

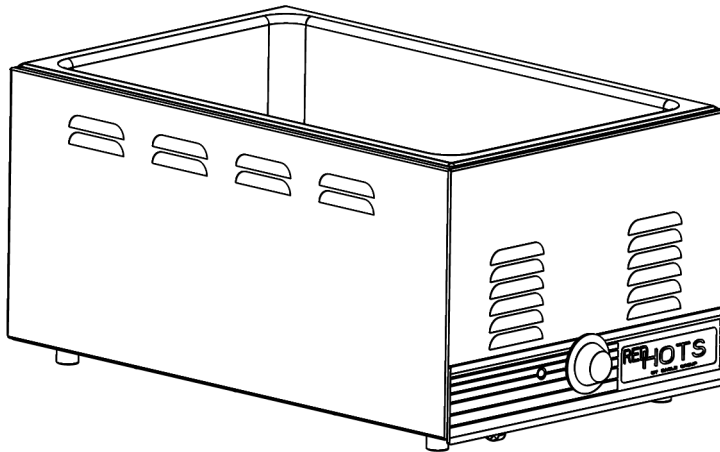
# Cooker/Warmers

## OPERATING INSTRUCTIONS

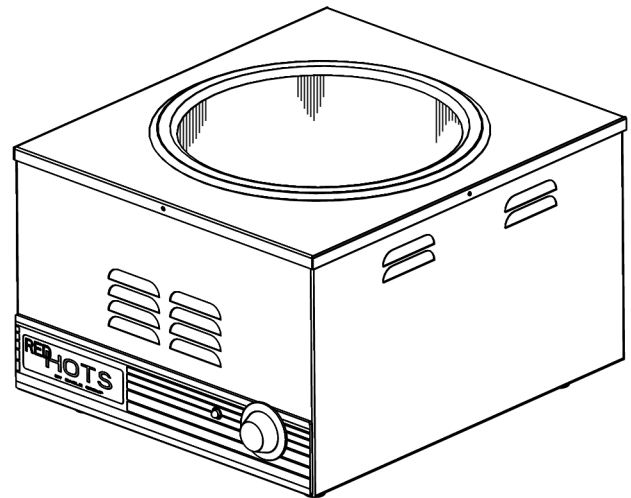
Models #1220CWD-120, 1220CWD-208, 1220CWD-240, 11QCW-120, 11QCW-208, 11QCW-240

### CAUTION

INSPECT CONTENTS IMMEDIATELY AND FILE CLAIM WITH DELIVERING CARRIER FOR ANY DAMAGE. **SAVE YOUR BOX AND ALL PACKING MATERIALS.** YOU ARE RESPONSIBLE FOR DAMAGE TO YOUR UNIT IF RETURNED IMPROPERLY PACKED.



COOKER WARMER



11Qt COOKER WARMER

These Eagle Cooker/Warmers are designed to be used as Food Warmers or as Light Duty Cookers. For holding food or cooking at temperatures below 212°F, it is recommended that the unit be used with water in the well. For cooking above 212°F, unit should be dry.

**During initial operation, a little smoke or odor may be detected. This will occur when the coating on the heating element burns off. This should stop after half hour of operation.**

The National Sanitation Foundation requires a minimum temperature of 150°F in the food product.

EG9815 Revised 12/22



- 100 Industrial Boulevard, Clayton, Delaware 19938-8903 U.S.A.
- Phone: 302/653-3000 • 800/441-8440 • Fax: 302/653-2065
- [www.eaglegrp.com](http://www.eaglegrp.com) • [www.eaglegrpnews.com](http://www.eaglegrpnews.com) • [www.eaglemhc.com](http://www.eaglemhc.com)

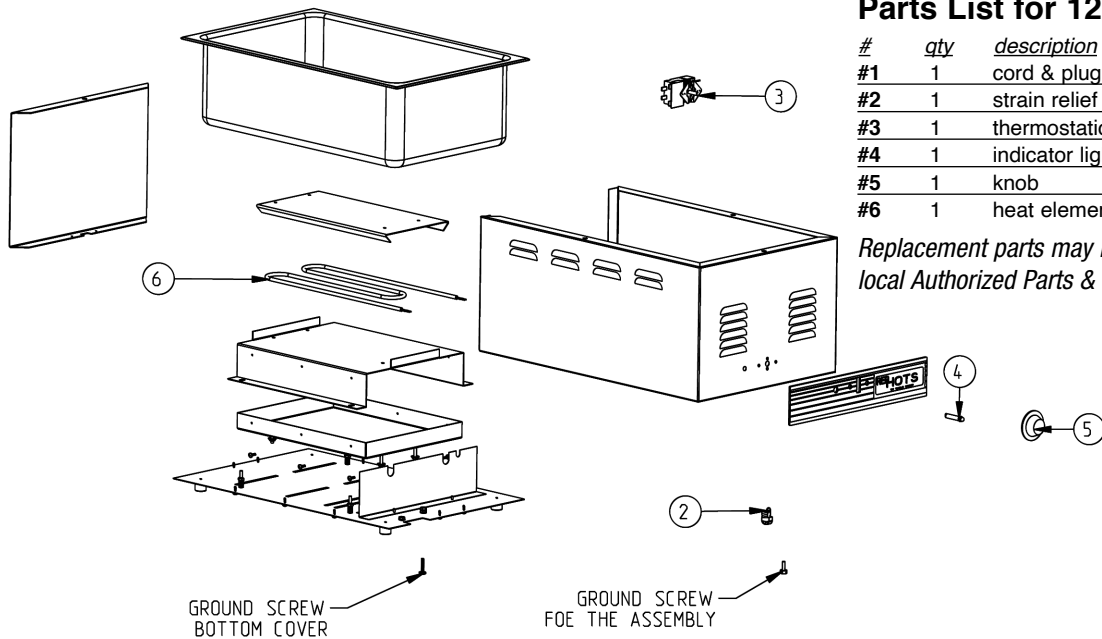
# Cooker/Warmers

## PARTS LISTS

### Parts List for 1220CWD

#	qty	description
#1	1	cord & plug (120V or 208V/240V)
#2	1	strain relief
#3	1	thermostatic control
#4	1	indicator light
#5	1	knob
#6	1	heat element (120V, 208V, or 240V)

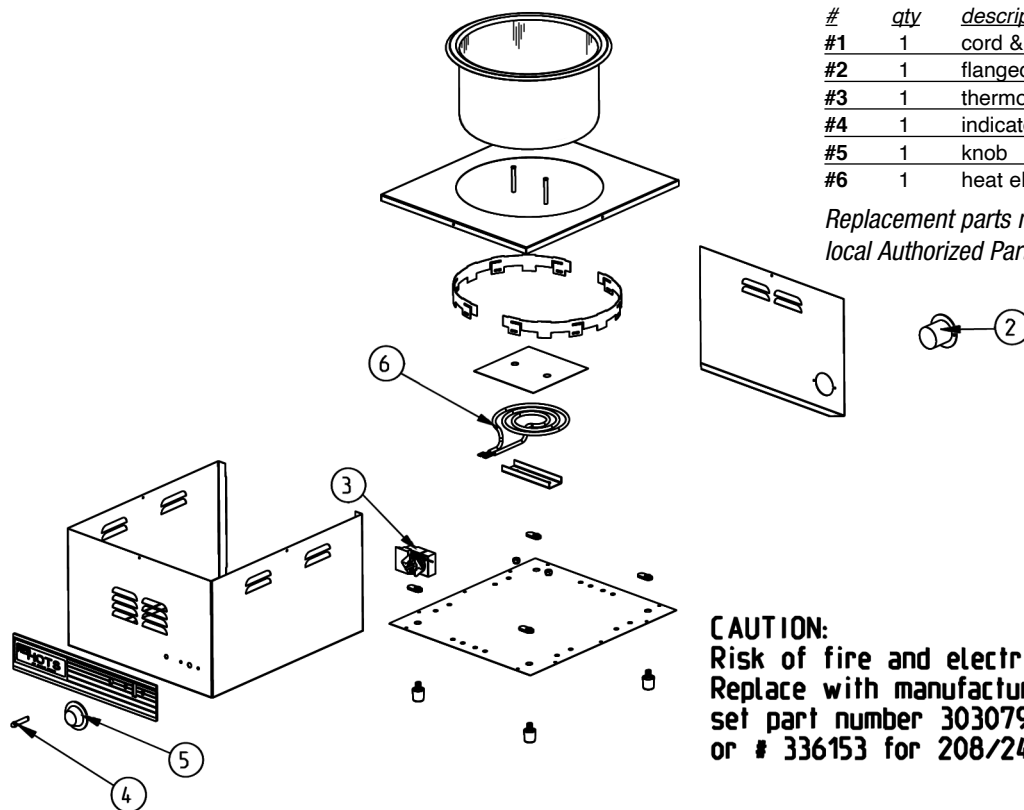
Replacement parts may be purchased through our local Authorized Parts & Service Center.



### Parts List for 11QCW

#	qty	description
#1	1	cord & plug (120V or 208V/240V)
#2	1	flanged inlet (120V or 208V/240V)
#3	1	thermostatic control
#4	1	indicator light
#5	1	knob
#6	1	heat element (120V, 208V, or 240V)

Replacement parts may be purchased through our local Authorized Parts & Service Center.



**CAUTION:**  
Risk of fire and electric shock.  
Replace with manufacturer's cord  
set part number 303079 for 120V  
or # 336153 for 208/240V units

# Cooker/Warmers

## OPERATING INSTRUCTIONS

### WET OPERATION WITH COVER

- 1) Fill bottom of well with 1/2" to 3/4" hot water and cover top opening.
- 2) Set dial to highest position for 15 minutes with well covered to preheat unit. Note: the indicator light is the set point for the control knob.
- 3) Adjust to desired setting for proper food temperature. This will vary with the type of food, type of pans and individual serving temperature.
- 4) To increase temperature, turn knob toward highest setting. To decrease, turn knob toward lowest setting. In some cases, it will be necessary to position knob between the lowest setting and off to achieve a lower temperature.
- 5) Change water, clean liner and wipe dry after every 24 hours of operation. Water may have to be added to pan during operation depending on operating time and temperature setting.
- 6) Food pans should be covered to maintain temperature when food is not being served and to prevent food from drying out.

### DRY OPERATION WITH COVER

Follow numbers 2, 3, 4, and 6 of "Wet Operation with Cover" as listed above.

*The above instructions are starting suggestions only and may be changed to suit your individual needs. With so many different applications for this item, it is impossible to have standard settings to suit all.*

**NOTE:** If unit is used dry, the bottom of well will take on a brown colored appearance where heater is located. The discoloration will not come off with normal cleaning procedures, but in no way will it affect the operation of the unit.

### **CAUTION:**

- (1) Do not immerse in water.
- (2) All repairs should be done by an authorized service agency.
- (3) Unit should be turned off when not in use. It is recommended that unit be disconnected from power supply by removing plug from receptacle or shutting off power disconnect switch.
- (4) Unit should be operated with feet provided to prevent overheating and damage to countertop or cord. Check feet every 30 days to assure they are tight.
- (5) Check cord and plug appearance for damage, cracking or deterioration. If visible, have both replaced by an authorized service agency.

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

# Cooker/Warmers

## WARRANTY

### General Terms

- Warranty does not cover any cost associated with maintenance, misuse, abuse, or improper installation.
- Warranty applies in the contiguous United States only.
- Eagle will cover mileage up to 2 hrs or 100 miles round trip up to a maximum of \$150.00 for approved warranty work, any overage is a customer responsibility.
- Any warranty work must be authorized by Eagle's service department before the repair appointment.
- The cost of warranty work cannot exceed the cost of the original item.
- Warranty does not cover items purchased as excess, seconds, or closeout inventory.
- Repair parts will be sent on ground transportation, air options available at customer expense.
- All purchases made by the Buyer from the Seller are subject to the seller's warranty and return policy.

### Limited Warranty for Eagle Products

Metal Masters Foodservice Equipment Co Inc. d/b/a Eagle Group or Eagle Foodservice Equipment ("Eagle") hereby warrants to you, the original purchaser and end-user ("you" or "your"), that the products manufactured by Eagle that you purchased which accompany this Limited Warranty ("products") shall be free from defects in materials and workmanship under normal use consistent with the accompanying documentation for a period of one year from the date of the original installation of the equipment, not to exceed 18 months from date of shipment from Eagle. Some exclusions apply, outlined below are the product offerings that have their own individual warranty standards.

Warranty provided is limited to repair, replacement, or refund of the purchase price of the affected goods. Seller shall not be liable for any indirect, special, incidental, punitive, or consequential damages of any kind including loss of use, loss of revenue, or interruption of business.

Failure to have service work approved before work is performed shall not be covered under this warranty. Use of an unauthorized agency will void the warranty.

The warranty covers substantiated travel expenses for up to 2 hours or 100 miles round trip up to a maximum of \$150.00. Any additional costs due to installations that require extra work, time, or travel to gain access to service are the sole responsibility of the equipment purchaser. Any exceptions to these travel and access limitations must be pre-approved by the factory Service Manager.

Accessory items such as faucets, electronic eye faucets, drains, pre-rinse units are covered by a limited warranty of 90 days, unless individual manufacturer warranty allows for additional time.

Eagle also provides individual limited warranties concerning specific product categories.

*Eagle also provides the following individual limited warranties concerning specific categories...*

### Eagle Hot Food Tables, Cold Pan Units, Portable Warming Equipment, Heated Drawers, and Transport Holding Cabinets

Eagle will warrant for 12 months from the date of shipment from the factory or 6 months from the date first placed into service (whichever comes first). Eagle will replace any defective part or component material upon demonstration to its satisfaction that a breach of warranty did not exist. This warranty does not cover any cost associated with maintenance, misuse, abuse, improper installation, pilot light adjustments, pilot outage, improper ventilation, adjustments, alteration, calibration, wrong voltage, wrong gas, voltage or gas conversions, resetting of circuit breakers, or safety controls, overtime charges, mileage in excess of 100 miles, operation contrary to the installation and operating instructions, damage caused by flood, fire or acts of God. The warranty shall not apply if the nameplate has been removed or altered.

### Eagle Cooking Equipment—including but not limited to all Gas and Electric Griddles, Charbroilers, Hot Plates and Fryers

Eagle will warrant for 12 months from the date of shipment from the factory or 6 months from the date first placed into service (whichever comes first). Units intended for other than household use. These commercial appliances must be installed within surroundings and ventilation requirements as dictated by National and/or local code.

This warranty does not cover any cost associated with maintenance, misuse, abuse, improper installation, pilot light adjustments, pilot outage, improper ventilation, adjustments, alteration, calibration, wrong voltage, wrong gas, voltage or gas conversions, resetting of circuit breakers, or safety controls, overtime charges, mileage in excess of 100 miles, operation contrary to the installation and operating instructions, damage caused by flood, fire or acts of God. The warranty shall not apply if the nameplate has been removed or altered.



- 100 Industrial Boulevard, Clayton, Delaware 19938-8903 U.S.A.
- Phone: 302/653-3000 • 800/441-8440 • Fax: 302/653-2065
- [www.eaglegrp.com](http://www.eaglegrp.com) • [www.eaglegrpnews.com](http://www.eaglegrpnews.com) • [www.eaglemhc.com](http://www.eaglemhc.com)

Eagle Foodservice Equipment, Eagle MHC, and SpecFAB® are divisions of Eagle Group. ©2022 by the Eagle Group