



A WINSTON INDUSTRIES INNOVATION

# HOLDING CABINET

## Owner's Manual

HC Series  
HC4009



**WINSTON INDUSTRIES**  
THE TASTE OF INNOVATION

# CVap holding cabinet

## welcome

Thank you for your purchase of a Winston CVap® holding/proofing cabinet. The benefits you will enjoy from this cabinet include longer hold times, better quality food, quicker service, higher productivity, and safer food temperatures.

This CVap holding cabinet utilizes Controlled Vapor (CVap) technology. Using a combination of dry and moist heat, CVap holding cabinets keep foods hot and maintain texture, whether moist or crisp, throughout long serving periods. The two electronic differential control dials are easy to understand and reliable. **The controls never need field calibration.** The FOOD TEMP

dial allows precise control of food temperature from 90°F (32°C) to 180°F (82°C). The FOOD TEXTURE dial maintains just cooked texture from very moist to crisp.

CVap holding/proofing cabinets are built with durable stainless steel construction and full insulation, and they are designed for high volume usage.

If you have any questions, or if anything held in your CVap holding/proofing cabinet doesn't meet your satisfaction, please call our Customer Service Center at 1-800-234-5286 or 502-495-5400, or email us at [CustomerService@winstonind.com](mailto:CustomerService@winstonind.com).

## table of contents

Welcome.....	2	Holding Reference Chart.....	10
Safety .....	3	Gen Mkt Holding Guidelines .....	11
Receiving Your Cabinet .....	4	School Holding Guidelines .....	12
Installing Auto Water Fill.....	5	Daily Cleaning .....	13-14
Electrical Information.....	6	Troubleshooting .....	15-17
Ventilation Requirements .....	6	Circuit Diagram.....	18
Component Identification.....	7	Warranty and Terms & Conditions	19
Controls .....	8		
Daily Operating Instructions .....	9		

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# CVap holding cabinet

Please read this entire use & care manual before operating your CVap holding cabinet. The manual contains important safety information and operating instructions.

**As is the case with many kitchen appliances, your CVap holding cabinet should be used with caution. Please read the following warnings to avoid injuries.**

## **⚠ DANGER**

### **Electrical Hazard**

Can cause serious injury or death. Do not attempt to install or service this appliance unless you are a licensed electrician or trained servicer.

1. Because this appliance utilizes high voltage, it should only be installed and serviced by a licensed electrician or trained servicer. Attempting to install or service the appliance yourself could result in serious, potentially fatal injuries.
2. If an electrical shock is felt when touching appliance, shut off power immediately (either pull power cord or turn off circuit breaker) and call a trained servicer for repair. Failure to do so could result in serious, potentially fatal injuries.
- 3 Always turn power switch off any time appliance is not in use.

## **⚠ WARNING**

### **Burn Hazard**

Can cause serious injury. Avoid heated vapor when opening or closing appliance door.

4. This appliance utilizes heated water vapor, which transfers heat much more quickly and efficiently than dry air of the same temperature. Use caution when opening

doors or reaching into the appliance, as heated vapor can quickly cause burns.

## **⚠ WARNING**

### **Contamination Hazard**

Can cause serious illness or damage to appliance. Clean appliance daily to avoid potential contamination hazard.

5. Clean appliance daily to prevent buildup of food residue or chlorides, which can also damage stainless steel and contaminate food. **Failure to follow proper cleaning procedures can void your warranty.**
6. **Prior to using appliance for the first time, perform the daily cleaning procedure listed on pages 16 and 17.**

## **⚠ CAUTION**

### **Burn Hazard**

Can cause injury. Allow 30 minutes for appliance to cool before attempting to clean.

7. Always allow appliance to cool before cleaning, to avoid potential burns.

## **⚠ CAUTION**

### **High Temperature and Grease Hazard**

Can cause damage to appliance. Avoid placing appliance near high heat or in grease laden atmosphere.

8. Do not place appliance in areas where air temperature exceeds 100°F (38°C). A heat shield may be required to prevent heat exposure and grease laden vapors from affecting the appliance if near heat, vapor, or grease generating devices (such as grills, steamers, ovens, etc.). Excess heat and grease inside the appliance cavities may cause electrical components to fail.

# CVap holding cabinet

## receiving your cabinet

### Shipping Damage

Examine equipment thoroughly for shipping damage before, during and after unloading. All Winston products are carefully inspected and verified to be in good condition before leaving our factory. The carrier delivering your cabinet has assumed responsibility for its safe arrival. If you notice any damage (obvious or hidden), a claim must be made to the carrier.

### Obvious Loss or Damage

Please note any obvious loss or damage on the freight bill or express receipt, and have the carrier's agent sign to acknowledge the claim. The carrier will supply the necessary forms. If you do not obtain and complete the forms before the carrier's agent departs, the carrier might refuse your damage claim.

### Concealed Loss or Damage

Sometimes loss or damage is not obvious until the product has been unpacked. If you notice damage that was concealed by packaging or crating, contact the carrier in

writing to notify them of the damage. The carrier should agree to inspect the damage within 15 days. Please retain all packing materials. The carrier will supply an inspection report and the required claim forms.

### Physical

Casters are non-marking; back casters are non-locking, front are locking.

### Water Supply

In order to operate properly, the evaporator in this cabinet must be filled with clean, potable water. An optional automatic water fill system is available. This option includes hardware to connect the appliance to a copper line in your facility's water system. If your facility has plastic or galvanized pipes, contact a licensed plumber to connect the water supply. Equipment should be installed to comply with applicable federal, state, or local plumbing codes.

**Appliances with automatic water fill systems are to be installed with adequate backflow protection to comply with federal, state, and local codes.**

Model	Height with 2" Casters (IN / MM)	Width (IN / MM)	Depth (IN / MM)	Weight (LBS / KG)
HC4009	33.4/848	27.6/701	34.5/876	210/96

As water evaporates, minerals in the water will deposit on the surface of the evaporator. These mineral deposits will inhibit the transfer of heat. Deposits can also degrade and damage stainless steel. To avoid mineral deposits clean the appliance daily. It is advisable to contact your water utility for advice on minimizing deposit buildup.

## installing auto water fill

Automatic water fill is available as an optional feature. To remove the plastic tubing from the water line connector, use your fingers to carefully press the small brass capture ring in toward the body of the connector. Then gently pull the tubing out of the connector. To insert tubing back into connector, push the tubing **fully** into the connector. Once seated, try to pull the tubing out of the connector so that the capture ring comes out (about 1/16" (1.6mm)) and the tubing cannot be removed. See drawing below. Auto water fill systems must be hooked up to a potable water supply line. Winston RECOMMENDS that the tap valve included with the kit be attached to **cold**

**water**, copper, brass or steel line (the valve can handle any size line from 3/8" to 1" (9.5mm to 25.4mm)). The **maximum incoming water temperature may not exceed 140°F (60°C) and the incoming water pressure must be between 20 and 150 psi (1.4 Kgf/cm2 to 10.5 Kgf/cm2 (kilogram-force per sq. centimeter))**.

## ⚠ CAUTION

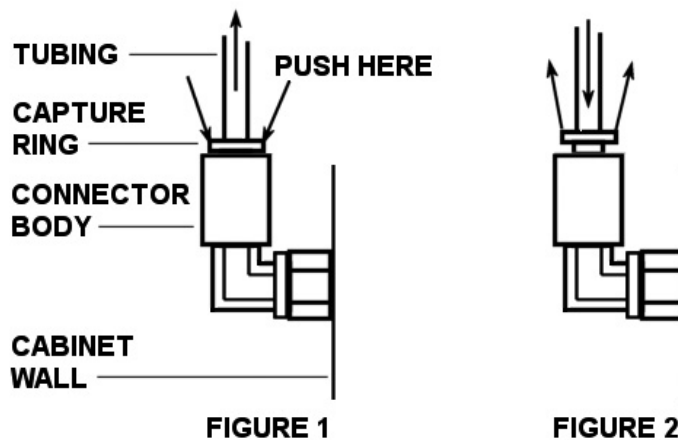
### High Temperature Hazard

Can cause damage to appliance.

Fill evaporator with water prior to turning power on, and do not allow evaporator to run dry.

**Appliances with auto water fill systems MUST NOT BE ALLOWED TO RUN DRY. Heat damage to the water valve may result.**

It is the responsibility of the owner and installer to make sure that installation complies with all applicable local and state plumbing codes.



**PUSH BRASS CAPTURE RING AGAINST CONNECTOR BODY BEFORE REMOVING TUBING. WHEN PLACING TUBING BACK INTO CONNECTOR, PUSH TUBE FULLY INTO CONNECTOR AND MAKE SURE CAPTURE RING IS FULLY EXTENDED.**

# CVap holding cabinet

## electrical

The appliance is shipped from the factory with a 7' (213cm) (minimum) power cord and plug. Refer to the table below to determine the correct electrical outlet. It may be

necessary for a licensed electrician to install the correct outlet or wiring. Winston does not recommend wiring the appliance direct.

Below is electrical information for various models of Winston's CVap® holding cabinets.

Model	Volts	Hertz	PH	Amps	Watts	Circuit Amp	Plug Type
HC4009	120	60	1	18.3	2200	US 20/CAN 30	US 5-20P/CAN 5-30P
INTERNATIONAL	230	50	1	9.6	2200	N/A	N/A

## ventilation requirements

**Ventilation clearances** - To operate properly, the appliance will need sufficient space for air circulation. Allow at least 2" (51mm) clearance on all sides, particularly around ventilation holes. Care should be taken to prevent placing the appliance close to anything combustible. It must be installed with its supplied legs, feet, or casters. Counter top appliances supplied without legs or casters may be placed directly upon a counter top of non-combustible material. In this situation, the appliance may have to be sealed to the counter top with a food-grade silicone sealant (check local health codes). Half size appliances may be stacked upon each other using only a Winston supplied stacking kit and following the instructions enclosed with the kit. Your warranty may be void if you do not adhere to these ventilation requirements.

## ⚠ CAUTION

### High Temperature and Grease Hazard

Can cause property damage.

Avoid placing appliance near high heat or in grease laden atmosphere.

Do not place appliance in an area where ambient temperature (air temperature around the appliance) exceeds 100°F (38°C). A heat shield may be required to prevent excessive heat exposure and grease laden vapors from affecting the appliance if adjacent to heat, vapor, or grease generating devices (such as grills, steamers, ovens, etc.). Excess heat and grease inside the appliance cavities may cause electrical components to fail.

**Vent hood** - Generally this appliance does not need to be installed under a mechanical ventilation system (vent hood). Check local health and fire codes for requirements specific to your location.

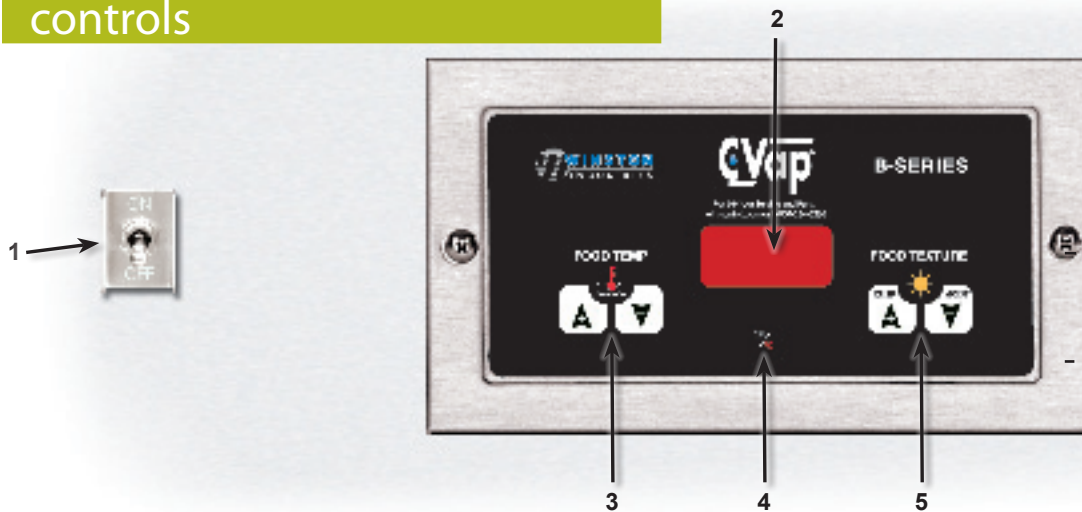
## component identification



1. **Air Heaters** (not visible) - supply heat for precise food texture control.
2. **Food chamber** - holding cavity where the dual heat system combines to create the perfect holding environment.
3. **Adjustable Rack Supports** - located on both sides inside appliance, hold trays, pans, shelves, and racks.
4. **Evaporator and Heaters** (not visible) - supply vapor atmosphere to the food chamber by heating water within the evaporator.
5. **Trough** collects moisture that condenses on door.
6. **Power Switch** turns electrical power to the unit on or off.
7. **Control panel** - contains power switch and control escutcheon. Allows operator to program food temperature and food texture. Escutcheon is removable for servicing or replacing microprocessor.
8. **Cord Wrap** (behind unit) provides storage for power cord.
9. **Door Gasket** seals food chamber against heat or vapor loss.
10. **Door & Latch** can be reversed on site. (photo shows options upgrade handle).
11. **Drain Cap** is removable for draining water from evaporator.
12. **Casters** provide easy movement when front casters are in unlocked position.

# CVap holding cabinet

## controls



1. **Power Switch** controls electrical power to the appliance.
2. **Digital LED Readout** shows current cabinet temperature(s). The default temperature display is the temperature of the water in the evaporator. To view current air temperature, change the Food Temp keys up or down 5°, then immediately back to set temperature. The Food Texture setting will display for five seconds, then the display will show actual air temperature. After five seconds the default evaporator temperature will be displayed.
3. **Food Temp Keys** control the temperature of the water in the evaporator, which directly controls the temperature of the food being held.
4. **F°/C° Button** is used to switch appliance display between Centigrade and Fahrenheit temperature scales.

On older cabinet models, simply press button to switch from one mode to the other.

Newer cabinet models allow the operator to program the default temperature display by a 4 second press of the F/C key. The operator can switch the default display by pressing the F/C key until desired default is seen. Allow to time out for setting to take effect.

During warm up this display will show the changing Food Temp inside of the cabinet until the selected temperature is achieved.

5. **Food Texture Keys** control the air temperature within the food chamber, which controls the rate of moisture evaporation from the food. The “+” temperature scale indicates the number of degrees that the air temperature is elevated above the Food Temp setting. A texture setting at or near the food temp setting will provide a moist texture. Elevating the texture setting will deliver a progressively drier and crisper texture.



## daily operating procedures

### **WARNING**

#### **Contamination Hazard**

Can cause serious illness.

Clean appliance prior to first use, to remove traces of industrial chemicals and oils.

Prior to using appliance for the first time, please perform the daily cleaning procedure listed on [pages 16 and 17](#).

### **CAUTION**

#### **High Temperature Hazard**

Can cause damage to appliance.

Fill evaporator with water prior to turning power on, and do not allow evaporator to run dry.

Please make certain evaporator has an adequate supply of water prior to turning on power switch. Water level should be approximately 1" (2.5 cm) from overflow.

1. Set appropriate food temperature using the **FOOD TEMP** keys (set in accordance with local health codes). Set desired texture (from moist to crisp) using the **FOOD TEXTURE** keys. See guidelines on [pages 12 to 15](#) for specific settings.

2. Fill evaporator to within 1" (25mm) of overflow with water.

**NOTE:** For locations with hard water, add one tablespoon (15ml) of white vinegar or lemon juice to water to help minimize scale buildup. Please consider contacting your local water authority to obtain advice on possible water treatment to protect the appliance. Some water supplies are high enough in chemical content to be capable of damaging stainless steel (if used untreated). The evaporation process can concentrate the chemicals in the water to a level which could cause a damaging reaction with the stainless steel. If you are using the optional automatic water fill with your appliance, and water is of unknown quality, please make the water connection via a deionizer/demineralizer. **Failure to do so could void the warranty!**

3. Toggle **Power Switch** on. Allow 30 minutes for warm-up.
4. Insert food.
5. Adjust **FOOD TEMP** or **FOOD TEXTURE** dials as needed to achieve desired food quality.

**KEEP DOOR(S) CLOSED WHEN NOT IN USE.** If food temperature becomes too low during serving period, increase **FOOD TEMP** setting by 10-20°F (11-17°C) to maintain desired food temperature.

Food Holding Reference Chart		
Product	Food Temp	Food Texture
<b>Very moist foods</b> Sauces, gravies, vegetables, etc.	140°F (60°C)	+6°F (2°C)
<b>Soft moist foods</b> Bakery, meats, fish, chicken, etc.	140°F (60°C)	+10°F (6°C)
<b>Firm moist foods</b> Finger foods, baked potatoes, etc.	140°F (60°C)	+15-30°F (8-17°C)
<b>Crisp dry foods</b> Crispy fried chicken, french fries, etc.	140°F (60°C)	+50-60°F (28-33°C)

See Holding Guidelines Charts on [pages 12 and 13](#) for product recommendations with F/C settings.

**NOTE:** 1. The actual temperature of crisp dry foods may substantially exceed optimal serving temperatures, making it necessary to reduce the **FOOD TEMP** setting as much as 20-30°F (11-17°C) to obtain the desired temperature.

2. Total Food Texture (air temperature) setting equals the addition of the **FOOD TEMP** and **FOOD TEXTURE** settings. For example, a **FOOD TEMP** setting of 140°F (60°C) and a **FOOD TEXTURE** setting of +10°F (+6°C) is equal to an evaporator temperature of 140°F (60°C) and an air temperature of 150°F (66°C) (140+10°F (60+6°C)).

## general market holding guidelines - HC4009 series

PRODUCT	FAHRENHEIT		CELSIUS	
	Food Temp F°	Food Texture F°	Food Temp C°	Food Texture C°
<b>BREAD PRODUCTS</b>				
Biscuits	150-160	+20	66-72	+12
Rolls	150-160	+10	66-72	+6
Danishes	150-160	+10	66-72	+6
Croissants	150-160	+10	66-72	+6
White/Wheat Bread	150-160	+10	66-72	+6
French/Italian Bread	150-160	+16	66-72	+8
Pancakes/Waffles	150-160	+10	66-72	+6
French Toast	150-160	+10	66-72	+6
Fruit Pies	150-160	+16	66-72	+8
Gingerbreads	150-160	+16	66-72	+8
<b>DAIRY &amp; EGG PRODUCTS</b>				
Eggs (Benedict, Fried, Scrambled, Poached)	156-160	+6	68-72	+2
Omelets	160-170	+10	72-78	+6
Puddings/Custards	150-160	+5	66-72	+2
<b>MEATS</b>				
Beef (Prime Rib, Roasts, Steaks, BBQ)	150-160	+16	66-72	+8
Pork (Roasts, Chops, BBQ, Bacon, Ham, Sausage)	150-160	+16	66-72	+8
Lamb & Veal	150-160	+16	66-72	+8
Hamburger Patties	160-170	+10	72-78	+6
Hot dogs	160-170	+10	72-78	+6
<b>POULTRY</b>				
Chicken				
Fried, Soft	160-170	+16	72-78	+8
Fried, Crisp	140-150	+50	60-66	+28
Roasted	160-170	+16	72-78	+8
BBQ	160-170	+16	72-78	+8
Turkey, Goose, Duck	160-170	+16	72-78	+8
<b>SEAFOOD &amp; SHELLFISH</b>				
Fish, Fried	140-150	+50	60-66	+28
Fish, Broiled/Baked	160-170	+16	72-78	+8
Shrimp, Fried	140-150	+50	60-66	+28
Fish/Shrimp in Sauce/Gravy	160-170	+6	72-78	+2

PRODUCT	FAHRENHEIT		CELSIUS	
	Food Temp F°	Food Texture F°	Food Temp C°	Food Texture C°
<b>VEGETABLES</b>				
Vegetables, Unbreaded	160-170	+6	72-78	+2
Vegetables, Breaded	140-150	+60	60-66	+34
Potatoes, Baked	160-170	+16	72-78	+8
<b>STARCHES</b>				
Spaghetti	150-160	+6	66-72	+2
Rice	150-160	+6	66-72	+2
Lasagna	160-170	+10	72-78	+6
Beans	150-160	+16	66-72	+8
Soups & Sauces	150-160	+6	66-72	+2
Cooked Cereals	160-170	+10	72-77	+6
Casseroles	160-170	+6	72-78	+2
<b>CRISP TEXTURED FOODS</b>				
Pizza	140-150	+60	60-66	+34
Pastry Shells	140-150	+60	60-66	+34
Crisp Breadings	140-150	+60	60-66	+34
Crisp, Dry Foods	140-150	+60	60-66	+34
French Fries	110	+60	44	+34
<b>PREPARED FOODS</b>				
Seafood in Sauce	160-170	+16	72-78	+8
Hamburgers in Buns	160-170	+10	72-78	+6
Cheeseburgers in Buns	160-170	+10	72-78	+6
Open Sandwich w/Sauce/Gravy	160-170	+6	72-78	+2
Plated Foods	160-170	+6	72-78	+2
Entrees	150-160	+16	66-72	+8
Corn Dogs	150-160	+40	66-72	+22
<b>PROOFING</b>				
Dough (Yeast Rolls, Danish Dough)	110	+10	44	+6

**Notes:**

1. The recommendations in this chart should be regarded as starting points. If user desires a more firm/dry textured product, increase the **Food Texture** setting; for a more soft/moist textured product, decrease the **Food Texture** setting.
2. The holding time for very crisp foods may be less than for other products.
3. Use a thermometer to assure compliance with local health codes.

## school holding guidelines - HC4009

PRODUCT	FAHRENHEIT		CELSIUS	
	Food Temp F°	Food Texture F°	Food Temp C°	Food Texture C°
<b>PROOFING</b>	100-110	+6	38-44	+2
<b>BREAKFAST</b>				
Breakfast Pizza	160	+30	72	+16
Cinnamon Rolls	160	+10	72	+6
Eggs, Scrambled	160	+6	72	+2
Grits	160	+6	72	+2
Muffins	160	+10	72	+6
Pancakes	160	+6	72	+2
Piggistix	160	+10	72	+6
Sausage Patties	160	+6	72	+2
Waffles	160	+10	72	+6
<b>LUNCH</b>				
<b>Pizza</b>				
Thin Crust	156	+30	68	+16
Thick Crust	156-160	+16	68-72	+8
Parbaked Thin Crust	156	+30	68	+16
Parbaked Thick Crust	156-160	+16	68-72	+8
Tony's ReadyRise	156-160	+16	68-72	+8
<b>Sandwiches</b>				
Ham & Cheese Melt	140	+20	60	+12
Hamburgers on Bun	160	+10	72	+6
Hot Dogs on Bun	160-170	+10	72-78	+6
<b>Meats</b>				
BBQ Pork, Chopped	160	+6	72	+2
Chicken, Baked	160-170	+10	72-78	+6
Fish, Baked	160	+6	72	+2
Hamburger Patties	160	+6	72	+2
Hot Dog Wieners	160-170	+6	72-78	+2
Meat Loaf	160	+6	72	+2
Pork Chops	160	+6	72	+2
Salisbury Steak	160	+6	72	+2
Turkey, Whole Roasted	160	+10	72	+6
<b>Casseroles</b>				
Beef-a-roni	160	+6	72	+2
Ravioli	160	+6	72	+2
Squash Casserole	160	+10	72	+6
Turkey Tetrazzini	160	+10	72	+6

PRODUCT	FAHRENHEIT		CELSIUS	
	Food Temp F°	Food Texture F°	Food Temp C°	Food Texture C°
<b>Breaded Foods</b>				
Chicken, Fried	140-150	+30	60-66	+16
Chicken, Fillet	160	+30	72	+16
Chicken, Fingers	160	+30	72	+16
Chicken, Nuggets	160	+30	72	+16
Corn Dogs	160	+10	72	+6
Breaded Beef Patty	140-150	+20	60-66	+12
<b>VEGETABLES</b>				
Broccoli	160	+2	72	+2
Baked Beans	160	+6	72	+2
Green Beans	160	+6	72	+2
Corn on Cob	160	+6	72	+2
Peas & Carrots	160	+6	72	+2
Potato, Baked	160-170	+6	72-78	+2
Mexican Beans	160	+6	72	+2
Vegetables, steamed	160	+6	72	+2
Squash	160	+6	72	+2
<b>BREADS</b>				
Biscuits	150	+10	66	+6
Cornbread/Muffins	160	+10	72	+6
Rolls, Yeast	166	+10	74	+6
<b>SIDE ITEMS</b>				
Apples, Baked	160	+6	72	+2
French Fries, Oven Style	140	+80	60	+44
Macaroni & Cheese	160	+6	72	+2
Rice	160	+6	72	+2
Tater Tots, Oven Style	130-140	+50	54-60	+28
<b>DESSERT</b>				
Fruit Cobbler	160	+10	72	+6
Apple Fritter	160	+20-30	72	+12-16
<b>Notes:</b>	<ol style="list-style-type: none"> <li>The recommendations in this chart should be regarded as starting points. If user desires a more firm/dry textured product, increase the <b>Food Texture</b> setting; for a more soft/moist textured product, decrease the <b>Food Texture</b> setting.</li> <li>The holding time for very crisp foods may be less than for other products.</li> <li>Use a thermometer to assure compliance with local health codes.</li> </ol>			

## daily cleaning

### Required Cleaning Accessories & Supplies

- Pan for draining evaporator
- Food grade germicidal detergent
- Descaling agent (ScaleKleen™)  
(available through Winston Customer Service 1-800-234-5286)

## ⚠ DANGER

### Electric Hazard

Can cause serious injury or death.

If an electrical shock is felt during operation or cleaning, unplug appliance and have it serviced by a licensed electrician or trained servicer before placing back into service.

## ⚠ WARNING

### Contamination Hazard

Can cause serious illness or damage to appliance.

Clean appliance daily to avoid potential contamination hazard.

**Ensure safe operation by cleaning appliance daily. Failure to do so can allow harmful deposits to develop, increasing the potential for food contamination, and endangering your customers.**

## ⚠ CAUTION

### Corrosion Hazard

Can cause damage to appliance.

Clean appliance daily to avoid potential corrosion damage.

Clean evaporator daily to prevent chlorides (salts) from accumulating. Chlorides can cause the evaporator tank to corrode, to the extent that leaks can occur. Leaks caused by corrosion, which is caused by a failure to clean daily, are not covered under the manufacturer's warranty.

## ⚠ WARNING

### Contamination Hazard

Can cause serious illness.

Clean appliance prior to first use, to remove traces of industrial chemicals and oils.

Prior to using appliance for the first time, perform the daily cleaning procedure listed on the following page.

# CVap holding cabinet

## daily cleaning procedure

### **CAUTION**

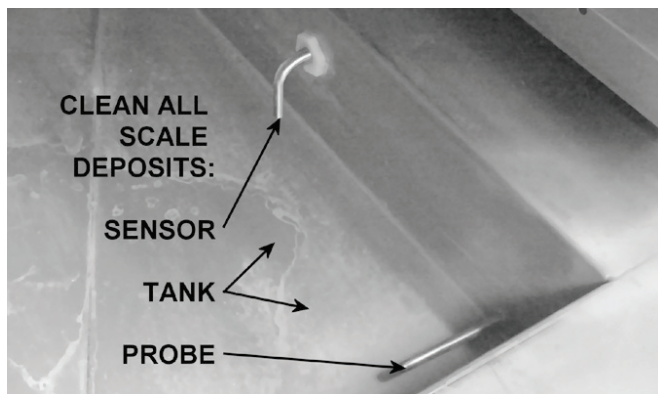
#### **Burn Hazard**

Can cause injury.

Allow 30 minutes for appliance to cool before attempting to clean.

Before each cleaning procedure, disconnect appliance from its electrical power source and allow to cool for at least one half hour.

1. Place empty pan under drain cap, remove cap and allow evaporator to drain.
2. Remove and clean rack supports and evaporator cover (if supplied) using a food-grade germicidal agent. Rinse and allow to dry.
3. Spray food chamber and evaporator with a food grade germicidal detergent.
4. Wipe inside surfaces to remove all food deposits.
5. Inspect for scale build-up on the tank surface, sensor (optional automatic water fill sensor shown), and probe (see photo below). If present, apply descaling agent. Read ALL warnings and follow directions listed on descaling agent package.



6. Inspect heating elements (if exposed). The elements are stainless steel. If cleaning is needed, scrub with Teflon™ or nylon bristle brush to remove heavy food particles. Further cleaning may be done with a plastic scouring pad and alkaline based cleansers. DO NOT use wire brushes, scrapers, steel wool pads or chloride based cleansers. Follow cleanser manufacturer's instructions for use on stainless steel. Rinse well with clean water and wipe immediately.
7. Rinse all inside surfaces, including evaporator, and dry with clean towel.

### **WARNING**

#### **Electrical Hazard**

Can cause serious personal injury or damage to appliance.

Avoid spraying appliance exterior or controls with water.

**Do not spray outside of appliance or controls with water.**

8. Replace rack supports.
9. Verify O-ring is on drain pipe, replace drain cap, and refill evaporator.
10. Reconnect appliance to electrical power and make ready for use.

## troubleshooting

We know how frustrating and costly it can be when a critical piece of equipment is down for repairs. It is our goal to minimize service disruptions, to get you back up and operating in the shortest time possible.

We carefully analyze all service calls. This analysis helps us to improve our manufacturing processes, and reduces product service issues. Generally speaking, most equipment failures can be attributed to the following three causes:

- Faulty use and care practices.
- Electrical supply problems.
- Equipment faults.

Please refer to the Troubleshooting Chart on the next page for common problems and solutions. If the problem you're experiencing isn't listed, or if the standard solution fails to

resolve your problem, you will need a qualified servicer to diagnose and repair the problem.

If your equipment is still under warranty, or you are uncertain whether or not warranty is still in place, please call Winston Customer Service at 1-800-234-5286 (or 502-495-5400). Our friendly staff will help you verify coverage, and if under warranty, will arrange for a servicer to call on you.

If your equipment is no longer under warranty, you can call our Customer Service line at 1-800-234-5286, or visit our website at **www.winstonind.com**, and click the Service tab to locate an authorized servicer near you.

In order to expedite service, please have the complete model and serial number (found on the appliance's identification tag) on hand when you contact us.

**Service parts may be purchased directly from the factory online.**  
Visit **www.winstonind.com**

**Please have the following information on hand when contacting Winston Industries regarding product service.**

1. Model \_\_\_\_\_ Serial # \_\_\_\_\_  
(located on name plate)
2. Your name \_\_\_\_\_
3. Company name \_\_\_\_\_
4. Company address \_\_\_\_\_  
\_\_\_\_\_
5. Company phone \_\_\_\_\_
6. Type of problem \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## troubleshooting

TROUBLE	FAULT CODE
Digital display fails to light.....	A
Flooding/leaking water .....	C, H, I
Food drying out .....	B, E, F, H
Food excessively moist.....	D, G
Food not hot enough.....	E, G, H
Food too hot .....	D, F
Injury or accident.....	J

FAULT	CORRECTION
A. Circuit breaker tripped.....	Adjust
Fuse blown.....	Replace
Power cord not plugged in .....	Plug in
Faulty cordset.....	Call servicer
Faulty power switch .....	Call servicer
B. Evaporator (water) tank empty.....	See <a href="#">page 9</a>
C. Drain pipe o-ring defective or missing .....	Replace
D. Food Temp setting too high .....	See <a href="#">page 9</a>
E. Food Temp setting too low.....	See <a href="#">page 9</a>
F. Food Texture setting too high .....	See <a href="#">page 9</a>
G. Food Texture setting too low.....	See <a href="#">page 9</a>
H. Door gasket defective .....	Replace
I. Drain cap defective or missing.....	Replace
J. Injury or accident, call manufacturer.....	1-800-234-5286



## troubleshooting

### **DANGER**

#### **Electrical Hazard**

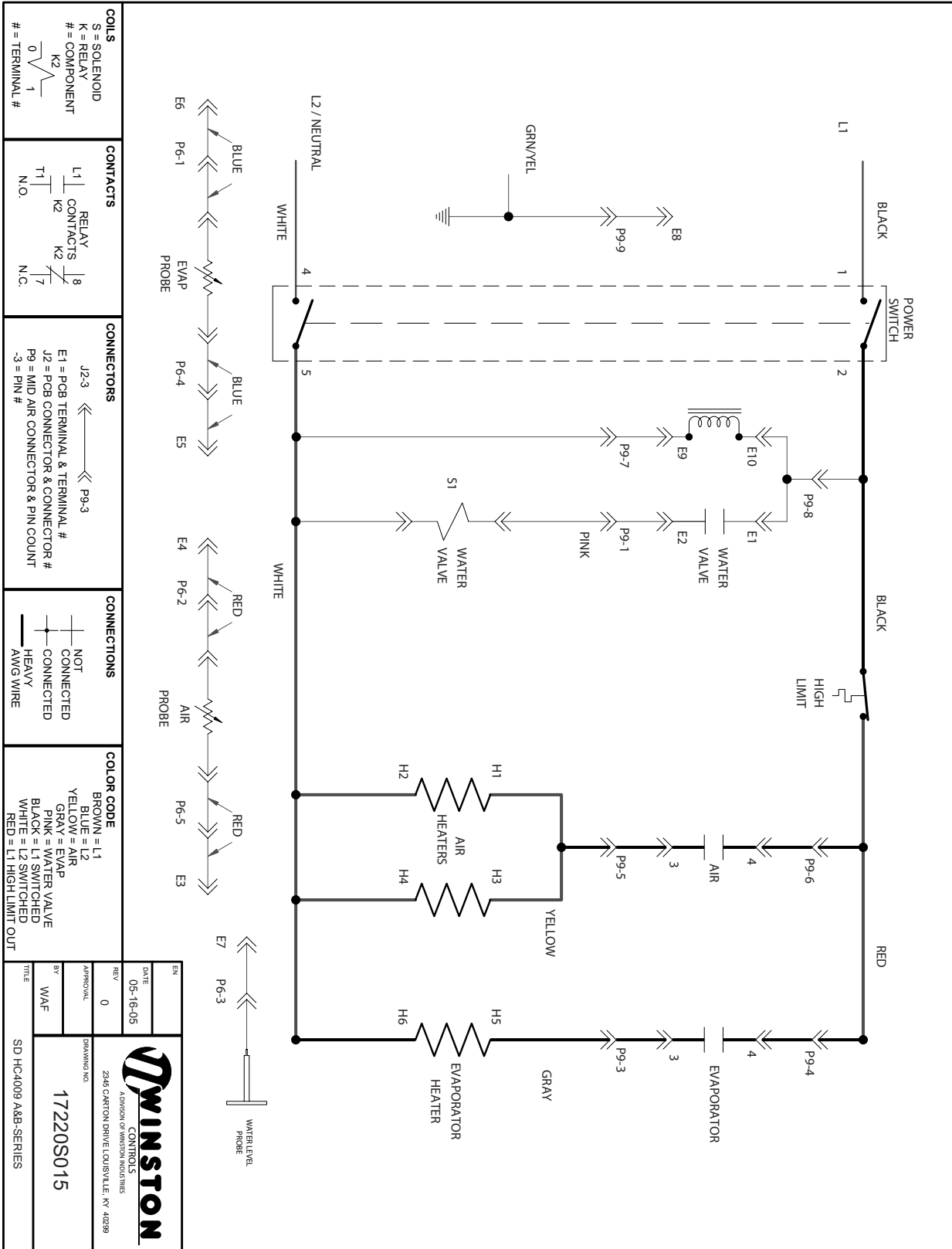
Can cause serious injury or death.

Do not attempt to install or service appliance unless you are a licensed electrician or trained servicer.

**This appliance utilizes high voltage electrical systems, high temperature heating systems, and hot water vapor. If used improperly, any of these hazards are capable of causing serious injury or death. To avoid the potential for an accident, please have appliance installed by a licensed electrician, and serviced only by trained servicers. Please make this page available to the servicer.**

<u>SERVICE PARTS</u>	<u>PART NO.</u>	<u>SERVICE PARTS</u>	<u>PART NO.</u>
Casters, 2" plate non-locking	PS2097	Drain cap	PS1654
Casters, 2" plate locking	PS2096	Evap base weld	00886N03
Control board asm, 120V B Series	PS2860	Flue, HC09, adjustable	01075N01
Control board asm, 120V Retro 45 to B	PS2892	Gasket, door	PS2127
Control board asm, 208/240V B-Series (Before 8/96)	PS2547	Heater, air, 120V	PS2854
Control board asm, 208/240V B Series	PS2870	Heater, air, 120V	PS2401
Control board asm, 240V Retro 45 to B	PS2893	Heater, air, 208/240V	PS2857
Door latch, handle, magnetic plastic	PS2230	Heater, water, 120V	PS2855
Door latch, handle, magnetic, chrome	PS1774	Heater, water, 208/240V	PS2859
Door latch & catch (handle)	PS1256	Hi limit	PS2856
		Hinge kit, door	PS2116
		Power cord	PS1595
		Power switch (120V-240V)	PS2304
		Probe, air	PS2255
		Probe, water (after 1999)	PS2177
		Thermostat, high limit, B Series	PS2856
		Wheel & bracket 1" (4)	PS2135

## circuit diagram - HC4009



## Warranty and Terms and Conditions



WINSTON INDUSTRIES  
THE TASTE OF INNOVATION

Limited 1 year Warranty (excluding gaskets, lamps, hoses, power cords, glass panels, fryer baskets, batteries, and evaporators). Warranty disclaimer for failure to clean. WINSTON EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE AND ANY IMPLIED WARRANTY OF MERCHANTABILITY.

Ask us for a complete warranty disclosure or go to:

[www.winstonind.com/documents/4272V089\\_zap\\_warranty\\_agreement.pdf](http://www.winstonind.com/documents/4272V089_zap_warranty_agreement.pdf).

Terms and Conditions of Sale for Winston Industries' products are available here:

[www.winstonind.com/documents/4272X833\\_terms\\_and\\_conditions\\_of\\_sale.pdf](http://www.winstonind.com/documents/4272X833_terms_and_conditions_of_sale.pdf).

Both the Warranty and Terms and Conditions of Sale are integral to this document.

### **Buy Winston Parts Online!**

**Parts and accessories for our products are available to purchase through our online, secure site – it's your one-stop shop for genuine Winston replacement parts. These parts are designed specifically for our products and can help you save on costly repairs while maintaining valuable warranty coverage. Parts ordered online receive a 30% discount off list price.**

<http://www.winstonparts.com/>