



GLO-RAY®

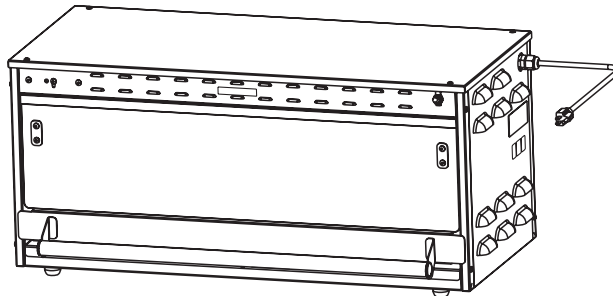
Multi-Staging Warmer

GRMW Series

Installation &

Operating Manual

I&W #07.05.157.00



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 lower right hand side, front corner of the unit), voltage and purchase date of your Glo-Ray® Multi-Staging Warmer 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

INTRODUCTION

The Hatco Glo-Ray® GRMW Series Warmers are perfect for holding prepared foods at kitchen work areas. These warmers hold hot prepared food products and keep them at optimum serving temperatures without affecting quality. Prefocused infrared heat from above and a thermostatically controlled heated base extends the holding times of the food product. The upper infrared heating element is guaranteed against burnout and breakage for two years and the base blanket heating element for one year.

This manual provides the installation, safety and operating instructions for the Glo-Ray Multi-Staging Warmer. We recommend all installation, operating and safety instructions appearing in this manual be read prior to installation or operation of












your Hatco Multi-Staging Warmer. 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 injury or death to yourself or others.  **CAUTION** means there is the possibility of minor or moderate injury. **CAUTION** without the symbol signifies the possibility of equipment or property damage only.

Hatco Glo-Ray Multi-Staging Warmers 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

-  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.
-  To avoid any injury, turn the power switch OFF, unplug the unit from the power source and allow to cool completely before performing any maintenance or cleaning.
-  For safe and proper operation, the unit must be located a reasonable distance from combustible walls and materials. If safe distances are not maintained, discoloration or combustion could occur.
-  To avoid electrical shock or personal injury, do not steam clean or use excessive water on the unit.
-  Some exterior surfaces on the unit will get hot. Use caution when touching these areas to avoid injury.
-  Unit is not waterproof. DO NOT submerge in water. Do not operate if it has been submerged in water.
-  To avoid any injury or damage to the unit do not pull unit by power cord.
-  To prevent any injury, discontinue use if power cord is frayed or worn.
-  To avoid any injury or damage to the unit, thermostat adjustments must only be performed by authorized personnel.
-  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 Parts when service is required.

WARNINGS

-  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

-  To avoid any injury or damage locate the unit at the proper counter height, in an area that is convenient for use. The location should be level to prevent the unit or its contents from accidentally falling, and strong enough to support the weight of the unit and food.
-  Unit is not weatherproof. For safe and proper operation the unit must be located indoors where the ambient air temperature is a minimum of 70°F (21°C) and a maximum of 85°F (29°C).

CAUTIONS

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

MODEL DESCRIPTIONS

ALL MODELS

All models are constructed of aluminum and stainless steel, featuring a power on/off switch, a thermostatically controlled hardcoated heated base, infrared upper heating element, polycarbonate front access door, and a 6' (1829 mm) cord and plug set.

GRMW-.5 MODEL

The GRMW-.5 model features a sliding pullout drawer assembly and comes with a pan holder equipped to hold one half-size pan, 2-1/2" (64 mm) deep.

GRMW-3 MODEL

The GRMW-3 series features a sliding pullout drawer and comes equipped with two pan dividers designed to hold up to three 1/3 size pans, 2-1/2" (64 mm) deep. An optional Two-Product Electronic Timer with several programmable settings is available.

NOTE: The Two-Product Electronic Timer is not available for retrofit and only available with the GRMW-3 model.

GRMW-4 MODEL

The GRMW-4P model features a sliding pullout drawer and comes equipped with three pan dividers designed to hold up to four 1/3 size pans, 2-1/2" (64 mm) deep.

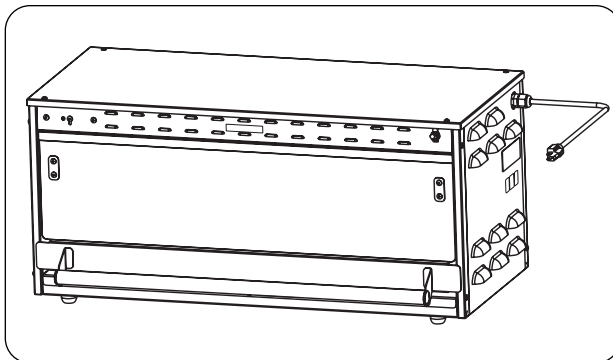


Figure 1. Glo-Ray GRMW-4

NOTE: Pans not supplied by Hatco. Pans must be suitable for high temperature applications.

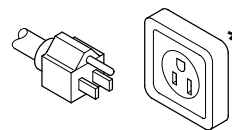
SPECIFICATIONS

PLUG CONFIGURATION

Units are supplied from the factory with an electrical cord and plug installed. Plugs are supplied according to the applications. (See Figure 2.)

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.



NEMA 5-15P

*Receptacle not supplied by Hatco.

Figure 2. Plug Configuration

ELECTRICAL RATING CHART

Model	Voltage	Watts	Amps	Plug Configuration	Shipping Weight
GRMW-.5	120	450	3.7	NEMA 5-15P	48 lbs. (22 kg)
GRMW-3	120	710	5.9	NEMA 5-15P	50 lbs. (23 kg)
GRMW-4	120	900	7.5	NEMA 5-15P	55 lbs. (25 kg)

NOTE: Shipping weight includes packaging.

DIMENSIONS

Model	Width (A)	Depth (B)	Height (C)
GRMW-.5	15-7/8" (403 mm)	17-7/8" (454 mm)	15-1/8" (384 mm)
GRMW-3	26-5/8" (676 mm)	17-7/8" (454 mm)	15-1/8" (384 mm)
GRMW-3*	26-5/8" (676 mm)	18-1/4" (464 mm)	16-1/2" (419 mm)
GRMW-4	34-1/2" (876 mm)	17-3/8" (441 mm)	15-1/8" (384 mm)

* GRMW-3 with Two-Product Electronic Timer

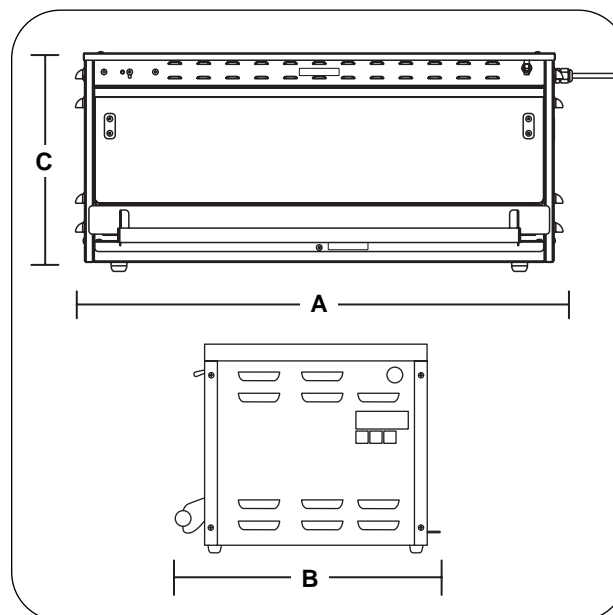


Figure 3. Dimensions

INSTALLATION

UNPACKING

Glo-Ray® Multi-Staging Warmers are shipped with most components pre-assembled. Care should be taken when unpacking shipping carton to avoid damage to unit and components enclosed.

1. Remove unit from box.
2. Remove information packet. **To prevent delay in obtaining warranty coverage, fill out and mail in the warranty card.**
3. Remove tape and protective packaging from all surfaces of unit.
4. The GRMW-3 and GRMW-4 series units are supplied with pan dividers. To install them, place the dividers in the channels provided. (See Figure 4.)

LOCATION

NOTE: Unit must be transported in the upright position.

For proper operation and maximum performance, locate the Multi-Staging Warmer in an area where the ambient air temperature is constant and is a minimum of 70°F (21°C). Areas which are susceptible to active air movements or currents should be avoided, i.e., near exhaust fans, hoods and air conditioning ducts.

CAUTION

Unit is not weatherproof. For safe and proper operation the unit must be located indoors where the ambient air temperature is a minimum of 70°F (21°C) and a maximum of 85°F (29°C).

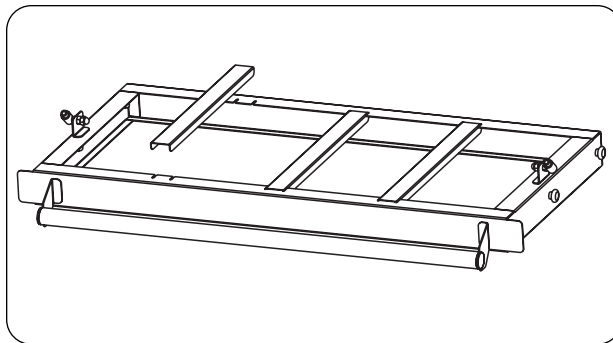


Figure 4. Installing Pan Dividers

WARNING

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

CAUTION

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

GENERAL

1. Plug unit into a properly grounded electrical outlet of the correct voltage, size and plug configuration (see *SPECIFICATIONS* for details).
2. To begin operation, place the ON/OFF toggle switch in the ON position. Allow 20-30 minutes for the unit to reach operating temperatures.

WARNING

To avoid 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.

WARNING

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

NOTE: The unit comes equipped with a thermostat that is factory preset. If an adjustment is necessary please follow the THERMOSTAT ADJUSTMENT PROCEDURE.

TWO-PRODUCT ELECTRONIC TIMER

The Two-Product Timer is optional only on the GRMW-3 and is not available for retrofit. Read and keep these instructions for future reference.

NOTE: Always stand and face the side of the warmer with the timer panel when reviewing the timer instructions.

1. Turn power to unit on. LED lights on timer control panel turn solid red.

2. Press the desired Arrow button. The LED light for the pressed timer button turns solid green. Timer begins to count down from preset time values.

With 3 minutes remaining (preset time value) the green LED light starts blinking and the buzzer sounds indicating the hold time will expire soon.

3. Press the Arrow button closest to the blinking LED light to turn off the buzzer.

After time elapses to zero the buzzer sounds again and the blinking green LED light turns red and continues blinking advising that time has expired.

4. Press the Arrow button closest to the blinking LED light to turn off the buzzer. LED light changes from blinking red to solid red.

NOTE: To view or edit current electronic timer settings, see TIMER PROGRAMMING in the maintenance section.

DRAWER OPERATION

1. Open product holding drawer by gently pulling drawer handle outward. As the drawer moves out the access door automatically opens.
2. The access door stays completely open by itself when the drawer is pulled all of the way out. Loading and unloading of food product should be done when the drawer is completely open.
3. To close door, gently push handle until drawer is securely shut.

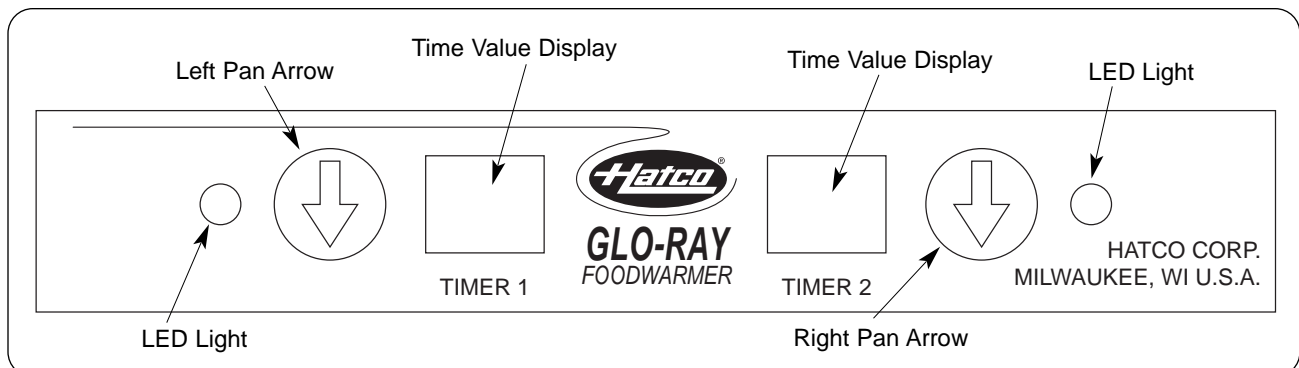


Figure 5. Two-Product Electronic Timer Control Panel

MAINTENANCE

GENERAL

Glo-Ray® Multi-Staging Warmers are designed for maximum durability and performance, with minimum maintenance.

WARNING

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

WARNING

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

WARNING

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

TIMER PROGRAMMING

To view or edit the preset time values of either the Left Pan Arrow or the Right Pan Arrow follow steps 1 - 8. (See Figure 6.)

1. Turn the unit on, then simultaneously press BOTH Arrow buttons for five seconds. The red LED for the selected pan will turn on and both displays will show number values.
2. Press BOTH Arrow buttons simultaneously to toggle between the pans until the desired pan is selected.

3. Press either Arrow button so 01 or 02 displays on the left. Display 01 to change the total hold time value. Display 02 to change the time the expired warning signals appear.
4. Press and hold the RIGHT Arrow button for three seconds, red LED for the selected pan will blink.
5. Press LEFT Arrow button to increase or RIGHT Arrow button to decrease to the desired setting.
6. When the desired setting is displayed, press and hold the RIGHT Arrow button for three seconds. The red LED will turn solid and the desired setting will be saved.
7. Repeat steps 2 - 6 to change setting for other pan if desired.
8. Press BOTH Arrow buttons simultaneously to exit programming mode and save settings. The unit is now set for normal mode operation.

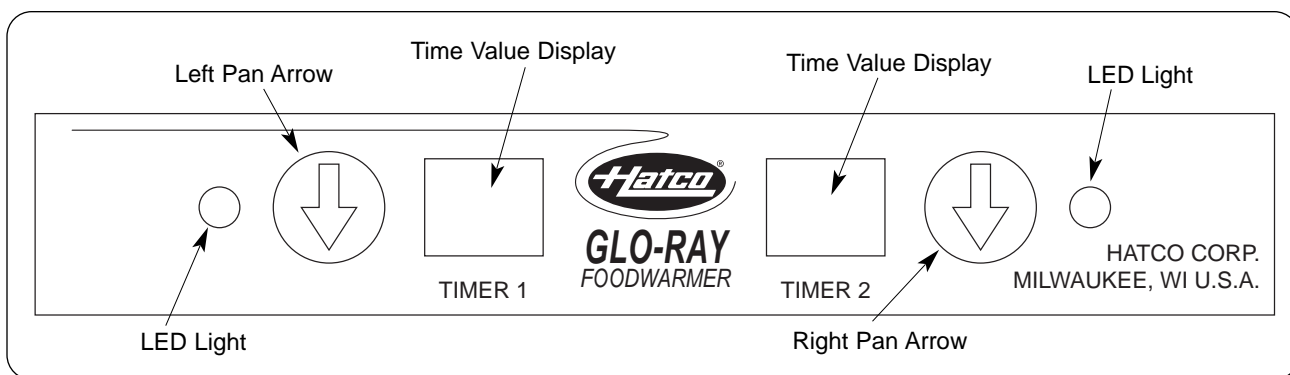


Figure 6. Two-Product Electronic Timer Control Panel

THERMOSTAT ADJUSTMENT (GRMW-3 and GRMW-4 Only) (See Figure 7)

WARNING

To avoid any injury or damage to the unit thermostat adjustments must only be performed by authorized personnel.

1. Place the power switch on the OFF position and unplug the unit from the power source.
2. Allow unit to cool for 20-30 minutes.
3. Loosen, but do not remove, "middle" screw for proper access to thermostat adjustment slide. Place slide in up position.
4. Using a small, straight blade screwdriver positioned in the access hole, turn the adjustment screw clockwise to increase the temperature and counterclockwise to decrease.
5. Plug unit into power supply and place the toggle switch in the ON position. The unit will reach operating temperature in 20-30 minutes.

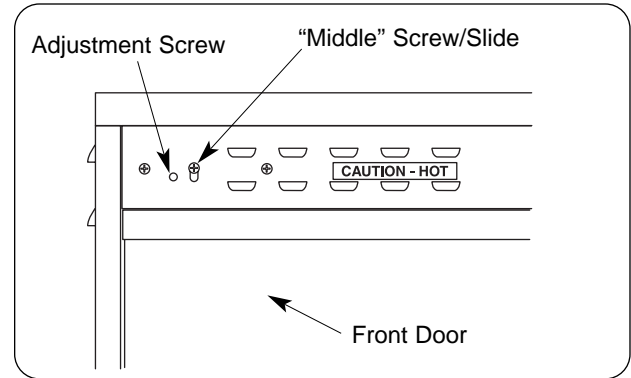


Figure 7. Thermostat Adjustment Procedure
(GRMW-3 and GRMW-4 only)

MAINTENANCE

DRAWER REMOVAL PROCEDURE

To remove the drawer for cleaning, follow these steps.

1. Pull drawer all the way out until access door stays open.
2. While supporting door, disconnect door linkages from drawer by lifting up outer sleeve of linkage and gently pulling away from connection. (See Figure 8.)
3. Lift drawer up and out of slides to remove.

DRAWER SLIDE REMOVAL PROCEDURE

To remove drawer slides for cleaning, follow these steps.

1. Support access door.
2. Push slides all the way into the warmer cavity.
3. Gently twist slide outward from the bottom and lift off.

CLEANING

CAUTION

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

To preserve the bright finish of the Glo-Ray Multi-Staging Warmer, it is recommended that the exterior and interior surfaces be wiped daily with a damp cloth. Stubborn stains may be removed with a good non-abrasive cleaner. Hard to reach areas should be cleaned with a soft brush and mild soap.

Wipe off the polycarbonate front door using a soft, clean, damp cloth. **Do not use glass cleaner.** Glass cleaner may scratch or crack the polycarbonate surface.

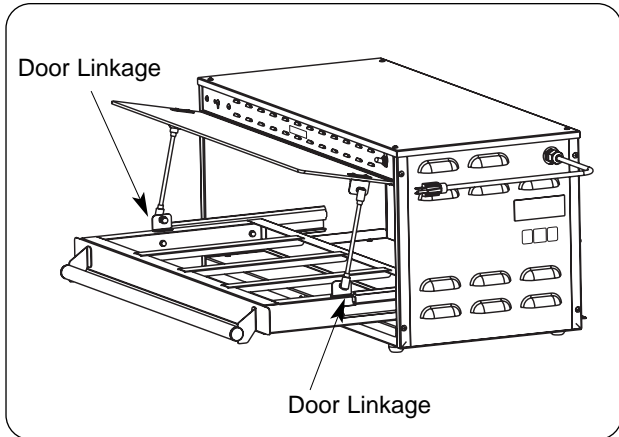


Figure 8. Disconnecting Drawer from Door

⚠ 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 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.

HATCO LIMITED WARRANTY

1. PRODUCT WARRANTY

Hatco warrants the products that it manufactures (the "Products") to be free from defects in materials and workmanship, under normal use and service, for a period of one (1) year from the date of purchase when installed and maintained in accordance with Hatco's written instructions or 18 months from the date of shipment from Hatco. Buyer must establish the product's purchase date by returning Hatco's Warranty Registration Card or by other means satisfactory to Hatco in its sole discretion.

Hatco warrants the following Product components to be free from defects in materials and workmanship from the date of purchase (subject to the foregoing conditions) for the period(s) of time and on the conditions listed below:

a) One (1) Year Parts and Labor PLUS One (1) Additional Year Parts-Only Warranty:

Toaster Elements (metal sheathed)
Drawer Warmer Elements (metal sheathed)
Drawer Warmer Drawer Rollers and Slides
Food Warmer Elements (metal sheathed)
Display Warmer Elements (metal sheathed air heating)
Holding Cabinet Elements (metal sheathed air heating)

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
Universal Restaurant Services
Miami 305-593-5488
Nass Service Co., Inc.
Orlando 407-425-2681
B.G.S.I.
Pompano Beach 954-971-0456
Comm. Appliance Service
Tampa 813-663-0313

GEORGIA

TWC Services
Smyrna 770-438-9797
Heritage Service Group
Norcross 866-388-9837
Southeastern Rest. Svc.
Norcross 770-446-6177

HAWAII

Burney's Comm. Service, Inc.
Honolulu 808-848-1466
Food Equip Parts & Service
Honolulu 808-847-4871

ILLINOIS

Parts Town
Lombard 708-865-7278
Eichenauer Elec. Service
Decatur 217-429-4229
Midwest Elec. Appl. Service
Elmhurst 630-279-8000
Cone's Repair Service
Moline 309-797-5323

INDIANA

GCS Service
Indianapolis 317-545-9655

IOWA

Electric Motor Service Co.
Davenport 319-323-1823
Goodwin Tucker Group
Des Moines 515-262-9308

KENTUCKY

Certified Service Center
Lexington 859-254-8854
Certified Service Center
Louisville 502-964-7007

LOUISIANA

Chandlers Parts & Service
Baton Rouge 225-272-6620

MARYLAND

Electric Motor Service
Baltimore 410-467-8080
GCS Service
Silver Spring 301-585-7550

MASSACHUSETTS

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

MICHIGAN

Commercial Kitchen Service
Bay City 517-893-4561
Bildons Appliance Service
Detroit 248-478-3320
Midwest Food Equip. Service
Grandville 616-261-2000

MINNESOTA

GCS Service
Minneapolis 612-546-4221

MISSOURI

General Parts
Kansas City 816-421-5400
Commercial Kitchen Services
St. Louis 314-890-0700
Kaemmerlen Parts & Service
St. Louis 314-535-2222

NEBRASKA

Anderson Electric
Omaha 402-341-1414

NEVADA

Burney's Commercial
Las Vegas 702-736-0006
Hi. Tech Commercial Service
N. Las Vegas 702-649-4616

NEW JERSEY

Jay Hill Repair
Fairfield 973-575-9145
Service Plus
Flanders 973-691-6300

NEW YORK

Acme American Repairs, Inc.
Brooklyn 718-456-6544
Alpro Service Co.
Brooklyn 718-386-2515
Appliance Installation
Buffalo 716-884-7425
Northern Parts Dist.
Plattsburgh 518-563-3200
J.B. Brady, Inc.
Syracuse 315-422-9271

NORTH CAROLINA

Authorized Appliance
Charlotte 704-377-4501

OHIO

Akron/Canton Comm. Svc. Inc.
Akron 330-753-6635
Certified Service Center
Cincinnati 513-772-6600
Commercial Parts and Service
Columbus 614-221-0057
Electrical Appl. Repair Service
Independence 216-459-8700
E. A. Wichman Co.
Toledo 419-385-9121

OKLAHOMA

Hagar Rest. Service, Inc.
Oklahoma City 405-235-2184
Krueger, Inc.
Oklahoma City 405-528-8883

OREGON

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

PENNSYLVANIA

Elmer Schultz Services
Philadelphia 215-627-5401
FAST Comm. Appl. Service
Philadelphia 215-288-4800
Appliance Installation & Service
Pittsburgh 412-809-0244

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

Electric Repair Co.
Reading 610-376-5444

RHODE ISLAND

Marshall Electric Co.
Providence 401-331-1163

SOUTH CAROLINA

Whaley Foodservice Repair
W. Columbia 803-791-4420

TENNESSEE

Camp Electric
Memphis 901-527-7543

TEXAS

GCS Service
Fort Worth 817-831-0381
Armstrong Repair Service
Houston 713-666-7100
Commercial Kitchen Repair Co.
San Antonio 210-735-2811

UTAH

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

VIRGINIA

Daubers
Norfolk 757-855-4097
Daubers
Springfield 703-866-3600

WASHINGTON

Restaurant Appl. Service
Seattle 206-524-8200

WISCONSIN

A.S.C., Inc.
Madison 608-246-3160
A.S.C., Inc.
Milwaukee 414-543-6460

CANADA

ALBERTA

Key Food Equipment Service
Edmonton 780-438-1690

BRITISH COLUMBIA

Key Food Equipment Service
Vancouver 604-433-4484

MANITOBA

Air Rite, Inc.
Winnipeg 204-895-2300

NEW BRUNSWICK

EMR Services, Ltd.
Moncton 506-855-4228

ONTARIO

R.G. Henderson Ltd.
Toronto 416-422-5580

Choquette CKS
Ottawa 613-739-8458

QUÉBEC

Choquette CKS
Montreal 514-722-2000

Choquette CKS
Québec City 418-681-3944

HATCO CORPORATION

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www.hatcocorp.com