



PROVEN & TRUSTED SINCE 1952

Countertop Warmer

GCW Series

Operation & Service Manual



MODELS:

2-Pan: GCW-2/1

3-Pan: GCW-3/1



CAUTION: Read instructions before using this appliance.

GILES Food Service Equipment

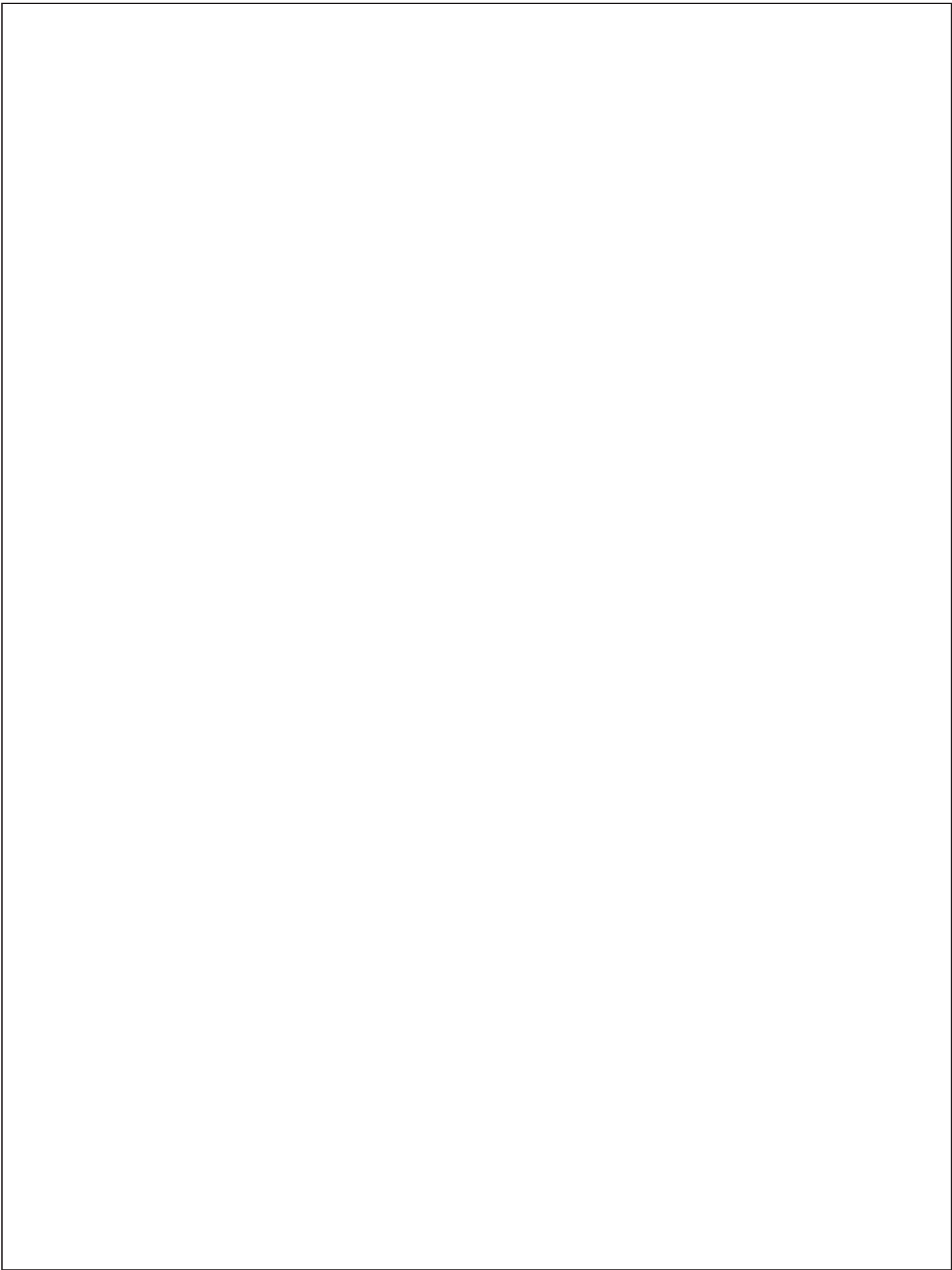
ISO 9001-2015 Certified

2750 Gunter Park Drive West • Montgomery, AL 36109 USA

Phone 334.272.1457 • Fax 334.239.4117 • Phone Toll Free 800.554.4537

Website: www.gfse.com • Email: services@gfse.com

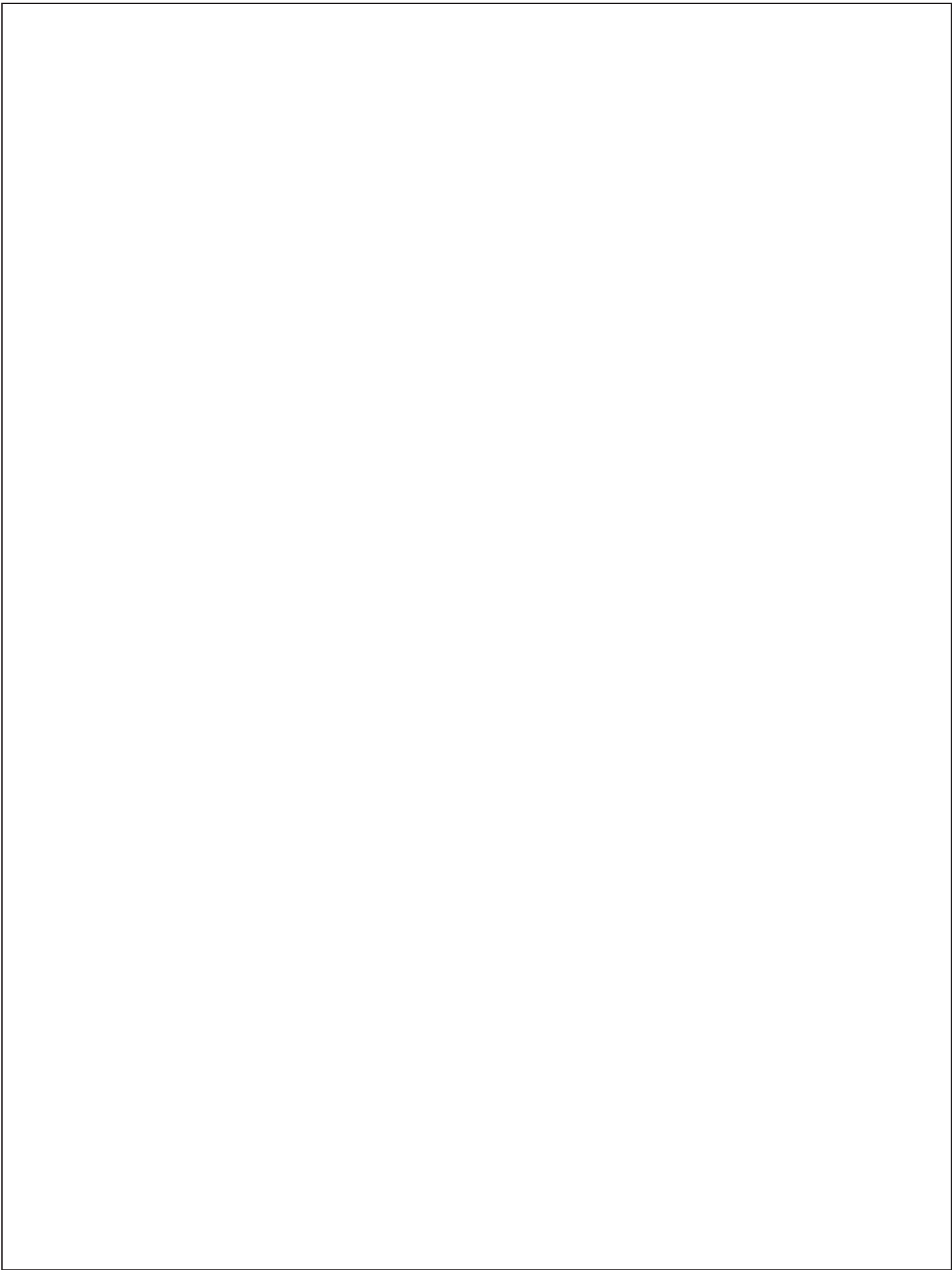
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LIMITED WARRANTY

- Subject to the terms and conditions of this Limited Warranty as herein stated, all Giles Enterprises Inc. (hereafter referred to as "Giles") food service equipment and parts purchased new from an authorized Giles representative are warranted as to defects in material or workmanship for a period of twenty-four (24) months from the date of installation, provided, however, that with regard to labor costs in connection with this warranty, see below. All installations must be made by a qualified installing agency in accordance with all applicable codes and/or regulations in the jurisdiction in which installed. Limited warranty coverage is extended only to the original owner and is void if the unit is resold.
- During the Limited Warranty period, Giles will replace or recondition, at its factory, any part or parts of this unit which Giles inspectors judge defective, provided the unit has been properly installed, subjected to normal usage, and operated and maintained in accordance with specified procedures. This Limited Warranty does not cover cosmetic damage, and damage due to acts of God, accident, misuse, alteration, negligence, abuse, or use of unorthodox repair methods. All parts replaced under this Limited Warranty carry only the unexpired term of this Limited Warranty. Limited Warranty service may be furnished only by an authorized Giles service representative.
- If Limited Warranty service is requested, Giles will dispatch factory-authorized service representatives to inspect, repair, recondition, or replace units of its manufacture with such labor being rendered without cost to owner for twenty-four (24) months from the date of installation. Otherwise, service, including labor and transportation charges or other expenses, in connection with the removal or installation of any part or parts supplied under this Limited Warranty, are specified on the original sales contract between the purchaser and the authorized Giles representative.
- **Failure to use Giles OEM replacement parts and Giles OEM filters may void this Warranty.**
- Giles reserves the right to change or improve its equipment and/or parts in any way without obligation to alter such equipment or parts previously manufactured.
- Giles makes no further warranties, express or implied, including implied warranties of merchantability or fitness for a particular purpose, and has no other obligation or liability not specifically stated herein.
- Repair or replacement as provided under this limited warranty is the exclusive remedy. Giles shall not be liable for any incidental or consequential damages for breach of any express or implied warranty on this product, except to the extent prohibited by applicable law. Any implied warranty of merchantability or fitness for a particular purpose on this product is limited in duration to the duration of this limited warranty.
- Used Giles food service equipment or parts, or Giles food service equipment or parts not purchased from an authorized Giles representative, carry no warranties, express or implied.



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Safety Overview:

The information contained in this manual has been prepared to describe the proper procedures for safely installing, operating and maintaining **Giles Food Service Equipment**.

 **Hazard alert** symbols are used along with key words **DANGER**, **WARNING** & **CAUTION** throughout the manual to alert users to potential personal injury hazards and/or poor operating practices. The alert will precede precautionary information in regard to avoiding the hazard or practice. Adhere to all information presented to avoid possible injury, or even death. Failure to do so may also void the factory warranty.

Suggested, recommended, or other noteworthy information will be identified as **NOTES**, or will be labeled as **IMPORTANT!**.

Additionally, certain words are used to indicate specific meaning or to add emphasis as follows: **Shall** - refers to a mandatory action; **Should** - refers to an advised action; **May** - refers to a permissible action; **Will** - indicates that a future event or condition is likely to occur.



This product can minimally expose users to materials containing lead, nickel, aluminum, cadmium, brass, carbon, copper or BPA which are known in the state of California to cause cancer, birth defects and other reproductive harm. For more information go to: www.p65warnings.ca.gov.



Indicates an imminently hazardous situation which, if not avoided, will result in serious personal injury, even death.



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



Indicates a potentially hazardous situation which, if not avoided, may result in minor to moderate injury. This notification is also used as an alert to unsafe practices.



If used without the hazard alert symbol, indicates a potential situation which, if not avoided, may result in equipment and/or property damage, and may void the factory warranty.

NOTE / IMPORTANT!

Identifies suggested, recommended, or other important information.

Specific Safety Precautions:

For your safety, please observe the following precautions when operating or servicing this *GILES* Food Service Equipment. Adhering to the following important safety information will help to prevent personal injury and/or damage to the equipment, or property.

DANGER

- Before cleaning or performing maintenance, place **POWER** switch in **[OFF]**. Unplug power cord or turn **OFF** power at the electrical panel supplying power to remove all power from the appliance.
- **DO NOT** wash down the interior or exterior with water from a spray hose.
- Failure to comply with **DANGER** notices will result in serious injury, even death; or damage to equipment and/or property and may void the factory warranty.

WARNING

- The power receptacle intended as power source for this equipment must be electrically grounded in accordance with local code, or in the absence of local code, in accordance with the *National Electrical Code, NFPA 70*. Improper grounding may result in electrical shock to user.
- Check the rating label on the unit to determine proper power supply required. Consult with a professional electrician, or other qualified service technician, to ensure that circuit breakers and wiring in the power source circuit are of sufficient rating and gauge to power this equipment. A wiring diagram has been provided with the unit.
- Improper installation, adjustment, alteration, service, or maintenance could result in serious injury, even death; equipment and/or property damage; and will potentially void the factory warranty.
- **DO NOT** use or store flammable liquids, or materials that can produce flammable vapors, in the vicinity of this or any other appliance!
- Spillage of food products, or water, onto floor areas can create a potential slipping/fall hazard for users and patrons. Immediately clean up any spillage that occurs.
- Failure to comply with **WARNING** notices could result in serious injury, even death; damage to equipment and/or property; and will potentially void the factory warranty.

Specific Safety Precautions:

CAUTION

- The appliance must remain in a horizontal position.
- Exercise care when removing the unit from shipping pallet.
- **DO NOT** operate the appliance, unless you are familiar with the components and controls, and fully understand their intended functions, see **Section 3**. Closely follow the procedures and instructions in order to avoid equipment damage or malfunction.
- **To avoid personal injury, it is recommended that personal thermal protection (gloves / oven mitts) be worn while tended the appliance.** Certain parts of the unit, including food pans and food products will be very **HOT**. Temperature inside the unit can exceed **150°F (65.5°C)**. Surfaces of the upper ceramic heaters can reach an excess of **400°F (204.5°C)**. Exercise caution when handling food pans, cleaning and servicing the unit.
- Prior to sale, cooked food products must be maintained at a minimum holding temperature of **150°F (65.5°C)**, or in accordance with prevailing local health department regulations.
- Be sure the appliance is positioned on a stable counter-top location that is substantial enough to support the weight of the equipment plus the food items. Some jurisdictions may also require that the appliance be securely anchored to the counter ... check local code.
- Allow the appliance to cool **15-20 minutes** before cleaning or servicing.
- The 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 adequate instruction and/or supervision concerning its use by a person responsible for their safety.
- Any repairs required should be performed by qualified kitchen equipment service technicians. **Warranty repairs must be performed by factory-authorized service agents.**
- Control components exposed on the rear of the appliance are impact-sensitive. To avoid damage and maintain proper operation, exercise care when tending the appliance or when using carts or rolling tables near it.
- **DO NOT** install the unit near combustible walls and materials. Failure to maintain safe distance may result in fire.
- When cleaning the appliance:
 - **DO NOT** steam clean.
 - **DO NOT** use products containing chlorine, or other corrosive chemicals.
 - **DO NOT** use abrasive products, steel wool or scouring pads.
 - **DO NOT** use oven cleaners.
- **DO NOT** modify, add attachments, or otherwise alter this equipment!
- Failure to comply with **CAUTION** notices may result in damage to equipment or property, and void the factory warranty.

NOTE:

- Users must comply with all appropriate state and local Health Department regulations regarding cleaning & sanitation of all foodservice equipment.
- *GILES* assumes no responsibility in regard to code compliance during installation & operation of this equipment. Customer is responsible for obtaining all of the necessary approvals from ***Authorities Having Jurisdiction (AHJ)***.

1. Introduction

Thank you for choosing the **Model GCW Counter-Top Warmer** manufactured by Giles Enterprises, Inc., Montgomery, AL USA, hereafter referred to as "**Giles**". The unit comes as either a 3-well (**GCW-3/1**) or 2-well (**GCW-2/1**) model. You may have either of two (2) different serving configurations: a). Standard **Full-Service (FS)**, or b). **Optional Customer Self-Service (SS)**.

The appliance is specifically designed for counter-top applications. **GCW** models accommodate 2 or 3 full-size Gastro-nome pans, or many other possible layouts with different pan sizes. Variable heat is provided by a bottom foil heater (2 well...530W, 3 well...795W) and two (2) or three (3) 300W top ceramic infrared heaters. To maintain displayed food at the optimum holding and serving temperature, upper heat is thermostatically controlled and the bottom heat is controlled with an infinitely variable rheostat. Energy-efficient LED lighting provides 2500K color temperature lighting to highlight your menu selections.

To help protect your investment in this equipment, we recommend taking a few moments to familiarize yourself with the information in this manual pertaining to appliance operation, cleaning and maintenance. Please read these instructions before proceeding with installation and use of the appliance. Doing so can help minimize potential for malfunctions, costly downtime and future repair expense. With proper care and maintenance the unit will provide years of reliable, trouble-free service.

Please retain this Manual for future reference.

1.1 Construction

Constructed primarily of series 304 stainless steel. Tempered glass enclosure. Server-side sliding tempered glass doors. Infrared ceramic top heat. Foil mat lower heat.

1.2 Standard Features

Temperature Control - Bottom heat control with infinitely variable rheostat control ... Top ceramic heat is thermostat controlled; range 100 to 200°F [38 to 93°C].

Lighting - Two (2) energy-efficient, 2500K color temperature LED lighting assemblies provide optimum display.

Curved Glass - Allows maximum visibility of products. Hinged at the bottom to stay open for easy cleaning.

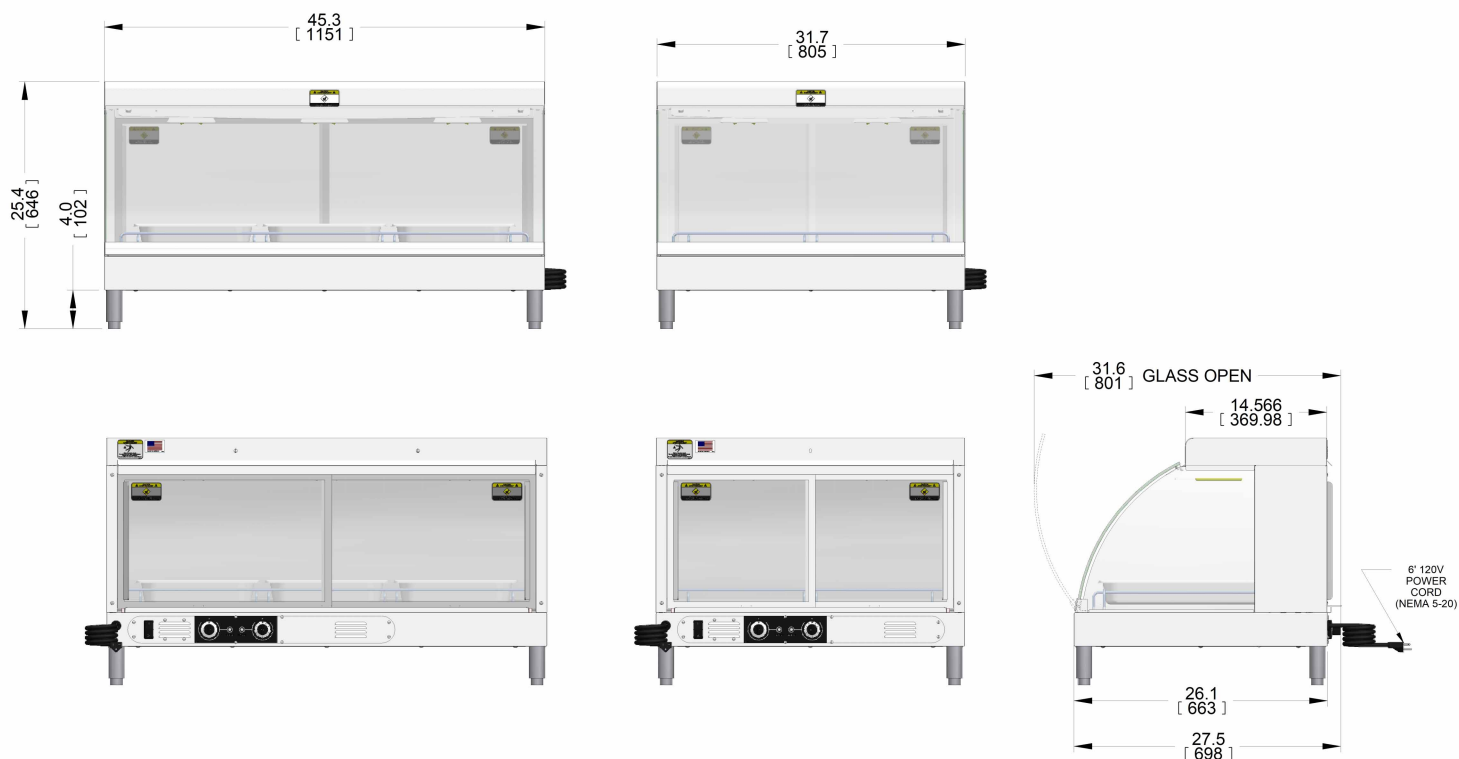
Lift-out Pan Divider - Pan divider lifts out of unit to allow easy cleanup and removal of crumbs.

1.3 Optional Features

Self-Serve - GCW models are available as a customer self-service unit. Facilitates a "grab-n-go" retail merchandising concept for pre-packaged product, or convenient customer self-serve for fresh food items.

1.4 Specifications

1.4.1 Overall Dimensions



1.4.2 Agency Certifications



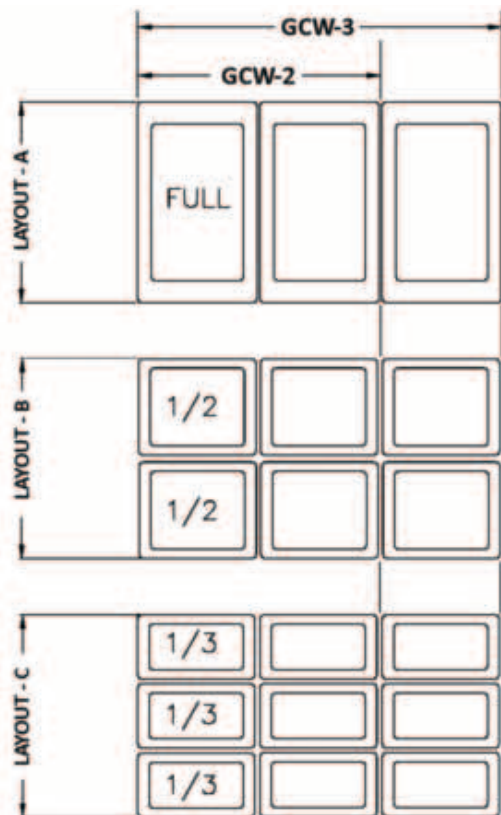
1.4.3 Weights

Model	Crated	Uncrated w/o Pans
GCW 2/1-FS	120 lbs [54.4 kg]	95 lbs [43.1 kg]
GCW 2/1-SS	105 lbs [47.6 kg]	80 lbs [36.3 kg]
GCW 3/1-FS	160 lbs [72.6 kg]	126 lbs [57.2 kg]
GCW 3/1-SS	140 lbs [63.5 kg]	106 lbs [48.1 kg]

1.4.4 Number of Pan Wells

Model	Pan Wells	Heat Zone
GCW 2/1-FS	2	1
GCW 2/1-SS	2	1
GCW 3/1-FS	3	1
GCW 3/1-SS	3	1

1.4.5 Typical Pan Layouts



Many other layout variations are possible by mixing pan sizes used.



Accepts 2-1/2" to 4" deep pan

Pans are NOT included, provided by purchaser.

Use **ONLY** stainless steel steam table pans. Pans & pan grates are readily available from most restaurant equipment distributors.

2. Installation

This section describes the procedures necessary to properly install the equipment. To help avoid personal injury or equipment damage, please follow these steps exactly.

CAUTION

DO NOT MODIFY, ADD ATTACHMENTS, OR OTHERWISE ALTER THIS EQUIPMENT FROM ITS ORIGINAL DESIGN.

2.1 Appliance Location

When selecting a location for placement of the appliance always consider all the operational needs and any specific on-site factors, the following should be considered before finalizing plans.

- Clearance requirements for the appliance are as follows: Front = 6" (154 mm) ... Sides = 0" (0 mm). Surrounding area should be kept free and clear of combustible materials.
- The receptacle used to power the appliance must be electrically grounded in accordance with local electrical code, or in the absence of local code, with the current **National Electrical Code (NFPA 70)**.
- Be sure that sufficient space is available for proper operation and use of the appliance, and that consideration is given for the space that may be required to perform future service, maintenance, or repair.
- Be sure that adequate ventilation is provided in the operating area, as necessary.
- Prior to use, have a qualified professional electrician, or other service technician, assess the installation to ensure that power source meets the electrical specifications stated on the unit's rating label and that it is adequate to power the equipment.
- The **GCW Warmer/Merchandiser** is intended for counter-top applications. Make certain it is located on a counter that is stable and structurally sound enough to support it, plus the weight of displayed food products.
- Be sure that the unit is secure in its location and cannot be moved unintentionally.

The above considerations will help to ensure safe and proper operation. If you have questions concerning these procedures, please contact a *Giles Manufacturer's Representative* or equipment dealer, or contact **Giles Technical Services at 800.554.4537 (email: services@gfse.com)**.

2.2 Unpacking

The unit is shipped on a wooden pallet, secured by high strength plastic strapping and a protective wooden framework. The entire load is wrapped with protective stretch film. Auxillary items (side glass, legs, etc.) are packed separately and usually secured inside the unit ... be certain to remove and retain.

2.2 Unpacking - continued

CAUTION

- The unit is fairly heavy ... exercise care when lifting or moving it and use adequate manpower or proper equipment.
- Exercise care when removing and disposing of wooden crating materials.
- Failure to comply with **CAUTION** notices may result in minor to moderate injury, equipment or property damage, and could void the factory warranty.

IMPORTANT!

If there was any visible evidence of damage to the shipping pallet, immediately inspect the unit completely and promptly notify the freight company of any damages ... send photo evidence if possible. Generally, it is the purchaser's responsibility to negotiate freight damage claims with carriers.

1. Carefully cut and remove stretch film wrapping. Using appropriate tools and methods, carefully remove wooden crating framework from the pallet.
2. Remove all strapping ... some secondary strapping may be used to secure the curved front glass.
3. Open unit and remove items packed separately inside. Examine for damage and set aside in a safe place.
4. Carefully remove the unit from the pallet. The **GCW** is fairly heavy, approx. 100 lbs [45.4 kg], see **Section 1.4.3, Unit Weight**. To avoid personal injury, or damage to the unit, use due care, appropriate methods and adequate manpower when lifting and handling. *Giles shall not be liable for personal injury or damage caused by improper handling, or use of poor work practices.*

2.3 Adjustable Leg Installation

NOTE:

To prevent possible damage during shipment, the unit is shipped without legs installed.

The unit can be installed and operated with or without the legs. When choosing to use the appliance with legs, follow the steps below for installation.

1. Four adjustable 4" legs are provided. **Legs are not factory-installed ...** they are packed in a separate carton and typically secured inside the unit.
2. Obtain and unpack legs ... Carefully tilt unit up on edge and have a helper hold it so that threaded holes on the bottom are accessible.
3. Install a leg at each corner. The legs are stud-mount style and will screw directly into the threaded holes on the appliance bottom ... screw the leg in fully, **hand-tighten only**. Tilt unit in the other direction to install the remaining two legs.



IMPORTANT!

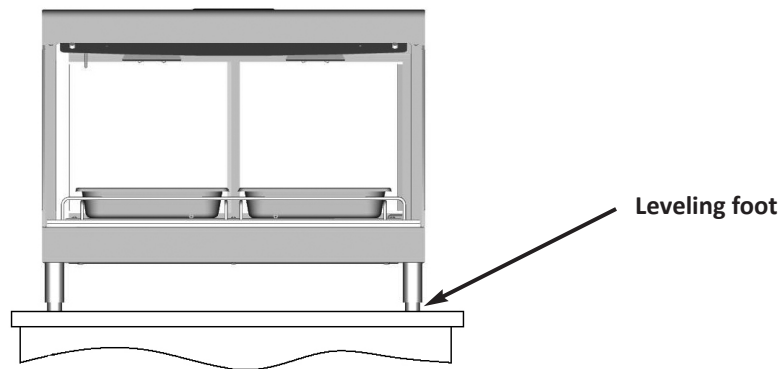
When installing the legs, take care not to cross-thread the mounting stud ... the leg should easily screw into place until tight without much resistance. If resistance is encountered before it is fully installed, stop and slowly back leg out, then retry installation.

2.4 Countertop Placement

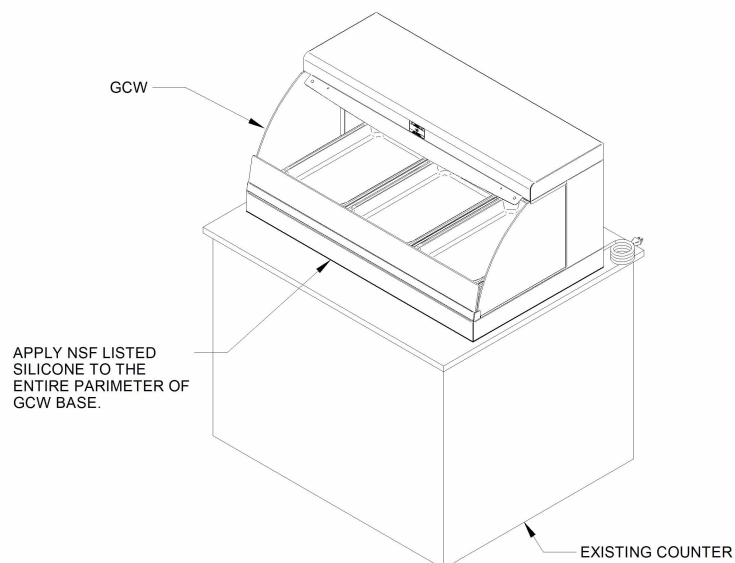
CAUTION

- Exercise care when lifting and moving unit into the selected location.
- Ensure that the counter and/or counter-top is capable of supporting the weight of the unit and the food products to be displayed. See *Section 1.4.3, Unit Weight*.

1. Place unit onto the suitable counter-top.
2. Unit should be stable and leveled side-to-side, front-to-back and corner-to-corner after placement. If using legs, level unit by rotating the lower portion of legs to adjust the length as needed ... turning to the right (clockwise) shortens leg, turning to the left (counter-clockwise) lengthens leg.
If installing without legs, leveling can be accomplished with metal shims.



3. When installed **without** the legs, the unit must be installed in compliance with local building code and/or applicable health and sanitation code. Some health codes will require that the space between appliance and counter-top must be sealed to eliminate potential harborage for pests. ***It is the responsibility of the purchaser and their contracted installer to ensure that all applicable code and regulation requirements are met.***



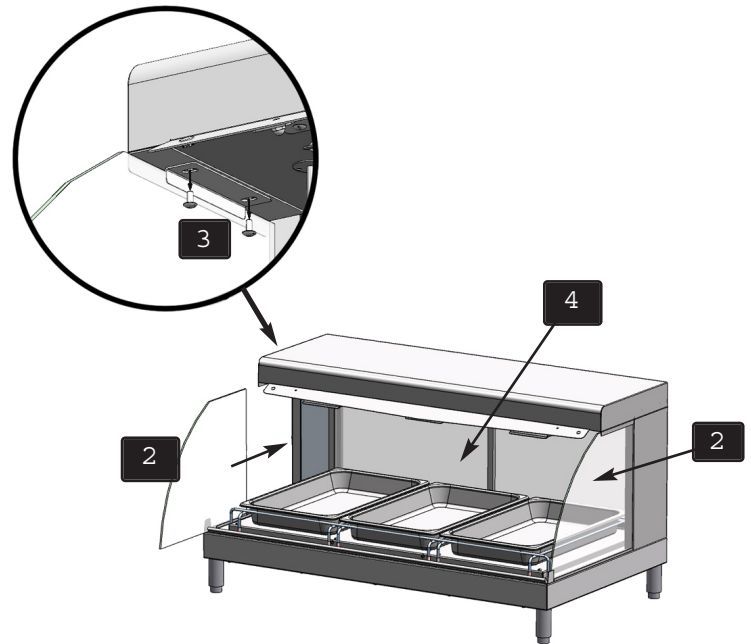
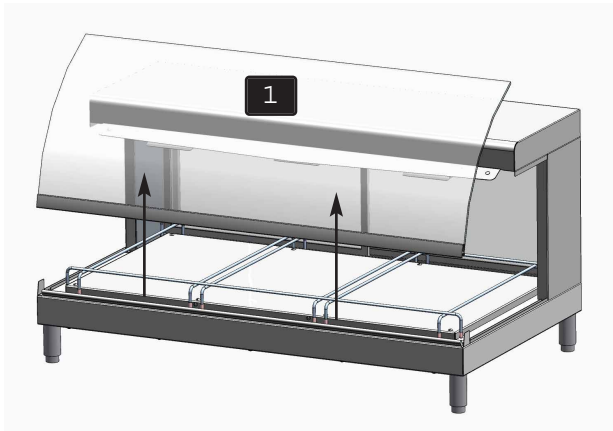
IMPORTANT!

Giles shall assume no responsibility for code compliance with respect to installation and use of this equipment.

2.5 Glass Installation - Full Service Model

NOTE:

- Pans NOT included, customer provided.
- Phillips-head screwdriver is required for the following procedure.

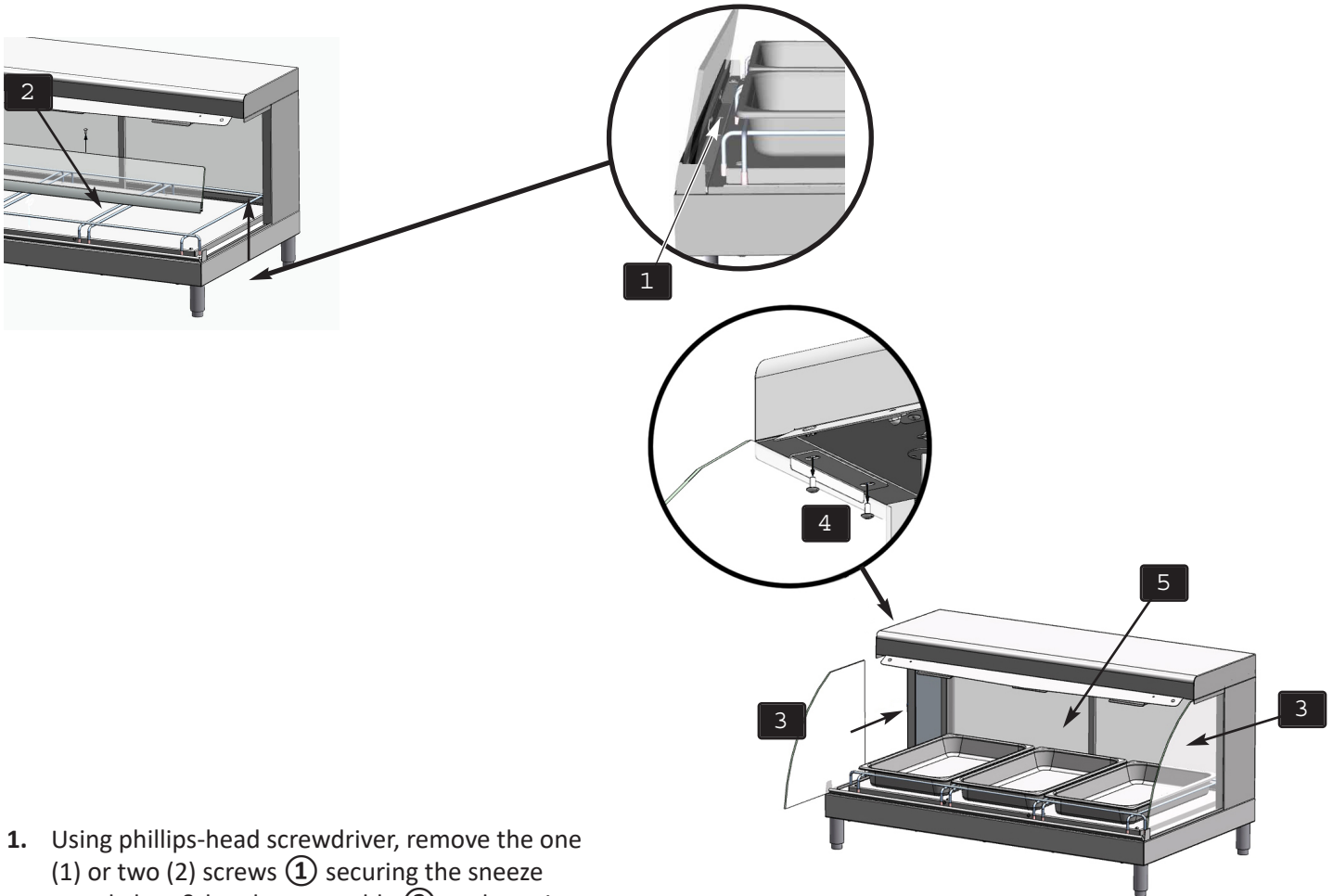


1. Open the front curved glass ①. Grasp glass at both edges and lift it up and off of the lower hinge section. Carefully place glass in a safe place.
2. Carefully unpack two (2) side glasses ②.
3. Using phillips-head screwdriver, loosen the upper glass bracket screws ③ underneath cabinet top on either side (*it is not necessary to remove screws, only loosen bracket*). Align each side glass panel in the lower & upper glass tracks. Slide glass straight in until it stops against rear upright.
4. Press upper glass bracket ③ firmly against top edge of the glass on each side and hold while re-tightening screws.
5. Obtain and reinstall curved front glass into hinge section.
6. The rear doors ④ are secured by tape for shipping. Remove tape and ensure that doors are aligned and slide easily.

2.5.1 Glass Installation - Self-Serve Model

NOTE:

- Pans NOT included, customer provided.
- Phillips-head screwdriver is required for the following procedure.



1. Using phillips-head screwdriver, remove the one (1) or two (2) screws ① securing the sneeze guard glass & bracket assembly ② to the unit. Carefully remove and place in a safe place.
2. Carefully unpack two (2) side glasses ③.
3. Using phillips-head screwdriver, loosen the upper glass bracket screws ④ underneath cabinet top on either side (*it is not necessary to remove, only loosen bracket*). Align each side glass panel in the lower & upper glass tracks. Slide glass straight in until it stops against the rear upright.
4. Press upper glass brackets ④ firmly against the top edge of glass on each side and hold while re-tightening screws.
5. Obtain and reinstall the sneeze guard glass assembly ② and securely tighten the screws.
6. Rear doors ⑤ are secured by tape for shipping. Remove tape and ensure that doors are aligned and slide easily.

2.6 Electrical Requirement

⚠ WARNING

Appliance must be adequately and properly grounded. Improper grounding may result in electrical shock to users. Always refer to local electrical code to determine proper grounding methods for this or any other electrical equipment. Consult a qualified electrician, or service technician, to confirm that the power source circuit is of sufficient rating to power this equipment.


The **GCW Counter-Top Warmer/Merchandiser** is available with the electrical specifications shown below. Check the rating label on the rear of the unit to determine correct power source required.

Note that a wiring diagram has been provided with this appliance to aid with installation.

Table 2.6 - Electrical Specifications

Model	Voltage	Phase	Hz	Watts	Amps	Breaker
GCW-2/1	120	1	60	1,200	10.0	15
GCW-3/1	120	1	60	1,700	14.8	20

2.6.1 Electrical Connection

1. Confirm appropriate circuit breakers are in place in the facility electrical panel for the circuit supplying power to the appliance, see **Table 2.6** above.
2. Unit is equipped with a 6' power cord and **NEMA 5-20** plug. 
3. Confirm that power switch on rear control panel is in the **[OFF]** position. Plug power cord into the appropriate receptacle. **DO NOT power the appliance with an extension cord.**
4. Confirm that circuit breaker in facility electrical panel is in the **ON** position. Place the control panel power switch in the **[ON]** position. The LED lights will turn **ON**.
5. The heat controls for bottom and top heat are located on the rear control panel. Rotate top and bottom heater controls to the full **[ON]** position. Confirm that the red indicator lights illuminate, and that the bottom plate and top ceramic heaters begin to heat. Return controls and power switch to **[OFF]**.



2.7 Ventilation

Ventilation requirements for food service operations may vary from locale to locale. Always consult with local *authorities having jurisdiction (AHJ)* to ensure compliance with all local regulations and codes.

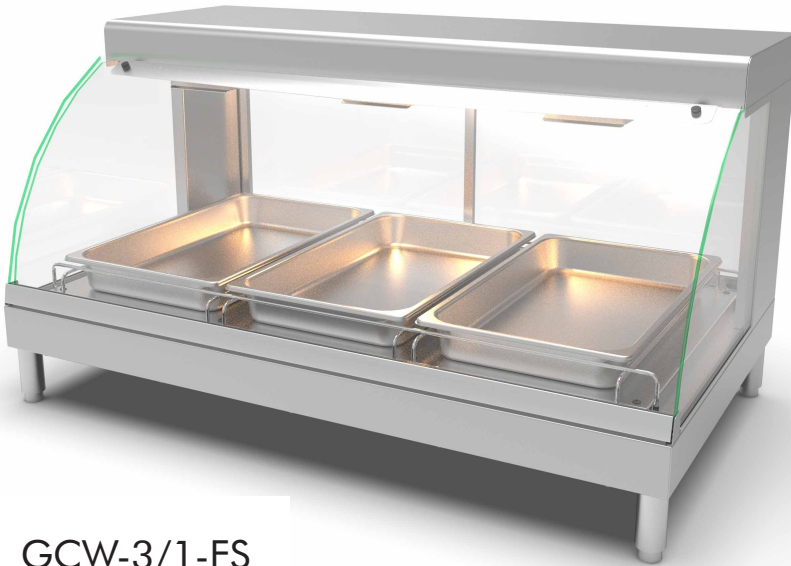
2.8 Initial Cleaning

Before placing the appliance into service:

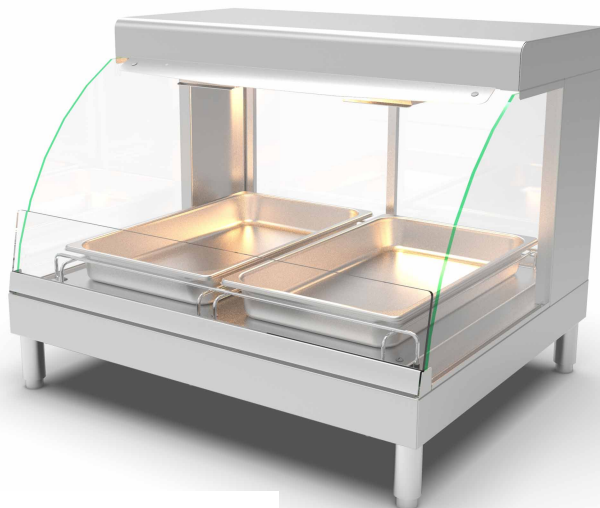
- Inspect the appliance and remove any adhesive protective film that may still remain on sheet metal surfaces. Generally, some of this material is left in place from the factory to provide protection for the appliance finish during shipment & installation.
- Thoroughly clean interior and exterior surfaces to remove dirt, dust, or debris which may have accumulated during shipment, and any residual oils which may remain from manufacturing processes. Clean surfaces with a mild degreasing cleaner, such as **Simple Green®**.
- Clean all glass surfaces with a good quality glass cleaner.

3. Overview

The following section provides a brief overview of the GCW Counter-Top Warmer/Merchandiser. Please review this section carefully before proceeding to place the unit into service.



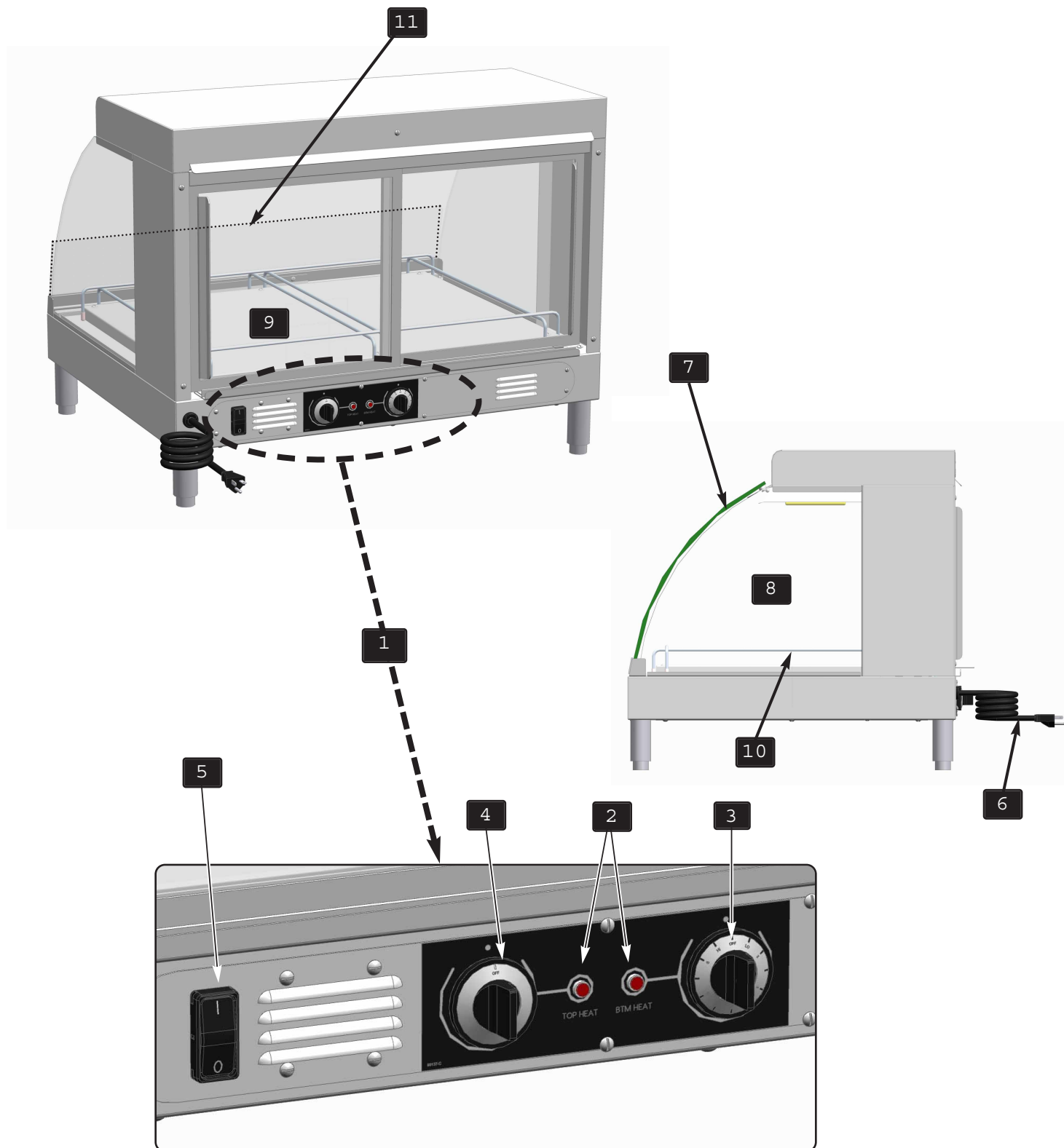
GCW-3/1-FS



GCW-2/1-SS

3.1 Back & Side View

Pans not included, customer supplied



3.1 Back & Side View

Item	Description	Function
1	Control Panel	All appliance controls ... power & variable heat controls.
2	Indicator Lights	Appropriate light turns ON when heating elements are energized. <i>Bottom heat</i> light will remain ON as long as control setting is within the ON range. <i>Top heat</i> is thermostatically controlled, the light cycles ON & OFF as temperature in warmer is maintained.
3	Bottom Heat Rheostat Control	Rheostat control sets the heat output of the bottom heat plate. Knob turns in either direction ... to right turns heat ON at the hottest setting [HI] ... to left turns heat ON at the lowest warm setting [LO] ... can be infinitely set between HI & LO, as needed. <i>Bottom heat does not cycle OFF & ON during operation.</i>
4	Top Heat Thermostat Control	Top ceramic Infrared heaters are controlled by thermostat. Setpoint is incrementally increased as indicated by dial markings 100° (lowest) to 200° (highest). Turning knob left to stop (fully counterclockwise), turns the heat OFF . <i>Top heaters cycles OFF & ON as heat inside cabinet is maintained to the thermostat setting.</i>
5	Power Switch	Main power switch. Turns on LED lights, cooling fan, and enables the heat controls.
6	Power Cord	6-foot power cord with molded <i>NEMA 5-20</i> plug.
7	Curved Front Glass	Attractive curved glass provides maximum visibility of products. Glass is hinged at bottom and tilts outward for easy cleaning. Also, can be removed easily, without tools.
8	Tempered Side Glass	Slide-in side glasses enhances product visibility. Easily removed for cleaning.
9	Tempered Glass Sliding Rear Doors	Easy sliding server-side doors. Easily removed for cleaning.
10	Pan Holder Grid	Grid frame of welded stainless steel rod ... Fits over warmer heat plate to keep pans in place. Lifts out easily for cleaning. <i>Pans are not included, customer provided.</i>
11	Sneeze Guard Glass	Protective shield glass for <i>self-service model only</i> . Easily removed for cleaning, if desired.

4. Appliance Operation

The following provides operational procedures and instructions for the *GCW Counter-Top Warmer*. Please review and get an understanding of this information before proceeding to use the appliance.

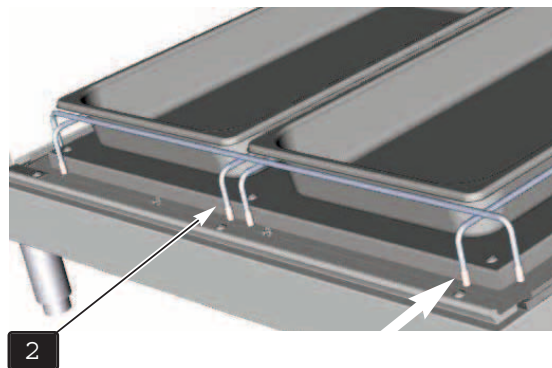
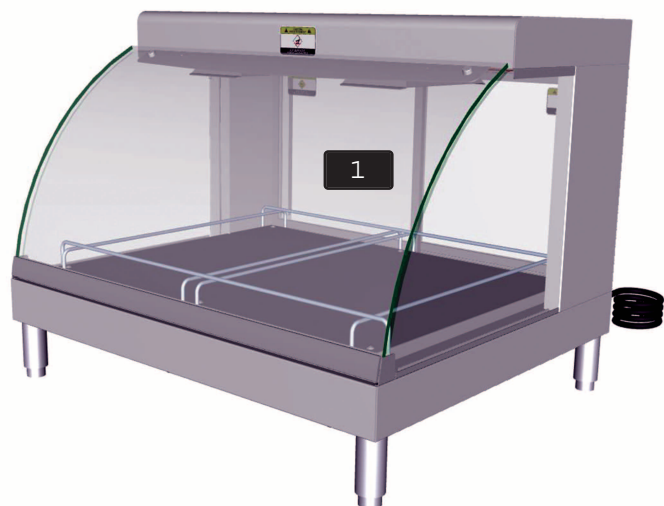
4.1 Warmer Interior Setup

IMPORTANT!

Food pans and pan grates are NOT provided with the unit. They are readily available from restaurant equipment suppliers/distributors, and are to be provided by the customer.

CAUTION

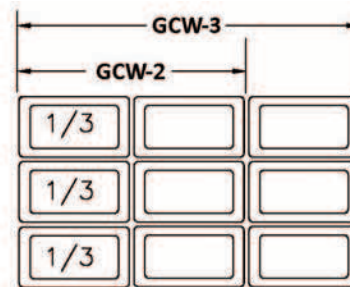
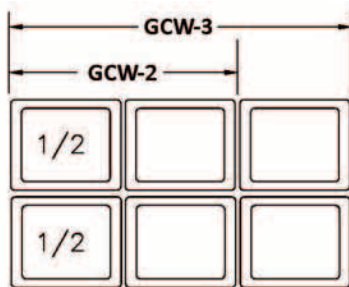
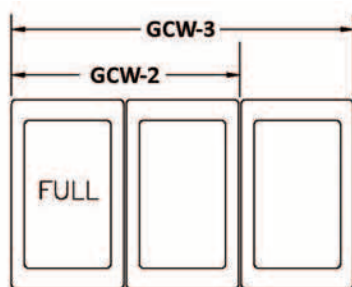
Before placing pan holder grid frame and pans into the warmer, be sure that heat controls (top & bottom) are in the [OFF] position and the unit is adequately cool.



1. For full-serve unit, tilt front glass ① outward to open. If necessary, open rear sliding door.
2. Place the pan holder grid frame ② into the warmer. Be sure that all of the legs sit flat on the base and that the corner legs fit around the corners of the heat plate, as shown.
3. After warmer is at operating temperature (*described in Section 4.2*), place stainless steel steam table pans with food products, inside the grid, directly onto the heat plate, as shown. Use any combination of pan sizes in any arrangement that is suitable to your specific needs.

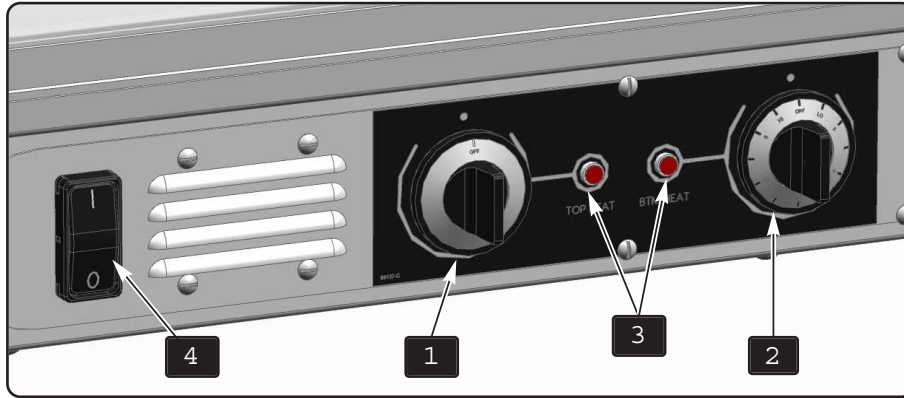
IMPORTANT! Unit can accommodate 2-1/2" to 4" deep pans. Use ONLY stainless steel pans.

4. Close front glass and doors.



4.2 Setting & Adjusting the Temperature

Temperature controls and the main power switch, are located on the control panel on server-side of the appliance. There are separate controls for top ① and bottom ② heat adjustments.



1. On the *full-serve model*, be sure that the front curved glass is fully closed against the top of the warmer cabinet. For all models be sure that both side glasses are installed and pushed fully into place, and that rear sliding doors are fully closed.
2. Place main power switch ④ in the **[ON]** position. L.E.D. lighting inside the cabinet should turn **ON**.
3. Turn **TOP HEAT** control knob ① to the right (clockwise) to the highest setting **[200°F]**. Turn **BTM HEAT** control knob left (counter-clockwise) to the **[HI]** setting. Both red indicator lights ③ will turn **ON**. Allow the warmer to preheat and wait until the **TOP HEAT** indicator light turns **OFF** (approx 15 minutes).

⚠ CAUTION

Parts of the GCW will become very **HOT!** Temperatures inside the unit can exceed **180°F (82.2°C)**. Exercise caution when operating, handling food pans, cleaning, or servicing. Always wear thermal protective gear, such as oven mitts or gloves when tending the appliance.

⚠ WARNING

NEVER touch the surface of the top ceramic infrared heaters while in operation. They are extremely **HOT** and skin contact will result in serious burn injury.

4. The actual internal temperature of the warmer cabinet is displayed on the thermometer mounted inside the unit. As a guideline, the beginning target temperature should be approximately **150° to 160°F**.
5. Place pans containing hot food items directly into the warmer, setting them on the bottom heat plate (*an empty pan can be used for holding pre-packaged type items*).

IMPORTANT! Food products must have an initial internal temperature of at least 150°F (66°C) before being placed into the unit.



4.2 Setting & Adjusting the Temperature - continued

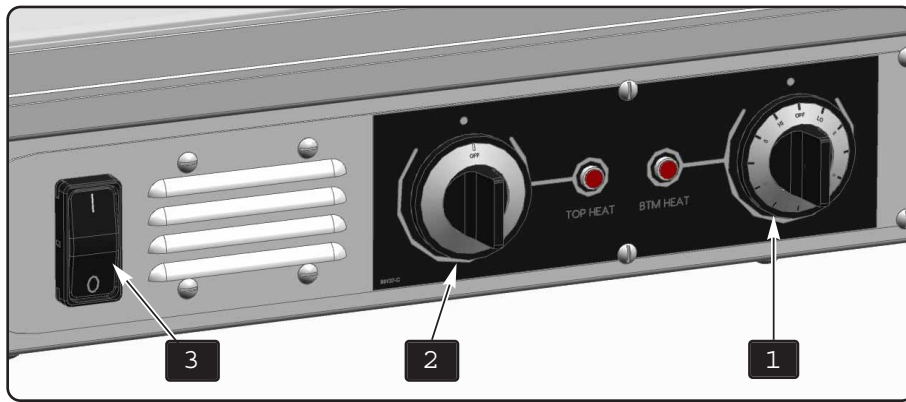
6. After placing food items into the unit, reduce *BTM HEAT* ② setting to a mid-range value [4 or 5] and *TOP HEAT* ① setting to approximately 150°F.
7. Initially monitor foods to ensure that proper holding temperatures are being maintained. Foods held in the warmer must be routinely checked using a probe-style, instant-display, digital thermometer. Heat controls (TOP and/or BTM) must be adjusted, as needed, until consistent food temperatures are achieved. Health department regulations in most all jurisdictions will require this type of monitoring. Holding temperature of food items held prior to sale are subject to health department inspections.
8. **Bottom heat:** Provided by a heater mat under the bottom heat plate. Adjustment is by a rheostat control ②. [HI] is the hottest output ... [LO] is lowest warm output ... setting is infinitely variable in between. Control knob turns in either direction; the dial is numbered only as a reference index. *Bottom heat* is always energized; it does not cycle OFF & ON; heat output is determined by the control setting. Red indicator light will remain ON.
9. **Top heat:** Provided by two (2) or three (3) infrared ceramic heaters, which are controlled by an adjustable thermostat ① ... setting range is between 100° to 200°F. *Top heat* cycles OFF & ON as temperature inside the warmer cabinet is controlled at the thermostat setting. Actual inside cabinet temperature is displayed on a thermometer mounted inside the unit.

IMPORTANT!

- Food service operators must always comply with local health department regulations in regard to the proper “holding temperature” of cooked foods awaiting sale ... confirm these regulations with local authorities. Establishments are always subject to routine, unannounced, health department inspections.
- Temperature settings necessary to maintain proper “holding temperature” are highly dependent upon the amounts and types of food being displayed in the warmer.
- Food quality must be monitored regularly to ensure there is no undesirable cooking or excessive drying.
- **Giles assumes no responsibility in regard to any code compliance with respect to installation, sanitization, and/or use of this appliance.**

4.4 Normal Shutdown

1. Turn *BOTTOM HEAT* control ① and *TOP HEAT* control ② knobs to the **[OFF]** position ... Indicator lights will turn **OFF**.
2. Place main power switch ③ in the **[OFF]** position. L.E.D. lights turn **OFF**.
3. If required, disconnect power to the unit by turning **OFF** the appropriate circuit breaker at facility electrical panel.
4. Disposition any remaining food products in accordance with prevailing standard operating procedures.



4.5 Emergency Shutdown

In case of an emergency, remove all power to the unit by turning OFF the main building circuit breaker.

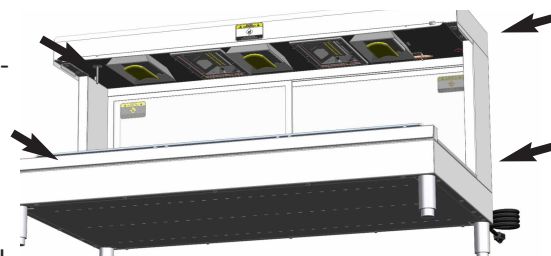
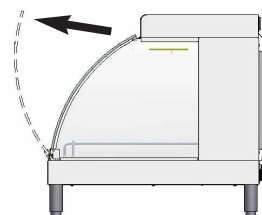
5. Cleaning

The following explains recommended cleaning procedures. Not only is it important that food items appeal to the customer, but the cleanliness and sanitation of the unit in which they are displayed is also vital. The **GCW** is a showcase for your products and should be cleaned daily.

⚠ DANGER

- **DO NOT** wash down the interior or exterior of the unit with a spray hose.
- Failure to comply with **DANGER** notices will result serious injury, or even death, equipment or property damage, and void the warranty.

1. Before cleaning, shutdown the unit as described in **Section 4.5** and allow it to adequately cool.
2. **Full-serve model only:** Tilt the front curved glass forward to the open position.
 - Wear appropriate hand protection ... If necessary, remove pans and the pan grid frame from the unit. Place items in sink or dishwasher for cleaning.
4. Remove the sliding glass doors by lifting each up until the bottom edge will clear the lower door track. Swing the bottom out and pull door downward to remove. Set aside for cleaning.
5. Clean the interior and exterior of the **GCW** with a mild, bio-degradable, non-toxic degreasing cleaner, such as **Simple Green® Crystal Foaming Degreaser/Cleaner**.
6. Remove both side glasses from warmer; use soft bristle brush or other appropriate implements to clean crumb and/or debris from inside glass guide channels (*door guides have "clean-out" notches*).
7. Clean all glass surfaces, including side glasses, sneeze guard (*self-serve*), etc. with a good quality glass cleaner. **HANDLE GLASS PIECES WITH CARE!**
8. Clean all exterior stainless surfaces with a good quality stainless steel cleaner/polish.
9. Wash pans and pan holding frame with soap and hot water (*may be placed in dishwasher as appropriate*).
10. Rinse and thoroughly dry all parts. Before reinstalling them in the warmer, sanitize the appliance in compliance with your local health regulations. **CAUTION: USE ONLY SANITIZING AGENTS/PRODUCTS THAT ARE APPROVED AS SAFE FOR USE ON ALUMINUM.**
11. Reinstall all glass parts and the pan grid (*close front glass if applicable*). Restart unit as described in **Section 4.2**.



6. Troubleshooting

The following are some basic general troubleshooting procedures for the **GCW Warmer**.

⚠ DANGER

- Electrical troubleshooting and repair procedures should be performed **ONLY** by qualified service personnel. Death or serious injury will result from contact with energized electrical circuits or components.
- Failure to comply with DANGER notices *will* result in serious injury or death, equipment or property damage, and void the warranty.

6.1 Troubleshooting Procedures

Problem	Possible Cause	Repair Procedure
LED lighting not working	A. LED lighting assembly is faulty.	Replace assembly, service call required
	B. LED power supply is faulty.	Replace assembly, service call required
Unit not heating properly, does not maintain temperature	A. Bottom heating mat faulty	Service call required
	B. Top infrared ceramic heater faulty	Service call required
	C. Heat control faulty; thermostat or rheostat	Service call required
Unit will not power-up	A. No power to unit	Plug in power cord; check circuit breaker at elec. panel.
Unit will not maintain food at proper holding temperature	A. Power OFF .	Plug in power cord; check circuit breaker at elec. panel, turn ON power switch.
	B. Heater settings too low	Adjust bottom and/or top heater controls as needed.
	C. Food not at proper temperature when placed into the unit.	Ensure food is at required temperature before placing into unit.
	D. Heating element and/or ceramic heaters faulty.	Service call required

7. Parts List

This section lists some of the various parts that are available for replacement on *GCW Countertop Warmers*. This is not an all inclusive listing; please contact *Giles Technical Service* concerning other parts that are available for field replacement.

7.1 Parts Ordering & Service Information

As an equipment manufacturer, *Giles* does not sell service parts direct. Parts are available through authorized food service equipment service companies, part distributors, and/or kitchen equipment dealers. If assistance with sourcing parts or repair service is required, please contact a *Giles Manufacturer's Representative* to assist with locating a parts source or authorized service provider near you. For further assistance you may contact **GILES Technical/Customer Service Support** as follows:

IN THE UNITED STATES & CANADA call: 800.554.4537

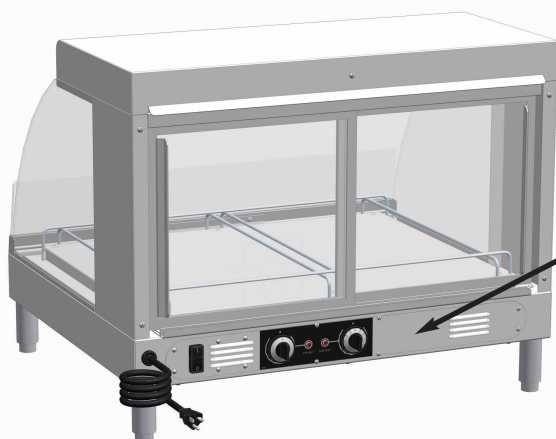
ALL OTHERS call: 334.272.1457

Normal business hours are **8:00 AM to 5:00 PM Central Time** ... calls are handled by an automated phone attendant; please follow the recorded instructions to reach your desired party. If calling after hours, leave a voicemail message, including your contact information, and a *Giles Support Representative* will call you back, usually within 30 minutes. A call-back representative is available **24/7/365**.

Website: www.gfse.com or e-mail services@gfse.com.

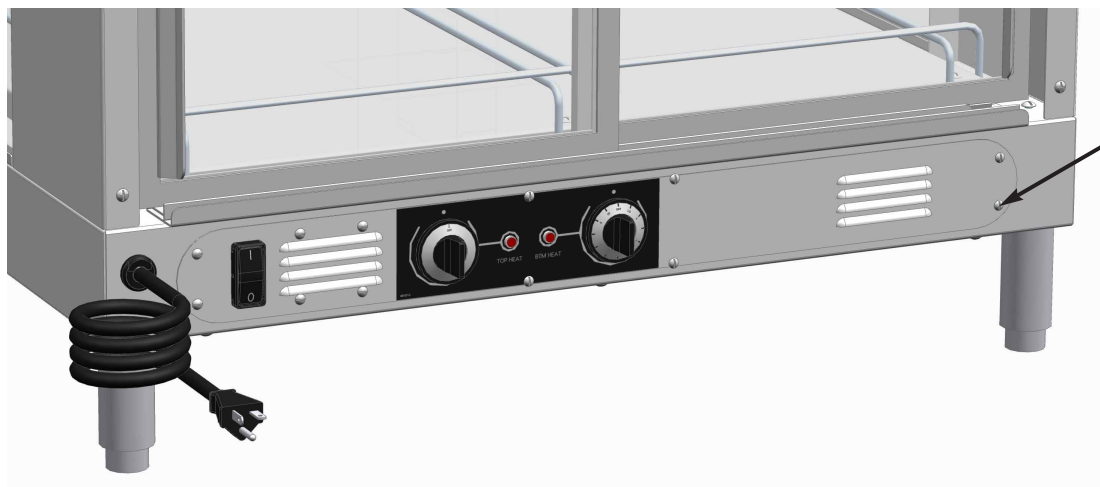
Our goal at *Giles* is to provide the highest possible quality of service and assistance. To help us accomplish this, please have the following information readily available when calling, along with a brief description of the problem being experienced. Please record the unit information in the table below for quick reference.

Model:	
Serial Number:	
Voltage:	
Phase:	

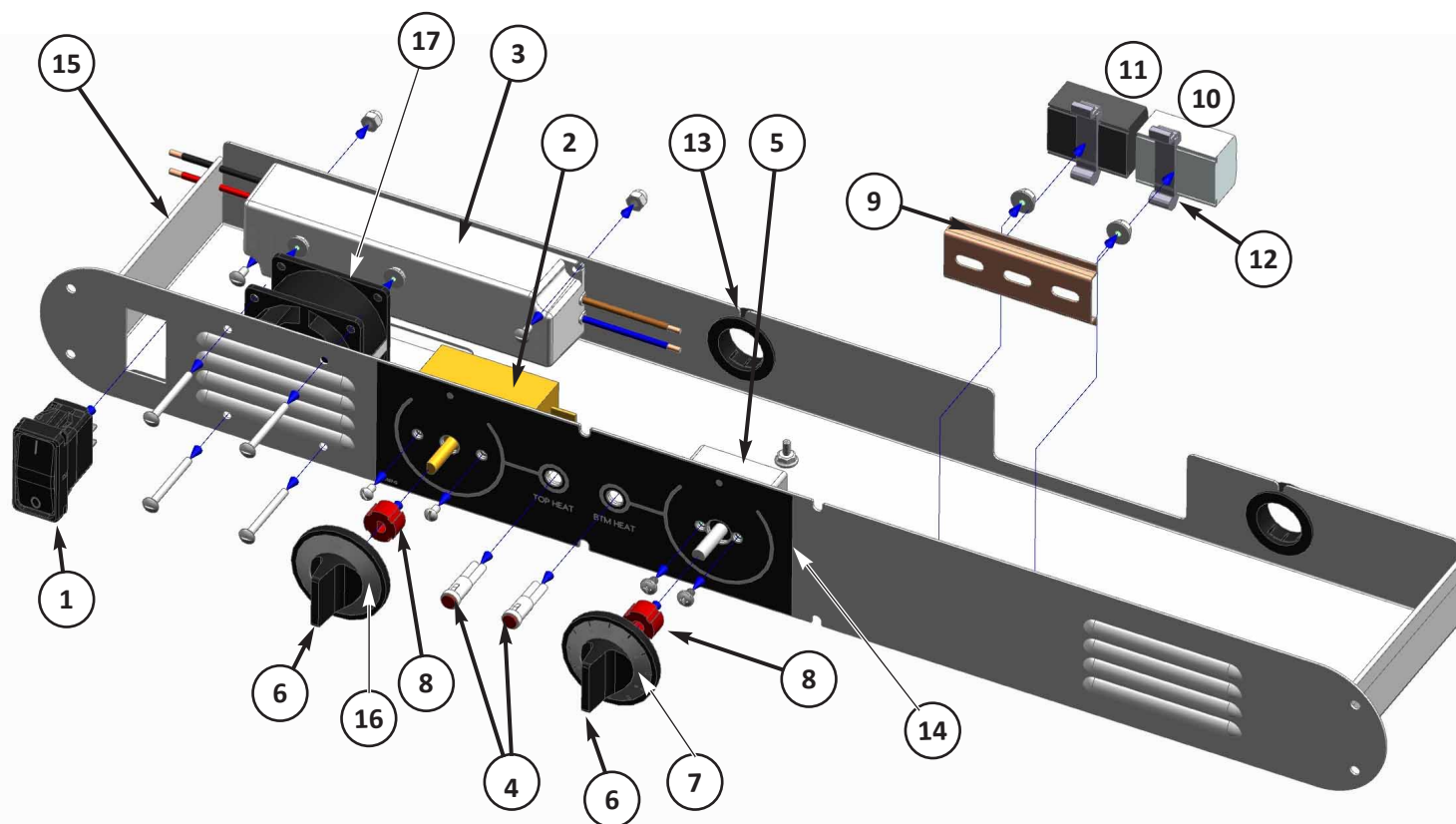


The information can be found on the serial number label placed here.

7.2 Control Panel Assembly



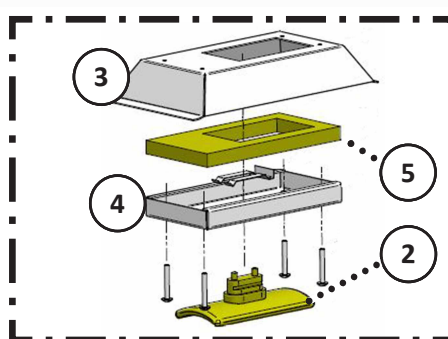
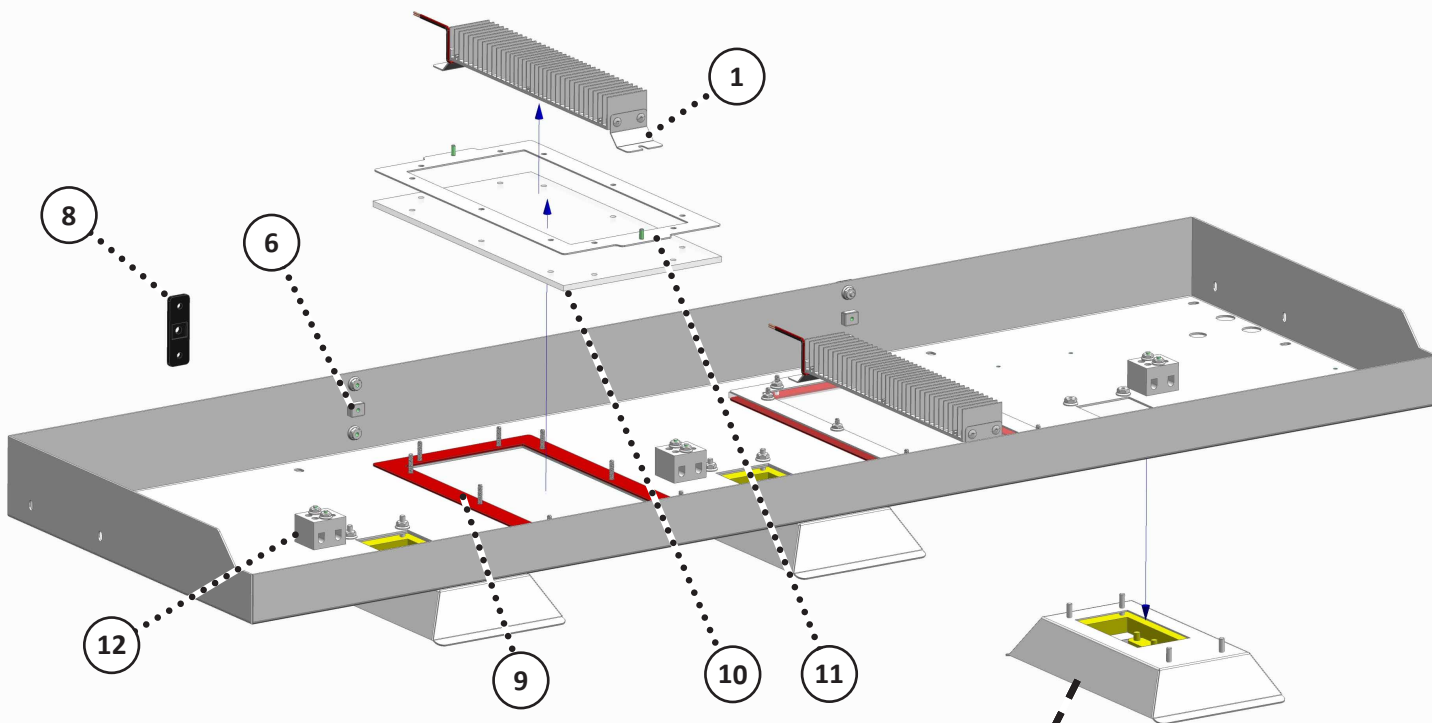
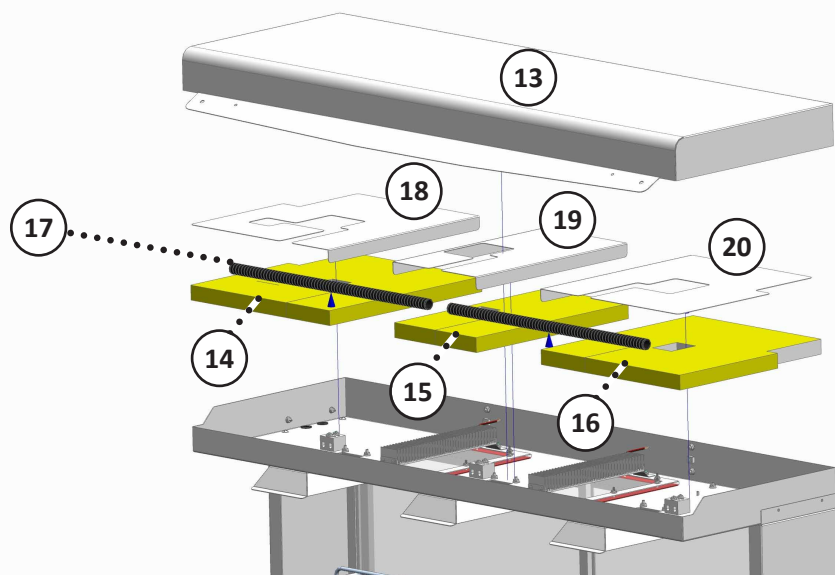
Remove (8) screws to re-
move component tray.



7.2 Parts for Control Panel Assembly

ITEM NO.	PART NO.	QTY	DESCRIPTION
1	21190	1	SWITCH, ROCKER, D.P.S.T. 250V, 10A
2	21343	1	THERMOSTAT, CAPILLARY & BLUB, 100-200F
3	21731	1	DRIVER, 24VDC, 60W
4	21346	2	INDICATOR LIGHT, RED, 125V
5	20213	1	CERAMIC HEATER CONTROL, INFINITE SWITCH
6	23701-1	2	KNOB, BLACK
7	23701-3	1	FACEPLATE, KNOB, OFF•HI•LO
8	23701-2	1	KNOB INSERT
9	37585	1	DIN RAIL, 3"
10	21539	1	DISTRIBUTION BLOCK W/FEED, PTFIX 13-POLE, WHITE
11	21537	1	DISTRIBUTION BLOCK W/FEED, PTFIX 13-POLE, BLACK
12	21496	2	END BRACKET CLIP, DIN RAIL, PTFIX, NS-35
13	40550	2	BUSHING, 1-1/4", PLASTIC
14	66137	1	LABEL, GCW CONTROL PANEL
15	96796	1	COMPONENT TRAY/CONTROL PANEL (<i>Sheet metal part only</i>)
16	20025	1	FACEPLATE, KNOB, DIAL 1-10
17	21349	1	COOLING FAN, 115V, 18 CFM

7.3 Upper Cabinet Assembly



7.3 Parts for Upper Cabinet Assembly

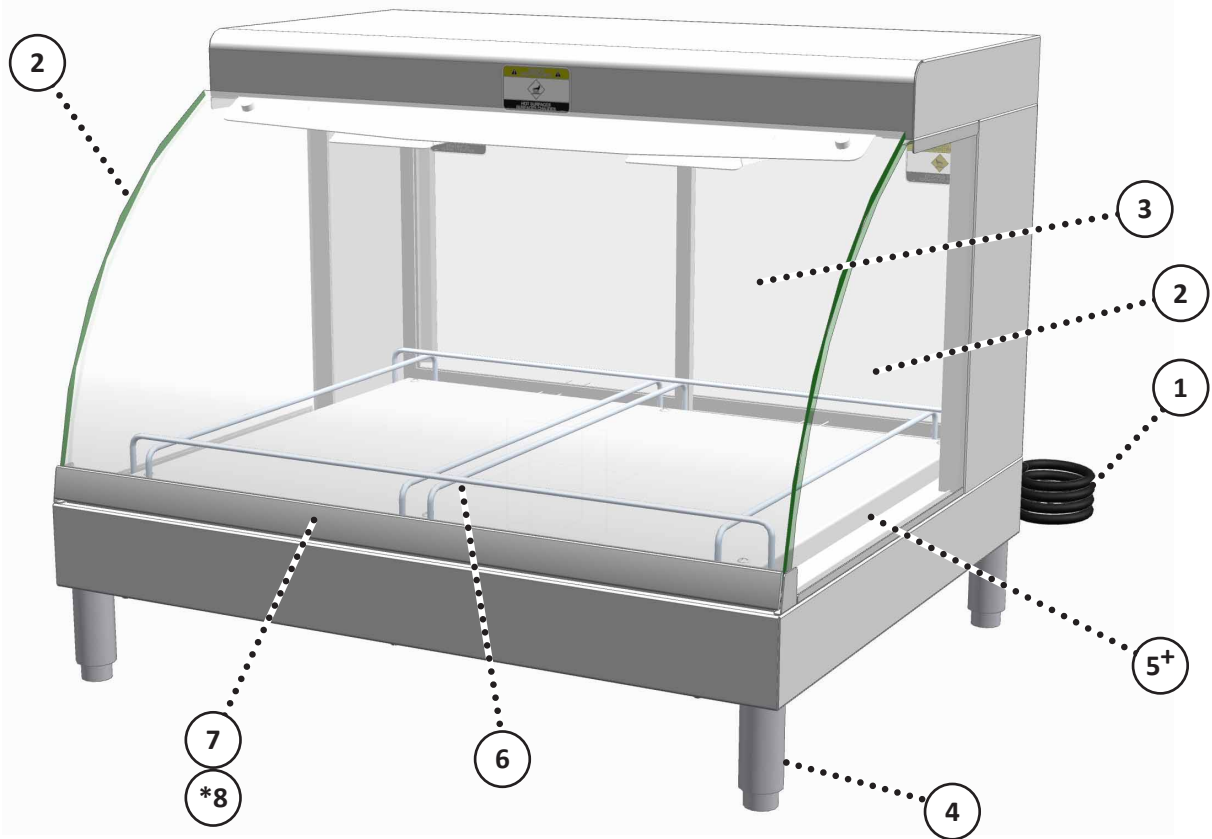
ITEM NO.	PART NO.	QTY	DESCRIPTION
1	98898	1 or 2	LED FIXTURE, 24VDC, 12W
2	21344	2 or 3	HEATER, INFRARED CERAMIC, 120V, 300W <i>[Comes w/Clip]</i>
3	96044	2 or 3	HEATER HOUSING
4	96045	2 or 3	HEATER MOUNT
5	46767	2 or 3	INSULATION, 1/2" X 3-1/4" X 6-1/2", CERAMIC FIBER, FOIL-BACKED
6	10078	1 or 2	PANEL NUT, #8-32
8	99528	1 or 2	SPACER, TOP COVER
9	98757	1 or 2	GASKET
10	98566	1 or 2	TEMPERED GLASS LENS
11	98756	1 or 2	RETAINER
12	20606	2 or 3	TERMINAL BLOCK, CERAMIC, 2-POLE, 300V
13	96778	1	COVER, TOP, GCW-3/1
	96839	1	COVER, TOP, GCW-2/1
14	98943	1	INSULATION, 1" WOOL
15	98944	0 or 1	INSULATION, 1" WOOL
16	98942	1	INSULATION, 1" WOOL
17	20667	1	WIRE LOOM, 5/8" X 36"
18	99530	1	INSULATION COVER
19	99531	0 or 1	INSULATION COVER
20	99529	1	INSULATION COVER

IMPORTANT!

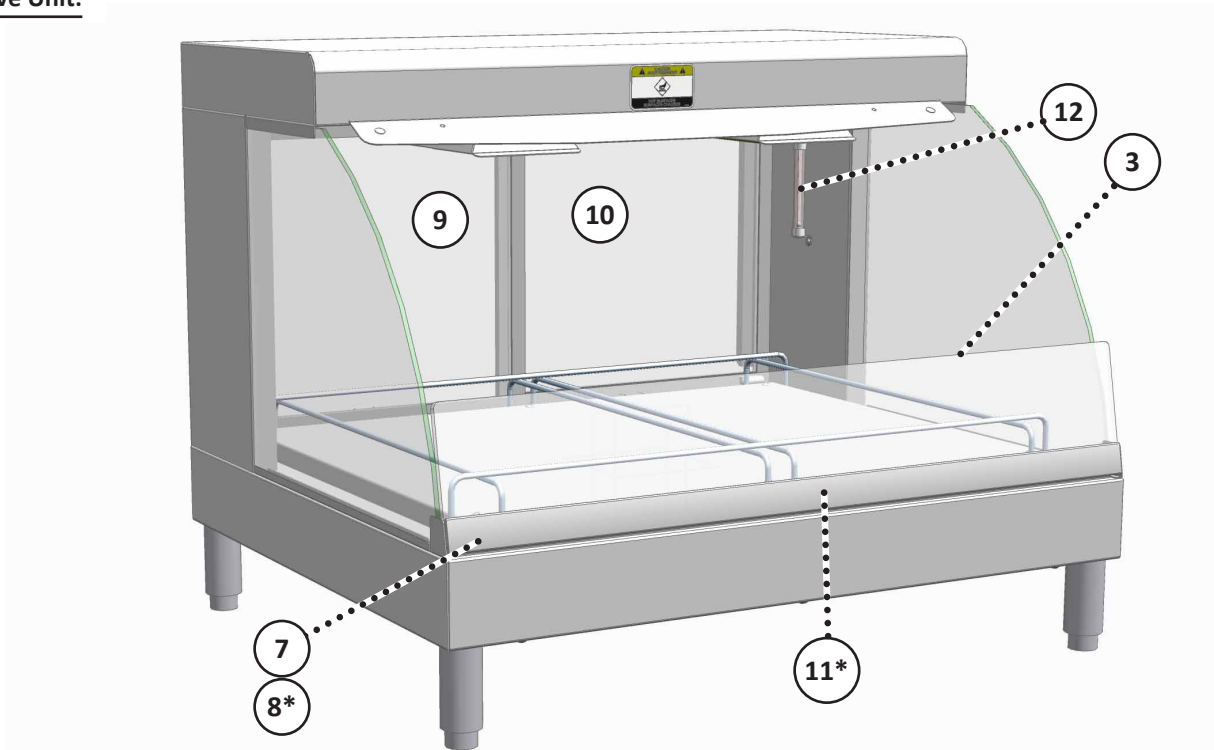
After servicing this section of the appliance, any insulation removed to gain access must be re-installed. Also, replace damaged or deteriorated insulation. If not done, component malfunction or failure will result.

7.4 Glass & Warmer Interior

Full Serve Unit:



Self Serve Unit:



7.4 Parts for Glass & Warmer Interior

ITEM NO.	PART NO.	QTY	MODEL	DESCRIPTION
1	21536	1	ALL	CORDSET, 125V, 20A, 12/3, NEMA 5-20 P
2	41347	2	ALL	GLASS, SIDE, 3/16 TEMPERED, GCW
3	41435	1	GCW2-FS	GLASS, CURVED, 1/4 TEMPERED, 31.6", GCW-2 <i>[FULL-SERVE]</i>
	41374	1	GCW3-FS	GLASS, CURVED, 1/4 TEMPERED, 45.2", GCW-3 <i>[FULL-SERVE]</i>
	41437	1	GCW2-SS	GLASS, SELF-SERVE 1/4 TEMPERED, 31.6", GCW-2 <i>[SELF-SERVE]</i>
	41351	1	GCW3-SS	GLASS, SELF-SERVE, 1/4 TEMPERED, 45.2", GCW-3 <i>[SELF-SERVE]</i>
4	41070	4	ALL	LEG, 4" ADJUSTABLE, STUD MOUNT
5*	20246*	2 or 3	ALL	HEATER, 265W, 120V, 21", SELF-ADHERING FOIL
6	96021	1	GCW2	PAN GRID ASSEMBLY. GCW-2 <i>[TWO (2) PAN MODEL]</i>
	96047	1	GCW3	PAN GRID ASSEMBLY. GCW-3 <i>[THREE (3) PAN MODEL]</i>
7	96016	1	GCW2-FS	GLASS HINGE, UPPER, FULL-SERVE, GCW-2
	96013	1	GCW3-FS	GLASS HINGE, UPPER, FULL-SERVE, GCW-3
	96017	1	GCW2-SS	GLASS HINGE, UPPER, SELF-SERVE, GCW-2
	96015	1	GCW3-SS	GLASS HINGE, UPPER, SELF-SERVE, GCW-3
8*	96023*	1	GCW2	GLASS HINGE, BASE, GCW-2 FULL SERVE
	96018*	1	GCW3	GLASS HINGE, BASE, GCW-3 FULL SERVE
9	41439	1	GCW2	DOOR, LEFT, CLEAR, GCW-2/1 <i>(AS VIEWED FROM FRONT)</i>
	41348	1	GCW3	DOOR, LEFT, CLEAR, GCW-3/1 <i>(AS VIEWED FROM FRONT)</i>
10	41438	1	GCW2	DOOR, RIGHT, CLEAR, GCW-2/1 <i>(AS VIEWED FROM FRONT)</i>
	41349	1	GCW3	DOOR, RIGHT, CLEAR, GCW-3/1 <i>(AS VIEWED FROM FRONT)</i>
11*	96813*	1	ALL SS	GLASS BRACKET, CENTER, FRONT <i>[SELF-SERVE MODEL ONLY]</i>
12	41679	1	ALL	THERMOMETER

NOTE:

Appliance may be used with or without legs installed.

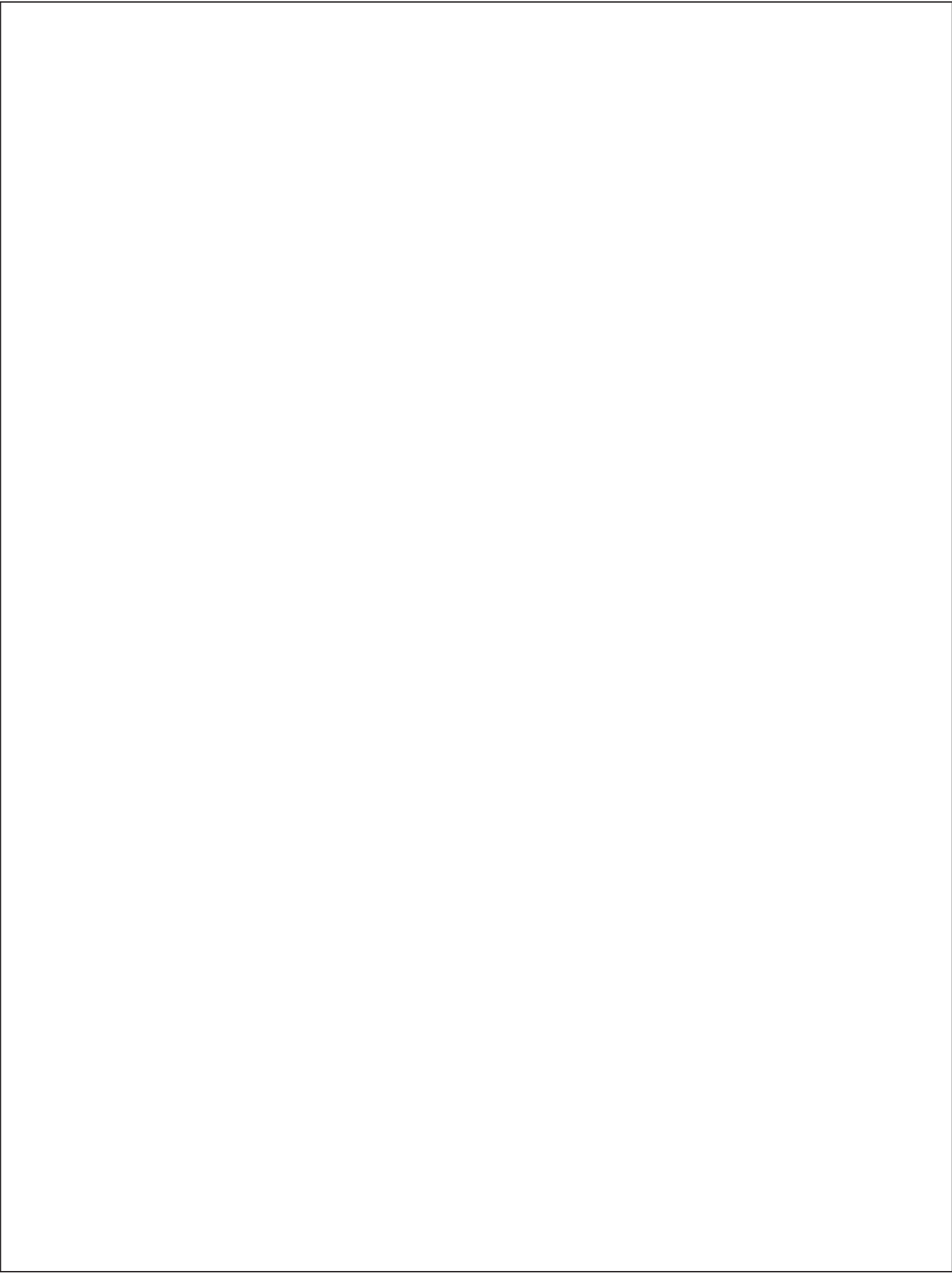
* Not shown

* Installed beneath bottom heat plate

Countertop Warmer

GCW Series

Notes:





GILES Food Service Equipment

ISO 9001-2015 Certified

2750 Gunter Park Drive West • Montgomery, AL 36109 USA
Phone 334.272.1457 • Fax 334.239.4117 • Phone Toll Free 800.554.4537
Website: www.gfse.com • Email: services@gfse.com

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