



Direct Choice™

# HEATED PLATE DISPENSER

## Owner's Manual

*Please keep and refer to this Owner's Manual.*

Thank you for purchasing the Heated Plate Dispenser from Direct Supply Equipment & Furnishings®. Please read this entire guide carefully and keep it for future reference. This guide will provide you with instructions, warnings, warranty information and other important information about this product. Share this information with your dietary and maintenance staff to help ensure the product is used and cared for properly.



*Convection*



*Radiant*

#### **Models**

HPD-2S-CON-120  
HPD-2S-CON-240  
HPD-2S-RAD-120  
HPD-2S-RAD-240

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## Definitions & Symbols

**⚠** Attention. Read the instructions.

**NOTE:** Indicates a tip.

**CAUTION:** Indicates correct operating or maintenance procedures in order to prevent damage to or destruction of the equipment or other property.

**WARNING:** Calls attention to a potential danger that requires correct procedures or practices in order to prevent personal injury.

**PRODUCT:** Your Plate Heater.

**YOU and YOUR:** The facility, community or other entity that has purchased the device.

**WE, US and OUR:** Direct Supply® Manufacturing™, Inc.

## Introduction

This manual will provide you with information regarding specifications, maintenance and cleaning, and warranty information. Should you have any more questions, please call 1-800-634-7328, Monday through Friday from 8 am to 5 pm Central Time.

This product is manufactured to meet NSF Certification Standard 2, certified to UL Standard 197 and is intended for commercial use in the foodservice industry. It should only be used for the purposes prescribed. This guide contains instructions regarding proper use and care. Please read these instructions thoroughly and see they are adhered to.

## Recommended Use

The Heated Plate Dispenser is meant to hold plates in a commercial setting and keep them warm. The product should only be used with plates between 8" to 12" in diameter.

**⚠ CAUTION:** Plate warmers heat to 185°F; DO NOT use with dinnerware that cannot withstand high heat (e.g. melamine).

## Specifications

### Construction

- Stainless steel construction

### Standard Features

All units

- Corner bumpers
- 4" swivel casters (with locking brakes)
- Infinitely adjustable temperature knob
- Usable silo height for plates is 22½", approximately 100 plates
- Load capacity up to 100 lbs./silo

Radiant

- Temperature range 85° to 185°F
- Dual controls support a separate temperature for each silo

Convection

- Temperature range 85° to 185°F
- Single-temperature dial that controls both silo temperatures

Power Requirements:

HPD-2S-CON-120 120V, 60Hz, 1300W

HPD-2S-CON-240 240V, 60Hz, 1300W

HPD-2S-RAD-120 120V, 60Hz, 600W

HPD-2S-RAD-240 240V, 60Hz, 600W

### ⚠ WARNING:

DO NOT connect to a circuit operating at more than 150 volts to ground.

## Warnings & Cautions

**⚠ WARNINGS** – To Reduce the Risk of Electrocution and/or fire:

1. Remove protective film before use.
2. **DO NOT** use this unit with electrical requirements other than specified on the data label located on the back of the unit. Check that the electrical outlet you intend to plug the unit into is the correct voltage.
3. **DO NOT** use this unit for purposes other than its intended use as described in the operating instructions.
4. **DO NOT** operate this product if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped into water. Return the unit for examination and repair.
5. **DO NOT** operate near water.
6. **DO NOT** place or store product where it can fall or be pulled into a tub or sink.
7. **DO NOT** place in or drop into water or other liquid.
8. **DO NOT** reach for a product that has fallen into water. Unplug immediately.
9. **DO NOT** remove control unit cover. Risk of electrical shock.
10. Keep the cord away from heated surfaces.
11. Disconnect the cord before cleaning or performing maintenance.

⚠ Any repairs should be carried out by persons trained or recommended by the manufacturer. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or a similarly qualified person in order to avoid a hazard.

⚠ FAILURE TO COMPLY WITH ALL INSTRUCTIONS, WARNINGS AND PRECAUTIONS OR USING THE PRODUCT FOR A PURPOSE OTHER THAN THE RECOMMENDED USE COULD RESULT IN BODILY INJURY.

## Care Information

### Cleaning of Stainless Steel

- Only use stainless steel cleaners; never use chlorides, bromides and iodides. Consult the label or cleaner manufacturer for proper use.
- Rinse with fresh water immediately after every cleaning and wipe dry to remove any water residue.
- Do not use any metal brushes, metal cleaning pads or steel wool. This can cause rust formation.
- Rub the stainless in the direction of the metal grain to prevent marring the surface.
- Light and frequent cleanings will prolong the look and life of the stainless steel.

### Cleaning Guide

Type of cleaning	Instructions
Typical Cleaning	Use mild soap or detergent diluted with warm water; apply to steel with a clean sponge or cloth. Rinse with clean warm water and wipe dry. Add a small amount of vinegar to solution if a more aggressive cleaning is required.
Smears, Finger Prints, Light Dirt or Discoloration	Use a commercial stainless steel cleaner such as Direct Supply #29487 or convenient stainless steel cleaning wipes such as Direct Supply #06107. Use the cleaner as instructed on the label.
Grease, Oil or Heavy Soiling	Use a commercial detergent that does not contain chlorides, bromides or iodides. Use the cleaner as instructed on the label.

### Caster Cleaning

Clean the product's casters regularly with mild detergent and water. A scouring pad may be used on rubber treads to remove tough debris. Periodically lubricate the product's casters with multi-temperature-rated axle grease or lubricant. The frequency of lubrication depends on moisture and humidity. See the chart below for further guidelines.

Cleaning Method	Caster Lubrication Frequency
Pressure steamer	Once a month
Pressure hose	Four times a year
Wiped down with soap and water	Two times a year

## Description

Temperature Dial: Use this to select the desired temperature.

Power Toggle Switch:

Select "O" (Off switch) to turn the unit off.

Select "I" (In Use) to turn the unit on. The switch will light up when switched on.

### For service please call: 1-800-634-7328

Please provide the following information:

- Model Number
- Part Description and Part Number
- Serial Number

## Directions for Adjusting Silos

**△ NOTE:** Plate heaters ship set up for 12" diameter plates. To adjust silo diameter and tension springs, please follow the instructions below.

### To Adjust Guide Bars for Different Plate Diameters:

1. Take the covers off of the silos.
2. Make sure the silos are empty.
3. To adjust each guide bar, pull up on the bar and then rotate it gently into the correct position.

**△ CAUTION:** Rotating the guide bar without lifting can damage or break it.

4. Repeat for each guide bar.

### To Adjust Tension Springs for Different Plate Weights:

1. Take the covers off of the silos.
2. Make sure the silos are empty.
3. Remove the plate base from the bottom of the silo.
4. Remove the silo from the plate heater by pulling straight up and lifting out of the unit.
5. Place silo flat on ground.
6. Grip the bottom of the spring where it connects to the metal strip.
7. Locate the metal connector ring that attaches the spring to the strip.
8. Use pliers to bend the connector ring slightly, allowing enough room to unhook it from the metal strip.

**△ CAUTION:** Bending the metal connector ring too far or with too much force may damage or break the connector.

9. Unhook the connector ring and allow the spring to hang loosely.
10. After adjusting two to four springs, test for desired tension adjustment. Repeat steps 5 through 8 on additional springs until you reach the necessary tension.
11. Repeat steps 3 through 9 to adjust the other silo, if necessary.

## Parts

### Description

Replaceable Spring Kit	Cover
Castors	Heating Element

Contact your Direct Supply account manager for help when ordering parts or accessories.

## Customer Service & Shipping Damage

Our promise to you is that you will have a convenient and easy ordering experience, receive a quality heated plate dispenser and enjoy outrageous customer service. If you have any questions about the products you have purchased or would like to request warranty service, please contact us at: Direct Supply Equipment & Furnishings, 1-800-634-7328, 6767 N. Industrial Road, Milwaukee, WI 53223, [DearDirect@DirectSupply.net](mailto:DearDirect@DirectSupply.net)

While the product was inspected for damage and packaged appropriately to reduce damage during transit, if you have received this product damaged please call 1-800-634-7328.

## Limited Warranty

We warrant you as the original purchaser for the limited-warranty period stated below from the date we ship the product to you that we will repair or replace any product or product part listed below which is defective in material or workmanship. Please note that the decision to repair or replace a product or product part will be at our discretion.

Our warranty applies only if the product is properly maintained by the original purchaser for normal use and does not cover normal wear and tear, modification of the product, or damage caused by abuse, improper use, failure to maintain, use which exceeds published product limitations, or the combination of any product with another product. In addition, our warranty does not cover fading, characteristics or natural variations in steel, texture, colorfastness, stains, spills or exposure to chemicals, odors, heat or light. In certain cases, we may provide you repair or adjustment instructions and/or replacement parts, and ask you to perform a repair or adjustment or replace a defective part.

Our warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. The limited warranty period and our obligations under the warranty end once you transfer the product to someone else, or at the end of the applicable limited-warranty period identified below, whichever is earlier.

Product	Limited Warranty Period	Anticipated Usable Life
Plate Warmer	2 years	5 years

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