



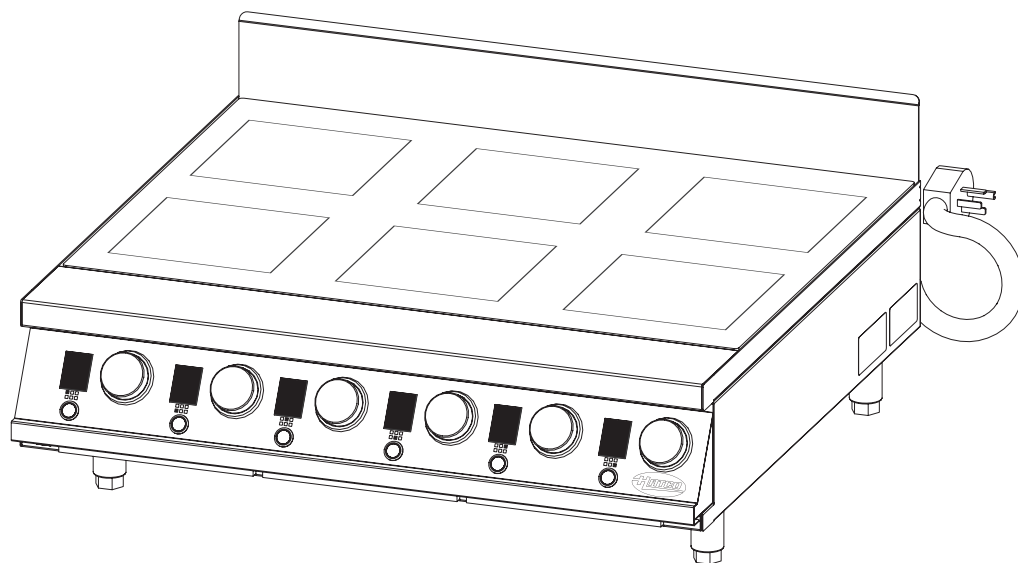
Register Online!
(see page 2)



Multi-Hob Induction Ranges

IRNGPH 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, voltage, and purchase date of your strip heater in the spaces below (specification label located on the side 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 *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



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.

This device complies with Part 18 of the FCC Rules.

INTRODUCTION

Hatco Multi-Hob Induction Ranges offer a safe, quick, and efficient way to prepare foods in high volume commercial kitchens. The high efficiency, accuracy, and speed of induction cooking make Hatco Induction Ranges the perfect choice for quality foodservice organizations.

Induction cooking relies on the creation of a magnetic field between the induction coils below the glass surface of the unit and an "induction-ready" pan sitting on top of the glass surface. This magnetic field generates induction currents in the base of the pan, which heat the pan instantly. That heat then is transferred to the pan contents. Since the magnetic field exists only between the induction coils and a magnetic material (ferrous material), the glass surface between the two does not become heated, eliminating heat loss and increasing efficiency. When the magnetic field is "broken" by turning off the unit or removing the pan, heat generation stops instantly.

Hatco Multi-Hob Induction Ranges are products of extensive research and field testing. The materials used were selected for maximum durability, attractive appearance, and optimum performance. Every unit is inspected and tested thoroughly prior to shipment.

This manual provides the installation, safety, and operating instructions for Hatco Multi-Hob Induction Ranges. 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.

! 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, unplug power cord, and allow unit to cool before performing any cleaning, adjustments, or maintenance.
- DO NOT submerge or saturate with water. Do not allow liquids to spill into unit. 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) and a maximum of 124°F (51°C).
- Discontinue use immediately and unplug power cord if glass surface is cracked or broken. Contact the Hatco Service Department at 414-671-6350.
- 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 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. Cord must be replaced by 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 after-market or generic replacement parts do not have the characteristics that will allow them to operate safely in Hatco equipment.

EXPLOSION HAZARD: Do not heat unopened containers of food on unit. Sealed, heated containers may burst open.

ELECTROMAGNETIC INTERFERENCE HAZARD: This unit generates close-range electromagnetic fields. It has been designed to meet the applicable standards for non-interference with other electronic devices. Make sure other electronic devices in the vicinity, including pacemakers and other active implants, have been designed to meet their corresponding applicable standards. As a precaution, do not operate unit or come within 12" (305 mm) of unit with a pacemaker or other active implant.

! WARNING

FIRE HAZARD:

- Locate countertop unit a minimum of 2" (51 mm) from combustible walls and materials. If safe distances are not maintained, discoloration or combustion could occur.
- Do not obstruct air ventilation openings on sides and bottom of unit. Unit combustion or malfunction may occur.
- Do not place unit near or underneath curtains or other combustible materials. Items near or above unit could catch fire causing injury and/or damage to unit.

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

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

- Do not leave metal objects or utensils on or near induction range. They may become hot.
- Use caution when wearing rings, watches, or other ferrous objects around induction range. They may become hot.
- Some exterior surfaces on unit will get hot. Use caution when touching these areas.

Do not block or restrict air flow to air intake or exhaust openings on bottom of unit.

Do not store anything on top of unit.

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. Unit is bulky and heavy.

SAVE THESE INSTRUCTIONS

NOTICE

Plug unit into a dedicated circuit. Do not use multiple appliances on same circuit.

Never use aluminum foil on induction range. Aluminum foil will melt and damage unit.

Do not place objects with magnetic properties (credit cards, cassette tapes, etc...) on or near unit during operation.

Use only wipes, pads, and cleaners designed specifically for cleaning ceramic glass surfaces.

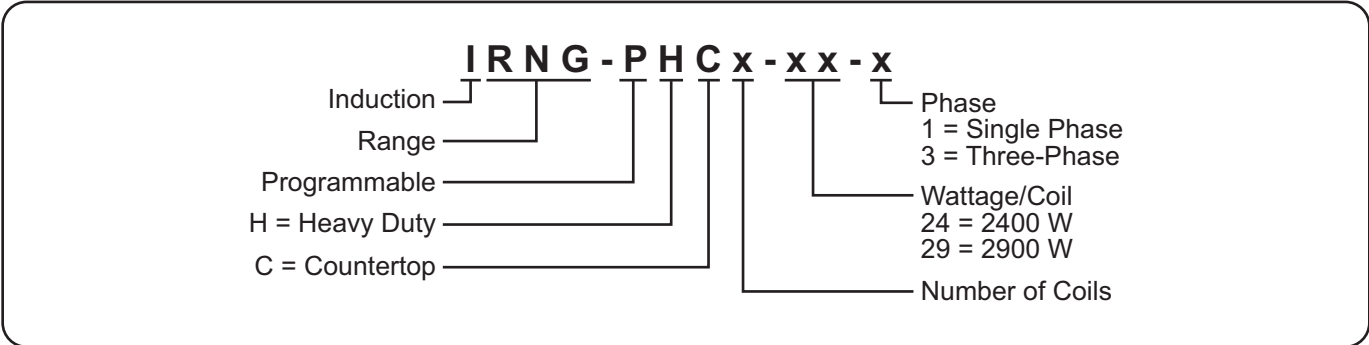
NOTICE

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.

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

SAVE THESE INSTRUCTIONS

MODEL DESIGNATION



All Models

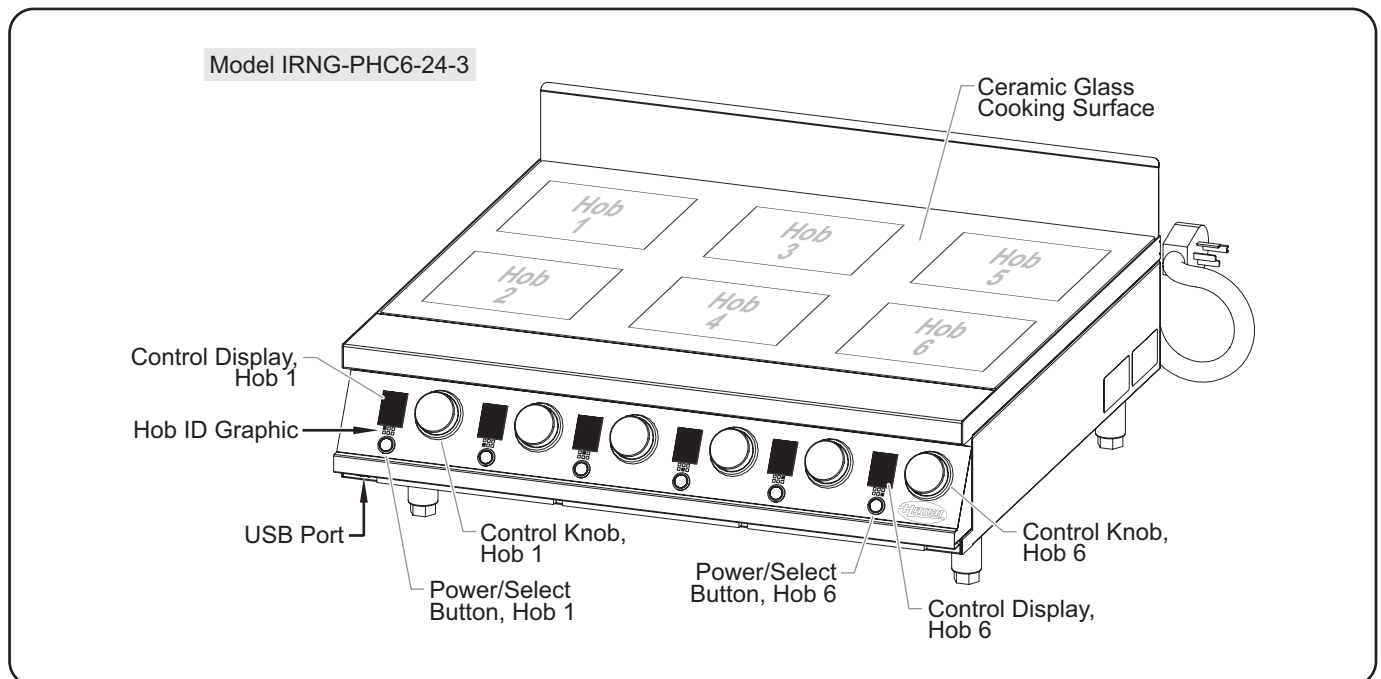
Hatco® Multi-Hob Induction Ranges are heavy duty countertop ranges equipped with 4–6 induction coils underneath a single ceramic glass cooking surface. This setup enables the use of several pans on a single unit. Each model features a control panel with separate, identical controls for each hob including a Power/Select Button, Control Knob, and a Control Display. All Multi-Hob Induction Ranges include an 72" (1829 mm) attached power cord with plug.

NOTE: Refer to "Pan Specifications" in the OPERATION section of this manual for details on "induction-ready" pans, pans not suitable for induction cooking, and pan sizes.

Hatco Multi-Hob Induction Ranges have several safeguards built into each unit that ensure protection to the unit as well as the operators.

- A cross-flow fan ventilation system ensures that the electronic circuits in the unit do not overheat. Temperature probes monitor the electronic circuits and will signal the unit to shut down if the circuits get too hot.
- Temperature probes in the cooking zones monitor the zone temperature. These probes detect overheating in the cooking zone due to an empty pan.
- Electronic circuitry in the cooking zones detect when a small, ferrous object (such as a fork, spoon, or ring) is placed on the unit, and the unit will not operate.

NOTE: For the latest firmware updates, go to the Hatco website: www.hatcocorp.com. Click on the "Resources" drop down menu and select "Firmware Download".



Model IRNG-PHC6-24-3

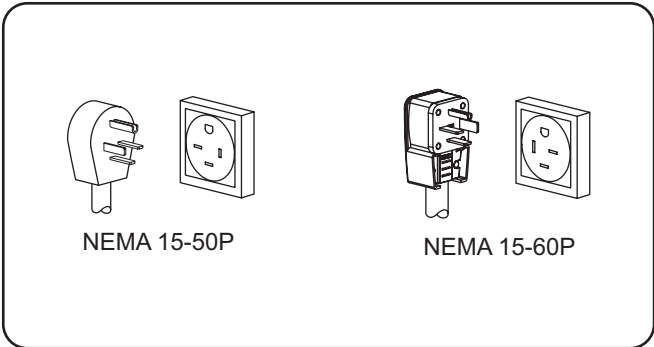
Plug Configurations

Units are supplied from the factory with the appropriate 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 proper voltage and size electrical receptacle.

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



Plug Configurations

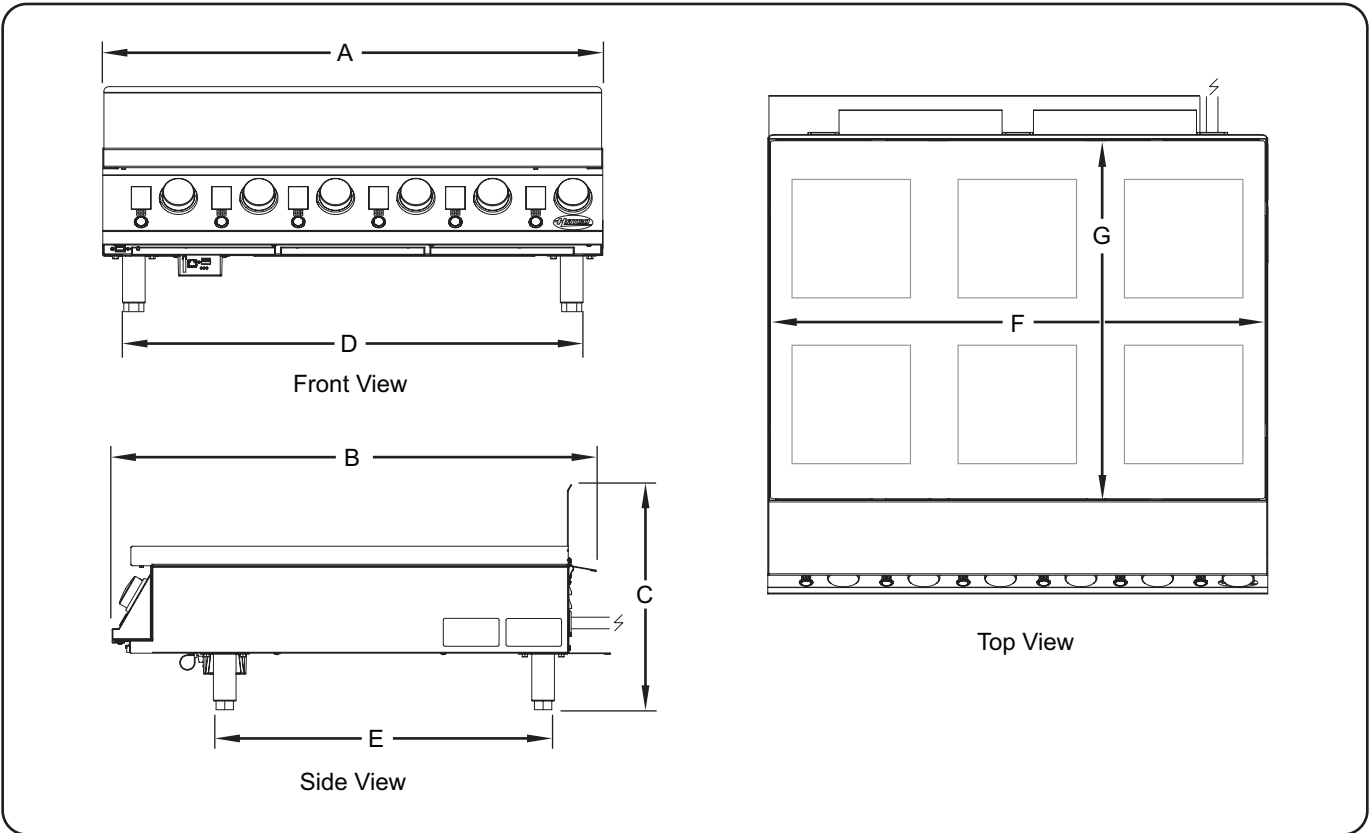
NOTE: Receptacle not supplied by Hatco®. All units must be connected to a dedicated circuit.

Electrical Rating Chart

Model	Voltage	Circuit	Watts	Amps	Phase	Plug Configuration	Unit Weight
IRNG-PHC6-24-3	208–240 V	1	14400 W	40 A	3	NEMA 15-50P	163 lbs. (74 kg)
IRNG-PHC6-29-3	208–240 V	1	17272 W	48 A	3	NEMA 15-60P	163 lbs. (74 kg)

Dimensions

Model	Width (A)	Depth (B)	Height (C)	Footprint Width (D)	Footprint Depth (E)	Cooking Surface Width (F)	Cooking Surface Depth (G)
IRNG-PHC6-24-3 IRNG-PHC6-29-3	36" (914 mm)	35-15/16" (912 mm)	16-1/4" (412 mm)	33-3/16" (842 mm)	24-9/16" (624 mm)	36" (914 mm)	24" (610 mm)



General

Multi-Hob Induction Ranges are shipped completely assembled and ready for use. Care should be taken when unpacking the shipping carton to avoid damage to the unit.

WARNING

ELECTRIC SHOCK HAZARD: Unit is not weatherproof. Locate unit indoors where ambient air temperature is a minimum of 70°F (21°C) and a maximum of 124°F (51°C).

FIRE HAZARD:

- Locate countertop unit a minimum of 2" (51 mm) from combustible walls and materials. If safe distances are not maintained, discoloration or combustion could occur.
- Do not obstruct air ventilation openings on sides and bottom of unit. Unit combustion or malfunction may occur.
- Do not place unit near or underneath curtains or other combustible materials. Items near or above unit could catch fire causing injury and/or damage to unit.

CAUTION

Do not block or restrict air flow to air intake or exhaust openings on bottom of unit.

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.

NOTICE

Plug unit into a dedicated circuit. Do not use multiple appliances on same circuit.

NOTE: Due to the size and weight of the Multi-Hob Induction Range, use the proper number of people for installation based on the weight of the unit.

1. Inspect the shipping container for obvious signs of transit damage. If damaged, inform the freight company immediately. **CAUTION! Stop! Do not attempt to use unit if damaged. Contact Hatco for assistance.**
2. Cut and remove any shipping bands from around the unit packaging.
3. Remove tape and protective packaging from all surfaces of the unit.
4. Inspect the unit for freight damage such as dents in housing, broken knobs, or broken glass. If damaged, inform the freight company immediately.

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

5. Using the appropriate number of people, place the unit in the desired location. Multi-Hob Induction Ranges weigh approximately 150–180 lbs. (68–82 kg).
 - Make sure the unit is at the proper counter height in an area convenient for use.
 - Make sure the countertop, table, or cart is level and strong enough to support the weight of the unit, pans, and food product.
 - Position the unit with a minimum of 2" (51 mm) clearance from any combustible walls or materials.
 - Make sure all the feet on the bottom of the unit are positioned securely on the countertop, table, or cart.
6. Plug the unit into a properly grounded electrical receptacle(s) of the correct voltage, size, and plug configuration. See the SPECIFICATIONS section for details.

General

Use the following information and procedures to operate a Multi-Hob Induction Range.



WARNING

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



CAUTION

BURN HAZARD:

- Do not leave metal objects or utensils on or near induction range. They may become hot.
- Use caution when wearing rings, watches, or other ferrous objects around induction range. They may become hot.
- Some exterior surfaces on unit will get hot. Use caution when touching these areas.

Pan Specifications

Pans used with an Induction Range must meet the following specifications:

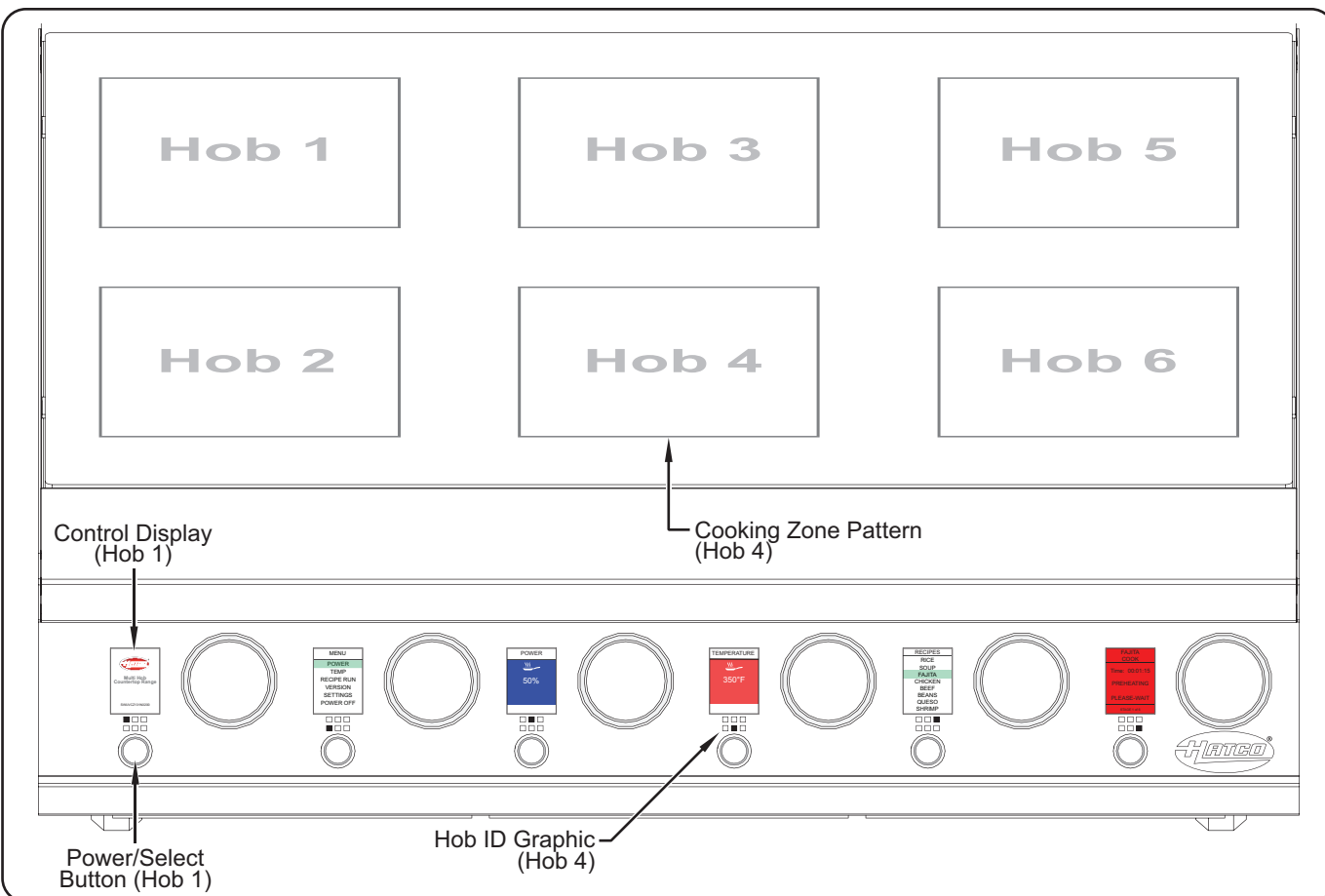
- Made of material with magnetic properties (ferrous material)
 - Carbon Steel and Enameled Steel Pans
 - Cast Iron Pans
 - Magnetic Stainless Steel Pans (with strong magnetic properties)
 - Aluminum Pans w/magnetic base

- Proper size (measurements given are the pan bottom diameter)
 - Minimum = 4" (102 mm), Maximum = 14" (356 mm)
- Flat bottom

The following pans **cannot** be used with an Induction Range:

- Glass Pans
- Aluminum Pans without a magnetic base
- Earthenware Pans
- Ceramic Pans
- Copper Pans
- Non-Magnetic Stainless Steel Pans (weak or no magnetic properties)

NOTE: The Induction Range automatically detects if a pan is induction-ready. If a pan is placed on the unit during operation that is not induction-ready, a pan icon with a red "X" will appear on the corresponding Control Display, and the unit will not operate.



Control Panel and Hob Layout

Operating a Multi-Hob Induction Range

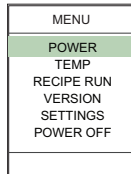
The control panel on a Multi-Hob Induction Range has separate, identical controls for each hob. This allows each hob to be operated independently. This section describes the operation of a single hob and its corresponding controls.

Startup

1. Before turning on the unit each day, clean the glass cooking surface using an appropriate cleaning wipe, damp paper towel, or a damp cloth. **CAUTION! Wipe up all spills and splashes immediately. Make sure unit is dry before using. Do not allow liquid to run into air inlet filter on bottom of unit.**
2. Place an induction-ready pan on the desired hob—each hob is identified by a cooking zone pattern on the glass surface of the range. The hob will not operate without a pan centered inside its cooking zone pattern.

NOTE: The pan icon on the display will flash when a pan is not being heated or when no pan is on the glass cooking surface. The icon will remain solid when a compatible pan is on the cooking surface and being heated.

3. Push the appropriate Power/Select Button to start the hob.
 - The Hob ID Graphic below each Control Display indicates the corresponding hob on the glass cooking surface.
 - The Menu screen will appear on the Control Display.

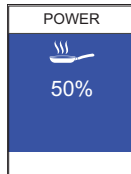


NOTE: After initial startup, the screen/cooking control method that was active at the last shutdown will appear at startup: Menu, Power Control, Temperature Control, or Recipes.

4. Turn the Control Knob to highlight the desired cooking control method.
5. Press the Power/Select button to select the desired cooking control method and start cooking.

Power—The blue Power Control screen appears showing a 0% power setting. Turn the Control Knob clockwise/counterclockwise to the desired setting. The power setting range is from 0%–100%.

- Most cooking in Power Control will be done at a setting of 50% or less. Start with a lower setting because the unit gets hot quickly. Make adjustments as necessary.



Temperature—The red Temperature Control screen appears showing a 70°F (21°C) temperature setting. Turn the Control Knob clockwise/counterclockwise to the desired setting. The temperature setting range is from 68°F (20°C)–450°F (232°C)



NOTE: The percentage setting in Power Control does not correspond to the temperature setting in Temperature Control.

Recipe Run—The Recipes screen appears showing the available recipes.

- Refer to “Cooking with Recipes” in this section to continue cooking using pre-programmed recipes.



6. Continue to cook food product using the selected cooking control method, making adjustments to the settings as necessary.
7. To return to the Menu screen and change cooking control method, press and hold the Power/Select button for three seconds.
 - The Menu screen will appear.
 - Perform steps 4 and 5 of this procedure to select the cooking control method and continue cooking.

NOTE: Heat generation will stop automatically whenever a pan is removed from the glass cooking surface. The unit will hold the current setting for several minutes. If the pan is placed back on the unit within the allotted time, the unit will resume cooking at the current setting.

Shutdown

1. From the Menu screen, turn the Control Knob to highlight POWER OFF, then push the Power/Select button.
 - The hob enters Standby mode, and the corresponding Control Display will go blank.

NOTE: When operating in Power Control or Temperature Control, each hob can be turned off at any time by pushing its corresponding Power/Select Button.

General Setting Information

Hatco® recommends adjusting the Power Control or Temperature Control settings up or down while cooking to find the best setting for a particular pan, amount of food, and heating desired. Once a good setting has been determined, use this setting in the future for cooking similar batches of the same size, in the same pan. Save these settings as a recipe for quick and easy repeat cooking.

Power Control Information

Power Control supplies a continuous amount of heat to the pan, similar to the operation of a gas or electric burner. The Power setting is based on the amount of heat wanted in the pan. Observe the cooking of the food in the pan and make adjustments to the Power setting as necessary.

Temperature Control Information

Temperature Control regulates power to the pan on and off to maintain the Temperature setting entered on the Temperature Control screen (Fahrenheit or Celsius). Power is controlled automatically by the internal computer. The temperature setting is approximate. The actual temperature of the food in the pan will depend on the type and size of the pan as well as the type and amount of food that is in the pan. When power to the pan is off, the pan icon on the display will flash. When power to the pan is on, the pan icon on the display will remain solid to indicate the pan is being heated.

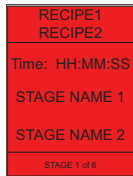
Cooking with Recipes

Use the following procedure to cook using pre-programmed recipes. The control display can store eight recipes, and each recipe can have up to six cooking stages. Each stage can be programmed to cook using one of the following cooking modes:

- Continuous Cook
- Time Cook—Power
- Time Cook—Temperature
- Cook to Temperature

The same recipes appear on each of the control displays.

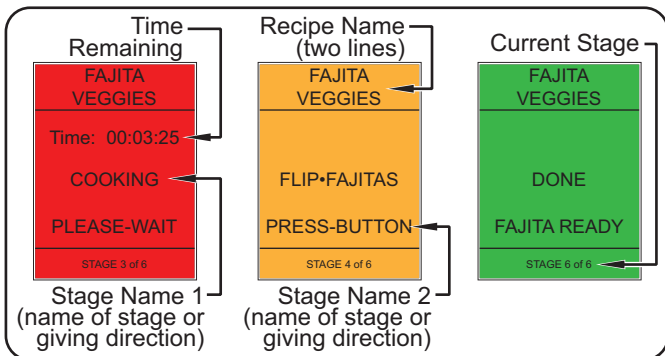
When cooking with recipes, the Recipe Run screen shows information about each of the stages in the running recipe. It also can indicate the current status of the recipe and whether or not operator action/input is required by using text and screen color.



Red Screen = Indicates the recipe is running and no action is required.

Yellow Screen = Requires the operator to perform an action, then press the Power/Select button to continue to the next stage of the recipe.

Green Screen = Indicates the recipe is complete.

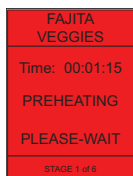
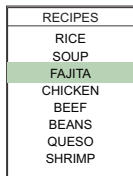


Description of Information on Recipe Run Screen

NOTE: The recipes shown are for example only. Depending on the configuration of the Multi-Hob Induction Range, the Recipes screen will show either sample recipes or customer-specific, preloaded recipes.

Running a Recipe

1. If the Control Display is not showing the Recipes screen, press and hold the Power/Select button for three seconds to return to the Menu screen. Then, access the Recipes screen (see the "Startup" procedure in this section for details).
2. On the Recipes screen, turn the Control Knob to highlight the desired recipe, then press the Power/Select button to start cooking.
 - The Recipe Run screen appears showing Stage 1 for the selected recipe.
 - The timer for the stage will start, if in use.
 - For multi-stage recipes, the recipe will begin each stage automatically after the previous stage is complete, unless operator action/input is required.
 - If action is required, the Recipe Run screen will turn yellow. Perform the action and then press the Power/Select button to continue to the next stage of the recipe.



3. When the recipe is complete and enters the final stage, three beeps will sound and the Recipe Run screen will turn green.
4. Press the Power/Select button to return to the Recipes screen.



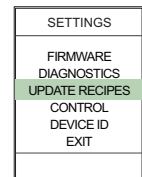
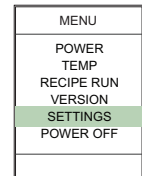
NOTE: If the food pan is removed from the glass surface for more than 10 seconds while a recipe is running, the recipe will stop and the Control Display will return to the Recipes screen.

Loading/Updating Recipes

Use the following procedure to upload pre-programmed recipes to the Multi-Hob Induction Range from a removable USB drive.

NOTE: The USB port is located on the underside of the control panel, below the Hob 1 controls (left side of unit).

1. Go to the Hatco website and create custom recipes.
 - Recipes cannot be programmed on the unit itself. To create recipes, go to the Hatco® website: www.hatcocorp.com. Click on the "Resources" drop down menu and select "Hatco Induction Multi-Hob Recipe Builder".
2. Download the programmed recipes from the Hatco Induction Recipe Master onto a removable USB drive.
3. Push the Power/Select Button for Hob 1.
 - The Menu screen will appear.
 - If the Recipes screen appears, press and hold the Power/Select button for three seconds to access the Menu screen.
4. Turn the Control Knob to highlight SETTINGS, and press the Power/Select button.
 - A password screen will appear.
 - To enter the 3-digit password "248", turn the Control Knob to the first number, then press the Power/Select button to select and move to the next number.
 - The Settings screen will appear.
5. Insert the prepared USB drive into the USB port.
6. Turn the Control Knob to highlight UPDATE RECIPES, and press the Power/Select button.
 - A screen will appear to indicate the upload is in progress. Do not remove the USB drive during the upload.
 - When the upload is complete; "Update Complete" will appear, and each control display will return to either the Menu screen or the updated Recipes screen, depending on the unit settings.
 - Remove the USB drive from the USB port.



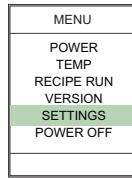
IMPORTANT NOTE

Recipe uploads only need to be performed on the Hob 1 Control Display. The other Control Displays will be updated automatically.

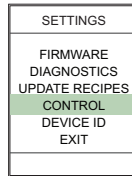
Changing Unit Settings

Use the following procedure to change settings on the Multi-Hob Induction Range.

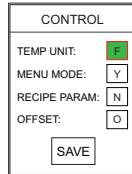
1. Push the Power/Select Button for Hob 1.
 - The Menu screen will appear on the Control Display.
 - If the Recipes screen appears, press and hold the Power/Select button for three seconds to access the Menu screen.



2. Turn the Control Knob to highlight SETTINGS, and press the Power/Select button.
 - A password screen will appear.
 - To enter the 3-digit password "248", turn the Control Knob to the first number, then press the Power/Select button to select and move to the next number.
 - The Settings screen will appear.



3. Turn the Control Knob to highlight CONTROL, and press the Power/Select button.
 - The Control screen will appear.



4. Turn the Control Knob to highlight the desired setting in red, and press the Power/Select button. The setting will turn green.
 - Turn the Control Knob to toggle between the setting choices.
 - Push the Power/Select button to save the setting choice.
 - Turn the Control Knob to select another setting and repeat the above procedure, if desired.

TEMP UNIT: This setting changes the temperature unit of measure between Fahrenheit (F) and Celsius (C).

MENU MODE: This setting allows the unit to operate using pre-programmed recipes only.

N (no) = The cooking control method that was active at the last shutdown will appear at startup. This is the standard setting.

Y (yes) = The Recipes screen always will appear at startup.

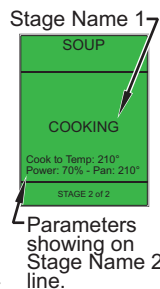
RECIPE PARAM: This setting allows the parameters of the running recipe to be shown on the Stage Name 2 line (Cooking Mode, Power/Temperature setting, pan temperature, etc.).

N (no) = No parameters shown. This is the standard setting.

Y (yes) = Show parameters.

OFFSET: Sets the temperature offset for the pan temperature in temperature-controlled cooking modes. This setting should be used by authorized personnel only.

5. Once settings are complete, turn the Control Knob to highlight SAVE, then push the Power/Select button to return to the Settings Screen.
6. On the Settings screen, turn the Control Knob to highlight EXIT, then push the Power/Select button to return to the Menu screen.



Updating Firmware

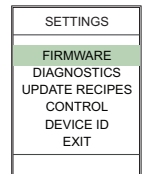
Use the following procedure to upload firmware updates to the Multi-Hob Induction Range from a removable USB drive.

NOTE: The USB port is located on the underside of the control panel, below the Hob 1 controls (left side of unit).

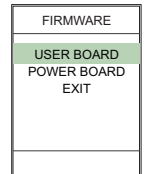
1. Download the latest firmware onto a removable USB drive.

NOTE: For the latest firmware updates, go to the Hatco® website: www.hatcocorp.com. Click on the "Resources" drop down menu and select "Firmware Download".

2. Push the Power/Select Button for Hob 1.
 - If the Recipes screen appears, press and hold the Power/Select button for three seconds to access the Menu screen.
3. Turn the Control Knob to highlight SETTINGS, and press the Power/Select button.
 - A password screen will appear.
 - To enter the 3-digit password "248", turn the Control Knob to the first number, then press the Power/Select button to select and move to the next number.
 - The Settings screen will appear.



4. Turn the Control Knob to highlight FIRMWARE, and press the Power/Select button.
 - The Firmware screen will appear on the Control Display.



5. Insert the prepared USB drive into the USB port.
6. Depending on the type of update, turn the Control Knob to highlight either USER BOARD or POWER BOARD, then push the Power/Select button.

- A screen will appear to indicate the update is in progress. Do not remove the USB drive during the update.

- When the update is complete, the Splash screen will appear for a few seconds showing the new firmware version, and the unit will shut down.

IMPORTANT NOTE

Firmware updates only need to be performed on the Hob 1 Control Display. The other Control Displays will be updated automatically.

General

Hatco® Multi-Hob Induction Ranges are designed for maximum durability and performance with minimum maintenance.

⚠ WARNING

ELECTRIC SHOCK HAZARD:

- Turn OFF power, unplug power cord, and allow unit to cool before performing any cleaning, adjustments, or maintenance.
- DO NOT submerge or saturate with water. Do not allow liquids to spill into unit. Unit is not waterproof. Do not operate if unit has been submerged or saturated with water.
- Discontinue use immediately and unplug power cord if glass surface is cracked or broken. Contact the Hatco Service Department at 414-671-6350.
- 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.
- Discontinue use if power cord is frayed or worn.
- Do not attempt to repair or replace a damaged power cord. Cord must be replaced by 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 after-market 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 414-671-6350.

⚠ CAUTION

Use only wipes, pads, and cleaners designed specifically for cleaning ceramic glass surfaces.

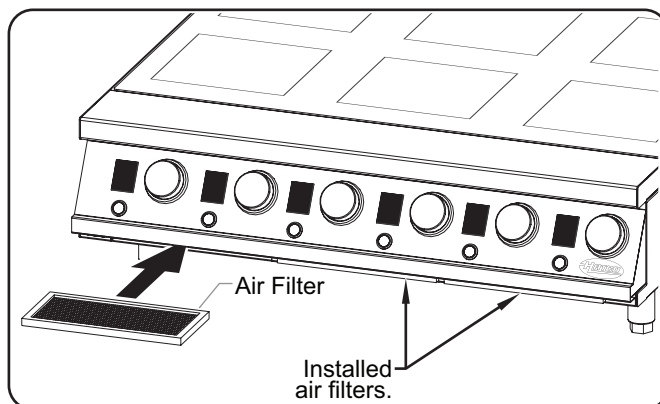
Wipe up all spills and splashes immediately. Make sure unit is dry before using. Do not allow liquid to run into air inlet filter on bottom of unit.

Daily Cleaning

To maintain performance and preserve the finish of the Multi-Hob Induction Range, clean the unit daily. Make sure to use only wipes, pads, and cleaners designed specifically for cleaning ceramic glass surfaces.

1. Turn off and unplug the unit. Allow the unit to cool.
2. Remove and wash all food pans.
3. Remove and clean the air filters located on the underside of the unit, directly below the control panel. To clean:
 - Pull filter straight out of the filter bracket and clean using warm water and a mild soap.
 - Allow filter to air dry completely before re-installing.

NOTE: Six coil Multi-Hob Induction Ranges have three air filters.



Cleaning the Air Filters

4. Clean the glass surface using an appropriate cleaning wipe, damp paper towel, or damp cloth.
 - For tough stains and metal marks, use a drop of ceramic glass cleaner and paper towel.
 - For water and scale marks, use a few drops of white vinegar and paper towel.

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.

5. Clean the metal surfaces using a clean, soft cloth and mild detergent.
6. Wipe dry all metal surfaces using a dry, clean, soft cloth.

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

Symptom	Probable Cause	Corrective Action
Unit does not turn on.	No power to unit.	Make sure power cord is plugged into an appropriate receptacle (see SPECIFICATIONS section). Check circuit breaker and reset as necessary. Check for damage to power cord. Check electrical receptacle.
	Electronic controls or internal wiring defective.	Contact Authorized Service Agent or Hatco® for assistance.
Pan icon with the message "Not-Compatible" appears on the Control Display and the unit will not heat.	Pan not present, pan not on correct hob, or pan being used is not induction-ready.	Make sure an induction-ready pan is centered inside the hob cooking zone pattern on the proper hob (see "Pan Specifications" in the OPERATION section of this manual).
Unit operating, but not generating enough heat.	Pan not centered properly on hob or is a poor quality pan.	To ensure full power, make sure a quality induction-ready pan is centered inside the hob cooking zone pattern (see "Pan Specifications" in the OPERATION section of this manual).
	Controls are overheating.	Clean fan filters. If operation does not improve, contact an Authorized Service Agent or Hatco® for assistance.
Control Display(s) unresponsive or an error screen appears.	Software/hardware malfunction.	Press and hold the corresponding Power/Select button for 10 seconds to reset the control boards. If resetting the boards does not work, disconnect and reconnect the power cord to restart entire unit. If the above does not work, contact an Authorized Service Agent or Hatco® for assistance.
	Control knob malfunctioning.	

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, 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

SERVICE INFORMATION**United States and Canada**

The warranty on Hatco Induction Ranges is for two (2) years from date of purchase or 30 months from date of shipping from Hatco, whichever occurs first.

Warranty Problems

If you experience a problem with an Induction Range during the warranty period, contact the **Hatco Parts and Service Team** at:

Telephone: 414-671-6350

E-mail: partsandservice@hatcocorp.com

When contacting Hatco for warranty service, please supply the following information:

- Model of unit
- Serial number (located on the bottom of the unit)
- Specific problem with the unit
- Date of purchase
- Name of business
- Shipping address
- Contact name and phone number

Non-Warranty Problems

If you experience a non-warranty problem that requires assistance, please contact the nearest Authorized Hatco Service Agency.

To locate the nearest Service Agency, log onto our website at www.hatcocorp.com, select the *Support* pull-down menu, and click on "Find A Service Agent"; or contact the **Hatco Parts and Service Team** by phone/e-mail.

WARRANTY, EXCLUSIVE REMEDY:

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

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

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

Two (2) Year Parts and Labor Warranty:

- Induction Ranges
- Induction Warmers

One (1) Year Replacement Warranty:

- TPT Pop-Up Toasters

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

- 3CS and FR Tanks

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

- Electric Booster Heater Tanks
- Gas Booster Heater Tanks

Ninety (90) Day Parts-Only Warranty:

- Replacement Parts

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

WARRANTY REGISTRATION INSTRUCTIONS:

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

LIMITATION OF LIABILITY:

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

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

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

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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.