

## Operation & Service Manual



### MODELS:

3 Well: GHM-4

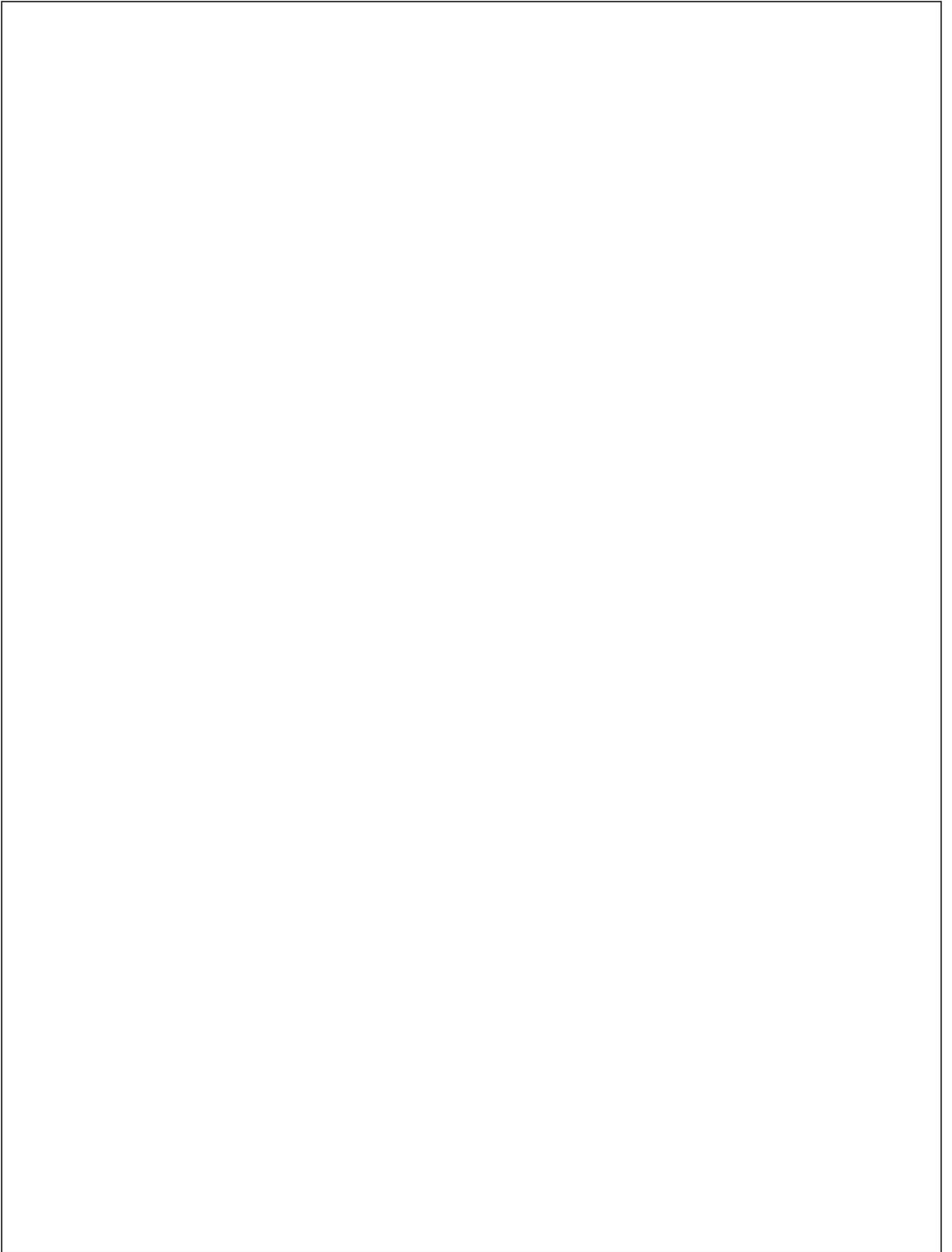
4 Well: GHM-5

5 Well: GHM-6

7 Well: GHM-8



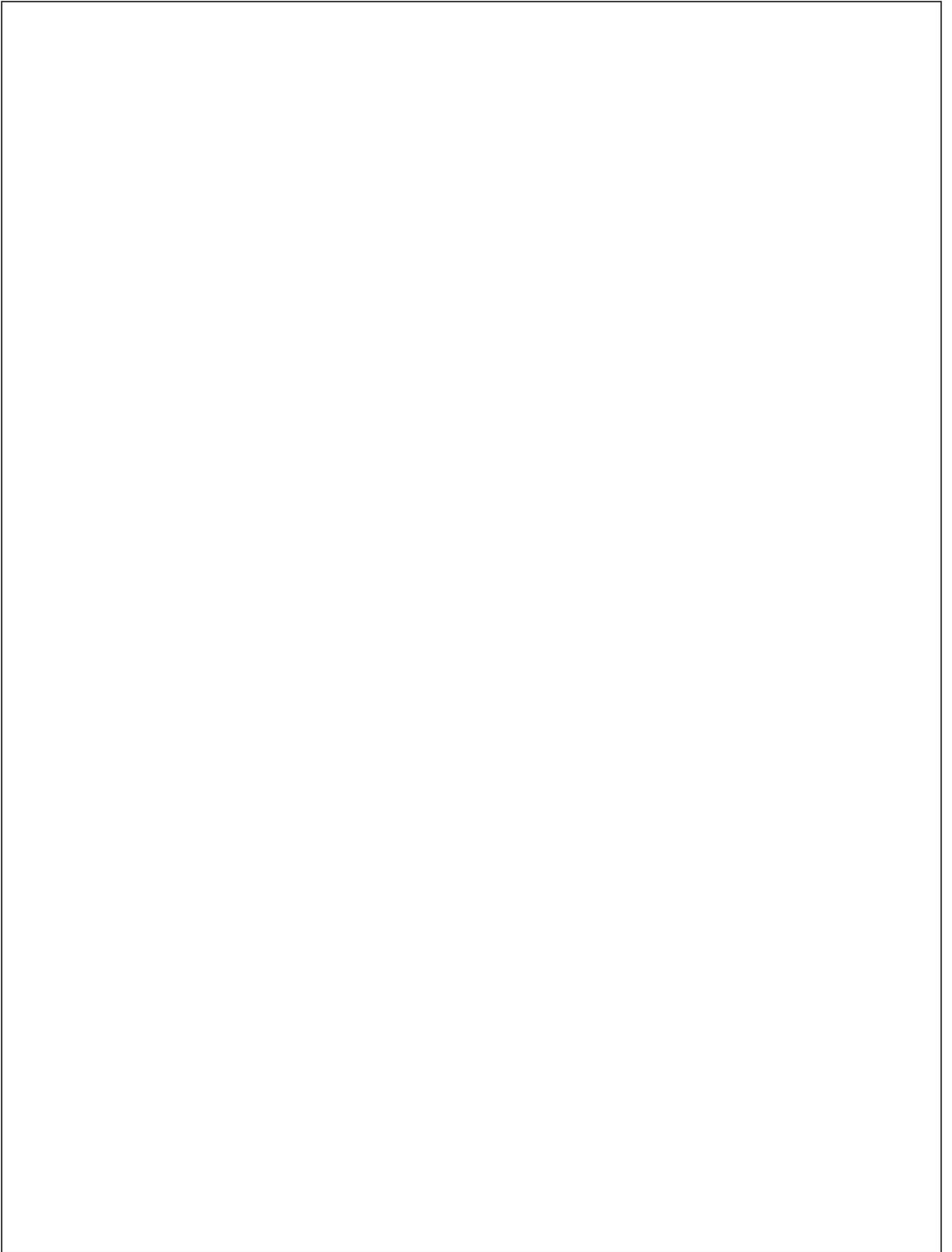
**CAUTION:** Read instructions before using this appliance.





## LIMITED WARRANTY

- Subject to the terms and conditions of this Limited Warranty as herein stated, all Giles Enterprises Inc. (hereafter referred to as "Giles") food service equipment and parts purchased new from an authorized Giles representative are warranted as to defects in material or workmanship for a period of twenty-four (24) months from the date of installation, provided, however, that with regard to labor costs in connection with this warranty, see below. All installations must be made by a qualified installing agency in accordance with all applicable codes and/or regulations in the jurisdiction in which installed. Limited warranty coverage is extended only to the original owner and is void if the unit is resold.
- During the Limited Warranty period, Giles will replace or recondition, at its factory, any part or parts of this unit which Giles inspectors judge defective, provided the unit has been properly installed, subjected to normal usage, and operated and maintained in accordance with specified procedures. This Limited Warranty does not cover cosmetic damage, and damage due to acts of God, accident, misuse, alteration, negligence, abuse, or use of unorthodox repair methods. All parts replaced under this Limited Warranty carry only the unexpired term of this Limited Warranty. Limited Warranty service may be furnished only by an authorized Giles service representative.
- If Limited Warranty service is requested, Giles will dispatch factory-authorized service representatives to inspect, repair, recondition, or replace units of its manufacture with such labor being rendered without cost to owner for twenty-four (24) months from the date of installation. Otherwise, service, including labor and transportation charges or other expenses, in connection with the removal or installation of any part or parts supplied under this Limited Warranty, are specified on the original sales contract between the purchaser and the authorized Giles representative.
- **Failure to use Giles OEM replacement parts and Giles OEM filters may void this Warranty.**
- Giles reserves the right to change or improve its equipment and/or parts in any way without obligation to alter such equipment or parts previously manufactured.
- Giles makes no further warranties, express or implied, including implied warranties of merchantability or fitness for a particular purpose, and has no other obligation or liability not specifically stated herein.
- Repair or replacement as provided under this limited warranty is the exclusive remedy. Giles shall not be liable for any incidental or consequential damages for breach of any express or implied warranty on this product, except to the extent prohibited by applicable law. Any implied warranty of merchantability or fitness for a particular purpose on this product is limited in duration to the duration of this limited warranty.
- Used Giles food service equipment or parts, or Giles food service equipment or parts not purchased from an authorized Giles representative, carry no warranties, express or implied.



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### Safety Overview:

The information contained in this manual has been prepared to describe the proper procedures for safely installing, operating and maintaining **Giles Food Service Equipment**.

 **Hazard alert** symbols are used along with key words ***DANGER***, ***WARNING*** & ***CAUTION*** throughout the manual to alert users to potential personal injury hazards and/or poor operating practices. The alert will precede precautionary information in regard to avoiding the hazard or practice. Adhere to all information presented to avoid possible injury, or even death. Failure to do so may also void the factory warranty.

Suggested, recommended, or other noteworthy information will be identified as ***NOTES***, or will be labeled as ***IMPORTANT!***

Additionally, certain words are used to indicate specific meaning or to add emphasis as follows: ***Shall*** - refers to a mandatory action; ***Should*** - refers to an advised action; ***May*** - refers to a permissible action; ***Will*** - indicates that a future event or condition is likely to occur.

 ***This product can minimally expose users to materials containing lead, nickel, aluminum, cadmium, brass, carbon, copper or BPA which are known in the state of California to cause cancer, birth defects and other reproductive harm. For more information go to: [www.p65warnings.ca.gov](http://www.p65warnings.ca.gov).***

 **DANGER** Indicates an imminently hazardous situation which, if not avoided, will result in serious personal injury, even death.

 **WARNING** Indicates a potentially hazardous situation which, if not avoided, could result in serious injury, even death.

 **CAUTION** Indicates a potentially hazardous situation which, if not avoided, may result in minor to moderate injury. This notification is also used as an alert to unsafe practices.

 **CAUTION** If used without the hazard alert symbol, indicates a potential situation which, if not avoided, may result in equipment and/or property damage, and may void the factory warranty.

**NOTE / IMPORTANT!**  
Identifies suggested, recommended, or other important information.

## Specific Safety Precautions:

For your safety, please observe the following precautions when operating or servicing this *GILES* Food Service Equipment. Adhering to the following important safety information will help to prevent personal injury and/or damage to the equipment, or property.

### **⚠ DANGER**

- Before cleaning or performing maintenance, place **POWER** switch in [**OFF**]. Unplug power cord or turn **OFF** power at the electrical panel supplying power to remove all power from the appliance.
- ***DO NOT ADD WATER OR OTHER LIQUIDS TO THE PAN!*** The Warmer is **NOT** a steam table. The main pan is not liquid-tight. Water can leak into the heating element compartment & come in contact with other electrical components, creating an electrical shock hazard.
- **DO NOT** wash down the interior or exterior with water from a spray hose.
- Failure to comply with **DANGER** notices will result in serious injury, even death; or damage to equipment and/or property and may void the factory warranty.

### **⚠ WARNING**

- Prior to installation, consult a qualified electrician to ensure that installation will comply with all local electrical & mechanical code requirements.
- The appliance must be adequately & properly grounded. Improper grounding can potentially result in electrical shock to the user.
- Check the rating label on the unit to determine the proper power supply required. Always consult an electrician, or other qualified service technician, to ensure that electrical circuits are of sufficient rating and gauge to power this equipment. A wiring diagram has been provided with the unit to aid service technicians. **The unit must be installed & electrically grounded in accordance with local codes, or in the absence of local codes, in accordance with the National Electrical Code, NFPA 70.**
- Improper installation, adjustments, alterations, service or maintenance could result in serious injury, even death; equipment and/or property damage; and will potentially void the factory warranty.
- **DO NOT** use or store flammable liquids, or materials that produce flammable vapors, in the vicinity of this or any other appliance!
- Food products or water spilled on floor areas can create a potential slip/fall hazard. Clean up all spills immediately.
- Failure to comply with **WARNING** notices could result in serious injury, even death; damage to equipment and/or property; and will potentially void the factory warranty.

### Specific Safety Precautions:

#### **CAUTION**

- Prepared food products, held for sale, must be maintained at a minimum temperature of 150°F (65.5°C) or in accordance with state & local health department regulations.
- The unit must remain in a horizontal position during operations.
- Exercise care when removing wooden crate framework and when removing the unit from shipping pallet.
- **DO NOT** operate the appliance, unless its components and their intended functions are fully understood (see **Section 3**). Once you have read & fully understand this information, closely follow the instructions presented in this Manual in order to prevent equipment damage, or malfunction.
- Certain parts of the appliance, including pans & food products, will become very **HOT!** Temperatures inside the unit can exceed **150°F (65.5°C)**. Surface temperature of the upper ceramic heaters can be in excess of **400°F (204.5°C)**. Exercise caution when handling food pans, cleaning, or servicing the unit. Wear personal protective equipment (PPE), such as thermal oven mitts or gloves, while attending the unit.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they have been given adequate instruction and/or supervision concerning its use by a person responsible for their safety. Children should not be allowed to play with, or in the area around, the appliance.
- **DO NOT** troubleshoot or repair of this equipment. All services should be performed by qualified, factory-authorized service company personnel.
- Allow the unit to cool for a minimum of 15 minutes before cleaning or servicing.
- Failure to comply with **CAUTION** notices may result in minor to moderate personal injury, damage to equipment or property, and potentially void the warranty.

#### **CAUTION**

- Exposed components along the control panels can be damaged by forceful impacts. Exercise due care when using carts & similar accessories near the unit to avoid damage & maintain proper operation, .  
Always maintain safe clearances between the unit & walls or structures.
- When cleaning the appliance:
  - **DO NOT** steam clean.
  - **DO NOT** use products containing chlorine, or other corrosive chemicals.
  - **DO NOT** use abrasive products, steel wool or scouring pads.
  - **DO NOT** use oven cleaners.
  - **DO NOT** pour water into the main pan well.
- **DO NOT** alter, add attachments, or otherwise modify the original design of this equipment!
- Failure to comply with **CAUTION** notices may result in damage to equipment or property, and void the factory warranty.

**NOTE:**

- Users must comply with all appropriate state and local Health Department regulations regarding cleaning & sanitation of all foodservice equipment.
- To clean difficult surface areas, having excessive build-up of grease residue, *GILES* recommends using a mild, bio-degradable, non-toxic degreasing cleaner such as ***Simple Green® Crystal Foaming Spray cleaner***.
- *GILES* assumes no responsibility in regard to code compliance during installation & operation of this equipment. Customer is responsible for obtaining all of the necessary approvals from ***Authorities Having Jurisdiction (AHJ)***.

## 1. Introduction

Thank you for choosing the *GILES GHM Heated Merchandiser* manufactured by Giles Enterprises, Inc., Montgomery, Alabama (USA), hereafter referred to as "*GILES*". Your unit is either a model ***GHM-4, GHM-5, GHM-6*** or ***GHM-8*** with one of three different configurations: ***a)*** full-attendant service, ***b)*** combination attendant-service with a 2-ft customer self-service section, or ***c)*** full-customer self-service [***GHM-4 & 5 only***]. All models feature mirror-tinted sliding doors & side glasses.

The warmers can be incorporated into a base counter or stand alone using the provided adjustable legs. Developed with flexibility in mind and designed to maximize the number of menu selections presented, while keeping them fresh at a proper holding & serving temperature, awaiting sale to your customers.

To help protect your investment, *GILES* recommends that prior to installing & using the *Warmer*, take the time to read & fully understand the material in this *Owner's Manual*, regarding installation, operation, cleaning & maintenance. Adhering to recommended procedures will help to minimize potential for equipment malfunction, which can result in costly *repairs & downtime*. With proper operation & care, the appliance should provide years of dependable, trouble-free service.

***Please retain this manual for future reference.***

### 1.01 Construction

Constructed of Series 304 stainless steel & anodized aluminum components. Features tempered European-style hinged curved front glass & rear sliding doors. Calrod bottom heater, ceramic upper heater.

### 1.02 Standard Features

**Temperature Control** - Each well has variable lower & top heat temperature control. Controls are easy to use with indicator lights to show status. GHM-4 = 3 wells, GHM-5 = 4 wells, GHM-6 = 5 wells, GHM-8 = 7 wells.

**Lighting** - Innovative LED lighting system provides 2500K warm light that is bright, efficient & reliable. The number of LED fixtures is dependent on the size of the GHM deli case.

**European-Style Glass** - Provides maximum visibility of products. Pneumatic struts assist in opening front glass & then hold it open, allowing for easy cleaning.

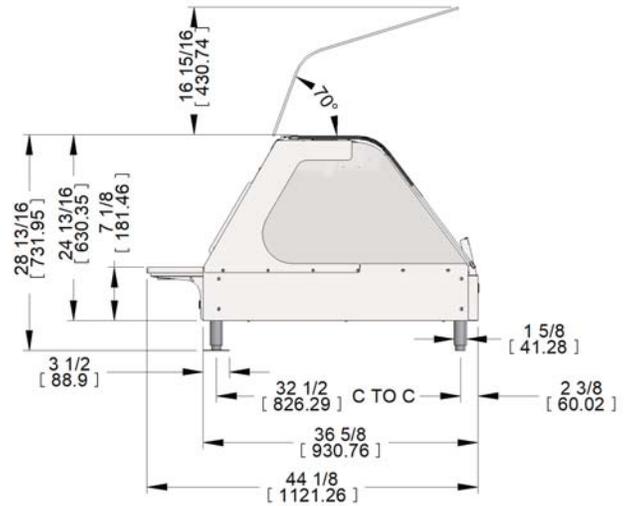
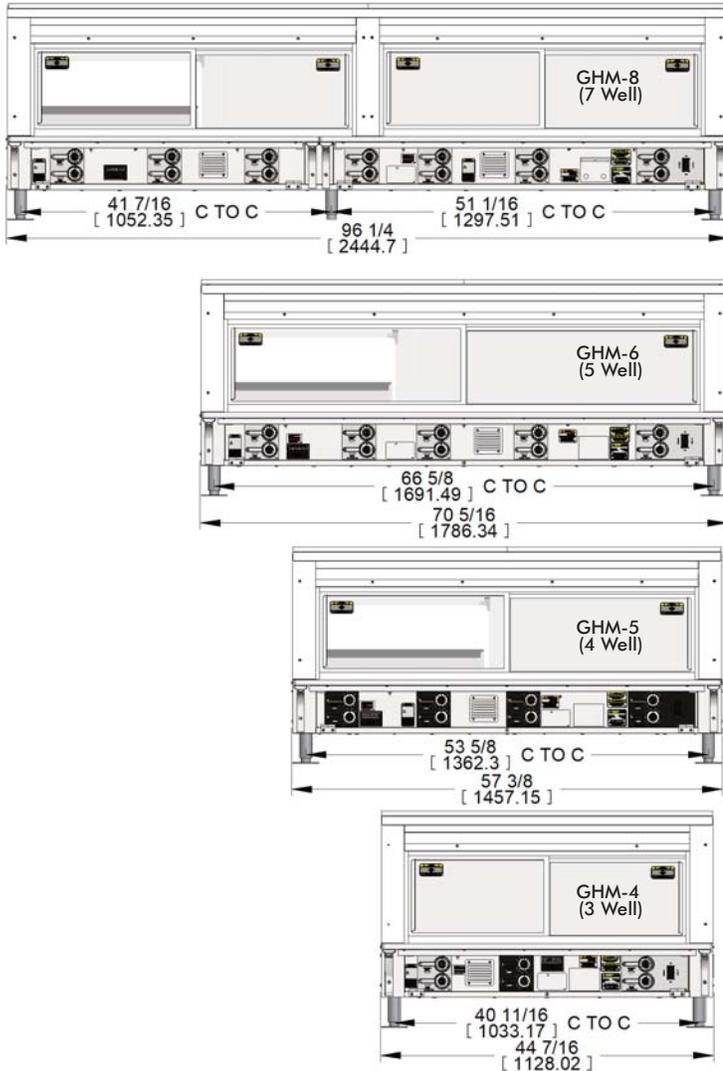
**Fold-Down Work Shelf** - High-density polyethylene (HDPE) fold-down work shelf along the entire width of the unit's operator-side. Shelves are easily removable without tools for cleaning.

### 1.03 Alternative Design

**Self-Serve** - *GHM-5, 6 & 8* models are available with a 2-foot section open to the customer-side of the unit on either right or left end, allowing for customer self-service. The *GHM-4 & 5* are also available as a full-customer self-service unit.

## 1.04 Specifications

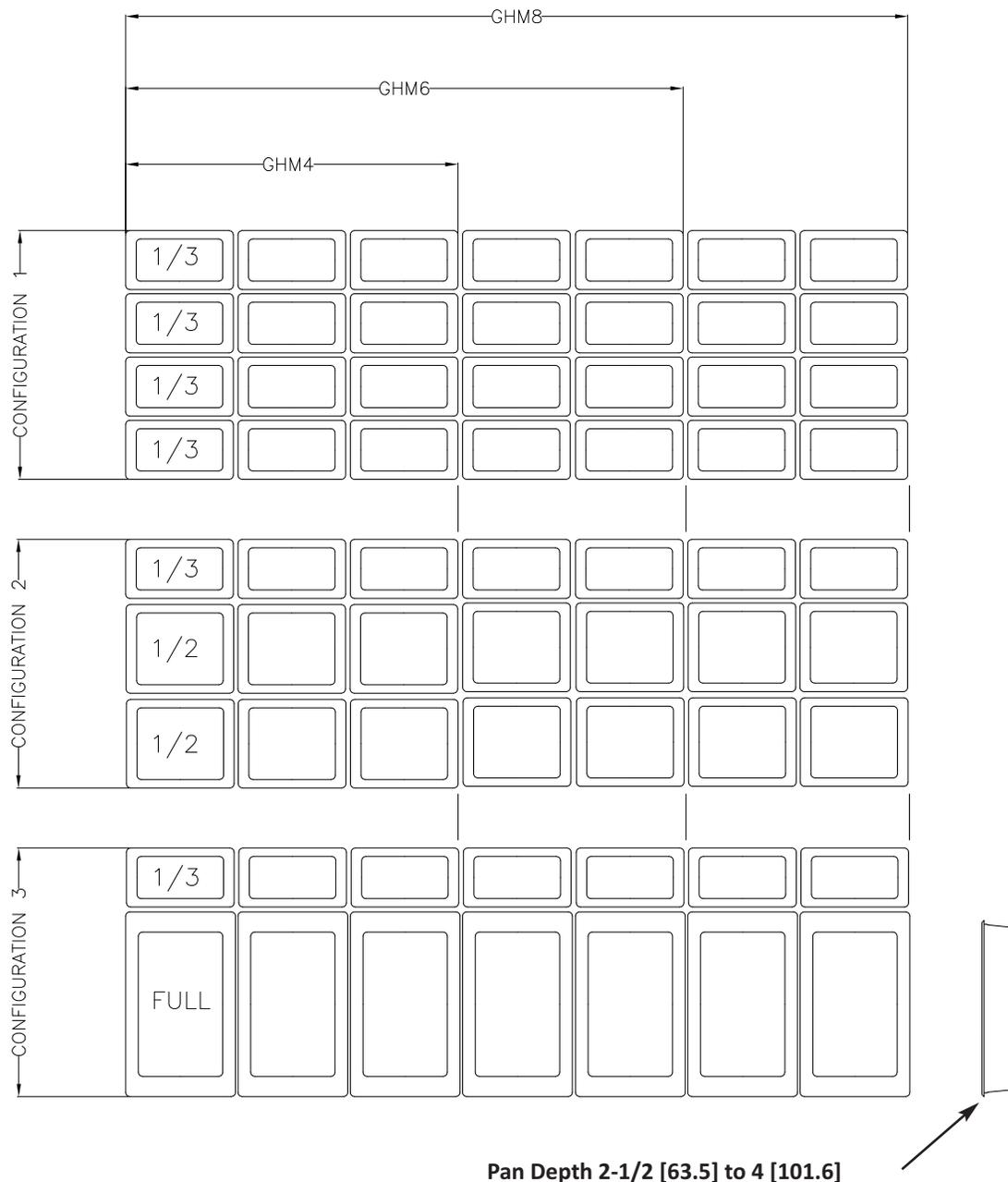
### 1.04.1 Overall Dimensions



INCHES [mm]

### 1.04.2 Basic Steam Table Pan Layouts

The following diagrams show examples of a few typical pan layouts. The *GHM Warmer* accommodate pans from 2-1/2" [64 mm] to 4" [102 mm] deep. Units are shipped with a basic set of pan support dividers to create the layouts depicted by **examples #2 & #3** below. Actual layout possibilities are practically limitless by purchasing additional pan support dividers (*sold separately*). **PANS & PAN GRATES ARE NOT INCLUDED WITH WARMERS, available from most any restaurant supply provider.**



INCHES [mm]

### 1.04.3 Agency Certifications



### 1.04.4 Weights

Model	Crated - Lbs [kg]	Uncrated - Lbs [kg] w/o Pans or Product
GHM-4	372 [169]	282 [128]
GHM-5	525 [238]	413 [187]
GHM-6	625 [283]	489 [222]
GHM-8	734 [333]	584 [265]

### 1.04.5 Pan Wells & Heat Control Zones

Model	Pan Wells	Heated Zone	Lighting Zone
GHM-4	3	3	1
GHM-5	4	4	1
GHM-6	5	5	1
GHM-8	7	7	1



## 2. Installation

This section describes the procedures necessary to properly install the *GILES Heated Merchandiser*. To help avoid personal injury or equipment damage, please follow these steps exactly.

### **CAUTION**

**DO NOT MODIFY, ADD ATTACHMENTS, OR OTHERWISE ALTER THIS EQUIPMENT FROM ITS ORIGINAL DESIGN.**

### 2.01 Appliance Location

While selection of location is typically dependent on operational needs & site-specific factors, the following should generally be considered before finalizing installation plans.

- The appliance & surrounding area should be kept free & clear of combustible materials. Maintain a minimum 6" [154.2 mm] clearance to combustibles.
- The appliance must be electrically grounded in accordance with local electrical code, or in the absence of local code, with the current **National Electrical Code (NEC), NFPA 70**. ***Failure to properly ground the appliance could present electrical shock hazard to operating personnel & customers.***
- Be sure that sufficient space is available for proper operation, and that consideration is given to the amount of space which may be required to perform future service, maintenance, or repairs.
- As necessary, provide adequate ventilation for the operational area.
- Consult a qualified electrician, or other service technician, prior to installation to ensure that the power supply available at the selected location meets the electrical specifications stated on the unit's rating label, and that wiring & circuit breakers are of sufficient rating to power the appliance load.
- Make certain that the unit is to be installed in a suitable base counter or counter-top, that is stable & substantial enough to support the unit plus the weight of food that will typically be displayed.
- Be sure that the unit is secure in its location & cannot be inadvertently moved.

The above considerations will help to ensure safe & proper installation. If you have any questions concerning these procedures, please contact a Giles Manufacturer's Representative or equipment Dealer, or call *Giles Services* at **800.554.4537**.

### 2.02 Unpacking

Unit is shipped on a wooden skid with a protective wooden framework; secured to the skid by means of high strength strapping. The entire skid is wrapped with machine-applied stretch wrap. Auxillary items, such as Side Glasses, Pan Dividers, and Legs, are packed separately, contained in cartons packed in the pan well. Be certain to remove and retain.

#### **CAUTION**

- Appliance is heavy ... Exercise care when lifting or moving ... Use adequate manpower or appropriate handling equipment.
- Exercise care when removing and disposing of the wooden crate material.
- Failure to comply with **CAUTION** notices may result in minor to moderate injury, equipment or property damage, and could void the factory warranty.

#### **IMPORTANT!**

*If the crate shows evidence of damage, immediately inspect the entire unit and the accessory items. Notify the freight company of any and all damages observed. Typically, it will be the purchaser's responsibility to negotiate freight damage claims with carriers.*

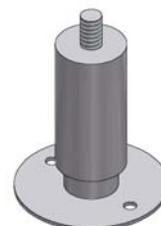
1. Carefully cut and remove plastic wrap and strapping, then use appropriate tools to remove wooden crate framework from the pallet.
2. Remove items packed in the pan well, examine for damage and set aside.
3. Carefully remove the unit from the shipping pallet. Units are extremely heavy, see **Section 1.04.4, Weights**. Use appropriate lifting equipment, or adequate manpower. Due care should be taken when lifting and moving the unit to prevent personal injury or equipment damage. Giles shall not be liable for personal injury or damage caused by improper handling, or use of poor work practices.

### 2.03 Counter-Top Installation

1. For free-standing, counter-top applications, four (4) Adjustable Legs are supplied ... two (2) Regular and two (2) Floor Plate.
2. Install and secure the Adjustable Legs at each corner. Each style Leg should be installed on the opposite diagonal corners from one another. **Take care to not cross-thread studs.**
3. Place unit onto a suitable counter-top that is substantial enough to safely support the appliance.
4. Level unit by rotating the lower portion of the Legs to adjust the length as needed ... clockwise shortens leg, counter-clockwise lengthens legs. Unit should be stable and level; side-to-side, front-to-back and corner-to-corner.



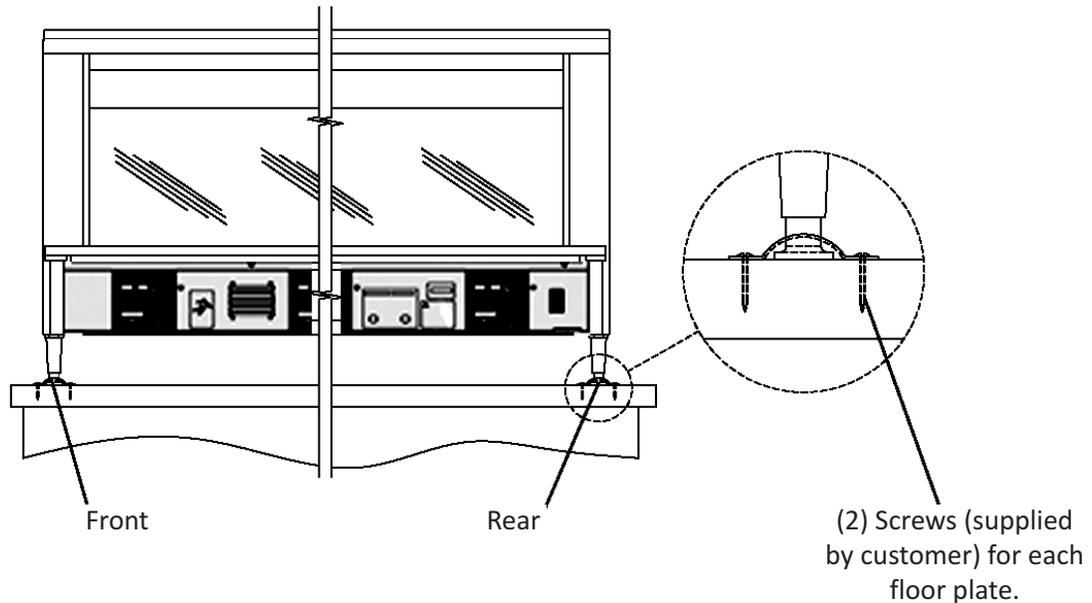
Regular Leg



Floor Plate Leg

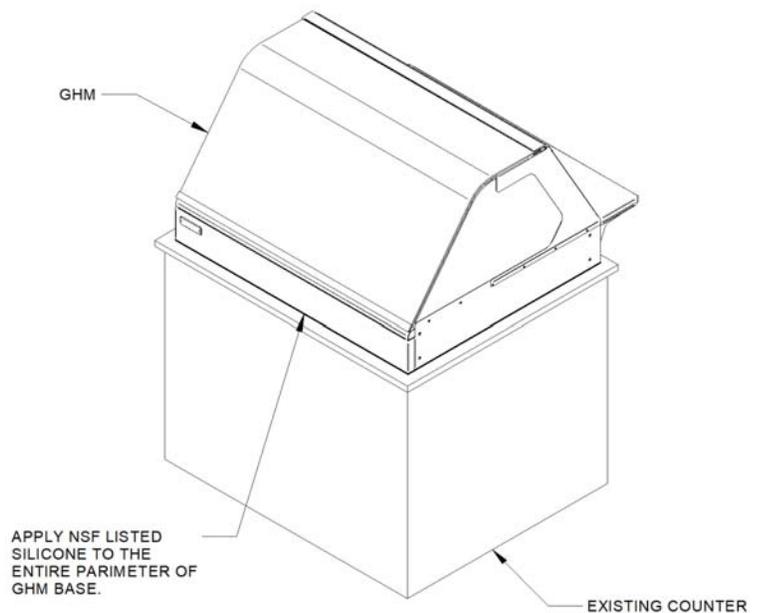
### 2.03 Counter-Top Installation - continued

4. Level unit by rotating the lower portion of each leg to adjust length as needed ... turn to right (clockwise) to shorten leg, turn to left (counter-clockwise) to lengthen leg. Unit should be level & stable ... side-to-side, front-to-back & corner-to-corner.
5. Secure unit by fastening plate mount legs to counter-top with appropriate screws (*not supplied*).



### 2.03.1 Base Counter Installation

1. The *GHM Merchandiser* can also be installed on an appropriately sized custom pre-fabricated base counter. Prior to installing the unit ensure that the base is level & stable.
2. Apply a bead of food-grade silicone around the entire base perimeter to create a liquid-tight seal and to prevent infiltration of pests.
3. The unit must be attached in accordance with all applicable local codes.

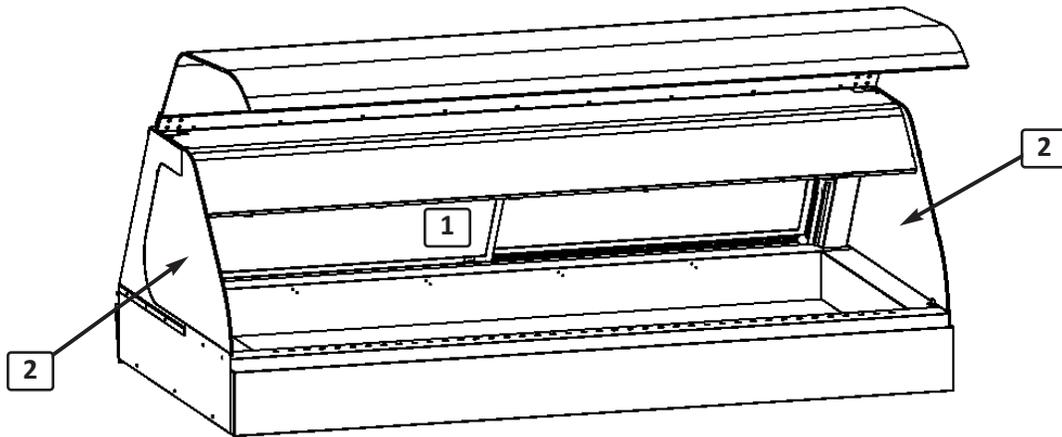


#### IMPORTANT!

It is the responsibility of purchaser and/or their contracted kitchen equipment specialist to ensure that all applicable code & regulatory requirements are met during the installation process. **GILES assumes no responsibility for code compliance with regard to the installation or operation of this equipment.**

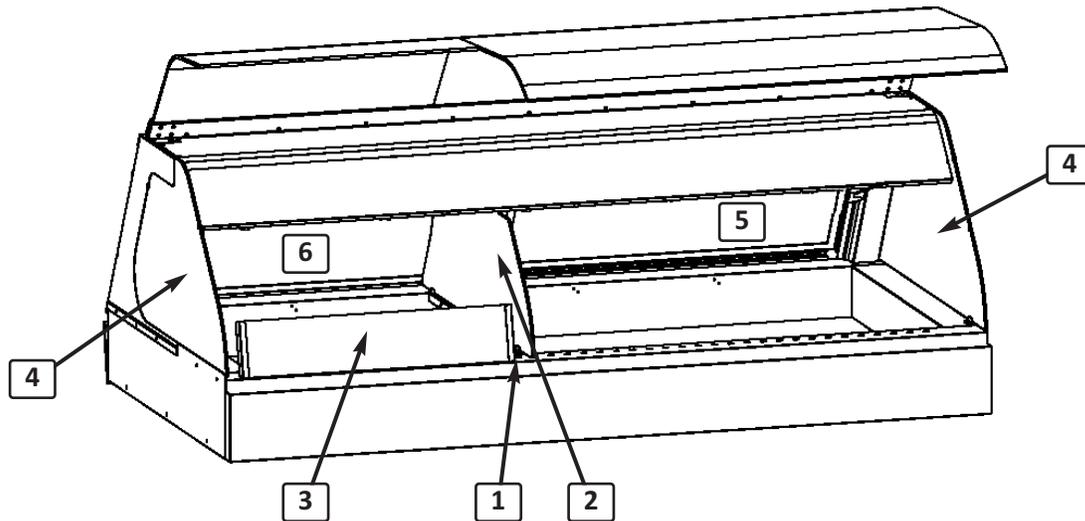
### 2.04 Glass Installation

#### 2.04.1 Full-Service Model



- ① Remove shipping tape from sliding doors & ensure the doors are seated properly & slide easily.
- ② Unpack & install side glass panel on each end, sliding them into the track. When the front curved glass cover is closed, be certain that there is **NO** gap between the front glass & the side panel. If needed slide side glass forward to fit flush with front.

### 2.04.2 Customer Self-Service Model



- ① Install the lower partition glass support track in pan at the proper location ... right or left.
- ② Install the partition glass panel, be sure to properly align the top & bottom edges of the glass in upper & lower tracks & slide in.
- ③ Unpack & install sneeze guard glass into the brackets mounted on the front edge.
- ④ Unpack & install side glass panel on each end, sliding them into the track. When the front curved glass cover is closed, be certain that there is **NO** gap between the front glass & the side panel. If needed slide side glass forward to fit flush with front.
- ⑤ Remove shipping tape from sliding doors & ensure doors are seated properly & slide easily.

#### **NOTE:**

- Depending on model, a 2-ft customer self-serve section will be located on either the right or left end of unit.
- **GHM-4** & **GHM-5** models are available as full-length customer self-service units. They do not have a partition glass panel & have a full-length sneeze guard glass.
- The **GHM-4** model is not available with a 2-ft customer self-service section.
- See **Section 4.01** for explanation of installing pan grid supports & service pans ... pans are customer-supplied.

### 2.05 Electrical Requirement

#### **⚠ WARNING**

Unit must be adequately & properly grounded. Improper grounding can create a potential electrical shock hazard for operating personnel & customers. Always refer to local electrical code to ensure that this appliance and all other electrical equipment are in compliance with grounding requirements.

Consult a professional electrician, or qualified kitchen equipment service technician, to ensure that circuit breakers & wiring are of sufficient rating to power the appliance load.

The *GHM Merchandiser* is available for the various electrical specifications listed below. Check the rating label on the rear of the unit to determine correct power supply. A wiring diagram has been provided with this appliance to aid with installation ... please verify that it actually corresponds to the unit being installed.

**Table 2.05, Electrical Requirements**

Model	Voltage	Phase	Hz	kW	Amps	Breaker
GHM-4	208 / 240	1	60	2.7 / 3.2	13.3	20
GHM-5	208 / 240	1	60	3.7 / 4.3	17.9	25
GHM-6	208 / 240	1	60	4.7 / 5.4	22.4	30
GHM-8	208 / 240	1	60	6.6 / 7.6	31.6	40

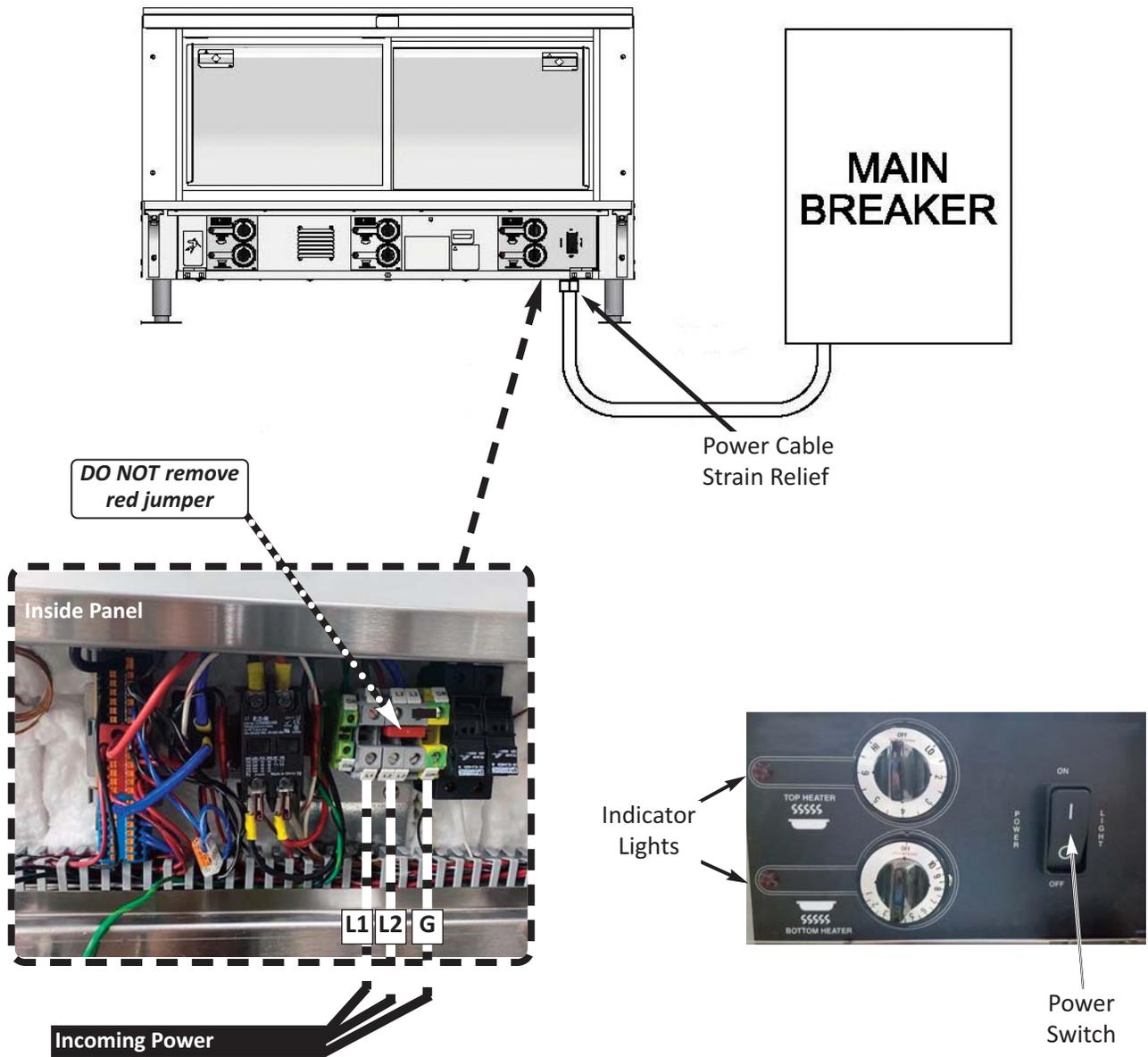
#### **⚠ WARNING**

Before continuing with installation, be certain that power supply to the unit is disconnected & locked out.

### 2.06 Electrical Connection

1. Verify installation of appropriate circuit breakers in the main electrical panel, see **Table 2.05.** above.
2. Connect appropriately sized power supply wiring to breaker & route to unit, providing enough length to allow unit to be moved as needed for cleaning or service ... generally, either *10/3 SO cord* or *10-ga. wire in conduit* is acceptable.
3. On the attendant-side, remove retaining screws & carefully lower the hinged control panel, see **Section 2.06.1, Electrical Diagram** ... if installing a *GHM-8*, only the right-hand panel section needs to be opened.  
*Be careful not to intangle the small copper capillary tubes of the thermostat controls.*
4. Install the provided cable strain relief connector (*for SO cord*), or *customer-provided* conduit fittings in hole on bottom panel. Feed sufficient wire for connection through the strain relief or conduit.
5. Securely connect incoming power & ground wires to **terminal blocks [L1] [L2] [G]**, see **Section 2.06.1, Electrical Connection Diagram**. **NOTE:** There are two (2) terminal blocks marked **[L2]** connected by a *red plug-in jumper* ... connect incoming power at **[L1]** & **middle [L2]** ... **DO NOT remove jumper.**
6. Before closing control panel, verify that fuses are properly installed in fuse holders. Carefully close the panel, taking care not to pinch wiring. Reinstall retaining screws & tighten securely.
7. Ensure that appliance **POWER** switch is **[OFF]** ... turn **ON** circuit breaker in electrical panel supplying power to the appliance ... place power switch in to **[ON]**. LED lighting will illuminate & control panel cooling fan will start.
8. Variable heat controls for each well are located across the rear control panel, see **Section 2.06.1**. Rotate all of the top & bottom heat control knobs clockwise to the full **[ON]** position. Confirm that the red indicator lights on each panel illuminate, and that all sections of the pan bottom and all of the top ceramic heaters begin to heat, then return all controls to **[OFF]**.

## 2.06.1 Electrical Connection Diagram



## 2.07 Ventilation

GHM Merchandisers typically do not require specific ventilation, however requirements & regulations for food service operations can vary from locale to locale. Always consult local **Authority Having Jurisdiction (AHJ)** to ensure compliance with local regulations & codes.



## 3. Overview

The following section provides a brief overview of *GHM Series Hot Food Merchandisers*. Please review this information carefully before using the appliance for the first time.



### MODELS:

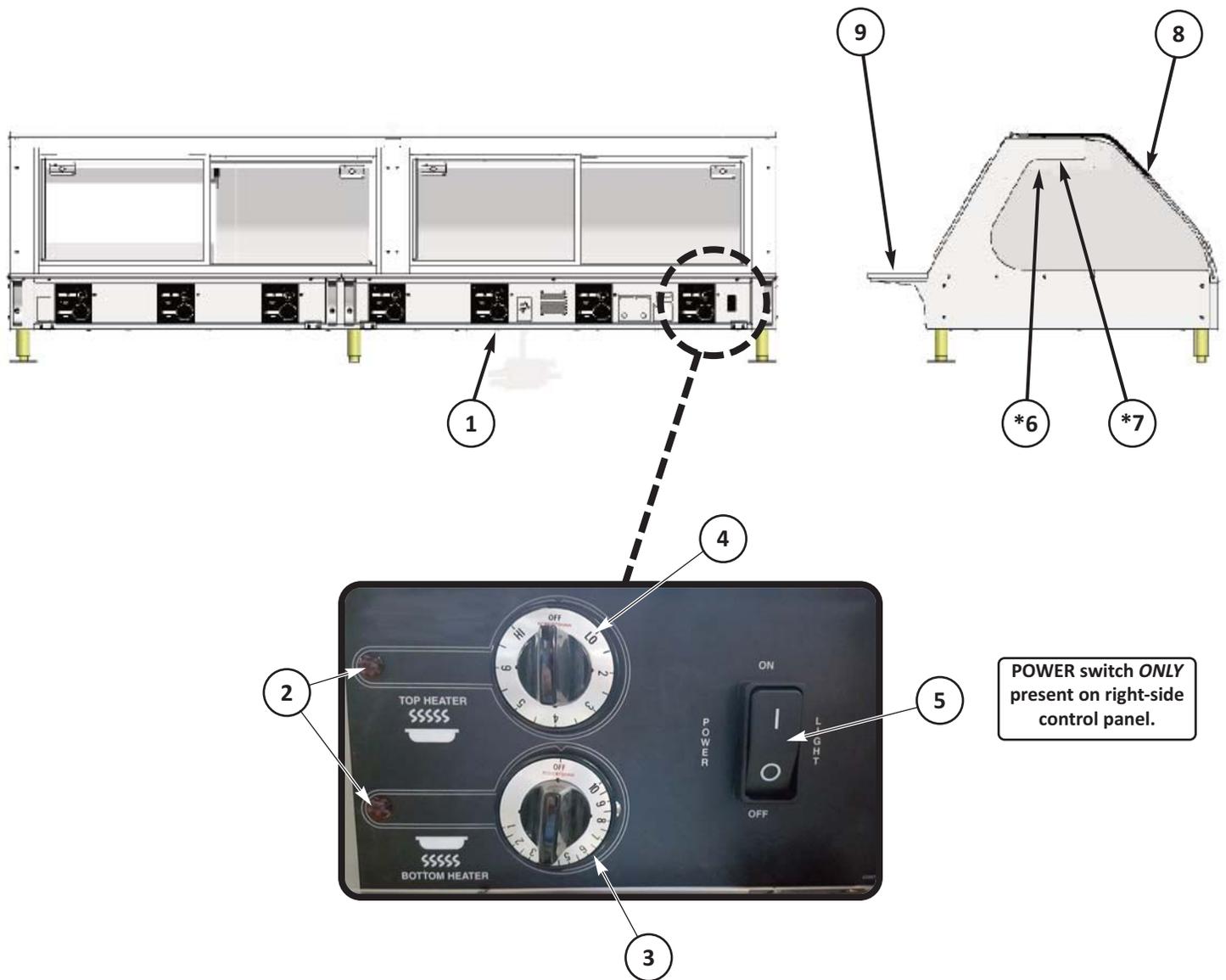
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## 3.01 Back & Side View



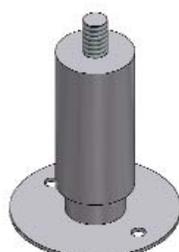
\* Not Shown

## 3.01 Back & Side View

Item	Description	Function
1	Control Panel	Each “well” has separate, independent, temperature controls for top & bottom heat.
2	Red Indicator Lights	The lights turn ON when the heater element are energized. The <b>BOTTOM HEATER</b> light will cycle <b>ON &amp; OFF</b> as the thermostat controls to a temperature setting. The <b>TOP HEATER</b> light illuminates when the heater control is turned <b>ON</b> & remains on continuously until heater is turned <b>OFF</b> .
3	<b>BOTTOM HEATER</b> Thermostat Control	An independent thermostat for each well controls the heat output of the bottom pan heaters. Rotating the knob clockwise turns heat ON ... temperature setpoint increases incrementally as indicated by dial markings <b>0</b> to <b>10 (0 = Lo ... 10 = Hi)</b> . Turning knob fully counterclockwise, turns heater OFF.
4	<b>TOP HEATER</b> Rheostat Control	An independent control for each well adjusts the heat output of the ceramic top heater. The control is an infinite rheostat, not a thermostat. The knob rotates either direction ... rotating clockwise (right) turns heater ON at the <b>[HI]</b> setting ... turning counterclockwise (left) turns heater ON at the <b>[LO]</b> setting. Continuing to rotate knob decreases or increases heat, respectively. <i>Top heaters do not cycle ON &amp; OFF.</i> Rotate to <b>[OFF]</b> position to turn the heat OFF.
5	<b>POWER/LIGHT</b> Switch	When placed in <b>[ON]</b> position, LED lamps illuminate & all heat controls become active.
*6	LED Lights	High temperature LED fixtures illuminate displayed food products. The LED lights are mounted behind tempered glass lenses. The number of LED fixtures is dependent on the GHM size.
*7	Infrared Ceramic Top Heater	Each well contains a variable output, 150W, infrared ceramic heater.
8	European-Style Glass	Attractive tempered curved glass provides maximum visibility of displayed items. Glass is hinged & features pneumatic struts, which provide assist for opening & then hold the glass open for cleaning, or other activities.
9	Fold-Down Work-shelf/Cutting Board	Work-shelf/cutting board (HPDE) extends full length of the appliance on the attendant-side. Provides convenient, fold-down work surface to use when attending & restocking products. Easily removeable for cleaning.

\* Not Shown

### 3.02 Accessory Items Included

Part	Part Number	Description	Function
	<p>35788</p> <p>(2) - GHM-4 (3) - GHM-5 (4) - GHM-6 (6) - GHM-8</p>	<p>Pan Support Channel, Long</p>	<p>Creates front-to-back pan support for each pan well. A fixed number of the long channels are required as shown.</p>
	<p>35789</p> <p>(6) - GHM 4 (8) - GHM 5 (10) - GHM 6 (14) - GHM 8</p>	<p>Pan Support Channel, Short</p>	<p>Placed between the long channels to complete the pan grid in each well.</p> <p>A number of these short channels (<i>shown at left</i>) are provided with each unit to create a basic grid layout. <i>Additional channels can be purchased separately to create any number of customized layouts.</i></p>
	<p>41071</p> <p>(2) - All Units</p>	<p>4" Adjustable Leg, Stud Mount, w/Floor Plate</p>	<p>Used when installed in a counter-top application. Floor plate utilized for securing unit to counter-top</p>
	<p>41070</p> <p>(2) - GHM 4,5 &amp; 6 (4) - GHM 8</p>	<p>4" Adjustable Leg, Stud Mount, w/o Floor Plate</p>	<p>Used when installed in a counter-top application.</p>

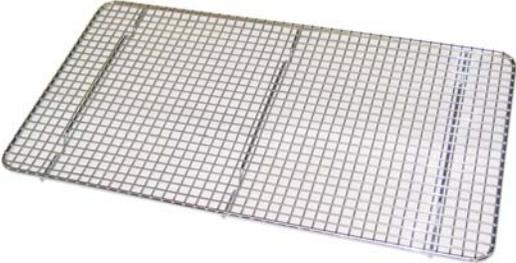
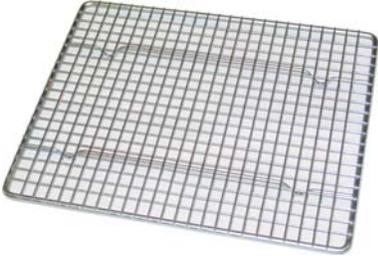
## 3.02 Accessory Items Included

Part	Part Number	Description	Function
	<p>20350 (1) - All Units</p>	<p>Power Cord Strain Relief</p>	<p>Secures incoming power cord where it enters the appliance. Secures cord to prevent strain on electrical connections. May not be needed if using conduit for electrical connection.</p>
	<p>36006 (1) Self-Serve Unit Only</p>	<p>Partition Glass Lower Support Channel</p>	<p>Used to support the partition glass on self-serve models.</p>

## 3.03 Accessory Items Not Included

Part	Part Number	Description	Function
	<p><b>NOT PROVIDED, NOR OFFERED BY GILES</b> Readily available from restaurant supply dealers.</p>	<p>Steam Pan (Full size)</p>	<p>Holds displayed foods prior to sale.</p>
	<p><b>NOT PROVIDED, NOR OFFERED BY GILES</b> Readily available from restaurant supply dealers.</p>	<p>Steam Pan (1/2 size)</p>	<p>Holds displayed foods prior to sale.</p>
	<p><b>NOT PROVIDED, NOR OFFERED BY GILES</b> Readily available from restaurant supply dealers.</p>	<p>Steam Pan (1/3 size)</p>	<p>Holds displayed foods prior to sale.</p>

## 3.03 Accessory Items Not Included

Part	Part Number	Description	Function
	<p><b>NOT PROVIDED, NOR OFFERED BY GILES</b> Readily available from restaurant supply dealers.</p>	<p>Steam Pan Grate (Full size)</p>	<p>Placed in pan bottom as nec- essary to allow drainage.</p>
	<p><b>NOT PROVIDED, NOR OFFERED BY GILES</b> Readily available from restaurant supply dealers.</p>	<p>Steam Pan Grate (1/2 size)</p>	<p>Placed in pan bottom as nec- essary to allow drainage.</p>
	<p><b>NOT PROVIDED, NOR OFFERED BY GILES</b> Readily available from restaurant supply dealers</p>	<p>Steam Pan Grate (1/3 size)</p>	<p>Placed in pan bottom as nec- essary to allow drainage.</p>



## 4. Appliance Operation

This section explains setting up and operating the *GHM Merchandiser*.



### MODELS:

3 Well: GHM-4

4 Well: GHM-5

5 Well: GHM-6

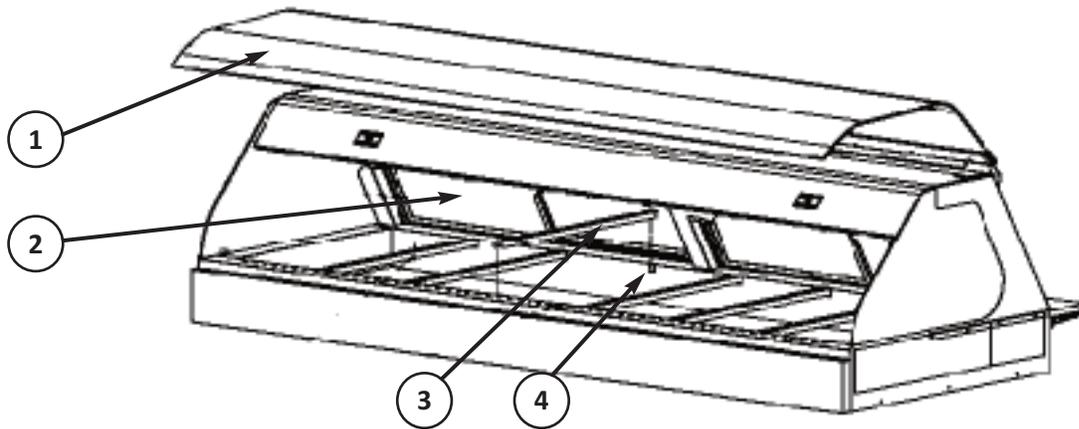
7 Well: GHM-8

### 4.01 Pan Installation & Set Up

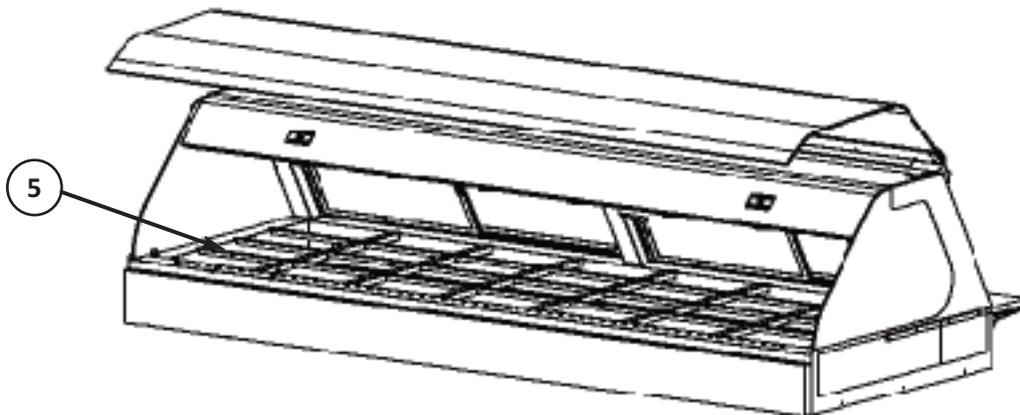
The following explains how to set-up & layout the steam pan grid in the merchandiser's main pan.

**⚠ DANGER** The GHM is a *dry heat warmer*. The main pan is ***NOT "liquid tight"*** ... liquids will leak into the heating element compartment, creating a significant electrical shock hazard. ***DO NOT PUT WATER or ANY OTHER LIQUID into the pan well ... doing so will void the factory warranty.***

**⚠ CAUTION** Before installing support dividers & pans, be sure that heat controls (top & bottom) are OFF & the unit is adequately cool.

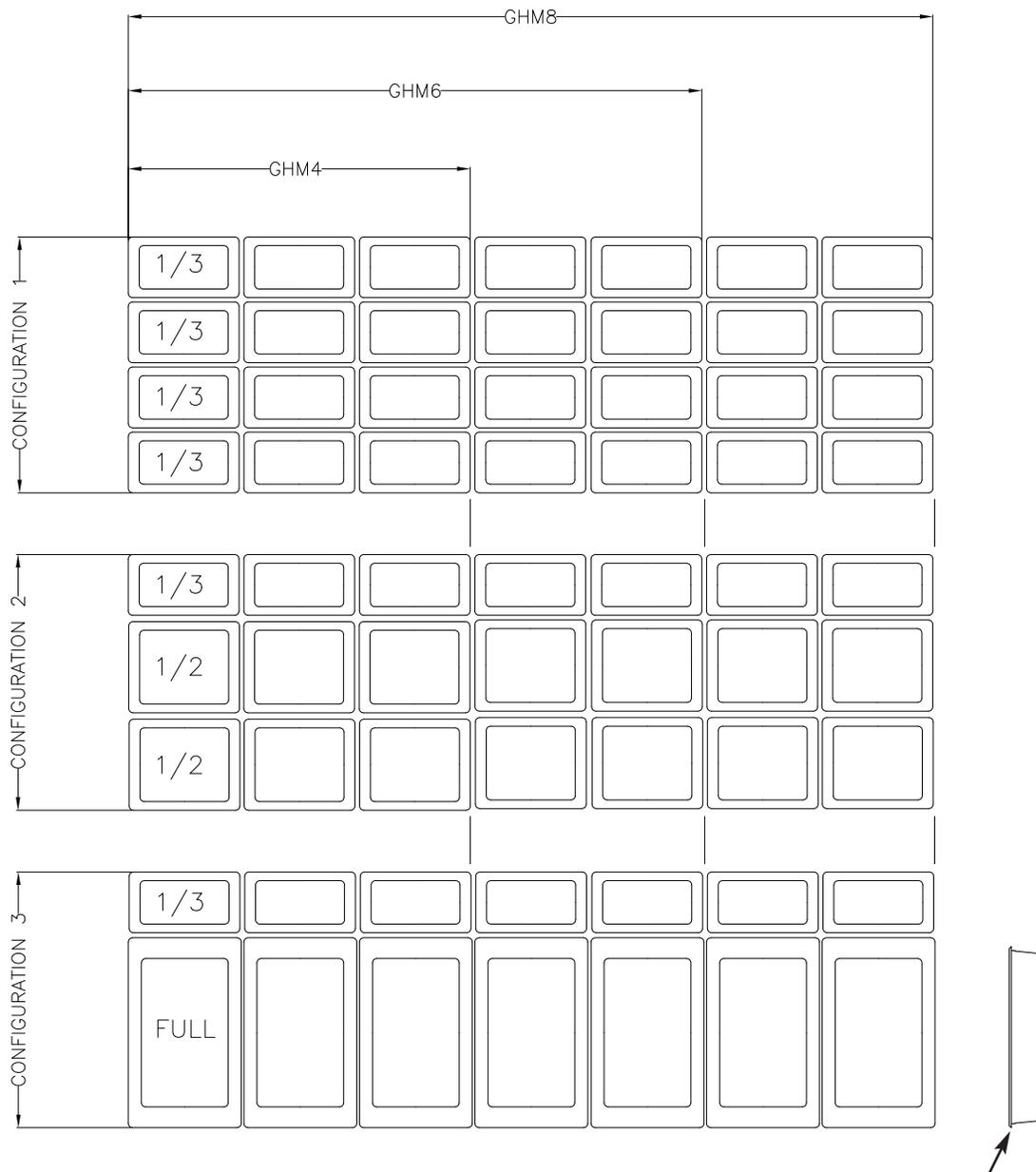


1. Setting up the main pan can be performed from either the front or rear of the appliance. Lift the front glass (1) or open the rear sliding doors (2).
2. Install the provided *long pan support channels* (3). Place one onto each set of *channel alignment brackets* (4) attached along the front & back rim of the main pan.



3. Install supplied *short pan support channels* (5) between each of the long support channels to create a pan grid to suit your particular need. *Enough short channels are provided with each unit to create the grids shown in examples #2 & #3 on page 25.*

### 4.01 Pan Installation - continued



**Pans are customer-supplied, NOT included with warmer. All models will accept standard steam table pans of various sizes & pan depths between 2-1/2" to 4" [63.5 mm to 101.6 mm].**

- Pans of product will simply rest on the grid channels. The above shows some typical arrangements, but many different pan layouts that can be created. Enough pan dividers are provided with the unit to set-up either *configuration #2 or #3*. Additional dividers can be purchased separately.

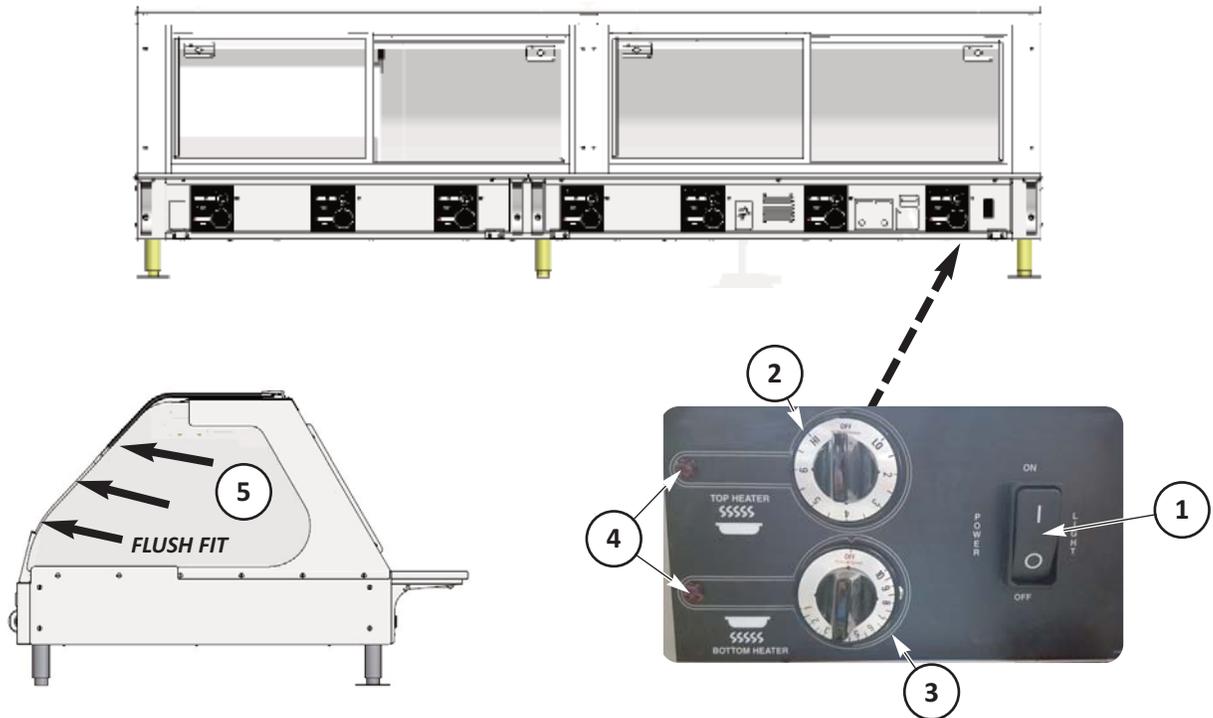
**NOTE:**

**Do not to leave any gaps between the pans ... spaces result in heat loss.**

- Close the front glass and/or rear doors.

## 4.02 Setting & Adjusting Warmer Temperature

There is a separate control panel for each “pan well” ... GHM4 = 3, GHM5 = 4, GHM6 = 5, GHM8 = 7. Main power/light switch is located on the right-hand panel.



1. Be sure the front glass is fully closed & sliding doors are closed.
2. Place main **POWER** switch ① in the [ON] position.
3. Turn all **TOP HEATER** control knobs ② counter-clockwise to [HI] & set all **BOTTOM HEATER** controls ③ to the [10] setting ... red indicator lights ④ should turn ON. Allow unit to preheat for approximately **15 minutes**.
4. When the bottom heater indicator lights turn off, proceed to the next step (*top heater indicators will remain ON*).

### IMPORTANT!

While Warmer is in operation, be certain that Side Glasses ⑤ on each end are pulled forward & fit flush against the Front Curved Glass cover. Pushing the glass panels fully in to a back-stop will leave a significant gap between the front cover & side glasses. A gap results in excessive heat loss, making it is very difficult for the Warmer to maintain acceptable temperature levels.

**CAUTION** Parts of the unit become very HOT! Temperatures inside the unit can exceed 150°F (65.6°C). Exercise caution when placing full pans into warmer, removing empty pans, cleaning or servicing ... always wear thermal hand protection.

**WARNING** Avoid touching the ceramic top heaters. The surface of these heater will become extremely HOT & skin contact may result in serious burns.

### 4.02 Setting & Adjusting Warmer Temperature - continued

**CAUTION** For optimum performance, cooked foods should always have a minimum internal temperature of 150°F (66°C) before they are placed into the warmer.

5. Wear appropriate thermal hand protection. Place prepared hot food into service pans, or load full pans directly from the cook line into the pan support grid.
6. After placing foods into the unit, reduce bottom heat controls **(3)** to a setting of **[6]** ... adjust top heat controls, as needed. *A beginning setting of **[3]** or **[4]** is recommended.*
7. To ensure foods are maintained at a proper holding temperature, associates must periodically monitor internal temperatures of the foods in the warmer with a digital, instant-read, probe thermometer & adjust top & bottom heat controls until a, generally, consistent holding temperature is being maintained.
8. Adjust bottom heat with the thermostat control knob **(3)**... **[10]** is **[HI]** ... **[1]** is **[LO]**. *The dial is numbered as an index only and does not represent any particular actual temperature.* The bottom heating element in each well cycles **ON** & **OFF** as the heat output setting is maintained.
9. Adjust top heat with the rheostat control knob **(2)**. The knob turns in either direction ... turning clockwise (to the right), turns heater **ON** at the **[LO]** setting; continuing to turn increases heat output until the **[HI]** setting is reached. Turning counter-clockwise (to the left), turns heater **ON** at the **[HI]** setting; continuing to turn decreases heat output until the **[LO]** setting is reached. Top heaters remain **ON** ... do not cycle **ON** & **OFF**. Place knob to **[OFF]** position to turn off heater. *Dial is numbered as an index only and does not represent any particular actual temperature.*
10. Operators must always comply with local health regulations regarding holding temperatures for cook foods, awaiting sale for consumption.

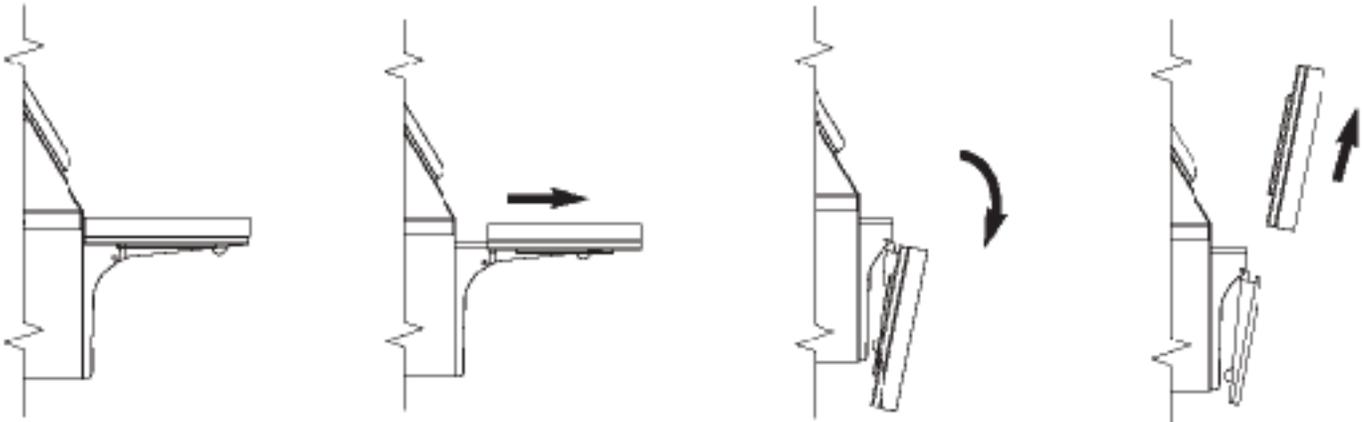
**NOTE:**

- Control settings needed to maintain proper holding temperature of cooked foods depend on the type of food & the amount remaining in the food pans.
- Top heaters **DO NOT** cycle ... they are either **ON** or **OFF**. Monitor foods regularly to ensure that the top portion is not being cooked further, or becoming dried from excessive top heat.

### 4.03 Removing & Installing Fold-Down Work-Shelf

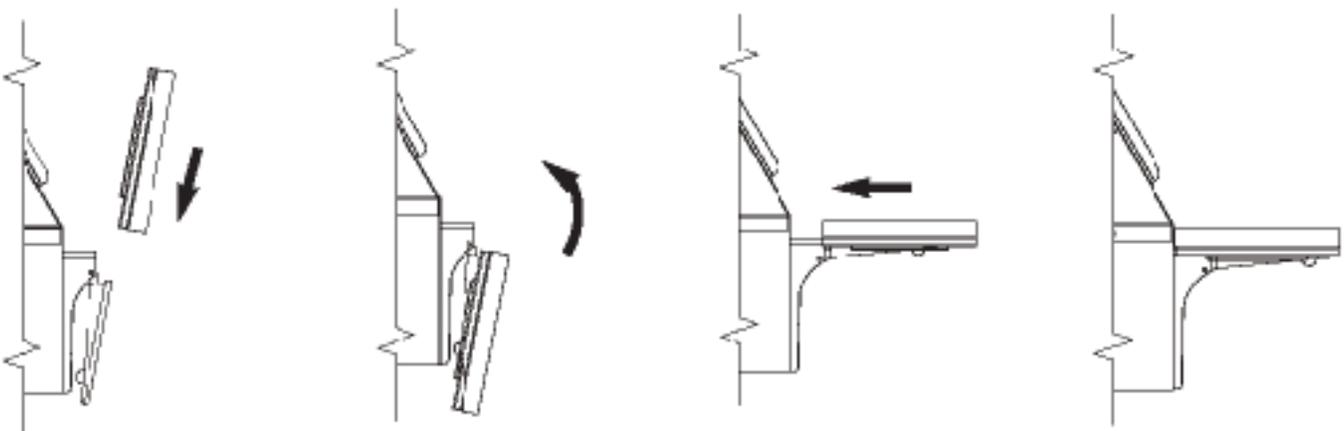
This section illustrates how to remove and reinstall the folding work shelf. This shelf provides a work surface while attending the warmer ... temporarily holding full or empty pans, utensils, etc. It is removable for easy cleaning.

#### 4.03.1 Removing the Shelf



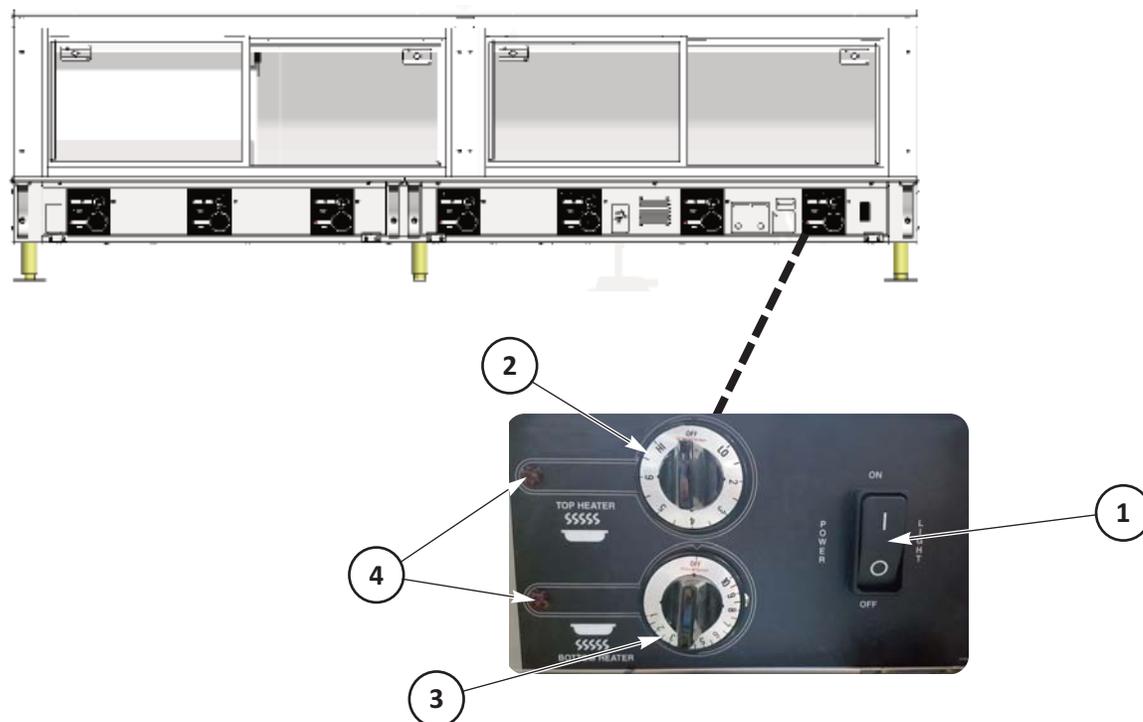
1. If shelf is in the raised position, slide it straight out, away from warmer & fold down, then grasp it & lift straight up to slide it from the holding brackets.
2. If shelf is already in the folded position, simply grasp it & lift off of the holding brackets.

#### 4.03.2 Reinstalling the Shelf



1. Grasp shelf & align brackets on bottom with the holding brackets on the warmer & slide down onto them.
2. Swing shelf up & push in to lock it in raised position.

## 4.04 Normal Shutdown



1. Turn all bottom heat control knobs ③ to **[OFF]** position (fully counter-clockwise) ... indicator lights ④ turn **OFF**.
2. Turn all top heat control knobs ② to **[OFF]** position ... indicator lights ④ turn **OFF**.
3. Place main **POWER** switch ① in **[OFF]** position ... LED lighting turns **OFF**.
4. If required, disconnect power supply to the unit by turning off appropriate circuit breakers in the main electrical panel.
5. Follow all standard practices, and local health department regulations & guidelines with regard to equipment cleaning & sanitation and disposition of any remaining quantities of food items at the end of the day's operation.

## 4.05 Emergency Shutdown

In case of an emergency, disconnect all power to the unit by turning **OFF** circuit breaker in main electrical panel.

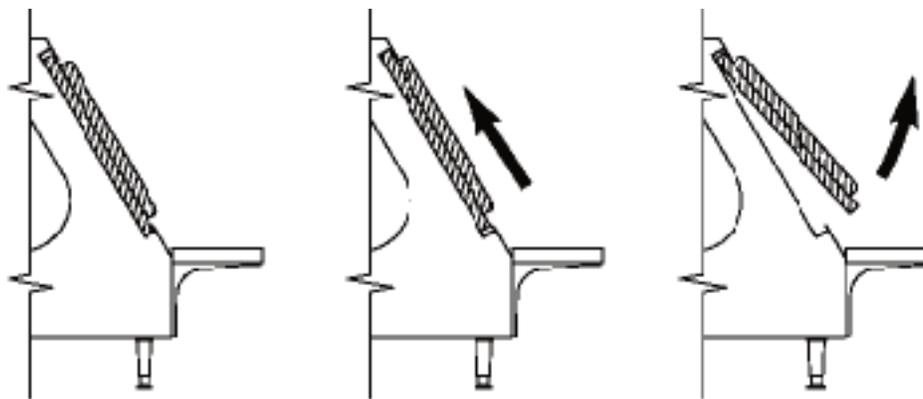


## 5. Cleaning

This section explains recommended cleaning procedures. Not only is it important that food items appeal to customers, but the cleanliness & sanitation of the unit in which they are displayed is also vital. The GHM is a showcase for your menu selections ... it should be cleaned daily.

**⚠ DANGER** • **DO NOT** wash down the unit's interior or exterior with water from a spray hose.  
 • Failure to comply with DANGER notices will result serious injury, or even death, equipment or property damage, and void the warranty.

1. Perform a normal shutdown as described in **Section 4.04** ... allow the unit to adequately cool.
2. Raise the front curved glass to the fully open position.
3. Wear appropriate hand protection & remove all food pans & pan support channels. Clean items in sink using appropriate cleaning products & hot water (can be washed in dishwasher).
4. Remove the sliding glass doors by lifting upward until the lower track is cleared. Swing the bottom of the door outward & pull slightly downward to remove. Set aside in a place suitable for cleaning. Use a soft bristle brush to sweep crumbs & debris from door tracks. A notch in the track allows debris to be removed easily.
5. Clean the interior & exterior of the unit with a mild, bio-degradable, non-toxic degreasing cleaner. *GILES* rec-



ommends **Simple Green® Crystal Foaming Spray Cleaner/Degreaser** ... readily available wherever cleaning supplies are sold & from Giles equipment dealers.

6. Clean all glass surfaces, including front cover, side glasses, partition glass, sneeze guard, etc. with a quality food-grade glass cleaning product. All but the front glass can be removed for easier cleaning ... **HANDLE WITH CARE!**
7. Wipe all exterior stainless surfaces with a good stainless cleaner/polish.
8. After drying thoroughly, reinstall all glass.
9. Reinstall rear sliding doors using reverse sequence of removal.
10. Replace the pan support channels & food pans, if desired, and lower front glass. Most operators will not replace pans until the warmer is being stocked with food products the following day.



## 6. Troubleshooting

This section describes some basic general purpose troubleshooting procedures. Trouble-shooting by operating personnel should be limited only to operational or set up issues. Electrical trouble-shooting should be conducted *ONLY* by qualified food service equipment technicians.

**⚠ DANGER**

- Electrical troubleshooting should be performed *ONLY* by qualified service providers. Death or serious injury will result from contact with energized electrical components or circuits.
- Failure to comply with these DANGER notices will result in serious injury or death, equipment or property damage, and void the warranty.

**Table 6.01 Troubleshooting Procedures**

Problem	Possible Cause	Repair Procedure
LED lighting not working	A. LED end-of-life	Call for service
	B. Circuit breaker tripped or unit not plugged in securely	Check facility electrical panel or power cord plug
	C. Faulty LED driver	Call for service
Unit not heating properly	A. Bottom heating element(s) faulty	Call for service
	B. Ceramic top heater(s) faulty.	Call for service
	C. Heat control(s) faulty.	Call for service
Unit will not power-up	A. No power to unit	Check circuit breaker or plug in power cord.
	B. Faulty relay	Call for service
	C. Blown fuse	Replace fuse
Unit will not maintain food at proper holding temperature	A. No power to unit	Check circuit breaker or plug in power cord.
	B. Heat settings too low	Adjust bottom and/or top heat controls as needed.
	C. Cooked food not at a proper temperature when placed into the unit.	Ensure food is at required temperature before placing into unit.
	D. Heating elements and/or ceramic heaters faulty.	Call for service.



## 7. Parts List

This section lists some of the various parts that are available for replacement on *GHM Merchandisers*. This is not an all inclusive listing; please contact *Giles Technical Service* concerning other parts that are available for field replacement.

### 7.01 Parts Ordering & Service Information

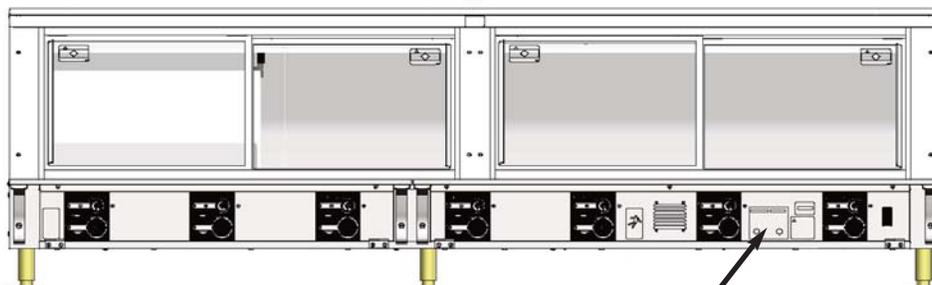
As an equipment manufacturer, *Giles* does not sell service parts direct. Parts are available through authorized food service equipment service companies, part distributors, and/or kitchen equipment dealers. If assistance with sourcing parts or repair service is required, please contact a *Giles Manufacturer's Representative* to assist with locating a parts source or authorized service provider near you. For further assistance you may contact **GILES Technical/Customer Service Support** as follows:

**IN THE UNITED STATES & CANADA call: 800.554.4537**  
**ALL OTHERS call: 334.272.1457**  
 Normal business hours are **8:00 AM to 5:00 PM Central Time** ... calls are handled by an automated phone attendant; please follow the recorded instructions to reach your desired party. If calling after hours, leave a voicemail message, including your contact information, and a *Giles Support Representative* will call you back, usually within 30 minutes. A call-back representative is available **24/7/365**.

Website: [www.gfse.com](http://www.gfse.com) or e-mail [services@gfse.com](mailto:services@gfse.com).

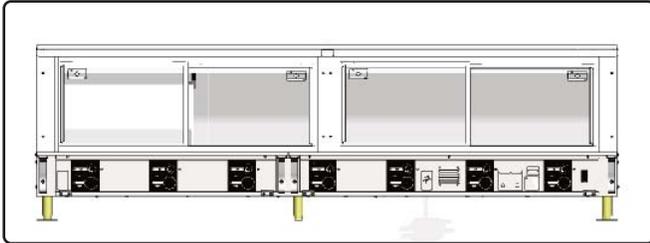
Our goal at *Giles* is to provide the highest possible quality of service and assistance. To help us accomplish this, please have the following information readily available when calling, along with a brief description of the problem being experienced. Please record the unit information in the table below for quick reference.

<b>Model:</b>	
<b>Serial Number:</b>	
<b>Voltage:</b>	
<b>Phase:</b>	

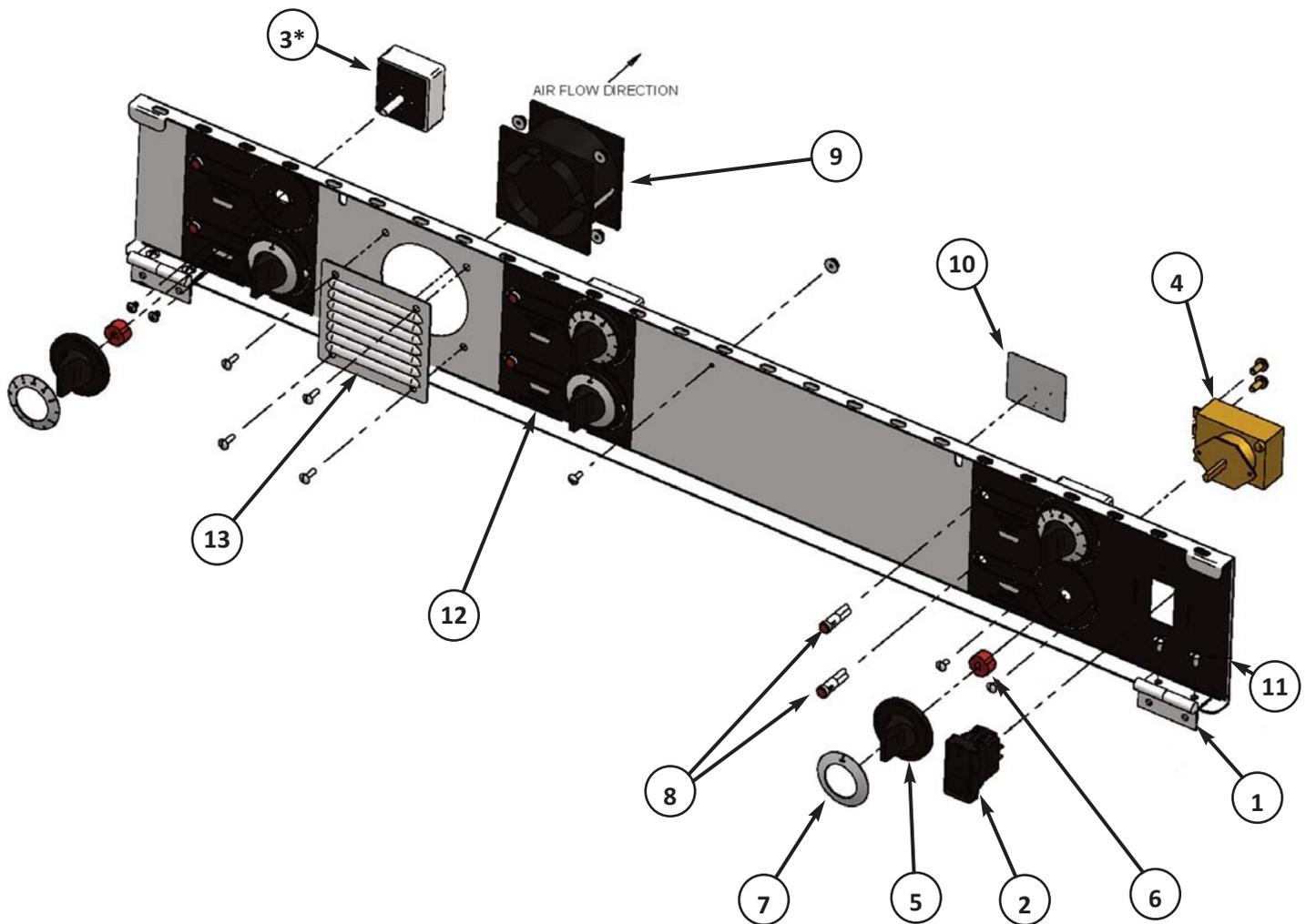


The information can be found on the Serial/Data Label located here.

## 7.02 Control Panel Assembly



- GHM4 - 3 Controls
- GHM5 - 4 Controls
- GHM6 - 5 Controls
- GHM8 - 7 Controls (2 Panel Sections)



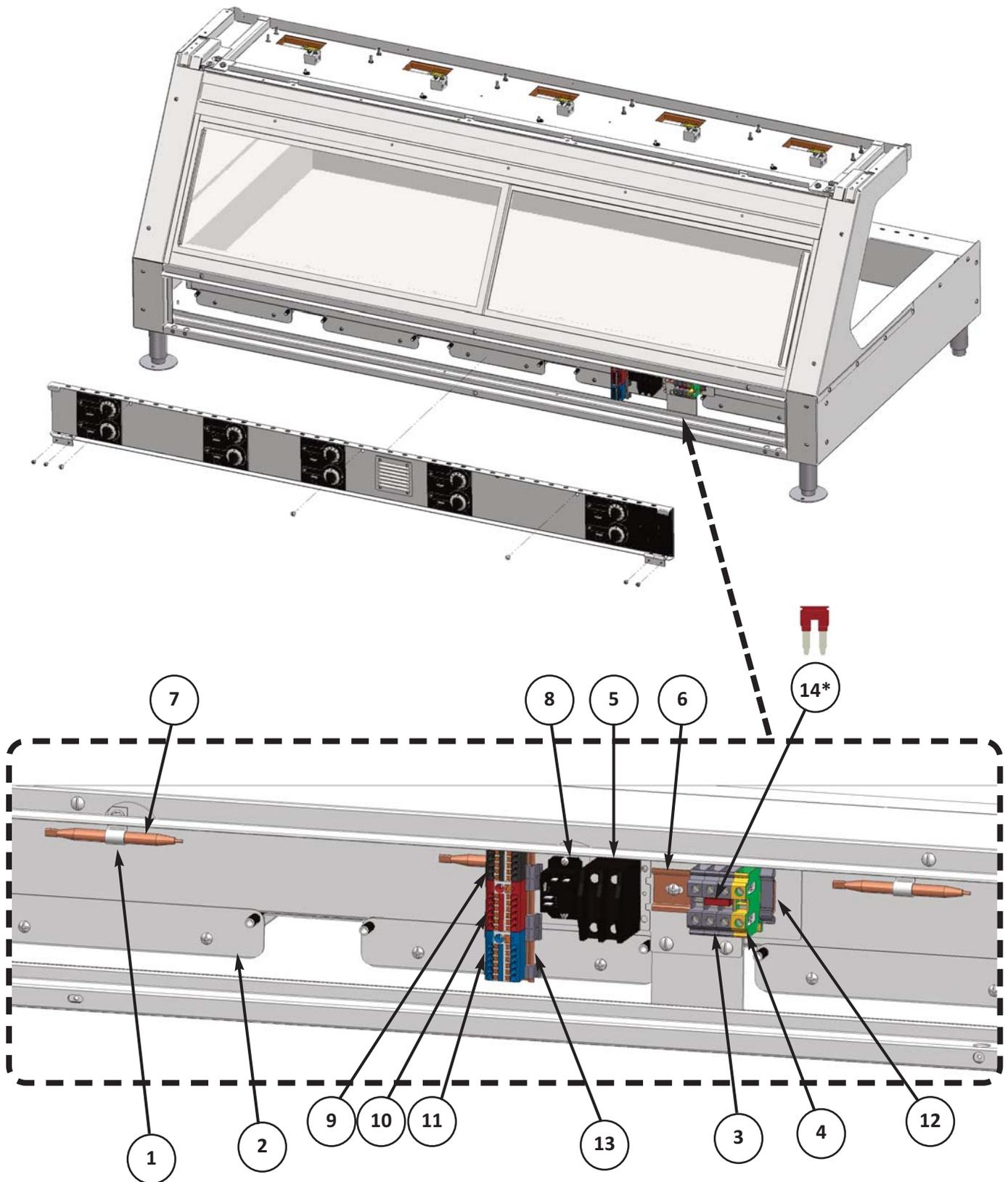
\* Includes Knob, Adapter & Faceplate

## 7.02 Parts for Control Panel Assembly

ITEM NO.	PART NO.	QTY (MODEL)	DESCRIPTION
1	40883	2-(GHM4,5,6) 4-(GHM8)	HINGE, LIFT-OFF, W/HOLES, 0.125 PIN
2	21190	1	SWITCH, ROCKER, D.P.S.T. 250V, 10A
3*	21215	3-(GHM4), 4-(GHM5) 5-(GHM6), 7-(GHM8)	ROTARY SWITCH, CERAMIC HEATER (includes KNOB)
4	23701	3-(GHM4), 4-(GHM5) 5-(GHM6), 7-(GHM8)	THERMOSTAT, 60-250 DEG, 208-240V
5	23701-1	3-(GHM4), 4-(GHM5) 5-(GHM6), 7-(GHM8)	KNOB, THERMOSTAT, BLACK
6	23701-2	3-(GHM4), 4-(GHM5) 5-(GHM6), 7-(GHM8)	ADAPTER, D-STEM, THERMOSTAT
7	20025	3-(GHM4), 4-(GHM5) 5-(GHM6), 7-(GHM8)	FACEPLATE, KNOB DIAL 1-10, THERMOSTAT
8	21673	6-(GHM4), 8-(GHM5) 10-(GHM6), 14-(GHM8)	INDICATOR LIGHT, RED, 125-250V
9	21829	1	FAN, COMPONENT COOLING, 220/230V
10	65896	1	LABEL, SUPPLY POWER CONNECTION
11	65897	1	LABEL, CONTROL PANEL, W/POWER SWITCH
12	65672	2-(GHM4), 3-(GHM5) 4-(GHM6), 6-(GHM8)	LABEL, CONTROL PANEL, W/O POWER SWITCH
13	99494	1	FAN COVER, LOUVERED, CONTROL PANEL

\* Includes Knob, Adapter & Faceplate

## 7.03 Elements & Electrical Components - Bottom Heat

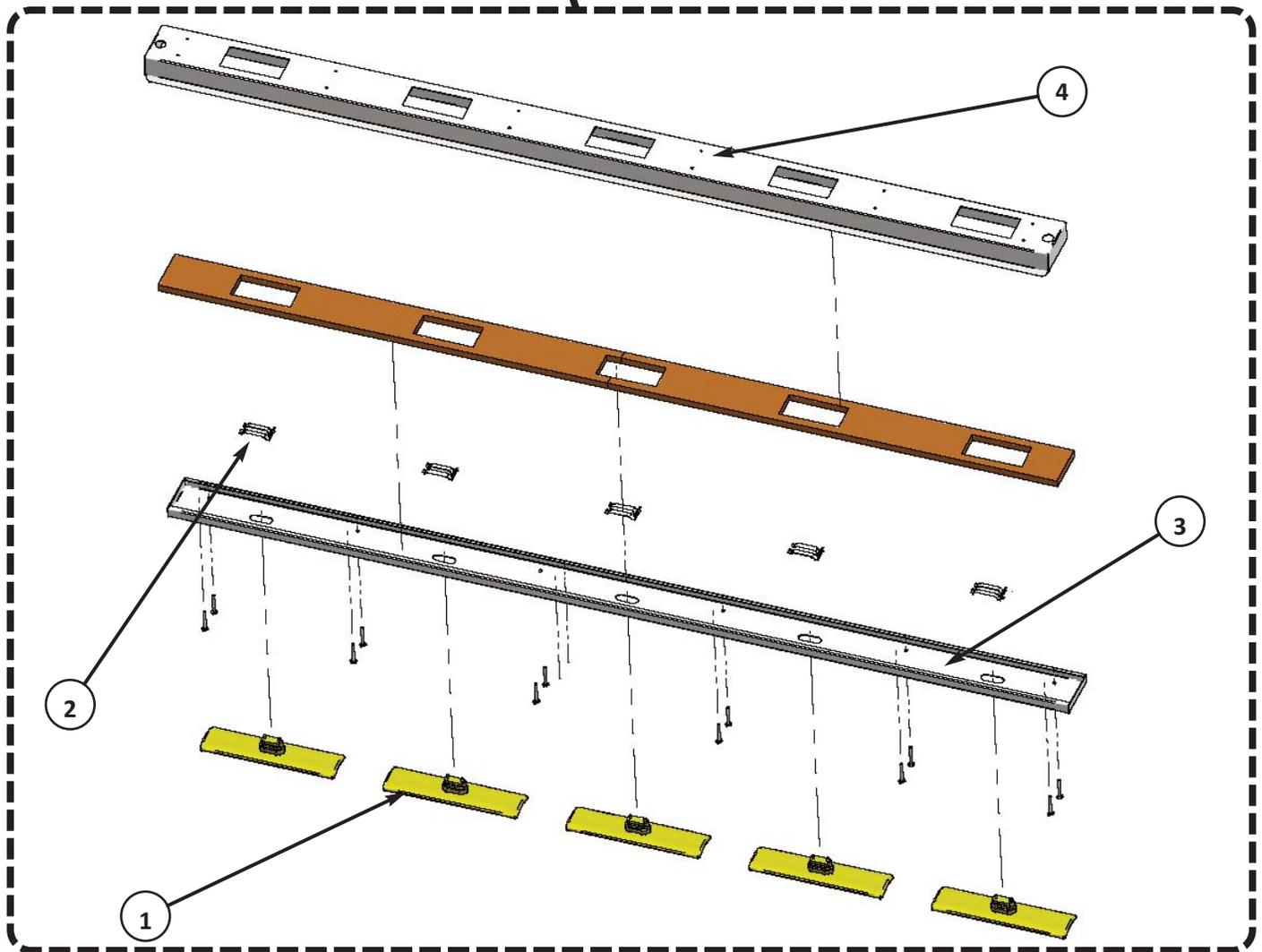
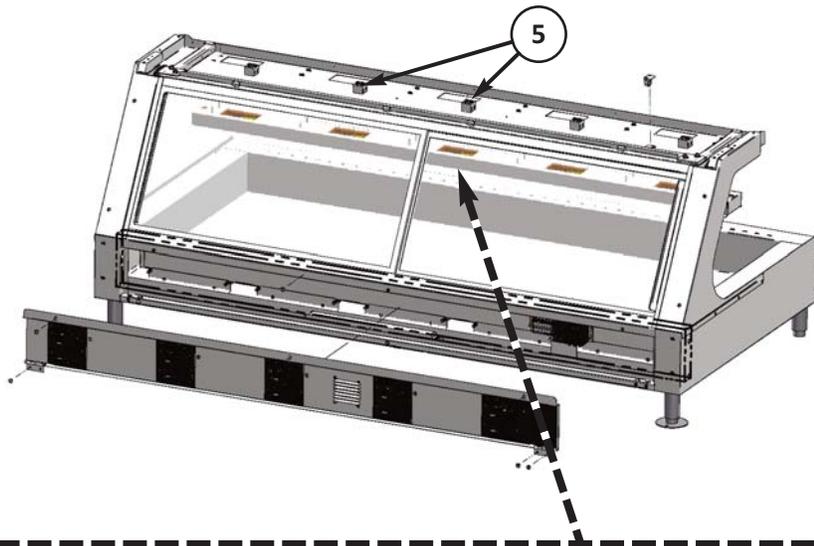


### 7.03 Parts for Element Assembly - Bottom Heat

1	20039	3-(GHM4), 4-(GHM5), 5-(GHM6), 7-(GHM8)	STRAP, 3/8" TUBE
2	25352	3-(GHM4), 4-(GHM5), 5-(GHM6), 7-(GHM8)	ELEMENT, HFG, 208-240V, GHM
3	20303	3	TERMINAL BLOCK, 16-4 AWG, 600V, 85A
4	20304	1	TERMINAL BLOCK, GROUND, 16-4 AWG
5	21175	1	CONTACTOR, 50AMP, 1PH, 208/240V
6	90550	1	RAIL, DIN, TERMINAL BLOCK, 4.00
7	--	3-(GHM4), 4-(GHM5), 5-(GHM6), 7-(GHM8)	THERMOSTAT BULB, <b>*PART OF P/N 23701</b>
8	21203	1	RELAY, SPST [N.O.], 240V
9	21537	1	DIST BLOCK W/FEED, PTFIX 13-POLE, BLACK
10	21542	1	DIST BLOCK W/FEED, PTFIX 13-POLE, RED
11	21545	1	DIST BLOCK W/FEED, PTFIX 13-POLE, BLUE
12	21496	6	END BRKT CLIP, DIN RAIL, PTFIX, NS-35
13	91862	1	RAIL, 5.00, DIN, MOUNTING
14*	21548	1	JUMPER, TERM. BLOCK, FBS-2-12, RED

**\* Must be properly installed for proper operation.**

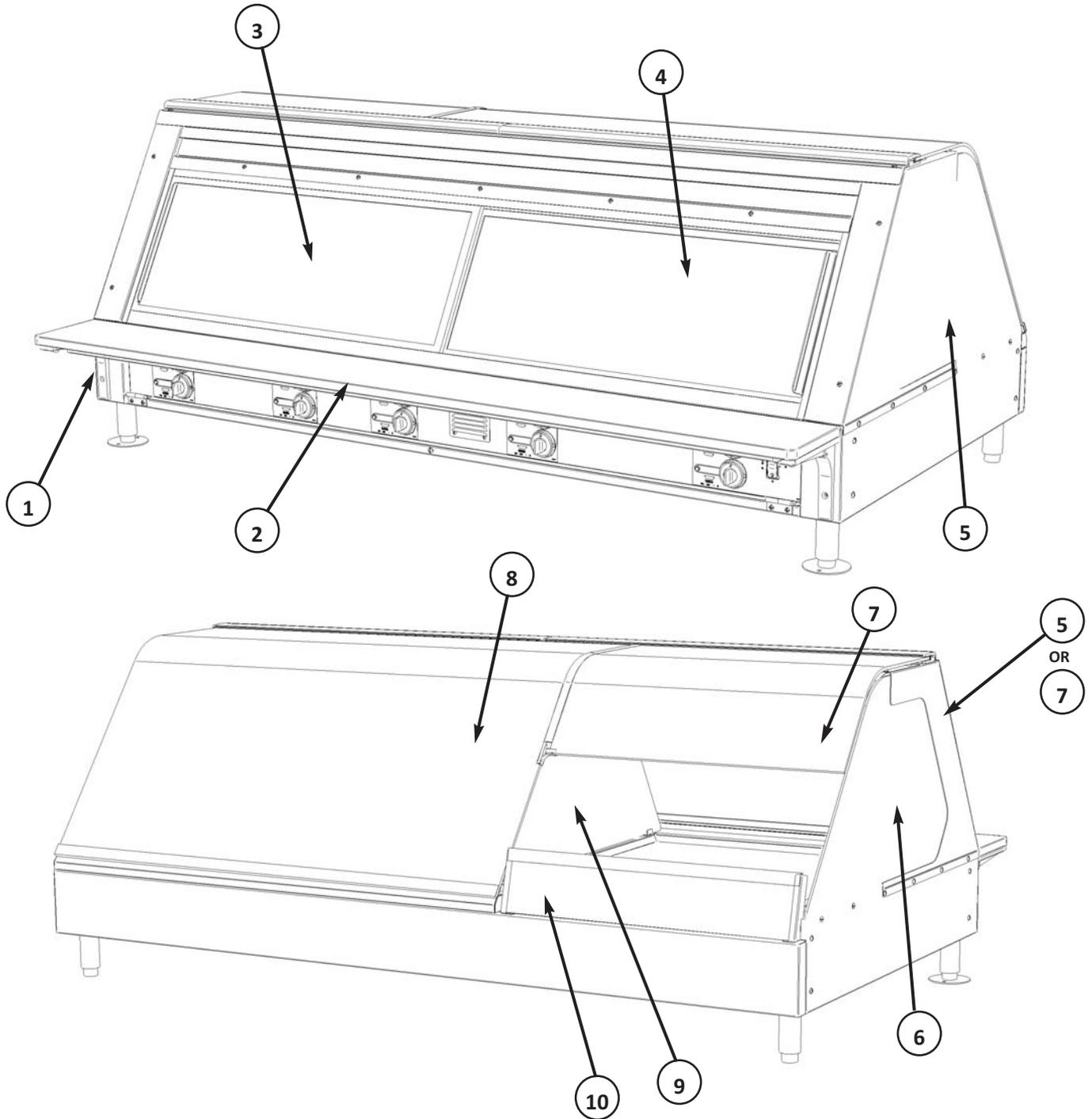
## 7.04 Heater Assembly - Top Heat



## 7.04 Parts for Heater Assembly - Top Heat

ITEM NO.	PART NO.	QTY (MODEL)	DESCRIPTION
1	20376	3-(GHM4), 4-(GHM5), 5-(GHM6), 7-(GHM8)	HEATER, CERAMIC, 150W, 230V
2	--	--	RETAINER CLIP (supplied w/heater)
3	93703	1 (GHM4)	CHANNEL, HEATER MOUNT, GHM4
	94663	1 (GHM5)	CHANNEL, HEATER MOUNT, GHM5
	93686	1 (GHM6)	CHANNEL, HEATER MOUNT, GHM6
	92639	1 (GHM8)	CHANNEL, HEATER MOUNT, GHM8
4	93702	1 (GHM4)	COVER, TOP HEATER, GHM4
	94662	1 (GHM5)	COVER, TOP HEATER, GHM5
	93685	1 (GHM6)	COVER, TOP HEATER, GHM6
	93636	1 (GHM8)	COVER, TOP HEATER, GHM8
5	20606	3-(GHM4), 4-(GHM5), 5-(GHM6), 7-(GHM8)	TERMINAL BLOCK, CERAMIC, 2-POLE, 300V

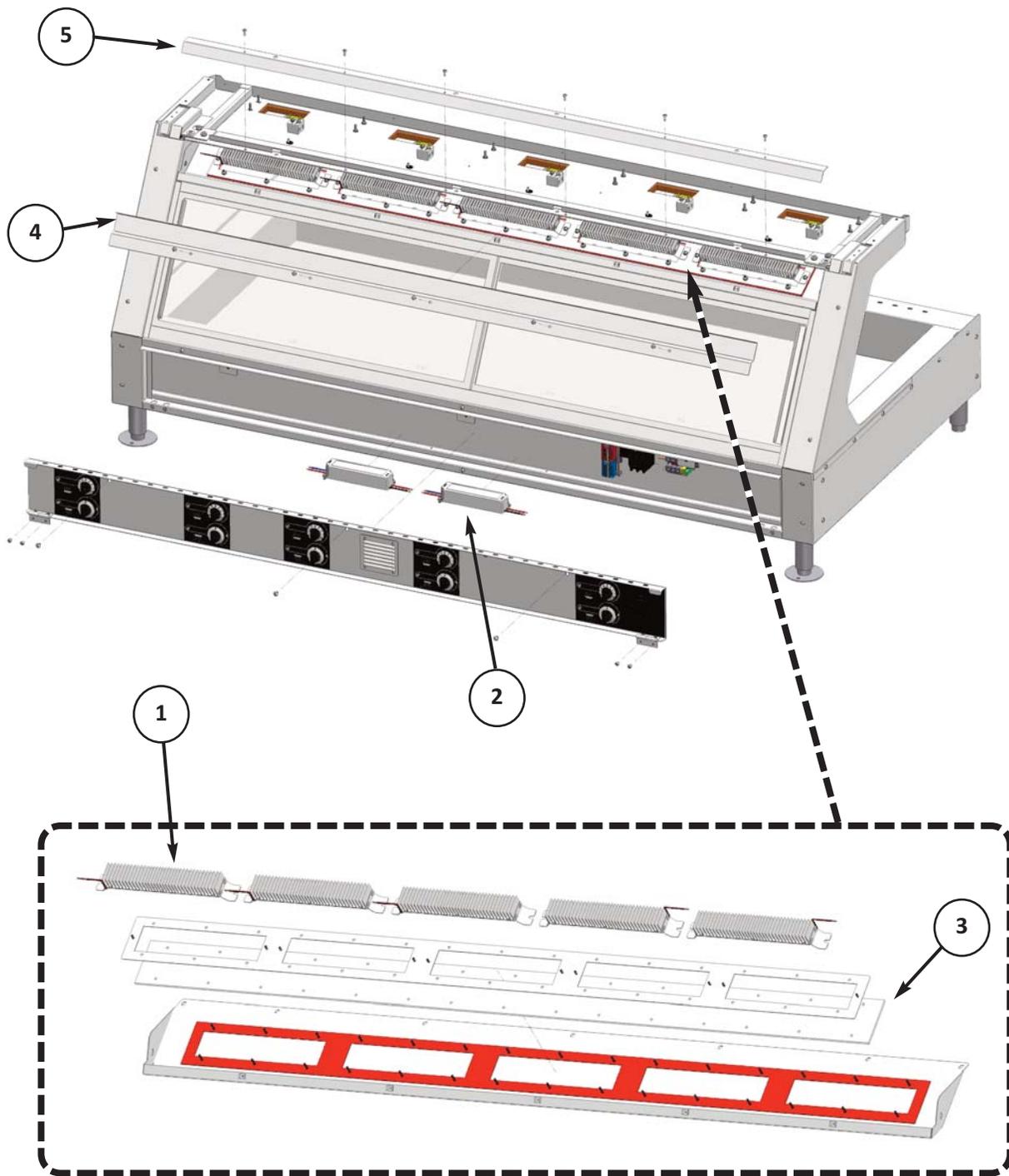
## 7.05 Glass & Work-Shelves



## 7.05 Parts for Glass & Work-Shelves

ITEM NO.	PART NO.	QTY	MODEL	DESCRIPTION
1	40184	2 (GHM4,5,6) 4 (GHM8)		WORK SHELF DROP BRACKET
2	36142	1	GHM4	WORK SHELF, ASSY, 3-WELL
	94696	1	GHM5	WORK SHELF, ASSY, 4-WELL
	36131	1	GHM6	WORK SHELF, ASSY, 5-WELL
	36123	1	GHM8	WORK SHELF, ASSY, 4-WELL
	36122	1	GHM8	WORK SHELF, ASSY, 3-WELL
3	41587	1	GHM4	LEFT DOOR, GHM4 (MIRROR TINT)
	41651	1	GHM5	LEFT DOOR, GHM5 (MIRROR TINT)
	41633	1	GHM6	LEFT DOOR, GHM6 (MIRROR TINT)
	41660	2	GHM8	LEFT DOOR, GHM8 (MIRROR TINT)
4	41588	1	GHM4	RIGHT DOOR, GHM4 (MIRROR TINT)
	41652	1	GHM5	RIGHT DOOR, GHM5 (MIRROR TINT)
	41634	1	GHM6	RIGHT DOOR, GHM6 (MIRROR TINT)
	41661	2	GHM8	RIGHT DOOR, GHM8 (MIRROR TINT)
5	41592	1	ALL	LEFT SIDE GLASS, MIRROR TINT
6	41635	1	ALL	RIGHT SIDE GLASS, MIRROR TINT
7	41638	1	GHM5,6,8 S-S	FORMED GLASS, 2-FT SELF-SERVE SECTION
8	41637	1	GHM4	FORMED GLASS, 44", GHM4 SELF-SERVE
	41591	1	GHM4	FORMED GLASS, 44", GHM4 FULL
	41659	1	GHM5/2	FORMED GLASS, 31", GHM5/2 FS SECT.
	41658	1	GHM5	FORMED GLASS, 57", GHM5 SELF-SERVE
	41657	1	GHM5	FORMED GLASS, 57", GHM5 FULL-SERVE
	41591	1	GHM6/2	FORMED GLASS, 44", GHM6/2 FS SECT.
	41640	1	GHM6	FORMED GLASS, 6-FT SELF-SERVE
	41639	1	GHM6	FORMED GLASS, 6-FT FULL-SERVE
	41639	1	GHM8/2	FORMED GLASS, 69", GHM8/2 FS SECT.
	41666	2	GHM8	FORMED GLASS, 8-FT FULL-SERVE
9	41649	1	ALL S-S	GLASS, MIDDLE PARTITION, CLEAR
10	40457	1	GHM5,6,8 S-S	GLASS, SNEEZE GUARD, 2-FT SELF-SERVE SECTION
	40501	1	GHM4 S-S	GLASS, SNEEZE GUARD, 4-FT SELF-SERVE
	41243	1	GHM5 S-S	GLASS, SNEEZE GUARD, 5-FT SELF-SERVE

## 7.06 LED Lighting & Components



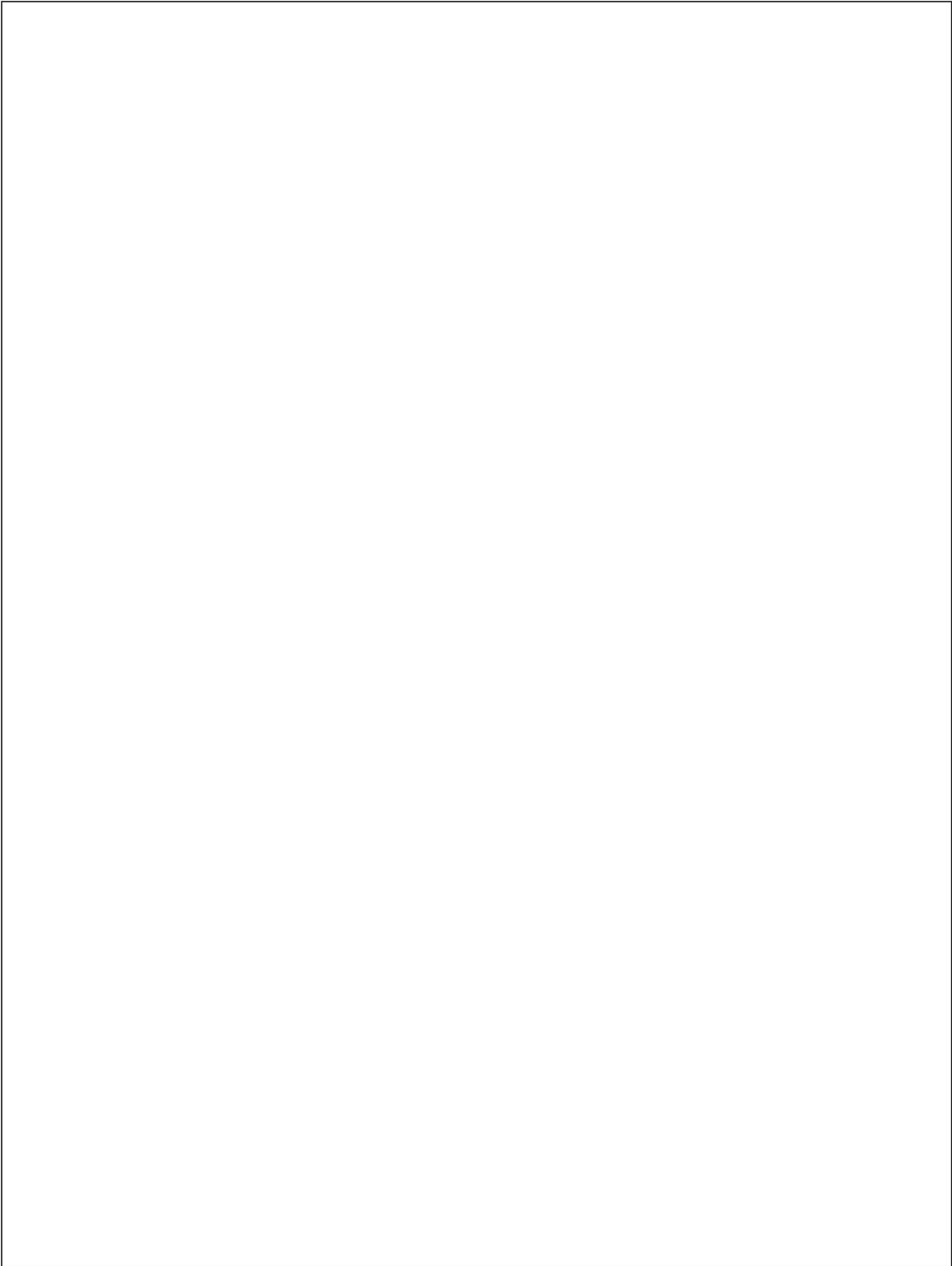
## 7.06 LED Lighting & Components

ITEM NO.	PART NO.	QTY	MODEL	DESCRIPTION
1	21732	3 (GHM4), 4 (GHM5), 5 (GHM6), 6 (GHM8)		LED FIXTURE, 2500K
2	21731	1 (GHM4), 2 (GHM5), 2 (GHM6), 2 (GHM8)		LED DRIVER
3	99704	1	GHM4	TEMPERED GLASS LENS
	99856	1	GHM5	
	99837	1	GHM6	
	99877	2	GHM8	
4	99708	1	GHM4	LOWER GUARD
	99859	1	GHM5	
	99844	1	GHM6	
	99890	2	GHM8	
5	99707	1	GHM4	UPPER GUARD
	99860	1	GHM5	
	99847	1	GHM6	
	99891	2	GHM8	

# Heated Merchandiser

*GHM-LED Series*

Notes:





## **GILES Food Service Equipment**

**ISO 9001-2015 Certified**

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