

# OWNER & OPERATOR INSTRUCTION MANUAL

Model No. **RFW-20**  
COUNTERTOP FULL SIZE FOOD WARMER



For service contact:  
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[www.turboairinc.com](http://www.turboairinc.com)

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### SHIPPING DAMAGE CLAIM PROCEDURE

The equipment is inspected & crated carefully by skilled personnel before leaving factory. The transportation company assumes full responsibility for safe delivery upon acceptance of this equipment if shipment arrives damaged;

1. VISIBLE LOSS OR DAMAGE: Note on freight bill or express delivery and signed by person making delivery.

2. FILE CLAIM FOR DAMAGES IMMEDIATELY: regardless of extent of damages.

3. CONCEALED LOSS OR DAMAGES: If damages are noticed after unpacking, notify Transportation Company immediately and file "Concealed Damage" claim with them. This should be done within fifteen (15) days from date delivery is made to you. Return container for inspection.

## INSTALLATION

### UNPACKING:

1. Remove appliance from container.
2. Remove all protective packaging material.
3. Retain container and packaging material until the appliance is operated and found in good condition.
4. Check appliance for any shipping damage. If appliance shows any external or internal damages, promptly inform dealer/distributor where you bought your appliance.

NOTE: Installation and repair should be done by a qualified service person. Qualified service person; who have read these instructions and is familiar with the operation and functions of the equipment.

### GENERAL SAFETY INSTRUCTIONS:

Accidents are always tragic especially because so many of them could have been prevented with little care and judgment. There are some basic good practices; we hope you will follow for safe use of the equipment.

### INSTALLATION:

1. Always clean equipment interior and exterior thoroughly before using  
(See general cleaning instructions).
2. Check rating label for your model designation & electrical rating.
3. Gently place equipment on level counter and plug into a grounded outlet so that the plug is accessible (See individual description for electrical loads).  
On units bearing the CE marking, the appliance must be connected from an earthing cable to all other units in the complete installation and to an earth connection.

## MAINTENANCE

### OPERATING INSTRUCTIONS:

1. All food equipment's should be operated by trained personnel.
2. Do not touch or have any customers or employee come in contact with any surface labeled **"CAUTION HOT."**
3. Do not cook, warm, or hold food directly in liner pans (well pans). Always use steam table pans/inserts, etc.
4. Food should never be held below 150°F (66°C).

#### ► *Follow General Operating Instructions on previous set of instructions*

1. Turn thermostat control to desired position and preheat for approximately 10 minutes.
2. Place: Covered full-size or fractional steam table pans with preheated product into well.
3. Re-adjust control setting depending on the amount and/or thickness of product.
4. Keep steam table pans/inserts covered to maintain ideal serving temperature.

### CLEANING INSTRUCTIONS:

1. DO NOT clean any electrical unit by immersing it in water. Unplug the unit before surface cleaning. DO NOT POUR COLD WATER INTO DRY HEATED UNITS.
2. Always clean equipment thoroughly before using. Clean unit daily except where noted on charts: Use warm, soapy water. Mild cleansers & PLASTIC scouring pads may be used to remove food & water scale.
3. Unplug all units before cleaning or servicing. All service related matters should be performed by a German Knife authorized service agency.
4. Do not use chlorides or chloride-based products in this unit. Always clean equipment before use. Clean unit daily. Use warm, soapy water. Rinse thoroughly to remove all residues. Chlorides, chloride-based products and improper cleaning may cause corrosion and pitting.

**FAILURE TO COMPLY WITH THESE INSTRUCTIONS MAY VOID UNIT WARRANTY.**

### GENERAL INSTRUCTIONS:

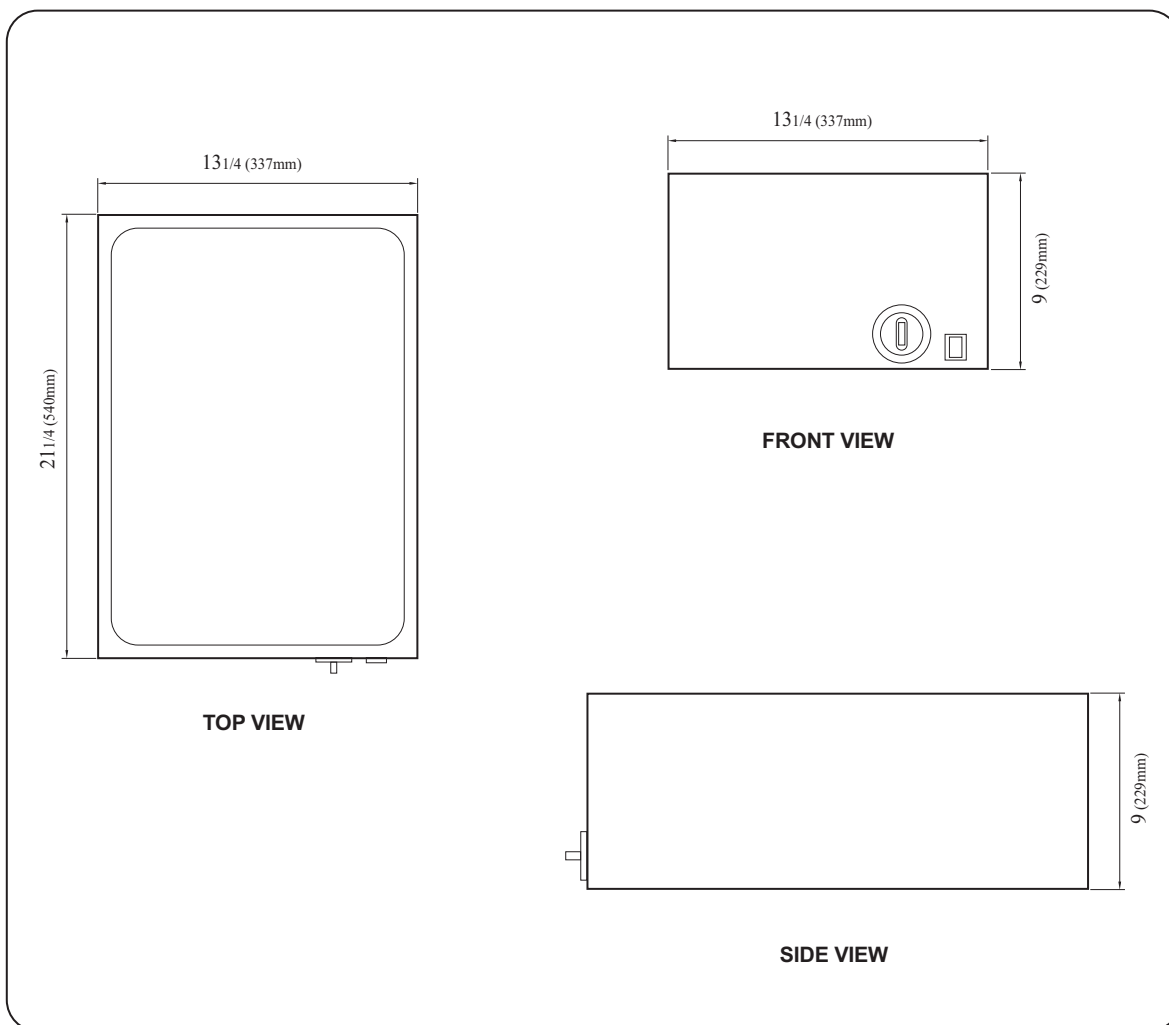
- Always ask & check:
1. Is the unit plugged in?
  2. Did I check the circuit breaker?
  3. Is the power switch on & pilot light glowing?
  4. Did I check the rating label? Am I operating this unit on proper voltage?

If the supply cord is damaged, it should only be replaced by an identical supply cord provided by the manufacturer. If the above checks out, and you still have problems, call a German Knife authorized service agency right away.

## SPECIFICATIONS

Voltage	Wattage	AMP	Capacity	Ext. Length (Inch)	Ext. Depth (Inch)	Ext. Height (Inch)
120V	1200W	10	22Qts.	13¼	21¼	9

### PLAN VIEW (UNIT: INCH)



# LIMITED WARRANTY

## Warranty Claims

German Knife / Radiance warrants that the equipment, as supplied from the factory to the end-user, is free from defects in materials and workmanship. Should any part be found defective resulting from normal use within the defined warranty period, German Knife / Radiance will gladly dispatch an authorized service agency to repair and/or replace necessary parts under the following conditions.

Repairs under this warranty are to be performed by a German Knife / Radiance authorized service agency only.

On-site warranty service calls within 100 miles of an authorized service company. End user is responsible for all extra travel and mileage at prevailing rates. No mileage or travel time is paid.

German Knife / Radiance will not be responsible for service parts and labor charges performed by non-authorized service companies.

All claims should include the model number, serial number, proof of purchase, date of installation, and all pertinent information supporting the alleged defect.

## PRODUCTS UNDER WARRANTY

***One year from the date of original installation or fifteen (15) months after shipment date from German Knife Radiance whichever occurs first.***

- Radiance Medium Duty Microwaves- NE/NM series (TMW-1100NE, TMW-1100NM, TMW-1100C)
- Radiance Ranges & Countertop cooking series (All TAR-, TARG-, TAHP-, TARB-, TAMG-, TATG-, TASP-, TAWR-)
- Radiance Steam Tables (RST-)
- Radiance Cheesemelters, Salamanders, Hand Wrappers (All TACM-, TASM-, RHW-, RFW-)
- Radiance Bakery Equipment (RBCO-, RBDO-, TDC-)
- German Knife Light Duty Slicer- LD series (GS-12LD)

***Two years from the date of original installation or twenty seven (27) months after shipment date from German Knife Radiance whichever occurs first.***

- German Knife Heavy Duty Meat Slicer- Automatic & Manual (GS-12A, GS-12M)
- German Knife Band Saw (All GBS-)

***One year from the date of original installation or fifteen (15) months after shipment date from German Knife Radiance whichever occurs first. Plus 2 additional years for Magnetron (part only)***

- Radiance Heavy Duty Microwaves- HD Series (TMW-1200HD, TMW-1800HD)

Stainless steel fabrication models such as sinks, work tables, equipment stands, wall shelves, utility carts are not covered under warranty unless damage is reported or claimed right after shipment is received not exceeding 3 days from receiving.

Any part covered under this warranty that is found by German Knife / Radiance to have been defective within the above time period is limited to the repair or replacement, including labor charges, of defective parts or assemblies. The labor charges shall include standard straight time labor charges only and reasonable travel time as determined by German Knife / Radiance.

## WHAT IS NOT COVERED BY THIS WARRANTY

German Knife / Radiance's sole obligation under this warranty is limited to either repair or replacement of parts, subject to the additional limitations below. This warranty neither assumes nor authorizes any person to assume obligations other than those expressly covered by this warranty.

- Equipment failure resulting from improper installation will not be honored under warranty. Examples are wrong utility connection and improper utility supply problems.
- Equipment that has not been maintained accordingly. Examples are calibration of controls, adjustment to pilots and burners, and damage from improper cleaning.
- Equipment that has not been used in an appropriate manner, alteration, neglect, abuse, misuse, accident, damage during transit or installation, fire, food, acts of God.
- Warranty is not transferrable and only applies in favor of the original purchaser.
- Equipment failure resulting from electrical power failure, use of extension cords, unstable power supply, low voltage, and voltage drops to the unit.

These warranties are exclusive and in lieu of all other warranties, including implied warranty and merchantability or fitness for a particular purpose. No consequential damages. German Knife / Radiance is not responsible for economic loss, profit loss or special, indirect, or consequential damages. There are no warranties which extend beyond the description on the face hereof.

Outside the U.S., this warranty does not apply to, and German Knife / Radiance is not responsible for, any warranty claims made on products sold or used outside the continent of the United States.