



We invented the popcorn machine  
**THEN JUST KEPT GOING!**

---

**176 MITTEL DRIVE, WOOD DALE, IL 60191**

---

## **DIGITAL COUNTER SHOWCASE WARMERS**

**120 Volt,  
Single Phase, 60 Cycle**

**230 Volt,  
Single Phase, 50/60 Cycle**

**100 Volt,  
Single Phase, 50/60 Cycle**

**\*Optional Integrated Topper**



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

---

## 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.

---

## 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.

---

## 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.



### 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.

### IV PRODUCT IDENTIFICATION

#### CRETORS COUNTER SHOWCASE WARMERS

ELECTRICAL SPECIFICATIONS: Counter Showcase Warmers are available in any of the following electrical configurations:

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

SPECIFICATIONS:

<b>MODEL</b>	<b>COUNTER SHOWCASE WARMER 20" - 100/120V 50/60HZ</b>
Electrical:	950 Watts
Dimensions:	30"D x 20"W x 27" H - - - - 76.2 cm D x 50.8cm W x 68.5 cm H
Net Weight:	141 lbs. (64 kg.)
<b>MODEL</b>	<b>COUNTER SHOWCASE WARMER - 20" - 230V/50/60HZ</b>
Electrical:	555 Watts
Dimensions:	30"D x 20"W x 27" H - - - - 76.2 cm D x 50.8cm W x 68.5 cm H
Net Weight:	141 lbs. (64 kg.)
<b>MODEL</b>	<b>COUNTER SHOWCASE WARMER- 36" - 100/120V 50/60HZ</b>
Electrical:	950 Watts
Dimensions:	30"D x 36"W x 27" H - - - - 76.2 cm D x 91.4cm W x 68.5 cm H
Net Weight:	214 lbs. (97 kg.)
<b>MODEL</b>	<b>COUNTER SHOWCASE WARMER - 36 - 230V/50/60HZ</b>
Electrical:	555 watts
Dimensions:	30"D x 36"W x 27" H - - - - 76.2 cm D x 91.4cm W x 68.5 cm H
Net Weight:	214 lbs. (97 kg.)
<b>MODEL</b>	<b>COUNTER SHOWCASE WARMER 48" - 100/120V 50/60HZ</b>
Electrical:	950 watts
Dimensions:	30"D x 48"W x 27" H - - - - 76.2 cm D x 121.9cm W x 68.5 cm H
Net Weight:	225 lbs. (102 kg.)
<b>MODEL</b>	<b>COUNTER SHOWCASE WARMER - 48" - 230V/50/60HZ</b>
Electrical:	555 watts

Dimensions: 30"D x 48"W x 27" H - - - - 76.2 cm D x 121.9cm W x 68.5 cm H  
 Net Weight: 225 lbs. (102 kg.)

When equipped with optional Integrated Topping Dispensing Head:

---

<b>MODEL</b>	<b>COUNTER SHOWCASE WARMER W/TOPPER - 36" - 120V/60HZ</b>
Electrical:	1050 watts
Dimensions:	30"D x 36"W x 45" H - - - - 76.2 cm D x 91.4cm W x 114.3 cm H
Net Weight:	232 lbs. (105 kg.)

---

<b>MODEL</b>	<b>COUNTER SHOWCASE WARMER W/TOPPER - 48" - 120V/60HZ</b>
Electrical:	1050 watts
Dimensions:	30"D x 48"W x 45" H - - - 76.2 cm D x 121.9cm W x 114.3cm H
Net Weight:	246 lbs. (112 kg.)

---

## V THEORY AND OBSERVATIONS OF WARMER OPERATION

The Counter Showcase Warmer is designed to warm and display popped corn. The unit is designed with a heating element and blower to circulate warmed air throughout the cabinet. Top lighting from left and right sides illuminates the storage cabinet. The cabinet temperature can be adjusted via the digital temperature controlled.

The optional Integrated Bag in Box Topping Dispenser is the finest, most advanced and durable Topping Dispenser Machine on the market. The very best materials and parts including the latest components in heat control have been used in its construction. All machines are tested, and are mechanically and electrically sound when they leave the factory.

The Integrated Topping System can be added by removing the top glass and replacing with the topping assembly, replacing the cleanout drawer with a separate clean out drawer and oil drawer, and replacing the right side poppercase bottom with a notched bottom. The Integrated Topping System is designed to use the heat of the cabinet to warm the topping and to conserve valuable counter space.

Some warmers are equipped with fixed or adjustable dividers which provide individual compartments for different flavored popcorn. Blank panels can be installed below the perforated screens to minimize the amount of warm air forced through the product to minimize the warming, depending on the product installed into that particular storage section. For example, sugar coated product should be kept cooler than savory.

---

## VI CONTROL SWITCHES

ROCKER SWITCH	-Turns lights ON/OFF
ROCKER SWITCH	-Turns Cornditioner ON/OFF
DISPENSING SWITCH	-Dispenses Topping (If equipped)
DIGITAL TEMPERATURE CONTROLLER	-Sets temperature of forced air going through the cabinet

---

## 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. The cabinet needs to be siliconed to the floor or to the counter to conform to NSF/ANSI 4 standard.

### 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 beneath the stainless steel door.

### 4. After Connecting Warmer to Power Supply

The unit's lighting can be controlled by the backlit rocker switch located beneath the stainless steel door.

### 5. If supplied with optional Integrated Topper

1. Place topper assembly on top of warmer so that the oil tube and dispensing bracket is facing the operator side of unit and so that it fits between light boxes.
2. Plug power cord into outlet located on light box.
3. Slide topper assembly toward door so that there is no gap between cabinet and the topper assembly.
4. Route power cord up into channel so that cord does not hang down into cabinet.
5. Slide "long leg hose clamp" (CPN 12864) over silicone tube, and then connect silicone tubing to plastic hose barb fitting. Slide "long leg hose clamp" over fitting and tube.
6. Slide oil drawer out far enough to place topping bag into drawer.
7. Attach connector to the bag of topping and lay bag down with connector underneath the bag to prevent connector from being pinched when closing drawer.

8. Insert drip tray into cut out.
9. Insert top glass and two sheetmetal glass clips on each corner.

---

## VIII OPERATING INSTRUCTIONS



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.



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.



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

1. Turn Rocker Switches "ON" to light cabinet and turn on heating system.
2. Turn on Rocker Switch on dispensing head, if equipped.
3. Push button or bumper bar on head to dispense topping.
4. To adjust digital temperature controller (if equipped), press the "SET" button, then the up or down arrow keys to adjust the set point up or down. The controller is set for 150F (65C) and factory set with a range from 60F - 160F (18C - 71C). There is a manual reset high limit set at 200F (93C).
5. Lift door(s) up and out and then slide down to load and unload product from cabinet.

---

## IX 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.

### Parts

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

---

## X TROUBLE SHOOTING

### 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 thermostat and heat element. To check the thermostat and heat element, perform the following operations:

- A) Unplug machine.
- B) Locate thermostat
- 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 approximately 144  $\Omega$  for 230-volt element and approximately 35  $\Omega$  for 120-volt element. Replace the heat element.

If Cornditioner blower does not run, unplug machine.

---

## 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.

1. Remove and empty the clean out drawer daily. Heavy or continuous operation of the machine will require more frequent cleaning.



Failure to empty the clean out drawer regularly may result in a fire hazard do to restricted air flow or if debris is allowed to overflow into heating area.

2. With clean out drawer removed, take out the heat box weekly by removing the one screw located on the far left and bottom side of the cabinet. Move the front of the heat box to the right to expose the power cord and receptacle. Disconnect the plug and pull the heat box out. Make sure no chaff or debris has been able to accumulate in the heating chamber. Also make sure that the bottom of the cabinet itself does not have an accumulation of debris. If it does, clean out as required.

3. If equipped, remove and empty the oil drawer of debris at least weekly. Heavy or continuous operation of the machine will require more frequent cleaning.
4. Perforated warmer bottom (both sides) should be removed daily to clean and remove excess broken corn and debris.
5. The cabinet should 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 is recommended. Do this as required.
6. The glass can be cleaned with any good grade glass cleaner suitable for glass surfaces.
7. The lines should be emptied and cleaned regularly. Contact Cretors for more information.

This manual is filled with time-saving and money-saving information regarding your Cretors machine. There is nothing, however, more important than the safety aids and warnings found throughout this document.

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 one year. 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.



#### **C. CRETORS AND COMPANY**

176 MITTEL DRIVE

WOOD DALE, IL 60191

PHONE (773) 588-1690, (800) 228-1885, FAX (847) 616-6970

WEB SITE: <http://www.cretors.com> Email: [postmaster@cretors.com](mailto:postmaster@cretors.com)

**Cretors joins the information age! Check out our links <http://www.twitter.com>  
<http://www.facebook.com/pages/Chicago-IL/C-Cretors-Co/90143449620>**