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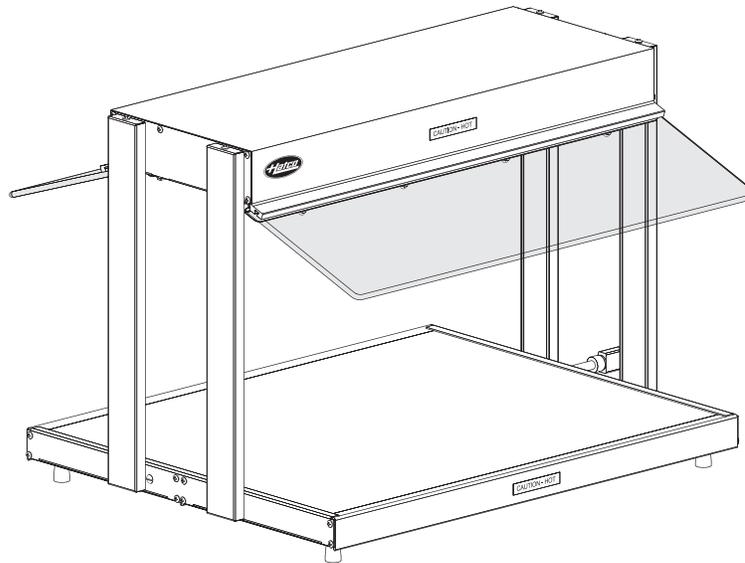
GLO-RAY®

Buffet Warmers

GRBW Series

Installation and Operating Manual

P/N 07.04.102.00



⚠ 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.

⚠ 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.

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IMPORTANT OWNER INFORMATION

Record the model number, serial number (specification label located on the top rear of the unit), 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: 8:00 AM to 5:00 PM
 Central Standard Time (C.S.T.)
 (Summer Hours: June to September –
 8:00 AM to 5:00 PM C.S.T.
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 (414) 671-3976 (International)



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

INTRODUCTION

Hatco Glo-Ray® Buffet Warmers are designed to hold all foods safely at optimum serving temperatures without affecting quality.

Glo-Ray Buffet Warmers keep prepared foods hot at customer serving points, kitchen work areas, or waitress pick-up stations. These warmers feature a thermostatically-controlled heated base with prefocused infrared overhead heat to extend the holding times of most food. The infrared heating elements are guaranteed against breakage and burnout for two years and the base blanket heating elements are guaranteed against burnout for one year. Glo-Ray Buffet Warmers are shipped with display lights, a cord and plug set, and easy-to-install sneeze guards.

Hatco Glo-Ray Buffet Warmers are products 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 Hatco Glo-Ray Buffet Warmers. Hatco recommends that 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:



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



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



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

IMPORTANT SAFETY INFORMATION



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

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 the proper voltage and size electrical receptacle.
- Turn OFF power switch, unplug power cord, and allow unit to cool before performing any maintenance or cleaning.
- DO NOT submerge or saturate with water. Unit is not waterproof. Do not operate if unit has been submerged or saturated with water.
- Unit is not weatherproof. Locate unit indoors where ambient air temperature is a minimum of 70°F (21°C).
- Do not steam clean or use excessive water on unit.
- This unit is not “jet-proof” construction. Do not use jet-clean spray to clean this unit.
- Do not clean unit when it is energized or hot.
- Do not pull unit by power cord.
- 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.
- This unit must be serviced by qualified personnel only. Service by unqualified personnel may lead to electric shock or burn.
- 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.

FIRE HAZARD: Locate unit a minimum of 1” (25 mm) from combustible walls and materials. If safe distances are not maintained, discoloration or combustion could occur.

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

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

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.

WARNING

EXPLOSION HAZARD: Do not store or use gasoline or other flammable vapors or liquids in the vicinity of this or any other appliance.

Use only light bulbs that meet or exceed National Sanitation Foundation (NSF) standards and are specifically designed for food holding areas. Breakage of light bulbs not specially coated could result in personal injury and/or food contamination.

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 800-558-0607 or 414-671-6350; fax 800-690-2966; or International fax 414-671-3976.

CAUTION

BURN HAZARD: Some exterior surfaces on unit will get hot. Use caution when touching these areas.

Locate unit at proper counter height in an area that is convenient for use. The location should be level to prevent unit or its contents from falling accidentally and strong enough to support the weight of unit and contents.

Transport unit in upright position only. Failure to do so may result in damage to unit or personal injury.

The National Sanitation Foundation (NSF) requires that units over 36” (914 mm) in width or weighing more than 80 lbs. (36 kg) either be sealed to or raised above the installation surface. If unit cannot be sealed at the point of use, 4” (102 mm) legs are included to allow for proper cleaning access below unit.

NOTICE

Do not lay unit on the side with the control panel. Damage to unit could occur.

Do not drag or slide unit when moving or installing. Carefully lift unit to prevent rubber feet from tearing off.

Do not slide pans across hardcoat surface, use rough-bottomed pans, or drop anything on hardcoat surface. Scratching or breakage may occur. Damage to hardcoat surface caused by misuse is not covered under warranty.

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

IMPORTANT—DO NOT use paper towel or glass cleaner to clean plastic surfaces such as sneeze guards and flip-up doors. Paper towel and glass cleaner may scratch the material. Wipe off plastic surfaces using a soft, clean, and damp cloth.

MODEL DESCRIPTION

All Models

Hatco Glo-Ray® Buffet Warmers are ideal for holding hot food on a buffet line or temporary serving areas. The GRBW models are available in various widths from 25-1/8" to 73-1/8" (638 to 1857 mm). A metal-sheathed heating element directs heat from above while below the thermostatically-controlled heated base conducts heat from 80°–180°F (27°–82°C).

Standard features include stainless steel top surface, sturdy plastic sneeze guards, shatter resistant incandescent display lighting, and a 6' (1829 mm) cord and plug set.

Optional features available include plastic side panels, a plastic front enclosure, sign holders, 9-3/8" (238 mm) or 14" (356 mm) sneeze guards, hardcoated base, overhead heat controls (GRBW-24 through GRBW-60 models only), *Designer* colors, and halogen display light bulbs.

Pan Rails and 4" (102 mm) adjustable legs are available as accessories.

NOTE: Refer to the OPTIONS AND ACCESSORIES section for additional information.

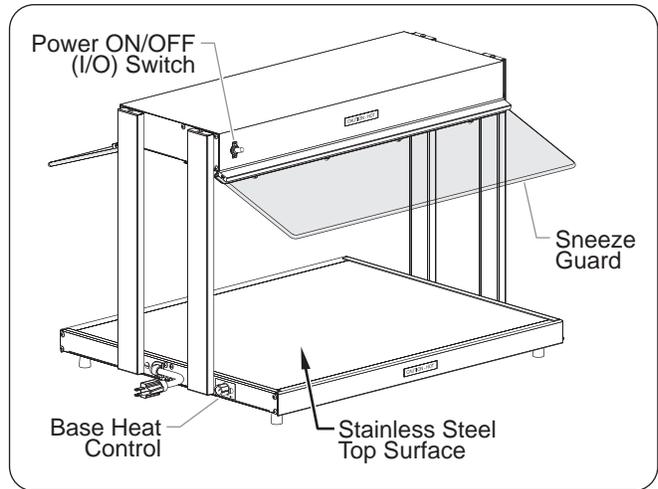


Figure 1. Model GRBW-24 (control side shown)

MODEL DESIGNATION

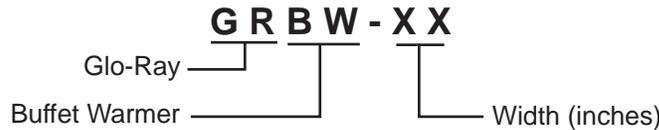


Figure 2. Model Designation

SPECIFICATIONS

Plug Configurations

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



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 the proper voltage and size electrical receptacle.

NOTE: The specification label is located on the top rear of the unit. See label for serial number and verification of unit electrical information.

NOTE: Receptacle not supplied by Hatco.

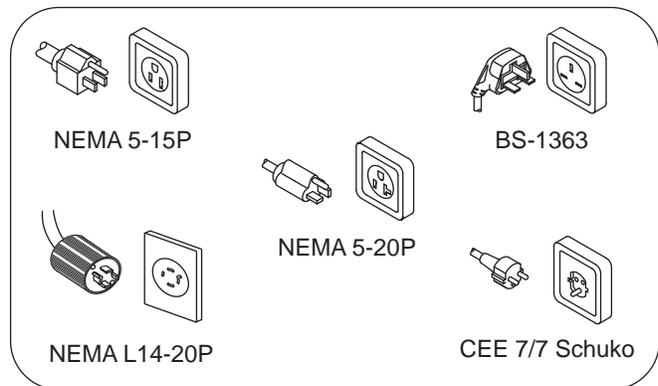


Figure 3. Plug Configurations

Electrical Rating Chart — GRBW-24–GRBW-36

Model	Voltage	Watts	Amps	Plug Configuration	Shipping Weight
GRBW-24	100	934	9.3	NEMA 5-15P	48 lbs. (22 kg)
	120	970	8.1	NEMA 5-15P	48 lbs. (22 kg)
	120/208	970	4.2	NEMA L14-20P	48 lbs. (22 kg)
	120/240	970	4.2	NEMA L14-20P	48 lbs. (22 kg)
	220	920	4.2	CEE 7/7 Schuko	48 lbs. (22 kg)
	240	1000	4.2	BS-1363	48 lbs. (22 kg)
	220–230 (CE)	920–1006	4.2–4.4	CEE 7/7 Schuko	48 lbs. (22 kg)
	230–240 (CE)	918–1000	4.0–4.2	BS-1363	48 lbs. (22 kg)
GRBW-30	100	1194	11.9	NEMA 5-15P	52 lbs. (24 kg)
	120	1230	10.3	NEMA 5-15P	52 lbs. (24 kg)
	120/208	1230	5.5	NEMA L14-20P	52 lbs. (24 kg)
	120/240	1230	5.5	NEMA L14-20P	52 lbs. (24 kg)
	220	1172	5.3	CEE 7/7 Schuko	52 lbs. (24 kg)
	240	1270	5.3	BS-1363	52 lbs. (24 kg)
	220–230 (CE)	1172–1281	5.3–5.6	CEE 7/7 Schuko	52 lbs. (24 kg)
	230–240 (CE)	1166–1270	5.1–5.3	BS-1363	52 lbs. (24 kg)
GRBW-36	100	1476	14.8	NEMA 5-15P	58 lbs. (26 kg)
	120	1530	12.8	NEMA 5-15P*	58 lbs. (26 kg)
	120/208	1530	6.7	NEMA L14-20P	58 lbs. (26 kg)
	120/240	1530	6.7	NEMA L14-20P	58 lbs. (26 kg)
	220	1454	6.6	CEE 7/7 Schuko	58 lbs. (26 kg)
	240	1578	6.6	BS-1363	58 lbs. (26 kg)
	220–230 (CE)	1454–1589	6.6–6.9	CEE 7/7 Schuko	58 lbs. (26 kg)
	230–240 (CE)	1449–1578	6.3–6.6	BS-1363	58 lbs. (26 kg)
GRBW-42	120	1730	14.4	NEMA 5-15P*	68 lbs. (31 kg)
	120/208	1730	7.9	NEMA L14-20P	68 lbs. (31 kg)
	120/240	1730	7.9	NEMA L14-20P	68 lbs. (31 kg)
	220	1648	7.5	CEE 7/7 Schuko	68 lbs. (31 kg)
	240	1782	7.4	BS-1363	68 lbs. (31 kg)
	220–230 (CE)	1648–1801	7.5–7.8	CEE 7/7 Schuko	68 lbs. (31 kg)
	230–240 (CE)	1636–1782	7.1–7.4	BS-1363	68 lbs. (31 kg)
	GRBW-48	120	2040	17.0	NEMA 5-20P†
120/208		2040	9.2	NEMA L14-20P	74 lbs. (34 kg)
120/240		2040	9.2	NEMA L14-20P	74 lbs. (34 kg)
220		1940	8.8	CEE 7/7 Schuko	74 lbs. (34 kg)
240		2040	8.5	BS-1363	74 lbs. (34 kg)
220–230 (CE)		1940–2120	8.8–9.2	CEE 7/7 Schuko	74 lbs. (34 kg)
230–240 (CE)		1875–2040	8.1–8.5	BS-1363	74 lbs. (34 kg)

The shaded areas contain electrical information for **International models only**.

* NEMA 5-20P for Canada.

† Not available in Canada.

SPECIFICATIONS

Electrical Rating Chart — GRBW-42–GRBW-72

Model	Voltage	Watts	Amps	Plug Configuration	Shipping Weight
GRBW-54	120/208	2290	10.4	NEMA L14-20P	81 lbs. (37 kg)
	120/240	2290	10.4	NEMA L14-20P	81 lbs. (37 kg)
	220	2182	9.9	CEE 7/7 Schuko	81 lbs. (37 kg)
	240	2360	9.8	BS-1363	81 lbs. (37 kg)
	220–230 (CE)	2182–2385	9.9–10.4	CEE 7/7 Schuko	81 lbs. (37 kg)
	230–240 (CE)	2167–2360	9.4–9.8	BS-1363	81 lbs. (37 kg)
GRBW-60	120/208	2600	11.7	NEMA L14-20P	90 lbs. (41 kg)
	120/240	2600	11.7	NEMA L14-20P	90 lbs. (41 kg)
	220	2474	11.2	CEE 7/7 Schuko	90 lbs. (41 kg)
	240	2680	11.2	BS-1363	90 lbs. (41 kg)
	220–230 (CE)	2474–2704	11.2–11.8	CEE 7/7 Schuko	90 lbs. (41 kg)
	230–240 (CE)	2470–2680	10.7–11.2	BS-1363	90 lbs. (41 kg)
GRBW-66	120/208	2860	13.0	NEMA L14-20P	96 lbs. (44 kg)
	120/240	2860	13.0	NEMA L14-20P	96 lbs. (44 kg)
	220	2726	12.4	CEE 7/7 Schuko	96 lbs. (44 kg)
	240	2948	12.3	BS-1363	96 lbs. (44 kg)
	220–230 (CE)	2726–2978	12.4–12.9	CEE 7/7 Schuko	96 lbs. (44 kg)
	230–240 (CE)	2707–2948	11.8–12.3	BS-1363	96 lbs. (44 kg)
GRBW-72	120/208	3125	14.4	NEMA L14-20P	107 lbs. (49 kg)
	120/240	3125	14.4	NEMA L14-20P	107 lbs. (49 kg)
	220	2983	13.6	CEE 7/7 Schuko	107 lbs. (49 kg)
	240	3113	13.0	BS-1363	107 lbs. (49 kg)
	220–230 (CE)	2983–3260	13.6–14.2	CEE 7/7 Schuko	107 lbs. (49 kg)
	230–240 (CE)	2859–3113	12.4–13.0	BS-1363	107 lbs. (49 kg)

The shaded areas contain electrical information for **International models only**.

SPECIFICATIONS

Dimensions

Model	Width (A)	Depth (B)	Height (C)	Depth (D)	Footprint Width (E)	Footprint Depth (F)
GRBW-24 ‡	25-1/8" (638 mm)	22-1/2" (572 mm)	17-3/4" (451 mm)	19-1/2" (495 mm)	22-5/8" (575 mm)	17-15/16" (456 mm)
GRBW-30 ‡	31-1/8" (791 mm)	22-1/2" (572 mm)	17-3/4" (451 mm)	19-1/2" (495 mm)	28-5/8" (727 mm)	17-15/16" (456 mm)
GRBW-36 ‡	37-1/8" (943 mm)	22-1/2" (572 mm)	17-3/4" (451 mm)	19-1/2" (495 mm)	34-5/8" (879 mm)	17-15/16" (456 mm)
GRBW-42	43-1/8" (1095 mm)	22-1/2" (572 mm)	20-3/4" (527 mm)	19-1/2" (495 mm)	40-5/8" (1032 mm)	17-15/16" (456 mm)
GRBW-48	49-1/8" (1248 mm)	22-1/2" (572 mm)	20-3/4" (527 mm)	19-1/2" (495 mm)	46-5/8" (1184 mm)	17-15/16" (456 mm)
GRBW-54	55-1/8" (1400 mm)	22-1/2" (572 mm)	20-3/4" (527 mm)	19-1/2" (495 mm)	52-5/8" (1337 mm)	17-15/16" (456 mm)
GRBW-60	61-1/8" (1553 mm)	22-1/2" (572 mm)	20-3/4" (527 mm)	19-1/2" (495 mm)	58-5/8" (1489 mm)	17-15/16" (456 mm)
GRBW-66	67-1/8" (1705 mm)	22-1/2" (572 mm)	20-3/4" (527 mm)	19-1/2" (495 mm)	64-5/8" (1641 mm)	17-15/16" (456 mm)
GRBW-72	73-1/8" (1857 mm)	22-1/2" (572 mm)	20-3/4" (527 mm)	19-1/2" (495 mm)	70-5/8" (1794 mm)	17-15/16" (456 mm)

‡ Standard units are equipped with 1" (25 mm) feet, add 3" (76 mm) to Height (C) when equipped with 4" (102 mm) legs.

NOTE: Depth (B) is for units equipped with the standard 7-1/2" (191 mm) sneeze guard.

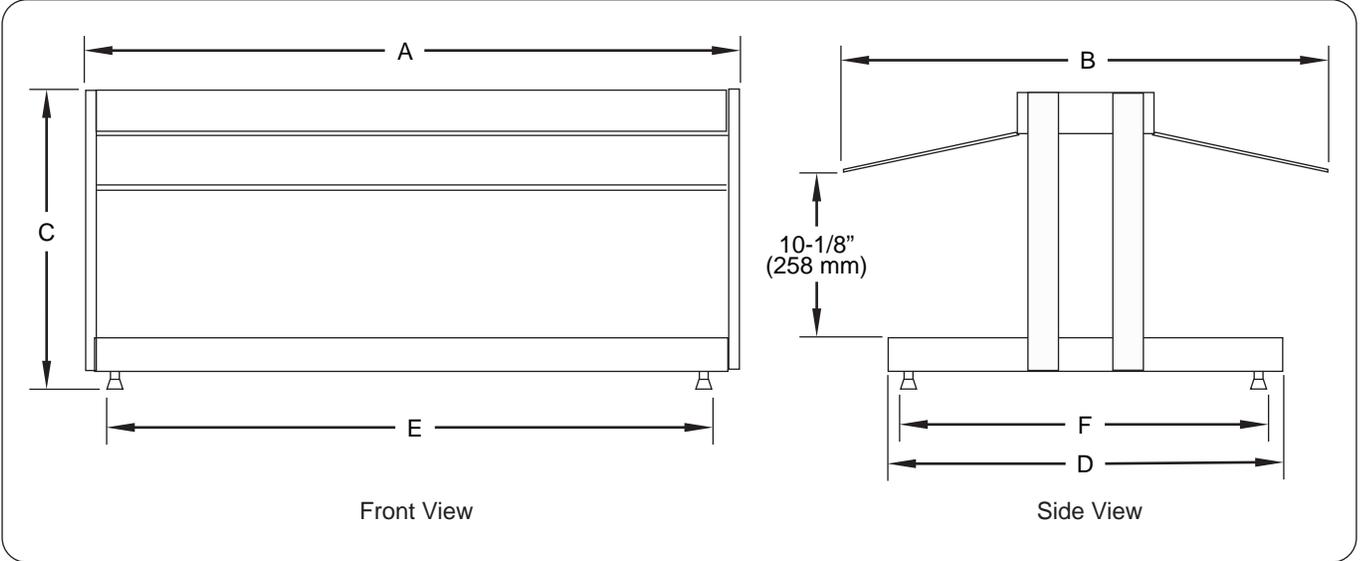


Figure 4. GRBW-XX Dimensions

INSTALLATION

General

Glo-Ray® Buffet Warmers are shipped with most components pre-assembled. Care should be taken when unpacking shipping carton to avoid damage to unit and components enclosed.

⚠ WARNING

ELECTRIC SHOCK HAZARD: Unit is not weatherproof. Locate unit indoors where the ambient air temperature is a minimum of 70°F (21°C).

FIRE HAZARD: Locate unit a minimum of 1" (25 mm) from combustible walls and materials. If safe distances are not maintained, discoloration or combustion could occur.

⚠ CAUTION

Locate unit at the proper counter height in an area that is convenient for use. The location should be level to prevent the unit or its contents from falling accidentally and strong enough to support the weight of the unit and contents.

The National Sanitation Foundation (NSF) requires that units over 36" (914 mm) in width or weighing more than 80 lbs. (36 kg) either be sealed to or raised above the installation surface. If unit cannot be sealed at the point of use, 4" (102 mm) legs are included to allow for proper cleaning access below unit.

Transport unit in upright position only. Failure to do so may result in damage to unit or personal injury.

NOTICE

Do not drag or slide unit when moving or installing. Carefully lift unit to prevent the rubber feet from tearing off.

1. Remove the unit from the box.

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

2. Remove tape and protective packaging from all surfaces of unit.
3. Install the sneeze guards. Refer to the "Installing the Sneeze Guard" procedure in this section.
4. Place the unit in the desired location. Two people are required for this step.
 - Locate the unit in an area where the ambient air temperature is constant and a minimum of 70°F (21°C). Avoid areas that may be subject to active air movements or currents (i.e., near exhaust fans/hoods, exterior doors, and air conditioning ducts).
 - Make sure the unit is at the proper counter height in an area convenient for use.
 - Make sure the countertop is level and strong enough to support the weight of the unit and food product.

NOTE: Refer to the OPTIONS AND ACCESSORIES section for additional installation information.

Installing the Sneeze Guard

All models are shipped with sneeze guards. Use the following procedure to install sneeze guards on the unit.

1. Assemble each weld screw through the top of the sneeze guard and through the support trim. Loosely thread a cap nut onto each of the weld screws below the support trim.
2. Lift the sneeze guard assembly and carefully slide each of the weld screws that are loosely attached to the sneeze guard into the T-slot.
3. Align each end of the sneeze guard with the ends of the unit and then tighten the cap nuts to secure the sneeze guard in position. Do not over-tighten the cap nuts.

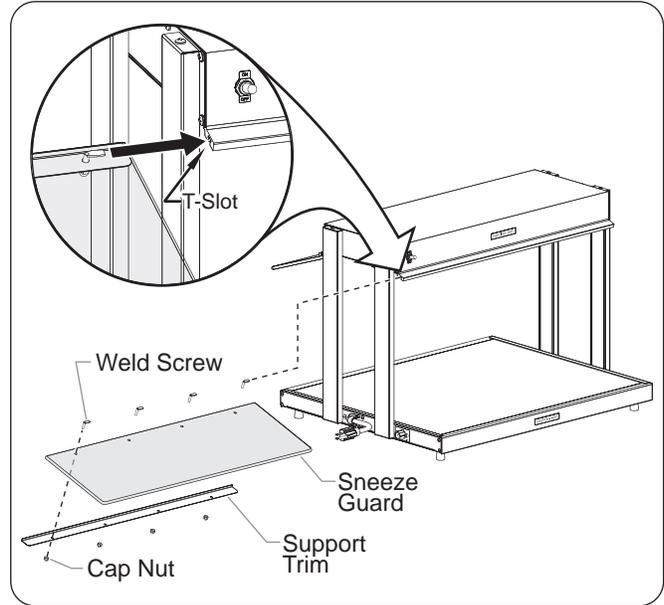


Figure 5. Installing the Sneeze Guard

General

Use the following procedures to operate Glo-Ray Buffet Warmers.



Read all safety messages in the IMPORTANT SAFETY INFORMATION section before operating this equipment.

1. Plug unit into a properly grounded electrical receptacle of the correct voltage, size and plug configuration. See the SPECIFICATIONS section for details.
2. Move the Power ON/OFF (I/O) toggle switch to the ON (I) position.
 - The base blanket heating elements and the overhead heating elements will energize.
 - The display lights will turn on.

NOTE: If the unit is equipped with an optional top heat control, then the top heat control will control the overhead heating elements. The Power ON/OFF (I/O) toggle switch will control the base blanket heating elements and the display lights only.

3. Turn the base heat control to the desired setting between LOW and HIGH. The base temperature range is approximately from 80°–180°F (27°–82°C).
4. Turn the optional top heat control (if equipped) to the desired setting.

Shutdown

1. Move the Power ON/OFF (I/O) toggle switch to the OFF (O) position. All the heating elements and the display lights will shut off.
2. If the unit is equipped with the optional top heat control, turn the top heat control to the OFF position. The overhead heating elements will shut off.

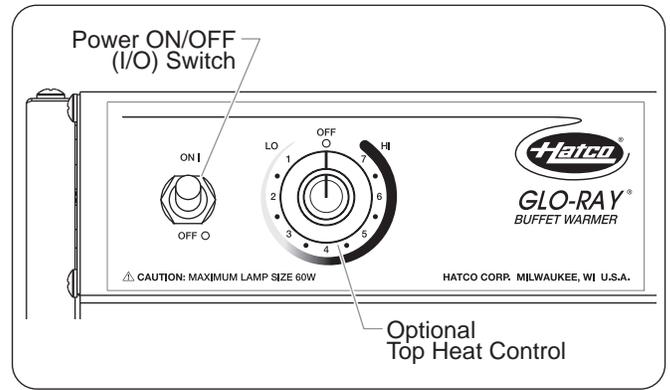


Figure 6. Overhead Controls for GRBW-XX Models

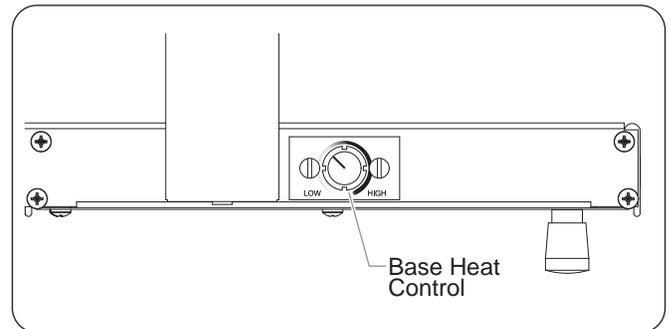


Figure 7. Base Controls for GRBW-XX Models

Maximum Pan Capacities

GRBW-24	1 Full Size Pan
GRBW-30 and -36	2 Full Size Pans
GRBW-42 and -48	3 Full Size Pans
GRBW-54 and -60	4 Full Size Pans
GRBW-66 and -72	5 Full Size Pans

MAINTENANCE

General

Hatco Glo-Ray Buffet Warmers are designed for maximum durability and performance, with minimum maintenance.



WARNING

ELECTRIC SHOCK HAZARD:

- Turn OFF power switch, unplug power cord, and allow unit to cool before performing any maintenance or cleaning.
- **DO NOT submerge or saturate with water. Unit is not waterproof. Do not operate if unit has been submerged or saturated with water.**
- **Do not steam clean or use excessive water on unit.**
- **This unit is not “jet-proof” construction. Do not use jet-clean spray to clean this unit.**
- **Do not clean unit when it is energized or hot.**

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 800-558-0607 or 414-671-6350; fax 800-690-2966; or International fax 414-671-3976.

Cleaning

To preserve the finish of the unit as well as maintain performance, it is recommended that the unit be cleaned daily.

NOTICE

Submerging or saturating unit with water will damage unit and void product warranty.

Do not drag or slide unit when moving or installing. Carefully lift unit to prevent the rubber feet from tearing off.

IMPORTANT—DO NOT use paper towel or glass cleaner to clean plastic surfaces such as sneeze guards and flip-up doors. Paper towel and glass cleaner may scratch the material. Wipe off plastic surfaces using a soft, clean, and damp cloth.

1. Turn off the unit, unplug the power cord, and allow the unit to cool.
2. Wipe down all exterior and interior surfaces using a damp cloth. A non-abrasive cleaner may be used for difficult stains. Hard to reach areas should be cleaned using small brush and mild soap.
3. Clean the plastic sneeze guards, side panels, and front enclosure using a mild, soapy water solution and a damp, soft cloth. **NOTICE: DO NOT use paper towel or glass cleaner.**

Replacing Display Light Bulbs



WARNING

Use only light bulbs that meet or exceed National Sanitation Foundation (NSF) standards and are specifically designed for food holding areas. Breakage of light bulbs not specially coated could result in personal injury and/or food contamination.

The display lights are incandescent light bulbs that illuminate the warming area. Each bulb has a special coating to guard against injury and food contamination in the event of breakage.

1. Turn off the unit, unplug the power cord, and allow the unit to cool.
2. Unscrew the light bulb from the unit and replace it with a new, specially-coated incandescent light bulb.

NOTE: Hatco shatter-resistant light bulbs meet NSF standards for food holding and display areas. For 120 V applications, use Hatco P/N 02.30.081.00. For 220, 240, 220–230, and 230–240 V, use Hatco P/N 02.30.082.00.

NOTE: Shatter-resistant halogen bulbs are available in place of the standard incandescent bulbs. Halogen bulbs have a special coating to guard against injury and food contamination in the event of breakage. For 120 V applications, use Hatco P/N 02.30.081.00. For 220, 240, 220–230, and 230–240 V applications use Hatco P/N 02.30.082.00.



WARNING

ELECTRIC SHOCK HAZARD: 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.

TROUBLESHOOTING GUIDE



WARNING

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



WARNING

ELECTRIC SHOCK HAZARD: Turn OFF power switch, unplug power cord, and allow unit to cool before performing any maintenance or cleaning.

Symptom	Probable Cause	Corrective Action
Overhead heat is too hot.	Optional overhead heat control set too high.	Adjust overhead heat control to a lower setting.
	Overhead heat control defective.	Contact Authorized Service Agent or Hatco for assistance.
	Unit plugged into incorrect/high voltage.	Verify that voltage supply matches electrical information listed on the unit.
Overhead heat is not hot enough.	Overhead heat control set too low.	Adjust overhead heat control to a higher setting.
	Overhead heat control defective.	Contact Authorized Service Agent or Hatco for assistance.
	Heating elements not working.	Contact Authorized Service Agent or Hatco for assistance.
	Excessive air movement around unit.	Relocate unit or redirect air movement (i.e. air conditioning duct or exhaust fan) away from unit.
Base heat is too hot.	Base heat control set too high.	Adjust base heat control to a lower setting.
	Base heat control defective.	Contact Authorized Service Agent or Hatco for assistance.
	Unit plugged into incorrect/high voltage.	Verify that voltage supply matches electrical information listed on the unit.
Base heat is not hot enough.	Base heat control set too low.	Adjust base heat control to a higher setting.
	Base heat control defective.	Contact Authorized Service Agent or Hatco for assistance.
	Base heating element not working.	Contact Authorized Service Agent or Hatco for assistance.
	Excessive air movement around warming cabinet.	Relocate unit or redirect air movement (i.e. air conditioning duct or exhaust fan) away from unit.
No heat.	Heating elements not working.	Contact Authorized Service Agent or Hatco for assistance.
	Base heat control and/or overhead heat control not working properly.	Contact Authorized Service Agent or Hatco for assistance.
	Unit plugged into incorrect/low voltage.	Verify that voltage supply matches electrical information listed on the unit.
No heat and no lights.	ON/OFF Switch turned OFF.	Move ON/OFF Switch to ON position.
	Unit not plugged in or receptacle not working.	Plug in unit, have receptacle repaired by a certified electrician, or use a different outlet.
	Circuit breaker tripped.	Reset circuit breaker. If circuit breaker continues to trip, contact Authorized Service Agent or Hatco for assistance.
	ON/OFF switch defective.	Contact Authorized Service Agent or Hatco for assistance.

OPTIONS AND ACCESSORIES

Front Enclosure and Side Panels

One plastic front enclosure and two plastic side panels are available as an option for all GRBW models. Use the following procedure to install the front enclosure and side panels.

1. Attach the two enclosure brackets and the two panel brackets to the bottom of the unit.
 - a. Unscrew the four feet or legs from each corner of the unit.
 - b. Screw the feet or legs through the appropriate brackets and into the base. The two enclosure brackets should be installed on the front of the unit. The two panel brackets should be installed on the rear of the unit.

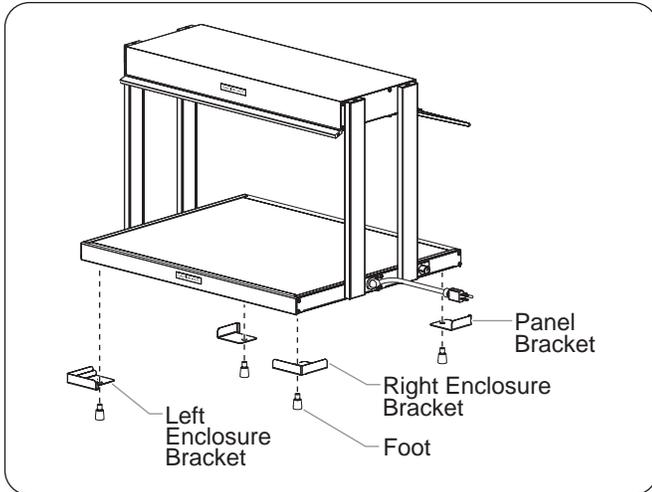


Figure 8. Installing the Brackets

NOTE: Enclosure brackets support the front enclosure and the side panels. Panel brackets only support the side panels.

2. Install the front enclosure.

- a. Slide weld screws into the T-slot. Place the weld screws into the approximate position to align with the holes in the front enclosure.
- b. Position the bottom of the front enclosure into the two enclosure brackets.
- c. Align the weld screws with the holes in the top of the front enclosure and support trim. Secure using the supplied cap nuts. Do not over-tighten the cap nuts.

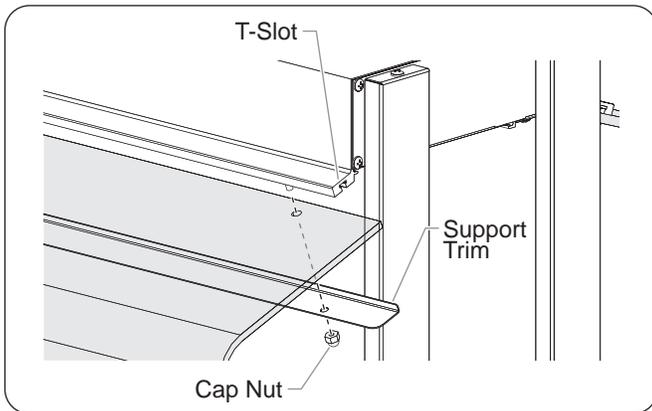
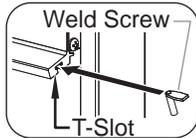


Figure 9. Installing the Front Enclosure

3. Install the side panels. To install each side panel:
 - a. Remove the screw on the top of each support post.
 - b. Position the side panel in the panel bracket and the enclosure bracket. Make sure the side panel sits under the front enclosure.
 - c. Attach the upper bracket to the top of the support posts using the previously removed screws.

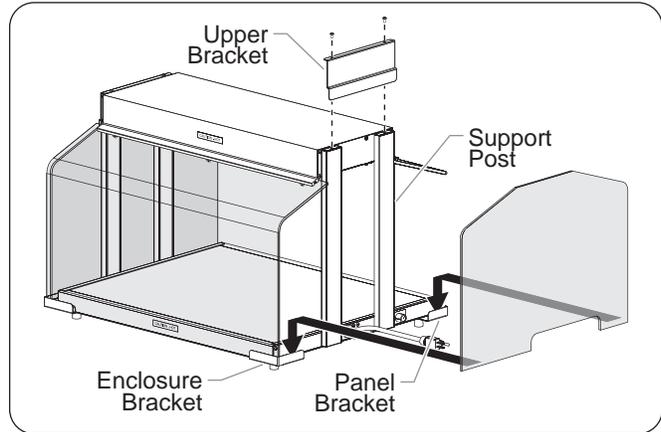


Figure 10. Installing the Front Enclosure and Side Panel

Side Panels

Two plastic side panels are available as an option for all GRBW models. Use the following procedure to install each side panel.

1. Attach the four panel brackets to the bottom of the unit.
 - a. Unscrew the four feet or legs from each corner of the unit
 - b. Screw the feet or legs through the appropriate bracket and into the base.

NOTE: The four panel brackets must be installed in the proper location and orientation. Refer to the illustration for proper bracket installation information.

2. Position the side panels in the panel brackets.
3. Attach the two upper brackets to the top of each side of the unit using supplied screws.

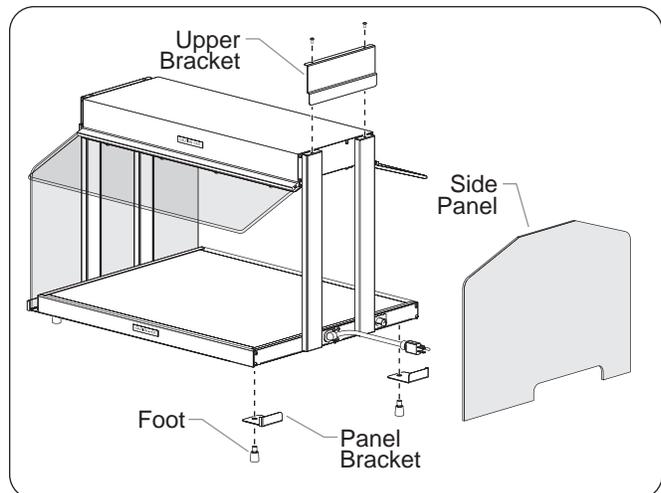


Figure 11. Installing the Side Panel

Overhead Heat Control

An optional overhead heat control is available for models GRBW-24 through GRBW-60. This infinite control allows the operator to manually adjust the overhead heat output from full wattage down to any desired level.

4" (102 mm) Adjustable Legs

4" (102 mm) adjustable legs are available as an accessory. 4" (102 mm) adjustable legs come standard on GRBW-42 or larger models. Install the legs by screwing into the bottom of the unit until hand tight. Do not over-tighten.

Pan Rails

Pan Rails are available accessories for all GRBW models and come in 2, 3, 4, or 5 pan sizes.

Hardcoated Surface

An optional hardcoated base surface is available for all GRBW models in place of the standard stainless steel surface.

Sneeze Guards

Additional sneeze guard sizes are available for all GRBW models. The two additional sizes are 9-3/8" (238 mm) and 14" (356 mm).

Sign Holder

Display sign holders are available as accessories for all GRBW models. Use the following procedure to install a sign holder.

1. Remove the two screws from each side of the unit. The screws are located toward the front and on the side of the unit.
2. Align sign holder holes with the screw holes on the side of the unit.
3. Install the sign holder to the unit using the original screws.

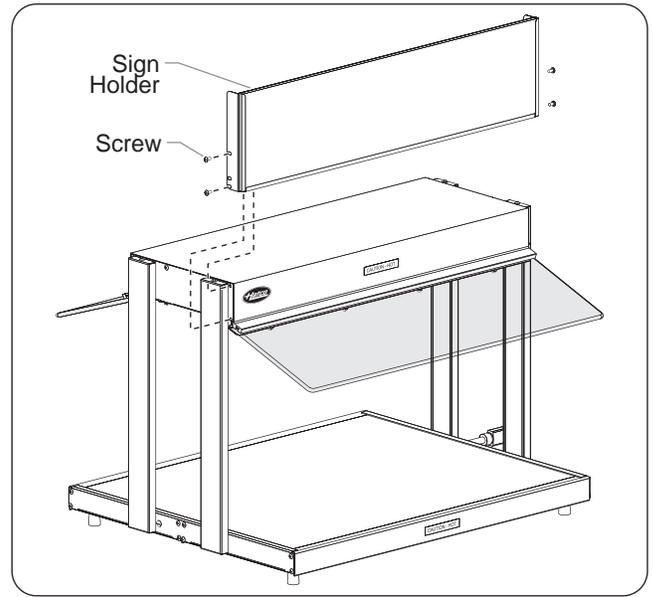


Figure 12. Display Sign Holder Assembly

LIMITED WARRANTY

1. PRODUCT WARRANTY

Hatco warrants the products that it manufactures (the "Products") to be free from defects in materials and workmanship, under normal use and service, for a period of one (1) year from the date of purchase when installed and maintained in accordance with Hatco's written instructions or 18 months from the date of shipment from Hatco. Buyer must establish the Product's purchase date by returning Hatco's Warranty Registration Card or by other means satisfactory to Hatco in its sole discretion.

Hatco warrants the following Product components to be free from defects in materials and workmanship from the date of purchase (subject to the foregoing conditions) for the period(s) of time and on the conditions listed below:

- a) **One (1) Year Parts and Labor PLUS One (1) Additional Year Parts-Only Warranty:**
 - Conveyor Toaster Elements (metal sheathed)
 - Drawer Warmer Elements (metal sheathed)
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 - Food Warmer Elements (metal sheathed)
 - Display Warmer Elements (metal sheathed air heating)
 - Holding Cabinet Elements (metal sheathed air heating)
 - Built-In Heated Well Elements — HWB, HWBI, and HWBI-S Series (metal sheathed)

- b) **One (1) Year Parts and Labor PLUS Four (4) Years Parts-Only Warranty on pro-rated terms that Hatco will explain at Buyer's request:**
 - 3CS and FR Tanks

- c) **One (1) Year Parts and Labor PLUS Nine (9) Years Parts-Only Warranty on:**
 - Electric Booster Heater Tanks
 - Gas Booster Heater Tanks

- d) **Ninety (90) Day Parts-Only Warranty:**
 - Replacement Parts

THE FOREGOING WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ANY OTHER WARRANTY, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR PATENT OR OTHER INTELLECTUAL PROPERTY RIGHT INFRINGEMENT. Without limiting the generality of the foregoing, SUCH WARRANTIES DO NOT COVER: Coated incandescent light bulbs, fluorescent lights, heat lamp bulbs, coated halogen light bulbs, halogen heat lamp bulbs, xenon light bulbs, 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; or Product misuse, tampering or misapplication, improper installation, or application of improper voltage.

2. LIMITATION OF REMEDIES AND DAMAGES

Hatco's liability and Buyer's exclusive remedy hereunder will be limited solely, at Hatco's option, to repair or replacement using new or refurbished parts or Product by Hatco or a Hatco-authorized service agency (other than where Buyer is located outside of the United States, Canada, United Kingdom, or Australia, in which case Hatco's liability and Buyer's exclusive remedy hereunder will be limited solely to replacement of part under warranty) with respect to any claim made within the applicable warranty period referred to above. Hatco reserves the right to accept or reject any such claim in whole or in part. In the context of this Limited Warranty, "refurbished" means a part or Product that has been returned to its original specifications by Hatco or a Hatco-authorized service agency. Hatco will not accept the return of any Product without prior written approval from Hatco, and all such approved returns shall be made at Buyer's sole expense. HATCO WILL NOT BE LIABLE, UNDER ANY CIRCUMSTANCES, FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING BUT NOT LIMITED TO LABOR COSTS OR LOST PROFITS RESULTING FROM THE USE OF OR INABILITY TO USE THE PRODUCTS OR FROM THE PRODUCTS BEING INCORPORATED IN OR BECOMING A COMPONENT OF ANY OTHER PRODUCT OR GOODS.

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