

hatcocorp.com

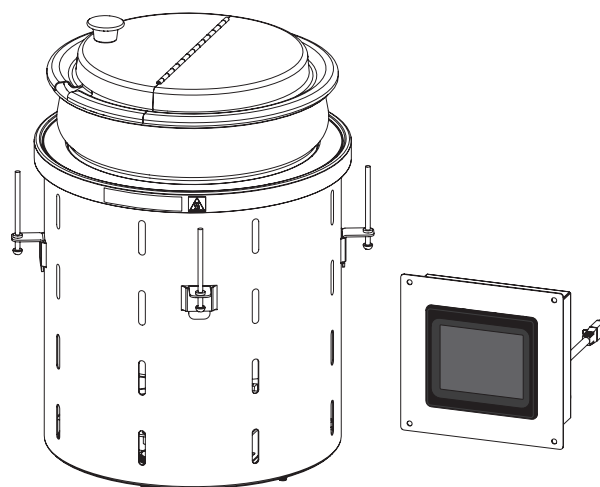
Register Online!  
(see page 2)



# Dry Soup Well

## SWC and SWB 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.

<b>Important Owner Information</b> .....	<b>2</b>	<b>Operation</b> .....	<b>9</b>
<b>Introduction</b> .....	<b>2</b>	General.....	9
<b>Important Safety Information</b> .....	<b>3</b>	Touchscreen Control.....	9
<b>Model Description</b> .....	<b>4</b>	Operating the Unit.....	10
<b>Model Designation</b> .....	<b>4</b>	Modifying a Product Preset.....	10
<b>Specifications</b> .....	<b>5</b>	Setting a Timer.....	11
Plug Configurations.....	5	Using the Default Settings Screen.....	11
Electrical Rating Charts.....	5	<b>Maintenance</b> .....	<b>12</b>
Dimensions.....	5	General.....	12
<b>Installation</b> .....	<b>7</b>	Daily Cleaning.....	12
General.....	7	<b>Options and Accessories</b> .....	<b>12</b>
Installing a Built-In Model.....	7	<b>Troubleshooting Guide</b> .....	<b>13</b>
		<b>Limited Warranty</b> .....	<b>14</b>

## IMPORTANT OWNER INFORMATION

Record the model number, serial number, voltage, and purchase date of the unit in the spaces below (specification label located on bottom of unit). 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 Dry Soup Wells are specially designed to hold soups at safe serving temperatures without the use of water in the well. Heat is evenly distributed throughout the unit to hold foods at desired temperatures, and the insulated stainless steel design provides easy maintenance and durable performance.

Hatco Dry Soup Wells 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 Soup Wells. Hatco recommends all installation, operating, and safety instructions appearing in this manual be read prior to installation or operation of the unit.

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

### ⚠ 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.

### 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 unit, 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.
- 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 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 use unit to melt or hold ice. Doing so may cause condensation, creating an electrical hazard and causing personal injury and/or damage to unit. Damage caused by condensation is not covered by warranty.
- 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.
- Do not use harsh chemicals such as bleach (or cleaners containing bleach), oven cleaners, or flammable cleaning solutions to clean this unit.

When operating in Hold Mode, make sure food product has been heated to the proper food-safe temperature before placing in the unit. Failure to heat food product properly may result in serious health risks.

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.

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

### WARNING

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.

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 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.

Do not move or relocate unit when it contains food product. Turn off unit, remove food product, and allow to cool completely before moving or cleaning.

Standard and approved manufacturing oils may smoke up to 30 minutes during initial startup. This is a temporary condition. Operate unit without food product until smoke dissipates.

### NOTICE

Do not cook, warm, or hold food product directly in well pan. Food product must be held in insert pan.

The remote mounted control box should be installed outside of all heat zones. Locating the control box inside a heat zone will cause the control(s) to overheat, malfunction, and fail.

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.

Unit is designed and recommended for use in or on metallic countertops. Damage to any countertop material is not covered under the Hatco warranty. For other surfaces, verify with manufacturer that material is suitable for prolonged temperatures up to 212°F (100°C).

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).

Do not use excessive force when tightening mounting screws on built-in units. This may damage unit and/or countertop.

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

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.

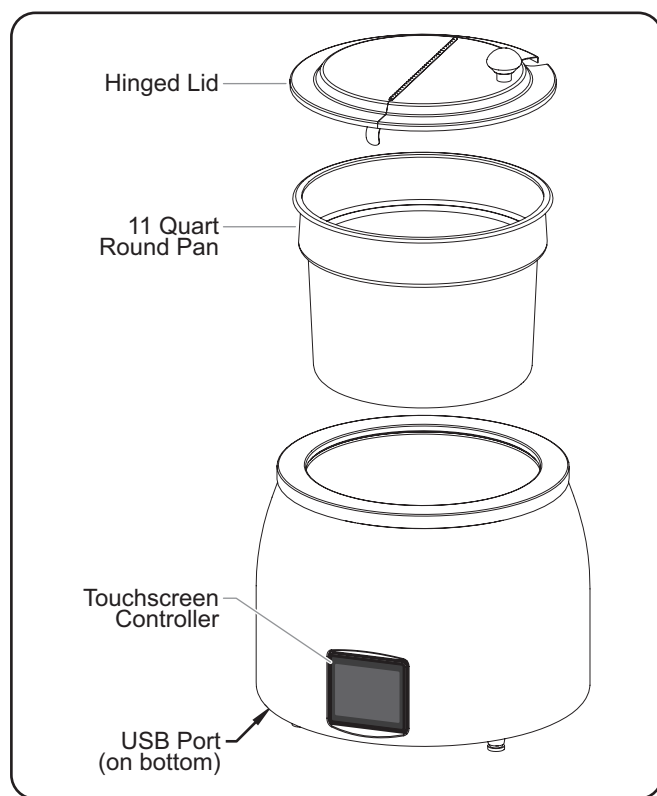
## All Models

Hatco Dry Soup Wells keep soups and other liquid food products at optimum serving temperatures without the use of water in the well. Heating elements in the bottom and sides of the unit provide gentle, even heat to the food product in the well. The dry operation of the well eliminates the need to maintain water levels for operation and creates easier cleanup and maintenance.

Each model is equipped with a touchscreen controller for operation and a USB port for software updates and service use. They are supplied with a round pan and a hinged lid. Dry Soup Wells come with an attached 6' (1829 mm) power cord with plug.

## Countertop Models

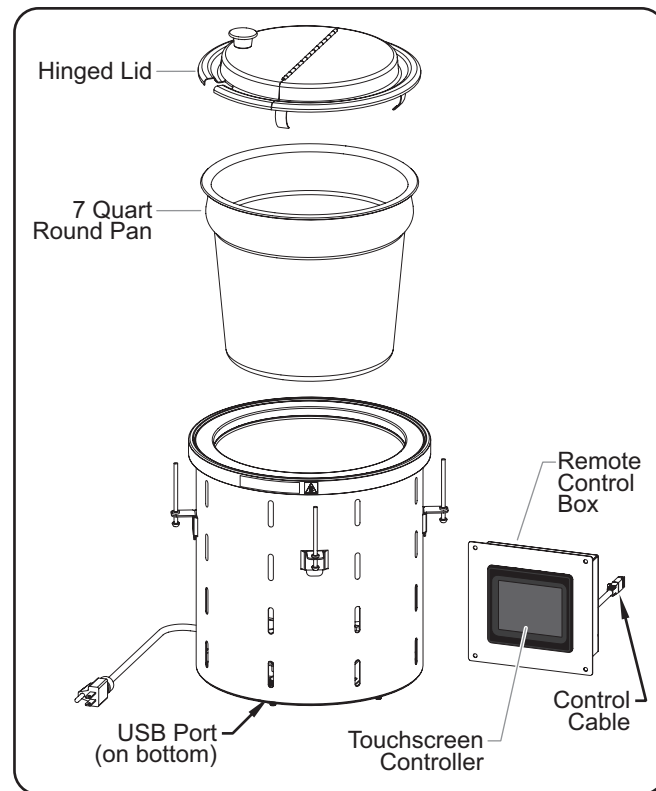
Countertop Dry Soup Wells are portable, countertop units available in both 7 quart (7 liter) and 11 quart (10 liter) pan sizes.



Model SWC-11QT

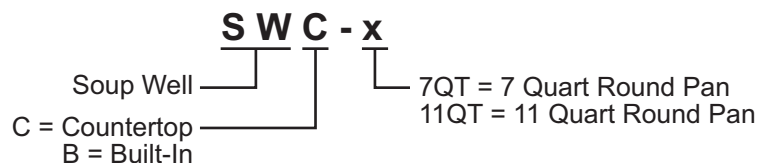
## Built-In Models

Built-In Dry Soup Wells are designed to be mounted to the topside of a non-combustible countertop. They are available in both 7 quart (7 liter) and 11 quart (10 liter) pan sizes. Each unit includes a remote control box that connects to the soup well with a detachable 6-1/2' (2000 mm) control cable.



Model SWB-7QT

# MODEL DESIGNATION

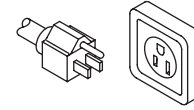


## Plug Configurations

Units are supplied from the factory with an electrical cord and plug. 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.



NEMA 5-15P

Plug Configurations

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

## Electrical Rating Chart—Countertop Units

Model	Voltage	Watts	Amps	Plug Configuration	Shipping Weight
SWC-7QT	120 V	425 W	3.5 A	NEMA 5-15P	13 lbs. (6 kg)
SWC-11QT	120 V	675 W	5.6 A	NEMA 5-15P	17 lbs. (7.5 kg)

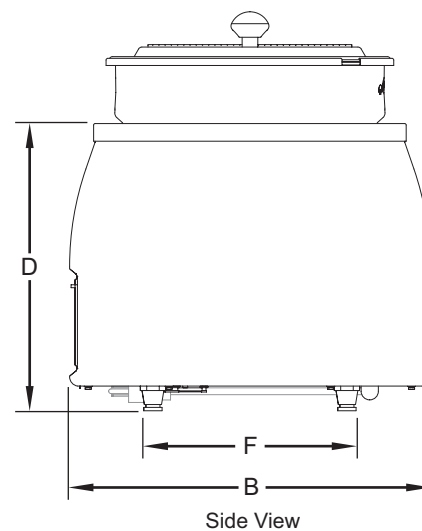
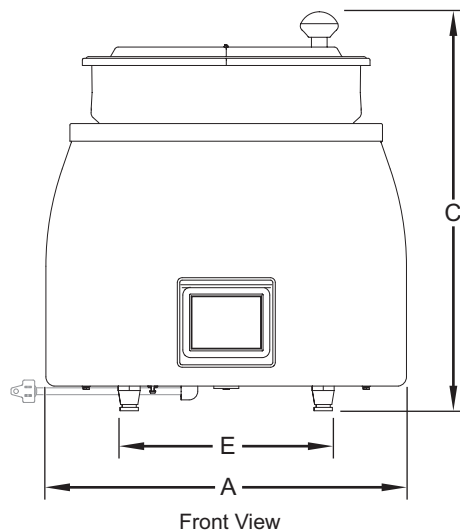
## Electrical Rating Chart—Built-In Units

Model	Voltage	Watts	Amps	Plug Configuration	Shipping Weight
SWB-7QT	120 V	425 W	3.5 A	NEMA 5-15P	13 lbs. (6 kg)
SWB-11QT	120 V	675 W	5.6 A	NEMA 5-15P	17 lbs. (7.5 kg)

*NOTE: Shipping weight includes packaging.*

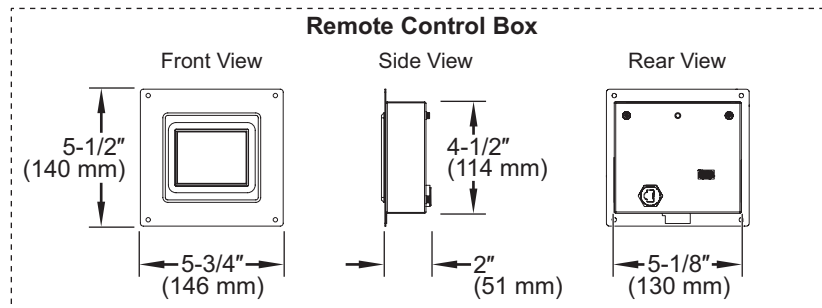
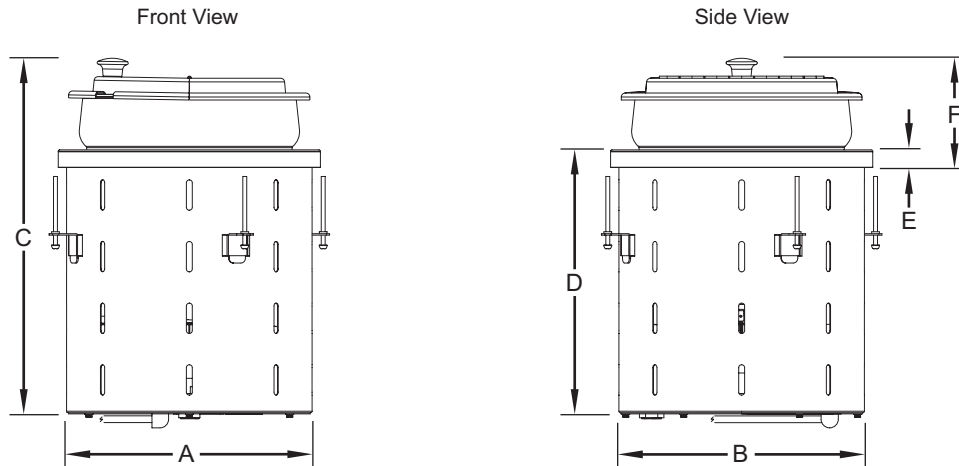
## Dimensions—Countertop Units

Model	Width (A)	Depth (B)	Overall Height (C)	Unit Height (D)	Footprint Width (E)	Footprint Depth (F)
SWC-7QT	12-7/16" (315 mm)	12-7/16" (315 mm)	15-3/16" (385 mm)	11-9/16" (293 mm)	7-3/8" (186 mm)	7-3/8" (186 mm)
SWC-11QT	14-7/16" (366 mm)	14-7/16" (366 mm)	16" (407 mm)	11-9/16" (293 mm)	8-9/16" (217 mm)	8-9/16" (217 mm)



## Dimensions—Built-In Units

Model	Width (A)	Depth (B)	Overall Height (C)	Unit Height (D)	Unit Above Counter Height (E)	Overall Above Counter Height (F)
SWB-7QT	9-7/8" (251 mm)	9-7/8" (251 mm)	14-1/4" (362 mm)	10-5/8" (270 mm)	3/4" (18 mm)	4-3/8" (110 mm)
SWB-11QT	11-7/8" (302 mm)	11-7/8" (302 mm)	15-1/8" (384 mm)	10-5/8" (270 mm)	3/4" (18 mm)	3-5/8" (91 mm)



## General

Dry Soup Well units are shipped from the factory assembled and ready for use. Care should be taken when unpacking the shipping carton to avoid damage to the unit and any included components.

### ⚠ 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

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.

### NOTICE

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.

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).

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 the unit and any included components.
3. Verify the installation location is appropriate.
  - 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, air conditioning ducts, exterior doors).
  - 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.
4. If the unit is a countertop model, place the unit in the desired location. Make sure all the feet on the bottom of the unit are positioned securely on the countertop.
5. If the unit is a built-in model, perform the "Installing a Built-In Model" procedure in this section.

## Installing a Built-In Model

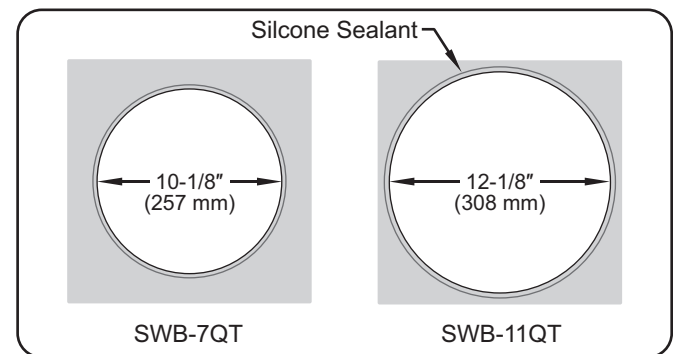
Use the following procedure to install a built-in model into a non-combustible countertop.

**NOTE:** Make sure the interior temperature of the installation cabinet does not rise above 100°F (38°C) while the soup well is operating. If the temperature rises too high, additional ventilation openings will be required.

### NOTICE

Unit is designed and recommended for use in or on metallic countertops. Damage to any countertop material is not covered under the Hatco warranty. For other surfaces, verify with manufacturer that material is suitable for prolonged temperatures up to 212°F (100°C).

1. Cut the appropriate opening in the countertop for the unit being installed (see below).

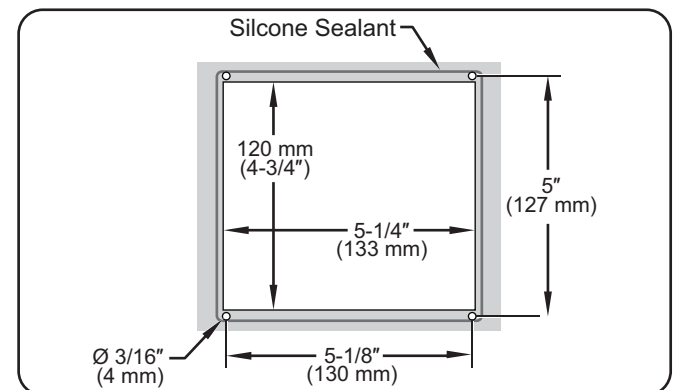


Countertop Cutout and Screw Hole Dimensions

### NOTICE

The remote mounted control box should be installed outside of all heat zones. Locating the control box inside a heat zone will cause the control(s) to overheat, malfunction, and fail.

2. Cut the appropriate opening for the control box in a vertical surface no more than 72" (1829 mm) from the unit.

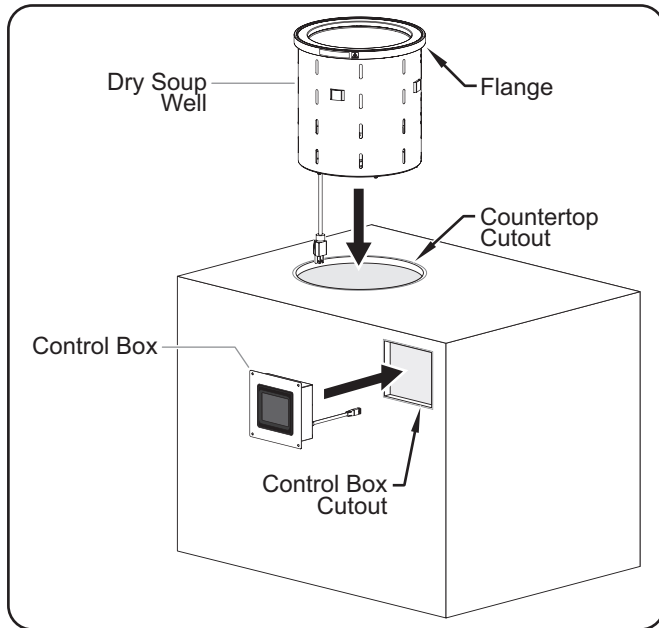


Control Box Cutout Dimensions

**NOTE:** The control cable between the unit and the control box is 6-1/2' (2000 mm) in length.



3. Unplug the control box from the bottom of the unit.
4. Before installing the unit into the opening, apply a bead of NSF-approved sealant between the flange and the countertop.
5. Guide the electrical cord through the countertop cutout, and lower the unit into the cutout.

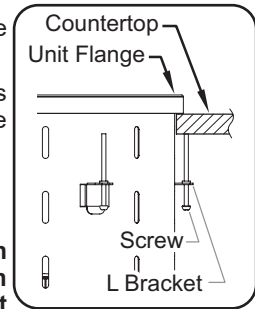


Installing the Unit

6. Assemble the L-brackets into the brackets on the side of the unit.
7. Tighten the L-bracket screws until the unit flange lies flat on the countertop.

## NOTICE

**Do not use excessive force when tightening mounting screws on built-in units. This may damage unit and/or countertop.**



## Installing the Remote Control Box

1. Apply a bead of NSF-approved silicone sealant where the front flange on the control box will contact the vertical surface. Refer to the "Control Box Cutout and Screw Hole Dimensions" illustration for more information.
2. With the remote control box unplugged from the unit, guide the control box cable into the cutout and position the control box into the cutout opening.
  - Align the holes in the control box with the pre-drilled holes in the vertical mounting surface.
3. Secure the control box to the mounting surface using screws (not supplied).
4. Plug the control box cable into the unit. Make sure to secure the cable during installation to avoid strain on the cable/connections.

**NOTE:** Units are equipped with a 6-1/2" (2000 mm) control cable connecting the control box to the unit.



## General

Use the following procedure to operate a Dry Soup Well.

### WARNING

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

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.

### CAUTION

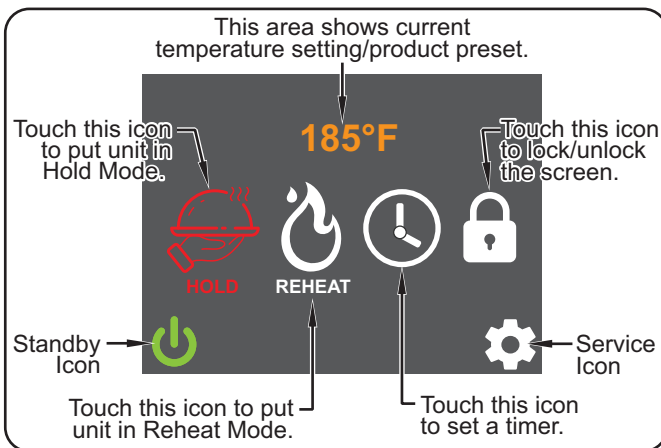
Do not move or relocate unit when it contains food product. Turn off unit, remove food product, and allow to cool completely before moving or cleaning.

### NOTICE

Do not cook, warm, or hold food product directly in well pan. Food product must be held in insert pan.

## Touchscreen Control


The following are descriptions of the controls used to operate SWC Series Dry Soup Wells. All controls are located on the touchscreen control at the front of the unit.





Touchscreen Control (showing the Hold Running screen)




### Standby Icon

The Standby () icon toggles the unit between operation and standby. In standby, the heating elements are off and the touchscreen control display is dark, but the unit remains energized.

- From standby, touch the  icon to turn on the unit.
- From operation, touch and hold the  icon for three seconds to shut down operation and put the unit into standby.




### Hold Icon

Touch the Hold () icon to put the unit in Hold Mode. Use Hold Mode to hold preheated food product at a specific, food-safe temperature. Hold Mode settings can be customized (refer to the procedure in this section).




### Reheat Icon

Touch the Reheat () icon to put the unit in Reheat Mode. Use Reheat Mode to re-thermalize food product gently and safely. Reheat Mode settings can be customized (refer to the procedure in this section).





### Timer Icon

Touch the Timer () icon to set a custom timer during either Hold or Reheat Mode. To use the timer, refer to the procedure in this section.




### Lock Icon

Touch and hold the Lock () icon for three seconds to lock the touchscreen and prevent accidental or unauthorized changes. To unlock the touchscreen, touch and hold the  icon for three seconds.



### Service Icon

The Service () icon provides access to the password-protected Service screen. The Service screen allows management and service technicians to access specific unit settings, diagnostic/service information, and software update functions.

## Operating the Unit


### Startup



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

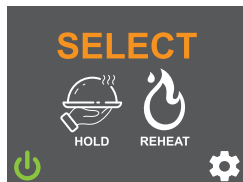


- The Standby screen will appear on the touchscreen.
- The controls cooling fan will start up.

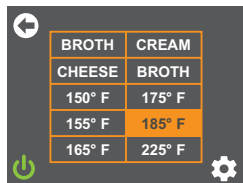
**NOTE:** If the touchscreen goes dark after plugging in the unit, touch anywhere on the touchscreen to “wake up” the display.

2. Place an empty soup pan into the well.
3. Touch the  icon on the Standby screen to turn on the unit.
  - Logo and unit information will appear, followed by the Select screen.

4. Touch either the  or  icon on the Select screen for the desired operation mode.
  - The Temperature Settings screen will appear.



5. Touch the desired product preset or temperature setting.
  - Either the Hold Running screen or Reheat Running screen will appear, depending on which operation mode was selected.
  - To change the setting during operation, touch and hold the operation mode icon for three seconds. The Temperature Settings screen will reappear.

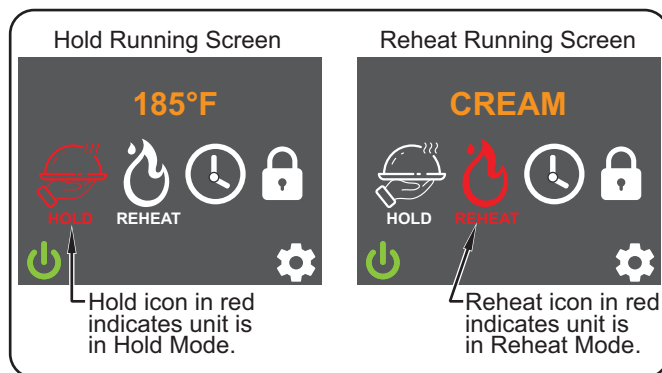


**NOTE:** Both the Hold Mode and Reheat Mode product presets are customizable. Refer to “Modifying a Product Preset” in this section to modify settings.

6. Allow the unit to preheat for approximately 10 minutes.

### CAUTION

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




Running Screens


6. If operating the unit in Hold Mode, remove the empty pan, and place a pan filled with preheated food product into the unit. Make sure to place the hinged lid onto the pan.
7. If operating the unit in Reheat Mode, remove the empty pan, and place a pan filled with food product into the unit. Make sure to place the hinged lid onto the pan.

### Standby Shutdown


Use standby shutdown to put the unit in standby during extended periods of non-use.

1. Touch and hold the  icon for three seconds to put the unit in standby.
  - The heating elements and cooling fan will shut down, but the unit remains energized.

### Shutdown

1. Touch and hold the  icon for three seconds to put the unit in standby.
  - The heating elements and cooling fan will shut down, but the unit remains energized.
2. Perform the “Daily Cleaning” procedure in the MAINTENANCE section.

### Food Warming/Reheating Guidelines


- Always use a food pan. Do not place food directly into the well.
- Keep pan covered to maintain food quality and temperature.
- Stir the food product in the pan often for even heating and to maintain product quality. A general stir timer can be activated by touching SETTINGS on the Settings Menu of the touchscreen controller. When activated, the display shows the Stir screen at approximately 30 minute intervals. Touch the  icon to clear the Stir screen.

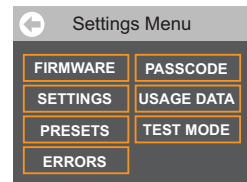


**NOTE:** Product presets can be programmed with a stir timer (see “Modifying a Product Preset” in this section).

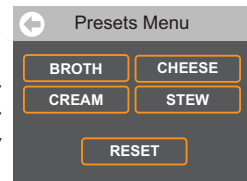
### Modifying a Product Preset

Four default product presets are pre-loaded on the touchscreen control for the soup well. Each can be modified, as desired. Use the following procedure to modify a product preset in either Hold Mode or Reheat Mode.

1. From either Running screen, Touch the  icon.
  - Enter the password [8 1 6] using the number keys that appear.
  - The Settings Menu will appear.

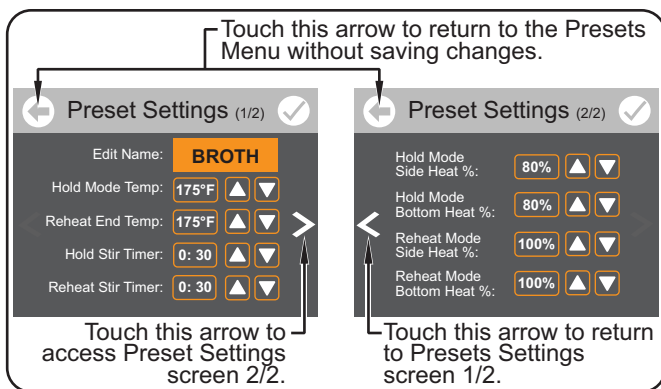


2. Touch PRESETS on the Settings Menu screen to access the Presets Menu.
3. Touch the desired product preset to start modifying the preset.



**NOTE:** Touch RESET on the Preset Menu to return all product presets to the original factory settings.

- The Preset Settings screen 1 of 2 will appear.



Preset Settings Screens

4. For the settings on both Preset Settings screens, touch the icons to change each setting to the desired value for the preset.

**Hold Mode Temp** = Use this setting to indicate the holding temperature for food product in a covered pan (uncovered pans will hold at a temperature lower than this setting).

**Reheat End Temp** = Use this setting to indicate the temperature at which the well switches from Reheat Mode to Hold Mode during re-thermalization. If the food product in the pan is not stirred frequently, it will not heat evenly. Uneven heating can cause the well to switch to Hold Mode too soon, and the food product will not be at the desired end temperature.

**Hold and Reheat Stir Timers** = Use these settings to program the desired interval for the Stir screen to appear in each mode. A shorter interval is recommended for Reheat Mode to ensure that food product is being stirred constantly and heating evenly.

**Side and Bottom Heat %** = Use these settings to adjust the percentage of full power that is applied to the side heaters and bottom heaters when the heat is on. It can be set differently for Hold Mode and Reheat Mode. For Reheat Mode, use these settings to fine tune how aggressively the well heats the food product. If the percentages are too low, the food product may not reach the end temperature setting.

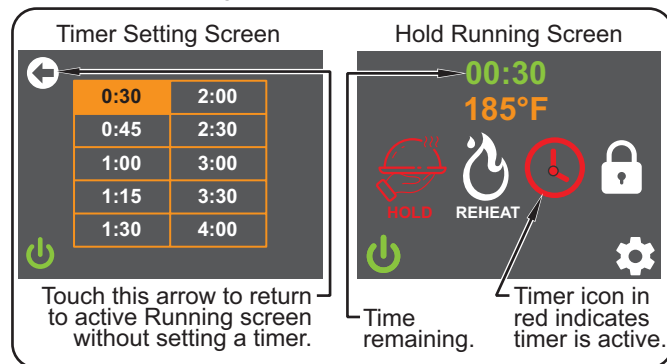
5. Make all desired changes to the settings on each Preset Settings screen, then touch the icon to save changes. The Presets Menu will appear.
6. To edit the product preset name, touch the desired product preset.
- The Preset Settings screen 1 of 2 will appear.
  - Touch the current name.
  - The Edit Preset Name screen will appear.
  - Touch the current name above the keypad, and begin typing the desired name.
  - Touch the icon to save changes, and the Presets Menu will appear.
7. When finished modifying product presets, touch the icon to return to the Settings Screen.
8. Touch the icon to return to the active Running Screen.



## Setting a Timer

Use the following procedure to set a custom timer. The timer can be used to indicate how long time-restricted product is in the soup well.

1. From either Running screen, touch the icon.
  - The Timer Setting screen will appear.
2. Touch the desired time on the Timer Setting screen.
  - The active Running screen will appear with the in red, indicating the timer is active.



Preset Settings Screens

3. Touch the icon to show the remaining time on the timer.
  - When the timer is complete, an audible beep will sound, and the timer will flash zeros.
  - Touch the icon to clear the timer.

## Using the Default Settings Screen

The Default Settings screen provides several options to change the basic operations of the soup well. Use the following procedure to make changes on the Default Settings screen.

1. From either Running screen, Touch the icon.
  - Enter the password [8 1 6] using the number keys that appear.
  - The Settings Menu will appear.
2. Touch SETTINGS on the Settings Menu screen to access the Default Setting screen.
3. Make changes to each setting by touching the desired option next to the setting.
 

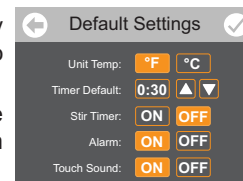
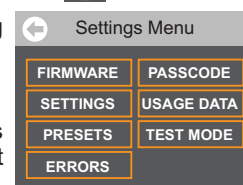
**Unit Temp** = Toggle temperature unit of measure between Fahrenheit and Celsius.

**Timer Default** = Set the desired timer duration using the icons.

**Stir Timer** = Enable the stir timer screen to appear at programmed intervals (refer to the "Modifying a Product Preset" procedure).

**Alarm** = Enable an alarm to sound when the stir timer screen appears.

**Touch Sound** = Enable a "beep" to sound when touching icons on the touchscreen.
4. Touch the icon to save changes, and the Settings Menu will appear.
5. Touch the icon to return to the active Running Screen.



## General

Dry Soup Wells are designed for maximum durability and performance with minimum maintenance.

### **⚠ WARNING**

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

- Turn OFF unit, 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** 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.

**FIRE HAZARD:** Do not use harsh chemicals such as bleach (or cleaners containing bleach), oven cleaners, or flammable cleaning solutions to clean this unit.

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.

## OPTIONS AND ACCESSORIES

<b>7QT-LID</b> .....	7 qt. (7 liter) hinged round lid with ladle notch
<b>7QT-LID-1</b> .....	7 qt. (7 liter) solid round lid with ladle notch
<b>7QT-PAN</b> .....	7 qt. (7 liter) round pan
<b>7QT-PAN&amp;LID</b> .....	7 qt. (7 liter) round pan and solid round lid with ladle notch
<b>11QT-LID</b> .....	11 qt. (10 liter) hinged round lid with ladle notch
<b>11QT-LID-1</b> .....	11 qt. (10 liter) solid round lid with ladle notch
<b>11QT-PAN</b> .....	11 qt. (10 liter) round pan
<b>11QT-PAN&amp;LID</b> .....	11 qt. (10 liter) round pan and solid round lid with ladle notch

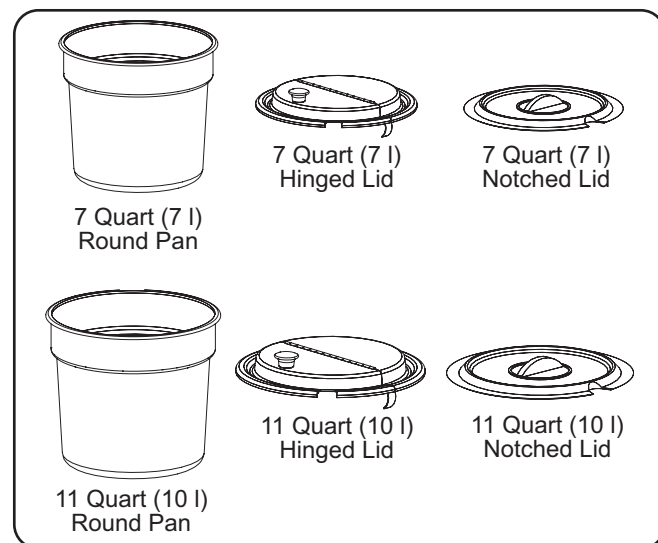
## Daily Cleaning

To preserve the finish of the unit it is recommended that the exterior surfaces 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.**

1. Shut down the unit, unplug the power cord, and allow the unit to cool.
2. Remove and wash the food pan and lid.
3. Wipe down all metal surfaces using a soft, damp cloth. Stubborn stains may be removed with a good non-abrasive cleaner.
4. Wipe dry the entire unit using a dry, non-abrasive cloth.



SWC/SWB Series Accessories



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



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

Symptom	Probable Cause	Corrective Action
Soup well not hot enough.	Temperature setting too low.	Refer to "Operating the Unit" in the OPERATION section to adjust the temperature setting.
	Heating element not working.	Contact Authorized Service Agent or Hatco for assistance.
	Touchscreen Control not working properly.	
	Voltage supplied is incorrect.	Verify correct voltage is supplied to unit. Low supply voltage will cause improper heating.
Soup well too hot.	Temperature setting too high.	Refer to "Operating the Unit" in the OPERATION section to adjust the temperature setting.
	Touchscreen Control not working properly.	Contact Authorized Service Agent or Hatco for assistance.
	Voltage supplied is incorrect.	Verify correct voltage is supplied to unit. High supply voltage will cause unit to overheat and may damage the unit.
No heat.	Unit turned off or unplugged.	Plug in and turn on the unit. Refer to "Operating the Unit" in the OPERATION section.
	Circuit breaker tripped.	Reset circuit breaker. If circuit breaker continues to trip, contact Authorized Service Agent or Hatco for assistance.
	Touchscreen Control not working properly.	Contact Authorized Service Agent or Hatco for assistance.
	Heating element not working.	

### 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)**



## 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>

[illegible]



# AUTHORIZED PARTS DISTRIBUTORS • DISTRIBUTEURS DE PIÈCES AUTORISÉS

## 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

Marren Group  
Northants +44(0)1933 665313

**HATCO CORPORATION**  
P.O. Box 340500  
Milwaukee, WI 53234-0500 U.S.A.  
414-671-6350  
support@hatcocorp.com  
www.hatcocorp.com

**Register your unit online!**

See IMPORTANT OWNER INFORMATION  
section for details.

**Enregistrez votre appareil en ligne !**

Lisez la section INFORMATIONS IMPORTANTES POUR  
LE PROPRIÉTAIRE pour plus d'informations.