

# OWNER'S MANUAL

ZJ7000 and ZW9000  
Electric Warming Drawer

ELEVATE EVERYTHING

**MONOGRAM**

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|  |    |  |    |
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***Before using your wall oven***

Read this manual carefully. It is intended to help you operate and maintain your new warming drawer properly.  
Keep it handy for answers to your questions.

If you don't understand something or need more help, there is a list of toll-free consumer service numbers included in the back section of this manual.

**OR**

Visit our Website at: **monogram.com**

***Write down the model & serial numbers***

You can find them on a label located on the backside of the lower drawer front.

These numbers are also on the Consumer Product Ownership Registration Card packed separately with your warming drawer.

**Before sending in this card, please write these numbers here:**

Model Number

Serial Number

Use these numbers in any correspondence or service calls concerning your warming drawer.

***If you received a damaged electric warming drawer***

Immediately contact the dealer (or builder) that sold you the wall oven.

***Save time & money***

**Before you request service, check the Before You Call For Service section in the back of this manual.**

It lists causes of minor operating problems that you can correct yourself.

***If you need service***

**To obtain service, see the Consumer Services page in the back of this manual.**

We're proud of our service and want you to be pleased. If for some reason you are not happy with the service you receive, here are two steps to follow for further help.

***For customers in the USA:***

FIRST, contact the people who serviced your appliance. Explain why you are not pleased. In most cases, this will solve the problem.

NEXT, if you are still not pleased, write all the details—including your phone number—to:

Manager, Customer Relations  
Monogram  
Appliance Park  
Louisville, KY 40225

***For customers in Canada:***

FIRST, contact the people who serviced your appliance. Explain why you are not pleased. In most cases, this will solve the problem.

NEXT, if you are still not pleased, write all the details—including your phone number—to:

Manager, Consumer Relations  
MC Commercial Inc..  
1 Factory Lane, Suite 310  
Moncton, N.B. E1C 9M3

# IMPORTANT SAFETY INFORMATION

## READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE

### **▲WARNING**

For your safety, the information in this manual must be followed to minimize the risk of fire or explosion, electric shock, or to prevent property damage, personal injury or loss of life.

### **▲WARNING ANTI-TIP BRACE REQUIRED**

All warming drawers can tip and injury could result if not properly installed.

To prevent accidental tipping of the warming drawer, attach it to the wall with an anti-tip brace as described in the installation instructions.

### **▲CAUTION**

When using your appliance, follow basic safety precautions, including the following:

- Use this appliance only for its intended purpose as described in this manual.
- Be sure your appliance is properly installed and grounded by a qualified technician in accordance with the provided installation instructions.
- Do not attempt to repair or replace any part of your warming drawer unless it is specifically recommended in this manual. All other servicing should be referred to a qualified technician.
- Before performing any service, unplug or disconnect the power supply at the household distribution panel by removing the fuse or switching off the circuit breaker.
- Do not leave children alone—children should not be left alone or unattended in an area where an appliance is in use. They should never be allowed to sit or stand on any part of the appliance.
- Be sure the warming drawer is securely installed in a cabinet that is firmly attached to the house structure.
- Never leave the drawer open when you are not watching the warming drawer.
- Always keep combustible wall covering, curtains or drapes a safe distance from your warming drawer.
- The purpose of the warming drawer is to hold hot cooked foods at serving temperature. (greater than 140°F) Bacteria will grow in food while it is below 140°F. Therefore, always start with hot food; cold food cannot be heated or cooked in the warming drawer.
- Items of interest to children should not be stored in cabinets above the warming drawer; children climbing on the drawer to reach items could be seriously injured.
- Use only dry pot holders—moist or damp pot holders on hot surfaces may result in burns from steam. Do not let pot holders touch hot heating elements. Do not use a towel or other bulky cloth.
- For your safety, never use your appliance for warming or heating the room.
- Do not let cooking grease or other flammable materials accumulate in or near the warming drawer.
- Do not use water on grease fires. Never pick up a flaming pan. Turn the controls off.
- Flame in the warming drawer can be smothered by closing the drawer or using a multi-purpose dry chemical or foam-type fire extinguisher.
- Do not touch the heating element or the interior surface of the warming drawer. These surfaces may be hot enough to burn.
- **REMEMBER:** The inside surface of the warming drawer may be hot when the drawer is opened.
- Do not store or use combustible materials, gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- Use care when opening the drawer. Open the drawer a crack and let hot air or steam escape before removing or replacing food. Hot air or steam which escapes can cause burns to hands, face and/or eyes.
- Do not heat unopened food containers. Pressure could build up and the container could burst, causing an injury.
- Keep the vent unobstructed.

## READ AND SAVE THESE INSTRUCTIONS

# IMPORTANT SAFETY INFORMATION

## READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE

---

### **▲ CAUTION**

When using your appliance, follow basic safety precautions, including the following:

- Do not leave paper products, cooking utensils or food in the warming drawer when not in use, items may ignite.
- Clean only parts listed in the Care and Cleaning section.
- Do not use aluminum foil to line the drawer. Foil is an excellent heat insulator and will trap heat beneath it. This will upset the performance of the drawer and it could damage the interior finish.
- Wear proper apparel. Loose fitting or hanging garments should never be worn while using this appliance.

### **State of California Proposition 65 Warnings**

#### **▲ WARNING**

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

### *How to Remove Protective Shipping Film and Packaging Tape*

Carefully grasp a corner of the protective shipping film with your fingers and slowly peel it from the appliance surface. Do not use any sharp items to remove the film. Remove all of the film before using the appliance for the first time.

To assure no damage is done to the finish of the product, the safest way to remove the adhesive from packaging tape on new appliances is an application of a household liquid dishwashing detergent. Apply with a soft cloth and allow to soak.

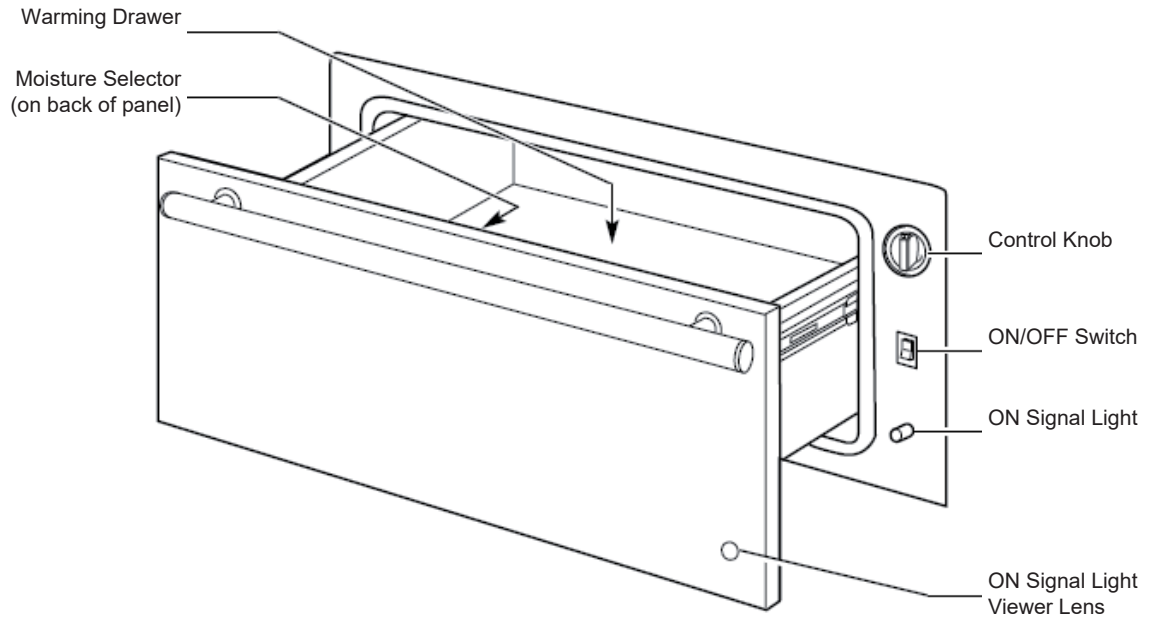
**NOTE:** The adhesive must be removed from all parts. It cannot be removed if it is baked on.

## READ AND SAVE THESE INSTRUCTIONS

# Features of Your Warming Drawer

## Electric Warming Drawer

*Design information  
(Not all features  
are on all  
models.  
Appearance  
may vary.)*



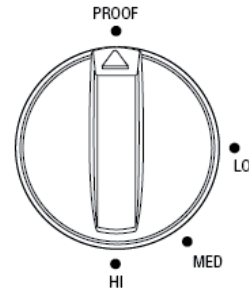
### Control Knob

The warming drawer controls are hidden with the drawer shut. Open the drawer. The controls are on the right side of the front frame.

To use the warming drawer, press the **ON/OFF** switch to the **ON** position.

Slide the moisture selector control to the open or closed setting. (See the Moisture Selector section.)

Turn the control knob clockwise to the desired setting.



|                                 |                                  |
|---------------------------------|----------------------------------|
| <b>PROOF</b> . . . 75–95°F.     | <b>MED</b> . . . . . 160–195°F.  |
| <b>LOW</b> . . . . . 140–160°F. | <b>HIGH</b> . . . . . 195–230°F. |

### ON Signal Light

The **ON** signal light is located below the **ON/OFF** switch and glows when the **ON/OFF** switch is in the **ON** position. It stays on until the **ON/OFF** switch is moved to the **OFF** position.

The **ON** signal light is visible through the light viewer in the drawer front panel when the drawer is closed. This is a reminder that the heat is on.

### Moisture Selector

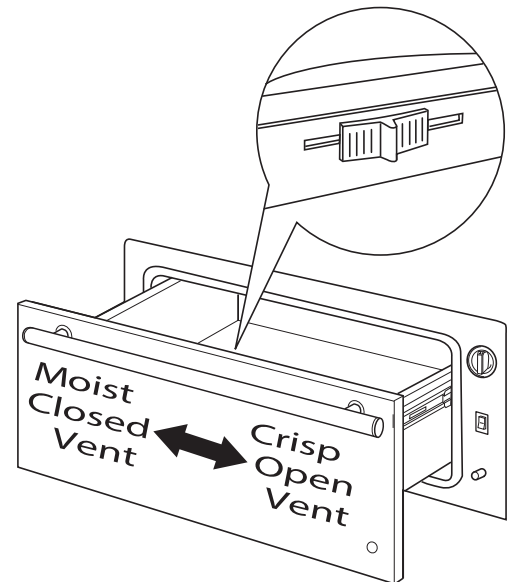
The moisture selector is located on the inside front of the drawer.

**To keep foods moist**, slide the moisture selector control away from the control knob. This closes the vent and seals the moisture inside the drawer. With the vent closed hot foods stay moist and soft.

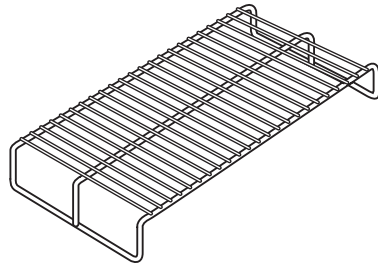
In this setting condensation may occur around the inside edge of the drawer.

**To keep foods crisp**, slide the moisture selector control to the right towards the control knob. This opens the vents and allows the moisture to escape.

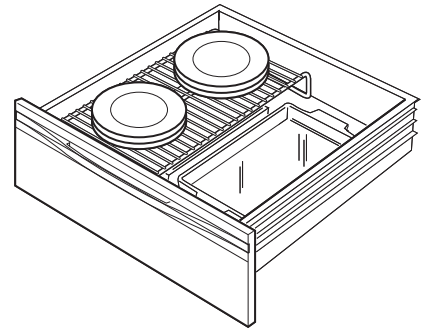
With the vents open, it is normal for moisture to collect on surfaces above the warming drawer.



Rack



- Rack will fit from front to back.
- Preheat with the rack in place.
- Using the rack allows for double stacking of items.



Double stacking items with the rack in position.

When Using the Warming Drawer...

The warming drawer will keep hot, cooked foods at serving temperature. Always start with hot food. Do not use to heat cold food other than proofing yeast dough, crisping crackers, chips or dry cereal.

**Do not line the warming drawer with aluminum foil.**

- Allow time for the drawer to be preheated:
  - LOW** . . . . . 8 minutes
  - MED** . . . . . 15 minutes
  - HIGH** . . . . . 20 minutes

**NOTE:** It is not necessary to preheat the drawer for proofing.

- Food in heat-safe glass and glass ceramic utensils may need higher thermostat setting as compared to food in metal utensils.
- Repeated opening of the drawer allows the hot air to escape and the food to cool. Allow extra time for temperature inside the drawer to stabilize after adding items.

- With large loads it may be necessary to use a higher thermostat setting and cover some of the cooked food items.
- Food should be kept hot in its cooking container or transferred to a heat-safe serving dish.
- Aluminum foil may be used to cover food to prevent it from drying out.

**▲ CAUTION** Plastic containers or plastic wrap will melt if in direct contact with the drawer or a hot utensil. Melted plastic may not be removable and is not covered under your warranty.

- Remove serving spoons, etc., before placing containers in warming drawer.

To Warm Serving Bowl and Plates

To warm serving bowls and plates set the control on **LOW**.

- Use only heat-safe dishes.
- Place the empty dishes on the 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.

- Preheat empty serving dish while preheating the drawer.
- When holding hot, cooked foods and warming empty serving dishes at the same time, place the serving dishes on the high rack position and the food on the bottom of the drawer.

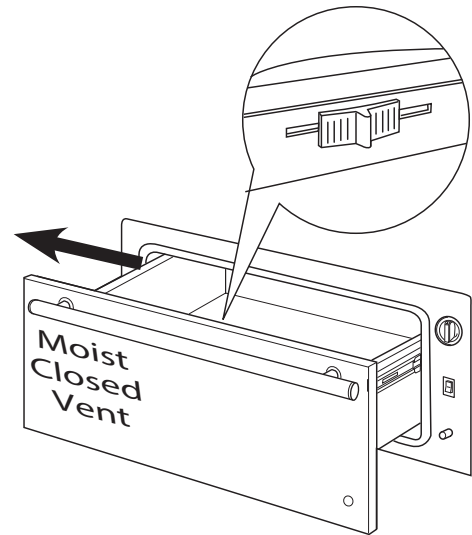
**▲ CAUTION** Dishes may be hot. Use pot holders or mitts when removing hot dishes.



### To Proof Yeast Bread Dough

Yeast dough can be proofed in the warming drawer.

- Place your dish on the warming drawer bottom.
- You must always turn the control knob to **LOW** then immediately back to **PROOF**.
- Close the vent.
- Lightly oil the top of the dough in a bowl large enough to double the dough size. Cover with a cloth.
- Preheating not required for proofing.
- Check the dough height in 40 minutes. Add time as needed. The dough should remain in the drawer until it has doubled in size and a slight depression remains when the surface is touched gently with a finger.



### To Crisp Stale Items

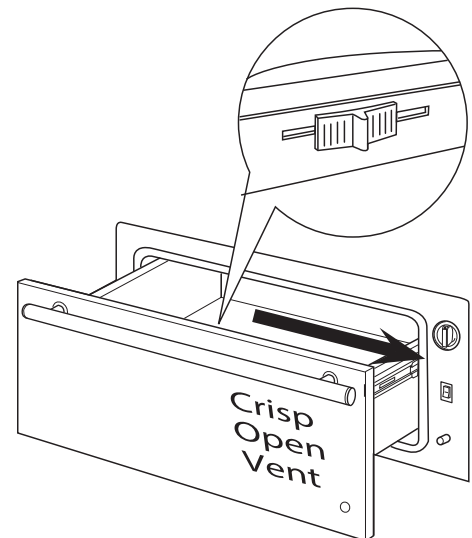
- Place food in low sided dishes or pans.
- Preheat on **LOW** setting and open the vent.
- Check crispness after 45 minutes. Add time as needed.

### Temperature Selection Chart for Crisp Foods

To keep several different foods hot, set the temperature to the food needing the highest setting. Place the items needing the highest setting on the bottom of the drawer and items needing less heat on the rack.

#### Tips:

- Leave food uncovered.
- Do not use plastic containers or plastic wrap.
- Preheat prior to use according to recommended times.



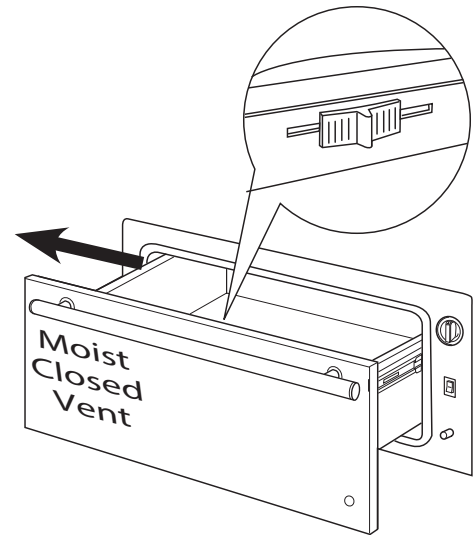
| Food Type         | Control Setting | Moisture Selector Setting |
|-------------------|-----------------|---------------------------|
| Bacon             | HIGH            | OPEN                      |
| Bread, hard rolls | MED             | OPEN                      |
| Fried foods       | HIGH            | OPEN                      |
| Pies, two crusts  | MED             | OPEN                      |
| Pizza             | HIGH            | OPEN                      |
| Potatoes, baked   | HIGH            | OPEN                      |
| Tortilla Chips    | LOW             | OPEN                      |

### Temperature Selection Chart for Moist Foods

To keep several different foods hot, set the temperature to the food needing the highest setting. Place the items needing the highest setting on the bottom of the drawer and items needing less heat on the rack.

**Tips:**

- Cover food with lid or aluminum foil.
- Do not put water in the warming drawer.
- Do not use plastic containers or plastic wrap.
- Preheat prior to use according to recommended times.



| Food Type                   | Control Setting | Moisture Selector Setting |
|-----------------------------|-----------------|---------------------------|
| Beef, medium and well done* | MED             | CLOSED                    |
| Bread, soft rolls           | MED             | CLOSED                    |
| Casseroles                  | MED             | CLOSED                    |
| Cooked cereal               | MED             | CLOSED                    |
| Eggs                        | MED             | CLOSED                    |
| Fish, seafood               | MED             | CLOSED                    |
| Fruit                       | MED             | CLOSED                    |
| Gravy, cream sauces         | MED             | CLOSED                    |
| Ham                         | MED             | CLOSED                    |
| Lamb                        | MED             | CLOSED                    |
| Pancakes, waffles           | HIGH            | CLOSED                    |
| Pies, one crust             | MED             | CLOSED                    |
| Pork                        | MED             | CLOSED                    |
| Potatoes, mashed            | MED             | CLOSED                    |
| Poultry                     | HIGH            | CLOSED                    |
| Vegetables                  | MED             | CLOSED                    |

\* USDA/FSIS recommends an internal temperature of 145°F. as the minimum doneness for beef. Use a portable meat thermometer to check internal temperatures.

**Be sure the controls are in the OFF position and all surfaces are cool before cleaning any part of the warming drawer.**

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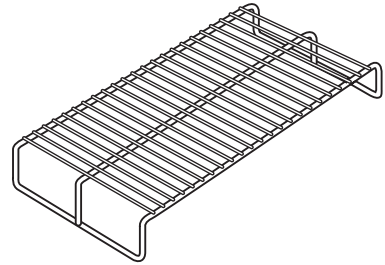
### *Painted or Enameled Surfaces*

Use soap and warm water to thoroughly clean.

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### *Rack*

Clean the rack with detergent and water. After cleaning, rinse the rack with clean water and dry with a clean cloth.



### *Stainless Steel*

**Do not use a steel wool pad; it will scratch the surface.**

To clean the stainless steel surface, use warm sudsy water or a stainless steel cleaner or polish. Always wipe the surface in the direction of the grain. Follow cleaner instructions for cleaning the stainless steel surface.

To inquire about purchasing stainless steel appliances cleaner or polish, or to find the location of a dealer nearest you, please call our toll-free number:

**National Parts Center 800.444.1845 (U.S.)  
888.880.3030 (Canada)**

**Monogram.com (U.S.)**

**Monogram.ca (Canada)**

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### *Control Knob*

The control knob may be removed for easier cleaning.

Before removing the knob for cleaning, please note that it is in the **PROOF** position.

Wash the knob in soap and water or a vinegar and hot water solution but do not soak.

Dry and replace the knob.

## Troubleshooting Tips

### *Electric Warming Drawer*

### *Before you call for service*

Save time and money! Review the charts on the following pages first and you may not need to call for service.

| <b>Problem</b>                                 | <b>Possible Cause</b>  | <b>What To Do</b>  |
|--|--|--|
| <b>Warming drawer will not work</b>            | A fuse in your home may be blown or the circuit breaker tripped. | Replace the fuse or reset the circuit breaker.   |
|  | Warming drawer not plugged in.                                   | Plug in.   |
|  | Warming drawer controls improperly set.                          | See the Using the Warming Drawer section.  |
| <b>Drawer does not slide smoothly or drags</b> | Ball bearings are out of alignment.                              | Fully extend the drawer and push it all the way in. See the Care and Cleaning section. |
|  | Drawer over-loaded or load unbalanced.                           | Reduce weight to less than 50 pounds. Redistribute drawer contents.                    |
| <b>Excessive condensation</b>                  | Uncovered foods.   | Cover food with lid or aluminum foil.  |
|  | Temperature setting too high.                                    | Reduce temperature setting.  |
|  | Incorrect Moisture Selector setting.                             | Set the Moisture Selector to the open vent setting to allow venting.                   |
| <b>No heat in the proof setting</b>            | Room temperature may prevent the thermostat from tripping on.    | Turn the knob to <b>LOW</b> then back to <b>PROOF</b> .                                |
| <b>Food dries out</b>                          | Moisture escaping.   | Cover food with lid or aluminum foil.  |

**YOUR MONOGRAM WARMING DRAWER WARRANTY**

**Staple your receipt here. Proof of the original purchase date is needed to obtain service under the warranty.**

**WHAT IS COVERED**

*From the Date of the Original Purchase*

**Monogram.com**

All warranty service is provided by our Factory Service Centers, or an authorized Customer Care® technician. To schedule service online, visit us at **Monogram.com** or call Monogram Preferred Service (800.444.1845). Please have your serial number and your model number available when calling for service.

Servicing your appliance may require the use of the onboard data port for diagnostics. This gives the factory service technician the ability to quickly diagnose any issues with your appliance and helps Monogram improve its products by providing Monogram with information on your appliance. If you do not want your appliance data to be sent to Monogram, please advise your technician not to submit the data to Monogram at the time of service.

| For the period of  | Monogram will replace   |
|--|---|
| <b>Two years</b><br>From the date of the original purchase | <b>Any part</b> of the warming drawer which fails due to a defect in materials or workmanship. During this <b>limited two-year warranty</b> , Monogram will provide, <b>free of charge</b> , all labor and in-home service to replace the defective part. |

**WHAT IS NOT COVERED**

- Service trips to your home to teach you how to use the product.
- Improper installation, delivery or maintenance.
- Failure of the product if it is abused, misused, modified or used for other than the intended purpose or used commercially.
- Replacement of house fuses or resetting of circuit breakers.
- Damage to the product caused by accident, fire, floods or acts of God.
- Incidental or consequential damage caused by possible defects with this appliance.
- Damage caused after delivery.
- Product not accessible to provide required service.

**EXCLUSION OF IMPLIED WARRANTIES**

Your sole and exclusive remedy is product repair as provided in this Limited Warranty. Any implied warranties, including the implied warranties of merchantability or fitness for a particular purpose, are limited to one year or the shortest period allowed by law.

This warranty is extended to the original purchaser and any succeeding owner for products purchased for home use within the USA. If the product is located in an area where service by an Authorized Servicer is not available, you may be responsible for a trip charge or you may be required to bring the product to an Authorized Service location. In Alaska, the warranty excludes the cost of shipping or service calls to your home. Some states do not allow the exclusion or limitation of incidental or consequential damages. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. To know what your legal rights are, consult your local or state consumer affairs office or your state's Attorney General.

**Extended Warranties:** Purchase a Monogram extended warranty and learn about special discounts that are available while your warranty is still in effect. Visit **Monogram.com** or call 800.444.1845 to learn more on how to purchase.

**Warrantor:** GE Appliances, a Haier company

**YOUR MONOGRAM WARMING DRAWER WARRANTY**

**Staple your receipt here. Proof of the original purchase date is needed to obtain service under the warranty.**

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**Monogram.com**

All warranty service is provided by our Factory Service Centers, or an authorized Customer Care® technician. To schedule service online, visit us at **Monogram.ca** or call Monogram Preferred Service (888.880.3030). Please have your serial number and your model number available when calling for service.

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**WHAT IS NOT COVERED**

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- Improper installation, delivery or maintenance.
- Failure of the product if it is abused, misused, modified or used for other than the intended purpose or used commercially.
- Replacement of house fuses or resetting of circuit breakers.
- Damage to the product caused by accident, fire, floods or acts of God.
- Incidental or consequential damage caused by possible defects with this appliance.
- Damage caused after delivery.
- Product not accessible to provide required service.

**EXCLUSION OF IMPLIED WARRANTIES**

Your sole and exclusive remedy is product repair as provided in this Limited Warranty. Any implied warranties, including the implied warranties of merchantability or fitness for a particular purpose, are limited to one year or the shortest period allowed by law.

This warranty is extended to the original purchaser and any succeeding owner for products purchased for home use within the Canada. If the product is located in an area where service by an Authorized Servicer is not available, you may be responsible for a trip charge or you may be required to bring the product to an Authorized Service location. Some provinces do not allow the exclusion or limitation of incidental or consequential damages. This warranty gives you specific legal rights, and you may also have other rights which vary from province to province. To know what your legal rights are, consult your local or provincial consumer affairs office or your province's Attorney General.

**Extended Warranties:** Purchase a Monogram extended warranty and learn about special discounts that are available while your warranty is still in effect. Visit **Monogram.ca** or call 888.880.3030 to learn more on how to purchase.

**Warrantor in Canada: MC Commercial, Burlington, ON, L7R 5B6**

*Accessories*

**Looking For Something More?**

**Monogram offers a variety of accessories to improve your cooking and maintenance experiences!**

Refer to the Consumer Support page for phone numbers and website information.

The following products and more are available:

**Accessories**

---

30" Wide Custom Panel Kit

---

30" Monogram Pro Panel Kit

---

**Parts**

---

Wire Rack

---

**Cleaning Supplies**

---

CitruShine™ Stainless Steel Wipes

---

CeramaBryte Stainless Steel Appliance Cleaner

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***With the purchase of your new Monogram appliance, receive the assurance that if you ever need information or assistance from Monogram, we will be there. All you have to do is call!***

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***Register Your Appliance***

Register your new appliance on-line at your convenience! Timely product registration will allow for enhanced communication and prompt service under the terms of your warranty, should the need arise. You may also mail in the pre-printed registration card included in the packing material.  
In the US: **Monogram.com**  
In Canada: **Prodsupport.mabe.ca/crm/Products/ProductRegistration.aspx**

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***Schedule Service***

Expert Monogram repair service is only one step away from your door. Get on-line and schedule your service at your convenience any day of the year.  
In the US: **Monogram.com** or call 800.444.1845 during normal business hours.  
In Canada: **GEAppliances.ca/en/support/service-request** or call 888.880.3030

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***Extended Warranties***

Purchase a Monogram extended warranty and learn about special discounts that are available while your warranty is still in effect.  
In the US: **Monogram.com** or call 800.444.1845 during normal business hours.  
In Canada: **GEAppliances.ca/en/support/purchase-extended-warranty** or call 888.880.3030

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***Remote Connectivity***

For assistance with wireless network connectivity (for models with remote enable), visit our website at **monogram.com** or call 800.444.1845 in the US.

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***Parts and Accessories***

Individuals qualified to service their own appliances can have parts or accessories sent directly to their homes (VISA, MasterCard and Discover cards are accepted). Order on-line today 24 hours every day.

In the US: **Monogram.com** or by phone at 800.444.1845 during normal business hours.

**Instructions contained in this manual cover procedures to be performed by any user. Other servicing generally should be referred to qualified service personnel. Caution must be exercised, since improper servicing may cause unsafe operation.**

Customers in Canada should consult the yellow pages for the nearest MC Commercial service center, visit our website at **GEAppliances.ca/en/products/parts-filters-accessories** or call 800.661.1616.