



We invented the popcorn machine  
THEN JUST KEPT GOING!

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176 MITTEL DRIVE, WOOD DALE, IL 60191

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# **BULK WARMER / NACHO WARMER & PORTION PAK WARMER SERVICE / OPERATION MANUAL**

**120 Volt,  
Single Phase, 60 Hz**

**100/120 Volt,  
Single Phase, 50/60 Hz**

**230 Volt,  
Single Phase, 50 Hz**



**READ** and **UNDERSTAND** these servicing, and safety instructions before servicing this machine

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## SAFETY FIRST



The information in this manual is essential for the safe installation and maintenance of your Cretors warmer. The manual must be read and understood before installing, operating or maintaining this equipment, or equivalent training must be provided.



"The employer shall instruct each employee in the recognition and avoidance of unsafe conditions and the regulations applicable to his work environment to control or eliminate any hazards or other exposure to illness or injury".  
Ref.: 29 CFR 1926.20 (b)(4)(a)(2)



It is understood that safety rules within individual companies vary. If a conflict exists between the safety procedures contained in this manual and the rules of a using company, the more stringent rule should take precedence.

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## I INTRODUCTION

This manual is filled with time-saving and money-saving information regarding your Cretors warmer. There is nothing, however, more important than the safety aids and warnings that are found throughout this document. The Safety Alert Symbol is used to identify topics of primary safety concern wherever they appear. Furthermore, a separate section has been included which deals exclusively with operation and accident prevention.

If, after reviewing this manual, anything is unclear or technical problems are encountered, contact the dealer from whom you purchased your machine for assistance and if there are any additional questions, feel free to contact our Customer Service Department at the address and/or phone number listed on the back cover of this manual. Always have the model and serial number of your machine available to assist in obtaining the correct information.

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## II SAFETY ALERT SYMBOL

The symbol shown below is used to call your attention to instructions concerning your personal safety and the safety of others. Watch this symbol. It points out important safety precautions. It means "ATTENTION! Become Alert! Your personal safety is involved!" Read the message that follows and be alert to the risk of personal injury or death.



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### III PURPOSE OF MANUAL



This instruction manual is intended to familiarize owners with the operation, servicing and safety procedures associated with your Cretors warmer.



This manual should be kept available to operating and maintenance personnel.



A person who has not read and understood all operating and safety instructions is not qualified to operate the machine.

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### IV PRODUCT IDENTIFICATION

#### CRETORS BULK, NACHO AND PORTION PAK WARMER

ELECTRICAL SPECIFICATIONS: Bulk, Nacho and Portion Pak Warmers are available in any of the following Electrical configurations:

- 120 Volt, Single Phase, 60 Cycle
- 100/120 Volt, Single Phase, 60 Cycle
- 230 Volt, Single Phase, 50 Cycle

#### SPECIFICATIONS:

<b>MODEL TW/BW</b>	<b>BULK / NACHO WARMERS</b>
Electrical:	450 watts
Dimensions:	18-3/4"D x 18-3/4"W x 26" H - - - - 47.6 cm D x 47.6cm W x 66 cm H
Net Weight:	51 lbs. (23 kg.)

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<b>MODEL PPW</b>	<b>PORTION PAK WARMER</b>
Electrical:	425 watts
Dimensions:	16-5/8"D x 13"W x 18-7/8" H - - - - 42.2 cm D x 33.0cm W x 47.9 cm H
Net Weight:	40 lbs. (18 kg.)

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## V THEORY AND OBSERVATIONS OF WARMER OPERATION

The Bulk, Nacho and Portion Pak Warmer is designed to warm and display pre-packaged cheese and chip products. The unit is designed with a heating element and blower to circulate warmed air in the cabinet.

Adjustable wire shelves and a backlit sign compliment the Bulk and Nacho Warmer unit for display purposes.

The Portion Pak Warmer has wire shelves and a backlit sign.

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## VI CONTROL SWITCH

ROCKER SWITCH                      -Turns light and cabinet heat ON/OFF

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## VII INSTALLATION INSTRUCTIONS

### 1. Location

Choose a location for your Cretors machine to maximize the ease of operation and maintenance procedures. Check your local building and fire codes for location restrictions.

### 2. Power Supply

Check the nameplate to determine the required power supply.



Connect your warmer only to the correct power source. Failure to do so may result in personal injury or death and may damage your warmer.



Make certain the Rocker Switch on the warmer is in the 'OFF' position when plugging into power source. Failure to do so may result in personal injury or death and may damage your warmer.

### 3. After Connecting Warmer to Power Supply

The unit's operation can be controlled by the backlit rocker switch located above the plexiglass door.

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## VIII SERVICE INSTRUCTIONS



In the case of improper operation, qualified personnel only should perform the following diagnostic checks, and, if necessary, corresponding adjustments and repairs. Many of the following procedures present an electrical shock hazard and can cause serious injury or death.

### 1. Parts

When ordering parts, refer to the attached parts diagram. Always supply the serial number, model number, and voltage of your warmer.

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## IX TROUBLE SHOOTING

### 1. Problem - Cabinet Will Not Heat

QUESTION: Do any of the other components work - blower, light, etc.?

NO! Check power supply:

- A. Is it plugged in?
- B. Is the receptacle live?
- C. Is machine plugged into the proper voltage? Measure with voltmeter and compare to specification on nameplate of machine.



Do not attempt electrical repairs on the power supply circuit unless you are qualified to do so. The electrical shock associated with line voltages can cause serious injury or death.

YES!

- A. Problem is in machine.

If blower runs, but air is cold, check the two thermostats and heat element. To check the thermostats and heat element, perform the following operations:

- A) Unplug machine.
- B) To gain access to the top thermostat on the Portion Pak and both thermostats on the Nacho Warmer, remove the top of the machine by removing the screws on the top.

On the Portion Pak, to gain access to the bottom thermostat and element, remove the front sign and perforated wire guard on the inside.

- C) Using a multimeter, check the continuity between the terminals of each thermostat. Remove wire. If reading is not equal to '0' ohms, the thermostat is faulty. Replace thermostat.

- D) Using multimeter, check continuity of the heat element. Remove the wire from one terminal. The meter should read 36  $\Omega$  (ohms) for 120 volt or 144  $\Omega$  for 230-volt machine. Replace the heat element.

If blower does not run, perform the following operation:

- A) Unplug machine.
- B) Remove the top of the machine by removing the screws at the top.
- C) Remove sign.
- D) Using a multi meter, check Ohm on the motor. If the reading is equal to '0' or infinite ( $\infty$ ) Ohm ( $\Omega$ ), replace the motor.

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## X OPERATING INSTRUCTIONS



1. Do not attempt to operate your Cretors warmer until you have read and understood this manual. Failure to do so may result in serious injury or death.



2. Do not attempt to operate your Cretors warmer unless the installation instructions have been strictly adhered to. Failure to do so may result in serious injury or death.

3. This warmer is designed to warm pre-packaged aseptic sealed food products. Failure to use prepackaged sealed products may result in illness to your customers.

4. Place prepackaged food products on wire shelves.

5. Turn 'ON' rocker switch located above the plexiglass doors.

6. Allow sufficient time for unit to warm prepackaged food products before serving to customers.



7. Operate your warmer only if it is in sanitary condition (SANITATION INSTRUCTIONS). Failure to do so may result in illness to your customers.

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## XI SANITATION INSTRUCTIONS



Be certain the machine is turned 'OFF' and power is unplugged before sanitizing this machine. Failure to do so could result in injury or death.



Do not clean heated surfaces until they have been given sufficient time to cool. Failure to do so may result in serious burns.

The cabinet can be cleaned with any good grade glass or household cleaner suitable for stainless steel surfaces. A cleaning agent that is acceptable for food contact surfaces are recommended.



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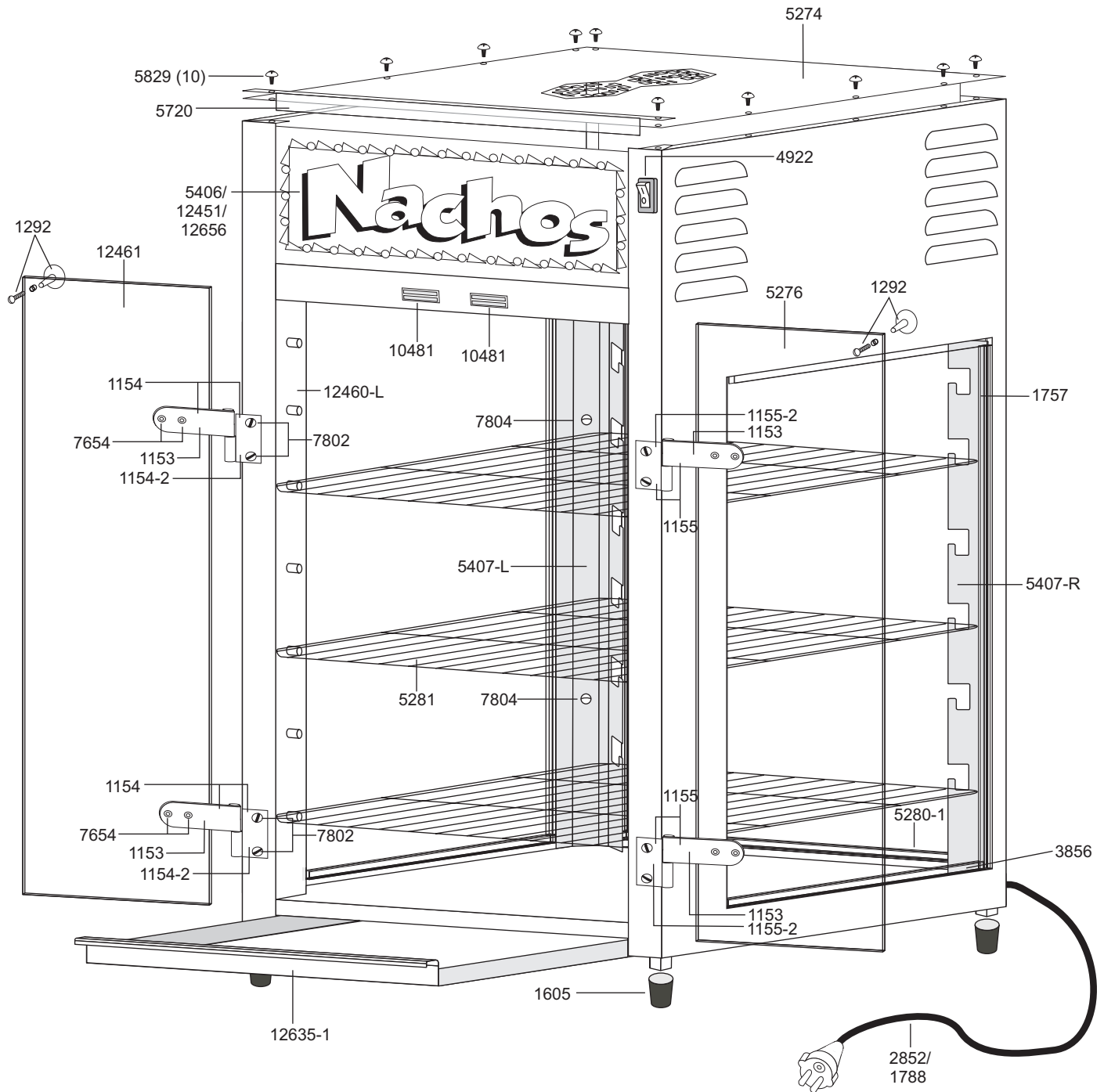
If you have any questions, contact your local dealer and if there are any additional questions, feel free to contact the Customer Service Department at C. Cretors and Company.

Additional copies of this manual can be obtained from C. Cretors and Company at the address listed below. Please provide model and serial number when requesting additional copies of this manual. There will be a nominal charge for additional copies.

Cretors guarantees this machine to be free of defects in parts, materials and workmanship for two years. Please take this time to fill out the factory registration card and return it to the factory to activate your warranty. If you have any questions concerning the Cretors' warranty, please contact your local dealer or the Customer Service department at C. Cretors and Company.



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**TRAY WARMER - 100V/120V/230V**

BEGINNING SERIAL 00010187

DOC: TW300003

TW-A/E/F-3.0-A

03/06

1153 DOOR HINGE - STRAP ONLY  
1154 DOOR HINGE & STRAP- LEFT  
1155 DOOR HINGE & STRAP- RIGHT  
1154-2 HINGE - LEFT ONLY  
1155-2 HINGE - RIGHT ONLY  
1292 KNOB - CONCAVE W/ SCREW  
1605 RUBBER FOOT W/ HARDWARE  
1757 CHANNEL-GLASS "U" - SOLD PER FOOT  
1788 CORD 10 AMP 16-3 NEMA 5-15P  
2852 CORD SET-EUROPEAN  
3856 SS GLASS CHANNEL - SIDES  
4922 SWITCH-SMALL ROCKER  
5274 TOP-NACHO WARMER  
5276 PLEXI - DOOR  
5278 SIDE GLASS 16-15/16" x 14-1/8" x 1/8"  
(43 cm x 35.88 cm x .32 cm) (NOT AVAILABLE FROM SHOP)  
5279 FRONT GLASS 16-15/16" x 16-3/4" x 1/8"  
(43 cm x 42.55 cm x .32 cm) (NOT AVAILABLE FROM SHOP)  
5280-1 SS CHANNEL - FRONT  
5281 RACK- WIRE  
5406 DECAL - NACHO WARMER  
5407-L FRONT INSIDE CORNER  
5407-R FRONT INSIDE CORNER  
5720 SIGN RETAINER BRACKET  
5829 #6 x 1/2 PHILLIPS HEAD  
7654 10-24 x 3/8 BH W/ NYLOCK  
7802 10-24 x 1/4 BH W/ NYLOCK  
7804 #6 x 12 SLTD PAN SHEET METAL  
10481 MAGNETIC CATCH RECTANGULAR  
12460-L AIR DUCT-LEFT  
12635-1 CLEAN OUT DRAWER

**NOT SHOWN**

12460-R AIR DUCT-RIGHT  
2166 CORD GRIP  
5474 PLEXI SIGN BACKING  
12451 DECAL - PEANUTS  
12656 DECAL SNACKS

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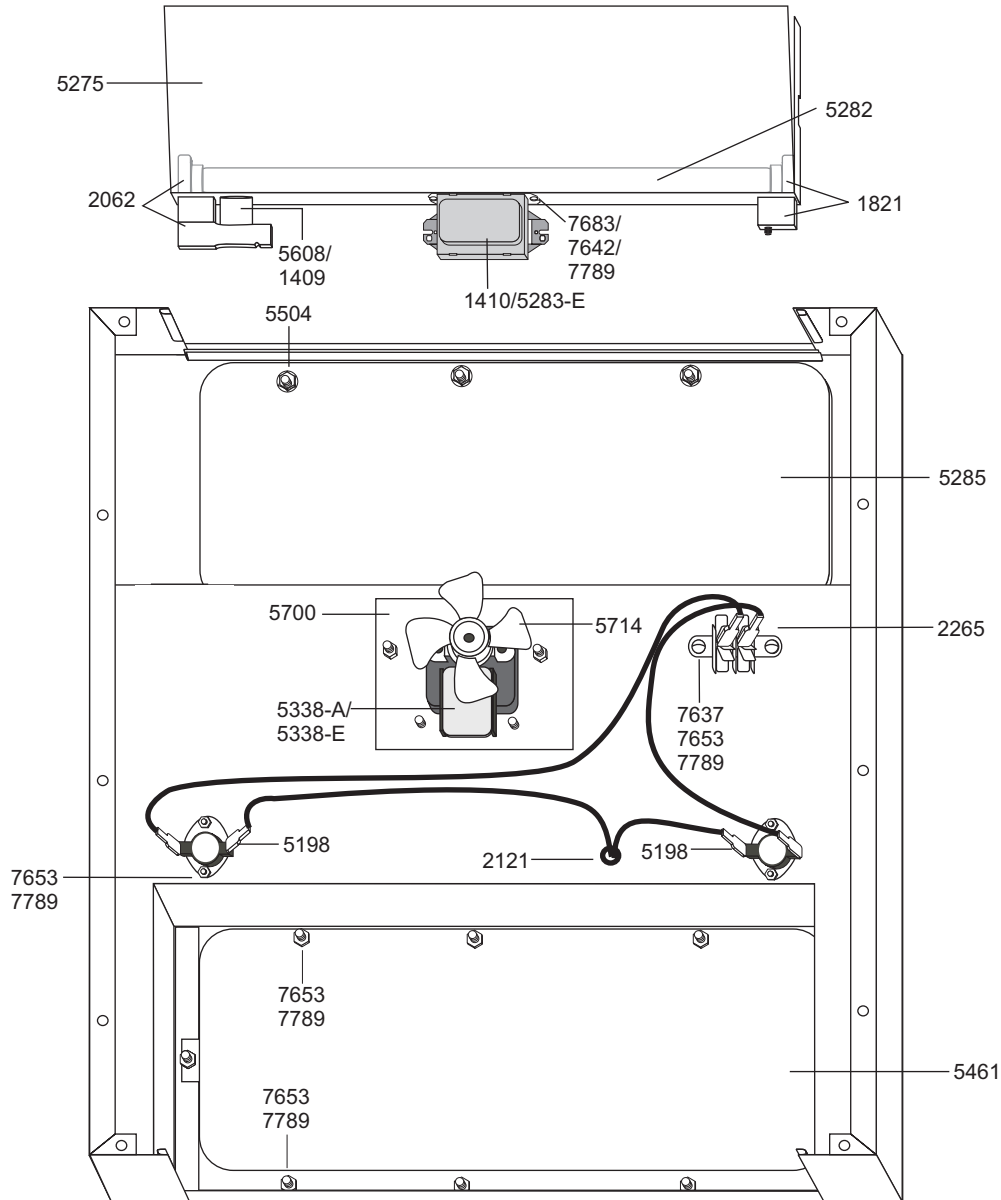
**C. CRETORS AND COMPANY**

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- 1410 BALLAST 20 WATT
- 1821 SOCKET-FLUORESCENT
- 2062 LAMP HOLDER-COMB.
- 2121 BUSHING
- 2265 TERMINAL BLOCK
- 5198 THERMOSTAT
- 5275 LIGHT REFLECTOR
- 5282 LAMP-FLUORESCENT
- 5285 PLEXIGLASS LIGHT COVER
- 5283-E BALLAST 230V
- 5338-A BLOWER MOTOR
- 5338-E BLOWER MOTOR
- 5461 LIGHT COVER
- 5504 8-32 HX SERRATED FLANGE NUT

- 5608 STARTER
- 5700 MOTOR MOUNT PLATE
- 5714 BLOWER FAN
- 7637 8-32 1/2 SS. TRUSS HEAD
- 7642 8-32 x 3/8 SS. TRUSS HEAD
- 7653 8-32 HEX NUT
- 7683 3/16 SAE FLAT WASHER
- 7789 #8 STAR LOCKWASHER

**NOT SHOWN**

- 4860 BLOWER WHEEL
- 4858-E HEAT ELEMENT

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