



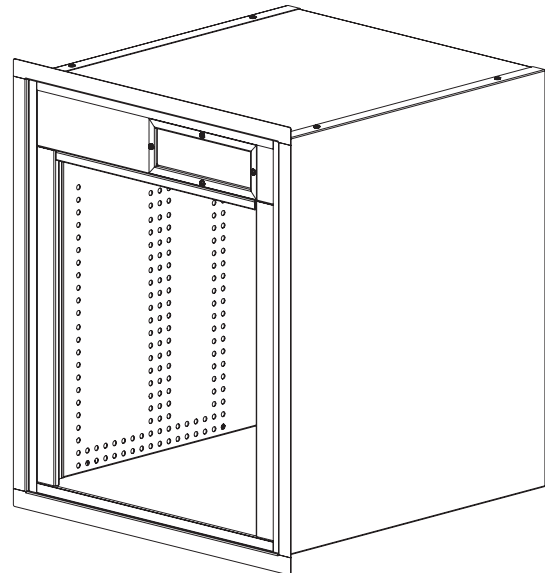
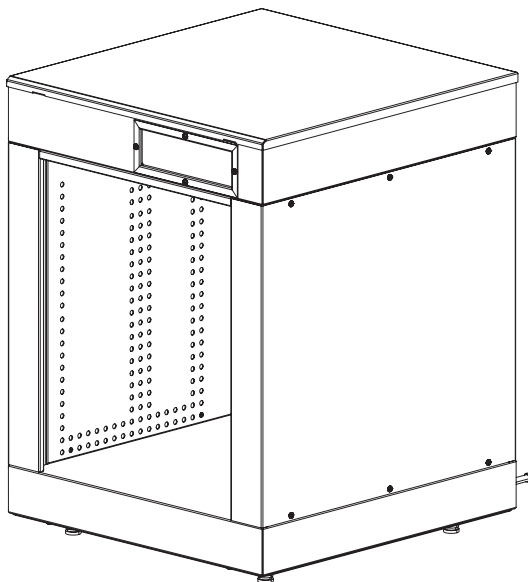
Register Online!  
(see page 2)



# Plate Warmers 暖碟机

## PW Series/系列

### Installation and Operating Manual 安装及操作手册



#### **⚠ WARNING**

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

English = p 2

#### **⚠ 警告**

请在 真阅读并理解本手册的内容后再操作本设备！不按照本手册中的说明操作可能会导致严重的人身伤亡事故。本手册中包含了有关本产品维护、使用和操作的重要安全事项。如果您不理解本手册的内容，请将本手册交给主管人员，以提请注意。请将本手册妥善放置，以便参照。

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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 lower back of the unit). 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](http://www.hatcocorp.com), select the *Support* pull-down menu, and click on "Warranty".

Business Hours: 9:00 AM to 6:00 PM (Beijing Time)

Monday through Friday

Telephone: (0512) 6732-5091

E-mail: [infocn@hatcocorp.com](mailto:infocn@hatcocorp.com)

Additional information can be found by visiting our web sites:  
[www.hatcocorp.com](http://www.hatcocorp.com) or [www.hatcocorp.cn](http://www.hatcocorp.cn)

## INTRODUCTION

Hatco Plate Warmers are designed to preheat and hold serving plates. Serving hot food on preheated plates will help extend the holding times of most foods.

Hatco Plate 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 Plate Warmers. Hatco recommends all installation, operating, and safety instructions appearing in this manual be read prior to installation or operation of a unit.

Safety information that appears in this manual is identified by the following signal word panels:

### WARNING

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

### CAUTION

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

### NOTICE

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



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

**WARNING****ELECTRIC SHOCK HAZARD:**

- Plug unit into a properly grounded electrical receptacle of the correct voltage, size, and plug configuration. If plug and receptacle do not match, contact a qualified electrician to determine and install proper voltage and size electrical receptacle.
- Turn OFF power switch, allow unit to cool, and unplug power cord before performing any cleaning, adjustments, or maintenance.
- DO NOT submerge or saturate with water. Unit is not waterproof. Do not operate if unit has been submerged or saturated with water.
- Unit is not weatherproof. Locate unit indoors where ambient air temperature is a minimum of 21°C (70°F) and a maximum of 45°C (113°F)
- This unit is not “jet-proof” construction. Do not use jet-clean spray to clean this unit.
- Do not steam clean or use excessive water on 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. Cord must be replaced by Hatco, an Authorized Hatco Service Agent, or a person with similar qualifications.
- This unit must be serviced by qualified personnel only. Service by unqualified personnel may lead to electric shock or burn.
- Use only Genuine Hatco Replacement Parts when service is required. Failure to use Genuine Hatco Replacement Parts will void all warranties and may subject operators of the equipment to hazardous electrical voltage, resulting in electrical shock or burn. Genuine Hatco Replacement Parts are specified to operate safely in the environments in which they are used. Some aftermarket or generic replacement parts do not have the characteristics that will allow them to operate safely in Hatco equipment.

**FIRE HAZARD:**

- Locate unit a minimum of 25 mm (1”) from combustible walls and materials. If safe distances are not maintained, discoloration or combustion could occur.
- Do not place anything on top of unit.

**WARNING**

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

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 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 (0512) 6732-5091.

**CAUTION**

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

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

The National Sanitation Foundation (NSF) requires that units over 914 mm (36”) in width or weighing more than 36 kg (80 lbs.) either be sealed to or raised above the installation surface.

**NOTICE**

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

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

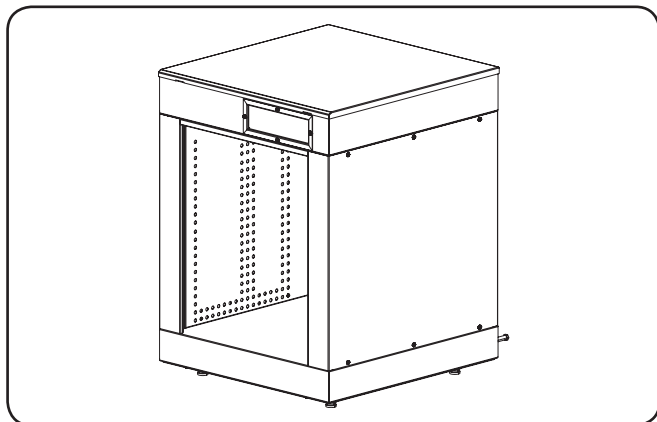
Do not locate unit in area with excessive air movement around unit. Avoid areas that may be subject to active air movements or currents (i.e., near exhaust fans/hoods, air conditioning ducts, and exterior doors).

## All Models

Plate Warmers holds up to 25 plates and heats them to the desired temperature. Plates can be up to 305 mm (12") in diameter. Features include a digital temperature controller, a Power I/O (on/off) switch, overhead LED display lights, and a detachable 6' (1829 mm) power cord. The electronic temperature range of this unit is 40°–50°C (104°–122°F).

## PWC Models

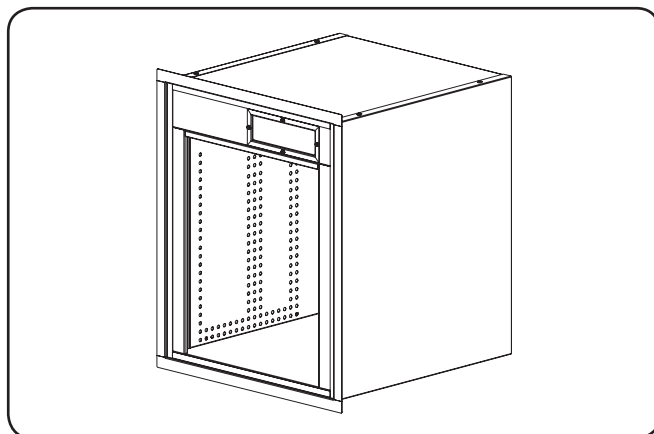
PWC models are countertop units.



Model PWC

## PWB Models

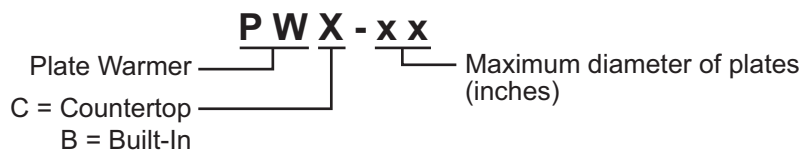
PWB models are built-in units.



Model PWB

**NOTE:** A wall mount bracket is available as an accessory for the PWC models. Refer to the OPTIONS AND ACCESSORIES section for more information.

# MODEL DESIGNATION



# SPECIFICATIONS

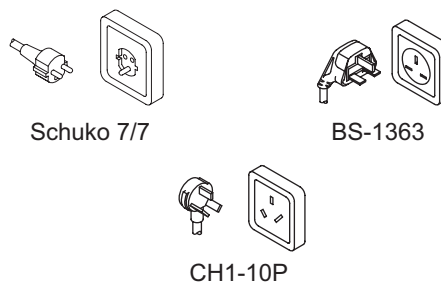
## Plug Configurations

Units are supplied from the factory with a detachable electrical power cord and plug. 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 proper voltage and size electrical receptacle.

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



Plug Configuration

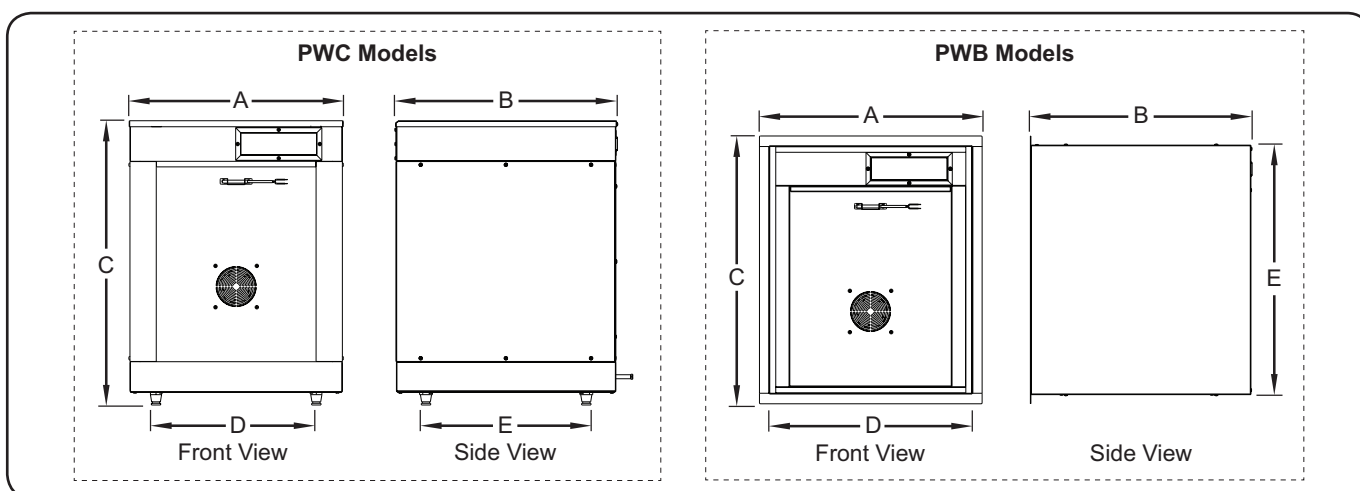
**NOTE:** Receptacle not supplied by Hatco.

## Electrical Rating Chart

Model	Voltage	Watts	Amps	Plug Configuration	Shipping Weight
PWC-12	220	389	1.7	CEE 7/7 Schuko, BS-1363, or CH1-10P	29 kg (63 lbs.)
	230	425	1.8		
	240	463	1.9		
PWB-12	220	389	1.7		22 kg (49 lbs.)
	230	425	1.8		
	240	463	1.9		

## Dimensions

Model	Width (A)	Depth (B)	Height (C)	Footprint Width (D)	Footprint Depth (E)
PWC-12	427 mm (16-7/8")	441 mm (17-3/8")	566 mm (22-5/16")	339 mm (13-3/8")	339 mm (13-3/8")
PWB-12	444 mm (17-1/2")	442 mm (17-1/2")	534 mm (21")	414 mm (16-5/16")	498 mm (19-5/8")



## General

Hatco Plate Warmers are shipped with most components installed and ready for operation. Use the following procedure to install the unit.

### **⚠ WARNING**

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

### **FIRE HAZARD:**

- Locate unit a minimum of 25 mm (1") from combustible walls and materials. If safe distances are not maintained, discoloration or combustion could occur.
- Do not place anything on top of unit.

### **⚠ CAUTION**

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

The National Sanitation Foundation (NSF) requires that units over 914 mm (36") in width or weighing more than 36 kg (80 lbs.) either be sealed to or raised above the installation surface.

### **NOTICE**

Do not locate unit in area with excessive air movement around unit. Avoid areas that may be subject to active air movements or currents (i.e., near exhaust fans/hoods, air conditioning ducts, and exterior doors).

1. Remove the unit from the carton. Two or more people are required for this step.

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

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

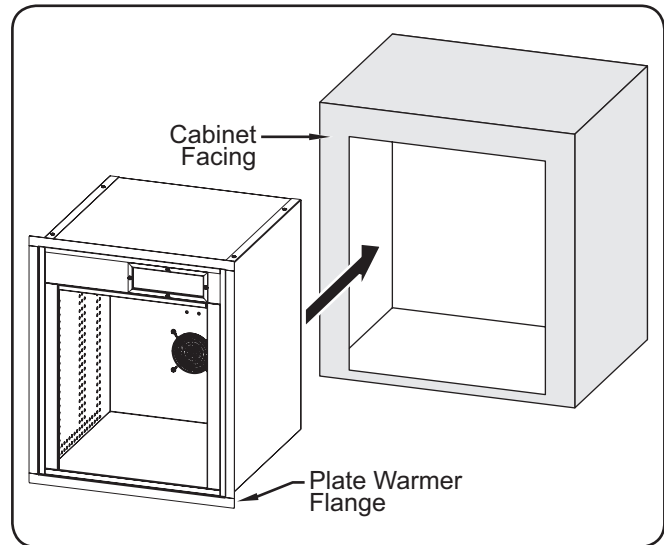
## Installing PWC Models

1. Place the unit in the desired location.
  - Locate the unit in an area where the ambient air temperature is constant and a minimum of 21°C (70°F). Avoid areas that may be subject to active air movements or currents (i.e., near exhaust fans/hoods, air conditioning ducts, and exterior doors).
  - Make sure the unit is at the proper counter height in an area convenient for use.
  - Make sure the countertop is level and strong enough to support the weight of the unit and its contents.
2. Plug the female end of the detachable power cord into the power inlet on the back of the unit.
3. Plug the male end of the detachable power cord into a properly grounded electrical receptacle of the correct voltage, size, and plug configuration. See the SPECIFICATIONS section for details.

**NOTE:** Refer to the OPTIONS AND ACCESSORIES section for wall mount installation or jumper power cord information.

## Installing PWB Models

1. Verify that the desired location is appropriate for installation.
  - Locate the unit in an area where the ambient air temperature is constant and a minimum of 21°C (70°F). Avoid areas that may be subject to active air movements or currents (i.e., near exhaust fans/hoods, air conditioning ducts, and exterior doors).
  - Make sure the unit is at the proper counter height in an area convenient for use.
  - Make sure the mounting surface is level and strong enough to support the weight of the unit and its contents.
2. Cut a 423 mm W x 512 mm H (16-3/4" x 20-1/4") opening in the cabinet. Refer to the illustration for additional information.



Built-In Installation

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. Have a qualified electrician connect the unit wires from the conduit to the electrical supply inside the cabinet.
5. Before installing the unit into the opening completely, apply a bead of National Sanitation Foundation-approved sealant between the unit's flange and the cabinet facing.
6. Slide the unit into the opening until the flange is flush with the cabinet.

## General

Use the following procedures to operate the Plate Warmer.

### **⚠ WARNING**

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

### Startup

1. Move the Power I/O (on/off) switch to the I (on) position.

### **⚠ CAUTION**

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

2. Allow 60 minutes to preheat the unit.




**NOTE:** The digital temperature controller is pre-set to a setpoint temperature of 40°C (104°F) 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 40°C (104°F) to 50°C (122°F).

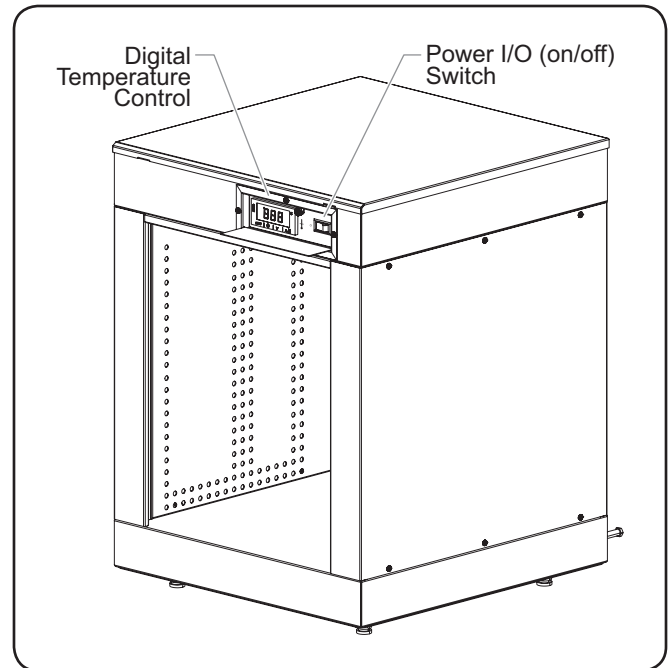
### Shutdown

1. Move the Power I/O (on/off) switch to the O (off) position.
2. Unplug the power cord and allow the unit to cool before performing any cleaning or maintenance.

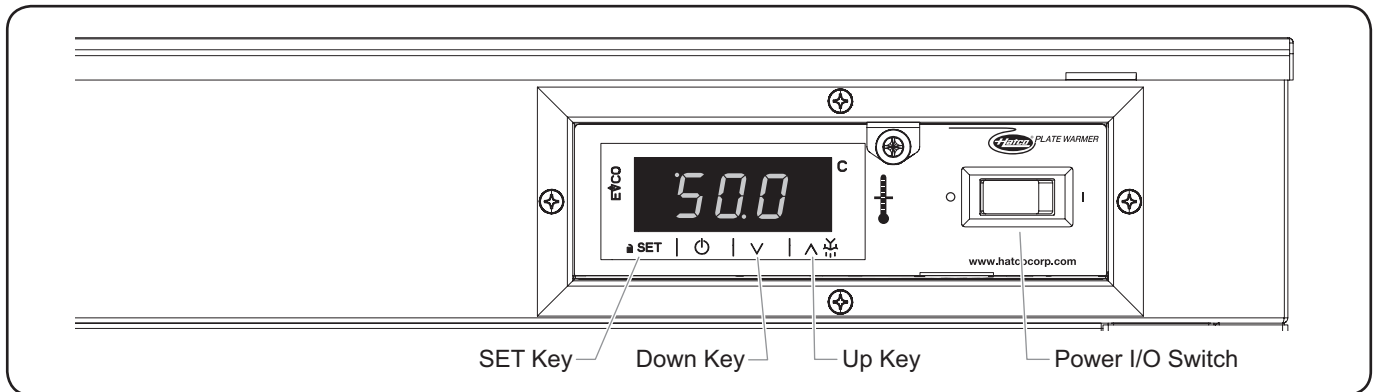
## Changing the Setpoint Temperature

Use the following procedure to change the setpoint temperature.

1. Press the **SET** key one time.
  - The  icon will flash on the screen.
2. Press the  key or  key within 15 seconds to change the setpoint temperature.
3. Wait 15 seconds to save the new setpoint temperature.



Controls



Control Panel

## General

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

### **⚠ WARNING**

#### **ELECTRIC SHOCK HAZARD:**

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

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 (0512) 6732-5091.

## Daily Cleaning

To preserve the bright finish of the cabinet, it is recommended that the exterior and interior surfaces be cleaned daily.

### **NOTICE**

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

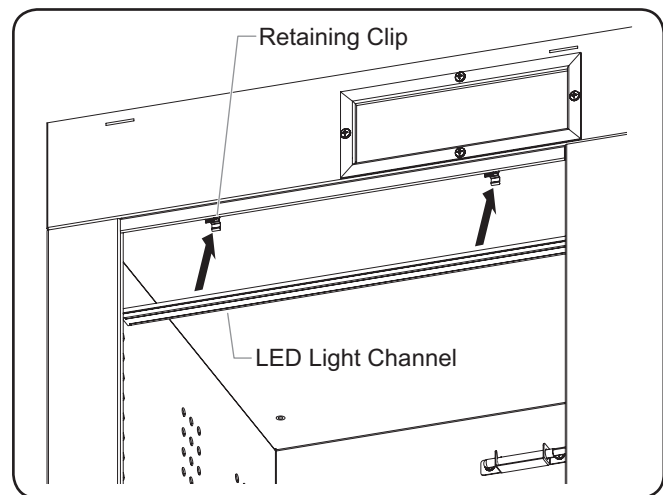
1. Move the Power I/O (on/off) Switch to the O (off) position and allow the unit to cool.
2. Wipe the exterior and interior of the unit with a clean, non-abrasive cloth.
  - Hard to reach areas may be cleaned using a small brush and mild dish soap.
  - Stubborn stains may be removed with a good stainless steel cleaner or a non-abrasive cleaner.

## Replacing a Display Light

The display light consists of an LED light channel that illuminates the warming area. This light channel has a special cover to guard against injury and food contamination in the event of breakage.

To replace an LED light channel:

1. Turn off the unit, allow the unit to cool, and unplug unit/ disconnect the power supply at the circuit breaker.
2. Remove the top cover of the unit by unscrewing the two screws on the rear of the unit.
3. Remove the wire nuts from the LED wire leads.
4. Release and remove the LED light channel from two retaining clips.
  - At each retaining clip location, grasp the inside edge of the light channel, and carefully pull the channel down and out of the clip.



Replacing a Display Light

5. Connect the new LED light channel wire leads to the wire leads inside the unit.
6. Position the new LED light channel in the unit, and carefully snap it into each retaining clip.
7. Tuck the LED wire leads neatly up into the ceiling.
8. Install the top cover of the unit using the two screws on the rear of the unit.

**NOTE:** Hatco LED light channels meet NSF standards for food holding and display areas. For replacement LED light channel part numbers, refer to the PW Series Replacement Parts List on the Hatco website ([www.hatcocorp.com](http://www.hatcocorp.com)).

**⚠ WARNING**

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

**⚠ WARNING**

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

Symptom	Probable Cause	Corrective Action
Unit too hot.	Temperature control set too high.	Adjust the temperature to lower setting.
	Unit connected to incorrect power supply.	Verify with qualified personnel that power supply matches unit specification.
	Temperature control 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 I/O (on/off) switch to the I (on) position.
	Circuit breaker tripped.	Reset the circuit breaker.
	Power I/O (on/off) switch defective.	Contact Authorized Service Agent or Hatco for assistance.
Switch is on, but no heat.	Unit not plugged in.	Plug unit into the proper power supply.
	Circuit breaker tripped.	Reset the circuit breaker.
	Defective component.	Contact Authorized Service Agent or Hatco for assistance.
Switch is on, but unit does not maintain setpoint temperature.	Unit not allowed to reach setpoint temperature.	Allow unit 60 minutes to reach setpoint temperature.
	Setpoint temperature is too low.	Adjust setpoint temperature to the proper setting.
	Defective component.	Contact Authorized Service Agent or Hatco for assistance.

**Troubleshooting Questions?**

If you continue to have problems resolving an issue, please contact the nearest Authorized Hatco Service Agency or Hatco for assistance. To locate the nearest Service Agency, log onto the Hatco website at [www.hatcocorp.com](http://www.hatcocorp.com), select the *Support* pull-down menu, and click on "Find A Service Agent"; or contact the **Hatco Parts and Service Team** at:

**Telephone: (0512) 6732-5091**

**e-mail: [infocn@hatcocorp.com](mailto:infocn@hatcocorp.com)**

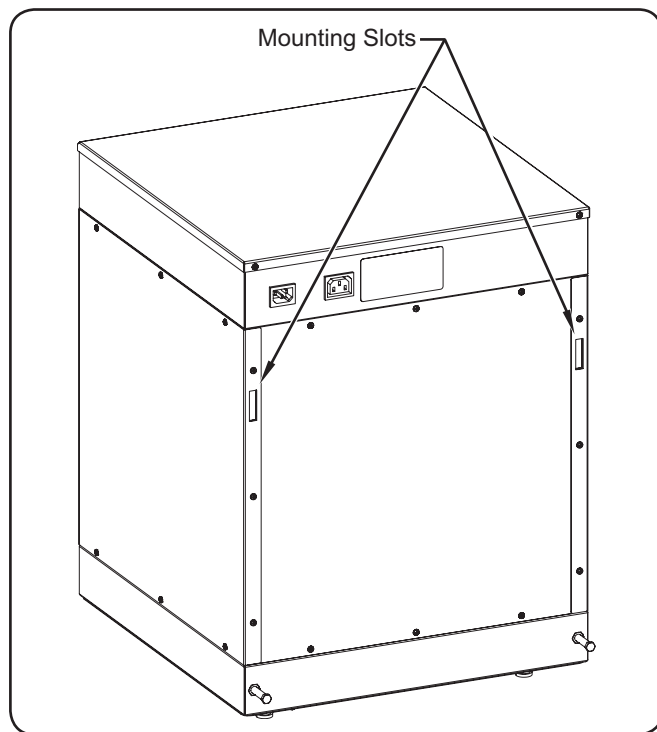
## Wall Mount Kit (PWC Models)

The Plate Warmer wall mount kit includes a wall bracket and five screws for wood stud installation. Use the following procedure to mount a Plate Warmer on a wall.

### Installation Procedure

**NOTE:** The Plate Warmer must be fastened to a wall covered by a minimum of 3/8" thick sheathing.

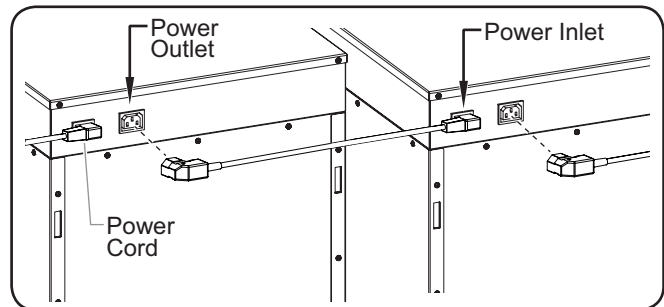
1. Determine the mounting location for the unit. Make sure the mounting location meets the requirements listed in the INSTALLATION section of this manual.
2. Install the wall mount bracket provided with the unit onto a solid, non-combustible surface using the appropriate fasteners. There are five mounting holes on the wall mount bracket.
  - Make sure the wall and supports are strong enough to support the weight of the unit and its contents.
  - Make sure the unit is at the proper height in an area convenient for use.
3. Align the mounting slots on the back of the unit with the hooks on the wall mount bracket. Set the unit on the hooks.



Mounting Slots on Back of Unit

## Jumper Power Cord

A jumper power cord is available as an accessory that provides a power connection from one Plate Warmer to another. A total of three units can be connected together off of one electrical receptacle. The male plug on the jumper cord connects to the power outlet on the upstream unit, and the female plug connects to the power inlet on the downstream unit. Each unit remains independently-controlled.



Installing a Jumper Power Cord

**1. PRODUCT WARRANTY**

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

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

**a) Two (2) Year Parts Warranty:**

Conveyor Toaster Elements (metal sheathed)  
 Drawer Warmer Elements (metal sheathed)  
 Drawer Warmer Drawer Rollers and Slides  
 Strip Heater Elements (metal sheathed)  
 Display Warmer Elements (metal sheathed air heating)  
 Holding Cabinet Elements (metal sheathed air heating)  
 Heated Well Elements — HW and HWB Series  
 (metal sheathed)

**b) Five (5) Year Parts Warranty:**

3CS and FR Tanks

**c) Ten (10) Year Parts Warranty:**

Electric Booster Heater Tanks  
 Gas Booster Heater Tanks

**d) Ninety (90) Day Parts 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, xenon light bulbs, LED light tubes, 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 to replacement of part or Product using, at Hatco's option, new or refurbished parts or Product by Hatco or a Hatco-authorized service agency 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.

**SERVICE INFORMATION**

The warranty on this Hatco unit is for one year from date of purchase or eighteen months from date of shipping from Hatco, whichever occurs first.

If you experience a problem with this unit during the warranty period, please do the following:

**Contact Local Hatco Dealer**

When contacting the Hatco dealer for service assistance, please supply the dealer with the following information to ensure prompt processing:

- Model of unit
- Serial number
- Specific problem with the unit
- Date of purchase
- Name of business
- Shipping address
- Contact name and phone number

The Hatco dealer will do the following:

- Provide replacement part(s) as required
- Submit warranty claim to Hatco for processing

**Non-Warranty Problems**

If you experience a non-warranty problem that requires assistance, please contact the nearest Authorized Hatco Service Agency.

To locate the nearest Service Agency:

- call Hatco Service at (0512) 6732-5091
- e-mail Hatco at [infocn@hatcocorp.com](mailto:infocn@hatcocorp.com)

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## 使用者重要注意事项

请在下列空白处记下本设备的型号、序列号、电压、和购买日期（规格标签位于设备背面下部）。致电 Hatco 要求服务帮助时请提供上述信息。

型号 \_\_\_\_\_

序列号 \_\_\_\_\_

电压 \_\_\_\_\_

购买日期 \_\_\_\_\_

工作时间： 北京时间 上午 9:00 – 下午 6:00

电话： (0512) 6732-5091

E-mail: infocn@hatcocorp.com

查询更多信息请访问我们的网站：[www.hatcocorp.com](http://www.hatcocorp.com)  
[www.hatcocorp.cn](http://www.hatcocorp.cn)

## 简介

Hatco 暖碟机的设计用途为预热和存放餐盘。用预热后的餐盘装热食，有助于延长大多数食物的保存时间。

Hatco 暖碟机是经过大量研究和现场测试的产品。所选用的材料经久耐用，外型美观，且性能优异。每件产品在出厂前都经过严格的检验和测试。

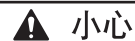
本手册包含暖碟机的安装、安全和操作说明。Hatco 建议您在安装和使用电热锅之前，请仔细阅读本手册中的所有安装、操作和安全说明。

本手册中的安全信息采用以下标志表示：



**警告**

“警告”表示有危险情况，如果不加以避免，则可能导致人身伤亡。



**小心**

“小心”表示有危险情况，如果不加以避免，则可能导致轻度或中度人身伤害。

**注意**

“注意”用于提示不会涉及人身伤害的操作。



使用本设备前，请仔细阅读下列重要安全事项，以免造成严重的人身伤亡及设备或财产的损坏。

### 警告

#### 触电危险：

- 将设备插头妥善插入有接地的电气插座内，插入前请核对电压、规格和插头型式是否正确。如果插头和插座不匹配，请和有正式资格的电工联系，以确定并安装电压和规格正确的电气插座。
- 对设备进行清洗、调整、或维修前，请切断电源，拔掉电源线，并让设备冷却。
- 不得将设备浸入水中。本设备不具备防水性能。如果设备被水浸泡，不得进行操作。
- 设备不防水。 将该设备放于室内，周围空气温度保持最低 21°C (70°F)，最高 45°C (113°F)。
- 不得用蒸汽或使用过多的水清洁本设备。
- 本设备不具备“防喷淋”结构。请勿使用喷淋头清洁本设备。
- 请勿用电源线拖拽本设备。
- 如果电源线出现磨损，请停止使用。
- 请勿试图维修或更换损坏的电源线。电源线必须由 Hatco、Hatco 授权服务机构或具备类似资格的人负责更换。
- 该设备必须只由合格人员进行操作。 无资格人员操作可能会导致触电或灼伤。
- 维修时只能使用正宗的 Hatco 更换零部件。未使用正宗 Hatco 更换零部件会造成质保无效，并可能造成设备操作人员受到有害电压威胁，并引起触电或着火。正宗 Hatco 更换零部件可以保证使用环境下的安全生产。某些普通零部件不具备相关特性，从而无法在 Hatco 设备内安全使用。

#### 着火危险：

- 本设备距离可燃墙壁或材料应至少有 25 mm (1")。如果不能保持上述安全距离，则可能引起褪色或燃烧。
- 请勿在设备顶部放置任何物品。

### 警告

Hatco 公司对食品的实际供应温度不承担责任。 用户有责任确保食品在安全的温度下存放和供应。

确保所有操作人员都已了解如何安全和妥善地使用本设备。

对于身体、感官和智力上有缺陷，或经验和知识有欠缺的人（包括儿童），此说明书不适用。

本设备不含“用户维修”零部件。 如需维修，请联系赫高授权服务机构或赫高服务部门，电话 (0512) 6732-5091。

### 小心

燃烧危险：本设备的某些外表面处温度较高。接触这些部位时请务必小心。

将本设备置于台面高度适宜、且使用方便的位置。放置位置应水平，以防止本设备或其部件以外落地，并有足够的强度支撑本设备及其部件的重量。

美国国家卫生基金会 (NSF) 要求对宽度超过 36"(914 mm) 或重量超过 80 lbs. (36 kg) 的设备进行密封，或抬升到安装表面上方。

### 注意

只能使用无腐蚀的清洁剂和抹布清洁设备。带腐蚀性的清洁剂和抹布会划伤设备表面，影响外观，同时容易积污垢。

放置本设备时，不得用控制面板侧承重，否则易造成设备损坏。

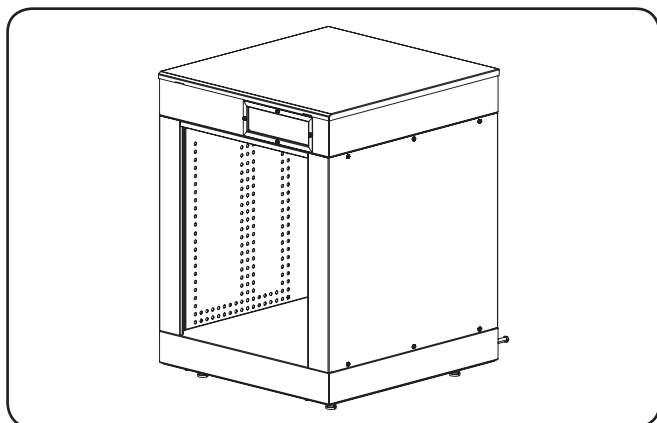
请勿将设备置于气流过急的环境中。 避免将设备放于空气流动或气流活跃的区域（即靠近排气扇/排风罩、空调管和外门处）。

## 所有型号

暖碟机最多可容纳 25 个碟子并将其加热到所需温度。碟子直径最大为 305 mm (12")。功能包括数字温度控制器、电源 I/O (开/关) 开关、头顶 LED 显示灯, 以及可拆卸的 1829 mm (6') 电源线。此设备的电子温度范围为 40-50°C(104-122°F)。

## PWC 型

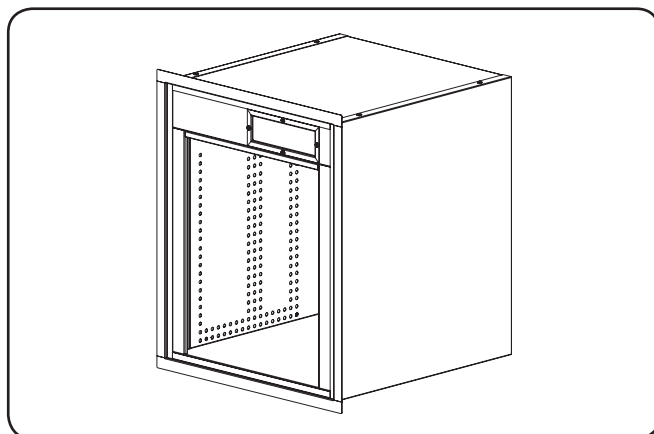
PWC 型为工作台面设备。



PWC 型

## PWB 型

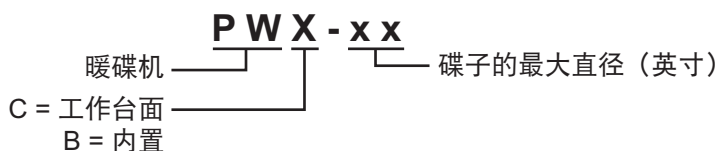
PWB XB 型为内置设备。



PWB 型

注意：壁挂托架为 PWC 型的附件。请参阅“选件及附件”部分，以了解详细信息。

## 型号命名



## 规格

### 插头型式

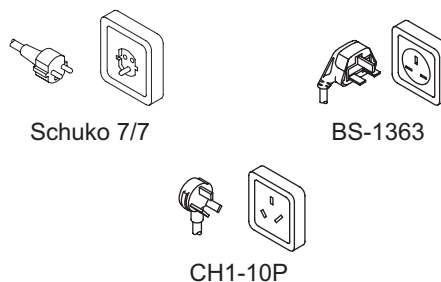
设备出厂时带有可拆卸的电源线和插头。插头根据实际使用情况配备。



**警告**

**触电危险：**将设备插头妥善插入有接地的电气插座内，插入前请核对电压、规格和插头型式是否正确。如果插头和插座不匹配，请和有正式资格的电工联系，以确定并安装具有正确电压和规格的电气插座。

注意：规格标签位于设备背面下部。请根据标签查看序列号，并核对设备电气信息。



插头型式

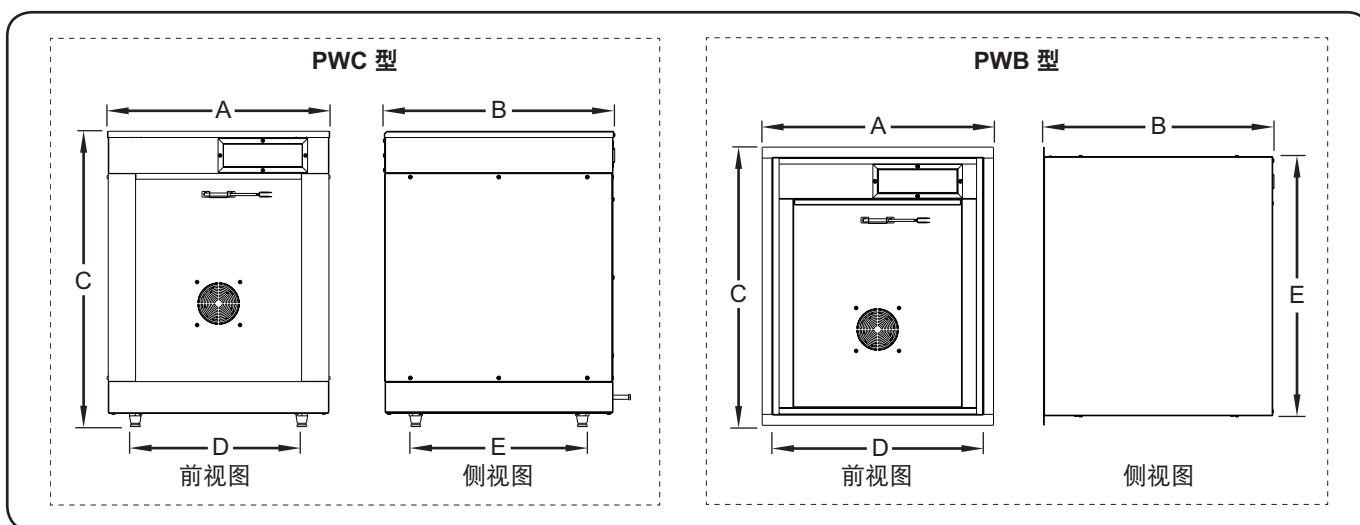
注意：Hatco 不提供插座。

电气参数表

型号	电压	功率	电流	插头型式	出厂重量
PWC-12	220	389	1.7	CEE 7/7 Schuko, BS-1363, or CH1-10P	29 kg (63 lbs.)
	230	425	1.8		
	240	463	1.9		
PWB-12	220	389	1.7		22 kg (49 lbs.)
	230	425	1.8		
	240	463	1.9		

尺寸

型号	宽度 (A)	深度 (B)	高度 (C)	底脚宽度 (D)	底脚深度 (E)
PWC-12	427 mm (16-7/8")	441 mm (17-3/8")	566 mm (22-5/16")	339 mm (13-3/8")	339 mm (13-3/8")
PWB-12	444 mm (17-1/2")	442 mm (17-1/2")	534 mm (21")	414 mm (16-5/16")	498 mm (19-5/8")



## 总则

Hatco 暖碟机装运时，大部分组件都已安装好，可随时操作。请使用以下程序安装设备。

### 警告

**触电危险：**本设备不具备耐候性。请将本设备置于室内，室内气温不得低于 21°C (70°F)。

**着火危险：**

- 本设备距离可燃墙壁或材料应至少有 25 mm。如果不能保持上述安全距离，则可能引起褪色或燃烧。
- 请勿在设备顶部放置任何物品。

### 小心

请设备置于便于使用的区域，并使其处于适宜的台面高度。放置位置应保持水平，以防设备或承装物意外跌落，还应有足够的强度，以承受设备和承装物的重量。

美国国家卫生基金会 (NSF) 要求对宽度超过 914 毫米 (36 英寸) 或重量超过 36 公斤 (80 磅) 的设备进行密封，或抬升到安装表面上方。

### 注意

请勿将设备置于气流过急的环境中。避免将设备放于空气流动或气流活跃的区域（即靠近排气扇/排风罩、空调管和外门处）。

1. 将设备从包装箱中取出。操作此步骤需要两名或两名以上人员。

**注意：**为防止延误保修，请完成在线保修登记。有关详细信息，请参见“重要用户信息”部分。

2. 去掉设备和配件表面的所有胶带和保护包装物。

## 安装 PWC 型

1. 将设备置于所需位置。
  - 将设备置于环境气温恒定的地方，最低温度为 21°C (70°F)。避免将设备置于空气流动或气流活跃的区域（即排气扇/排风罩、空调管和外门附近）。
  - 确保设备工作台高度合适，方便使用。
  - 确保工作台面呈水平状态，且足够结实，能够承受本设备和存放物品的重量。
2. 将可拆卸电源线的阴极端插入设备背面的电源进线。
3. 将可拆卸电源线的阳极端插入有正确电压、大小和插头配置的恰当接地的电气插座。有关详细信息，请参阅“规格”部分。

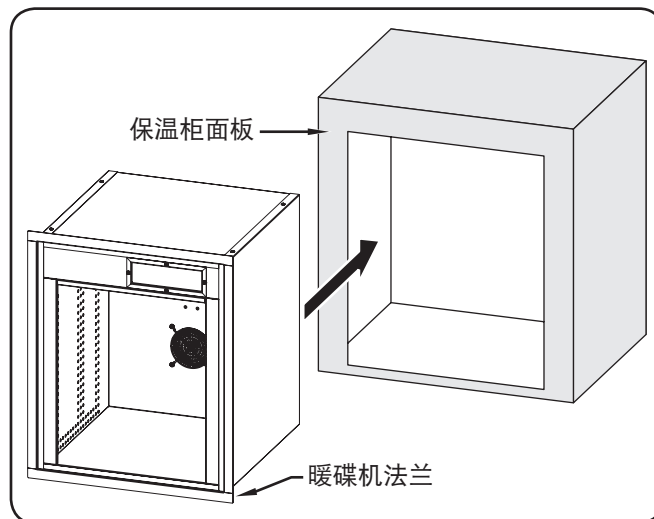
**注意：**请参阅壁挂安装或跨接电源线信息的“选项和附件”部分。

## 安装 PWB 型

1. 验证待安装位置是否适合安装。

- 将设备置于环境气温恒定的地方，最低温度为 21°C (70°F)。避免将设备置于空气流动或气流活跃的区域（即排气扇/排风罩、空调管和外门附近）。
- 确保设备工作台高度合适，方便使用。
- 确保安装表面呈水平状态，且足够结实，能够承受本设备和存放物品的重量。

2. 在保温柜中切割 423 mm 宽 x 512 mm 高 (16-3/4" x 20-1/4") 的开口。请参阅图示，了解其他信息。



内置安装

3. 确保保温柜开口内装有电压和规格配置正确且妥当接地的电源。有关详细信息，请参阅“规格”部分。
4. 让具备相应资质的电工将设备电线通过导线连接至保温柜内部电源上。
5. 在将设备完全安装到开口之前，应在设备法兰和保温柜面板之间涂上一滴经国家卫生基金会批准的密封胶。
6. 将设备滑入开口，直至法兰与保温柜齐平。

## 总则

遵照以下程序来操作暖碟机。

### 警告

操作本设备前，请仔细阅读“重要安全事项”中的所有安全说明。

## 启动

1. 将电源 I/O（打开/关闭）开关移至 I（打开）位置。

### 小心

着火危险：本设备的某些外表面处温度较高。接触这些部位时请务必小心。

2. 设备预热需要 30 分钟。




注意：数字温度控制器已预设为出厂设定温度 40°C (104°F)。一旦改变设定温度，新的设定温度就会保存在内存中，直至再次更改。设定温度范围最小为 40°C (104°F)，最大为 50°C (122°F)。

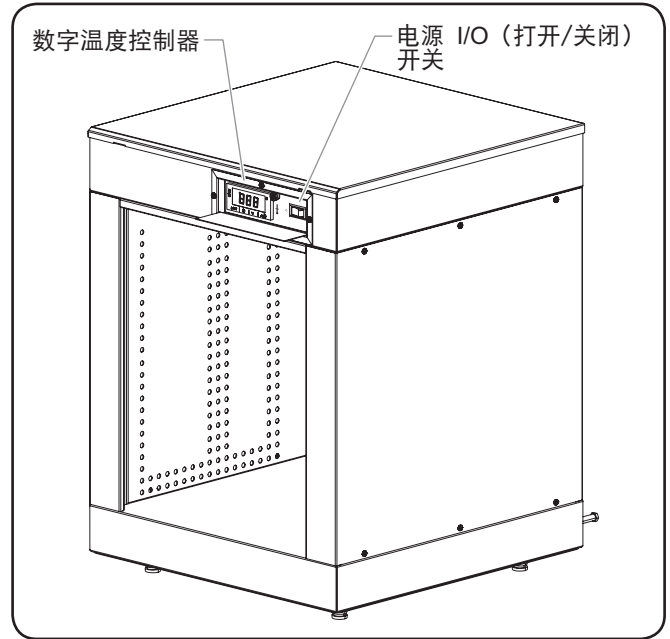
## 关闭

1. 将电源 I/O（打开/关闭）开关移至 O（关闭）位置。
2. 在进行任何清洁或维护前，断开电源线并让设备冷却。

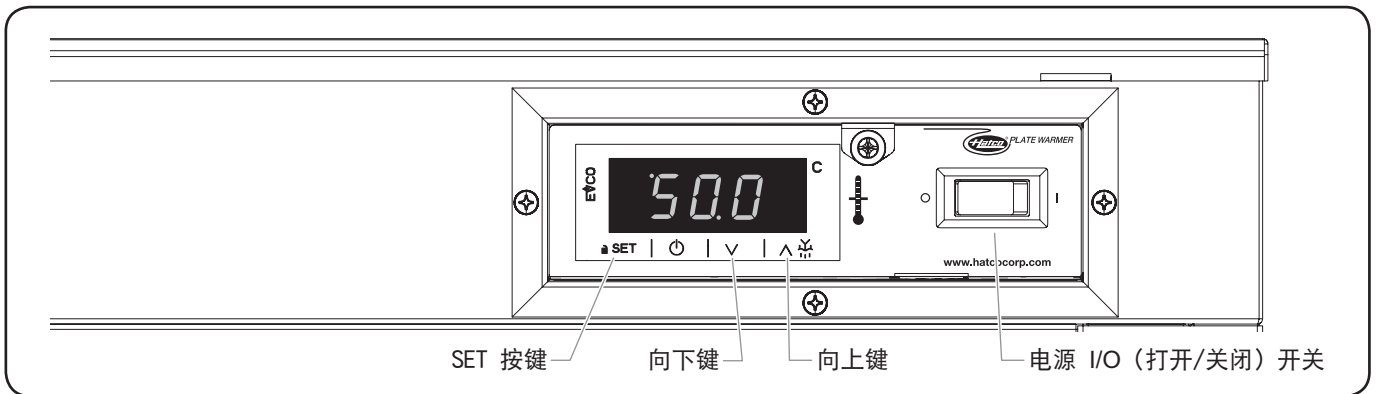
## 更改设定温度

请按照以下程序更改设定温度。

1. 每次 按一个键。
  - 图标  将在屏幕上闪烁显示。
2. 按下  键或  长按 15 秒可更改设定温度。
3. 等待 15 秒钟以保存更改的设定温度。



控制



控制面板

## 总则

Hatco 暖碟机的设计经久耐用、性能优异且易于维护。

### 警告

#### 触电危险：

- 对设备进行清洗、调整、或维修前，请切断电源，拔掉电源线，并让设备冷却。
- 不得将设备浸入水中。本设备不具备防水性能。如果设备被水浸泡，不得进行操作。
- 不得用蒸汽或使用过多的水清洁本设备。
- 本设备不具备“防喷淋”结构。请勿使用喷淋头清洁本设备。
- 维修时只能使用正宗的 Hatco 更换零部件。未使用正宗 Hatco 更换零部件会造成质保无效，并可能造成设备操作人员受到有害电压威胁，并引起触电或着火。正宗 Hatco 更换零部件可以保证使用环境下的安全生产。某些普通零部件不具备相关特性，从而无法在 Hatco 设备内安全使用。

本设备不含“用户维修”零部件。如需维修，请联系赫高授权服务机构或赫高服务部门，电话 (0512) 6732-5091。

## 日常清洁

为保持保温柜的光洁度，建议每天清洁保温柜的内外表面。

### 注意

只能使用无腐蚀的清洁剂和抹布清洁设备。带腐蚀性的清洁剂和抹布会划伤设备表面，影响外观，同时容易积污垢。

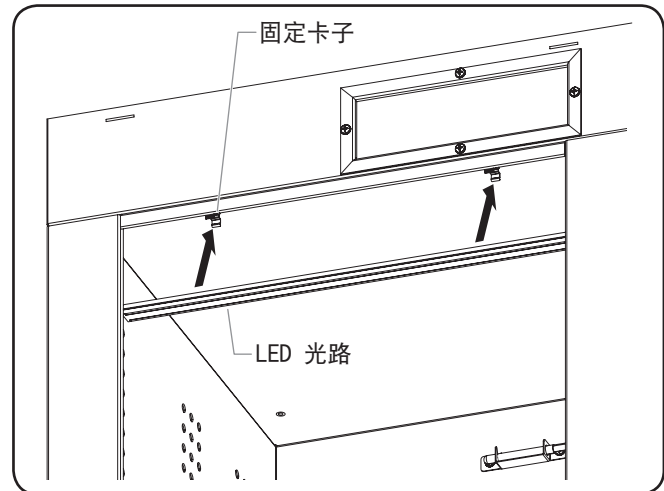
1. 将电源 I/O（打开/关闭）开关移至 O（关闭）位置，拔下电源线。
2. 用干净的非研磨布擦拭设备的外部 and 内部。
  - 使用小刷子及温和洗碗剂清洁双手难以接触到的区域。
  - 顽固污渍可使用品质良好的不锈钢清洁剂或无磨料清洁剂去除。

## 更换陈列柜灯泡

陈列柜灯光由照亮加热区域的 LED 光路组成。该光路有特殊覆层可防止人员受伤，并能在发生破损时防止食品污染。

要更换 LED 光路，请执行以下操作：

1. 关闭设备并等待设备冷却，然后拔下设备插头/断开断路器电源。
2. 拧下设备背面的两颗螺钉，拆下设备顶盖。
3. 从 LED 导线上拆下导线螺母。
4. 从两个固定卡子上松开并拆下 LED 光路。
  - 在每个固定卡子位置，抓住光路的内边缘，小心地将光路向下拉，直至从卡子中拉出。



更换陈列柜灯泡

5. 将新的 LED 光路导线连接到设备内部的导线。
6. 将新的 LED 光路放置在设备中，并小心地将其卡入每个固定卡子中。
7. 把 LED 导线整齐地塞进顶部。
8. 使用设备背面的两颗螺钉，拆下设备顶盖。

注意：Hatco 的 LED 光路符合食品存放和陈列区域 NSF 标准。要更换 LED 光路零件号，请参阅 Hatco 网站上的 PW 系列更换零部件列表 ([www.hatcocorp.com](http://www.hatcocorp.com))。

**警告**

本设备只能由受过培训且具备相应资格的人员负责维修。若由不具备相应资格的人员维修，则可能引起触电或着火。

**警告**

触电危险：对设备进行清洗、调整、或维修前，请切断电源，拔掉电源线，并让设备冷却。

症状	可能原因	纠正措施
设备太热。	温度控制设置过高。	将温度设置调低。
	设备所接电源错误。	由专业人士验证电源供应是否与设备规格匹配。
	温度控制有缺陷。	请联系授权服务机构或 Hatco 请求帮助。
设备根本不运行。	设备未接通电源。	将设备接入恰当的电源电压。
	设备未开机。	将电源 I/O（打开/关闭）开关移至 I（打开）位置。
	断路器跳闸。	重置断路器。
	电源 I/O（打开/关闭）开关故障。	请联系授权服务机构或 Hatco 请求帮助。
开关已打开，但没有热量。	设备未接通电源。	将设备接入恰当的电源电压。
	断路器跳闸。	重置断路器。
	组件有缺陷。	请联系授权服务机构或 Hatco 请求帮助。
开关已打开，但设备不能维持设定温度。	设备无法达到设定温度。	等待 60 分钟以使设备达到设定温度。
	设定点温度过低。	将设定点温度调整为合适的设置。
	组件有缺陷。	请联系授权服务机构或 Hatco 请求帮助。

#### 对问题进行故障针对？

如果您的困境在问题解决后仍无法解除，请联系距您最近的经过授权的服务代理或 Hatco 以寻求帮助。请查找最近的服务机构，请登录 Hatco 网站 [www.hatcocorp.com](http://www.hatcocorp.com)，选择 支持 下拉菜单，然后单击“查找服务代理”；或者联系 Hatco 零部件和服务团队：

电话： (0512) 6732-5091

电子邮件： [infocn@hatcocorp.com](mailto:infocn@hatcocorp.com)

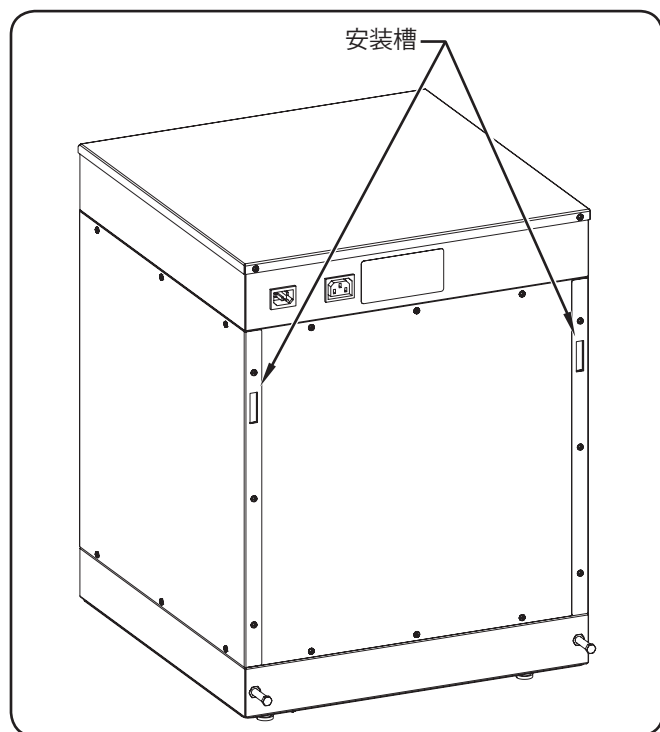
## 壁挂套装 (PWC 型)

暖碟机壁挂套装包括一个墙壁托架和五颗用于安装木柱的螺钉。遵照以下程序，在墙上安装暖碟机。

### 安装程序

注意：暖碟机必须固定在厚度至少为 3/8" 的墙上。

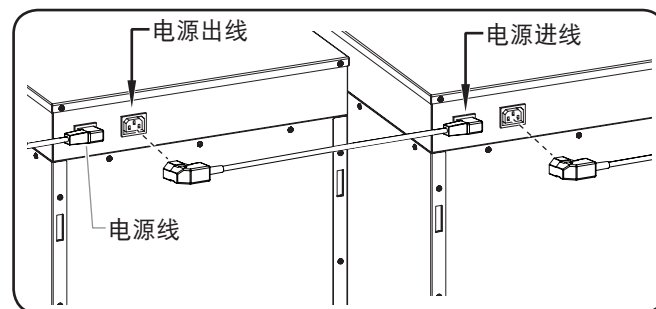
1. 确定设备安装位置。确保安装位置符合本手册安装部分中列出的要求。
2. 使用适当的紧固件，将随设备提供的壁挂安装托架安装到坚固、不可燃的墙体表面。壁挂托架上有五个安装孔。
  - 确保墙壁和支撑足够坚固，可支撑起设备及其承装物的重量。
  - 确保设备安装恰当高度，以方便使用。
3. 将设备背面的安装槽与壁挂托架上的挂钩对齐。将设备放在挂钩上。



设备背面的安装槽

## 跨接电源线

跨接电源线作为附件，用于提供两台暖碟机之间的电源连接。一个电气插座总共可连接三台设备。跨接电线上的公插头可连接到上游设备上的电源出线，而母插头则连接到下游设备上的电源进线。每个设备保持独立控制。



安装跨接电源线

## 1. 产品质保

赫高保证其生产的产品（下称“本产品”）不存在材料和工艺缺陷，在按照赫高的说明书安装和维护的情况下，自购买之日起1年内（用户必须书面且保养）或自赫高出厂之日起18个月内，设备可以保证正常工作。客户必须通过在赫高的官网上完成本产品的注册来确定产品的购买日期，或是经由赫高判断进而认可的其他方式。

赫高保证在下述时间内及条件下，下列部件自购买之日起（符合上述条件）起不存在材料和工艺缺陷（条件如下）：

### a) 保修期为两（2）年的部件：

履带式烤面包机加热器（金属铠装）  
保温抽屉加热器（金属铠装）  
保温抽屉的抽屉滚轴和滑轨  
S食品保温器加热器（金属铠装）  
保温陈列柜加热元件（金属铠装、空气加热）  
保温柜加热元件（金属铠装、空气加热）  
保温汤锅加热元件—HWB系列（金属铠装）

### b) 保修期为五（5）年的部件：

3CS和FR水箱

### c) 保修期为十（10）年的部件：

电动瞬时加热器的水箱  
煤气瞬时加热器的水箱

### d) 保修期为九十（90）天的部件：

可更换零件

上述质保为赫高独家提供，并代替任何明示或隐含的质保，包括但不限于侵犯某个特定用途、专利或其他知识产权的适够性或实用性的银汉质保。在没有特定说明的情况下，上述质保不包括：带涂层白炽灯泡、日光灯、保温加热灯泡、带涂层卤素灯泡、卤素加热灯泡、氙气灯泡、LED光管、玻璃组件和保险丝；由于结垢、化学腐蚀或严寒造成的瞬时加热器水箱、翅片管式换热器或其他水加热设备的故障；或产品使用不当、擅自改动或误用、安装不当，或电压不正确。

## 2. 修复和损坏限制

本文所述赫高责任以及对用户的独家修复补偿义务仅限于在上述保修期内提出索赔，由赫高或赫高授权的服务机构负责更换新零件或产品或对原零件或产品进行维修。赫高有权接受或拒绝任何此类全部或部分的索赔。在此有限质保规定中，“翻新”是指本产品的部分或整机已经被赫高或赫高授权的服务代理机构修复至原有的产品规格。未经赫高事先书面批准，赫高不接受任何产品的退回，经过赫高同意的产品退回，其相关费用均由用户独自承担。在任何情况下，对于因故或意外而引起的损失，包括但不限于人工费用，或因产品的使用，或不会用，或产品隶属或成为其他产品的一部分而造成的利润损失，赫高将不予负责。

## 服务事项

Hatco 智能饮水机的质保期为自购买之日起的 1 年内或是 Hatco 发货之日起的 18 个月内，二者以先发生的日期为准。

如果智能饮水机在质保期内出现问题，请按以下方式操作：

### 联系本地 Hatco 经销商

当联系 Hatco 经销商提供服务帮助时，请将以下信息提供给经销商，以确保得到及时处理：

- 设备型号
- 序列号
- 设备的具体问题
- 购买日期
- 企业名称
- 发运地址
- 联系人姓名和电话号码

Hatco 经销商会为您：

- 提供所需要的更换零部件
- 向 Hatco 提出质保索赔以供处理

### 非质保期故障

如果您的设备在非质保期内出现故障需要提供帮助，请联系就近的HATCO授权服务机构。

查找就近的HATCO授权服务机构：

- 打(0512) 6732-5091电话联系HATCO服务部门。
- 发邮件到infocn@hatcocorp.com联系HATCO服务部门。

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**Register your unit online!**

See IMPORTANT OWNER INFORMATION  
section for details.

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