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FOCUS ON: INFRARED STRIP HEATERS



> What do the letters and numbers represent in a typical Glo-Ray® model number?

Examples of typical Glo-Ray® model numbers and their meanings:

- ♦ GRA – “GR” represents “Glo-Ray” name, “A” means aluminum housing.
- ♦ If there is no “A” – the unit includes a stainless steel housing.
- ♦ GRAH – “H” stands for High Wattage (more heat). No “H” means standard wattage (standard heat).
- ♦ “L” added to model means the unit includes incandescent lights.
- ♦ “D” added to model means the unit is a dual warmer made of (2) single units side-by-side with either a 3" or 6" (76 or 152 mm) spacing in between each housing.
- ♦ GRN – “N” indicates narrow models only 4" (102 mm) deep.
- ♦ GR2 – the “2” represents the *Designer* foodwarmer series.
- ♦ HL – represents Glo-Rite® display lights.
- ♦ The number following the letter sequence represents the width (length) of the housing in inches. Example: GRAHL-24 is a 24" (610 mm) wide Glo-Ray with an aluminum housing and a high watt element with incandescent lights.



> What are the criteria for using an attached cord and plug on infrared Glo-Rays?

Cord and plug sets can be furnished provided the foodwarmer meets the following requirements:

- ♦ It must be a single housing only, with or without lights. Duals are not allowed.
- ♦ The housing must be 72" (1829 mm) or less in width (longest dimension).
- ♦ The foodwarmer must be 120 volts.
- ♦ The foodwarmer must be mounted as a portable unit, i.e. C-leg or T-leg stand.



> What are the basic dimensions of a single GRAH-48?

- ♦ The width (formerly known as length) is 48" (1219 mm).
- ♦ The depth is 6" (152 mm).
- ♦ The height or thickness is 2.5" (64 mm).

> What are the basic dimensions of a GRAHL-48, which includes incandescent lights?

- ♦ The width (formerly known as length) is 48" (1219 mm).
- ♦ The depth is 9" (229 mm).
- ♦ The height or thickness is 2.5" (64 mm).

> What are the basic dimensions of a GRAH-48D (D means dual)?

- ♦ The width (formerly known as length) is 48" (1219 mm).
- ♦ The depth with 3" (76 mm) spacing is 15" (381 mm), and with 6" (152 mm) spacing is 18" (457 mm).
- ♦ The height or thickness is 2.5" (64 mm).

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> **What are the basic dimensions of a single *Designer GR2AH-48*?**

- ♦ The width (formerly known as length) is 52" (1321 mm).
- ♦ The depth is 9" (229 mm).
- ♦ The height or thickness is 3.5" (89 mm).



> **What are the basic dimensions of a dual *Designer GR2AH-48D*?**

- ♦ The width (formerly known as length) is 52" (1321 mm).
- ♦ The depth with 3" (76 mm) spacing is 18" (457 mm), and with 6" (152 mm) spacing is 21" (533 mm).
- ♦ The height or thickness is 3.5" (89 mm).

> **What are the basic dimensions of an *HL-24 Glo-Rite display light*?**

- ♦ The width (formerly known as length) is 24" (610 mm).
- ♦ The depth is 3" (76 mm).
- ♦ The height or thickness is 2.5" (64 mm).

> **What is the standard method of control on single Infrared foodwarmers and where on the unit is it located?**

The standard control is an on/off toggle switch located on the chef's left side of the unit.



> **What is an infinite control and when is it used?**

An infinite control can be used in lieu of the standard on/off toggle switch. It is different than an on/off toggle switch and is used when the operator would like to manually adjust the heat output from full wattage down to any desired level. It is considered a timing device that turns power on and off, unlike a thermostat which senses temperature and adjusts accordingly. The maximum amperage that an infinite control can handle is 12.2 amps. Since a toggle switch can handle 15 amps, an infinite control cannot always be field retrofitted in place of a toggle.

> **What are the basic dimensions of a *GRN-36 (narrow) foodwarmer*?**

- ♦ The width (formerly known as length) is 36" (914 mm).
- ♦ The depth is 4" (102 mm).
- ♦ The height or thickness is 2" (51 mm).



> **What is the function of the indicator light?**

The indicator light (formerly known as a pilot light) provides an instant visual check as to whether or not the unit is operating.

> **Can ALL Glo-Rays ship via UPS?**

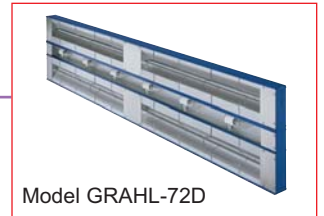
No, not all Glo-Rays can ship UPS. The guidelines are as follows:

- ♦ Single housings (including Narrow models and HL's) up to 96" (2438 mm) in width (length) can ship UPS .
- ♦ Dual housings up to 72" (1829 mm) in width (length) can ship UPS .

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> **What are “tandem elements?”**

A single Glo-Ray housing having at least (2) elements mounted end-to-end within the single housing is said to have tandem elements.



> **Can a Glo-Ray have more than (2) tandem elements?**

On many of the longer models, it is not uncommon to have 3 elements mounted end-to-end within a single housing. The tandem element charge would be assessed twice: once for the 2nd and again for the 3rd element. There is no charge for the initial element.

> **How are stainless steel adjustable and aluminum non-adjustable tubular legs secured to a counter top?**

Adjustable and non-adjustable tubular legs have a flange that can be permanently screwed to a countertop. The diameter of the flange on adjustable stands is 2" (51 mm) and 2-1/8" (54 mm) on non-adjustable stands.

> **What is a “hub” and when is it required?**

A “hub” is a flexible conduit fitting which is attached to the foodwarmer at the factory. It should be ordered when extended lead wire is specified. The hub allows for easier installation of flexible conduit during foodwarmer installation.



> **Can infinite controls be used on dual foodwarmers?**

When used in dual applications, infinite controls must **ALWAYS** be mounted remotely or away from the foodwarmer. Hatco recommends using our remote control enclosures for dual foodwarmer installations utilizing infinite controls.

> **What type of material and finish are used in C-leg and T-leg stands?**

C-legs and T-legs are constructed of plated steel.

