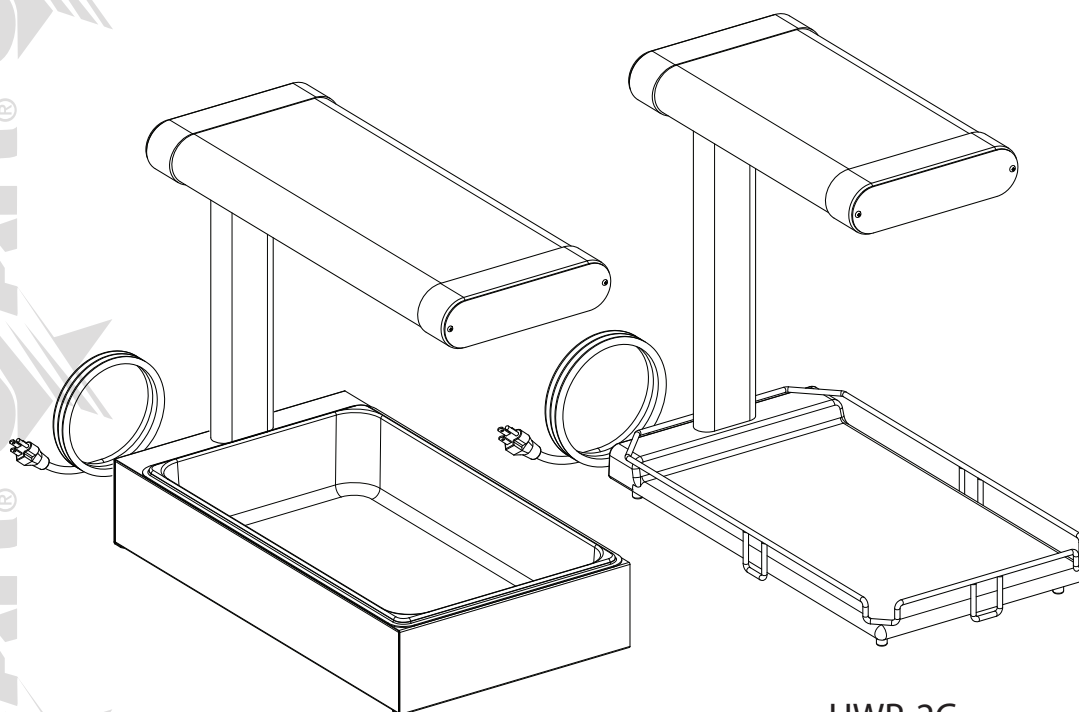


# PORTABLE FOOD WARMER

MODEL  
HWP

## Installation and Operation Instructions

2M-Z14531 Rev.A 11/14/2012



HWP-1

HWP-2C

## SAFETY SYMBOL



These symbols are intended to alert the user to the presence of important operating and maintenance instructions in the manual accompanying the appliance.

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## RETAIN THIS MANUAL FOR FUTURE REFERENCE

### NOTICE

Using any part other than genuine Star factory supplied parts relieves the manufacturer of all liability.

Star reserves the right to change specifications and product design without notice. Such revisions do not entitle the buyer to corresponding changes, improvements, additions or replacements for previously purchased equipment.

Due to periodic changes in designs, methods, procedures, policies and regulations, the specifications contained in this sheet are subject to change without notice. While Star International Holdings Inc., Company exercises good faith efforts to provide information that is accurate, we are not responsible for errors or omissions in information provided or conclusions reached as a result of using the specifications. By using the information provided, the user assumes all risks in connection with such use.

## MAINTENANCE AND REPAIRS

Contact your local authorized service agent for service or required maintenance.

Please record the model number, serial number, voltage and purchase date in the area below and have it ready when you call to ensure a faster service.

Model No. \_\_\_\_\_  
Serial No. \_\_\_\_\_  
Voltage \_\_\_\_\_  
Purchase Date \_\_\_\_\_

### Authorized Service Agent Listing

Reference the listing provided with the unit

or

for an updated listing go to:

**Website:** [www.star-mfg.com](http://www.star-mfg.com)  
**E-mail** [Service@star-mfg.com](mailto:Service@star-mfg.com)

### Service Help Desk

**Business Hours:** 8:00 am to 4:30 p.m. Central Standard Time

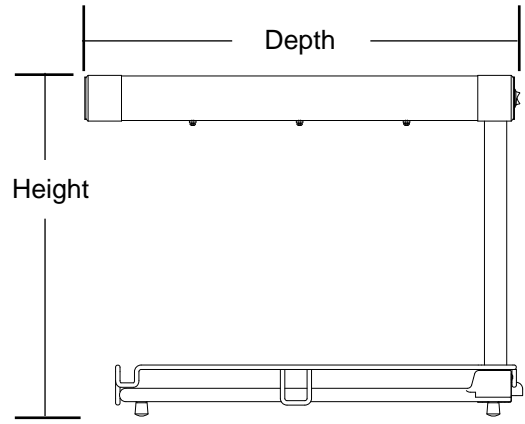
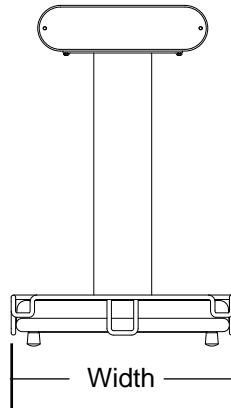
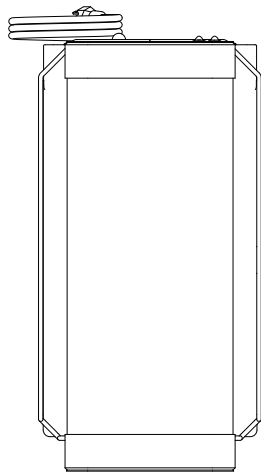
**Telephone:** (314) 678-6303

**Fax:** (314) 781-2714

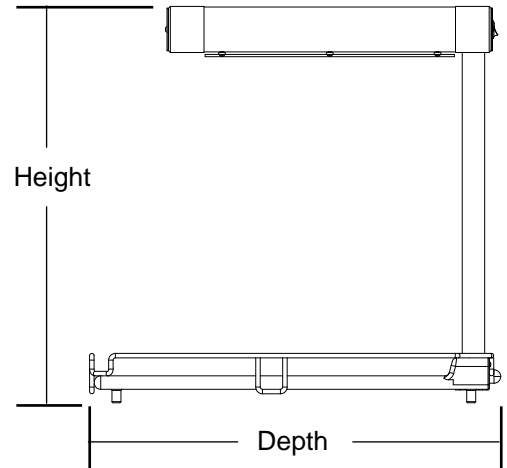
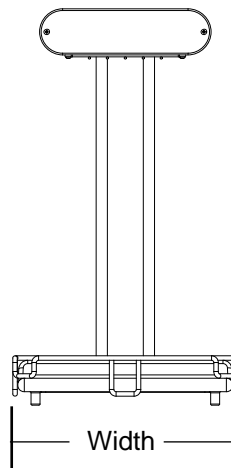
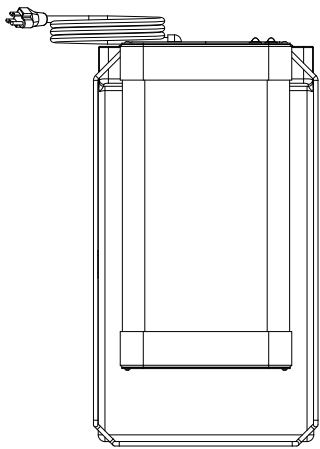
**E-mail** [Parts@star-mfg.com](mailto:Parts@star-mfg.com)  
[Service@star-mfg.com](mailto:Service@star-mfg.com)  
[Warranty@star-mfg.com](mailto:Warranty@star-mfg.com)

**Website:** [www.star-mfg.com](http://www.star-mfg.com)

**Mailing Address:** Star International Holdings Inc., Company  
10 Sunnen Drive  
St. Louis, MO 63143  
U.S.A



HWP Calrod Element



HWP Ceramic Element

### HWP-2CL

HWP: Model Designation  
 1: Non-Heated Base  
 2: Heated Base  
 L: Light  
 C: Ceramic Element

Specifications											
Model	Element Type	Heated Base	Light	Pan Included	Elec. Supply	Amp	Kw	Cord	Size		
									Width	Depth	Height
HWP-1-120	Cal-Rod			Yes	120V	4.2	0.5	14-3	12.5"	22.75"	18.75"
HWP-2-120		x		No		6.3	0.8				
HWP-1C-120	Ceramic			Yes		6.7	0.8				22.75"
HWP-2C-120		x		No		8.8	1.0				
HWP-2CL-120		x	x	No		9.8	1.2				



## GENERAL INFORMATION

This equipment is designed and sold for commercial use only by personnel trained and experienced in its operation and is not sold for consumer use in and around the home nor for use directly by the general public in food service locations.

Before using your new equipment, read and understand all the instructions & labels associated with the unit prior to putting it into operation. Make sure all people associated with its use understand the units operation & safety before they use the unit.

## INSPECTION

### UN-CRATING AND INSPECTING

Unpack the unit and components from the shipping container. Remove all packing material. If damage is discovered, file a claim immediately with the carrier that handled the shipment. Do not operate the unit if it was damaged during shipping. All shipping containers should be checked for freight damage both visible and concealed. This unit has been tested and carefully packaged to insure delivery of your unit in perfect condition. If equipment is received in damaged condition, either apparent or concealed, a claim must be made with the delivering carrier.

Concealed damage or loss - if damage or loss is not apparent until after equipment is unpacked, a request for inspection of concealed damage must be made with carrier within 15 days. Be certain to retain all contents plus external and internal packaging materials for inspection. The carrier will make an inspection and will supply necessary claim forms.

### ASSEMBLY

The unit was shipped fully assembled and ready to plug into a standard outlet specified for its voltage and amp draw. If improper electrical supply is determined, contact a qualified electrician prior to using the unit. Removal and replacement of the power cord and plug will void the warranty. For assistance, contact your local authorized service agent for service or required maintenance.

Before using the unit for the first time, wipe down the exterior with a damp cloth.

## INSTALLATION

Locate the Portable Food Warmer on a non-combustible surface.

These models are equipped for the voltage and wattage indicated on the nameplate. The nameplate is located on the back of the unit. These units are designed to operate on alternating current (A.C.), two wire single phase service only and are equipped with an approved lead in cord set with a three prong grounding type plug.

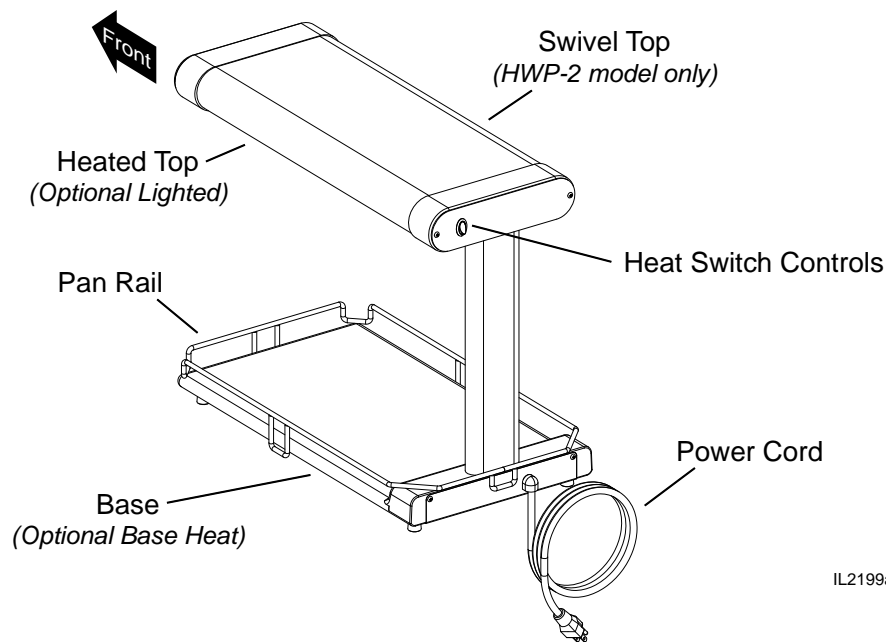
### ELECTRICAL CONNECTION

Once the unit is in position, verify the electrical supply matches the units requirements, located on the rear of the toaster.

**DO NOT CONNECT TO ANY OTHER TYPE OF VOLTAGE OR THE MACHINE WILL BE SERIOUSLY DAMAGED.**



## OPERATION



IL2199a

### INITIAL START-UP

Before using the unit for the first time, wipe down the surface a damp cloth. Take to a well ventilated area and heat without good product for approximately 30 minutes. The unit may emit a small amount of smoke as the cooking surfaces reaches its operating temperature. Do not be alarmed, as the smoke is caused by oils associated with the manufacturing process and will stop when the burn off is complete. Wipe surface clean when complete.

### OPERATION

The heating elements & lights (certain models) are controlled by a switch located on the back of the unit. When the switch is turned "ON" the light will turn on and the either to top or base will begin to heat (*depending on model*). Allow 15-20 minutes for to reach its operating temperature.

**CERTAIN SURFACES ARE EXTREMELY HOT DURING OPERATION AND CARE SHOULD BE TAKEN WHILE USING THIS UNIT.**



CAUTION

### CLEANING

To keep your portable food warmer looking new and operating properly follow the following steps on a daily basis.

1. Turn the power off to all heating elements and allow unit to cool.
2. Once cooled, remove the Pan Rail and wash with warm water and mild detergent.
3. Wipe exterior surface of unit using a soft damp cloth, warm water and mild detergent.
4. Stuborn stains can be removed using a non-abrasive cleaner.

**Do not immerse unit in water or hose down with water to clean. Use a damp soft cloth with a very mild soap to wipe down outside of the warmer.**

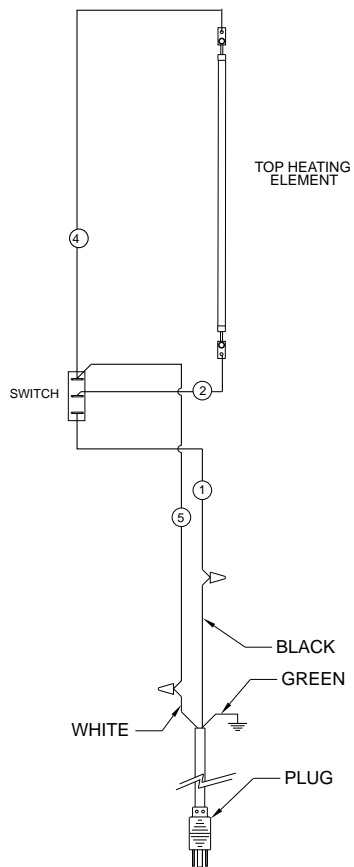


CAUTION

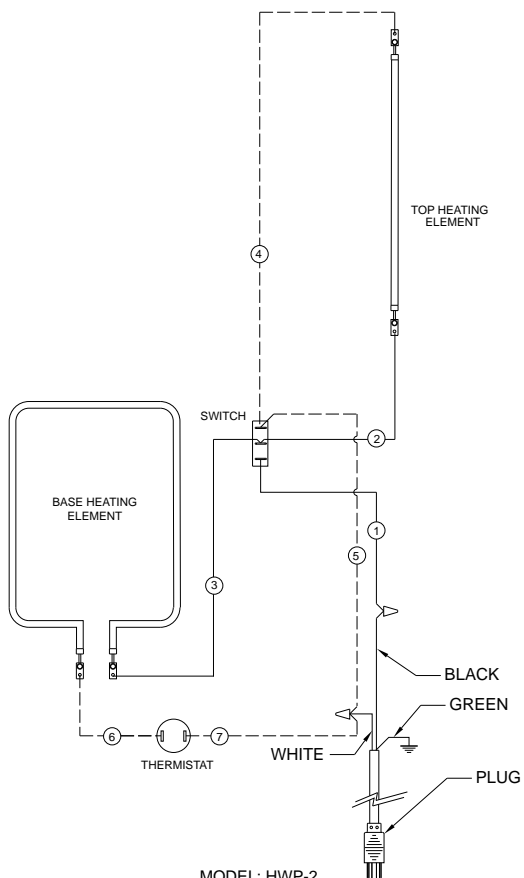
### MAINTENANCE

#### LIGHTBULB REPLACEMENT

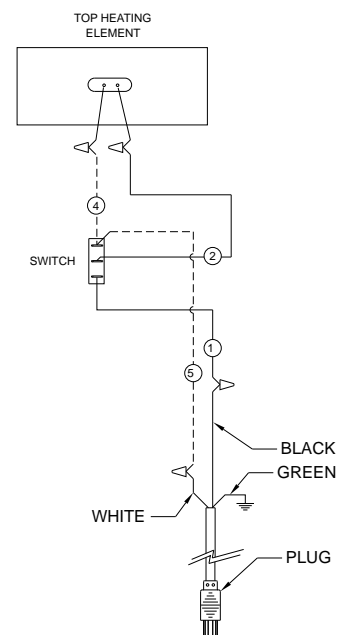
To replace the bulb, remove the element guard by removing screws, (**NOTE: element guard is extremely hot and should be allowed to cool**) set the screws and guard aside. With unit cool, remove the bad bulb and replace with a NSF standard bulb made for food holding and display area, for replacement bulb contact a qualified Star service agent or call Star parts department at 314-678-6303.



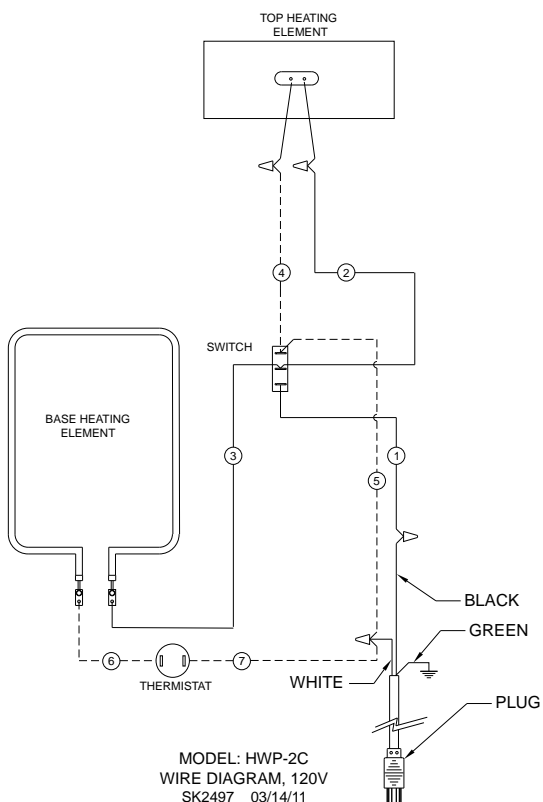
MODEL: HWP-1  
WIRE DIAGRAM, 120V  
SK2498 03/14/11



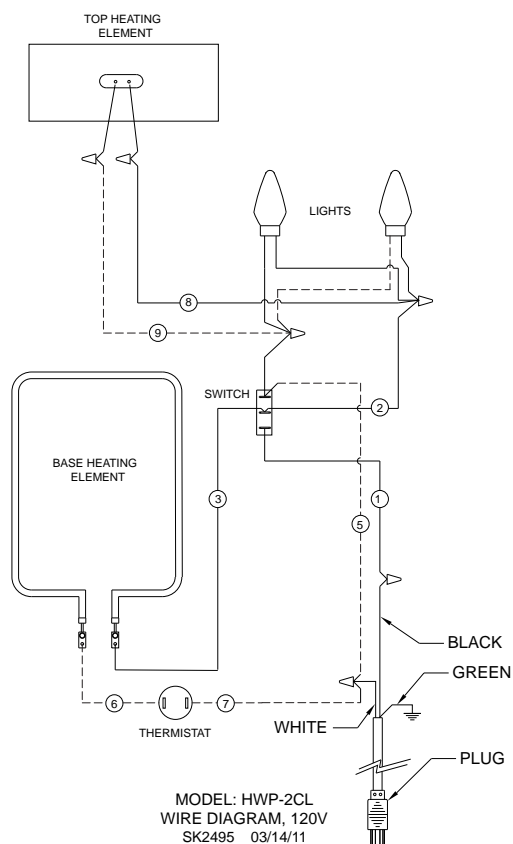
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WIRE DIAGRAM, 120V  
SK2496 03/14/11



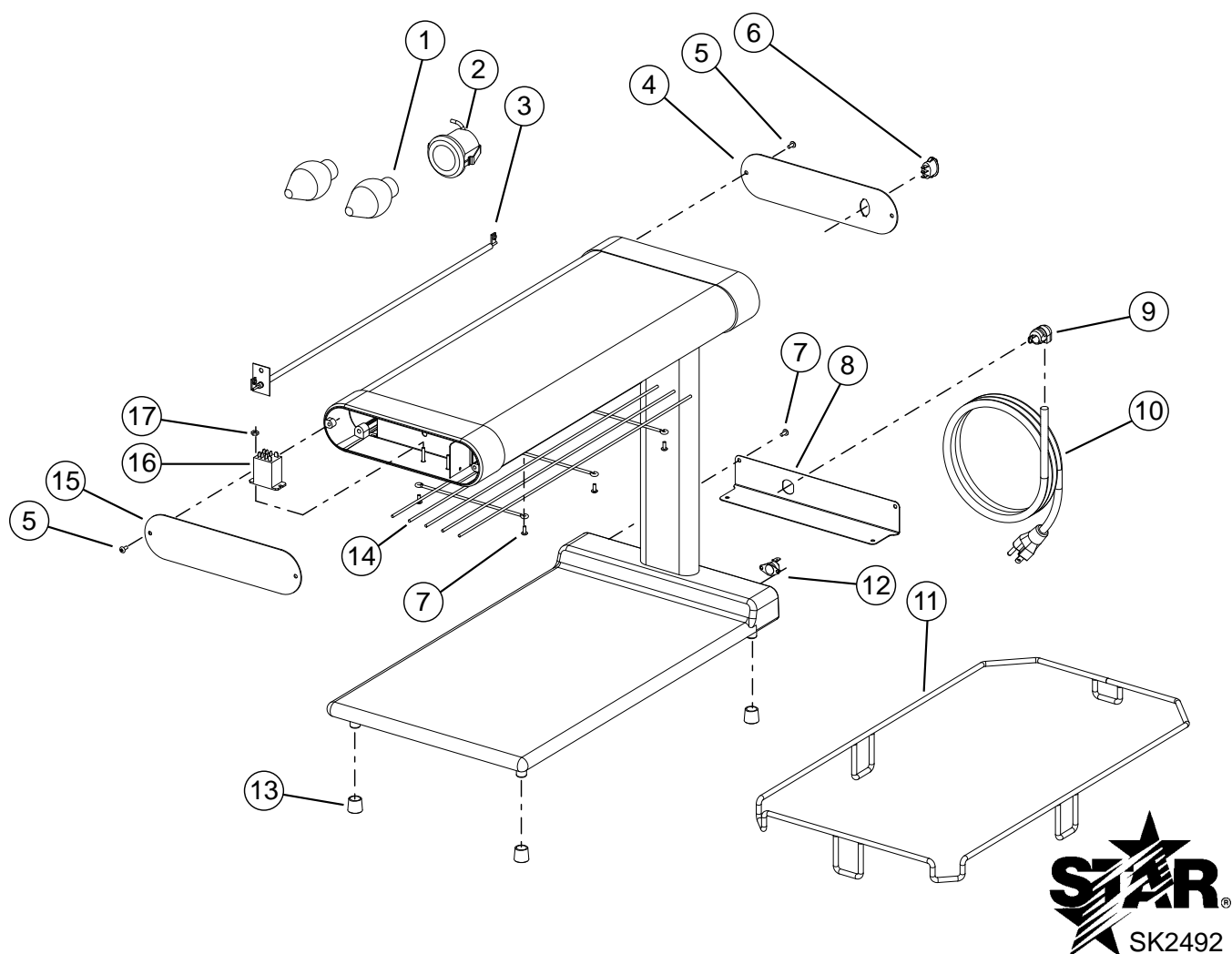
MODEL: HWP-1C  
WIRE DIAGRAM, 120V  
SK2499 03/14/11



MODEL: HWP-2C  
WIRE DIAGRAM, 120V  
SK2497 03/14/11



MODEL: HWP-2CL  
WIRE DIAGRAM, 120V  
SK2495 03/14/11



HWP Portable Food Warmers Parts List				
Fig No	Part No	Description	Qty	Application
1	2S-Z13998	BULB SHATTE RESISTANT	2	HWP-2CL
2	2E-Y5921	SCOKET SPRING CLIP MOUNT	2	HWP-2CL
3	2N-Z14311	ELEMENT, CAL-ROD	1	HWP-1, HWP-2
	2N-Z14312	ELEMENT, CERAMIC		HWP-1C, HWP-2C, HWP-2CL
4		REAR PLATE, 1 SWITCH	1	ALL
6	2E-Z13989	SWITCH- OVAL	1	ALL
7	2C-Z5883	10-24 X 1/2 FZA SCREW	8	ALL
8	D5-Z14050	BASE COVER PLATE	1	ALL
9	2K-Y3240	BUSHING HEYCO SR 17-2	1	ALL
10	D5-HWP006	CORD SET 14-3 SJTO 6-8	1	ALL
11	2B-Z14022	PAN RAIL	1	ALL
12	2T-Z14579	THERMOSTAT 160°F	1	HWP-2, HWP-2C, HWP-2CL
13	2I-Z13653	FOOT,RUBBER,1 DIA X .5	4	ALL
14	2B-Z13998	ELEMENT GUARD	1	HWP-1, HWP-2
	2B-Z13999			HWP-1C, HWP-2C, HWP-2CL
15	D5-Z14048	FRONT PLATE	1	ALL

Visit our Website at: [www.star-mfg.com](http://www.star-mfg.com)

Email: [service@star-mfg.com](mailto:service@star-mfg.com)

### THOROUGHLY INSPECT YOUR UNIT ON ARRIVAL

This unit has been tested for proper operation before leaving our plant to insure delivery of your unit in perfect condition. However, there are instances in which the unit may be damaged in transit. In the event you discover any type of damage to your product upon receipt, you must immediately contact the transportation company who delivered the item to you and initiate your claim with same. If this procedure is not followed, it may affect the warranty status of the unit.

### LIMITED EQUIPMENT WARRANTY

All workmanship and material in Star products have a one (1) year limited warranty on parts & labor in the United States and Canada. Such warranty is limited to the original purchaser only and shall be effective from the date the equipment is placed in service. Star's obligation under this warranty is limited to the repair of defects without charge, by the factory authorized service agency or one of its sub-agencies. Models that are considered portable (*see below*) should be taken to the closest Star service agency, transportation prepaid.

- > Star will not assume any responsibility for loss of revenue.
- > On all shipments outside the United States and Canada, see International Warranty.
- \* The warranty period for the Ultra-Max, Hot Plates, Griddles, Charbroilers is (3) years parts & labor.
- \* The warranty period for the Star-Max, Charbroilers, Griddles, Hot Plates, Fryers & Finishing Oven is (2) years parts & labor.
- \* The warranty period for the JetStar six (6) ounce & Super JetStar eight (8) ounce series popcorn machines is two (2) years.
- \* The warranty period for the Chrome-Max Griddles is five (5) years on the griddle surface. See detailed warranty provided with unit.
- \* The warranty period for Teflon/Dura-Tec coatings is one year under normal use and reasonable care. This warranty does not apply if damage occurs to Teflon/Dura-Tec coatings from improper cleaning, maintenance, use of metallic utensils, or abrasive cleaners, abrasive pads, product identifiers and point-of-sale attachments, or any other non-food object that comes in continuous contact with the roller coating. This warranty does not apply to the "non-stick" properties of such materials.
- > This warranty does not apply to "Special Products" but to regular catalog items only. Star's warranty on "Special Products" is six (6) months on parts and ninety (90) days on labor.
- > This warranty does not apply to any item that is disassembled or tampered with for any purpose other than repair by a Star Authorized Service Center or the Service Center's sub-agency.
- > This warranty does not apply if damage occurs from improper installation, misuse, wrong voltage, wrong gas or operated contrary to the Installation and Operating instructions.
- > This warranty is not valid on Conveyor Ovens *unless* a "start-up/check-out" has been performed by a Factory Authorized Technician.

### PARTS WARRANTY

Parts that are sold to repair out of warranty equipment are warranted for ninety (90) days. The part only is warranted, the labor to replace the part is **NOT** warranted.

### SERVICES NOT COVERED BY WARRANTY

1. Travel time and mileage rendered beyond the 50 mile radius limit
2. Mileage and travel time on portable equipment (*see below*)
3. Labor to replace such items that can be replaced easily during a daily cleaning routine, ie; removable kettles on fryers, knobs, grease drawers on griddles, etc.
4. Installation of equipment
5. Damages due to improper installation
6. Damages from abuse or misuse
7. Operated contrary to the Operating and Installation Instructions
8. Cleaning of equipment
9. Seasoning of griddle plates
10. Voltage conversions
11. Gas conversions
12. Pilot light adjustment
13. Miscellaneous adjustments
14. Thermostat calibration and by-pass adjustment
15. Resetting of circuit breakers or safety controls or reset buttons
16. Replacement of bulbs
17. Replacement of fuses
18. Repair of damage created during transit, delivery, & installation OR created by acts of God

### PORTABLE EQUIPMENT

Star will not honor service bills that include travel time and mileage charges for servicing any products considered "Portable" including items listed below. These products should be taken to the Service Agency for repair:

- \* The Model 510FD, 510FF Fryer.
- \* The Model 526TOA Toaster Oven.
- \* The Model J4R, 4 oz. Popcorn Machine.
- \* The Model 518CMA & 526CMA Cheese Melter.
- \* The Model 12MC & 15MC & 18MCP Hot Food Merchandisers.
- \* The Model 12NCPW & 15NCPW Nacho Chip/Popcorn Warmer.
- \* All Hot Dog Equipment **except Roller Grills & Drawer Bun Warmers.**
- \* All Nacho Cheese Warmers **except Model 11WLA Series Nacho Cheese Warmer.**
- \* All Condiment Dispensers **except the Model HPD & SPD Series Dispenser.**
- \* All Specialty Food Warmers **except Model 130R, 11RW Series, and 11WSA Series.**
- \* All QCS/RCS Series Toasters **except Model QCS3 & RCS3 Series.**
- \* All Fast Steamer Models **except Direct Connect Series.**

### ALL:

- \* Pop-Up Toasters
- \* Butter Dispensers
- \* Pretzel Merchandisers  
(Model 16PD-A Only)
- \* Pastry Display Cabinets
- \* Nacho Chip Merchandisers
- \* Accessories of any kind
- \* Sneeze Guards
- \* Pizza Ovens  
(Model PO12 Only)
- \* Heat Lamps
- \* Pumps-Manual

The foregoing warranty is in lieu of any and all other warranties expressed or implied and constitutes the entire warranty.

### FOR ASSISTANCE

Should you need any assistance regarding the Operation or Maintenance of any Star equipment; write, phone, fax or email our Service Department. In all correspondence mention the Model number and the Serial number of your unit, and the voltage or type of gas you are using.