



# Instruction Manual

## Pie Displays

Models: WPIP200, WPIP200B,  
WPIP200C & WPIP200S



A guide to the use, care and maintenance  
of your quality Woodson product

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## Your New Woodson Product

Thank you for choosing this quality Woodson product. All our products are designed and made to meet the needs of food service professionals. By using, caring and maintaining your product according to these instructions, your Woodson product should give you many years of reliable service.

Woodson is a wholly Australian owned company, which has manufactured quality commercial catering equipment since 1954. All Woodson products are engineered and manufactured to give excellent results whilst offering-value-for-money, ease-of-use and reliability.

Woodson manufacture a comprehensive range of equipment for kitchens, food preparation and presentation. Our range includes toasters, griddles, food warmers, fryers, hot and cold food display cabinets and many other quality products.

For details of your nearest dealer contact our head office.

### Woodson

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## Compliance

At the time of manufacture Woodson products are designed and made to comply with all relevant Australian Standards.

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## General precautions

**Every person who is to operate this machine must read this manual or obtain suitable training prior to use.**

**Hot Equipment:** These machines include heating elements. As with any commercial heating appliance the surfaces of this unit will get hot. Do not touch the surfaces of the machine whilst it is in use. Be careful when operating near other machinery. If your machine is in an area where unwary customers or staff can touch the unit you should provide additional warning signage if necessary. To avoid unnecessary risks keep this unit out of reach of children.

This product is designed for display of hot food. Woodson cannot guarantee its performance or honour the warranty if used outside its original purpose.

**Cold Food Displays:** The machine includes refrigeration components. As with any commercial refrigeration appliance can get very cold. Remember cold surfaces can burn – do not touch these surfaces when the unit is fully refrigerated. Be careful when operating near machinery.

This product is designed for display of cold food. Woodson cannot guarantee its performance or honour the warranty if used outside its original purpose.

Do not operate the machine in any areas where the electrical components may come into direct contact with water.

Always ensure the power cable is not in contact with hot parts of the machine when in use and have any damaged power cords replaced immediately.

Woodson will not accept liability if:

- The instructions in this manual have not been followed properly.
- Non-authorized personnel (persons not nominated by Woodson) have tampered with the machine.
- Non-original spare parts are used.
- The machine is not cleaned according to the instructions in this book.
- There is any physical damage to the machine.

## ~~Contents and packaging~~

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**Woodson** pack your product to limit any possible damage caused as a result of transportation. Please unwrap the box carefully, and do not discard any packaging without checking to ensure you have the following items:

- WPIP200, 200B, 200D: One pie/food display, 8 pairs of runners & 2 water pots
- WPIP200S: One pie/food display, 1 pair of sliding doors, 8 pairs of runners & 2 water pots. (WPIP200S: Trays not supplied with unit as standard)

Should any item have physical damage, report the details to the freight company and to the agent responsible for the despatch within seven (7) days of receipt. No claims will be accepted or processed after this period.

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## Installation

Remove all packing, plastic coating and tape from the stainless steel before installing the machine. Clean off any remaining glue residue from the exterior of the machine with warm soapy water (refer to cleaning instructions on page 5).

Place the machine on a level and firm work surface. Do not position the machine in a wet area or near inflammable substances.

Allow an air gap between the machine and other objects or surfaces. We recommend a minimum gap of 100mm for normal operational use (if the machine is near any heat sensitive material we suggest you allow additional space). Please consult national and local standards to ensure that your machine is positioned in accordance with any existing requirement.

Plug the pie/food warmer into a standard single phase 10AMP power point.

## Operating Instruction

Remove all packing, plastic coating and tape from the glass and stainless steel before installing the machine.

Food products put in this unit must go into the unit at least 65 deg C or above. They are not designed for the cooking of food. They are designed to keep already cooked food at a temperature adequate for serving.

These units are designed mainly for the keeping warm of pies, sausage rolls and other similar foodstuffs after they have been cooked. They may also be used as plate warmers.

The two humidity trays located at the bottom of the unit can be filled with water prior to use, and monitored regularly to ensure appropriate water levels are maintained.

Fan will run automatically when unit is switched on.

All models are mainly of stainless steel construction and some also include toughened safety glass. The glass is removable by lifting up, then sliding downwards and out.

The wire trays are also removable. This makes the unit easier to clean.

These models are thermostatically controlled. After plugging the unit in, select the desired temperature on the thermostat, this temperature will be maintained.

All WPIP models also feature illuminating lights for optimum product display. Light switch is located next to unit power switch.

All models have a removable crumb tray at the bottom that should be emptied and cleaned daily.

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## Maintenance & Cleaning

### Maintenance

- To clean external stainless steel use warm soapy water and a damp, soft cloth or sponge (always make sure the unit is unplugged)
- Always ensure the power cable is not pushed against the hot part of the food warmer when in use
- Regular cleaning of the inside (especially the crumb tray) is essential

### Cleaning

Whilst stainless steel is a very hardy and long lasting material, it must be cleaned regularly and according to the instructions below to prevent deterioration.

Always make sure the product is disconnected from the power source and has completely cooled down prior to cleaning.

- Wipe the external surfaces down with warm soapy water using a sponge or cloth.
- Do not immerse the unit in water or allow the ingress of water into the interior of the machine or any electrical components.

**Note:** Some cleaning agents can damage stainless steel. For this reason we recommend cleaning with soapy water. Woodson do not take any responsibility for damage caused by the use of inappropriate cleaning agents. In some areas, particularly seaside environments, stainless steel can be subject to surface discolouration or “tea staining”. This can be removed with an appropriate cleaning agent which contains 10% sodium citrate. Ask your supplier of cleaning chemical for a suitable brand.

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## Troubleshooting

If the machine is not heating up correctly, check the following before calling out your authorised service agent:

- That the unit is plugged in correctly.
- That the power is turned on.
- That the power point is not faulty.
- That the thermostat knob is not loose or broken (this may prevent the machine from operating).

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## Specifications

<b>Model</b>	WPIP200S	WPIP200D	WPIP200B	WPIP200
<b>Power source</b>	240 Volts AC	240 Volts AC	240 Volts AC	240 Volts AC
<b>Power consumption</b>	2040 Watts	2040 Watts	2040 Watts	2040 Watts
<b>Amps</b>	8.5 amps	8.5 amps	8.5 amps	8.5 amps

This product may be subject to change without notice due to product improvement.

## Safety

All Woodson products are manufactured and tested according to relevant national and regional standards. All products comply to our test requirements.

**This machine contains no serviceable parts.**

Only Woodson, one of our accredited service agents, or a similarly qualified and licensed person(s) should carry out any repairs. Do not attempt to remove any cover panels, open the machine or access any internal parts.

The stainless steel manufacturing process used in the construction of this machine may result in sharp edges. We take every effort to remove any such edges, however be careful when contacting any raw edges of the product.

**Hot Food Displays:** This unit can get hot. Ensure everyone is aware that the machine is operating and take care to avoid contact with hot surfaces.

Under no circumstances should the unit be immersed in water. Do not allow any electrical components including cables and plugs to come into contact with water.

If the electrical cables, plug or other connections show any signs of physical damage or wear do not use the machine. In such instances contact Woodson for details of your local repair agents (see page 1). We also recommend regular testing of machine by a trained and qualified technician to ensure it is working effectively and safely.



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## Warranty Policy

Stoddart are committed to providing a comprehensive and fair warranty programme for all its products. This is a manufacturer's warranty only and covers defects in workmanship or material resulting in the product malfunctioning whilst being used in accordance with the manufacturer's guidelines.

Stoddart warrants to the original purchaser of any product that from 12 months from the date of purchase, any defect in workmanship or material resulting in the product malfunctioning while under correct usage will be repaired without charge, subject to the following conditions:

- 1) Stoddart reserves the right to reject a claim for warranty if it is not completely satisfied with the circumstances under which it occurred.
- 2) On site warranty service (where applicable) will be provided where the site is not in excess of 50km from the nearest authorised service agent.
- 3) The cost of any travel costs for repair labour outside metropolitan areas must be met by the customer prior to the commencement of the repair.
- 4) Penalties or additional labour costs will apply for installation, removal or repair of the Product outside standard business hours of 8.00am to 4.00pm, Monday to Friday (or on public holidays)

### **The warranty does not cover:**

1. Any consequential loss, damage or expenses directly or indirectly arising from use or attempted use or from any other cause.
2. Any part of the Product which has been subject to misuse, neglect, unauthorised alteration, incorrect installation, power surges, accident, use of inappropriate chemicals, flooding, fire or acts of God.
3. Any damage or malfunction arising as a result of the customer's failure to properly maintain the equipment according to the manufacturer's instructions.
4. Damage caused during transportation, which is outside our standard delivery conditions.
5. Breakage of glass, bulbs, lamps or plastic components or the replacement of gaskets or fluorescent tubes.
6. TX valves in remote refrigeration cabinets or the cleaning of condenser units.
7. Any equipment made at the customer's own design where non-performance is a result of the customer's design.
8. Work outside our standard business hours of 8.00am to 4.00pm Monday to Friday (or on public holidays)
9. The cost of travel to a customer's premises that is in excess of 50 km from our nearest service agent or not on the mainland of Australia or Tasmania.
10. Additional costs incurred by the customer failing to provide suitable access to the product for inspection and service.

## **Accounts In Default**

1. If a customer fails to make payments on any account owing to Stoddart at any time, Stoddart's warranty relating to every product supplied to the customer will be immediately and automatically suspended and will remain so until the suspension is lifted by Stoddart (see below).
2. Thereafter, if a customer fails to rectify the default and bring all accounts up to date on terms satisfactory to Stoddart, with 7 days of demand (the "Grace Period"), then Stoddart's Warranty Period will expire and the warranty on every product supplied by Stoddart will terminate immediately and automatically without further notice.

Stoddart has the sole discretion of accepting or refusing a claim under its Warranty Policy where a customer has failed to rectify a default within the Grace Period. Any acceptance of a claim by Stoddart is not to be construed as a waiver of any other right available to Stoddart beyond the express scope of the acceptance.

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## Repair & Warranty Procedure

In order to ensure that the warranty system works for customers, it is vital that the following procedure is followed. Failure to observe these procedures will render the warranty work unclaimable and could void future warranty claims on the relevant machine.

1. Refer to the trouble-shooting section of the product manual to establish the nature of the fault. Check the machine is plugged-in, turned-on or has no other valid reason for non-operation.
2. Should a machine have a genuine fault, please report this directly to our service department (phone 1300 307 289 or fax 07 3344 1000). To undertake warranty repair work we require a proof of purchase stating model number and date of purchase; the serial number of the product (this is located on the ratings plate sticker); a description of the problem; your company details including the exact location of the product. Any restrictions on times or methods of access should also be provided at this time. Ideally this information should be supplied on a Stoddart Warranty Request form, however if all information is supplied in another format this may be acceptable. This can also be faxed to the above number. Unless this information is supplied to us in writing no warranty call-out can be arranged.
3. Our records will confirm whether the machine is eligible for warranty repair. If warranty repair is required, we will issue an OFFICIAL AUTHORISATION NUMBER and details of work to be carried out by an authorised service agent. This authorisation number **MUST** be obtained before any work is carried out. We will not accept invoices for work carried out where no authorisation has been provided or has been carried out with an unapproved service agent.
4. If we nominate the repair work to be carried out by a sub-contract technician we will arrange for this work to be carried out in accordance with the conditions of our warranty.
5. Our official authorisation number must be quoted on all related correspondence and invoices to ensure prompt processing.
6. Any call-out for work that is not for warranty repairs or outside our normal terms, is chargeable to the customer. This will be charged on-site for immediate payment in full.
7. All requests for service work must only be made to the service department and not directly with service technicians.

### **GENERAL MAINTENANCE & REPAIRS**

If your Stoddart product requires any maintenance or repairs this must be undertaken by a qualified technician. Stoddart have accredited technicians and agents who are experienced in the product and carry commonly used spare parts. Contact our national service number listed below for details of your nearest service agent.

For Warranty, maintenance, spare parts and repairs, contact:

Tel: 1300 307 289 Fax: 07 3344 1000 email: [service@stoddart.com.au](mailto:service@stoddart.com.au)

# WARRANTY REQUEST FORM



Phone: (07) 3440 7600 Int: +617 3440 7600  
Phone: 1300 307 289  
Fax: (07) 3344 1000 Int: +617 3344 1000  
Email: service@stoddart.com.au

To ensure we can provide the best possible service we require you to complete this form. Make, model and serial number, along with other essential information. To secure a call, you must also have an account with Stoddart or complete the credit card details below.

**THIS FORM MUST BE COMPLETED OR WARRANTY CANNOT BE PROCESSED**

Name of contact person on site: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Business/Organisation name: \_\_\_\_\_

Street Address: \_\_\_\_\_

Suburb: \_\_\_\_\_ State: \_\_\_\_\_ Post Code: \_\_\_\_\_

Phone (Site): \_\_\_\_\_ Mob: \_\_\_\_\_

Equipment Type: \_\_\_\_\_ Brand: \_\_\_\_\_

Model/PNC no.: \_\_\_\_\_ Serial no.: \_\_\_\_\_

Location (large sites only): \_\_\_\_\_ Open: \_\_\_\_\_ Close: \_\_\_\_\_

Date of purchase: \_\_\_\_\_

Company purchased from: \_\_\_\_\_

(please provide a copy of your tax invoice or delivery docket as proof of purchase)

Description of fault: \_\_\_\_\_

Has the following been checked (tick box if appropriate and checked)?

Electrical power supply

Gas

Water Supply

Name of person requesting warranty (please print): \_\_\_\_\_

**CREDIT CARD DETAILS** – Required as security against chargeable work (see note below)

Card type: Visa  Mastercard

Cardholder name: \_\_\_\_\_ Card no.: \_\_\_\_\_

Signature: \_\_\_\_\_ Expiry Date: \_\_\_\_\_

**PLEASE NOTE:** Warranty call-outs take place Mondays to Fridays between 8.00 and 16.30 (except public holidays). Any calls outside these times will be subject to penalty rates. Certain items such as glass components and light fittings are not covered under warranty. Claims for non-covered parts, no faults found, travel over 50km or other items outside our standard terms and conditions will be chargeable. Any chargeable items will be COD terms – payable onsite.

**CREDIT CARD INFORMATION MUST BE PROVIDED AS SECURITY AGAINST FALSE WARRANTY CALL-OUTS. FAILURE TO DO SO WILL RESULT IN REQUEST BEING UNATTENDED. NORMAL BUSINESS HOURS ARE 8AM – 4.30PM MONDAY TO FRIDAY**