



**Cecilware®**

# Operator Manual

## Hot Water Dispensers HWD2, HWD3, HWD5



**Model HWD2**

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Thank you for purchasing this quality water heater. For your safety and the safety of others, read all warnings and the operator manual before installing or using the product. Properly instruct all operators. Keep training records. For future reference, record serial number here:

Grindmaster-Cecilware provides the industry's BEST warranty. Visit [gmcw.com](http://gmcw.com) for warranty terms and conditions.

#### Grindmaster-Cecilware

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**Grindmaster  
Cecilware**

## Safety Information

### Important Safety Information



This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

For your safety and the safety of others, read all warnings and the operator manual before installing or using the product.

**DANGER:** This term warns the user of imminent hazard that will result in serious injury or death.

**WARNING:** This term refers to a potential hazard or unsafe practice, which could result in serious injury or death.

**CAUTION:** This term refers to a potential hazard or unsafe practice, which could result in minor or moderate injury.

**NOTICE:** This term refers to information that needs special attention or must be fully understood.

### **WARNING**

To reduce risk of electrical shock, do not remove or open cover. No user-serviceable parts inside. Repair should be done by authorized service personnel only.

The appliance is not intended for outdoor use.

Do not clean with pressurized water or use in an area where pressurized water may be used.

Cleaning and maintenance shall be made only by properly trained persons with supervision.

This appliance is not intended for use by persons with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

Children should be supervised to ensure that they do not play with the appliance.

Do not alter or deform the power cord or plug in any way! Altering or deforming the plug may cause electrical shock, damage unit, and will void warranty.

To reduce risk of explosion or fire, do not use near combustibles.

### **CAUTION**

For safe and proper operation the appliance must be placed in a stable, vertical position.

To reduce risk of serious burns or scalding, do not place hand or other body parts under dispenser or container while product is brewing.

Always unplug unit from power supply before servicing.

Surfaces are hot and can cause burns.

### **NOTICE**

Observe machine voltage configuration. Do not apply improper voltage to machine or damage to machine may occur.

For use on individual dedicated branch circuit only.

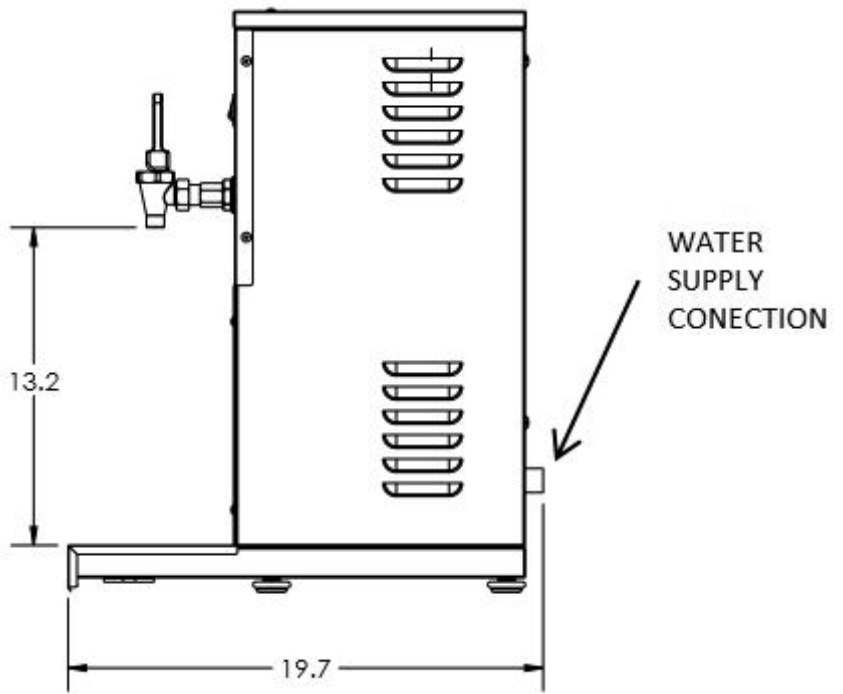
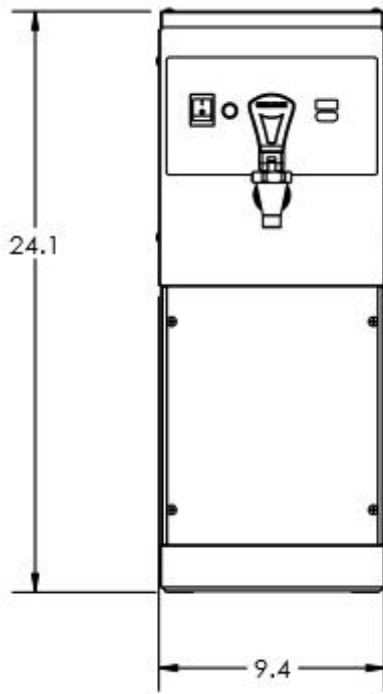
Do not use extension cord.

Follow national and local electrical codes.

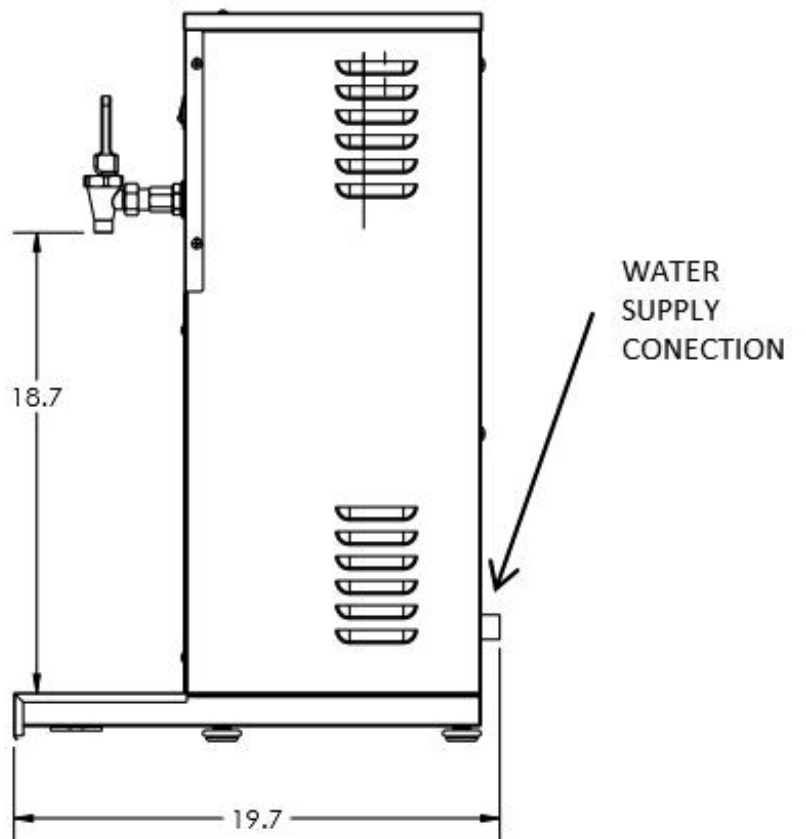
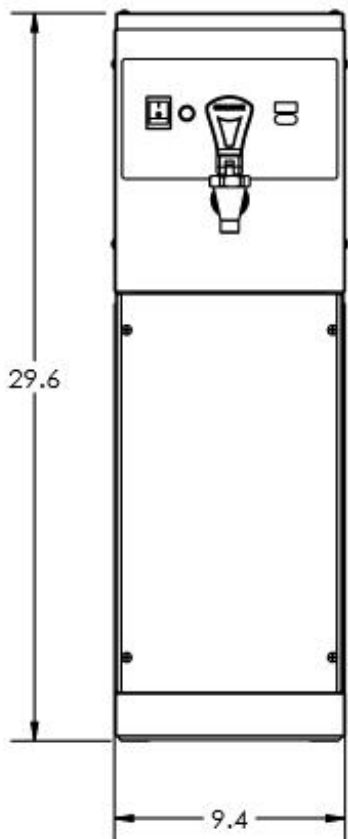
This equipment must be installed in compliance with applicable Federal, State, and/or Local plumbing codes having jurisdiction. This product requires an approved back flow prevention water device, such as a double check valve, to be installed between the machine and the water supply.

# Rough-In Drawing

## HWD2 and 3



## HWD5



# Specifications

Model	Certifications	Water Tank	Electrical	Product Dimensions
				(H x W x D)*
HWD2	NSF Sanitation; cULus Electrical	2 gal 7.6 L	115V / 1Ph / 50/60 Hz / 11.5 A / 1300 W 120V / 1Ph / 50/60 Hz / 14 A / 1700 W	24" x 9.4" x 21.25" 61 cm x 24 cm x 54 cm
HWD2	NSF Sanitation; cULus Electrical	2 gal 7.6 L	208V / 1Ph / 50/60 Hz / 11 A / 2300 W 240V / 1Ph / 50/60 Hz / 13.5 A / 3000 W	24" x 9.4" x 21.25" 61 cm x 24 cm x 54 cm
HWD3	NSF Sanitation; cULus Electrical	3 gal 11.3 L	115V / 1Ph / 50/60 Hz / 11.5 A / 1300 W 120V / 1Ph / 50/60 Hz / 14 A / 1700 W	24" x 9.4" x 21.25" 61 cm x 24 cm x 54 cm
HWD3	NSF Sanitation; cULus Electrical	3 gal 11.3 L	208V / 1Ph / 50/60 Hz / 11 A / 2300 W 240V / 1Ph / 50/60 Hz / 13.5 A / 3000 W	24" x 9.4" x 21.25" 61 cm x 24 cm x 54 cm
HWD5	NSF Sanitation; cULus Electrical	5 gal 19 L	115V / 1Ph / 50/60 Hz / 11.5 A / 1300 W 120V / 1Ph / 50/60 Hz / 14 A / 1700 W	30" x 9.4" x 21.25" 76.2 cm x 24 cm x 54 cm
HWD5	NSF Sanitation; cULus Electrical	5 gal 19 L	208V / 1Ph / 50/60 Hz / 11 A / 2300 W 240V / 1Ph / 50/60 Hz / 13.5 A / 3000 W	30" x 9.4" x 21.25" 76.2 cm x 24 cm x 54 cm

Side Clearance required - 4" (10.2 cm)

Rear Clearance required - 4" (10.2 cm) for water and electrical connections

Water connection size - 3/4" GHT (garden hose thread)

Water pressure between 20 PSI and 120 PSI (138 kPa - 827 kPa). Use regulator if higher pressure.

## Installation

### **⚠ WARNING: ELECTRIC SHOCK HAZARD!**

Installation of this appliance should be performed by qualified service personnel only. Improper installation could result in electrocution.

### **Unpacking Instructions**

Carefully unpack the machine and inspect immediately for shipping damage. The packaging may contain unattached parts. Your machine was shipped in a carton designed to give it maximum protection in normal handling. It was thoroughly inspected before leaving the factory. In case of damage, contact the shipper, not Grindmaster-Cecilware.

See **Rough-in Drawing** for approximate dimensions and locations of electric and water input.

**NOTICE:** This equipment must be installed in compliance with applicable Federal, State, and/or Local plumbing codes having jurisdiction. This product requires an approved back flow prevention water device, such as a double check valve, to be installed between the appliance and the water supply. If a check valve type backflow preventer is used for water supply protection, a screen of at least 100 mesh (100 strands per 1.0 in [25 mm]) shall be installed immediately upstream. The screen shall be accessible and removable for cleaning or replacement. (Required for NSF approved water hook-up.)

Incoming pressure should be greater than 20 psi and not more than 90 psi.

- Connecting the unit to a warm water supply will

speed up heating and recovery times.

- A filtering system is recommended to remove odors and inhibit lime and scale build up in the unit.
- In areas with extremely hard water, a water softener must be installed in order to prevent a malfunctioning of the equipment and in order not to void the warranty.

**NOTICE:** Do not use extension cords. Make sure that the outlet the unit plugs into is grounded. Check rating marking on nameplate to be sure electric lines match voltage, phase, and amperage requirements of appliance.

### **Start-up Instructions**

1. Connect waterline to the water supply connection.
2. Open the water shut-off valve and check connections for leaks. DO NOT over-tighten.
3. Plug in the Hot Water Dispenser into a dedicated power supply outlet.
4. Activate the Power Switch (front of unit) the water tank will begin to fill, providing the water connection is open. The tank will fill in approximately 3-4 minutes.
5. After the tank has filled, the Heater will activate. Depending on the model selected, it will take approximately 15-25 minutes for the water to heat to operating temperature.
6. Heat and discard at least one batch of water.
7. In high altitude locations (over 5000 ft. above sea level), thermostat may have to be lowered to prevent boiling. See the **Adjustments** section if changes are needed.

## Installation (continued)

NOTE: This procedure is for initial start - up only; however, steps 4 and 5 must be repeated should the tank be completely drained. Steps 1 thru 7 must be repeated should the machine be drained, disconnected, and reinstalled in a new location.

### **▲ CAUTION: BURN HAZARD**

Water from unit is very hot. Use caution when pouring or transporting hot water. Accidental spills may result in severe burns.

## Cleaning

### **▲ CAUTION: BURN HAZARD**

Dispenser surfaces and water inside dispenser are very hot. Use caution when cleaning unit to prevent burns.

### **▲ CAUTION: BURN HAZARD**

Never remove faucet when the liner has water in it. Switch OFF the power to the unit at the circuit breaker. Turn off the water line running to the boiler.

**NOTICE:** All sanitizing agents in the food zone must comply with 21 CFR 178.1010. Sanitize all food dispensing units periodically. All parts to be sanitized must be cleaned first. Cleaning and sanitizing frequency must follow state and local health department regulations.

**NOTICE:** Do not use cleansers, bleach liquids, powders or any other substance containing chlorine. These products promote corrosion and will pit the stainless steel. USE OF THESE PRODUCTS WILL VOID THE WARRANTY.

### **Daily**

Wipe the outside of the unit with a damp cloth, using soap solution or a non-abrasive compound when required.

### **Sanitizing**

1. Disconnect power to the unit.
2. Drain all water from the unit slowly.
3. Disassemble faucet and shank. Clean with dishwashing liquid and rinse.
4. Prepare a sanitizing solution in accordance with local health department regulations. You may also refer to the US Food and Drug Administration regulation 21 CFR 178.1010 "Sanitizing Solutions" and US Environmental Protection Agency 40 CFR 18.940 "Tolerance exemptions for active and inert ingredients for use in antimicrobial formulations (Food-contact surface sanitizing solutions)".
5. Follow the instructions provided with the sanitizing agent.
6. Let all sanitized parts drain and dry naturally. DO NOT WIPE THEM DRY.

## Adjustments

### **Thermostat Adjustment**

1. Thermostat can be adjusted by pushing up or down on the front control below the temperature display.
2. Hold down both up and down at the same time to switch between Fahrenheit and Celsius.
3. Unit should be set to approximately 200°F.

## Maintenance

### **▲ WARNING: SHOCK AND BURN HAZARD**

To prevent electric shock and burn hazard, this procedure must be performed by a trained and qualified service technician.

### **▲ WARNING: SHOCK HAZARD**

Disconnect power before attempting any electrical repairs.

The rest of this manual contains information to aid the service technician who is maintaining this equipment. This section has information on performing common service tasks.

If you still need help after reading this section, call Grindmaster-Cecilware Technical Service Department, (502) 425-4776 or (800) 695-4500 (USA & Canada only) (Monday through Friday 8 AM - 6 PM EST). Please have the model and serial number ready so that accurate information can be given.

Prior authorization must be obtained from Grindmaster-Cecilware for all warranty claims.

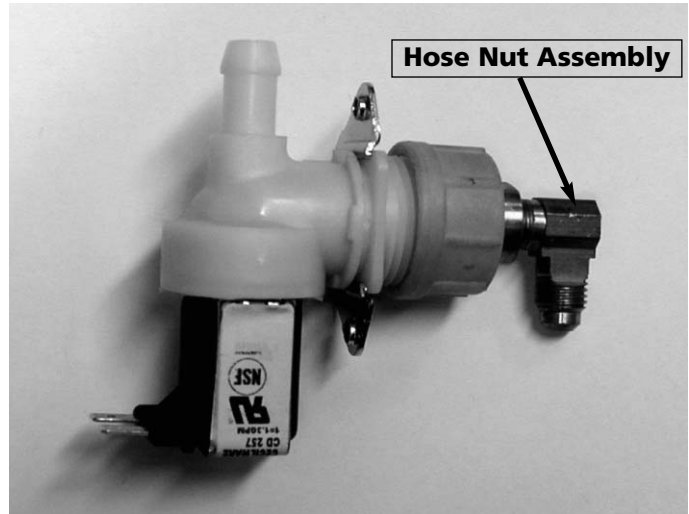
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## Maintenance (continued)

### Component Tests

#### Water Inlet Valve Test

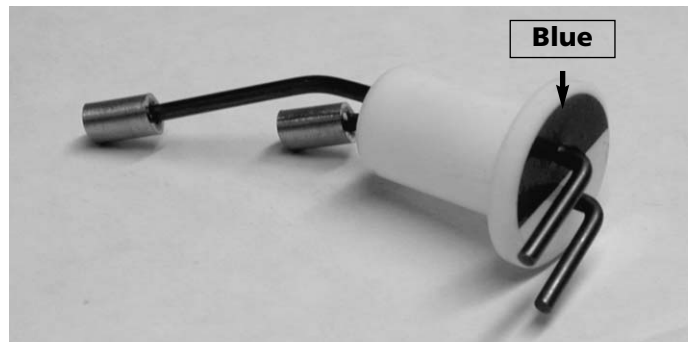
1. Turn power OFF. If the water level rises inside a partially filled tank, the Water Inlet Valve is leaking.
2. Disconnect wires from the Water Inlet Valve coil and connect a 2 wire line cord to the terminals. Plug it into a 115V outlet. If water flows in and stops when you pull it out, the Valve is working fine. Repeat this test a few times. The problem may be in the Probe or Water Level Control Board.
3. If the water does not flow in when the cord is plugged into an electrical outlet, the Solenoid coil may be damaged, opened, or the valve may have an obstruction preventing the water from flowing in.
4. Clean or replace it.



#### Dual Probe Test

If lack of water persists, check the probe as follows:

1. Turn on the power and water supply. Check inside the tank to make sure the water is below the Probe. Pull the BLUE wire and terminal OFF the Probe rod.
2. If water still does not flow after the wire is disconnected from the Probe, the problem may be in the Solid State Dual Level Control Board.
3. If water starts flowing into the tank, the Probe may be grounded, due to excessive liming. Check with Ohm meter.
4. Clean or replace probe.



# Troubleshooting

**▲ WARNING:** To reduce the risk of electrical shock, unplug the dispenser power cord before repairing or replacing any internal components of the unit. Before any attempt to replace a component, be sure to check all electrical connections for proper contact. Only a qualified service technician should perform electrical and mechanical adjustments or repairs.

Before you call for help, please read the following:

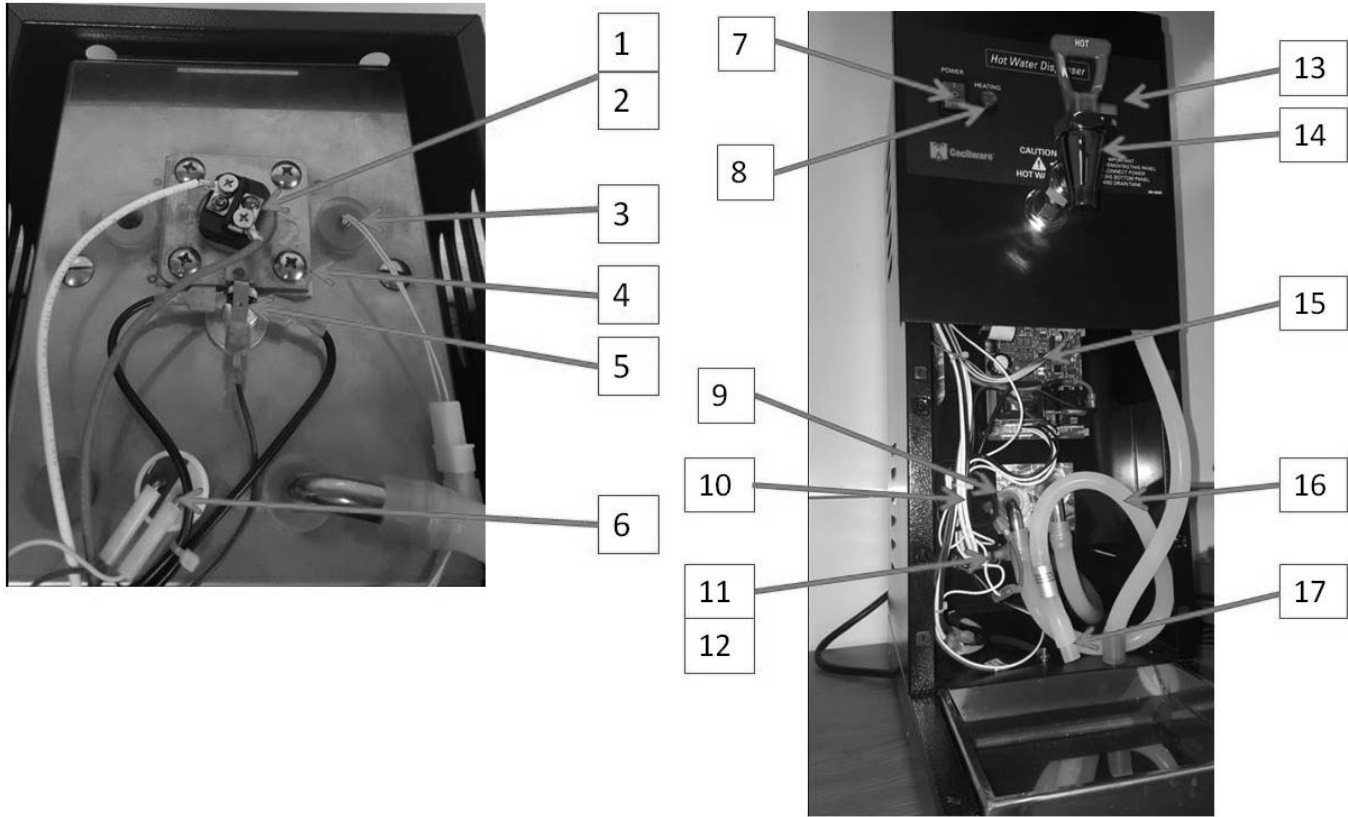
PROBLEM	PROBABLE CAUSE	SOLUTION
<b>DOES NOT FILL</b>	<ul style="list-style-type: none"> <li>• Water supply off</li> <li>• Line cord not plugged in</li> <li>• Power switch off</li> <li>• Circuit breaker tripped</li> <li>• Power switch inoperative</li> <li>• Solenoid valve inoperative</li> <li>• Level control inoperative</li> </ul>	<ul style="list-style-type: none"> <li>• Turn water supply on</li> <li>• Plug in line cord</li> <li>• Turn power switch on</li> <li>• Reset breaker</li> <li>• Replace power switch</li> <li>• Replace solenoid</li> <li>• Replace level control</li> </ul>
<b>WATER CONTINUES TO FLOW FROM OVERFLOW</b>	<ul style="list-style-type: none"> <li>• Leaking solenoid valve</li> <li>• Level probe dirty</li> </ul>	<ul style="list-style-type: none"> <li>• Replace solenoid</li> <li>• Clean or replace probe</li> </ul>
<b>COLD WATER</b>	<ul style="list-style-type: none"> <li>• High limit switch defective</li> <li>• Heater element defective</li> <li>• Loose electrical connection(s)</li> </ul>	<ul style="list-style-type: none"> <li>• Replace high limit switch</li> <li>• Replace heater element</li> <li>• Tighten all loose connections</li> </ul>
<b>WATER BOILS CONTINUOUSLY</b>	<ul style="list-style-type: none"> <li>• Temperature set too high</li> <li>• Control board defective</li> </ul>	<ul style="list-style-type: none"> <li>• Adjust thermostat (see <b>Adjustments</b>)</li> <li>• Replace control board</li> </ul>
<b>ERROR CODES</b>		
<b>ERR CODE 1</b>	Tank fill valve has timed out. Go over probable causes and solutions under problem "DOES NOT FILL" above and then turn back on.	
<b>ERR CODE 4</b>	The tank is not heating. Please follow steps under problem "COLD WATER" above and then turn back on.	

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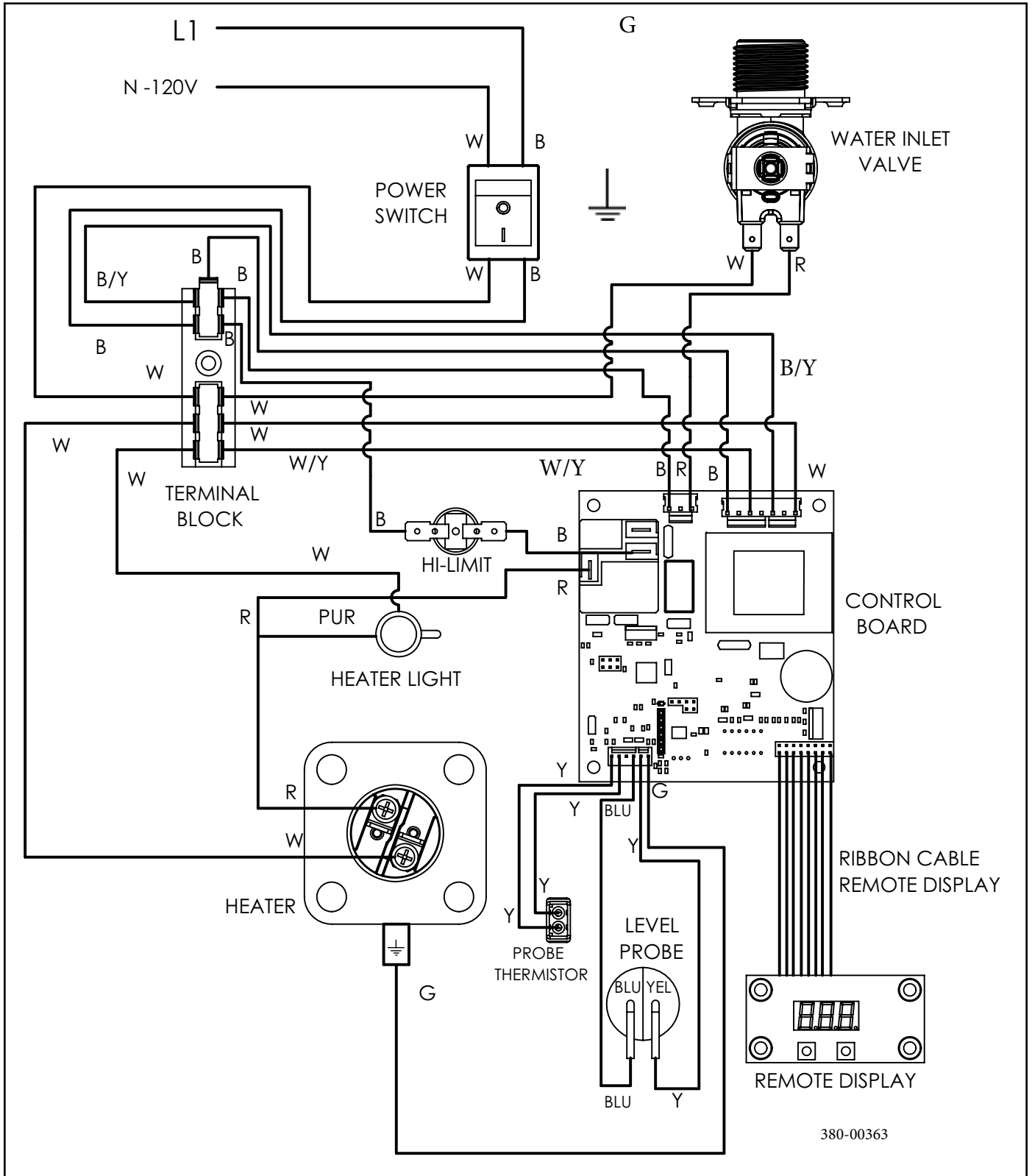
# Parts Diagram



LOCATION	PART NUMBER	DESCRIPTION
1	<a href="#">G267TL</a>	ELEMENT 120V, 1700W
2	G281A	ELEMENT 240V, 3000W
3	<a href="#">61128</a>	THERMISTOR PROBE
4	<a href="#">K661AL</a>	HEAT SINK
5	<a href="#">L573AL</a>	HI-LIMIT SWITCH
6	K695QL	LEVEL SENSOR DUAL
7	<a href="#">L155AL</a>	POWER SWITCH
8	<a href="#">C165AL</a>	LIGHT HEATER
9	<a href="#">M461AL</a>	SILICON SEAL 12MM
10	<a href="#">60105CWL</a>	TERMINAL BLOCK
11	<a href="#">280-00075</a>	INLET VALVE 120V
12	<a href="#">280-00076</a>	INLET VALVE 240V
13	M461A	SILICONE SEAL
14	<a href="#">348-00034</a>	DISPLAY REMOTE
15	<a href="#">80234L</a>	FAUCET
16	<a href="#">349-00012</a>	CONTROL BOARD
17	<a href="#">M326AL</a>	3/8 SILICONE TUBING
Not shown:		
	SA73A	DRIP TRAY GRILL
	<a href="#">61479</a>	STRAIN RELIEF
	<a href="#">343-00127</a>	RIBBON CABLE

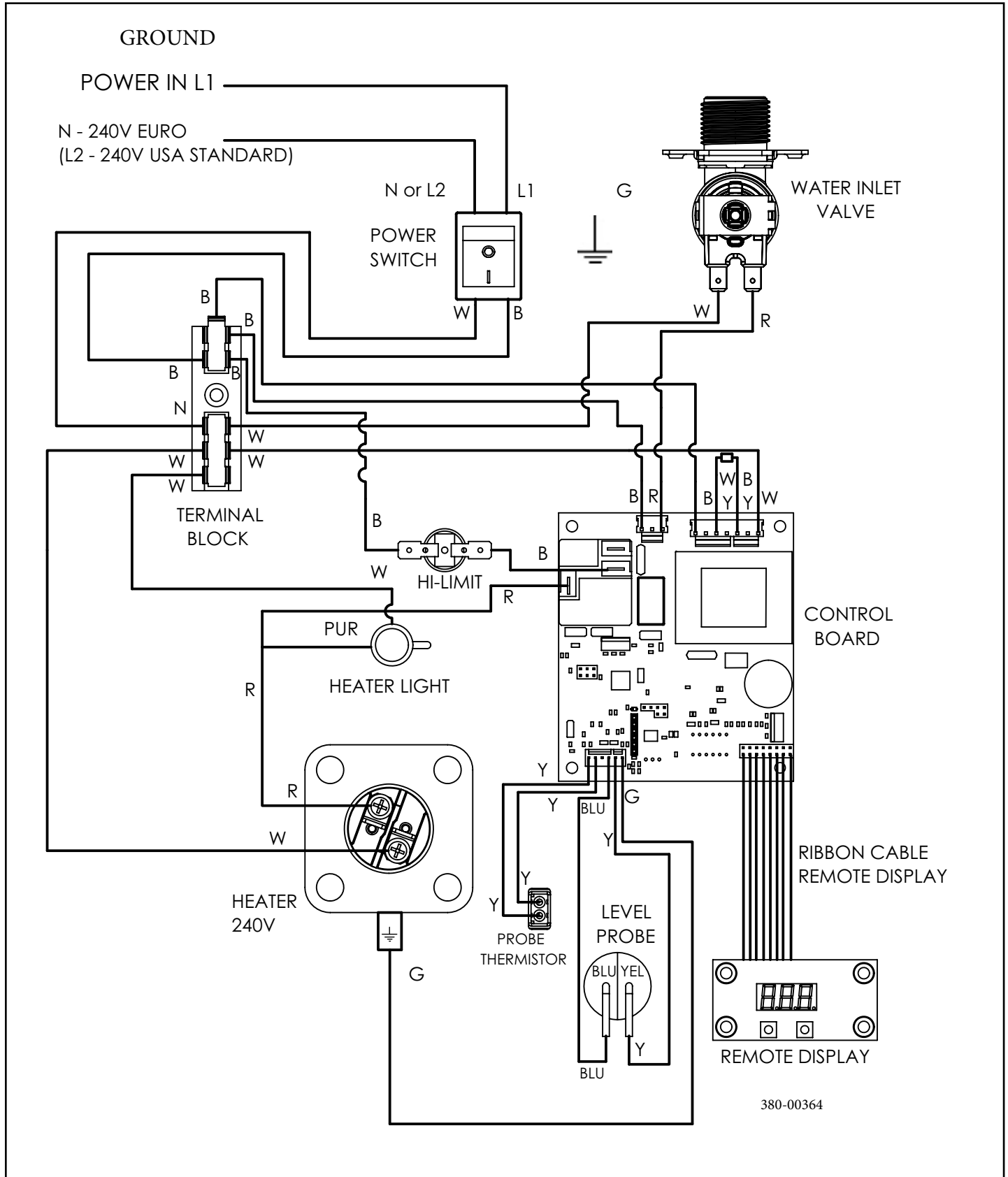
# Wiring Diagram

120V



# Wiring Diagram (continued)

240V



## Decals

THIS EQUIPMENT IS TO BE INSTALLED TO COMPLY WITH THE APPLICABLE FEDERAL, STATE, OR LOCAL PLUMBING CODES HAVING JURISDICTION.

IN ADDITION:

1. A QUICK DISCONNECT WATER CONNECTION OR ENOUGH EXTRA COILED TUBING (AT LEAST 2X THE DEPTH OF THE UNIT) SO THAT THE MACHINE CAN BE MOVED FOR CLEANING UNDERNEATH.
2. AN APPROVED BACK FLOW PREVENTION DEVICE, SUCH AS A DOUBLE CHECK VALVE TO BE INSTALLED BETWEEN THE MACHINE AND THE WATER SUPPLY.

NB17A

### **WARNING**

This product may contain a chemical known to the State of California to cause cancer, or birth defects or other reproductive harm.

380-00316


ALWAYS REPLACE  
DRAIN HOSE PLUG  
AFTER DRAINING!!

### **WARNING** ELECTRICAL GROUNDING INSTRUCTIONS

This appliance is equipped with a 3 prong (grounding) plug for your protection against shock hazard and should be plugged directly into a properly grounded 3 prong receptacle. Do not cut or remove the grounding prong from this plug.

N495A

**WARNING**



**Scalding Burn Hazard!!**

Beverages from this machine are very hot (up to 205°F/96°C)

Extreme care should be taken handling the beverages

Severe scalding burn injuries may result if improperly handled

Children should not be allowed near the product

P/N 92945

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