



# operator manual

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## *Single & Two-Tier Sandwich Warmers SW & 2TSW Series*

This document includes:

- Mounting Type Information
- Installation Instructions
- Operating Instructions
- Cleaning Instructions
- Warranty Statement

P/N: 000354  
Revision: C



*Shown without 4" legs (provided)*

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## BEFORE INSTALLATION

Upon receipt of this unit, immediately unpack and remove any protective packaging to inspect for possible concealed shipping damage. If unit is found to be damaged, save all packing materials and contact your delivery carrier within five (5) days. If there is apparent damage:

*In U.S.A. and Canada:* Arrangements should be made to file a claim against the carrier as Interstate Commerce Regulations require that the claim must be initiated by the consignee.

*In Other Countries:* Freight terms will be developed and extended on an individual basis.

Failure to follow these instructions will negate Merco's or your ability to file claims and receive compensation for shipping damage.

## INSTALLATION



**WARNING:** Check to insure that a minimum clearance of 3" (three inches) is maintained from back wall.

1. Check the specification data plate for the correct model number, voltage and wattage.
2. Check to insure the electric circuit being used to supply electricity to the unit has a sufficient amperage rating.
3. Use the correct NEMA receptacle that corresponds to the plug provided with the unit.

### PERMANENTLY CONNECTED MODELS

1. For conduit connected units, some larger units may have double red and double black leads (208V and 240V) or double white and double black leads (120V).
2. Double leads should be regarded as a single lead and connected to the corresponding wire from the power source in accordance with the wiring diagrams provided.

### CORD CONNECTED MODELS

1. For cordset equipped units, use the correct NEMA receptacle that corresponds to the plug provided with the unit.

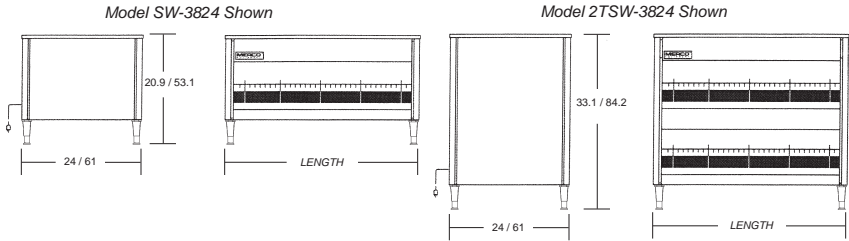
### FLUSH MOUNT MODELS

1. Attach the Flush Mount Brackets provided to the lower right and left end panels using screws provided. Holes in Flush Mount Bracket will center to threaded holes in end panels.
2. Locate unit on counter or shelf, ensuring that the unit is not located closer than 3" (three inches) to a back wall.
3. Use holes provided in the foot of the Flush Mount Bracket to attach unit to the counter.
4. Using a silicone type sealer, apply a bead around the entire perimeter of the unit.

### LEG ATTACHMENT INSTRUCTIONS

1. Attach 4" (four inch) Appliance Legs by threading the stud provided on the leg into the corner gussets on the underside of the unit. Turn the adjustable feet on the appliance leg to level unit. These legs must be installed to allow heat to dissipate. *Legs must be attached to meet NSF regulations. Any warranty problems resulting from improper installation will not be the responsibility of Merco.*
2. Locate unit on counter shelf, ensuring that the unit is not located closer than 3" (three inches) to a back wall.

## DIMENSIONS (inches / cm)



## SPECIFICATIONS (Standard Models)

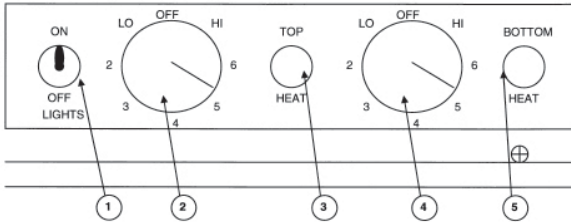
MODEL	VOLTAGE / AMPS			WATTS	LENGTH INCHES / CM	NET WT** LBS/KG	SHIP WT** LBS/KG	SHIP VOL** CU FT / CU M
	120V	120/208V	120/240V					
SW-2624	7.7	N/A	N/A	920	26/66.0	70/31.8	10/45.4	9.5/0.27
SW-3824	11.8	7.7	6.9	1420	38/96.5	110/49.9	150/68.1	13.5/0.38
SW-5024	15.0	9.7	8.8	1800	50/127.0	150/68.1	190/86.3	17.4/0.49
SW-6224	18.8	12.1	10.9	2260	62/157.5	200/90.8	250/113.5	21.3/0.60
2TSW-2624	15.3	8.0	N/A	1840	26/66.0	100/45.4	130/59.0	15.0/0.42
2TSW-3824	23.7	15.4	13.8	2840	38/96.5	150/68.1	190/86.3	21.1/0.60
2TSW-5024	N/A	19.4	17.5	3600	50/127.0	200/90.8	250/113.5	27.3/0.77
2TSW-6224	N/A	24.3	21.8	4520	62/157.5	250/113.5	320/145.3	33.5/0.95
2TSW-3224	18.8	12.1	11.0	2620	32/81.3	140/63.5	180/81.6	13.2/0.37
2TSW-4424	N/A	17.0	15.3	3180	44/111.8	170/77.1	220/99.8	18.2/0.52
2TSW-7424	N/A	28.2	25.2	5340	74/188.0	240/108.9	320/145.0	30.6/0.87
2TSW-8024	N/A	32.0	28.7	6040	80/203.2	270/122.5	360/163.3	33.1/0.94

\* Measurements are approximate.

NOTE: Not all units are available in all voltages.

## OPERATION

- #1 On/Off Switch controls lights.
- #2 Controls the upper tubular heating element(s) and lower heating shelf.
- #3 Illuminated Pilot Light indicates that tubular heating element(s) are on.
- #4 Controls warming shelf.
- #5 Illuminated Pilot Light indicates that the shelf is on.



The factory recommends setting the heat control knobs (2 & 4) between the numbers four (4) and six (6) on the control panel depending on the ambient temperature.

## CLEANING



### **DANGER!**

Disconnect power supply before servicing or cleaning this unit. Safeguard power so it cannot be accidentally restored. Failure to do so could result in serious injury.

### EXTERIOR CLEANING

1. The stainless steel exterior surface of your unit may be cleaned with a soft, damp, soapy cloth or sponge. Be careful not to scratch the surface while cleaning. NOTE: Care should be taken to insure that water and/or cleaning solutions do not access the control features located on the base/shelf.
2. Rinse with clean, damp, soft cloth or sponge.

Alternate Method: Clean the exterior (Sides and top) of unit using a stainless steel cleaner/polish. NOTE: Do not use stainless steel cleaner on the base/shelf as it is made of aluminum. For aluminum, simply use warm, soapy water. Follow manufacturer's instructions.

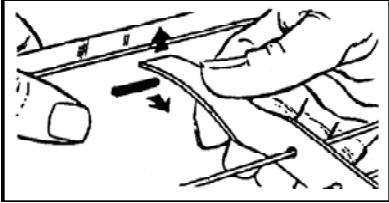
### BLACK HARD-COAT ANODIZED SHELVES

1. Wash with a soft, damp, soapy cloth or sponge.
2. Rinse with soft, clean, damp cloth or sponge.

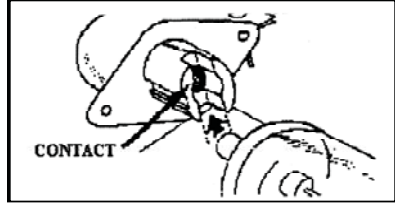
## EZ TUBE INSTALLATION AND REPLACEMENT INSTRUCTIONS



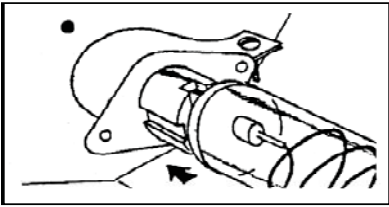
**CAUTION:** Prior to replacing a heat tube, make sure the contact is clean. If it is burnt or dirty, replace the socket.



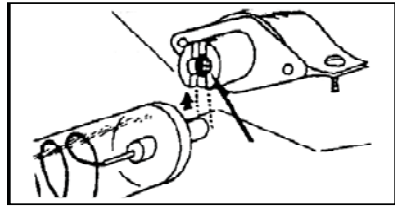
1. Remove the tube guard by pushing against the face of the warmer with left thumb and "bowing" the cross brace upward with your right hand. Pull the brace free. Remove the lengthwise brace.



2. Place the left tip of the tube under the white socket (receptacle of the terminal). Raise the tube into the socket and apply enough inward pressure to compress the terminal slightly.



3. While keeping the tube compressed into the left terminal of the socket, position the right end of the tube directly beneath the right socket.



4. Raise the tube into direct alignment with the center of the right terminal. Release grip slowly allowing the compressed left socket (terminal) to lock tube into position.



**NOTE:** These instructions are based on the unit laying on a work surface upside down.



**CAUTION:** Be sure the tube is centered in the socket terminals before placing the warmer in the upright position and turning on power.

## LIMITED WARRANTY FOR COMMERCIAL PRODUCTS

### LIMITED WARRANTY

Merco, LLC, ("Merco") warrants this product to be free from defects in material and workmanship for a period of:

- One (1) year from the date product is installed or eighteen (18) months from the date of shipment from our facility, whichever comes first.
- Heating Elements only – two (2) year warranty against burnout (excluding breakage) from date of shipment from our facility.
- Quartz Heating Elements only – ninety (90) day warranty against burnout (excluding breakage) from date of shipment from our facility.
- Hot Food Server products only – one (1) year labor, two (2) years parts from the date of shipment from our facility.

During the warranty period, Merco shall, at Merco's option, repair, or replace parts determined by Merco to be defective in material or workmanship, and with respect to services, shall re-perform any defective portion of said services. The foregoing shall be the sole obligation of Merco under this Limited Warranty with respect to the equipment, products, and services. With respect to equipment, materials, parts and accessories manufactured by others, Merco's sole obligation shall be to use reasonable efforts to obtain the full benefit of the manufacturer's warranties. Merco shall have no liability, whether in contract, tort, negligence, or otherwise, with respect to non-Merco manufactured products.

### WHO IS COVERED

This Limited Warranty is available only to the original purchaser of the product and is not transferable.

### EXCLUSIONS FROM COVERAGE

- Repair or replacement of parts required because of misuse, improper care or storage, negligence, alteration, accident, use of incompatible supplies or lack of specified maintenance shall be excluded
- Normal maintenance items, including but not limited to, light bulbs, fuses, gaskets, O-rings, interior and exterior finishes, lubrication, de-liming, broken glass, etc.
- Failures caused by improper or erratic voltages
- Improper or unauthorized repair
- Changes in adjustment and calibration after ninety (90) days from equipment installation date
- This Limited Warranty will not apply to any parts subject to damage beyond the control of Merco, or to equipment which has been subject to alteration, misuse or improper installation, accidents, damage in shipment, fire, floods, power changes, other hazards or acts of God that are beyond the control of Merco.
- This Limited Warranty does not apply, and shall not cover any products or equipment manufactured or sold by Merco when such products or commercial equipment is installed or used in a residential or non-commercial application. Installations not within the applicable building or fire codes render this Limited Warranty and any responsibility or obligations associated therein null and void. This includes any damage, costs, or legal actions resulting from the installation of any Merco commercial cooking equipment in a non-commercial application or installation, where the equipment is being used for applications other than those approved for by Merco.

### LIMITATIONS OF LIABILITY

The preceding paragraphs set forth the exclusive remedy for all claims based on failure of, or defect in, products or services sold hereunder, whether the failure or defect arises before or during the warranty period, and whether a claim, however instituted, is based on contract, indemnity, warranty, tort (including negligence), strict liability, implied by statute, common-law or otherwise, and Merco its servants and agents shall not be liable for any claims for personal injuries, incidental or consequential damages or loss, howsoever caused. Upon the expiration of the warranty period, all such liability shall terminate. THE FOREGOING WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER WRITTEN, ORAL, IMPLIED OR STATUTORY. NO IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE SHALL APPLY. MERCO DOES NOT WARRANT ANY PRODUCTS OR SERVICES OF OTHERS.

### REMEDIES

The liability of Merco for breach of any warranty obligation hereunder is limited to: (i) the repair or replacement of the equipment on which the liability is based, or with respect to services, re-performance of the services; or (ii) at Merco's option, the refund of the amount paid for said equipment or services.

Any breach by Merco with respect to any item or unit of equipment or services shall be deemed a breach with respect to that item or unit or service only.

### WARRANTY CLAIM PROCEDURE

Customer shall be responsible to:

- Immediately advise the Dealer or Merco's Authorized Service Agent of the equipment serial number and the nature of the problem.
- Verify the problem is a factory responsibility. Improper installation or misuse of equipment, are not covered under this Limited Warranty.
- Cooperate with the Service Agency so that warranty service may be completed during normal working hours.
- Travel Time not to exceed two hours and mileage not to exceed one hundred (100) miles.
- Portable equipment weighing less than ninety (90) pounds must be delivered to the Service Agent at Customer's expense.

### GOVERNING LAW

This Limited Warranty shall be governed by the laws of the state of Delaware, USA, excluding their conflicts of law principles. The United Nations Convention on Contracts for the International Sale of Goods is hereby excluded in its entirety from application to this Limited Warranty.



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