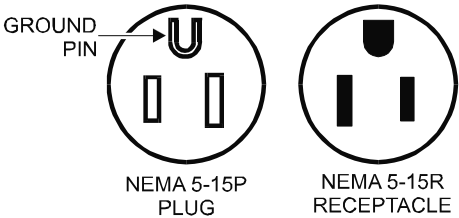
Install removable drawer glides, drawer frame(s) and product pan(s) as required.

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

**ELECTRICAL**

Refer to electrical specifications on page 1. Circuit must meet or exceed the amperage and wattage requirements listed.

120 Volt units require a properly grounded NEMA 5-15R receptacle:



**WARNING:  
ELECTRIC  
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 will result if these instructions are not followed.



**CAUTION:  
ELECTRICAL  
SHOCK HAZARD**

The ground prong of the power cord is part of a system designed to protect you from electric shock in the event of internal damage. DO NOT cut off the large round ground prong, or twist a blade to fit an existing receptacle.

**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.

## OPERATION



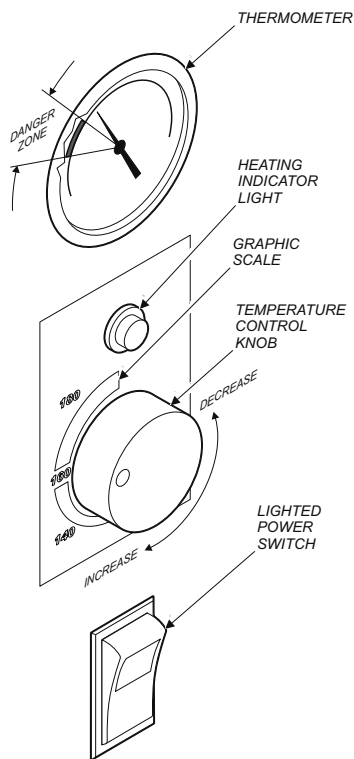
### CAUTION: HOT SURFACE

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



### CAUTION: ELECTRICAL SHOCK HAZARD

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



Temperature Control

### IMPORTANT:

**DO NOT** put ice into a product pan. Ice in the pan will cause condensation on the inside of the warmer cavity. Damage caused by this type of condensation is **NOT** covered by warranty.

## OPERATION

TCW- and TCWN- warmers are designed for holding dry, crispy product at temperature. Do not use this unit for wet or moist operation.

Humidity control vent should be *OPEN*.

Each drawer is individually controllable for temperature.

Before operating:

1. Be sure fan baffle is properly installed.
2. Be sure removeable drawer glides, and removeable drawer(s) are properly installed.

Press power switch to *ON*. Lighted portion of switch will glow. Turn each temperature control to 180°. Heating indicator light will glow while heating element is energized. Allow unit to pre-heat for 30 minutes prior to use.

When the heating indicator light first goes out, set temperature control to desired temperature. Recommended temperature is 140° to 165°. **NOTE:** Graphic scale provides an approximation of the temperature setting. Always verify temperature by reading the thermometer.

Install a clean, dry product pan in each drawer. Load the product into the product pan(s).

Preserve food quality and safety. Do not operate this unit in the **DANGER ZONE** (less than 140°), as indicated on the thermometer.

At close-of-day:

1. Remove all product from unit. Safely store or discard any remaining product.
2. Turn power switch for each drawer section to *OFF*.
3. Perform scheduled cleaning.



## CLEANING

**PRECAUTIONS:** Press power switch to *OFF*.  
Allow drawer(s) to cool before proceeding.  
Remove drawer pan(s)

**FREQUENCY:** Minimum - Weekly

**TOOLS:** Warm water and mild detergent  
Clean cloth or sponge



**CAUTION:  
HOT SURFACE**

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

1. Press power switch to OFF. Allow drawers to cool. Remove product pan(s) and safely store or discard any remaining product.
2. Remove drawers and glides from warmer:
  - a. Pull drawer out until fully extended.
  - b. Raise front of drawer until front rollers clear glides. Continue pulling drawer out until rear rollers clear glides.
  - c. Push glides all the way back in. Tilt bottom of glide toward center of cavity, then lift off of fixed rollers.
3. Clean drawers and glides by wiping with a clean cloth dampened with warm water and mild detergent. Product pans may be cleaned as above, or in a dishwasher. Rinse all components thoroughly by wiping with a clean cloth dampened with clean water. Dry with a clean cloth.
4. Remove fan baffle by lifting up and out.. Clean fan baffle by wiping with a clean cloth dampened with warm water and mild detergent. Rinse by wiping with a clean cloth dampened with clean water. Dry by wiping with a clean cloth.
5. Sweep crumbs and other debris from warmer cavity. Carefully clean fan by wiping blades with a clean cloth or sponge dampened with warm water and mild detergent.
6. Clean interior of cavity by wiping with a clean cloth or sponge dampened with warm water and mild detergent. Rinse by wiping with a clean cloth dampened with clean water. Dry with a clean cloth. Be careful to avoid damaging thermometer or thermostat bulbs or capillary tubes, which are exposed inside cavity.
7. Clean outside of the unit by wiping with a clean cloth or sponge dampened with warm water and mild detergent. Dry with a clean cloth, then wipe with a polish formulated for stainless steel.
8. Reinstall fan baffle(s), drawer glides, drawer(s) and product pan(s).

PROCEDURE IS COMPLETE



**CAUTION:  
ELECTRICAL  
SHOCK HAZARD**

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

**DO NOT** submerge drawer frames in water. Water damage is **not** covered by warranty.

**IMPORTANT:** DO NOT use steel wool or abrasive cleansers to clean the warmer, drawers or drawer rollers.

**IMPORTANT:** Be careful to avoid damaging thermometer or thermostat bulbs, which are exposed inside cavity.

## CLEANING INSTRUCTIONS

SYMPTOM	POSSIBLE CAUSE	SUGGESTED REMEDY
No lights or heat (all drawers)	Warmer unplugged	Plug warmer into appropriate receptacle
	Circuit breaker off or tripped	Reset circuit breaker
	Internal overload tripped	Allow unit to cool until overload automatically resets
	Internal damage	Contact an Authorized Wells Service Agency for repairs
No heat (one drawer)	Temperature control not set	Set for desired temperature.
	Internal damage	Contact an Authorized Wells Service Agency for repairs.
Food gets soggy	Humidity control vent not <i>OPEN</i>	<i>OPEN</i> air vent for dry operation
Drawer hard to open/close or falls out when opened	Drawer glides not properly installed	Properly reinstall glides and drawers.
	Internal damage	Contact an Authorized Wells Service Agency for repairs.

**NOTE:** There are no user serviceable components in this appliance. In all cases of damage or component malfunction, contact your Authorized Wells Service Agency for repairs.

## PARTS & SERVICE

### ACCESSORY

LEGS, 4" (SET OF 4)  
LEGS, 6" SS W/PLASTIC FEET (SET OF 4)  
KIT, CASTERS (SET OF 4)

### PART NO.

20314  
21607  
21947

**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 Bloomfield, LLC

2 Erik Circle  
P. O. Box 280  
Verdi, NV 89439

Service Parts Dept.  
phone: (775) 689-5707  
fax: (775) 689-5976

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: (check one)  120

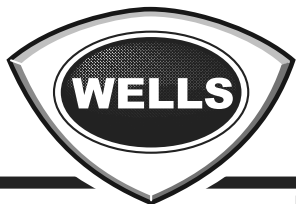


Wells Bloomfield proudly supports CFESA  
Commercial Food Equipment Service Association

**SERVICE TRAINING - QUALITY SERVICE**



**CUSTOMER SATISFACTION**



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