



# COFFEE DECANTER WARMER

## Operating Instruction Manual



ECW-1



ECW-2S



ECW-2



Model	Description	Voltage	Power (W)	Amps	Size		
					Width	Depth	Height
ECW-1	Single Burner S/S Coffee Decanter Warmer	120 V	100 W	0.83	6-3/4 in.	7 in.	2-3/8 in.
ECW-2	Double Burner S/S Coffee Decanter Warmer	120 V	200 W	1.67	14-1/4 in.	7 in.	2-3/8 in.
ECW-2S	Step-Up Double Burner S/S Coffee Decanter Warmer	120 V	200 W	1.67	8 in.	18 in.	5-1/4 in.

### BEFORE OPERATING ANY EQUIPMENT, READ AND FAMILIARIZE YOURSELF WITH THE USE AND SAFETY INSTRUCTIONS

*Congratulations on your purchase of WINCO® commercial equipment. WINCO takes pride in the design and quality of its products. When used as intended and with proper care and maintenance, you will experience long and reliable operation from this equipment. To ensure best results, it is important that you read and follow the instructions in this manual carefully. **It's important to save these instructions for future reference.***

## Important For Future Reference

Please complete this information and retain this manual for the life of the product. For Warranty Service and/or parts, this information is required. Please see page 8 for more information on your Warranty and how to register.

**ESW-**

Model Number

Serial Number

Date Purchased



**WARNING: IMPROPER INSTALLATION, ADJUSTMENT, ALTERATION, SERVICE OR MAINTENANCE CAN CAUSE PROPERTY DAMAGE, INJURY, OR DEATH. READ THE INSTALLATION, OPERATION, AND MAINTENANCE INSTRUCTIONS THOROUGHLY BEFORE INSTALLING OR SERVICING THIS EQUIPMENT.**

**AVERTISSEMENT: TOUTE INSTALLATION, RÉGLAGE, MODIFICATION, RÉPARATION OU ENTRETIEN INCORRECT PEUT OCCASIONNER DES DOMMAGES MATÉRIELS, DES BLESSURES GRAVES OU LA MORT. LIRE LES INTRUCTIONS D'INSTALLATION, D'UTILISATION ET D'ENTRETIEN ATTENTIVEMENT AVANT D'INSTALLER OU DE RÉPARER CET APPAREIL.**



**CAUTION: THESE MODELS ARE DESIGNED, BUILT, AND SOLD FOR COMMERCIAL USE ONLY. IF THESE MODELS ARE POSITIONED SO THE GENERAL PUBLIC CAN USE THE EQUIPMENT, MAKE SURE THAT CAUTION SIGNS, WARNINGS, AND OPERATING INSTRUCTIONS ARE CLEARLY POSTED NEAR EACH UNIT SO THAT ANYONE USING THE EQUIPMENT WILL USE IT CORRECTLY AND NOT INJURE THEMSELVES OR HARM THE EQUIPMENT.**

**ATTENTION: CES MODÈLES SONT CONÇUS, FABRIQUÉS, ET VENDUS POUR UN USAGE COMMERCIAL SEULEMENT. SI CES MODÈLES SONT PLACÉS POUR QUE LE GRAND PUBLIC PUISSE LES UTILISER, ASSUREZ-VOUS QUE LES CONSIGNES D'ATTENTION, D'AVERTISSEMENT, ET LES INSTRUCTIONS D'UTILISATION SOIENT CLAIREMENT AFFICHÉES PRÈS DE CHAQUE UNITÉ DE SORTE QUE N'IMPORTE QUEL UTILISATEUR DE L'APPAREIL L'EMPLOIE CORRECTEMENT ET NE SE BLESSE PAS OU N'ENDOMMAGE PAS L'APPAREIL.**



**WARNING: A FACTORY AUTHORIZED SERVICE PROVIDER SHOULD HANDLE ALL MAINTENANCE AND REPAIR. BEFORE DOING ANY MAINTENANCE OR REPAIR, FOLLOW SERVICE SET UP ARRANGEMENT ON PAGE 8.**

**AVERTISSEMENT: UN TECHNICIEN AUTORISÉ PAR L'USINE DEVRA EFFECTUER TOUT L'ENTRETIEN ET LES RÉPARATIONS. AVANT DE FAIRE TOUT ENTRETIEN OU RÉPARATION, VEUILLEZ CONTACTER WINCO.**



## Introduction

Congratulations on the purchase of your WINCO® equipment. Please take the time to carefully read through this manual for proper operation and maintenance instructions and to ensure the best possible performance from this product for many years to come.

WINCO will not accept liability if:

- The instructions in this manual have not been followed correctly.
- Non-authorized personnel have tampered with the machine.
- Non-original spare parts are used.
- The machine has not been handled and cleaned correctly.
- The unit is damaged from use.

## Table of Contents

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Specifications .....	1
Warnings .....	2
Introduction .....	2
Table of Contents .....	3
Packaging .....	3
Important Safeguards.....	4
Operation .....	6
Cleaning, Care & Maintenance .....	6
Safety .....	7
Service & Repair .....	7
Troubleshooting .....	7
Limited Warranty .....	8

## Package Contents

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All units come with an Operating Instruction Manual and the following:

- ESW-1 / ECW-2 / ECW-2S Coffee Warmer

WINCO® prides itself on quality and service, ensuring that at the time of packing, all products are supplied fully functional and free of damage. Should you find any damage as a result of freight, please contact your WINCO dealer immediately.

## Function and Purpose

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This unit is intended for use in commercial food-service operations only. It is not intended for household, industrial or laboratory use.

## NOTE

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***Please remember that this manual and the warning labels do not replace the need to be alert, to properly train and supervise operators, and to exercise common sense when using this equipment.***

## Unpacking the Equipment

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### **DISPOSE OF ALL PACKAGING MATERIALS IN AN ENVIRONMENTALLY RESPONSIBLE MANNER.**

1. Remove all packing materials and tape, as well as any protective plastic and cardboard, from the unit.
2. Clean off any glue residue left over from the plastic or tape.
3. Place the unit in the desired position.

**IT IS SUGGESTED TO SAVE THE ORIGINAL BOX AND PACKING MATERIALS FOR RE-PACKAGING AND SHIPPING THE EQUIPMENT IF IT REQUIRES SERVICING.**

## Important Safeguards

*To ensure safe installation and operation, please carefully read and understand the following statements.*

*Unless the operator is adequately trained and supervised there is a possibility of serious injury. Owners of this equipment bear the responsibility to make certain that this equipment is used properly and safely, and to strictly follow all of the instructions contained in this manual and the requirements of local, state or federal law.*



*Owners should not permit anyone to operate this equipment unless they are over 18 years old, are adequately trained and supervised, and have read and understood this manual.*

*Owners should also ensure that no customers, visitors or other unauthorized personnel come in contact with this equipment. It is the responsibility of the owner and the operator to remain alert to any hazards posed by the function of this equipment.*

*If there is ever uncertainty about a particular task or the proper method of operating this equipment, please ask an experienced supervisor.*

## Warnings

*This manual contains various precautions that should be followed to help promote safe use of this equipment.*

 <b>HOT</b>	<b>WARNING</b>  <b>AVERTISSEMENT</b>
	<b>USE CAUTION WHEN TOUCHING THE UNIT.</b> Ne touchez pas le liquide chaud ou les surfaces de chauffage lorsque l'appareil chauffe ou en fonctionnement.



Power must be disconnected at the power source prior to cleaning, or performing any service procedure or repairs.

### FOR YOUR SAFETY

Do not store or use gasoline, or other flammable vapors and liquids in the vicinity of this or any other appliance.

### ESURE DE SECURITE

Ne pas entreposer ni utiliser de l'essence ni autres vapeurs ou liquides inflammables a proximite de cet appareil ou de tout autre appareil!

### WARNING

Improper installation, adjustment, alteration, service or maintenance can cause property damage, injury or death.  
Read these installation, operating and maintenance instructions thoroughly before installing or servicing this equipment.

### AVERTISSEMENT

L'installation, le réglage, la modification, la réparation ou l'entretien incorrect de cet appareil peut causer des dommages matériels, des blessures ou la mort. Lire attentivement les instructions d'installation, de fonctionnement et d'entretien avant de procéder a son installation ou entretien.

### TO PURCHASER

Immediately contact your local gas supplier if the user smells gas or suspects a leak!

This information should be posted in a prominent location.

### À L'ACHETEUR


Communiquez avec votre distributeur de gaz et informez vous quant aux procédés a suivre si vous détectez une odeur de gaz. Cette information doit être affichée a un endroit facile d'accès et très visible.


## Warning

Improper installation, adjustment, alteration, service or maintenance can cause property damage, injury or death. Be sure to read the installation, operation and maintenance instructions thoroughly before installing or servicing this equipment.

## Caution Before Using Appliance

1. Read all instructions carefully. Do not use this appliance for anything other than the intended use.
2. Do not touch surfaces that may be hot - be sure to always use handles or knobs.
3. Do not heat empty decanters on this appliance.
4. This appliance is designed to keep liquids hot. Do not use it to heat up cold liquids.
5. Unplug from outlet when not in use, prior to installing or removing parts, and before cleaning. Allow unit to cool first.
6. To protect against the risk of electrical shock, do not immerse the appliance, cord or plug in water or other liquids.

<b>WARNING ⚠️ AVERTISSEMENT</b>	
 <p><b>Electrical Shock Hazard</b> Keep water and other liquids from entering the inside of the unit. Liquid inside the unit could cause an electrical shock.</p>	<p><b>Risque de choc électrique</b> Conserver l'eau et d'autres liquides de pénétrer à l'intérieur de l'appareil. Liquide à l'intérieur de l'appareil pourrait provoquer un choc électrique.</p>
<p>Do not spray water or cleaning products. Liquid could contact the electrical components and cause a short circuit or an electrical shock. Do not use unit if power cord is damaged or has been modified.</p>	<p>Ne pas pulvériser de l'eau ou des produits de nettoyage. Le liquide pourrait contacter avec les composants électriques et causer un court-circuit ou un choc électrique. Ne pas utiliser l'appareil si le cordon d'alimentation est endommagé ou a été modifié.</p>

<b>WARNING ⚠️ AVERTISSEMENT</b>	
 <p><b>Fire Hazard.</b> Correct installation precautions, procedures and regulations must be followed. Operation and safety training is necessary for all users of this equipment.</p>	<p><b>Risque d'incendie</b> La surchauffe des vapeurs d'huile ou de l'huile peut s'enflammer et provoquer un incendie. Surveillez la température, la qualité et le niveau d'huile. Utilisez et entretenez le système d'élimination des vapeurs d'huile.</p>

7. Avoid contact with moving parts.
8. Do not use an adapter.
9. Do not use an extension cord.
10. Do not remove ground.
11. Do not operate this device or any other electrical equipment with a damaged cord or plug, or after the unit malfunctions or is dropped or damaged in any manner. Return to the nearest WINCO Authorized Service Center for examination, repair, and / or adjustment.
12. The use of accessory attachments not recommended by WINCO may cause fire, electric shock, or injury.
13. Not intended for outdoor installation.
14. Do not let the cord hang over the edge of a table or counter, or touch hot surfaces.
15. Do not place in a heated oven, or on/near a hot gas or electric burner.
16. This appliance should always be on a stable and steady countertop or table.
17. This appliance is not intended for use by individuals (including children) with reduced or impaired physical, sensory, or mental capabilities, or lack of experience or knowledge, unless they have been given proper supervision or instruction concerning the use of this appliance by a person responsible for their safety.
18. Children should be supervised at all times to avoid injuring themselves or damaging the appliance in any way.
19. Do not store any item on top of this unit when in operation.
20. Never place materials such as paper, cardboard, plastic, etc. on or under this unit.

## Proper Grounding

This machine is provided with a three-pronged grounding plug. The outlet to which this plug is connected must be properly grounded. If the receptacle is not the proper grounding type, contact an electrician. DO NOT, under any circumstances, cut or remove the third ground prong from the power cord or use any adapter plug.



## Operation

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1. Carefully unpack the unit and inspect for possible damage.
2. Place on a level surface away from any other heat source.
3. Plug power cord into a receptacle.
4. Turn the power switch to the ON position. The switch will illuminate to confirm activation and hot plates will heat up.
5. Place decanters filled with hot liquids onto the hot plates.
6. Make sure to turn all switches on the unit to OFF when it is not in use, or when the decanters are empty and the contents are depleted.



### CAUTION

***DO NOT touch ceramic plate or surrounding area during operation - it will be HOT!***

***Let cool before cleaning.***



## Cleaning & Maintenance

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***Before using this equipment it must be cleaned and dried thoroughly. Clean all surfaces before use. Failure to clean surfaces before using the unit could cause food contamination.***

- Always unplug the unit after every use and before cleaning. Unplug the unit when not in operation.
- Allow unit to cool completely before cleaning.
- Avoid using harsh or abrasive chemicals, metal tools or scouring agents as they may cause damage to the appliance or scratch the stainless steel and ceramic surfaces.
- Clean main body with a damp cloth and stainless steel cleaner if desired.
- Allow to dry before turning the unit back on.
- Do not immerse the unit completely in water to clean. The appliance should also NOT be cleaned with a water jet.

**NOTE:**

***Proper cleaning instructions must be followed; otherwise, operation of the unit may be seriously impaired. Do not wash parts in an automatic dishwasher.***

WINCO authorized service personnel must perform any other servicing.

## Safety

A WINCO® Approved Service Technician should carry out repairs if necessary. Do not remove any components or service panels on this product.

If the power cord is damaged, it must be replaced by a WINCO Approved Service Technician in order to avoid a hazard.

## Service and Repair

There are no user serviceable parts within this appliance. To avoid serious injury or damage, **NEVER** attempt to repair the unit yourself.

To initiate warranty service contact: [support@wincous.com](mailto:support@wincous.com) or call: **973-295-3899**.

DO NOT send unit to WINCO without first contacting our customer service department.

See "Limited Warranty" section on page 8 for details.

## Troubleshooting

If your WINCO coffee warmer does not operate properly, please check the following recommended solutions prior to placing a service call:

PROBLEM	POSSIBLE CAUSE	RECOMMENDED SOLUTION
The unit is not turning on	Power supply	Check that the power supply cord is correctly plugged in and outlet is working.
	Plug/cord or external wiring is damaged	Disconnect/unplug the unit and contact the WINCO customer service department.
	Internal wiring fault	

## Limited Warranty

WINCO® warrants to the original purchaser of new equipment that said equipment, when installed in accordance with our instructions within North America and subjected to normal use, is free from defects in material or workmanship for a period of 1 year. The labor warranty is one year from original installation or 18 months from actual factory shipment date, whichever date occurs first.

**THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED. WINCO EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY OR EXPRESSED OR IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE.**

**WINCO'S OBLIGATION AND LIABILITY UNDER THIS WARRANTY IS EXPRESSLY LIMITED TO REPAIRING AND REPLACING EQUIPMENT THAT PROVES TO BE DEFECTIVE IN MATERIAL OR WORKMANSHIP WITHIN THE APPLICABLE WARRANTY PERIOD.**

**IN NO EVENT SHALL WINCO BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES TO BUYER OR ANY THIRD PARTY, INCLUDING, WITHOUT LIMITATION, LOSS OF PROPERTY, PERSONAL INJURY, LOSS OF BUSINESS OR PROFITS OR OTHER ECONOMIC LOSSES, OR STATUTORY OR EXEMPLARY DAMAGES, WHETHER IN NEGLIGENCE, WARRANTY, STRICT LIABILITY, OR OTHERWISE.**

This warranty is given only to the first purchaser from a retail dealer. No warranty is given to subsequent transferees.

Warranty does not cover product failures caused by: failure to maintain, neglect, abuse, damage due to excess water, fire, normal wear, improper set up and use. Periodic maintenance is not covered.

This warranty is not in force until such time as a properly completed and digitally signed Installation/Warranty Registration has been received by WINCO within 30 days from the date of installation.

### WARRANTY SERVICE

To initiate warranty service contact: [support@wincous.com](mailto:support@wincous.com)  
or call: 973-295-3899

DO NOT send unit to WINCO without first contacting our customer service department.

### REGISTER ONLINE AT:

<http://support.wincous.com>

Proof of purchase is required to extend warranty more than 1 year from date of shipment from the factory.

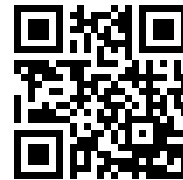
**THE FOREGOING WARRANTY PROVISIONS ARE A COMPLETE AND EXCLUSIVE STATEMENT BETWEEN THE BUYER AND SELLER. WINCO NEITHER ASSUMES NOR AUTHORIZES ANY PERSONS TO ASSUME FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH SAID EQUIPMENT.**

Examples of items not covered under warranty, but not limited to just these items:

1. Acts of God, fire, water damage, burglary, accident, theft.
2. Freight damage.
3. Improper installation or alteration of equipment.
4. Use of generic or aftermarket parts.
5. Repairs made by anyone other than a WINCO designated service provider.
6. Lubrication.
7. Expendable wear parts, adjustable feet, blown fuses, lamps, etc.
8. Cleaning of equipment.
9. Misuse or abuse.

### WARRANTY REGISTRATION

SCAN THE QR CODE WITH YOUR MOBILE DEVICE



or go to

<http://support.wincous.com>

TO FILL OUT AND SUBMIT YOUR WARRANTY REGISTRATION.

*Please keep this manual in a safe place for future reference.*