

# Use & Care MANUAL



3 Series  
Built-In Electric Warming Drawers

*RVEWD330*

# Congratulations

Congratulations and welcome to an elite world of ownership. We hope you will enjoy and appreciate the care and attention we have put into every detail of your warming drawer.

Your appliance is designed to offer years of reliable service. This Use and Care Manual will provide you with the information you need to become familiar with your drawer's care and operation.

Your complete satisfaction is our ultimate goal. If you have any questions or comments about this product, please contact the dealer from whom you purchased it, or contact our Consumer Support Center at 1-888-845-4641.

We appreciate your choice of our product and hope that you will again select our products for your other major appliance needs.

For more information about the complete and growing selection of products, visit us online at [vikingrange.com](http://vikingrange.com)

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# Warnings

**Warning and Important Safety Instructions appearing in this manual are not meant to cover all possible conditions and situations that may occur. Common sense, caution, and care must be exercised when installing, maintaining, or operating the appliance.**


**ALWAYS** contact the manufacturer about problems or conditions you do not understand.

## Recognize Safety Symbols, Words, Labels

<b>⚠ DANGER</b>
<b>Hazards or unsafe practices which WILL result in severe personal injury or death</b>
<b>⚠ WARNING</b>
<b>Hazards or unsafe practices which COULD result in death or severe personal injury</b>
<b>⚠ CAUTION</b>
<b>Hazards or unsafe practices which COULD result in minor personal injury.</b> All safety messages will identify the hazard, tell you how to reduce the chance of injury, and tell you what can happen if the instructions are not followed.

**Read and follow all instructions before using this appliance** to prevent the potential risk of fire, electric shock, personal injury or damage to the appliance as a result of improper usage of the appliance. Use appliance only for its intended purpose as described in this manual.

**To ensure proper and safe operation:** Appliance must be properly installed and grounded by a qualified technician. **DO NOT** attempt to adjust, repair, service, or replace any part of your appliance unless it is specifically recommended in this manual. All other servicing should be referred to a qualified servicer.

<b>⚠ WARNING</b>
 To avoid risk of property damage, personal injury or death; follow information in this manual exactly to prevent a fire or explosion. <b>DO NOT</b> store or use gasoline or other flammable vapors and liquids in the vicinity of this or any appliance.

# Warnings

## WARNING

If the information in this manual is not followed exactly, a fire or explosion may result causing property damage, personal injury or death.

## WARNING

**NEVER** use this appliance as a space heater to heat or warm the room. Doing so may result in carbon monoxide poisoning and overheating of the drawer.

## CAUTION

**DO NOT** use plastic wrap to cover foods placed in the drawer, nor to keep foods warm that are wrapped or placed in plastic containers for heating. Plastics can melt onto the drawer if they are in direct contact. If melted onto the drawer, they can be very difficult to remove.

## CAUTION

**DO NOT** use any cleaning agent with chlorine or chlorine compounds on stainless steel finish. Chlorine and chlorine compounds are corrosive to stainless steel.

## WARNING

To avoid sickness and food waste, do not allow defrosted food to remain in the drawer for more than two hours.

## WARNING



### **FIRE AND ELECTRICAL SHOCK HAZARD**

To reduce the risk of electric shock and fire, **DO NOT** use a flexible power-supply cord with this appliance.

## WARNING

To reduce the risk of fire, electric shock, or injury to persons, installation work and electrical wiring must be done by qualified people in accordance with all applicable codes and standards, including fire-rated conditions.

## WARNING



### **BURN OR ELECTRICAL SHOCK HAZARD**

Make sure all controls are OFF and drawer is COOL before cleaning. Failure to do so can result in burns or electrical shock.

## WARNING

**NEVER** cover any slots, holes or passages in the drawer or cover an entire rack with materials such as aluminum foil. Doing so blocks air flow through the oven and may cause carbon monoxide poisoning. Aluminum foil linings may also trap heat, causing a fire hazard.

## WARNING

Make sure that incoming voltage is the same as unit rating. An electric rating plate specifying voltage, hertz, wattage, amps, and phase is attached to the product. Wiring the warming drawer with more voltage than it is rated for may cause severe damage to the thermostat, element, and other components. Wiring the warming drawer with less voltage than it is rated for may cause significant decrease in performance.

# Warnings

## To Prevent Fire or Smoke Damage

- Be sure all packing materials are removed from the appliance before operating it.
- Keep area around appliance clear and free from combustible materials, gasoline, and other flammable vapors and materials.
- Many aerosol-type spray cans are **EXPLOSIVE** when exposed to heat and may be highly flammable. Avoid their use or storage near an appliance.
- Many plastics are vulnerable to heat. Keep plastics away from parts of the appliance that may become warm or hot. **DO NOT** leave plastic items in the drawer as they may melt or soften if left too close to a heating element.
- Combustible items (paper, plastic, etc.) may ignite and metallic items may become hot and cause burns. **DO NOT** pour spirits over hot foods.
- Do not use aluminum foil or protective liners to cover any part of the drawer especially the bottom. Aluminium foil and liners are heat insulators and could trap heat underneath them resulting in electric shock or fire. This will also upset the performance and can damage the interior finish.

## About your Appliance

- **DO NOT** touch the heating elements or interior surface of the drawer while it is in use. Use handles or knobs.
- **DO NOT** store flammable materials in drawer.

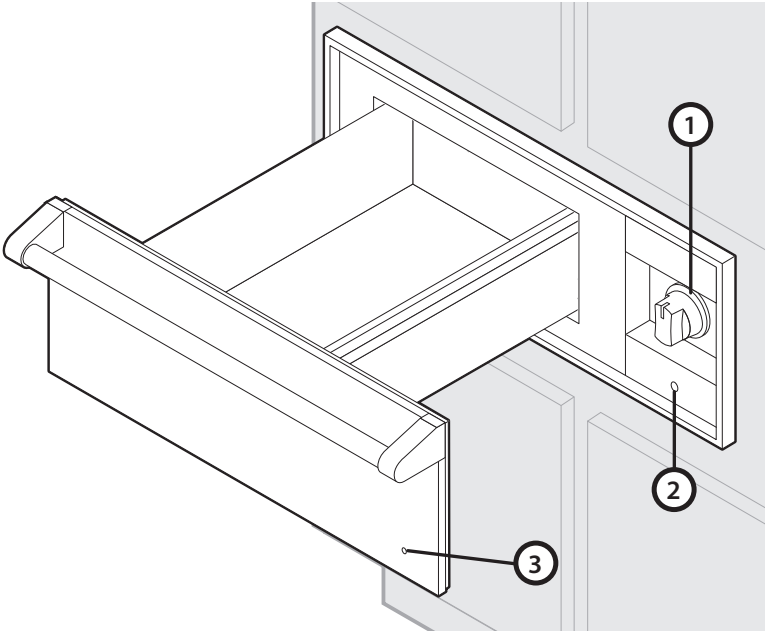
## Heating Elements

- Use only dry potholders. If moist or damp potholders are used, steam from potholders could cause a steam burn. **DO NOT** let potholders touch hot heating elements located under the drawer. **DO NOT** use a towel or bulky cloths in place of potholders.
- Use care when opening the drawer. Let hot air or steam escape (open vent) before removing or replacing food.
- **DO NOT** place food in unopened containers in the drawer. Pressure could build up and cause the container to burst.
- **NEVER** use the appliance for other than intended use.
- **DO NOT** use water on grease fires. Smother fire or flame or use dry chemical or foam-type extinguisher.
- **DO NOT** use aluminum foil to line the drawer. It is an excellent heat insulator and will trap heat beneath it. This will upset the performance and can damage the interior finish.
- Always place warming racks in desired position while drawer is cool.
- Keep drawer closed when not in use.
- **DO NOT** place items exposed to cooking oils in your warming drawer. Items contaminated with cooking oils may contribute to a chemical reaction that could cause a load to catch fire.
- **DO NOT** install or store indoor models where they will be exposed to the weather.

# Before Using Drawer

All products are wiped clean with solvents at the factory to remove any visible signs of dirt, oil, and grease which may have remained from the manufacturing process. Before using, clean the drawer thoroughly with hot, soapy water. There may be some burn off and odors on first use of the appliance—this is normal.

# Drawer Features



- 1. Temperature Control Knob
- 2. ON/OFF Indicator Light
- 3. Drawer Indicator Light

# Operation

The warming drawer is not designed for cooking food and should always start with hot cooked food. It will keep hot, cooked foods at serving temperature. DO NOT use to heat cold food other than proofing yeast dough, crisping crackers, chips, dry cereal or warming dishes or plates. NOTE: Use heat-safe dishes only.

## Warming Element

Turn the control knob clockwise to the desired setting. The element will cycle on and off to maintain the desired heat setting. When finished turn the control to "OFF." **Note:** The majority of foods are held at a medium setting to maintain a serving temperature.

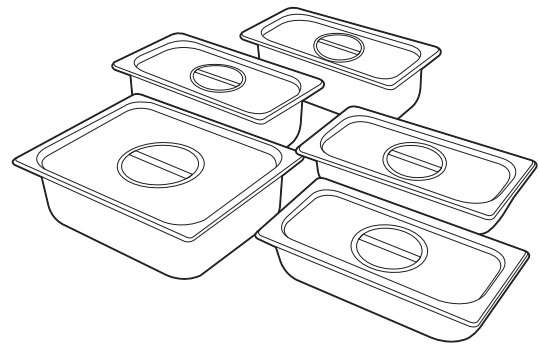
## Drawer Indicator Light

The drawer indicator light is located on the front panel of the drawer. The drawer indicator light will glow blue when the drawer element is heated. The light will cycle on and off as the temperature is maintained.

## Optional Accessory Pans/Lids

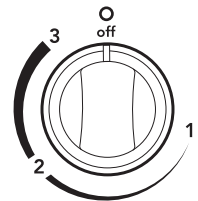
This warming drawer is designed to accommodate standard size pan inserts. The optional pan/lid set consists of:

- 1) one 4" D. x 12" L. x 10½" W. pan/lid
- 2) two 4" D. x 12" L. x 7" W. pans/lids
- 3) two 2½" D. x 12" L. x 7" W. pans/lids



## Temperature Control Settings

The knob is used to select the temperature of the drawer and is located on the right side of the control panel. The "1" setting represents low, "2" represents medium, and "3" represents high. The majority of foods are held at a medium setting to maintain a serving temperature. However, your own preference may be for hotter foods.



To keep several types of food hot for serving, key the temperature setting for the meat. For example, to hold rare roast beef, select a lower setting, cover the other foods that otherwise would be kept at a higher setting.

Repeated opening of the drawer allows the hot air to escape and the food to cool. The drawer should not be opened unless adding or removing food.

## Proofing

Yeast dough can be proofed in the warming drawer. Place the dough in a bowl. Place the bowl on the low rack in the drawer. Turn the temperature control to the lowest setting to facilitate the fermentation time. A towel should be placed over the dough to minimize surface drying. The dough should remain in the warming drawer until it has doubled in size and a slight depression remains when the surface is touched gently with a finger.

## Warming Plates

To warm serving bowls and plates, place temperature control on a low setting. Place the empty dishes on a rack to raise them off the bottom of the drawer. If you want hotter dishes or want to heat fine china, please check with the manufacturer of the dishes for their maximum heat tolerance.

# Operation

## Power “ON” Light

The power “ON” light is located above the temperature control knob on Custom models and below the temperature control knob on Designer models. It turns on when the control knob is set and cycles on and off with the heating element as temperature is maintained.

## Suggested Heat Settings

The information below is given as a guide only. You may need to vary the heat settings to suit your personal requirements.

Food	Temperature Settings
Bacon	2 – 3
Beef, medium and well done	2
Beef, rare	1 – 2
Bread, hard roll	2
Bread, soft rolls	2
Casseroles	2
Cooked cereal	2
Dough, proofing	1
Eggs	2
Fish, seafood (baked)	2
Fried foods	3
Fruit	2
Gravy, creamed sauces	2
Ham	2
Pancakes, waffles	2 – 3
Pies, one crust	2
Pies, two crust	2
Pizza	2 – 3
Pork	2
Potatoes, baked	3
Potatoes, mashed	2
Poultry	2 – 3
Vegetables	2

## Condensation

The warming drawer is supplied with a system which provides a natural circulation of air. In most cases, this natural circulation will eliminate any observed condensation. However, there will be instances where condensation is observed. This is NOT a sign that the unit is not working properly.

Condensation can occur depending on the following factors:

- Steam and condensation is a natural by product of any food with high water content such as soups, stews, chicken, etc.
- Use a covered container, where practical, when warming foods with a high moisture content.
- Do not leave food in the drawer to cool after it has been switched off.
- To help reduce condensation, ensure the drawer is well heated before placing food in the drawer.
- Ambient conditions in the kitchen including humidity and temperature can increase the amount of condensation.



# Cleaning and Maintenance

Any piece of equipment works better and lasts longer when maintained properly and kept clean. Cooking equipment is no exception. Your warming drawer must be kept clean and maintained properly. Make sure all controls are in the "OFF" position.


1. Allow warming drawer to cool completely.
2. It is important to keep the slide rails clear and free from debris. Periodic cleaning of slide rails and other adjoining parts is necessary to assure smooth drawer operation.
3. If needed, the warming drawer pan support can be removed for cleaning. Pull the warming drawer out until fully extended. Slide finger along right and left side rail until you reach hand latches (located at the front of rails). Pull up on both right and left latches. Pull drawer support completely out.

## Control Knobs

MAKE SURE ALL CONTROL KNOBS POINT TO THE "OFF" POSITION BEFORE REMOVING. Pull the knobs straight off. Wash in detergent and warm water. Dry completely and replace by pushing firmly onto stem.

## Stainless Steel Parts

All stainless steel body parts should be wiped regularly with hot soapy water at the end of each cooling period and with a liquid cleaner designed for that material when soapy water will not do the job. DO NOT use steel wool, abrasive cloths, cleansers, or powders. If necessary, scrape stainless steel to remove encrusted materials, soak the area with hot towels to loosen the material, then use a wooden or nylon spatula or scraper. DO NOT use a metal knife, spatula, or any other metal tool to scrape stainless steel. DO NOT permit citrus or tomato juice to remain on stainless steel surface, as citric acid will permanently discolor stainless steel. Wipe up any spills immediately.


CAUTION

**DO NOT** use any cleaning agent with chlorine or chlorine compounds on stainless steel finish. Chlorine and chlorine compounds are corrosive to stainless steel.

## Cleaning Chart

Material/Problem	Cleaning Products	Directions
Stainless steel/ Enamels	Mild cleaners	Sponge with cloth, then rinse with clear water and wipe dry. Satisfactory for use on all finishes.
Hard water spots and scales	Vinegar and water	Swab or wipe with cloth. Rinse with clear water and dry. Satisfactory for use on all finishes.
	Soft, non-abrasive cleaners	Apply with damp sponge or cloth. Satisfactory for use on all finishes if rubbing is light. Rub in direction of the polish lines.
Plastic (Control knob)	Soap and water	Pull off knob. Wash but <b>DO NOT</b> soak. Rinse with water, dry and replace on control.

# Troubleshooting

Problem	Possible Cause and/or Remedy
Warming drawer will not function.	Drawer is not connected to electrical power: Have electrician check power circuit breaker, wiring, and fuses.

## Service Information

If service is required, call your authorized service agency.

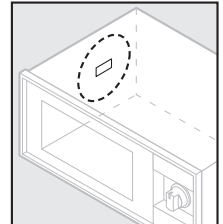
Have the following information readily available.

- Model number
- Serial number
- Date purchased
- Name of dealer from whom purchased

Clearly describe the problem that you are having. If you are unable to obtain the name of an authorized service agency, or if you continue to have service problems, contact Viking Range, LLC at 1-888-845-4641, or write to:

**VIKING RANGE, LLC  
PREFERRED SERVICE  
111 Front Street  
Greenwood, Mississippi 38930 USA**

Record the information indicated below. You will need it if service is ever required. The model and serial number for your warming drawer Rating/Serial plate is located on the left, rear side.



Model no. \_\_\_\_\_ Serial no. \_\_\_\_\_

Date of purchase \_\_\_\_\_ Date installed \_\_\_\_\_

Dealer's name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

If service requires installation of parts, use only authorized parts to insure protection under the warranty.

**Keep this manual for future reference.**

# Warranty

## **BUILT-IN ELECTRIC WARMING DRAWER WARRANTY**

### **TWO YEAR FULL WARRANTY**

Built-in warming drawers and all of their component parts, except as detailed below\*, are warranted to be free from defective materials or workmanship in residential housed hold use for a period of two (2) years from the date of original retail purchase. Viking Range, warrantor, agrees to repair or replace at its option, any part which fails or is found to be defective during the warranty period. Warranty service must be performed by a Viking Range LLC authorized service agency or representative.

**\*90 Day Cosmetic Warranty:** Products are warranted to be free from cosmetic defects in material or workmanship for a period of 90 days from the date of original retail purchase. This warranty covers manufacturing based defects only and does not cover issues resulting from handling or installation. Inspection of the product should be made at time of delivery. Any defects must be reported to the selling dealer within the 90 day period. Viking Range LLC uses the most up to date processes and the best materials available to produce all color finishes. However, slight color variation may be noticed because of the inherent differences in painted parts and porcelain parts as well as differences in product location and natural or artificial lighting. Warranty service must be performed by a Viking Range LLC authorized service agency or representative.

**\*90 Day Residential Plus:** Viking products are designed and certified for residential use only. They are not intended for use in commercial applications. Viking products should only be used in accordance to national and local codes. Viking is not responsible for property damage or injury resulting from use in a commercial application. To support the manufacturing quality of its appliance's Viking will provide a full 90 day warranty for products used in "Residential Plus" applications. This "Residential Plus" warranty applies to applications where use of the product extends beyond residential use but is in compliance with national and local code. In some jurisdictions these applications are zoned as residential. Examples of, but not limited to, such applications covered by this warranty are bed and breakfasts, fire stations, private clubs, churches, condominium/apartment common areas etc. Under this "Residential Plus" warranty, the product, its components and accessories are warranted to be free from defective material or workmanship for a period of ninety (90) days from the date of original retail purchase. Viking Range, LLC, warrantor, agrees to repair or replace, at its option, any part which fails or is found to be defective during the warranty period. This warranty covers parts and labor. This warranty excludes use of the product in all commercial locations such as restaurants, food service locations and institutional food service locations.

### **FIVE YEAR LIMITED WARRANTY**

Any electric element which fails due to defective materials or workmanship in normal residential use during the third thru the fifth year from the date of original retail purchase will be repaired or replaced free of charge for the part itself, with the owner paying all other costs, shipping, handling and labor. Aesthetic conditions such as corrosion, scratching, discoloration, carbon/food build up or similar blemishes due to normal wear and tear or improper use or lack of maintenance is excluded from this warranty.

### **WARRANTY TERMS**

This warranty extends to the original retail purchaser of the product warranted hereunder and to each transferee owner of the product during the term of the original purchaser's warranty. The warranty is transferable by the original retail purchaser via home sale only. If a transferee owner is unable to provide proof of purchase from the original purchaser and the product has not been previously registered, the production date of the product, located in the serial number on the product, will serve as the effective warranty start date.

The activation date of the warranty begins from the date of original retail purchase. In the case of new product purchase via building development sales, activation begins from the earlier date of either certificate of occupancy or 24 months from date of manufacture. Note date of manufacture is identified by serial tag on product.

This warranty does not cover units purchased as b-stock, liquidation, salvage, seconds, refurbished, as-is, used products.

This warranty shall apply to products purchased in the United States and Canada. Products must be purchased in the country where service is requested. Warranty service must be performed by a Viking Range LLC authorized service agency or representative. Warranty shall not apply to damage resulting from abuse, accident, natural disaster, loss of electrical power to the product for any reason, alteration, improper installation, improper operation, or repair service of the product by anyone other than a Viking Range LLC authorized service agency or representative. This warranty does not apply to commercial usage. Warrantor is not responsible for consequential or incidental damage whether arising out of breach of warranty, breach of contract or otherwise. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations do not apply to you.

Owner shall be responsible for proper installation, providing normal care and maintenance, providing proof of purchase upon request, and making the product reasonably accessible for service. If the product or one of its component parts contains a defect or malfunction during the warranty period, after a reasonable number of attempts by the warrantor to remedy the defects or malfunctions, the owner is entitled to either a refund or replacement, at the warrantor's discretion of the product or its component part or parts. Warrantor's liability on any claim of any kind, with respect to the goods or services covered hereunder, shall in no case exceed the price of the goods or service or part thereof which gives rise to the claim.

### **WARRANTY SERVICE**

Under the terms of this warranty, service must be performed by a Viking Range LLC authorized service agent or representative. Service will be provided during normal business hours Labor performed at overtime or premium rates shall not be covered by the warranty. To obtain warranty service contact Viking Range LLC Customer Care at 1-888-845-4641. Please have model number, serial number, and date of original purchase available when calling. IMPORTANT: retain proof of original purchase to establish warranty period. The return of the owner registration card is not a condition of warranty coverage. You should, however, return the owner registration card so Viking Range LLC can contact you should any question of safety arise which could affect you. Any implied warranties of merchantability and fitness applicable to the above described burner assemblies, infrared rotisserie burners, grill grates, and stainless steel parts are limited in duration to the period of coverage of the applicable express written limited warranties set forth above. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which may vary from jurisdiction to jurisdiction.

Specifications subject to change without notice.

Viking Range, LLC  
111 Front Street  
Greenwood, Mississippi 38930 USA  
(662) 455-1200

For product information, call 1-888-845-4641  
or visit our web site at [vikingrange.com](http://vikingrange.com)