

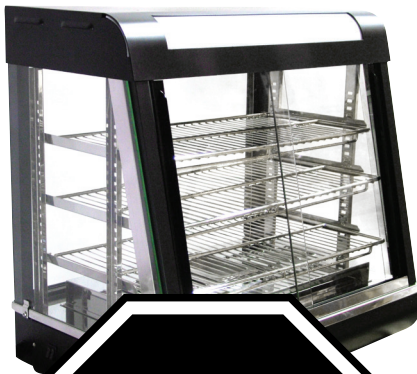


## ***Display Warmers***

Models DW-CN-0902, 0686, 1194

Items 21570, 21749, 21571

## ***Instruction Manual***



*Revised - 07/02/2024*



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Model DW-CN-0902 / Model DW-CN-0686 / Model DW-CN-1194

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## **General Information**

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**Omcan Manufacturing and Distributing Company Inc., Food Machinery of America, Inc. dba Omcan and Omcan Inc. are not responsible for any harm or injury caused due to any person's improper or negligent use of this equipment. The product shall only be operated by someone over the age of 18, of sound mind, and not under the influence of any drugs or alcohol, who has been trained in the correct operation of this machine, and is wearing authorized, proper safety clothing. Any modification to the machine voids any warranty, and may cause harm to individuals using the machine or in the vicinity of the machine while in operation.**

### **CHECK PACKAGE UPON ARRIVAL**

Upon receipt of an Omcan shipment please inspect for external damage. If no damage is evident on the external packaging, open carton to ensure all ordered items are within the box, and there is no concealed damage to the machine. If the package has suffered rough handling, bumps or damage (visible or concealed), please note it on the bill of lading before accepting the delivery and contact Omcan within 24 hours, so we may initiate a claim with the carrier. A detailed report on the extent of the damage caused to the machine must be filled out within three days, from the delivery date shown in the shipping documents. Omcan has no recourse for damaged products that were shipped collect or third party.

**Before operating any equipment, always read and familiarize yourself with all operation and safety instructions.**

**Omcan would like to thank you for purchasing this machine. It's of the utmost importance to save these instructions for future reference. Also save the original box and packaging for shipping the equipment if servicing or returning of the machine is required.**

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**Omcan Fabrication et distribution Compagnie Limité et Food Machinery d'Amérique, dba Omcan et Omcan Inc. ne sont pas responsables de tout dommage ou blessure causé du fait que toute personne ait utilisé cet équipement de façon irrégulière. Le produit ne doit être exploité que par quelqu'un de plus de 18 ans, sain d'esprit, et pas sous l'influence d'une drogue ou d'alcool, qui a été formé pour utiliser cette machine correctement, et est vêtu de vêtements de sécurité appropriés. Toute modification de la machine annule toute garantie, et peut causer un préjudice à des personnes utilisant la machine ou des personnes à proximité de la machine pendant son fonctionnement.**

### **VÉRIFIEZ LE COLIS DÈS RÉCEPTION**

Dès réception d'une expédition d'Omcan veuillez inspecter pour dommages externes. Si aucun dommage n'est visible sur l'emballage externe, ouvrez le carton afin de s'assurer que tous les éléments commandés sont dans la boîte, et il n'y a aucun dommage dissimulé à la machine. Si le colis n'a subi aucune mauvaises manipulations, de bosses ou de dommages (visible ou cachée), notez-le sur le bond de livraison avant d'accepter la livraison et contactez Omcan dans les 24 heures qui suivent, pour que nous puissions engager une réclamation auprès du transporteur. Un rapport détaillé sur l'étendue des dommages causés à la machine doit être rempli dans un délai de trois jours, à compter de la date de livraison indiquée dans les documents d'expédition. Omcan n'a aucun droit de recours pour les produits endommagés qui ont été expédiés ou cueillis par un tiers transporteur.

**Avant d'utiliser n'importe quel équipement, toujours lire et vous familiariser avec toutes les opérations et les**

## ***General Information***

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consignes de sécurité.

Omcan voudrais vous remercier d'avoir choisi cette machine. Il est primordial de conserver ces instructions pour une référence ultérieure. Également conservez la boîte originale et l'emballage pour l'expédition de l'équipement si l'entretien ou le retour de la machine est nécessaire.

Omcan Empresa De Fabricacion Y Distribucion Inc. Y Maquinaria De Alimentos De America, Inc. dba Omcan y Omcan Inc. no son responsables de ningun daño o perjuicio causado por cualquier persona inadecuada o el uso descuidado de este equipo. El producto solo podra ser operado por una persona mayor de 18 años, en su sano juicio y no bajo alguna influencia de droga o alcohol, y que este ha sido entrenado en el correcto funcionamiento de esta máquina, y ésta usando ropa apropiada y autorizada. Cualquier modificación a la máquina anula la garantía y puede causar daños a las personas usando la máquina mientras esta en el funcionamiento.

### **REVISE EL PAQUETE A SU LLEGADA**

Tras la recepcion de un envio Omcan favor inspeccionar daños externos. Si no hay daños evidentes en el empaque exterior, Habra el carton para asegurarse que todos los articulos solicitados estén dentro de la caja y no encuentre daños ocultos en la máquina. Si el paquete ha sufrido un manejo de poco cuidado, golpes o daños (visible o oculto) por favor anote en la factura antes de aceptar la entrega y contacte Omcan dentro de las 24 horas, de modo que podamos iniciar una reclamación con la compañía. Un informe detallado sobre los daños causados a la máquina debe ser llenado en el plazo de tres días, desde la fecha de entrega que se muestra en los documentos de envío. Omcan no tiene ningun recurso por productos dañados que se enviaron a recoger por terceros.

**Antes de utilizar cualquier equipo, siempre lea y familiarizarse con todas las instrucciones de funcionamiento y seguridad.**

Omcan le gustaría darle las gracias por la compra de esta máquina. Es de la mayor importancia para salvar estas instrucciones para futuras consultas. Además, guarda la caja original y el embalaje para el envío del equipo si servicio técnico o devolución de la máquina que se requiere.

## ***Safety and Warranty***

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### **WARNING:**

1. If the supply cord is damaged it, must be replaced by Omcan, its service agent or similarly qualified persons.
2. This appliance shall not be cleaned with a water jet.
3. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have supervision or instruction concerning use of the appliance by a person responsible for their safety.



## ***Safety and Warranty***

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4. Children should be supervised to ensure that they do not play with the appliance.
5. Before using this machine, make sure the machine has an operational electric ground.

**To ensure safe operation, read the following statements and understanding their meaning. Please read carefully.**

### **WARNING: BURN HAZARD**

Do not touch hot food, liquid or heating surfaces while equipment is heating or operating. Hot surfaces and food can cause injury to the operator (burning of skin). Allow the hot surfaces to cool before handling. Do not drop or spill water onto the cooking surface.

### **WARNING: ELECTRICAL SHOCK HAZARD**

Do not let water or any other liquid enter the machine. Liquid entering the machine can cause electrical shock. Do not spray water or cleaning products on the machine. Do not use the machine if the power cord is damaged or changed in any way.

To reduce risk of injury or damage to the machine:

- Use only grounded electrical outlets corresponding with the electrical requirements of the machine.
- The equipment must be placed on a flat, level surface.
- Do not use an extension cord with the machine.
- Turn off and unplug the machine before any maintenance or inspection.
- Keep the machine and its power cord from flammable or corrosive products.
- Do not leave the machine unsupervised when operating.
- Do not operate the machine if it is damaged in any way.

Omcan display warmers are engineered and designed to maintain previously cooked foods at serving temperatures. Improper use of this machine's maximum temperature for extended periods of time, in an attempt to thoroughly cook food products, is prohibited. Such operation will void the manufacturer's warranty and may result in under cooked and therefore unsafe food.

**RESIDENTIAL USERS: vendor assumes no liability for parts or labor coverage for component failure or other damages resulting from installation in non-commercial or residential applications. The right is reserved to deny shipment for residential usage; if this occurs, you will be notified as soon as possible.**

### **1 YEAR PARTS AND LABOUR BENCH WARRANTY**

Within the warranty period, contact Omcan Inc. at 1-800-465-0234 to schedule a drop off to either an Omcan authorized service depot in the area, or to an Omcan Service warehouse to repair the equipment.

Unauthorized maintenance will void the warranty. Warranty covers electrical and part failures, not improper use.

Please see <https://omcan.com/disclaimer> for complete info.

## Safety and Warranty

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### WARNING:

The packaging components are classified as normal solid urban waste and can therefore be disposed of without difficulty.

In any case, for suitable recycling, we suggest disposing of the products separately (differentiated waste) according to the current norms.

**DO NOT DISCARD ANY PACKAGING MATERIALS IN THE ENVIRONMENT!**

## Technical Specifications

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Model	DW-CN-0686	DW-CN-0902	DW-CN-1194
Item Number	21749	21570	21571
Power	1.34 kW	1.50 kW	
Temperature Range	30 - 110°C / 86 - 230°F		
Electrical	110-120V / 60Hz / 1		
Net Weight	81.4 lbs. / 36.9 kgs.	109.8 lbs. / 49.8 kgs.	166.9 lbs. / 75.7 kgs.
Dimensions (WDH)	25.9" x 17.1" x 24.6" 658 x 435 x 625mm	35.3" x 18.7" x 23" 896 x 476 x 585mm	47.1" x 18.9" x 30.9" 1196 x 480 x 785mm
Packaging Weight	109.8 lbs. / 49.8 kgs.	140 lbs. / 63.5 kgs.	213 lbs. / 96.6 kgs.
Packaging Dimensions	32" x 23" x 31" 813 x 584 x 787mm	40" x 23.7" x 28.7" 1016 x 603 x 730mm	52" x 26" x 36" 1321 x 660 x 914mm

## Installation

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**NOTE: THIS UNIT IS DESIGNED TO HOLD WARM FOOD. IT IS NOT DESIGNED TO COOK FOOD. ALL FOOD MUST BE FULLY COOKED AND HEATED PRIOR TO PLACING IT INTO THE WARMER.**

### UNPACKING AND SETUP

Dispose of all packaging in accordance with local laws.

1. Remove all packing material and protective packaging materials.

2. Remove the bolts that secure the equipment to the pallet.
3. Clean any glue residue.
4. Install the light bulbs and their covers according the procedures earlier listed.
5. Install the shelving according to the procedures earlier listed.
6. Install the doors according to the procedures earlier listed.
7. NOTE: shelves can be sloping forward for improved presentation.
8. Plug the machine into a properly grounded outlet matching the nameplate rating.

## **LIGHT BULB AND COVER INSTALLATION**

Before installing the shelving of the machine, install the lights and its covers.

1. Slide the light bulb into the lower receptacle slot.
2. Slide the light bulb into the upper receptacle slot.
3. Turn the light bulb until it locks into place correctly fitting into the receptacles.
4. Put the light cover into the bracket to fix it in place. Start at the bottom, press the edge of the cover on the inside of the bracket from the bottom to the top.
5. Repeat steps 1 to 4 for the other side.

## **INSTALLING THE GLASS SIDES**

1. Unscrew the glass holder brackets near the bottom of the sides of the unit until they are all loose.
2. Align one of the glass sides with the unit, putting the top of the glass into the channel located on the top of the unit.
3. Turn the bottom brackets upward and tighten, ensure that the bracket firmly holds the glass.
4. Follow steps 2 and 3 for the other side.

## **CHANGING THE LIGHT BULB OR COVER**

1. Remove the front doors and shelves.
2. Reverse the steps in the Light Bulb and Cover Installation process.
3. Install a new cover or bulb by following the steps listed in the Light Bulb and Cover Installation process.

## **SHELF BRACKETS, SUPPORT AND DOOR INSTALLATION**

1. First install the light bulb and its cover. Follow the procedures mentioned above for this process.
2. Fix the shelf supports into the base and top of the unit.
3. Install the shelf brackets into the supports so that the locking tabs are pointing to the back of the unit.
4. Fix the taller doors to the front with the handles facing outwards.
5. Fix the shorter doors to the back so the handles face outwards.

## **NOTES**

1. Unit must be placed on a solid and level surface.
2. Before using this machine, please make sure the machine is safely grounded.
3. The voltage supply must be correspond with the rated voltage of the warmer.
4. Each time before using the machine, add 0.6 liters (0.16 gallons) of water into the water tray of this machine.
5. After connecting the machine to the power supply, the power indicator light will be on. Turn the heating switch to select the desired temperature. Air convection will keep the desired temperature throughout the machine.

## ***Installation***

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6. If light is needed, use the light bulb type equipped with the machine.
7. After using, always clean the machine. For safety reasons, cut off power supply and unplug before any cleaning.
8. If any abnormal objects, substances or noises are observed, turn the machine off and contact Omcan at 1-800-465-0234.

## ***Operation***

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Before using the machine, a complete cleaning of the machine must be performed. Before placing food in the warmer, let the machine operate at desired temperature for 30 - 45 minutes. Food must already be cooked and heated before placing in the machine. This machine is not designed to cook food. Check the temperature inside the machine regularly. If the machine is placed in an area with high humidity, open the rear doors to stop condensation.

**NOTE: monitor food temperature closely to ensure food safety.**

1. Adjust the thermostat control to the designed temperature.
2. Turn the light switch position to ON if the light is desired.
3. It may be necessary to add water to the pan to increase the humidity inside the machine. Monitor the water level closely.
4. When finished with the machine, turn the thermostat control to the lowest setting and switch the light to the OFF position. Then unplug the unit. If removing hot items from the unit, use protective gloves.
5. Let the water pan completely cool before disposing the water.
6. Proceed to clean the machine by the instructions listed (see below).

## ***Maintenance***

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### **CLEANING**

To increase service life, clean equipment daily.

**NOTE: do not use detergents which are acidic, corrosive or contain chlorine.**

**NOTE: do not immerse the cord, plug or machine in water or any other liquid. Do not use pressurized water jets to clean the machine.**

1. Turn the machine off and unplug it from the electrical socket. Let the machine cool completely before cleaning.



## Maintenance

2. Use a damp cloth or sponge, use detergent and water to clean the equipment.
3. A high quality, non-toxic glass cleaner can be used to clean the glass on the machine.
4. Completely dry the machine before using.

## Troubleshooting

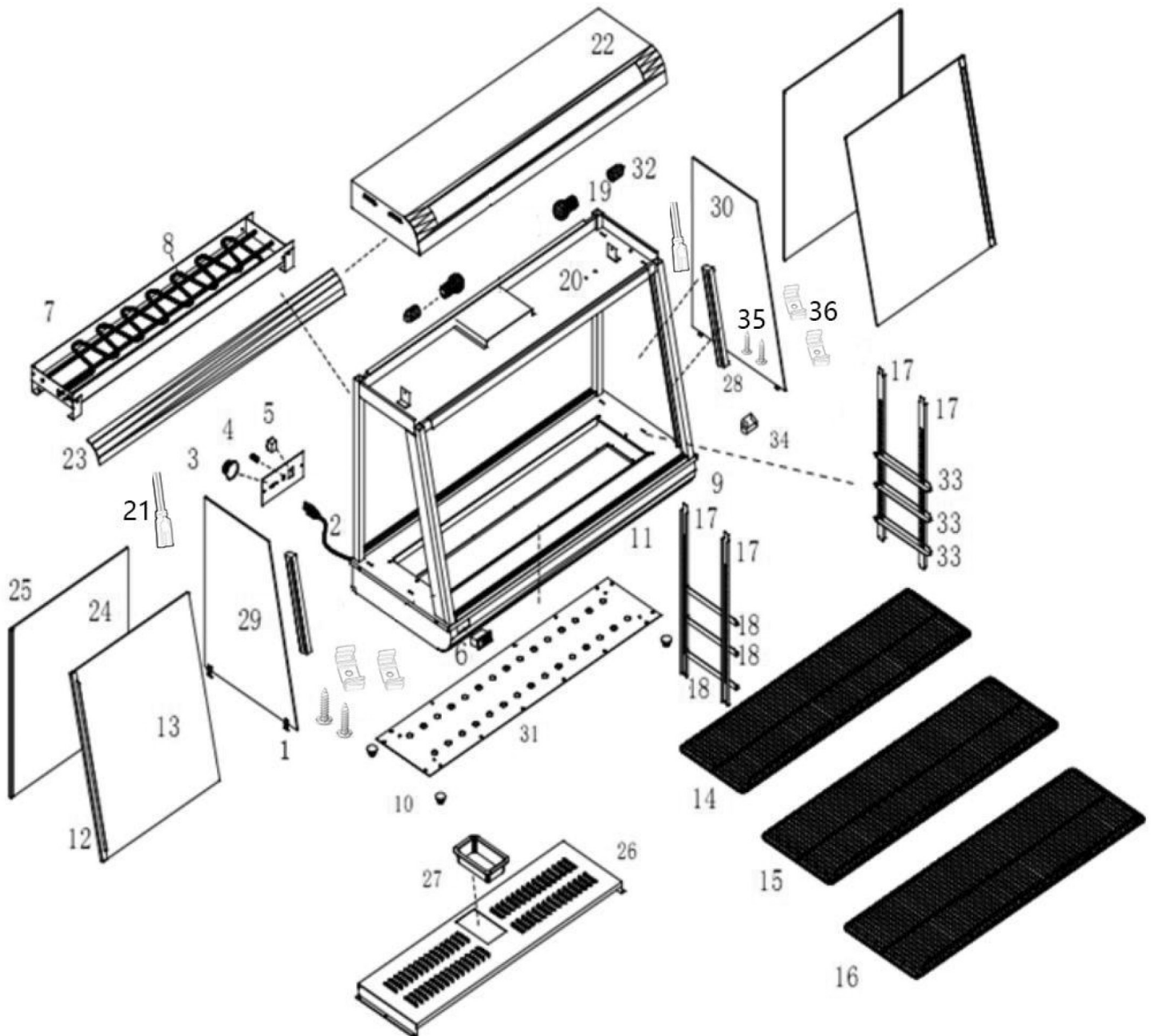
Problem	Cause	Solution
Condensation on the glass.	High moisture and high levels of heat.	Open the rear doors slightly.
No power.	Faulty outlet.	Have outlet replaced by a qualified electrician.
	Circuit breaker tripped.	Reset the circuit breaker.
The unit is not heating.	Faulty heating element.	Have unit serviced by qualified technician.
Indicator light does not turn on when temperature control is turned up.	Unit is not plugged in.	Plug in power cord.
	Indicator light malfunction.	Replace indicator light.
Light(s) do not work.	Defective or faulty starter(s).	Replace starter(s).
	Defective or faulty ballast(s).	Replace ballast(s).
	Defective or faulty light(s).	Replace light(s).
	Loose connection or defective socket.	Tighten connection or replace socket.

# Parts Breakdown

**Model DW-CN-0902** 21570

**Model DW-CN-0686** 21749

**Model DW-CN-1194** 21571



# Parts Breakdown

## Model DW-CN-0902 21570

Item No.	Description	Position	Item No.	Description	Position	Item No.	Description	Position
66044	Clip with Screw for 21570	1	24758	Front Glass Door 400x417mm for 21570	13	24771	Cover of Heater for 21570	26
24746	Plug and Power Cord for 21570	2	24759	315 Shelf for 21570	14	80282	Steam Table Pan Ninth Size 6-7/8" x 4-1/4" x 2-1/2" / 176 x 108 x 65mm Stainless Steel NSF for 21570	27
41081	Thermostat with Knob for 21570	3	24760	350 Shelf for 21570	15	AQ896	LED Tube for 21570	28
24749	Indicator Light for 21570	4	24761	360 Shelf for 21570	16	28728	Right or Left Side Glass for 21570	29, 30
24750	Switch for 21570	5	24762	Vertical Support for 21570	17	28731	Base Cover for 21570	31
24751	Temperature Display for 21570	6	28735	Left Bracket for Shelves for 21570	18	66059	40W Light Holder for 21570	32
24752	Bracket of Heater for 21570	7	24764	40W Light for 21570	19	24763	Right Bracket for Shelves for 21570	33
24753	Heater / Heating Element for 21570	8	24765	Middle-Level Assembly for 21570	20	28736	Fluorescent Tube Holder for 21570	34
24754	Base for 21570	9	AQ895	LED Tube Plug for 21570	21	AQ897	LED Tube Holder's Screw for 21570	35
24755	Plastic Foot for 21570	10	24767	Top Cover for 21570	22	AQ898	LED Tube Holder for 21570	36
24756	Door Guide for 21570	11	24768	White Decorating Plate for 21570	23			
24770	Front / Back Door Handle for 21570	12, 25	24769	Back Glass 394x417mm for 21570	24			

# Parts Breakdown

## Model DW-CN-0686 21749

Item No.	Description	Position	Item No.	Description	Position	Item No.	Description	Position
66044	Clip with Screw for 21749	1	24785	Front Glass Door 440x300mm for 21749	13	24798	Cover of Heater for 21749	26
24746	Plug and Power Cord for 21749	2	24786	315 Shelf for 21749	14	80282	Steam Table Pan Ninth Size 6-7/8" x 4-1/4" x 2-1/2" / 176 x 108 x 65mm Stainless Steel NSF for 21749	27
41081	Thermostat with Knob for 21749	3	24787	350 Shelf for 21749	15	AQ896	LED Tube for 21749	28
24749	Indicator Light for 21749	4	24788	360 Shelf for 21749	16	21399	Right or Left Side Glass for 21749	29, 30
24750	Switch for 21749	5	24789	Vertical Support for 21749	17	28732	Base Cover for 21749	31
24751	Temperature Display for 21749	6	66063	Left Bracket for Shelf for 21749	18	66059	40W Light Holder for 21749	32
24779	Bracket of Heater for 21749	7	24764	40W Light for 21749	19	66064	Right Bracket for Shelf for 21749	33
24780	Heater for 21749	8	24792	Middle-Level Assembly for 21749	20	66065	Light Tube Holder for 21749	34
24781	Base for 21749	9	AQ895	LED Tube Plug for 21749	21	AQ897	LED Tube Holder's Screw for 21749	35
24755	Plastic Foot for 21749	10	24794	Top Cover for 21749	22	AQ898	LED Tube Holder for 21749	36
24783	Door Guide for 21749	11	24795	White Decorating Plate for 21749	23			
24757	Front/ Back Door Handle for 21749	12, 25	24796	Back Glass 436x300mm for 21749	24			

## Model DW-CN-1194 21571

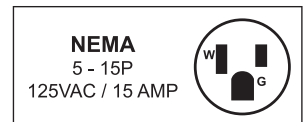
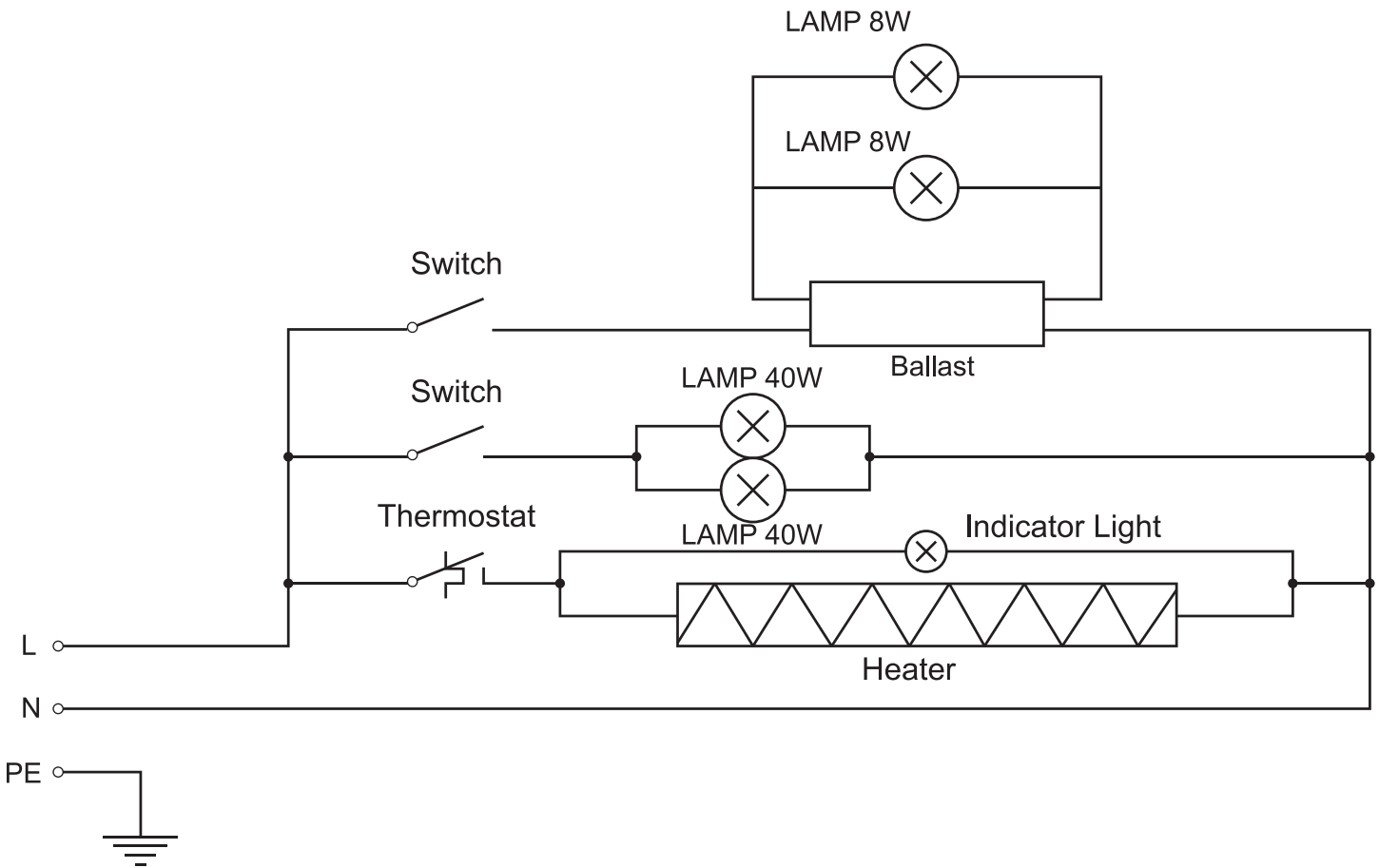
Item No.	Description	Position	Item No.	Description	Position	Item No.	Description	Position
66044	Clip with Screw for 21571	1	24823	Front Glass 606x567mm for 21571	13	24825	Cover of Heater for 21571	26
24746	Plug and Power Cord for 21571	2	24813	315 Shelf for 21571	14	80282	Steam Table Pan Ninth Size 6-7/8" x 4-1/4" x 2-1/2" / 176 x 108 x 65mm Stainless Steel NSF for 21571	27
41081	Thermostat with Knob for 21571	3	24814	350 Shelf for 21571	15	AQ896	LED Tube for 21571	28
24749	Indicator Light for 21571	4	24815	360 Shelf for 21571	16	21436	Right or Left Side Glass for 21571	29, 30
24750	Switch for 21571	5	24816	Vertical Support for 21571	17	28733	Base Cover for 21571	31
24751	Temperature Display for 21571	6	66066	Left Bracket for Shelf for 21571	18	66059	40W Light Holder for 21571	32
24806	Bracket of Heater for 21571	7	24764	40W Light for 21571	19	66068	Right Bracket for Shelf for 21571	33
24807	Heater for 21571	8	24819	Middle-Level Assembly for 21571	20	66069	Light Tube Holder for 21571	34
24808	Base for 21571	9	AQ895	LED Tube Plug for 21571	21	AQ897	LED Tube Holder's Screw for 21571	35
24755	Plastic Foot for 21571	10	24821	Top Cover for 21571	22	AQ898	LED Tube Holder for 21571	36
24810	Door Guide for 21571	11	24822	White Decorating Plate for 21571	23			
24824	Front / Back Door Handle for 21571	12, 25	24812	Back Glass 590x567mm for 21571	24			

# Electrical Schematics

**Model DW-CN-0902** 21570

**Model DW-CN-0686** 21749

**Model DW-CN-1194** 21571







# Warranty Registration

Thank you for purchasing an Omcan product. To register your warranty for this product, complete the information below, tear off the card at the perforation and then send to the address specified below. You can also register online by visiting:

Merci d'avoir acheté un produit Omcan. Pour enregistrer votre garantie pour ce produit, complétez les informations ci-dessous, détachez la carte au niveau de la perforation, puis l'envoyer à l'adresse spécifiée ci-dessous. Vous pouvez également vous inscrire en ligne en visitant:

Gracias por comprar un producto Omcan usted. Para registrar su garantía para este producto, complete la información a continuación, cortar la tarjeta en la perforación y luego enviarlo a la dirección indicada a continuación. También puede registrarse en línea en:

<https://omcan.com/warranty-registration/>

For mailing in Canada

Pour postale au Canada

Por correo en Canadá

For mailing in the US

Pour diffusion aux États-Unis

Por correo en los EE.UU.

**OMCAN**

PRODUCT WARRANTY REGISTRATION

3115 Pepper Mill Court,  
Mississauga, Ontario  
Canada, L5L 4X5

**OMCAN**

PRODUCT WARRANTY REGISTRATION

4450 Witmer Industrial Estates, Unit 4,  
Niagara Falls, New York  
USA, 14305

*or email to: [service@omcan.com](mailto:service@omcan.com)*



Purchaser's Information

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Province or State: \_\_\_\_\_ Postal or Zip: \_\_\_\_\_

Country: \_\_\_\_\_

Dealer from which Purchased: \_\_\_\_\_

Dealer City: \_\_\_\_\_ Dealer Province or State: \_\_\_\_\_

Invoice: \_\_\_\_\_

Model Name: \_\_\_\_\_ Model Number: \_\_\_\_\_

Machine Description: \_\_\_\_\_

Date of Purchase (MM/DD/YYYY): \_\_\_\_\_

Would you like to extend the warranty?  Yes  No

Company Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email Address: \_\_\_\_\_

Type of Company:

Restaurant  Bakery  Deli

Butcher  Supermarket  Caterer

Institution (specify): \_\_\_\_\_

Other (specify): \_\_\_\_\_

Serial Number: \_\_\_\_\_

Date of Installation (MM/DD/YYYY): \_\_\_\_\_

**Thank you for choosing Omcan | Merci d'avoir choisi Omcan | Gracias por elegir Omcan**



Since 1951 Omcan has grown to become a leading distributor of equipment and supplies to the North American food service industry. Our success over these many years can be attributed to our commitment to strengthen and develop new and existing relationships with our valued customers and manufacturers. Today with partners in North America, Europe, Asia and South America, we continually work to improve and grow the company. We strive to offer customers exceptional value through our qualified local sales and service representatives who provide convenient access to over 6,500 globally sourced products.

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Depuis 1951 Omcan a grandi pour devenir un des "leaders" de la distribution des équipements et matériel pour l'industrie des services alimentaires en Amérique du Nord. Notre succès au cours de ces nombreuses années peut être attribué à notre engagement à renforcer et à développer de nouvelles et existantes relations avec nos clients et les fabricants de valeur. Aujourd'hui avec des partenaires en Amérique du Nord, Europe, Asie et Amérique du Sud, nous travaillons continuellement à améliorer et développer l'entreprise. Nous nous efforçons d'offrir à nos clients une valeur exceptionnelle grâce à nos ventes locales qualifiées et des représentants de service qui offrent un accès facile à plus de 6500 produits provenant du monde entier.

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Desde 1951 Omcan ha crecido hasta convertirse en un líder en la distribución de equipos y suministros de alimentos en América del Norte industria de servicios. Nuestro éxito en estos años se puede atribuir a nuestro compromiso de fortalecer y desarrollar nuevas relaciones existentes con nuestros valiosos clientes y fabricantes. Hoy con socios de América del Norte, Europa, Asia y América del Sur, que trabajan continuamente para mejorar y crecer la empresa. Nos esforzamos por ofrecer a nuestros clientes valor excepcional a través de nuestro local de ventas y representantes de los servicios que proporcionan un fácil acceso a más de 6,500 productos con origen a nivel mundial.

