

**TWD3001**

**PROFESSIONAL WARMING DRAWER**

**COOK  
LIKE  
A  
GOD**

**THOR**  
K I T C H E N<sup>®</sup>

**USE & CARE MANUAL**

**USE AND CARE MANUAL**

# **PROFESSIONAL WARMING DRAWER**

## **TWD3001**

**THOR**  
K I T C H E N<sup>®</sup>

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## IMPORTANT NOTE

To ensure this product is installed and operated as safely and efficiently as possible, take note of the following types of highlighted information throughout this guide:

**IMPORTANT NOTE** highlights information that is especially important.

**CAUTION** indicates a situation where minor injury or product damage may occur if instructions are not followed.

**WARNING** states a hazard that may cause serious injury or death if precautions are not followed.

**IMPORTANT NOTE:** Throughout this guide, dimensions in parentheses are millimeters unless otherwise specified.

# SAFETY PRECAUTIONS

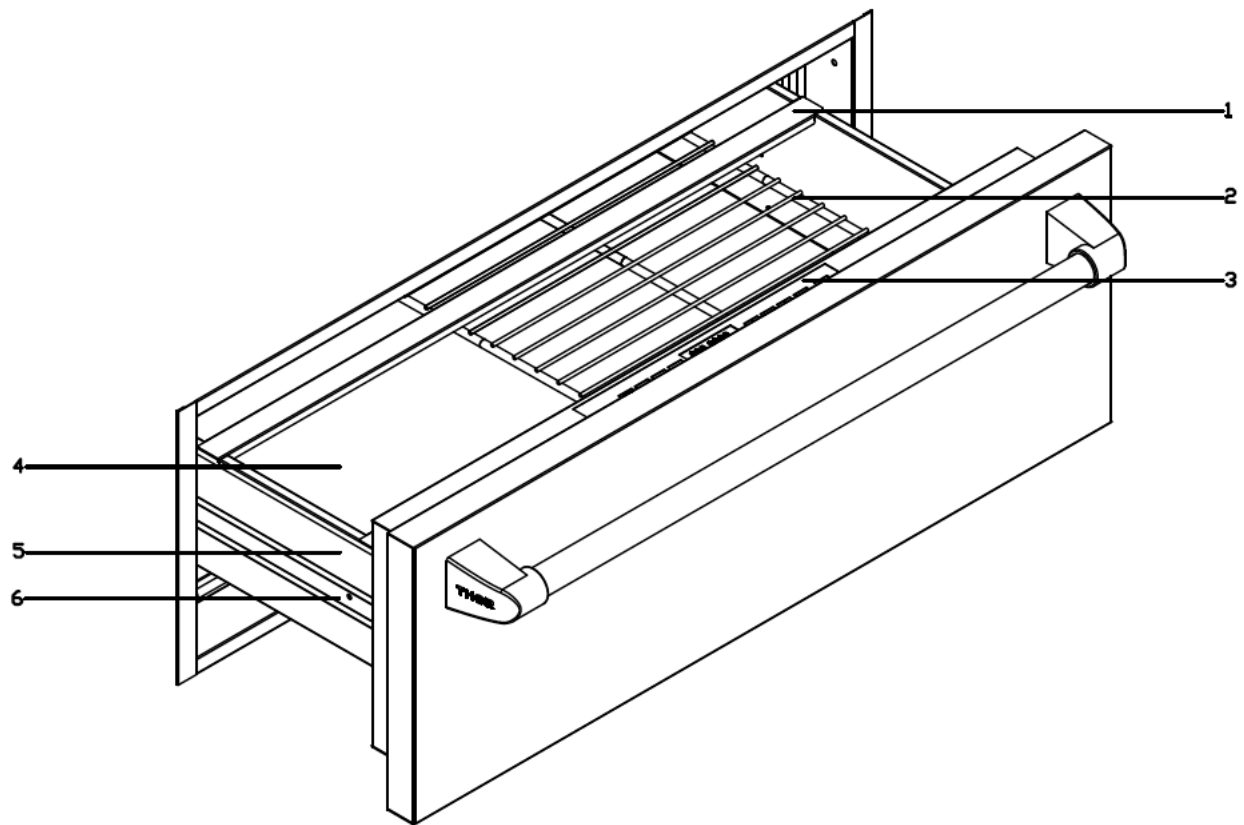
## GENERAL SAFETY REQUIREMENTS

- Read this use & care guide carefully before using your new warming drawer to reduce the risk of fire, electric shock or injury to persons.
- To protect against electrical shock do not immerse cord or plug in water or other liquid.
- The use of accessory attachments not recommended by the appliance manufacturer may cause injuries.
- Do not repair or replace any part of the warming drawer unless specifically recommended in literature accompanying this appliance. All service should be referred to Thor Group Certified Service.
- Close supervision is necessary when any appliance is used by or near children.
- Do not use outdoors (model TWD3001).
- Do not use appliance for other than intended use.
- Do not touch the heating element or the interior surface of the warming drawer. These surfaces may be hot enough to burn. The inside surfaces of the warming drawer may be hot when opened.
- Do not use aluminum foil to line the warming drawer. This may cause damage to interior surfaces of the warming drawer.
- Do not heat unopened food containers, such as baby food jars and cans. Pressure build-up may cause the container to burst and cause injury.
- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- Ensure that towels are stacked only as high as the sides of the drawer pan. Any higher may result in discoloration of the towels.
- Do not place more than 50 lb (20 kg) into the warming drawer.

## WARMING DRAWER FEATURES

### FEATURES

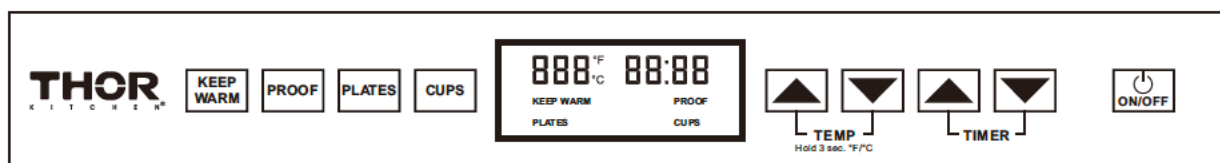
1. Pan support rail locator notch
2. Removable Rack
3. Control panel
4. Drawer Pan
5. Drawer side
6. Drawer rail



# WARMING DRAWER OPERATION

## CONTROL PANEL

The electronic control panel features touch controls and a visual display. Refer to the illustration below. The control panel is hidden when the warming drawer is closed. Open the drawer to access the control panel.



## TEMPERATURE

The warming drawer features four preset temperature settings; KEEP WARM, PROOF PLATES and CUPS. During preheat, the temperature display will alternate between the set point and the actual temperature. 'Proof' will appear until the temperature reaches 85°F (30°C) . An audible chime indicates preheat is complete. Refer to the chart below.

Setting	Min temperature	Max temperature	Default
Bread Proof	85°F(30°C)	105°F(40°C)	85°F(30°C)
Keep Warm	150°F(65°C)	185°F(85°C)	170°F(75°C)
Plates	140°F(60°C)	175°F(80°C)	150°F(65°C)
Cups	105°F(40°C)	140°F(60°C)	125°F(50°C)

## TIMER

**Bread Proof:** The default working time is 4 hours. The maximum is 12 hours.

**Keep Warm:** The default working time is 2 hours. The maximum is 5 hours.

**Plates:** The default working time is 3 hours. The maximum is 12 hours.

**Cups:** The default working time is 3 hours. The maximum is 12 hours.

### Setting timer:

1/ Select desired temperature.

2/ Touch TIMER UP or DOWN arrows to select the desired time (one gear every 15 minutes). 'TIMER' and the shut off time will appear in the display.

## CARE RECCOMENDATIONS

### CLEANING

#### Stainless steel

Use a nonabrasive stainless steel cleaner and apply with a soft lint-free cloth. To bring out the natural luster, lightly wipe surface with a water-dampened microfiber cloth followed by a dry polishing chamois.

Always follow the grain of stainless steel.

The stainless steel drawer pan is removable for cleaning. To remove, open drawer completely. Slide fingertips under side edges of pan, pull up and out.

#### Control panel

Use a spray degreaser to remove fingerprints and food soil. Spray on a cloth before wiping panel.

Do not spray cleaners directly on the control panel.

#### Removable Rack

Clean with hot water and mild detergent or paste of baking soda and water. Towel dry.

#### Interior

Wipe with a soft damp cloth. Do not use abrasive or harsh cleaners or scouring pads. For heavier soil, use baking soda or a mild soap; rinse thoroughly with hot water.

#### Drawer Guides

Remove food crumbs from drawer guides. Wipe with a soft dry cloth.

**Note:** THOR KITCHEN warming drawer is equipped with a food-grade silicone pad at the bottom of the drawer, which can be easily cleaned.

## TROUBLESHOOTING

### WARMING DRAWER DOES NOT OPERATE.

- Verify power is on.
- Verify electrical power to warming drawer and home circuit breaker is on.

### DRAWER DOES NOT SLIDE SMOOTHLY.

- Drawer is out of alignment. Fully extend the drawer and close completely to realign.
- Drawer is overloaded. Reduce weight to less than 50 lb (20 kg) .
- Redistribute contents to balance load.

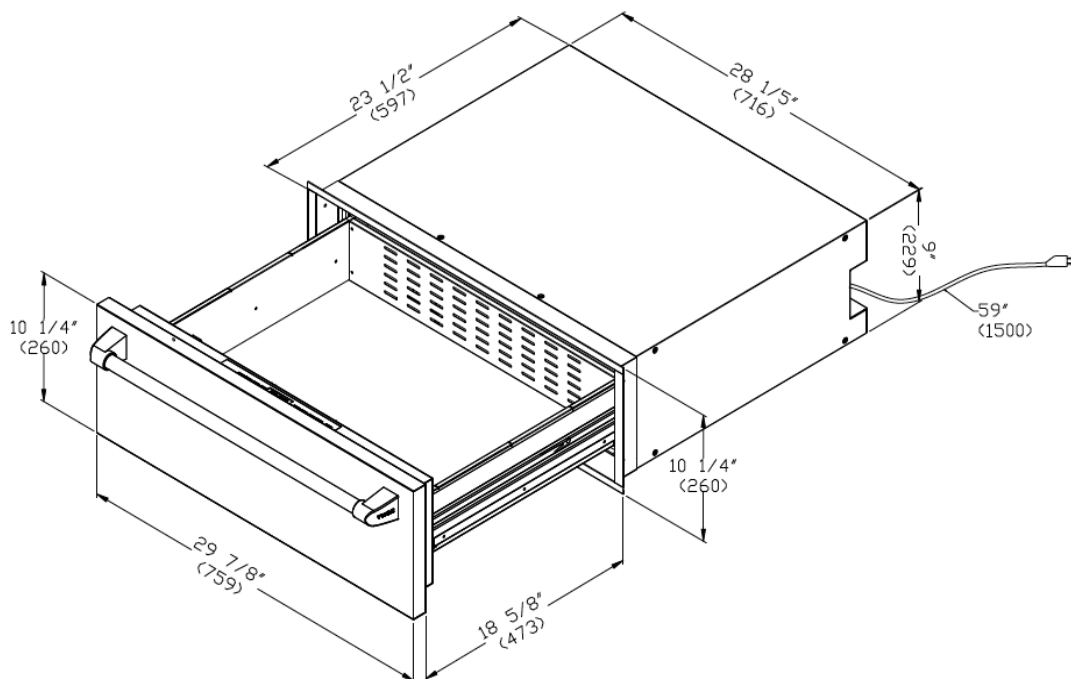
### EXCESSIVE CONDENSATION.

- Remove liquid in drawer pan.
- Cover food with lid or aluminum foil.
- Temperature setting is too high. Use lower setting.

### NO HEAT IN PROOF SETTING.

- Verify PROOF is illuminated on the control panel display.
- Room temperature may prevent thermostat from turning on. Food dries out in proof setting.
- Cover food with lid or aluminum foil.

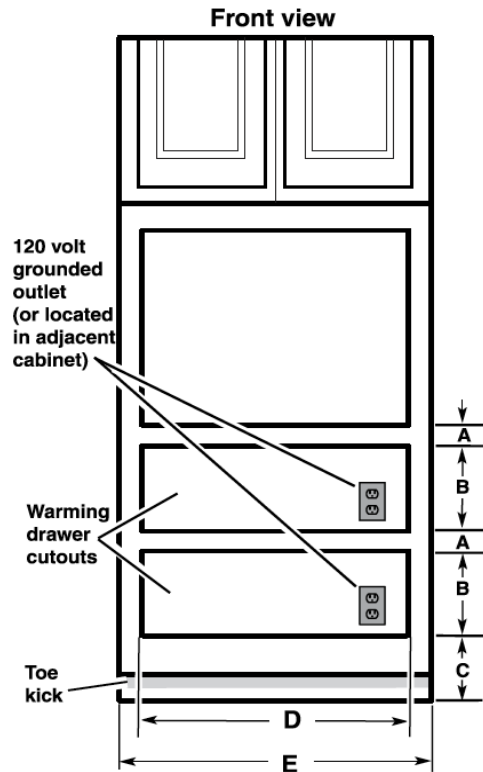
## PRODUCT DIMENSIONS





# INSTALLATION DIMENSION

## CABINET FRONT VIEW



WARMING DRAWER SIZE	MINIMUM BETWEEN CUTOUTS (A)	CUTOUT HEIGHT (B)	MINIMUM/RECOMMENDED (C)	CUTOUT WIDTH (D)	MINIMUM CABINET WIDTH (E)
30"	2½"	9⅞"	1" (2.5 cm)/	28½"	30"
(76.2 cm)	(6.4 cm)	(23.2 cm)	4¼" (10.8 cm)	(72.2 cm)	(76.2 cm)

Warming drawer can be installed as an indoor single or double installation or installed under a single oven. Two warming drawers

under a single oven are shown.

**NOTE:** The warming drawer cannot be leveled after being installed.

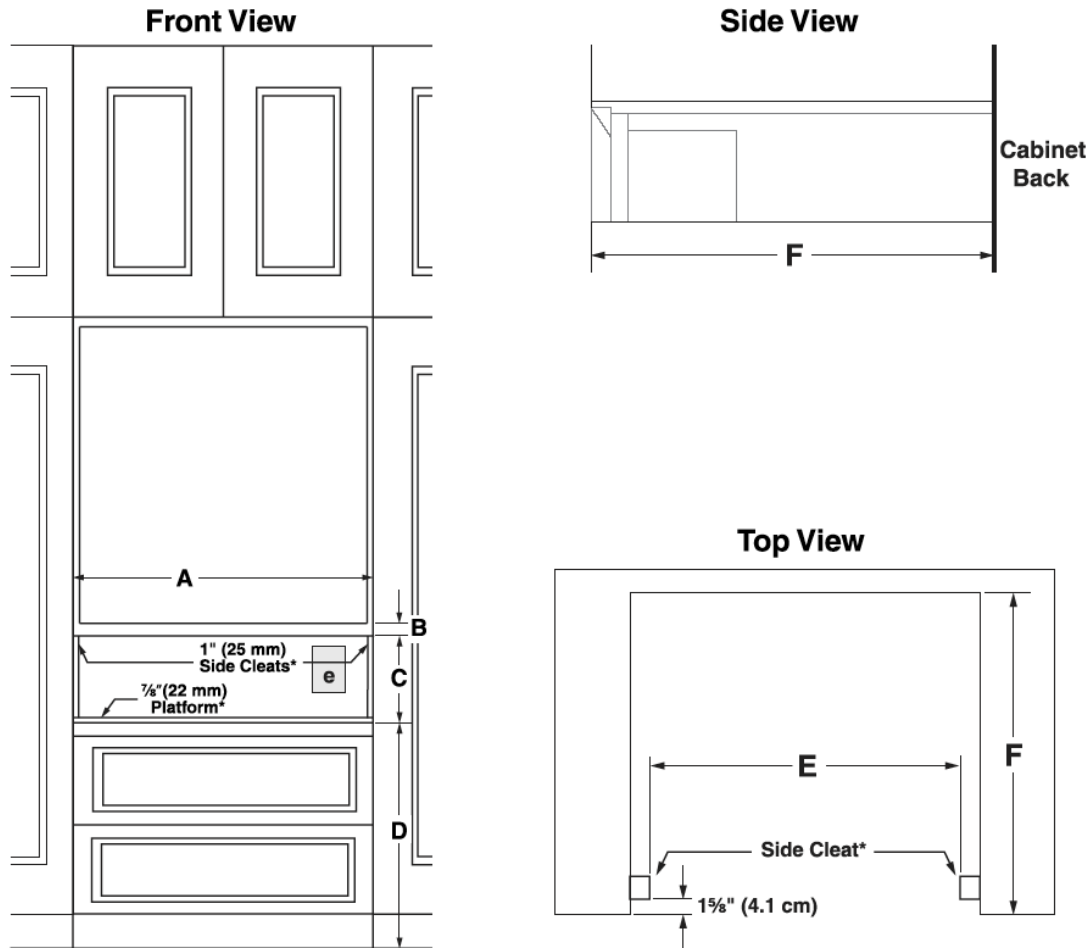
For outdoor installation follow the cutout dimensions above. Install the outdoor warming drawer in a permanent fixture.

### Custom Wood Drawer Front

If you plan to install a custom wood panel to match your cabinets, we recommend consulting a qualified cabinetmaker or carpenter. The back of the wood panel must be sealed to avoid moisture damage.

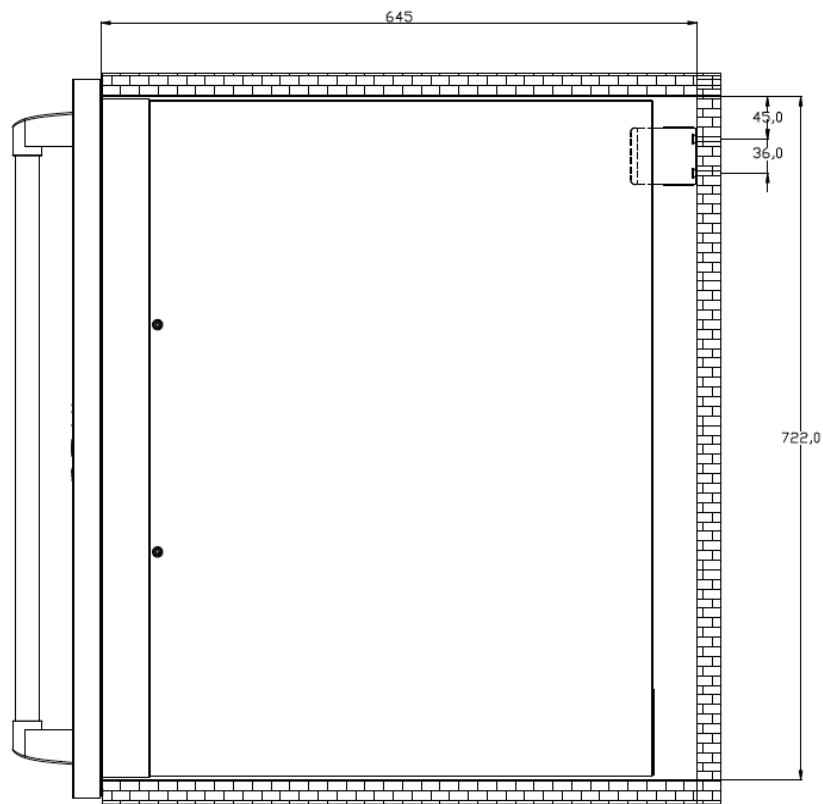
# INSTALLATION DIMENSION

## CLEARANCE DIMENSIONS – FLUSH INSTALLATION

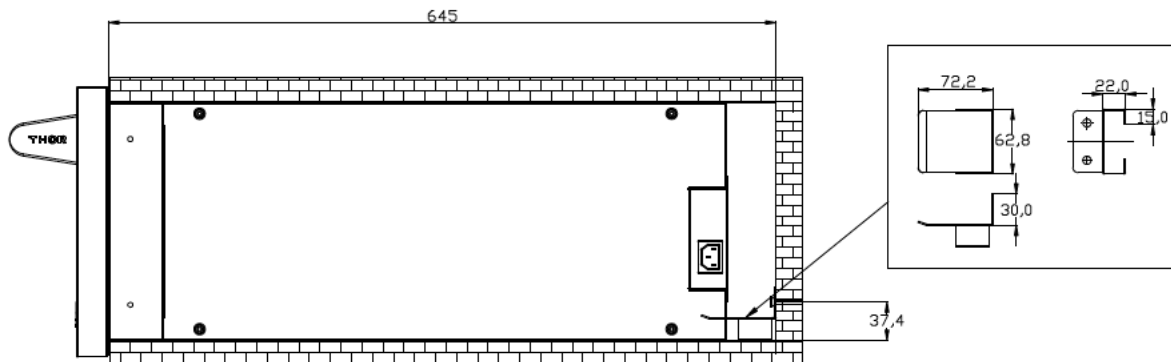


30" Models		
<b>A</b>	Width of flush inset cutout (minimum)	30 1/4" (76.8 cm)
<b>B</b>	Height between cutouts (minimum)	2 1/2" (6.4 cm)
<b>C</b>	Height of flush inset cutout (minimum)	10 3/4" (27.3 cm)
<b>D</b>	Bottom of cutout to floor (recommended)	8 1/4" (21.0 cm)
	Bottom of cutout to floor (minimum)	5" (12.7 cm)
<b>E</b>	Width of opening (minimum)	28 1/4" (71.8 cm)
<b>F</b>	Depth of cutout (minimum)	25 3/8" (64.5 cm)
<b>e</b>	Recommended outlet location	

## INSTALLATION DIMENSION



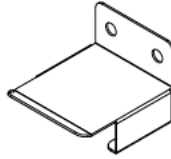
Fix the anti-tilt fixing plate on the back wall with screws according to the size shown in the figure. After the product is pushed in, Fix it with screws at the screw hole in the front of the product.



## ACCESSORIES



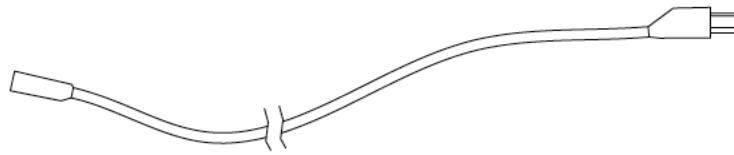
**Installation Wrench**



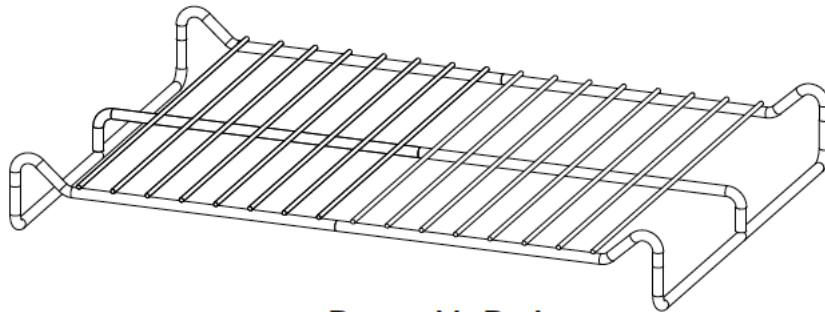
**Anti-tip bracket**



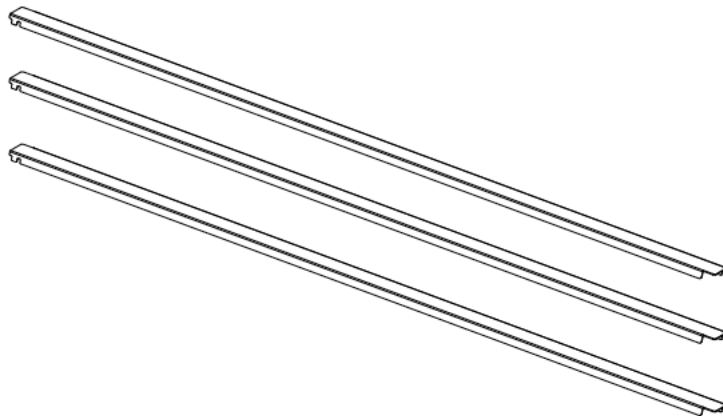
**Screw\*2**



**Power Cord**



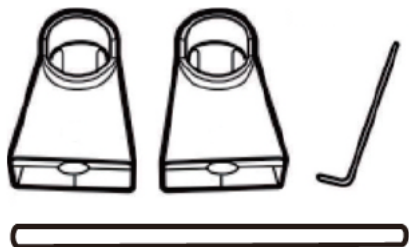
**Removable Rack**



**Pan Support Rails\*3**

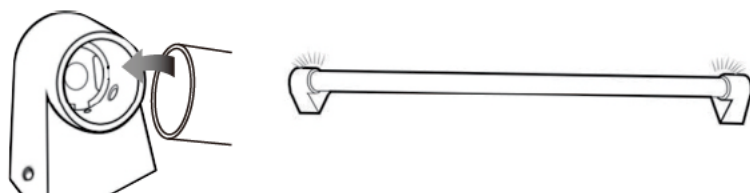
## INSTALL HANDLE

1. How to install Handles For Thor KD Models.

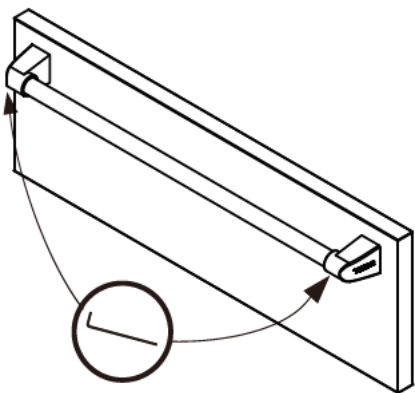


2\*Handle Holders, 1\*Installation Wrench, 1\*Handle

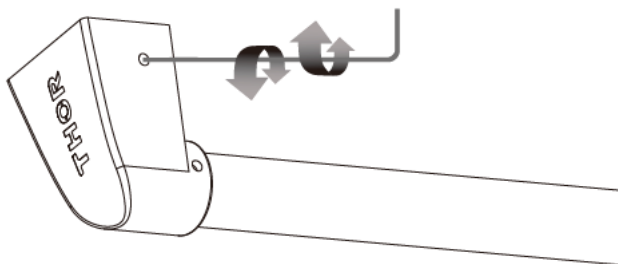
2. Connect the handle to the handle holders.



3. Lay the door handle against to the oven door and fit it on the connection part.



4. Use the wrench to get the door handle holder tight.



5. Check if the oven door is level and stable.

## TROUBLESHOOTING AND INFORMATION CODES

ERROR CODE	AFTER SALES SERVICE
Er00	Temperature detection failure.
Er01	Door switch detection failure. (Or there is a foreign body stuck so that the door cannot be closed but the function is turned on)
Er02	The convection fan does not work.
Er03	No heating.
Er04	The temperature is too high.
Er05	Touch button detection failure.
ErPF	Power failure, when the warming drawer has been working for a period of time, the PF error code is displayed, indicating that there was a power failure during the work, and the warming drawer will not continue to work but display PF

## WARRANTY

This product has been manufactured by Thor Group, 4651 E.  
Airport Dr.Ontario, CA 91761

Thor Group disclaims all express warranties except for the following:

This warranty applies to products purchased and located in the United States. Products purchased or located outside this area are excluded.

The warranty does not apply to damage resulting from abuse, accident, natural disaster, loss of electrical power to the product for any reason, alteration, outdoor use, improper installation, and improper operation, repair or service of the product by anyone other than an authorized Thor Group, service agency or representative.

### **Warranties and Duration**

Warranty: 2 year parts and labor.

Implied warranties terminate upon expiration of the limited warranty.

Some states do not allow limitations on how long implied warranty lasts, so the above limitation may not apply to your implied warranty.

### **Thor Group will pay for:**

All repair labor and cost of replacement parts found to be defective due to material and workmanship. Service must be provided by a Thor Group Authorized Service Agency during normal working hours.For a Service Agency nearest you, please call 877-288-8099.

## WARRANTY

### **Thor Group will not pay for:**

This limited warranty does not cover:

1. Service to instruct you on how to use your drawer refrigerator to correct house wiring, replace or repair house fuses, service to correct the installation of your drawer refrigerator.
2. Repairs when your drawer refrigerator is used for other than normal, single-family household use or when it is used in a manner that is contrary to published user or operator instructions and/or installation instructions.
3. Cosmetic damage, including chips, dents, scratches or other damage to the finish of your drawer refrigerator, unless such damage results from defects in materials or workmanship and is reported to Thor Group within 30 days from the date of purchase.
4. Costs associated with the removal from your home of your drawer refrigerator for repairs. This drawer refrigerator is designed to be repaired in the home and only in-home service is covered by this warranty.
5. Damage resulting from misuse, alteration, accident, abuse, fire, flood, acts of God, improper installation, installation not in accordance with electrical, or use of consumables or cleaning products not approved by Thor Group.
6. Service to repair or replace consumable parts. Consumable parts are not included in the warranty coverage.
7. The removal and reinstallation of your drawer refrigerator if it is installed in an inaccessible location or is not installed in accordance with published installation instructions.
8. This warranty is void if the factory applied serial number has been altered or removed from your drawer refrigerator.
9. Repairs to parts or systems resulting from unauthorized modifications made to the appliance.
10. Expenses for travel and transportation for product service if your drawer refrigerator is located in a remote area where service by an authorized Thor Group servicer is not available.
11. In any circumstance, Thor does not pay for food loss claims on drawer refrigerator products.

Should the appliance be sold by the original purchaser during the warranty period, warranty shall extend to the new owner until the expiration date of the original purchaser warranty period.

## WARRANTY

Thor Group is not responsible for incidental or consequential damages. Under no circumstances will Thor Group's liability exceed the cost that you paid for the product. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state. Whenever you call our customer service at 877-288-8099 (Thor Kitchen product) for technical information and parts sales in the United States or to request service for your appliance, please have your complete model number and serial number ready. The model and serial number can be found on the product data plate.

Please enter the information requested in the spaces provided.

Model No. \_\_\_\_\_ Date of Purchase \_\_\_\_\_

Dealer \_\_\_\_\_ Town \_\_\_\_\_

Serial No. \_\_\_\_\_ Purchaser \_\_\_\_\_

Suburb \_\_\_\_\_ Country \_\_\_\_\_

Note: You must provide proof of purchased or installation date for in-warranty service.



# WELCOME TO THE CLUB

You chose THOR Kitchen to enhance your culinary journey and we're stoked to have you in the club. Think of it as a secret society of really savvy people, such as yourself, choosing professional power and performance at an affordable price.



Register your product by following the steps below.

## WARRANTY REGISTRATION



Scan the QR code or visit  
[thorkitchen.com/warranty](https://thorkitchen.com/warranty)



Input your product info  
and select register



You're done.  
Let's get cookin'.

### WARRANTY



### NEED PARTS?

