



Food Steamer
Model FW-TW-0016
Item 11384
Instruction Manual



Revised - 02/08/2024



Toll Free: 1-800-465-0234
Fax: 905-607-0234
Email: service@omcan.com
www.omcan.com



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General Information

Omcan Manufacturing and Distributing Company Inc., Food Machinery of America, Inc. dba Omcan and Omcan Inc. are not responsible for any harm or injury caused due to any person's improper or negligent use of this equipment. The product shall only be operated by someone over the age of 18, of sound mind, and not under the influence of any drugs or alcohol, who has been trained in the correct operation of this machine, and is wearing authorized, proper safety clothing. Any modification to the machine voids any warranty, and may cause harm to individuals using the machine or in the vicinity of the machine while in operation.

CHECK PACKAGE UPON ARRIVAL

Upon receipt of an Omcan shipment please inspect for external damage. If no damage is evident on the external packaging, open carton to ensure all ordered items are within the box, and there is no concealed damage to the machine. If the package has suffered rough handling, bumps or damage (visible or concealed), please note it on the bill of lading before accepting the delivery and contact Omcan within 24 hours, so we may initiate a claim with the carrier. A detailed report on the extent of the damage caused to the machine must be filled out within three days, from the delivery date shown in the shipping documents. Omcan has no recourse for damaged products that were shipped collect or third party.

Before operating any equipment, always read and familiarize yourself with all operation and safety instructions.

Omcan would like to thank you for purchasing this machine. It's of the utmost importance to save these instructions for future reference. Also save the original box and packaging for shipping the equipment if servicing or returning of the machine is required.

Omcan Fabrication et distribution Compagnie Limitée et Food Machinery d'Amérique, dba Omcan et Omcan Inc. ne sont pas responsables de tout dommage ou blessure causé du fait que toute personne ait utilisé cet équipement de façon irrégulière. Le produit ne doit être exploité que par quelqu'un de plus de 18 ans, sain d'esprit, et pas sous l'influence d'une drogue ou d'alcool, qui a été formé pour utiliser cette machine correctement, et est vêtu de vêtements de sécurité appropriés. Toute modification de la machine annule toute garantie, et peut causer un préjudice à des personnes utilisant la machine ou des personnes à proximité de la machine pendant son fonctionnement.

VÉRIFIEZ LE COLIS DÈS RÉCEPTION

Dès réception d'une expédition d'Omcan veuillez inspecter pour dommages externes. Si aucun dommage n'est visible sur l'emballage externe, ouvrez le carton afin de s'assurer que tous les éléments commandés sont dans la boîte, et il n'y a aucun dommage dissimulé à la machine. Si le colis n'a subi aucune mauvaises manipulations, de bosses ou de dommages (visible ou cachée), notez-le sur le bond de livraison avant d'accepter la livraison et contactez Omcan dans les 24 heures qui suivent, pour que nous puissions engager une réclamation auprès du transporteur. Un rapport détaillé sur l'étendue des dommages causés à la machine doit être rempli dans un délai de trois jours, à compter de la date de livraison indiquée dans les documents d'expédition. Omcan n'a aucun droit de recours pour les produits endommagés qui ont été expédiés ou cueilli par un tiers transporteur.

General Information

Avant d'utiliser n'importe quel équipement, toujours lire et vous familiariser avec toutes les opérations et les consignes de sécurité.

Omcan voudrais vous remercier d'avoir choisi cette machine. Il est primordial de conserver ces instructions pour une référence ultérieure. Également conservez la boîte originale et l'emballage pour l'expédition de l'équipement si l'entretien ou le retour de la machine est nécessaire.

Omcan Empresa De Fabricacion Y Distribucion Inc. Y Maquinaria De Alimentos De America, Inc. dba Omcan y Omcan Inc. no son responsables de ningun daño o perjuicio causado por cualquier persona inadecuada o el uso descuidado de este equipo. El producto solo podra ser operado por una persona mayor de 18 años, en su sano juicio y no bajo alguna influencia de droga o alcohol, y que este ha sido entrenado en el correcto funcionamiento de esta máquina, y ésta usando ropa apropiada y autorizada. Cualquier modificación a la máquina anula la garantía y puede causar daños a las personas usando la máquina mientras esta en el funcionamiento.

REVISE EL PAQUETE A SU LLEGADA

Tras la recepcion de un envio Omcan favor inspeccionar daños externos. Si no hay daños evidentes en el empaque exterior, Habra el carton para asegurarse que todos los articulos solicitados estén dentro de la caja y no encuentre daños ocultos en la máquina. Si el paquete ha sufrido un manejo de poco cuidado, golpes o daños (visible o oculto) por favor anote en la factura antes de aceptar la entrega y contacte Omcan dentro de las 24 horas, de modo que podamos iniciar una reclamación con la compañía. Un informe detallado sobre los daños causados a la máquina debe ser llenado en el plazo de tres días, desde la fecha de entrega que se muestra en los documentos de envío. Omcan no tiene ningun recurso por productos dañados que se enviaron a recoger por terceros.

Antes de utilizar cualquier equipo, siempre lea y familiarizarse con todas las instrucciones de funcionamiento y seguridad.

Omcan le gustaría darle las gracias por la compra de esta máquina. Es de la mayor importancia para salvar estas instrucciones para futuras consultas. Además, guarda la caja original y el embalaje para el envío del equipo si servicio técnico o devolución de la máquina que se requiere.

Safety and Warranty

WARNING

PLEASE READ THE USER MANUAL CAREFULLY BEFORE OPERATING THE MACHINE

- New user or repairing this product must be performed by the experts or qualified person or those who have gotten the license of installation, or those who are authorized by the manufacturer.
- When installation or maintenance, please obey the following instructions carefully to ensure the safety use of this appliance.



Safety and Warranty

- Please keep this instruction manual for future reference, or hand it to next user.
- Put off the package to make sure none of the parts is missing or damaged. If there is any doubt about the product, please do not use it, and consult it to the experts.
- Keep the packing material out of reach of the children to avoid accident (especially the plastic bag, screw, etc).
- This appliance could be only operated by the person who is familiar with the unit.
- When not using the appliance or the operator is absent, please turn off the unit to avoid any accidental injury or damage.
- When it needs to be repaired, please ask for expert, and use the original fitted spare part. It will be dangerous if the above requirements are not being followed.
- This appliance is just for commercial using, not for any other use. Otherwise, it may be dangerous.
- Do not rinse the equipment with water directly.
- Clean the surface of stainless steel periodically with appropriate method to prevent any damage brought by oxidization or any other chemical interference.

RESIDENTIAL USERS: vendor assumes no liability for parts or labor coverage for component failure or other damages resulting from installation in non-commercial or residential applications. The right is reserved to deny shipment for residential usage; if this occurs, you will be notified as soon as possible.

1 YEAR PARTS AND BENCH WARRANTY

Within the warranty period, contact Omcan Inc. at 1-800-465-0234 to schedule a drop off to either an Omcan authorized service depot in the area, or to an Omcan Service warehouse to repair the equipment.

Unauthorized maintenance will void the warranty. Warranty covers electrical and part failures, not improper use.

Please see <https://omcan.com/disclaimer> for complete info.

WARNING:

The packaging components are classified as normal solid urban waste and can therefore be disposed of without difficulty.

In any case, for suitable recycling, we suggest disposing of the products separately (differentiated waste) according to the current norms.

DO NOT DISCARD ANY PACKAGING MATERIALS IN THE ENVIRONMENT!

Technical Specifications

Model	FW-TW-0016
Capacity	17 L / 18 QT
Power	1.6 kW
Electrical	110-120V / 60Hz / 1
Weight	16.5 lbs. / 7.5 kgs.
Packaging Weight	20 lbs. / 9 kgs.
Dimensions (Dia. x H)	15.8" x 17.7" / 400 x 450mm
Packaging Dimensions	17" x 17" x 19" / 432 x 432 x 483mm
Item Number	11384

Operation

1. Plug unit in correct electrical socket.
2. Clean the unit thoroughly before initial use. (See maintenance).
3. Add up to a maximum of 2 gallons / 8 quarts of water into the aluminum water container. Depending on the quantity of food, less water may be required than the maximum amount.
Do not run the unit without water, doing so will damage the unit and void the warranty. Check the unit periodically to ensure that there is sufficient water inside.
4. The control knob can be adjusted from 0 to 100, where 0 is OFF and 100 is 100°C / 212°F.
It is recommended to use the settings between 70-80 or higher for food safety.
5. This machine can be reach to 100°C / 212°F and the inside water temperature will be maintained by turning the knob dial to the CONTINUE TEMP position.
The machine will automatically turn off if either the water inside evaporates or the temperature increases to 125°C / 257°F. Once the temperature drops to 100°C / 212°F, the machine will turn on automatically and the process will continue.
6. To start, place water in the well, close the lid and turn the control knob to 100 until steam is produced.
7. The light will glow when the unit is heating up to the desired temperature, it will turn off once the set temperature has been reached. This process will repeat until the unit has been turned off manually.
8. Place food in the steam basket once the unit has been preheated.
Do not place food directly in the water well, doing so will cause damage to the machine.
9. When cooking more than one type of food, use the provided steam basket insert.
10. When done cooking, turn off the machine by turning the knob to 0.

NOTES

- Always use hot mitts or pot holders when lifting the lid when steam is being produced. Steam can scald without warning.
- Always tilt the lid up away from yourself so the steam rises from the back of the unit.
- When removing the lid always allow the condensation on the lid to drip back into the steamer, do not allow the condensation to drip onto the floor. Doing so will cause a slip hazard.
- Never move the unit while it is in operation.

Operation

- Spilled food should be removed immediately from all exterior surfaces. See maintenance.

Maintenance

- Turn the temperature dial to 0 to switch the unit off. Unplug the unit from the power source and allow the unit to cool completely before cleaning or maintaining.
- The steam basket and insert divider are both dishwasher safe.
- The exterior of the unit is stainless steel. Do not use any abrasive cleaners, clean with a mild detergent and a damp cloth. Dry with a soft cloth.

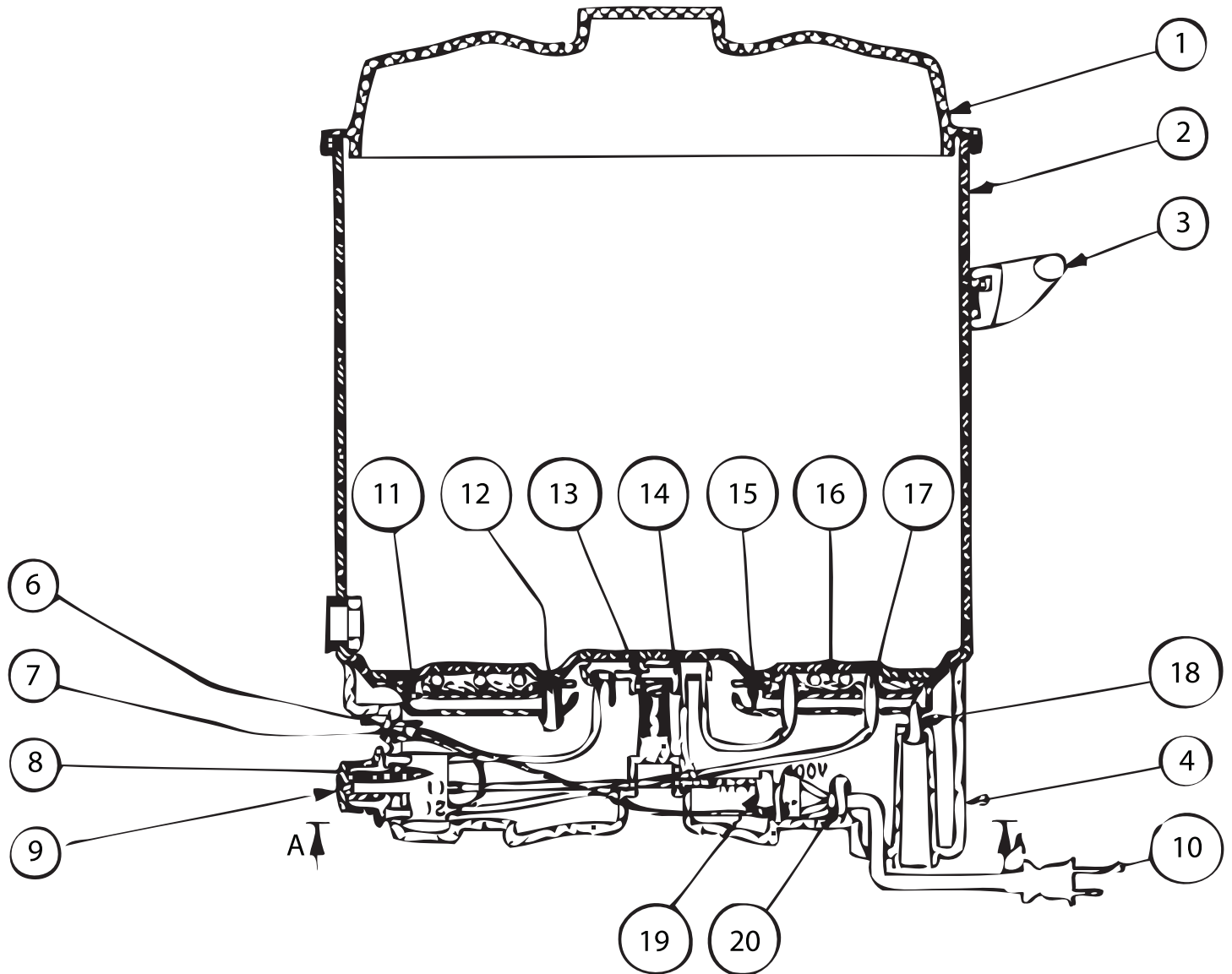
NOTES:

- Do not immerse the unit in water, doing so will damage the unit and could cause electrical shock.
- Do not clean the unit with a high pressure jet spray.

Warning: this unit must be grounded. Do not operate unit empty.

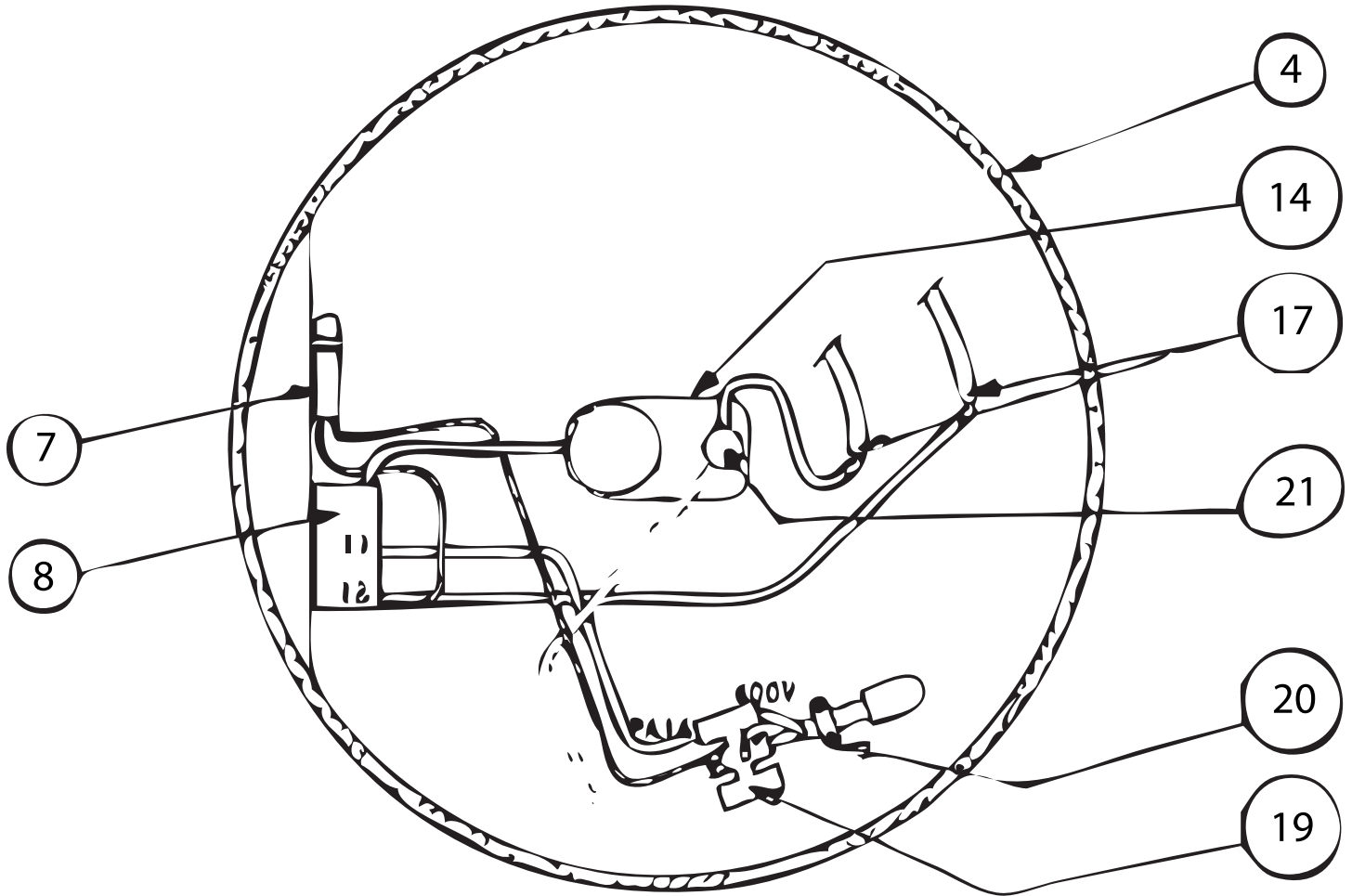
Parts Breakdown

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Parts Breakdown

Model FW-TW-0016 11384



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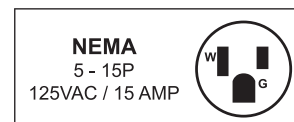
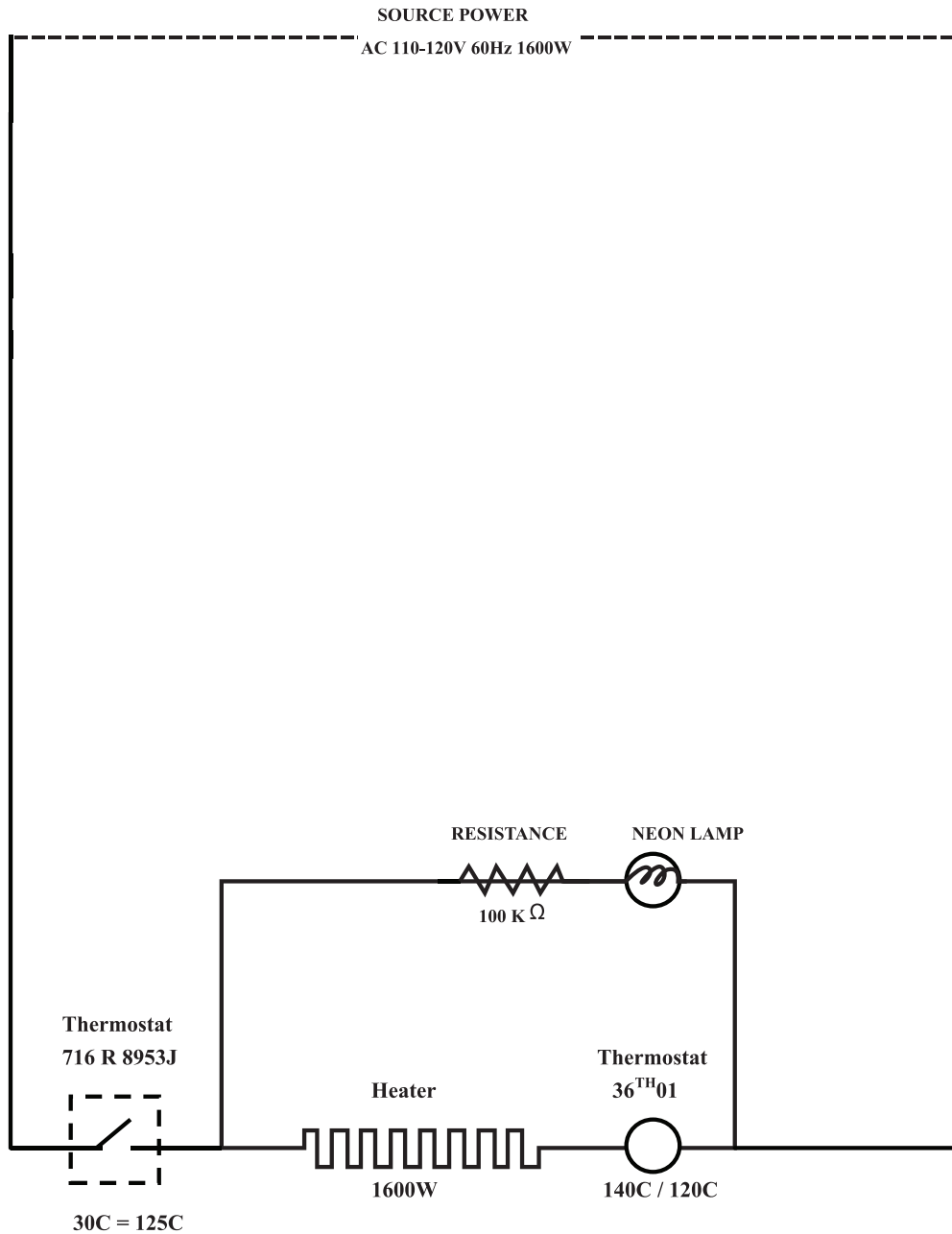
Parts Breakdown

Model FW-TW-0016 11384

Item No.	Description	Position	Item No.	Description	Position	Item No.	Description	Position
21264	Stainless Steel Lid with Plastic Handle for 11384	1	21272	Plug for 11384	10	21280	Screw for Base Cover for 11384	18
21265	Stainless Steel Tank for 11384	2	21273	Shield for Heating Element for 11384	11	21281	Terminal Block for 11384	19
21266	Plastic Handle for 11384	3	21274	Screw for Heater for 11384	12	21282	Strain Relief for Power Cord for 11384	20
21267	Plastic Base Cover for 11384	4	21275	Spring Metal for 11384	13	21283	Thermal Reset for 11384	21
21268	Cap for Neon Light for 11384	6	21276	Shield for Nylon Switch for 11384	14	21284	Stainless Steel Food Insert for 11384	22
21269	Neon Light for 11384	7	21277	Base Cover for Heater for 11384	15	21285	Stainless Steel Removable Steam Basket Divider for 11384	23
21270	Temperature Switch Controller for 11384	8	21278	Fabric for 11384	16			
21271	Knob for 11384	9	21279	Heating Element for 11384	17			

Electrical Schematics

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Warranty Registration

Thank you for purchasing an Omcan product. To register your warranty for this product, complete the information below, tear off the card at the perforation and then send to the address specified below. You can also register online by visiting:

Merci d'avoir acheté un produit Omcan. Pour enregistrer votre garantie pour ce produit, complétez les informations ci-dessous, détachez la carte au niveau de la perforation, puis l'envoyer à l'adresse spécifiée ci-dessous. Vous pouvez également vous inscrire en ligne en visitant:

Gracias por comprar un producto Omcan usted. Para registrar su garantía para este producto, complete la información a continuación, cortar la tarjeta en la perforación y luego enviarlo a la dirección indicada a continuación. También puede registrarse en línea en:

<https://omcan.com/warranty-registration/>

For mailing in Canada

Pour postale au Canada

Por correo en Canadá

OMCAN

PRODUCT WARRANTY REGISTRATION

3115 Pepper Mill Court,
Mississauga, Ontario
Canada, L5L 4X5

For mailing in the US

Pour diffusion aux États-Unis

Por correo en los EE.UU.

OMCAN

PRODUCT WARRANTY REGISTRATION

4450 Witmer Industrial Estates, Unit 4,
Niagara Falls, New York
USA, 14305

or email to: service@omcan.com



Purchaser's Information

Name: _____

Address: _____

City: _____ Province or State: _____ Postal or Zip: _____

Country: _____

Dealer from which Purchased: _____

Dealer City: _____ Dealer Province or State: _____

Invoice: _____

Model Name: _____ Model Number: _____

Machine Description: _____

Date of Purchase (MM/DD/YYYY): _____

Would you like to extend the warranty? Yes No

Company Name: _____

Telephone: _____

Email Address: _____

Type of Company:

Restaurant Bakery Deli

Butcher Supermarket Caterer

Institution (specify): _____

Other (specify): _____

Serial Number: _____

Date of Installation (MM/DD/YYYY): _____

Thank you for choosing Omcan | Merci d'avoir choisi Omcan | Gracias por elegir Omcan



Since 1951 Omcan has grown to become a leading distributor of equipment and supplies to the North American food service industry. Our success over these many years can be attributed to our commitment to strengthen and develop new and existing relationships with our valued customers and manufacturers. Today with partners in North America, Europe, Asia and South America, we continually work to improve and grow the company. We strive to offer customers exceptional value through our qualified local sales and service representatives who provide convenient access to over 6,500 globally sourced products.

Depuis 1951 Omcan a grandi pour devenir un des “leaders” de la distribution des équipements et matériel pour l’industrie des services alimentaires en Amérique du Nord. Notre succès au cours de ces nombreuses années peut être attribué à notre engagement à renforcer et à développer de nouvelles et existantes relations avec nos clients et les fabricants de valeur. Aujourd’hui avec des partenaires en Amérique du Nord, Europe, Asie et Amérique du Sud, nous travaillons continuellement à améliorer et développer l’entreprise. Nous nous efforçons d’offrir à nos clients une valeur exceptionnelle grâce à nos ventes locales qualifiées et des représentants de service qui offrent un accès facile à plus de 6500 produits provenant du monde entier.

Desde 1951 Omcan ha crecido hasta convertirse en un líder en la distribución de equipos y suministros de alimentos en América del Norte industria de servicios. Nuestro éxito en estos años se puede atribuir a nuestro compromiso de fortalecer y desarrollar nuevas relaciones existentes con nuestros valiosos clientes y fabricantes. Hoy con socios de América del Norte, Europa, Asia y América del Sur, que trabajan continuamente para mejorar y crecer la empresa. Nos esforzamos por ofrecer a nuestros clientes valor excepcional a través de nuestro local de ventas y representantes de los servicios que proporcionan un fácil acceso a más de 6,500 productos con origen a nivel mundial.

