

# 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.

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

**VEWD173**

**VEWD103**

**VEWD163**

**DEWD102**

**DFWD171**

**DFWD101**



# 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 appliances. It is possible, however, that during the lifetime of a product service maybe require. Products should be serviced only by a qualified authorized service technician who is familiar with the safety procedures required to perform the repair and is equipped with the proper tools, parts, testing instruments, and the appropriate service manual.

## Safety Information

We have provided many important safety messages throughout this manual and on the product. Always read and obey all safety statements. To properly identify a safety statements look for the following safety alert symbol.



This symbol alerts personnel to hazards that can many different types of altering messages. All safety messages will be preceded by a safety alert symbol and the word "DANGER", "WARNING" or "CAUTION".

 <b>DANGER</b>
<p>Immediate hazards which <b>WILL</b> result in severe personal injury or death.</p>
 <b>WARNING</b>
<p>Hazards or unsafe practices which <b>COULD</b> result in severe personal injury or death.</p>
 <b>CAUTION</b>
<p>Hazards or unsafe practices which <b>COULD</b> result in minor personal injury, product or property damage.</p>

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

 <b>WARNING</b>
<p>To avoid risk of serious injury or death, repairs should not be attempted by unauthorized personnel.</p>

 <b>CAUTION</b>
<p>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.</p>

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## 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**

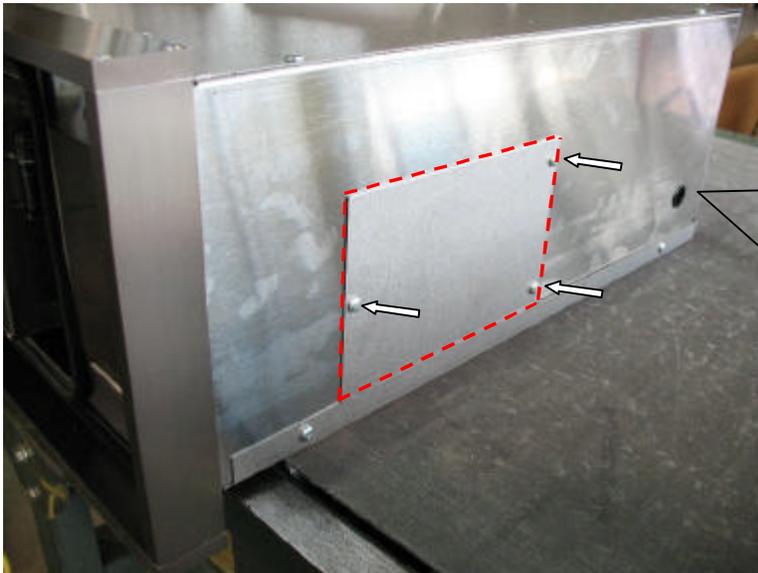


**FIG 2**

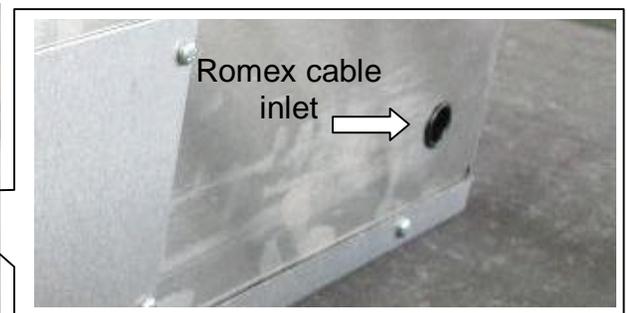


The temperature range of the warming drawer is between **90° F (Min) to 250° F (Max)**. The temperature is control by the thermostat. In order to gain access to the thermostat and power connections, removed the unit from the cabinet to expose the right side access panel. **FIG 3** shows the cover installed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

**FIG 3**



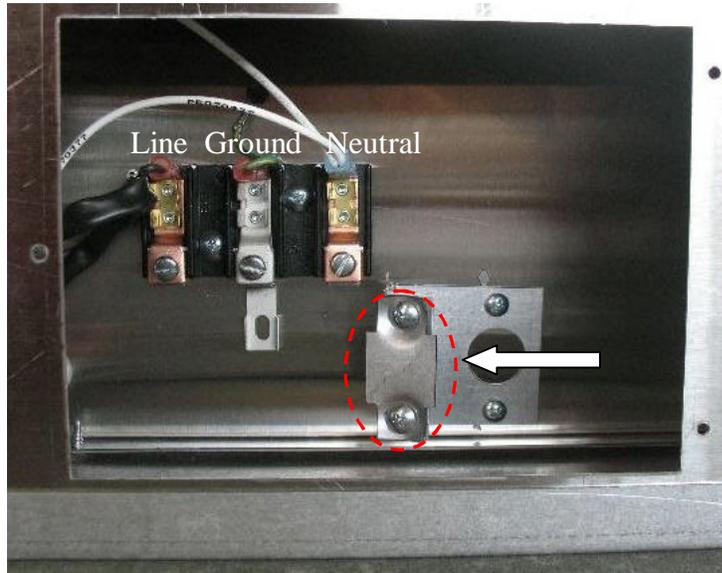
**FIG 4**



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

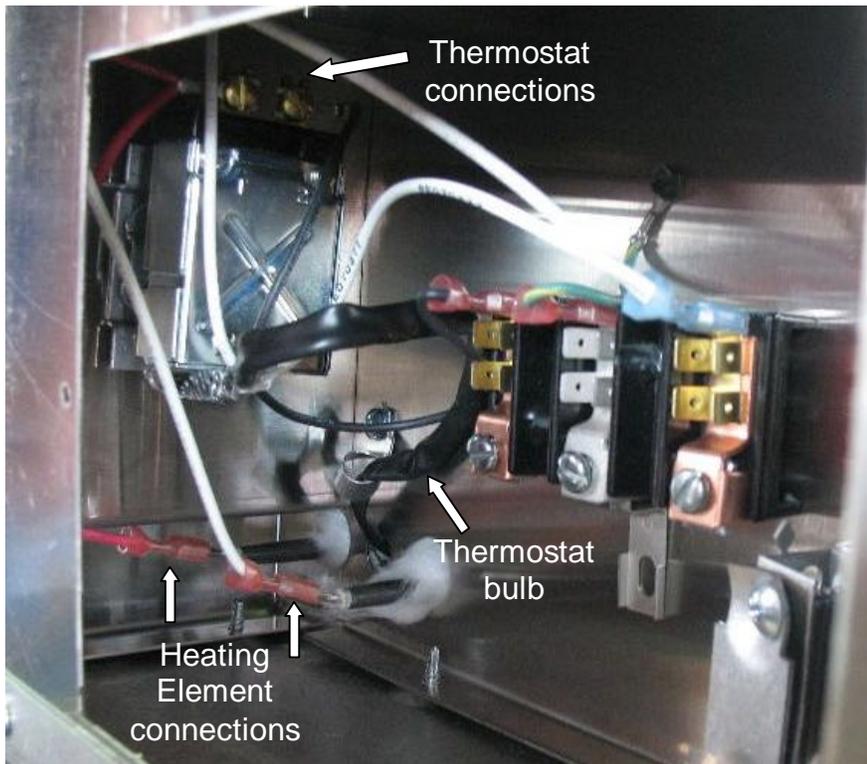
With the side panel removed, access to the main terminal block is possible. **FIG 5** shows the main terminal block. The Romex cable is feed through the cable hold down clamp (Circled), and then the power connections are made at the terminal block.

**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**



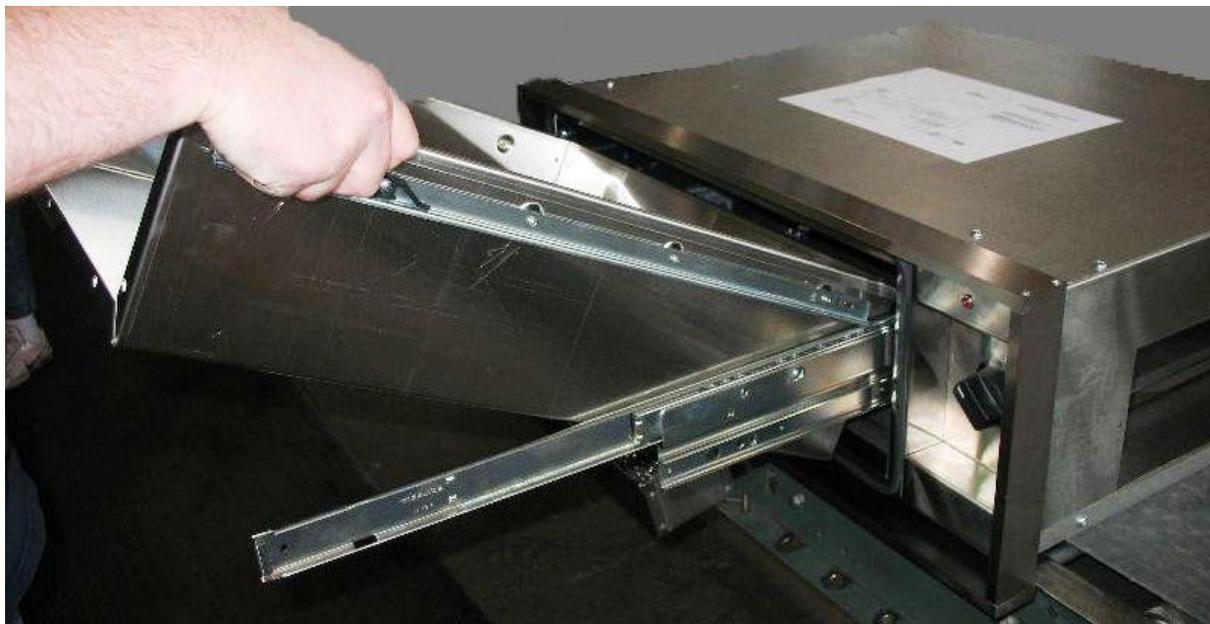
To gain access to the heating element and thermostat sensor bulb, it will be necessary to remove the draw assembly. With drawer fully extended, release the draw by lifting up on the locking tabs (one on each side) **FIG 7** shows the location of the locking tabs.

**FIG 7**



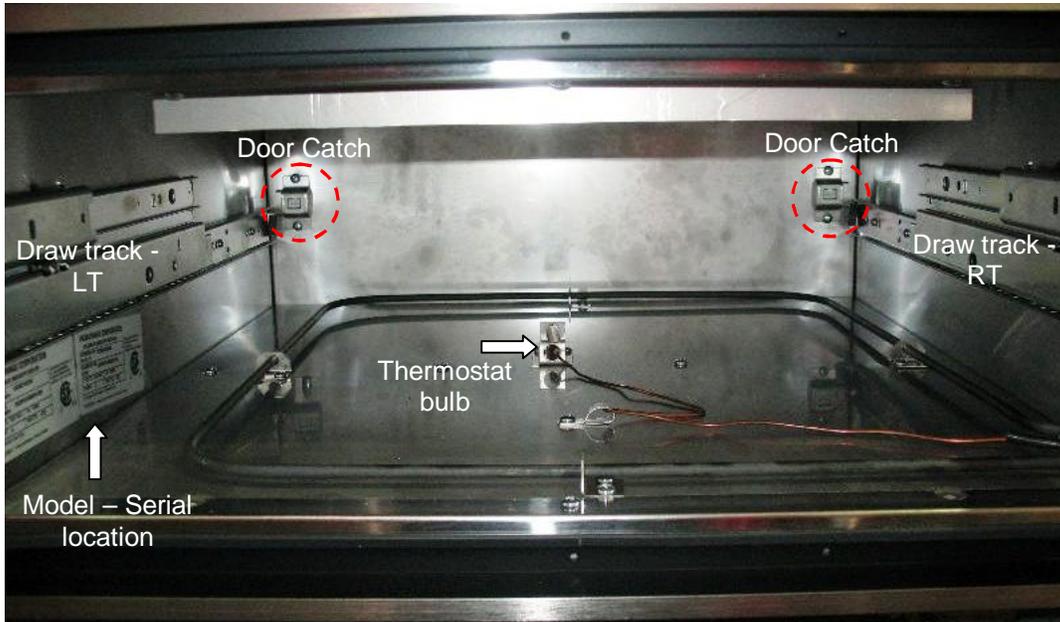
**FIG 8** shows the draw being lifted away from the drawer tracks. Remove and place on a protected surface.

**FIG 8**



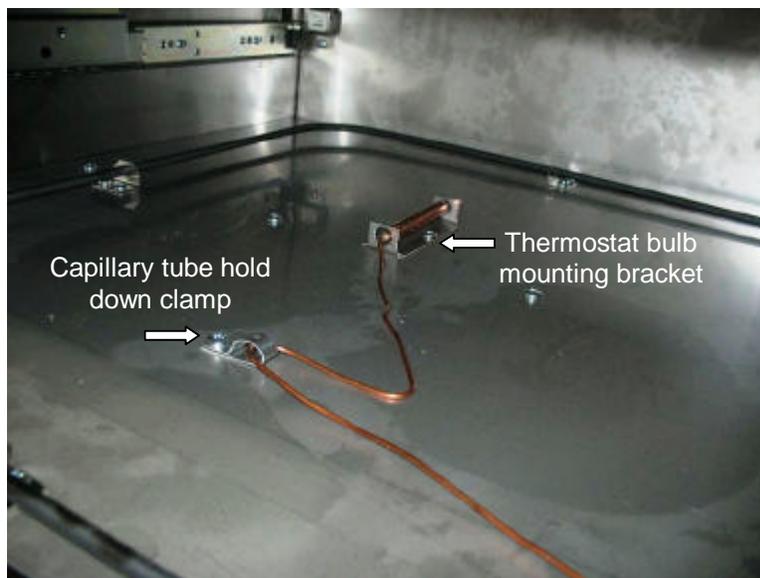
With the drawer removed we now have access to the thermostat bulb and heating element. **FIG 9** shows the location of the Model and Serial number location, thermostat sensor bulb and the left and right rear door catch assemblies (Circled in red).

**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**



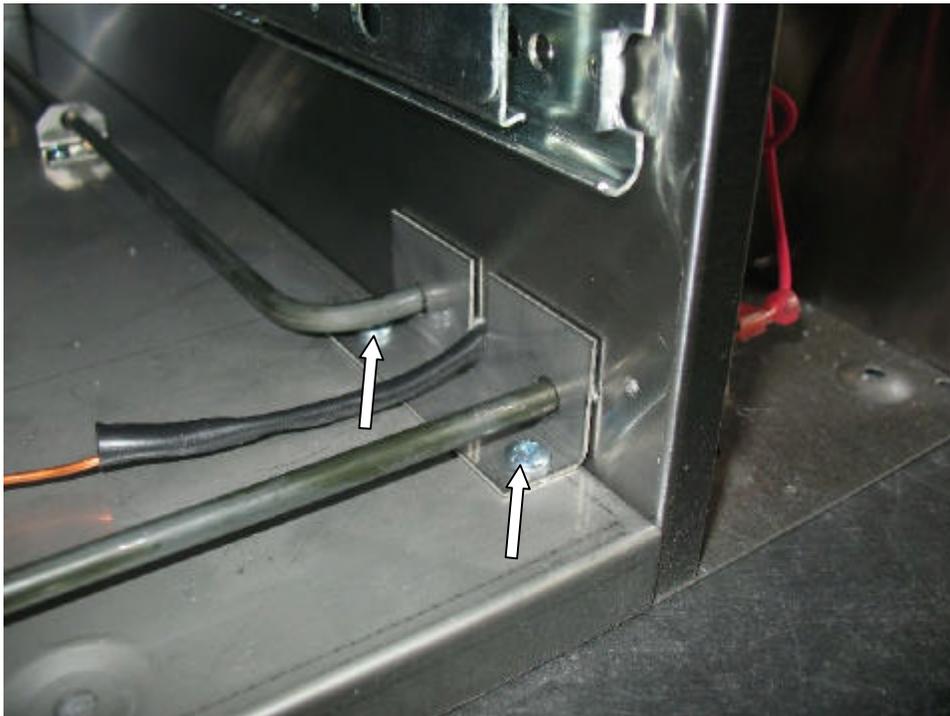
In order to remove and replace the heating element, you will need to remove (10) Phillips head screws. Each hold down bracket shown in **FIG 11** (Circled in Red) is held in place with (2) screws each.

**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.

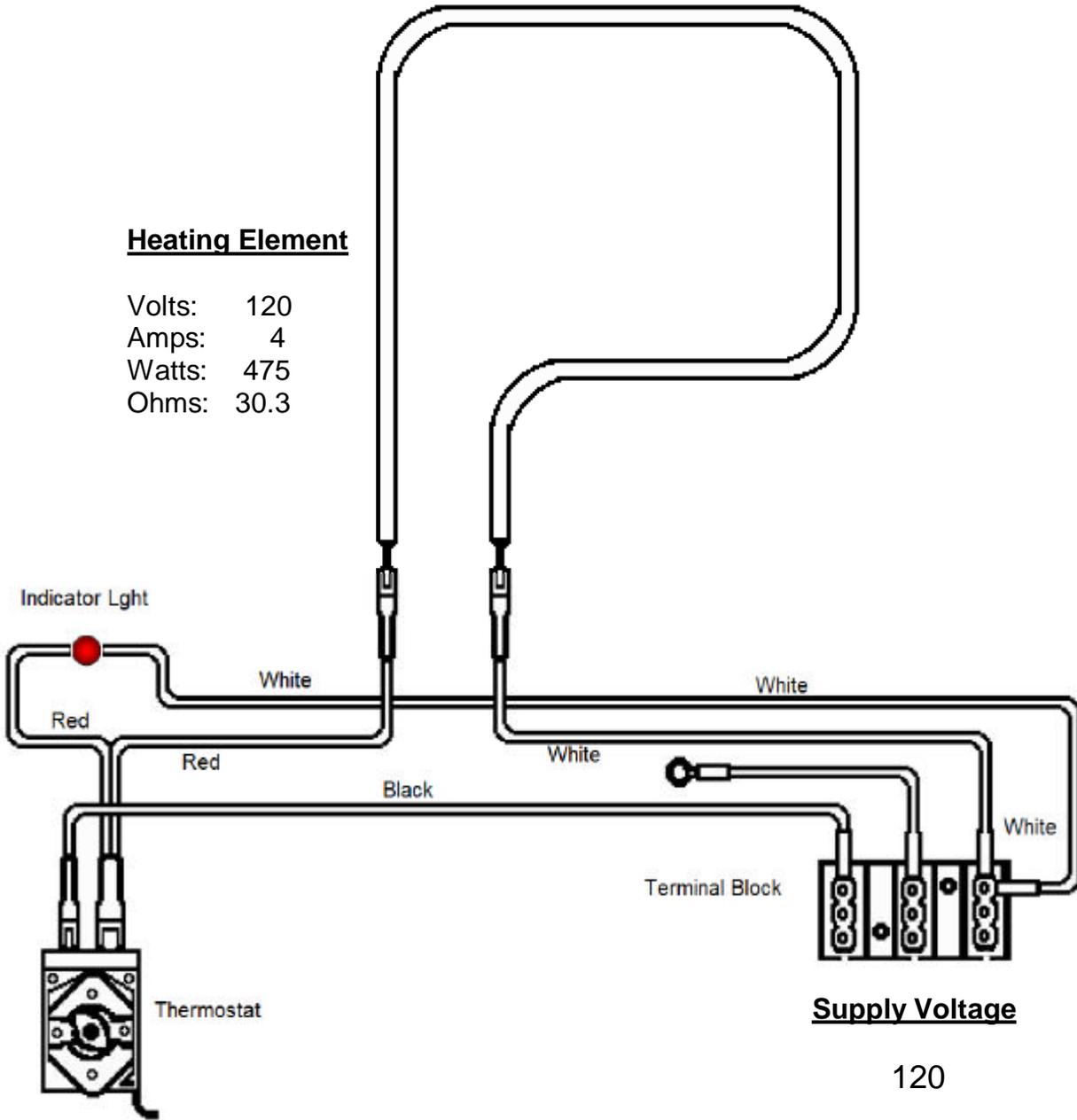
**FIG 12**



WIRING DIAGRAM - VEWD / DEWD / DFWD

**Heating Element**

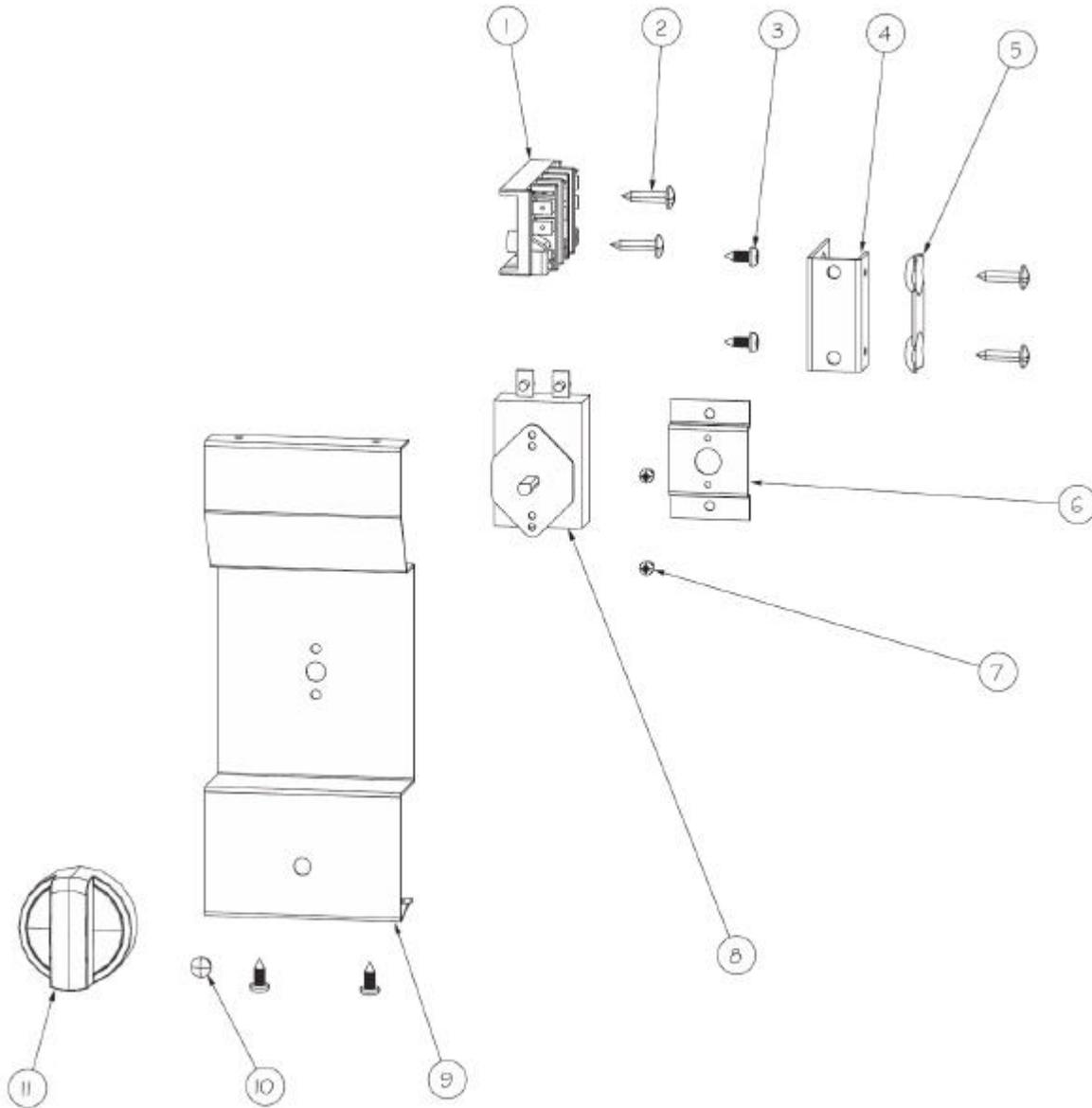
Volts: 120  
Amps: 4  
Watts: 475  
Ohms: 30.3



**Thermostat**

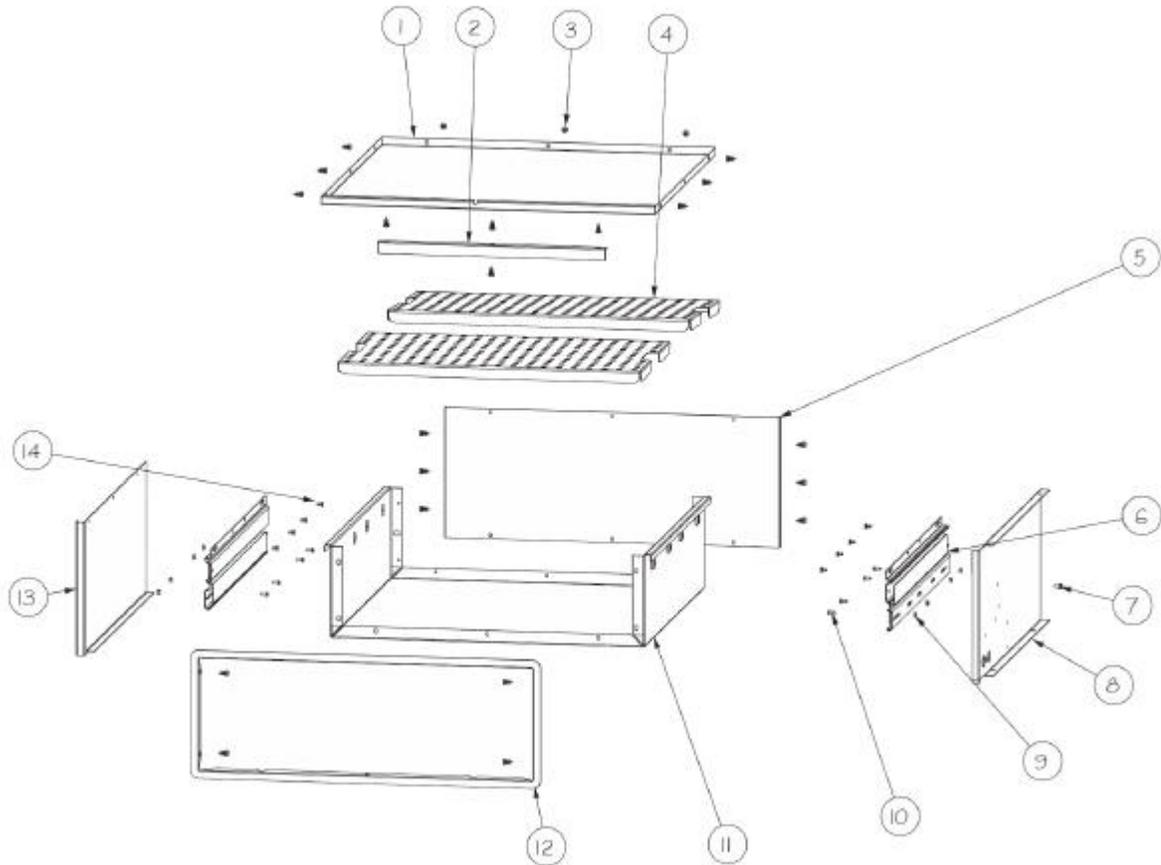
90° - 250° Fahrenheit

### Control Area VEWD / DEWD / DFWD



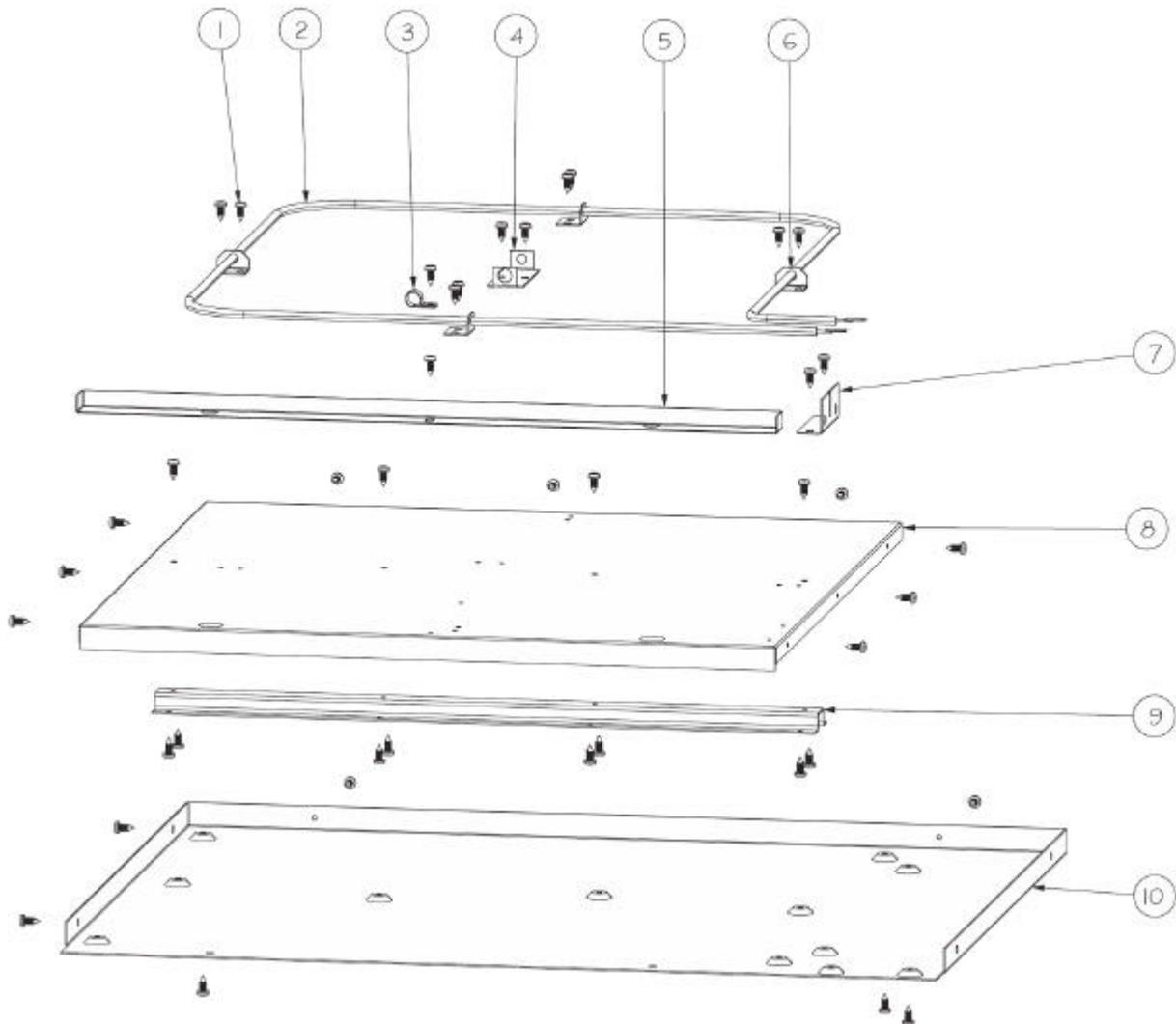
ITEM	PART NUMBER	PART DESCRIPTION	QTY
1	PE070147	TERMINAL BLOCK (VDSC)	1
2	NON SERVICEABLE	10 X 1 PH. HD. PAN HD. SMS	4
3	NON SERVICEABLE	10 X 1/2 PAN PH. TEK ZINC	4
4	NON SERVICEABLE	POWER CORD MOUNTING BRKT (VDSC)	1
5	A1002457	POWER CORD MOUNTING STRAP (VDSC)	1
6	NON SERVICEABLE	DISGN WD TSTAT SPACER (DEWD170/100)	1
7	NON SERVICEABLE	6-32 X 3/8" PHILL PAN MS	1
8	PB010167	THERMOSTAT - (VEWD)	1
9	021270-000	DEWD102 CONTROL PANEL	1
10	017211-000	INDICATOR LIGHT XL SNAP IN CLEAR LIGHT	1
11	020766-000	DESIGNER WD KNOB	1

Drawer Area VEWD / DEWD / DFWD



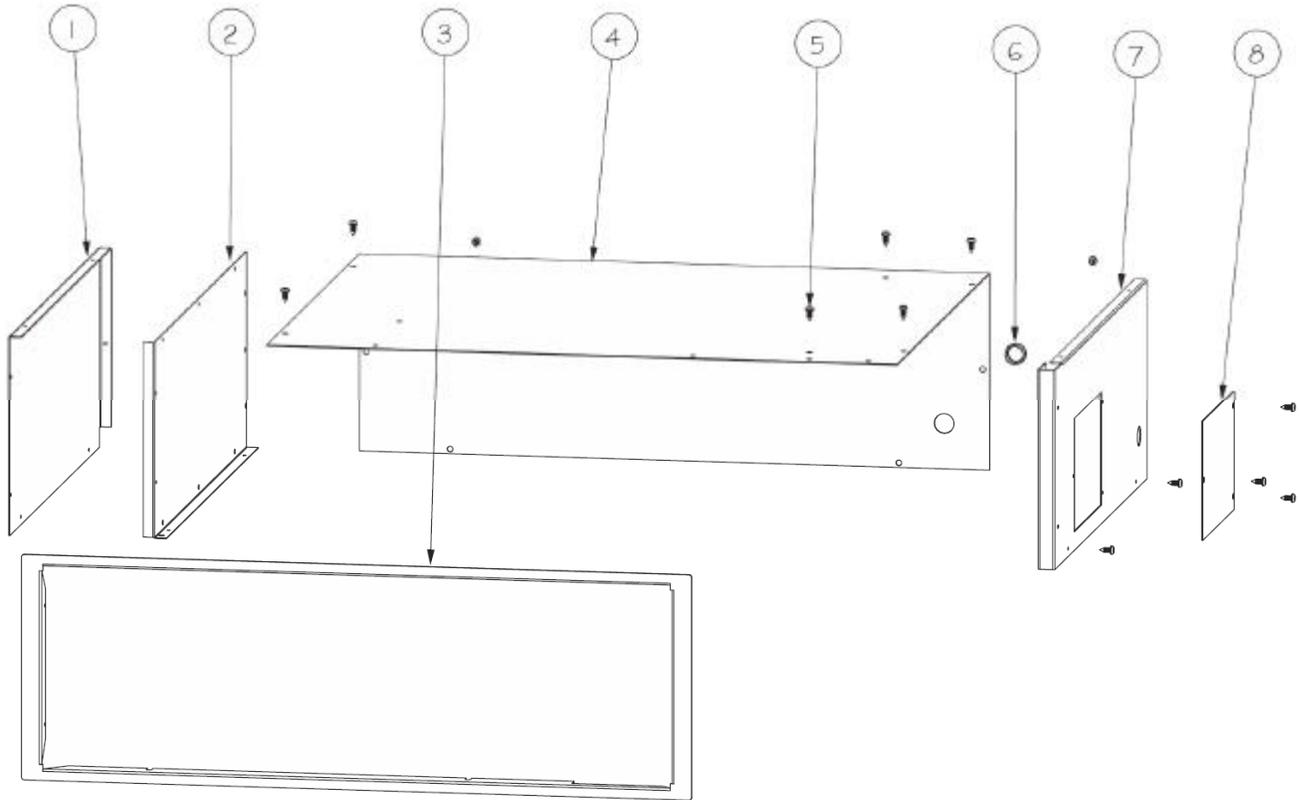
ITEM	PART NUMBER	PART DESCRIPTION	QTY
1	NON SERVICEABLE	30" I/S TOP PANEL VEWD103	1
2	NON SERVICEABLE	DRAWER STOP 27"	1
3	NON SERVICEABLE	10 X 1/2 PAN PH. TEK ZINC	23
4	020945-000	FRONT RACK - 30" (VEWD)	2
5	NON SERVICEABLE	REAR INSIDE PANEL - 30" (VEWD)	1
6	PC020022	WARMING DRAWER SLIDES	1
7	NON SERVICEABLE	10 X 3/8 GREEN GROUNDING SCREW	1
8	NON SERVICEABLE	RH INNER WALL VEWD	1
9	NON SERVICEABLE	6-32 HEX NUT	8
10	NON SERVICEABLE	6-32 X 3/8" PHILL PAN MS	8
11	01589-000	WARMING DRAWER 30" ASM	1
12	B20016091	GASKET FRAME (VEWD103)	1
13	NON SERVICEABLE	LH INNER WALL VEWD	1
14	PC040019	POP RIVET ( 0.125 GR X 0.156 DIA )	8

Lower Unit Area VEWD / DEWD / DFWD



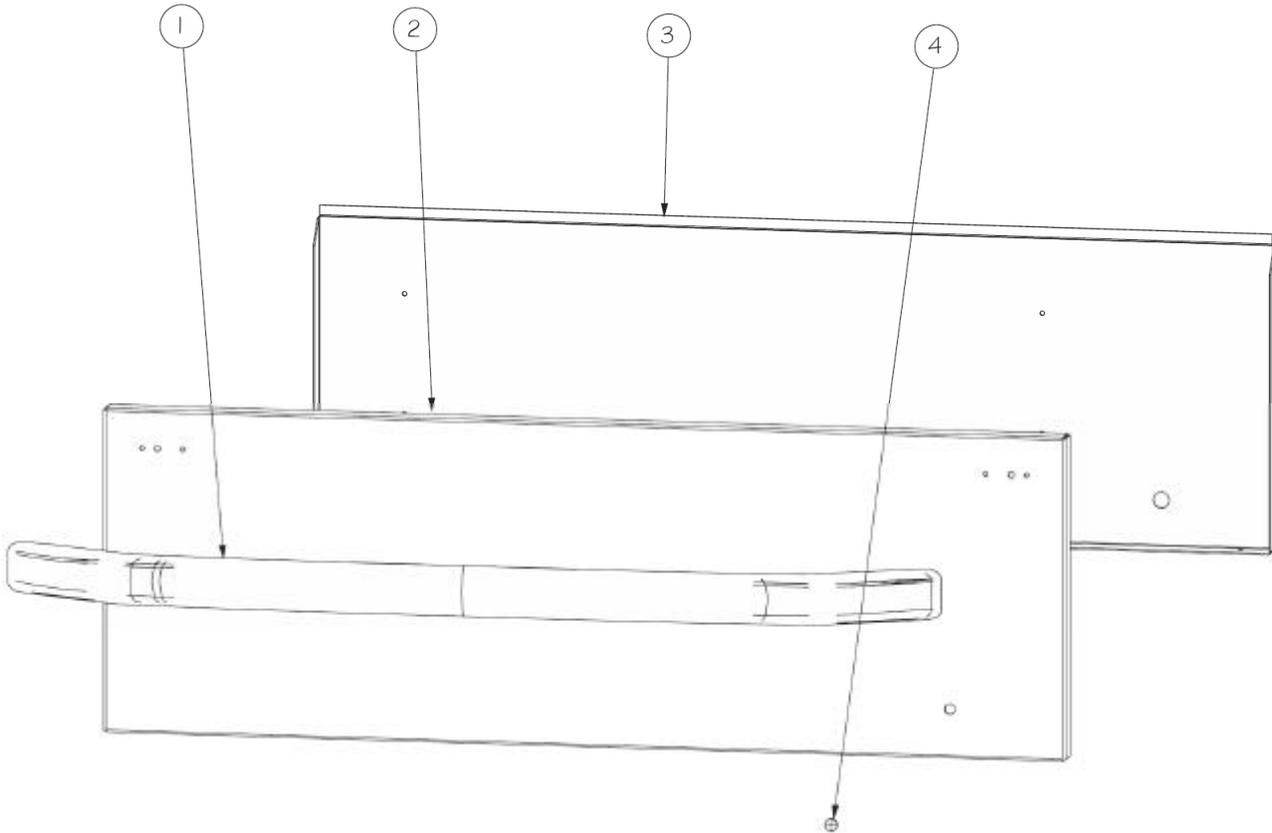
1	NON SERVICEABLE	10 X 1/2 PAN PH. TEK ZINC	45
2	PJ010009	ELEMENT - 30" (VEWD)	1
3	NON SERVICEABLE	WIRE CLAMP	1
4	NON SERVICEABLE	THERMAL BULB BRKT (VEWD)	1
5	021274-000	WD Finger Stopper	1
6	NON SERVICEABLE	ELEMENT BRACKET (VEWD)	4
7	NON SERVICEABLE	BRACKET (VEWD)	1
8	NON SERVICEABLE	BOTTOM INSIDE PANEL - 30" (VEWD)	1
9	NON SERVICEABLE	30" WARMING DRAWER BRKT	1
10	NON SERVICEABLE	30" WARMING DRAWER BOTTOM AL	1

**Exterior Area VEWD / DEWD / DFWD**



ITEM	PART NUMBER	PART DESCRIPTION	QTY
1	015044-000	LH OUTER SIDE PANEL (DEWD102)	1
2	NON SERVICEABLE	LH INNER WALL VEWD	1
3	015890-000	WARMING DRAWER FRAME	1
4	NON SERVICEABLE	30" OUTER TOP PANEL VEWD103	1
5	NON SERVICEABLE	10 X 1/2 PAN PH. TEK ZINC	13
6	PD040005	SNAP BUSHING - 7/8"	1
7	021273-000	RH OUTER SIDE PANEL (DEWD102)	1
8	A1004135	ACCESS PLATE (VEWD)	1

**Door Area VEWD / DEWD / DFWD**



ITEM	PART NUMBER	PART DESCRIPTION	QTY
1	N/A	SEE IPL FOR PART NUMBERS	1
2	N/A	SEE IPL FOR PART NUMBERS	1
3	N/A	SEE IPL FOR PART NUMBERS	1
4	PE050023	INDICATOR LITE	1