



LET THE SHOW BEGIN

User Manual

Heritage Warming Drawers

DWD30, ERWD27, ERWD30, EWD24, EWD27, EWD30,
HWD24PS, HWD27PS, HWD30PS, HWDF30S,
IWD24, IWD27, IWD30, OWD24

Table of Contents

Important Safety Instructions	1
About the Warming Drawer	3
Operating Instructions.....	4
Care and Cleaning	6
Troubleshooting.....	7
Warranty	8
Warranty Card	Back Cover



To Our Valued Customer:

Congratulations on your purchase of the very latest in Dacor® products! Our unique combination of features, style, and performance make us a great addition to your home.

To familiarize yourself with the controls, functions, and full potential of your new Dacor warming drawer, read this manual thoroughly, starting at the **Important Safety Instructions** section (Pg. 1).

Dacor appliances are designed and manufactured with quality and pride, while working within the framework of our company values. Should you ever have an issue with your warming drawer, first consult the **Troubleshooting** section (Pg. 8), which gives suggestions and remedies that may preempt a call for service.

Valuable customer input helps us continually improve our products and services, so feel free to contact our Customer Assurance Team for assistance with all your product-support needs.

Dacor Customer Assurance

14425 Clark Avenue
City of Industry, CA 91745

Telephone: 833-35-ELITE (833-353-5483) USA, Canada
Fax: (626) 403-3130
Hours of Operation: Mon – Fri, 5:00 a.m. to 5:00 p.m. Pacific Time
Website: www.dacor.com/customer-care/contact-us

Thanks for choosing Dacor for your home. We are a company built by families for families, and we are dedicated to serving yours. We are confident that your new Dacor warming drawer will deliver a top-level performance and enjoyment for decades to come.

Sincerely,

The Dacor Customer Assurance Team

Important Safety Instructions

INSTALLER: Leave these instructions with the owner.

CUSTOMER: Read this manual completely before using the warming drawer. Save it for reference.

For warranty information see page 8.

If you have any questions, call:

Dacor Customer Assurance

833-35-ELITE (833-353-5483) USA, Canada

Mon – Fri, 5:00 A.M. to 5:00 P.M. Pacific Time

Website: www.dacor.com/customer-care/contact-us

When you call, have available the drawer's model and serial numbers, which are on the data label on the interior drawer front. (See Pg. 3). Write these numbers below for personal and professional reference.

Model number _____

Serial number _____

Date of purchase _____

Since Dacor continuously improves the quality and performance of our products, we may need to make changes to the appliance without updating this manual. Visit www.dacor.com to download the latest version of this manual.

Important Information About Safety Instructions

The **Important Safety Instructions** and warnings in this manual can not cover all possible problems and conditions that can occur. Use common sense and caution when installing, maintaining or operating this appliance.

Safety Symbols and Labels

DANGER

Immediate hazards that **WILL** result in severe personal injury or death.

WARNING

Hazards or unsafe actions that **COULD** result in severe personal injury or death.

CAUTION

Hazards or unsafe actions that **COULD** result in minor personal injury or property damage.

DANGER

IMPORTANT: To avoid the possibility of explosion or fire, do not store or use flammable or explosive vapors and liquids (such as gasoline) inside or in the vicinity of this or any other appliance. Keep items that could explode, such as aerosol cans away from the appliance. Do not store flammable or explosive materials in adjacent cabinets or areas.

WARNING

NEVER use this appliance as a space heater to heat or warm the room.

WARNING

Do not use water on grease fires – smother fire or flame or use dry chemical or foam-type extinguisher.

WARNING

The drawer has a 3-prong grounding plug for protection against electric shock. It must be plugged into a dedicated, grounded outlet. If only a 2-prong electrical outlet is available, the customer shall have it replaced with the proper outlet. To avoid an electric shock hazard, do not:

- remove the third (ground) prong from the power cord
- use an adapter plug
- use a damaged cord
- use an extension cord
- use a ground fault interrupter (GFI)
- immerse the power cord or plug in any kind of liquid.

State of California Proposition 65 Warnings:

WARNING: This product contains one or more chemicals known to the State of California to cause cancer.

WARNING: This product contains one or more chemicals known to the State of California to cause birth defects or other reproductive harm.

READ AND SAVE THESE INSTRUCTIONS

Important Safety Instructions

General Safety Precautions

To reduce risk of fire, electric shock, property damage, serious injury, or death when using this appliance, follow basic precautions, including:

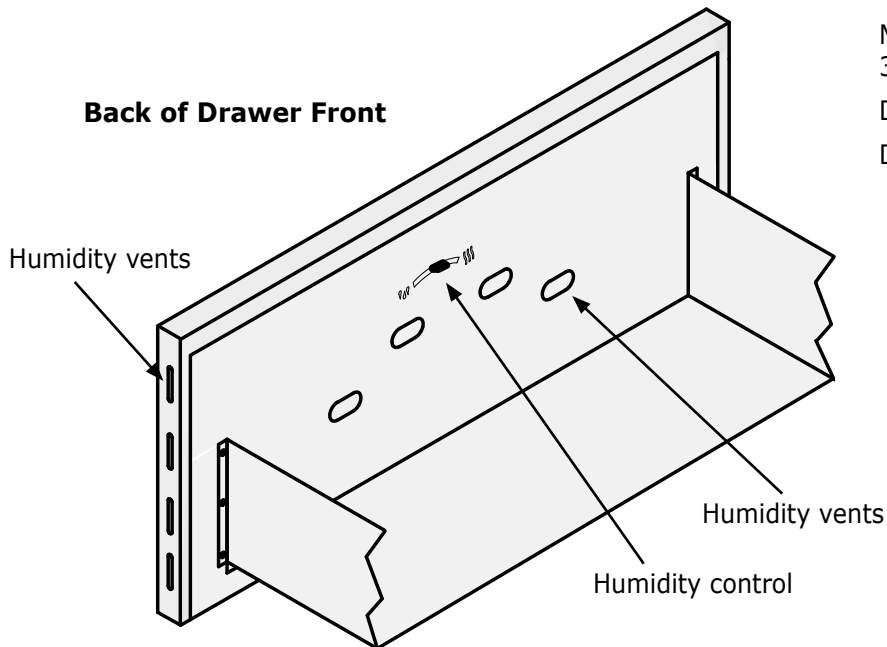
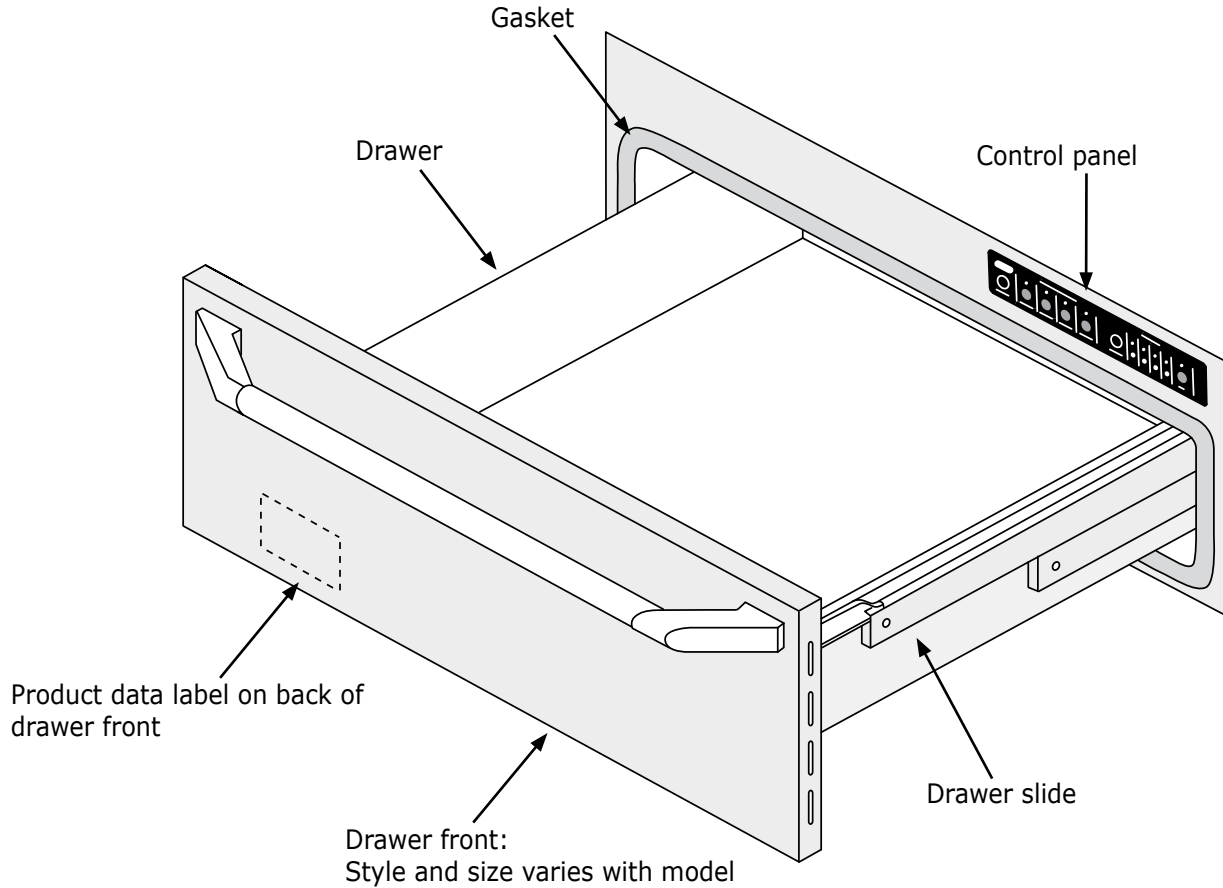
WARNING

- Clean the drawer well before operating it for the first time.
- Read this manual completely before operating this appliance.
- Use the appliance only as described in this manual. It is not designed for commercial, industrial or laboratory use.
- Only model OWD24 is approved for outdoor installation and near water (ex: near sinks or swimming pools, or in a wet basement).
- Model OWD24, when installed as a towel warmer, must have the supplied wire rack installed. Secure the rack with the screw and clip supplied. See the installation instructions.
- Do not install or operate a drawer that is damaged or is malfunctioning in any way. Take it to the nearest authorized service facility for examination, repair, or adjustment.
- Ensure the drawer is properly installed and grounded by a qualified installer as instructed in the provided manual. Have the installer show you the electrical outlet so you can remove power to the drawer as needed.
- Do not repair/replace any part of the drawer unless as specifically recommended provided manuals. All other service should be done by a qualified technician.
- Use of accessories not recommended by the manufacturer may cause injuries.
- Before cleaning or performing any type of service, unplug the drawer, and wait for all surfaces to cool.
- **TOUCH ONLY THE WARMING DRAWER HANDLE DURING AND IMMEDIATELY AFTER USE.** Make sure all surfaces are cool before touching them. Heating elements may be hot, even though they are dark in color.
- To avoid fire or burns, keep clothing, pot holders, towels and rags away from the drawer during and directly after use. Do not wear loose or hanging apparel while using the drawer.

WARNING

- Keep the power cord away from heated surfaces.
- If material inside the drawer ignite, keep the drawer closed and turn off power at the circuit breaker panel or fuse box.
- To reduce risk of fire in the drawer, do not overcook food or leave paper, plastic, or other combustibles inside.
- Cautiously open the drawer. Let hot air or steam escape before looking or reaching into the warming drawer.
- Use only dry potholders to remove items from the warming drawer.
- Do not put items like whole eggs or sealed containers drawer.
- When the drawer is on in continuous mode (∞), it stays on until turned off manually. Use caution when operating the unit in continuous mode.
- Do not place more than 50 lbs of material in the drawer.
- Properly clean and maintain the unit regularly as instructed in this manual.
- Do not use abrasive scrubbers or abrasive/caustic cleaners or detergents on the drawer. Do not use aerosol cleaners, which may corrode metal parts.
- Ensure the drawer is used only by they who can operate it properly.
- Do not tamper with the controls.
- Preheat the warming drawer before placing items inside.
- Do not let anyone stand/climb on the drawer.
- Do not leave children alone near the appliance or let them operate it, play with the controls, or handle any parts.
- Do not store items of interest to children in/near the warming drawer.

About the Warming Drawer



Minimum ambient operating temperature:
32°F (0°C)

Drawer capacity: 50 pounds

Drawer dimensions:

Model IWD24: 5"H x 20"W x 22¾"D

Model OWD24: 6½"H x 20¼"W x 17 7/8"D

27" models: 5"H x 23"W x 22¾"D

30" models: 5"H x 26"W x 22¾"D

Models IWD24, IWD27, IWD30 and OWD24 are not equipped with the humidity control or vents

Operating Instructions

WARNING

- When the warming drawer is on in continuous mode (∞), it will remain on until turned off manually. To avoid a fire hazard or burns, exercise caution when operating the unit in continuous mode.
- Do not block the humidity vents on the back of the drawer front and along the left and right sides of the drawer. Excessive heat buildup can occur.
- Food safety is an important consideration when using a warming drawer. In the **PROOF** and **LOW** temperature settings, bacteria growth may occur. Use the **MED** and **HIGH** settings if holding certain foods for more than two to three hours.

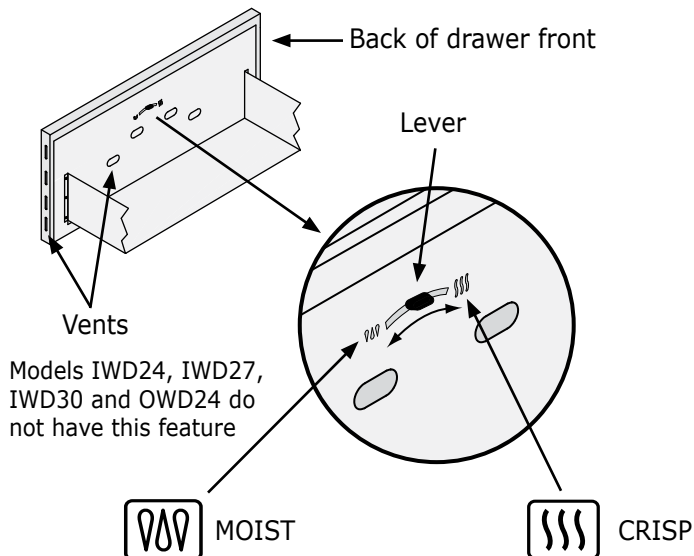
Things to Know Before You Start

Preheating

- For best results, preheat your warming drawer for about 20 minutes before use. If you put hot food into a cool, confined area, any steam that is present will condense. If you preheat your warming drawer, there will be less chance of water due to condensation. Preheat times vary depending on the temperature setting.

Humidity Control

- The warming drawer has two distinct humidity modes. The "**MOIST**" setting seals the food's moisture in the warming chamber, maintaining the water content of the food. The "**CRISP**" setting allows the moisture to vent out of the sides of the warming drawer, retaining the crispness of other food types. The **MOIST • CRISP** lever opens and closes vents located on the inside of the drawer front.
- Do not block the humidity vents any time you operate your warming drawer.



Operation

The warming drawer is equipped with four temperature settings and a timer that can be set for one, two, three or four hours. The warming drawer can also be set for continuous operation. See the table on the facing page for suggested settings for different foods.

To turn the unit on:

1. Select the humidity level. Slide the lever located on the back of the drawer face to the desired position. To increase humidity inside the drawer, slide the lever closer to the **MOIST** symbol. To decrease humidity inside the drawer, slide the lever closer to the **CRISP** symbol. The lever can also be positioned anywhere between the **MOIST** and **CRISP** settings.
2. Push the **ON/OFF** key.
3. Push the key for the desired temperature setting.

Setting	Temperature*
PROOF	100°F (38°C)
LOW	140°F (60°C)
MED	175°F (80°C)
HIGH	200°F (93°C)

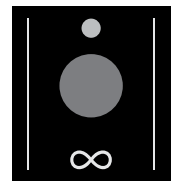
* Temperatures are approximate

4. Select the amount of time you want the warming drawer to be on: Push the **SELECT** key until the desired number of hours lights up on the control panel.



or

Push the continuous key (∞) to keep the unit on constantly. Push the **ON/OFF** key to turn the warming drawer off, when done.



Warming Serving Containers

To warm plates, and other serving containers:

- Place them carefully into the warming drawer and set the temperature to **PROOF** or **LOW**, depending upon your personal preference. Do not drag plates across the drawer. They may scratch the drawer surface.
- Before using any delicate dinnerware in the warming drawer, determine its maximum recommended usage temperature from the plate manufacturer. It is not necessary to preheat the warming drawer when warming serving dishes.
- You can also use plastic wrapping on plates to keep foods hot and moist.

Operating Instructions

Sabbath Operation

This warming drawer is designed to allow for operation on the Jewish Sabbath or the Jewish Holidays. Visit www.star-k.org for instructions.



Control Panel

Temperature and Humidity Control Setting Guidelines

Food Items	Temperature Settings	Moist-Crisp Selection	Covered/Uncovered
Bacon	HIGH	Crisp	Uncovered
Beef - rare	LOW	Moist	Covered
Bread - hard rolls	LOW	Crisp	Uncovered
Bread - proofing	PROOF	Moist	Damp towel
Casseroles	LOW	Moist	Uncovered
Coffee cake	LOW	Moist	Uncovered
Cooked cereals	LOW	Moist	Uncovered
Dinner	MED	Moist	Uncovered
Eggs	LOW	Moist	Covered
Enchiladas	LOW-MED	Moist	Uncovered
Fish/seafood	LOW	Moist	Covered
Fried food	HIGH	Crisp	Uncovered
Gravy, cream sauces	LOW	Moist	Covered
Ham	LOW	Moist	Covered
Hors D' oeuvres	LOW-MED	Crisp	Uncovered
Lamb	LOW	Moist	Uncovered
Pancakes	LOW-MED	Moist	Covered
Pies - single crust	LOW	Moist	Uncovered
Pizza	LOW-MED	Moist	Covered
Potatoes - baked	HIGH	Crisp	Uncovered
Poultry	HIGH	Moist	Uncovered
Vegetables	LOW	Moist	Covered
Waffles - crisp	HIGH	Moist	Uncovered

Care and Cleaning

CAUTION

- To prevent permanent damage to the appliance surfaces, do not use abrasive cleaners or scrubbers.
- Do not allow acids (citrus juices, tomato sauces, etc.) to remain on the warming drawer's surfaces. The finish may stain.
- Do not try to remove heavy spills with a sharp object such as a knife or metal spatula. Sharp objects may scratch the surfaces.
- Always wipe stainless steel surfaces in the direction of the grain.

Control Panel

Clean the control panel with a soft cloth soaked with a solution of mild detergent and hot water. Rinse and dry with a soft cloth. Exercise caution to avoid introduction of liquids into the area behind the control panel. Do not use abrasive cleaners or scrubbers. They may permanently damage the finish or scrap off the letters and graphics.

Moist • Crisp Control

Clean the Moist • Crisp lever with a solution of mild detergent and hot water. Rinse and dry with a soft cloth.

Drawer Handle

Clean the drawer handle with a solution of mild detergent and hot water. Rinse and dry with a soft cloth.

You may also use Dacor Stainless Steel Cleaner. It is available from your Dacor dealer. Use it according to the directions on the package.

Always wipe stainless steel surfaces in the direction of the grain.

Glass Surfaces

Clean all glass surfaces with a solution of mild detergent and hot water. You may also use a mild glass cleaner to remove fingerprints or smears. Dry completely with a soft, lint-free cloth.

Brass and Chrome Surfaces

Clean brass and chrome surfaces with a solution of mild detergent and warm water. Rinse, dry and polish with a soft, lint-free cloth.

You may also use Dacor Stainless Steel Cleaner. It is available from your Dacor dealer. Use it according to the directions on the package.

Painted Surfaces

For the front face of warming drawers with a painted finish, clean with a solution of mild detergent and hot water. Rinse and dry with a soft cloth. Do not use abrasive cleaners or scrubbers. They may permanently damage the finish.

Gasket

The gasket is located around the edge of the drawer opening, below the control panel.

Gently clean the gasket with a solution of mild detergent and hot water. Rinse and dry with a soft cloth. The gasket material is soft, so be careful not to crush or damage it. Damaging the gasket will cause a poor heat seal and result in poor warming drawer performance.

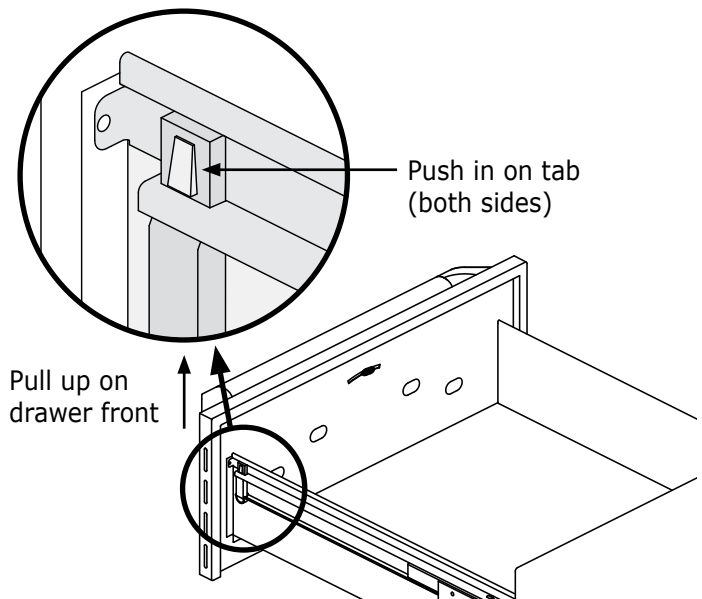
Drawer Slides

The warming drawer has slides positioned on each side of the drawer. They allow the drawer to slide in and out smoothly. Remove the drawer from the slides to make cleaning easy or to access the serial number plate. The drawer slides themselves do not require maintenance.

Removing the Drawer

Allow the drawer to cool before attempting to remove it.

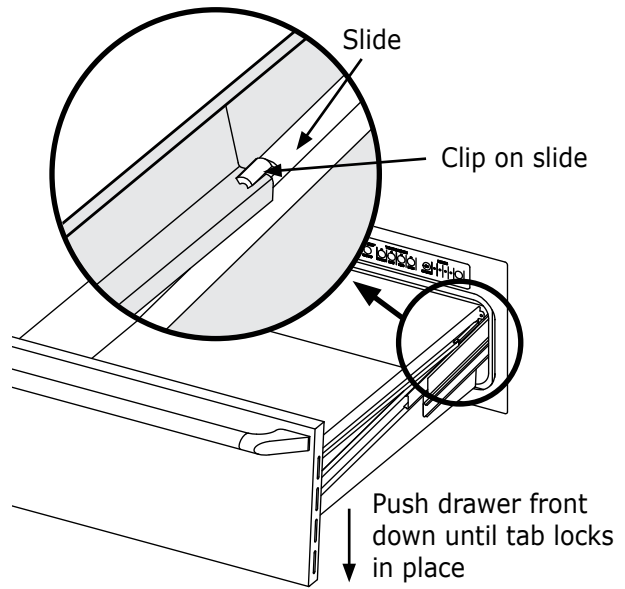
1. Pull the drawer out to the fully open position.
2. Push in on the locking tab on one side as you pull the drawer up. See the facing page.
3. When the drawer comes loose from the slide, repeat the same process on the opposite side.
4. Grip the drawer on both sides and pull it free.
5. Push both drawer slides into the drawer opening.



Care and Cleaning

Reinstalling The Drawer

1. Pull the drawer slides all the way out of the drawer opening.
2. Gently lower the drawer between the extended slides until it is suspended by them.
3. Slide the back of the drawer mounting brackets under the clips on the slides. See the facing page.
4. Push one side of the drawer down onto its locking tab, until the tab locks into place.
5. Repeat the same process on the opposite side.
6. Gently open and close the drawer to make sure that it is properly installed.



Troubleshooting

Problem	May Be Caused By	What To Do
Nothing works.	Power plug disconnected.	Plug the warming drawer into a 120 Vac, 15 Amp., dedicated electrical outlet.
	Timer is not set.	Select time duration according to the Operating Instructions section.
	Tripped circuit breaker or blown fuse.	Check the circuit breaker panel or fuse box tripped breaker or blown fuse.
	Ambient temperature below 32°F (0°C).	Temperature around warming drawer must be above freezing.
Drawer does not slide smoothly or drags.	Drawer is incorrectly mounted into slide mechanism.	Remount drawer into slide, per instructions above.
	Drawer is over-loaded or the load is unbalanced.	Reduce the weight to less than 50 pounds. Redistribute drawer contents.
Excessive condensation.	Warming drawer not preheated.	Preheat the warming drawer before each use.
	Incorrect humidity control setting.	Set humidity control to CRISP to allow moisture to vent.
One or more of the indicator lights on the control panel blink on and off (one second on, one second off).	The control panel computer has detected an error: #1 - Temperature error #2 - Sensor error #3 - Key pad error #4 - Control error	Try resetting the computer. Disconnect the power cord, wait 20 seconds, then reconnect it. Check the control panel. If the indicator light still flashes, call for service. See page <?>.

Warranty

What Is Covered

CERTIFICATE OF WARRANTIES: DACOR WARMING DRAWERS

WITHIN THE FIFTY STATES OF THE U.S.A., THE DISTRICT OF COLUMBIA, AND CANADA*:

FULL ONE-YEAR WARRANTY

The warranty applies only to the Dacor appliance sold to the first use purchaser, starting from the date of original retail purchase or closing date for new construction, whichever period is longer. Warranty is valid on products purchased brand new from a Dacor Authorized Dealer, or other seller authorized by Dacor.

If your Dacor product fails to function within one year of the original date of purchase, due to a defect in material or workmanship, Dacor will remedy it without charge to you.

All cosmetic damage (such as scratches on stainless steel, paint/porcelain blemishes, etc.) to the product or included accessories must be reported to Dacor within 60 days of the original purchase date to qualify for warranty coverage.

Consumable parts such as filters and light bulbs are not covered and are the responsibility of the purchaser.

LIMITATIONS OF COVERAGE

Service will be provided by a Dacor designated service company during regular business hours. Please note service providers are independent entities and are not agents of Dacor.

Dealer display and model home display products with a production date greater than 5 years, products sold "As Is," and products installed for non-residential use, which include but are not limited to religious organizations, fire stations, bed and breakfast and spas carry a one year parts warranty only. All delivery, installation, labor costs and other service fees are the responsibility of the purchaser.

Warranty will be null and void on product that has altered, defaced, or missing serial numbers and tags.

The owner must provide proof of purchase or closing statement for new construction upon request. All Dacor products must be accessible for service.

*Warranty is null and void if non-CUL approved product is transported from the U.S.

OUTSIDE THE FIFTY STATES OF THE U.S.A., THE DISTRICT OF COLUMBIA, AND CANADA:

LIMITED FIRST YEAR WARRANTY

If your Dacor product fails to function within one year of the original date of purchase due to a defect in material or workmanship, Dacor will furnish a new part, F.O.B. factory to replace the defective part.

All delivery, installation, labor costs, and other service fees are the responsibility of the purchaser.

What Is Not Covered

- Slight color variations may be noticed because of differences in painted parts, kitchen lighting, product placement, and other factors; this warranty does not apply to color variation.
- Service calls to educate the customer on proper use and care of the product.
- Service fees for travel to islands and remote areas, which include but are not limited to, ferries, toll roads or other travel expenses.
- Consequential or incidental damage, including but not limited to food or medicine loss, time away from work or restaurant meals.
- Failure of the product when used for commercial, business, rental or any application other than for residential consumer use.
- Failure of the product caused by improper product installation.
- Replacement of house fuses, fuse boxes or resetting of circuit breakers.
- Damage to the product caused by accident, fire, flood, power interruption, power surges or other acts of God.
- Liability or responsibility for damage to surrounding property including cabinetry, floors, ceilings and other structures or objects around the product.
- Breakage, discoloration, or damage to glass, metal surfaces, plastic components, trim, paint or other cosmetic finish caused by improper usage, care, abuse, or neglect.

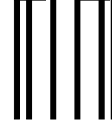
Out of Warranty

Should you experience a service issue beyond the standard warranty period, please contact us. Dacor reviews each issue and customer concern to provide the best possible solution based on the circumstances.

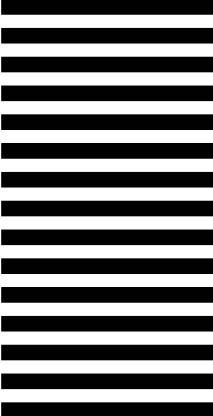
THE REMEDIES PROVIDED IN THE ABOVE EXPRESS WARRANTIES ARE THE SOLE AND EXCLUSIVE REMEDIES. THEREFORE, NO OTHER EXPRESS WARRANTIES ARE MADE, AND OUTSIDE THE FIFTY STATES OF THE UNITED STATES, THE DISTRICT OF COLUMBIA AND CANADA, ALL IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE OR PURPOSE, ARE LIMITED IN DURATION TO ONE YEAR FROM THE DATE OF ORIGINAL PURCHASE. IN NO EVENT SHALL DACOR BE LIABLE FOR INCIDENTAL EXPENSE OR CONSEQUENTIAL DAMAGES. IN THE EVENT DACOR PREVAILS IN ANY LAWSUIT, DACOR SHALL BE ENTITLED TO REIMBURSEMENT OF ALL COSTS AND EXPENSES, INCLUDING ATTORNEY'S FEES, FROM THE DACOR CUSTOMER. NO WARRANTIES, EXPRESS OR IMPLIED, ARE MADE TO ANY BUYER FOR RESALE.

Some states do not allow limitations on how long an implied warranty lasts, or do not allow the exclusion or limitation of consequential damages, therefore the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

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NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO 1600 CITY OF INDUSTRY CA

POSTAGE WILL BE PAID BY ADDRESSEE

**DACOR
ATTN WARRANTY PROCESSING DEPT
PO BOX 90070
CITY OF INDUSTRY CA 91715-9907**





Please visit www.dacor.com to activate your warranty online.

WARRANTY INFORMATION

**IMPORTANT:**

Your warranty will not be activated until you activate it online or return this form to Dacor. If you have purchased more than one Dacor product, please return all forms in one envelope, or activate the warranty online for each product.

Please be assured that Dacor will never sell your name or any information on this form for mailing-list purposes, as we do not consider it a proper way of expressing our gratitude for your having chosen Dacor products for your kitchen!

Owner Last Name (please print) _____ First _____ Middle Init. _____

Street _____

City _____ State _____ Zip _____

Purchase Date _____ Email _____ Phone _____

Dealer _____

City _____ State _____ Zip _____

Your willingness to take a few seconds to complete the section below will be sincerely appreciated. Thank you.

1. How were you first exposed to Dacor products? (Please check one.)

- A. T.V. Cooking Show
- B. Magazine
- C. Appliance Dealer Showroom
- D. Kitchen Dealer Showroom
- E. Home Show
- F. Builder
- G. Architect/Designer
- H. Another Dacor Owner
- I. Model Home
- J. Other _____

2. Where did you buy your Dacor appliances?

- A. Appliance Dealer
- B. Kitchen Dealer
- C. Builder Supplier
- D. Builder
- E. Other _____

3. For what purpose was the product purchased?

- A. Replacement only
- B. Part of a Remodel
- C. New Home
- D. Other _____

4. What is your household income?

- A. Under \$75,000
- B. \$75,000 – \$100,000
- C. \$100,000 – \$150,000
- D. \$150,000 – \$200,000
- E. \$200,000 – \$250,000
- F. Over \$250,000

5. What other brands of appliances do you have in your kitchen?

- A. Cooktop _____
- B. Oven _____
- C. Dishwasher _____
- D. Refrigerator _____

6. Would you buy or recommend another Dacor product?

- Yes
- No

Comments _____

Thank you very much for your assistance. The information you have provided will be extremely valuable in helping us plan for the future and in giving you the support you deserve.



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