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IMPORTANT OWNER INFORMATION

Record the model number, serial number, voltage, and purchase date of the unit in the spaces below (specification label located on the back of the unit). 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 ам to 5:00 рм C.S.T. Monday through Thursday 8:00 ам to 2:30 рм C.S.T. Friday)
Telephone:	(800) 558-0607; (414) 671-6350
Fax:	(800) 690-2966 (Parts and Service) (414) 671-3976 (International)
24	24 Hour 7 Day Parts and Service Assistance available in the United States and Canada by calling (800) 558-0607.
Additional in	formation can be found by visiting our web site at

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

INTRODUCTION

The Hatco Convected Drawer Warmer is designed to keep foods at optimum serving temperatures without affecting quality. It is built for tough kitchen duty with rugged stainless steel construction, heavy-duty hardware, stainless steel slides, and positive-closing drawers. The Convected Drawer Warmer's unique air-flow forces warm air throughout the unit, creating a blanket-effect of dry heat around the food product.

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

This manual provides the installation, safety, and operating instructions for the Convected Drawer Warmer. Hatco recommends all installation, operating, and safety instructions appearing in this manual be read prior to installation or operation of the unit. Safety information that appears in this manual is identified by the following signal word panels:



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



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



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



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



ELECTRIC SHOCK HAZARD:

- Plug unit into a properly grounded electrical receptacle 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 receptacle.
- Turn power switch OFF, unplug power cord, and allow unit to cool before performing any maintenance or cleaning.
- 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).
- Do not pull unit by power cord.
- Discontinue use if power cord is frayed or worn.
- Do not attempt to repair or replace a damaged power cord. The cord must be replaced by Hatco, an Authorized Hatco Service Agent, or a person with similar qualifications.
- Do not steam clean or use excessive water on the unit.
- This unit is not "jet-proof" construction. Do not use jetclean spray to clean this unit.
- Use only Genuine Hatco Replacement Parts when service is required. Failure to use Genuine Hatco Replacement Parts may subject operators of the equipment to hazardous electrical voltage, resulting in electrical shock or burn. Genuine Hatco Replacement Parts are specified to operate safely in the environments in which they are used. Some aftermarket or generic replacement parts do not have the characteristics that will allow them to operate safely in Hatco equipment.

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

This unit must be serviced by qualified personnel only. Service by unqualified personnel may lead to electric shock or burn.

This unit has no "user-serviceable" parts. If service is required on this unit, contact an Authorized Hatco Service Agent or contact the Hatco Service Department at 800-558-0607 or 414-671-6350; fax 800-690-2966; or International fax 414-671-3976.

BURN HAZARD:

- Some exterior surfaces on unit will get hot. Use caution when touching these areas.
- Use caution when opening drawer. Hot air escapes when drawer is open.



Do not lay unit on the front or back side or damage to the unit could occur.

Use non-abrasive cleaners only. Abrasive cleaners could scratch the finish of the unit, marring its appearance and making it susceptible to soil accumulation.



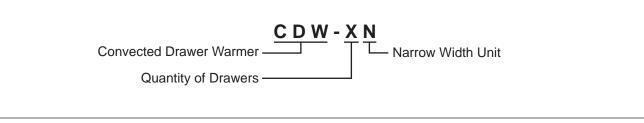


Figure 1. Model Designation

MODEL DESCRIPTION

All Models

Hatco Convected Drawer Warmers are designed to keep foods hot, flavor-fresh, and crisp until served. They are nonhumidified, single cavity/single temperature controlled units that provide even, dry heat for food product that does not require humidity or moisture. Convected Drawer Warmers are constructed of rugged stainless steel with durable nylon rollers, 12-gauge stainless steel slides, and heavy-duty hardware. The insulated top and sides of the drawer warmers provide maximum energy efficiency.

Various accessories are available to customize Convected Drawer Warmers. Refer to the OPTIONS AND ACCESSORIES section near the back of this manual for details.

Model CDW-3N

The CDW-3N model has three individual drawers that each hold a full-size food pan up to 6" deep. It features a digital temperature controller and a POWER ON/OFF switch that control the temperature and power for the entire unit.

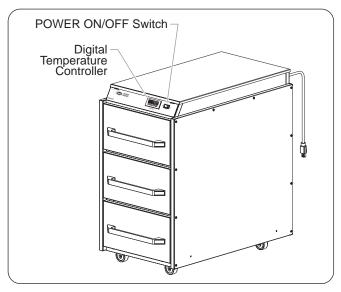


Figure 2. Model CDW-3N

SPECIFICATIONS

Plug Configurations

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

ELECTRIC SHOCK HAZARD: Plug unit into a properly grounded electrical receptacle 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 receptacle.

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

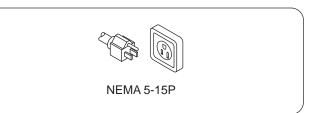


Figure 3. Plug Configurations

NOTE: Receptacle not supplied by Hatco.



Electrical Rating Chart

Model	Voltage	Watts	Amps	Plug Configuration	Shipping Weight
CDW-3N	120	1015	8.5	NEMA 5-15P	162 lbs. (73 kg)

Dimensions

Model	Width	Depth	Height
	(A)	(B)	(C)
CDW-3N	16-5/8″	30-1/2″	30″
	(423 mm)	(775 mm)	(762 mm)

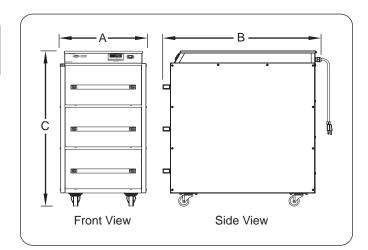


Figure 4. CDW-3N Dimensions

INSTALLATION

General

The Convected Drawer Warmer is shipped with most components pre-assembled. Casters must be installed on location. Care should be taken when unpacking the shipping carton to avoid damage to unit and the components enclosed.

ELECTRIC SHOCK HAZARD: Unit is not weatherproof. Locate the 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, discoloration or combustion could occur.

NOTE: The unit must be transported in the upright position.

- 1. Remove the unit from the carton.
- 2. Remove the information packet.
- NOTE: To prevent delay in obtaining warranty coverage, fill out and mail in the warranty card to Hatco.
- 3. Remove tape and protective packaging from all surfaces of the unit
- 4. Install the casters onto the unit. Refer to the installation procedure in this section.
- 5. 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 located on solid, level flooring.
 - Make sure the unit is at the proper height in an area convenient for use.



INSTALLATION

Installing Casters

Use the following procedure to install casters onto the bottom of the unit.



Do not lay unit on the front or back side or damage to the unit could occur.

- 1. Remove any pans from the drawers of the unit.
- 2. Carefully lay the unit on its left or right side (requires two people).
- 3. Align the four holes on the caster plate with the four holes in the unit mounting bracket at one corner of the unit
- 4. Install a bolt through each of the holes in the caster plate and into the unit mounting bracket. Tighten securely.



General

Use the following procedures to operate a Convected Drawer Warmer.



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

- 1. Plug the unit into an electrical outlet of the correct voltage, size, and plug configuration. See the SPECIFICATIONS section for details.
- 2. Move the POWER ON/OFF switch to the ON position (see Figure 8). The switch will illuminate.
 - The digital temperature controller will energize and the current temperature of the unit will appear on the display.
 - The phrase "out 1" will appear in the upper left corner of the display to show that the unit is in heat mode.



BURN HAZARD:

- Some exterior surfaces on unit will get hot. Use caution when touching these areas.
- Use caution when opening drawer. Hot air escapes when drawer is open.

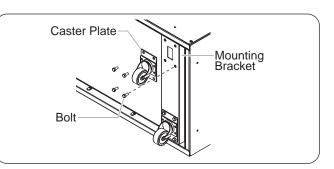


Figure 5. Installing Casters

- 5. Repeat steps #3 and #4 for the remaining three casters.
- 6. Return the unit to the upright position (requires two people).
- 3. Press and release the set key on the digital temperature controller to verify the setpoint temperature.
 - The setpoint temperature will be shown for 15 seconds. After 15 seconds, the display will revert to the current temperature of the unit. To change the setpoint temperature, refer to "Changing the Setpoint Temperature" in this section.

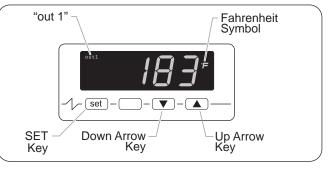


Figure 7. Digital Temperature Controller

- NOTE: The digital temperature controller is pre-set to a setpoint temperature of 195°F (91°C) at the factory. Once the setpoint temperature is changed, the new setpoint temperature will remain in memory until it is changed again. The maximum setpoint temperature is 195°F (91°C).
- 4. Allow the unit 15–20 minutes to reach operating temperature before loading preheated food product.

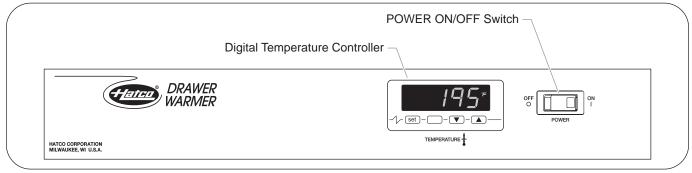


Figure 8. Model HDW-3N-MN Control Panel



Changing the Setpoint Temperature

Use the following procedure to change the setpoint temperature of the unit.

- 1. Press and release the set key. The current setpoint temperature will be shown on the display and "out 1" will flash in the upper left corner.
- 2. Press the ▲ key or ▼ key within 15 seconds to change the setpoint temperature. If no key is pressed within 15 seconds, the display will revert to the current temperature of the unit.
- 3. Press the set key or wait 15 seconds to lock in the new setpoint temperature.

Locking/Unlocking the Digital Temperature Controller

The keys on the digital temperature controller can be locked to prevent unauthorized changes to the settings.

To lock the keys of the digital temperature controller:

• Press and hold both the <u>set</u> key and <u>▼</u> key at the same time for over two seconds. The message "Loc" will appear on the display.

To unlock the keys of the digital temperature controller:

Press and hold both the set key and key at the same time until the message "UnL" appears on the display.

MAINTENANCE

General

The Hatco Convected Drawer Warmer is designed for maximum durability and performance with minimum maintenance.



ELECTRIC SHOCK HAZARD:

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

This unit must be serviced by qualified personnel only. Service by unqualified personnel may lead to electric shock or burn.

This unit has no "user-serviceable" parts. If service is required on this unit, contact an Authorized Hatco Service Agent or contact the Hatco Service Department at 800-558-0607 or 414-671-6350; fax 800-690-2966; or International fax 414-671-3976.

Cleaning

To preserve the finish of the unit as well as maintain performance, it is recommended that the unit be cleaned daily.

- 1. Turn off the unit, unplug the power cord, and allow the unit to cool.
- 2. Remove and wash all food pans.
- Wipe down all stainless steel surfaces using a damp cloth. Stubborn stains may be removed with a good non-abrasive cleaner. Hard to reach areas should be cleaned with a small brush and mild soap.



Use non-abrasive cleaners only. Abrasive cleaners could scratch the finish of the unit, marring its appearance and making it susceptible to soil accumulation.



This unit must be serviced by qualified personnel only. Service by unqualified personnel may lead to electric shock or burn. ELECTRIC SHOCK HAZARD: Turn power switch OFF, unplug power cord, and allow unit to cool before performing any maintenance or cleaning.

Symptom	Probable Cause	Corrective Action	
Unit too hot.	Setpoint temperature too high.	Change the setpoint temperature to a lower setting.	
	Unit plugged into incorrect power supply.	Verify with qualified personnel that power supply matches unit specification.	
	Digital temperature controller defective.	Contact Authorized Service Agent or Hatco for assistance.	
Unit not hot enough.	Unit not allowed enough time to preheat.	Allow unit 15–20 minutes to reach operating temperature.	
	Setpoint temperature too low.	Change the setpoint temperature to a higher setting.	
	Location of unit is susceptible to air currents (air conditioning ducts or exhaust fans).		
	Drawer(s) not closed completely.	Make sure all drawers are closed completely.	
	Digital temperature controller is defective.	Contact Authorized Service Agent or Hatco for assistance.	
Unit not working at all.	Unit not plugged in.	Plug unit into proper power supply.	
	Unit not turned on.	Move POWER ON/OFF switch to the ON position.	
	Circuit breaker tripped.	Reset circuit breaker.	
	POWER ON/OFF switch defective.	Contact Authorized Service Agent or Hatco for assistance.	
	Digital temperature controller is defective.	Contact Authorized Service Agent or Hatco for assistance.	
<	Heating element burned out.	Contact Authorized Service Agent or Hatco for assistance.	



Food Pans

Accessory stainless steel food pans are available in various sizes.

- ST PAN 2.....Full size stainless steel pan at 2-1/2" (64 mm) deep — 12-3/4"W x 20-3/4"D x 2-1/2"H (324 x 527 x 64 mm)
- **ST PAN 4**.....Full size stainless steel pan at 4" (102 mm) deep — 12-3/4"W x 20-3/4"D x 4"H (324 x 527 x 102 mm)
- HDW 6" PAN......Full size stainless steel pan at 6" (152 mm) deep — 12-3/4"W x 20-3/4"D x 6"H (324 x 527 x 152 mm)

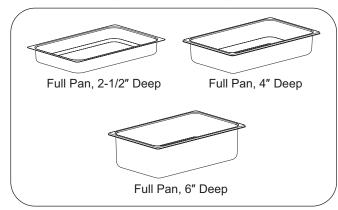


Figure 17. Stainless Steel Food Pans

Trivets

Accessory stainless steel or nickel-plated trivets are available in various sizes.

TRIVET (1/2)SSHalf-size stainless steel trivet — 10-3/16"W x 7-5/8"D (259 x 194 mm)
TRIVET SSFull size stainless steel trivet — 10-1/8"W x 18"D (257 x 457 mm)
TRIVET (1/2)Half-size nickel-plated trivet — 10-3/16"W x 7-5/8"D (259 x 194 mm)
TRIVET Full size nickel-plated trivet — 10-1/8"W x 18"D (257 x 457 mm)

Full Trivet

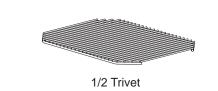


Figure 18. Trivets



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 returning Hatco's Warranty Registration Card or by other means satisfactory to Hatco in its sole discretion.

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

- a) One (1) Year Parts and Labor PLUS One (1) Additional Year Parts-Only Warranty: Conveyor Toaster Elements (metal sheathed) Drawer Warmer Elements (metal sheathed) Drawer Warmer Drawer Rollers and Slides Food Warmer Elements (metal sheathed) Display Warmer Elements (metal sheathed air heating) Holding Cabinet Elements (metal sheathed air heating) Built-In Heated Well Elements (metal sheathed)
- b) One (1) Year Parts and Labor PLUS Four
 (4) Years Parts-Only Warranty on pro-rated terms that Hatco will explain at Buyer's request: 3CS and FR Tanks
- c) One (1) Year Parts and Labor PLUS Nine (9) Years Parts-Only Warranty on: Electric Booster Heater Tanks Gas Booster Heater Tanks
- d) Ninety (90) Day Parts-Only Warranty: Replacement Parts

THE FOREGOING WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ANY OTHER WARRANTY, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR PATENT OR OTHER INTELLECTUAL PROPERTY RIGHT INFRINGEMENT. Without limiting the generality of the foregoing, SUCH WARRANTIES DO NOT COVER: Coated incandescent light bulbs, fluorescent lights, decorative heat lamp bulbs, coated halogen light bulbs, halogen heat lamp bulbs, heated glass shelves, glass components, and fuses; Product failure in booster tank, fin tube heat exchanger, or other water heating equipment caused by liming, sediment buildup, chemical attack, or freezing; or Product misuse, tampering or misapplication, improper installation, or application of improper voltage.

2. LIMITATION OF REMEDIES AND DAMAGES

Hatco's liability and Buyer's exclusive remedy hereunder will be limited solely, at Hatco's option, to repair or replacement using new or refurbished parts or Product by Hatco or a Hatcoauthorized 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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NORTH CAROLINA

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Service Solutions Group 513-772-6600

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Service Solutions Group 602-234-2443 Byassee Equipment Co 602-252-0402 Phoenix

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