

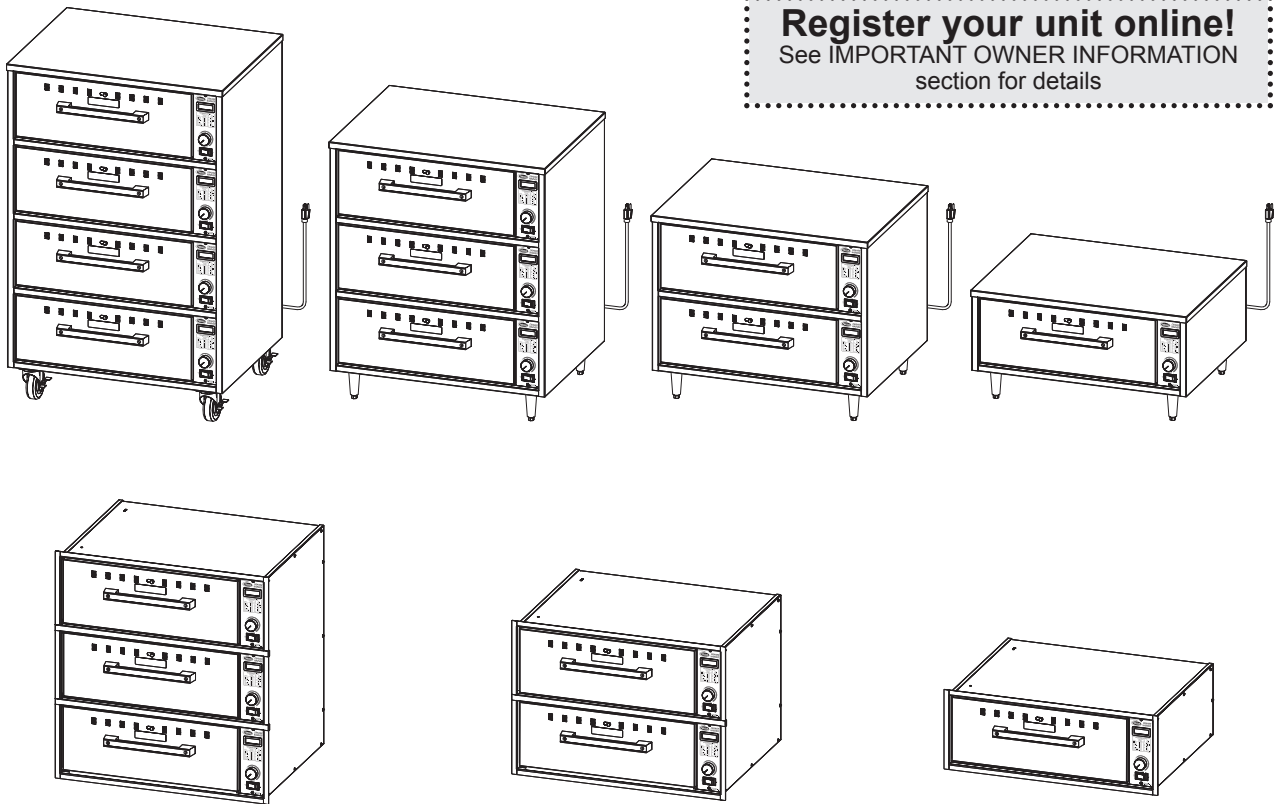


Drawer Warmers HDW and HDW-B Series

Installation and Operating Manual

I&W #07.05.014.00

Register your unit online!
See IMPORTANT OWNER INFORMATION
section for details



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.



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 concierne 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.

CONTENTS

Important Owner Information	2	Installation	11
Introduction	2	General	11
Important Safety Information	3	Installing HDW-X and HDW-XN Models	11
Model Description	4	Installing HDW-XB and HDW-XBN Models	12
Model Designation	4	Operation	13
Specifications	5	General	13
Plug Configurations	5	Food Holding Guide	13
Electrical Rating Chart — HDW-X Models	5	Maintenance	14
Electrical Rating Chart — HDW-XN Models	6	General	14
Electrical Rating Chart — HDW-XB Models	7	Cleaning	14
Electrical Rating Chart — HDW-XBN Models	8	Removing Lime and Mineral Deposits.....	14
Food Holding Capacity	8	Troubleshooting Guide	15
Dimensions — HDW-X and HDW-XN Models	9	Options and Accessories	16
Dimensions — HDW-XB and HDW-XBN Models.....	10	Limited Warranty	17
		Authorized Parts Distributors	Back Page

IMPORTANT OWNER INFORMATION

Record the model number, serial number (specification label located on the back 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 _____

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".

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 through Thursday
8:00 AM to 2:30 PM C.S.T. Friday)

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

E-mail: partsandservice@hatcocorp.com

Fax: (800) 690-2966 (Parts and Service)



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.

INTRODUCTION

Hatco Drawer Warmers are designed to keep foods at optimum serving temperatures without affecting quality. They are built for tough kitchen duty with rugged stainless steel construction, heavy-duty hardware, stainless steel slides, and positive-closing drawers. Drawer Warmers keep everything from meat to vegetables to rolls hot and flavor-fresh until served.

On multiple drawer units, each drawer features individual controls for holding a wider variety of hot foods during peak serving periods.

Hatco Drawer Warmers are products 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 Drawer Warmers. 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

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 the proper voltage and size electrical receptacle.
- Built-in units must be installed by a qualified electrician. Installation must conform to all local electrical codes. Installation by unqualified personnel will void the unit warranty and may lead to electric shock or burn, as well as damage to unit and/or its surroundings.
- Turn power switch OFF, unplug power cord/turn off power at circuit breaker, 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 ambient air temperature is a minimum of 70°F (21°C).
- Do not steam clean or use excessive water on the unit.
- 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 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 clean unit when it is energized or hot.
- Do not allow liquids to spill into the unit.
- 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.

WARNING

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.
- Do not use harsh chemicals such as bleach (or cleaners containing bleach), oven cleaners, or flammable cleaning solutions to clean this unit.

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

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.

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

CAUTION

BURN HAZARD:

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

Locate unit in an area that is convenient for use. The location should be level and strong enough to support the weight of the unit and contents.

NOTICE

Do not lay unit on the front or back side. 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.

MODEL DESCRIPTION

All Models

All Hatco Drawer Warmers are built of rugged aluminized and stainless steel with durable nylon rollers, 12 gauge stainless steel slides, and heavy-duty hardware. Each drawer features adjustable drawer vents for humidity control, a POWER ON/OFF (I/O) switch, TEMPERATURE control knob, and a TEMPERATURE monitor. Standard size pans 6" (152 mm) deep are supplied with each drawer. The insulated top and sides provide maximum energy efficiency and the heating elements are warranted for two years.

HDW-X Models

HDW-X Models are freestanding units available in one, two, three, and four-drawer versions. The one, two, and three-drawer units are equipped with 4" (102 mm) legs. The four-drawer unit is equipped with 6" (152 mm) stainless steel legs. Freestanding models include an attached 6' (1829 mm) power cord with plug.

HDW-XN Models

HDW-XN models have all the features of the HDW-X freestanding models but have a narrower profile for smaller space requirements. These units are available in one, two, and three-drawer versions.

HDW-XB Models

HDW-XB Models are built-in units available in one, two, and three-drawer versions. Built-in HDW-XB models include 4' (1219 mm) of flexible conduit for direct power connection.

HDW-XBN Models

HDW-XBN Models have all the features of the HDW-XB models but have a narrower profile for smaller space requirements. These units are available in one, two, and three-drawer versions.

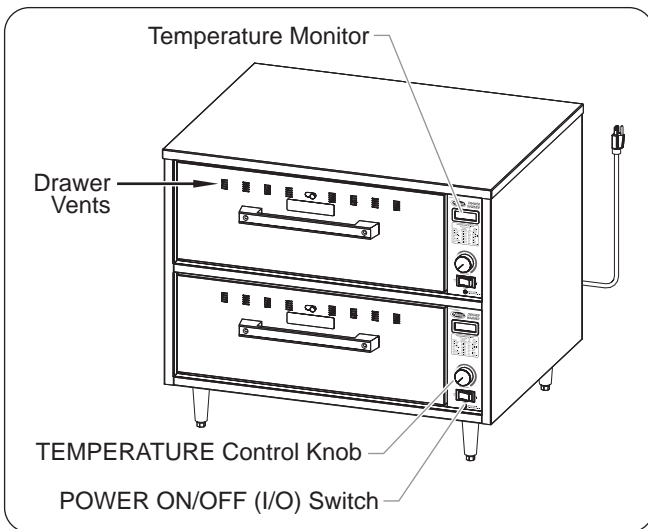


Figure 1. Model HDW-2

NOTE: Additional caster and leg sizes are available for the freestanding units. Refer to the OPTIONS AND ACCESSORIES section for details.

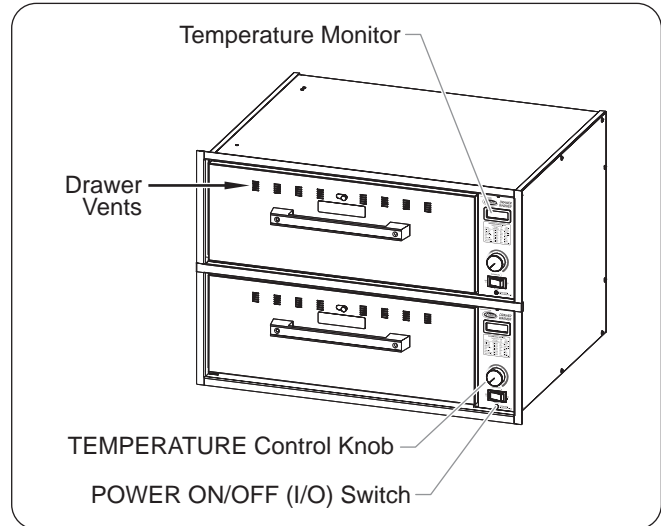


Figure 2. Model HDW-2B

MODEL DESIGNATION

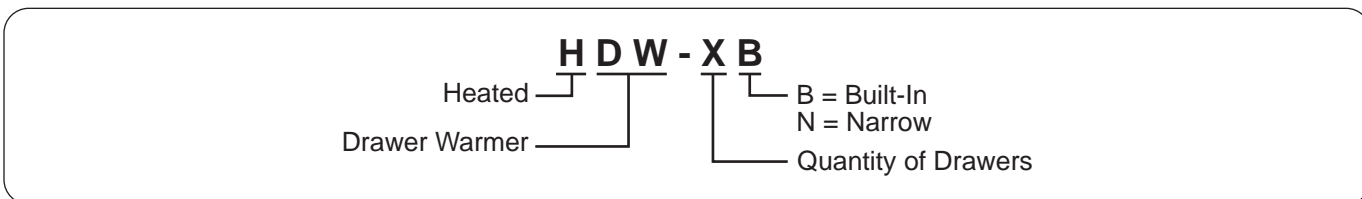


Figure 3. Model Designation

Plug Configurations

Freestanding 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 receptacle of the correct voltage, size, and plug configuration. If plug and receptacle do not match, contact a qualified electrician to determine and install the proper voltage and size electrical receptacle.

NOTE: The specification label is located on the back of freestanding models and the inside left panel of built-in models (remove drawer to view built-in label). See label for serial number and verification of unit electrical information.

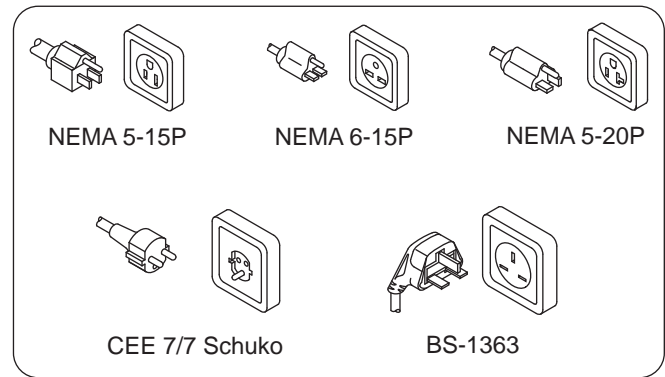


Figure 4. Plug Configurations

NOTE: Receptacle not supplied by Hatco.

Electrical Rating Chart — HDW-X Models

Model	Voltage	Watts	Amps	Plug Configuration	Shipping Weight
HDW-1	120	450	3.8	NEMA 5-15P	97 lbs. (44 kg)
	208	450	2.2	NEMA 6-15P	97 lbs. (44 kg)
	240	450	1.9	NEMA 6-15P	97 lbs. (44 kg)
	220	450	2.0	CEE 7/7 Schuko	97 lbs. (44 kg)
	240	450	1.9	BS-1363	97 lbs. (44 kg)
	220–230 (CE)	450–492	2.0–2.1	CEE 7/7 Schuko	97 lbs. (44 kg)
	230–240 (CE)	413–450	1.8–1.9	BS-1363	97 lbs. (44 kg)
	HDW-2	120	900	7.5	NEMA 5-15P
208		900	4.3	NEMA 6-15P	168 lbs. (76 kg)
240		900	3.8	NEMA 6-15P	168 lbs. (76 kg)
220		900	4.1	CEE 7/7 Schuko	168 lbs. (76 kg)
240		900	3.8	BS-1363	168 lbs. (76 kg)
220–230 (CE)		900–984	4.1–4.3	CEE 7/7 Schuko	168 lbs. (76 kg)
230–240 (CE)		826–900	3.6–3.8	BS-1363	168 lbs. (76 kg)
HDW-3		120	1350	11.3	NEMA 5-15P
	208	1350	6.5	NEMA 6-15P	232 lbs. (106 kg)
	240	1350	5.6	NEMA 6-15P	232 lbs. (106 kg)
	220	1350	6.1	CEE 7/7 Schuko	232 lbs. (106 kg)
	240	1350	5.6	BS-1363	232 lbs. (106 kg)
	220–230 (CE)	1350–1476	6.1–6.4	CEE 7/7 Schuko	232 lbs. (106 kg)
	230–240 (CE)	1239–1350	5.4–5.6	BS-1363	232 lbs. (106 kg)
	HDW-4	120	1800	15	NEMA 5-20P
208		1800	8.7	NEMA 6-15P	296 lbs. (135 kg)
240		1800	7.5	NEMA 6-15P	296 lbs. (135 kg)
220		1800	8.2	CEE 7/7 Schuko	296 lbs. (135 kg)
240		1800	7.5	BS-1363	296 lbs. (135 kg)
220–230 (CE)		1800–1968	8.2–8.6	CEE 7/7 Schuko	296 lbs. (135 kg)
230–240 (CE)		1653–1800	7.2–7.5	BS-1363	296 lbs. (135 kg)

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

NOTE: Shipping weight includes packaging.

SPECIFICATIONS

Electrical Rating Chart — HDW-XN Models

Model	Voltage	Watts	Amps	Plug Configuration	Shipping Weight
HDW-1N	120	450	3.8	NEMA 5-15P	97 lbs. (44 kg)
	208	450	2.2	NEMA 6-15P	97 lbs. (44 kg)
	240	450	1.9	NEMA 6-15P	97 lbs. (44 kg)
	220	450	2.0	CEE 7/7 Schuko	97 lbs. (44 kg)
	240	450	1.9	BS-1363	97 lbs. (44 kg)
	220-230 (CE)	450-492	2.0-2.1	CEE 7/7 Schuko	97 lbs. (44 kg)
	230-240 (CE)	413-450	1.8-1.9	BS-1363	97 lbs. (44 kg)
HDW-2N	120	900	7.5	NEMA 5-15P	168 lbs. (76 kg)
	208	900	4.3	NEMA 6-15P	168 lbs. (76 kg)
	240	900	3.8	NEMA 6-15P	168 lbs. (76 kg)
	220	900	4.1	CEE 7/7 Schuko	168 lbs. (76 kg)
	240	900	3.8	BS-1363	168 lbs. (76 kg)
	220-230 (CE)	900-984	4.1-4.3	CEE 7/7 Schuko	168 lbs. (76 kg)
	230-240 (CE)	826-900	3.6-3.8	BS-1363	168 lbs. (76 kg)
HDW-3N	120	1350	11.3	NEMA 5-15P	232 lbs. (106 kg)
	208	1350	6.5	NEMA 6-15P	232 lbs. (106 kg)
	240	1350	5.6	NEMA 6-15P	232 lbs. (106 kg)
	220	1350	6.1	CEE 7/7 Schuko	232 lbs. (106 kg)
	240	1350	5.6	BS-1363	232 lbs. (106 kg)
	220-230 (CE)	1350-1476	6.1-6.4	CEE 7/7 Schuko	232 lbs. (106 kg)
	230-240 (CE)	1239-1350	5.4-5.6	BS-1363	232 lbs. (106 kg)

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

NOTE: Shipping weight includes packaging.

Electrical Rating Chart — HDW-XB Models

Model	Voltage	Watts	Amps	Plug Configuration	Shipping Weight
HDW-1B	120	450	3.8	Hardwired w/Conduit	88 lbs. (40 kg)
	208	450	2.2	Hardwired w/Conduit	88 lbs. (40 kg)
	240	450	1.9	Hardwired w/Conduit	88 lbs. (40 kg)
	220	450	2.0	Hardwired w/Conduit	88 lbs. (40 kg)
	240	450	1.9	Hardwired w/Conduit	88 lbs. (40 kg)
	220–230 (CE)	450–492	2.0–2.1	Hardwired w/Conduit	88 lbs. (40 kg)
	230–240 (CE)	413–450	1.8–1.9	Hardwired w/Conduit	88 lbs. (40 kg)
HDW-2B	120	900	7.5	Hardwired w/Conduit	159 lbs. (72 kg)
	208	900	4.3	Hardwired w/Conduit	159 lbs. (72 kg)
	240	900	3.8	Hardwired w/Conduit	159 lbs. (72 kg)
	220	900	4.1	Hardwired w/Conduit	159 lbs. (72 kg)
	240	900	3.8	Hardwired w/Conduit	159 lbs. (72 kg)
	220–230 (CE)	900–984	4.1–4.3	Hardwired w/Conduit	159 lbs. (72 kg)
	230–240 (CE)	826–900	3.6–3.8	Hardwired w/Conduit	159 lbs. (72 kg)
HDW-3B	120	1350	11.3	Hardwired w/Conduit	223 lbs. (101 kg)
	208	1350	6.5	Hardwired w/Conduit	223 lbs. (101 kg)
	240	1350	5.6	Hardwired w/Conduit	223 lbs. (101 kg)
	220	1350	6.1	Hardwired w/Conduit	223 lbs. (101 kg)
	240	1350	5.6	Hardwired w/Conduit	223 lbs. (101 kg)
	220–230 (CE)	1350–1476	6.1–6.4	Hardwired w/Conduit	223 lbs. (101 kg)
	230–240 (CE)	1239–1350	5.4–5.6	Hardwired w/Conduit	223 lbs. (101 kg)

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

NOTE: Shipping weight includes packaging.

SPECIFICATIONS

Electrical Rating Chart — HDW-XBN Models

Model	Voltage	Watts	Amps	Plug Configuration	Shipping Weight
HDW-1BN	120	450	3.8	Hardwired w/Conduit	88 lbs. (40 kg)
	208	450	2.2	Hardwired w/Conduit	88 lbs. (40 kg)
	240	450	1.9	Hardwired w/Conduit	88 lbs. (40 kg)
	220	450	2.0	Hardwired w/Conduit	88 lbs. (40 kg)
	240	450	1.9	Hardwired w/Conduit	88 lbs. (40 kg)
	220–230 (CE)	450–492	2.0–2.1	Hardwired w/Conduit	88 lbs. (40 kg)
	230–240 (CE)	413–450	1.8–1.9	Hardwired w/Conduit	88 lbs. (40 kg)
HDW-2BN	120	900	7.5	Hardwired w/Conduit	159 lbs. (72 kg)
	208	900	4.3	Hardwired w/Conduit	159 lbs. (72 kg)
	240	900	3.8	Hardwired w/Conduit	159 lbs. (72 kg)
	220	900	4.1	Hardwired w/Conduit	159 lbs. (72 kg)
	240	900	3.8	Hardwired w/Conduit	159 lbs. (72 kg)
	220–230 (CE)	900–984	4.1–4.3	Hardwired w/Conduit	159 lbs. (72 kg)
	230–240 (CE)	826–900	3.6–3.8	Hardwired w/Conduit	159 lbs. (72 kg)
HDW-3BN	120	1350	11.3	Hardwired w/Conduit	223 lbs. (101 kg)
	208	1350	6.5	Hardwired w/Conduit	223 lbs. (101 kg)
	240	1350	5.6	Hardwired w/Conduit	223 lbs. (101 kg)
	220	1350	6.1	Hardwired w/Conduit	223 lbs. (101 kg)
	240	1350	5.6	Hardwired w/Conduit	223 lbs. (101 kg)
	220–230 (CE)	1350–1476	6.1–6.4	Hardwired w/Conduit	223 lbs. (101 kg)
	230–240 (CE)	1239–1350	5.4–5.6	Hardwired w/Conduit	223 lbs. (101 kg)

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

NOTE: Shipping weight includes packaging.

Food Holding Capacity

A standard drawer has the following capacity:

- Dinner Rolls: 6–8 dozen
- Ribs: 25–30 lbs. (11–14 kg)
- Potatoes: 3–3-1/2 dozen

Dimensions — HDW-X and HDW-XN Models

Model	Width (A)	Depth (B)	Height (C)	Footprint Width (D)	Footprint Depth (E)
HDW-1	29-1/2" (749 mm)	22-5/8" (575 mm)	15-1/16" (381 mm)	24-3/4" (629 mm)	19-1/16" (484 mm)
HDW-2	29-1/2" (749 mm)	22-5/8" (575 mm)	25-3/16" (639 mm)	24-3/4" (629 mm)	19-1/16" (484 mm)
HDW-3	29-1/2" (749 mm)	22-5/8" (575 mm)	35-1/4" (896 mm)	24-3/4" (629 mm)	19-1/16" (484 mm)
HDW-4	29-1/2" (749 mm)	22-5/8" (575 mm)	47-3/8" (1203 mm)	24-3/4" (629 mm)	19-1/16" (484 mm)
HDW-1N	20-7/8" (530 mm)	27" (686 mm)	15-1/16" (381 mm)	16-1/8" (408 mm)	23-7/16" (594 mm)
HDW-2N	20-7/8" (530 mm)	27" (686 mm)	25-3/16" (639 mm)	16-1/8" (408 mm)	23-7/16" (594 mm)
HDW-3N	20-7/8" (530 mm)	27" (686 mm)	35-1/4" (896 mm)	16-1/8" (408 mm)	23-7/16" (594 mm)

NOTE: Height (C) includes 4" plastic legs for all models, except HDW-4 (6" stainless steel legs).

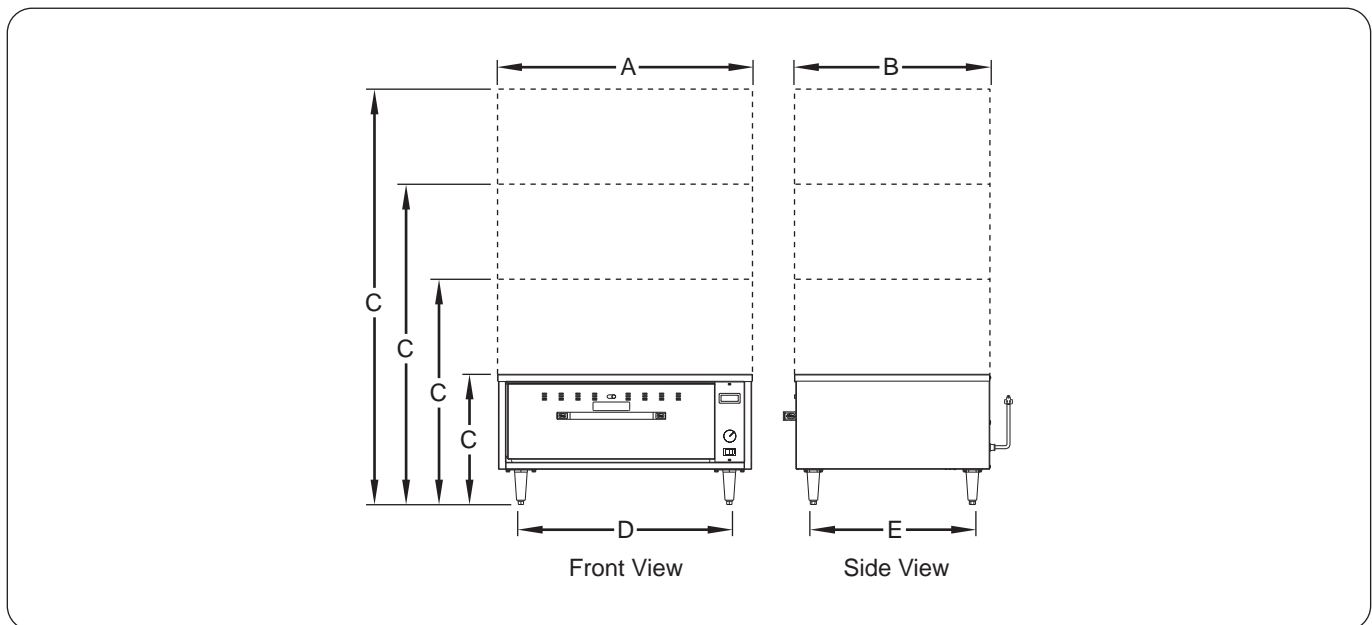


Figure 5. HDW-X and HDW-XN Dimensions

SPECIFICATIONS

Dimensions — HDW-XB and HDW-XBN Models

Model	Width (A)	Depth (B)	Height (C)	Built-In Width (D)	Built-In Height (E)
HDW-1B	28-1/8" (714 mm)	22-3/8" (568 mm)	9-3/4" (248 mm)	28-3/16" (716 mm)	8-7/8" (225 mm)
HDW-2B	28-1/8" (714 mm)	22-3/8" (568 mm)	20" (508 mm)	28-3/16" (716 mm)	19-1/16" (484 mm)
HDW-3B	28-1/8" (714 mm)	22-3/8" (568 mm)	30-1/8" (765 mm)	28-3/16" (716 mm)	29-3/16" (741 mm)
HDW-1BN	19-1/2" (495 mm)	26-3/4" (679 mm)	9-3/4" (248 mm)	19-3/4" (502 mm)	8-7/8" (225 mm)
HDW-2BN	19-1/2" (495 mm)	26-3/4" (679 mm)	20" (508 mm)	19-3/4" (502 mm)	19-1/16" (484 mm)
HDW-3BN	19-1/2" (495 mm)	26-3/4" (679 mm)	30-1/8" (765 mm)	19-3/4" (502 mm)	29-3/16" (741 mm)

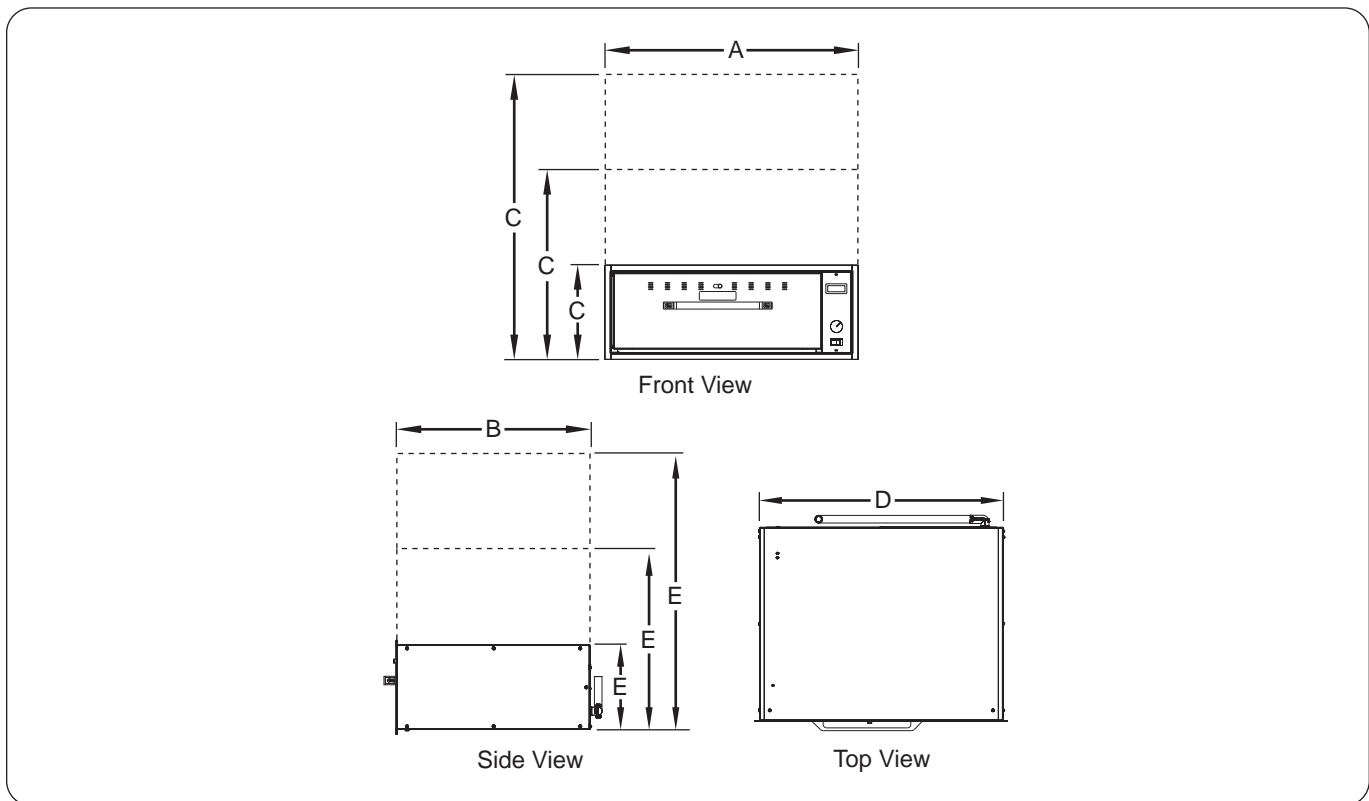


Figure 6. HDW-XB and HDW-XBN Dimensions

NOTE: Add 1-5/16" (33 mm) to Depth (B) for the unit depth dimension including the conduit connector.

General

Hatco Drawer Warmers are shipped with most components pre-assembled. Care should be taken when unpacking the shipping carton to avoid damage to the unit and components enclosed.



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

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

NOTICE

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

1. Remove the unit from the carton.
2. Remove the information packet from the drawer of the unit.

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

3. Remove tape and protective packaging from all surfaces of unit.
4. 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 or in sturdy cabinetry.
 - Make sure the unit is at the proper height in an area convenient for use.
5. Install the unit. Refer to the appropriate installation procedure in this section.

Installing HDW-X and HDW-XN Models

HDW-X and HDW-XN models are freestanding units that require the installation of 4" (102 mm) legs or casters before operation.

1. Remove the plastic bag containing the four legs or casters from the drawer of the unit.
2. Carefully lay the unit on its side (requires two people).
3. Install each leg or caster. Refer to the appropriate procedure in this section.
4. Return the unit to its upright position (requires two people). For units on legs — If the unit is not level or rocks, turn the adjustable tip of the appropriate leg to level the unit.

Installing Legs

1. Thread a leg into the hole located at one corner of the unit.
2. Hand-tighten the leg until snug. Do not over-tighten.
3. Repeat steps 1 and 2 for the remaining three legs.

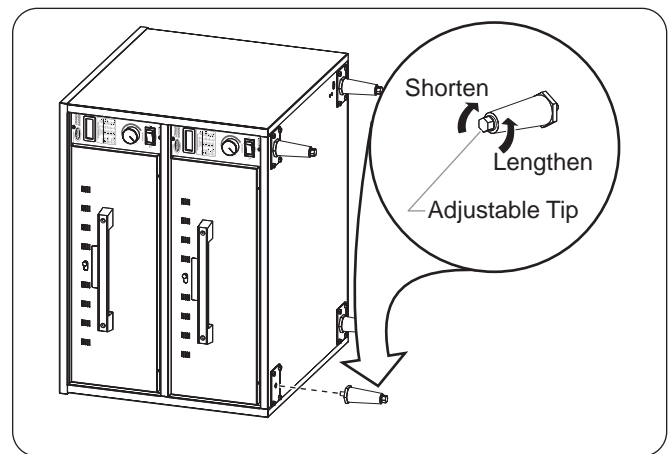


Figure 7. Leg Installation on HDW-2 Model

Installing Casters

1. Align the four holes on the caster plate with the four holes in the bottom of the unit at one corner of the unit.
2. Install a bolt through each of the holes in the caster plate and into the bottom of the unit. Tighten securely.
3. Repeat steps 1 and 2 for the remaining three casters.

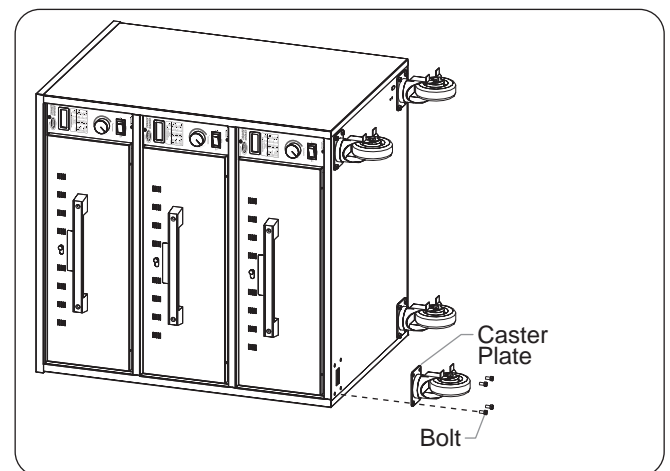


Figure 8. Caster Installation on HDW-3 Model

INSTALLATION

Installing HDW-XB and HDW-XBN Models

HDW-XB and HDW-XBN models are built-in units that require installation into a cabinet before operation.

⚠ WARNING

ELECTRIC SHOCK HAZARD: Built-in units must be installed by a qualified electrician. Installation must conform to all local electrical codes. Installation by unqualified personnel will void the unit warranty and may lead to electric shock or burn, as well as damage to unit and/or its surroundings.

1. Cut the appropriate opening in the cabinet. Refer to the chart and illustration below for dimensions.

Model	Width (A)	Depth (B)	Height (C)
HDW-1B	28-1/4" (718 mm)	24-1/8" (613 mm)	10-1/8" (257 mm)
HDW-2B	28-1/4" (718 mm)	24-1/8" (613 mm)	20-1/4" (514 mm)
HDW-3B	28-1/4" (718 mm)	24-1/8" (613 mm)	30-3/8" (772 mm)
HDW-1BN	19-5/8" (498 mm)	28-1/2" (724 mm)	10-1/8" (257 mm)
HDW-2BN	19-5/8" (498 mm)	28-1/2" (724 mm)	20-1/4" (514 mm)
HDW-3BN	19-5/8" (498 mm)	28-1/2" (724 mm)	30-3/8" (772 mm)

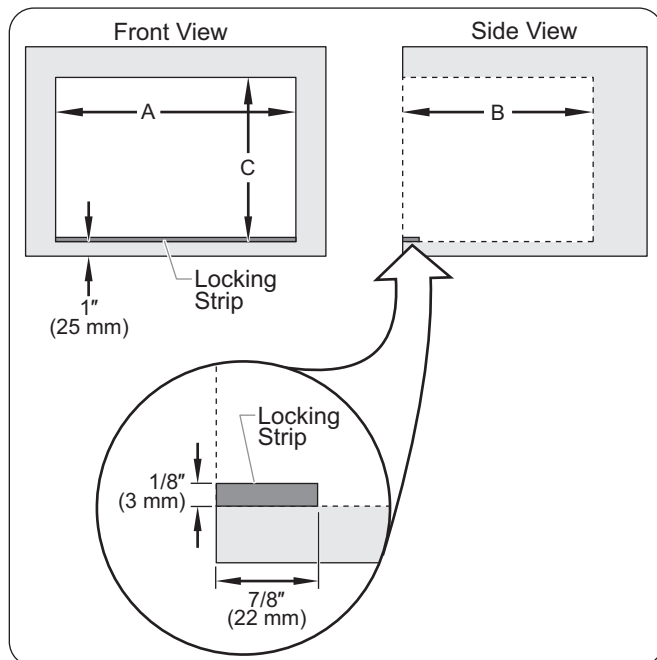


Figure 9. Cutout and Locking Strip Dimensions

NOTE: Maintain a minimum clearance of 25 mm (1") between the cutout opening and the floor.

2. Fasten a locking strip (not supplied) to the lower front inside lip of the cabinet opening.
3. Make sure a properly grounded electrical supply of the correct voltage and size is installed inside the cabinet cutout. See the SPECIFICATIONS section for details.
4. Partially insert the unit into the opening, making sure the conduit is fed into the opening first.
5. Have a qualified electrician connect the unit wires from the conduit to the electrical supply inside the cabinet.
6. Before installing the unit into the opening completely, apply a bead of National Sanitation Foundation-approved sealant between the heated drawer flange and the cabinet facing.
7. Slide the unit into the opening until the front locking studs drop behind the locking strip. To verify installation, pull out the bottom drawer completely and gently pull to ensure the unit is locked in place.

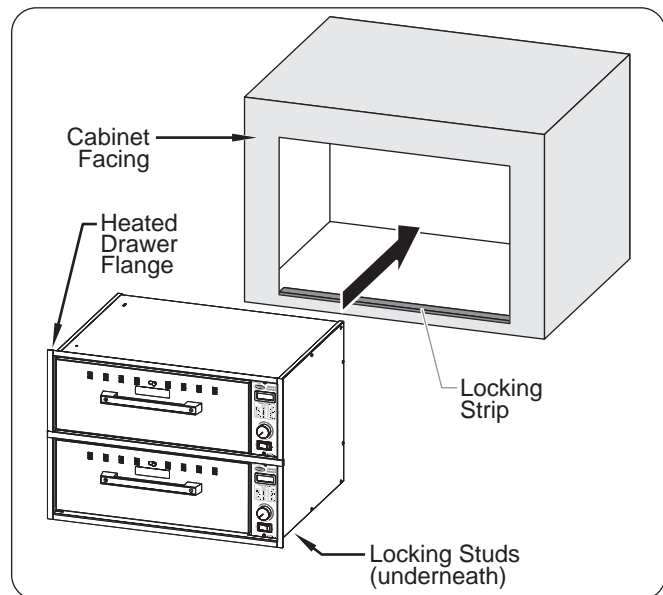


Figure 10. Built-In Installation (HDW-2B Model shown)

General

Use the following procedure to operate a Hatco Drawer Warmer. Each drawer can be controlled and monitored individually using the adjustable drawer vents for humidity control as well as the POWER ON/OFF (I/O) switch, TEMPERATURE control knob, and temperature gauge.



WARNING

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

Startup

1. For freestanding units, plug the unit into a properly grounded electrical receptacle of the correct voltage, size, and plug configuration. See the SPECIFICATIONS section for details.
2. Move the POWER ON/OFF (I/O) switch(es) to the ON (I) position.
3. Turn the TEMPERATURE control knob(s) to the desired setting(s). See the RECOMMENDED SETTINGS chart on the control panel or the Food Holding Guide in this section.



CAUTION

Standard and approved manufacturing oils may smoke up to 30 minutes during initial startup. This is a temporary condition. Operate unit without food product until smoke dissipates.

BURN HAZARD:

- Some exterior surfaces on the unit will get hot. Use caution when touching these areas.
 - Use caution when opening drawer. Hot air escapes when drawer is open.
4. Allow unit 15–20 minutes to reach operating temperature.
 5. Adjust the drawer vents for the desired humidity by sliding the vent knob on the drawer front. Opening the vents all the way allows maximum moisture to escape.

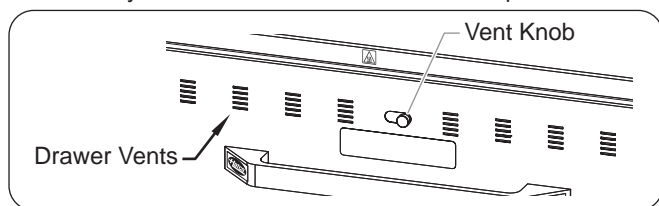


Figure 11. Drawer Vents

NOTE: Proper vent adjustment depends on the type and amount of food held, as well as the frequency of drawer opening.

NOTE: For additional moisture, water can be added (approximately 1/4" [6 mm] of water) to the optional water/spillage pan before inserting the food pan into the drawer. Check water level periodically. Add water as necessary. Use of splash baffle is recommended to prevent water from splashing into the cabinet interior when opening and closing a drawer. If hard water is used, the pan will require periodic cleaning and deliming. See MAINTENANCE section for deliming instructions.

NOTE: Damage caused by water is not covered under warranty.

Shutdown

1. Move the POWER ON/OFF (I/O) switch(es) to the OFF (O) position.
2. Allow the unit to cool before performing any cleaning or maintenance.

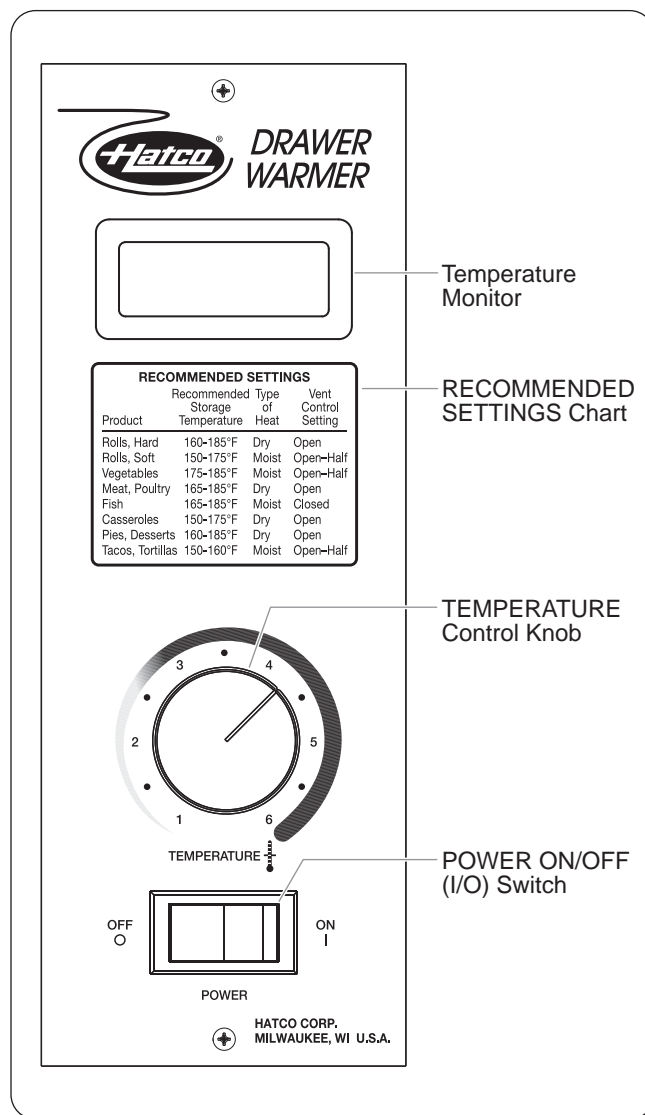


Figure 12. Drawer Warmer Control Panel

Food Holding Guide

Product	Recommended Storage Temperature	Type of Heat	Vent Setting
Rolls, Hard	160°–185°F (71°–85°C)	Dry	Open
Rolls, Soft	150°–175°F (66°–79°C)	Moist	Open–Half
Vegetables	175°–185°F (79°–85°C)	Moist	Open–Half
Meat, Poultry	165°–185°F (74°–85°C)	Dry	Open
Fish	165°–185°F (74°–85°C)	Moist	Closed
Casseroles	150°–175°F (66°–79°C)	Dry	Open
Pies, Desserts	160°–185°F (71°–85°C)	Dry	Open
Tacos, Tortillas	150°–160°F (66°–71°C)	Moist	Open–Half

MAINTENANCE

General

Hatco Drawer Warmers are designed for maximum durability and performance with minimum maintenance.



WARNING

ELECTRIC SHOCK HAZARD:

- Turn power switch OFF, unplug power cord/turn off power at circuit breaker, 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 jet-clean spray to clean this unit.
- Do not clean the unit when it is energized or hot.

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 (freestanding models), and allow the unit to cool.
2. Remove and wash all food pans and accessories.

NOTICE

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

3. Wipe down surfaces using a damp cloth. A non-abrasive, cream cleaner may be used for difficult stains.
 - Make sure to check and clean the interior of the unit. Food pieces may fall from the food pans into the drawer cavity. **CAUTION! Burn Hazard — Do not clean drawer cavity when unit is on!**

Removing Lime and Mineral Deposits (models with optional water pan)

Use the following procedure for periodic cleaning and delimiting of the water pan.

NOTE: The lime and mineral content of the water used for daily operation will determine how often the delimiting procedure must be performed.

NOTE: Perform this procedure when the unit will not be used for a period of time, such as the end of the day.

1. Turn off the unit, unplug the power cord (freestanding models), and allow the unit to cool.
2. After the unit has cooled, remove and empty the water pan.
3. Fill the water pan with a mixture of 75% water and 25% white vinegar to a level where it covers the lime and mineral deposits.
4. Install the water pan with delimiting solution into the unit.
5. Plug in and turn on the unit. Allow the unit to run for 30 minutes.
6. Turn off the unit and unplug the power cord (freestanding models).
7. Allow the water pan to stand with the delimiting solution for at least two hours (the time required will vary depending on the amount of deposits in the water pan).
8. Remove the water pan and empty the delimiting solution.
9. Continue to fill and rinse the water pan with clean water until the pan is clean.
10. Install the clean water pan into the unit. Plug in the unit and fill the water pan as usual for daily operation (1/4" [6 mm] of water is recommended).

NOTE: If lime and mineral deposits are still present in the water pan, repeat this procedure and increase the amount of time the de-liming mixture stands in the water pan.

TROUBLESHOOTING GUIDE



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.	TEMPERATURE control set too high.	Change the temperature to a lower setting.
	Unit connected to incorrect power supply.	Contact an Authorized Hatco Service Agent or Hatco for assistance.
	Internal thermostat defective.	Contact an Authorized Hatco 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.
	Temperature control set too low.	Change the temperature to a higher setting.
	Drawer(s) not closed completely.	Make sure all drawers are closed completely.
	Internal thermostat defective.	Contact an Authorized Hatco Service Agent or Hatco for assistance.
Product too dry.	Drawer vent in open position.	Move drawer vent to closed position.
	Optional water pan empty or not installed.	Install and/or fill water pan with clean water. Control level of moisture using drawer vents.
Product too moist.	Drawer vent in closed position.	Move drawer vent to open position.
	Optional water pan installed, but not needed.	Remove water pan from drawer.
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 position.
	Circuit breaker tripped.	Reset circuit breaker.
	POWER ON/OFF (I/O) switch defective.	Contact an Authorized Hatco Service Agent or Hatco for assistance.
	Internal thermostat defective.	Contact an Authorized Hatco Service Agent or Hatco for assistance.
	Heating element burned out.	Contact an Authorized Hatco Service Agent or Hatco for assistance.

OPTIONS AND ACCESSORIES

Digital Temperature Controller

The digital temperature controller is factory installed and takes the place of the standard drawer warmer control panel. Use the following procedure to operate the digital temperature controller.

Startup

1. Move the POWER ON/OFF (I/O) switch(es) to the ON position.
 - The corresponding digital temperature controller will energize and the current temperature of the drawer or “LO” will appear on the TEMPERATURE display. “LO” indicates the drawer temperature is below 70°F (21°C).
2. Press the **SET** key on the digital temperature controller two times to verify the setpoint temperature. See the RECOMMENDED SETTINGS chart on the control panel or the FOOD HOLDING GUIDE in this manual.
 - The setpoint temperature will be shown for 10 seconds. After 10 seconds, the TEMPERATURE display will revert to the current temperature of the unit. To change the setpoint temperature, refer to “Changing the Setpoint Temperature” in this section.

NOTE: The digital temperature controller is pre-set to a setpoint temperature of 185°F (85°C) at the factory. Once the setpoint temperature is changed, the new setpoint temperature will remain in memory until it is changed again. The minimum to maximum setpoint temperature range is 70°F (21°C) to 200°F (93°C).



BURN HAZARD:

- Some exterior surfaces on the unit will get hot. Use caution when touching these areas.
 - Use caution when opening drawer. Hot air escapes when drawer is open.
3. Allow unit 15–20 minutes to reach operating temperature.

Shutdown

1. Move the Power ON/OFF (I/O) switch to the OFF (O) position. The digital temperature controller and heated drawer will shut off.

Changing the Setpoint Temperature

Use the following procedure to change the setpoint temperature.

1. Press and release the **SET** key. The current setpoint temperature will be shown on the TEMPERATURE display.
2. Press the **▲** key or **▼** key within 15 seconds to change the setpoint temperature. Pressing and holding the **▲** key or **▼** key will scroll through the setpoints faster. If no key is pressed within 15 seconds, the TEMPERATURE display will revert to the current temperature of the drawer.
3. Press the **SET** key or wait 15 seconds to lock in the new setpoint temperature. The TEMPERATURE display will go blank for two seconds to show that the new setting has been accepted.

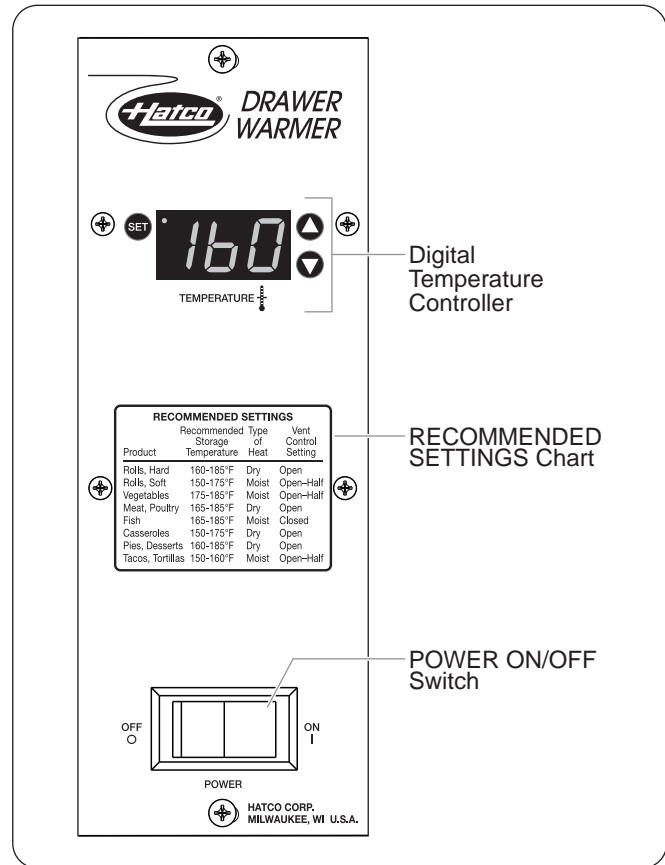


Figure 13. Control Panel with Digital Temperature Controller

3" (76 mm) Locking Casters

3" (76 mm) locking casters are available for the one, two, and three-drawer freestanding units in place of the legs. Use the following procedure to install casters onto the bottom of the unit.

NOTICE

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. Remove the legs, if installed.
4. Install the caster into a hole where a leg was removed. Tighten securely.

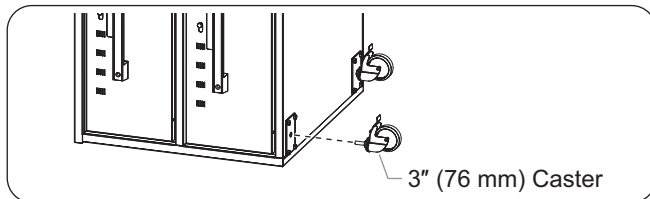


Figure 14. Installing 3" Casters

5. Repeat steps 3 and 4 for the remaining three casters.
6. Return the unit to the upright position (requires two people).

2" (51 mm) Locking Casters

2" (51 mm) stainless steel adjustable legs are available for one, two, and three drawer freestanding units.

4" (102 mm) Locking Casters

4" (102 mm) stainless steel adjustable legs are available for one, two, three, and four drawer freestanding units.

5" (127 mm) Locking Casters

5" (127 mm) stainless steel adjustable legs are available for one, two, three, and four drawer freestanding units.

6" (152 mm) Adjustable Legs

6" (152 mm) stainless steel adjustable legs are available for one, two, three, and four drawer freestanding units.

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)

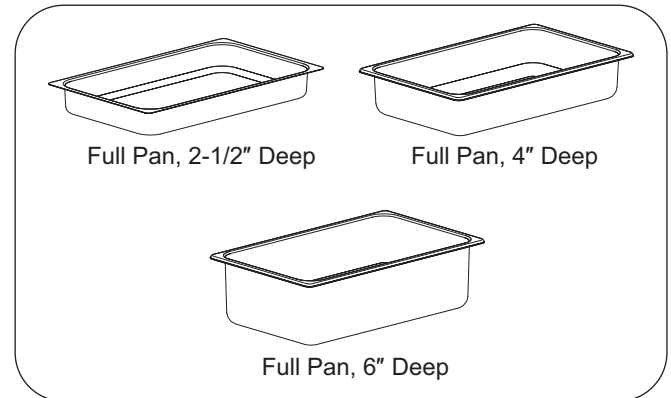


Figure 15. Stainless Steel Food Pans

Water/Spillage Pan

The water/spillage pan fits in the drawer underneath the food pan and can be used to humidify the heating area or keep spillage from the cabinet interior. Splash baffle is recommended.

Splash Baffle

The splash baffle is used with the optional water/spillage pan. Fabricated of stainless steel, the baffle fits into the bottom of the water/spillage pan, over the water bath, to prevent water from splashing into the cabinet interior when opening and closing a drawer, while allowing humidity to escape.

Chip Guard

The chip guard completely shields the heating element, preventing any food product, such as tortilla chips, from coming in contact with the heating element.

Trivet

A trivet raises food product 1/2" (51 mm) off the bottom of a full size pan.

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 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 — HWB and HWBI 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

- 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, heat lamp bulbs, coated halogen light bulbs, halogen heat lamp bulbs, 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 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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Pompano Beach 954-971-0456

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Tampa 813-663-0313

GEORGIA

TWC Services
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Heritage Service Group
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Southeastern Rest. Svc.
Norcross 770-446-6177

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Burney's Comm. Service, Inc.
Honolulu 808-848-1466

Food Equip Parts & Service
Honolulu 808-847-4871

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Parts Town
Lombard 708-865-7278

Eichenauer Elec. Service
Decatur 217-429-4229

Midwest Elec. Appl. Service
Elmhurst 630-279-8000

Cone's Repair Service
Moline 309-797-5323

INDIANA

GCS Service
Indianapolis 317-545-9655

IOWA

Electric Motor Service Co.
Davenport 319-323-1823

Goodwin Tucker Group
Des Moines 515-262-9308

KENTUCKY

Service Solutions Group
Lexington 859-254-8854

Service Solutions Group
Louisville 502-451-5411

LOUISIANA

Chandlers Parts & Service
Baton Rouge 225-272-6620

MARYLAND

Electric Motor Service
Baltimore 410-467-8080

GCS Service
Silver Spring 301-585-7550

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Ace Service Co., Inc.
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Detroit 248-478-3320

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Midwest Food Equip. Service
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Commercial Kitchen Services
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Kaemmerlen Parts & Service
St. Louis 314-535-2222

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Anderson Electric
Omaha 402-341-1414

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Burney's Commercial
Las Vegas 702-736-0006

Hi. Tech Commercial Service
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NEW JERSEY

Jay Hill Repair
Fairfield 973-575-9145

Service Plus
Flanders 973-691-6300

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Acme American Repairs, Inc.
Brooklyn 718-456-6544

Alpro Service Co.
Brooklyn 718-386-2515

Appliance Installation
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Duffy's Equipment Services, Inc.
Buffalo 800-836-1014

3Wire Northern
Plattsburgh 800-634-5005

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Sauquoit 800-836-1014

J.B. Brady, Inc.
Syracuse 315-422-9271

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Service Solutions Group
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Oklahoma City 405-528-8883

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PENNSYLVANIA

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Harrisburg 717-236-9039

Electric Repair Co.
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RHODE ISLAND

Marshall Electric Co.
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Camp Electric
Memphis 901-527-7543

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Armstrong Repair Service
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Mesquite 888-866-9276

Commercial Kitchen Repair Co.
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La Monica's Rest. Equip. Service
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Daubers
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Key Food Equipment Service
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Key Food Equipment Service
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