

# Use & Care MANUAL



## **5 SERIES** Warming Drawer

VWD527 / CVWD527  
VWD530 / CVWD5301

# Congratulations

Congratulations and welcome to an elite world of ownership. We hope you will enjoy and appreciate the care and attention we have put into every detail of your warming drawer.

Your appliance is designed to offer years of reliable service. This Use and Care Manual will provide you with the information you need to become familiar with your drawer's care and operation.

Your complete satisfaction is our ultimate goal. If you have any questions or comments about this product, please contact the dealer from whom you purchased it, or contact our Consumer Support Center at 1-888-845-4641.

We appreciate your choice of our product and hope that you will again select our products for your other major appliance needs.

For more information about the complete and growing selection of products, visit us online at [vikingrange.com](http://vikingrange.com) in the US or [brigade.ca](http://brigade.ca) in Canada

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# Warnings

Warning and Important Safety Instructions appearing in this manual are not meant to cover all possible conditions and situations that may occur. Common sense, caution, and care must be exercised when installing, maintaining, or operating the appliance.


ALWAYS contact the manufacturer about problems or conditions you do not understand.

## Recognize Safety Symbols, Words, Labels

<b>⚠ DANGER</b>
Hazards or unsafe practices which <b>WILL</b> result in severe personal injury or death
<b>⚠ WARNING</b>
Hazards or unsafe practices which <b>COULD</b> result in death or severe personal injury
<b>⚠ CAUTION</b>
Hazards or unsafe practices which <b>COULD</b> result in minor personal injury. All safety messages will identify the hazard, tell you how to reduce the chance of injury, and tell you what can happen if the instructions are not followed.

Read and follow all instructions before using this appliance to prevent the potential risk of fire, electric shock, personal injury or damage to the appliance as a result of improper usage of the appliance. Use appliance only for its intended purpose as described in this manual.

To ensure proper and safe operation: Appliance must be properly installed and grounded by a qualified technician. **DO NOT** attempt to adjust, repair, service, or replace any part of your appliance unless it is specifically recommended in this manual. All other servicing should be referred to a qualified servicer.

<b>⚠ WARNING</b>
 To avoid risk of property damage, personal injury or death; follow information in this manual exactly to prevent a fire or explosion. <b>DO NOT</b> store or use gasoline or other flammable vapors and liquids in the vicinity of this or any appliance.

# Warnings

## ⚠ WARNING

NEVER use this appliance as a space heater to heat or warm the room. Doing so may result in carbon monoxide poisoning and overheating of the drawer.

## ⚠ WARNING

DO NOT use plastic wrap to cover foods placed in the drawer, nor to keep foods warm that are wrapped or placed in plastic containers for heating. Plastics can melt onto the drawer if they are in direct contact. If melted onto the drawer, they can be very difficult to remove.

## ⚠ CAUTION

DO NOT use any cleaning agent with chlorine or chlorine compounds on stainless steel finish. Chlorine and chlorine compounds are corrosive to stainless steel.

## ⚠ WARNING

To avoid sickness and food waste, do not allow defrosted food to remain in the drawer for more than two hours.

## ⚠ WARNING



**FIRE AND ELECTRICAL SHOCK HAZARD**  
To reduce the risk of electric shock and fire, DO NOT use a flexible power-supply cord with this appliance.

## ⚠ WARNING

To reduce the risk of fire, electric shock, or injury to persons, installation work and electrical wiring must be done by qualified people in accordance with all applicable codes and standards, including fire-rated conditions.

## ⚠ WARNING



**BURN OR ELECTRICAL SHOCK HAZARD**  
Make sure all controls are OFF and drawer is COOL before cleaning. Failure to do so can result in burns or electrical shock.

## ⚠ WARNING

NEVER cover any slots, holes or passages in the drawer or cover an entire rack with materials such as aluminum foil. Doing so blocks air flow through the oven and may cause carbon monoxide poisoning. Aluminum foil linings may also trap heat, causing a fire hazard.

## ⚠ WARNING

Make sure that incoming voltage is the same as unit rating. An electric rating plate specifying voltage, hertz, wattage, amps, and phase is attached to the product. Wiring the warming drawer with more voltage than it is rated for may cause severe damage to the thermostat, element, and other components. Wiring the warming drawer with less voltage than it is rated for may cause significant decrease in performance.

## ⚠ WARNING

To prevent possible damage to cabinets and cabinet finishes, use only materials and finishes that will not discolor or delaminate and will withstand temperatures up to 194°F (90°C). Heat resistant adhesive must be used if the product is to be installed in laminated cabinetry. Check with your builder or cabinet supplier to make sure that the materials meet these requirements.

# Warnings

## **WARNING**

If the information in this manual is not followed exactly, a fire or explosion may result causing property damage, personal injury or death.

### **About your Appliance**

- Do not touch the heating elements or interior surface of the drawer while it is in use. Use handles or knobs.
- Do not store flammable materials in drawer.

### **To Prevent Fire or Smoke Damage**

- Be sure all packing materials are removed from the appliance before operating it.
- Keep area around appliance clear and free from combustible materials, gasoline, and other flammable vapors and materials.
- Many aerosol-type spray cans are EXPLOSIVE when exposed to heat and may be highly flammable. Avoid their use or storage near an appliance.
- Many plastics are vulnerable to heat. Keep plastics away from parts of the appliance that may become warm or hot. DO NOT leave plastic items in the drawer as they may melt or soften if left too close to a heating element.
- Combustible items (paper, plastic, etc.) may ignite and metallic items may become hot and cause burns. DO NOT pour spirits over hot foods.
- Do not use aluminum foil or protective liners to cover any part of the drawer especially the bottom. Aluminium foil and liners are heat insulators and could trap heat underneath them resulting in electric shock or fire. This will also upset the performance and can damage the interior finish.
- Do not place items exposed to cooking oils in your warming drawer. Items contaminated with cooking oils may contribute to a chemical reaction that could cause a load to catch fire.

### **Heating Elements**

- Use only dry potholders. If moist or damp potholders are used, steam from potholders could cause a steam burn. Do not let potholders touch hot heating elements located under the drawer. Do not use a towel or bulky cloths in place of potholders.
- Use care when opening the drawer. Let hot air or steam escape (open vent) before removing or replacing food.
- Do not place food in unopened containers in the drawer. Pressure could build up and cause the container to burst.
- Never use the appliance for other than intended use.
- Do not use water on grease fires. Smother fire or flame or use dry chemical or foam-type extinguisher.
- Always place warming racks in desired position while drawer is cool.
- Keep drawer closed when not in use.
- Do not install or store indoor models where they will be exposed to the weather.

### **Child Safety**

- Do not allow children to use this appliance unless closely supervised by an adult. Children and pets should not be left alone or unattended in the area when the appliance is being used.
- Do not allow anyone to climb, stand, lean, sit or hang on any part of the appliance, especially the door. This can damage the appliance and the unit may tip over, potentially causing severe injury.
- Do not store items of interest to children in cabinets above an appliance. Children climbing on an appliance to reach items could be seriously injured.

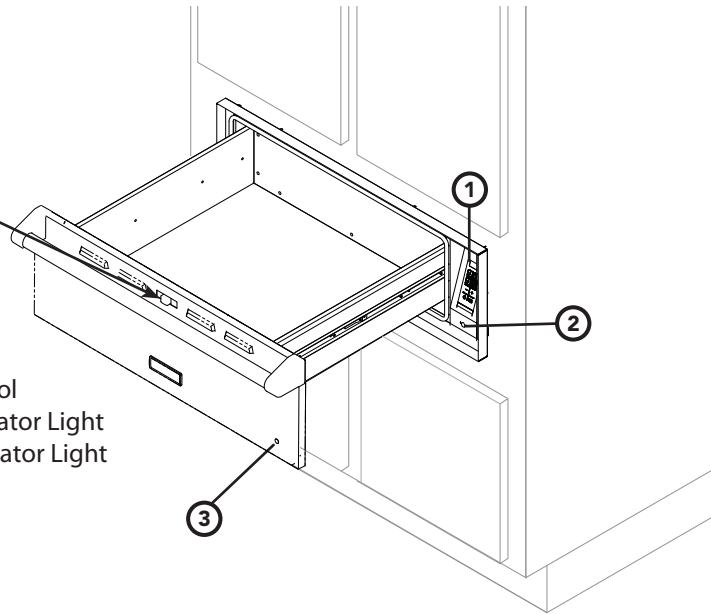
## **Before Using Your Warming Drawer**

All products are wiped clean with solvents at the factory to remove any visible signs of dirt, oil, and grease which may have remained from the manufacturing process. Before using, clean the drawer thoroughly with hot, soapy water. There may be some burn off and odors on first use of the appliance—this is normal.

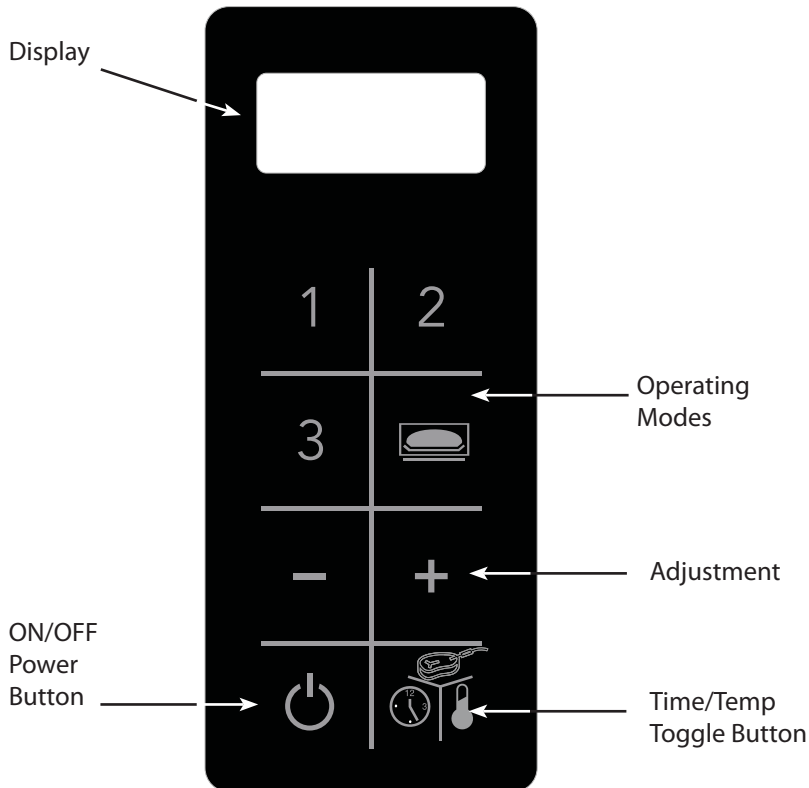
# Warming Drawer Features

**Moisture Selector**  
 When facing unit:  
 Slide left to close  
 Slide right to open

- 1. Digital control
- 2. On/Off Indicator Light
- 3. Drawer indicator Light



## Warming Drawer Control Panel



Default Temperature Settings			
Preset		Approximate Temperature of Drawer	
Operating Mode			
1	(Low)	120°F	(49°C)
2	(Med)	185°F	(85°C)
3	(High)	250 °F	(121°C)
	(Proof)	90°F	(32°)

# Operation

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, dry cereal or warming dishes or plates. NOTE: Use heat-safe dishes only.

## Preheating the Warming Drawer

Preheating is the time before the warming drawer reaches the set point. Once a warming mode has been started, it will immediately start preheating. Some warming modes do not have to preheat like proof. In this case the warming drawer enters the mode until the temperature limit is reached. If the set point temperature has decreased due to a mode change or power loss, the unit will immediately enter the preheat phase until set point has been reached.

## Warming Food

- When the "ON/OFF" power button is pressed, the display will show "SEL" and all operating mode buttons will flash for 10 seconds or until an operating mode is selected. To change the default temperature, press the "+" or "-" until desired temp is reached. If an operating mode is not selected in 10 seconds, the unit will shut off.
- When the desired mode has been pressed, the button will remain lit until the unit has reached the set temperature. The display will show the actual temperature through preheating.
- When the temperature has been reached, the beeper will sound 4 times and the button will remain lit.
- If a timer has been set, the display will start the countdown once the set point for the desired operating mode has been reached. When the timer reaches the last 10 seconds, the display will flash. Once the timer has expired, the unit will sound 3 consecutive beeps 3 times and then shut off. The power button and desired mode will have to be initiated to start another heating cycle.

## Setting the Timer

- The timer can be set before or during a preset mode.
- Press the "Time/Temp/Probe" toggle button to display timer mode. The display will show "0:00".
- The preset button will flash during the adjustment. Press the "+" or "-" buttons to select the desired time.
- When the desired time has been set, press the desired operating mode. If an operating mode is not selected after 5 seconds then the timer will begin countdown.
- To cancel the timer - press and hold the "Time/Temp/Probe" button for 3 seconds.

## Adjusting the Temperature

- To manually set the temperature, press the power button. With "SEL" in the display, press the "+" or "-" button to raise or lower the temperature. The default temperature is 140°F (60°C).
- If a preset operating mode was selected and you want to adjust the temperature, press the "+" or "-" button to desired temperature.
- A preset operating mode can also be programmed to a different temperature. After setting the desired temperature, press and hold the desired operating mode for 3 seconds. The preset operating mode button will light up and a long 2 second beep will be heard. Pht will show in the display to let the user know the unit is in preheat mode.

## To Change From °F to °C

*Can only be changed when there are no cooking or timer functions in process.*

- With the control off - press and hold "Time/Temp/Probe" button for approximately 10 seconds until "unt" appears in the display.
- Press "Time/Temp/Probe" and either F or C will appear in display. Using the "+" or "-" button, toggle until desired unit of F or C appears in the display.
- Press the "Time/Temp/Probe" button to save the setting or "ON/OFF" power button to cancel.
- Press the power button to completely exit the menu.

## Sabbath Mode

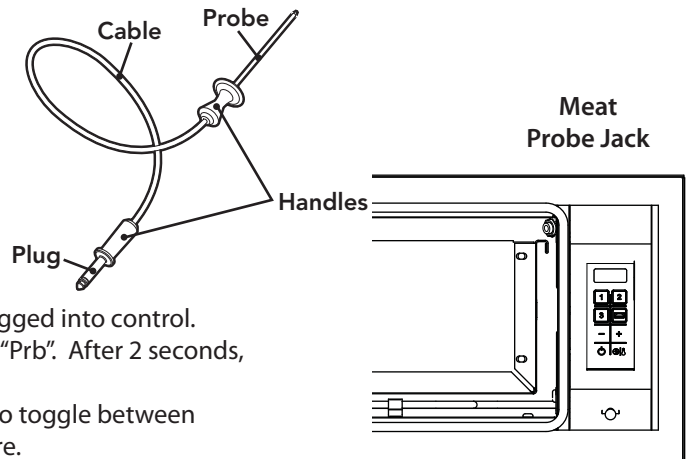
- Press the power button to turn on the control.
- Press and hold the "2" button for 5 seconds to begin Sabbath mode
- Once Sabbath mode has been initiated, the display will show "SAB" and will operate for 74 hours at 185°F (85°C). All keys will be inoperable at this time and shall not emit any sound if pressed. Once the time has passed, the warming drawer will automatically turn off. The display will not blink to indicate that this mode is complete. Sabbath mode can only be canceled by pressing the power button. If the Sabbath mode is canceled, the control will not emit any sounds or blink the display to indicate that this mode has been canceled.

# Operation

## Using the Meat Probe

The meat probe monitors the internal temperature of foods placed in the warming drawer


- During any preset operating mode, the internal temperature of the meat can be checked.
- Insert the probe end completely into the meat. It should not touch the bone, fat, or gristle. Place meat in warming drawer.
- Before preheating and while the drawer is open, insert the plug end into the meat probe jack located on the inside right upper wall.
- NOTE: The meat probe option will not be selectable if not plugged into control.
- Press the "Time/Temp/Probe" toggle button until the display shows "Prb". After 2 seconds, the display will change to the probe temperature.
- At any time, the "Time/Temp/Probe" toggle button can be pressed to toggle between time (if timer is set), drawer temperature, or meat probe temperature.



## Moisture Selector

- For **moist** heat, slide the moisture selector to the left to close the vents which captures the heat and moisture.
- For **dry** heat, slide the moisture selector to the right to open the vents which allows the moist heat to escape.

## Suggested Heat Settings

Food	Setting	Moisture Setting
Proofing yeast dough		Moist
Bacon	3	Dry
Beef, Med - well done	2	Moist
Beef, Med rare	1	Moist
Bread, hard rolls	3	Dry
Bread, soft rolls, danish	2	Moist
Biscuits	2	Moist
Casseroles	2	Moist
Eggs	2	Moist
Fish, seafood (grilled)	2	Moist
Fried foods	3	Dry
Gravy, cream sauces	2	Moist
Ham	2	Moist
Pancakes	3	Moist
Pies, one crust	2	Moist
Pies, two crusts	2	Dry
Pizza	3	Dry
Pork	2	Moist
Potatoes, baked	3	Moist
Potatoes, mashed	2	Moist
Vegetables	2	Moist
Plates	1	Dry
Plate of Food	2	Moist

## Condensation

The warming drawer is supplied with a system which provides a natural circulation of air. In most cases, this natural circulation will eliminate any observed condensation. However, there will be instances where condensation is observed. This is NOT a sign that the unit is not working properly.

Condensation can occur depending on the following factors:

- Type of food being cooked
  - Steam and condensation is a natural by product of cooking any food with high water content, such as frozen food, chicken, etc.
  - Use a covered container, where practical, when cooking to reduce the amount of condensation that forms.
- Length of cooking time
  - If the unit is going to be used for prolonged periods of time, then additional ventilation may be required.
  - Do not leave food in the drawer to cool after it has been cooked and has been switched off.
  - To reduce condensation, ensure the drawer is well heated before placing food in the drawer.
- Proper installation ventilation
  - The drawer needs good ventilation within the installed cabinets to perform per specification.
- Type of cabinetry the oven is installed in
  - Cabinets need to meet specific temperature requirements.
- Ambient conditions in the kitchen including humidity and temperature can increase the amount of condensation that forms.



# Cleaning and Maintenance

Any piece of equipment works better and lasts longer when maintained properly and kept clean. Cooking equipment is no exception. Your warming drawer must be kept clean and maintained properly. Make sure all controls are in the "OFF" position.

1. Allow warming drawer to cool completely.
2. It is important to keep the slide rails clear and free from debris. Periodic cleaning of slide rails and other adjoining parts is necessary to assure smooth drawer operation.
3. If needed, the warming drawer pan support can be removed for cleaning. Pull the warming drawer out until fully extended. Slide finger along right and left side rail until you reach hand latches (located at the front of rails). Pull up on the left side latch and press down on the right latch at the same time and pull out the drawer pan.

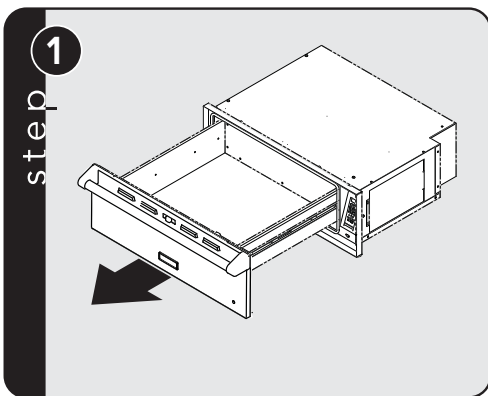
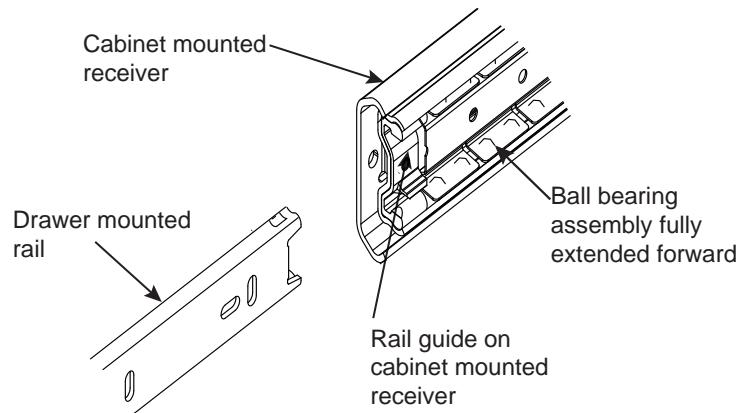
## Removing / Replacing the Drawer

### ⚠ WARNING

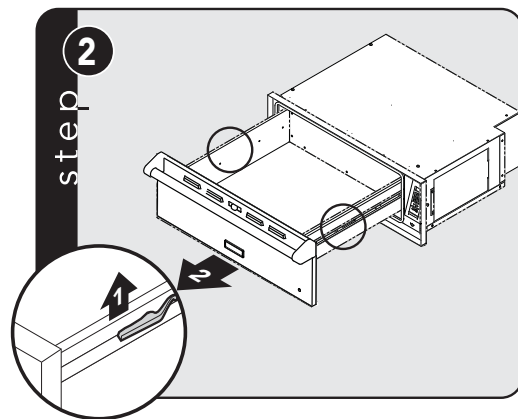
To prevent burns, do not remove drawer while hot. Be sure drawer is empty before removing.

### ⚠ WARNING

Ensure the ball bearing retainers are fully extended forward prior to installing the drawer slides into the cabinet slide receptacle. Failure to bring them forward and smoothly inserted into the drawer will result in physical damage to the drawer slide assemblies. **NOTE:** It is important to ensure that the drawer mounted rail(s) are lined up correctly into the rail guide(s) of the cabinet mounted receiver in order to avoid misalignment that will cause slide assembly damage



Pull out warming drawer pan until fully extended



Slide finger along right and left side until you reach the hand latches (located approximately in the center of the rail). Pull up on the left side latch and press down on the right latch at the same time and pull out the drawer pan.

## Cleaning Chart

Material	Recommendations
Drawer interior (stainless steel)	Use dish detergent. Wash, rinse well and dry. For hard water spots or scales, use white vinegar. Apply with a sponge or cloth, rinse, and dry.  Heat Discoloration / Corrosion: Clean with BarKeeper's Friend® sprinkled on a wet sponge or wet cloth. Apply to stainless steel surface. Rub gently and evenly in the direction of the grain. Rinse and dry.
Painted Surfaces	Use hot soapy water or mild non-abrasive cleaners. Wash, rinse well and dry. Avoid using abrasive cleaning agents, steel wool pads and oven cleaners. These could damage the painted surface.
Drawer exterior (stainless steel)	Always wipe or rub in the direction of the grain. Clean with a soapy sponge, then rinse and dry or use mild non-abrasive cleaners on a paper towel. Protect and polish with stainless steel cleaner and a soft cloth. Remove water spots a cloth dampened with white vinegar.
Control Panel	Clean with hot soapy water or mild non-abrasive cleaner on a clean sponge. Wipe clean. Avoid using abrasive cleaners and scrubbing pads.
Glass Surfaces	Use hot soapy water or mild non-abrasive glass cleaners with a soft cloth. Wash, rinse well and dry. Avoid using abrasive cleaning agents and scrubbing pads. This could scratch the glass surface.

## Service Information

If service is required, call your authorized service agency.

Have the following information readily available.

- Model number
- Serial number
- Date purchased
- Name of dealer from whom purchased

Clearly describe the problem that you are having. If you are unable to obtain the name of an authorized service agency, or if you continue to have service problems, contact Viking Range, LLC at 1-888-845-4641, or write to:

**Viking Range, LLC  
PREFERRED SERVICE  
111 Front Street  
Greenwood, Mississippi 38930 USA**

Record the information indicated below. You will need it if service is ever required. The model and serial number for your warming drawer Rating/Serial plate is located on the left, rear side.

Model no. \_\_\_\_\_ Serial no. \_\_\_\_\_

Date of purchase \_\_\_\_\_ Date Installed \_\_\_\_\_

Dealer's name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

If service requires installation of parts, use only authorized parts to insure protection under the warranty.

# Warranty

## BUILT-IN ELECTRIC WARMING DRAWER WARRANTY

### TWO YEAR FULL WARRANTY

Built-in electric warming drawers and all of their component parts, except as detailed below\*†, are warranted to be free from defective materials or workmanship in normal residential use for a period of two (2) years from the date of original retail purchase. Viking Range, LLC, warrantor, agrees to repair or replace, at its option, any part which fails or is found to be defective during the warranty period.

\*FULL NINETY (90) DAY COSMETIC WARRANTY: Product is warranted to be free from cosmetic defects in materials or workmanship (such as scratches on stainless steel, paint/porcelain blemishes, etc.) for a period of ninety (90) days from the date of original retail purchase or closing date for new construction, whichever period is longer. Any defects must be reported to the selling dealer within ninety (90) days from date of original retail purchase. Viking Range, LLC uses high quality processes and materials available to produce all color finishes. However, slight color variation may be noticed because of the inherent differences in painted parts and porcelain parts as well as differences in kitchen lighting, product locations, and other factors. Therefore, this warranty does not apply to color variation attributable to such factors.

†FULL NINETY (90) DAY WARRANTY IN "RESIDENTIAL PLUS" APPLICATIONS: This full warranty applies to applications where use of the product extends beyond normal residential use, but the warranty period for products used in such applications is ninety (90) days. Examples of applications covered by this warranty are bed and breakfasts, fire stations, private clubs, churches, yachts, etc. Under this "Residential Plus" warranty, the product, its components and accessories are warranted to be free from defective material or workmanship for a period of ninety (90) days from the date of original retail purchase. This warranty excludes use of the product in all commercial locations such as restaurants, food service locations and institutional food service locations.

### FIVE YEAR LIMITED WARRANTY

Any electric element which fails due to defective materials or workmanship in normal household use during the third through fifth year from the date of original purchase will be repaired or replaced, free of charge for the part itself, with the owner paying all other costs, including labor.

This warranty shall apply to products purchased and located in the United States and Canada. Products must be purchased in the country where service is requested. Warranty labor shall be performed by an authorized Viking Range, LLC service agency or representative. Warranty shall not apply to damage resulting from abuse, accident, natural disaster, loss of electrical power to the product for any reason, alteration, outdoor use, improper installation, improper operation, or repair or service of the product by anyone other than an authorized Viking Range, LLC service agency or representative. This warranty does not apply to commercial usage. Warrantor is not responsible for consequential or incidental damage whether arising out of breach of warranty, breach of contract, or otherwise. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Owner shall be responsible for proper installation, providing normal care and maintenance, providing proof of purchase upon request, and making the appliance reasonably accessible for service. If the product or one of its component parts contains a defect or malfunction during the warranty period, after a reasonable number of attempts by the warrantor to remedy the defects or malfunctions, the owner is entitled to either a refund or replacement of the product or its component part or parts. Warrantor's liability on any claim of any kind, with respect to the goods or services covered hereunder, shall in no case exceed the price of the goods or service or part thereof which gives rise to the claim.

WARRANTY SERVICE: Under the terms of this warranty, service must be performed by a factory authorized service agent or representative. Service will be provided during normal business hours, and labor performed at overtime or premium rates shall not be covered by this warranty. To obtain warranty service, contact the dealer from whom the product was purchased, an authorized Viking Range, LLC service agent, or Viking Range, LLC. Provide model and serial number and date of original purchase. For the name of your nearest authorized service agency, call the dealer from whom the product was purchased or Viking Range, LLC. IMPORTANT: Retain proof of original purchase to establish warranty period.

The return of the Owner Registration Card is not a condition of warranty coverage. You should, however, return the Owner Registration Card so that Viking Range, LLC can contact you should any question of safety arise which could affect you.

Any implied warranties of merchantability and fitness applicable to the above described halogen elements are limited in duration to the period of coverage of the applicable express written limited warranties set forth above. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which may vary from jurisdiction to jurisdiction.

Specifications subject to change without notice.

Viking Range, LLC  
111 Front Street  
Greenwood, Mississippi 38930 USA  
(662) 455-1200

For product information, call 1-888-845-4641  
or visit our web site at [vikingrange.com](http://vikingrange.com) in the US  
or [brigade.ca](http://brigade.ca) in Canada