



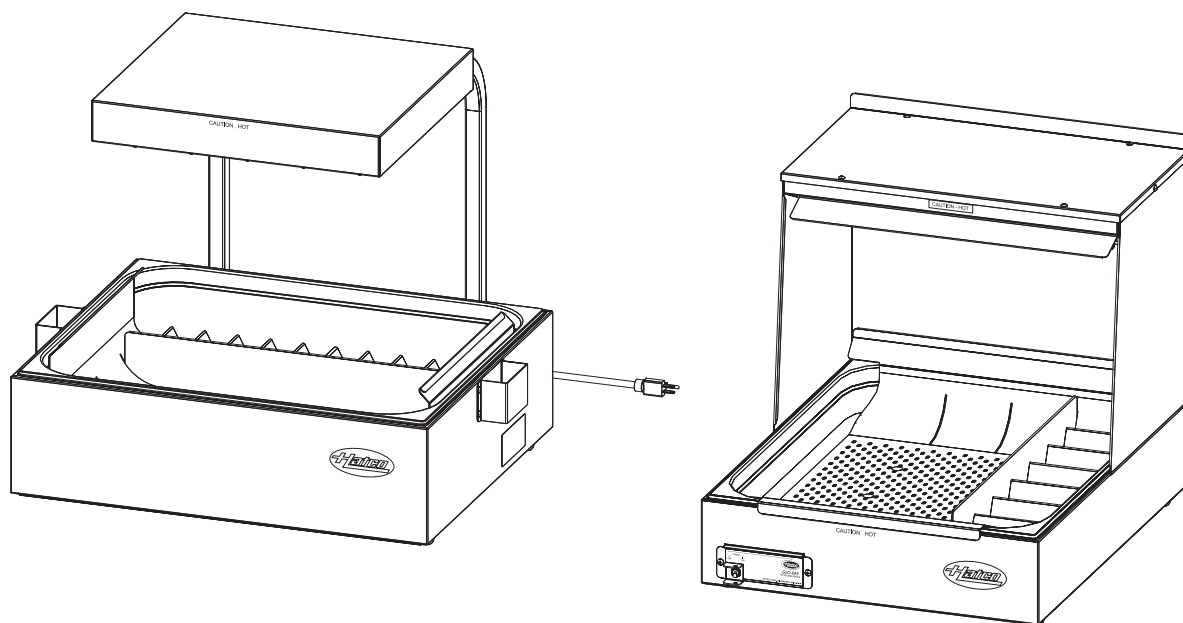
Register Online!
(see page 2)



GLO-RAY® Fry Holding Station GRFHS Series

Installation and Operating Manual

P/N 07.04.324.00



⚠ 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.

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IMPORTANT OWNER INFORMATION

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

Model No. _____

Serial No. _____

Voltage _____

Date of Purchase _____

Register your unit!

Completing online warranty registration will prevent delay in obtaining warranty coverage. Access the Hatco website at www.hatcocorp.com, select the *Parts & Service* pull-down menu, and click on "Warranty Registration".

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 through Thursday
8:00 AM to 2:30 PM C.S.T. 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 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 Glo-Ray® Fry Holding Stations are perfect for holding fried foods at kitchen work areas and serving areas. These warmers hold hot fried products and keep them at optimum serving temperatures without affecting quality.

The semi-enclosed chamber is equipped with pre-focused infrared heat from above and a thermostatically-controlled heated base to extend the holding times of the food product. The ceramic heating element(s) and the base blanket heating element are guaranteed against burnout and breakage for one year.

Each Hatco Glo-Ray Fry Holding Station is a product of extensive research and field testing. The materials used were selected for maximum durability, attractive appearance, and optimum performance. Every unit is inspected and tested thoroughly prior to shipment.

This manual provides the installation, safety, and operating instructions for Glo-Ray Fry Holding Stations. 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 INSTRUCTIONS



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

WARNING

ELECTRIC SHOCK HAZARD:

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

FIRE HAZARD:

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

WARNING

Use only light bulbs that meet or exceed National Sanitation Foundation (NSF) standards and are specifically designed for food holding areas. Breakage of light bulbs not specially-coated could result in personal injury and/or food contamination.

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

This unit has no “user-serviceable” parts. If service is required on this unit, contact an Authorized Hatco Service Agent or contact the Hatco Service Department at 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 proper counter height in an area that is convenient for use. Location should be level to prevent unit or its contents from falling accidentally and strong enough to support the weight of the unit and contents.

Do not place anything on top of unit; doing so may subject personnel to injury or could damage unit.

Standard and approved manufacturing oils may smoke up to 30 minutes during initial startup. This is a temporary condition. Operate unit without food product until smoke dissipates.

NOTICE

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

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

Clean unit daily to avoid malfunctions and maintain sanitary operation.

MODEL DESCRIPTIONS

All Models

Glo-Ray® Fry Holding Stations ensure fried foods will remain at optimum temperatures without cooking or drying them out. Standard models are constructed of aluminum and stainless steel featuring a POWER ON/OFF (I/O) switch, a preset thermostatically-controlled heated base, ceramic upper heating element(s), stainless steel trivet with sectional divider, and a 6' (1829 mm) cord and plug set.

Various options and accessories can be supplied to customize the Fry Holding Station. Refer to the OPTIONS AND ACCESSORIES section near the back of this manual for details.

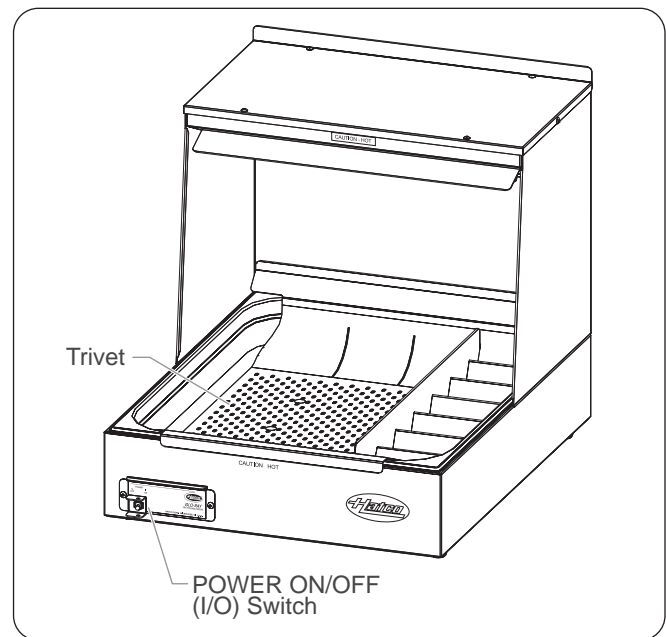


Figure 1. Fry Holding Station (GRFHS-21 shown)

MODEL DESIGNATION

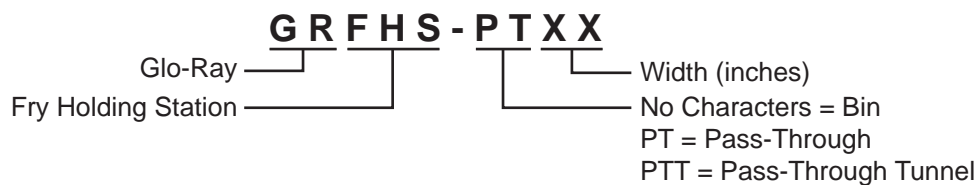


Figure 2. Model Designation

Plug Configurations

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

⚠ WARNING

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

NOTE: Receptacle not supplied by Hatco.

NOTE: Specification label located on the lower, left-hand side of the unit. See label for serial number and verification of unit electrical information.

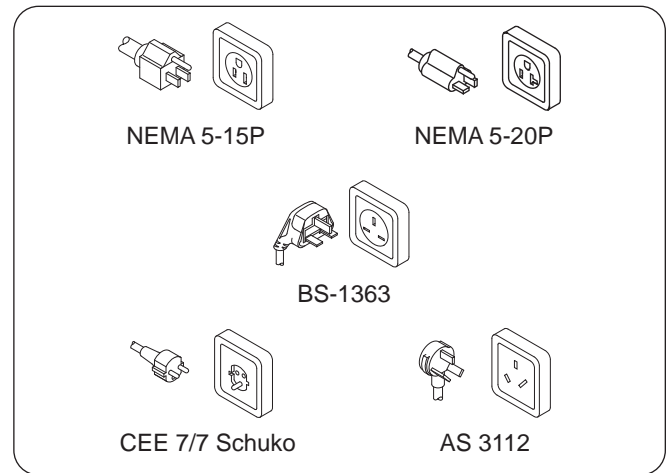


Figure 3. Plug Configurations

Electrical Rating Chart

Model	Voltage	Watts	Amps	Plug Configuration	Shipping Weight
GRFHS-16	100	878	8.8	NEMA 5-15P	63 lbs. (29 kg)
	120	1090	9.1	NEMA 5-15P	63 lbs. (29 kg)
	220–230 (CE)	1057–1155	4.8–5.0	CEE 7/7 Schuko	63 lbs. (29 kg)
	230–240 (CE)	1019–1110	4.4–4.6	BS-1363 or AS 3112*	63 lbs. (29 kg)
GRFHS-PT16	120	1090	9.1	NEMA 5-15P	63 lbs. (29 kg)
GRFHS-21	100	1007	10.1	NEMA 5-15P	67 lbs. (30 kg)
	120	1200	10.0	NEMA 5-15P	67 lbs. (30 kg)
	220–230 (CE)	1218–1332	5.5–5.8	CEE 7/7 Schuko	67 lbs. (30 kg)
	230–240 (CE)	1102–1200	4.8–5.0	BS-1363 or AS 3112*	67 lbs. (30 kg)
GRFHS-PTT21	120	1740	14.5	NEMA 5-15P†	80 lbs. (36 kg)
	220–230 (CE)	1486–1624	6.8–7.1	CEE 7/7 Schuko	80 lbs. (36 kg)
	230–240 (CE)	1624–1768	7.1–7.4	BS-1363 or AS 3112*	80 lbs. (36 kg)
GRFHS-22	120	1030	8.6	NEMA 5-15P	55 lbs. (25 kg)
GRFHS-26	120	1200	10.0	NEMA 5-15P	68 lbs. (31 kg)
	220–230 (CE)	1190–1300	5.4–5.7	CEE 7/7 Schuko	68 lbs. (31 kg)
	230–240 (CE)	1128–1229	4.9–5.1	BS-1363 or AS 3112*	68 lbs. (31 kg)
GRFHS-PT26	120	1440	12.0	NEMA 5-15P	64 lbs. (29 kg)
	220–230 (CE)	1233–1347	5.6–5.9	CEE 7/7 Schuko	64 lbs. (29 kg)
	230–240 (CE)	1347–1468	5.9–6.1	BS-1363 or AS 3112*	64 lbs. (29 kg)

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

† The GRFHS-PTT21 for Canada uses a NEMA 5-20P plug configuration.

* AS3112 plug for use in Australia only.

NOTE: Shipping weight includes packaging.

SPECIFICATIONS

Dimensions

Model	Width (A)	Depth (B)	Height (C)	Footprint Width (D)	Footprint Depth (E)
GRFHS-16	16-3/8" (416 mm)	24" (610 mm)	22-3/4" (576 mm)	15-5/8" (397 mm)	19" (483 mm)
GRFHS-PT16	21-5/8" (548 mm)	24" (608 mm)	24-13/16" (630 mm)	15-5/8" (397 mm)	19" (483 mm)
GRFHS-21	21-3/8" (543 mm)	27-5/8" (701 mm)	22-3/4" (578 mm)	20-1/2" (521 mm)	23" (584 mm)
GRFHS-PTT21	24-15/16" (633 mm)	38" (965 mm)	22-5/8" (575 mm)	18-1/4" (464 mm)	25-1/4" (641 mm)
GRFHS-22	22" (558 mm)	18-3/8" (466 mm)	17-1/4" (438 mm)	18-7/8" (479 mm)	15-3/8" (391 mm)
GRFHS-26	26-1/8" (663 mm)	22-7/8" (581 mm)	22-3/4" (577 mm)	25-1/4" (641 mm)	18-1/4" (464 mm)
GRFHS-PT26	29-7/16" (747 mm)	22-3/4" (577 mm)	24-3/4" (627 mm)	25-1/4" (641 mm)	18-1/4" (464 mm)

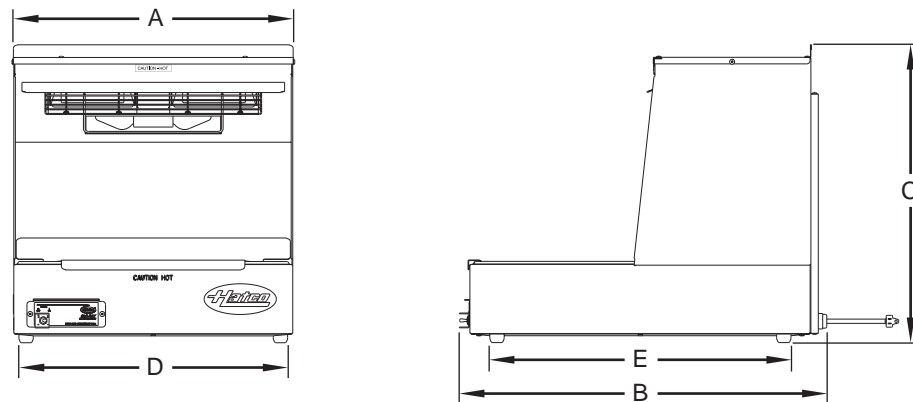


Figure 4. Dimensions

General

Glo-Ray® Fry Holding Stations are shipped from the factory with most components pre-assembled. Care should be taken when unpacking shipping carton to avoid damage to unit and the components enclosed.

⚠ WARNING

ELECTRIC SHOCK HAZARD: Unit is not weatherproof. Locate unit indoors where 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.
- Do not place anything on top of unit.

⚠ CAUTION

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

Do not place anything on top of unit; doing so may subject personnel to injury or could damage unit.

Standard and approved manufacturing oils may smoke up to 30 minutes during initial startup. This is a temporary condition. Operate unit without food product until smoke dissipates.

NOTE: Unit must be transported in the upright position.

1. Remove the unit from the carton.

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

2. Remove tape and protective packaging from all surfaces of the unit and any accessories.

NOTICE

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

3. Install the stainless steel trivet by placing it in the bottom of the Fry Holding Station with the perforated holes placed towards the base.

- On GRFHS-16, -PT16, -21, PTT21, -22, and -26 models, place the "ears" of the trivet against the front and back of the unit.

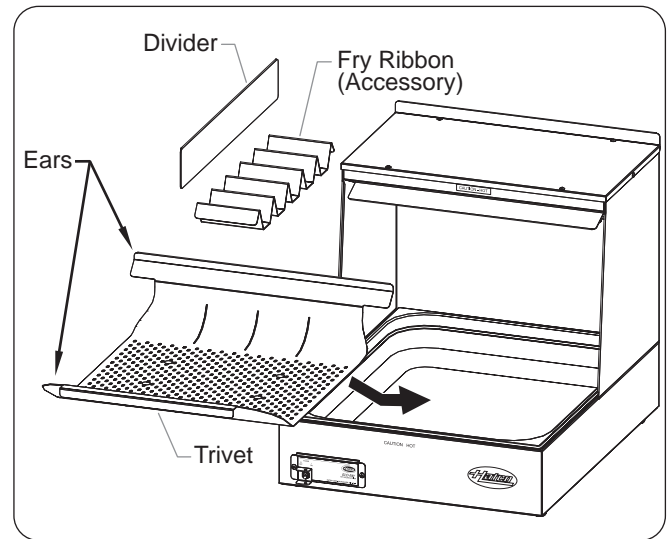


Figure 5. Installation (GRFHS-21 shown)

- On GRFHS-PT26 models, place the "ears" of the trivet against each side of the unit.

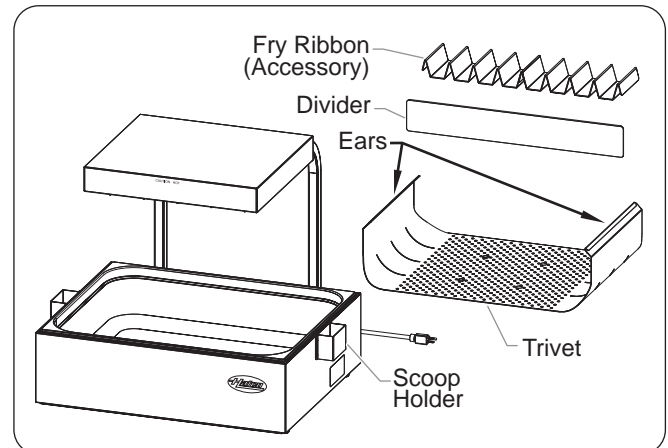


Figure 6. Installation (GRFHS-PT26 shown)

4. Install the stainless steel divider in any of the slots provided on the trivet. Make sure the folded edge is facing up.
5. 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.
6. Install any accessories that came with the unit. Refer to the OPTIONS AND ACCESSORIES section for details.

OPERATION

General

Use the following procedure to operate a Glo-Ray® Fry Holding Station.

⚠ WARNING

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

1. Plug the unit into a properly grounded electrical receptacle of the correct voltage, size, and plug configuration. See the SPECIFICATIONS section for details.
2. Move the POWER ON/OFF (I/O) switch to the ON (I) position.
3. Allow 20–30 minutes for the unit to reach operating temperature.

⚠ CAUTION

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

NOTE: The unit comes equipped with an internal thermostat that is factory preset. If an adjustment is necessary, please consult factory.

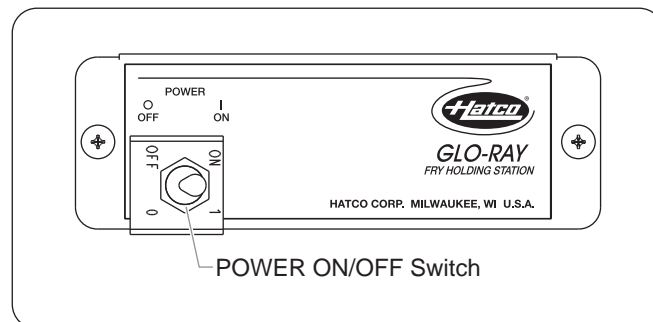


Figure 7. Control Panel

MAINTENANCE

General

Glo-Ray Fry Holding Stations are designed for maximum durability and performance with minimum maintenance.

⚠ WARNING

ELECTRIC SHOCK HAZARD:

- Turn OFF power switch, unplug power cord, and allow unit to cool before performing any cleaning, adjustments, or maintenance.
- DO NOT submerge or saturate with water. Unit is not waterproof. Do not operate if unit has been submerged or saturated with water.
- This unit is not “jet-proof” construction. Do not use jet-clean spray to clean this unit.
- Do not steam clean or use excessive water on unit.
- Use only Genuine Hatco Replacement Parts when service is required. Failure to use Genuine Hatco Replacement Parts will void all warranties and may subject operators of the equipment to hazardous electrical voltage, resulting in electrical shock or burn. Genuine Hatco Replacement Parts are specified to operate safely in the environments in which they are used. Some aftermarket or generic replacement parts do not have the characteristics that will allow them to operate safely in Hatco equipment.

This unit has no “user-serviceable” parts. If service is required on this unit, contact an Authorized Hatco Service Agent or contact the Hatco Service Department at 800-558-0607 or 414-671-6350; fax 800-690-2966; or International fax 414-671-3976.

NOTICE

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

Cleaning

To preserve the finish of the Fry Holding Station, perform the following cleaning procedure daily.

1. Turn off unit, unplug the power cord, and allow unit to cool.
2. Remove any accessories for proper cleaning in a dishwasher or wash sink.
3. Wipe all metal surfaces with a damp, non-abrasive cloth. Stubborn stains may be removed with a good, non-abrasive cleaner. Clean hard to reach areas using a small brush and mild soap.
4. Wipe dry the entire unit using a dry, non-abrasive cloth.

Replacing a Display Light Bulb

⚠ WARNING

Use only light bulbs that meet or exceed National Sanitation Foundation (NSF) standards and are specifically designed for food holding areas. Breakage of light bulbs not specially coated could result in personal injury and/or food contamination.

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

1. Turn off unit, unplug the power cord, and allow unit to cool.
2. Unscrew the light bulb from the unit and replace it with a new, specially-coated incandescent light bulb.

NOTE: Hatco shatter-resistant light bulbs meet NSF standards for food holding and display areas. For 100 and 120 V units, use Hatco P/N 02.30.043.00. For 220–230 and 230–240 V units, use Hatco P/N 02.30.058.00.

NOTE: Shatter-resistant halogen bulbs are available in place of the standard incandescent bulbs. Halogen bulbs have a special coating to guard against injury and food contamination in the event of breakage. For 100 and 120 V units, use Hatco P/N 02.30.081.00. For 220–230 and 230–240 V units, use Hatco P/N 02.30.082.00.

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

Symptom	Probable Cause	Corrective Action
Unit is ON but there is no heat.	No power to the unit.	Check circuit breaker and reset as necessary. If power cord connected, check for damage to cord. If power cord connected, check electrical receptacle.
	Switch is defective.	Contact Authorized Service Agent or Hatco for assistance.
	Faulty wiring.	Contact Authorized Service Agent or Hatco for assistance.
	Heating element(s) are defective.	Contact Authorized Service Agent or Hatco for assistance.
Heat is inadequate.	Excessive air movement around unit.	Restrict or redirect air movement (air conditioning duct or exhaust fan) away from unit.
	Incorrect power supply (low).	Check power supply to unit, making sure it matches rating on the unit. If power supply is incorrect, change to match rating on unit.
	Heating element(s) are defective.	Contact Authorized Service Agent or Hatco for assistance.
Heat is excessive.	Voltage supply too high.	Check power supply to unit, making sure it matches rating on the unit. If power supply is incorrect, change to match rating on unit.

OPTIONS AND ACCESSORIES

Box Ribbon

The following hardcoated box ribbons are available as accessories to hold french fry boxes. The five and eight pleat ribbons can be installed on the right or left side of the fry pan.

Four Pleat Fry Box Ribbon (GRFHS-16, -PT16, and -26)

Five Pleat French Fry Box Ribbon (all models)

Five Pleat Fry Box Ribbon (GRFHS-21)

Eight Pleat Fry Box Ribbon (GRFHS-PTT21 and -PT26)

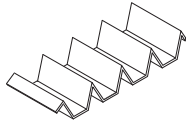


Figure 8. Four Pleat Fry Box Ribbon

Bag Ribbon

The following hardcoated bag ribbons are available as accessories to hold french fry bags.

Five Pleat Fry Bag Ribbon (GRFHS-16, -PT16, and -26)

Seven Pleat Fry Bag Ribbon (GRFHS-21)

Eight Pleat French Fry Bag Ribbon (all models)

Ten Pleat Fry Bag Ribbon (GRFHS-PTT21 and -PT26)

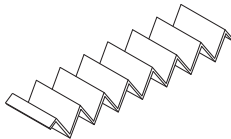


Figure 9. Seven Pleat Fry Bag Ribbon

Box/Bag Combo Ribbons

The following hardcoated box/bag combo ribbons are available as accessories.

Six Pleat Fry Box/Bag Combo Ribbon (GRFHS-21)

A six pleat fry bag/box combo ribbon can be added to the fry bin on either the right or left side. Each combo tray can hold up to three fry bags and three fry boxes.

Nine Pleat Fry Box/Bag Combo Ribbon (GRFHS-PTT21 and -PT26)

A nine pleated hardcoated fry bag/box combo ribbon can be added to either the front or rear of the fry bin. Each combo tray can hold up to four fry boxes and five fry bags.

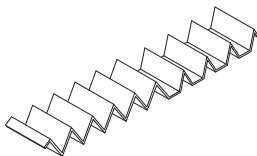


Figure 10. Nine Pleat Combo Ribbon

Side-by-Side Bag and Tong Holder

A side-by-side bag and tong holder is available as an accessory for GRFHS-21 models only. The bag and tong holder hangs on the pan stop.

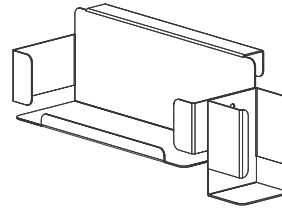


Figure 11. Side-by-Side Bag and Tong Holder

Piggy-Back Bag Holder

A piggy back bag holder is available as an accessory for GRFHS-21 and GRFHS-PTT21 models. A piggy-back bag holder provides a second bag holder.

Scoop Holder

A scoop holder is available as an accessory for GRFHS-PT26 and GRFHS-PTT21 models. The scoop holder hangs on the pan stop.

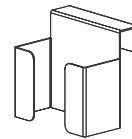


Figure 12. Scoop Holder

Right- or Left-Hand Cutout for Fry Basket

An optional right- or left-hand cutout for easier access to a fry station with a fryer basket is available for GRFHS-21 and GRFHS-26 models.

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 — HWB Series (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, 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

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