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## **IMPORTANT OWNER INFORMATION**

Record the model number, serial number (located on the back of the unit), voltage and purchase date of your Flav-R-Savor<sup>®</sup> Portable Holding Cabinet in the spaces provided. Please have this information available when calling Hatco for service assistance.

Model No.

Serial No.

Voltage \_\_\_\_\_

Date of Purchase \_\_\_\_\_

Business 8:00 a.m. to 5:00 p.m. Hours: Central Standard Time

(Summer Hours: June to September – 8:00 a.m. to 5:00 p.m. C.D.T. Monday through Thursday 8:00 a.m. to 2:30 p.m. C.D.T. Friday)

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

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

24 Hour 7 Day Parts & Service 7 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.** 

# INTRODUCTION

Hatco Flav-R-Savor Portable Holding Cabinets are designed to hold prepared foods for prolonged periods of time while maintaining that "just-made" quality.

Hatco Holding Cabinets provide the best environment for food products by regulating the air temperature while at the same time balancing the humidity level.

Flav-R-Savor air flow pattern is designed to maintain consistent cabinet temperature without drying out foods. The precise combination of heat and humidity creates a "blanket" effect around the food. The air flow rate enables the cabinet to rapidly recover temperature after opening and closing the door.

The use of controlled moisturized heat maintains serving temperature and texture longer than conventional dry holding equipment.

This manual provides the installation, safety and operating information for the Flav-R-Savor Portable Holding Cabinet. We recommend all installation, operating and safety information appearing in this manual be read prior to installation or operation of your Hatco Holding Cabinet. Safety information that appear in this manual after a warning symbol A and the words **WARNING** or **CAUTION** printed in bold face are very important. A **WARNING** means there is the possibility of serious personal injury or death to yourself or others. A **CAUTION** means there is the possibility of minor or moderate injury. **NOTICE** signifies the possibility of equipment or property damage only.

Your Hatco Flav-R-Savor Portable Holding Cabinet 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 thoroughly inspected and tested prior to shipment. **IMPORTANT!** Read the following important safety information to avoid personal injury or death, and to avoid damage to the equipment or property.

### 

- ☆ 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 the proper voltage and size and install the proper electrical outlet.
- ☆ To avoid any injury, turn the power switch OFF, unplug the unit from the power source and allow to cool completely before performing any maintenance or cleaning.
- ☆ For safe and proper operation, the unit must be located a minimum of 1" (25 mm) from combustible walls and materials. If safe distances are not maintained, discoloration or combustion could occur.
- ⚠️ Overfilling can cause electrical shock. Stop filling when Low Water light goes off.
- ☆ To avoid any injury, turn the power OFF to the unit and allow to cool before draining.
- To prevent any injury or damage to the unit do not pull unit by power cord.
- ⚠️ To prevent any injury, discontinue use if power cord is frayed or worn.
- ☆ To avoid electrical shock or personal injury, do not steam clean or use excessive water on the unit.
- ▲ Some exterior surfaces on the Holding Cabinet will get hot. Use caution when touching these areas to avoid injury.
- ☆ The unit must be serviced by qualified personnel only. Service by unqualified personnel may lead to electric shock or burn.
- ▲ ELECTRIC SHOCK HAZARD: Turn the power switch OFF, unplug the power cord, and allow the unit to cool before performing any maintenance or cleaning.

- A Hatco corporation is not responsible for the actual food product serving temperature. It is the responsibility of the user to assure that the food product is held and served at a safe temperature.
- ☆ If service is required on this unit, contact your 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.
- ☆ This product has no "user" serviceable parts. To avoid damage to the unit or injury to personnel, use only Authorized Hatco Service Agents and Genuine Hatco Parts when service is required.
- ▲ 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. It is essential to use Hatco Replacement Parts when repairing Hatco equipment. Failure to use Hatco Replacement Parts may subject operators of the equipment to hazardous electrical voltage, resulting in electrical shock or burn.

### 

- ☆ To avoid any injury or damage locate the Holding Cabinet 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 accidentally falling, and strong enough to support the weight of the unit and food.
- ▲ Unit is not weatherproof. For safe and proper operation locate the unit <u>indoors</u> where the ambient air temperature is constant and is a minimum of 70°F (21°C).
- ⚠ The unit must be transported in an upright position. If laid on its side, the water must be drained from the unit.

#### NOTICES

Water Quality Requirements - Incoming water in excess of 3.0 grains of hardness per gallon (GPG) (.75 grains of hardness per liter) must be treated and softened before being used. Water containing over 3.0 GPG (.75 GPL) will decrease the efficiency and reduce the operating life of the unit.

NOTE: Product failure caused by liming or sediment buildup is not covered under warranty.

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

Do not use deionized water. Deionized water will greatly shorten the life of the water reservoir and water heating element.

### ALL MODELS

Flav-R-Savor® Portable Holding Cabinets are made of sturdy stainless steel and powdercoat painted top, sides and back. Features include thermostatically controlled heat and humidity, a digital temperature readout and a large aluminum framed tempered glass door or insulated stainless steel door. The access door can be hinged left or right. Electrical components, controls and water reservoir are easily accessible. Units are made portable by installing swivel casters with wheel locks. Attached six foot (1829 mm) power cord and plug is standard.

### MODEL FSHC-6W-1\*

The FSHC-6W-1 is a single door model made to fit under lower work counters. Stainless steel angle slides are included which will accommodate six  $18" \times 26" (457 \times 660 \text{ mm})$  sheet pans on 3" (76 mm)centers, eleven  $18" \times 26" (457 \times 660 \text{ mm})$  sheet pans on 1-1/2" (38 mm) centers or twelve 12" x 20" (305 x 508 mm) food pans (six 1/2 Gastronorm pans on 3" (76 mm) centers, or eleven 1/2 Gastronorm pans on 1-1/2" (38 mm) centers).

\* Model FSHC-6W-1 has earned the Energy Star®.

NOTE: Products that earn the ENERGY STAR<sup>®</sup> prevent greenhouse gas emissions by meeting strict energy efficient guidelines set by the U.S. Environmental Protection Agency and the U.S. Department of Energy.

### MODEL FSHC-6W-2

The FSHC-6W-2 has all the features of the FSHC-6W-1 and is also equipped with two doors for pass through operation.

## MODEL FSHC-7-1\*

The FSHC-7-1 is a standard single door model. Stainless steel angle slides are included which will accommodate seven  $12" \times 20" (305 \times 508 \text{ mm})$  food pans or  $18" \times 26" (457 \times 660 \text{ mm})$  sheet pans on 3" (76 mm) centers.

\* Model FSHC-7-1 has earned the Energy Star®.

NOTE: Products that earn the ENERGY STAR<sup>®</sup> prevent greenhouse gas emissions by meeting strict energy efficient guidelines set by the U.S. Environmental Protection Agency and the U.S. Department of Energy.



Figure 1. Model FSHC-6W-1



Figure 2. Model FSHC-7-1

### **MODEL FSHC-7-2**

The FSHC-7-2 has all the features of the FSHC-7-1 and is also equipped with two doors for pass through operation.

# **SPECIFICATIONS**

Model	Voltage	Hertz	Watts	Amps	Plug Configuration	Shipping Weight
FSHC-6W-1	120	60	1697	14.1	NEMA 5-15P*	175 lbs. (79 kg)
	220	50	1697	7.7	CEE 7/7 Schuko	175 lbs. (79 kg)
energy	240	50	1697	7.1	BS-1363	175 lbs. (79 kg)
CHANGE FOR THE BETTER WITH	240	50	1697	7.1	AS-3112	175 lbs. (79 kg)
BETTER WITH ENERGY STAR	220-230 (CE)	50	1697	7.1	CEE 7/7 Schuko	175 lbs. (79 kg)
	230-240 (CE)	50	1697	7.1	BS-1363	175 lbs. (79 kg)
FSHC-6W-2	120	60	1697	14.1	NEMA 5-15P*	179 lbs. (81 kg)
	220	50	1697	7.7	CEE 7/7 Schuko	179 lbs. (81 kg)
	240	50	1697	7.1	BS-1363	179 lbs. (81 kg)
	240	50	1697	7.1	AS-3112	179 lbs. (81 kg)
	220-230 (CE)	50	1697	7.7	CEE 7/7 Schuko	179 lbs. (81 kg)
	230-240 (CE)	50	1697	7.1	BS-1363	179 lbs. (81 kg)
FSHC-7-1	120	60	1697	14.1	NEMA 5-15P*	168 lbs. (76 kg)
$\frown$	220	50	1697	7.7	CEE 7/7 Schuko	168 lbs. (76 kg)
energy	240	50	1697	7.1	BS-1363	168 lbs. (76 kg)
CHANGE FOR THE BETTER WITH ENERGY STAR	240	50	1697	7.1	AS-3112	168 lbs. (76 kg)
ENERGY STAR	220-230 (CE)	50	1697	7.7	CEE 7/7 Schuko	168 lbs. (76 kg)
	230-240 (CE)	50	1697	7.1	BS-1363	168 lbs. (76 kg)
FSHC-7-2	120	60	1697	14.1	NEMA 5-15P*	172 lbs. (78 kg)
	220	50	1697	7.7	CEE 7/7 Schuko	172 lbs. (78 kg)
	240	50	1697	7.1	BS-1363	172 lbs. (78 kg)
	240	50	1697	7.1	AS-3112	172 lbs. (78 kg)
	220-230 (CE)	50	1697	7.7	CEE 7/7 Schuko	172 lbs. (78 kg)
	230-240 (CE)	50	1697	7.1	BS-1363	172 lbs. (78 kg)

### **ELECTRICAL RATING CHART**

\* NEMA 5-20P for Canada

The electrical information in the shaded areas pertains to **Export models only**.

#### **PLUG CONFIGURATIONS**

Units are supplied from the factory with an electrical cord and plug installed. Plugs are supplied according to the applications as shown in Figure 3.

#### 

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 the proper voltage and size and install the proper electrical outlet.

#### 

To prevent any injury or damage to the unit do not pull unit by power cord.

#### 

To prevent any injury, discontinue use if power cord is frayed or worn.



Figure 3. Plug Configurations

### DIMENSIONS

Model	Width	Depth	Height†
	(A)	(B)	(C)
FSHC-6W-1	25-3/8"	29-1/2"	32-1/8"
	(645 mm)	(749 mm)	(816 mm)
FSHC-6W-2	25-3/8"	32"	32-1/8"
	(645 mm)	(813 mm)	(816 mm)

Top Surface: 25-3/8"W x 25-7/8"D (645 x 657 mm) Cabinet Opening: 20-7/8"W x 19"H (530 x 483 mm)

Model	Width	Depth	Height*
	(A)	(B)	(C)
FSHC-7-1	22-3/4"	29-1/2"	35-1/8"
	(578 mm)	(749 mm)	(892 mm)
FSHC-7-2	22-3/4"	32"	35-1/8"
	(578 mm)	(813 mm)	(892 mm)
Top Surface: 22-3/4"W x 25-7/8"D (578 x 657 mm) Cabinet Opening: 18-1/4"W x 22-1/8"H (464 x 562 mm)			

- † Includes 4" (102 mm) diameter casters; height is 29-3/4" (756 mm) with low profile casters installed.
- \* Includes 4" (102 mm) diameter casters; height is 32-3/4" (832 mm) with low profile casters installed; height is 34" (864 mm) with 4" (102 mm) legs installed; height is 36" (915 mm) with 6" (152 mm) legs installed.

NOTE: FSHC-6W-2 and FSHC-7-2 are two door passthrough cabinets, not two units stacked.



### ALL MODELS

The Flav-R-Savor<sup>®</sup> Portable Holding Cabinets are shipped with most components installed and ready for operation. The following installation instructions must be performed before plugging in and operating the cabinet.

- 1. Remove unit from box.
- 2. Remove information packet. To prevent delay in obtaining warranty coverage, fill out and mail in the warranty card.
- 3. Remove tape and protective packaging from all surfaces of unit. Remove Rack Slide Assembly.
- 4. Install the handle(s) to the access door(s). (See Figure 4.)

NOTE: On FSHC-6W series, install handle using the two upper most mounting holes.

 Carefully lay the unit on its side. Thread one leg or mount caster using hardware provided onto the cabinet bottom and tighten securely. (See Figure 4.) Return cabinet to the upright position.

NOTE: Place a piece of cardboard between the cabinet and floor to prevent marring the cabinet finish.

6. Unpack the adjustable steel rack slides from the carton, and install them to the rack as shown in Figure 4. Make sure the bottom shoe of each rack faces outward.

NOTE: If installing the optional Stacking Kit, see ACCESSORIES for installation instructions.



Figure 4. FSHC -6W & -7 Series

### LOCATION

NOTE: The unit must be transported in the upright position. If laid on its side, water must be drained from the unit. See DRAINING THE RESERVOIR in the MAINTENANCE section.

#### 

For safe and proper operation, the unit must be located a minimum of 1" (25 mm) from combustible walls and materials. If safe distances are not maintained, discoloration or combustion could occur.

### 

To avoid any injury or damage locate the Holding Cabinet 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 accidentally falling, and strong enough to support the weight of the unit and food.

### 

Unit is not weatherproof. For safe and proper operation locate the unit <u>indoors</u> where the ambient air temperature is constant and is a minimum of 70°F (21°C).

### 

The unit must be transported in an upright position. If laid on its side, the water must be drained from the unit.

## **REVERSIBLE ACCESS DOOR**

Doors are shipped from the factory mounted on the cabinet left side, opening from the right. Doors can be reversed to open from the left, as follows:

#### Glass Door

- 1. Remove screws securing door to hinges. (See Figure 5.)
- 2. Remove the screws securing hinges to cabinet.
- 3. Remove screw plugs from right side of cabinet and insert in left side.
- 4. Rotate the door 180° and install on the right side using the original mounting hardware.

NOTE: A nylon washer must be reinstalled between door and hinge on the top and bottom.



Figure 5. Reversible Access Door - Glass Door

#### **Stainless Steel Door**

#### (Optional on FSHC-6W Series Only)

The optional stainless steel door is not available for retrofit.

1. Slide hinge covers off of edgemount hinges. (See Figure 6.)

NOTE: Hinges remain mounted to the stainless steel door.

- 2. Remove the screws securing the chrome handle to the door.
- 3. Remove the screws securing the strike plate to the cabinet.
- 4. Remove screw plugs from the right side of the cabinet and insert in left side.
- 5. Rotate the door 180° and install on the right side of cabinet using the original hardware.
- 6. Secure strike plate on the right side using the original hardware.
- 8. Secure handle to the door in the upright position using the original hardware.
- 9. Slide hinge covers back into place on the hinges.



Figure 6. Reversible Access Door - Stainless Steel Door (Optional on FSHC-6W series only))

- 1. Plug unit into a properly grounded electrical outlet of the correct voltage, size and plug configuration. See *SPECIFICATIONS* for details.
- 2. Turn the Power Switch on the control panel to the ON position. The Humidity Cycle and Low Water indicators will light up at this time. (See Figure 7.)
- 3. Fill the water reservoir with **softened** or **distilled** water. To fill the reservoir, lift the fill cup cover up and pull forward. Slowly pour the water into the cup until the red Low Water Indicator Light goes off. Use of softened or distilled water is recommended to preserve the life of the electrical and mechanical components in the reservoir. **Do not** use deionized water. If "hard" water is used, the reservoir will require periodic cleaning and deliming. See *MAINTENANCE* for deliming instructions.

#### 

Overfilling can cause electrical shock. Stop filling when Low Water light goes off.

#### NOTICE

Water Quality Requirements - Incoming water in excess of 3.0 grains of hardness per gallon (GPG) (.75 grains of hardness per liter) must be treated and softened before being used. Water containing over 3.0 GPG (.75 GPL) will decrease the efficiency and reduce the operating life of the unit.

NOTE: Product failure caused by liming or sediment buildup is not covered under warranty.

#### NOTICE

Do not use deionized water. Deionized water will greatly shorten the life of the water reservoir and water heating element.

NOTE: Product failure caused by deionized water is not covered by warranty.

#### 

Some exterior surfaces on the Holding Cabinet will get hot. Use caution when touching these areas to avoid injury.

NOTE: On the initial fill, the water reservoir capacity is one gallon (3.8 liters).

4. Set the Humidity Control and Temperature Control to the desired level. See the *FOOD HOLDING GUIDE* for recommendations.

NOTE: Temperature and humidity settings may vary depending upon product make-up and consistency. The cabinet temperature indicator displays the lowest temperature point inside the cabinet, not the product temperature.

5. Allow 30 minutes to preheat a full reservoir of water. The green Humidity Cycle Indicator Light will go out when the interior of the cabinet has reached the selected humidity setting. The Flav-R-Savor® cabinet is then ready to hold foods at the humidity and temperature selected.

The reservoir capacity permits uninterrupted operation for approximately 4-8 hours, depending on the settings and how frequently the door is opened. When the red Low Water Indicator is lit, add water to the reservoir. The water reservoir refill capacity is approximately 48 ounces (1.5 liters)

NOTE: FSHC-7 Series units can be factory equipped with an optional audible Low Water alarm. Add water to the reservoir until the alarm shuts off.

#### 

Hatco corporation is not responsible for the actual food product serving temperature. It is the responsibility of the user to assure that the food product is held and served at a safe temperature.



#### Figure 7. Control Panel

	Maximum	Humidity		Temperature	
Type of Food	Holding Time	Setting	Setting	°F	°C
Bagels	3 Hours	Low	4	140	60
Biscuits	2 Hours	Medium	3	130	54
Chicken - Parts	5 Hours	High	5	175	79
Chicken - Whole	2 Hours	High	5.5	180	82
Croissants	3 Hours	Low	4	140	60
Fish	1 Hour	Medium	5.5	180	82
Frankfurters	2 Hours	High	6	185	85
Fruit Pies	3.5 Hours	Medium	4	140	60
Hot Dogs (Appetizers)	4 Hours	High	5	175	79
Onion Rings	1 Hour	Low	4	140	60
Pizza	1 Hour	Medium	6	185	85
Pretzels	3 Hours	Medium	4	140	60
Ribs	2 Hours	High	6	185	85
Wrapped Sandwiches	2 Hours	Medium	4.5	160	71

## FOOD HOLDING GUIDE

NOTE: All times and settings are recommendations only and may vary depending on product preparation, cooking time and internal food temperature.

### GENERAL

Hatco Flav-R-Savor<sup>®</sup> Portable Holding Cabinets are designed for maximum durability and performance, with minimum maintenance.

### 

To avoid any injury, turn the power switch OFF, unplug the unit from the power source and allow to cool completely before performing any maintenance or cleaning.

### 

To prevent any injury, discontinue use if power cord is frayed or worn.

### CLEANING

To preserve the bright finish of the Flav-R-Savor Portable Holding Cabinet, it is recommended that the exterior and interior surfaces be wiped daily with a damp cloth. Food pans should be removed and washed. Stubborn stains may be removed with a good stainless steel cleaner or a non-abrasive cleaner. Hard-to-reach areas should be cleaned with a small brush and mild soap.

### 

To avoid electrical shock or personal injury, do not steam clean or use excessive water on the unit.

#### NOTICE

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

Clean the glass door using a common glass cleaner.

NOTE: FSHC-6W & FSHC-7 series blower motor is permanently lubricated and requires no maintenance.



Figure 8. Draining Reservoir

## DRAINING THE RESERVOIR

#### 

To avoid any injury, turn the power to the unit OFF and allow to cool before draining.

It is recommended that the Flav-R-Savor water reservoir be drained prior to moving the cabinet and after removing lime or mineral deposits from the water reservoir.

NOTE: The drain hose assembly is located in the corner of the cabinet inside the door.

NOTE: Position a container to hold the water while draining.

- Insert the drain hose fitting into the water outlet, located on the ceiling of the cabinet. (See Figure 8.) Once the fitting is installed, water will begin to drain from the hose.
- 2. Once the unit has finished draining, the drain tube assembly can be removed by pressing the release tab and gently pulling the fitting out.
- 3. Place the drain tube back into the holding clip inside the door.

# REMOVING LIME & MINERAL DEPOSITS

#### NOTICE

Water Quality Requirements - Incoming water in excess of 3.0 grains of hardness per gallon (GPG) (.75 grains of hardness per liter) must be treated and softened before being used. Water containing over 3.0 GPG (.75 GPL) will decrease the efficiency and reduce the operating life of the unit.

NOTE: Product failure caused by liming or sediment buildup is not covered under warranty.

NOTE: If the water used has an excessive amount of lime or mineral content, follow the instructions listed below for periodic cleaning and deliming of the water reservoir.

- 1. Turn the power switch off and unplug the unit from its power source.
- 2. After the unit has cooled down, drain all remaining water out of the unit. See *DRAINING THE RESERVOIR*.
- 3. Fill the unit with a mixture of 75% water and 25% off-the-shelf vinegar, (approximately one gallon).
- 4. Turn the power switch ON and allow the unit to heat up to the operating temperature of 170-180°F (77-82°C). Run the unit at this temperature for 1-2 hours.
- 5. Allow the unit to stand with the mixture in the reservoir for a minimum of 4 hours. (Preferably overnite.)
- 6. After the deliming period, drain the vinegar and water from the tank.
- 7. Continue to fill and drain the unit with water only, until the discharge is clear and all deliming solution has been removed and rinsed.
- 8. Plug the cabinet power cord into its power source and fill the unit as usual for daily operation.

NOTE: How often this procedure must be performed depends on the lime and mineral content of the water used for daily operation.

#### 

If service is required on this unit, contact your 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.

#### 

This product has no "user" serviceable parts. To avoid damage to the unit or injury to personnel, use only Authorized Hatco Service Agents and Genuine Hatco Parts when service is required.

#### 

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. It is essential to use Hatco Replacement Parts when repairing Hatco equipment. Failure to use Hatco Replacement Parts may subject operators of the equipment to hazardous electrical voltage, resulting in electrical shock or burn.

# ACCESSORIES

### STACKING KIT

A special stacking bracket is available for stacking one FSHC-7 unit on top of another FSHC-7 unit or one FSHC-6W unit on top of another FSHC-6W unit. The stacking hardware secures the top unit to the bottom unit.

1. Carefully lay top unit upside down.

NOTE: Place a piece of cardboard between the cabinet and floor to prevent marring the cabinet finish.

- 2. Attach stacking bracket to underside of top unit using hardware supplied. (See Figure 9.)
- 3. Carefully place the top unit (at least two people required) onto the bottom unit.
- 4. Secure two units by installing two screws on the rear of the unit through the stacking bracket and into the holes on the back of the bottom unit. (See Figure 9.)

## STAINLESS STEEL DOOR

#### (FSHC-6W Series Only)

The optional heavy duty stainless steel door is not available for retrofit. (See Figure 10.)



Figure 9. Stacking Kit



Figure 10. Stainless Steel Door

#### 

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

#### 

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

SYMPTOM	PROBABLE CAUSE	CORRECTIVE ACTION
Unit is plugged in, but does not power on.	Unit not turned on.	Move Power On/Off switch to the on position.
	Power On/Off switch defective.	Contact Authorized Service Agent or Hatco for assistance.
	Electrical receptacle is defective.	Check outlet and verify power supply matches specification tag on unit.
	Tripped circuit breaker.	Check circuit breaker and reset if tripped.
	Internal electrical defect.	Contact Authorized Service Agent or Hatco for assistance.
Unit operates correctly, but does not display cabinet temperature.	Temperature indicating device is defective.	Contact Authorized Service Agent or Hatco for assistance.
Unit operates, but is not circulating air inside cabinet.	Blower motor is defective.	Contact Authorized Service Agent or Hatco for assistance.
Unit is not producing any "hot air" inside cabinet.	Air heating element or blower motor is defective.	Contact Authorized Service Agent or Hatco for assistance.
Unit is producing very erratic air temperatures inside	Air thermostat control is defective.	Contact Authorized Service Agent or Hatco for assistance.
cabinet.	Air down tube is not connected.	Reconnect air down tube.
Unit is heating, but is not producing humidity inside	Water heating element is defective.	Contact Authorized Service Agent or Hatco for assistance.
cabinet. Low water light is OFF, but unit is full of water.	Humidity thermostat control is set too low.	Adjust humidity control to higher setting.
	Humidity thermostat control system is defective.	Contact Authorized Service Agent or Hatco for assistance.
Unit is heating, but is not producing humidity inside cabinet. Low water light is	Float switch inside water reservoir is limed up or dirty.	Clean/Delime water reservoir per instructions in Operations Manual.
ON, but unit is full of water.	Low water control system is defective.	Contact Authorized Service Agent or Hatco for assistance.

### 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)
 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

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, fuses, Product failure in booster tank, fin tube heat exchanger, or other water heating equipment caused by liming, sediment buildup, chemical attack or freezing, 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 by 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. 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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Hawkins Commercial Appliance Englewood 303-781-5548

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Nass Service Co., Inc. Orlando	407-425-2681
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TWC Services Smyrna	770-438-9797
Heritage Service Group	p
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#### **ILLINOIS**

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317-545-9655

#### **INDIANA**

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Electric Motor Service Co 319-323-1823 Davenport Goodwin Tucker Group 515-262-9308 Des Moines

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Commercial Kitchen Services St. Louis 314-890-0700

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418-681-3944

#### UNITED KINGDOM

Marren Group Northants

Ottawa

Montreal

+44(0)1933 666233

HATCO CORPORATION P.O. Box 340500 Milwaukee, WI 53234-0500 U.S.A. (800) 558-0607 (414) 671-6350 Parts and Service Fax (800) 690-2966 International Fax (414) 671-3976 www.hatcocorp.com

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