



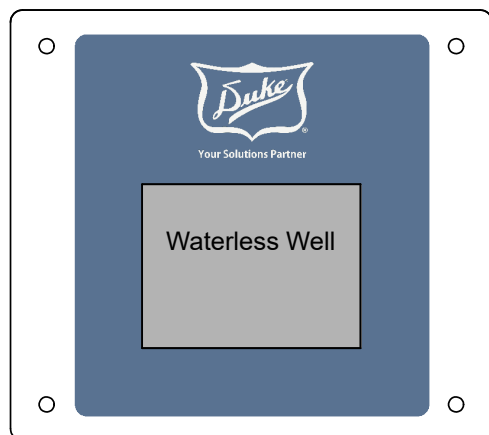
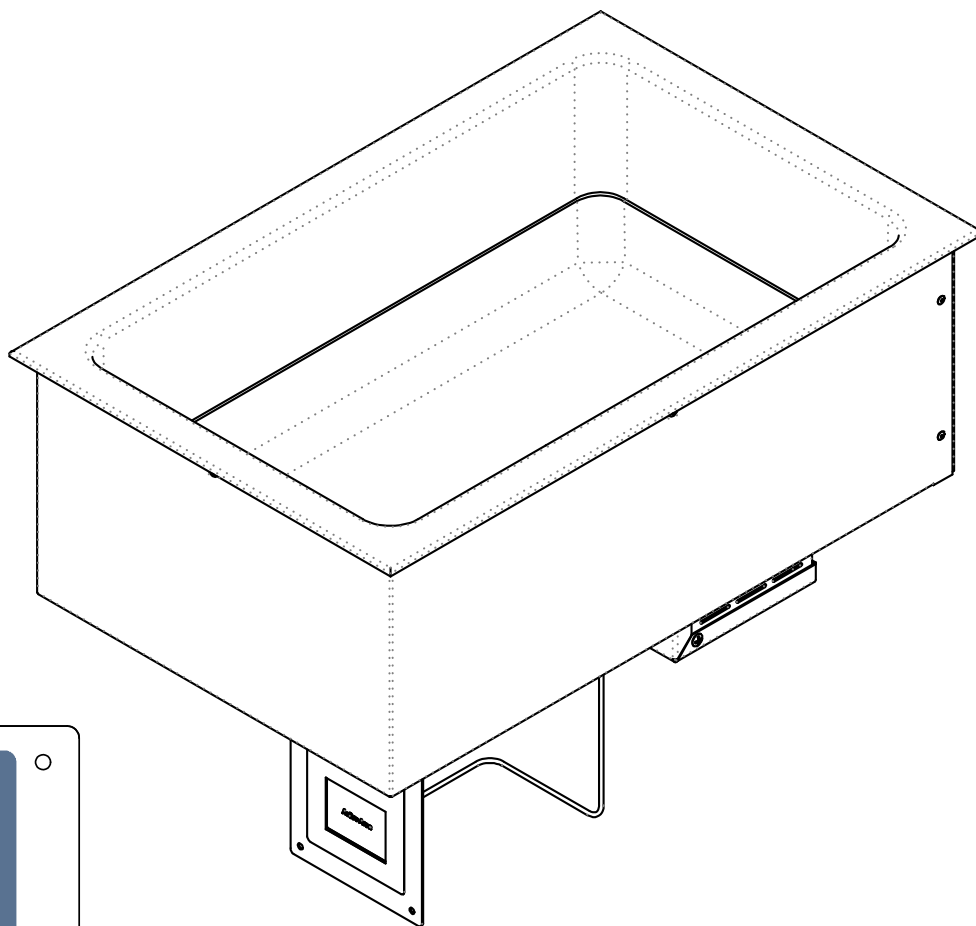
Your Solutions Partner

Installation and Operation Manual

Drop-In Waterless Well

Model:

WW-1



CAUTION: Please read this manual completely before attempting to install, operate or service this equipment

 **WARNING for CA residents:** go to www.dukemfg.com/prop65 for prop 65 warning

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**P/N 229894
REV L 05/14/2024**



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IMPORTANT SAFETY INSTRUCTIONS

Throughout this manual, you will find the following safety words and symbols that signify important safety risks with regards to operating or maintaining the equipment.



Indicates a hazardous situation which, if not avoided, could result in death or serious injury.



Indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.



Indicates Important Information



Indicates electrical shock hazard which, if not avoided, could result in death or serious injury and/or equipment damage.



Indicates hot surface which, if not avoided, could result in minor or moderate injury.

The device is not suited for direct washing with a water jet. Therefore, do not use a pressure water jet to clean the device!

In addition to the warnings and cautions in this manual, use the following guidelines for safe operation of the unit.

- Read all instructions before using equipment.
- For your safety, the equipment is furnished with a properly grounded cord connector. Do not attempt to remove or disconnect the grounded connector.
- Install or locate the equipment only for its intended use as described in this manual.
- Do not use corrosive chemicals on this equipment.
- Do not operate this equipment if it has a damaged cord or plug, if it is not working properly, or if it has been damaged or dropped.
- This equipment should be serviced by qualified personnel only. Contact the nearest Duke authorized service facility for adjustment or repair.
- Do not block or cover any openings on the unit including providing free air flow around the fan unit.
- Do not immerse cord or plug in water.
- Keep cord away from heated surfaces.
- Do not allow cord to hang over edge of table or counter.
- Turn the unit off, disconnect the power source and allow unit to cool down before performing any service or maintenance on the unit.
- The procedures in this manual may include the use of chemical products. You must read the Material Safety Data Sheets before using any of these products.
- The unit should be grounded according to local electrical codes to prevent the possibility of electrical shock. It requires a grounded receptacle with dedicated electrical lines, protected by fuses or circuit breaker of the proper rating, in accordance with all applicable regulations.
- Disposal of the unit must be in accordance with local environmental codes and/or any other applicable codes.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:
 1. This device may not cause harmful interference, and
 2. This device must accept any interference received, including interference that may cause undesired operation.
- Changes or modifications to this equipment not expressly approved by the DUKE Manufacturing Co. will void the user's authority to operate the equipment.



**ELECTRICAL SHOCK HAZARD UNIT MUST BE SAFETY GROUNDED, EARTHED.
DO NOT MODIFY, DEFEAT ELECTRICAL CONNECTIONS OR ALTER PLUG.**

ELECTRICAL CONNECTIONS

⚠ WARNING BEFORE CONNECTING THE UNIT TO THE POWER SOURCE, VERIFY THAT THE VOLTAGE AND PHASE OF THE POWER SOURCE ARE IDENTICAL TO THE VOLTAGE AND PHASE INFORMATION ON THE DATA LABEL.

⚠ WARNING
ALL MAINS DISCONNECT MUST BE INCORPORATED IN THE FIXED WIRING IN ACCORDANCE WITH LOCAL WIRING RULES

EARTHING INSTRUCTIONS

1. THE UNIT MUST BE GROUNDED. Grounding reduces risk of electric shock by providing an escape wire for the electric current if an electrical short occurs. This unit is equipped with a cord having a grounding wire with a grounding plug. The plug must be plugged into a receptacle that is properly installed and grounded.
2. Consult a qualified electrician or service agent if grounding instructions are not completely understood, or if doubt exists as to whether the unit is properly grounded.
3. DO NOT USE AN EXTENSION CORD. If the product power cord is too short, have a qualified electrician install a three-slot receptacle (or the country specific receptacle for International Units). This unit should be plugged into a dedicated circuit with the electrical rating as provided on the product data plate.

INSTALLATION CODES AND STANDARDS

In the United States, the Unit must be installed in accordance with the following:

4. State and local codes.
5. National Electrical Code (ANSI/NFPA No. 70, latest edition) available from the National Fire Protection Association, Batterymarch Park, Quincy, MA 02269.
6. Vapor Removal from Cooking Equipment, (NFPA-96, latest edition) available from NFPA.
7. Sealed to the counter upon which the equipment is placed per NSF/ANSI 4 standard.

In Canada, the Unit must be installed in accordance with the following:

1. Local codes.
2. Canadian Electrical Code (CSA C22.2 No. 3, latest edition) available from the Canadian Standards Association, 5060 Spectrum Way, Mississauga, Ontario, Canada L4W 5N6.

For CE Units, the Unit must be installed in accordance with the following:

1. Local codes.
2. European (IEC/CENELEC) Electrical Code

EXTERNAL EQUIPOTENTIAL BONDING TERMINAL (EXPORT ONLY)

1. This equipment has supplemental bonding terminal. The terminal provides an external bonding connection used in addition to the earthing prong on the plug. The terminal provides a connection for bonding to the equipment enclosure. The external equipotential bonding terminal located on the rear outside surface of the unit, the terminal is marked with the symbol to the right.



INTRODUCTION

Important to Note:

- This unit has been designed to hold and maintain your hot products to the NSF4 standard.
- Wells can be expected to reach set point temperature within a 30 to 60-minute time frame.

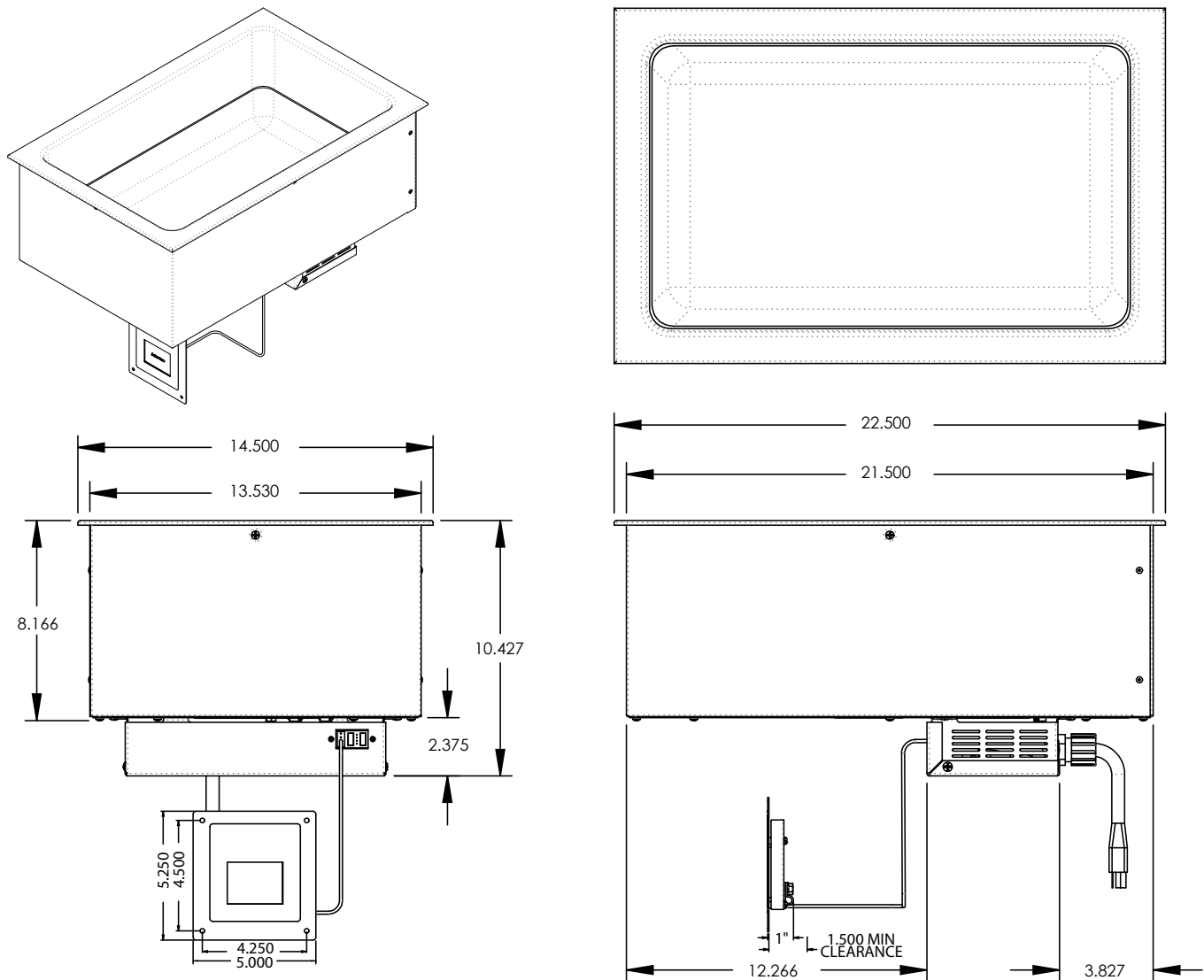
CAUTION NEVER add water

RECEIVING AND INSPECTION

UNPACKING UNIT

- Inspect the shipping carton and/or container, carefully noting any exterior damage on the delivery receipt
- Note any damage not evident on the outside of the shipping container (concealed damage). Contact the carrier immediately and file a damage claim with them.
- Save all packing materials when filing a claim. Freight damage claims are the responsibility of the purchaser and are not covered by the warranty.
- Report any dents or breakage to source of purchase immediately.
- **Do not attempt to use unit if damaged.**
- Remove all materials from unit interior.
- Remove unit from carton.
- If unit has been stored in extremely cold area, wait a few hours before connecting power.

SPECIFICATIONS



Agency Listings:



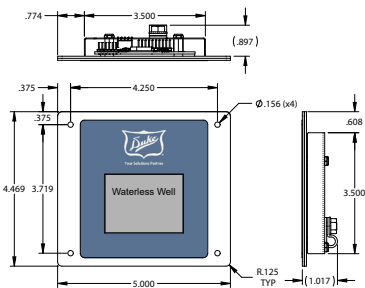
ELECTRICAL SPECIFICATIONS:

Model	Volts 60Hz	Watts	Amps	NEMA
WW-1-120	120	665	5.6	5-15
WW-1-208/240	208/240	500/665	2.4/2.8	6-20

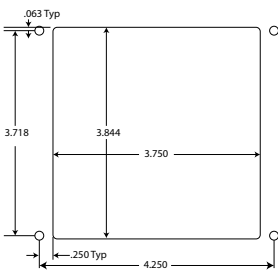
DIMENSIONS:

Model	Height		Width		Length		Cutout				Cube ft.	Crated Ship Weight	
							Width		Length				
	In.	cm	In.	cm	In.	cm	In.	cm	In.	cm	Crated	Lbs.	Kg
WW-1	10.5	26.7	14.5	36.8	22.5	57.2	13.88	35.0	21.75	55.3	3.82	25	11.34

Control Specifications



Control Cutout

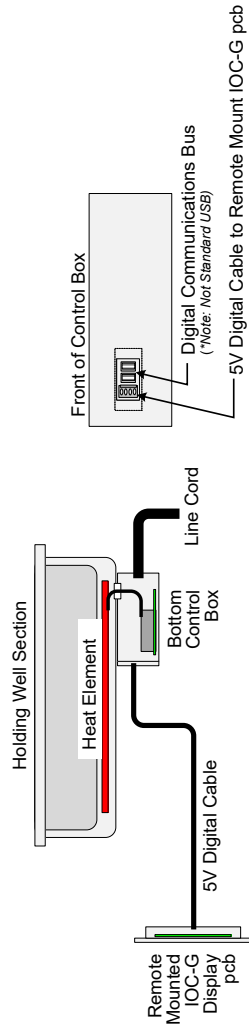


Freight Class: 100

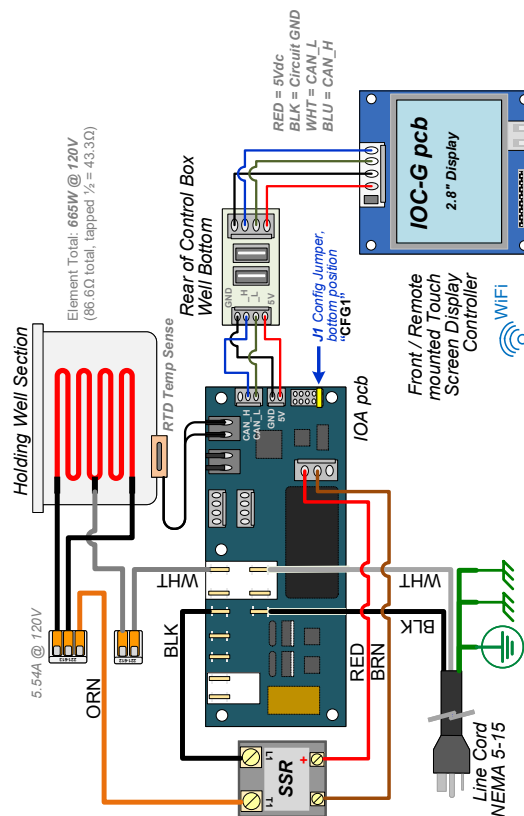
WIRE DIAGRAM

ELC0442 Wire Diagram Dry Well

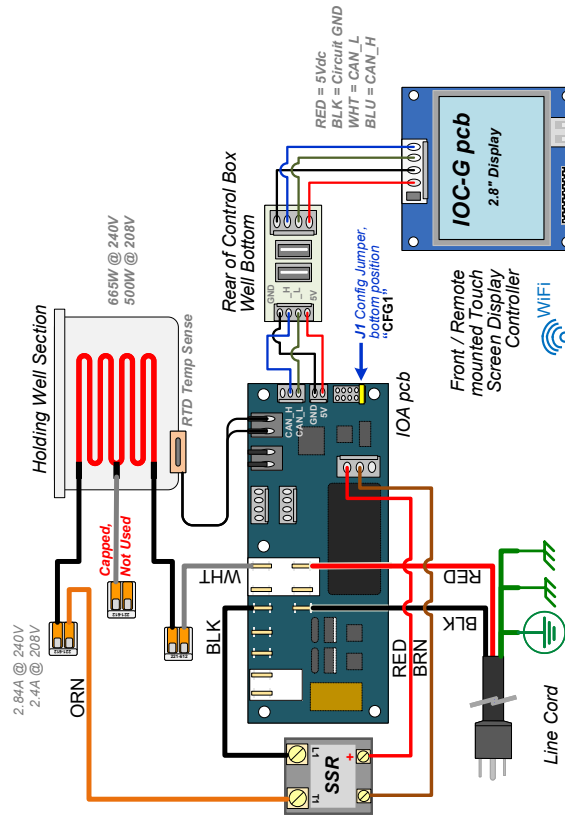
Rev. A 5/24/2021



120V Line Supply Configuration



208V & 240V (1P) Line Supply Configuration



INSTALLATION

WARNING Risk of electrocution!

Device may cause injuries due to improper installation!

Before installation, check the data of the local power grid with the technical specifications of the unit (see nameplate). Connect the device only if they match! Follow the safety instructions!

- The unit must be installed by a qualified technician.
- The unit must be secured in accordance with local electrical codes.

Step 1

Set unit in desired place and level.



NOTE: Adjustment can be made by turning the legs using adjustable pliers.

Step 2

If needed cutout top to size indicated on specification sheet page.

Step 3

Remove tape backing.

Step 4

Drop unit into place and silicon edges.

Step 5

Locate controls to body of unit. See Specification page for cut out size.

Step 6

Connect unit to control.

Step 7

Turn power see operation instructions.

OPERATION

WARNING

- The device may only be operated when connected to a properly installed grounded socket.
- Make sure that the cable does not come into contact with heat sources or sharp edges.

CAUTION



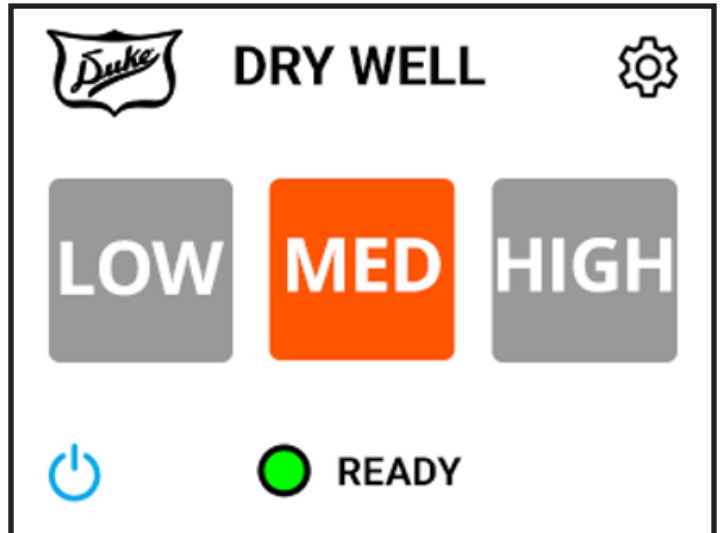
Hot surface! During operation, some parts of the device become very hot. To avoid burns, do not touch hot parts.

- Do not use this device if it is not working properly or is damaged.
- Do not use any accessories and spare parts which are not recommended by the manufacturer. These could pose a hazard to the user or cause damage to the device and cause personal injury, and also void the warranty.
- Do not move the device during operation and do not tip it over.
- Never heat food or liquids in sealed containers or bottles. This builds up a pressure which can cause the container or bottle to explode.
- The unit must not be used as a storage area. Accidental activation or residual heat can cause objects left there to melt or burn.
- Do not place food directly in the unit. All foods should always be placed in appropriate food pans.

OPERATION

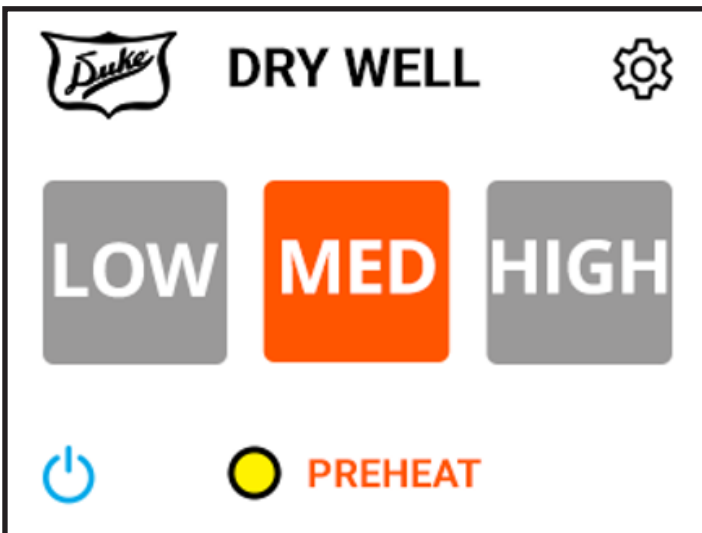
1 Press power button  to turn on unit.

3 Display changes to "READY" after the Dry Well reaches temperature for preset.



2 The runtime screen appears. Unit is in "preheat mode". Select temp setting, Low Mid or High

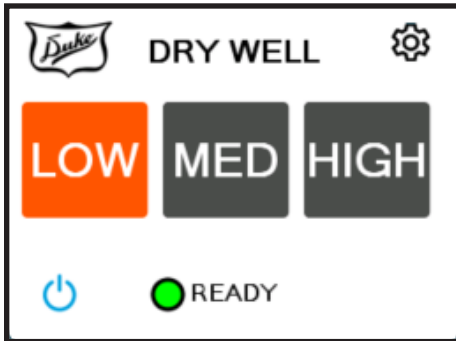
4 Waterless Well must be full of pans during use. If any section of the well is not being used to hold product, it must be filled with an empty pan and lid.



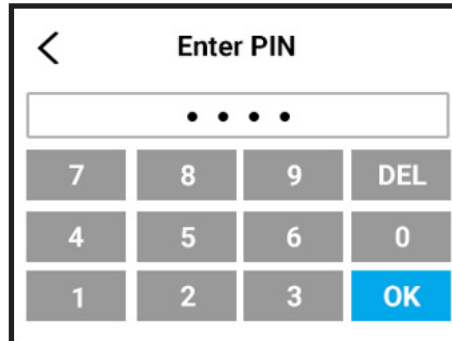
5 Press power button  to turn off unit.

OPERATION - Changing Settings

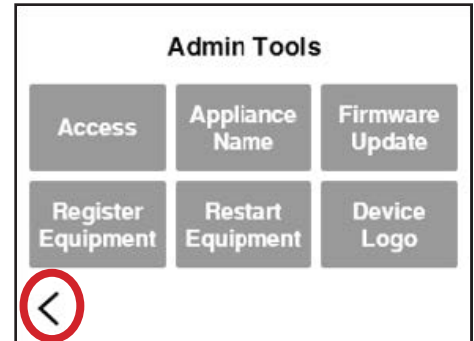
1 Press settings button  to enter General Settings Screen.



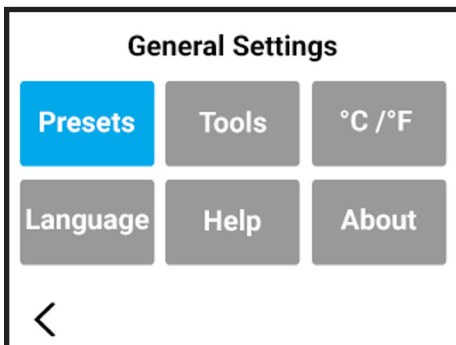
4 Enter pin number. "0654" and select OK.



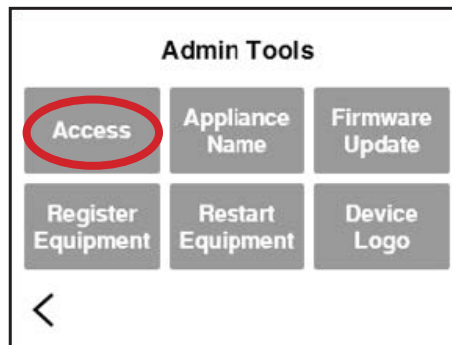
7 You will need to select the back arrow 2 times to get back to the General Settings screen.



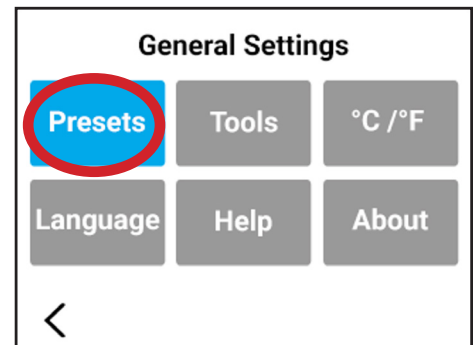
2 Press "Tools" to enter the Dry Well Config screen



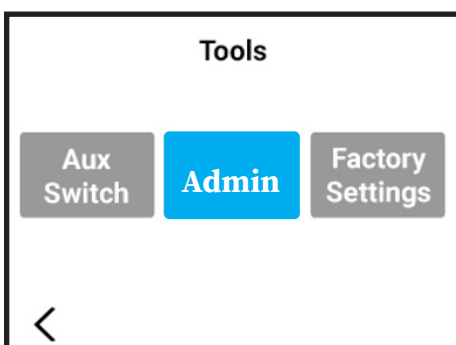
5 Press "Access."



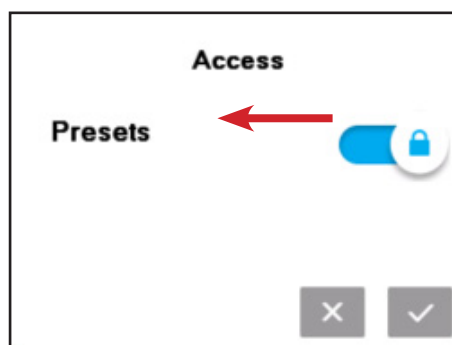
8 Press the Presets button to enter the Dry Well Configuration page.



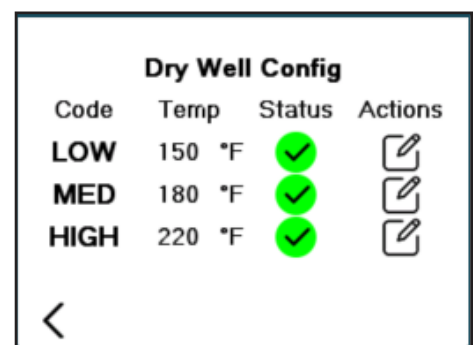
3 Press "Admin" button.



6 Slide the lock icon to unlock the presets. Press the check ✓ to save the setting.

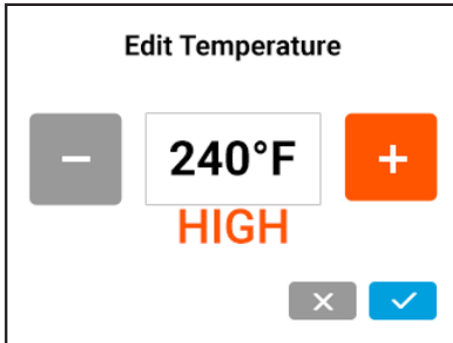


9 Select the edit icon  next to the code to be reprogrammed.



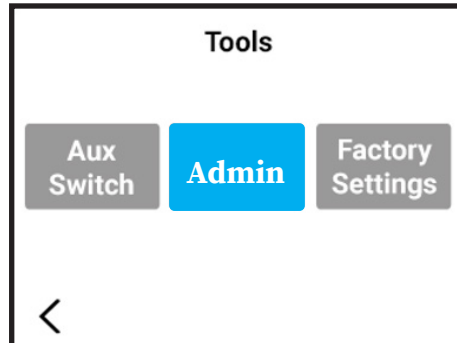
OPERATION - Changing Settings

10 Using the plus or minus buttons set the new temperature and touch the check "✓" to save. To abort touch the X button.



 **NOTE:** Settings are not food temperatures.

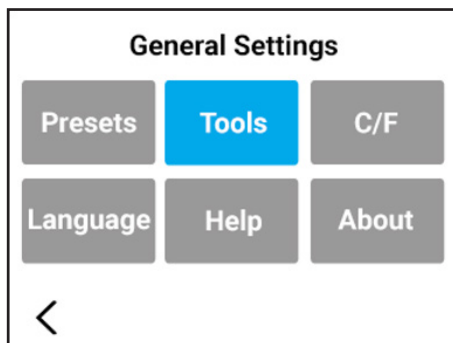
12 Press "Admin."



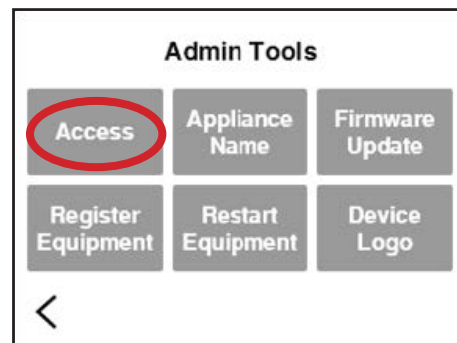
14 Slide the lock icon to lock the presets, Press the check to save the setting.



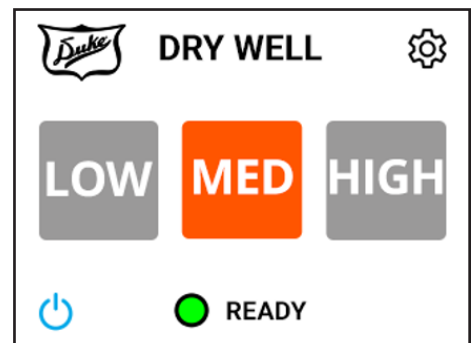
11 Pressing the back arrow will take you to the General setting screen where you press "Tools"



13 Press "Access."



15 Press the back arrow 3 times to return to the main screen



CLEANING

- Before cleaning the unit, switch it off with the  button.
- Leave the unit to cool.
- Remove liner and clean with warm soapy water.
- Finally, wipe the unit down with warm soapy water.
- All housing parts are made of stainless steel and can be cared for and treated with commercially available stainless steel cleaning products.
- Do not use abrasives, steel wool or similar.
- After cleaning, use a soft cloth to dry and polish the surface.



**The device is not suited for direct washing with a water jet.
Therefore, do not use a pressure water jet to clean the device!**

TROUBLESHOOTING

SYMPTOM	CAUSE	REMEDY
Element Does Not Heat:	Electrical power disconnected	Plug in unit
	Power source circuit breaker tripped	Check circuit breaker and reset
	Corroded or loose connections	Check and tighten all connections



Duke Manufacturing Co.
2305 N. Broadway
St. Louis, MO 63102

Phone: 314-231-1130
Toll Free: 1-800-735-3853
Fax: 314-231-5074

www.dukemfg.com