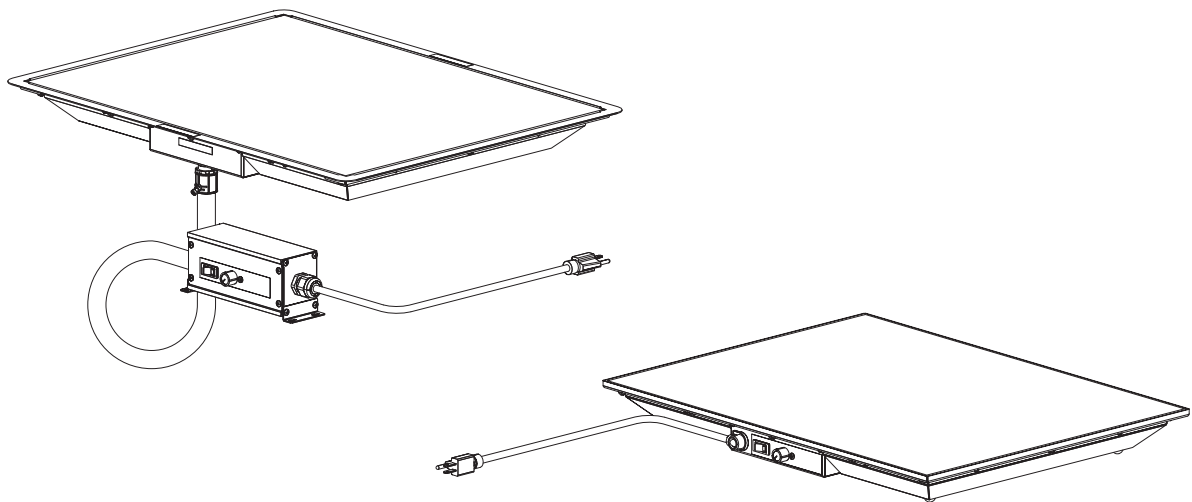




## Heated Black Glass Shelves HBG and HBGB Series

### Installation and Operating Manual

I&W #07.05.200.00



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



No opere este equipo al menos que haya leído y comprendido el contenido de este manual! Cualquier falla en el seguimiento de las instrucciones contenidas en este manual puede resultar en un serio lesión o muerte. Este manual contiene importante información sobre seguridad 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.

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## IMPORTANT OWNER INFORMATION

Record the model number, serial number (specification label located on the bottom of the unit), voltage, and purchase date of the unit in the spaces below. Please have this information available when calling Hatco for service assistance.

Model No. \_\_\_\_\_

Serial No. \_\_\_\_\_

Voltage \_\_\_\_\_

Date of Purchase \_\_\_\_\_

Business Hours: 8:00 AM to 5:00 PM  
Central Standard Time (C.S.T.)  
(Summer Hours: June to September –  
8:00 AM to 5:00 PM C.S.T. Monday – Thursday  
8:00 AM to 2:30 PM C.S.T. Friday)

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

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



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

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

## INTRODUCTION

Hatco Heated Black Glass Shelves are designed to hold food hot safely while blending into the surrounding décor. They will keep food at proper serving temperatures without affecting quality. These units feature a thermostatically-controlled heated glass base that extends the food holding times.

Heated Black Glass Shelves 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 inspected and tested thoroughly prior to shipment.

This manual provides the installation, safety, and operating instructions for Heated Black Glass Shelves. Hatco recommends all installation, operating, and safety instructions appearing in this manual be read prior to installation or operation of a unit.

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

### **WARNING**

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

### **CAUTION**

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

### **NOTICE**

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

# IMPORTANT SAFETY INFORMATION



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

## WARNING

### ELECTRIC SHOCK HAZARD:

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

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

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

This unit has no “user-serviceable” parts and must be serviced by qualified personnel only. 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. Use caution when touching these areas.

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

Do not operate built-in models without the control box mounted properly as described in the installation instructions.

The National Sanitation Foundation (NSF) requires that units over 36” (914 mm) in width or weighing more than 80 lbs. (36 kg) either be sealed to or raised above the installation surface. If this unit cannot be sealed at the point of use, 4” (102 mm) legs are included to allow for proper cleaning access below the unit.

Pitting or indentation in the glass surface may occur from sugary spills. If pitting or indentation occurs, the glass surface must be replaced. To prevent further damage and possible injury from broken glass, stop using unit immediately and contact an Authorized Hatco Service Agent.

## NOTICE

Built-in units are designed for use in metallic countertops. Damage to non-metallic countertop material is not covered under the Hatco warranty.

Do not modify wiring or cut thermostat capillary wire on control box to increase remote mounting distance. Cutting the thermostat capillary wire will cause the unit to overheat and may damage the unit as well as the surrounding countertop.

DO NOT turn on unit until it has been cleaned thoroughly. Ceramic glass surface must be clear of debris to prevent burn-on.

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

Do not slide pans across glass surface, use rough-bottomed pans, or drop anything on glass surface. Scratching or breakage may occur. Damage to glass surface or breakage of glass caused by misuse is not covered under warranty.

Use only wipes, pads, and cleaners designed specifically for cleaning ceramic glass surfaces. Using other wipes, pads, or cleaners may damage ceramic glass surface.

# MODEL DESIGNATION

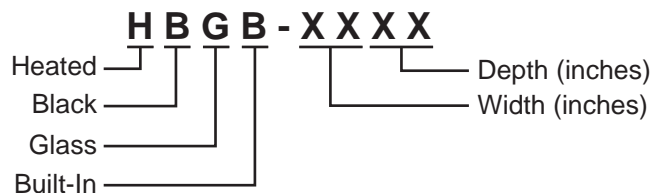


Figure 1. Model Designation

# MODEL DESCRIPTIONS

## All Models

All Hatco Heated Black Glass Shelves are ideal for pass through areas, buffet lines, and as hors d'oeuvre displays. National Sanitation Foundation (NSF) approval allows the placement of food product directly on the glass surface, if desired. Standard equipment includes an illuminated power ON/OFF switch, a thermostatically-controlled heated ceramic glass top, and a painted steel base. The Heated Black Glass Shelves have a temperature range of 100° to 200°F (38° to 93°C).

## HBG Models

The HBG Heated Black Glass shelf is a portable shelf with an attached 6' (1829 mm) cord and plug. The portable unit is available in six models: HBG-2418, HBG-3018, HBG-3618, HBG-4818, HBG-6018 and HBG-7218.

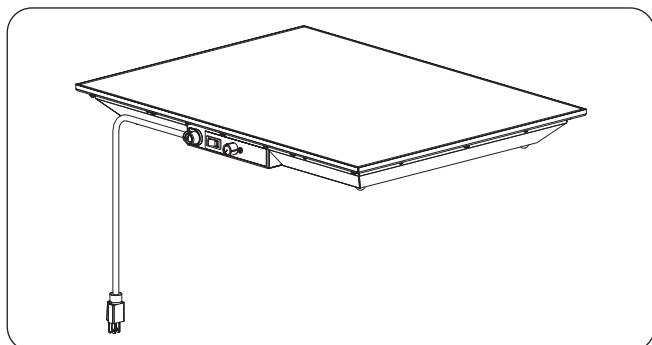


Figure 2. Model HBG

## HBGB Models

The HBGB Heated Black Glass shelf is a built-in unit that is equipped with an attached trim mounting ring. The unit includes a remote control box that is attached with 3' (914 mm) of conduit. A 6' (1829 mm) cord with plug connects the remote control box to the power source.

The built-in units are available in six models: HBGB-2418, HBGB-3018, HBGB-3618, HBGB-4818, HBGB-6018 and HBGB-7218.

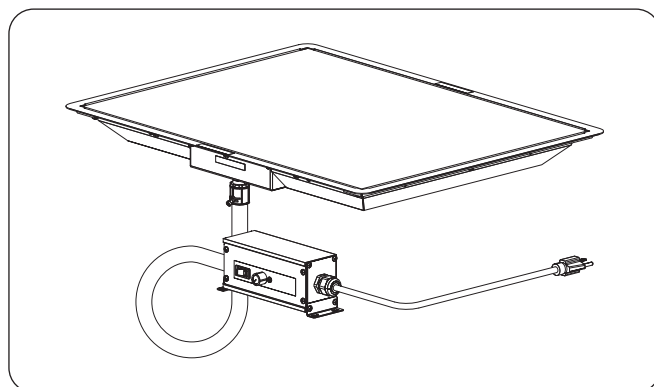


Figure 3. Model HBGB

# SPECIFICATIONS

## Plug Configurations

Units are supplied from the factory with an electrical cord and plug installed. Plugs are supplied according to the application.



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

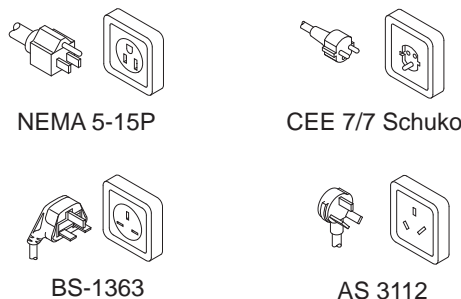


Figure 4. Plug Configurations

*NOTE: Receptacle not supplied by Hatco.*

## Dimensions — HBG Models

Model	Width (A)	Depth (B)	Height (C)	Footprint Width (D)	Footprint Depth (E)
HBG-2418	24-3/8" (619 mm)	18-3/8" (467 mm)	2-1/2" (64 mm)	19-3/4" (502 mm)	13-3/4" (349 mm)
HBG-3018	30-3/8" (772 mm)	18-3/8" (467 mm)	2-1/2" (64 mm)	25-3/4" (654 mm)	13-3/4" (349 mm)
HBG-3618	36-3/8" (924 mm)	18-3/8" (467 mm)	2-1/2" (64 mm)	31-3/4" (806 mm)	13-3/4" (349 mm)
HBG-4818	48-3/8" (1229 mm)	18-3/8" (467 mm)	6-1/8"† (156 mm)	42-3/4" (1086 mm)	12-3/4" (324 mm)
HBG-6018	60-3/8" (1534 mm)	18-3/8" (467 mm)	6-1/8"† (156 mm)	54-3/4" (1391 mm)	12-3/4" (324 mm)
HBG-7218	72-3/8" (1838 mm)	18-3/8" (467 mm)	6-1/8"† (156 mm)	66-3/4" (1695 mm)	12-3/4" (324 mm)

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

†Height includes 4" (102 mm) legs.

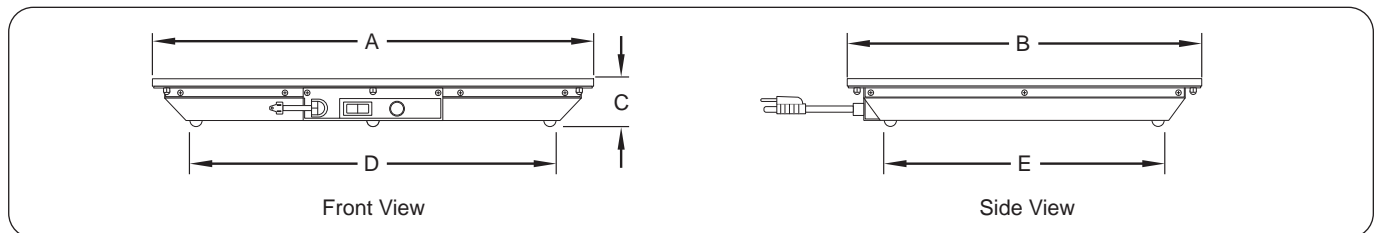


Figure 5. Dimensions – HBG Model

## Dimensions — HBGB Models

Model	Width (A)	Depth (B)	Height (C)
HBGB-2418	25-3/4" (654 mm)	19-3/4" (502 mm)	2-1/4" (57 mm)
HBGB-3018	31-3/4" (806 mm)	19-3/4" (502 mm)	2-1/4" (57 mm)
HBGB-3618	37-3/4" (959 mm)	19-3/4" (502 mm)	2-1/4" (57 mm)
HBGB-4818	49-3/4" (1264 mm)	19-3/4" (502 mm)	2-1/4" (57 mm)
HBGB-6018	61-3/4" (1568 mm)	19-3/4" (502 mm)	2-1/4" (57 mm)
HBGB-7218	73-3/4" (1873 mm)	19-3/4" (502 mm)	2-1/4" (57 mm)

	Width (D)	Depth (E)	Height (F)
Remote Box	7" (178 mm)	2-1/2" (64 mm)	3" (76 mm)

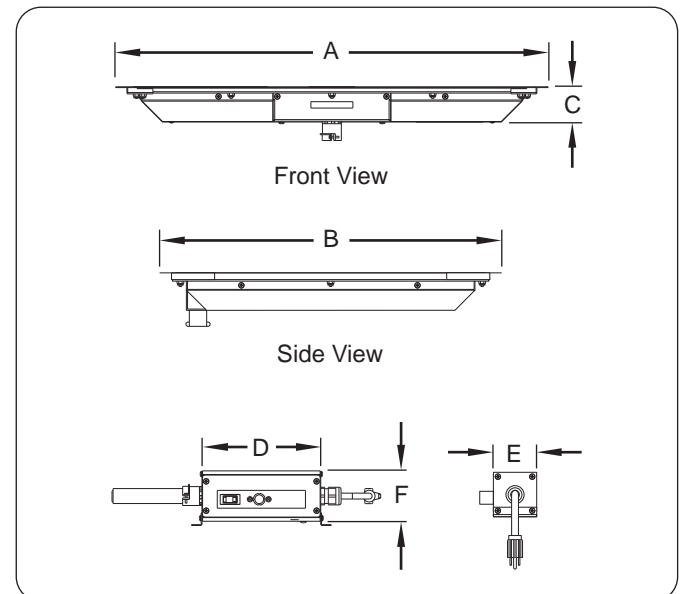


Figure 6. Dimensions – HBGB Model

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

# SPECIFICATIONS

## Electrical Rating Chart — HBG Models

Model	Voltage	Watts	Amps	Plug Configurations	Shipping Weight
HBG-2418	120	425	3.5	NEMA 5-15P	22 lbs. (10 kg)
	220–230 (CE)	420–459	1.9–2.0	CEE 7/7 Schuko	22 lbs. (10 kg)
	230–240 (CE)	459–500	2.0–2.1	BS-1363 or AS 3112*	22 lbs. (10 kg)
HBG-3018	120	525	4.4	NEMA 5-15P	27 lbs. (12 kg)
	220–230 (CE)	525–574	2.4–2.5	CEE 7/7 Schuko	27 lbs. (12 kg)
	230–240 (CE)	574–625	2.5–2.6	BS-1363 or AS 3112*	27 lbs. (12 kg)
HBG-3618	120	630	5.3	NEMA 5-15P	32 lbs. (15 kg)
	220–230 (CE)	630–689	2.9–3.0	CEE 7/7 Schuko	32 lbs. (15 kg)
	230–240 (CE)	689–750	3.0–3.1	BS-1363 or AS 3112*	32 lbs. (15 kg)
HBG-4818	120	850	7.1	NEMA 5-15P	44 lbs. (20 kg)
	220–230 (CE)	840–918	3.8–4.0	CEE 7/7 Schuko	44 lbs. (20 kg)
	230–240 (CE)	918–1000	4.0–4.2	BS-1363 or AS 3112*	44 lbs. (20 kg)
HBG-6018	120	1050	8.8	NEMA 5-15P	54 lbs. (25 kg)
	220–230 (CE)	1050–1148	4.8–5.0	CEE 7/7 Schuko	54 lbs. (25 kg)
	230–240 (CE)	1148–1250	5.0–5.2	BS-1363 or AS 3112*	54 lbs. (25 kg)
HBG-7218	120	1260	10.5	NEMA 5-15P	64 lbs. (29 kg)
	220–230 (CE)	1260–1378	5.7–6.0	CEE 7/7 Schuko	64 lbs. (29 kg)
	230–240 (CE)	1378–1500	6.0–6.3	BS-1363 or AS 3112*	64 lbs. (29 kg)

## Electrical Rating Chart — HBGB Models

Model	Voltage	Watts	Amps	Plug Configurations	Shipping Weight
HBGB-2418	120	425	3.5	NEMA 5-15P	27 lbs. (12 kg)
	220–230 (CE)	420–459	1.9–2.0	CEE 7/7 Schuko	27 lbs. (12 kg)
	230–240 (CE)	459–500	2.0–2.1	BS-1363 or AS 3112*	27 lbs. (12 kg)
HBGB-3018	120	525	4.4	NEMA 5-15P	32 lbs. (15 kg)
	220–230 (CE)	525–574	2.4–2.5	CEE 7/7 Schuko	32 lbs. (15 kg)
	230–240 (CE)	574–625	2.5–2.6	BS-1363 or AS 3112*	32 lbs. (15 kg)
HBGB-3618	120	630	5.3	NEMA 5-15P	37 lbs. (17 kg)
	220–230 (CE)	630–689	2.9–3.0	CEE 7/7 Schuko	37 lbs. (17 kg)
	230–240 (CE)	689–750	3.0–3.1	BS-1363 or AS 3112*	37 lbs. (17 kg)
HBGB-4818	120	850	7.1	NEMA 5-15P	54 lbs. (25 kg)
	220–230 (CE)	840–918	3.8–4.0	CEE 7/7 Schuko	54 lbs. (25 kg)
	230–240 (CE)	918–1000	4.0–4.2	BS-1363 or AS 3112*	54 lbs. (25 kg)
HBGB-6018	120	1050	8.8	NEMA 5-15P	64 lbs. (29 kg)
	220–230 (CE)	1050–1148	4.8–5.0	CEE 7/7 Schuko	64 lbs. (29 kg)
	230–240 (CE)	1148–1250	5.0–5.2	BS-1363 or AS 3112*	64 lbs. (29 kg)
HBGB-7218	120	1260	10.5	NEMA 5-15P	74 lbs. (34 kg)
	220–230 (CE)	1260–1378	5.7–6.0	CEE 7/7 Schuko	74 lbs. (34 kg)
	230–240 (CE)	1378–1500	6.0–6.3	BS-1363 or AS 3112*	74 lbs. (34 kg)

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

\* AS3112 plug for use in Australia only.

NOTE: Shipping weight includes packaging.





## General

Use the following procedures to install the HBG and HBGB units.

### ⚠ WARNING

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

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

### ⚠ CAUTION

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

### NOTICE

**Do not lay unit on the side with the control panel or damage to the unit could occur.**

## HBG Models

1. Remove unit from box.
2. Remove the information packet.

*NOTE: To prevent delay in obtaining warranty coverage, fill out and mail in the warranty card to Hatco.*

3. Remove tape and protective packaging from all surfaces of unit.

*NOTE: If 4" (102 mm) legs are required, refer to the OPTIONS AND ACCESSORIES section in this manual for installation instructions. 4" legs are included with models greater than 36" (1041 mm) in width.*

4. Place the unit in the desired location.
  - Locate the unit in an area where the ambient air temperature is constant and a minimum of 70°F (21°C). Avoid areas that may be subject to active air movements or currents (i.e., near exhaust fans/hoods and air conditioning ducts).
  - Make sure the unit is at the proper counter height in an area convenient for use.
  - Make sure the countertop is level and strong enough to support the weight of the unit and food product.
  - Make sure all the feet on the bottom of the unit are positioned securely on the countertop.
5. Install any accessories that came with the unit. Refer to the OPTIONS AND ACCESSORIES section for details.

## HBGB Models

### ⚠ CAUTION

The National Sanitation Foundation (NSF) requires that units over 36" (914 mm) in width or weighing more than 80 lbs. (36 kg) either be sealed to or raised above the installation surface. If this unit cannot be sealed at the point of use, 4" (102 mm) legs are included to allow for proper cleaning access below the unit.

**Do not operate built-in models without the control box mounted properly as described in the installation instructions.**

### NOTICE

**Built-in units are designed for use in metallic countertops. Damage to non-metallic countertop material is not covered under the Hatco warranty.**

1. Remove unit from box.
2. Remove information packet.

*NOTE: To prevent delay in obtaining warranty coverage, fill out and mail in the warranty card to Hatco.*

3. Remove tape and protective packaging from all surfaces of unit.
4. Prepare the countertop opening. Refer to the "Countertop Cutout" chart in this section for recommended countertop cutout dimensions.
5. Apply a bead of NSF-approved sealant on the top edge of the countertop cutout and the underside of the trim mounting ring (see Figure 8). The sealant must be rated for use at a minimum temperature of 250°F (121°C).
6. Place the unit into the countertop opening.
7. Remove any excess sealant.
8. Locate the remote control box assembly in an area that is convenient for operation. If necessary, remove the end brackets from the control box, rotate, and reposition them.
  - The remote control box can be surface, under-counter, or recess mounted. If recess mounting, the control box will require a mounting cutout of 7-1/4" W x 3-1/4" H (184 x 83 mm).

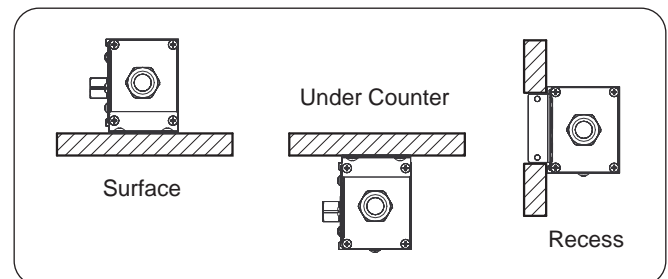


Figure 7. Remote Control Box Mounting Options

*continued...*

# INSTALLATION

- The distance the remote control box can be mounted from the unit is determined by the 3' (914 mm) conduit. Do not pull the conduit tight to increase the mounting distance. The conduit should have some slack after the control box is mounted.

- Once all components are secured, proceed to the OPERATION section.

**NOTE:** A 6' (1829 mm) cord is supplied with this appliance. Excess cord should be routed neatly so it does not hang down.

## NOTICE

**Do not modify wiring or cut thermostat capillary wire on control box to increase-remote mounting distance. Cutting the thermostat capillary wire will cause the unit to overheat and may damage the unit as well as the surrounding countertop.**

**NOTE:** The remote control box should be mounted using screws with a 1/4" (6 mm) minimum diameter screw head inserted through the keyholes located on the mounting brackets. The remote control box is to be readily removable, not permanently mounted.

## Countertop Cutout

Model	Minimum Width	Maximum Width	Minimum Depth	Maximum Depth
HBGB-2418	24-3/4" (629 mm)	25" (635 mm)	18-3/4" (476 mm)	19" (483 mm)
HBGB-3018	30-3/4" (781 mm)	31" (787 mm)	18-3/4" (476 mm)	19" (483 mm)
HBGB-3618	36-3/4" (933 mm)	37" (940 mm)	18-3/4" (476 mm)	19" (483 mm)
HBGB-4818	48-3/4" (1238 mm)	49" (1245 mm)	18-3/4" (476 mm)	19" (483 mm)
HBGB-6018	60-3/4" (1543 mm)	61" (1549 mm)	18-3/4" (476 mm)	19" (483 mm)
HBGB-7218	72-3/4" (1848 mm)	73" (1854 mm)	18-3/4" (476 mm)	19" (483 mm)

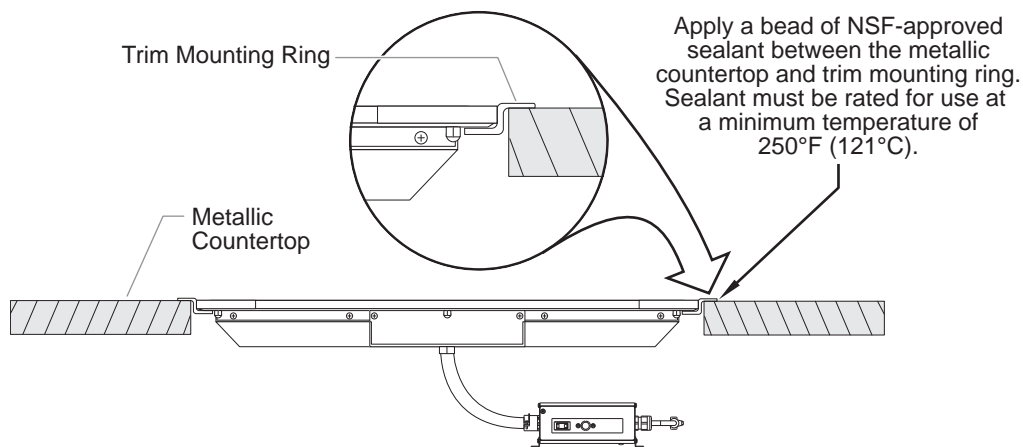


Figure 8. HBGB Countertop Installation



## General

Use the following procedure to turn on and operate the HBG and HBGB units.

### **⚠ WARNING**

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

### **NOTICE**

**Do not turn on unit until it has been cleaned thoroughly. Ceramic glass surface must be clear of debris to prevent burn-on.**

**Use only wipes, pads, and cleaners designed specifically for cleaning ceramic glass surfaces. Using other wipes, pads, or cleaners may damage ceramic glass surface.**

**Do not slide pans across glass surface, use rough-bottomed pans, or drop anything on glass surface. Scratching or breakage may occur. Damage to glass surface or breakage of glass caused by misuse is not covered under warranty.**

1. Using an appropriate cleaning wipe or a damp cloth, clean the glass surface of the unit. Consistent daily cleaning will keep cleanup easy as well as protect and preserve the glass surface of the unit.
2. Plug unit into a properly grounded electrical outlet of the correct voltage, size, and plug configuration. See the **SPECIFICATIONS** section for details.

3. Move the power ON/OFF switch to the ON position (see Figure 9).

### **⚠ CAUTION**

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

4. Turn the temperature control to the desired temperature setting.
5. Allow the unit 30 minutes to reach operating temperature. The Heated Black Glass shelves have a temperature range of 100° to 200°F (38° to 93°C).

*NOTE: Refer to the **OPTIONS AND ACCESSORIES** section for installation and operation information for HBGB units equipped with the flush-style remote mounted control panel.*

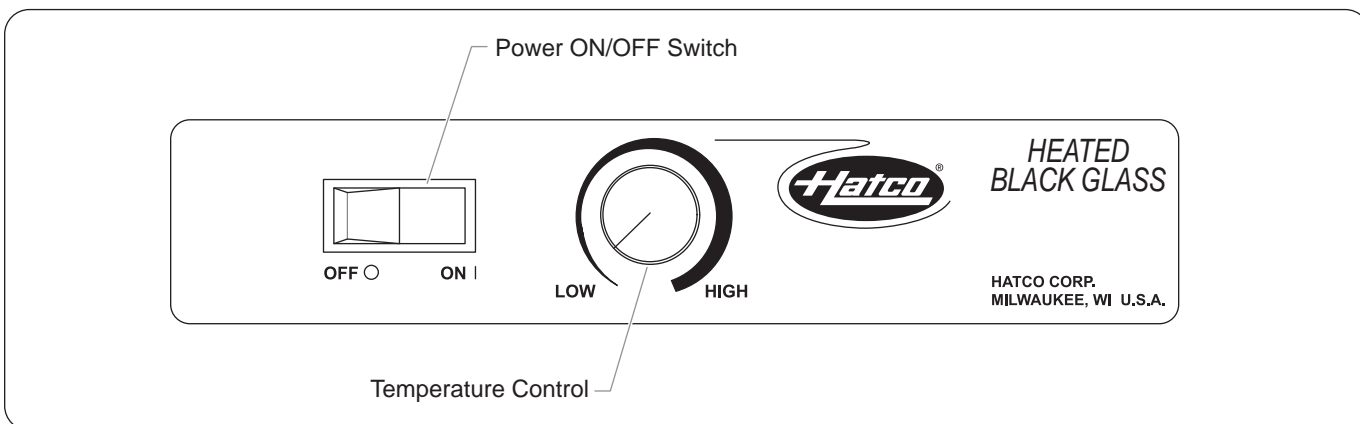


Figure 9. Standard Control Panel

# MAINTENANCE

## General

Hatco Heated Black Glass Shelves are designed for maximum durability and performance, with minimum maintenance.



### ELECTRIC SHOCK HAZARD:

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

## NOTICE

Use only wipes, pads, and cleaners designed specifically for cleaning ceramic glass surfaces. Using other wipes, pads, or cleaners may damage ceramic glass surface.

DO NOT turn on unit until it has been cleaned thoroughly. Ceramic glass surface must be clear of debris to prevent burn-on.

## Daily Cleaning

Consistent daily cleaning will keep cleanup easy as well as protect and preserve the glass surface. Make sure to use only wipes, pads, and cleaners designed specifically for cleaning ceramic glass surfaces.

1. Before turning on the unit each day, clean the glass surface using an appropriate cleaning wipe or a damp cloth.
2. At the end of each day:
  - a. Turn off the unit and allow to cool.
  - b. Clean the glass surface using an appropriate cleaning wipe or damp cloth. If additional cleaning is necessary, follow the “Cleaning Burned-On Residue” procedure in this section.

## Cleaning Burned-On Residue

To clean burned-on residue, the use of ceramic glass cleaner may be necessary.

1. Allow the unit to cool.
2. Spread a few drops of ceramic glass cleaner onto the residue area.
3. Using an appropriate cleaning wipe, rub the residue area while applying pressure as needed.
4. If residue remains, repeat the steps above as needed.
5. After all residue has been removed, polish the entire glass surface using the ceramic glass cleaner and paper towel.

## Cleaning Sugary/Sticky Spills

1. Turn off the unit.
2. While wearing an oven mitt, remove the bulk of the spill using paper towel.
3. Allow the unit to cool.
4. Follow the “Cleaning Burned-On Residue” procedure in this section to remove the remainder of the spill.
5. Do not use the unit again until the spill has been cleaned completely.



Pitting or indentation in the glass surface may occur from sugary spills. If pitting or indentation occurs, the glass surface must be replaced. To prevent further damage and possible injury from broken glass, stop using unit immediately and contact an Authorized Hatco Service Agent.

## Cleaning Metal Marks and Scratches

Metal marks and scratches from pans usually can be removed. Be careful when placing pans onto the glass surface. To avoid metal marks and scratches, do not slide pans across the glass surface.

1. Allow the unit to cool.
2. Spread a few drops of ceramic glass cleaner onto the marked area.
3. Using an appropriate cleaning wipe, rub the marked area while applying pressure as needed.
4. If metal marks and scratches remain, repeat the steps above as needed.

*NOTE: Check the bottom of all pans for roughness that could scratch the glass surface.*

*NOTE: Damage caused by sugary/sticky spills or rough pan bottoms is not covered under warranty.*

# 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 power switch OFF, unplug power cord, and allow unit to cool before performing any maintenance or cleaning.

Symptom	Probable Cause	Corrective Action
Unit too hot.	Temperature control set too high.	Adjust temperature control to a lower setting.
	Temperature control stuck in the ON position.	Contact Authorized Service Agent or Hatco for assistance.
	Unit plugged into an incorrect power supply.	Verify with qualified personnel that power supply matches unit specification.
Unit not hot enough.	Temperature control set too low.	Adjust temperature control to a higher setting.
	Location of unit is susceptible to air currents (air conditioning ducts or exhaust fans).	Block air currents or relocate unit.
Unit not working at all.	Unit not plugged in.	Plug unit into proper power supply.
	Unit not turned on.	Move power ON/OFF switch to the ON position.
	Power ON/OFF switch is not functioning.	Contact Authorized Service Agent or Hatco for assistance.
	Heating element is burned out.	Contact Authorized Service Agent or Hatco for assistance.
	Temperature control is defective.	Contact Authorized Service Agent or Hatco for assistance.

## OPTIONS AND ACCESSORIES

### Remote Mounted Control Panel (HBGB Model)

A flush-style remote mounted control panel is available as a factory-installed option for the HBGB unit. Install the control panel on-site using the following procedure.



#### WARNING

**ELECTRIC SHOCK HAZARD:** The remote mounted control panel must be mounted on a vertical wall and installed in the vertical position. Mounting the control panel in the horizontal position may result in the collection of liquids and lead to an electric shock.

#### NOTICE

The remote mounted control panel should be installed outside of the heat zone. Locating the control panel inside the heat zone will cause the control(s) to overheat, malfunction, and fail.

**Do not modify wiring or cut thermostat capillary wire on control box to increase remote mounting distance. Cutting the thermostat capillary wire will cause the unit to overheat and may damage the unit as well as the surrounding countertop.**

*NOTE: A qualified electrician is recommended for installing the remote mounted control panel.*

1. Prepare cutout and pre-drill screw holes (see Figure 10).
2. Remove trim cover from control panel assembly.
3. Position control panel into opening through the backside.
4. Secure control panel to surface using screws (not supplied).
5. Plug the control panel into a properly grounded electrical outlet of the correct voltage, size, and plug configuration. Refer to the SPECIFICATIONS section for details.
6. Reinstall trim cover.

*NOTE: Units are equipped with a 36" (914 mm) flexible conduit connecting the control panel to the unit.*

### Power ON/OFF Switch

The remote mounted control panel is equipped with a power ON/OFF switch. Move the power ON/OFF switch to the ON position to turn on the unit. The indicator light in the switch glows when the unit is on.

### Adjusting the Temperature Control

Turn the temperature control clockwise to increase the temperature setpoint. Turn the temperature control counterclockwise to decrease the temperature setpoint.

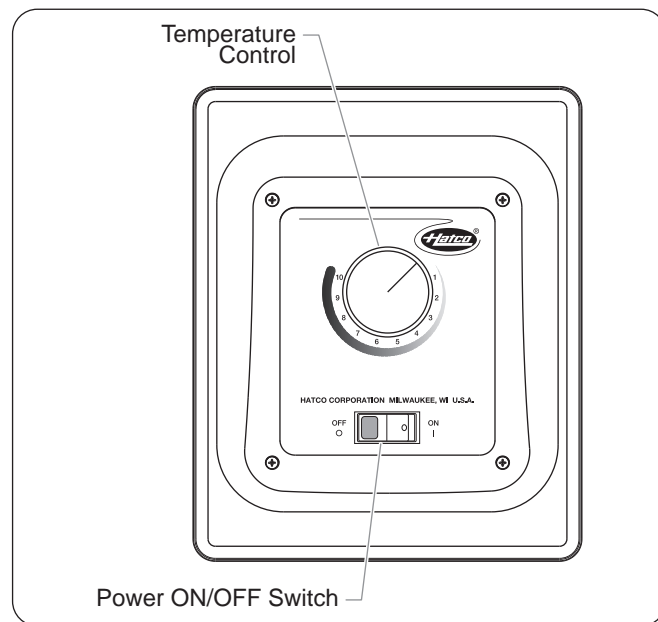


Figure 11. Remote Mounted Control Panel

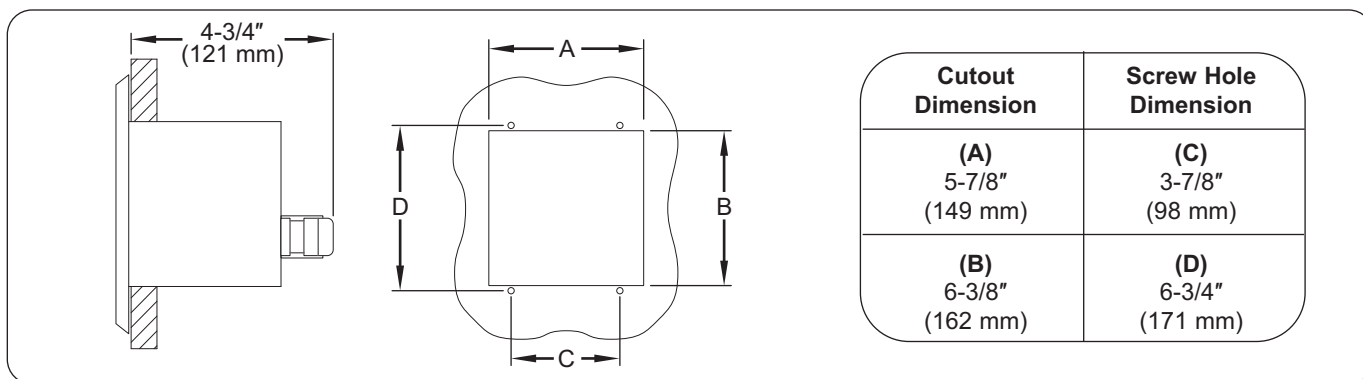


Figure 10. Remote Mounted Control Panel Installation Dimensions

## 4" Adjustable Legs (HBG Model)

Use the following procedure to install 4" adjustable legs in place of the rubber feet on an HBG unit.

**NOTE:** 4" (102 mm) legs are included with models greater than 36" (1041 mm) in width.

### **WARNING**

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

### **NOTICE**

**Do not lay unit on the side with the control panel or damage to unit could occur.**

1. Turn off the unit, unplug the power cord, and allow the unit to cool.
2. Carefully turn the unit upside down and lay the unit on a flat surface. Make sure to cover the surface with something to prevent scratching the glass.
3. Remove and save the base screws that secure the base to the glass shelf assembly. There are ten screws — two at the control panel and eight around the sides of the unit.

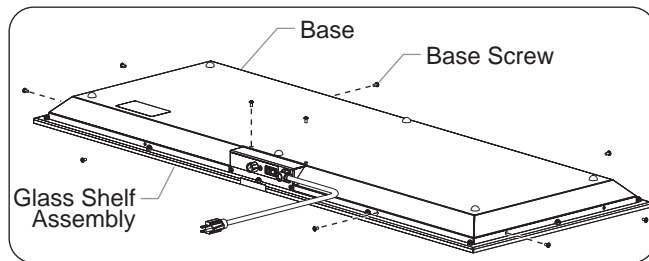


Figure 12. Removing the Base

4. Lift the base off of the glass shelf assembly.
5. At each corner of the base, remove the foot screw and shoulder washer to remove the rubber foot.

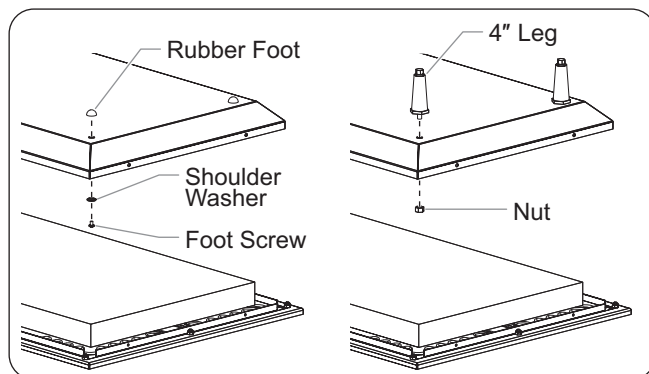


Figure 13. Installing the 4" Legs

6. At each corner of the base, insert a 4" leg through the bottom of the base. Place a nut on the leg stem inside the base and tighten securely.
7. Reassemble the base to the glass shelf assembly.

**NOTE:** The feet on the 4" legs are adjustable for leveling the unit. Use a 5/8" (16 mm) open-end wrench to make leveling adjustments once the unit is placed in its final position.

## Handles (HBG Model)

The following handles are available for the HBG unit.

**HANDLE-18-SS** ....Rounded stainless steel handles

**HANDLE-18-BLK** ..Designer black powdercoated rounded stainless steel handles

The handles are field retrofittable and are installed onto each end of the unit using the following procedure.

On each end of the unit:

1. Remove the three nuts located on the underside of the glass surface support ring.
2. Align the three holes on the handle with the three studs on the support ring, and position the handle on the studs.
3. Replace the three nuts onto the studs, and tighten securely.

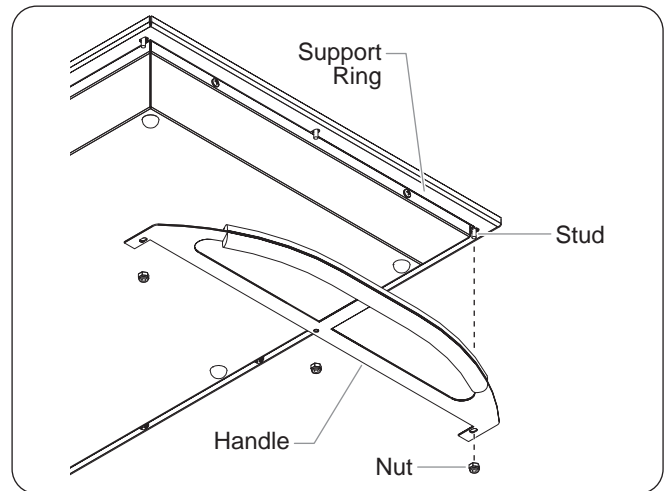


Figure 14. Handle Installation

# 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:**

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(metal sheathed air heating)  
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(metal sheathed air heating)  
Built-In Heated Well Elements  
(metal sheathed)

**b) One (1) Year Parts and Labor PLUS Four**

**(4) Years Parts-Only Warranty on  
pro-rated terms that Hatco will explain  
at Buyer's request:**

3CS and FR Tanks

**c) One (1) Year Parts and Labor PLUS Nine**

**(9) Years Parts-Only Warranty on:**

Electric Booster Heater Tanks  
Gas Booster Heater Tanks

**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, decorative heat lamp bulbs, coated halogen light bulbs, halogen heat lamp bulbs, heated glass shelves, 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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