



Preferred Service

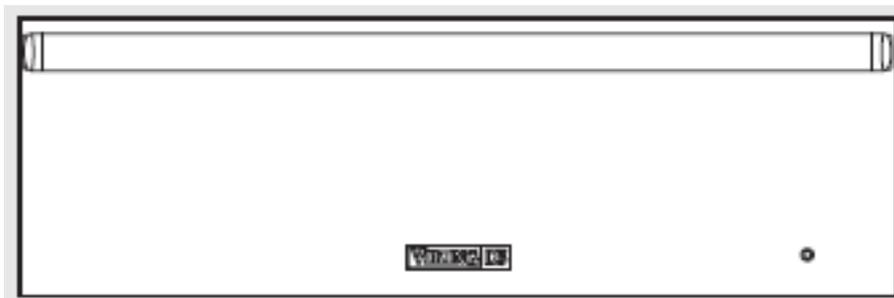
Service Manual

This manual is to be used by qualified appliance technicians only. Viking does not assume any responsibility for property damage or personal injury for improper service procedures done by an unqualified person.

Warming Drawers

This Base Manual covers general and specific information including, but not limited to the following models:

DEWD102
DFWD101
DFWD171
RDEWD103
VEWD103
VEWD163
VEWD173



RDEWD103 Shown

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SAVE THESE INSTRUCTIONS

REVIEW ALL SERVICE INFORMATION IN THE APPROPRIATE SERVICE MANUAL AND TECHNICAL SHEETS BEFORE BEGINNING REPAIRS.

Pride and workmanship go into every product to provide our customers with quality products. It is possible, however, that during its lifetime, a product may require service. Products should be serviced only by a qualified service technician that is familiar with the safety procedures required in the repair and who is equipped with the proper tools, parts, testing instruments, and the appropriate service manual.

Safety Information

We have provided many important safety messages in this manual and on the appliance. Always read and obey all safety messages. This is the safety alert symbol.



This symbol alerts you to hazards that can kill or hurt you and others. All safety messages will be preceded by the safety alert symbol and the word “DANGER”, “WARNING”, or “CAUTION”. These words mean:

DANGER

IMMEDIATE HAZARDS WHICH WILL RESULT IN SEVERE PERSONAL INJURY OR DEATH.

WARNING

Hazards or unsafe practices which COULD result in severe personal injury or death.

CAUTION

Hazards or unsafe practices which COULD result in minor personal injury or product or property damage.

All safety messages will identify the hazard, tell you how to reduce the chance of injury, and tell you what can happen if the instructions are not followed.

WARNING

To avoid risk of serious injury or death, repairs should not be attempted by unauthorized personnel.

CAUTION

VIKING will not be responsible for any injury or property damage from improper service procedures. If performing service on your own product, you must assume responsibility for any personal injury or property damage which may result.

Technical support for authorized servicers:

1-800-914-4799

Address your written correspondence to:

Viking Preferred Service
 1803 HWY 82 West
 Greenwood, MS 38930

WARNING

To avoid risk of electrical shock, personal injury, or death, disconnect electrical power source to unit, unless test procedures require power to be connected. Ensure all ground wires are connected before certifying unit as repaired and/or operational.

VEWD / DEWD / DFWD – Warming Drawer

The 30" Built-In warming drawer is shown below (FIG 1) with the front door assembly removed. When the drawer is extended out you will have access to the temperature control (FIG 2 inset)

Fig. 1



Fig. 2

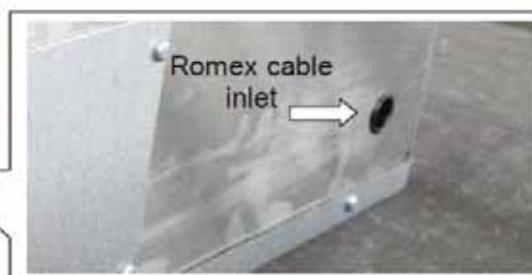


The temperature range of the warming drawer is between 90° F (Min) to 250 "F (Max) The temperature is control by the thermostat. In order to gain access to the thermostat and power connections, remove the unit from the cabinet to expose the right side access panel. FIG 3 shows the cover installed (Outlined with dotted red line)

Fig. 3



Fig. 4



Remove the 3 Phillips Head screws to access the main terminal block . In FIG 4 we see the opening in the rear of the warming drawer for the Romex power supply line (Supplied by electrician).

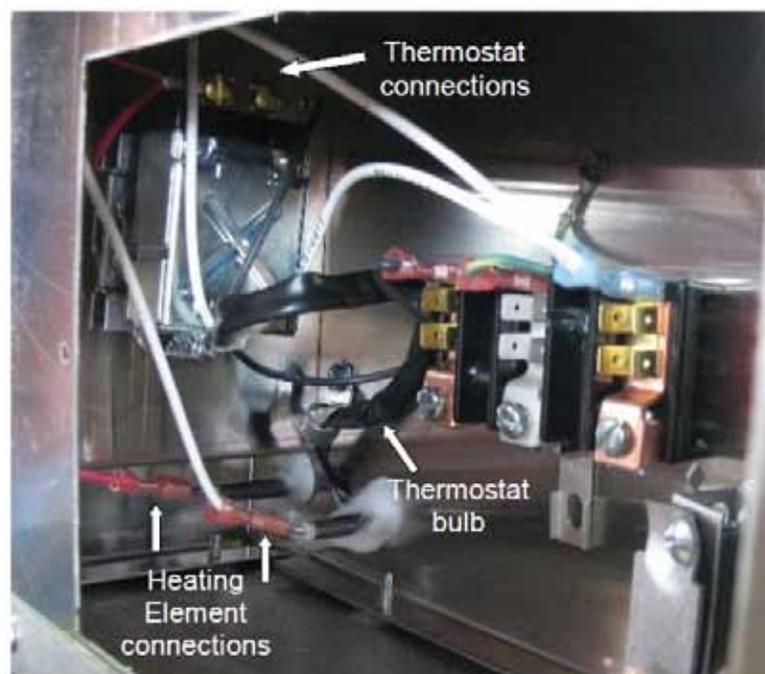
⚠ WARNING

To avoid risk of electrical shock, personal injury, or death, disconnect electrical power source to unit, unless test procedures require power to be connected. Ensure all ground wires are connected before certifying unit as repaired and/or operational.

With the side panel removed, access to the main terminal block is possible. FIG 5 shows the main terminal block. The Romex cable is feed through the cable hold down clamp (Circled), and then the power connections are made at the terminal block.

Fig. 5

FIG 6 shows the Component compartment where the thermostat control is housed. The Capillary tube of the thermostat is routed through the side wall to the sensor. In this same location is where the heating element connections are located. One side is wired directly to Neutral. The other to the Thermostat. The indicator lamp is directly above the thermostat (Not shown)

Fig. 6

WARNING

To avoid risk of electrical shock, personal injury, or death, disconnect electrical power source to unit, unless test procedures require power to be connected. Ensure all ground wires are connected before certifying unit as repaired and/or operational.

To gain access to the heating element and thermostat sensor bulb, it will be necessary to remove the drawer assembly. With drawer fully extended, release the drawer by lifting up on the locking tabs (one on each side) FIG 7 shows the location of the locking tabs.

Fig. 7



FIG 8 shows the drawer being lifted away from the drawer tracks. Remove and place on a protected surface.

Fig. 8



⚠ WARNING

To avoid risk of electrical shock, personal injury, or death, disconnect electrical power source to unit, unless test procedures require power to be connected. Ensure all ground wires are connected before certifying unit as repaired and/or operational.

With the drawer removed we now have access to the thermostat bulb and heating element. FIG 9 shows the location of the Model and Serial number location, thermostat sensor bulb and the left and right rear door catch assemblies (Circled in red).

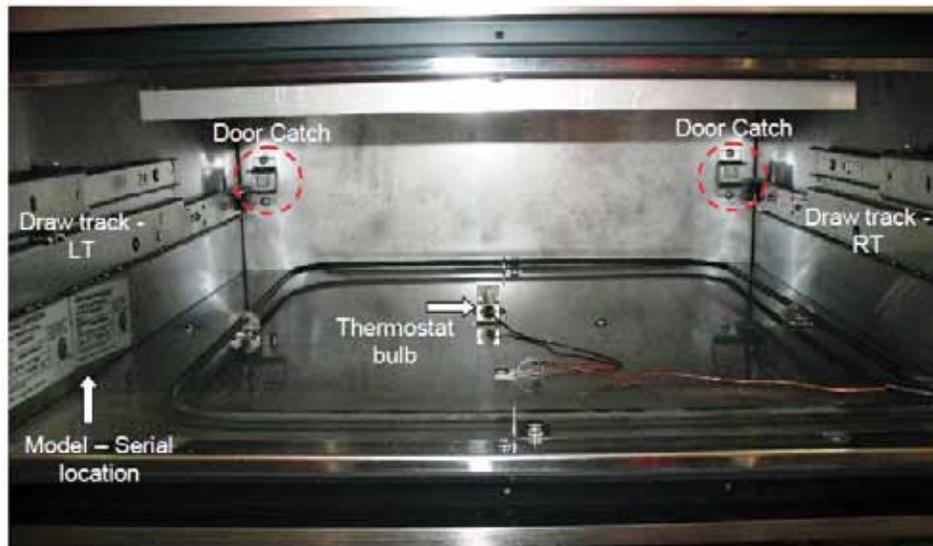
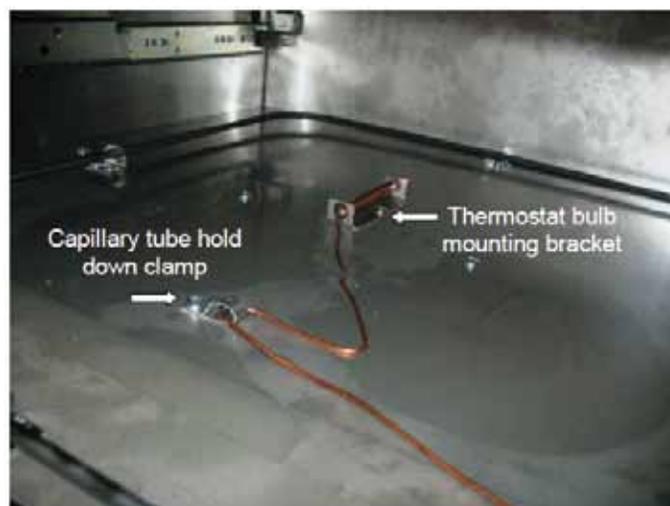
Fig. 9

Fig 10 shows a close-up of the thermostat cap tube routed through the hold down clamp and the sensor bulb in its mounting bracket.

Fig. 10

WARNING

To avoid risk of electrical shock, personal injury, or death, disconnect electrical power source to unit, unless test procedures require power to be connected. Ensure all ground wires are connected before certifying unit as repaired and/or operational.

In order to remove and replace the heating element, you will need to remove (10) Phillips head screws. Each hold down bracket shown in FIG 11 (Circled in Red) is held in place with (2) screws each.

Fig. 11



FIG 12 shows the right side entrance where the thermostat and heating element enter the chamber of the warming drawer. Remove the (2) screws shown to pull the heating element from the unit.

Fig. 12



WIRING DIAGRAM - VEWD / DEWD / DFWD

