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# VIKING VQEWD5421 Owner's Manual

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# Installation / Use & Care MANUAL



## **5 SERIES**

Outdoor Warming Drawer/  
Convenience Center

VQEWD5301  
VQEWD5421

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# Table of Contents

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Warnings	3
Installation	5
Dimensions VQEWD5301	6
Dimensions VQEWD5421	8
Important Safety Warnings	10
Before Using your Appliance	11
Temperature Controls	11
Heat Light ON	11
Moisture Vent Control	11
Cleaning and Maintenance	12
Troubleshooting	12
Service Information	13
Outdoor Warranty	14

# Warnings

Warning and Important Safety Instructions appearing in this manual are not meant to cover all possible conditions and situations that may occur. Common sense, caution, and care must be exercised when installing, maintaining, or operating the appliance.


ALWAYS contact the manufacturer about problems or conditions you do not understand.


## Recognize Safety Symbols, Words, Labels

<b>⚠ DANGER</b>
Hazards or unsafe practices which <b>WILL</b> result in severe personal injury or death
<b>⚠ WARNING</b>
Hazards or unsafe practices which <b>COULD</b> result in death or severe personal injury
<b>⚠ CAUTION</b>
Hazards or unsafe practices which <b>COULD</b> result in minor personal injury. 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.

Read and follow all instructions before using this appliance to prevent the potential risk of fire, electric shock, personal injury or damage to the appliance as a result of improper usage of the appliance. Use appliance only for its intended purpose as described in this manual.

To ensure proper and safe operation: Appliance must be properly installed and grounded by a qualified technician. DO NOT attempt to adjust, repair, service, or replace any part of your appliance unless it is specifically recommended in this manual. All other servicing should be referred to a qualified servicer.

<b>⚠ WARNING</b>
 To avoid risk of property damage, personal injury or death; follow information in this manual exactly to prevent a fire or explosion. DO NOT store or use gasoline or other flammable vapors and liquids in the vicinity of this or any appliance.

<b>⚠ WARNING</b>
 <b>ELECTRICAL SHOCK HAZARD</b> This appliance is equipped with a 3-prong power cord with a grounding plug for your protection against shock hazard and should be plugged directly into a properly grounded receptacle. Only use power cord supplied with the unit.

# Warnings

## ⚠ WARNING

NEVER use this appliance as a space heater to heat or warm the room. Doing so may result in carbon monoxide poisoning and overheating of the drawer.

## ⚠ WARNING

DO NOT use plastic wrap to cover foods placed in the drawer, nor to keep foods warm that are wrapped or placed in plastic containers for heating. Plastics can melt onto the drawer if they are in direct contact. If melted onto the drawer, they can be very difficult to remove.

## ⚠ CAUTION

DO NOT use any cleaning agent with chlorine or chlorine compounds on stainless steel finish. Chlorine and chlorine compounds are corrosive to stainless steel.

## ⚠ WARNING

To avoid sickness and food waste, do not allow defrosted food to remain in the drawer for more than two hours.

## ⚠ WARNING



**FIRE AND ELECTRICAL SHOCK HAZARD**  
To reduce the risk of electric shock and fire, DO NOT use a flexible power-supply cord with this appliance.

## ⚠ WARNING

To reduce the risk of fire, electric shock, or injury to persons, installation work and electrical wiring must be done by qualified people in accordance with all applicable codes and standards, including fire-rated conditions.

## ⚠ WARNING



**BURN OR ELECTRICAL SHOCK HAZARD**  
Make sure all controls are OFF and drawer is COOL before cleaning. Failure to do so can result in burns or electrical shock.

## ⚠ WARNING

NEVER cover any slots, holes or passages in the drawer or cover an entire rack with materials such as aluminum foil. Doing so blocks air flow through the oven and may cause carbon monoxide poisoning. Aluminum foil linings may also trap heat, causing a fire hazard.

## ⚠ WARNING

Make sure that incoming voltage is the same as unit rating. An electric rating plate specifying voltage, hertz, wattage, amps, and phase is attached to the product. Wiring the warming drawer with more voltage than it is rated for may cause severe damage to the thermostat, element, and other components. Wiring the warming drawer with less voltage than it is rated for may cause significant decrease in performance.

## ⚠ WARNING

To prevent possible damage to cabinets and cabinet finishes, use only materials and finishes that will not discolor or delaminate and will withstand temperatures up to 194°F (90°C). Heat resistant adhesive must be used if the product is to be installed in laminated cabinetry. Check with your builder or cabinet supplier to make sure that the materials meet these requirements.

### IF SHIPMENT ARRIVED DAMAGED:


**VISIBLE LOSS OR DAMAGE:** Be certain this is noted on freight bill or express receipt and signed by person making the delivery. FILE CLAIM FOR DAMAGES IMMEDIATELY, regardless of extent of damage.

**CONCEALED LOSS OR DAMAGE:** If damage is unnoticed until merchandise is unpacked, notify transportation company or carrier immediately and file a "concealed damage" claim with them. This should be done within (15) days of date delivery is made to you. Be sure to retain container for inspection. We cannot assume responsibility for damage or loss incurred in transit.

# Installation

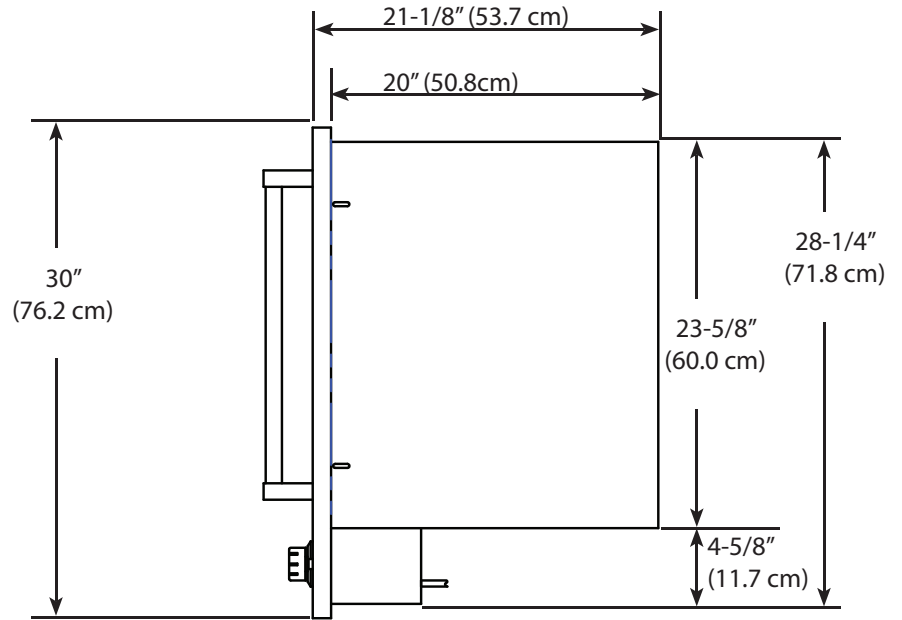
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- Be sure that the warming drawer is properly grounded and installed by a qualified technician. The electrical cord has a 3 prong plug. Do not cut any of the prongs.
- Make sure that the island is free of cracks that would allow water or other liquids to get into the electrical controls.
- Keep the warming drawer away from water sprinklers.
- When not in use, cover the island to protect from rain and harsh weather.
- If installing the unit directly under a grill, please allow 2-3/16" between the grill cutout bottom and the top of the warming drawer cutout.

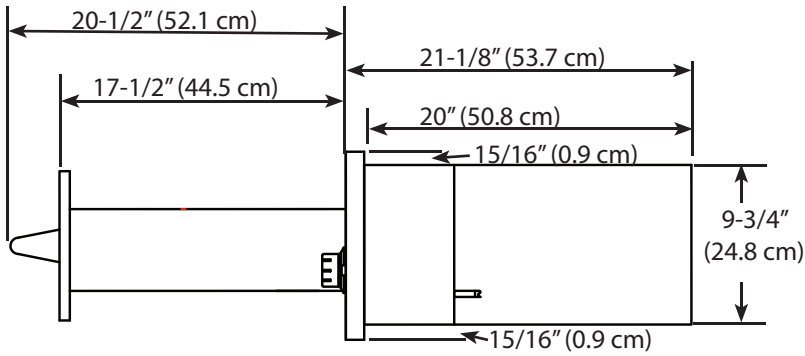
	<p><b>Connection to AC:</b> Installation requires an outdoor 120 VAC, 15 amp dedicated GFI protected outlet. The warming drawer is rated as follows; 120 VAC, 60 Hz, 480 W, 4 AMP</p>
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Dimensions

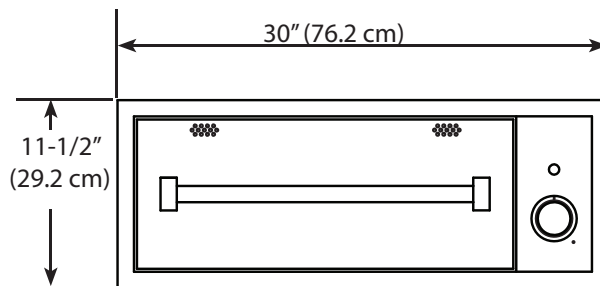
TOP VIEW



SIDE VIEW



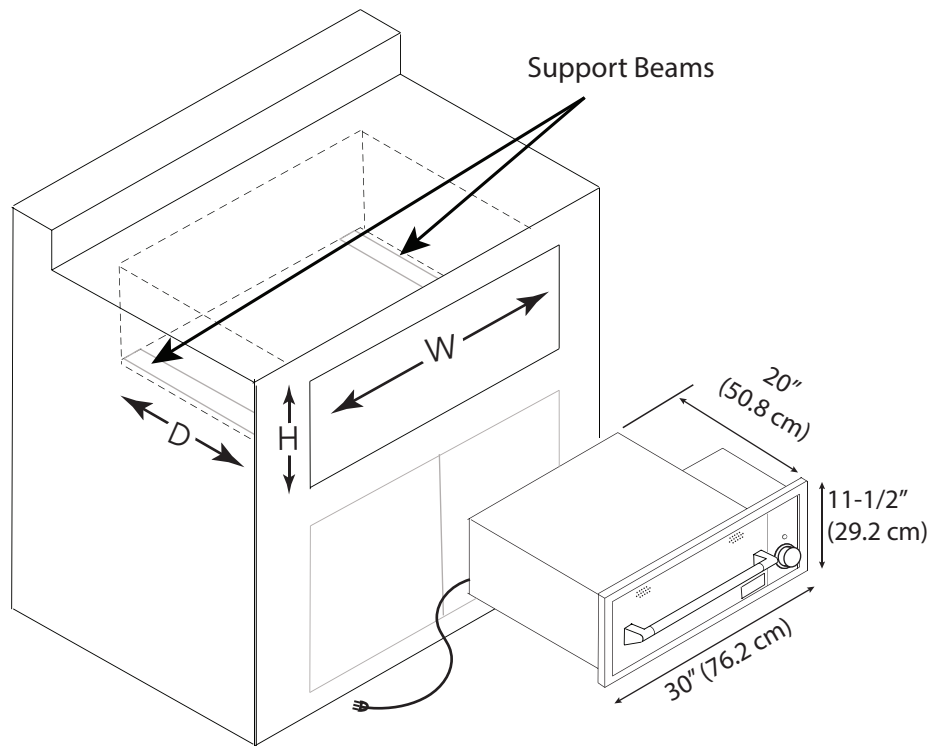
FRONT VIEW



# VQEWD5301

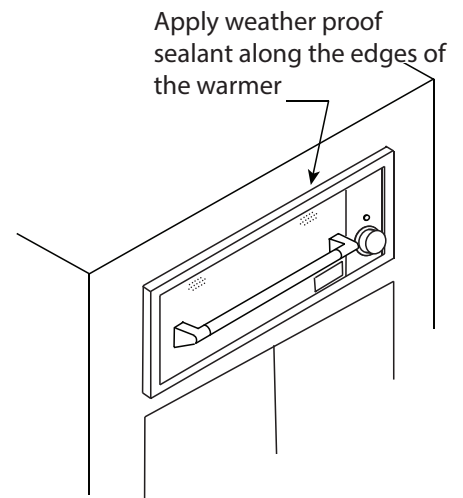
## Cutout Dimensions

VQEWD5301	
Cutout Width (W)	28-1/2 (72.4 cm)
Cutout Depth (D)	20-1/2" (52.1 cm)
Cutout Height (H)	10" (25.4cm)



## Installation

- Provide a 10" x 28 1/2" cutout to the front of the island.
- Provide support beams using metal studs.
- Pull the drawer out of the drawer casing to gain access on the mounting holder at the front of the casing.
- Insert the drawer casing into the island opening.
- Secure the drawer casing with screws at the inside front top and bottom, using the pre-punched mounting holes.
- Re-assemble the drawer section into the drawer casing.
- Apply weather proof sealant along the edges of the warmer.
- Plug-in the warmer to a weather proof, and properly grounded, electrical outlet.
- If installing the unit directly under a grill, please allow 2-3/16" between the grill cutout bottom and the top of the warming drawer cutout.



## ⚠ WARNING

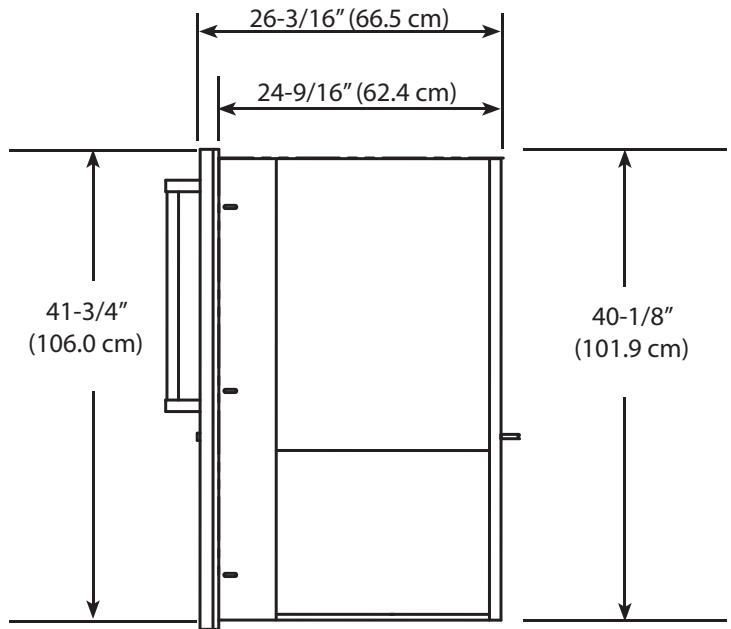


### ELECTRICAL SHOCK HAZARD

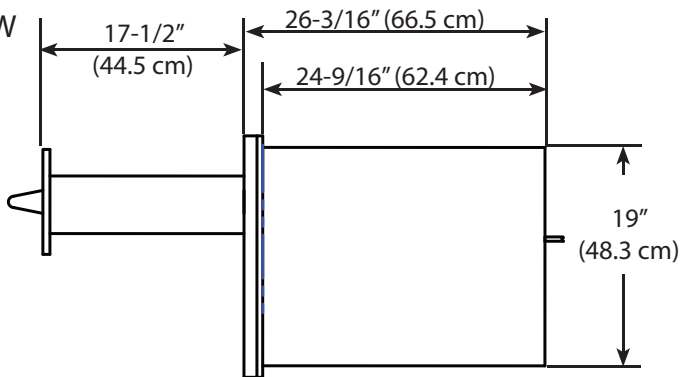
This appliance is equipped with a 3-prong power cord with a grounding plug for your protection against shock hazard and should be plugged directly into a properly grounded receptacle. Only use power cord supplied with the unit. Do not operate warming drawer with a damaged plug or cord.

Dimensions

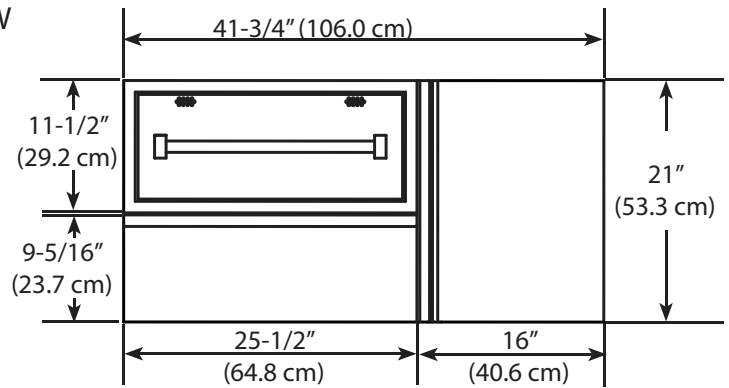
TOP VIEW



SIDE VIEW



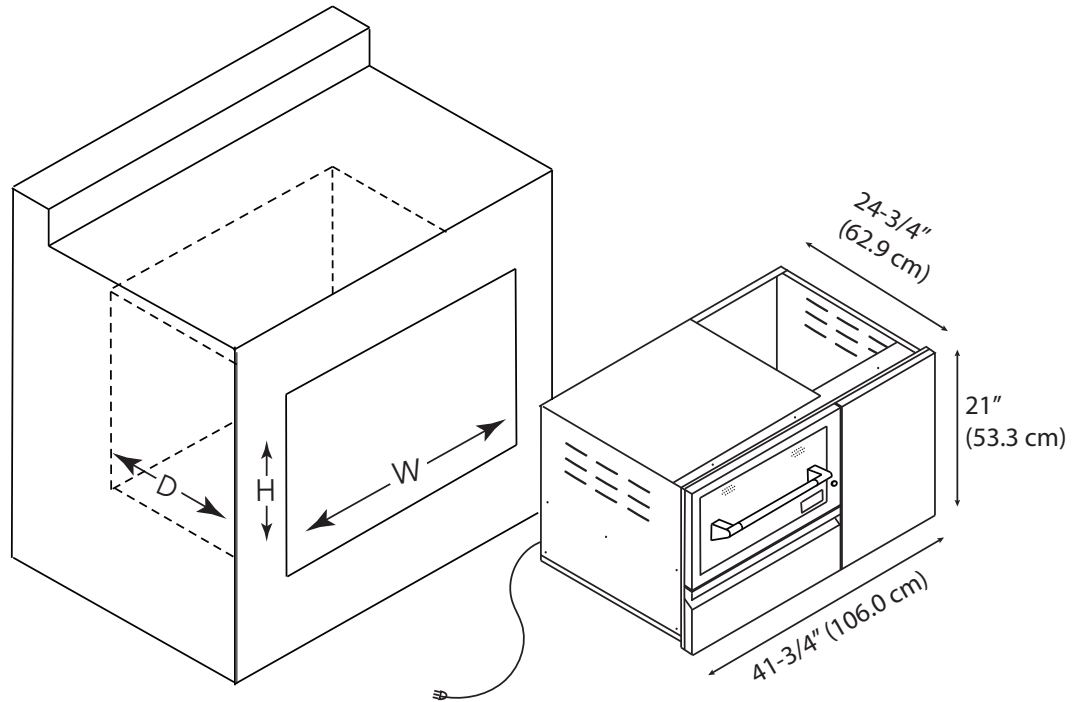
FRONT VIEW



# VQEWD5421

## Cutout Dimensions

VQEWD5421	
Cutout Width (W)	40-1/4" (102.2 cm)
Cutout Depth (D)	24-1/2" (62.2 cm)
Cutout Height (H)	19-3/8" (49.2)



## Installation

- Provide a 19 3/8" x 40 1/4" cutout to the front of the island.
- Provide support beams using metal studs.
- Pull the drawer out of the drawer casing to gain access on the mounting holder at the front of the casing.
- Insert the drawer casing into the island opening.
- Secure the drawer casing with screws at the inside front top and bottom, using the pre-punched mounting holes.
- Re-assemble the drawer section into the drawer casing.
- Apply weather proof sealant along the edges of the warmer.
- Plug-in the warmer to a weather proof, and properly grounded, electrical outlet.
- If installing the unit directly under a grill, please allow 2-3/16" between the grill cutout bottom and the top of the warming drawer cutout.

### **WARNING**



#### **ELECTRICAL SHOCK HAZARD**

This appliance is equipped with a 3-prong power cord with a grounding plug for your protection against shock hazard and should be plugged directly into a properly grounded receptacle. Only use power cord supplied with the unit. Do not operate warming drawer with a damaged plug or cord.

# Important Safety Warnings

## **WARNING**

If the information in this manual is not followed exactly, a fire or explosion may result causing property damage, personal injury or death.

### **About your Appliance**

- Do not touch the heating elements or interior surface of the drawer while it is in use. Use handles or knobs.
- Do not store flammable materials in drawer.

### **To Prevent Fire or Smoke Damage**

- Be sure all packing materials are removed from the appliance before operating it.
- Keep area around appliance clear and free from combustible materials, gasoline, and other flammable vapors and materials.
- Many aerosol-type spray cans are EXPLOSIVE when exposed to heat and may be highly flammable. Avoid their use or storage near an appliance.
- Many plastics are vulnerable to heat. Keep plastics away from parts of the appliance that may become warm or hot. DO NOT leave plastic items in the drawer as they may melt or soften if left too close to a heating element.
- Combustible items (paper, plastic, etc.) may ignite and metallic items may become hot and cause burns. DO NOT pour spirits over hot foods.
- Do not use aluminum foil or protective liners to cover any part of the drawer especially the bottom. Aluminium foil and liners are heat insulators and could trap heat underneath them resulting in electric shock or fire. This will also upset the performance and can damage the interior finish.
- Do not place items exposed to cooking oils in your warming drawer. Items contaminated with cooking oils may contribute to a chemical reaction that could cause a load to catch fire.
- To protect against electrical shock, do not immerse cord, plugs, or base in water or other liquids.
- Do not allow the cord to touch hot surfaces.
- Keep the warming drawer away from water sprinklers.

### **Heating Elements**

- Use only dry potholders. If moist or damp potholders are used, steam from potholders could cause a steam burn. Do not let potholders touch hot heating elements located under the drawer. Do not use a towel or bulky cloths in place of potholders.
- Use care when opening the drawer. Let hot air or steam escape (open vent) before removing or replacing food.
- Do not place food in unopened containers in the drawer. Pressure could build up and cause the container to burst.
- Never use the appliance for other than intended use.
- Do not use water on grease fires. Smother fire or flame or use dry chemical or foam-type extinguisher.
- Always place warming racks in desired position while drawer is cool.
- Keep drawer closed when not in use.

### **Child Safety**

- Do not allow children to use this appliance unless closely supervised by an adult. Children and pets should not be left alone or unattended in the area when the appliance is being used.
- Do not allow anyone to climb, stand, lean, sit or hang on any part of the appliance, especially the door. this can damage the appliance and the unit may tip over, potentially causing severe injury.
- Do not store items of interest to children in cabinets above an appliance. Children climbing on an appliance to reach items could be seriously injured.

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# Before Using Your Appliance

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All products are wiped clean with solvents at the factory to remove any visible signs of dirt, oil, and grease which may have remained from the manufacturing process. Before using, clean the drawer thoroughly with hot, soapy water. There may be some burn off and odors on first use of the appliance—this is normal.

## Temperature Controls

- The temperature control dial is used to select the temperature of the warming drawer.
- The warming drawer should only be opened when adding or removing food. Continuous opening of the drawer allows warm air to escape and make the food colder.
- Do not use aluminum foil to line the drawer. It is an excellent heat insulator and will trap heat beneath it. This may affect the performance of the warming drawer and the interior finish.

### Heat Light On

The heat-on blue indicator light turns on when the control knob is set and cycles “on” and “off” with the heating element as temperature is maintained.

### Moisture Vent Control

The moisture vent control is located at the top inside of the warming drawer. It can be adjusted in any position between “open” and “close” to maintain desired degree of moisture.

1. For crispy foods, slide the moisture vent control inward to open the vents and allow the moisture to escape.
2. For moist food, slide the moisture vent control outward to close the vents and seal the moisture inside the drawer.

### Dry Heat

- The main function of the warming drawer is to maintain food at a desired serving temperature.
- Place previously prepared foods directly into the empty steam pans (no water) and set the moisture vent control.
- Set the temperature control dial. The heat-on blue indicator light will illuminate until the desired temperature is reached.

### Moist Heat

- The warming drawer also seals moisture within the drawer to keep the food moist.
- Put just enough of water, approximately ½” high, in the steam pans.
- Place the steam rack inside the steam pan.
- Place the food directly on the rack or use a suitable container that will fit in the steam pans. Do not use plastic containers or utensils.
- Set the temperature control dial. The heat-on blue indicator light will illuminate until the desired temperature is reached.
- Periodically, check the water level in the steam pans and add water when necessary.

# Cleaning and Maintenance

## **⚠ WARNING**

To prevent burns, do not remove pans while hot.  
Make sure drawer is cool before cleaning.

Any piece of equipment works better and lasts longer when maintained properly and kept clean. Cooking equipment is no exception. Your warming drawer must be kept clean and maintained properly. Make sure all controls are in the "OFF" position.

1. Allow the warming drawer and its accessories to cool before cleaning.
2. Remove steam pans and all accessories from the warming drawer.
3. Unplug the warming drawer prior to cleaning.
4. Clean all items including the drawer with a mild cleanser. Scrub dirt with a sponge in the direction of the grain.
5. When cleaning the front panel, always scrub in the direction of the grain. In order to maintain the luster and highlights of the polished surface, do not use abrasives when cleaning the polished surfaces.
6. Do not use steel wool to clean the drawer and accessories.
7. Check out the slide rails and make sure they are clean and free from debris.
8. It is recommended to clean the warming drawer after every use

### Cleaning Chart

Material	Recommendations
Drawer interior (stainless steel)	Use dish detergent. Wash, rinse well and dry. For hard water spots or scales, use white vinegar. Apply with a sponge or cloth, rinse, and dry.  Heat Discoloration / Corrosion: Clean with BarKeeper's Friend® sprinkled on a wet sponge or wet cloth. Apply to stainless steel surface. Rub gently and evenly in the direction of the grain. Rinse and dry.
Drawer exterior (stainless steel)	Always wipe or rub in the direction of the grain. Clean with a soapy sponge, then rinse and dry or use mild non-abrasive cleaners on a paper towel. Protect and polish with stainless steel cleaner and a soft cloth. Remove water spots a cloth dampened with white vinegar.
Control Panel	Clean with hot soapy water or mild non-abrasive cleaner on a clean sponge. Wipe clean. Avoid using abrasive cleaners and scrubbing pads.

## Troubleshooting

### Troubleshooting Guide and Service

Problem	What to Do
Warming drawer will not heat up.	Is the unit plugged into an electrical outlet? Has the GFCI protection been tripped? Is the temperature control dial properly set? Has the circuit breaker been tripped?
Heat-on indicator light does not illuminate.	Is the unit plugged into an electrical outlet? Has the GFCI protection been tripped? Is the temperature control dial properly set? Has the circuit breaker been tripped?

# Service Information

If service is required, call your authorized service agency.

Have the following information readily available.

- Model number
- Serial number
- Date purchased
- Name of dealer from whom purchased

Clearly describe the problem that you are having. If you are unable to obtain the name of an authorized service agency, or if you continue to have service problems, contact Viking Range, LLC at 1-888-845-4641, or write to:

**Viking Range, LLC**  
**PREFERRED SERVICE**  
**111 Front Street**  
**Greenwood, Mississippi 38930 USA**

Record the information indicated below. You will need it if service is ever required. The model and serial number for your warming drawer is found on the data plate, which is located on the right rear side panel.

Model no. \_\_\_\_\_ Serial no. \_\_\_\_\_

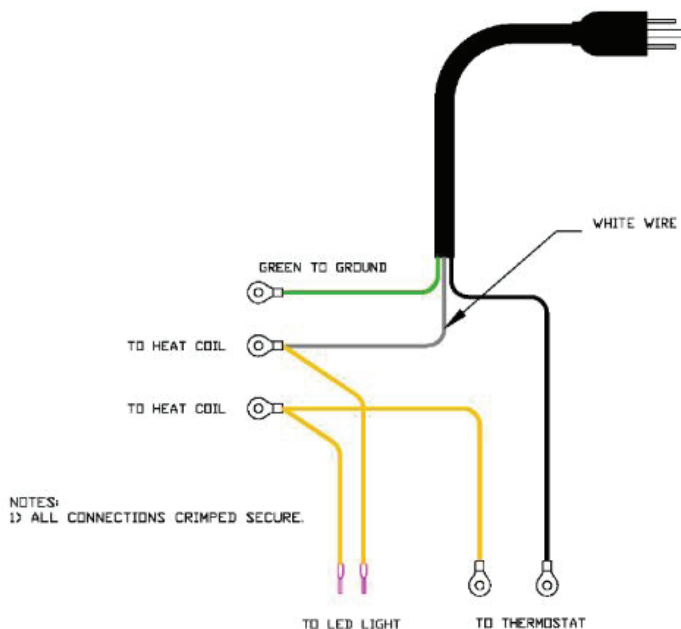
Date of purchase \_\_\_\_\_ Date Installed \_\_\_\_\_

Dealer's name \_\_\_\_\_

Address \_\_\_\_\_

If service requires installation of parts, use only authorized parts to insure protection under the warranty.

## Wiring Schematic



# Viking Range, LLC Outdoor Warranty

## ONE YEAR FULL WARRANTY

Outdoor products and all of their component parts, except as detailed below\*, are warranted to be free from defective materials or workmanship in residential household use for a period of one (1) year from the date of original retail purchase. Viking Range, warrantor, agrees to repair or replace at its option, any part which fails or is found to be defective during the warranty period. Warranty service must be performed by a Viking Range LLC authorized service agency or representative.

**\*90 Day Cosmetic Warranty:** Products are warranted to be free from cosmetic defects in material or workmanship for a period of 90 days from the date of original retail purchase. This warranty covers manufacturing based defects only and does not cover issues resulting from handling or installation. Inspection of the product should be made at time of delivery. Any defects must be reported to the selling dealer within the 90 day period. Viking Range LLC uses the most up to date processes and the best materials available to produce all color finishes. However, slight color variation may be noticed because of the inherent differences in painted parts and porcelain parts as well as differences in product location and natural or artificial lighting. Warranty service must be performed by a Viking Range LLC authorized service agency or representative.

**\*90 Day Residential Plus:** Viking products are designed and certified for residential use only. They are not intended for use in commercial applications. Viking products should only be used in accordance to national and local codes. Viking is not responsible for property damage or injury resulting from use in a commercial application.

To support the manufacturing quality of its appliance's Viking will provide a full 90 day warranty for products used in "Residential Plus" applications. This "Residential Plus" warranty applies to applications where use of the product extends beyond residential use but is in compliance with national and local code. In some jurisdictions these applications are zoned as residential. Examples of, but not limited to, such applications covered by this warranty are bed and breakfasts, fire stations, private clubs, churches, condominium/apartment common areas etc. Under this "Residential Plus" warranty, the product, its components and accessories are warranted to be free from defective material or workmanship for a period of ninety (90) days from the date of original retail purchase. Viking Range, LLC, warrantor, agrees to repair or replace, at its option, any part which fails or is found to be defective during the warranty period. This warranty covers parts and labor. This warranty excludes use of the product in all commercial locations such as restaurants, food service locations and institutional food service locations.

## FIVE YEAR LIMITED WARRANTY

Any stainless steel burner assembly, ceramic pro sear burner, electric warming drawer element, grill grate, side/power burner grate, or briquette tray which fails due to defective materials or workmanship in normal residential use during the second thru the fifth year (outdoor products have 1 year full warranty) from the date of original retail purchase will be repaired or replaced free of charge for the part itself, with the owner paying all other costs, shipping, handling and labor. Aesthetic conditions such as corrosion, scratching, discoloration, carbon/food build up or similar blemishes due to normal wear and tear, improper use or lack of maintenance is excluded from this warranty.

## WARRANTY TERMS

This warranty extends to the original retail purchaser of the product warranted hereunder and to each transferee owner of the product during the term of the original purchaser's warranty. The warranty is transferable by the original retail purchaser via home sale only. If a transferee owner is unable to provide proof of purchase from the original purchaser and the product has not been previously registered, the production date of the product, located in the serial number on the product, will serve as the effective warranty start date.

The activation date of the warranty begins from the date of original retail purchase. In the case of new product purchase via building development sales, activation begins from the earlier date of either certificate of occupancy or 24 months from date of manufacture. Note date of manufacture is identified by serial tag on product.

This warranty does not cover units purchased as b-stock, liquidation, salvage, seconds, refurbished, as-is, used products.

This warranty shall apply to products purchased in the United States and Canada. Products must be purchased in the country where service is requested. Warranty service must be performed by a Viking Range LLC authorized service agency or representative. Warranty shall not apply to damage resulting from abuse, accident, natural disaster, loss of electrical power to the product for any reason, alteration, improper installation, improper operation, or repair service of the product by anyone other than a Viking Range LLC authorized service agency or representative.

This warranty does not apply to commercial usage. Warrantor is not responsible for consequential or incidental damage whether arising out of breach of warranty, breach of contract or otherwise. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations do not apply to you.

Owner shall be responsible for proper installation, providing normal care and maintenance, providing proof of purchase upon request, and making the product reasonably accessible for service. If the product or one of its component parts contains a defect or malfunction during the warranty period, after a reasonable number of attempts by the warrantor to remedy the defects or malfunctions, the owner is entitled to either a refund or replacement, at the warrantor's discretion of the product or its component part or parts. Warrantor's liability on any claim of any kind, with respect to the goods or services covered hereunder, shall in no case exceed the price of the goods or service or part thereof which gives rise to the claim.

## WARRANTY SERVICE

Under the terms of this warranty, service must be performed by a Viking Range LLC authorized service agent or representative. Service will be provided during normal business hours. Labor performed at overtime or premium rates shall not be covered by the warranty. To obtain warranty service contact Viking Range LLC Customer Care at 1-888-845-4641. Please have model number, serial number, and date of original purchase available when calling. IMPORTANT: retain proof of original purchase to establish warranty period.

The return of the owner registration card is not a condition of warranty coverage. You should, however, return the owner registration card so Viking Range LLC can contact you should any question of safety arise which could affect you.

Any implied warranties of merchantability and fitness applicable to the above described burner assemblies, infrared rotisserie burners, grill grates, and stainless steel parts are limited in duration to the period of coverage of the applicable express written limited warranties set forth above. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which may vary from jurisdiction to jurisdiction.

Specifications subject to change without notice.



Viking Range, LLC  
111 Front Street  
Greenwood, Mississippi 38930 USA  
(662) 455-1200

For product information, call 1-888-845-4641  
or visit our web site at [vikingrange.com](http://vikingrange.com)