



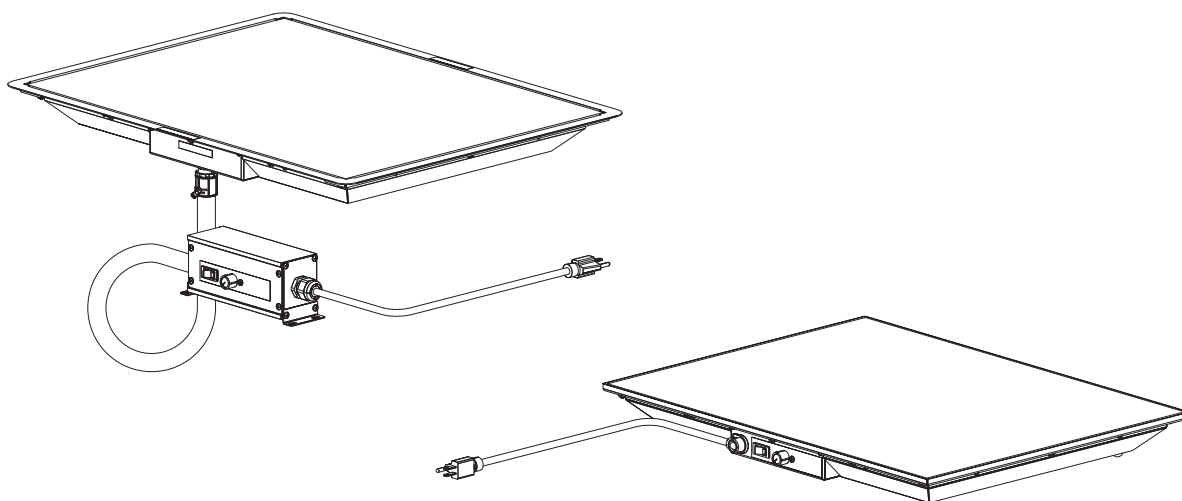
Register Online!
(see page 2)



Heated Black Glass Shelves HBG and HBGB Series

Installation and Operating Manual

P/N 07.04.431.00



⚠ WARNING

Do not operate this equipment unless you have read and understood the contents of this manual! Failure to follow the instructions contained in this manual may result in serious injury or death. This manual contains important safety information concerning the maintenance, use, and operation of this product. If you're unable to understand the contents of this manual, please bring it to the attention of your supervisor. Keep this manual in a safe location for future reference.

⚠ ADVERTENCIA

No opere este equipo al menos que haya leído y comprendido el contenido de este manual! Cualquier falla en el seguimiento de las instrucciones contenidas en este manual puede resultar en un serio lesión o muerte. Este manual contiene importante información sobre seguridad concerniente al mantenimiento, uso y operación de este producto. Si usted no puede entender el contenido de este manual por favor pregunte a su supervisor. Almacenar este manual en una localización segura para la referencia futura.

⚠ AVERTISSEMENT

Ne pas utiliser cet équipement sans avoir lu et compris le contenu de ce manuel ! Le non-respect des instructions contenues dans ce manuel peut entraîner de graves blessures ou la mort. Ce manuel contient des informations importantes concernant l'entretien, l'utilisation et le fonctionnement de ce produit. Si vous ne comprenez pas le contenu de ce manuel, veuillez le signaler à votre supérieur. Conservez ce manuel dans un endroit sûr pour pouvoir vous y référer plus tard.

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IMPORTANT OWNER INFORMATION

Record the model number, serial number (specification label located on the bottom of the unit), voltage, and purchase date of the unit in the spaces below. Please have this information available when calling Hatco for service assistance.

Model No. _____

Serial No. _____

Voltage _____

Date of Purchase _____

Business Hours: 8:00 AM to 5:00 PM
Central Standard Time (C.S.T.)
(Summer Hours: June to September –
8:00 AM to 5:00 PM C.S.T. Monday – Thursday
8:00 AM to 2:30 PM C.S.T. Friday)

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

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



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

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

Register your unit!

Completing online warranty registration will prevent delay in obtaining warranty coverage. Access the Hatco website at www.hatcocorp.com, select the *Parts & Service* pull-down menu, and click on "Warranty Registration".

INTRODUCTION

Hatco Heated Black Glass Shelves are designed to hold hot food safely while blending into the surrounding décor. They will keep food at proper serving temperatures without affecting quality. These units feature a thermostatically-controlled heated glass base that extends the food holding times.

Heated Black Glass Shelves are a product of extensive research and field testing. The materials used were selected for maximum durability, attractive appearance, and optimum performance. Every unit is inspected and tested thoroughly prior to shipment.

This manual provides the installation, safety, and operating instructions for Heated Black Glass Shelves. 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

WARNING indicates a hazardous situation which, if not avoided, could result in death or serious injury.

CAUTION

CAUTION indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.

NOTICE

NOTICE is used to address practices not related to personal injury.

IMPORTANT SAFETY INFORMATION



Read the following important safety information before using this equipment to avoid serious injury or death and to avoid damage to equipment or property.

WARNING

ELECTRIC SHOCK HAZARD:

- Plug unit into a properly grounded electrical receptacle of the correct voltage, size, and plug configuration. If plug and receptacle do not match, contact a qualified electrician to determine and install proper voltage and size electrical receptacle.
- Turn OFF power switch, unplug power cord, and allow unit to cool before performing any cleaning, adjustments, or maintenance.
- DO NOT submerge or saturate with water. Unit is not waterproof. Do not operate if unit has been submerged or saturated with water.
- Unit is not weatherproof. Locate unit indoors where the ambient air temperature is a minimum of 70°F (21°C).
- This unit is not “jet-proof” construction. Do not use jet-clean spray to clean this unit.
- Do not pull unit by power cord.
- Discontinue use if power cord is frayed, cut, worn, or damaged.
- Do not attempt to repair or replace a damaged power cord. Cord must be replaced by Hatco, an Authorized Hatco Service Agent, or a person with similar qualifications.
- Use only Genuine Hatco Replacement Parts when service is required. Failure to use Genuine Hatco Replacement Parts will void all warranties and may subject operators of the equipment to hazardous electrical voltage, resulting in electrical shock or burn. Genuine Hatco Replacement Parts are specified to operate safely in the environments in which they are used. Some aftermarket or generic replacement parts do not have the characteristics that will allow them to operate safely in Hatco equipment.

FIRE HAZARD: Locate unit a minimum of 1” (25 mm) from combustible walls and materials. If safe distances are not maintained, combustion or discoloration could occur.

Make sure food product has been heated to the proper food-safe temperature before placing on unit. Failure to heat food product properly may result in serious health risks. This unit is for holding preheated food product only.

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

This unit has no “user-serviceable” parts and must be serviced by qualified personnel only. If service is required on this unit, contact an Authorized Hatco Service Agent or contact the Hatco Service Department at 800-558-0607 or 414-671-6350; fax 800-690-2966; or International fax 414-671-3976.

CAUTION

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

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

Do not operate built-in models without the control box mounted properly as described in the installation instructions.

The National Sanitation Foundation (NSF) requires that units over 36” (914 mm) in width or weighing more than 80 lbs. (36 kg) either be sealed to or raised above the installation surface. If unit cannot be sealed at the point of use, 4” (102 mm) legs are included to allow for proper cleaning access below unit.

Pitting or indentation in glass surface may occur from sugary spills. If pitting or indentation occurs, glass surface must be replaced. To prevent further damage and possible injury from broken glass, stop using unit immediately and contact an Authorized Hatco Service Agent.

NOTICE

Damage to any countertop material caused by heat generated from Hatco equipment is not covered under the Hatco warranty. Contact manufacturer of countertop material for application information.

Do not modify wiring or cut thermostat capillary wire on control box to increase remote mounting distance. Cutting thermostat capillary wire will cause unit to overheat and may damage unit as well as surrounding countertop.

DO NOT turn on unit until it has been cleaned thoroughly. Ceramic glass surface must be clear of debris to prevent burn-on.

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

Do not slide pans across glass surface, use rough-bottomed pans, or drop anything on glass surface. Scratching or breakage may occur. Damage to glass surface or breakage of glass caused by misuse is not covered under warranty.

Use only wipes, pads, and cleaners designed specifically for cleaning ceramic glass surfaces. Using other wipes, pads, or cleaners may damage ceramic glass surface.

Install remote-mounted control box outside of heat zone. Locating control box inside heat zone will cause control(s) to overheat, malfunction, and fail.

MODEL DESCRIPTIONS

All Models

All Hatco Heated Black Glass Shelves are ideal for pass through areas, buffet lines, and as hors d'oeuvre displays. National Sanitation Foundation (NSF) approval allows the placement of food product directly on the glass surface, if desired. Standard equipment includes an illuminated power ON/OFF switch, a thermostatically-controlled heated ceramic glass top, and a painted steel base. The Heated Black Glass Shelves have a temperature range of 100° to 200°F (38° to 93°C).

HBG Models

The HBG Heated Black Glass shelf is a portable shelf with an attached 6' (1829 mm) cord and plug. The portable unit is available in six models: HBG-2418, HBG-3018, HBG-3618, HBG-4818, HBG-6018 and HBG-7218.

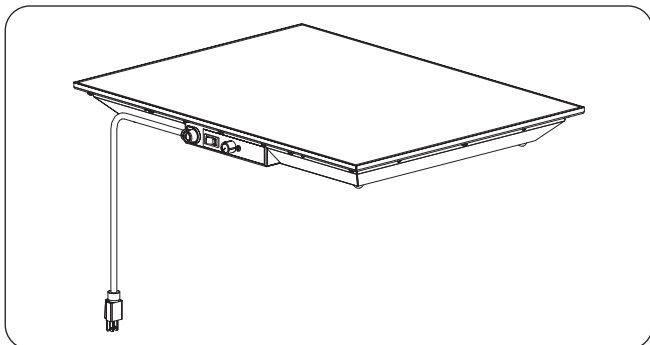


Figure 1. Model HBG

HBGB Models

The HBGB Heated Black Glass shelf is a built-in unit that is equipped with an attached trim mounting ring. The unit includes a remote-mounted control box that is attached with 3' (914 mm) of conduit. A 6' (1829 mm) cord with plug connects the control box to the power source.

The built-in units are available in six models: HBGB-2418, HBGB-3018, HBGB-3618, HBGB-4818, HBGB-6018 and HBGB-7218.

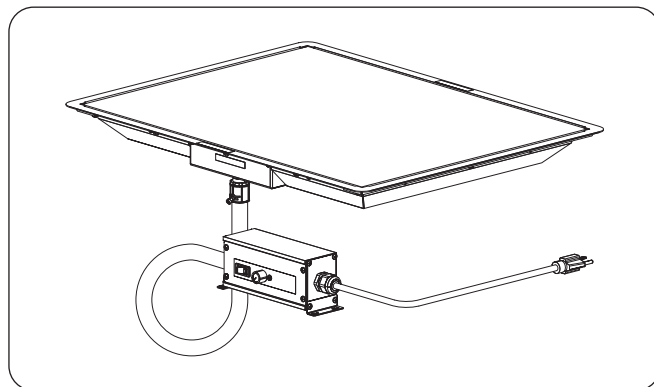


Figure 2. Model HBGB

MODEL DESIGNATION



Figure 3. Model Designation

SPECIFICATIONS

Plug Configurations

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



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

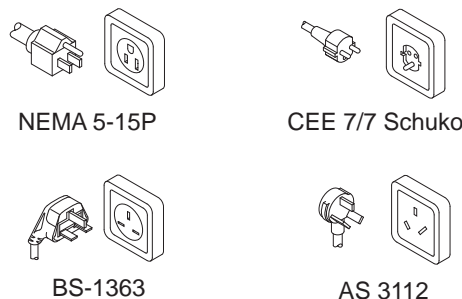


Figure 4. Plug Configurations

NOTE: Receptacle not supplied by Hatco.

Electrical Rating Chart — HBG Models

Model	Voltage	Watts	Amps	Plug Configuration	Shipping Weight
HBG-2418	120	425	3.5	NEMA 5-15P	22 lbs. (10 kg)
	220–230 (CE)	420–459	1.9–2.0	CEE 7/7 Schuko	22 lbs. (10 kg)
	230–240 (CE)	459–500	2.0–2.1	BS-1363 or AS 3112*	22 lbs. (10 kg)
HBG-3018	120	525	4.4	NEMA 5-15P	27 lbs. (12 kg)
	220–230 (CE)	525–574	2.4–2.5	CEE 7/7 Schuko	27 lbs. (12 kg)
	230–240 (CE)	574–625	2.5–2.6	BS-1363 or AS 3112*	27 lbs. (12 kg)
HBG-3618	120	630	5.3	NEMA 5-15P	32 lbs. (15 kg)
	220–230 (CE)	630–689	2.9–3.0	CEE 7/7 Schuko	32 lbs. (15 kg)
	230–240 (CE)	689–750	3.0–3.1	BS-1363 or AS 3112*	32 lbs. (15 kg)
HBG-4818	120	850	7.1	NEMA 5-15P	44 lbs. (20 kg)
	220–230 (CE)	840–918	3.8–4.0	CEE 7/7 Schuko	44 lbs. (20 kg)
	230–240 (CE)	918–1000	4.0–4.2	BS-1363 or AS 3112*	44 lbs. (20 kg)
HBG-6018	120	1050	8.8	NEMA 5-15P	54 lbs. (25 kg)
	220–230 (CE)	1050–1148	4.8–5.0	CEE 7/7 Schuko	54 lbs. (25 kg)
	230–240 (CE)	1148–1250	5.0–5.2	BS-1363 or AS 3112*	54 lbs. (25 kg)
HBG-7218	120	1260	10.5	NEMA 5-15P	64 lbs. (29 kg)
	220–230 (CE)	1260–1378	5.7–6.0	CEE 7/7 Schuko	64 lbs. (29 kg)
	230–240 (CE)	1378–1500	6.0–6.3	BS-1363 or AS 3112*	64 lbs. (29 kg)

Electrical Rating Chart — HBGB Models

Model	Voltage	Watts	Amps	Plug Configuration	Shipping Weight
HBGB-2418	120	425	3.5	NEMA 5-15P	27 lbs. (12 kg)
	220–230 (CE)	420–459	1.9–2.0	CEE 7/7 Schuko	27 lbs. (12 kg)
	230–240 (CE)	459–500	2.0–2.1	BS-1363 or AS 3112*	27 lbs. (12 kg)
HBGB-3018	120	525	4.4	NEMA 5-15P	32 lbs. (15 kg)
	220–230 (CE)	525–574	2.4–2.5	CEE 7/7 Schuko	32 lbs. (15 kg)
	230–240 (CE)	574–625	2.5–2.6	BS-1363 or AS 3112*	32 lbs. (15 kg)
HBGB-3618	120	630	5.3	NEMA 5-15P	37 lbs. (17 kg)
	220–230 (CE)	630–689	2.9–3.0	CEE 7/7 Schuko	37 lbs. (17 kg)
	230–240 (CE)	689–750	3.0–3.1	BS-1363 or AS 3112*	37 lbs. (17 kg)
HBGB-4818	120	850	7.1	NEMA 5-15P	54 lbs. (25 kg)
	220–230 (CE)	840–918	3.8–4.0	CEE 7/7 Schuko	54 lbs. (25 kg)
	230–240 (CE)	918–1000	4.0–4.2	BS-1363 or AS 3112*	54 lbs. (25 kg)
HBGB-6018	120	1050	8.8	NEMA 5-15P	64 lbs. (29 kg)
	220–230 (CE)	1050–1148	4.8–5.0	CEE 7/7 Schuko	64 lbs. (29 kg)
	230–240 (CE)	1148–1250	5.0–5.2	BS-1363 or AS 3112*	64 lbs. (29 kg)
HBGB-7218	120	1260	10.5	NEMA 5-15P	74 lbs. (34 kg)
	220–230 (CE)	1260–1378	5.7–6.0	CEE 7/7 Schuko	74 lbs. (34 kg)
	230–240 (CE)	1378–1500	6.0–6.3	BS-1363 or AS 3112*	74 lbs. (34 kg)

 The shaded areas contain electrical information for **International models only**.

* AS3112 plug for use in Australia only.

NOTE: Shipping weight includes packaging.

SPECIFICATIONS

Dimensions — HBG Models

Model	Width (A)	Depth (B)	Height (C)	Footprint Width (D)	Footprint Depth (E)
HBG-2418	24-3/8" (618 mm)	18-3/8" (466 mm)	2-1/2" (61 mm)	19-3/4" (502 mm)	13-3/4" (349 mm)
HBG-3018	30-3/8" (771 mm)	18-3/8" (466 mm)	2-1/2" (61 mm)	25-3/4" (654 mm)	13-3/4" (349 mm)
HBG-3618	36-3/8" (923 mm)	18-3/8" (466 mm)	2-1/2" (61 mm)	31-3/4" (806 mm)	13-3/4" (349 mm)
HBG-4818†	48-3/8" (1228 mm)	18-3/8" (466 mm)	6-1/8" (156 mm)	42-3/4" (1086 mm)	12-3/4" (324 mm)
HBG-6018†	60-3/8" (1533 mm)	18-3/8" (466 mm)	6-1/8" (156 mm)	54-3/4" (1391 mm)	12-3/4" (324 mm)
HBG-7218†	72-3/8" (1838 mm)	18-3/8" (466 mm)	6-1/8" (156 mm)	66-3/4" (1695 mm)	12-3/4" (324 mm)

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

† Height (C) includes 4" (102 mm) legs.

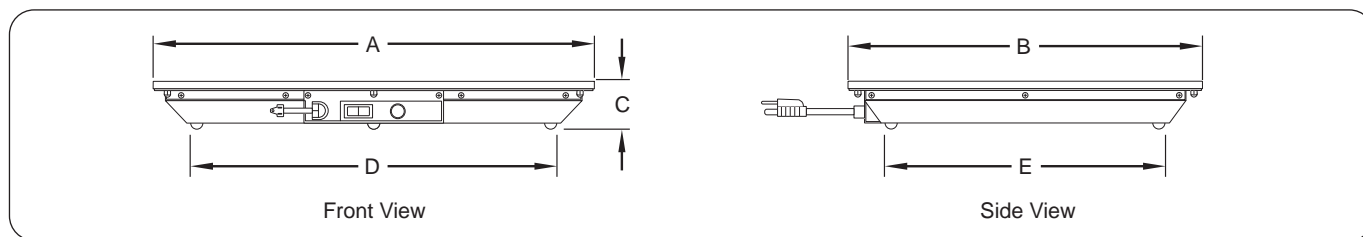


Figure 5. Dimensions — HBG Model

Dimensions — HBGB Models

Model	Width (A)	Depth (B)	Height (C)
HBGB-2418	25-5/8" (651 mm)	19-5/8" (498 mm)	2-1/4" (55 mm)
HBGB-3018	31-5/8" (803 mm)	19-5/8" (498 mm)	2-1/4" (55 mm)
HBGB-3618	37-5/8" (955 mm)	19-5/8" (498 mm)	2-1/4" (55 mm)
HBGB-4818	49-5/8" (1260 mm)	19-5/8" (498 mm)	2-1/4" (55 mm)
HBGB-6018	61-5/8" (1565 mm)	19-5/8" (498 mm)	2-1/4" (55 mm)
HBGB-7218	73-5/8" (1870 mm)	19-5/8" (498 mm)	2-1/4" (55 mm)

Model	Width (D)	Depth (E)	Height (F)
Remote Box	7" (178 mm)	2-1/2" (64 mm)	3" (76 mm)

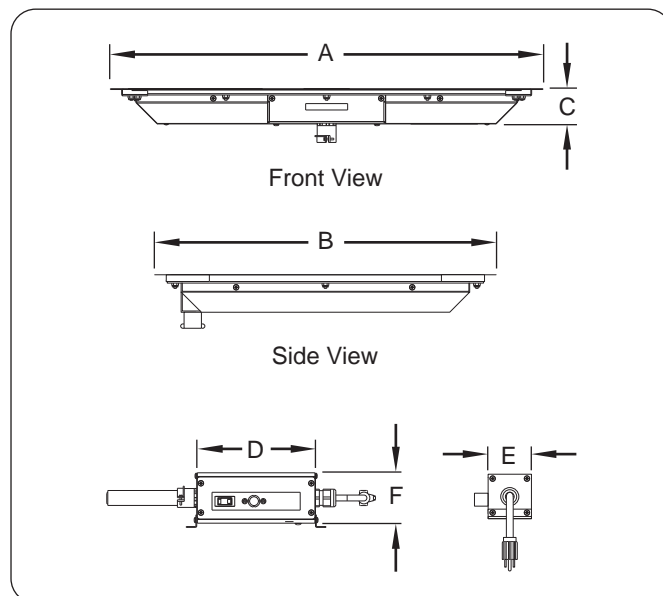


Figure 6. Dimensions — HBGB Model

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

NOTICE

Refer to the INSTALLATION section of this manual for actual countertop cutout dimensions.

General

Use the following procedures to install the HBG and HBGB units.

WARNING

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

FIRE HAZARD: Locate unit a minimum of 1" (25 mm) from combustible walls and materials. If safe distances are not maintained, combustion or discoloration could occur.

CAUTION

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

The National Sanitation Foundation (NSF) requires that units over 36" (914 mm) in width or weighing more than 80 lbs. (36 kg) either be sealed to or raised above the installation surface. If this unit cannot be sealed at the point of use, 4" (102 mm) legs are included to allow for proper cleaning access below the unit.

NOTICE

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

HBG Models

1. Remove unit from box.

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

2. Remove tape and protective packaging from all surfaces of unit.

NOTE: If 4" (102 mm) legs are required, refer to the OPTIONS AND ACCESSORIES section in this manual for installation instructions. 4" legs are included with models greater than 36" (1041 mm) in width.

3. Place the unit in the desired location.

- Locate the unit in an area where the ambient air temperature is constant and a minimum of 70°F (21°C). Avoid areas that may be subject to active air movements or currents (i.e., near exhaust fans/hoods and air conditioning ducts).
- Make sure the unit is at the proper counter height in an area convenient for use.
- Make sure the countertop is level and strong enough to support the weight of the unit and food product.
- Make sure all the feet on the bottom of the unit are positioned securely on the countertop.

4. Install any accessories that came with the unit. Refer to the OPTIONS AND ACCESSORIES section for details.

HBGB Models

CAUTION

Do not operate built-in models without the control box mounted properly as described in the installation instructions.

NOTICE

Damage to any countertop material caused by heat generated from Hatco equipment is not covered under the Hatco warranty. Contact manufacturer of countertop material for application information.

1. Remove unit from the box.

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

2. Remove tape and protective packaging from all surfaces of unit.
3. Prepare the countertop opening. Refer to the "HBGB Countertop Cutout Chart" in this section for recommended countertop cutout dimensions.
4. Apply a bead of NSF-approved sealant on the top edge of the countertop cutout and the underside of the trim mounting ring. The sealant must be rated for use at a minimum temperature of 250°F (121°C).
5. Place the unit into the countertop opening.
6. Remove any excess sealant.
7. Locate the remote-mounted control box assembly in an area that is convenient for operation. If desired or necessary, the control box can be mounted in a semi-remote location.

- The control box can be panel, surface, or under counter mounted. If recess mounting, the control box will require a mounting cutout of 7-1/4" W x 3-1/4" H (184 x 83 mm).
- The distance the control box can be mounted from the unit is determined by the 36" (914 mm) conduit. Do not pull the conduit tight to increase the mounting distance. The conduit should have some slack after the control box is mounted.

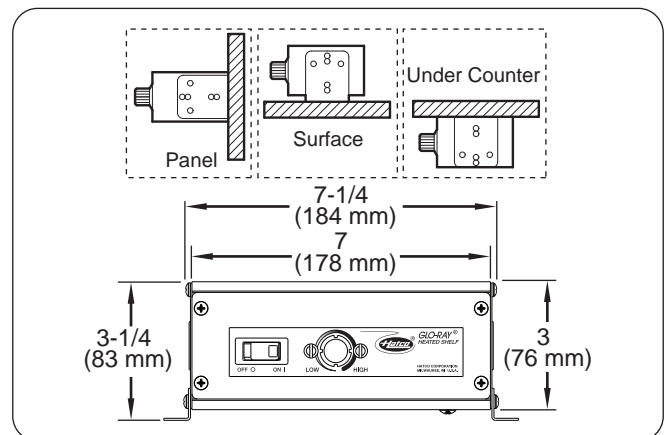


Figure 7. Control Box Mounting Options

INSTALLATION

NOTICE

Do not modify wiring or cut thermostat capillary on control box to increase-remote mounting distance. Cutting the thermostat capillary will cause the unit to overheat and may damage the unit as well as the surrounding countertop.

NOTE: The remote-mounted control box should be mounted using screws with a 1/4" (6 mm) minimum diameter screw head inserted through the keyholes located on the mounting brackets. The control box is to be readily removable, not permanently mounted.

8. Once all components are secured, proceed to the OPERATION section.

NOTE: A 6' (1829 mm) cord is supplied with this unit. Excess cord should be routed neatly so it does not hang down. Do NOT cut cord, any modification to the cord voids warranty.

HBGB Countertop Cutout Chart

Model	Width	Depth
HBGB-2418	24-5/8" (625 mm) — 24-7/8" (632 mm)	18-5/8" (473 mm) — 18-7/8" (479 mm)
HBGB-3018	30-5/8" (778 mm) — 30-7/8" (784 mm)	18-5/8" (473 mm) — 18-7/8" (479 mm)
HBGB-3618	36-5/8" (930 mm) — 36-7/8" (936 mm)	18-5/8" (473 mm) — 18-7/8" (479 mm)
HBGB-4818	48-5/8" (1235 mm) — 48-7/8" (1241 mm)	18-5/8" (473 mm) — 18-7/8" (479 mm)
HBGB-6018	60-5/8" (1540 mm) — 60-7/8" (1546 mm)	18-5/8" (473 mm) — 18-7/8" (479 mm)
HBGB-7218	72-5/8" (1845 mm) — 72-7/8" (1851 mm)	18-5/8" (473 mm) — 18-7/8" (479 mm)

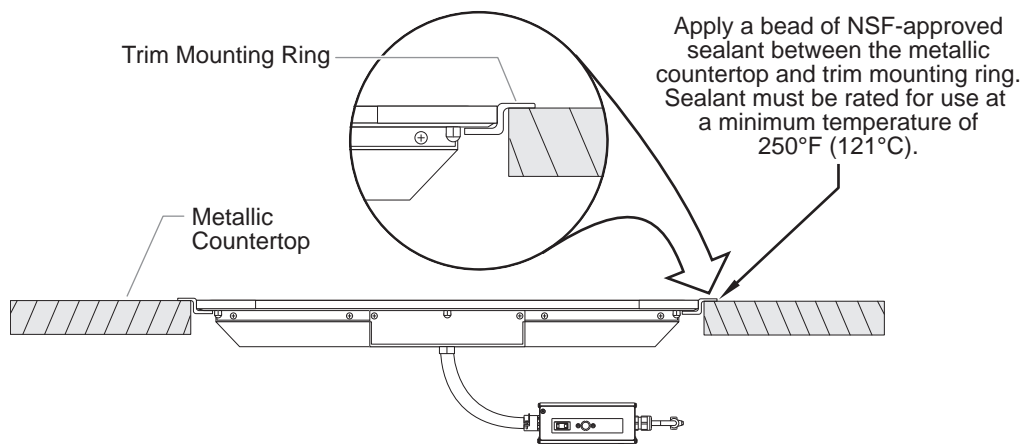


Figure 8. HBGB Built-In Installation

General

Use the following procedure to turn on and operate a Heated Black Glass Shelf.

⚠ WARNING

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

NOTICE

Do not turn on unit until it has been cleaned thoroughly. Ceramic glass surface must be clear of debris to prevent burn-on.

Use only wipes, pads, and cleaners designed specifically for cleaning ceramic glass surfaces. Using other wipes, pads, or cleaners may damage ceramic glass surface.

Do not slide pans across glass surface, use rough-bottomed pans, or drop anything on glass surface. Scratching or breakage may occur. Damage to glass surface or breakage of glass caused by misuse is not covered under warranty.

1. Using an appropriate cleaning wipe or a damp cloth, clean the glass surface of the unit. Consistent daily cleaning will keep cleanup easy as well as protect and preserve the glass surface of the unit.
2. Plug unit into a properly grounded electrical receptacle of the correct voltage, size, and plug configuration. See the SPECIFICATIONS section for details.

3. Move the power ON/OFF (I/O) switch to the ON (I) position.

⚠ CAUTION

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

4. Turn the temperature control to the desired temperature setting.

NOTE: Turning the temperature control clockwise will increase the temperature setting. Turning the temperature control counterclockwise will decrease the temperature setting.

5. Allow the unit 30 minutes to reach operating temperature.

NOTE: Refer to the OPTIONS AND ACCESSORIES section for installation and operation information for HBGB units equipped with the flush mount control box.

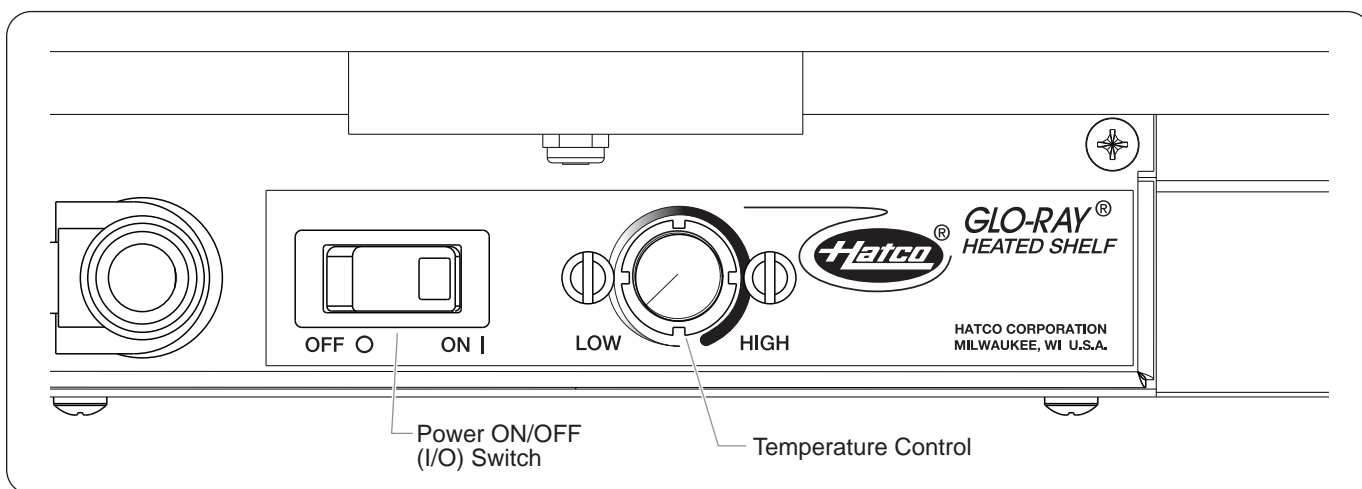


Figure 9. Standard Control Panel

MAINTENANCE

General

Hatco Heated Black Glass Shelves are designed for maximum durability and performance, with minimum maintenance.

WARNING

ELECTRIC SHOCK HAZARD:

- Turn OFF power switch, unplug power cord, and allow unit to cool before performing any cleaning, adjustments, or maintenance.
- DO NOT submerge or saturate with water. Unit is not waterproof. Do not operate if unit has been submerged or saturated with water.
- This unit is not “jet-proof” construction. Do not use jet-clean spray to clean this unit.

This unit has no “user-serviceable” parts. If service is required on this unit, contact an Authorized Hatco Service Agent or contact the Hatco Service Department at 414-671-6350; fax 414-671-3976.

NOTICE

Do not turn on unit until it has been cleaned thoroughly. Ceramic glass surface must be clear of debris to prevent burn-on.

Use only wipes, pads, and cleaners designed specifically for cleaning ceramic glass surfaces. Using other wipes, pads, or cleaners may damage ceramic glass surface.

Daily Cleaning

Consistent daily cleaning will keep cleanup easy as well as protect and preserve the glass surface. Make sure to use only wipes, pads, and cleaners designed specifically for cleaning ceramic glass surfaces.

1. Before turning on the unit each day, clean the glass surface using an appropriate cleaning wipe or a damp cloth.
2. At the end of each day:
 - a. Turn off the unit and allow to cool.
 - b. Clean the glass surface using an appropriate cleaning wipe or damp cloth. If additional cleaning is necessary, follow the “Cleaning Burned-On Residue” procedure in this section.

Cleaning Sugary/Sticky Spills

To clean sugary/sticky spills, the unit should be warm while cleaning for easier removal.

1. Turn off the unit and unplug power cord. **CAUTION! Burn Hazard—Heated glass will be hot. Use caution when touching this area.**
2. While unit is still warm, wear an oven mitt and remove the bulk of the spill using paper towel.
3. Allow the unit to cool.
4. Follow the “Cleaning Burned-On Residue” procedure in this section to remove the remainder of the spill.
5. Do not use the unit again until the spill has been cleaned completely.

CAUTION

Pitting or indentation in the glass surface may occur from sugary spills. If pitting or indentation occurs, the glass surface must be replaced. To prevent further damage and possible injury from broken glass, stop using unit immediately and contact an Authorized Hatco Service Agent.

Cleaning Burned-On Residue

To clean burned-on residue, the use of ceramic glass cleaner may be necessary.

1. Turn off the unit, unplug power cord, and allow unit to cool.
2. Spread a few drops of ceramic glass cleaner onto the residue area.
3. Using an appropriate cleaning wipe, rub the residue area while applying pressure as needed.
4. If residue remains, repeat the steps above as needed.
5. After all residue has been removed, polish the entire glass surface using the ceramic glass cleaner and paper towel.

Cleaning Metal Marks and Scratches

Metal marks and scratches from pans usually can be removed. Be careful when placing pans onto the glass surface. To avoid metal marks and scratches, do not slide pans across the glass surface.

1. Turn off the unit, unplug power cord, and allow unit to cool.
2. Spread a few drops of ceramic glass cleaner onto the marked area.
3. Using an appropriate cleaning wipe, rub the marked area while applying pressure as needed.
4. If metal marks and scratches remain, repeat the steps above as needed.

NOTE: Check the bottom of all pans for roughness that could scratch the glass surface.

NOTE: Damage caused by sugary/sticky spills or rough pan bottoms is not covered under warranty.

TROUBLESHOOTING GUIDE

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

Symptom	Probable Cause	Corrective Action
Unit too hot.	Temperature control set too high.	Adjust temperature control to a lower setting.
	Temperature control stuck in the HIGH position.	Contact Authorized Service Agent or Hatco for assistance.
	Unit plugged into an incorrect power supply.	Verify with qualified personnel that power supply matches unit specification.
Unit not hot enough.	Temperature control set too low.	Adjust temperature control to a higher setting.
	Location of unit is susceptible to air currents (air conditioning ducts or exhaust fans).	Block air currents or relocate unit.
Unit not working at all.	Unit not plugged in.	Plug unit into proper power supply.
	Unit not turned on.	Move Power ON/OFF (I/O) switch to the ON (I) position.
	Power ON/OFF (I/O) switch is not functioning.	Contact Authorized Service Agent or Hatco for assistance.
	Heating element is burned out.	Contact Authorized Service Agent or Hatco for assistance.
	Temperature control is defective.	Contact Authorized Service Agent or Hatco for assistance.

OPTIONS AND ACCESSORIES

Flush Mount Control Box (HBGB Model)

A flush-style remote-mounted control box is available as a factory-installed option for the HBGB unit. Install the control box using the following procedure.

WARNING

ELECTRIC SHOCK HAZARD: The remote mounted control box must be mounted on a vertical wall and installed in the vertical position. Mounting the control box in the horizontal position may result in the collection of liquids and lead to an electric shock.

NOTICE

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

Do not modify wiring or cut thermostat capillary wire on control box to increase remote mounting distance. Cutting the thermostat capillary wire will cause the unit to overheat and may damage the unit as well as the surrounding countertop.

NOTE: A qualified electrician is recommended for installing the flush mount control box.

1. Prepare cutout and pre-drill screw holes.
2. Remove trim cover from control box assembly.
3. Position control box into opening through the backside.
4. Secure control box to surface using screws (not supplied).
5. Plug the control box into a properly grounded electrical receptacle of the correct voltage, size, and plug configuration. Refer to the SPECIFICATIONS section for details.
6. Reinstall the trim cover.

NOTE: Units are equipped with a 36" (914 mm) flexible conduit connecting the control box to the unit.

Power ON/OFF Switch

The flush mount control box is equipped with a power ON/OFF (I/O) switch. Move the power ON/OFF (I/O) switch to the ON (I) position to turn on the unit. The indicator light in the switch glows when the unit is on.

Adjusting the Temperature Control

Turn the temperature control clockwise to increase the temperature setpoint. Turn the temperature control counterclockwise to decrease the temperature setpoint.

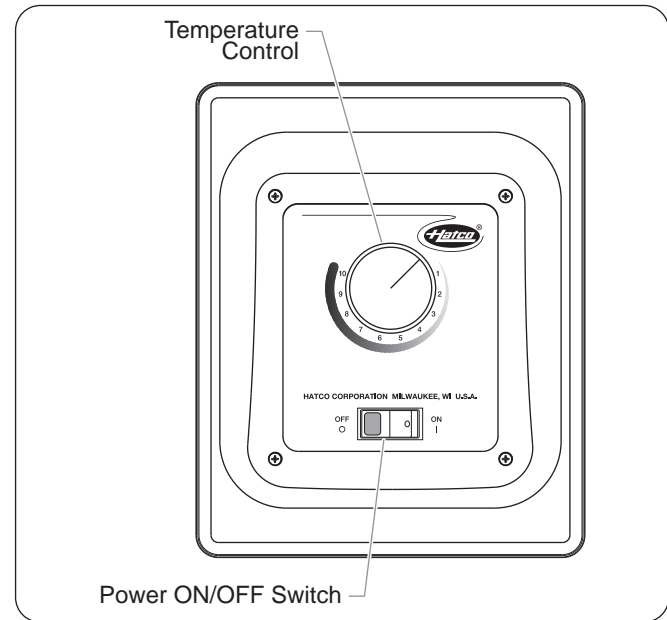


Figure 11. Flush Mount Control Box

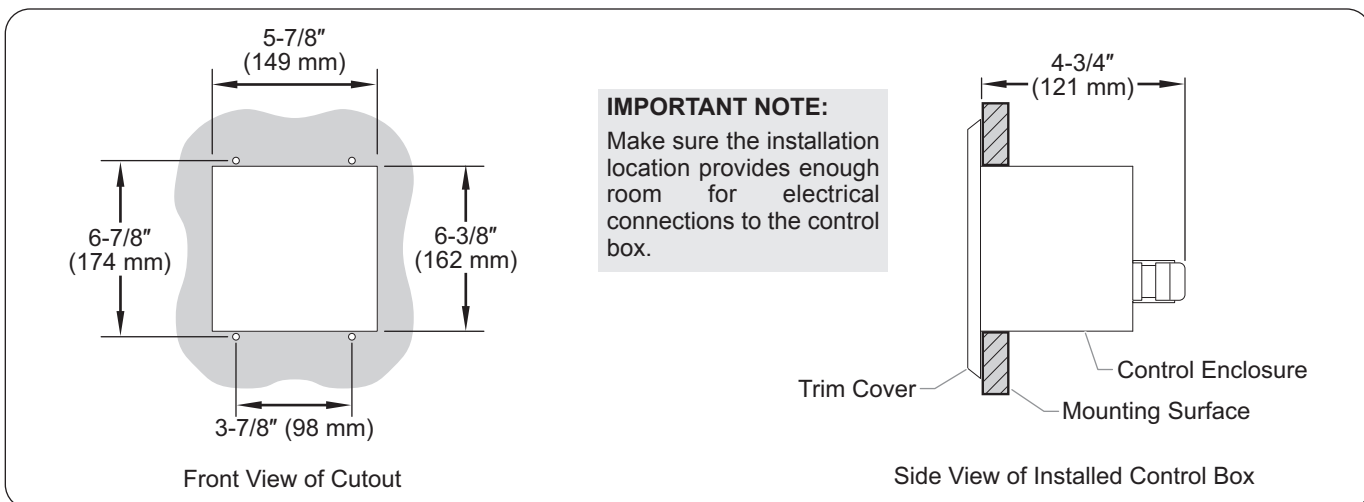


Figure 10. Flush Mount Control Box Installation Dimensions

4" Adjustable Legs (HBG Model)

Use the following procedure to install 4" adjustable legs in place of the rubber feet on an HBG unit.

NOTE: 4" (102 mm) legs are included with models greater than 36" (1041 mm) in width.

WARNING

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

NOTICE

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

1. Turn off the unit, unplug the power cord, and allow the unit to cool.
2. Carefully turn the unit upside down and lay the unit on a flat surface. Make sure to cover the surface with something to prevent scratching the glass.
3. Remove and save the base screws that secure the base to the glass shelf assembly. There are ten screws — two at the control panel and eight around the sides of the unit.

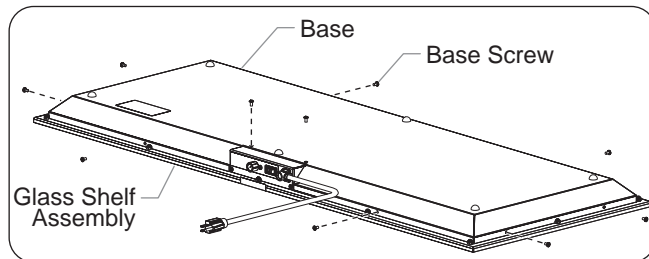


Figure 12. Removing the Base

4. Lift the base off of the glass shelf assembly.
5. At each corner of the base, remove the foot screw and shoulder washer to remove the rubber foot.

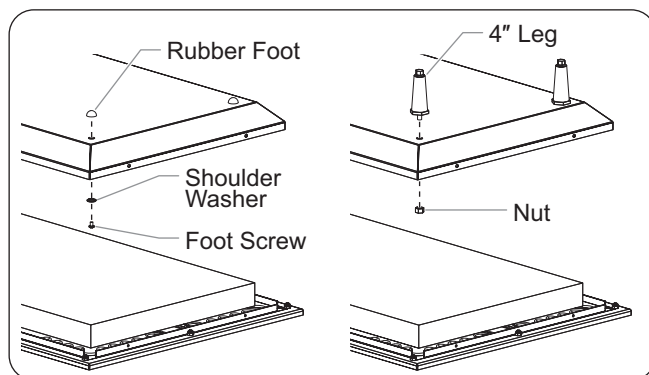


Figure 13. Installing the 4" Legs

6. At each corner of the base, insert a 4" leg through the bottom of the base. Place a nut on the leg stem inside the base and tighten securely.
7. Reassemble the base to the glass shelf assembly.

NOTE: The feet on the 4" legs are adjustable for leveling the unit. Use a 5/8" (16 mm) open-end wrench to make leveling adjustments once the unit is placed in its final position.

Handles (HBG Model)

Field retrofitable handles are available for the HBG unit.

HANDLE-18-BLK ..Designer black powdercoated rounded stainless steel handles

Handles are installed onto each end of the unit using the following procedure:

1. Remove the three nuts located on the underside of the glass surface support ring.
2. Align the three holes on the handle with the three studs on the support ring, and position the handle on the studs.
3. Replace the three nuts onto the studs, and tighten securely.

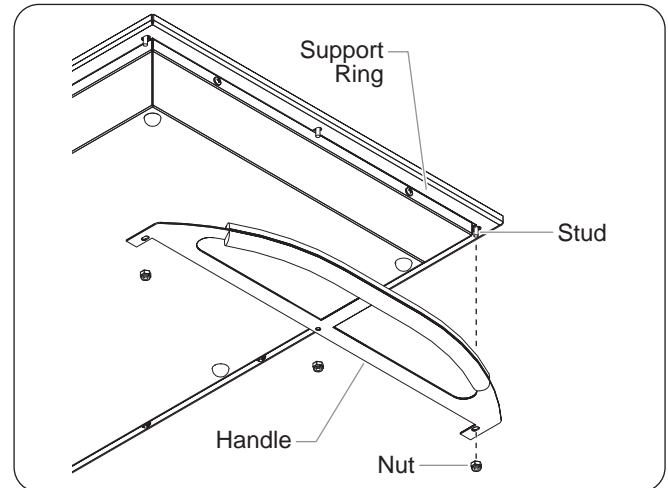


Figure 14. Handle Installation

LIMITED WARRANTY

1. PRODUCT WARRANTY

Hatco warrants the products that it manufactures (the "Products") to be free from defects in materials and workmanship, under normal use and service, for a period of one (1) year from the date of purchase when installed and maintained in accordance with Hatco's written instructions or 18 months from the date of shipment from Hatco. Buyer must establish the Product's purchase date by registering the Product with Hatco or by other means satisfactory to Hatco in its sole discretion.

Hatco warrants the following Product components to be free from defects in materials and workmanship from the date of purchase (subject to the foregoing conditions) for the period(s) of time and on the conditions listed below:

- a) **One (1) Year Parts and Labor PLUS One (1) Additional Year Parts-Only Warranty:**
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Heated Well Elements — HWB Series (metal sheathed)
- b) **One (1) Year Parts and Labor PLUS Four (4) Years Parts-Only Warranty on pro-rated terms that Hatco will explain at Buyer's request:**
3CS and FR Tanks
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Hatco's liability and Buyer's exclusive remedy hereunder will be limited solely, at Hatco's option, to repair or replacement using new or refurbished parts or Product by Hatco or a Hatco-authorized service agency (other than where Buyer is located outside of the United States, Canada, United Kingdom, or Australia, in which case Hatco's liability and Buyer's exclusive remedy hereunder will be limited solely to replacement of part under warranty) with respect to any claim made within the applicable warranty period referred to above. Hatco reserves the right to accept or reject any such claim in whole or in part. In the context of this Limited Warranty, "refurbished" means a part or Product that has been returned to its original specifications by Hatco or a Hatco-authorized service agency. Hatco will not accept the return of any Product without prior written approval from Hatco, and all such approved returns shall be made at Buyer's sole expense. HATCO WILL NOT BE LIABLE, UNDER ANY CIRCUMSTANCES, FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING BUT NOT LIMITED TO LABOR COSTS OR LOST PROFITS RESULTING FROM THE USE OF OR INABILITY TO USE THE PRODUCTS OR FROM THE PRODUCTS BEING INCORPORATED IN OR BECOMING A COMPONENT OF ANY OTHER PRODUCT OR GOODS.

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