

# Sandwich Merchandiser

MODELS SM-24, SM-27, SM-27-2L, SM-39, SM-51, SM-63,  
SM-72, SM-75

Installation & Operation Manual

Serial Numbers 122562 and Higher



*Fresh ideas in foodservice equipment*

## BKI LIMITED WARRANTY

42 Allen Martin Drive • Essex Junction, VT 05452 • USA (802)

PHONE : 658-6600 • FAX : (802) 864-0183

### WHAT IS COVERED

This warranty covers defects in material and workmanship under normal use, and applies only to the original purchaser providing that:

- The equipment has not been accidentally or intentionally damaged, altered or misused;
- The equipment is properly installed, adjusted, operated and maintained in accordance with national and local codes, and in accordance with the installation and operating instructions provided with this product.
- The serial number rating plate affixed to the equipment has not been defaced or removed.

### WHO IS COVERED

This warranty is extended to the original purchaser and applies only to equipment purchased for use in the U.S.A.

### COVERAGE PERIOD

- Warranty claims must be received in writing by BKI within one (1) year from date of installation or within one (1) year and three (3) months from date of shipment from the factory, whichever comes first.
- Warranty period begins the date of dealer invoice to customer or ninety (90) days after shipment date from BKI, whichever comes first.

### WARRANTY COVERAGE

This warranty covers on-site labor, parts and reasonable travel time and travel expenses of the authorized service representative up to (100) miles round trip and (2) hours travel time and performed during regular, weekday business hours.

### EXCEPTIONS

Any exceptions must be pre-approved in advance and in writing by BKI. The extended door warranty on convection ovens years 3 through 5 is a parts only warranty and does not include labor, travel, mileage or any other charges.

### EXCLUSIONS

- Negligence or acts of God,
- Thermostat calibrations after (30) days from equipment installation date,
- Air and gas adjustments,
- Light bulbs,
- Glass doors and door adjustments,
- Fuses,
- Adjustments to burner flames and cleaning of pilot burners,
- Tightening of screws or fasteners,
- Failures caused by erratic voltages or gas suppliers,
- Unauthorized repair by anyone other than a BKI Factory Authorized Service Center,
- Damage in shipment,
- Alteration, misuse or improper installation,
- Thermostats and safety valves with broken capillary tubes,
- Freight – other than normal UPS charges,
- Ordinary wear and tear,
- Failure to follow installation and/or operating instructions,
- Events beyond control of the company.

### INSTALLATION

Leveling, as well as proper installation and check out of all new equipment - per appropriate installation and use materials – is the responsibility of the dealer or installer, not the manufacturer.

### REPLACEMENT PARTS

BKI genuine Factory OEM parts receive a (90) day materials warranty effective from the date of installation by a BKI Factory Authorized Service Center.

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# Table of Contents

<b>Table of Contents</b> .....	<b>1</b>
<b>Introduction</b> .....	<b>2</b>
Safety Precautions .....	2
Safety Signs and Messages .....	2
Safe Work Practices .....	2
Safety Labels .....	4
<b>Installation</b> .....	<b>6</b>
Instructions for Shipping Damage .....	6
Electrical Information .....	6
Important Installation Instructions .....	6
<b>Operation</b> .....	<b>7</b>
Models SM-24, SM-27, SM-39, SM-51, SM-63, SM-72, SM-75 .....	7
Controls and Indicators .....	7
Unit Startup and Preheating .....	8
Unit Shutdown .....	8
Model SM27-2L .....	9
Controls and Indicators .....	9
Unit Startup and Preheating .....	10
Unit Shutdown .....	10
Temperature Adjustment .....	11
Operational Guidelines .....	11
<b>Maintenance</b> .....	<b>12</b>
Scheduled Maintenance .....	12
Troubleshooting .....	13
Repair .....	13
Lamp Replacement .....	13
<b>Notes</b> .....	<b>14</b>

## Introduction

Congratulations! You have chosen a **Sandwich Merchandiser** that will give you many years of fine service from the original manufacturer, **BKI**.

The **BKI** name and trademark on this unit assures you of the finest in design and engineering — that it has been built with care and dedication — using the best materials available. Attention to the operating instructions regarding proper installation, operation, and maintenance will result in long lasting dependability to insure the highest profitable return on your investment.

### NOTICE

PLEASE READ THIS ENTIRE MANUAL BEFORE OPERATING THE UNIT. If you have any questions, please contact your **BKI** Distributor. If they are unable to answer your questions, contact the **BKI** Technical Service Department (802) 658-6600.

### Safety Precautions

Always follow recommended safety precautions listed in this manual. Below is the safety alert symbol. When you see this symbol on your equipment, be alert to the potential for personal injury or property damage.



### Safety Signs and Messages

The following Safety signs and messages are placed in this manual to provide instructions and identify specific areas where potential hazards exist and special precautions should be taken. Know and understand the meaning of these instructions, signs, and messages. Damage to the equipment, death or serious injury to you or other persons may result if these messages are not followed.



This message indicates an imminently hazardous situation that, if not avoided, will result in death or serious injury.



This message indicates a potentially hazardous situation, which, if not avoided, could result in death or serious injury.

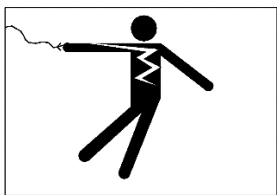


This message indicates a potentially hazardous situation, which, if not avoided, may result in minor or moderate injury. It may also be used to alert against unsafe practices.



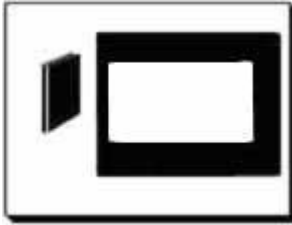
This message is used when special information, instructions or identification are required relating to procedures, equipment, tools, capacities and other special data.

### Safe Work Practices



#### Beware of High Voltage

This equipment uses high voltage. Serious injury can occur if you or any untrained or unauthorized person installs, services, or repairs this equipment. Always Use an Authorized Service agent to Service Your Equipment.



### Keep this manual with the Equipment

This manual is an important part of your equipment. Always keep it near for easy access. If you need to replace this manual, contact:

#### **BKI**

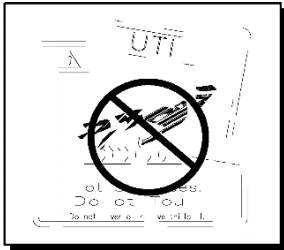
Technical Services Department  
42 Allen Martin Drive  
Essex Junction, VT 05452  
(802) 658-6600



### Protect Children

Keep children away from this equipment. Children may not understand that this equipment is dangerous for them and others.

NEVER allow children to play near or operate your equipment.

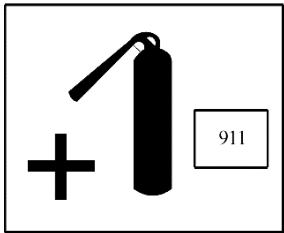


### Keep Safety Labels Clean and in Good Condition

Do not remove or cover any safety labels on your equipment. Keep all safety labels clean and in good condition. Replace any damaged or missing safety labels. Refer to the Safety Labels section for illustration and location of safety labels on this unit. If you need a new safety label, obtain the number of the specific label illustrated on page 4, then contact:

#### **BKI**

Technical Services Department  
42 Allen Martin Drive  
Essex Junction, VT 05452  
(802) 658-6600

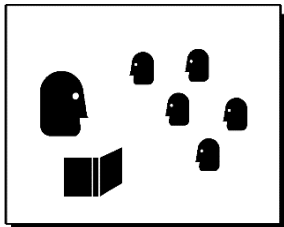


### Be Prepared for Emergencies

Be prepared for fires, injuries, or other emergencies.

Keep a first aid kit and a fire extinguisher near the equipment. You must use a 40-pound Type BC fire extinguisher and keep it within 25 feet of your equipment.

Keep emergency numbers for doctors, ambulance services, hospitals, and the fire department near your telephone.



### Know your responsibilities as an Employer

- Make certain your employees know how to operate the equipment.
- Make certain your employees are aware of the safety precautions on the equipment and in this manual.
- Make certain that you have thoroughly trained your employees about operating the equipment safely.
- Make certain the equipment is in proper working condition. If you make unauthorized modifications to the equipment, you will reduce the function and safety of the equipment.



**California Residents Only.** This product can expose you to chemicals including chromium, and lead which are known to the State of California to cause cancer and birth defects or other reproductive harm. For more information go to [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).

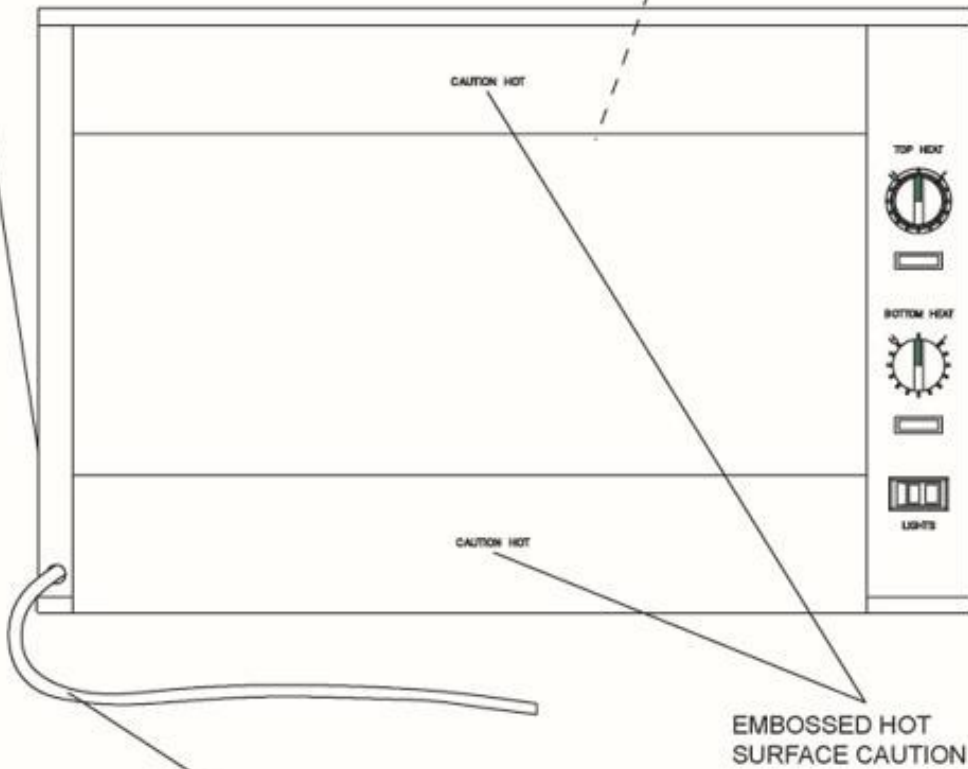
### Safety Labels

Models SM-24, SM-27, SM-39, SM-51, SM-63, SM-72, SM-75

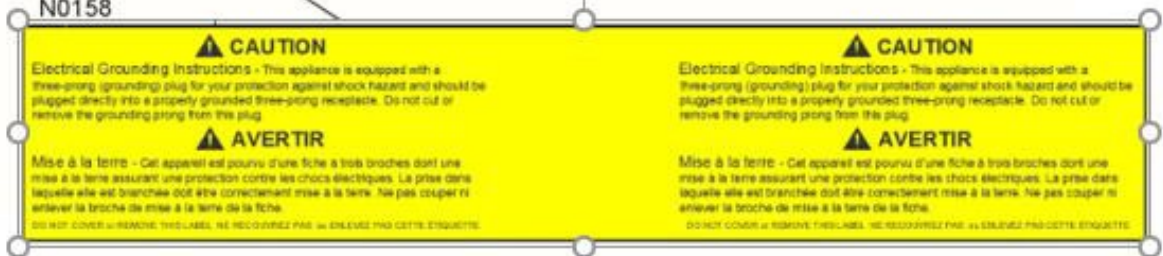
N0202



N0563



N0158

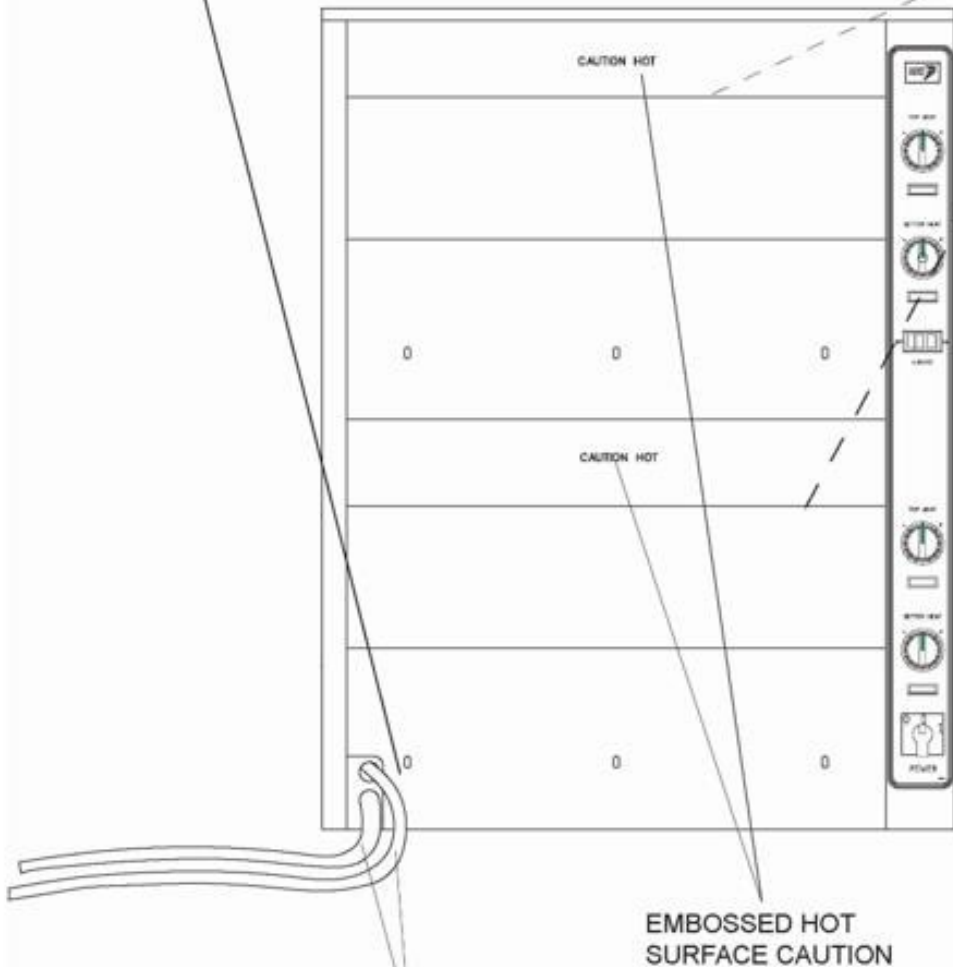


Model SM27-2L

N0202



N0563



N0158



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## Installation



**WARNING** Serious injury, equipment damage or death could result if attempting to install this unit yourself. Ensure that an authorized BKI service agent installs the unit.

### ***Instructions for Shipping Damage***

You are responsible for filing all freight claims with the delivering truck line. Inspect all cartons and crates for damage when they arrive. If there is damage noted to shipping crates or cartons, or, if a shortage is found, note this on the bill of lading (all copies) before signing.

If damage is detected when the equipment is uncrated, immediately call the delivering truck line and follow up the call with a written report indicating concealed damage to your equipment. Ask for an immediate inspection of your concealed damage item. Crating material **MUST** be retained to show the inspector from the truck line.

### ***Electrical Information***



**WARNING** Electrocutation, equipment failure or property damage could result if an unlicensed electrician performs the electrical installation. Ensure that a licensed electrician perform the electrical installation in accordance with local codes, or in the absence of local codes, with the National Electrical Code, ANSI NFPA 70-20XX.

This unit, when installed by an authorized BKI service agent, must be wired for use in accordance with all applicable local, state, and federal codes. For specific electrical requirements and connections refer to the wiring diagram attached to the unit or provided in the Service Manual.

### ***Important Installation Instructions***



**LEVELING THE UNIT:** Your SM should be level for best operating results. The unit may be leveled by placing shims under the base. The shims must be made of metal or other non-combustible material. If you have any questions, please contact your **BKI** Distributor. If they are unable to answer your questions, contact the **BKI** Technical Service Department (802) 658-6600.



**COUNTERTOP INSTALLATIONS:** To conform to NSF Standard 4, countertop models are designed to be sealed to the supporting surface using an NSF approved Silicone sealant. BKI recommends Dow Corning RTV # 732 Multi-purpose Sealant. If you have any questions, please contact your **BKI** Distributor. If they are unable to answer your questions, contact the **BKI** Technical Service Department (802) 658-6600.



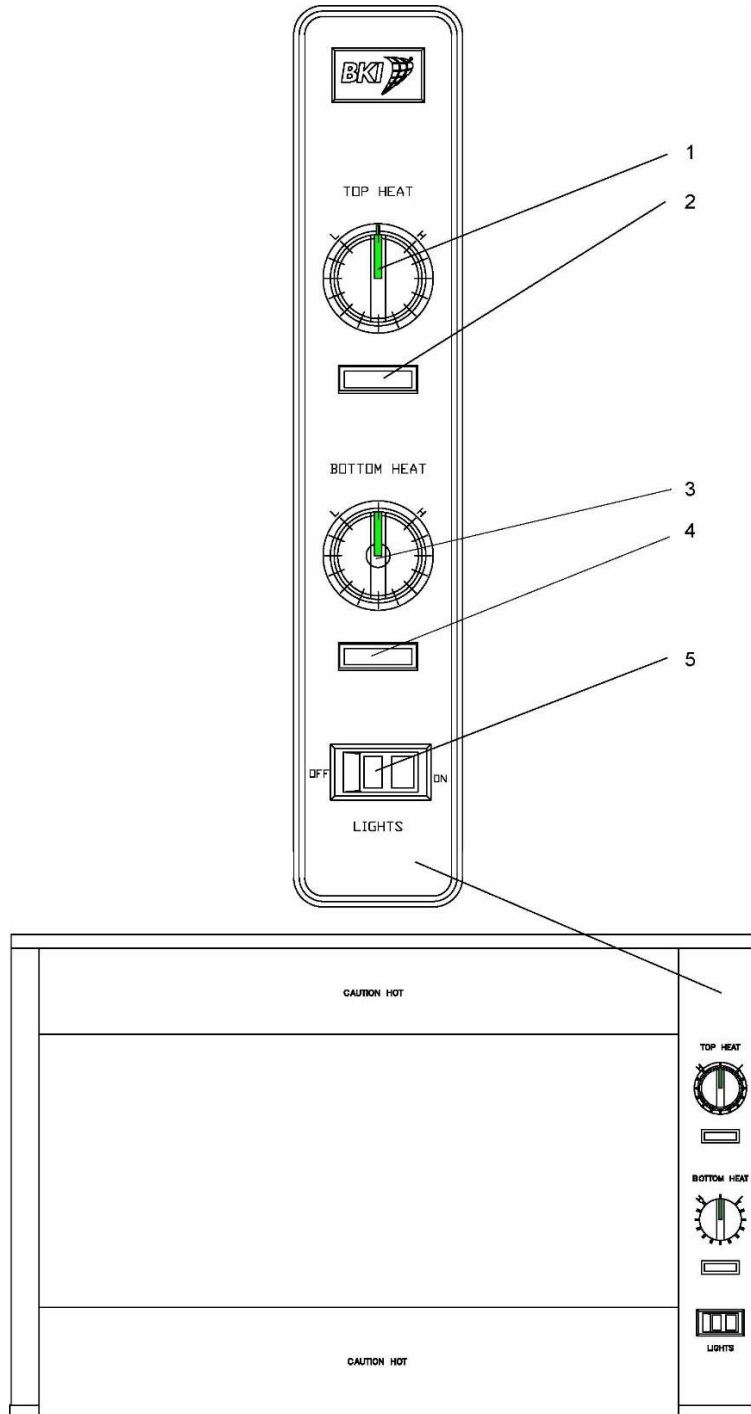
***This unit is designed for pre-packaged foods only.*** If you have any questions, please contact your **BKI** Distributor. If they are unable to answer your questions, contact the **BKI** Technical Service Department (802) 658-6600.



# Operation

**Models SM-24, SM-27, SM-39, SM-51, SM-63, SM-72, SM-75**

## Controls and Indicators



Item #	Description	Function
1	<b>TOP HEAT</b> temperature control	Controls the temperature of the ceramic heaters.
2	<b>TOP HEAT</b> pilot light	Cycles on and off to indicate when the ceramic heaters turn on and off.
3	<b>BOTTOM HEAT</b> temperature control	Controls the temperature of the heating element.
4	<b>BOTTOM HEAT</b> pilot light	Cycles on and off to indicate when the heating element turns on and off.
5	<b>LIGHTS ON/OFF</b> Switch	Controls power to the lights.

### Unit Startup and Preheating

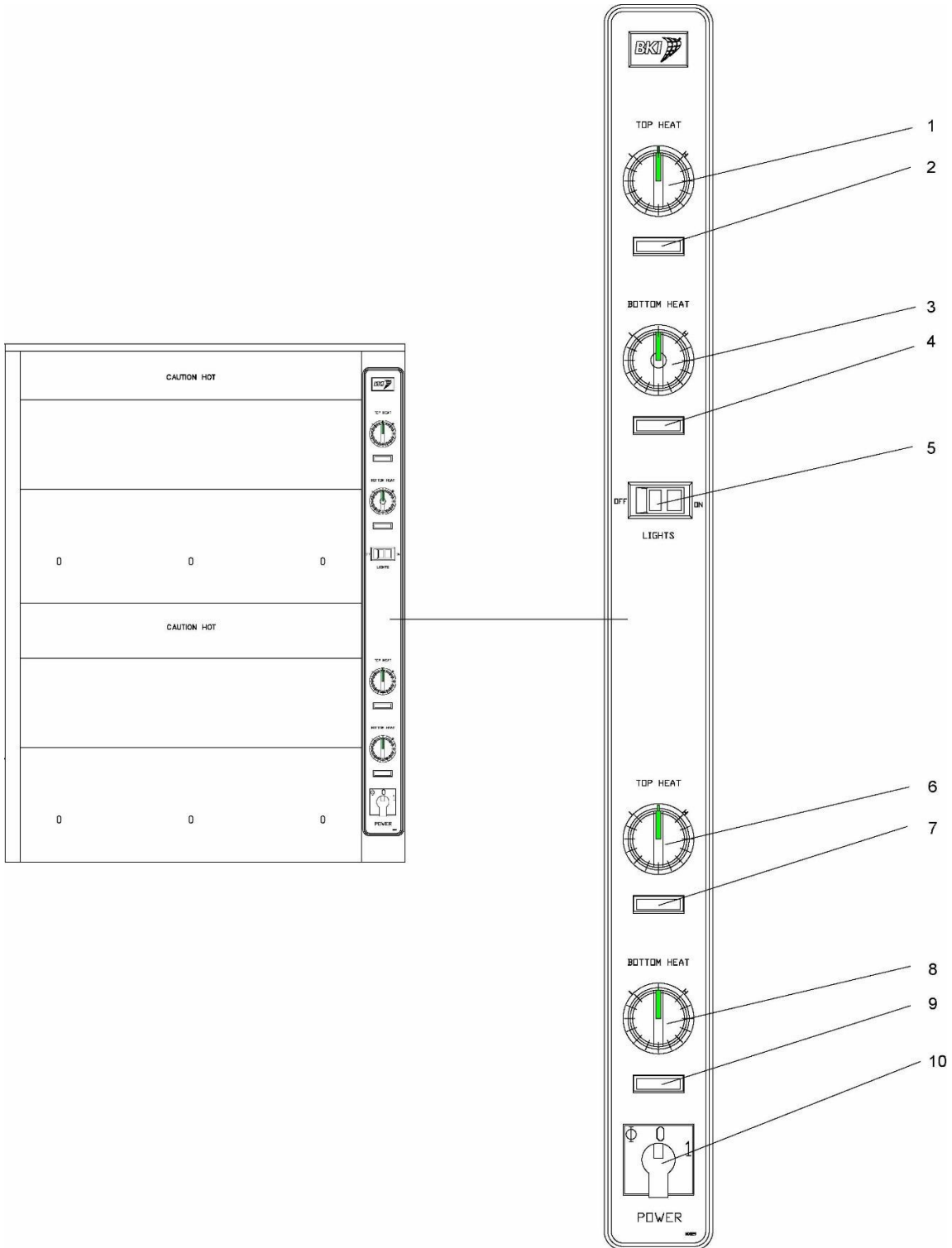
1. Connect the plug of the power cord into a receptacle that matches the power rating specified on the rating tag.
2. Place the **TOP HEAT** and **BOTTOM HEAT** temperature control knobs to the number 5 position. The pilot lights will cycle on and off to maintain proper sandwich warmer temperature.
3. Place the Sandwich Warmer **LIGHTS ON/OFF** switch to the **ON** (1) position. The switch should illuminate red.
4. Allow the equipment to preheat for 30 minutes before loading it with product.

### Unit Shutdown

1. Unplug the power cord from the receptacle.
2. Allow the equipment to cool to room temperature.

# Model SM27-2L

## Controls and Indicators



Item #	Description	Function
1	Upper Sandwich Warmer <b>TOP HEAT</b> temperature control	Controls the temperature of the Upper Sandwich Warmer ceramic heaters.
2	Upper Sandwich Warmer <b>TOP HEAT</b> pilot light	Cycles on and off to indicate when the Upper Sandwich Warmer ceramic heaters turn on and off.
3	Upper Sandwich Warmer <b>BOTTOM HEAT</b> temperature control	Controls the temperature of the Upper Sandwich Warmer heating element.
4	Upper Sandwich Warmer <b>BOTTOM HEAT</b> pilot light	Cycles on and off to indicate when the Upper Sandwich Warmer heating element turns on and off.
5	<b>LIGHTS ON/OFF</b> Switch for Upper and Lower Sandwich Warmer	Controls power to the Sandwich Warmer lights.
6	Lower Sandwich Warmer <b>TOP HEAT</b> temperature control	Controls the temperature of the Lower Sandwich Warmer ceramic heaters.
7	Lower Sandwich Warmer <b>TOP HEAT</b> pilot light	Cycles on and off to indicate when the Lower Sandwich Warmer ceramic heaters turn on and off.
8	Lower Sandwich Warmer <b>BOTTOM HEAT</b> temperature control	Controls the temperature of the Lower Sandwich Warmer heating element.
9	Lower Sandwich Warmer <b>BOTTOM HEAT</b> pilot light	Cycles on and off to indicate when the Lower Sandwich Warmer heating element turns on and off.
10	<b>POWER ON/OFF</b> Switch	Controls power to the upper and lower Sandwich Warmers.

### Unit Startup and Preheating

1. Connect the plugs of the power cords into receptacles that match the power rating specified on the rating tag.
2. Place the Sandwich Warmer **POWER ON/OFF** switch to the ON (1) position.
3. Place the **TOP HEAT** and **BOTTOM HEAT** temperature control knobs on each sandwich warmer (upper and lower) to the number 5 position. The pilot lights will cycle on and off to maintain proper sandwich warmer temperature.
4. Place the Sandwich Warmer **LIGHTS ON/OFF** switch to the **ON** (1) position. The switch should illuminate red.
5. Allow the equipment to preheat for 30 minutes before loading it with product.

### Unit Shutdown

1. Place the Sandwich Warmer **POWER ON/OFF** switch to the OFF (0) position.
2. Unplug each power cord from it's receptacle.
3. Allow the equipment to cool to room temperature.

## **Temperature Adjustment**

After loading the unit with product, it may be necessary to adjust the temperature control knobs in order to maintain the proper internal temperature for the product on display. The temperature control knobs should be set to the lowest possible number that will maintain the proper product temperature.

## **Operational Guidelines**

- Foods should be a minimum of 160° F. before being placed in the warmer.
- Foods loaded in first should be served first as much as is practical.
- Check Federal and State Health and Sanitation Regulations for internal temperature required for holding cooked foods for sale. Maintaining these temperatures often tends to continue to cook certain products. Therefore, smaller amounts of bulk foods should be displayed at non-peak periods and the warmer refilled as needed.

### **NOTICE**

This equipment is designed to hold foods for a short period of time only.

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## Maintenance

**⚠ CAUTION**

Failure to comply with the maintenance below could result in a serious accident.

**⚠ WARNING**

Electrocution, equipment failure or property damage could result if an unlicensed electrician performs electrical repair. Ensure that a licensed electrician performs electrical repair.

### ***Scheduled Maintenance***

This unit should be cleaned at the end of each working day. Use the following procedure:

**⚠ DANGER**

Failure to remove power from this unit may cause severe electrical shock. This unit may have more than one disconnect switch.

**⚠ CAUTION**

Never use abrasive cleaners that may damage the finish.

Never steam clean the interior.

Avoid getting excess water in the interior of the unit.

Do not leave this unit on and unattended after business hours.

1. Remove all food from the unit.
2. Remove power from the unit by following the shutdown procedures in the Operation section.
3. Allow the equipment to cool to room temperature.
4. Remove the heat shield on the operator and/or customer side.
5. Remove the rack(s) or divider bars and clean with a mild soap and water solution.
6. Sponge the inside and outside of the unit with a mild soap and water solution, being sure to clean all areas. Avoid getting water in the interior of the unit.
7. Wipe the parts and unit dry with a soft, clean cloth.
8. Reinstall the heat shield and place the rack(s) or divider bars back in the unit.

## Troubleshooting

Problem	Cause	Possible Solution
Unit will not turn on.	Power cords not connected or circuit breaker supplying power to the unit has tripped.	Make sure power cords are connected and circuit breaker is on. If problem persists, contact a licensed electrician.
Product is not holding its temperature	Product temperature is too low when loaded.  Or  Faulty component in heating circuit	Make sure product is above 160° F when loaded.   Contact an authorized BKI service agent for corrective action.
Unit is not heating	No power to unit  Or  Faulty component in top or bottom heating circuit.	Make sure power cords are connected and circuit breaker is on. If problem persists, contact licensed electrician.   Contact an authorized BKI service agent for corrective action.

## Repair

### NOTICE

Before replacing any parts, make sure the power has been turned off and the unit has cooled down.

### Lamp Replacement

### NOTICE

Only use PTFE-coated lamp to prevent glass contamination.

1. Remove power from the unit by following the shutdown procedures in the Operation section.
2. Allow the equipment to cool to room temperature.
3. Remove lamp guard.
4. Carefully remove the faulty lamp.
5. Replace with the new lamp and reattach the lamp guard.

# Notes







42 Allen Martin Drive, Essex Junction, VT 05495, USA  
<http://www.bkideas.com>

**Made and printed in USA**