

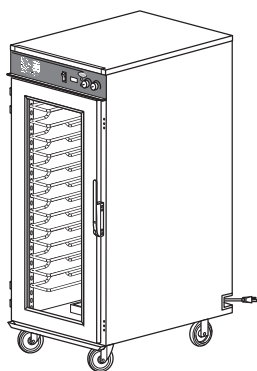


**FLAV-R-SAVOR®**

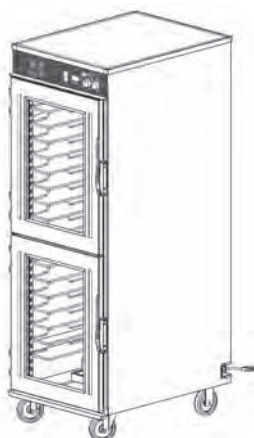
# **Tall Humidified Holding Cabinet FSHC-12W1, FSHC-12W2, FSHC-17W1, and FSHC-17W2 Series**

## **Installation and Operating Manual**

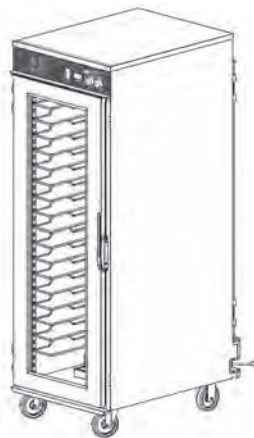
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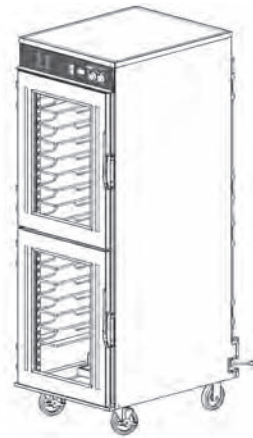
**Model FSHC-12W1**



**Model FSHC-17W1D**



**Model FSHC-17W2**



**Model FSHC-17W2D**

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

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

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## IMPORTANT OWNER INFORMATION

Record the model number, serial number (located on the side of the unit), voltage, and purchase date of your Flav-R-Savor® Tall Humidified 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 Hours: 8:00 a.m. to 5:00 p.m.  
Central Standard Time  
(Summer Hours: June to September –  
8:00 a.m. to 5:00 p.m. C.S.T.  
Monday through Thursday  
8:00 a.m. to 2:30 p.m. C.S.T. Friday)

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

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



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




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

## INTRODUCTION

Hatco Flav-R-Savor Tall Humidified 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 instructions for the Flav-R-Savor Tall Humidified Holding Cabinet. Hatco recommends all installation, operating, and safety instructions appearing in this manual be read prior to installation or operation of a Hatco Holding Cabinet. Safety instructions that appear in this manual after a safety alert symbol  and the words **WARNING** or **CAUTION** printed in boldface are very important.  **WARNING** means there is the possibility of serious personal injury or death to yourself or others.  **CAUTION** means there is the possibility of minor or moderate injury. The word **NOTICE** signifies the possibility of equipment or property damage only.

Your Hatco Flav-R-Savor Tall Humidified 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 inspected and tested thoroughly prior to shipment.



# IMPORTANT SAFETY INFORMATION

**IMPORTANT! Read the following important safety information to avoid personal injury or death, and to avoid damage to the equipment or property.**

## **⚠ WARNING**

- ⚠ For safe and proper operation, plug unit into a properly grounded electrical outlet of the correct voltage, size, and plug configuration. If the plug and receptacle do not match, contact a qualified electrician to determine and install the proper voltage and size electrical outlet.
- ⚠ 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.
- ⚠ Holding food at temperatures less than 140°F (60°C) may be dangerous. Temperatures under 140°F (60°C) promote the growth of harmful bacteria and toxins in some foods.
- ⚠ For safe and proper operation, the unit must be located a reasonable distance from combustible walls and materials. If safe distances are not maintained, discoloration or combustion could occur.
- ⚠ Overfilling can cause electrical shock. To ensure safe and proper operation, do not overfill water pan.
- ⚠ 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 unit will get hot. Use caution when touching these areas to avoid injury.
- ⚠ To avoid any injury or damage, the unit must be serviced by qualified personnel only.

## **⚠ WARNING**

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

## **⚠ CAUTION**

- ⚠ To avoid any injury or damage, locate the unit at the proper counter height in an area that is convenient for use. The location should be level to prevent the unit or its contents from falling accidentally and strong enough to support the weight of the unit and food.
- ⚠ Unit is not weatherproof. For safe and proper operation, locate the unit indoors where the ambient air temperature is constant and is a minimum of 70°F (21°C).
- ⚠ For safe and proper operation, the unit must be transported in an upright position. If laid on its side, the water must be drained from the unit.

## **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.

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

# MODEL DESCRIPTIONS

## ALL MODELS

Flav-R-Savor® Tall Humidified Holding Cabinets are made from sturdy stainless steel with tubular frame welded construction. Features include thermostatically-controlled heat and humidity, a digital temperature display, and see-thru door(s) or insulated stainless steel door(s). The door(s) can be hinged left or right. Electrical components, controls, and the water pan are easily accessible. Units are equipped with locking swivel casters for easy portability. An attached 10' (3048 mm) power cord and plug is standard.



Products that earn the ENERGY STAR label reduce greenhouse gas emissions by meeting strict energy efficient guidelines set by the U.S. Environmental Protection Agency and the U.S. Department of Energy. All FSHC models listed in this manual have earned the ENERGY STAR label.

## MODEL FSHC-12W1

The FSHC-12W1 is a single door, upright model. Universal tray slides are included that will accommodate twelve 18" x 26" (457 x 660 mm) sheet pans, twenty-four 12" x 20" x 2-1/2" (305 x 508 x 64 mm) hotel steam pans, twelve Gastronorm 2/1 pans (530 x 325 mm), or twenty-four Gastronorm 1/1 pans (305 x 508 mm) on 3" (76 mm) centers.

## MODEL FSHC-12W2

The FSHC-12W2 has all the features of the FSHC-12W1 but is equipped with two (2) full doors, one on each side of the unit for pass-through operation.

## MODEL FSHC-17W1

The FSHC-17W1 is a single door, upright model. Universal tray slides are included that will accommodate seventeen 18" x 26" (457 x 660 mm) sheet pans, thirty-four 12" x 20" x 2-1/2" (305 x 508 x 64 mm) hotel steam pans, seventeen Gastronorm 2/1 pans (530 x 325 mm), or thirty-four Gastronorm 1/1 pans (305 x 508 mm) on 3" (76 mm) centers.

## MODEL FSHC-17W1D

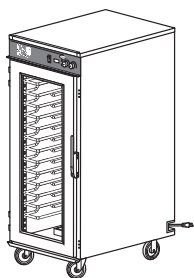
The FSHC-17W1D has all the features of the FSHC-17W1 but is equipped with two (2) 1/2 size doors for enhanced performance characteristics.

## MODEL FSHC-17W2

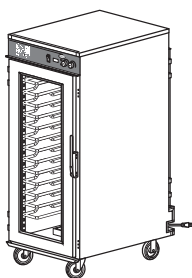
The FSHC-17W2 has all the features of the FSHC-17W1 but is equipped with two (2) full doors, one on each side of the unit for pass-through operation.

## MODEL FSHC-17W2D

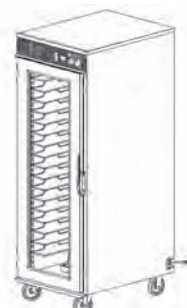
The FSHC-172D has all the features of the FSHC-17W2 but is equipped with a total of four (4) doors — two (2) 1/2 sized doors on both the front and back side of the unit for pass-through operation and enhanced performance characteristics.



FSHC-12W1



FSHC-12W2



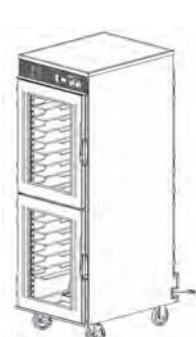
FSHC-17W1



FSHC-17W1D



FSHC-17W2



FSHC-17W2D



Figure 1. Tall Humidified Holding Cabinets

# SPECIFICATIONS

## 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 2.

### ⚠ WARNING

For safe and proper operation, plug unit into a properly grounded electrical outlet of the correct voltage, size, and plug configuration. If the plug and receptacle do not match, contact a qualified electrician to determine and install the proper voltage and size electrical outlet.

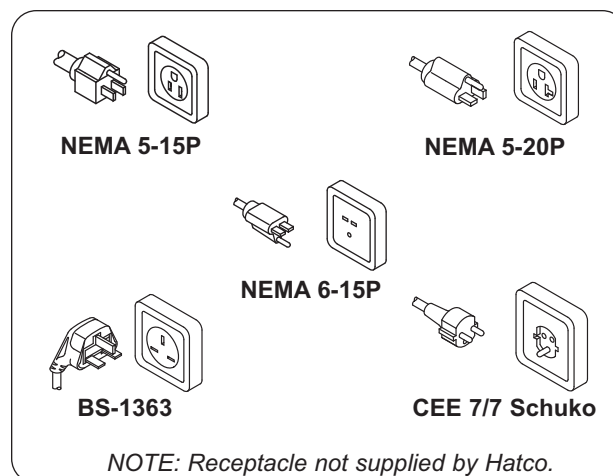


Figure 2. Plug Configurations

## ELECTRICAL RATING CHART

Model	Voltage	Hertz	Watts	Amps	Plug Configuration	Shipping Weight
FSHC-12W1	120	60	1750	14.6	NEMA 5-15P*	265 lbs. (120 kg)
	208-240	60	1573-2095	7.6-8.7	NEMA 6-15	265 lbs. (120 kg)
	220-240	50	1760-2095	8.0-8.7	CE 7/7 Schuko or BS-1363 or No Plug	265 lbs. (120 kg)
FSHC-12W2	120	60	1750	14.6	NEMA 5-15P*	295 lbs. (134 kg)
	208-240	60	1573-2095	7.6-8.7	NEMA 6-15	295 lbs. (134 kg)
	220-240	50	1760-2095	8.0-8.7	CE 7/7 Schuko or BS-1363 or No Plug	295 lbs. (134 kg)
FSHC-17W1	120	60	1750	14.6	NEMA 5-15P*	295 lbs. (134 kg)
	208-240	60	1573-2095	7.6-8.7	NEMA 6-15	295 lbs. (134 kg)
	220-240	50	1760-2095	8.0-8.7	CE 7/7 Schuko or BS-1363 or No Plug	295 lbs. (134 kg)
FSHC-17W1D	120	60	1750	14.6	NEMA 5-15P*	305 lbs. (138 kg)
	208-240	60	1573-2095	7.6-8.7	NEMA 6-15	305 lbs. (138 kg)
	220-240	50	1760-2095	8.0-8.7	CE 7/7 Schuko or BS-1363 or No Plug	305 lbs. (138 kg)
FSHC-17W2	120	60	1750	14.6	NEMA 5-15P*	325 lbs. (147 kg)
	208-240	60	1573-2095	7.6-8.7	NEMA 6-15	325 lbs. (147 kg)
	220-240	50	1760-2095	8.0-8.7	CE 7/7 Schuko or BS-1363 or No Plug	325 lbs. (147 kg)
FSHC-17W2D	120	60	1750	14.6	NEMA 5-15P*	340 lbs. (154 kg)
	208-240	60	1573-2095	7.6-8.7	NEMA 6-15	340 lbs. (154 kg)
	220-240	50	1760-2095	8.0-8.7	CE 7/7 Schuko or BS-1363 or No Plug	340 lbs. (154 kg)

The shaded area contains electrical information for **Export models only**.

\*NEMA 5-20P for Canada

# SPECIFICATIONS

## DIMENSIONS — 12 SERIES

Model	Width (A)	Depth (B)	Height (C)
FSHC-12W1	25-3/8" (645 mm)	35" (889 mm)	57" (1448 mm)
FSHC-12W2	25-3/8" (645 mm)	35-3/8" (899 mm)	57" (1448 mm)
Cabinet Opening: 22"W x 41"H (559 x 1041 mm)			

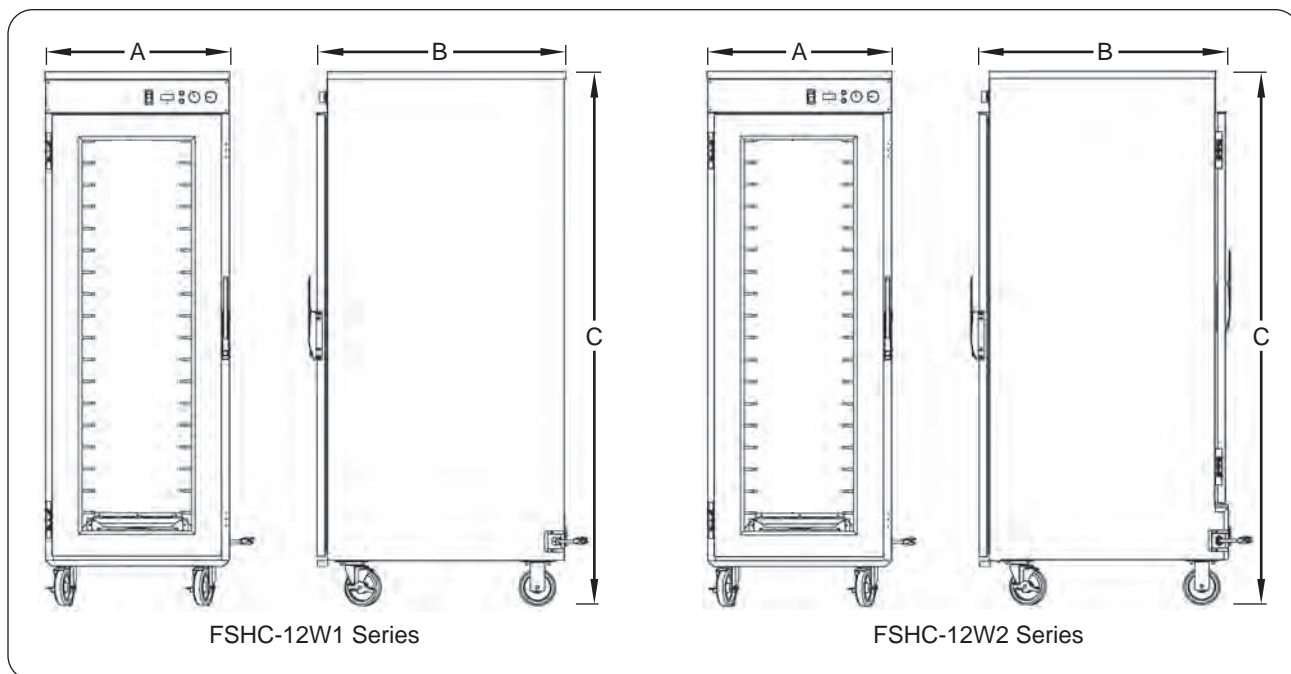


Figure 3. Dimensions - Models FSHC-12W1 and FSHC-12W2



# SPECIFICATIONS

## DIMENSIONS — 17 SERIES

Model	Width (A)	Depth (B)	Height (C)
FSHC-17W1	25-3/8" (645 mm)	35" (889 mm)	73-3/8" (892 mm)
FSHC-17W1D	25-3/8" (645 mm)	35" (889 mm)	73-3/8" (1864 mm)

Dimensions for units with Transport Package, Bumpers, and Handles: 31-1/2"W (800 mm) x 36-1/2"D (927 mm)

Cabinet Opening: 22"W (559 mm) x 59"H (1499 mm)

Model	Width (A)	Depth (B)	Height (C)
FSHC-17W2	25-3/8" (645 mm)	35-3/8" (899 mm)	73-3/8" (1864 mm)
FSHC-17W2D	25-3/8" (645 mm)	35-3/8" (899 mm)	73-3/8" (1864 mm)

Dimensions for units with Transport Package, Bumpers, and Handles: 31-1/2"W (800 mm) x 36-1/2"D (927 mm)

Cabinet Opening: 22"W (559 mm) x 59"H (1499 mm)

**NOTE:** FSHC-17W1D and FSHC-17W2D are pass-through cabinets, not two units stacked.

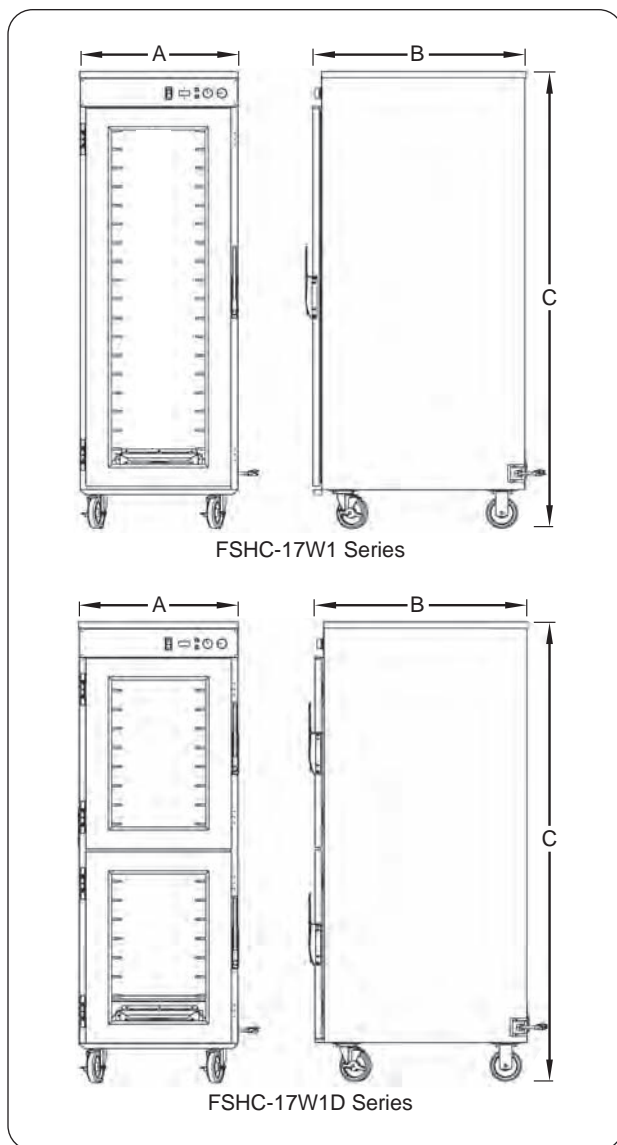


Figure 4. Dimensions - Models FSHC-17W1 and FSHC-17W1D

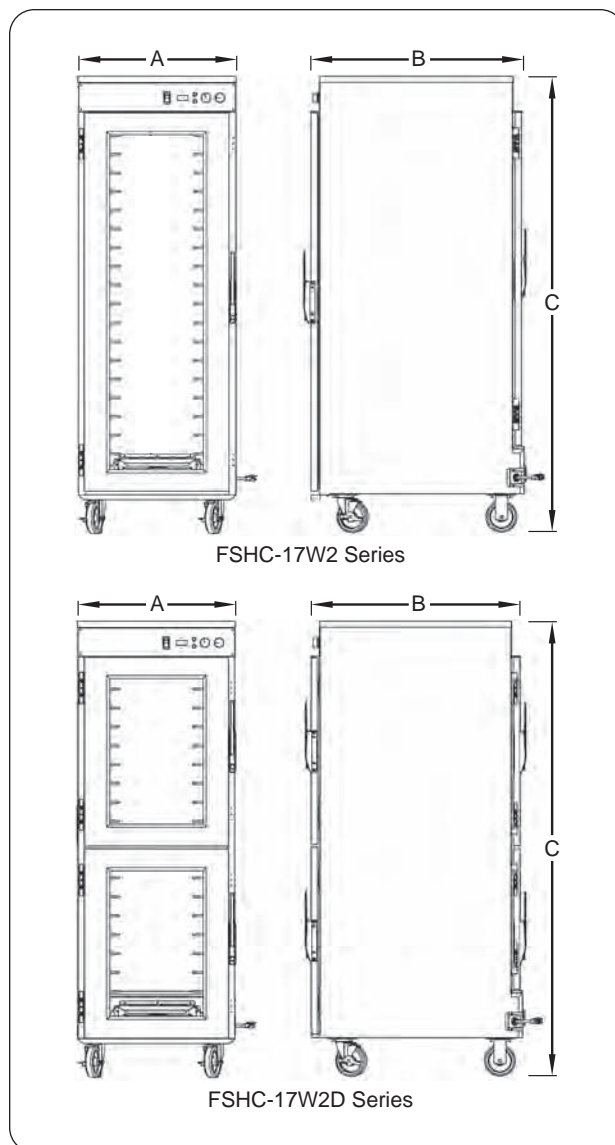


Figure 5. Dimensions - Models FSHC-17W2 and FSHC-17W2D

# INSTALLATION

## ALL MODELS

The Flav-R-Savor® Tall Humidified Holding Cabinets are shipped with most components installed and ready for operation. The following installation instructions must be performed before 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 the unit.
4. Unpack the adjustable tray slides from the carton and install them to the steel racks as shown in Figure 6.
5. Make sure the water pan and heat tunnel are installed correctly (see Figure 10).

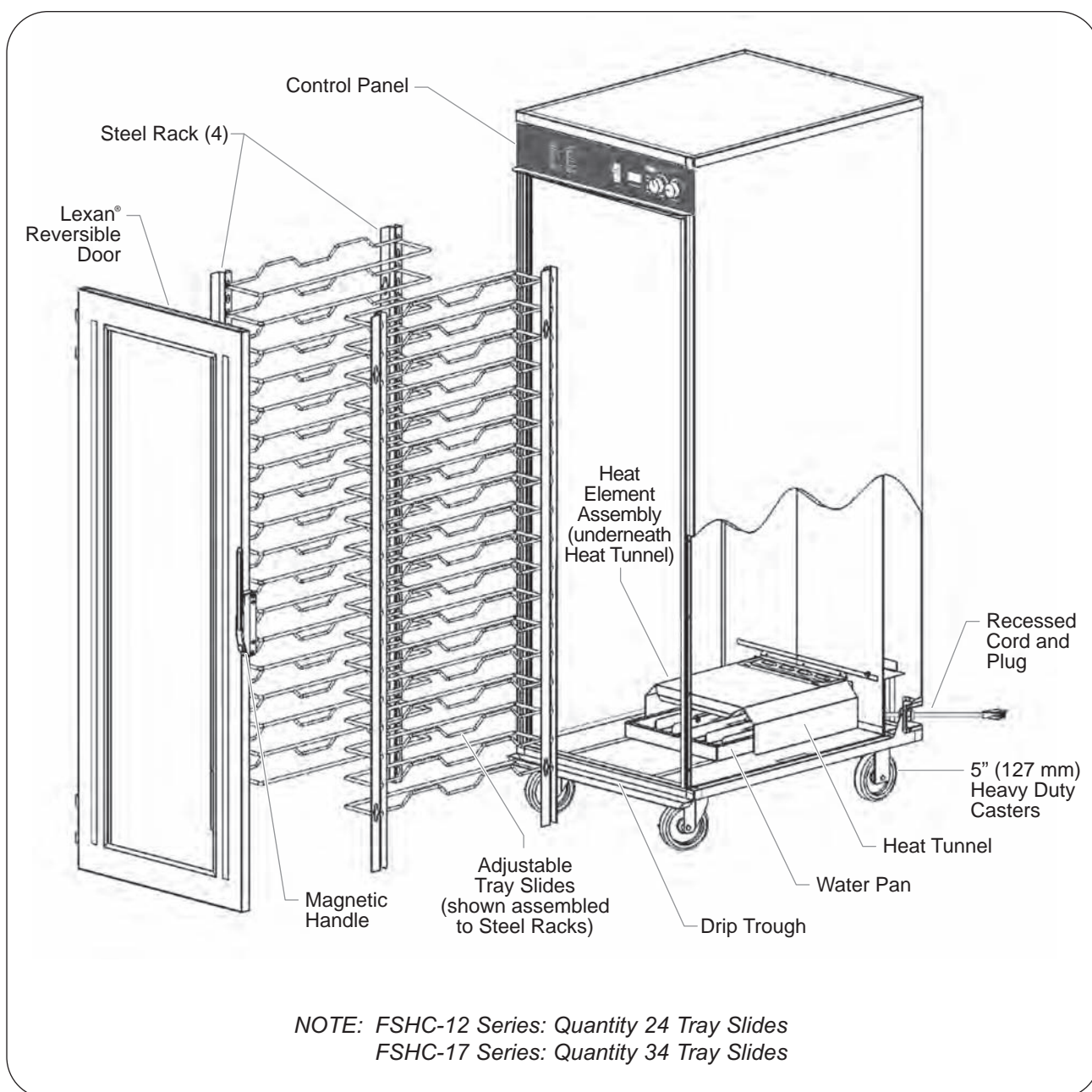


Figure 6. Cabinet Components Exploded View



## 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 WATER PAN in the MAINTENANCE section of this manual.

### ⚠ WARNING

For safe and proper operation, the unit must be located a reasonable distance from combustible walls and materials. If safe distances are not maintained, discoloration or combustion could occur.

### ⚠ WARNING

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

### ⚠ CAUTION

To avoid any injury or damage, locate the unit at the proper counter height in an area that is convenient for use. The location should be level to prevent the unit or its contents from falling accidentally and strong enough to support the weight of the unit and food.

### ⚠ CAUTION

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

### ⚠ CAUTION

For safe and proper operation, 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

Units are shipped from the factory with the doors hinge-mounted on the right side of the cabinet, opening from the left. The doors can be reversed to open from the right, as follows:

1. Using a flat-blade screwdriver, pry the hinge covers off of the two hinges.
2. Remove the screws securing the door to the hinges (see Figure 7.)
3. Remove the screws securing the hinges to the cabinet.
4. Remove the screws securing the door handle to the cabinet door.
5. Remove the screws securing the strike plate to the cabinet.
6. Remove the screw plugs from the left side of the cabinet and insert in the right side.

7. Rotate the door 180° and install on the left side of the cabinet using the original hinge mounting hardware. Replace the hinge covers.
8. Install the strike plate on the right side of the cabinet using the original mounting hardware.
9. Install the door handle on the right side of the cabinet door using the original mounting hardware.

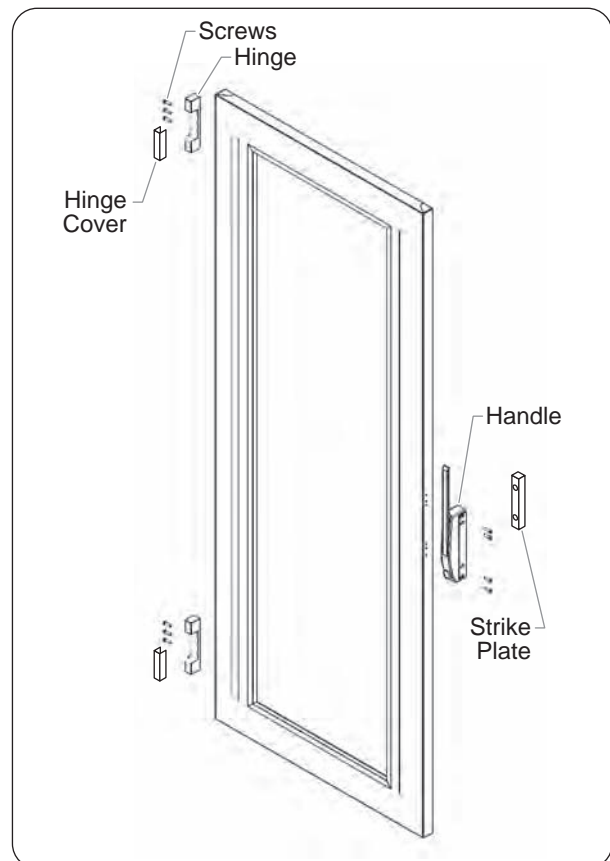


Figure 7. Reversible Access Door

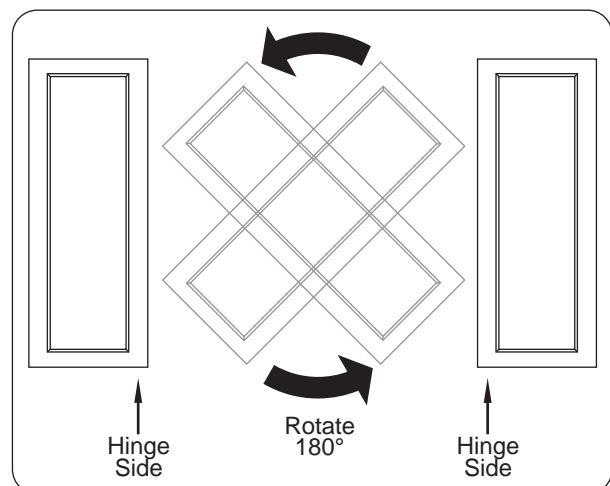


Figure 8. Rotate door 180°

# OPERATION

## GENERAL

1. Plug unit into a properly grounded electrical outlet of the correct voltage, size, and plug configuration. See SPECIFICATIONS for details.
2. Move the POWER switch on the control panel to the ON position.
3. Fill the water pan with softened or distilled water. To fill the water pan, slowly pour water into the water pan until full.

**NOTE:** Use of softened or distilled water is recommended to extend the life of the electrical and mechanical components in the water pan and to make cleaning easier. **Do not** use deionized water. If "hard" water is used, the water pan will require periodic cleaning and de-liming. See MAINTENANCE for de-liming instructions.

### ⚠ WARNING

**Overfilling can cause electrical shock. To assure safe and proper operation do not overfill the water pan.**

### NOTICE

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

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

### ⚠ WARNING

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

**NOTE:** On the initial fill, the water pan capacity is two gallons (7.6 liters).

4. Set the HUMIDITY control to the desired level. See the FOOD HOLDING GUIDE for recommendations.

5. Set the TEMPERATURE control to the desired level. See the FOOD HOLDING GUIDE for recommendations.

**NOTE:** Pre-heat the cabinet 20-30 minutes before each use. To be assured of maintaining the cabinet temperature and obtaining the best results, avoid putting hot foods into a cold cabinet.

**NOTE:** Temperature and humidity settings may vary depending upon product make-up and consistency. The CABINET TEMPERATURE display shows the lowest temperature point inside the cabinet, not the product temperature.

Allow 30-45 minutes to preheat a full pan of water. The green HUMIDITY CYCLE indicator light will illuminate when the humidity element cycles on. The red HEAT CYCLE indicator light will illuminate when the air heating element cycles on.

The water pan capacity permits uninterrupted operation for approximately 4-8 hours, depending on the humidity and temperature settings as well as how frequently the door is opened.

**NOTE:** Operating at a high humidity setting for extended periods of time may require the drip trough(s) to be emptied periodically (located at the bottom of the door, see Figure 6.).

### ⚠ WARNING

**Holding food at temperatures less than 140°F (60°C) may be dangerous. Temperatures under 140°F (60°C) promote the growth of harmful bacteria and toxins in some foods.**

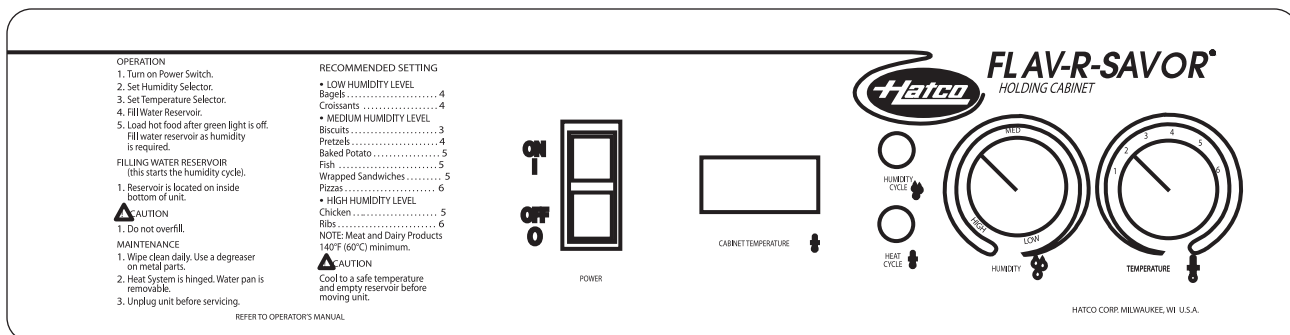


Figure 9. Control Panel

## FOOD HOLDING GUIDE

Food Product	Cabinet Temperature		Temperature Setting	Humidity Setting
Baked Potatoes	180°F	82°C	5.5	Low
Biscuits, Muffins	140°F to 150°F	60°C to 66°C	4 to 4.25	Medium
Bread Rolls	120°F to 140°F	49°C to 60°C	2 to 4	Medium
Casseroles	170°F	77°C	5	Medium
Escalloped Potatoes	170°F	77°C	5	Medium
French Fries	185°F	85°C	6	Off
Lasagna	170°F	77°C	5	High
Meat Loaf	170°F	77°C	5	Medium
Pizza	165°F to 180°F	74°C to 82°C	4.5 to 5.5	Low
Tater Tots	170°F	77°C	5	Off
Vegetables	160°F to 175°F	71°C to 79°C	4.5 to 5.25	High
Wrapped Burritos	170°F	77°C	5	Medium
<b>Beef, Veal, or Lamb:</b>				
Roast - Rare	140°F	60°C	4	Medium
Roast - Medium	150°F	66°C	4.25	Medium
Roast - Well	160°F	71°C	4.5	Medium
Stew	170°F	77°C	5	Medium
Beef Steaks	140°F to 160°F	60°C to 71°C	4 to 4.5	Medium
Prime Rib - Rare	140°F	60°C	4	Medium
Corned Beef Brisket	165°F to 175°F	74°C to 79°C	4.5 to 5.25	High
BBQ Ribs	170°F	77°C	5	High
Sliced Roast and Gravy	165°F to 175°F	74°C to 79°C	4.5 to 5.25	Medium
Hamburger Patties	170°F	77°C	5	Medium
Sloppy Joes	170°F	77°C	5	Medium
Pork Roast	170°F	77°C	5	Medium
Cured Ham	160°F	71°C	4.5	Medium
Ham Steaks	170°F	77°C	5	Medium
<b>Poultry:</b>				
Fried Chicken	170°F	77°C	5	Off
Baked Chicken	170°F	77°C	5	Medium
Chicken Nuggets	170°F	77°C	5	Off
Whole Turkey	170°F	77°C	5	Medium
Sliced Turkey with Gravy	170°F	77°C	5	Medium
<b>Seafood:</b>				
Fried Seafood	170°F	77°C	5	Off
Baked Fish Filet	170°F	77°C	5	High

**NOTE:** All times and settings are recommendations only and may vary depending on product preparation, cooking time, internal food temperature, location of unit in operation, geographic region of particular operation, and frequency of door openings.

**NOTE:** The cabinet TEMPERATURE control has a range of 90°F to 200°F (32°C to 93°C).

**NOTE:** Meat and Dairy Products 140°F (60°C) minimum.

**NOTE:** "Proofing" of bread products is done usually in the 90°F to 95°F (32°C to 35°C) temperature range.

# MAINTENANCE

## GENERAL

Hatco Flav-R-Savor® Tall Humidified Holding Cabinets are designed for maximum durability and performance with minimum maintenance.

### ⚠ WARNING

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.

### ⚠ WARNING

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

*NOTE: The FSHC series blower motor is permanently lubricated and requires no maintenance.*

## CLEANING

To preserve the bright finish and maintain the performance of the Flav-R-Savor Tall Humidified Holding Cabinet, perform the following procedure daily.

### NOTICE

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

1. Remove and wash food pans.
2. Wipe the exterior and interior surfaces with a damp cloth.

3. Remove stubborn stains with a good stainless steel or non-abrasive cleaner.

4. Clean hard-to-reach areas with a small brush and mild soap.

### ⚠ WARNING

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

5. Clean the Lexan® glass door using a common glass cleaner.

## DRAINING THE WATER PAN

### ⚠ WARNING

To avoid any injury, turn the **POWER switch OFF** and allow to cool before draining.

1. Lift the heat tunnel straight up from housing, located on bottom of the cabinet. Pull towards the front of the cabinet to remove.
2. Rotate the hinged heating element assembly upward and slide out the water pan.
3. Discard the old water and clean the water pan and baffle plate.
4. Re-install the water pan with the baffle plate into the bottom of unit.

*NOTE: When installing the water pan, ensure the humidity element is laying flat in the water pan between the water baffles and is not tilted upward.*

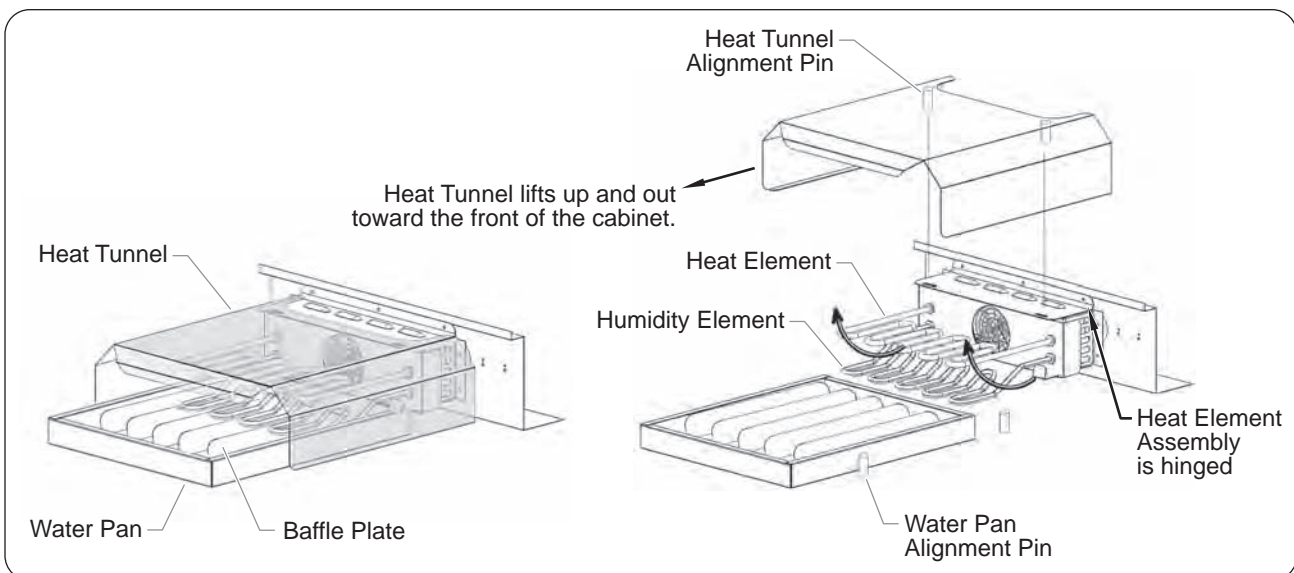


Figure 10. Water Pan and Heat Tunnel

## REMOVING LIME AND MINERAL DEPOSITS

*NOTE: The lime and mineral content of the water used for daily operation determines how often this procedure must be performed.*

1. Move the POWER switch to the OFF position and unplug the unit from the power source.
2. After the unit has cooled, drain all remaining water out of the unit. See *DRAINING THE WATER PAN*.
3. With the water pan and baffle plate removed from the unit, fill the pan with a mixture of water and de-limer.

*NOTE: The de-limer used should be a safe, non-toxic, non-corrosive solution. Follow the de-limer's instruction for the proper mixture of water and de-limer solution.*

4. Allow the water pan and baffle plate to stand with the de-liming mixture for the recommended period of time. (The time required will vary depending on the solution used and the amount of deposits in the pan.)
5. After the de-liming period, drain the solution from the water pan, and wash the water pan and baffle plate thoroughly.
6. Re-install the water pan with the baffle plate into the bottom of unit.

*NOTE: When installing the water pan, ensure the humidity element is laying flat in the water pan between the water baffles and is not tilted upward.*

7. Plug the power cord into the proper power source.

### WARNING

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.

### WARNING

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 Replacement Parts when service is required.

### WARNING

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



## ACCESSORIES

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### TRAY SLIDES

Additional tray slides are available to customize your holding cabinet.

### SHEET PANS

Full- and Half-size sheet pans are available for added convenience.

## OPTIONS

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### UPPER CORD LOCATION

Unit can be supplied with the power cord located on the upper back of the unit. Not for retrofit.

### CORD WIND BRACKET

A bracket for holding power cord during transport is available. This option can be supplied only on units ordered with the transportation package. Not for retrofit.

## FULL PERIMETER BUMPER

A full perimeter bumper around the base of the unit is available for added protection. Not for retrofit.

## TRANSPORT OPTIONS

The optional transport package features a full perimeter bumper, push-pull stand-off handles, door transport latch and 2" (51 mm) wide casters. Not for retrofit. (See Figure 11.)

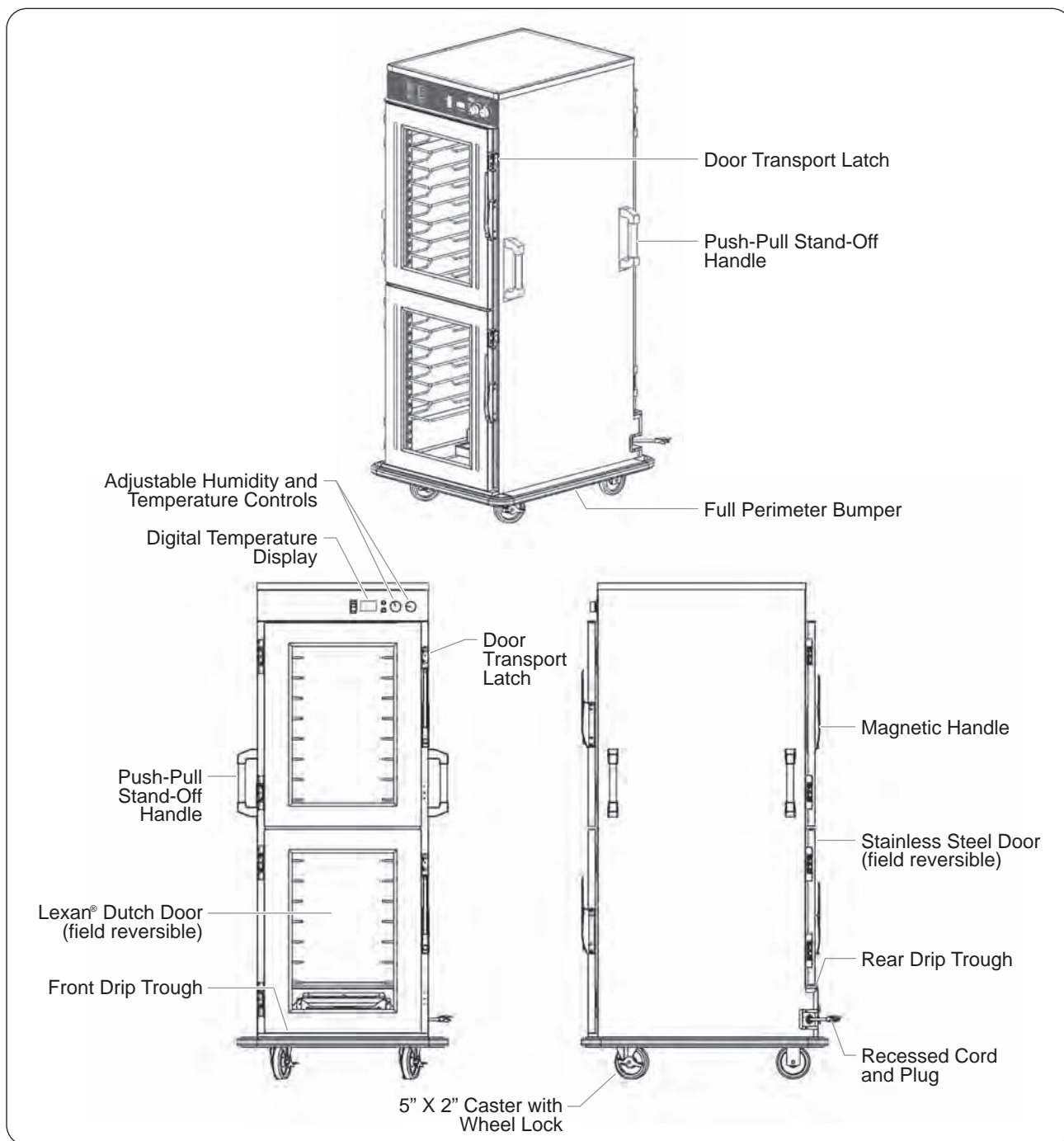


Figure 11. Model FSHC-17W2D Shown with Optional Transport Package

**NOTE:** Doors are available in See-Thru Lexan® or insulated stainless steel.

**NOTE:** Deluxe Packages include Flush Mount Handles and Corner Bumpers.

# TROUBLESHOOTING GUIDE

## ⚠ WARNING

To avoid any injury or damage, the unit must be serviced by qualified personnel only.

## ⚠ WARNING

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

SYMPTOM	PROBABLE CAUSE	CORRECTIVE ACTION
Temperature is too hot.	TEMPERATURE control set too high.	Set TEMPERATURE control to a lower setting.
	TEMPERATURE control needs recalibrating or replacement.	Contact Authorized Service Agent for repair or Hatco for assistance.
Temperature is not hot enough.	Opening door(s) unnecessarily.	Keep door(s) closed and latched shut as much as possible.
	TEMPERATURE control set too low.	Set TEMPERATURE control to a higher setting.
	Power cord unplugged from outlet.	Plug unit into proper power supply.
	Fuse blown or circuit breaker tripped, no power to outlet.	Have a qualified electrician or Authorized Service Agent check power supply.
	TEMPERATURE control needs recalibrating or replacement.	Contact Authorized Service Agent for repair or Hatco for assistance.
No heat at all.	Unit not plugged into outlet.	Plug unit into a properly grounded electrical outlet.
	TEMPERATURE control turned OFF.	Adjust TEMPERATURE control to a higher setting.
	POWER switch in the OFF position.	Move POWER switch to the ON position.
	Fuse blown or circuit breaker tripped, no power to outlet.	Have a qualified electrician or Authorized Service Agent check power supply.
	TEMPERATURE control is defective.	Contact Authorized Service Agent for repair or Hatco for assistance.
	Heating element(s) is burned out.	Contact Authorized Service Agent for repair or Hatco for assistance.

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

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, lamp warmer heat bulbs, glass components, 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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## NOTES

## HATCO AUTHORIZED PARTS DISTRIBUTORS

### ALABAMA

Jones McLeod Appl. Svc.  
Birmingham 205-251-0159

### ARIZONA

Auth. Comm. Food Equip.  
Phoenix 602-234-2443

Byassee Equipment Co.  
Phoenix 602-252-0402

### CALIFORNIA

Industrial Electric  
Commercial Parts & Service, Inc.  
Huntington Beach 714-379-7100

Chapman Appl. Service  
San Diego 619-298-7106

P & D Appliance  
Commercial Parts & Service, Inc.  
S. San Francisco 650-635-1900

### COLORADO

Hawkins Commercial Appliance  
Englewood 303-781-5548

### FLORIDA

Whaley Foodservice Repair  
Jacksonville 904-725-7800

Nass Service Co., Inc.  
Orlando 407-425-2681

B.G.S.I.  
Pompano Beach 954-971-0456

Comm. Appliance Service  
Tampa 813-663-0313

### GEORGIA

TWC Services  
Smyrna 770-438-9797

Heritage Service Group  
Norcross 866-388-9837

Southeastern Rest. Svc.  
Norcross 770-446-6177

### HAWAII

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

Food Equip Parts & Service  
Honolulu 808-847-4871

### ILLINOIS

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

Certified Service Center  
Lexington 859-254-8854

Certified Service Center  
Louisville 502-964-7007

### LOUISIANA

Chandlers Parts & Service  
Baton Rouge 225-272-6620

### MARYLAND

Electric Motor Service  
Baltimore 410-467-8080

GCS Service  
Silver Spring 301-585-7550

### MASSACHUSETTS

Ace Service Co., Inc.  
Needham 781-449-4220

### MICHIGAN

Commercial Kitchen Service  
Bay City 517-893-4561

Bildons Appliance Service  
Detroit 248-478-3320

Midwest Food Equip. Service  
Grandville 616-261-2000

### MINNESOTA

GCS Service  
Minneapolis 612-546-4221

### MISSOURI

General Parts  
Kansas City 816-421-5400

Commercial Kitchen Services  
St. Louis 314-890-0700

Kaemmerlen Parts & Service  
St. Louis 314-535-2222

### NEBRASKA

Anderson Electric  
Omaha 402-341-1414

### NEVADA

Burney's Commercial  
Las Vegas 702-736-0006

Hi. Tech Commercial Service  
N. Las Vegas 702-649-4616

### NEW JERSEY

Jay Hill Repair  
Fairfield 973-575-9145

Service Plus  
Flanders 973-691-6300

### NEW YORK

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

Alpro Service Co.  
Brooklyn 718-386-2515

Appliance Installation  
Buffalo 716-884-7425

Northern Parts Dist.  
Plattsburgh 518-563-3200

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

### NORTH CAROLINA

Authorized Appliance  
Charlotte 704-377-4501

### OHIO

Akron/Canton Comm. Svc. Inc.  
Akron 330-753-6635

Certified Service Center  
Cincinnati 513-772-6600

Commercial Parts and Service  
Columbus 614-221-0057

Electrical Appl. Repair Service  
Independence 216-459-8700

E. A. Wichman Co.  
Toledo 419-385-9121

### OKLAHOMA

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Krueger, Inc.  
Oklahoma City 405-528-8883

### OREGON

Ron's Service, Inc.  
Portland 503-624-0890

### PENNSYLVANIA

Elmer Schultz Services  
Philadelphia 215-627-5401

FAST Comm. Appl. Service  
Philadelphia 215-288-4800

Appliance Installation & Service  
Pittsburgh 412-809-0244

K & D Service Co.  
Harrisburg 717-236-9039

Electric Repair Co.  
Reading 610-376-5444

### RHODE ISLAND

Marshall Electric Co.  
Providence 401-331-1163

### SOUTH CAROLINA

Whaley Foodservice Repair  
W. Columbia 803-791-4420

### TENNESSEE

Camp Electric  
Memphis 901-527-7543

### TEXAS

GCS Service  
Fort Worth 817-831-0381

Armstrong Repair Service  
Houston 713-666-7100

Commercial Kitchen Repair Co.  
San Antonio 210-735-2811

### UTAH

La Monica's Rest. Equip. Service  
Murray 801-263-3221

### VIRGINIA

Daubers  
Norfolk 757-855-4097

Daubers  
Springfield 703-866-3600

### WASHINGTON

Restaurant Appl. Service  
Seattle 206-524-8200

### WISCONSIN

A.S.C., Inc.  
Madison 608-246-3160

A.S.C., Inc.  
Milwaukee 414-543-6460

## CANADA

### ALBERTA

Key Food Equipment Service  
Edmonton 780-438-1690

### BRITISH COLUMBIA

Key Food Equipment Service  
Vancouver 604-433-4484

### MANITOBA

Air Rite, Inc.  
Winnipeg 204-895-2300

### NEW BRUNSWICK

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Moncton 506-855-4228

### ONTARIO

R.G. Henderson Ltd.  
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Choquette CKS  
Ottawa 613-739-8458

### QUEBEC

Choquette CKS  
Montreal 514-722-2000

Choquette CKS  
Québec City 418-681-3944

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