

# Quality Industries

## Foodservice

156 East Main St. Auburntown, TN 37016

1-615-306-2883

[edschultz@bucketofsteam.com](mailto:edschultz@bucketofsteam.com)



**Quality  
Industries**  
**FOODSERVICE**  
**BY STAINLESS**



# Heated Display Case User Manual

# Thank you for your business!

We trust you will find this new Heated Display Case to be quiet,  
efficient, and durable

**Please return this completed page. The owner is required to  
return this product registration information immediately.**

The model and serial numbers are stamped on the nameplate  
located next to the machine's controls. Please print clearly.

-----Second Fold Line-----

Place  
stamp  
here

Quality Industries Foodservice  
156 East Main St. Auburntown, TN 37016

-----First Fold Line-----Seal with tape-----Do not staple-----

Store Name: \_\_\_\_\_ Store I.D.#: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Province/Region: \_\_\_\_\_

Country: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Store Owner: \_\_\_\_\_

Model: \_\_\_\_\_

Serial Number(s): \_\_\_\_\_

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# Heated Display Case

## Operation, Maintenance, and Warranty

Read this manual thoroughly before operating machine. The model and serial numbers are on the data plate mounted on the machine. Record the model and serial numbers below.

Refer to these numbers in any correspondence with Quality Industries Foodservice.

Model \_\_\_\_\_

Serial Number(s) \_\_\_\_\_

Note: All procedures listed on these pages are general use guidelines. Please refer to your company procedures for exact instructions.

### **IMPORTANT SAFETY INSTRUCTIONS**

Read all instructions before operating. When using electrical appliances, basic safety precautions must be followed. Use this appliance only for its intended use as described in this manual. Verify that appliance is properly installed and electrically grounded by a qualified technician in accordance with local electrical codes. Do not attempt to repair or replace electrical components. A qualified technician should complete all servicing to these components. Before performing any service, disconnect the machine's power supply. Never wear loose-fitting or hanging garments while using any appliance. Ties, necklaces, etc. may catch on moving parts...possibly causing injury.

**CAUTION** - Risk of fire and/or electrical shock. Replace only with manufacturer's cord set.

### **DO NOT SPRAY MACHINE WITH WATER**

Machine is designed to shed water & dust; however, **IT IS NOT WATERPROOF.**

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# Important Safety Instructions

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**WARNING:** To reduce the risk of fire, electric shock, or injury when using this heated display case, follow these basic precautions:

1. Read all instructions before operating the display case.
2. Do not touch hot surfaces. Use handles or knobs.
3. To protect against electrical shock, do not immerse cord, plug, or any part of the display case in water or other liquid.
4. Close supervision is necessary when this appliance is used by or near children.
5. Unplug the unit from the outlet when not in use and before cleaning. Allow the unit to cool down before putting on or taking off parts, and before cleaning.
6. Do not operate any appliance with a damaged cord or plug, or after the appliance malfunctions, has been dropped, or damaged in any manner. Return appliance to an authorized service facility for examination, repair, or adjustment.
7. The use of accessory attachments not recommended by the appliance manufacturer may cause injuries.
8. Do not use outdoors or in areas exposed to rain.
9. Do not let the cord hang over the edge of a table or counter or touch hot surfaces.
10. Do not place on or near a hot gas or electric burner, or in a heated oven.
11. Extreme caution must be used when moving an appliance containing hot oil or other hot liquids.
12. To disconnect, turn all controls to the OFF position, then remove the plug from the wall outlet.
13. Do not use the appliance for other than intended use.
14. This appliance is for commercial use only and should be used in accordance with safety standards specific to commercial environments.

**SAVE THESE INSTRUCTIONS**

# Operation

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## 1. Initial Setup

- Remove all packaging materials and protective coverings from the heated display case.
- Place the unit on a stable, heat-resistant surface, ensuring that it is positioned away from flammable materials.
- Make sure the unit is not in an area exposed to water or extreme moisture.

## 2. Power Connection

- Plug the unit into a grounded electrical outlet. Make sure the voltage rating on the unit corresponds with the local electrical supply.
- The 26" model requires a 120V outlet, while the 44" models use a 110V outlet.

## 3. Temperature Setting

- Use the thermostat control knob to set the desired temperature.
- The unit can heat up to 85°C (185°F).
- Allow the unit to preheat for approximately 10-15 minutes to reach the selected temperature before placing food inside.

## 4. Loading the Display Case

- Open the door and carefully place food items on the internal shelves, using heat-resistant gloves if necessary.
- Ensure that items are arranged in a way that allows for proper airflow and even heating.

## 5. Operating the Unit

- Monitor the temperature gauge regularly to ensure consistent heating.
- Avoid overloading the display case, as this may cause uneven heating and extend recovery time.
- Always use insulated tools or gloves when handling hot surfaces or food items.

## 6. Turning Off the Unit

- When finished, turn the temperature knob to the "OFF" position and unplug the unit from the power source.
- Allow the unit to cool completely before cleaning or moving it.

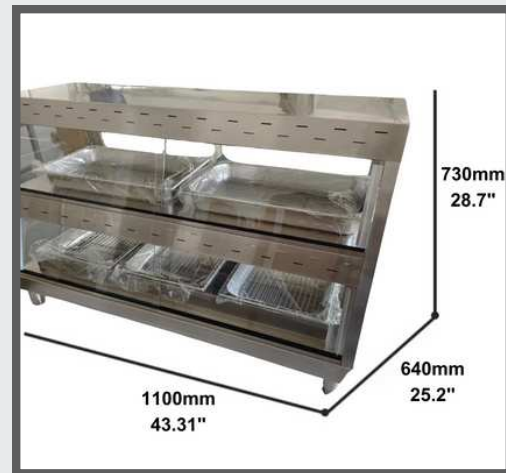
## 7. Cleaning and Maintenance

- Ensure the unit is unplugged and completely cooled before cleaning.
- Wipe down all surfaces using a damp cloth with mild detergent. Do not immerse the unit or use harsh chemicals.
- Regularly check and clean the ventilation area to prevent dust buildup.
- For any repairs or replacements, contact an authorized service provider.

# Product Specifications

## 44" Heated Display Case (Model 5005242)

- Dimensions: 1100 x 640 x 730 mm (43.31" x 25.2" x 28.7")
- Voltage: 110V
- Wattage: 1500 Watts
- Temperature Range: Up to 85°C (185°F)



## 26" Heated Display Case (Model 3400068)

- Dimensions: 660 x 450 x 580 mm (26" x 17.8" x 23")
- Voltage: 120V
- Wattage: 1500 Watts
- Temperature Range: Up to 85°C (185°F)
- Net Weight: 25 kg



## 44" Heated Display Case (Model 3400019)

- Dimensions: 1100 x 640 x 740 mm (43.31" x 25.2" x 29.13")
- Voltage: 110V
- Wattage: 1500 Watts
- Temperature Range: Up to 85°C (185°F)



# Problem-Solving Guide

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If you encounter issues while using your heated display case, use this guide to identify and resolve common problems.

## 1. Unit Does Not Power On

Possible Causes:

- The unit is not plugged in properly.
- There is no power at the outlet.
- The power cord is damaged.

Solutions:

- Ensure the power cord is fully inserted into the electrical outlet.
- Verify that the outlet has power by testing it with another appliance.
- Inspect the power cord for visible damage. If damaged, stop using the unit and contact a qualified technician.

## 2. Unit Fails to Heat or Heats Insufficiently

Possible Causes:

- Temperature control is set too low.
- Unit was not preheated sufficiently.
- Heating element malfunction.

Solutions:

- Check the temperature control and adjust it to the desired setting.
- Allow the unit to preheat for 10-15 minutes before placing food inside.
- If the unit continues to underheat, contact an authorized service provider for inspection.

## 3. Uneven Heating

Possible Causes:

- Food is overcrowded in the display case.
- Poor airflow inside the display case.

Solutions:

- Arrange food to allow for better airflow and avoid overloading the shelves.
- Ensure there is space between food items for even heat distribution.

## 4. Display Case Overheats

Possible Causes:

- Thermostat is faulty or set too high.
- Ventilation is blocked.

Solutions:

- Reduce the temperature setting on the control knob.
- Check and clean ventilation areas to ensure they are free from obstruction.
- If the unit continues to overheat, disconnect it and contact an authorized service provider

# Problem-Solving Guide

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## 5. Strange Noises

Possible Causes:

- The fan or motor may be obstructed or faulty.
- Loose components inside the unit.

Solutions:

- Turn off the unit and inspect for visible obstructions in the fan area.
- If the noise persists, contact a service technician to inspect the motor and internal components.

## 6. Condensation Inside the Display Case

Possible Causes:

- Humidity levels are too high.
- Food contains high moisture content.

Solutions:

- Ensure proper ventilation is maintained around the display case.
- Adjust the temperature to reduce condensation.
- Use food trays or covers to limit the amount of moisture released into the display case.

## 7. Unit Shuts Off Unexpectedly

Possible Causes:

- The unit overheated due to prolonged use or blocked ventilation.
- Power outage or circuit overload.

Solutions:

- Allow the unit to cool down before restarting it.
- Ensure ventilation is not blocked and that the room temperature is within operating range.
- Check the electrical breaker or outlet for overload issues.

## 8. Display Case Door Does Not Close Properly

Possible Causes:

- Food or debris blocking the door.
- Misaligned door hinges.

Solutions:

- Inspect for any food or debris that may be blocking the door and remove it.
- Check the door hinges for alignment and adjust if necessary. If the issue persists, contact a service technician.

If the issue you are facing is not listed here or persists after attempting the suggested solutions, discontinue use immediately and contact customer service for further assistance.

Contact Information for Service & Support:

- Phone: 1-615-306-2883
- Email: [edschultz@bucketofsteam.com](mailto:edschultz@bucketofsteam.com)
- Website: [qualitybystainless.com](http://qualitybystainless.com)

# Terms and Conditions

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## DAMAGED SHIPMENTS

In the event of damaged shipments, whether the damage is apparent upon delivery or concealed and discovered after unpacking, the customer must notify the carrier immediately. Filing a claim with the carrier is the customer's responsibility, as Quality Industries Foodservice assumes no liability for goods damaged after they have left our facility. Once goods ship from our dock, the responsibility for handling damage claims rests with the customer.

## RETURNS

No product returns will be accepted without prior written approval from Quality Industries Foodservice. All returns must be shipped freight prepaid by the customer and may be subject to handling or restocking fees.

## WARRANTY

Quality Industries Foodservice warrants that the Heated Display Case is free from original defects in both workmanship and materials, provided the product has been properly stored, installed, serviced, maintained, and operated. This warranty is extended solely to the original purchaser and covers the mechanical and electrical components that make up the drive system of the machine.

This warranty includes full replacement of defective components as well as labor coverage. The warranty period begins on the earlier of the product's initial use or 60 days from the shipment date from our factory. The parts warranty is valid for 12 months, while labor is covered for a period of 90 days.

To activate this warranty, the end user must register ownership of the product by returning the warranty card included with the machine. Failure to register the product immediately will void the warranty.

In the event of a performance issue, the end user must notify Quality Industries Foodservice, providing the model and serial number of the machine. Quality personnel will assist in diagnosing the issue, arrange for the shipment of replacement components if needed, and authorize a service agency if required. Replacement parts will be shipped at no cost via the least expensive method, provided the defective part is returned within two weeks (if requested by Quality Industries Foodservice). The company reserves the right to test and evaluate the returned part to determine if the failure is covered under warranty. If defective parts are not returned within the specified time, or if the issue is not covered by the warranty, the customer will be invoiced for the replacement component, shipping costs, and labor charges, if applicable.

Quality Industries Foodservice assumes no responsibility for any costs associated with the removal or installation of replacement parts, including but not limited to travel time, fuel charges, or labor. We are not liable for any other costs or damages arising from product nonperformance, including shipping costs for returning defective products or components. The buyer assumes all risks and liabilities associated with the use of the product.

This warranty does not apply to products that have been misused, subjected to negligence or accidental damage, or altered/repaired in a manner that affects the product's performance or reliability. Peripheral items such as lugs, plugs, pans, pots, baskets, or other accessories that may be sold as part of a package with the Heated Display Case are not covered by this warranty.

# Contact Us

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For any questions regarding the operation, maintenance, or warranty of your Quality Industries Foodservice Heated Display Case, please feel free to contact us. Our dedicated customer support team is available to assist you with troubleshooting, replacement parts, and service requests. You can reach us via phone, email, or through our website's contact form. We are committed to providing prompt and reliable assistance to ensure your equipment operates at peak performance.

- **Phone**



+1 615-306-2883

- **Message**



[edschultz@bucketofsteam.com](mailto:edschultz@bucketofsteam.com)

- **Website**



[qualitybystainless.com](http://qualitybystainless.com)

- **Address**



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