

# Hot Food Deli Case

MODELS WDC, TSW, TCW, SSW, CSW

Installation & Operation Manual

Serial Numbers 122556 and Higher



# BKI LIMITED WARRANTY

PO Box 80400 • Simpsonville, SC 29680-0400 • USA  
(864) 963-3471 • Toll Free: (800) 927-6887 • Fax: (864) 963-5316

## WHAT IS COVERED

This warranty covers defects in material and workmanship under normal use, and applies only to the original purchaser providing that:

- ☐ The equipment has not been accidentally or intentionally damaged, altered or misused;
- ☐ The equipment is properly installed, adjusted, operated and maintained in accordance with national and local codes, and in accordance with the installation and operating instructions provided with this product.
- ☐ The serial number rating plate affixed to the equipment has not been defaced or removed.

## WHO IS COVERED

This warranty is extended to the original purchaser and applies only to equipment purchased for use in the U.S.A.

## COVERAGE PERIOD

- ☐ Warranty claims must be received in writing by BKI within one (1) year from date of installation or within one (1) year and three (3) months from date of shipment from the factory, whichever comes first.
- ☐ COB Models: One (1) Year limited parts and labor.
- ☐ COM Models: Two (2) Year limited parts and labor. COM convection ovens also have a two (2) year door warranty.
- ☐ COI Models: Two (2) Year limited parts and labor. Five (5) Year limited door warranty.
- ☐ BevLes Products: Two (2) Year limited parts and labor.
- ☐ Warranty period begins the date of dealer invoice to customer or ninety (90) days after shipment date from BKI, whichever comes first.

## WARRANTY COVERAGE

This warranty covers on-site labor, parts and reasonable travel time and travel expenses of the authorized service representative up to (100) miles round trip and (2) hours travel time and performed during regular, weekday business hours.

## EXCEPTIONS

Any exceptions must be pre-approved in advance and in writing by BKI. The extended door warranty on convection ovens years 3 through 5 is a parts only warranty and does not include labor, travel, mileage or any other charges.

## EXCLUSIONS

- ☐ Negligence or acts of God,
- ☐ Thermostat calibrations after (30) days from equipment installation date,
- ☐ Air and gas adjustments,
- ☐ Light bulbs,
- ☐ Glass doors and door adjustments,
- ☐ Fuses,
- ☐ Adjustments to burner flames and cleaning of pilot burners,
- ☐ Tightening of screws or fasteners,
- ☐ Failures caused by erratic voltages or gas suppliers,
- ☐ Unauthorized repair by anyone other than a BKI Factory Authorized Service Center,
- ☐ Damage in shipment,
- ☐ Alteration, misuse or improper installation,
- ☐ Thermostats and safety valves with broken capillary tubes,
- ☐ Freight – other than normal UPS charges,
- ☐ Ordinary wear and tear,
- ☐ Failure to follow installation and/or operating instructions,
- ☐ Events beyond control of the company.

## INSTALLATION

Leveling, as well as proper installation and check out of all new equipment - per appropriate installation and use materials – is the responsibility of the dealer or installer, not the manufacturer.

## REPLACEMENT PARTS

BKI genuine Factory OEM parts receive a (90) day materials warranty effective from the date of installation by a BKI Factory Authorized Service Center.

Warranty is in lieu of all other warranties, expressed or implied, and all other obligations or liabilities on the manufacturer's part. BKI shall in no event be liable for any special, indirect or consequential damages, or in any event for damages in excess of the purchase price of the unit. The repair or replacement of proven defective parts shall constitute a fulfillment of all obligations under the terms of this warranty.

Asia • Europe • Latin America • North America



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## Introduction

Congratulations! You have chosen a **Hot Food Deli Case** that will give you many years of fine service from the original manufacturer, **BKI**.

The BKI name and trademark on this unit assures you of the finest in design and engineering -- that it has been built with care and dedication -- using the best materials available. Attention to the operating instructions regarding proper installation, operation, and maintenance will result in long lasting dependability to insure the highest profitable return on your investment.

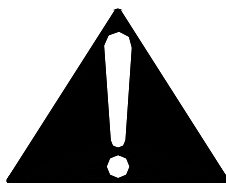
### NOTICE

PLEASE READ THIS ENTIRE MANUAL BEFORE OPERATING THE UNIT. If you have any questions, please contact your BKI Distributor. If they are unable to answer your questions, contact the BKI Technical Service Department, toll free: 1-800-927-6887. Outside the U.S., call 1-864-963-3471.

This unit is to be sealed to the floor after installation to conform to NSF requirements. (Dow Corning RTV #732 Multi purpose Sealant.)

## Safety Precautions

Always follow recommended safety precautions listed in this manual. Below is the safety alert symbol. When you see this symbol on your equipment, be alert to the potential for personal injury or property damage.



## Safety Signs and Messages

The following Safety signs and messages are placed in this manual to provide instructions and identify specific areas where potential hazards exist and special precautions should be taken. Know and understand the meaning of these instructions, signs, and messages. Damage to the equipment, death or serious injury to you or other persons may result if these messages are not followed.

### DANGER

This message indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.

### WARNING

This message indicates a potentially hazardous situation, which, if not avoided, could result in death or serious injury.

### CAUTION

This message indicates a potentially hazardous situation, which, if not avoided, may result in minor or moderate injury. It may also be used to alert against unsafe practices.

### NOTICE

This message is used when special information, instructions or identification are required relating to procedures, equipment, tools, capacities and other special data.

## Specific Precautions



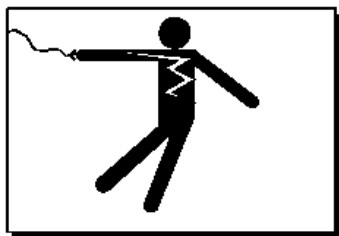
### Equipotential Ground Plane

When a high current flows through a conductor, differences in potential appear between the conductor and nearby metallic surfaces near the appliance. As a result, sparks may be produced between the appliance and surrounding metal surfaces. These sparks could cause serious injury, damage, or fire.

BKI provides an Equipotential ground terminal for the connection of a bonding conductor after the installation of the appliance per IEC60417-1. This terminal is located on the inside of the Power Entry Supply box near the Earth connection and is marked with this symbol.



## Safe Work Practices



### Beware of High Voltage

This equipment uses high voltage. Serious injury can occur if you or any untrained or unauthorized person installs, services, or repairs this equipment. Always Use an Authorized Service agent to Service Your Equipment



### Keep this manual with the Equipment

This manual is an important part of your equipment. Always keep it near for easy access.

If you need to replace this manual, contact:

#### **BKI**

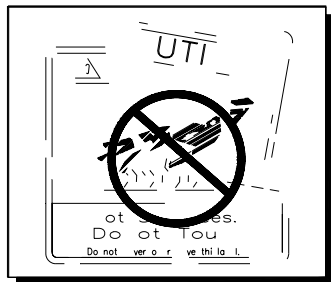
Technical Services Department  
P.O. Box 80400  
Simpsonville, S.C. 29680-0400  
Or call toll free: 1-800-927-6887  
Outside the U.S., call 864-963-3471



### Protect Children

Keep children away from this equipment. Children may not understand that this equipment is dangerous for them and others.

NEVER allow children to play near or operate your equipment.



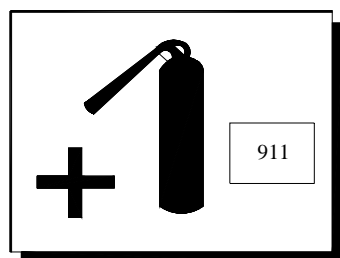
## Keep Safety Labels Clean and in Good Condition

Do not remove or cover any safety labels on your equipment. Keep all safety labels clean and in good condition. Replace any damaged or missing safety labels.

If you need new safety labels, contact:

### **BKI**

Technical Services Department  
P.O. Box 80400  
Simpsonville, S.C. 29680-0400  
Or call toll free: 1-800-927-6887  
Outside the U.S., call 864-963-3471

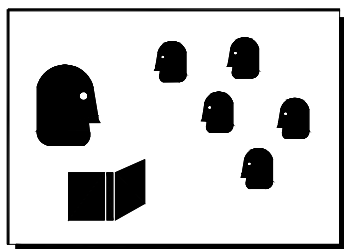


## Be Prepared for Emergencies

Be prepared for fires, injuries, or other emergencies.

Keep a first aid kit and a fire extinguisher near the equipment. You must use a 40-pound Type BC fire extinguisher and keep it within 25 feet of your equipment.

Keep emergency numbers for doctors, ambulance services, hospitals, and the fire department near your telephone.



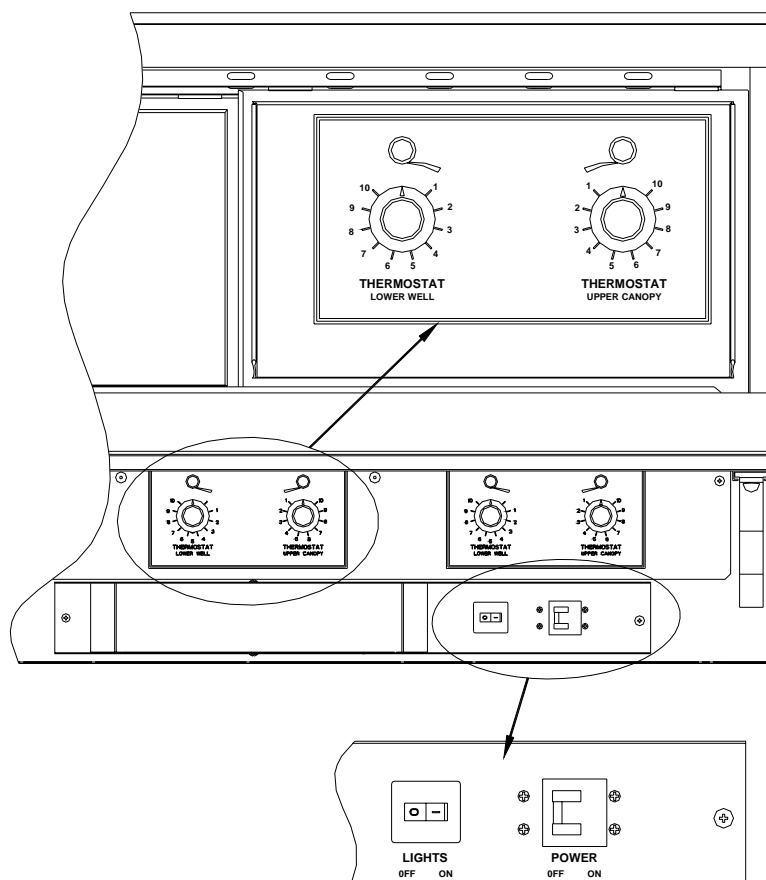
## Know your responsibilities as an Employer

- Make certain your employees know how to operate the equipment.
- Make certain your employees are aware of the safety precautions on the equipment and in this manual.
- Make certain that you have thoroughly trained your employees about operating the equipment safely.
- Make certain the equipment is in proper working condition. If you make unauthorized modifications to the equipment, you will reduce the function and safety of the equipment.

## Operation

### Controls and Indicators

The deli case controls are shown in the figure below. The POWER switch turns the power supply to the case on and off. The LIGHTS switch turns the lights in the case on and off. The POWER switch must be turned on for the lights to operate.



The well and canopy heaters for each well section of the case are individually controlled as shown in figure above. *(TSW cases – the well and shelf heaters are individually controlled.)* With the indicator on the control knob turned to the 12 o'clock position as shown, the heaters produce no heat.

To increase the temperature of the lower well heater, rotate its control knob clockwise. Likewise, to increase the temperature of the canopy heater, rotate its control knob counterclockwise.

Each well is equipped with a red pilot light indicator. The pilot light turns on to indicate that the heating elements are active and turns off to indicate when elements reach a set temperature. During operation the pilot light turns **OFF** and **ON** as the well maintains proper temperature.

### Preheating

To preheat the equipment, position the temperature control knobs on each well to the number 5. You should allow the equipment to preheat for a minimum of 30 minutes before loading it with product.

Check Federal and State Health and Sanitation Regulations for internal temperature required for holding cooked foods for sale. Maintaining these temperatures often tend to allow continued cooking of certain

products. Therefore, smaller amounts of bulk foods should be displayed at non-peak periods and the warmer refilled as needed.

***All meats and vegetables should be preheated to 160 degrees F. before being placed in the case.***

A screen liner can be used in the bottom of the display pans that are used for holding meats. This will keep meats from sticking to the bottom of the pans.

### ***Temperature Adjustment***

After placing the product into the equipment, it may be necessary to adjust the temperature adjustment knobs in order to maintain the proper internal temperature for the product on display. A thermometer should be used to read the internal temperature of each product. The temperature control knobs should be set to the lowest possible number that will maintain the proper product temperature.

### ***Operational Guidelines***

Keep portable meat thermometers on hand. Check the food temperatures hourly.

Rotate the food products. Foods loaded in first should be served first as much as is practical.

Foods held for long periods of time are more difficult to maintain at proper temperature. Also, freshness and product quality diminish if foods are held too long. Most areas of the country have sanitation regulations governing how long foods can be held. Make certain to check with your local authorities.

### ***Unit Shutdown***

Remove all food pans holding the food product from the equipment. Turn **OFF** the power to the wells by positioning the temperature knobs to the **OFF** position. Turn **OFF** the lights. After the temperature has cooled down, remove any residue from the wells and clean the equipment thoroughly.



## Installation

### Unpacking and Handling

**YOU** are responsible for filling all freight claims with the delivering truck line. Inspect all cartons and crates for damage as soon as they arrive. If damage to cartons or crates is found, or if a shortage is found, note this on the bill of lading (all copies) prior to signing.

If damage is found when the equipment is opened, immediately call the delivering truck line and follow up the call with a written report indicating concealed damage to your shipment. Ask for an immediate inspection of your concealed damage item. Packaging material **MUST** be retained to show the inspector from the truck line.

### **⚠ WARNING**

Do not walk on top of deli cases or damage to the cases and serious personal injury could occur. The cases are not structurally designed to support excessive external loading such as the weight of a person. Do not place heavy objects on the deli cases.

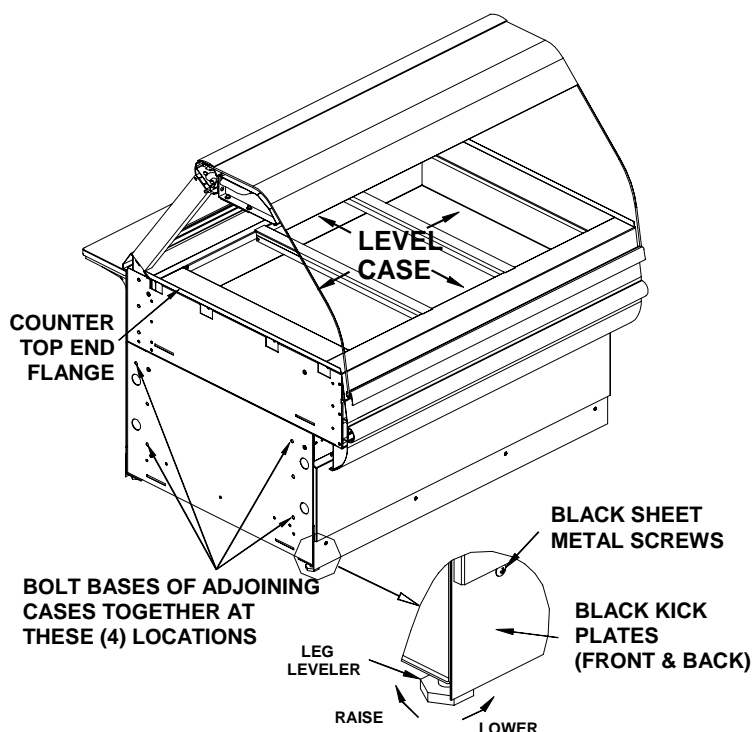
Move the deli case as close as possible to its permanent location before moving the case off of the shipping pallet. Make certain there are no separately packed accessories before discarding packaging.

During shipment, the lubricant in the gas springs may have settled. This can cause the glass not to remain open in the raised position. To avoid this, fully raise and lower the glass manually 4 or 5 times.

### Floor Model

#### Leveling

Deli cases must be installed level to insure proper operation and alignment to adjoining equipment. Use a carpenter's level as shown in Figure 1. Begin lineup leveling from the highest point of the store floor.



**Figure 1. Floor Model - Leveling & Kick Plate Mounting**

1. Level the case using the leg levelers at the corners of the case (Figure 1). 8 ft. cases have an additional pair of leg levelers in the center – don't forget to adjust these too.
2. Raise the low end of the case to level it, do not lower the high end.
3. Check for level side-to-side and front-to-back.
4. If you are installing adjoining cases, position the next case in line beside the level case and proceed to the next step.
5. Level this case in the same manner.
6. When level, bolt the two cases together at the locations shown in Figure 1.

**NOTE:** None of the end components shown in Figure 2 should be attached to adjoining case ends

If the cases have been properly leveled, the front panels and counter tops should align with a small, uniform gap between the front panels of the two cases.

7. Proceed in the same manner until all the cases in the line are level and bolted together.
8. Complete the line up by slipping the Counter Top Joint Cover over the end flanges of the adjoining counter tops.

## **Kick Plate Mounting**

A black vinyl-covered kick plate is provided for the front and back of each case.

1. Slide the front kick plate (the wider of the two) behind the lower finished front panel of the case (see Figure 1).
2. Make certain that the ends of the kick plate are flush with the ends of the lower finished front panel and that the kick plate is flush to the floor.
3. Drill 5/32" diameter holes in the case base to match the pre-drilled holes in the kick plate.
4. Attach the kick plate to the case base with the black sheet metal screws provided.
5. Mount the back kick plate to the case in the same manner.
6. Place the End Kick Plates in position (see Figure 2).

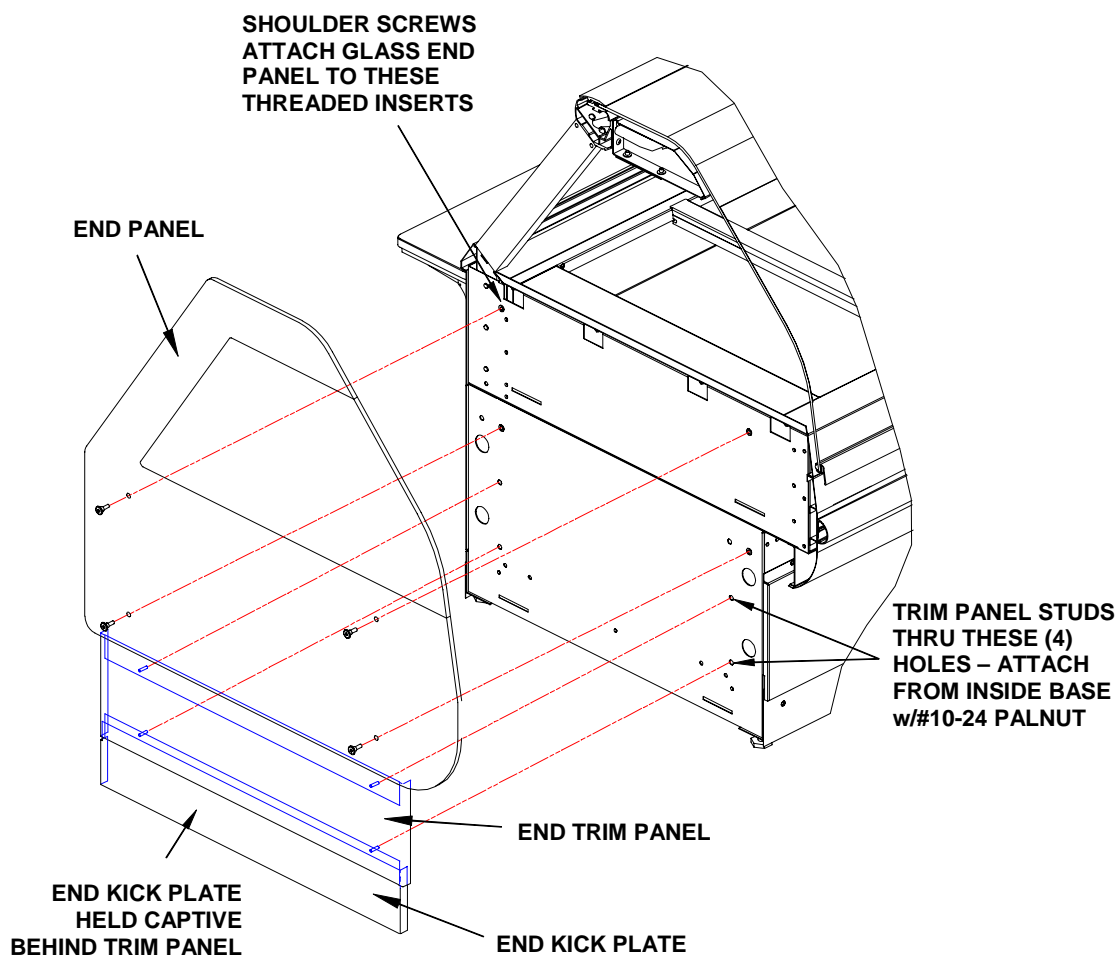
**NOTE:** There are left and right hand parts. The longer end flange faces toward the front of the case with the black side out. The End Kick Plates fit over the ends of the front and back kick plates and flush to the floor.

## End Panel Mounting

1. Now, attach the End Trim Panels to the base ends. The studs on the Trim Panels pass through the mounting holes in the base ends (see Figure 2). Both End Trim Panels are the same.
2. If the panel does not align properly turn it end for end. The panels are secured from inside with the #10 Palnuts provided.
3. Attach the End Panels to the ends of the case(s) as shown in Figure 2 using the shoulder screws provided. For Glass End Panels only, slide the plastic bushings provided over the shoulder screws before inserting the screw into the glass panel. Be careful that the screws do not bind in the holes in the glass panel.

**NOTE:** If the ends are already attached to the case, the End Kick Plates can be lowered to the floor. To do this loosen the End Trim Panel nuts from inside the case then slide the Kick Plates flush with the floor and tighten the Trim Panel nuts.

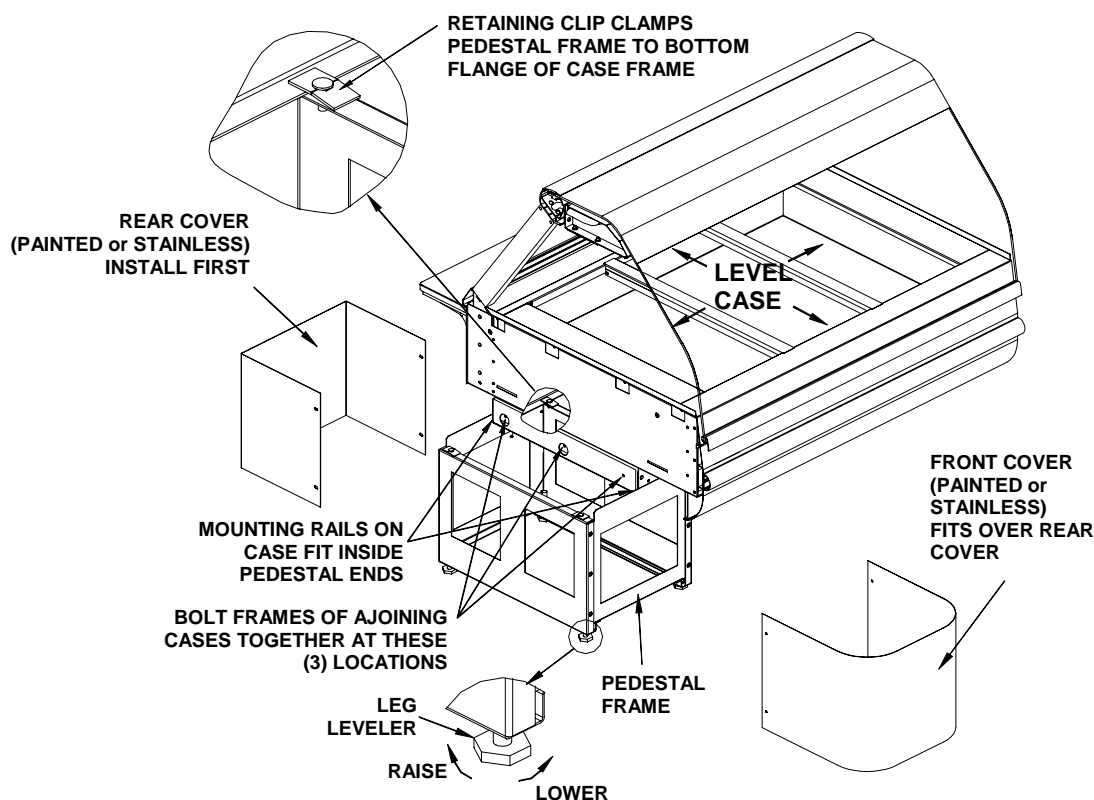
4. These cases are to be sealed to the floor if required by local health codes. Seal the kick plates to the floor using a silicone-type sealant (Dow Corning RTV #732 or equivalent).



**Figure 2.** Floor Model - End Kick Plate & End Panel Mounting

## Pedestal Model

Pedestal mounted cases are provided with a mounting frame that runs the full length of the case. This allows the pedestals to be located at any point along the length of the case. Each case should be supported by at least two pedestals. One pedestal can support the ends of two adjoining cases. If in doubt, consult the factory for assistance in determining the proper pedestal locations for your particular installation.



**Figure 3.** Pedestal Model - Leveling and Cover Attachment

## Leveling

Deli cases must be installed level to insure proper operation and alignment to adjoining equipment. Use a carpenter's level as shown in Figure 3. Begin lineup leveling from the highest point of the store floor.

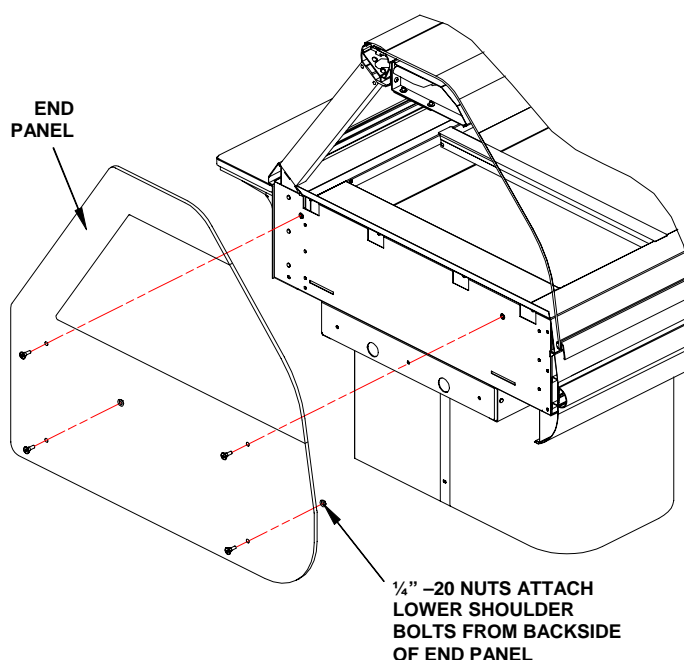
1. Level the case using the leg levelers at the corners of the pedestals (see Figure 3).
2. Raise the low end of the case to level it, do not lower the high end.
3. Check for level side-to-side and front-to-back.
4. If you are installing adjoining cases, position the next case in line beside the level case and proceed to the next step.
5. Level this case in the same manner.
6. When level, bolt the two cases together at the locations shown in Figure 3. If the cases have been properly leveled, the front panels and counter tops should align with a small, uniform gap between the front panels of the two cases.

7. Proceed in the same manner until all the cases in the line are level and bolted together.
8. Complete the line up by slipping the Counter Top Joint Cover over the ends flanges of the adjoining counter tops.

## Front and Rear Cover Attachment

1. Slide the Rear Cover over the Pedestal Frame first (see Figure 3). Then slide the Front Cover over the Frame with the sides of the Front Cover lapping over the side of the Rear Cover. The Front Cover will extend approximately 4-1/2" from the front of the frame.
2. Drill two 5/32" diameter holes in each side of the Pedestal Frame to match the predrilled holes in the covers.
3. Secure the covers to the frame using the #8 sheet metal screws provided.
4. These cases are to be sealed to the floor if required by local health codes. Seal the pedestal covers to the floor using a silicone-type sealant (Dow Corning RTV #732 or equivalent).

## End Panel Mounting



**Figure 4. Pedestal Model - End Panel Mounting**

1. Attach the End Panels to the ends of the case(s) as shown in Figure 4 using the shoulder screws provided.
2. Attach the (2) lower shoulder screws to the End Panel with the 1/4"-20 nuts provided. For Glass End Panels only, slide the plastic bushings provided over the shoulder screws before inserting the screw into the glass panel. Be careful that the screws do not bind in the holes in the glass panel.

## Counter Model

Counter Mounted cases must be mounted on a level surface that can support the weight of the case and its contents. Use a carpenter's level as shown in Figure 3 to level the case.

These cases are to be sealed to the counter if required by local health codes. Seal the perimeter of the case to the counter using a silicone-type sealant (Dow Corning RTV #732 or equivalent).

Attach the End Panels to the ends of the case as shown in Figure 4 using the shoulder screws provided. The (2) lower shoulder screws shown in Figure 4 are not required on counter mounted cases.

For Glass End Panels only, slide the plastic bushings provided over the shoulder screws before inserting the screw into the glass panel. Be careful that the screws do not bind in the holes in the glass panel.

## Wiring

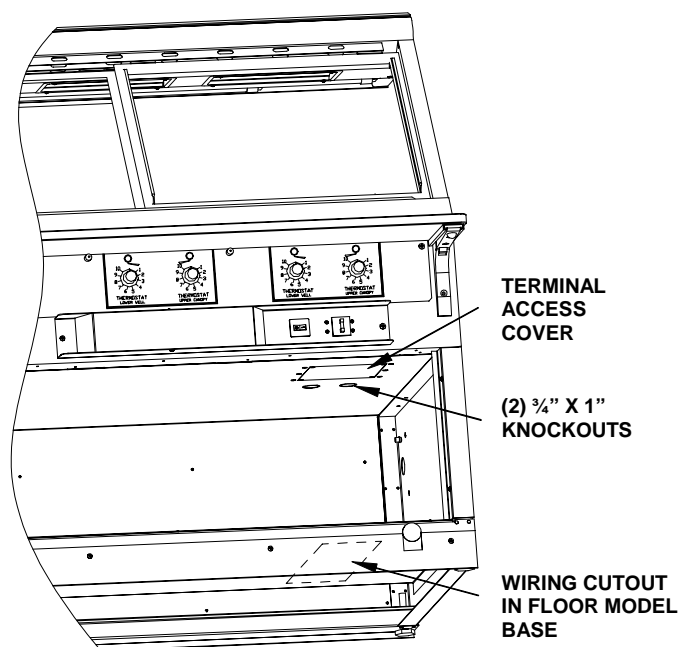
A wiring diagram for the specific model is shipped with the deli case. The wiring diagram provides electrical specifications, an electrical schematic and a parts list. Refer to this wiring diagram and the deli case serial number plate for electrical information.

Field wiring must be sized for the components amperes printed on the serial number plate. Actual ampere draw may be less than specified.

All electrical connections should be in compliance with the NEC and all applicable local codes by a licensed electrician. Refer to the wiring diagram furnished with your case for the electrical specifications.

The power supply connection is located on the bottom of the well compartment of the case (see Figure 5). Two  $\frac{3}{4}$  x 1 knockouts are provided for the required conduit connection. A second power supply connection for the oven is provided on oven combo cases.

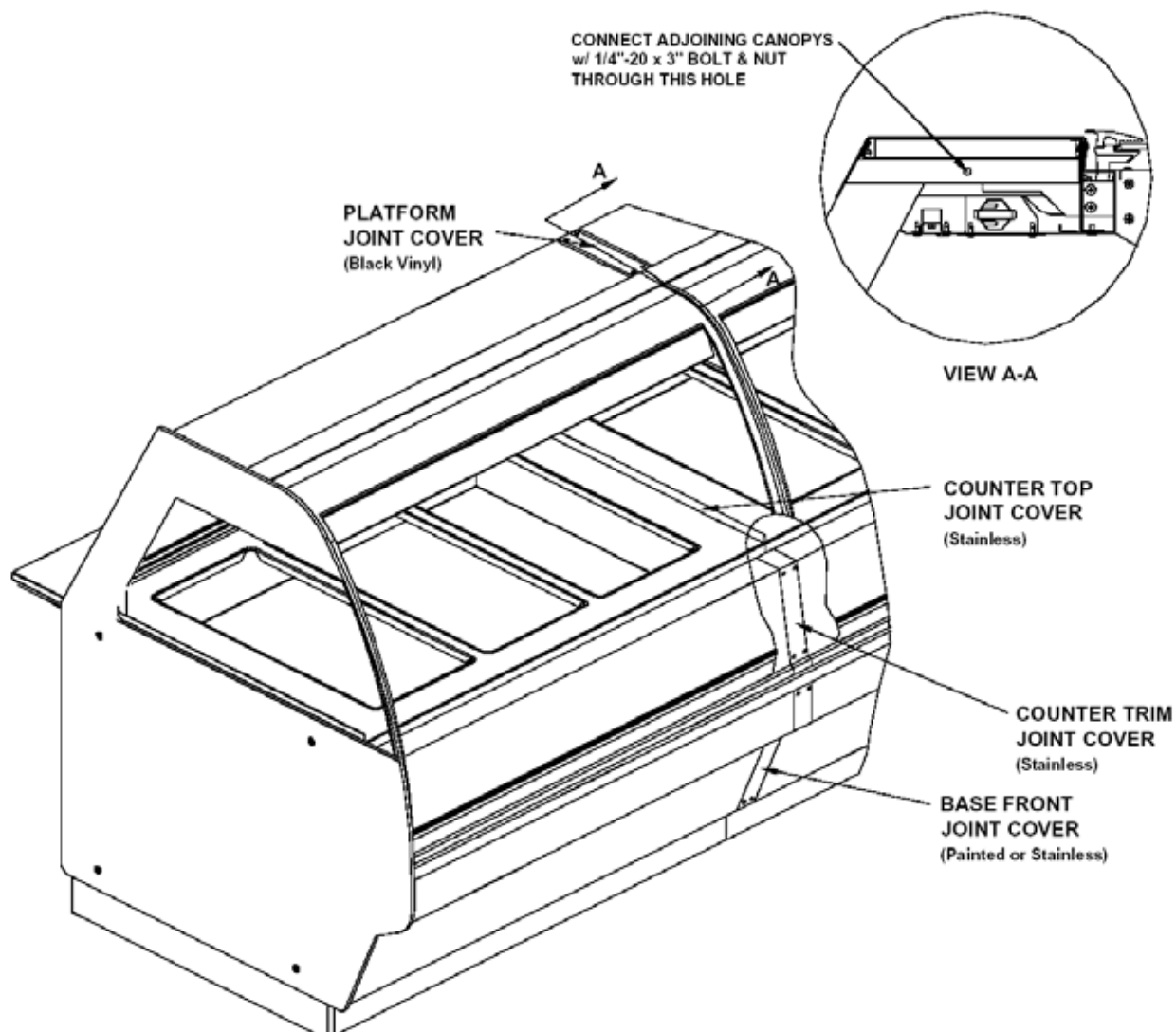
A wiring cutout is provided in the base bottom pan on floor model cases (see Figure 5). Refer to the case specification sheet for the location of this cutout. Remove the cover over the wiring cutout and route the wiring through the cutout. Cut a hole of the proper size and location in the cover for the conduit to pass through and reinstall the cover.



**Figure 5. Wiring Access**

## Joining WDCTY Cases

1. After leveling the cases and bolting the bases together, bolt the canopies together.
2. Remove the screws from the back of the top inner covers (with lights) on each case and allow them to swing forward.
3. Connect the canopies using the  $\frac{1}{4}$ "-20 X 3" bolt and nut provided (see Figure 6, View A-A). Replace the top inside covers.
4. Mount the Platform, Counter Trim and Base Front Joint Covers by holding them in place and marking the hole locations on the case.
5. Make certain the joint covers are centered on the joint and that they align vertically with each other.
6. Drill the case holes  $\frac{5}{32}$ " and attach joint covers with screws provided. Black screws are to be used on the Platform Cover and the Base Front Cover if painted black.



**Figure 6.** Joining WDCTY Cases

## Maintenance

**⚠ CAUTION**

Failure to comply with the maintenance below could result in a serious accident.

**⚠ WARNING**

Electrocution, equipment failure or property damage could result if an unlicensed electrician performs electrical repair. Ensure that a licensed electrician perform electrical repair.

### Scheduled Maintenance

Use the following table to help manage scheduled maintenance activities.

Frequency	Performed By	Part	Activity
Daily	User	Case	Clean the entire Case. Refer to the cleaning procedure below.

### Cleaning

This unit should be cleaned at the end of each day. Use the following procedure:

**⚠ DANGER**

Failure to remove power from this unit may cause severe electrical shock. This unit may have more than one disconnect switch.

1. Turn the machine 'off ' and allow it to cool down.
2. Remove any food pans.

**⚠ CAUTION**

Using abrasive cleaners may damage the cabinet finish. Use only a mild soap and water solution.

Never steam clean or get excess water in the interior of the cabinet as this can damage unit.

This appliance is not intended to be cleaned with a water jet.

3. Use a mild soap and water solution to clean parts.
4. Sponge the inside and outside with a mild soap and water solution.
5. Wipe the parts and cabinet dry with a soft, clean cloth.



## Troubleshooting

Refer to the table below for troubleshooting information.

Problem	Cause	Possible Solution
<b>Electrical</b>	No Power to the case.	Check circuit breaker or fuses at building power panel. If problem persists, contact an authorized BKL service agent for corrective action.
	Power switch is off.	Reset the power switch.
<b>No Heat</b>	Power switch if off.	Reset the power switch.
	Defective Heating Element.	Contact an authorized BKL service agent for corrective action.
	Defective Thermostat.	Contact an authorized BKL service agent for corrective action.
	Loose Wire or bad Connection.	Contact an authorized BKL service agent for corrective action.
<b>Holding Temperature Not Adequate</b>	Case and food pans have not been preheated.	Refer to the preheating section on page 5. If problem persists, contact an authorized BKL service agent for corrective action.
	One or more heating elements or thermostats not operating properly.	Contact an authorized BKL service agent for corrective action.
	Product is below 160° F when loaded.	Check product temperature before loading the case.
	Loose Wire or bad Connection.	Contact an authorized BKL service agent for corrective action.

## Notes





P.O. Box 80400, Simpsonville, S.C. 29680-0400, USA  
<http://www.bkideas.com>

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