

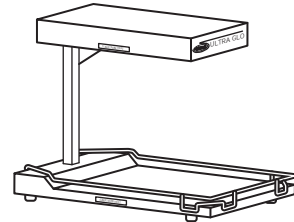
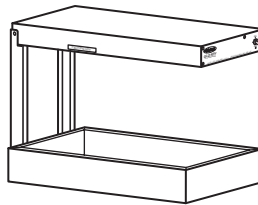
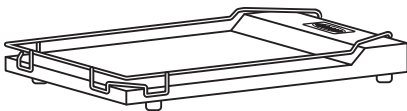


# Glo-Ray® & Ultra-Glo™ Portable Foodwarmer GR-B, GRFF & UGFF Series

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## Installation & Operating Manual

I&W #07.05.181.00



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.

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.

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## IMPORTANT OWNER INFORMATION

Record the model number, serial number (identification decal located on the unit), voltage and purchase date of your Portable Foodwarmer in the spaces below. 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.D.T.  
Monday through Thursday  
8:00 a.m. to 2:30 p.m. C.D.T. Friday)

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

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



24-Hour 7-Day Parts & Service 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 Glo-Ray® and Ultra-Glo™ Portable Foodwarmers are designed to provide ideal heat patterns with precise temperature control to ensure food quality and safety. Pre-focused heat patterns prevent foods from overcooking in the middle or cooling off around the edges by concentrating higher temperatures to the outer edges of holding surfaces where heat loss is the greatest. Flexible heating options maximize food holding and minimize the risk of food-borne illnesses. Portable Foodwarmers safely maintain peak serving temperatures longer without continuing to cook the food.

Hatco Ultra-Glo ceramic pyramidal heat patterns create intense heat energy allowing for a greater working space between the warmer and the holding surface.

The Glo-Ray and Ultra-Glo Foodwarmers are available with or without shatter-resistant incandescent lights to illuminate the warming area. These bulbs have a special coating that guards against injury and food contamination in the event of breakage.

This manual provides the installation, safety and operating instructions for the Portable Foodwarmers. We recommend all installation, operating and safety instructions appearing in this manual be read prior to installation or operation of your Portable Foodwarmers. Safety instructions that appear in this manual after a warning symbol ⚠ and the words **WARNING** or **CAUTION** printed in bold face 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. **NOTICE** without the symbol signifies the possibility of equipment or property damage only.

Hatco Portable Foodwarmers are a product of extensive research and field testing. The materials used were selected for maximum durability, attractive appearance and optimum performance. Every unit is thoroughly inspected and tested prior to shipment.

# IMPORTANT SAFETY INFORMATION

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

## ⚠️ WARNINGS

- ⚠️ 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 and cleaning.
- ⚠️ Only light bulbs which meet or exceed NSF standards, specifically designed for food holding areas may be used. Breakage of light bulbs not specially coated could result in personal injury and/or food contamination.
- ⚠️ Plug unit into a properly grounded electrical outlet of the correct voltage, size and plug configuration. If the plug and receptacle do not match, contact a qualified electrician to determine the proper voltage and size and install the proper electrical outlet.
- ⚠️ For safe and proper operation, the unit must be located a minimum of 2" (51 mm) from combustible walls and materials. If safe distances are not maintained, discoloration or combustion could occur.
- ⚠️ To prevent any injury or damage to the unit do not store or use gasoline or other flammable vapors or liquids in the vicinity of this or any other appliance.
- ⚠️ 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 and contact Authorized Service Agent to replace it.
- ⚠️ The unit is not waterproof. DO NOT submerge in water. Do not operate if it has been submerged in water.
- ⚠️ To avoid the risk of fire the base must be secured to top housing before turning on power.
- ⚠️ 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 Hatco Replacement Parts when repairing Hatco equipment. Failure to use Hatco Replacement Parts may subject operators of the equipment to hazardous electrical voltage, resulting in electrical shock or burn.

## ⚠️ CAUTIONS

- ⚠️ Some exterior surfaces on the unit will get hot. Use caution when touching these areas to avoid injury.
- ⚠️ 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 accidentally falling, and strong enough to support the weight of the unit and food.
- ⚠️ Unit is not weatherproof. For safe and proper operation locate the unit indoors where the ambient air temperature is constant and is a minimum of 70°F (21°C).
- ⚠️ Standard and approved manufacturing oils will smoke up to 30 minutes during initial start-up. This is a temporary condition. To assure safe operation, operate unit without food product until smoke dissipates.

## NOTICE

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

Damage to countertop material such as Corian® and similar products caused by heat generated from Hatco equipment is not covered under the Hatco warranty. Contact the manufacturer of the base material for application information.

# MODEL DESIGNATIONS

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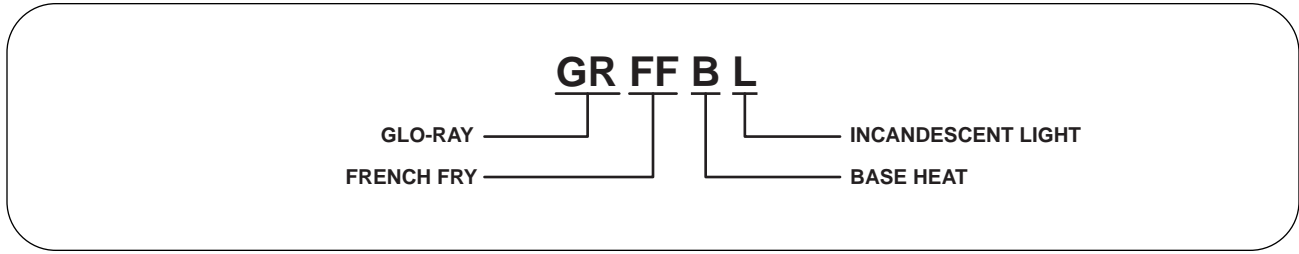


Figure 1. Glo-Ray Model Designation

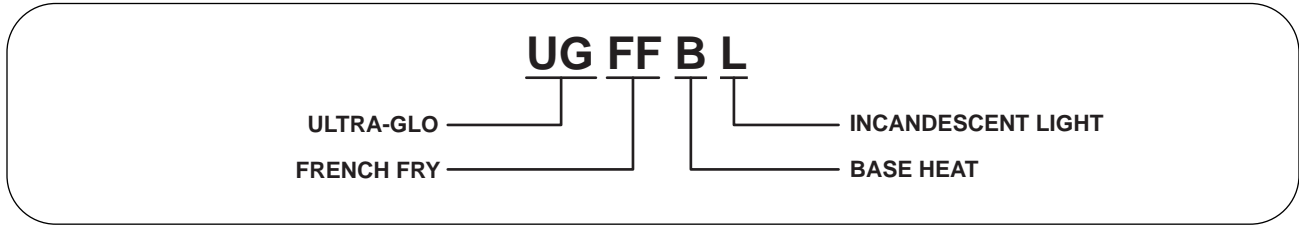


Figure 2. Ultra-Glo Model Designation

# MODEL DESCRIPTIONS

## GR-B MODELS

Hatco GR-B Models have a cast aluminum base with built-in heating element, built-in temperature control, On/Off rocker switch and standard pre-wired 6' (1829 mm) cord and plug.

## GRFF, GRFFL, GRFFB AND GRFFBL MODELS

Hatco GRFF, GRFFL, GRFFB and GRFFBL Models have aluminum housings equipped with a metal sheath infrared heating element, ON/OFF toggle switch, and a standard pre-wired 6' (1829 mm) cord and plug. The Portable Foodwarmer has optional base heat, incandescent lights, infinite control and display sign holder (sign not included). The unit is also available in six *Designer* colors.

- GR-B:** Glo-Ray Base Heat
- GRFF:** Glo-Ray French Fry Warmer with Upper Heat
- GRFFL:** Glo-Ray French Fry Warmer with Upper Heat and Incandescent Light
- GRFFB:** Glo-Ray French Fry Warmer with Upper Heat and Base Heat
- GRFFBL:** Glo-Ray French Fry Warmer Upper Heat, Base Heat and Incandescent Light

## ULTRA-GLO™ MODELS

Hatco Ultra-Glo™ Portable Foodwarmers have aluminum housings equipped with a compact upper ceramic heating element, ON/OFF toggle switch, and a standard pre-wired 6' (1829 mm) cord and plug. The Portable Foodwarmer has optional base heat, incandescent lights, and is also available in five *Translucent Gloss* finishes.

- UGFF:** Ultra-Glo French Fry Warmer with Upper Heat
- UGFFL:** Ultra-Glo French Fry Warmer with Upper Heat and Incandescent Light
- UGFFB:** Ultra-Glo French Fry Warmer with Upper Heat and Base Heat
- UGFFBL:** Ultra-Glo French Fry Warmer with Upper Heat, Base Heat and Incandescent Light

*NOTE: Optional infinite control is not available on GR-B models, Ultra-Glo units or units with sign holders.*

*NOTE: GRFFB and GRFFBL models are equipped with a swing-away top to provide fast easy access to food product. (See Figure 6.)*

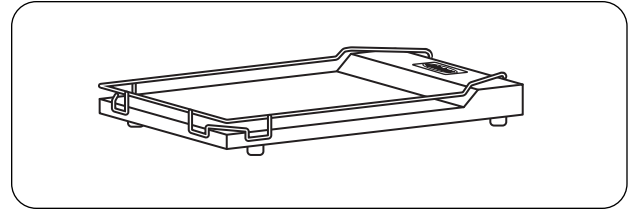


Figure 3. GR-B Model

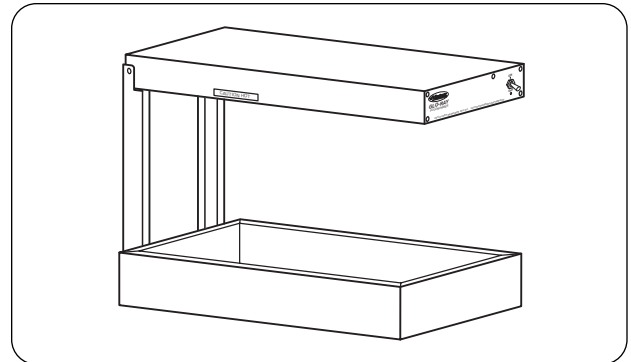


Figure 4. GRFFL Model

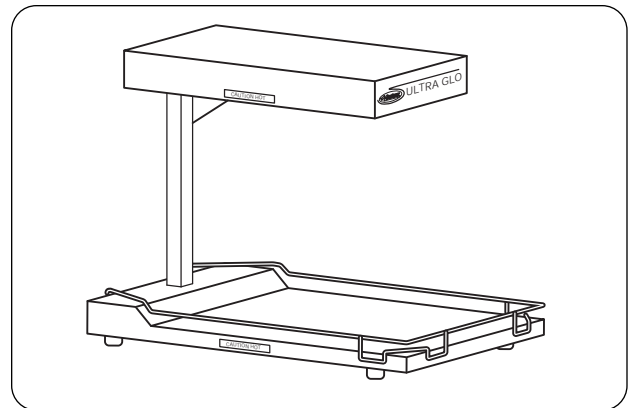


Figure 5. UGFFB Model

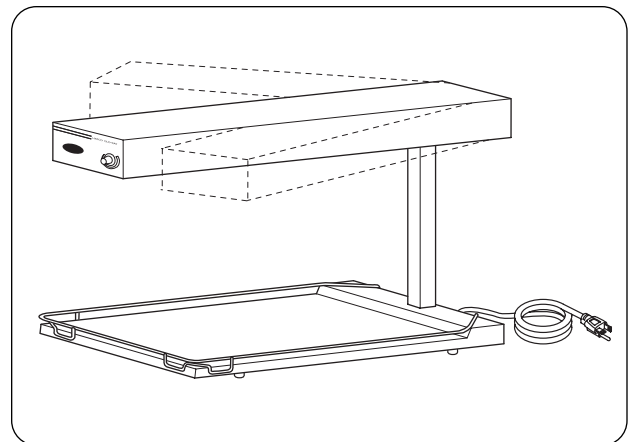


Figure 6. Swing-Away Top

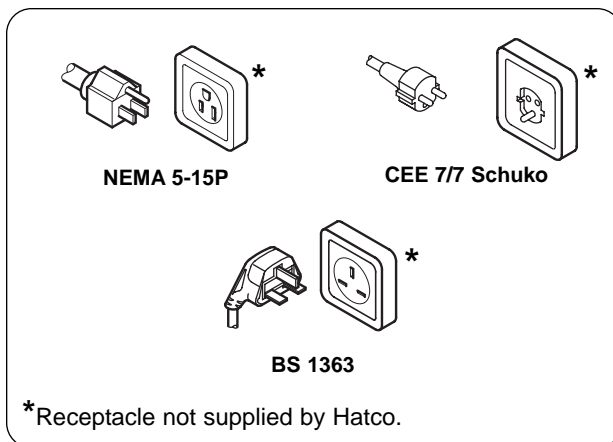
# SPECIFICATIONS

## PLUG CONFIGURATIONS

Units are supplied from the factory with a 6' (1829 mm) electrical cord and plug installed. Plugs are supplied according to the applications. (See Figure 7.)

### WARNING

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



\*Receptacle not supplied by Hatco.

Figure 7. Plug Configurations

## DIMENSIONS

Models	Width (A)	Depth (B)	Height (C)
GR-B	12-3/4" (324 mm)	22" (559 mm)	2-1/4" (57 mm)

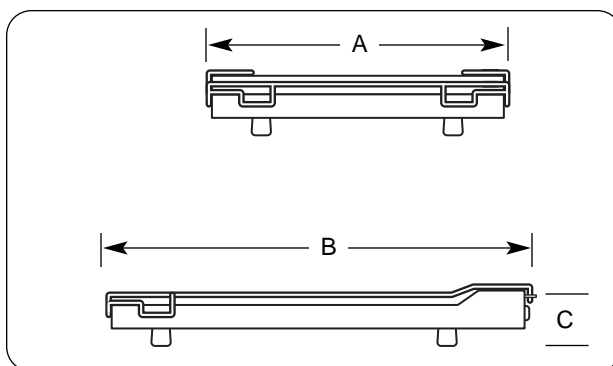


Figure 8. Dimensions-GR-B Models

Models	Width (A)	Depth (B)	Height (C)	Interior Height (D)
GRFF	12-3/8" (314 mm)	24" (610 mm)	15-7/8" (403 mm)	9-1/8" (232 mm)
GRFFL	12-3/8" (314 mm)	24" (610 mm)	15-7/8" (403 mm)	9-1/8" (232 mm)

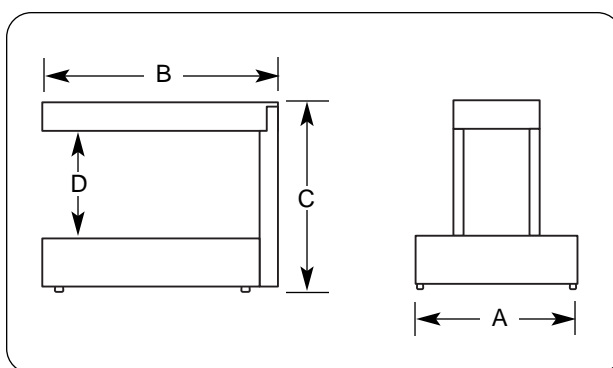


Figure 9. Dimensions-GRFF & GRFFL Models

# SPECIFICATIONS

Models	Width (A)	Depth (B)	Height† (C)	Interior Height* (D)
GRFFB	12-3/4" (324 mm)	24" (610 mm)	16"-20" (406-508 mm)	14" (356 mm)
GRFFBL	12-3/4" (324 mm)	24" (610 mm)	16"-20" (406-508 mm)	14" (356 mm)

† Add 3" (76 mm) to height of unit when using display sign holder.

\* 14" (356 mm) clearance is standard. Optional clearances, not available for retro-fit are 12" (305 mm) and 16" (406 mm).

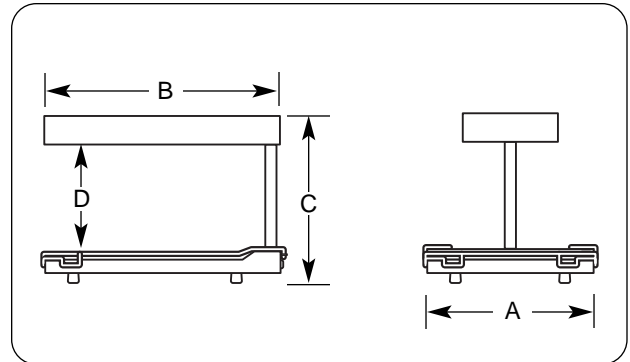


Figure 10. Dimensions—GRFFB & GRFFBL Models

Models	Width (A)	Top Depth (B)	Bottom Depth (C)	Height (D)	Interior Height (E)
UGFF	12-3/8" (314 mm)	18" (457 mm)	22-1/4" (565 mm)	18-7/8" (479 mm)	12" (305 mm)
UGFFL	12-3/8" (314 mm)	18" (457 mm)	22-1/4" (565 mm)	18-7/8" (479 mm)	12" (305 mm)

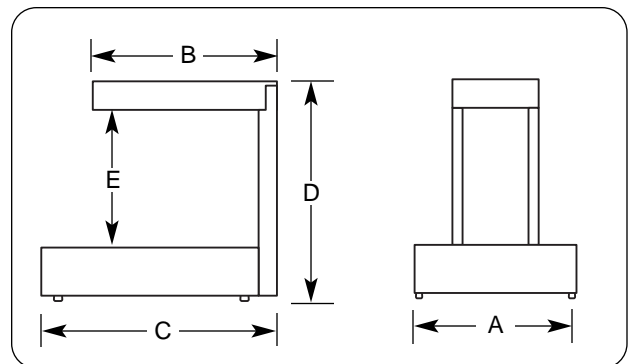


Figure 11. Dimensions—UGFF & UGFFL Models

Models	Width (A)	Top Depth (B)	Bottom Depth (C)	Height (D)	Interior Height* (E)
UGFFB	12-3/4" (324 mm)	18" (457 mm)	22-1/2" (572 mm)	22" (559 mm)	18" (457 mm)
UGFFBL	12-3/4" (324 mm)	18" (457 mm)	22-1/2" (572 mm)	22" (559 mm)	18" (457 mm)

\* 18" (457 mm) clearance is standard. Optional clearances, not available for retro-fit are, 14-1/2" (368 mm), 15" (381 mm), 16-3/4" (425 mm) and 19" (483 mm).

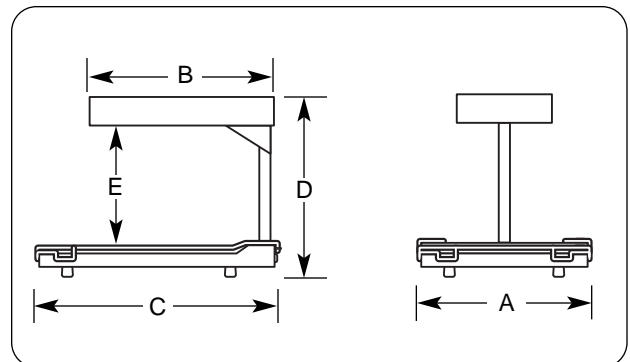


Figure 12. Dimensions—UGFFB & UGFFBL Models

# SPECIFICATIONS

**ELECTRICAL RATING CHART-GLO-RAY PORTABLE FOODWARMER MODELS**

Model	Voltage	Watts	Amps	Shipping Weights
GR-B	120	250	2.1	16 lbs. (7 kg)
	220	250	1.1	16 lbs. (7 kg)
	240	250	1.0	16 lbs. (7 kg)
	220-230 (CE)	210-230	1.0	16 lbs. (7 kg)
	230-240 (CE)	230-250	1.0	16 lbs. (7 kg)
GRFF	100	500	5.0	16 lbs. (7 kg)
	120	500	4.2	16 lbs. (7 kg)
	220	500	2.3	16 lbs. (7 kg)
	240	500	2.1	16 lbs. (7 kg)
	220-230 (CE)	500-546	2.3-2.4	16 lbs. (7 kg)
	230-240 (CE)	459-500	2.0-2.1	16 lbs. (7 kg)
GRFFL	100	584	5.8	18 lbs. (8 kg)
	120	620	5.2	18 lbs. (8 kg)
	220	600	2.7	18 lbs. (8 kg)
	240	620	2.6	18 lbs. (8 kg)
	220-230 (CE)	600-656	2.7-2.9	18 lbs. (8 kg)
	230-240 (CE)	569-620	2.5-2.6	18 lbs. (8 kg)
GRFFB	100	750	7.5	26 lbs. (12 kg)
	120	750	6.3	26 lbs. (12 kg)
	220	710	3.2	26 lbs. (12 kg)
	240	750	3.1	26 lbs. (12 kg)
	220-230 (CE)	710-777	3.2-3.4	26 lbs. (12 kg)
	230-240 (CE)	689-750	3.0-3.1	26 lbs. (12 kg)
GRFFBL	100	833	8.3	31 lbs. (14 kg)
	120	870	7.3	31 lbs. (14 kg)
	220	810	3.7	31 lbs. (14 kg)
	240	870	3.6	31 lbs. (14 kg)
	220-230 (CE)	810-867	3.7-3.8	31 lbs. (14 kg)
	230-240 (CE)	799-870	3.5-3.6	31 lbs. (14 kg)

The electrical information in the shaded area pertains to **Export Models** only.



# SPECIFICATIONS

## ELECTRICAL RATING CHART-ULTRA-GLO CERAMIC PORTABLE FOODWARMER MODELS

Model	Voltage	Watts	Amps	Shipping Weights
UGFF	100	625	6.3	15 lbs. (7 kg)
	120	750	6.3	15 lbs. (7 kg)
	220	630	2.8	15 lbs. (7 kg)
	240	750	3.1	15 lbs. (7 kg)
	220-230 (CE)	630-689	2.9-3.0	15 lbs. (7 kg)
	230-240 (CE)	689-750	3.0-3.1	15 lbs. (7 kg)
UGFFL	100	708	7.1	19 lbs. (9 kg)
	120	870	7.3	19 lbs. (9 kg)
	220	730	3.3	19 lbs. (9 kg)
	240	870	3.6	19 lbs. (9 kg)
	220-230 (CE)	730-799	3.3-3.5	19 lbs. (9 kg)
	230-240 (CE)	799-870	3.5-3.6	19 lbs. (9 kg)
UGFFB	100	875	8.8	26 lbs. (12 kg)
	120	1000	8.3	26 lbs. (12 kg)
	220	840	3.8	26 lbs. (12 kg)
	240	1000	4.2	26 lbs. (12 kg)
	220-230 (CE)	840-919	3.8-4.0	26 lbs. (12 kg)
	230-240 (CE)	919-1000	4.0-4.2	26 lbs. (12 kg)
UGFFBL	100	959	9.6	31 lbs. (14 kg)
	120	1120	9.3	31 lbs. (14 kg)
	220	940	4.3	31 lbs. (14 kg)
	240	1120	4.7	31 lbs. (14 kg)
	220-230 (CE)	940-1029	4.3-4.5	31 lbs. (14 kg)
	230-240 (CE)	1029-1120	4.5-4.7	31 lbs. (14 kg)

The electrical information in the shaded area pertains to **Export Models** only.

# INSTALLATION

## UNPACKING

1. Remove the unit from the carton and remove all packing materials.
2. Remove information packet. **To prevent delay in obtaining warranty coverage, fill out and mail in warranty card.**

*NOTE: If unit is equipped with optional equipment, see ACCESSORIES section at back of this manual.*

## ELECTRICAL WIRING HOOK-UP

Refer to the *ELECTRICAL RATING CHARTS* for specific information.

### Power Cord and Plug Models

Install an approved grounded receptacle to match the plug and cord supplied with the unit.

## LOCATION

### ⚠ CAUTION

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 accidentally falling, and strong enough to support the weight of the unit and food.

### ⚠ WARNING

For safe and proper operation, the unit must be located a minimum of 2" (51 mm) 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 store or use gasoline or other flammable vapors or liquids in the vicinity of this or any other appliance.

### ⚠ 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).

## ASSEMBLY

### GR-B Model

Model GR-B is preassembled. Follow unpacking instructions before operating unit.

### GRFF, GRFFL, UGFF & UGFFL, Models

### ⚠ WARNING

To avoid the risk of fire the base must be secured to top housing before turning on power.

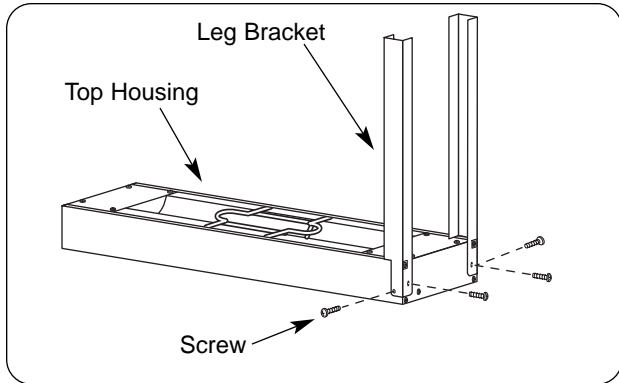


Figure 13. Assembly of Top Housing and Leg Bracket

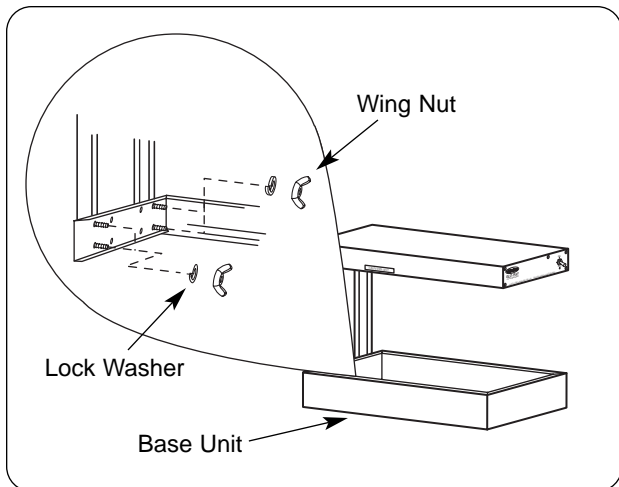


Figure 14. Assembly of Top Housing with Leg Bracket to Base Unit

*NOTE: A Phillips Screwdriver is required for this assembly.*

1. Remove top housing, leg brackets, and base unit from carton and set parts on a non-scratch surface.
2. Remove all packaging materials from unit.
3. Position the top housing, element side up, on a non-scratch surface.
4. Using the four screws provided attach both leg brackets to the top housing. (See Figure 13.)
5. Secure top assembly to base unit using lock washers and wing nuts provided. (See Figure 14.)
6. Place unit in desired location.

# INSTALLATION

## GRFFB, GRFFBL, UGFFB & UGFFBL Models

1. Remove Portable Foodwarmer from carton and set pre-assembled unit upright.
2. Remove all packaging materials from unit.
3. Insert chrome pan rail open end first. (See Figure 15.)
4. Push adjacent end down firmly. For proper fitting, chrome pan rail will rest on top of base unit.
5. Place unit in desired location.

*NOTE: When transporting Portable Foodwarmers, always allow unit to cool down before moving it. Be sure to support top housing and base unit together.*

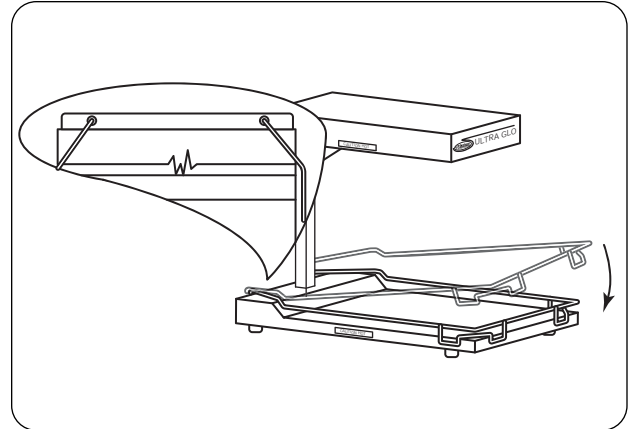


Figure 15. Assembly of Chrome Pan Rail

# OPERATION

## **⚠ WARNING**

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

## **⚠ WARNING**

To prevent any injury, discontinue use if power cord is frayed or worn and contact Authorized Service Agent to replace it.

## **⚠ CAUTION**

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

## **⚠ WARNING**

The unit is not waterproof. DO NOT submerge in water. Do not operate if it has been submerged in water.

## **⚠ CAUTION**

Standard and approved manufacturing oils will smoke up to 30 minutes during initial start-up. This is a temporary condition. To assure safe operation, operate unit without food product until smoke dissipates.

## **NOTICE**

Damage to countertop material such as Corian® and similar products caused by heat generated from Hatco equipment is not covered under the Hatco warranty. Contact the manufacturer of the base material for application information.

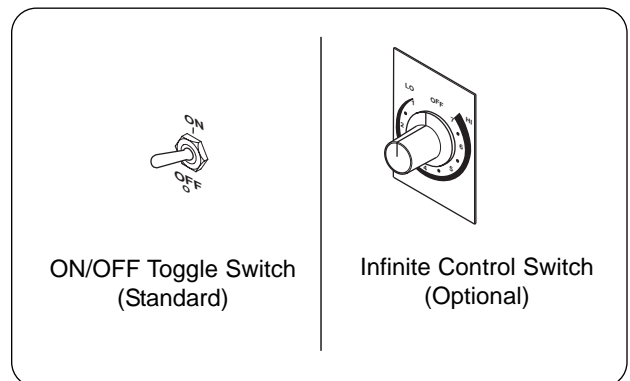


Figure 16. Controls

## HEATING ELEMENT

Heating element is controlled by an ON/OFF switch or an optional infinite control. To turn the element on, either flip the switch in the ON position or turn the infinite control to the desired setting.

Allow 15-20 minutes to reach operating temperature.

*NOTE: Model GR-B controlled by an On/Off rocker switch.*

*NOTE: Optional infinite control is not available on the GR-B Model, Ultra-Glo units, or units with sign holders.*

## LIGHTS

On models equipped with lights, flip the toggle switch to the ON position or turn optional infinite control to energize the lights.

# MAINTENANCE

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## CLEANING

Hatco Glo-Ray® and Ultra-Glo™ Portable Foodwarmer units 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 and cleaning.

To preserve the finish of the Glo-Ray and Ultra-Glo Portable Foodwarmer, it is recommended that the surfaces be wiped daily with a clean, soft, damp cloth. Stubborn stains maybe be removed with a good stainless steel cleaner or a non-abrasive cleaner. Hard to reach areas should be cleaned with a small brush and mild soap.

### NOTICE

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

## DISPLAY LIGHT BULB REPLACEMENT

The display light is an incandescent bulb which illuminates the warming area. This bulb has a special coating to guard against injury and food contamination in the event of breakage.

To replace a bulb, disconnect the power supply and wait until the unit has cooled. Display lamps have a threaded base. Unscrew the bulb from the unit and replace it with a new specially coated incandescent bulb. Hatco shatter-resistant bulbs meet NSF standards for food holding and display areas.

*NOTE: Hatco shatter-resistant light bulbs meet NSF standards for food holding and display areas. For 120 Volt applications, use Hatco part number 02.30.043.00. For 220, 240, 220-230 and 230-240 Volt applications, use Hatco part number 02.30.058.00.*

### WARNING

Only light bulbs which meet or exceed NSF standards, specially designed for food holding areas may be used. Breakage of light bulbs not specially coated could result in personal injury and/or food contamination.

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

## ACCESSORIES

### SIGN HOLDER

The optional 9" (229 mm) width x 5-1/2" (140 mm) height display sign holder is also available for the Portable Foodwarmer used in a self serve area. (Sign not included.)

*NOTE: Display sign holder is only available on the GRFFL model with toggle switch.*

To install the optional sign holder follow these instructions:

1. Remove two outer screws from front of unit (See Figure 17).
2. Install sign holder using original screws.
3. Install sign (not provided) and acrylic panel.

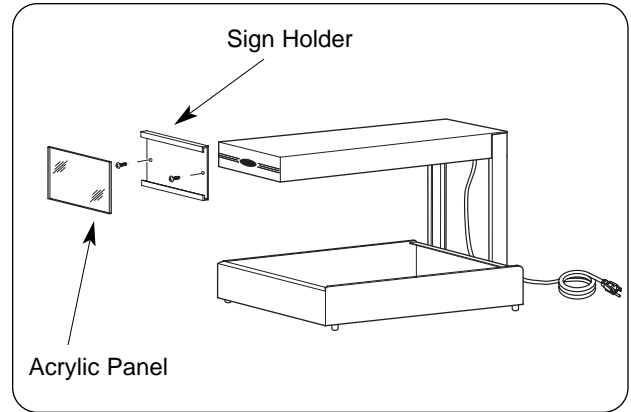


Figure 17. Installing Optional Sign Holder - GRFFL Model with Toggle Switch

### FIVE PLEAT HARDCOATED FRY BOX RIBBON

A five (5) pleated hardcoated box tray can be added to hold french fry boxes. (See Figure 18.)

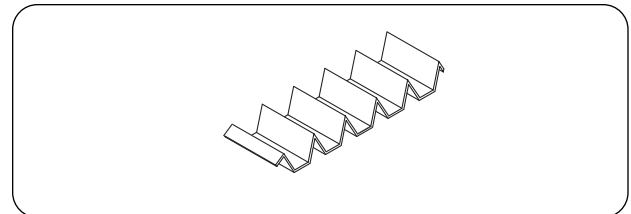


Figure 18. Five Pleat Hardcoated Fry Box Ribbon

### EIGHT PLEAT HARDCOATED FRY BAG RIBBON

An eight (8) pleated hardcoated fry bag tray can be added to hold french fry bags. (See Figure 19.)

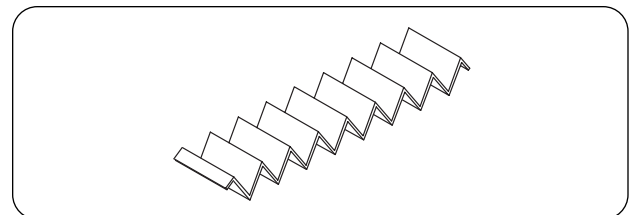


Figure 19. Eight Pleat Hardcoated Fry Bag Ribbon

### INCANDESCENT LIGHT

The Portable Foodwarmers with aluminum housings may be equipped with incandescent display lights to illuminate the warming area.

Shatter-resistant bulbs guard against injury and food contamination in the event of breakage. The display lighting meets NSF standards for food holding and display areas.

*NOTE: Display lights cannot be retrofitted to units.*

### INFINITE CONTROL

An optional infinite control is available for a more precise temperature control.

*NOTE: Optional infinite control is not available on the GR-B Model, Ultra-Glo units, or units with sign holders.*

### FOOD HOLDING PANS

Third, half and full size stainless steel food holding pans available.

### WIRE TRIVETS

Quarter, half and full size wire trivets in stainless steel or plated finish.

# HATCO LIMITED WARRANTY

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## 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)

**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.



## 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

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Electric Motor Service Co.  
Davenport 319-323-1823

Goodwin Tucker Group  
Des Moines 515-262-9308

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Certified Service Center  
Lexington 859-254-8854

Certified Service Center  
Louisville 502-964-7007

### LOUISIANA

Chandlers Parts & Service  
Baton Rouge 225-272-6620

### MARYLAND

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Baltimore 410-467-8080

GCS Service  
Silver Spring 301-585-7550

### MASSACHUSETTS

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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  
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St. Louis 314-890-0700

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

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Anderson Electric  
Omaha 402-341-1414

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Burney's Commercial  
Las Vegas 702-736-0006

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

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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

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Toledo 419-385-9121

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Krueger, Inc.  
Oklahoma City 405-528-8883

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Philadelphia 215-627-5401

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

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K & D Service Co.  
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W. Columbia 803-791-4420

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Camp Electric  
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Armstrong Repair Service  
Houston 713-666-7100

Commercial Kitchen Repair Co.  
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### UTAH

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

### VIRGINIA

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Norfolk 757-855-4097

Daubers  
Springfield 703-866-3600

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Restaurant Appl. Service  
Seattle 206-524-8200

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

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Key Food Equipment Service  
Vancouver 604-433-4484

### MANITOBA

Air Rite, Inc.  
Winnipeg 204-895-2300

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Moncton 506-855-4228

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Choquette CKS  
Ottawa 613-739-8458

### QUÉBEC

Choquette CKS  
Montreal 514-722-2000

Choquette CKS  
Québec City 418-681-3944

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