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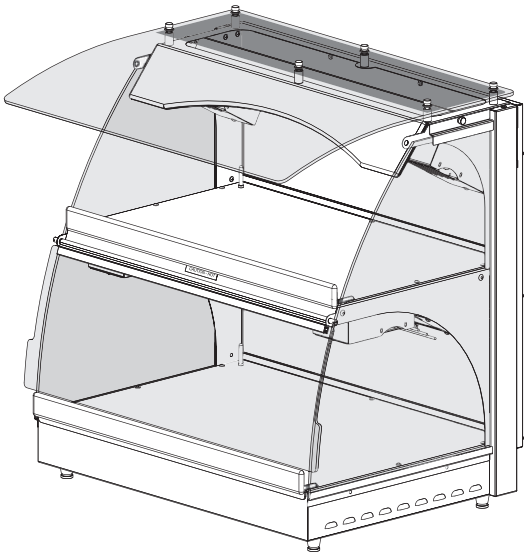
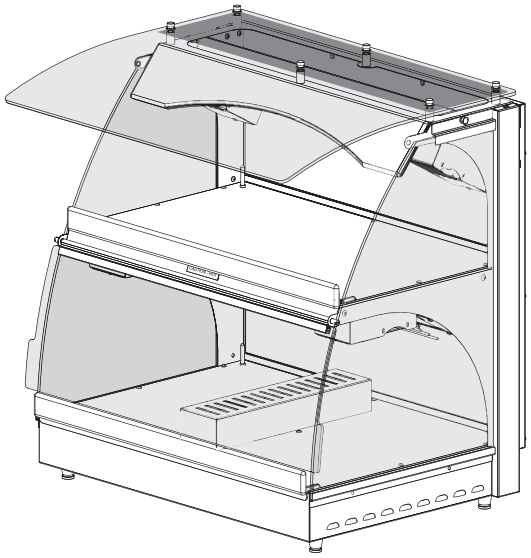
GLO-RAY®
Merchandising Warmer
GRCMW-1D/H Series

Installation and Operating Manual

P/N 07.04.448.00





⚠ 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, voltage, and purchase date of the unit in the spaces below (specification label located on the bottom of the 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**, 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. Monday through Thursday 8:00 AM to 2:30 PM C.S.T. Friday)

Telephone: (800) 558-0607; (414) 671-6350

E-mail: partsandservice@hatcocorp.com

Fax: (800) 690-2966 (Parts and Service)
(414) 671-3976 (International)

24/7 24 Hour 7 Day Parts and Service Assistance available in the United States and Canada by calling (800) 558-0607.

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

INTRODUCTION

The Glo-Ray® Merchandising Warmer keeps food hot at kitchen work areas, waitress pick-up stations, or customer serving points.

The GRCMW-1D incorporates Hatco's precise temperature control to safely hold foods longer at optimum serving temperatures. The lower shelf of the GRCMW-1DH model has a humidity option that provides controlled, moisturized heat to maintain serving temperature and food texture longer. Xenon display lights enhance product displays. The overhead infrared metal sheath heating elements are guaranteed against breakage and burnout for two years, and the foil blanket base heating elements are guaranteed against burnout for one year.

The Hatco Glo-Ray Merchandising Warmer is a product of extensive research and field testing. The materials used were selected for maximum durability, attractive appearance, and optimum performance. Every unit is inspected and tested thoroughly prior to shipment.

This manual provides installation, safety, and operating instructions for the Glo-Ray Merchandising Warmer. Hatco recommends all installation, operating, and safety instructions appearing in this manual be read prior to installation or operation of the Merchandising Warmer.

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 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 the 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 allow liquids to spill into the 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.**
- **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 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 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.

Do not place food product directly onto hardcoat surface. Food product must be wrapped, boxed, or on a food pan.

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 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.**
- **Hot water in unit may cause scalding injury. Allow unit to cool before draining or cleaning.**

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

Do not move or relocate unit for cleaning. The unit is bulky and heavy.

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

Use non-abrasive cleaners and cloths on glass and metal surfaces. Abrasive cleaners and cloths 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 polycarbonate surfaces. Paper towel and glass cleaner may scratch the material. Wipe off polycarbonate surfaces using a soft, clean, water-dampened cloth.

Clean unit daily to avoid malfunctions and maintain sanitary operation.

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

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

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.

MODEL DESCRIPTION

All Models

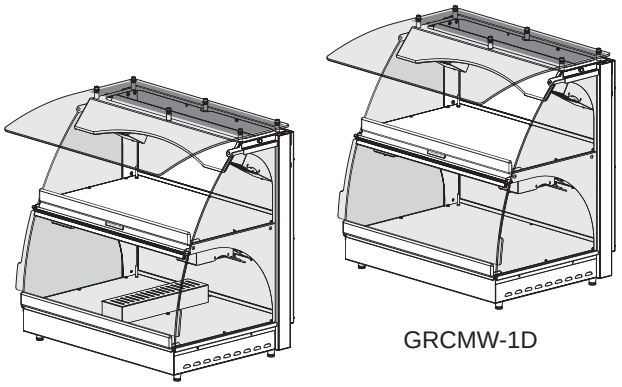
The GRCMW-1D and GRCMW-1DH Merchandising Warmers are ideal for holding food hot at customer serving points. These models feature pre-focused overhead infrared heating elements controlled by infinite switches as well as individual thermostatic temperature controls for the heated upper shelf, heated lower shelf, and humidity system.

NOTE: Humidity system on GRCMW-1DH models only.

The units also feature a polycarbonate front access door on the lower shelf, glass side panels, an upper sneeze guard, 1″ (25 mm) adjustable legs, a lighted Power On/Off switch, Xenon display lights, and a 6′ (1829 mm) power cord and plug set.

The shelves can hold two half-size pans or one full size pan. The bottom shelf on GRCMW-1DH models can hold two half-size pans only. The side panels are removable for easy cleaning.

NOTE: Refer to the OPTIONS AND ACCESSORIES *section for all available options and accessories.*



GRCMW-1D/H Series Units

MODEL DESIGNATION

G R C M W - 1 D H

- Glo-Ray®
- Curved
- Merchandising Warmer
- Total Full-Size Pan Capacity of Each Shelf
- Dual Shelf
- Humidity

Plug Configurations

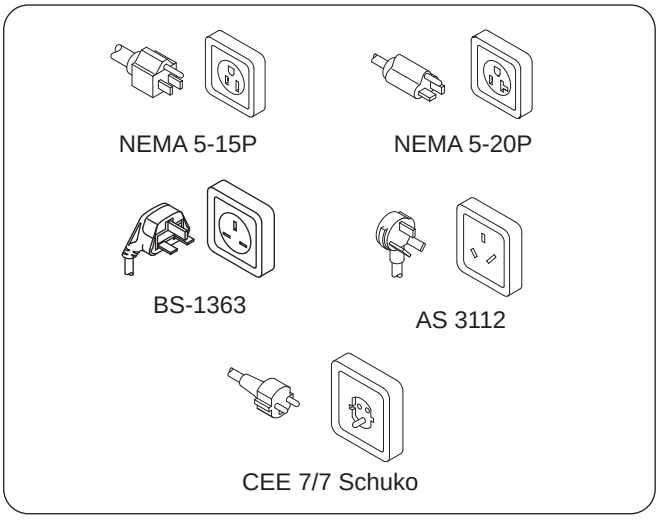
Units are supplied from the factory with an electrical cord and plug installed. Plugs are supplied according to the application.

⚠ WARNING

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

NOTE: Specification label located on the bottom of the unit. See label for serial number and verification of unit electrical information.

NOTE: Receptacle not supplied by Hatco.



Plug Configurations

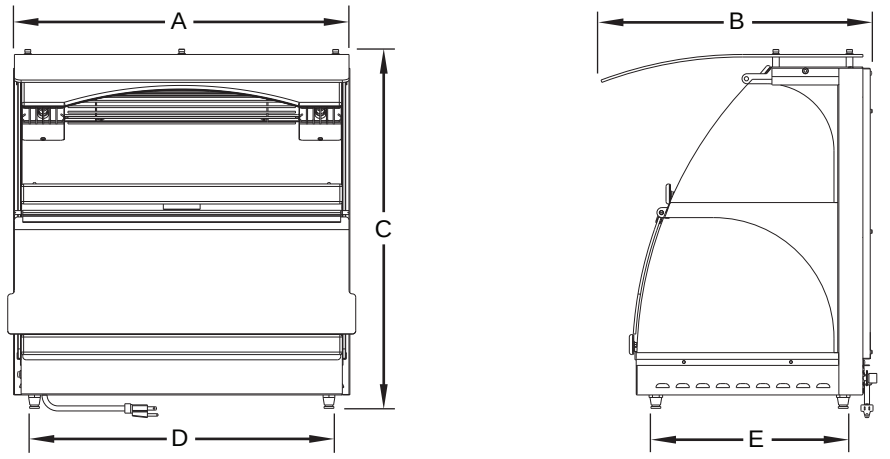
Electrical Rating Chart

Model	Voltage	Watts	Amps	Plug Configuration	Shipping Weight
GRCMW-1D	120	1540	12.8	NEMA 5-15P, NEMA 5-20P	97 lbs. (44 kg)
	220–230 (CE)	1294–1414	5.9–6.1	CEE 7/7 Schuko	97 lbs. (44 kg)
	230–240 (CE)	1414–1540	6.1–6.4	BS-1363 or AS 3112	97 lbs. (44 kg)
GRCMW-1DH	120	1660	13.8	NEMA 5-15P, NEMA 5-20P	100 lbs. (45 kg)
	220–230 (CE)	1395–1525	6.3–6.6	CEE 7/7 Schuko	100 lbs. (45 kg)
	230–240 (CE)	1525–1660	6.6–6.9	BS-1363 or AS 3112	100 lbs. (45 kg)

The shaded areas contain electrical information for International models only.

Dimensions

Model	Width (A)	Depth (B)	Height (C)	Footprint Width (D)	Footprint Depth (E)
GRCMW-1D and GRCMW-1DH	26″ (660 mm)	20-1/8″ (511 mm)	26-7/8″ (681 mm)	22-3/4″ (578 mm)	14-3/4″ (375 mm)



Front View

Side View

Dimensions

INSTALLATION

General

The Glo-Ray® Merchandiser Warmer is 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 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 proper counter height in an area that is convenient for use. Location should be level to prevent unit or its contents from falling accidentally and strong enough to support weight of unit and contents.

NOTE: Unit must be transported in the upright position.

1. Remove the unit from the carton.
2. Remove tape and protective packaging from all surfaces of the unit and any accessories.

NOTICE

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

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

3. 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., near 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 on the bottom of the unit are positioned securely on the countertop.

Assembly

Position the unit upright on the counter near the location it will be used. Installation of the following items is required before operating the unit:

Qty.	Item
2	Glass Side Panel, P/N 04.40.294.00
1	Polycarbonate Sneeze Guard, P/N 04.12.326.00

Installing the Side Panels

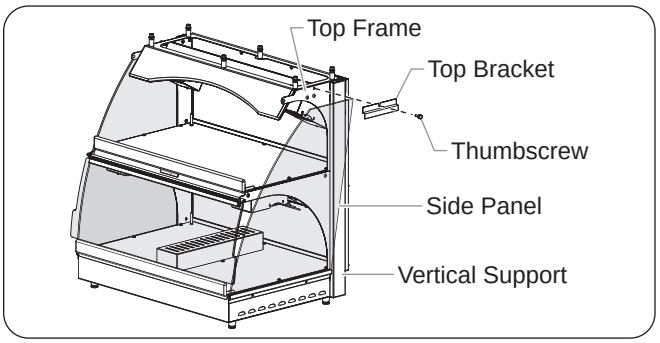
Use the following procedure to install the side panels.

1. Remove the thumbscrew and the top bracket from the top frame.
2. Position the side panel so that the curved edge is facing the front of the unit.
3. Carefully lower the bottom edge of the side panel into the bottom bracket.

⚠ CAUTION

Do not allow the side panel to drop into position. Chipping or breakage could occur. Carefully set the side panel into the bottom bracket.

4. Make sure the back edge of the side panel is against the vertical support, and tilt the top edge of the side panel against the top frame.
5. Place the top bracket over the top edge of the side panel and thread the thumbscrew through the hole in the bracket and into the top frame. Tighten securely, but do not over-tighten.
6. Repeat the above procedure to install the other side panel.

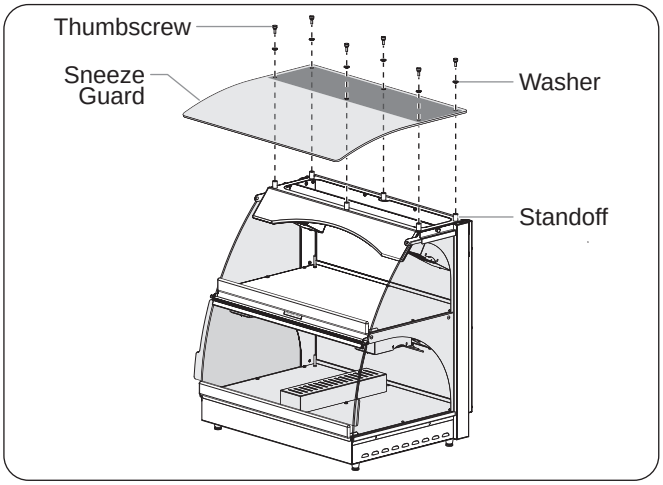


Installing a Side Panel

Installing the Sneeze Guard

Use the following procedure to install the sneeze guard on single front door units.

1. Remove any protective paper from the polycarbonate sneeze guard.
2. Remove the six thumbscrews and washers from the top of the unit.
3. Position the sneeze guard on top of the unit, aligning the holes in the sneeze guard with the holes in the standoffs on top of the unit.
4. Place a washer (previously removed) in each sneeze guard hole.
5. Secure the sneeze guard using the thumbscrews. Do not over-tighten.



Installing the Sneeze Guard

General

Use the following procedure to operate the Merchandising Warmer.

⚠ WARNING

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

⚠ CAUTION

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

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.

Startup

1. Plug unit into a properly grounded electrical receptacle of the correct voltage, size and plug configuration. See the SPECIFICATIONS section for details.
2. For humidified units, fill the water reservoir with water. Hatco recommends the use of distilled water.

NOTICE

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.

To fill the reservoir:

a. Open the bottom front access door.

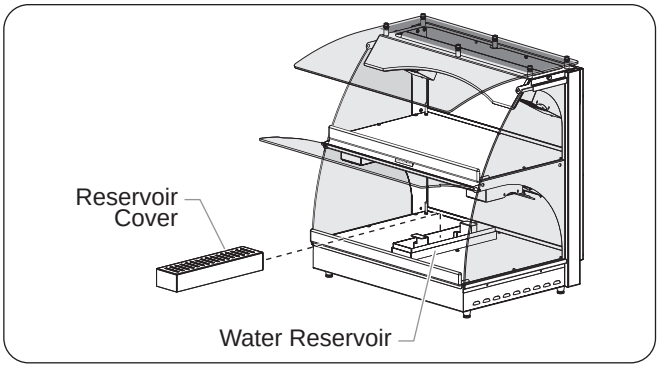
b. Lift the reservoir cover up and off of the water reservoir.

c. Slowly pour water into the water reservoir. The reservoir holds a maximum of 5 cups (1.1 l) of water.

d. Re-install the water reservoir cover onto the water reservoir.

e. Allow 30 minutes to preheat a full reservoir of water.

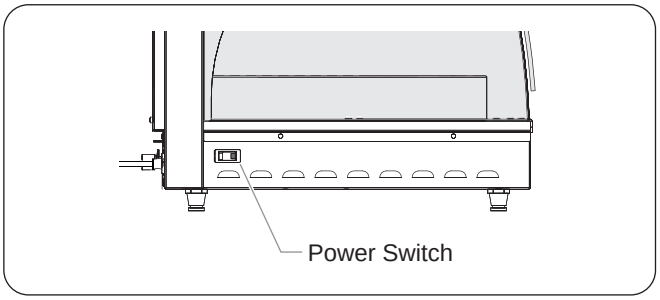
NOTE: For proper operation, Hatco recommends using humidified units with water in the reservoir. When no water is being used, Hatco recommends adjusting the HUMIDITY control knob to the lowest setting.



Filling the Water Reservoir

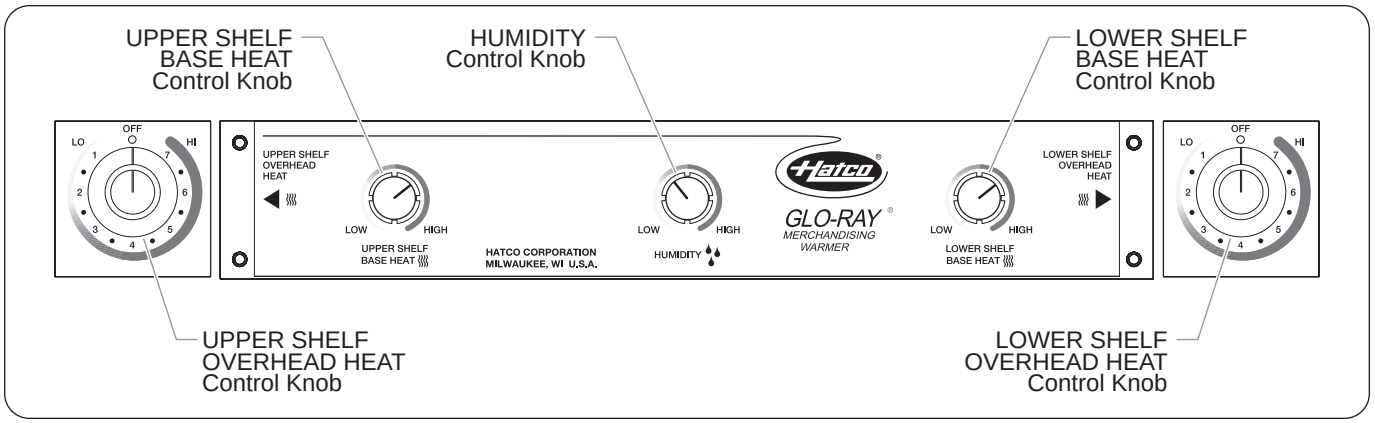
NOTE: The reservoir capacity permits uninterrupted operation for approximately 8 hours, depending on the settings and how frequently the door is opened.

3. Move the Power Switch to the “On” position (located on the side of the unit). The switch will illuminate and the lights will turn on.



Power On/Off Switch

4. Turn the UPPER SHELF OVERHEAD HEAT and LOWER SHELF OVERHEAD HEAT control knobs to the desired setting.
5. Turn the UPPER SHELF BASE HEAT and LOWER SHELF BASE HEAT control knobs to the desired setting.
6. For humidified units, turn the HUMIDITY control knob to the desired setting.
7. Allow 15-20 minutes for the unit to reach operating temperature (30 minutes for humidified units).



GRCMW-1DH Control Panel

MAINTENANCE

General

The Glo-Ray® Merchandising Warmer is 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 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 the 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.**
- **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.**

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: Hot water in unit may cause scalding injury. Allow unit to cool before draining or cleaning.

Do not move or relocate unit for cleaning. The unit is bulky and heavy.

Cleaning

To preserve the finish of the Glo-Ray Merchandising Warmer, perform the following cleaning procedure daily.

NOTICE

Clean unit daily to avoid malfunctions and maintain sanitary operation.

Use non-abrasive cleaners and cloths on glass and metal surfaces. Abrasive cleaners and cloths 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 polycarbonate surfaces. Paper towel and glass cleaner may scratch the material. Wipe off polycarbonate surfaces using a soft, clean, water-dampened cloth.

NOTE: The sneeze guard and side panels are removable for cleaning. Reverse the procedures in the INSTALLATION *section of this manual for removal.*

1. Move the Power Switch to the "Off" position and unplug the power cord. Allow the unit to cool.
2. Wipe all metal surfaces with a damp, non-abrasive cloth. Stubborn stains may be removed with a good non-abrasive cleaner. Hard to reach areas can be cleaned using a small brush and mild soap.
3. Clean the glass side and rear panels using ordinary glass cleaner and a damp, soft cloth or paper towel.

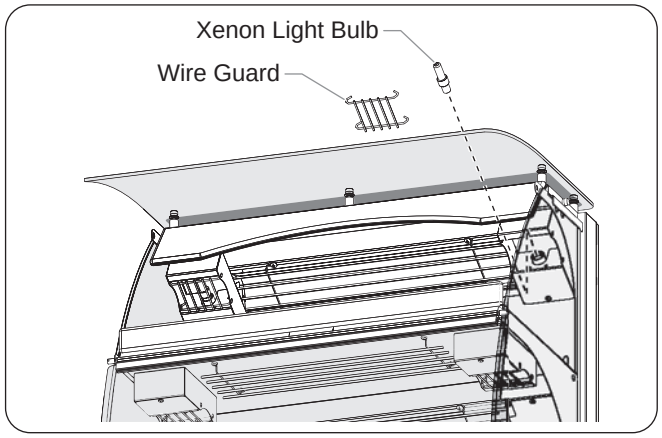
NOTE: Do not remove the rear mirror glass panel for cleaning. It must be cleaned in place.

4. Clean the polycarbonate sneeze guard and doors using a mild, soapy water solution and a damp, soft cloth. ***NOTICE*: DO NOT use paper towel**.
5. Empty and rinse the water reservoir (humidified units only).

Replacing Xenon Display Light Bulbs

Both the upper shelf and lower shelf are equipped with two Xenon display lamps to illuminate the warming area. Use the following procedure to replace the Xenon light bulbs (Hatco P/N 02.30.122.00).

1. Move the Power Switch to the “Off” position and unplug the power cord. Allow the unit to cool.
2. Pull the wire guard down and out of the display lamp housing.
3. Unscrew the light bulb from the housing and replace it with a new Xenon light bulb.
4. Replace the wire guard into the display lamp housing.



Replacing the Display Light Bulbs

Removing Lime and Mineral Deposits

Use the following procedure for periodic cleaning and de-liming of the water reservoir in the GRCMW-1DH model.

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. Move the Power Switch to the “Off” position and unplug the power cord. Allow the unit to cool.
2. Remove the water reservoir cover and water reservoir. Empty the water reservoir.
3. Reinstall the water reservoir.
4. Fill the water reservoir with a mixture of 75% water and 25% white vinegar.
5. Plug in and turn on the unit.
6. Allow the unit to run for 30 minutes.
7. Move the Power Switch to the “Off” position and unplug the power cord. Allow the unit to cool.
8. Empty the deliming solution from the water reservoir.
9. Continue to fill and rinse the reservoir with clean water until the reservoir is clean.
10. Install the reservoir into the unit. Plug the unit into its power source and fill the reservoir as usual for daily operation.
11. Install the water reservoir cover.

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 cleaning, adjustments, or maintenance.

Symptom	Probable Cause	Corrective Action
Light bulb not working.	Light bulb loose or defective.	Tighten or replace light bulb. Use Hatco P/N 02.30.122.00.
	Power Switch turned OFF.	Move Power 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 receptacle.
Overhead heat is too hot.	OVERHEAD HEAT control knob(s) set too high.	Adjust OVERHEAD HEAT control knob(s) to a lower setting.
	OVERHEAD HEAT control infinite switch(es) defective.	Contact Authorized Service Agent or Hatco for assistance.
Overhead heat is not hot enough.	OVERHEAD HEAT control knob(s) set too low.	Adjust OVERHEAD HEAT control knob(s) to a higher setting.
	OVERHEAD HEAT control infinite switch(es) defective.	Contact Authorized Service Agent or Hatco for assistance.
	Heating element(s) not working.	Contact Authorized Service Agent or Hatco for assistance.
	Excessive air movement around warming unit.	Relocate unit or redirect air movement (i.e. air conditioning duct or exhaust fan) away from unit. Replace sneeze guard with optional front access door assembly to keep heat contained.
Base heat is too hot.	BASE HEAT control knob set too high.	Adjust BASE HEAT control knob to a lower setting.
	Base heat thermostat control defective.	Contact Authorized Service Agent or Hatco for assistance.
Base heat is not hot enough.	BASE HEAT control knob set too low.	Adjust BASE HEAT control knob to a higher setting.
	Base heat thermostat control defective.	Contact Authorized Service Agent or Hatco for assistance.
	Base heating element(s) not working.	Contact Authorized Service Agent or Hatco for assistance.
	Excessive air movement around warming unit.	Relocate unit or redirect air movement (i.e. air conditioning duct or exhaust fan) away from unit. Replace sneeze guard with optional front access door assembly to keep heat contained.

Symptom	Probable Cause	Corrective Action
No steam coming out of the water reservoir (humidified units only).	Water reservoir empty.	Fill water reservoir with up to 5 cups (1.1 l)of water.
	HUMIDITY control knob set too low.	Adjust HUMIDITY control knob to a higher setting.
	Humidity thermostat control defective.	Contact Authorized Service Agent or Hatco for assistance.
	Humidity heating element not working.	Contact Authorized Service Agent or Hatco for assistance.
	Ambient conditions and variances in the local climate will effect steam visibility.	Verify that there is water in the reservoir and that the HUMIDITY control knob is at its highest setting.
	Unit just refilled and water in reservoir is not hot enough yet.	Allow water in the reservoir to heat for at least 30 minutes.
No heat, but lights work.	All heat controls set too low.	Adjust all heat controls to a higher setting.
	Heating element(s) not working.	Contact Authorized Service Agent or Hatco for assistance.
	Temperature control(s) not working properly.	Contact Authorized Service Agent or Hatco for assistance.
No heat and no lights.	Power Switch turned off.	Move Power 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 receptacle.
	Circuit breaker tripped.	Reset circuit breaker. If circuit breaker continues to trip, contact Authorized Service Agent or Hatco for assistance.
	Power Switch defective.	Contact Authorized Service Agent or Hatco for assistance.

OPTIONS AND ACCESSORIES

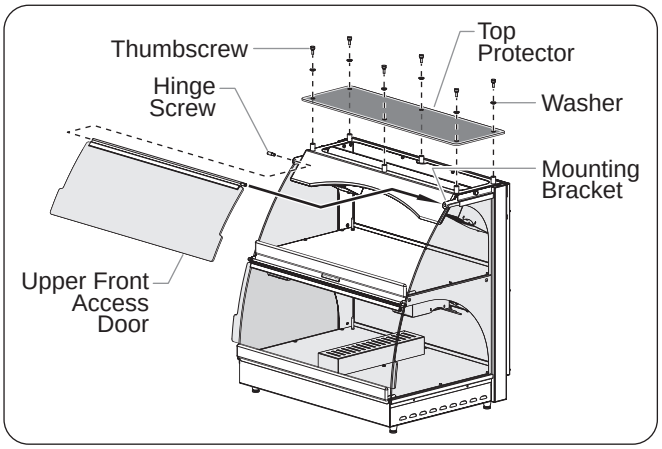
Upper Shelf Front Access Door

⚠ WARNING

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

A front access door is available for the upper shelf of the unit. The upper shelf front access door will be installed at the factory if ordered at the time of sale, but can be retro-fitted using the following procedure. When installing the upper shelf front access door, the sneeze guard must be replaced with top protector P/N 04.12.328.00.

1. Remove the six (6) thumbscrews and washers from the sneeze guard. Remove the sneeze guard.
2. Position the top protector on top of the unit, aligning the holes in the top protector with the holes in the standoffs on top of the unit.
3. Place a washer (previously removed) into each hole in the top protector .
4. Secure the top protector using the thumbscrews. Do not over-tighten.
5. Thread a hinge screw into one side of the hinge on the top of the door. Tighten securely.
6. Insert the hinge screw on the door into the hole in the mounting bracket on the top frame of the unit.
7. Align the hole on the opposite side of the hinge with the hole in the mounting bracket on the opposite side of the top frame.
8. Insert the remaining hinge screw through the mounting bracket and into the hinge on the door. Tighten securely.



Installing the Upper Front Access Door

OPTIONS AND ACCESSORIES

Sign Holders and Door Locks

Several sign holders and door locks are available for the Glo-Ray® Merchandising Warmer.

Top Sign Holder (P/N 04.49.057.00)

The top sign holder mounts on the top of the unit and allows the display of custom signs.

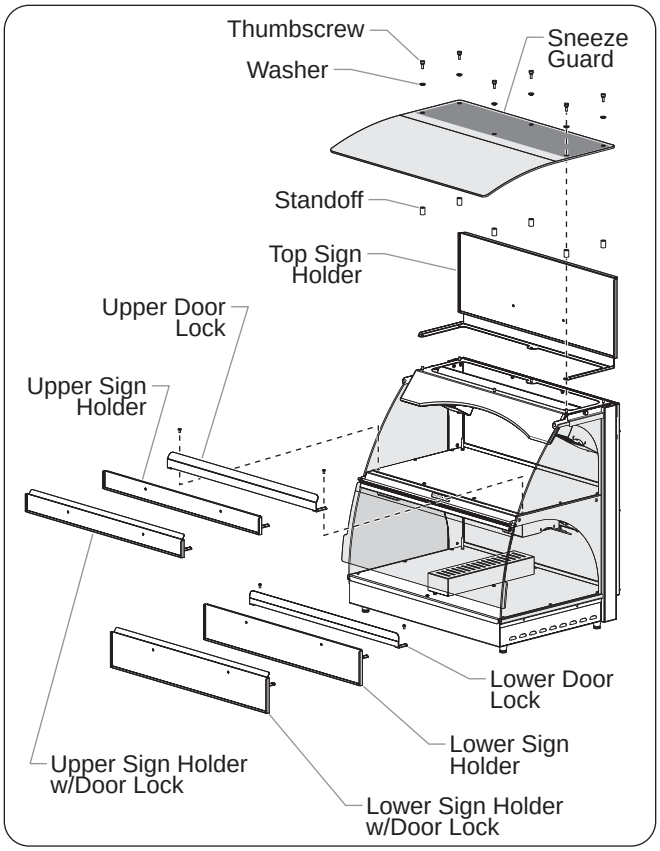
1. Remove the six (6) thumbscrews and washers from the top of the unit. Remove the sneeze guard.
2. Unscrew the six standoffs from the screw pegs on the top frame.
3. Position the top sign holder on the screw pegs.
4. Thread the six standoffs onto the screw pegs and tighten securely.
5. Position the sneeze guard on top of the unit, aligning the holes in the sneeze guard with the holes in the standoffs on top of the unit.
6. Place a washer (previously removed) in each sneeze guard hole.
7. Secure the sneeze guard using the thumbscrews. Do not over-tighten.

Door Locks, Sign Holders, and Sign Holders w/Door Lock

The following door lock and sign holder options are available for the upper and lower shelves. The door locks and sign holders will be installed at the factory if ordered at the time of sale, but can be retro-fitted using the following procedure.

Part Number	Accessory
04.49.073.00	**Lower Door Lock** — Prevents the lower shelf front access door from being opened by the customer.
04.49.034.00	**Lower Sign Holder** — Allows placement of a custom sign for product on the lower shelf.
04.49.066.00	**Lower Sign Holder w/Door Lock** — Combines the function of both the lower door lock and the lower sign holder into one component.
04.49.042.00	**Upper Door Lock** — Prevents the upper shelf front access door from being opened by the customer.
04.49.035.00	**Upper Sign Holder** — Allows placement of a custom sign for product on the upper shelf.
04.49.067.00	**Upper Sign Holder w/Door Lock** — Combines the function of both the upper door lock and the upper sign holder into one component.

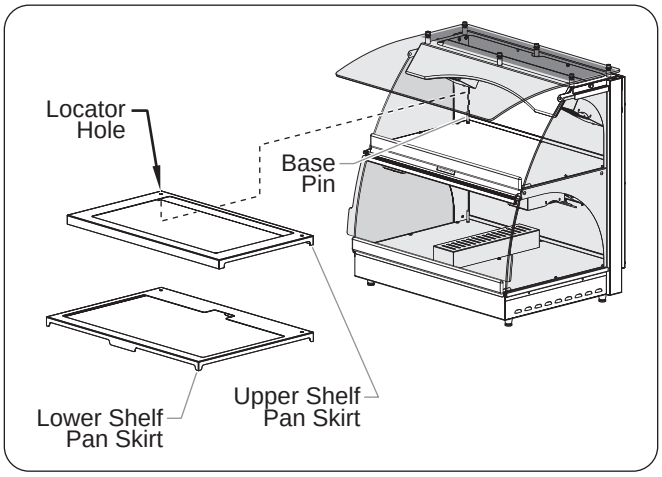
1. Remove the two outside front screws on the heated base of the desired shelf.
2. Align the holes on the door lock/sign holder mounting brackets with the screw holes in the heated base.
3. Insert the screws removed in step 1 through the mounting brackets and into the heated base. Tighten securely.



Sign Holders and Door Locks

Pan Skirts

Pan skirts are available to fit various pan sizes on both the upper and lower shelves. To install a pan skirt, position the two locator holes on the pan skirt over the base pins located at the rear of the heated base on the desired shelf.



Installing a Pan Skirt

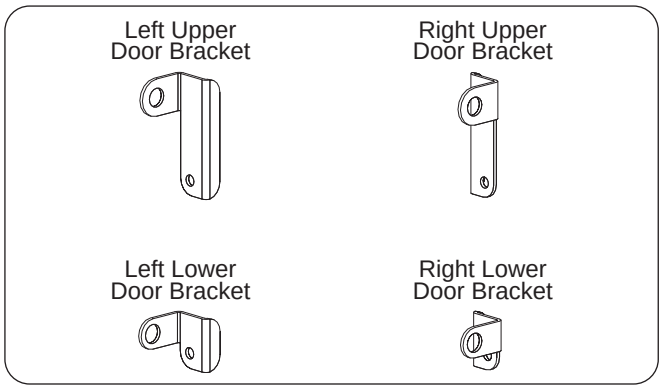
Rear Access Doors

Rear access doors can be installed on the Glo-Ray® Merchandising Warmer in place of the glass mirror panel. The rear access doors will be installed at the factory if ordered at the time of sale, but can be retro-fitted using the following procedure. The following parts are needed to install the rear access doors.

Part Number	Item	Qty.
----------	Rear Access Door Assembly	2
05.04.146.00	Hinge Screw	4
04.49.027.00	Right Upper Door Bracket	1
04.49.028.00	Left Upper Door Bracket	1
04.49.029.00	Right Lower Door Bracket	1
04.49.030.00	Left Lower Door Bracket	1

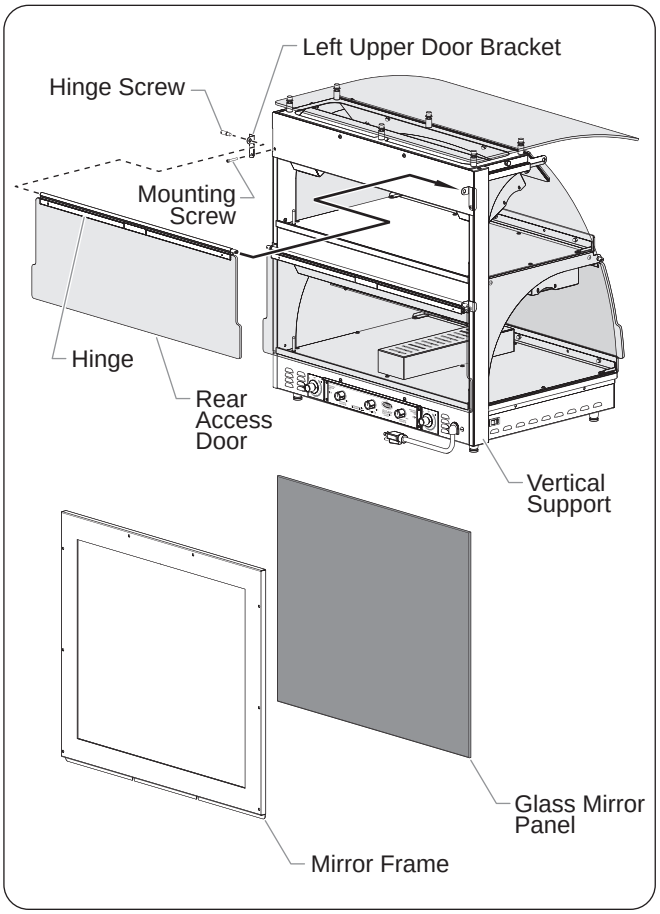
To install the doors:

1. Remove the ten (10) screws that secure the mirror frame and the glass mirror panel to the back of the unit. Carefully remove the mirror frame and glass mirror panel.
2. Remove any gasket material left on the back of the unit.
3. Replace all the removed screws into their original holes except for the top and middle screw on each vertical support. These four screws will be used to mount the door brackets.
4. Install the four door brackets using the screws left out of each vertical support. Make sure to install the proper bracket into each location.



Rear Door Brackets

5. Install the upper and lower rear access doors into the corresponding door brackets. Install both doors as follows:
   a. Thread a hinge screw into one side of the hinge on the top of the door. Tighten securely.
   b. Insert the hinge screw on the door into the hole in the door bracket on the unit.
   c. Align the hole on the opposite side of the hinge with the hole in the door bracket on the opposite side of the unit.
   d. Insert the remaining hinge screw through the door bracket and into the hinge on the door. Tighten securely.



Installing the Rear Access Doors

NOTES

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 registering the Product with Hatco 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)
Drawer Warmer Drawer Rollers and Slides
Strip Heater Elements (metal sheathed)
Display Warmer Elements (metal sheathed air heating)
Holding Cabinet Elements (metal sheathed air heating)
Heated Well Elements — HWB 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, 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; 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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