



# FOOD WARMER

DG-13FW



## USE & CARE MANUAL

**TO INSTALLER:** Leave this manual with the Food Warmer.  
**TO CONSUMER:** Keep this manual for future reference.



**WARNING**

Do NOT store or use gasoline or other flammable liquids or vapors in the vicinity of this or any other appliance.



### THIS IS A SAFETY ALERT SYMBOL

When you see this symbol on the fire feature or manual, look for one of the following signal word panels alerting you to the potential for personal injury, death, or major property damage.



**WARNING**

FOR OUTDOOR USE ONLY. NEVER operate the Food Warmer indoors or in any enclosed area. Using it in confined spaces can lead to dangerous carbon monoxide buildup, which can cause serious injury or death. Use in areas where proper ventilation is available.



**CAUTION**

IMPROPER USE. Use this equipment only for its intended purpose. Misuse or modification of the equipment may result in injury or damage to the equipment.



**WARNING**

Avoid touching any part of the Food Warmer while it is HOT. Ensure the Food Warmer has cooled down completely before handling to protect yourself from bodily harm.



**WARNING**

FIRE HAZARD. Maintain a clean area around your Food Warmer, ensuring it is free from flammable liquids and other combustible materials like mops, rags, brooms, solvents, cleaning fluids, lighter fluid, and gasoline.



**WARNING**

To reduce the risk of fire, install the unit on a non-combustible surface. Always have a fire extinguisher nearby.



**WARNING**

Always use a covered/gloved hand when opening the Food Warmer Pans. Open them slowly to allow heat and steam to escape safely.



**WARNING**

NEVER leave the Food Warmer unattended.



**WARNING**

Keep children and pets away from the Food Warmer at all times.

**WARNING**

Never use the Food Warmer while under the influence of drugs or alcohol.

**WARNING**

Grease is highly flammable. Always allow hot grease to cool down before handling or disposing of it. Failure to do so could lead to fires or burns.

**WARNING**

The Food Warmer is not intended for installation in or on recreational vehicles, portable trailers, boats, or any other moving installation.

**WARNING**

Only use Sterno, or ethanol gel chaffing fuel for this unit.

**SAFETY**

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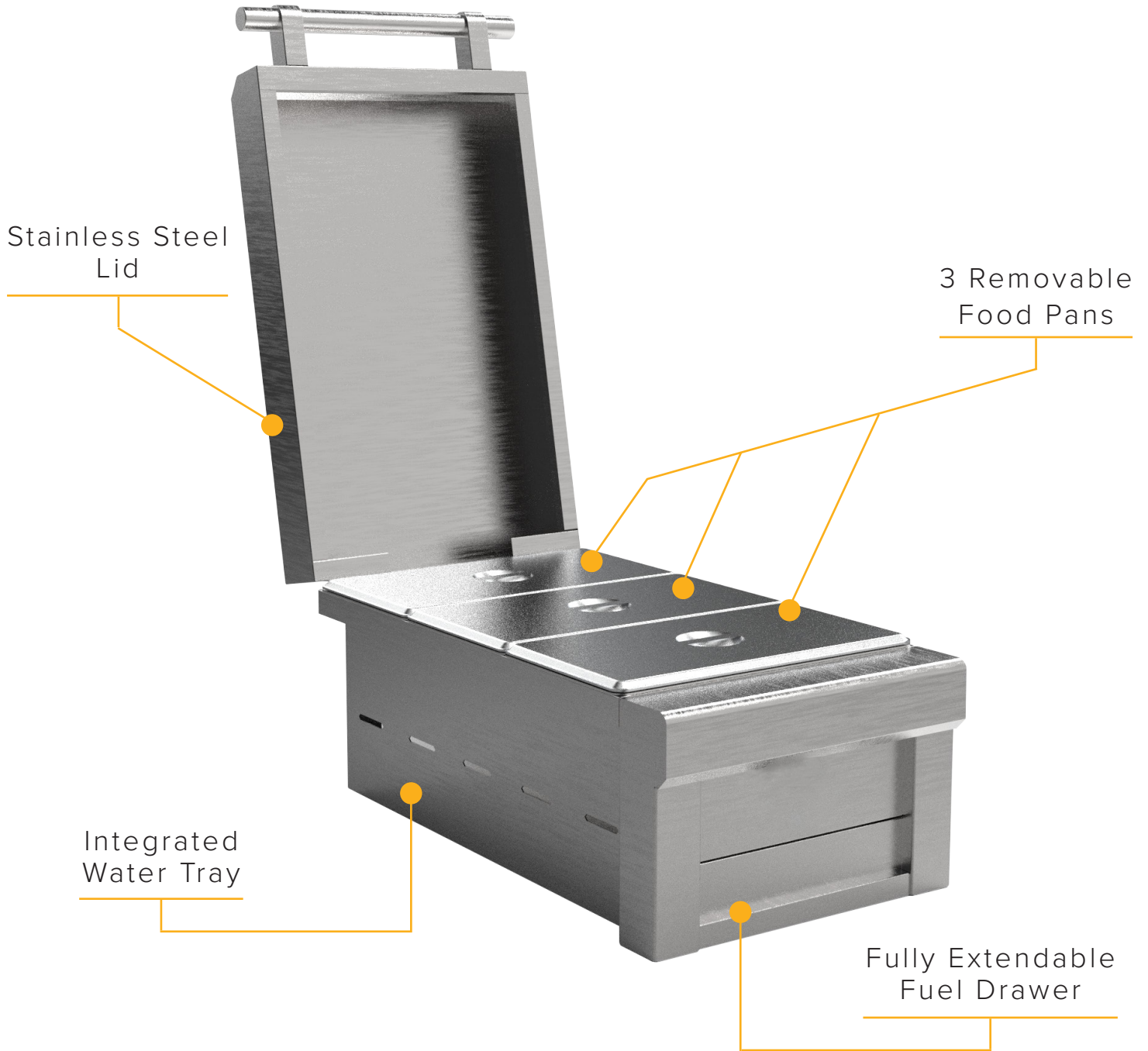
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 **CALIFORNIA PROP 65 WARNING** 

This product can expose you to chemicals including Lead and Lead Compounds, which are known to the state of California to cause cancer, and Carbon Monoxide, Lead and Lead Compounds which are known to the state of California to cause birth defects or other reproductive harm. For more information go to [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).

# FEATURES & SPECIFICATIONS



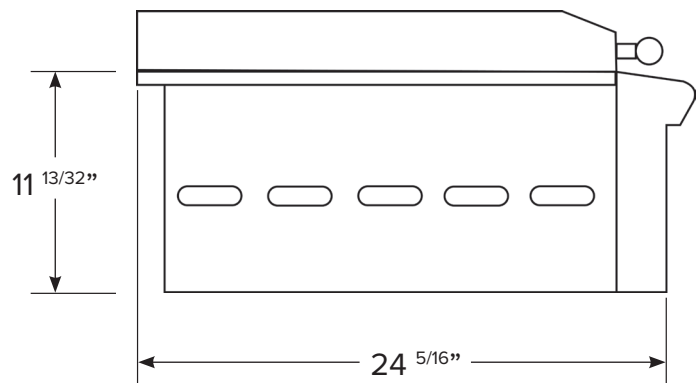
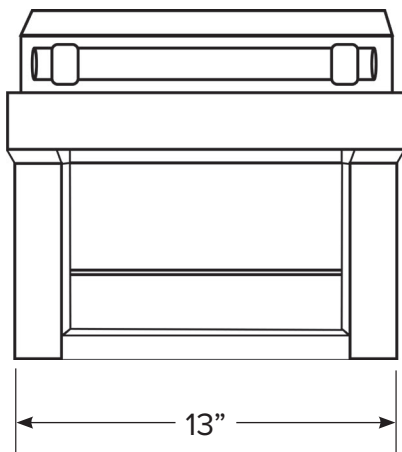
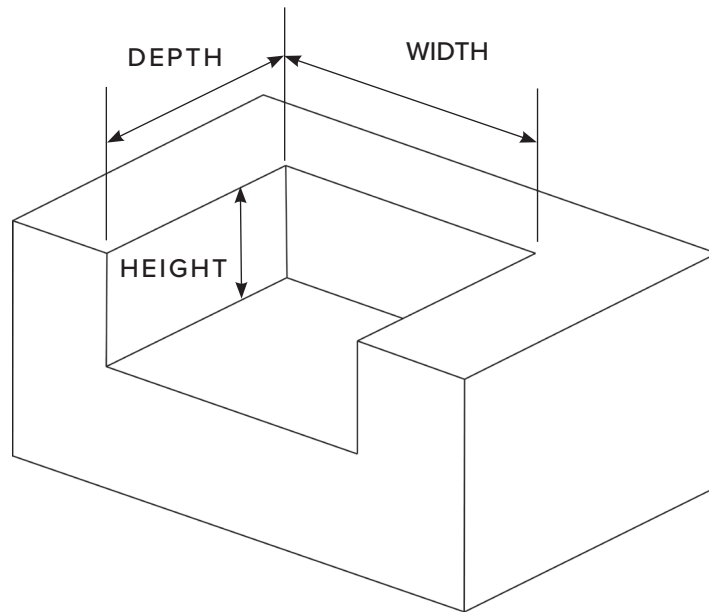
## SPECIFICATIONS

Product Name	Food Warmer
Part Number	DG-13FW
Dimensions	(H) 11.40" x (W) 13" x (D) 24.30"
Material	304 Stainless Steel - Brushed Finish
Fuel Type	Ethanol Gel Chafing Fuel

# CUTOUT DIMENSIONS

## CUTOUT

Height	7 1/2"
Width	12 1/2"
Depth	21 1/4"



### WARNING

FOR OUTDOOR USE ONLY. Do not install the Food Warmer into any combustible material.

### PREPARATION

DO NOT use indoors - this appliance is intended to be used for OUTDOOR USE ONLY! Your surroundings should be kept clean and free from flammable combustible materials.

1. Remove one of the three Food Pans and fill the Water Tray with approximately 2”-3” of warm water.
2. Gently place the Food Pan back into the Water Tray.
3. Open the Fuel Drawer and remove the fuel covers. Then place the fuel into the fuel holders.

### PREHEAT

- Before adding food, preheat the pans by lighting the fuel canisters with a butane lighter or long stem match and allowing them to burn for approximately 10 minutes.
- The Food Warmer accomodates **up to two fuel canisters**. For best results, ensure both canisters are utilized when storing food. For safety, light the rear fuel canister first, then the front fuel canister.
- The Food Warmer is designed to keep food warm for extended periods, typically ranging from 2 to 6 hours, depending on the type of fuel used. Carefully read the label on the fuel canister for specific lifespan details. For extended use, it’s advisable to have extra fuel canisters on hand to ensure uninterrupted service.
- Always ensure that the Fuel Drawer is shut completely before using the Food Warmer.



#### **WARNING**

Always ensure the water tray is filled before operating the Food Warmer.

## OPERATION

1. Place warm food into the Food Pans and cover with Pan Lids.
2. To extinguish the fuel flame, open the Fuel Drawer and carefully place the fuel covers over the fuel canisters.

**WARNING**

The water in the Water Tray can be a burn hazard as it gets hot. Do not attempt to empty it until it has cooled completely.

**WARNING**

Do not burn fuel with the Fuel Drawer open. Do not leave fuel burning unattended.

**WARNING**

Keep children and pets away from the Food Warmer at all times.



### **AFTER EACH USE**

- Allow the Food Warmer to cool down completely before handling.
- Remove the pans and empty any remaining food or liquids.
- Dispose of any used fuel canisters properly according to local regulations.
- Wipe down the exterior of the food warmer with a damp cloth to remove any food residue or spills.

### **CLEANING**

- Wash the pans with warm, soapy water and a non-abrasive sponge or cloth.
- Rinse the pans thoroughly with clean water and dry them completely.
- Use a mild stainless steel cleaner to remove any stains or discoloration from the pans or base/frame.
- Pay special attention to the fuel drawer and fuel holders, ensuring they are free from buildup or debris.

### **INSPECT FUEL CANISTERS**

- Before each use, check the fuel canisters for any signs of damage, leakage, or corrosion.
- Ensure the canisters are securely seated in their compartments and that the lids are tightly closed when not in use.
- Replace any damaged or leaking canisters immediately to prevent accidents or malfunction during operation.

## TROUBLESHOOTING

PROBLEM	SOLUTION
<b>Food is not heating evenly.</b>	1. Rearrange food items within the pans to ensure even heating
	2. Check that the pans are securely seated on the base/frame.
	3. Ensure the water tray is adequately filled with water.
<b>Flame goes out unexpectedly.</b>	1. Check the fuel level in the canisters and refill or replace as needed.
	2. Confirm that the fuel canisters are securely placed in their compartments and not obstructed.
<b>Excessive smoke or odor.</b>	1. Clean any spills or debris on the fuel canisters and surrounding area.
	2. Ensure proper ventilation to dissipate smoke and odors.
	3. Clean the pans thoroughly with warm, soapy water to remove any buildup or residue.
<b>Excessive condensation or moisture buildup.</b>	1. Increase ventilation to allow excess moisture to escape.
	2. Allow cold food to come to room temperature before placing it into warm pans.



## VIDEL PREMIUM GRILLS FOOD WARMER - WARRANTY INFORMATION

**VIDEL PREMIUM GRILLS** offers a warranty on our products to the original purchaser with proof of purchase. Our products are guaranteed to be free from defects in both workmanship and materials for the specified periods below. This warranty is not applicable to grills used in commercial or rental applications. Any issues related to rust, corrosion, oxidation, or discoloration due to moisture or overheating are not covered under this warranty, unless such issues render the affected component inoperable. Additionally, this warranty does not include labor or labor-related charges. If warranty parts need to be shipped, customers will be responsible for any associated shipping and handling fees. Thank you for choosing Videl Premium Grills.

### **TWO-YEAR WARRANTY:**

VIDEL PREMIUM GRILLS offers a **TWO-YEAR WARRANTY** on Food Warmer components, including the Removable Food Pans, Pan Lids, Stainless Steel Lid/Cover, and Fuel Canister Holders. This warranty covers defects in materials and workmanship during normal residential use from the original purchase date. In case of any faulty parts, we will repair or replace them at no charge to the customer, except for expenses related to labor and freight. It is important to note that this warranty does not cover damages or malfunctions resulting from neglect, misuse, alterations, accidents, or improper installation, maintenance, or repairs.

### **LIMITATIONS & EXCLUSIONS:**

This warranty applies to Food Warmers purchased and located in the United States and Canada. Coverage begins on the original purchase date and is valid only for the original purchaser. It does not cover grills used in commercial or rental applications, and is intended for residential use only.

To activate the warranty, customers must register the product online at:

[www.videlgrills.com/warranty-and-policies/](http://www.videlgrills.com/warranty-and-policies/)

Please note that this warranty does not cover damages resulting from negligence, alteration, misuse, abuse, accidents, natural disasters, loss of electrical power, improper installation or operation, unauthorized adjustments or calibrations, dings, dents, scratches, or damages caused by harsh cleaning chemicals. The warranty is not valid for commercial use or for products with altered or removed serial numbers. VIDEL PREMIUM GRILLS will not be liable for any incidental, consequential, special, or contingent damages arising from the breach of this written warranty or any implied warranty.

### **WARRANTY CLAIM PROCEDURE:**

Please contact VIDEL PREMIUM GRILLS Warranty Service Center for factory direct assistance. We are open Monday-Friday 7am-5pm (PST)

**Phone Number:** (909) 460-5579

**Email:** support@videlgrills.com

### **Food Warmer - Warranty Information**

#### **2-YEAR WARRANTY**

Food Pans  
Pan Lids  
Stainless Steel Lid/Cover  
Fuel Canister Holders



 **THE OUTDOOR PLUS**  
USA MANUFACTURER OF FIRE & WATER PRODUCTS

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