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(see page 2)

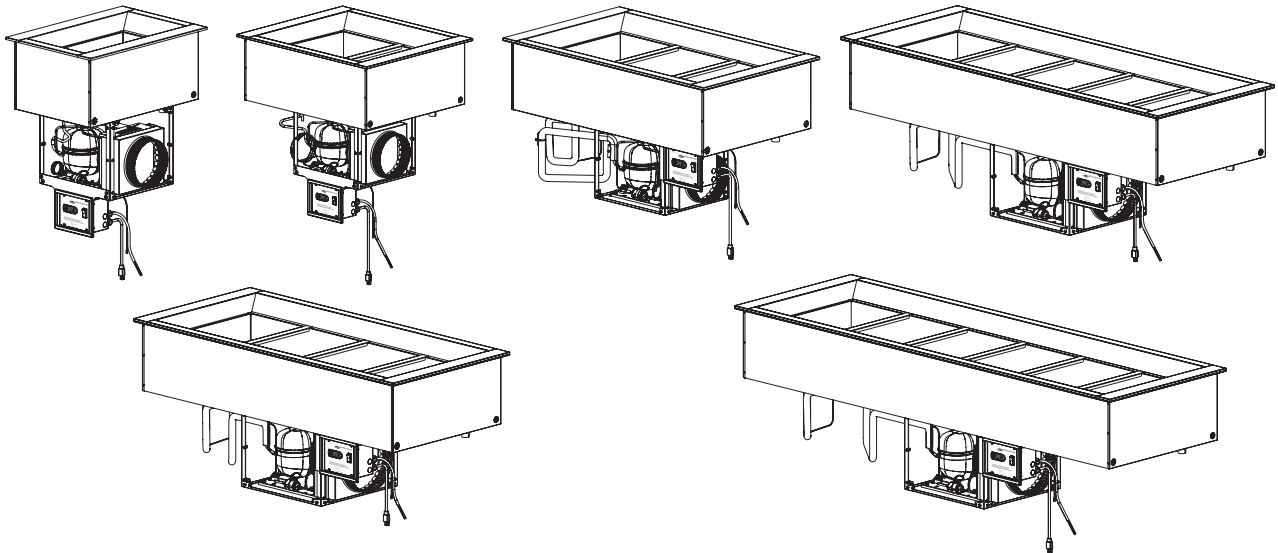
S'inscrire en ligne!  
(voir page 19)



# Refrigerated Drop-In Wells Cuves réfrigérées libre service

## CWBP Series • CWBP Série

### Installation and Operating Manual Manuel d'installation et d'utilisation



#### ⚠ WARNING

Do not operate this equipment unless you have read and understood the contents of this manual! Failure to follow the instructions contained in this manual may result in serious injury or death. This manual contains important safety information concerning the maintenance, use, and operation of this product. If you're unable to understand the contents of this manual, please bring it to the attention of your supervisor. Keep this manual in a safe location for future reference.

English = p 2

#### ⚠ ADVERTENCIA

No opere este equipo al menos que haya leído y comprendido el contenido de este manual! Cualquier falla en el seguimiento de las instrucciones contenidas en este manual puede resultar en un serio lesión o muerte. Este manual contiene importante información sobre seguridad concerniente al mantenimiento, uso y operación de este producto. Si usted no puede entender el contenido de este manual por favor pregunte a su supervisor. Almacenar este manual en una localización segura para la referencia futura.

#### ⚠ AVERTISSEMENT

Ne pas utiliser cet équipement sans avoir lu et compris le contenu de ce manuel ! Le non-respect des instructions contenues dans ce manuel peut entraîner de graves blessures ou la mort. Ce manuel contient des informations importantes concernant l'entretien, l'utilisation et le fonctionnement de ce produit. Si vous ne comprenez pas le contenu de ce manuel, veuillez le signaler à votre supérieur. Conservez ce manuel dans un endroit sûr pour pouvoir vous y référer plus tard.

Français = p 19

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## IMPORTANT OWNER INFORMATION

Record the model number, serial number, voltage, and purchase date of the unit in the spaces below. Please have this information available when calling Hatco for service assistance.

Model No. \_\_\_\_\_

Serial No. \_\_\_\_\_

Voltage \_\_\_\_\_

Date of Purchase \_\_\_\_\_

### Register your unit!

Completing online warranty registration will prevent delay in obtaining warranty coverage. Access the Hatco website at **www.hatcocorp.com**, select the *Parts & Service* pull-down menu, and click on "Warranty Registration".

#### Business

Hours: 7:00 AM to 5:00 PM Monday–Friday,  
Central Time (CT)  
(Summer Hours — June to September:  
7:00 AM to 5:00 PM Monday–Thursday  
7:00 AM to 4:00 PM Friday)

Telephone: 414-671-6350

E-mail: [support@hatcocorp.com](mailto:support@hatcocorp.com)



24 Hour 7 Day Parts and Service  
Assistance available in the United States  
and Canada by calling 414-671-6350.

Additional information can be found by visiting our web site at **www.hatcocorp.com**.

## INTRODUCTION

Hatco Refrigerated Drop-In Wells are specially designed to hold cold foods at safe serving temperatures. The insulated, top-mount units are available in one through six pan configurations. A unique top bezel design allows cold air to effectively blanket the food product inside the refrigerated well. In addition, the bezel design provides clear viewing and easy access to the food contents of the refrigerated well.

Hatco Refrigerated Drop-In Wells are a product of extensive research and field testing. The materials used were selected for maximum durability, attractive appearance, and optimum performance. Every unit is inspected and tested thoroughly prior to shipment.

This manual provides the installation, safety, and operating instructions for the Refrigerated Drop-In Wells. Hatco recommends all installation, operating, and safety instructions appearing in this manual be read prior to installation or operation of a unit.

Safety information that appears in this manual is identified by the following signal word panels:

### **⚠ DANGER**

**DANGER** indicates a hazardous situation which, if not avoided, will result in death or serious injury.

### **⚠ WARNING**

**WARNING** indicates a hazardous situation which, if not avoided, could result in death or serious injury.

### **⚠ CAUTION**

**CAUTION** indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.

### **NOTICE**

**NOTICE** is used to address practices not related to personal injury.



Read the following important safety information before using this equipment to avoid serious injury or death and to avoid damage to equipment or property.

**⚠ DANGER****EXPLOSION HAZARD:**

- Do NOT puncture refrigerant tubing. Use extreme caution and follow all local/regional codes for transportation or relocation of hydrocarbon equipment.
- Do NOT move or rotate condensing unit. Damage to refrigerant tubing will occur.
- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this equipment.
- Smoking is strictly prohibited near equipment with R-290 (hydrocarbon) refrigerant.

This unit uses flammable refrigerant. Follow handling instructions carefully in compliance with US and/or Canadian government regulations.

This unit must be installed in an isolated and sealed cabinet/partition only.

Do NOT use electrical appliances inside of the food storage compartments or inside the cabinet under the unit.

Do NOT use mechanical devices or any other means to accelerate the defrosting process. Follow the "Setting the Auto-Defrost Cycle" procedure in the OPERATION section in this manual to defrost ice buildup.

Keep all ventilation openings clear of obstructions at all times.

**⚠ WARNING****ELECTRIC SHOCK HAZARD:**

- Plug unit into a properly grounded electrical receptacle of the correct voltage, size, and plug configuration. If plug and receptacle do not match, contact a qualified electrician to determine and install proper voltage and size electrical receptacle.
- Turn OFF power switch and disconnect unit from power source before performing any cleaning, adjustments, or maintenance.
- Unit is not weatherproof. Locate unit indoors.
- DO NOT submerge or saturate with water. Unit is not waterproof. Do not operate if unit has been submerged or saturated with water.
- This unit is not "jet-proof" construction. Do not use jet-clean spray to clean this unit.
- Discontinue use if power cord is frayed or worn.
- Do not attempt to repair or replace a damaged power cord. The cord must be replaced by Hatco, an Authorized Hatco Service Agent, or a person with similar qualifications.
- Use only Genuine Hatco Replacement Parts when service is required. Failure to use Genuine Hatco Replacement Parts will void all warranties and may subject operators of the equipment to hazardous electrical voltage, resulting in electrical shock or burn. Genuine Hatco Replacement Parts are specified to operate safely in the environments in which they are used. Some aftermarket or generic replacement parts do not have the characteristics that will allow them to operate safely in Hatco equipment.

**⚠ WARNING****FIRE HAZARD:**

- Install unit with a minimum of 7" (178 mm) of space between all sides of condensing unit and any combustible surfaces.
- Install unit in a cabinet enclosed on all four sides.
- All electrical receptacles must be at least 12" (305 mm) above the cabinet floor.
- Use caution and avoid hitting condensing unit hoses/lines when installing unit. Damage caused during installation is not covered under warranty.
- Condensing unit must be isolated from other electrical devices in the cabinet with fully sealed partitions.
- DO NOT use installation cabinet for storage of any items. Cabinet must be used only to keep condensing unit isolated from all other objects.
- To prevent damage to components, condensing unit should not be readily accessible to users/operators.
- This unit must be serviced by qualified personnel experienced with flammable refrigerant. Service by unqualified personnel may lead to fire or electric shock.
- Provide louvered or grill-style openings with a size of 12" x 12"/144 square inches (31 x 31 cm/961 square cm) in the cabinetry in front of and behind the condensing unit for proper ventilation. Failure to provide adequate air flow through the condensing unit may cause fire and/or unit failure and will void the unit warranty.
- Do not use flammable cleaning solutions to clean this unit.

Make sure all operators have been instructed on the safe and proper use of the unit.

This unit must be installed by qualified, trained installers. Installation must conform to all local electrical and plumbing codes. Check with local plumbing and electrical inspectors for proper procedures and codes.

Make sure food product has been chilled to the proper food-safe temperature before placing in the unit. Failure to chill food product properly may result in serious health risks. This unit is for holding pre-chilled food product only.

Hatco Corporation is not responsible for actual food product serving temperature. It is the responsibility of the user to ensure that food product is held and served at a safe temperature.

This unit is not intended for use by children or persons with reduced physical, sensory, or mental capabilities. Ensure proper supervision of children and keep them away from the unit.

Maintain proper cleanliness of the unit. Proper cleanliness and sanitation is critical for food-safe operation. Refer to the MAINTENANCE section for cleaning procedures.

Do not use mechanical devices or other means to accelerate the defrosting process.

This unit has no "user-serviceable" parts. If service is required on this unit, contact an Authorized Hatco Service Agent or contact the Hatco Service Department at 414-671-6350.

## CAUTION

Locate unit at the proper counter height in an area that is convenient for use. Location should be level and strong enough to support weight of unit and contents.

Check for refrigerant leaks (using a certified hydrocarbon leak detector) before connecting or disconnecting power to equipment.

This unit requires adequate ventilation at all times during installation, operation and servicing.

## NOTICE

This unit is designed for use in environments where ambient temperature is between 65°F (18°C) and 86°F (30°C).

For proper operation this unit must be installed with intake ducting. Failure to install properly will void warranty.

When shipped during cold weather months, store unit in proper ambient temperature environment for 10 hours to prevent compressor and/or refrigerant line damage. If unit is turned on and there is excessive noise and vibration, turn off immediately and allow additional warm up time.

Do not recirculate exhaust air inside cabinet when multiple refrigerated wells are installed together. Intake air should enter from outside of cabinet.

## NOTICE

Transport and install unit in upright position only. Failure to do so may result in damage to refrigeration system.

Do not locate unit in an area subject to excessive temperatures or grease from grills, fryers, etc. Excessive temperatures could cause damage to the unit.

Clean unit daily to avoid malfunctions and maintain sanitary operation.

Use non-abrasive cleaners and cloths only. Abrasive cleaners and cloths could scratch finish of unit, marring its appearance and making it susceptible to soil accumulation.

Do not use steel wool for cleaning. Steel wool will scratch the finish.

Do not use harsh chemicals such as bleach, cleaners containing bleach, or oven cleaners to clean the unit.

Do not locate unit in area with excessive air movement around unit. Avoid areas that may be subject to active air movements or currents (i.e., near exhaust fans/hoods, air conditioning ducts, and exterior doors).

This unit is intended for commercial use only—NOT for household use.

### All Models

Hatco Refrigerated Drop-In Wells are reliable and versatile. Each unit has an insulated, stainless steel and aluminized steel housing. The sides of the internal well are completely surrounded with a copper evaporator coil to provide even chilling from top to bottom. The Refrigerated Drop-In Well is controlled with a digital temperature controller and a Power I/O (on/off) Switch housed in a single, remote-mountable control panel. The control panel is connected to the condensing unit with a 48" (1219 mm) power cord. A 6' (1829 mm) power cord and plug connected to the control panel provides power to the entire unit.

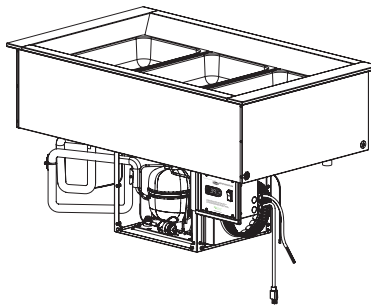
All models are designed to be mounted to the topside of various types of countertop material including stainless steel, wood, Corian, Swanstone, etc... Hatco Refrigerated Drop-In Wells are designed, manufactured, and tested to maintain safe food holding temperatures.

The **ecoization** logo identifies products designed to reflect Hatco's commitment to improving, protecting, and preserving the global environment. Hatco refrigerated units qualify for the **ecoization** logo through the use of green-friendly insulation as well as a highly efficient hydrocarbon condensing unit.

Each model of Refrigerated Drop-In Well is supplied from the factory with the appropriate number of 20" (508 mm) Pan Support Bars, depending on the model's pan capacity.

Each individual well is capable of holding a variety of pan combinations of full size, 1/2-size, 1/3-size, and/or 1/6-size pans with accessory Adapter Bars.

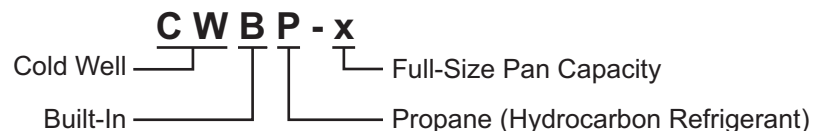
Food Pans, Pan Support Bars, Adapter Bars, and other accessories are available for the Refrigerated Drop-In Wells. Refer to the **OPTIONS AND ACCESSORIES** section in this manual for details.



Pans Not Included

Refrigerated Drop-In Wells (CWBP-3 Model Shown)

### MODEL DESIGNATION

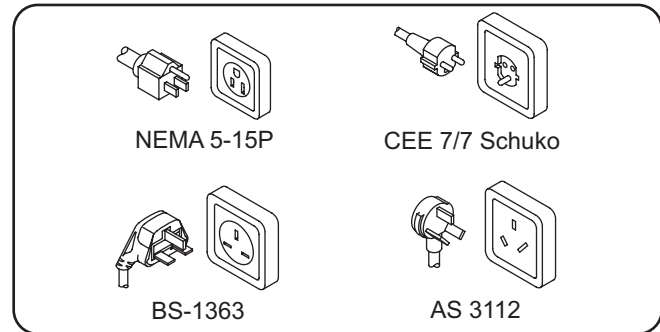


## Plug Configurations

Units are supplied from the factory with an electrical cord and plug installed. Plugs are supplied according to the application.

### **⚠ WARNING**

**ELECTRIC SHOCK HAZARD:** Plug unit into a properly grounded electrical receptacle of the correct voltage, size, and plug configuration. If plug and receptacle do not match, contact a qualified electrician to determine and install proper voltage and size electrical receptacle.



Plug Configurations

NOTE: Receptacle not supplied by Hatco.

## Electrical Rating Chart

Model	Compressor Size	Voltage	Hertz	Watts	Amps	Plug Configuration	Shipping Weight
CWBP-1	1/5 hp	120 V	60	345 W	5.2 A	NEMA 5-15P	115 lbs. (52 kg)
	1/3 hp	220/230/240 V	50 Hz	333/364/396 W	3.0/3.2/3.3 A	CEE 7/7 Schuko, BS-1363, AS 3112	115 lbs. (52 kg)
			60 Hz			CEE 7/7 Schuko, BS-1363	
CWBP-2	1/5 hp	120 V	60 Hz	345 W	5.2 A	NEMA 5-15P	140 lbs. (64 kg)
	1/3 hp	220/230/240 V	50 Hz	333/364/396 W	3.0/3.2/3.3 A	CEE 7/7 Schuko, BS-1363, AS 3112	140 lbs. (64 kg)
			60 Hz			CEE 7/7 Schuko, BS-1363	
CWBP-3	1/5 hp	120 V	60 Hz	345 W	5.2 A	NEMA 5-15P	165 lbs. (75 kg)
	1/3 hp	220/230/240 V	50 Hz	333/364/396 W	3.0/3.2/3.3 A	CEE 7/7 Schuko, BS-1363, AS 3112	165 lbs. (75 kg)
			60 Hz			CEE 7/7 Schuko, BS-1363	
CWBP-4	1/3 hp	120 V	60 Hz	440 W	6.5 A	NEMA 5-15P	195 lbs. (88 kg)
	3/8 hp	220/230/240 V	50 Hz	333/364/396 W	3.0/3.2/3.3 A	CEE 7/7 Schuko, BS-1363, AS 3112	195 lbs. (88 kg)
	1/3 hp		60 Hz			CEE 7/7 Schuko, BS-1363	
CWBP-5	1/2 hp	120 V	60 Hz	560 W	9.3 A	NEMA 5-15P	245 lbs. (111 kg)
	1/2 hp	220/230/240 V	50 Hz	454/496/540 W	4.1/4.3/4.5 A	CEE 7/7 Schuko, BS-1363, AS 3112	245 lbs. (111 kg)
	5/8 hp		60 Hz	484/429/476 W	4.4/4.6/4.8 A	CEE 7/7 Schuko, BS-1363	
CWBP-6	1/2 hp	120 V	60 Hz	560 W	9.3 A	NEMA 5-15P	270 lbs. (122 kg)
	1/2 hp	220/230/240 V	50 Hz	454/496/540 W	4.1/4.3/4.5 A	CEE 7/7 Schuko, BS-1363, AS 3112	270 lbs. (122 kg)
	5/8 hp		60 Hz	484/429/476 W	4.4/4.6/4.8 A	CEE 7/7 Schuko, BS-1363	

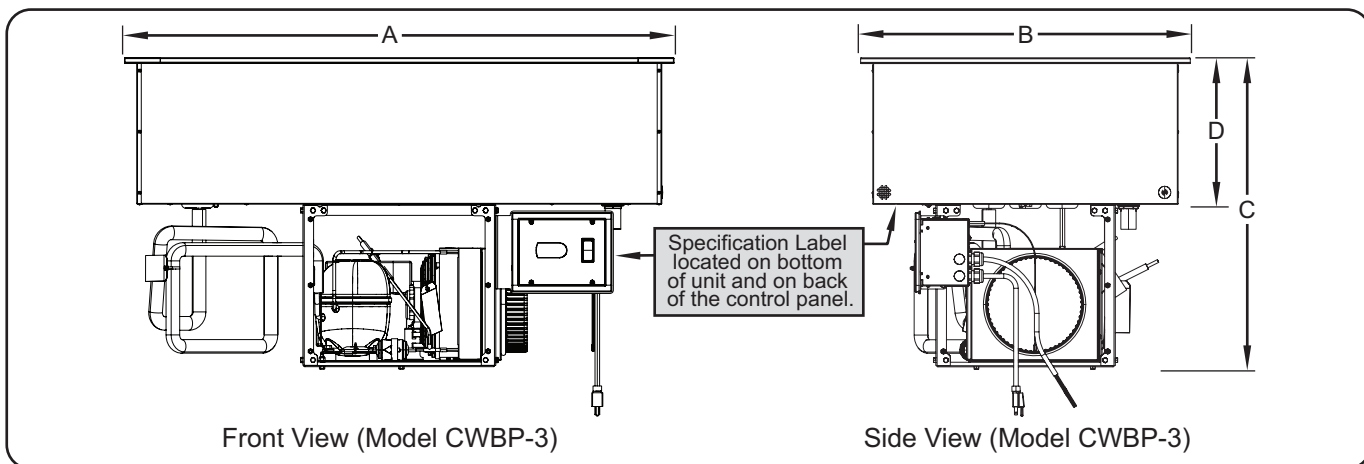
NOTE: Shipping weight includes packaging.

NOTE: The specification labels are located on the bottom of the unit and the back of the control panel. See the label for the serial number and verification of unit electrical information.

## Dimensions

Model	Width (A)	Depth (B)	Overall Height (C)	Well Height (D)
CWBP-1	19" (483 mm)	27" (686 mm)	32-1/16" (814 mm)	12" (305 mm)
CWBP-2	32" (813 mm)	27" (686 mm)	32-1/16" (814 mm)	12" (305 mm)
CWBP-3	45" (1143 mm)	27" (686 mm)	25-1/2" (648 mm)	12" (305 mm)

Model	Width (A)	Depth (B)	Overall Height (C)	Well Height (D)
CWBP-4	58" (1473 mm)	27" (686 mm)	25-1/2" (648 mm)	12" (305 mm)
CWBP-5	71" (1803 mm)	27" (686 mm)	25-1/2" (648 mm)	12" (305 mm)
CWBP-6	84" (2134 mm)	27" (686 mm)	25-1/2" (648 mm)	12" (305 mm)



## Refrigerant Information

All Hatco Slim Refrigerated Drop-In Wells use R-290 refrigerant in the condensing unit.

## Operating Specifications

Refer to the Service Manual for detailed specifications and service procedures. Contact Hatco Technical Service at 414-671-6350 or [support@hatcocorp.com](mailto:support@hatcocorp.com) to request a Service Manual.



## General

Refrigerated Drop-In Wells are shipped from the factory completely assembled and ready for use. Use the following information and procedures to prepare the unit and installation site.

### DANGER

#### EXPLOSION HAZARD:

- Do NOT puncture refrigerant tubing. Use extreme caution and follow all local/regional codes for transportation or relocation of hydrocarbon equipment.
- Do NOT move or rotate condensing unit. Damage to refrigerant tubing will occur.
- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this equipment.
- Smoking is strictly prohibited near equipment with R-290 (hydrocarbon) refrigerant.

This unit uses flammable refrigerant. Follow handling instructions carefully in compliance with US and/or Canadian government regulations.

This unit must be installed in an isolated and sealed cabinet/partition only.

Do NOT use electrical appliances inside of the food storage compartments or inside the cabinet under the unit.

Do NOT use mechanical devices or any other means to accelerate the defrosting process. Follow the "Setting the Auto-Defrost Cycle" procedure in the OPERATION section in this manual to defrost ice buildup.

Keep all ventilation openings clear of obstructions at all times.

### WARNING

#### ELECTRIC SHOCK HAZARD:

- Plug unit into a properly grounded electrical receptacle of the correct voltage, size, and plug configuration. If plug and receptacle do not match, contact a qualified electrician to determine and install proper voltage and size electrical receptacle.
- Unit is not weatherproof. Locate unit indoors.

#### FIRE HAZARD:

- Install unit with a minimum of 7" (178 mm) of space between all sides of condensing unit and any combustible surfaces.
- Provide louvered or grill-style openings with a size of 12" x 12"/144 square inches (31 x 31 cm/961 square cm) in the cabinetry in front of and behind the condensing unit for proper ventilation. Failure to provide adequate air flow through the condensing unit may cause fire and/or unit failure and will void the unit warranty.
- All electrical receptacles must be at least 12" (305 mm) above the cabinet floor.

This unit must be installed by qualified, trained installers. Installation must conform to all local electrical and plumbing codes. Check with local plumbing and electrical inspectors for proper procedures and codes.

### CAUTION

Locate unit at the proper counter height in an area that is convenient for use. Location should be level and strong enough to support weight of unit and contents.

### NOTICE

Transport and install unit in upright position only. Failure to do so may result in damage to refrigeration system.

This unit is designed for use in environments where ambient temperature is between 65°F (18°C) and 86°F (30°C).

For proper operation this unit must be installed with intake ducting. Failure to install properly will void warranty.

When shipped during cold weather months, store unit in proper ambient temperature environment for 10 hours to prevent compressor and/or refrigerant line damage. If unit is turned on and there is excessive noise and vibration, turn off immediately and allow additional warm up time.

Do not locate unit in an area subject to excessive temperatures or grease from grills, fryers, etc. Excessive temperatures could cause damage to the unit.

All Refrigerated Drop-In Wells are shipped in a shipping frame for protection and stability. Keep the unit in the shipping frame until the unit and the installation site are completely prepared for the unit to be installed.

1. Remove all external packaging from the unit.
2. Remove tape, protective packaging, and literature from all surfaces of the unit.

*NOTE: To prevent delay in obtaining warranty coverage, complete online warranty registration. See the IMPORTANT OWNER INFORMATION section for details.*



## Preparing the Installation Site

Survey the installation site. Take into account the need for louvered or grill-style openings in the cabinetry to provide proper ventilation for the unit as well as access to the control panel. One of these ventilation openings must be in front of the condensing coils with the other on the opposite side of the condensing coils. If multiple refrigerated wells are installed in the same counter, each unit must intake cool air and expel hot air.

**NOTE:** *The condensing unit cannot be moved or rotated under the well. Damage to the refrigerant tubing will occur.*

The cabinet must be enclosed on all four sides. The condensing unit must be isolated from other electronic devices using fully sealed partitions. The cabinet must allow access for ventilation, control access, and maintenance/cleaning access.

1. Cut the appropriate opening in the countertop for the unit being installed. Refer to "Countertop Cutout Dimensions" in this section.
2. If installing the control panel remotely, cut and drill the appropriate holes in the vertical surface where the control panel will be installed. Refer to the "Installing the Remote Control Panel" procedure for cutout dimensions.
3. Cut opening in the cabinet for intake vent.
  - The cutout must be 12" x 12" (31 x 31 cm).
  - The opening for the intake must be no further than 5' (1524 mm) from the condenser coils.
4. Cut opening in the cabinet for exhaust vent.
  - The opening for the exhaust must be cut no more than 1" (25 mm) from cabinet floor.
  - The opening should be a minimum of 12" x 12" (31 x 31 cm) or 144 square inches (961 square cm).
  - The opening for the exhaust must be located on the opposite side of the condensing unit.

5. Cut opening in the cabinet for access to the control panel, if necessary. Refer to the "Installing the Control Panel Remotely" procedure for the cutout dimensions.
6. Cut opening in the cabinet for access to the condensing unit coils for cleaning. Louvered or grill-style panels should be installed in the openings to protect the condensing unit.
7. Make structural modifications or add bracing underneath the countertop to ensure the countertop will support the weight of the unit and its contents. Make sure a minimum 7" (178 mm) clearance will be available between the condensing unit and any interior surface.

**NOTE:** *The countertop must be level to ensure proper draining of the refrigerated well.*

8. Make sure a grounded electrical receptacle of the correct voltage, size, and plug configuration is within 6' (1829 mm) of the mounting location for the control panel. See the SPECIFICATIONS section for details.

### **⚠ WARNING**

**FIRE HAZARD:** All electrical receptacles must be at least 12" (305 mm) above the cabinet floor.

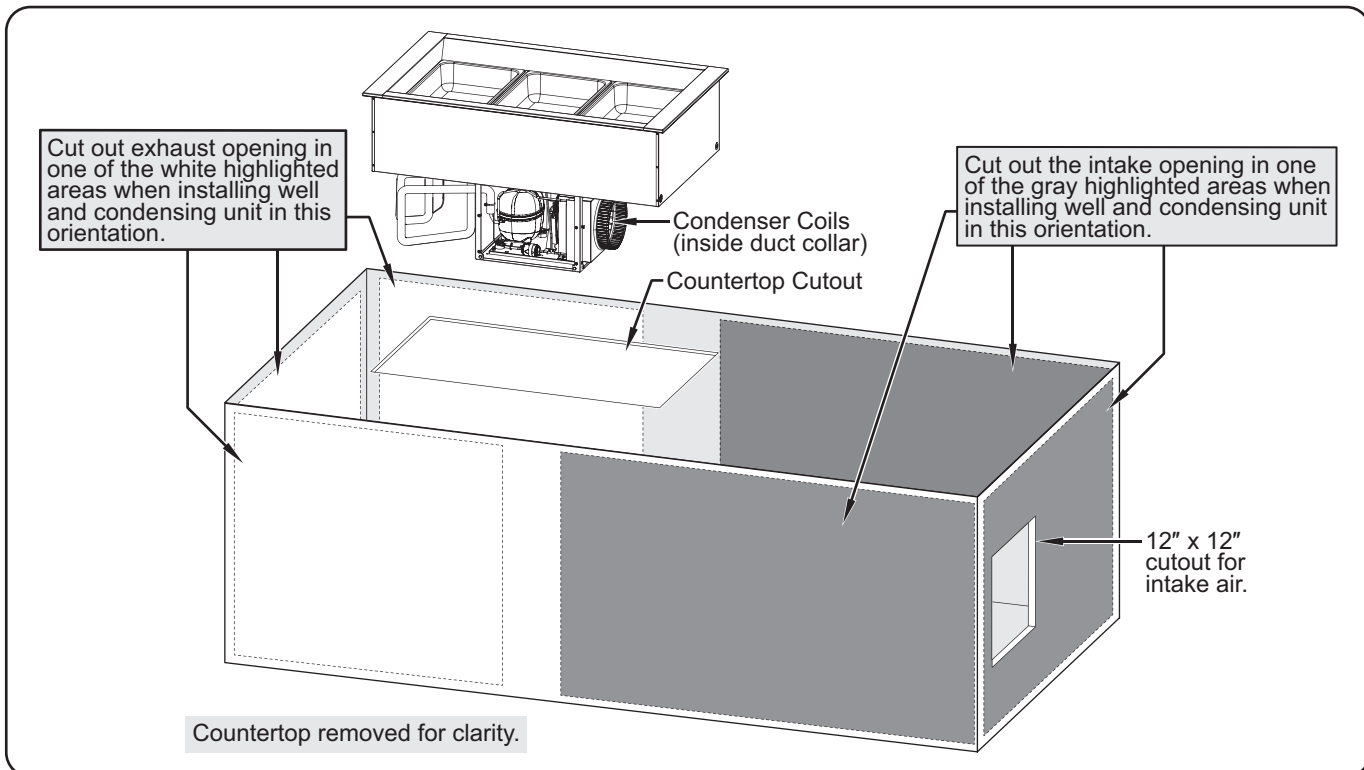
## Installing the Unit

### **NOTICE**

**Use caution and avoid hitting condensing unit hoses/lines when installing unit. Damage caused during installation is not covered under warranty.**

1. Lift the unit out of the shipping frame and carefully lower it into the countertop cutout. This step requires two or more people, depending on the unit.
2. Apply NSF-approved silicone sealant around the edge of the unit to seal it to the countertop.

...continued



**NOTE:** If excessive condensation appears underneath the countertop during operation, apply polyurethane-based foam sealant in the gap between the underside of the countertop and the unit.

## ⚠ WARNING

### FIRE HAZARD:

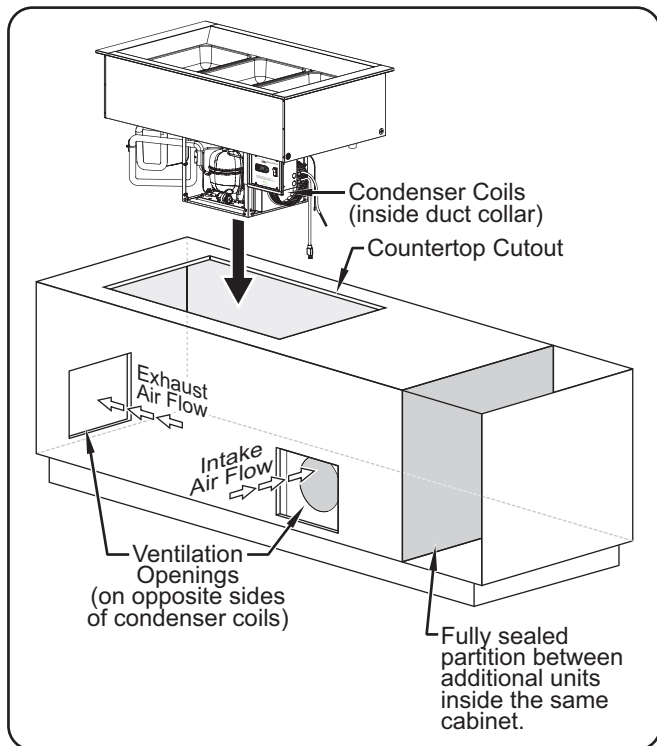
- Install unit in a cabinet enclosed on all four sides.
- Use caution and avoid hitting condensing unit hoses/lines when installing unit. Damage caused during installation is not covered under warranty.
- Condensing unit must be isolated from other electrical devices in the cabinet with fully sealed partitions.
- **DO NOT** use installation cabinet for storage of any items. Cabinet must be used only to keep condensing unit isolated from all other objects.
- To prevent damage to components, condensing unit should not be readily accessible to users/operators.

3. Install the control panel in the desired location.

- The control panel can be installed on one of three sides of the condensing unit support frame. Do not obstruct the air duct in front of the condenser coils.
- The control panel can be installed remotely within 48" (1219 mm) of the condensing unit. Refer to the "Installing the Remote Control Panel" procedure in this section.

4. Connect the 1" drain fitting to a trap and drain line. If a trap and drain line are not available, a catch pan (not supplied) must be used under the drain fitting to contain water draining from the well enclosure.

**NOTE:** Consult a qualified plumber for proper trap and drain installation that conforms to local plumbing codes.

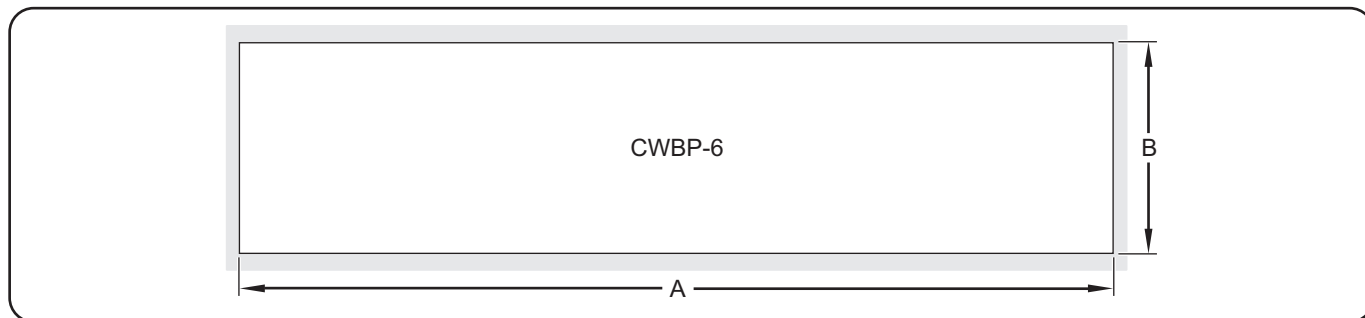


Installing a CWBP-3 Model

## Countertop Cutout Dimensions

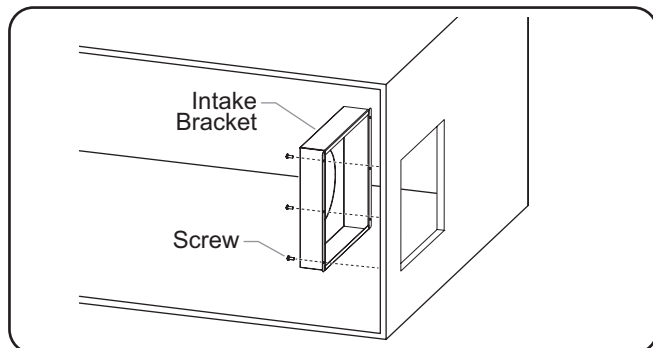
Model	Width (A)	Depth (B)
CWBP-1	17-1/8"-18" (435-457 mm)	25-3/16"-26" (640-660 mm)
CWBP-2	30-1/8"-31" (765-787 mm)	25-3/16"-26" (640-660 mm)
CWBP-3	43-1/8"-44" (1095-1118 mm)	25-3/16"-26" (640-660 mm)

Model	Width (A)	Depth (B)
CWBP-4	56-1/8"-57" (1426-1448 mm)	25-3/16"-26" (640-660 mm)
CWBP-5	69-1/8"-70" (1756-1778 mm)	25-3/16"-26" (640-660 mm)
CWBP-6	82-1/8"-83" (2086-2108 mm)	25-3/16"-26" (640-660 mm)



## 5. Install the intake air ducting.

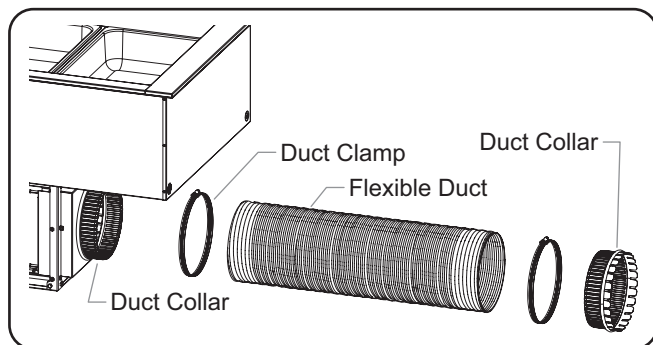
- a. Install the Intake Bracket to the inside of the cabinet over the 12"x12" cutout.



Installing the Intake Bracket

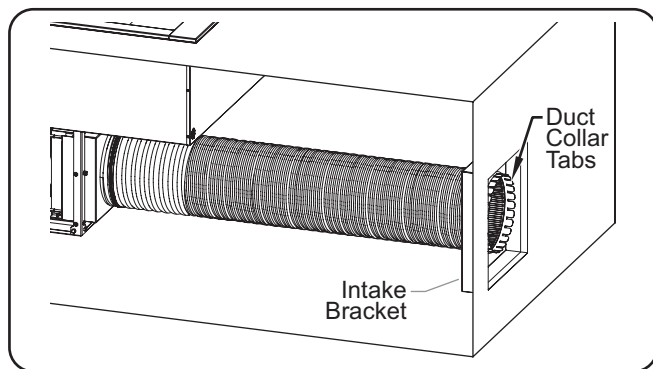
- b. Install the flexible duct to the duct collar on the condensing unit using the duct clamp.

- c. Install the duct collar on the other end of the flexible duct using the duct clamp.



Installing the Flexible Duct

- d. Insert the flexible duct into the intake bracket. Bend the tabs on the duct collar to the outside to secure the flexible duct.



Installing the Flexible Duct to the Intake Bracket

6. Clean the well enclosure thoroughly in preparation for initial operation. Refer to the MAINTENANCE section for proper cleaning procedures.

**NOTE:** If a catch pan is used underneath the drain fitting, make sure the pan is emptied regularly to prevent over-flowing.

7. Plug the unit into a properly grounded electrical receptacle of the correct voltage, size, and plug configuration. See the SPECIFICATIONS section for details.

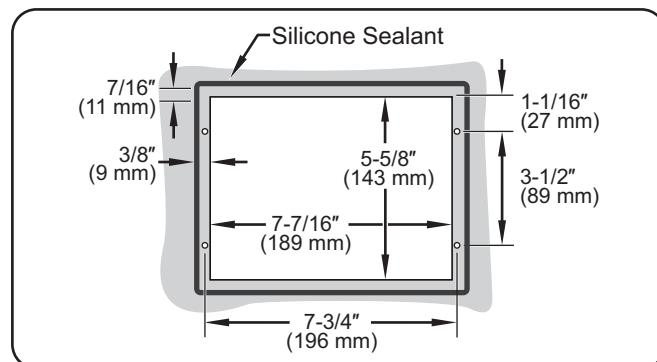
## Installing the Remote Control Panel

Use the following procedure to install the control panel remotely.

**⚠ WARNING**

**Control panel must be mounted in a vertical surface. Mounting control panel in a horizontal surface may result in the collection of liquids and lead to electric shock.**

1. Cut and drill the appropriate holes in the mounting surface. Refer to the "Control Panel Cutout and Screw Hole Dimensions" chart for the cutout dimensions.
2. Remove the four trim cover screws from the control panel and remove the trim cover.
3. Position the control panel into the cutout opening through the backside.
4. Fasten the control panel to the vertical surface using four screws (not supplied).
5. Apply a 1/4" (6 mm) bead of NSF-approved silicone sealant where the trim cover will contact the cabinet surface. Refer to the "Control Panel Cutout and Screw Hole Dimensions" illustration for more information.
6. Reinstall the trim cover on the control panel and secure in position using the four trim cover screws. Make sure to embed the trim cover edge into the silicone.



Control Panel Cutout and Screw Hole Dimensions

**NOTE:** Make sure the width of the control panel cutout does not exceed the above dimension.

## General

Use the following procedures to operate the Refrigerated Drop-In Wells.

### **⚠ WARNING**

Read all safety messages in the Important Safety Information section before operating this equipment.

Make sure food product has been chilled to the proper food-safe temperature before placing in the unit. Failure to chill food product properly may result in serious health risks. This unit is for holding pre-chilled food product only.


#### FIRE HAZARD:


- DO NOT use installation cabinet for storage of any items. Cabinet must be used only to keep condensing unit isolated from all other objects.
- To prevent damage to components, condensing unit should not be readily accessible to users/operators.

### **NOTICE**


This unit is designed for use in environments where ambient temperature is between 65°F (18°C) and 86°F (30°C).

When shipped during cold weather months, store unit in proper ambient temperature environment for 10 hours to prevent compressor and/or refrigerant line damage. If unit is turned on and there is excessive noise and vibration, turn off immediately and allow additional warm up time.

**NOTE:** If the display flashes "OFF" and then the current temperature, press and hold the  key for three seconds. The display will no longer flash "OFF".

If the display flashes "dF" and then the current temperature, press and hold the  key for three seconds. The display will no longer flash "dF".

## Startup

1. Fill the refrigerated well with empty food pans. The well will chill to the setpoint temperature more quickly and efficiently with empty pans in the well.
2. Move the Power I/O (on/off) Switch to the I (on) position (located on the control panel).
  - The digital temperature controller will energize and "ON" will appear on the display, followed by the current temperature of the unit.
  - The  symbol on the display will illuminate to show the condensing unit is active and chilling the well.

**NOTE:** The unit is pre-set at the factory to a setpoint temperature of 39°F (4°C). If ambient conditions require adjustment to the setpoint temperature, refer to the "Changing the Setpoint Temperature" in this section.

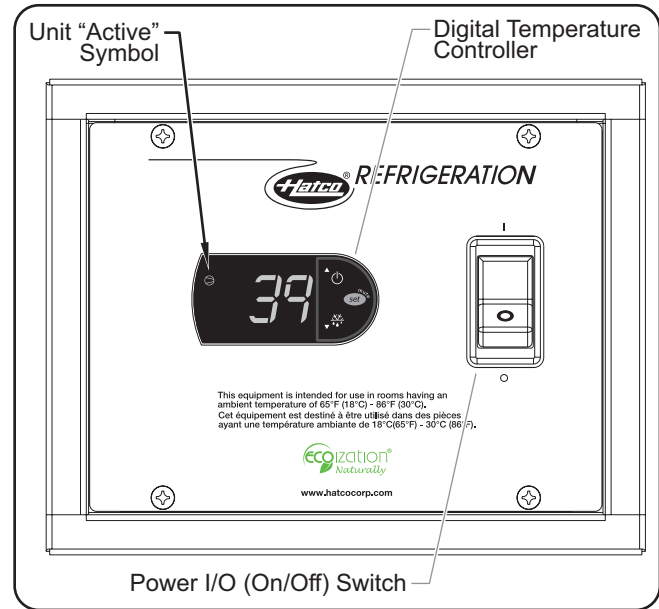
3. Allow the unit approximately 60 minutes to reach the setpoint temperature before loading pre-chilled food product.

4. Verify on the display that the unit has reached the proper setpoint temperature, and replace the empty pans in the well with pans that are loaded with pre-chilled food product.

- Always use a food pan. Do not place food directly into the refrigerated well.
- Stir thick food items frequently to keep food chilled uniformly.

### **⚠ WARNING**

Hatco Corporation is not responsible for actual food product serving temperature. It is the responsibility of the user to ensure that food product is held and served at a safe temperature.



CWBP Series Control Panel

## Shutdown

1. Move the Power I/O (on/off) Switch to the O (off) position. The digital temperature controller and condensing unit will shut off.
2. Perform the "Daily Cleaning" procedure in the MAINTENANCE section of this manual.

### **NOTICE**

**Clean unit daily to avoid malfunctions and maintain sanitary operation.**

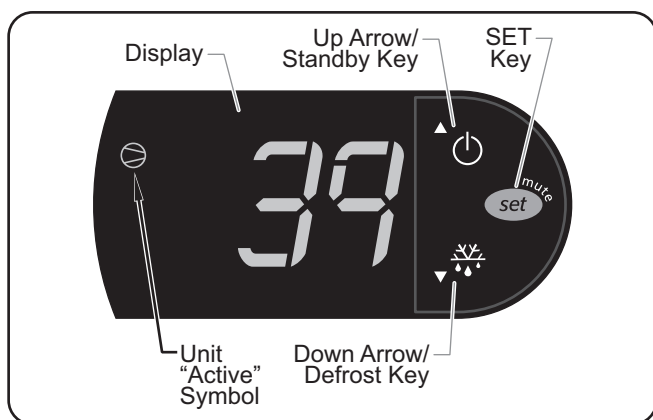
**NOTE:** If a catch pan is used underneath the drain fitting, make sure the pan is emptied regularly to prevent overflowing.

## Changing the Setpoint Temperature

Use the following procedure to change the setpoint temperature on the digital temperature controller.

**NOTE:** Changes to the setpoint temperature should be made in small increments (1 to 2 degrees). Wait at least two hours after a change in setpoint temperature before checking for the desired result.

1. Press and hold the **set** key for one second until the display flashes the current setpoint temperature.
2. Press the  $\uparrow$  or  $\downarrow$  key to increase or decrease the setpoint temperature. If no key is pressed within 60 seconds, the display will revert to normal operation and the current temperature of the unit will be shown on the display.
3. Press the **set** key to lock in the new setpoint temperature. The display will revert to show the current temperature of the unit.



Digital Temperature Controller

**NOTE:** If the display flashes "OFF" and then the current temperature, press and hold the  $\uparrow$  key for three seconds. The display will no longer flash "OFF".

If the display flashes "df" and then the current temperature, press and hold the  $\downarrow$  key for three seconds. The display will no longer flash "df".

## Setting the Auto-Defrost Cycle

Hatco Refrigerated Wells are programmed at the factory with the auto-defrost cycle deactivated. Use the following procedure to activate the auto-defrost cycle if ambient or operational conditions require the unit to defrost occasionally. When the unit is in a defrost cycle,  $\downarrow$  will appear on the display.

1. Press and hold the **set** key for three seconds to access programming mode. "PS" (password) will appear on the display.
2. Press the **set** key again. A numeric value will appear on the display.
3. Press the  $\uparrow$  or  $\downarrow$  key until the number "22" appears on the display, then press the **set** key.
4. Use the  $\uparrow$  or  $\downarrow$  key to scroll through the programmable parameters until "dl" (defrost interval) appears on the display.
5. Press the **set** key to select "dl". The current number of defrost cycles will be shown on the display. For new units, this value will be "0".

6. Press the  $\uparrow$  or  $\downarrow$  key within 60 seconds to scroll to the desired number of hours between defrost cycles. See below for examples of how the defrost cycle(s) operate:

"0" = auto-defrost is deactivated

"1" = unit will defrost every hour

"4" = unit will defrost every four hours

"12" = unit will defrost every twelve hours

If no key is pressed within 60 seconds, the display will revert to normal operation and the current temperature of the unit will be shown on the display.

7. Press the **set** key to lock in the new defrost cycle setting.
8. Press and hold the **set** key for three seconds to exit programming mode. The display will revert to show the current temperature of the unit.

## Changing Fahrenheit and Celsius Setting

Use the following procedure to change between Fahrenheit and Celsius on the display.

1. Press and hold the **set** key for three seconds to access programming mode. "PS" (password) will appear on the display.
2. Press the **set** key again. A numeric value will appear on the display.
3. Press the  $\uparrow$  or  $\downarrow$  key until the number "22" appears on the display, then press the **set** key.
4. Use the  $\uparrow$  or  $\downarrow$  key to scroll through the programmable parameters until  $\text{F/C}$  appears on the display.
5. Press the **set** key to select  $\text{F/C}$ .
6. Press the  $\uparrow$  or  $\downarrow$  key within 60 seconds to scroll to the desired setting. See below for the correct setting:

"0" = Displays Celsius

"1" = Displays Fahrenheit

If no key is pressed within 60 seconds, the display will revert to normal operation and the current temperature of the unit will be shown on the display.

7. Press the **set** key to lock in the new setting.
8. Press and hold the **set** key for three seconds to exit programming mode. The display will revert to show the current temperature of the unit.



## General

Hatco Refrigerated Drop-In Wells are designed for maximum durability and performance, with minimum maintenance.

### **⚠ WARNING**

#### **ELECTRIC SHOCK HAZARD:**

- Turn OFF power switch and disconnect unit from power source before performing any cleaning, adjustments, or maintenance.
- DO NOT submerge or saturate with water. Unit is not waterproof. Do not operate if unit has been submerged or saturated with water.

#### **FIRE HAZARD:**

- Do not use flammable cleaning solutions to clean this unit.
- DO NOT use installation cabinet for storage of any items. Cabinet must be used only to keep condensing unit isolated from all other objects.
- To prevent damage to components, condensing unit should not be readily accessible to users/operators.

This unit has no “user-serviceable” parts. If service is required on this unit, contact an Authorized Hatco Service Agent or contact the Hatco Service Department at 414-671-6350.

### **NOTICE**

Clean unit daily to avoid malfunctions and maintain sanitary operation.

Do not use steel wool for cleaning. Steel wool will scratch the finish.

Use non-abrasive cleaners and cloths only. Abrasive cleaners and cloths could scratch finish of unit, marring its appearance and making it susceptible to soil accumulation.

Do not use harsh chemicals such as bleach, cleaners containing bleach, or oven cleaners to clean this unit.

## Daily Cleaning

1. Move the Power I/O (on/off) Switch to the **O** (off) position and allow the unit to defrost.

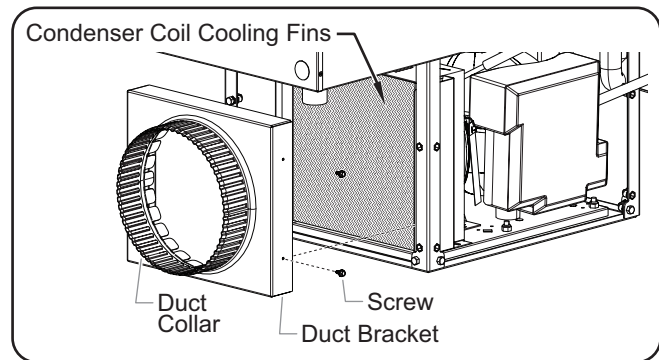
*NOTE: If a catch pan is used underneath the drain fitting, make sure the pan is emptied regularly to prevent overflowing.*

2. Remove and wash any pans and adapters.
3. Clean the well using a clean cloth or sponge and mild detergent. Use a plastic scouring pad to remove any hardened food particles or mineral deposits.
4. Wipe down well with a clean, sanitized cloth to remove the detergent residue. Repeat until all detergent residue is gone and the well is clean.
5. Wipe dry the entire unit using a non-abrasive, dry cloth.
6. Wipe down the outside of the louvered or grill-style panels installed in the ventilation openings.

## Monthly Cleaning

A refrigeration technician must perform the following procedure monthly to maintain proper and efficient operation of refrigerated units as well as prevent malfunction.

1. Remove and clean both sides of the louvered or grill-style panels that are installed in the ventilation openings. Dirt and dust build-up in the panels can restrict air flow to the condensing unit and cause over-heating.
2. Remove the duct from the duct collar.
3. Remove the duct bracket for access to the condenser coil cooling fins.
  - a. Remove the two screws and tilt the duct bracket out of the groove.



Removing the Duct Bracket

4. Clean the condenser coil cooling fins. Dirt, dust, and lint build-up in the cooling fins will prevent proper cooling of the refrigerant in the refrigeration system. This buildup will cause inefficient operation and can lead to unit failure. Use the following methods to clean the condenser coil cooling fins:
  - Vacuum the cooling fins.
  - Brush the cooling fins vertically using a condenser coil brush. **NOTICE: Use caution when brushing the cooling fins, they are delicate and can be bent easily. DO NOT use a wire brush.**

*NOTE: Depending on the conditions of the installation site, this cleaning procedure may need to be performed more often or less often than monthly. Monitor the level of dirt, dust, and lint buildup on the panels and cooling fins, and make adjustments to the frequency of cleanings as necessary.*





**WARNING**

This unit must be serviced by qualified personnel only. Service by unqualified personnel may lead to electric shock or burn.

**WARNING**

**ELECTRIC SHOCK HAZARD:** Turn OFF power switch and disconnect unit from power source before performing any cleaning, adjustments, or maintenance.

Symptom	Probable Cause	Corrective Action
Well too cold.	Setpoint temperature set too low.	Adjust the setpoint temperature to a higher setting. Refer to the "Changing the Setpoint Temperature" procedure in the OPERATION section.
	Digital temperature controller not working properly.	Contact Authorized Service Agent or Hatco for assistance.
Well not cold enough.	Food product not pre-chilled before loading in well.	Load well with pre-chilled food product only.
	Unit not filled with food pans/one or more open pan positions.	Fill the refrigerated well with food pans. The well will chill to the setpoint temperature more quickly and hold more efficiently when filled with pans.
	Setpoint temperature set too high.	Adjust the setpoint temperature to a lower setting. Refer to the "Changing the Setpoint Temperature" procedure in the OPERATION section.
	Condenser coil and/or ventilation panels are plugged with dirt/dust.	Clean the condenser coil and ventilation panels. Refer to the "Monthly Cleaning" procedure in the MAINTENANCE section.
	Too much frost built up inside of well.	Turn off, defrost, and clean the unit. Activate an auto-defrost cycle, if necessary (refer to the "Setting the Auto-Defrost Cycle" procedure in the OPERATION section).
	Digital temperature controller not working properly.	Contact Authorized Service Agent or Hatco for assistance.
	Refrigerant low/leaking or other internal condensing unit malfunction.	
Unit makes excessive noise and vibration when turned on.	Internal components have not been adequately warmed before operation.	Turn off unit immediately. Unit should be stored in a warm environment of 65°F (18°C) for at least 10 hours.
Controller display flashes "OFF" and unit is not working.	The unit is in Standby mode.	Press and hold the  key for three seconds. The display will no longer flash "OFF".
Controller display flashes "df" and unit is not working.	The unit is in Defrost mode.	Press and hold the  key for three seconds. The display will no longer flash "df".
Unit plugged in, but not working.	Unit turned off.	Turn on unit.
	Circuit breaker tripped.	Reset circuit breaker. If circuit breaker continues to trip, contact Authorized Service Agent or Hatco for assistance.
	Digital temperature controller not working properly.	Contact Authorized Service Agent or Hatco for assistance.
	Condensing unit overheated.	
	Internal condensing unit malfunction.	

### Troubleshooting Questions?

If you continue to have problems resolving an issue, please contact the nearest Authorized Hatco Service Agency or Hatco for assistance. To locate the nearest Service Agency, log onto the Hatco website at [www.hatcocorp.com](http://www.hatcocorp.com), select the *Support* pull-down menu, and click on "Find A Service Agent"; or contact the **Hatco Parts and Service Team** at:

**Telephone: 414-671-6350**

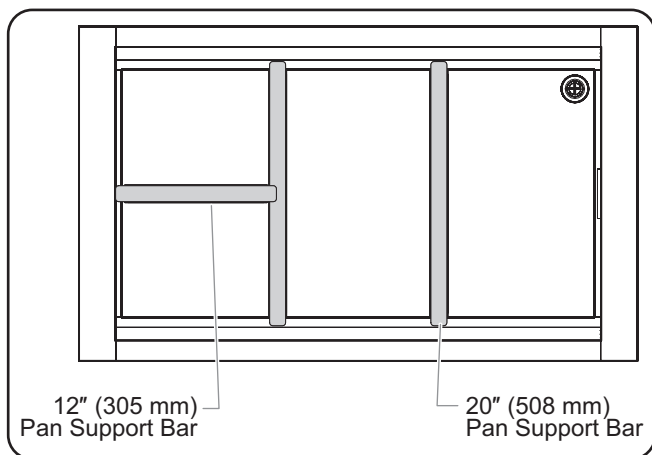
**e-mail: [support@hatcocorp.com](mailto:support@hatcocorp.com)**

## Pan Support Bars

Accessory pan support bars are available to divide wells into sections for different size pans.

**CWB12BAR** ..... 12" (305 mm) Pan Support Bar

**CWB20BAR** ..... 20" (508 mm) Pan Support Bar



Pan Support Bars in Model CWB-3

## Food Pans

Accessory stainless steel food pans are available in various sizes.

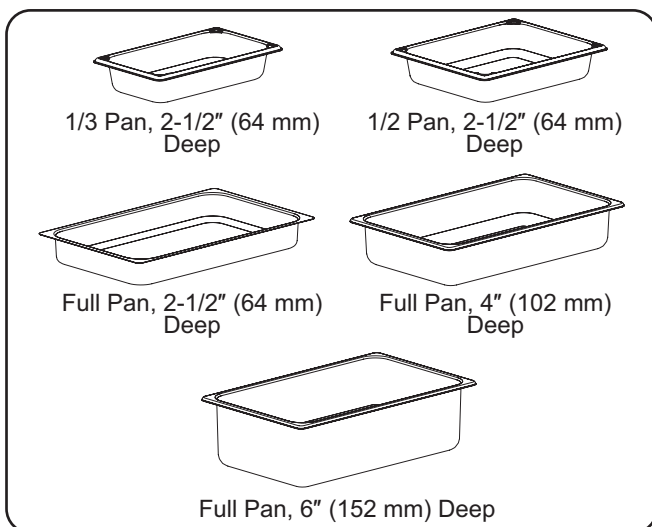
**ST PAN 1/3** ..... Third-size stainless steel pan — 12-3/4"W x 6-7/8"D x 2-1/2"H (324 x 175 x 64 mm)

**ST PAN 1/2** ..... Half-size stainless steel pan — 12-3/4"W x 10-3/8"D x 2-1/2"H (324 x 264 x 64 mm)

**ST PAN 2** ..... Full size stainless steel pan at 2-1/2" (64 mm) deep — 12-3/4"W x 20-3/4"D x 2-1/2"H (324 x 527 x 64 mm)

**ST PAN 4** ..... Full size stainless steel pan at 4" (102 mm) deep — 12-3/4"W x 20-3/4"D x 4"H (324 x 527 x 102 mm)

**HDW 6" PAN** ..... Full size stainless steel pan at 6" (152 mm) deep — 12-3/4"W x 20-3/4"D x 6"H (324 x 527 x 152 mm)



Stainless Steel Food Pans

## False Bottom

False bottoms are accessories available for all models. False bottoms allow better drainage for units that hold ice.

**CWB-1FB** ..... For CWBP-1 Models (one piece)

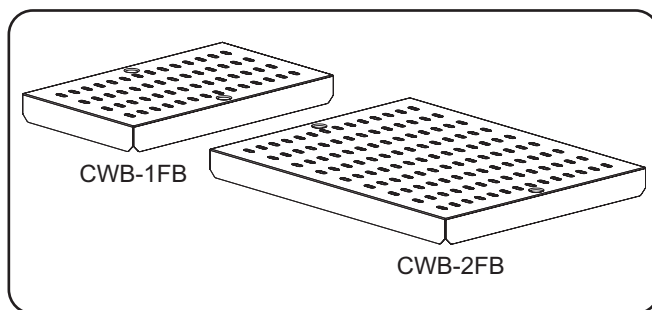
**CWB-2FB** ..... For CWBP-2 Models (one piece)

**CWB-3FB** ..... For CWBP-3 Models (two pieces)

**CWB-4FB** ..... For CWBP-4 Models (two pieces)

**CWB-5FB** ..... For CWBP-5 Models (three pieces)

**CWB-6FB** ..... For CWBP-6 Models (three pieces)



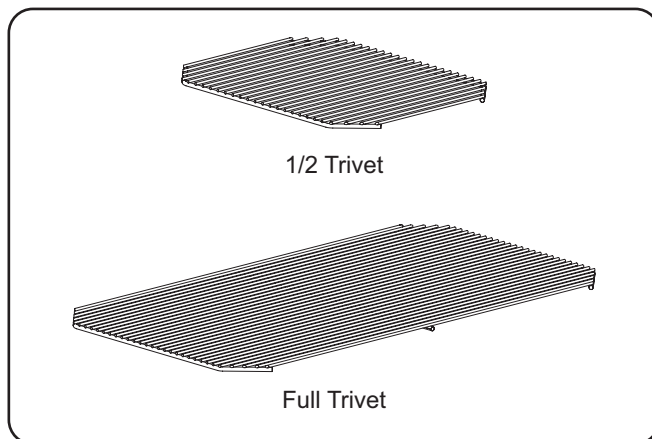
False Bottoms

## Trivets

Accessory stainless steel trivets are available in various sizes.

**TRIVET (1/2)SS** ..... Half-size stainless steel trivet — 10-3/16"W x 7-5/8"D (259 x 194 mm)

**TRIVET SS** ..... Full size stainless steel trivet — 10-1/8"W x 18"D (257 x 457 mm)



Trivets

## Four Year Extended Parts Warranty

A four year extended parts warranty on the compressor is available at time of purchase. This warranty begins after the standard one year warranty expires.

## Factory Installed Gasket

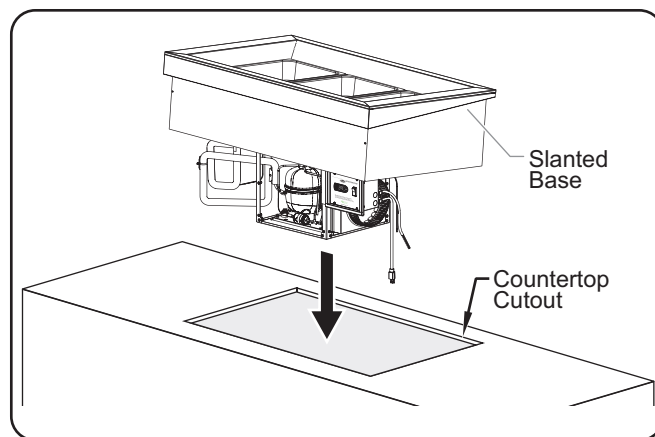
A factory installed gasket is available as an option for all models. The factory installed gasket eliminates the need for silicone sealant during installation.

### Slanted Base Option

Slanted bases are options available for all models. The slanted base gives the well a 5° tilt.

**NOTE:** *Water will not drain completely from unit with slanted base installed.*

1. Lift the unit and slanted base out of the shipping frame, and carefully lower them into the countertop cutout. This step requires two or more people, depending on the unit.
  - The slanted base is not attached to the unit. Make sure to lift the unit and the slanted base together out of the shipping frame.
2. Apply NSF-approved silicone sealant around the edge of the unit to seal it to the slanted base.
3. Apply NSF-approved silicone sealant around the edge of the slanted base to seal it to the countertop.
4. Follow the appropriate plumbing and electrical procedures in the INSTALLATION section.



Installing a Slanted Base

## WARRANTY, EXCLUSIVE REMEDY:

Hatco Corporation (Seller) warrants that the products it manufactures (Products) will be free from defects in materials and workmanship under normal use and service and when stored, maintained, and installed in strict accordance with factory recommendations. Seller's sole obligation to the person or entity buying the Products directly from Seller (Customer) under this warranty is the repair or replacement by Seller or a Seller-authorized service agency, at Seller's option, of any Product or any part thereof deemed defective upon Seller's examination, for a period of: (i) the Warranty Duration from the date of shipment by Seller or (ii) the Warranty Duration from the date of Product registration in accordance with Seller's written instructions, whichever is later. The "Warranty Duration" shall mean the specific periods set forth below for specific Product components, or, to the extent not listed below, eighteen (18) months. Credit for Products or parts returned with the prior written permission of Seller will be subject to the terms shown on Seller's material return authorization form. PRODUCTS OR PARTS RETURNED WITHOUT PRIOR WRITTEN PERMISSION OF SELLER WILL NOT BE ACCEPTED FOR CREDIT. Expenses incurred by Customer in returning, replacing, or removing the Products will not be reimbursed by Seller. If the defect comes under the terms of the limited warranty, the Products will be repaired or replaced and returned to the Customer and the cost of return freight will be paid by Seller. The remedy of repair or replacement provided for herein is Customer's exclusive remedy. Any improper use, alteration, repairs, tampering, misapplication, improper installation, application of improper voltage, or any other action or inaction by Customer or others (including the use of any unauthorized service agency) that in Seller's sole judgment adversely affects the Product shall void this warranty. The warranty expressly provided herein may only be asserted by Customer and may not be asserted by Customer's customers or other users of the Products; provided, however, that if Customer is an authorized equipment dealer of Seller, Customer may assign the warranty herein to Customer's customers, subject to all of the limitations of these Terms, and in such case, the warranty shall be exclusively controlled by Seller in accordance with these Terms. THIS LIMITED WARRANTY IS EXCLUSIVE AND IS IN LIEU OF ANY OTHER WARRANTY, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF NONINFRINGEMENT, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE EXPRESSLY DISCLAIMED.

### One (1) Year Parts and Labor PLUS One (1) Additional Year Parts-Only Warranty:

- Conveyor Toaster Elements (metal sheathed)
- Drawer Warmer Elements (metal sheathed)
- Drawer Warmer Drawer Rollers and Slides
- Food Warmer Elements (metal sheathed)
- Display Warmer Elements (metal sheathed air heating)
- Holding Cabinet Elements (metal sheathed air heating)
- Heated Well Elements — HW, HWB, and HWBI Series (metal sheathed)

### Two (2) Year Parts and Labor Warranty:

- Induction Ranges
- Induction Warmers

### One (1) Year Replacement Warranty:

- TPT Pop-Up Toasters

### One (1) Year Parts and Labor PLUS Four (4) Years Parts-Only Warranty:

- 3CS and FR Tanks

### One (1) Year Parts and Labor PLUS Nine (9) Years Parts-Only Warranty:

- Electric Booster Heater Tanks
- Gas Booster Heater Tanks

### Ninety (90) Day Parts-Only Warranty:

- Replacement Parts

Notwithstanding anything herein to the contrary, the limited warranty herein will not cover components in Seller's sole discretion such as, but not limited to, the following: coated incandescent light bulbs, fluorescent lights, heat lamp bulbs, coated halogen light bulbs, halogen heat lamp bulbs, xenon light bulbs, LED light tubes, glass components, and fuses; Product failure in booster tank, fin tube heat exchanger, or other water heating equipment caused by liming, sediment buildup, chemical attack, or freezing.

## WARRANTY REGISTRATION INSTRUCTIONS:

Product registration must be submitted within 90 days from the date of shipment from our factory to qualify for additional coverage. Registration may be submitted through the form on Seller's website, through the form accessible through the QR code on the Product (where available), or by calling Customer Service with the required information at: **414-671-6350**.

## LIMITATION OF LIABILITY:

SELLER WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, PUNITIVE, EXEMPLARY, OR SPECIAL DAMAGES, INCLUDING WITHOUT LIMITATION ANY LOST PROFITS, COSTS OF SUBSTITUTE PRODUCTS, OR LABOR COSTS ARISING FROM THE SALE, USE, OR INSTALLATION OF THE PRODUCTS, FROM THE PRODUCTS BEING INCORPORATED INTO OR BECOMING A COMPONENT OF ANOTHER PRODUCT, OR FROM ANY OTHER CAUSE WHATSOEVER, WHETHER BASED ON WARRANTY (EXPRESSED OR IMPLIED) OR OTHERWISE BASED ON CONTRACT, TORT, OR ANY OTHER THEORY OF LIABILITY, AND REGARDLESS OF ANY ADVICE OR REPRESENTATIONS THAT MAY HAVE BEEN RENDERED BY SELLER CONCERNING THE SALE, USE, OR INSTALLATION OF THE PRODUCTS, EVEN IF SELLER IS AWARE OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT WILL SELLER'S AGGREGATE LIABILITY ARISING OUT OF OR RELATED TO THIS AGREEMENT EXCEED THE TOTAL AMOUNTS PAID TO SELLER BY CUSTOMER FOR THE PRODUCTS WITHIN THE THREE (3) MONTH PERIOD IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO CUSTOMER'S CLAIM. THE LIMITATIONS SET FORTH HEREIN REGARDING SELLER'S LIABILITY SHALL BE VALID AND ENFORCEABLE NOTWITHSTANDING A FAILURE OF ESSENTIAL PURPOSE OF THE LIMITED REMEDY SPECIFIED IN THESE TERMS.

Seller reserves the right to update these Terms at any time, at its sole discretion, which become binding upon the date of publishing. For the most current version of our full Terms of Sale, see our website at: <https://www.hatcocorp.com/terms-of-sale>