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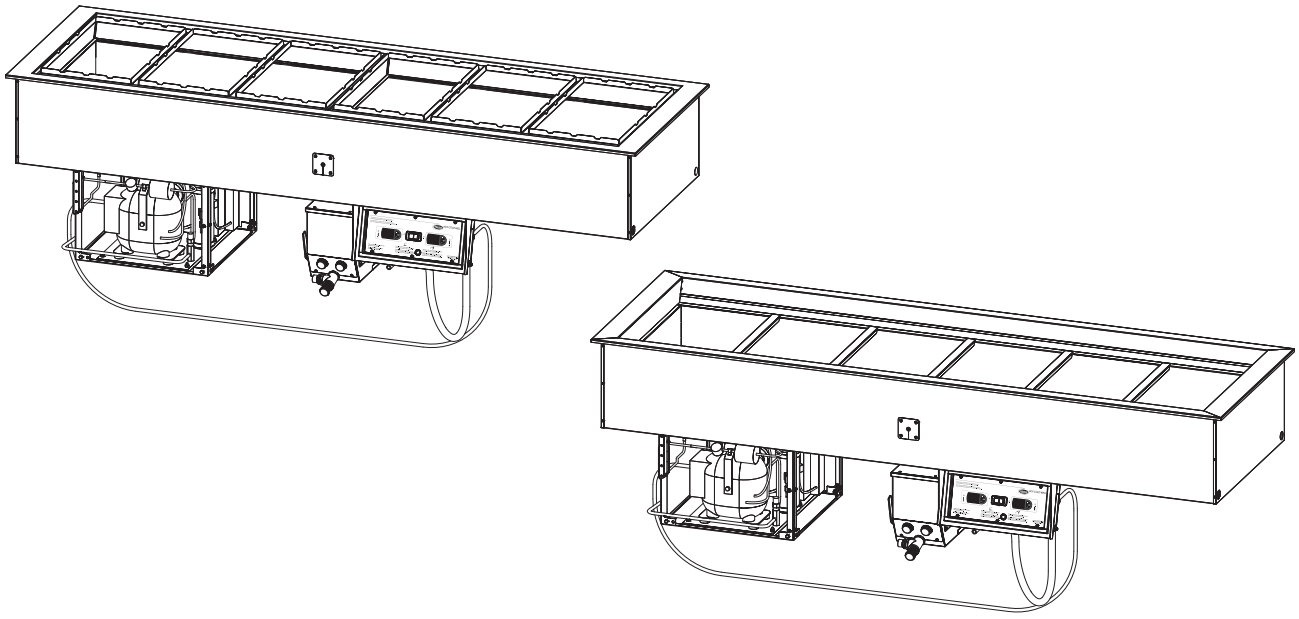
**Register Online!**
**(see page 2)**

# Hot/Cold Drop-In Wells
# HCWBI Series

# Installation and Operating Manual

P/N 07.04.658.00



**⚠ 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.**

**⚠ ADVERTENCIA**

**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 concerniente 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.**

**⚠ AVERTISSEMENT**

**Ne pas utiliser cet équipement sans avoir lu et compris le contenu de ce manuel ! Le non-respect des instructions contenues dans ce manuel peut entraîner de graves blessures ou la mort. Ce manuel contient des informations importantes concernant l'entretien, l'utilisation et le fonctionnement de ce produit. Si vous ne comprenez pas le contenu de ce manuel, veuillez le signaler à votre supérieur. Conservez ce manuel dans un endroit sûr pour pouvoir vous y référer plus tard.**

# CONTENTS



# IMPORTANT OWNER INFORMATION

Record the model number, serial number, voltage, and purchase date of the unit in the spaces below (specification label located on the back of the control enclosure). 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 (CST)
(Summer Hours: June to September—
8:00 AM to 5:00 PM CST Monday–Thursday
8:00 AM to 2:30 PM CST Friday)

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

e-mail: partsandservice@hatcocorp.com

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


24/7 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 Hot/Cold Drop-In Wells are specially designed to hold either heated foods or chilled foods at safe serving temperatures. The insulated, top-mount units are available in two through six pan configurations. A standard Hatco Hydro-Heater for heating and a condensing unit for cooling are mounted underneath the well. The unique top bezel design of the well provides clear viewing and easy access to the food contents of the well. During cold operation, the bezel design allows cold air to effectively blanket the food product inside the well.

Hatco Hot/Cold Drop-In Wells 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 Hot/Cold Drop-In Wells. Hatco recommends all installation, operating, and safety instructions appearing in this manual be read prior to installation or operation of the unit.

**⚠ 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:**

- **Unit must be installed by qualified, trained installers. Installation must conform to all local electrical and plumbing 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. Check with local plumbing and electrical inspectors for proper procedures and codes.**
- **Consult a licensed electrical contractor for proper electrical installation conforming to local electrical codes and the National Electrical Code (N.E.C.).**
- **Turn OFF power switch, turn off power at circuit breaker, and allow unit to cool before performing any cleaning, adjustments, or maintenance.**
- **Unit is not weatherproof. Locate unit indoors.**
- **Control enclosure must be mounted in a vertical surface. Mounting control enclosure in a horizontal surface may result in the collection of liquids and lead to electric shock.**
- **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 clean unit when it is energized or hot.**
- **This unit is not "jet-proof" construction. Do not use jet-clean spray to clean this unit.**
- **This unit must be serviced by qualified personnel only. Service by unqualified personnel may lead to electric shock or burn.**
- **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:**

- **Install unit with a minimum of 3-1/2″ (89 mm) of space from bottom of Hydro-Heater to all combustible surfaces to prevent combustion.**
- **Install unit with a minimum of 2″ (51 mm) of space between all sides of condensing unit and any combustible surfaces.**
- **Do not use harsh chemicals such as bleach (or cleaners containing bleach), oven cleaners, or flammable cleaning solutions to clean this unit.**

**EXPLOSION HAZARD: Do not store or use gasoline or other flammable vapors or liquids in the vicinity of this or any other appliance.**

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

## ⚠ 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.**

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

**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 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 800-558-0607 or 414-671-6350; fax 800-690-2966; or International fax 414-671-3976.**

## ⚠ CAUTION

**BURN HAZARD:**

- **Some exterior surfaces on unit will get hot. Avoid unnecessary contact with unit.**
- **Drain water may reach temperatures in excess of 200°F (93°C). Use appropriate plumbing materials when installing drain.**
- **Water in holding vessel may reach temperatures in excess of 190ºF (88ºC). Use appropriate protection when operating unit.**
- **Hot water in unit may cause scalding injury. Turn off unit and allow unit to cool before draining or cleaning.**

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

## *NOTICE*

**Units are voltage-specific. Refer to specification label for electrical requirements before beginning installation. Connecting unit to incorrect power supply will void product warranty and may damage unit.**

**This unit is designed for use in environments where ambient temperature is between 65°F (18°C) and 86°F (30°C).**

**When shipped during cold weather months, store unit for at least 10 hours in an environment where ambient temperature is between 65°F (18°C) and 86°F (30°C) to prevent compressor and/or refrigerant line damage. If unit is turned on and there is excessive noise and vibration, turn off immediately and allow additional warmup time.**

# IMPORTANT SAFETY INFORMATION

***NOTICE***

**Provide louvered or grill-style openings with a minimum size of 12" x 12"/144 square inches (31 x 31 cm/ 961 square cm) in the cabinetry in front of and behind the condensing unit for proper ventilation. Failure to provide adequate air flow through the condensing unit may cause unit failure and will void the unit warranty.**

**Do not recirculate exhaust air inside cabinet when multiple refrigerated wells are installed together. Intake air should enter from outside of cabinet.**

**Transport and install unit in upright position only. Failure to do so may result in damage to refrigeration system.**

**Use caution and avoid hitting condensing unit hoses/lines when installing unit. Damage caused during installation is not covered under warranty.**

**Auto-Fill units must be installed with adequate backflow protection and must conform with all federal, state, and local codes.**

**Do not use excessive force when tightening unions or nuts. Over-tightening and excessive force may cause leaks.**

**Do not locate unit in an area subject to excessive temperatures or grease from grills, fryers, etc. Excessive temperatures could cause damage to unit.**

**Damage to any countertop material caused by heat or cold generated from Hatco equipment is not covered under the Hatco warranty. Contact manufacturer of countertop material for application information.**

***NOTICE***

**Do not obstruct access to Hydro-Heater cleanout drains. Make sure installation location allows access to cleanout drains for daily cleaning.**

**Do not use steel wool for cleaning. Steel wool will scratch the finish.**

**Clean unit daily to avoid malfunctions and maintain sanitary operation.**

**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 use harsh chemicals such as bleach, cleaners containing bleach, or oven cleaners to clean this unit.**

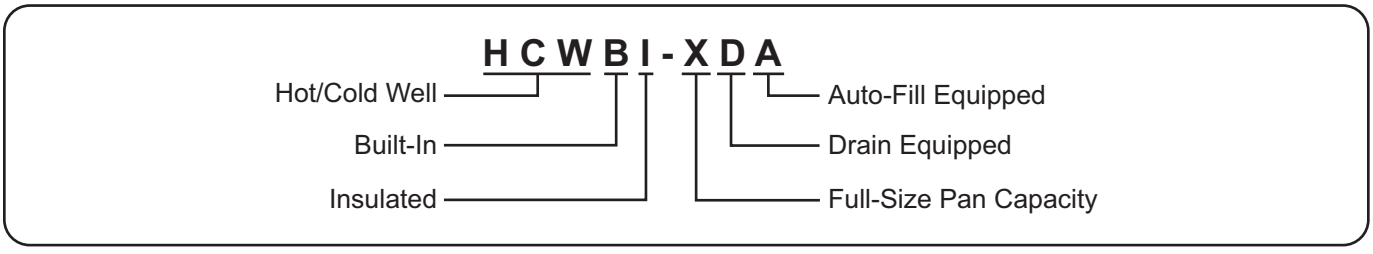
**Incoming water in excess of 3 grains of hardness per gallon (GPG) (0.75 grains of hardness per liter [GPL]) must be treated and softened before being supplied to water heater(s). Water containing over 3 GPG (0.75 GPL) will decrease efficiency, increase energy use, and reduce operating life of unit through increased lime build-up. Product failure caused by liming or sediment buildup is not covered under warranty.**

**Use only delimers that are non-corrosive to aluminum, brass, and stainless steel. Damage to unit caused by corrosive materials is not covered under warranty.**

**Inspect unit regularly for lime and sediment buildup. Excessive buildup may affect performance and reduce operating life of unit.**

**This unit is intended for commercial use only—NOT for household use.**

# MODEL DESIGNATION



## All Models

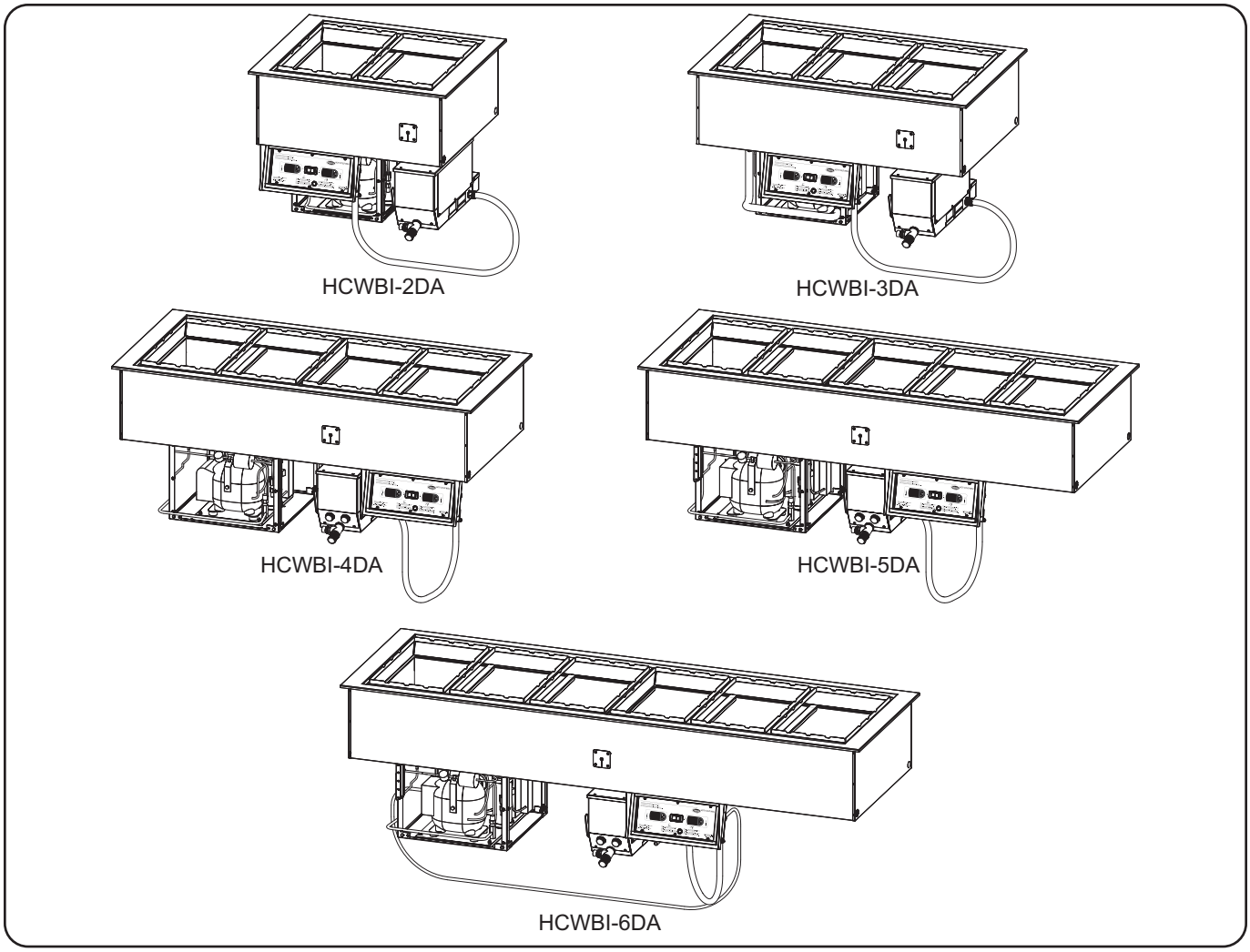
Hatco Hot/Cold Drop-In Wells are reliable and versatile. Each unit has an insulated, stainless steel and aluminized steel housing. For hot operation, an FR2 series Hydro-Heater is mounted under the well and is designed to heat or hold foods at safe temperatures between 140ºF and 190ºF (60° and 88ºC). The Hydro-Heater features a tubular water chamber with a spiral heating element wrapped around the outside. They include a stainless steel front, powdercoated body, a low-water cut-off system, and a convenient 3/4" Garden Hose Thread (GHT) drain connection. For cold operation, the sides of the internal well are completely surrounded with a copper evaporator coil to provide even chilling from top to bottom. Hatco Hot/Cold Drop-In Wells are designed, manufactured, and tested to maintain safe food holding temperatures.

Controls for the Hot/Cold Drop-In Wells are housed in a single, remote-mountable control enclosure. They include a three position Power I/O (on/off) Switch, two digital temperature controllers, and a drain status indicator light. The control enclosure is connected to the condensing unit with a 4′ (1219 mm) power cord and is connected to the Hydro-Heater with a 6′ (1829 mm) flexible conduit assembly. Hot/Cold Drop-In Wells are hardwired directly to a power source for a secure and cord-free serving area.

All Hot/Cold Drop-In Well models are designed to be mounted to the topside of various types of countertop material including stainless steel, wood, Corian, and Swanstone.

Depending on the model's pan capacity, each Hot/Cold Drop-In Well is supplied from the factory with the proper size Water Baffle and appropriate number/configuration of Pan Platforms for hot operation as well as the appropriate number of 20″ (508 mm) Pan Support Bars for cold operation. Each individual well is capable of holding a variety of pan combinations of full size, 1/2-size, 1/3-size, and/or 1/6-size pans with additional accessory Pan Support Bars.

Food Pans, Pan Support Bars, and a flush hose kit are available as accessories for the Hot/Cold Drop-In Wells. Refer to the OPTIONS AND ACCESSORIES section in this manual for details.



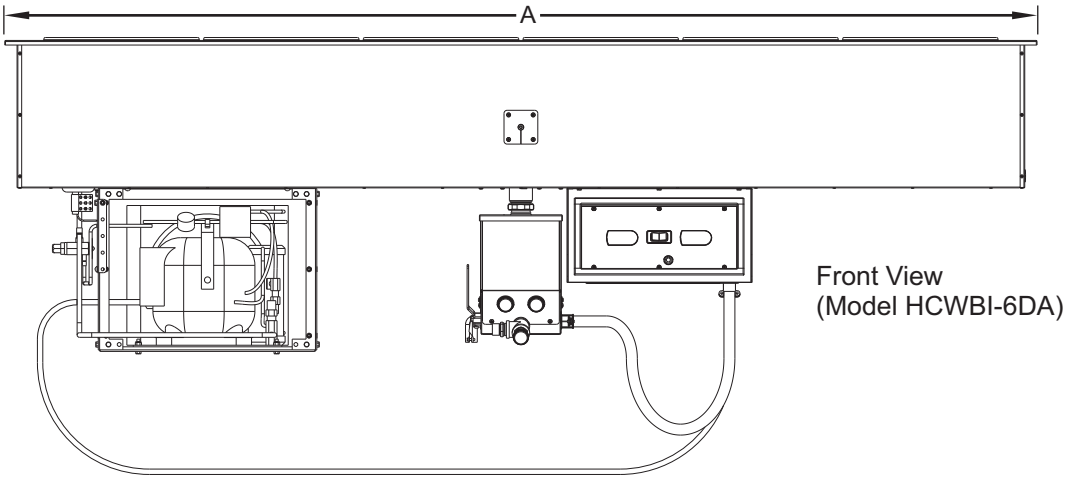

HCWBI Models

# SPECIFICATIONS

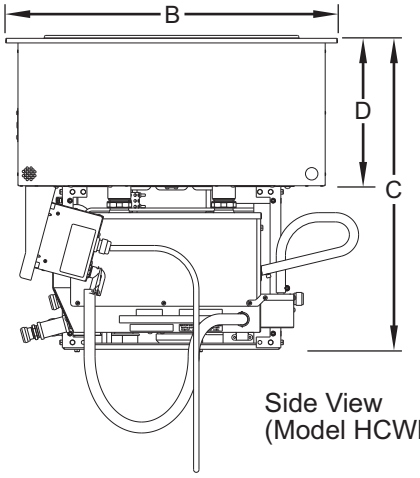
## Dimensions

| Model | Width (A) | Depth (B) | Overall Height (C) | Well Height (D) |
|---|---|---|---|---|
| HCWBI-2DA | 32″ (813 mm) | 27″ (686 mm) | 25-1/2″ (648 mm) | 10″ (254 mm) |
| HCWBI-3DA | 45″ (1143 mm) | 27″ (686 mm) | 25-1/2″ (648 mm) | 10″ (254 mm) |
| HCWBI-4DA | 58″ (1473 mm) | 27″ (686 mm) | 25-1/2″ (648 mm) | 10″ (254 mm) |

| Model | Width (A) | Depth (B) | Overall Height (C) | Well Height (D) |
|---|---|---|---|---|
| HCWBI-5DA | 71″ (1803 mm) | 27″ (686 mm) | 25-1/2″ (648 mm) | 10″ (254 mm) |
| HCWBI-6DA | 84″ (2134 mm) | 27″ (686 mm) | 25-1/2″ (648 mm) | 10″ (254 mm) |




Front View
(Model HCWBI-6DA)




Side View
(Model HCWBI-6DA)

## Refrigerant Specifications

All Hatco Hot/Cold Drop-In Wells use R-404A refrigerant in the condensing unit.

## Water Supply Specifications

| | Minimum | Maximum |
|---|---|---|
| **Water Pressure** | 20 psi (138 kPa) | 120 psi (827 kPa) |
| **Water Temperature** | 35°F (2°C) | 160°F (71°C) |

## Electrical Rating Chart

| Model | Voltage | Compressor Size | Watts | Amps | | Plug Configuration | Shipping Weight |
|---|---|---|---|---|---|---|---|
| | | | | 1 Ø | 3 Ø | | |
| HCWBI-2DA | 120/208 | 1/4 hp | 3000 | 14.5 | 8.4 | Hardwired | 201 lbs. (91 kg) |
| | 120/240 | 1/4 hp | 3000 | 12.5 | 7.3 | Hardwired | 201 lbs. (91 kg) |
| HCWBI-3DA | 120/208 | 1/4 hp | 3000 | 14.5 | 8.4 | Hardwired | 211 lbs. (96 kg) |
| | 120/240 | 1/4 hp | 3000 | 12.5 | 7.3 | Hardwired | 211 lbs. (96 kg) |
| HCWBI-4DA | 120/208 | 1/3 hp | 4000 | 19.2 | 11.2 | Hardwired | 251 lbs. (114 kg) |
| | 120/240 | 1/3 hp | 4000 | 16.7 | 9.6 | Hardwired | 251 lbs. (114 kg) |
| HCWBI-5DA | 120/208 | 1/2 hp | 6000 | 28.8 | 16.7 | Hardwired | 301 lbs. (137 kg) |
| | 120/240 | 1/2 hp | 6000 | 25.0 | 14.5 | Hardwired | 301 lbs. (137 kg) |
| HCWBI-6DA | 120/208 | 1/2 hp | 6000 | 28.8 | 16.7 | Hardwired | 311 lbs. (141 kg) |
| | 120/240 | 1/2 hp | 6000 | 25.0 | 14.5 | Hardwired | 311 lbs. (141 kg) |

*NOTE: Shipping weight includes packaging.*

*NOTE: The specification label is located on the back of the control panel. See the label for the serial number and verification of unit electrical information.*

# INSTALLATION

## General

Hot/Cold Drop-In Wells are shipped from the factory completely assembled and ready for use. Use the following information and procedures to prepare the unit and installation site.

*NOTE: Make sure the installation location provides enough room for the remote mounted control enclosure, electrical connections, and plumbing connections.*

**⚠ WARNING**

**ELECTRIC SHOCK HAZARD:**

- **Unit must be installed by qualified, trained installers. Installation must conform to all local electrical and plumbing 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. Check with local plumbing and electrical inspectors for proper procedures and codes.**
- **Unit is not weatherproof. Locate unit indoors.**
- **Remote control enclosure must be mounted on vertical wall and installed in vertical position. Mounting remote control enclosure in horizontal position may result in collection of liquids and lead to electric shock.**

**FIRE HAZARD:**

- **Install unit with a minimum of 3-1/2″ (89 mm) of space from bottom of Hydro-Heater to all combustible surfaces to prevent combustion.**
- **Install unit with a minimum of 2″ (51 mm) of space between all sides of condensing unit and any combustible surfaces.**

**⚠ CAUTION**

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

***NOTICE***

**Transport and install unit in upright position only. Failure to do so may result in damage to refrigeration system.**

**This unit is designed for use in environments where ambient temperature is between 65°F (18°C) and 86°F (30°C).**

**When shipped during cold weather months, store unit for at least 10 hours in an environment where ambient temperature is between 65°F (18°C) and 86°F (30°C) to prevent compressor and/or refrigerant line damage. If unit is turned on and there is excessive noise and vibration, turn off immediately and allow additional warmup time.**

**Provide louvered or grill-style openings with a minimum size of 12" x 12"/144 square inches (31 x 31 cm/ 961 square cm) in the cabinetry in front of and behind the condensing unit for proper ventilation. Failure to provide adequate air flow through the condensing unit may cause unit failure and will void the unit warranty.**

**Do not recirculate exhaust air inside cabinet when multiple refrigerated wells are installed together. Intake air should enter from outside of cabinet.**

**Do not locate unit in an area subject to excessive temperatures or grease from grills, fryers, etc. Excessive temperatures could cause damage to the unit.**

**Damage to any countertop material caused by heat or cold generated from Hatco equipment is not covered under the Hatco warranty. Contact manufacturer of countertop material for application information.**

**Do not obstruct access to Hydro-Heater cleanout drains. Make sure installation location allows access to cleanout drains for daily cleaning.**

*continued...*

# INSTALLATION

All Hot/Cold Drop-In Wells are shipped in a wooden frame for protection and stability. Keep the unit in the wooden frame until the unit and the installation site are completely prepared for the unit to be installed.

Survey the installation site. Take into account the need for louvered or grill-style openings in the cabinetry to provide proper ventilation for the condensing unit as well as access to the control panel. One of these ventilation openings must be in front of the condensing coils with the other on the opposite side. If multiple refrigerated wells are installed in the same counter, each unit should intake cool air and expel hot air.

1. Remove all external packaging from the unit.

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

2. Remove tape, protective packaging, and literature from all surfaces of the unit.

*NOTE: A licensed electrician should connect the unit(s) to a power source. A licensed plumber should connect the drain and water supply.*

## Preparing the Installation Site

1. Cut the appropriate opening in the countertop for the unit being installed. Refer to “Countertop Cutout Dimensions” in this section.

*NOTE: The countertop must be level to ensure proper draining of the well.*

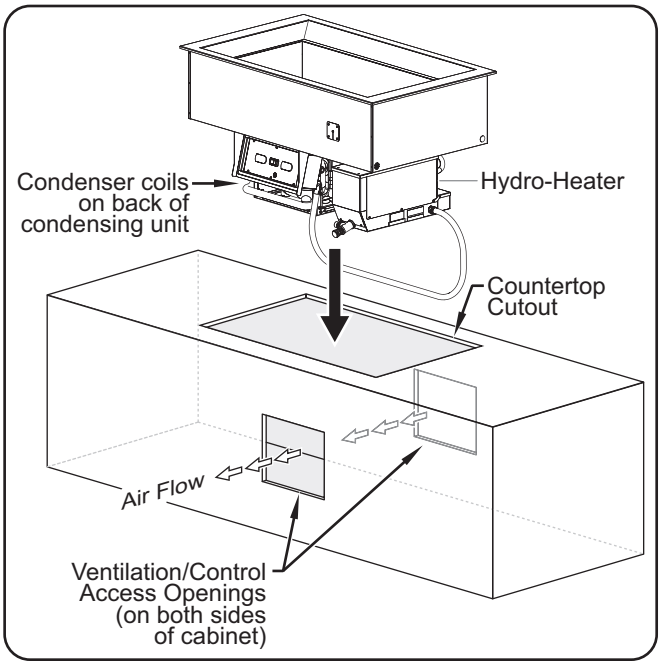
2. If installing the control enclosure remotely, cut and drill the appropriate holes in the vertical surface where the control enclosure will be installed. Refer to the “Installing the Control Enclosure Remotely” procedure for cutout dimensions.
   - The cutout depth required for the control enclosure is 8-1/2″ (216 mm).
3. Make structural modifications or add bracing underneath the countertop to ensure the countertop will support the weight of the unit and its contents.
4. Make sure the following interior clearances are available:
   - A minimum 2" (51 mm) clearance between the condensing unit and any combustible surface.
   - A minimum 3-1/2″ (89 mm) clearance between the bottom of the Hydro-Heater and any combustible surface.
5. Cut two openings in the cabinetry to provide proper ventilation to the condensing unit as well as access to the control panel. Louvered or grill-style panels should be installed in the openings to protect the condensing unit.
   - Openings should be a minimum of 12" x 12" (31 x 31 cm) or 144 square inches (961 square cm).
   - One opening should be located in front of the condenser coils with the other opening on the opposite side.

## Installing the Unit

**NOTICE**

**Use caution and avoid hitting condensing unit hoses/lines when installing unit. Damage caused during installation is not covered under warranty.**

1. Lift the unit out of the wooden shipping frame and carefully lower it into the countertop cutout.This step requires two or more people, depending on the unit.




Installing a HCWBI-3DA Model

2. Apply National Sanitation Foundation-approved (NSF-approved) silicone sealant around the edge of the unit to seal it to the countertop.
3. Install the control panel in the desired location, if installing remotely.
   - The control panel can be installed remotely within 60″ (1524 mm) of the condensing unit. Refer to the “Installing the Control Panel Remotely” procedure in this section.

**⚠ CAUTION**

**BURN HAZARD: Drain water may reach temperatures in excess of 200°F (93°C). Use appropriate plumbing materials when installing drain.**

*NOTE: Consult a licensed plumber for proper drain and water supply installation that conforms to local plumbing codes.*

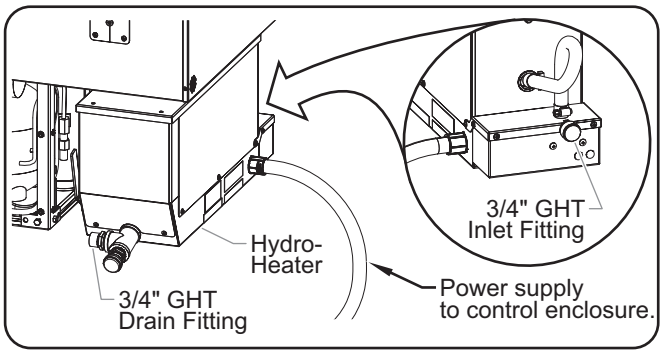
4. Connect the onsite drain line to the 3/4" Garden Hose Thread (GHT) drain fitting on the front of the Hydro-Heater.

*NOTE: Approved air gap or other back-flow prevention device must be installed by a licensed plumber, if required.*

**NOTICE**

**Auto-Fill units must be installed with adequate backflow protection and must conform with all federal, state, and local codes.**

5. Connect the onsite water supply to the 3/4" GHT inlet fitting for the Auto-Fill system on the back of the Hydro-Heater. Refer to “Water Supply Specifications” in the SPECIFICATIONS section of this manual for water supply requirements.




Connecting the Plumbing Fittings

6. Turn on the water supply and check for leaks.
7. Clean the well enclosure thoroughly in preparation for initial operation. Refer to the MAINTENANCE section for proper cleaning procedures.
8. Have a qualified electrician install a hardwired connection between the unit and the on-site electrical system (refer to “Electrical Connection” in this section and the included wiring diagram for additional details).

### Installing the Control Enclosure Remotely

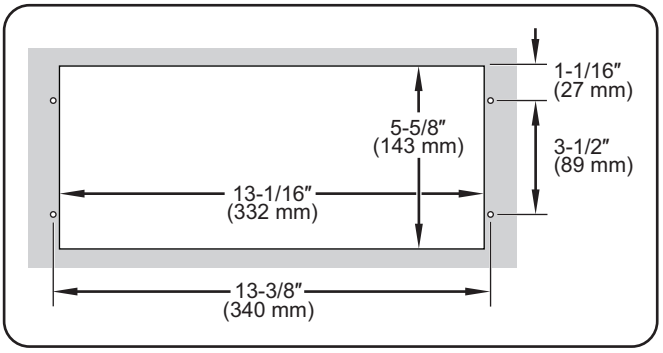
Use the following procedure to install the control enclosure remotely.

*NOTE: Standard UL approved units are equipped with a 60" (1829 mm) flexible conduit connected to the control enclosure.*

**⚠ WARNING**

**Control enclosure must be mounted in a vertical surface. Mounting control enclosure in a horizontal surface may result in the collection of liquids and lead to electric shock.**

1. Remove the four trim cover screws from the control enclosure, and remove the trim cover.
2. Position the control enclosure into the cutout opening through the backside.
3. Fasten the control enclosure to the vertical surface using four screws (not supplied).
4. Reinstall the trim cover on the control enclosure and secure in position using the four trim cover screws. Seal the trim cover to the mounting surface with silicone adhesive.



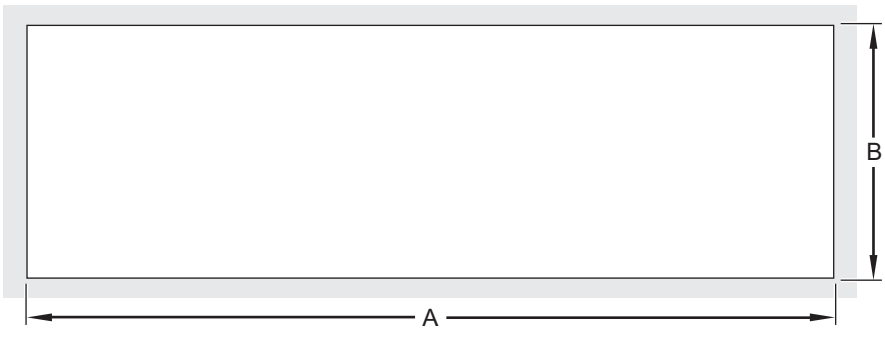

Control Enclosure Cutout Dimensions

*NOTE: Make sure the width of the control enclosure cutout does not exceed the above dimension.*

## Countertop Cutout Dimensions

| Model | Width (A) | Depth (B) |
|---|---|---|
| HCWBI-2DA | 30-1/8″–31″ (765–787 mm) | 25-3/16″–26″ (640–660 mm) |
| HCWBI-3DA | 43-1/8″–44″ (1095–1118 mm) | 25-3/16″–26″ (640–660 mm) |
| HCWBI-4DA | 56-1/8″–57″ (1426–1448 mm) | 25-3/16″–26″ (640–660 mm) |

| Model | Width (A) | Depth (B) |
|---|---|---|
| HCWBI-5DA | 69-1/8″–70″ (1756–1778 mm) | 25-3/16″–26″ (640–660 mm) |
| HCWBI-6DA | 82-1/8″–83″ (2086–2108 mm) | 25-3/16″–26″ (640–660 mm) |



## Electrical Connection

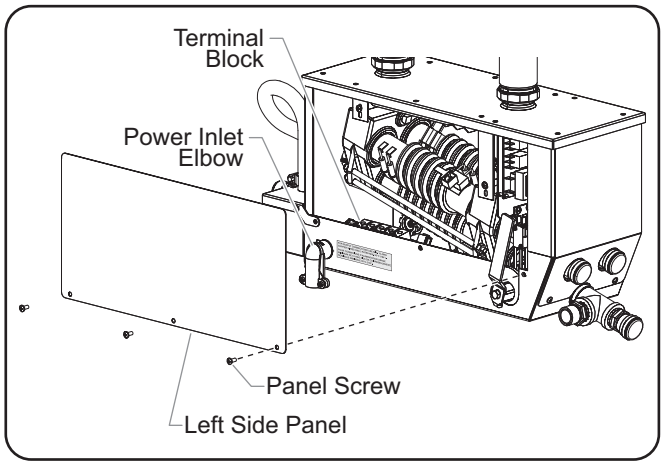
Units come complete with all electrical wiring. The connection for the incoming power supply is located on the Hydro-Heater on the left side, toward the rear. Check the specification label for the proper electrical specifications.

***NOTICE***

**Units are voltage-specific. Refer to specification label for electrical requirements before beginning installation. Connecting unit to incorrect power supply will void product warranty and may damage unit.**

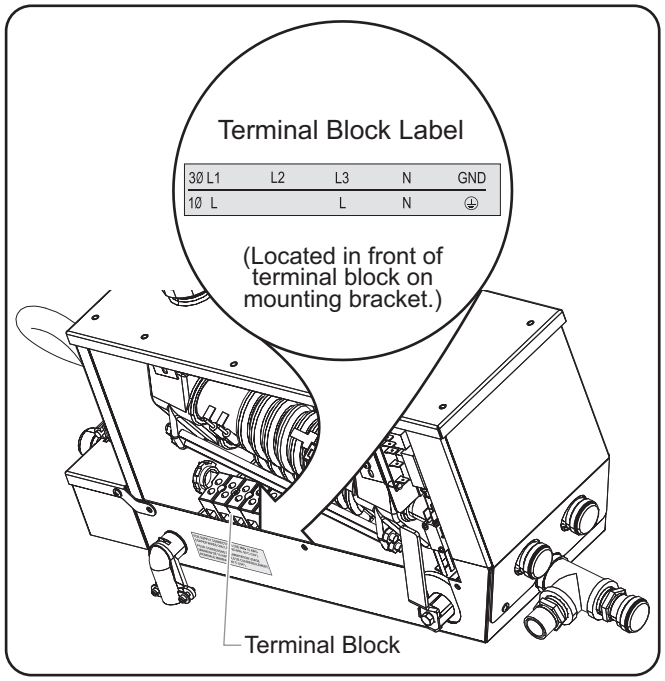
*NOTE: The specification label is located on the back of the control enclosure. See the label for verification of unit electrical information.*

1. Remove the left side panel of the Hydro-Heater to expose the power inlet area. It is located on the left rear side of the unit when facing the controls.
2. Locate the terminal block inside the unit. 3. Bring power leads from a properly sized circuit breaker or disconnect switch through the power inlet elbow on the unit.




Accessing the Electrical Connection

4. Make the appropriate connections. Refer to the included wiring diagram for additional details.
   - Use a minimum of 10 AWG copper wire only.
   - Tighten connections to a minimum of 40 inch pounds (4.25 newton meters).
   - A grounding terminal is provided on the terminal block. Unit must be properly grounded.
5. Replace and secure the left side panel.




Identifying Electrical Connections

## General

Use the appropriate procedure in this section to operate a Hot/Cold Drop-In Well in either HOT Mode or COLD Mode.

**⚠ WARNING**

**Read all safety messages in the Important Safety Information section before operating this equipment.**

## Hot Operation (HOT Mode)

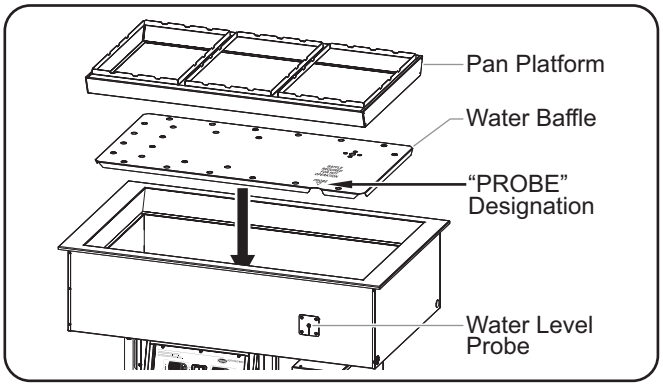
Use the following procedure to operate the unit in HOT mode.

**⚠ CAUTION**

**BURN HAZARD:**

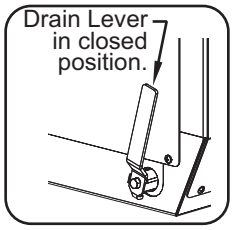
- **Some exterior surfaces on unit will get hot. Avoid unnecessary contact with unit.**
- **Water in holding vessel may reach temperatures in excess of 190ºF (88ºC). Use appropriate protection when operating unit.**

1. Install the water baffle into the bottom of the well. Note the "PROBE" designation on the baffle for proper installation.
2. Install the pan platform(s) into the top of the well. The number of pan platforms needed is determined by the size of the well.




Preparing the Well for HOT Mode (HCWBI-3DA shown)

3. Move the drain lever up to the closed position. The indicator light on the control enclosure will illuminate when the drain is closed.




*NOTE: The drain lever must be in the closed position for the unit to operate in HOT Mode.*

4. Move the Power I/O (on/off) switch to the HOT "I" (on) position.
   - The Auto-Fill system will activate, and the well will fill with water until the water reaches the water level probe. During operation, the Auto-Fill system will maintain the water level automatically using the water level probe.
   - The digital temperature controller will energize and "ON" will appear on the display, followed by the current temperature of the unit.
   - The ⛀ symbol on the display will illuminate to show the Hydro-Heater is active and heating the well.

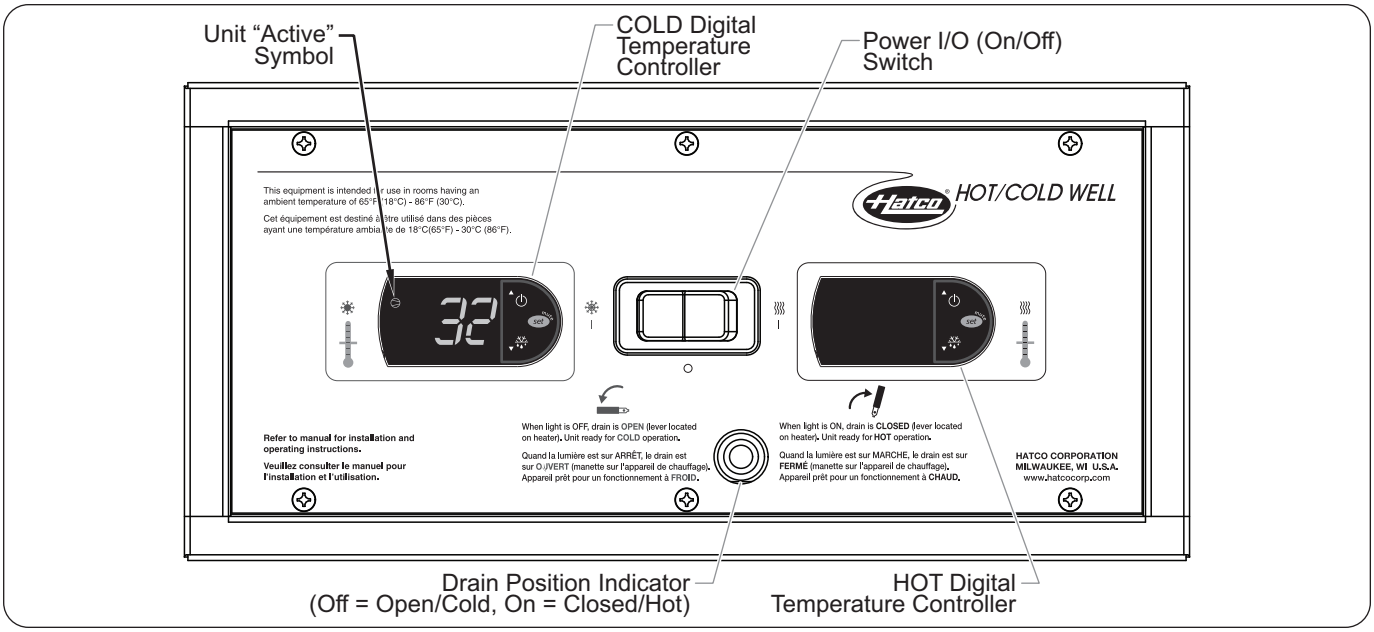
*NOTE: The unit is pre-set at the factory to a HOT setpoint temperature of 192°F (89°C). If adjustment to the setpoint temperature is required, refer to the "Changing the Setpoint Temperature" in this section.*

**⚠ 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.**

5. Allow the unit approximately 30 minutes to reach setpoint temperature.

*continued...*




HCWBI Series Control Enclosure (shown operating in COLD Mode)

6. Verify on the display that the unit has reached the proper setpoint temperature, and load the well with pans that contain pre-heated food product.
   - Always use a food pan. Do not place food directly into the heated well.
   - Stir thick food items frequently to keep food heated uniformly.
   - Keep pans covered to maintain food quality and temperature.

**Shutdown**

1. Move the Power I/O (on/off) switch to the center “O” (off) position. The Hydro-Heater will shut down, and the Auto-Fill system will be deactivated.
2. Perform the “Daily Cleaning” procedure in the MAINTENANCE section of this manual.

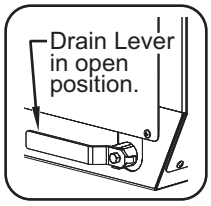
## Cold Operation (COLD Mode)

Use the following procedure to operate the unit in COLD Mode.

***NOTICE***

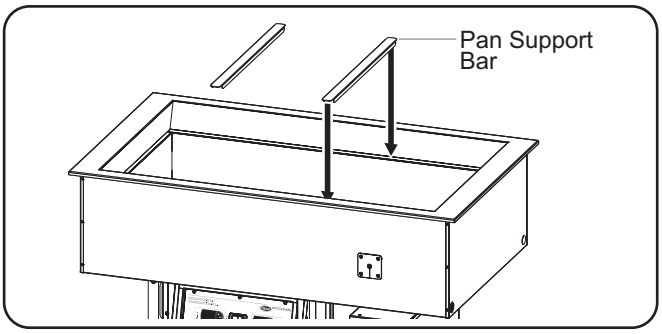
**When shipped during cold weather months, store unit for at least 10 hours in an environment where ambient temperature is between 65°F (18°C) and 86°F (30°C) to prevent compressor and/or refrigerant line damage. If unit is turned on and there is excessive noise and vibration, turn off immediately and allow additional warmup time.**

1. Move the drain lever down to the open position. The indicator light on the control enclosure will go out when the drain is open.




*NOTE: The drain lever must be in the open position for the unit to operate in COLD Mode.*

2. Install the pan support bars(s) into the well. The number of pan support bars needed is determined by the size of the well.

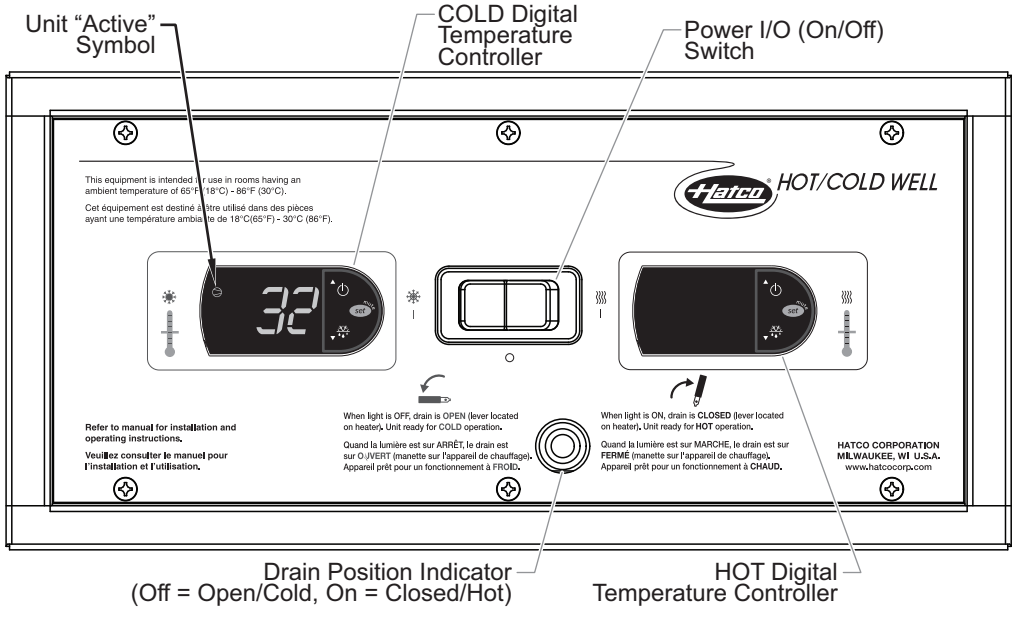



Preparing the Well for COLD Mode (HCWBI-3DA shown)

3. Fill the well with empty food pans. The well will chill to the setpoint temperature more quickly and efficiently with empty pans in the well.
4. Move the Power I/O (on/off) switch to the COLD “I” (on) position.
   - The digital temperature controller will energize and “ON” will appear on the display, followed by the current temperature of the unit.
   - A five minute programmed delay begins before the condensing unit starts up. The delay is in place as a safeguard when switching from HOT to COLD Mode.
   - After the five minute delay, the ⊖ symbol on the display will illuminate to show the condensing unit is active and chilling the well.

*NOTE: The unit is pre-set at the factory to a COLD setpoint temperature of 32°F (0°C). If ambient conditions require adjustment to the setpoint temperature, refer to the “Changing the Setpoint Temperature” in this section.*

5. Allow the unit approximately 30 minutes to reach setpoint temperature.




HCWBI Series Control Enclosure (shown operating in COLD Mode)

6. Verify on the display that the unit has reached the proper setpoint temperature, and replace the empty pans in the well with pans that are loaded with pre-chilled food product.
   - Always use a food pan. Do not place food directly into the refrigerated well.
   - Stir thick food items frequently to keep food chilled uniformly.

**⚠ 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.**

### Shutdown

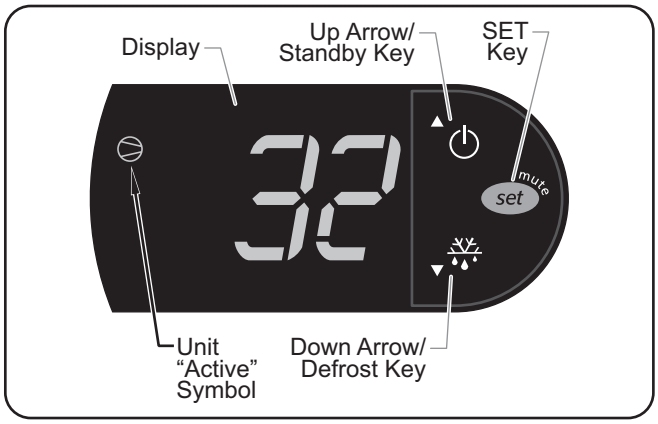
1. Move the Power I/O (on/off) Switch to the center "O" (off) position. The digital temperature controller and condensing unit will shut off.
2. Perform the "Daily Cleaning" procedure in the MAINTENANCE section of this manual.

## Changing the Setpoint Temperature

Use the following procedure to change the setpoint temperature on both digital temperature controllers. The setpoint temperature range for the COLD controller is 10°F (-12°C) to 50°F (10°C). The setpoint temperature range for the HOT controller is 65°F (-18°C) to 192°F (89°C)

*NOTE: Changes to the setpoint temperature should be made in small increments (1 to 2 degrees). Wait at least two hours after a change in setpoint temperature before checking for the desired result.*

1. Press and hold the set key for one second until the display flashes the current setpoint temperature.
2. Press the ▲ ⏻ or ▼ 💧 key to increase or decrease the setpoint temperature. If no key is pressed within 60 seconds, the display will revert to normal operation and the current temperature of the unit will be shown on the display.
3. Press the set key to lock in the new setpoint temperature. The display will revert to show the current temperature of the unit.




Digital Temperature Controller

## Setting the Auto-Defrost Cycle (COLD Mode)

The COLD digital temperature controller is programmed at the factory with the auto-defrost cycle deactivated. Use the following procedure to activate the auto-defrost cycle if ambient or operational conditions require the unit to defrost occasionally. When the unit is in a defrost cycle, 💧 will appear on the display.

1. Press and hold the set key for three seconds to access programming mode. "PS" (password) will appear on the display.
2. Press the set key again. A numeric value will appear on the display.
3. Press the ▲ ⏻ or ▼ 💧 key until the number "22" appears on the display, then press the set key.
4. Use the ▲ ⏻ or ▼ 💧 key to scroll through the programmable parameters until "dI" (defrost interval) appears on the display.
5. Press the set key to select "dI". The current number of defrost cycles will be shown on the display. For new units, this value will be "0".
6. Press the ▲ ⏻ or ▼ 💧 key within 60 seconds to scroll to the desired number of hours between defrost cycles. See below for examples of how the defrost cycle(s) operate:

   "0" = auto-defrost is deactivated

   "1" = unit will defrost every hour

   "4" = unit will defrost every four hours (recommended)

   "12" = unit will defrost every twelve hours

   If no key is pressed within 60 seconds, the display will revert to normal operation and the current temperature of the unit will be shown on the display.
7. Press the set key to lock in the new defrost cycle setting.
8. Press and hold the set key for three seconds to exit programming mode. The display will revert to show the current temperature of the unit.

*NOTE: Once the unit begins a defrost cycle, defrosting cannot be cancelled. Defrosting lasts approximately 30 minutes.*

# MAINTENANCE

## General

Hot/Cold Drop-In Wells are designed for maximum durability and performance, with minimum maintenance.

**⚠ WARNING**

**ELECTRIC SHOCK HAZARD:**

- **Turn OFF power switch, turn off power at circuit breaker, and allow unit to cool before performing any cleaning, adjustments, or maintenance.**
- **Do not clean unit when it is energized or hot.**
- **This unit is not "jet-proof" construction. Do not use jet-clean spray to clean this unit.**
- **This unit must be serviced by qualified personnel only. Service by unqualified personnel may lead to electric shock or burn.**

**FIRE HAZARD: Do not use harsh chemicals such as bleach (or cleaners containing bleach), oven cleaners, or flammable cleaning solutions to clean this 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 800-558-0607 or 414-671-6350; fax 800-690-2966; or International fax 414-671-3976.**

**⚠ CAUTION**

**BURN HAZARD: Hot water in unit may cause scalding injury. Turn off unit and allow unit to cool before draining or cleaning.**

***NOTICE***

**Do not use steel wool for cleaning. Steel wool will scratch the finish.**

**Clean unit daily to avoid malfunctions and maintain sanitary operation.**

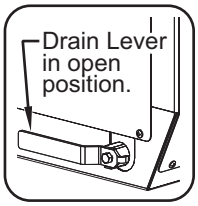
**Use non-abrasive cleaners and cloths only. Abrasive cleaners and cloths could scratch finish of unit, marring its appearance and making it susceptible to soil accumulation.**

**Do not use harsh chemicals such as bleach, cleaners containing bleach, or oven cleaners to clean this unit.**

## Daily Cleaning

To preserve the finish and maintain operation of the unit, perform the following cleaning procedure daily.

1. Move the Power I/O (on/off) Switch to the center "O" (off) position and allow the unit to cool/defrost.
2. Remove and wash all pans, supports, and adapters as well as the water baffle, if installed.
3. If cleaning after operating in HOT Mode, move the drain lever to the open position to remove water from the well.
4. If cleaning after operating in HOT Mode, perform the "Cleaning the Hydro-Heater" procedure in this section.




5. Clean the well using a clean cloth or sponge and mild detergent. Use a plastic scouring pad to remove any hardened food particles or mineral deposits.
6. Rinse the well(s) thoroughly with hot water to remove all detergent residue.
7. Wipe down well with a clean, sanitized cloth to remove the detergent residue. Repeat until all detergent residue is gone and the well is clean.
8. Wipe dry the entire unit using a non-abrasive, dry cloth.
9. Wipe down the outside of the louvered or grill-style panels installed in the cabinet ventilation openings.

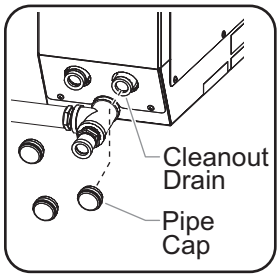
## Cleaning the Hydro-Heater

Perform the following procedure daily to ensure consistent operation of the Hydro-Heater.

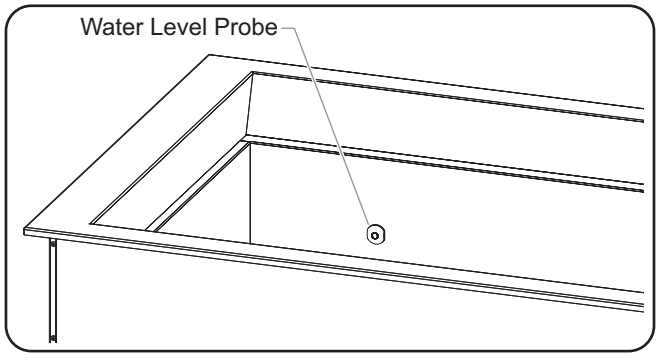
***NOTICE***

**Use only delimers that are non-corrosive to aluminum, brass, and stainless steel. Damage to unit caused by corrosive materials is not covered under warranty.**

1. Make sure the unit is off, cool, and the water in the well has been drained. If not, perform steps 1–3 of the "Daily Cleaning" procedure in this section.
2. Drain all water remaining in the unit.
   - Make sure the drain lever is in the open position.
   - Place a catch pan below the cleanout drain(s), remove the pipe cap(s) from the drain(s) and allow remaining water to empty from the unit.




3. Clean the water level probe on the sidewall and wipe any visible deposits from the well.




Water Level Probe

4. Move the drain lever up to the closed position.
5. Install the pipe cap(s) onto the clean-out drain(s).

6. Add the appropriate cleaning solution to the unit.

   **For daily cleaning:** Dissolve a safe, non-toxic, non-corrosive sanitizer into 1 gallon (3.7 L) of hot water and pour into the well. Allow to soak for a minimum of 15 minutes.

   **For removing lime and mineral deposits:** Add water to the well until the water is at the normal operating level or covers the accumulated scale. Add white vinegar to the water so that the resulting solution is approximately 2-parts vinegar to 5-parts water. Do not use flavored vinegar. Allow the unit to stand with the mixture in the well for an appropriate period of time.

*NOTE: The amount of lime and mineral content in the water and how often the unit is operated in HOT Mode will dictate how often the unit needs to be delimed. Units used with water that contains high lime and mineral content may require deliming on a daily basis. Product failure caused by liming or sediment buildup is not covered under warranty.*

*NOTE: The time required will vary depending on the solution used and amount of deposits in the well. Heavy scale buildup may require additional treatments*

7. After cleaning, drain all expended solution from the unit through the drain and the clean-out drain(s).
8. Thoroughly rinse unit with fresh water until discharge is clear and all sanitizers have been removed and rinsed.
9. Upon visual inspection, if the Hydro-Heater tank is not thoroughly clean, repeat steps 4–8 above.
10. Install the pipe cap(s) onto the clean-out drain(s).
11. Continue with step 5 of the “Daily Cleaning” procedure in this section.

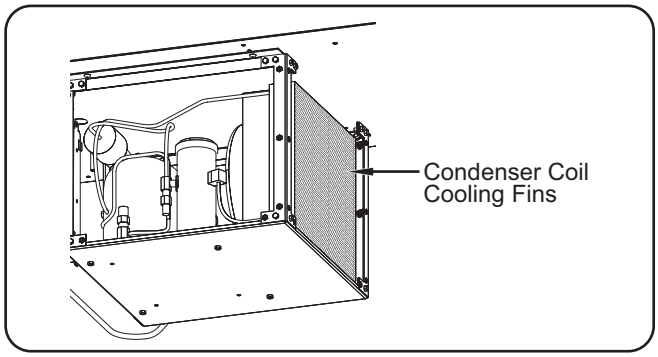
### Helpful Hints for Maximum Performance in HOT Mode

- Keep Hydro-Heater inlet and outlet strainers free of debris.
- Always keep the perforated water baffle in place and free of debris when operating in HOT Mode.
- Delime unit regularly using a non-corrosive deliming solution.

## Cleaning the Condensing Unit

Perform the following procedure monthly to maintain proper and efficient operation as well as prevent malfunction when operating in COLD Mode .

1. Remove and clean both sides of the louvered or grill-style panels that are installed in the ventilation openings. Dirt and dust build-up in the panels can restrict air flow to the condensing unit and cause over-heating.
2. Clean the condenser coil cooling fins. Dirt, dust, and lint build-up in the cooling fins will prevent proper cooling of the refrigerant in the refrigeration system. This buildup will cause inefficient operation and can lead to unit failure. Use the following methods to clean the condenser coil cooling fins:
   - Vacuum the cooling fins.
   - Brush the cooling fins vertically using a condenser coil brush. **NOTICE: Use caution when brushing the cooling fins, they are delicate and can be bent easily. DO NOT use a wire brush.**




Condenser Coil Cooling Fins

*NOTE: Depending on the conditions of the installation site, this cleaning procedure may need to be performed more often or less often than monthly. Monitor the level of dirt, dust, and lint buildup on the panels and cooling fins, and make adjustments to the frequency of cleanings as necessary.*

# TROUBLESHOOTING GUIDE

**⚠ 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, turn off power at circuit breaker, and allow unit to cool before performing any cleaning, adjustments, or maintenance.**

## HOT Mode Troubleshooting

| Symptom | Probable Cause | Corrective Action |
|---|---|---|
| Well not hot enough. | Unit not allowed to preheat. | Hydro-heaters require a minimum of 30 minutes to preheat. |
| | Setpoint temperature set too low. | Adjust the HOT controller setpoint temperature to a higher setting. Refer to the “Changing the Setpoint Temperature” procedure in the OPERATION section. |
| | Digital temperature controller not working properly. | Contact Authorized Service Agent or Hatco for assistance. |
| | Heating element(s) not working. | Contact Authorized Service Agent or Hatco for assistance. |
| | Voltage supplied is incorrect. | Verify correct voltage is supplied to unit. Unit will not operate properly with low supply voltage. |
| Heated wells too hot. | Setpoint temperature set too high. | Adjust the HOT controller setpoint temperature to a lower setting. Refer to the “Changing the Setpoint Temperature” procedure in the OPERATION section. |
| | Digital temperature controller not working properly. | Contact Authorized Service Agent or Hatco for assistance. |
| | Voltage supplied is incorrect. | Verify correct voltage is supplied to unit. High supply voltage will cause unit to overheat and my damage unit. |
| No heat. | Drain lever is not in the closed position. | Move drain lever forward to closed position and make sure Power I/O (on/off) switch is in HOT “I” (on) position. Lever must be in the closed position for unit to operate in HOT Mode. |
| | Circuit breaker tripped. | Reset circuit breaker. If circuit breaker continues to trip, contact Authorized Service Agent or Hatco. |
| | The Hydro-Heater energy cut-off switch was activated. | The unit overheated—likely due to a low water level. Fill the unit to the proper water level, and move the Power I/O (on/off) switch to the center “O” (off) position and then back to the HOT “I” (on) position. |
| | Temperature Control not working properly. | Contact Authorized Service Agent or Hatco for assistance. |
| | Heating element(s) not working. | Contact Authorized Service Agent or Hatco for assistance. |
| Auto-Fill system not working. | Water level probe is dirty and not “sensing” properly. | Perform the “Daily Cleaning” procedure in the MAINTENANCE section with special focus on the water level probe. |
| | Water not supplied to fill valve. | Verify water supply is correctly installed and running. |
| | Water fill valve malfunctioning. | Contact Authorized Service Agent or Hatco for assistance. |
| Heating element(s) burn out. | The well is dry or has a low level of water. | Verify water supply is correctly installed and running. If problem is not with water supply, contact Authorized Service Agent or Hatco for assistance. |
| | Deposits built up in the heater pipes are restricting water flow. (Perform the entire “Daily Cleaning” procedure in MAINTENANCE section.) | Contact Authorized Service Agent or Hatco for assistance. |

## COLD Mode Troubleshooting

| Symptom | Probable Cause | Corrective Action |
|---|---|---|
| Well too cold. | Setpoint temperature set too low. | Adjust the COLD controller setpoint temperature to a higher setting. Refer to the “Changing the Setpoint Temperature” procedure in the OPERATION section. |
| | Digital temperature controller not working properly. | Contact Authorized Service Agent or Hatco for assistance. |
| Well not cold enough. | Food product not pre-chilled before loading in well. | Load well with pre-chilled food product only. |
| | Unit not filled with food pans/one or more open pan positions. | Fill the well with food pans. The well will chill to the setpoint temperature more quickly and hold more efficiently when filled with pans. |
| | Setpoint temperature set too high. | Adjust the COLD controller setpoint temperature to a lower setting. Refer to the “Changing the Setpoint Temperature” procedure in the OPERATION section. |
| | Condenser coil and/or ventilation panels are plugged with dirt/dust. | Clean the condenser coil and ventilation panels. Refer to the “Cleaning the Condensing Unit” procedure in the MAINTENANCE section. |
| | Too much frost built up inside of well. | Turn off, defrost, and clean the unit. Activate an auto-defrost cycle, if necessary (refer to the “Setting the Auto-Defrost Cycle” procedure in the OPERATION section). |
| | Digital temperature controller not working properly. | Contact Authorized Service Agent or Hatco for assistance. |
| | Refrigerant low/leaking or other internal condensing unit malfunction. | Contact Authorized Service Agent or Hatco for assistance. |
| Unit makes excessive noise and vibration when turned on. | Internal components have not been adequately warmed before operation. | Turn off unit immediately. Unit should be stored in a warm environment of 65°F (18°C) for at least 10 hours. |
| Unit not cooling. | Drain lever is not in the open position. | Move drain lever back to the open position and make sure Power I/O (on/off) switch is in COLD “I” (on) position. Lever must be in the open position for unit to operate in COLD Mode. |
| | Unit has not completed five minute startup delay. | Allow unit to complete five minute startup delay. After turning on unit in COLD Mode, a five minute programmed delay begins before the condensing unit starts up |
| | Circuit breaker tripped. | Reset circuit breaker. If circuit breaker continues to trip, contact Authorized Service Agent or Hatco for assistance. |
| | Digital temperature controller not working properly. | Contact Authorized Service Agent or Hatco for assistance. |
| | Condensing unit overheated. | Contact Authorized Service Agent or Hatco for assistance. |
| | Internal condensing unit malfunction. | 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** and click on *Find Service Agent*, or contact the **Hatco Parts and Service Team** at:

**Telephone: 800-558-0607 or 414-671-6350**
**e-mail: partsandservice@hatcocorp.com**
**Fax: 800-690-2966 or 414-671-3976**

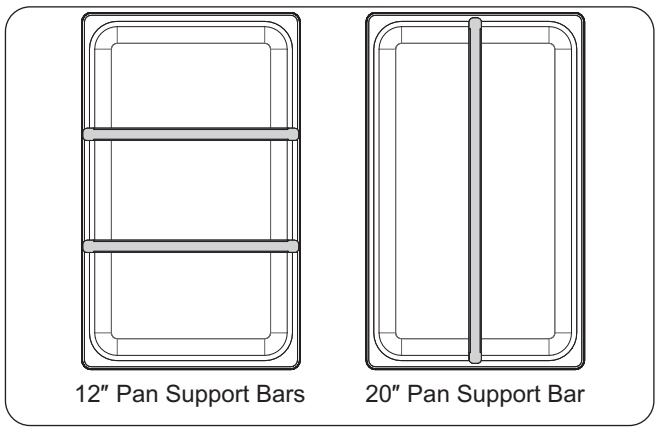
# OPTIONS AND ACCESSORIES

## Pan Support Bars

The following pan support bars are available to divide the heated wells into sections for different size pans.

**HWBGM12BAR** ....12″ (305 mm) Pan Support Bar

**HWBGM20BAR** ....20″ (508 mm) Pan Support Bar




Pan Support Bars

## Food Pans

Stainless steel food pans are available in various sizes.

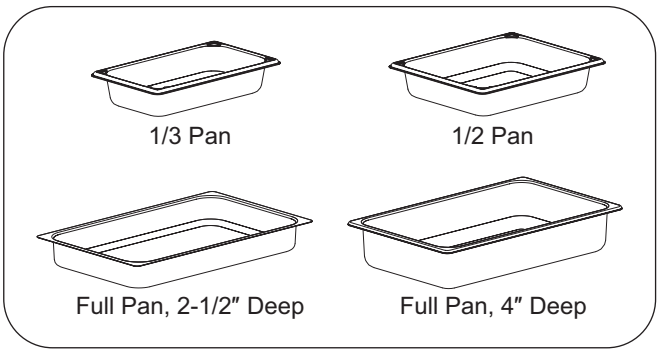
**ST PAN 1/3** .....Third-size stainless steel pan — 12-3/4″W x 6-7/8″D x 2-1/2″H (324 x 175 x 64 mm)

**ST PAN 1/2** .....Half-size stainless steel pan — 12-3/4″W x 10-3/8″D x 2-1/2″H (324 x 264 x 64 mm)

**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)

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

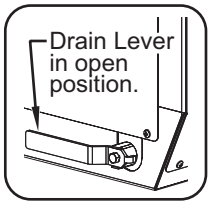



Stainless Steel Food Pans

## Flush Hose Kit

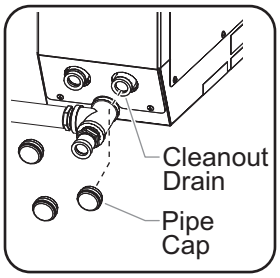
A Flush Hose Kit is available and is used to power flush the Hydro-Heater to keep it working at peak efficiency. The kit consists of a flush hose, drain stopper, cleaning brush, and adapter. Use the following procedure to power flush the Hydro-Heater.

1. Move the Power I/O (on/off) Switch to the center “O” (off) position and allow the unit and water to cool.
2. Move the drain lever down to the open position allow unit to drain.
3. Place the rubber stopper into the inlet strainer.




*NOTE: The inlet strainer is the strainer closest to the front of the well.*

4. Attach the flush hose with adapter to a fresh water supply, and place hose into outlet strainer. Flush fresh water through the unit until the discharge from the drain is clear.
5. Turn off the fresh water supply, and reverse the positions of the rubber stopper and the power flush hose. Flush fresh water through the unit again until discharge from the drain is clear.
6. Turn off the water supply, remove the rubber stopper and power flush hose, and allow the unit to finish draining.
7. Place a catch pan below the cleanout drain(s), remove the pipe cap(s) from the drain(s) and allow remaining water to empty from the unit.
8. Insert cleaning brush into clean-out drain(s) and use a scrubbing motion to clean the tanks.




9. Reinstall the pipe cap(s) onto the cleanout drain(s).
10. Rinse fresh water through the unit until discharge is clear.
11. Close drain by moving the drain handle all of the way forward until it is completely vertical.

*NOTE: Perform the entire “Daily Cleaning” procedure in the* MAINTENANCE *section of this manual if buildup is significant.*

## Four Year Extended Parts Warranty

A four year extended parts warranty on the compressor is available at time of purchase. This warranty begins after the standard one year warranty expires.

**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) 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
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) One (1) Year Parts and Labor PLUS Four (4) Years Parts-Only Warranty:**

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, 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, 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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**ALABAMA**
Jones McLeod Appl. Svc.
Birmingham 205-251-0159

**ARIZONA**
Service Solutions Group
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

3Wire 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
Mableton 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
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Goodwin Tucker Group
Des Moines 515-262-9308

**KENTUCKY**
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Service Solutions Group
Louisville 502-451-5411

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Chandlers Parts & Service
Baton Rouge 225-272-6620

**MARYLAND**
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Baltimore 410-467-8080

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Silver Spring 301-585-7550

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Needham 781-449-4220

**MICHIGAN**
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Plymouth 800-345-4221

**MISSOURI**
General Parts
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Kaemmerlen Parts & Service
St. Louis 314-535-2222

**NEBRASKA**
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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

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

3Wire Northern
Plattsburgh 800-634-5005

Duffy's Equipment Services, Inc.
Sauquoit 800-836-1014

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

**NORTH CAROLINA**
Authorized Appliance
Charlotte 704-377-4501

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Akron 330-753-6635

Service Solutions Group
Cincinnati 513-772-6600

Commercial Parts and Service
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Oklahoma City 405-528-8883

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Harrisburg 717-236-9039

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Reading 610-376-5444

**RHODE ISLAND**
Marshall Electric Co.
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**SOUTH CAROLINA**
Whaley Foodservice Repair
W. Columbia 803-791-4420

**TENNESSEE**
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Cooking Equipment Specialist
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Commercial Kitchen Repair Co.
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Murray 801-263-3221

**VIRGINIA**
Daubers
Norfolk 757-855-4097

Daubers
Springfield 703-866-3600

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3Wire Restaurant Appliance
Seattle 800-207-3146

**WISCONSIN**
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Madison 608-246-3160

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

## CANADA

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**BRITISH COLUMBIA**
Key Food Equipment Service
Vancouver 604-433-4484

Key Food Equipment Service
Victoria 250-920-4888

**MANITOBA**
Air Rite, Inc.
Winnipeg 204-895-2300

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Ottawa 613-739-8458

**QUÉBEC**
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Montreal 514-722-2000

Choquette - CKS, Inc.
Québec City 418-681-3944

## UNITED KINGDOM

Marren Group
Northants +44(0)1933 665313

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

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