



A WINSTON INDUSTRIES INNOVATION

# HOLD & SERVE DRAWER

*Owner's Manual*

HBK Series



**WINSTON INDUSTRIES**  
THE TASTE OF INNOVATION

# CVap hold & serve drawer

## welcome

Thank you for your purchase of a Winston CVap® hold & serve drawer. The benefits you will enjoy from this appliance include longer hold times, better quality food, quicker service, higher productivity, and safer food temperatures.

This CVap hold & serve drawer utilizes Controlled Vapor (CVap) technology. Using a combination of dry and moist heat, CVap hold & serve drawers keep foods hot and maintain texture, whether moist or crisp, throughout long serving periods. The HBK model allows the operator to set a single food temperature and food texture for the entire appliance. The eight channel keys allow you to set eight different timed cycles, making it much easier to implement a first-in-first-out (FIFO)

procedure. CVap technology allows you to hold moist foods moist, and crisp foods crisp.

The HBK drawer maintains food temperature from off/100 to 210°F (off/38 to 99°C) and food texture from off/100 to 210°F (off/38 to 99°C). **The controls never need field calibration.**

CVap hold & serve drawers are built with durable stainless steel construction and full insulation, and they are designed for high volume usage.

If you have any questions, or if anything held in your CVap hold & serve drawer doesn't meet your satisfaction, please call our Customer Service Center at 1-800-234-5286 or 502-495-5400, or email us at [CustomerService@winstonind.com](mailto:CustomerService@winstonind.com).

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**Need to contact us? Choose the most convenient method.**

Internet: [www.winstonind.com](http://www.winstonind.com)  
Email: [CustomerService@winstonind.com](mailto:CustomerService@winstonind.com)  
Phone: 800-234-5286 • 502-495-5400 • Fax 502-495-5458  
Mail: 2345 Carton Drive • Louisville, KY 40299 USA.

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# CVap hold & serve drawer

Please read this entire use & care manual before operating your CVap® hold & serve drawer. The manual contains important safety information and operating instructions.

**As is the case with many kitchen appliances, your CVap hold & serve drawer should be used with caution. Please read the following warnings to avoid injuries.**

## DANGER

### **Electrical Hazard**

Can cause serious injury or death. Do not attempt to install or service this appliance unless you are a licensed electrician or trained servicer.

1. Because this appliance utilizes high voltage, it should only be installed and serviced by a licensed electrician or trained servicer. Attempting to install or service the appliance yourself could result in serious, potentially fatal injuries.
2. If an electrical shock is felt when touching appliance, shut off power immediately (either unplug appliance or turn off circuit breaker) and call a trained servicer for repair. Failure to do so could result in serious, potentially fatal injuries.
- 3 Always turn power switch off any time appliance is not in use.

## WARNING

### **Burn Hazard**

Can cause serious injury. Avoid heated vapor when opening or closing appliance drawer(s).

4. This appliance utilizes heated water vapor, which transfers heat much more quickly and efficiently than dry air of the same temperature. Use caution when opening

drawers or reaching into the appliance, as heated vapor can quickly cause burns.

## WARNING

### **Contamination Hazard**

Can cause serious illness or damage to appliance. Clean appliance daily to avoid potential contamination hazard.

5. Clean appliance daily to prevent buildup of food residue or chlorides, which can also damage stainless steel and contaminate food. **Failure to follow proper cleaning procedures can void your warranty.**
6. **Prior to using appliance for the first time, perform the daily cleaning procedure listed on pages 12 through 14.**

## CAUTION

### **Burn Hazard**

Can cause injury. Allow 30 minutes for appliance to cool before attempting to clean.

7. Always allow appliance to cool before cleaning, to avoid potential burns.

## CAUTION

### **High Temperature and Grease Hazard**

Can cause damage to appliance. Avoid placing appliance near high heat or in grease laden atmosphere.

8. Do not place appliance in areas where air temperature exceeds 100°F (38°C). A heat shield may be required to prevent heat exposure and grease laden vapors from affecting the appliance if near heat, vapor, or grease generating devices (such as grills, steamers, ovens, etc.). Excess heat and grease inside the appliance cavities may cause electrical components to fail.

# CVap hold & serve drawer

## receiving your appliance

### Shipping Damage

Examine equipment thoroughly for shipping damage before, during and after unloading. All Winston products are carefully inspected and verified to be in good condition before leaving our factory. The carrier delivering your cabinet has assumed responsibility for its safe arrival. If you notice any damage (obvious or hidden), a claim must be made to the carrier.

### Obvious Loss or Damage

Please note any obvious loss or damage on the freight bill or express receipt, and have the carrier's agent sign to acknowledge the claim. The carrier will supply the necessary forms. If you do not obtain and complete the forms before the carrier's agent departs, the carrier might refuse your damage claim.

### Concealed Loss or Damage

Sometimes loss or damage is not obvious until the product has been unpacked. If you notice damage that was concealed by packaging or crating, contact the carrier in writing to notify them of the damage. The

carrier should agree to inspect the damage within 15 days. Please retain all packing materials. The carrier will supply an inspection report and the required claim forms.

## ⚠ CAUTION

### High Temperature Hazard

Can cause damage to appliance.  
Fill evaporator with water prior to turning power on, and do not allow evaporator to run dry.

### Water Supply

In order to operate properly, the evaporator in this cabinet must be filled with clean, potable water. As water evaporates, minerals in the water will deposit on the surface of the evaporator. These mineral deposits will inhibit the transfer of heat. Deposits can also degrade and damage stainless steel. To avoid mineral deposits clean the appliance daily. It is advisable to contact your water utility for advice on minimizing deposit buildup.

Model	Height with 1/2" Feet (IN / MM)	Width (IN / MM)	Depth (IN / MM)	Weight (LBS / KG)
HBK5D1	15.7/399	24.5/622	30.5/775	90/41

# CVap hold & serve drawer

## electrical

The appliance is shipped from the factory with a 84" (213cm) minimum power cord and plug. Refer to the table below to determine the correct electrical outlet. It may be

necessary for a licensed electrician to install the correct outlet or wiring. Winston does not recommend wiring the appliance direct.

Below is electrical information for various models of Winston's CVap® hold & serve drawers.

Model	Volts	Hertz	PH	Amps	Watts	Circuit Amp	Plug Type
HBK5D1	120	60	1	13.1	1572	US 15 / CAN 20	US 5-15P/CAN 5-20P
INTERNATIONAL	230	50	1	7.5	1717	N/A	N/A

## ventilation requirements

**Ventilation clearances** - To operate properly, the appliance will need sufficient space for air circulation. Allow at least 2" (51mm) clearance on all sides, particularly around ventilation holes. Care should be taken to prevent placing the appliance close to anything combustible. It must be installed with its supplied feet or legs. Counter top appliances supplied without feet or legs may be placed directly upon a counter top of non-combustible material. In this situation, the appliance may have to be sealed to the counter top with a food-grade silicone sealant (check local health codes). Appliances may be stacked upon each other using only a Winston supplied stacking kit and following the instructions enclosed with the kit. Your warranty may be void if you do not adhere to these ventilation requirements.

## ⚠ CAUTION

### High Temperature and Grease Hazard

Can cause property damage.  
Avoid placing appliance near high heat or in grease laden atmosphere.

Do not place appliance in an area where ambient temperature (air temperature around the appliance) exceeds 100°F (38°C). A heat shield may be required to prevent excessive heat exposure and grease laden vapors from affecting the appliance if adjacent to heat, vapor, or grease generating devices (such as grills, steamers, ovens, etc.). Excess heat and grease inside the appliance cavities may cause electrical components to fail.

**Vent hood** - Generally this appliance does not need to be installed under a mechanical ventilation system (vent hood). Check local health and fire codes for requirements specific to your location.

# CVap hold & serve drawer

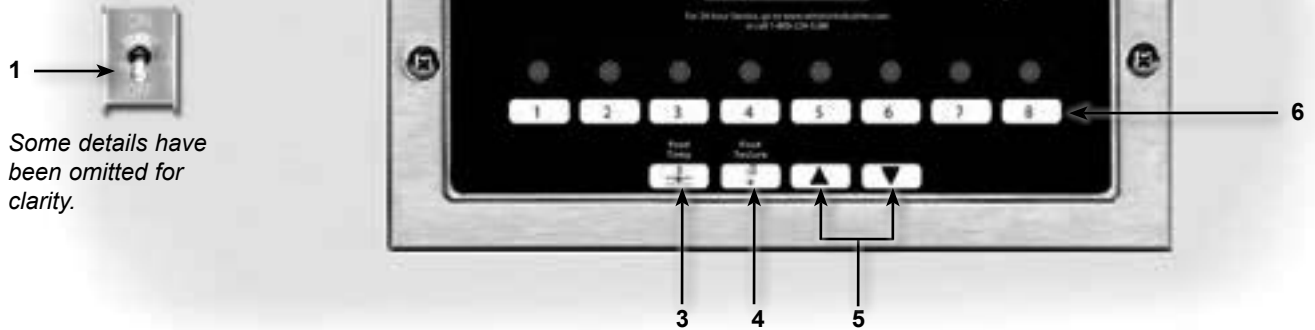
## component identification



1. **Drawer(s)** 6" (152mm) deep for holding one full size, two half size, or three third size pans.
2. **Name Plate** (not visible in photo) identifies model and serial numbers (important for servicing and ordering parts), voltage, power, and electrical information. **Electrical Requirements Label** identifies that appliance is for use with an individual branch circuit only.
3. **Food chamber** - (not visible in photo) holding cavity where the dual heat system combines to create the perfect holding environment.
4. **Air Heaters** (not visible) - Located inside the base, supply heat for precise food texture control.
5. **Power Switch** allows operator to turn electrical power on and off.
6. **Access panel** (not visible in photo) provides easy access for service.
7. **Drawer Gasket** seals food chamber against heat or vapor loss.
8. **Evaporator** (not visible in photo) located inside the base, supplies vapor to food chamber to control food temperature.
9. **NEMA 5-15P Plug (US) and power cord** (not visible in photo) - Located on back side, lower right-hand corner, provides electricity to appliance. 5-20P plugs are available for Canadian customers.
10. **Control panel** - contains power switch and control escutcheon. Allows operator to program food temperature and food texture. Escutcheon is removable for servicing or replacing microprocessor.
11. **Drain Cap** is removable for draining water from evaporator.
12. **Bottom cover** (not visible in photo) located underneath, allows service access.

# CVap hold & serve drawer

## controls



Some details have been omitted for clarity.

1. **Power Switch** controls electrical power to the appliance.
2. **Digital LED Readout** shows time remaining on selected channel.
3. **Food Temp Key** controls the temperature of the water in the evaporator, which directly controls the temperature of the food being held. Allows food temperature to be set in a range from off/100 to 210°F (38 to 99°C). Use in conjunction with up and down arrow keys to select food temperature.
4. **Food Texture Key** controls the air temperature within the food chamber. The "+" temperature scale indicates the number of degrees that the air temperature is elevated above the Food Temp setting. A texture setting at or near the food temp setting will provide a moist texture. Elevating the texture setting will deliver a progressively drier and crisper texture. Use in conjunction with up and down arrow keys to select food texture. For detailed guidelines on settings, see information on page 11.
5. **Up and Down Arrow Keys** allow operator to select food temperature and food texture when used with those respective keys.
6. **Timer Channel Keys.** The HBK controller allows the user to set a single food temperature and texture for the entire appliance. The eight channel keys allow the setting of eight different timed cycles for the set temperature. A red light illuminates over the selected timer channel.

# Cvap hold & serve drawer

## daily operating procedures

### **⚠️ WARNING**

#### **Contamination Hazard**

Can cause serious illness.

Clean appliance prior to first use, to remove traces of industrial chemicals and oils.

Prior to using appliance for the first time, please perform the daily cleaning procedure listed on pages 12 through 14.

### **⚠️ CAUTION**

#### **High Temperature Hazard**

Can cause damage to appliance.

Fill evaporator with water prior to turning power on, and do not allow evaporator to run dry.

Please make certain evaporator has an adequate supply of water prior to turning on power switch. Water level should be approximately 1" (2.5 cm) from overflow.

**NOTE:** For locations with hard water, add one tablespoon (15ml) of white vinegar or lemon juice to water to minimize scale buildup. You may want to contact your water authority for advice on water treatment to protect the appliance. Some water is high enough in chemical content to damage stainless steel (if used untreated).

### **⚠️ CAUTION**

#### **Corrosion Hazard**

Can cause damage to appliance.

Do not place food directly on perforated tray.

Avoid placing food directly on perforated tray. Instead, place food in steam table pan(s) and then on the tray. Failure to do so can allow

concentrated proteins and salts to deposit in the evaporators, potentially causing corrosion. This can void your warranty.

The HBK controller allows you to set a single food temperature and texture for the entire appliance. The eight channel keys allow setting of eight different timed cycles for the set temperature.

1. Fill evaporator with water and toggle power switch to ON. Allow 30 minutes for warm up. When drawer reaches preheat temperature, LOAD will appear on display.

3. Insert food and select corresponding channel; i.e., press key #1 to select channel #1 (a buzzer will sound and the light over the channel key will illuminate). To start a timer, press the desired key. The controller will begin to count down from the programmed time. The remaining time will be displayed. If multiple timers are running, the least remaining time will be displayed. The LED above the timer on the display will flash while its remaining time is displayed. The LED for other running timers will be lighted solid.

To view the time for a running timer, press its key. The display will switch for five seconds and its LED will flash. The controller will then return to the least remaining time.


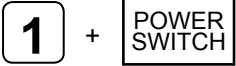



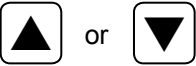



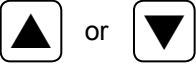


3. When the countdown is complete, a buzzer sounds for five seconds. Press flashing key to stop buzzer, and remove food.

To cancel a timer, press its key once. Then, within five seconds, press and hold its key. The LED will turn off and the controller will return to the least remaining time. The timer can not be resumed from the point where it was stopped.




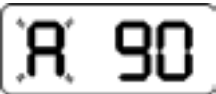




# CVap hold & serve drawer

## hbk programming

COMPUTER DISPLAY	PRESS KEY/ACTION	NOTES
<p>STEP 1</p> 		<p>Press and hold the #1 key while turning on the power switch. <b>IMMEDIATELY RELEASE #1 KEY</b> after turning on the power. The first two digits of the display will flash, indicating you are in the programming mode.</p>
<p>STEP 2</p> 		<p>Select the channel you would like to program (channel 3 is selected in the following examples).</p>
<p>STEP 3</p> 		<p>Use arrow keys to adjust the hold timer. Maximum is 60 minutes.</p>
<p>STEP 4</p> 		<p>Press the Food Temp key to program food temperature.</p>
<p>STEP 5</p> 		<p>Use arrow keys to adjust Food Temperature setting. Hold either key down for fast scrolling (off, 100 to 210°F (off, 32 to 99°C)).</p>
<p>STEP 6</p> 		<p>Press Food Texture key to program food texture.</p>

# CVap hold & serve drawer

COMPUTER DISPLAY	PRESS KEY/ACTION	NOTES
<b>STEP 7</b> 	 or 	Use arrow keys to adjust the Food Texture setting. Hold either key down for fast scrolling (0 to 210°F (32 to 99°C)). 300°F (149°C) maximum when added to Food Temp setting.
<b>STEP 8</b> 		To exit programming, press and hold the #1 channel key for 3 seconds until the software ID# and JF00 appear. The cabinet will then start heating to the set temperature.
<b>STEP 9</b> 		Programming is complete.

**TO SET DIFFERENT HOLDING TIMES** for each of the other 7 channels, repeat steps 2 and 3, then skip to step 8.

## OTHER PROGRAMMING FEATURES

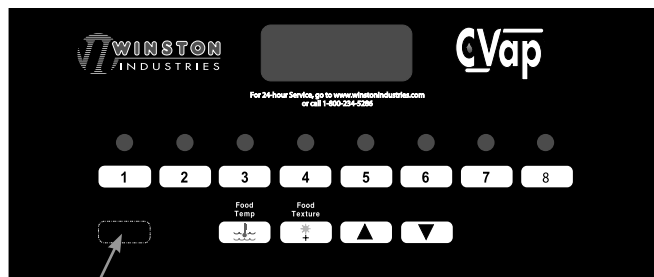
### REBOOT PROCEDURE

On rare occasions, a power interruption may occur, making it necessary to reboot the controller software. To reboot, leave power cord on, and unplug drawer from power receptacle. Press and hold the #8 channel key while plugging the unit back in. Drawer will reboot to original factory settings.

**NOTE:** If location experiences frequent power interruptions, use of a surge protector is recommended.

## CHANGING FROM FAHRENHEIT TO CELSIUS

Press and hold the #9 key (hidden - located directly beneath the #1 key (see illustration below)) while turning on the power switch. Repeat to switch from CELSIUS back to Fahrenheit. LED display will indicate which temperature scale is currently active.



**Key 9**  
(hidden)

# CVap hold & serve drawer

## holding guidelines - HBK series

PRODUCT	FAHRENHEIT		CELSIUS	
	Food Temp F°	Food Texture F°	Food Temp C°	Food Texture C°
<b>BREAD PRODUCTS</b>				
Biscuits	140-150	+10	60-66	+6
Rolls	140-150	+10	60-66	+6
Danishes	140-150	+10	60-66	+6
Croissants	140-150	+10	60-66	+6
White/Wheat Bread	140-150	+10	60-66	+6
French/Italian Bread	140-150	+10	60-66	+6
Pancakes/Waffles	140-150	+10	60-66	+6
French Toast	140-150	+10	60-66	+6
Fruit Pies	140-150	+15	60-66	+8
Gingerbreads	140-150	+15	60-66	+8
<b>DAIRY &amp; EGG PRODUCTS</b>				
Eggs (Benedict, Fried, Scrambled, Poached)	150-160	+4	66-71	+3
Omelets	150-160	+10	66-71	+6
Puddings/Custards	140-150	+4	60-66	+3
<b>MEATS</b>				
Beef (Prime Rib, Roasts, Steaks, BBQ)	145-150	+14	63-66	+8
Pork (Roasts, Chops, BBQ, Bacon, Ham, Sausage)	140-150	+14	60-66	+8
Lamb & Veal	140-150	+14	60-66	+8
Hamburger Patties	150-160	+10	66-71	+6
Hot Dogs	150-160	+10	66-71	+6
<b>POULTRY</b>				
Chicken				
Fried, Soft	150-160	+14	66-71	+8
Fried, Crisp	130-140	+50	54-60	+28
Roasted	150-160	+14	66-71	+8
BBQ	150-160	+14	66-71	+8
Turkey, Goose, Duck	150-160	+14	66-71	+8
<b>SEAFOOD &amp; SHELLFISH</b>				
Fish, Fried	130-140	+50	54-60	+28
Fish, Broiled/Baked	150-160	+14	66-71	+8
Shrimp, Fried	130-140	+50	54-60	+28
Fish/Shrimp in Sauce/Gravy	150-160	+4	66-71	+3

PRODUCT	FAHRENHEIT		CELSIUS	
	Food Temp F°	Food Texture F°	Food Temp C°	Food Texture C°
<b>VEGETABLES</b>				
Vegetables, Unbreaded	150-160	+4	66-71	+3
Vegetables, Breaded	130-140	+50	54-60	+28
Potatoes, Baked	150-160	+14	66-71	+8
<b>STARCHES</b>				
Spaghetti	140-150	+4	60-66	+3
Rice	140-150	+4	60-66	+3
Lasagna	150-160	+10	66-71	+6
Beans	140-150	+14	60-66	+8
Soups & Sauces	140-150	+4	60-66	+3
Cooked Cereals	150-160	+10	66-71	+6
Casseroles	150-160	+4	66-71	+3
<b>CRISP TEXTURED FOODS</b>				
Pizza	130-140	+60	54-60	+33
Pastry Shells	130-140	+60	54-60	+33
Crisp Breadings	130-140	+60	54-60	+33
Crisp, Dry Foods	130-140	+60	54-60	+33
French Fries	100	+60	38	+33
<b>PREPARED FOODS</b>				
Seafood in Sauce	150-160	+14	66-71	+8
Hamburgers in Buns	150-160	+10	66-71	+6
Cheeseburgers in Buns	150-160	+10	66-71	+6
Open Sandwich w/Sauce/Gravy	150-160	+4	66-71	+3
Plated Foods	150-160	+4	66-71	+3
Entrees	140-150	+14	60-66	+8
Corn Dogs	140-150	+40	60-66	+22

### Notes

Chicken tenders and appetizers may require a setting of 100°F + 90.

1. The recommendations in this chart should be regarded as starting points. If user desires a more firm/dry textured product, increase the **Food Texture** setting; for a more soft/moist textured product, decrease the **Food Texture** setting.
2. The holding time for very crisp foods may be less than for other products.
3. Use a thermometer to assure compliance with local health codes.

# CVap hold & serve drawer

## daily cleaning

### Required Cleaning Accessories & Supplies

- Pan for draining evaporator
- Food grade germicidal detergent
- Descaling agent (ScaleKleen™)  
(available through Winston Customer Service 1-800-234-5286)

## ⚠ DANGER

### Electric Hazard

Can cause serious injury or death.

If an electrical shock is felt during operation or cleaning, unplug appliance and have it serviced by a licensed electrician or trained servicer before placing back into service.

## ⚠ WARNING

### Contamination Hazard

Can cause serious illness or damage to appliance.

Clean appliance daily to avoid potential contamination hazard.

**Ensure safe operation by cleaning appliance daily. Failure to do so can allow harmful deposits to develop, increasing the potential for food contamination, and endangering your customers.**

## ⚠ CAUTION

### Corrosion Hazard

Can cause damage to appliance.

Clean appliance daily to avoid potential corrosion damage.

Clean evaporator daily to prevent chlorides (salts) from accumulating. Chlorides can cause the evaporator tank to corrode, to the extent that leaks can occur. Leaks caused by corrosion, which is caused by a failure to clean daily, are not covered under the manufacturer's warranty.

## ⚠ WARNING

### Contamination Hazard

Can cause serious illness.

Clean appliance prior to first use, to remove traces of industrial chemicals and oils.

Prior to using appliance for the first time, perform the daily cleaning procedure listed on the following page.

# CVap hold & serve drawer

## daily cleaning procedure

### ⚠️ CAUTION

#### **Burn Hazard**

Can cause injury.

Allow 30 minutes for appliance to cool before attempting to clean.

Before each cleaning procedure, disconnect appliance from its electrical power source and allow to cool for at least one half hour.

1. Place empty pan under drain cap, remove cap and allow evaporator to drain.
2. Remove drawer(s) and wash using a food-grade germicidal agent. Rinse and allow to dry.
3. Spray food chamber and evaporator with a food grade germicidal detergent.

**NOTE:** To ensure that drawer(s) opens and closes easily, check drawer rollers (both on the drawer and inside the appliance cavity) to make sure they are fastened tightly, in good operating condition, and not excessively worn.

4. Wipe inside surfaces to remove all food deposits.
5. Inspect for scale build-up on the tank surface, water level sensor, and probe (see photo at right). If present, apply descaling agent. Read ALL warnings and follow directions listed on descaling agent package.



6. Wipe down all outside surfaces with mild detergent, in particular where the drawer seals. Also clean the gasket. This procedure will prolong gasket life.

### ⚠️ CAUTION

#### **Leaking Hazard**

Can cause damage to appliance.

Use care when cleaning plastic tube. Damage to tube can cause leaking inside the appliance.

7. Use pipe cleaner or spring to gently clean out the trough drain hole (see photo below). Be careful not to push too hard or you may damage the plastic tube that connects to the drain (not visible in photo). If using a pipe cleaner, be sure to bend the end back on itself so the sharp edge of the wire is not exposed.



# CVap hold & serve drawer

8. Inspect heating elements (if exposed).  
The elements are stainless steel. If cleaning is needed, scrub with Teflon™ or nylon bristle brush to remove heavy food particles. Further cleaning may be done with a plastic scouring pad and alkaline based cleansers. DO NOT use wire brushes, scrapers, steel wool pads or chloride based cleansers. Follow cleanser manufacturer's instructions for use on stainless steel. Rinse well with clean water and wipe immediately.

## **WARNING**

### **Electrical Hazard**

Can cause serious personal injury or damage to appliance.

Avoid spraying appliance exterior or controls with water.

9. Rinse all inside surfaces, including evaporator, and dry with clean towel.  
**Do not spray outside of appliance or controls with water.**
10. Replace drawer(s).
11. Verify O-ring is on drain pipe and replace drain cap.
12. Reconnect appliance to electrical power and make ready for use.

# CVap hold & serve drawer

## troubleshooting

We know how frustrating and costly it can be when a critical piece of equipment is down for repairs. It is our goal to minimize service disruptions, to get you back up and operating in the shortest time possible.

We carefully analyze all service calls. This analysis helps us to improve our manufacturing processes, and reduces product service issues. Generally speaking, most equipment failures can be attributed to the following three causes:

- Faulty use and care practices.
- Electrical supply problems.
- Equipment faults.

Please refer to the Troubleshooting Chart on the next page for common problems and solutions. If the problem you're experiencing isn't listed, or if the standard solution fails to

resolve your problem, you will need a qualified servicer to diagnose and repair the problem.

If your equipment is still under warranty, or you are uncertain whether or not warranty is still in place, please call Winston Customer Service at 1-800-234-5286 (or 502-495-5400). Our friendly staff will help you verify coverage, and if under warranty, will arrange for a servicer to call on you.

If your equipment is no longer under warranty, you can call our Customer Service line at 1-800-234-5286, or visit our website at **www.winstonind.com**, and click the Service tab to locate an authorized servicer near you.

In order to expedite service, please have the complete model and serial number (found on the appliance's identification tag) on hand when you contact us.

**Service parts may be purchased directly from the factory online.**  
Visit **www.winstonind.com**

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**Please have the following information on hand when contacting Winston Industries regarding product service.**

1. Model \_\_\_\_\_ Serial # \_\_\_\_\_  
(located on name plate)
2. Your name \_\_\_\_\_
3. Company name \_\_\_\_\_
4. Company address \_\_\_\_\_  
\_\_\_\_\_
5. Company phone \_\_\_\_\_
6. Type of problem \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# CVap hold & serve drawer

## troubleshooting

TROUBLE	FAULT CODE
Digital display fails to light.....	A
Digital display reading inconsistently .....	J
Flooding/leaking water .....	C, H, I
Food drying out .....	B, E, F, H
Food excessively moist .....	D, G
Food not hot enough .....	E, G, H
Food too hot .....	D, F
Injury or accident.....	K

FAULT	CORRECTION
A. Circuit breaker tripped.....	Adjust
Fuse blown.....	Replace
Power cord not plugged in .....	Plug in
Faulty cordset.....	Call servicer
Faulty power switch .....	Call servicer
B. Evaporator (water) tank empty.....	See page 8
C. Drain pipe o-ring defective or missing .....	Replace
D. Food Temp setting too high .....	See pages 9-11
E. Food Temp setting too low .....	See pages 9-11
F. Food Texture setting too high .....	See pages 9-11
G. Food Texture setting too low .....	See pages 9-11
H. Drawer gasket defective .....	Replace
I. Drain cap defective or missing.....	Replace
J. Faulty microprocessor controller.....	Call servicer
K. Injury or accident, call manufacturer.....	1-800-234-5286



# CVap hold & serve drawer

## troubleshooting

### How to Tell if Unit is Working Properly

1. Preheat unit for 30 minutes.
2. Use thermometer to check water temperature. Temperature should not vary more than five degrees from temperature shown on display.
3. Place thermometer close to air probe in drawer and close drawer.
4. Press Food Texture button and make note of air temperature.
5. Compare Food Texture temperature shown on display with temperature on thermometer in drawer. Temperatures should not vary more than ten degrees.

Call Winston Customer Service if temperature variations are greater than stated.

### How to Tighten Rollers

Tools needed: 7/16" nut driver and 3/8" open-end wrench.

1. Tighten roller bolts on drawer and inside of cabinet with nut driver.
2. Use open-end wrench on back side of drawer nut if needed.

### How to Replace Drawer Rollers

Tools needed: 7/16" nut driver and 3/8" open-end wrench.

1. Order Part #PS2181-2 (contains two drawer rollers).

2. Use nut driver and open-end wrench to remove drawer rollers and replace with new components.
3. Tighten roller bolts with open-end wrench and nut driver.

Note: To replace cabinet rollers, use same procedure; however, open-end wrench is not required.

### How to Change Gasket

Tools needed: Phillips head screwdriver.

1. Remove two screws from handle and set handle aside.
2. Remove remaining two screws on front of drawer and remove front drawer cover, being careful not to drop.
3. Remove old gasket and discard.
4. Replace with new gasket, making sure the groove in gasket fits snugly over rim of stainless.
5. Reassemble drawer front and handle, making certain to install and tighten all four screws.

Note: To hold very crisp foods, a slit (approximately 1.5" long) may be cut on top of gasket (see photo below).



# CVap hold & serve drawer

## troubleshooting

### DANGER

#### Electrical Hazard

Can cause serious injury or death.  
Do not attempt to install or service appliance unless you are a licensed electrician or trained servicer.

This appliance utilizes high voltage electrical systems, high temperature heating systems, and hot water vapor. If used improperly, any of these hazards are capable of causing serious injury or death. To avoid the potential for an accident, please have appliance installed by a licensed electrician, and serviced only by trained servicers. Please make this page available to the servicer.

SERVICE PARTS	PART NUMBER	SERVICE PARTS	PART NUMBER
Bumpers	PS2670-4	Heater, Air	PS2705
Bottom Asm (w/bumpers)	01960W13	120V, 840W, 17.1 Ohms (after 8/26/02)	
Controller, 120V, (new)	PS2715	High Limit, 120V	PS2730
Controller, 120V (reconditioned)	PS2880	Motor Asm HB 120V	PS2704
Cover, Controls	PS2882	Motor, Blower, 120V	PS2196
Drain Cap	PS1654	O-Ring Drain Pipe	PS1280-3
Drawer Asm (D model)	07231T08	Power Cord, 20 amp	PS1595
Drawer Handle	PS1393	Power Switch, Toggle	PS2304
Evap Plug	PS2878	Probe, Air	PS2472
Fan, 2.75", Plastic	PS2188	Probe, Water	PS2440
Fan, Alum	PS2544	Rail & Stud Asm HBD	PS2227
Gasket (D model)	PS2195	Relay HBK 30A	PS2649
Heater, Water	PS2198	Solid State	
120V, 600W, 24 Ohms (before 8/26/02)		Rollers	PS2181-2
Heater, Water	PS2706	Strain Relief	04022k01
120V, 600W, 24 Ohms (after 8/26/02)		Tank Asm	PS2879
Heater, Air	PS2197	Tray Perforated	01072N01
120V, 840W, 17.1 Ohms (before 8/26/02)		Valve, Water	PS2755
		Water Level Sensor	PS2593

# CVap hold & serve drawer

## Warranty and Terms and Conditions



WINSTON INDUSTRIES  
THE TASTE OF INNOVATION

Limited 1 year Warranty (excluding gaskets, lamps, hoses, power cords, glass panels, fryer baskets, batteries, and evaporators). Warranty disclaimer for failure to clean.

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