



Register Online!  
(see page 2)



# Flav-R-Savor<sup>®</sup> Display Cabinets FS Series

## Installation and Operating Manual



### ⚠ 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 back 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](http://www.hatcocorp.com), select the *Support* pull-down menu, and click on "Warranty".

#### 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](http://www.hatcocorp.com).

## INTRODUCTION

Hatco Flav-R-Savor® Display Cabinets are designed to hold prepared foods for prolonged periods of time while maintaining that "just made" quality. Hatco Display Cabinets provide the best environment for food products by regulating the air temperature while at the same time balancing the humidity level. The use of controlled moisturized heat maintains serving temperature and texture longer than conventional holding equipment.

The Flav-R-Savor air flow pattern is designed to maintain consistent cabinet temperature without drying out foods. The precise combination of heat and humidity creates a "blanket" effect around the food. The air flow rate enables the cabinet to recover temperature rapidly after opening and closing the door.

Hatco Display Cabinets 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 Display Cabinets. 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:



**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 proper voltage and size electrical receptacle.
- Turn OFF power switch, unplug power cord, and allow unit to cool before performing any cleaning, adjustments, or maintenance.
- Unit is not weatherproof. Locate unit indoors where ambient air temperature is a minimum of 70°F (21°C).
- 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 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.
- Do not clean unit when it is energized or hot.
- Do not overfill water reservoir. Overfilling can cause electrical shock.
- 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.

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 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.

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

## WARNING

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

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

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

**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 the unit and contents.

Transport unit in upright position only. Before moving or tipping unit, secure all glass surfaces, doors, pan rails, and/or skirts with tape, and drain water from humidified units. Failure to do so may result in damage and 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, accessory 4” (102 mm) legs are available 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.

Use of distilled water in the water reservoir of humidified units is recommended to preserve the life of electrical and mechanical components. If non-distilled water is used, the reservoir will require periodic cleaning and deliming (refer to the MAINTENANCE section for cleaning procedure). Unit failure due to lime or mineral deposits is not covered under warranty.

Do not use deionized water. Deionized water will shorten the life of water reservoir and heating element.

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.

Clean unit daily to avoid malfunctions and maintain sanitary operation.

# MODEL DESCRIPTION

## All Models

All Flav-R-Savor® Display Cabinets feature lights, tempered glass sides, a humidity system, and one or two doors that can be hinged on the left or right sides. The cabinet interior (top and bottom) is made of easy-to-clean stainless steel. All display racks are chrome-plated.

## Model FS-1 and FST-1

The FS-1 is a standard single door model with revolving display motor. It has a revolving rack that holds three or four display trays. The FST-1 is a single door model with a revolving display motor like the FS-1, but it is 5" (127 mm) taller and holds four or five display trays.



Model FS-1

## Model FS-2 and FST-2

The FS-2 and FST-2 models are the same as FS-1 and FST-1, but they have an additional door on the opposite side of the controls for pass-through convenience.

## Model FS-1X and FST-1X

The FS-1X and FST-1X models are the same as model FS-1 and FST-1, but comes with a stationary rack.



Model FS-1X

## Model FS-2X and FST-2X

The FS-2X and FST-2X models are the same as FS-1X and FST-1X, but they have an additional door on the opposite side of the controls for pass-through convenience.



Model FS-2X

# MODEL DESIGNATION



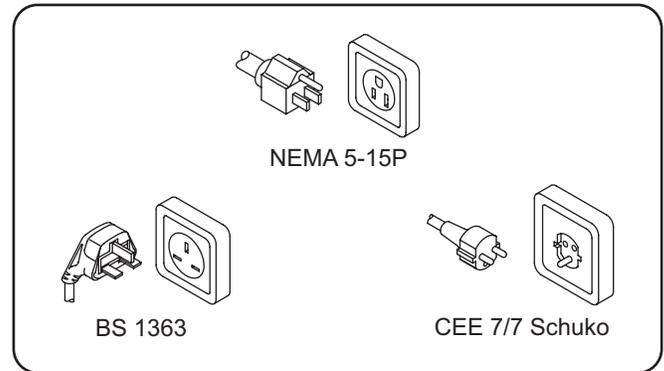
## Plug Configurations

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



**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: Receptacle not supplied by Hatco.*



Plug Configurations

## Electrical Rating Chart

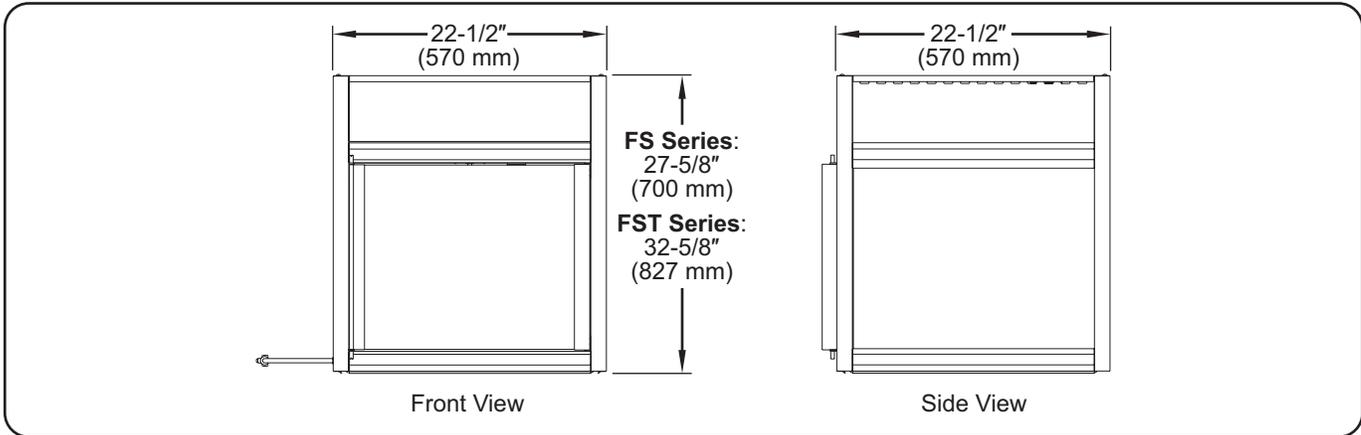
Model	Voltage	Watts	Amps	Plug Configuration	Shipping Weight
FS-1	120	948	7.9	NEMA 5-15P	112 lbs. (51 kg)
	220	1599	7.3	CEE 7/7 Schuko, BS 1363	
FS-2	120	948	7.9	NEMA 5-15P	114 lbs. (52 kg)
	220	1599	7.3	CEE 7/7 Schuko, BS 1363	
FS-1X	120	948	7.9	NEMA 5-15P	108 lbs. (49 kg)
	220	1599	7.3	CEE 7/7 Schuko, BS 1363	
FS-2X	120	948	7.9	NEMA 5-15P	110 lbs. (50 kg)
	220	1599	7.3	CEE 7/7 Schuko, BS 1363	
FST-1	120	948	7.9	NEMA 5-15P	120 lbs. (54 kg)
	220	1599	7.3	CEE 7/7 Schuko, BS 1363	
FST-2	120	948	7.9	NEMA 5-15P	122 lbs. (55 kg)
	220	1599	7.3	CEE 7/7 Schuko, BS 1363	
FST-1X	120	948	7.9	NEMA 5-15P	116 lbs. (53 kg)
	220	1599	7.3	CEE 7/7 Schuko, BS 1363	
FST-2X	120	948	7.9	NEMA 5-15P	110 lbs. (50 kg)
	220	1599	7.3	CEE 7/7 Schuko, BS 1363	

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

*NOTE: Shipping weights are estimated.*

# SPECIFICATIONS

## Dimensions



## Food Holding Guide

Type of Food	Maximum Holding Time (Hours)	Humidity Control Setting	Temperature Control Setting	Recommended Temperature
Bagels	3	Low	4	140°F (60°C)
Baked Potatoes	2	Medium	5	150°F (66°C)
Biscuits	2	Medium	3	130°F (54°C)
Chicken	5	High	5	175°F (79°C)
Croissants	3	Low	4	140°F (60°C)
Fish	1	Medium	5	180°F (82°C)
Frankfurters	2	High	6	185°F (85°C)
Fruit Pies	3.5	Medium	4	140°F (60°C)
Hot Dogs	4	High	5	175°F (79°C)
Onion Rings	1	Low	4	140°F (60°C)
Pizza	1	Medium	6	185°F (85°C)
Pretzels	3	Medium	4	140°F (60°C)
Ribs	2	High	6	160°F (71°C)
Wrapped Sandwiches	2	Medium	5	160°F (71°C)

*NOTE: All times and settings are recommendations only and may vary depending on product preparation, cooking time, and internal food temperature.*

## General

Hatco Flav-R-Savor® Display Cabinets are shipped with most components pre-assembled. Care should be taken when unpacking shipping carton to avoid damage to the unit and components enclosed.

### **⚠ WARNING**

**ELECTRIC SHOCK HAZARD: Unit is not weatherproof. Locate unit indoors where 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**

Transport unit in upright position only. Before moving or tipping unit, secure all glass surfaces, doors, pan rails, and/or skirts with tape, and drain water from humidified units. Failure to do so may result in damage and 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, accessory 4" (102 mm) legs are available to allow for proper cleaning access below unit.

1. Remove the unit from the carton.

*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 door handles using the supplied handle screws.
4. Place the unit in the desired location.
  - 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., exterior doors, exhaust fans/hoods, 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.
  - Make sure all the feet/legs on the bottom of the unit are positioned securely on the countertop.

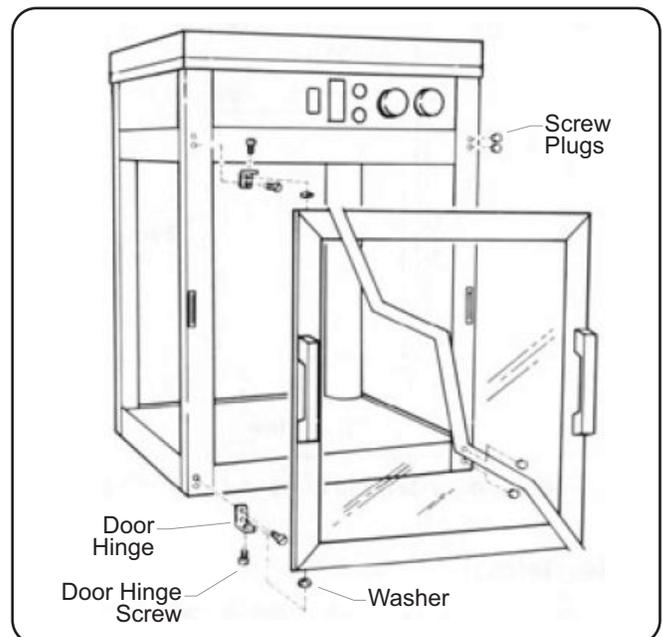
*NOTE: Unit must be transported in the upright position.*

## Reversing the Access Door

The Flav-R-Savor access door(s) may be hinged on either the left or right side for convenience. The unit is shipped standard with the door hinged on the left side. Use the following procedure to reverse the access door to the right side.

1. Remove the screws and washers holding the door to the hinges.
2. Remove the screws holding the hinges to the left side of the cabinet.
3. Remove the screw plugs from the right side of the cabinet and insert them into the holes on the left side.
4. Rotate the door 180°, and remount it on the right side of the cabinet using the hinges and screws previously removed.

*NOTE: The nylon washers must be reinstalled between the door and the hinges.*



Reversing the Access Door

# OPERATION

## General

Use the following procedures to operate a Flav-R-Savor® Display Cabinet.



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

### Startup

1. Plug the 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) switch to the ON (I) position.
  - The display lights will turn on and the heating system will start up.



**Use of distilled water in the water reservoir of humidified units is recommended to preserve the life of electrical and mechanical components. If non-distilled water is used, the reservoir will require periodic cleaning and deliming (refer to the MAINTENANCE section for cleaning procedure). Unit failure due to lime or mineral deposits is not covered under warranty.**

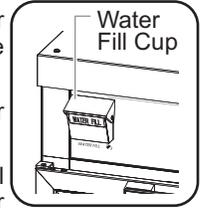
**Do not use deionized water. Deionized water will shorten the life of the water reservoir and heating element.**

*NOTE: Unit failure caused by deionized water is not covered by warranty.*



**Do not overfill water reservoir. Overfilling can cause electrical shock.**

3. On humidified units, fill the water reservoir with clean water. To fill the reservoir:
  - a. Lift up the WATER FILL cup cover and pull forward.
  - b. Slowly pour water into the cup until the LOW WATER indicator no longer glows.



*NOTE: On the initial fill, the water reservoir may take up to one gallon (3.8 l) of water.*

4. On humidified units, set the Humidity Control to the desired level. See the “Food Holding Guide” in the SPECIFICATIONS section for recommendations.
  - The HUMIDITY CYCLE indicator will glow until the interior of the cabinet reaches the selected humidity setting.

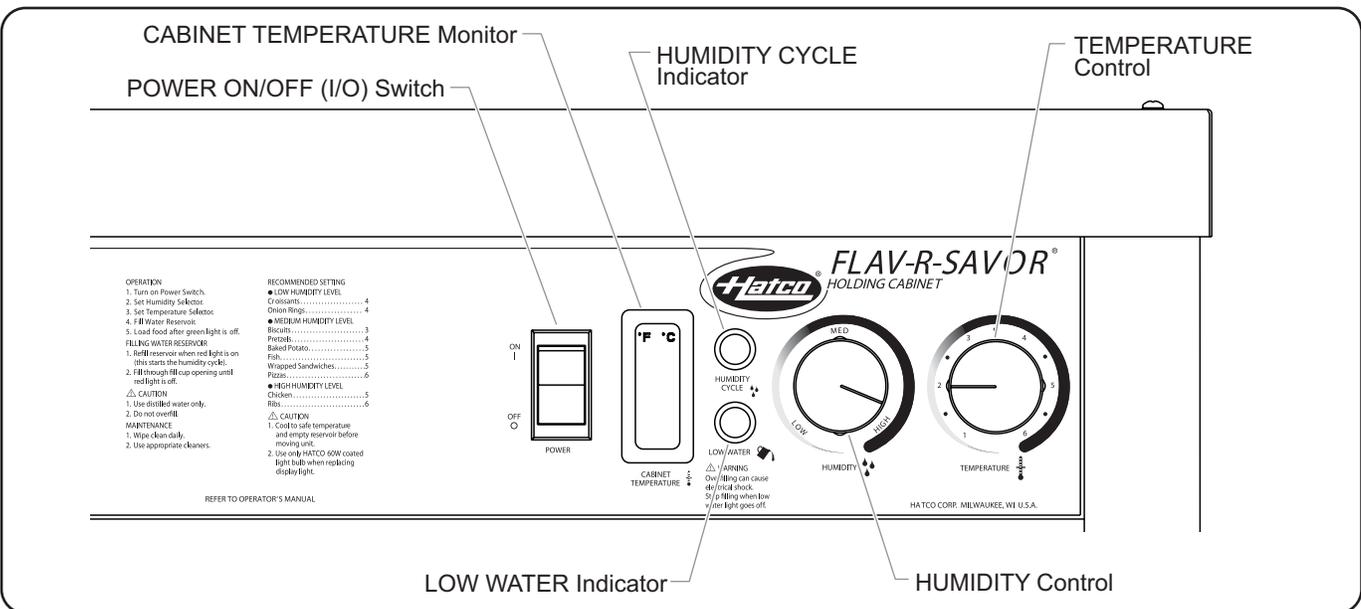
*NOTE: The water reservoir permits uninterrupted operation for approximately 4–8 hours, depending on the settings and use. When the LOW WATER indicator is lit, add water to the reservoir. The water reservoir refill capacity is 2 quarts (2 liters).*

5. Set the Temperature Control to the desired temperature. See the “Food Holding Guide” in the SPECIFICATIONS section for recommendations.

6. Allow the unit 30 minutes to reach operating temperature before loading the cabinet with pre-heated food product.
  - The Temperature Monitor displays the current temperature inside the cabinet.

### Shutdown

1. Move the POWER ON/OFF (I/O) switch to the OFF (O) position. The display lights and heating system will turn off.



Control Panel (Humidified Models)

## General

Hatco Flav-R-Savor Display Cabinets are designed for maximum durability and performance with minimum maintenance.



### ELECTRIC SHOCK HAZARD:

- Turn OFF power switch, unplug power cord, and allow unit to cool 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.**
- 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 414-671-6350.

## Daily Cleaning

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

### NOTICE

**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.**

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

1. Turn off the unit, unplug the power cord, and allow the unit to cool.
2. Remove and wash any food pans and/or racks in the unit.
3. Wipe down all exterior and interior surfaces using a damp, non-abrasive cloth. A non-abrasive cleaner may be used for difficult stains. Hard to reach areas should be cleaned using a small brush and mild soap.
4. Clean the side glass panels using a standard glass cleaner.

## Draining the Water Reservoir

On humidified units, the water reservoir must be drained prior to moving the cabinet as well as during the “Removing Lime and Mineral Deposits” procedure.



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

1. Move the POWER ON/OFF (I/O) switch to the OFF (O) position and unplug the power cord. Allow the unit to cool.
2. Remove any food pans and/or racks in the unit.
3. Locate the drain inside the cabinet on the underside of the ceiling sheet. **CAUTION! Burn Hazard—Ceiling sheet and water in reservoir are hot during operation. Allow to cool before draining.**
4. Position a one gallon (four liter) container under the drain inside the unit.
5. Insert the drain hose into the drain to drain the reservoir.
6. Once the reservoir is empty, remove the drain hose.

*NOTE: If the water used has an excessive amount of lime or mineral content, follow the “Removing Lime and Mineral Deposits” procedure for periodic cleaning and deliming of the water reservoir.*

*NOTE: Unit failure caused by liming or sediment buildup is not covered under warranty.*

## Removing Lime and Mineral Deposits

Use the following procedure for periodic cleaning and de-liming of the water reservoir on humidified units.

*NOTE: The lime and mineral content of the water used for daily operation will determine how often the deliming procedure must be performed.*

*NOTE: Perform this procedure when the unit will not be used for a period of time, such as the end of the day.*

1. Turn off the unit, unplug the power cord, and allow the unit to cool.
2. After the unit has cooled down, perform the “Draining the Water Reservoir” procedure in this section.
3. Fill the water reservoir with a mixture of 50% water and 50% white vinegar. Do not use flavored vinegar.
4. Plug in and turn on the unit.
5. Set both the air temperature and humidity to their highest settings and allow the unit to run for 30 minutes.
6. Turn off the unit, unplug the power cord, and allow the unit to cool.
7. Perform the “Draining the Water Reservoir” procedure to empty the deliming solution from the water reservoir.
8. Continue to fill and drain the water reservoir with clean water until the deliming solution is rinsed through and the water discharge is clean.
9. Plug the unit into its power source and fill the reservoir as usual for daily operation using the procedure in the OPERATION section of this manual.

# TROUBLESHOOTING GUIDE



**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, unplug power cord, and allow unit to cool before performing any cleaning, adjustments, or maintenance.

Symptom	Probable Cause	Corrective Action
Unit operates, but is not circulating air inside cabinet.	Blower motor is defective.	Contact an Authorized Hatco Service Agent or Hatco for assistance.
	The correct voltage may not be supplied to blower.	
Food cavity not hot enough.	TEMPERATURE Control set too low.	Adjust TEMPERATURE Control to a higher setting.
	Heating elements not working.	Contact an Authorized Hatco Service Agent or Hatco for assistance.
	TEMPERATURE Control not working properly.	
	Excessive air movement around unit.	Restrict or redirect air movement (i.e., air conditioning duct or exhaust fan) away from unit.
	Unit connected to incorrect power supply.	Contact an Authorized Hatco Service Agent or Hatco for assistance.
Food cavity too hot.	TEMPERATURE Control set too high.	Adjust TEMPERATURE Control to a lower setting.
	TEMPERATURE Control not working properly.	Contact an Authorized Hatco Service Agent or Hatco for assistance.
	Unit connected to incorrect power supply.	
Unit is heating, but is not producing humidity inside cabinet. LOW WATER indicator is not on and unit is full of water.	Contact an Authorized Hatco Service Agent or Hatco for assistance.	Contact an Authorized Hatco Service Agent or Hatco for assistance.
Unit is heating, but is not producing humidity inside cabinet. LOW WATER indicator is on and unit is full of water.	Water level sensor not working properly.	Contact an Authorized Hatco Service Agent or Hatco for assistance.
No heat, but light works.	TEMPERATURE Control set too low.	Adjust TEMPERATURE Control to a higher setting.
	Heating elements not working.	Contact an Authorized Hatco Service Agent or Hatco for assistance.
	TEMPERATURE Control not working properly.	
No heat and no lights.	Power turned OFF (O).	Move POWER ON/OFF (I/O) switch to the ON (I) position.
	Circuit breaker tripped.	Reset circuit breaker. If circuit breaker continues to trip, contact Authorized Service Agent or Hatco for assistance.

## 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**

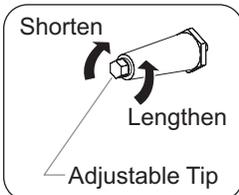
**e-mail: [support@hatcocorp.com](mailto:support@hatcocorp.com)**

## 4" (102 mm) Adjustable Legs

The 4" (102 mm) adjustable legs are used to add additional height to the unit and are available as accessories. Use the following procedure to install legs.

1. Remove the display rack and secure all glass sides and doors with tape. Carefully lay the unit on its side. **NOTICE: Do not lay unit on side with control panel.**

2. Screw the 4" (102 mm) legs into the holes in the middle of each corner bracket. After all the legs are tightened, return the unit to its upright position. If the unit is not level or rocks, turn the adjustable tip of the appropriate leg to level the unit.



**NOTE:** 4" (102 mm) legs are adjustable for leveling the unit. Use a 5/8" (16 mm) open-end wrench to make leveling adjustments once the unit is placed in final position.

## Merchandising Display Sign

Merchandising display signs are available to promote food products. The display sign mounts to the top of the unit using existing screws.

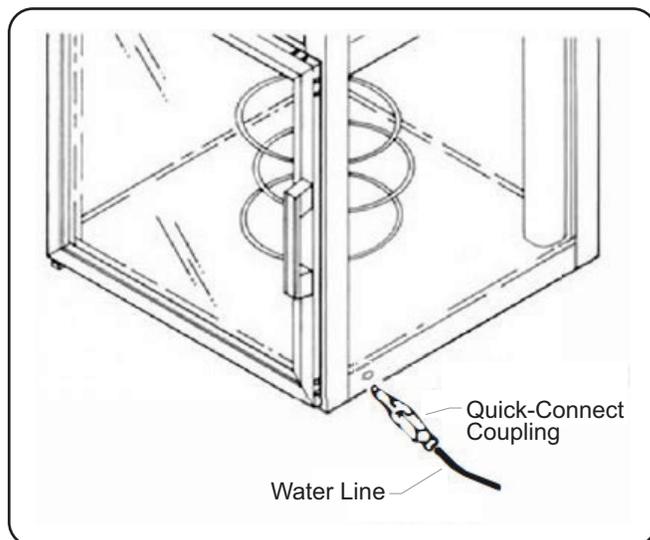
## Display Racks

Several display racks are available to "customize" units to specific foodservice operations.

## Auto Fill

The optional auto-fill automatically fills the reservoir when the unit is energized and a low water condition is detected. The fill cycle is indicated by a red light.

Attach the auto-fill quick-connect coupling to a 1/4 in. plastic or copper tube and connect to the distilled water source. Then insert the coupling into the auto-fill hole.



Auto-Fill Connection

# LIMITED WARRANTY

## 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: **800-558-0607** or **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>







# AUTHORIZED PARTS DISTRIBUTORS

## ALABAMA

Jones McLeod Appl. Svc.  
Birmingham 205-251-0159

## ARIZONA

Tech 24  
Phoenix 602-234-2443

Byassee Equipment Co.  
Phoenix 602-252-0402

## CALIFORNIA

Industrial Electric  
Commercial Parts & Service, Inc.  
Huntington Beach 714-379-7100

Chapman Appl. Service  
San Diego 619-298-7106

P & D Appliance  
Commercial Parts & Service, Inc.  
S. San Francisco 650-635-1900

## COLORADO

Hawkins Commercial Appliance  
Englewood 303-781-5548

## FLORIDA

Whaley Foodservice Repair  
Jacksonville 904-725-7800

Whaley Foodservice Repair  
Orlando 407-757-0851

B.G.S.I./Heritage  
Pompano Beach 954-971-0456

Comm. Appliance Service  
Tampa 813-663-0313

## GEORGIA

Heritage Service Group  
Norcross 866-388-9837

## HAWAII

Burney's Comm. Service, Inc.  
Honolulu 808-848-1466

Food Equip Parts & Service  
Honolulu 808-847-4871

## ILLINOIS

Parts Town  
Addison 708-865-7278

Eichenauer Elec. Service  
Decatur 217-429-4229

Midwest Elec. Appl. Service  
Elmhurst 630-279-8000

Cone's Repair Service  
Moline 309-797-5323

## IOWA

Goodwin Tucker Group  
Des Moines 515-262-9308

## KENTUCKY

Tech 24  
Lexington 859-254-8854

Tech 24  
Louisville 502-451-5411

## LOUISIANA

Chandlers Parts & Service  
Baton Rouge 225-272-6620

## MARYLAND

Electric Motor Service  
Baltimore 410-467-8080

## MASSACHUSETTS

Ace Service Co., Inc.  
Needham 781-449-4220

## MICHIGAN

Bildons Appliance Service  
Detroit 248-478-3320

Commercial Kitchen Service  
Bay City 989-893-4561

Midwest Food Equip. Service  
Grandville 616-261-2000

## MISSOURI

General Parts  
Kansas City 816-421-5400

Commercial Kitchen Services  
St. Louis 314-890-0700

Kaemmerlen Parts & Service  
St. Louis 314-535-2222

## NEBRASKA

Anderson Electric  
Omaha 402-341-1414

## NEVADA

Burney's Commercial  
Las Vegas 702-736-0006

Hi. Tech Commercial Service  
N. Las Vegas 702-649-4616

## NEW JERSEY

Jay Hill Repair  
Fairfield 973-575-9145

Service Plus  
Flanders 973-691-6300

## NEW YORK

Alpro Service Co.  
Maspeth 718-386-2515

Duffy's - AIS  
Buffalo 716-884-7425

3Wire  
Plattsburgh 800-634-5005

Duffy's - AIS  
Sauquoit 800-836-1014

J.B. Brady, Inc.  
Syracuse 315-422-9271

## NORTH CAROLINA

Authorized Appliance  
Charlotte 704-377-4501

## OHIO

Akron/Canton Comm. Svc. Inc.  
Akron 330-753-6634

Tech 24  
Cincinnati 513-772-6600

Commercial Parts and Service  
Columbus 614-221-0057

Electrical Appl. Repair Service  
Brooklyn Heights 216-459-8700

E. A. Wichman Co.  
Toledo 419-385-9121

## OKLAHOMA

Hagar Rest. Service, Inc.  
Oklahoma City 405-235-2184

## OREGON

General Parts Group  
Portland 503-624-0890

## PENNSYLVANIA

Elmer Schultz Services  
Philadelphia 215-627-5401

FAST Comm. Appl. Service  
Philadelphia 215-288-4800

AIS Commercial Parts and Service  
Pittsburgh 412-809-0244

K & D Service Co.  
Harrisburg 717-236-9039

Electric Repair Co.  
Reading 610-376-5444

## RHODE ISLAND

Marshall Electric Co.  
Providence 401-331-1163

## SOUTH CAROLINA

Whaley Foodservice Repair  
Lexington 803-996-9900

## TENNESSEE

Camp Electric  
Memphis 901-527-7543

## TEXAS

Armstrong Repair Service  
Houston 713-666-7100

Cooking Equipment Specialist  
Mesquite 972-686-6666

Commercial Kitchen Repair Co.  
San Antonio 210-735-2811

## UTAH

La Monica's Rest. Equip. Service  
Murray 801-263-3221

## VIRGINIA

Daubers  
Norfolk 757-855-4097

Daubers  
Springfield 703-866-3600

## WASHINGTON

3Wire  
Seattle 800-207-3146

## WISCONSIN

A.S.C., Inc.  
Madison 608-246-3160

A.S.C., Inc.  
Milwaukee 414-543-6460

## CANADA

### ALBERTA

Key Food Equipment Service  
Edmonton 780-438-1690

### BRITISH COLUMBIA

Key Food Equipment Service  
Vancouver 604-433-4484

Key Food Equipment Service  
Victoria 250-920-4888

### MANITOBA

Air Rite, Inc.  
Winnipeg 204-895-2300

### NEW BRUNSWICK

EMR Services, Ltd.  
Moncton 506-855-4228

### ONTARIO

R.G. Henderson Ltd.  
Toronto 416-422-5580

Choquette - CKS, Inc.  
Ottawa 613-739-8458

### QUÉBEC

Choquette - CKS, Inc.  
Montreal 514-722-2000

Choquette - CKS, Inc.  
Québec City 418-681-3944

## UNITED KINGDOM

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**Register your unit online!**  
See IMPORTANT OWNER INFORMATION  
section for details.