

www.hatcocorp.com

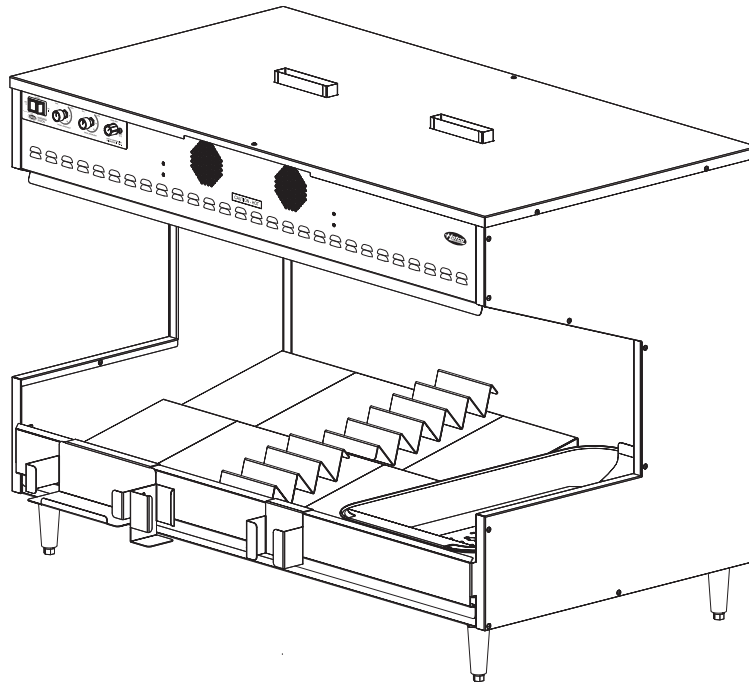
Register Online!
(see page 2)



Multi-Product Warming Station MPWS Series

Installation and Operating Manual

P/N 07.04.453.00



⚠ 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 (specification label located on the back 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 _____

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

The Hatco Multi-Product Warming Station holds hot fried products and other pre-heated food at serving temperatures in kitchen work areas. This station will keep food at optimum serving temperatures without affecting quality.

The Multi-Product Warming Station features easy access to the food product and incorporates Hatco's precise temperature control to safely hold foods longer. 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 elements and the base blanket heating element are guaranteed against burnout and breakage for one year.

The Hatco Multi-Product Warming 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 installation, safety, and operating instructions for the Multi-Product Warming Station. Hatco recommends all installation, operating, and safety instructions appearing in this manual be read prior to installation or operation of the unit.

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



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



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



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 receptacle of the correct voltage, size, and plug configuration. If plug and receptacle do not match, contact a qualified electrician to determine and install the proper voltage and size electrical receptacle.
- Units supplied without an electrical plug require field installation of proper plug. Plug must be properly grounded and of correct voltage, size, and configuration for electrical specifications of unit. Contact a qualified electrician to determine and install proper electrical plug.
- 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).
- Do not steam clean or use excessive water on unit.
- This unit is not “jet-proof” construction. Do not use jet-clean spray to clean this 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, discoloration or combustion could occur.
- Do not place combustible items on top of unit.

Do not place food product directly onto hardcoat surface. Food product must be wrapped, boxed, or on a food pan.

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 weight of 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.

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 move or relocate the unit for cleaning. The unit is bulky and heavy.

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.

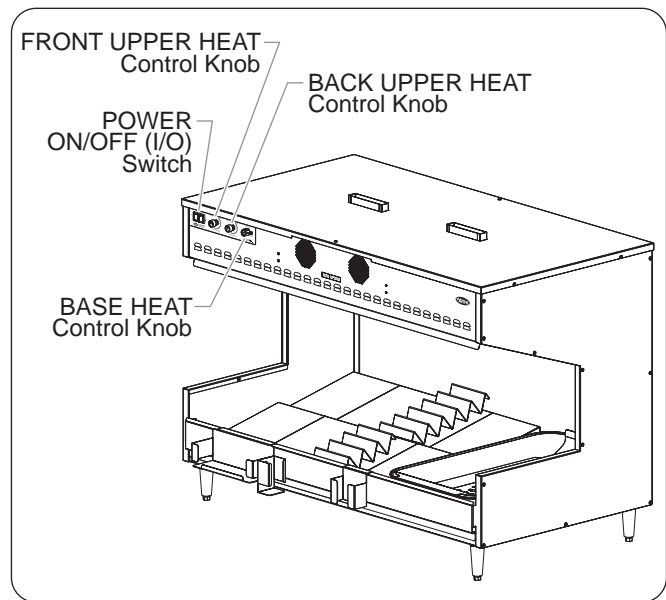
Do not lay unit on the side with the control panel. Damage to unit could occur.

MODEL DESCRIPTION

All Models

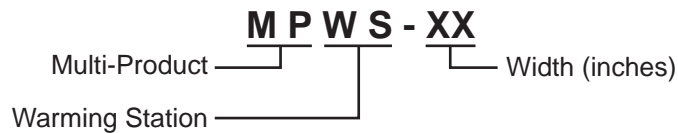
The Hatco Multi-Product Warming Station holds hot fried products and other pre-heated food at serving temperatures in kitchen work areas. The Warming Station is constructed of aluminum and stainless steel. Power to the unit is controlled by a POWER ON/OFF (I/O) Switch. The unit features six overhead ceramic heating elements and a blanket heating element in the base. The temperature of the overhead ceramic heating elements is adjusted using two separate electronic infinite controls — one for the rear elements and one for the front elements. The temperature of the base heating element is adjusted using a thermostatic control.

Various accessories are available to customize the Multi-Product Warming Station. Refer to the OPTIONS AND ACCESSORIES section near the back of this manual for details.



MPWS-45 (shown with accessories)

MODEL DESIGNATION



SPECIFICATIONS

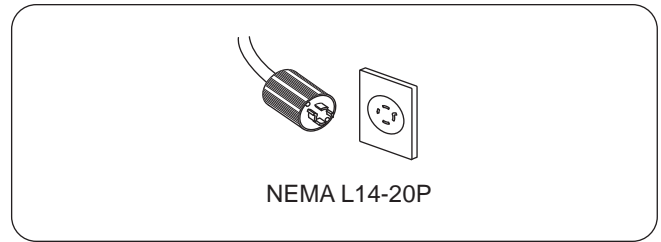
Plug Configuration

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



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 the proper voltage and size electrical receptacle.
- Units supplied without an electrical plug require field installation of proper plug. Plug must be properly grounded and of correct voltage, size, and configuration for electrical specifications of unit. Contact a qualified electrician to determine and install proper electrical plug.



NEMA L14-20P

Plug Configuration

NOTE: Receptacle not supplied by Hatco.

NOTE: Specification label located on back of unit. See label for serial number and verification of unit electrical information.

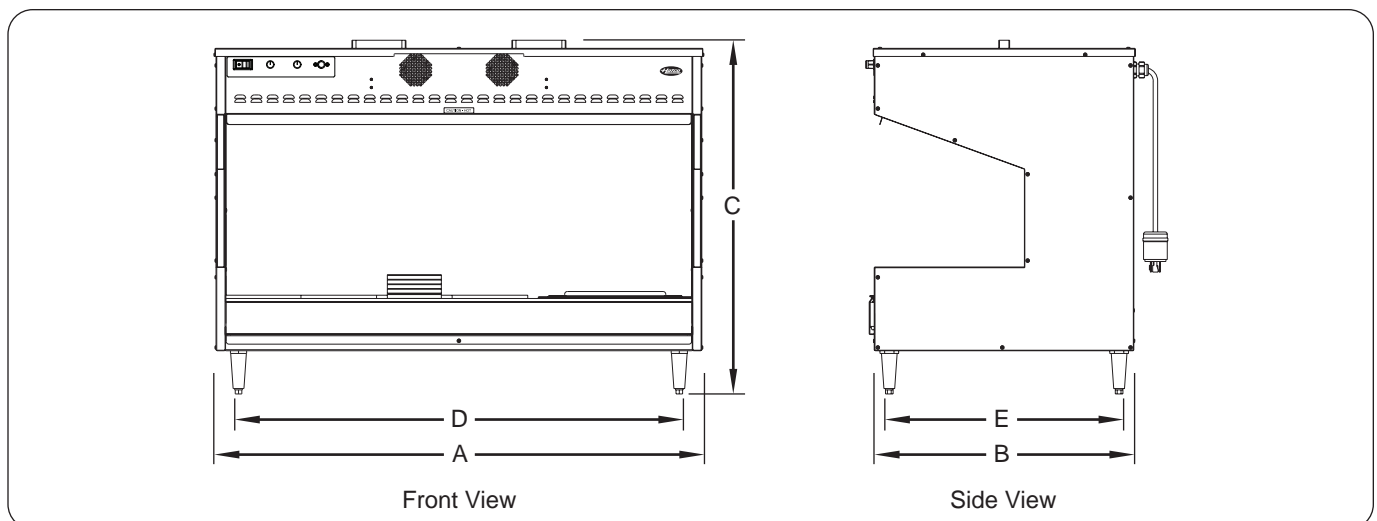
Electrical Rating Chart

Model	Voltage	Watts	Amps	Plug Configuration	Shipping Weight
MPWS-36	120/208	2773	14.2	NEMA L-14-20P	175 lbs. (79 kg)
	230	3075	13.4	Cord Without Plug	175 lbs. (79 kg)
MPWS-45	120/208	2799	14.3	NEMA L-14-20P	195 lbs. (88 kg)
	230	3108	13.5	Cord Without Plug	195 lbs. (88 kg)

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

Dimensions

Model	Width (A)	Depth (B)	Height (C)	Footprint Width (D)	Footprint Depth (E)
MPWS-36	37-5/16" (947 mm)	24-11/16" (626 mm)	32-3/4" (832 mm)	33-1/2" (851 mm)	22" (559 mm)
MPWS-45	45-5/16" (1150 mm)	24-11/16" (626 mm)	32-3/4" (832 mm)	41-1/2" (1054 mm)	22" (559 mm)



Dimensions

INSTALLATION

General

The Hatco Multi-Product Warming Station is shipped with most components pre-assembled. Care should be taken when unpacking shipping carton to avoid damage to unit and components enclosed.

⚠ WARNING

ELECTRIC SHOCK HAZARD:

- Units supplied without an electrical plug require field installation of proper plug. Plug must be properly grounded and of correct voltage, size, and configuration for electrical specifications of unit. Contact a qualified electrician to determine and install proper electrical plug.
- 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, discoloration or combustion could occur.
- Do not place combustible items 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 weight of unit and contents.

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

1. Remove the unit from the carton. Two people are required for this step.

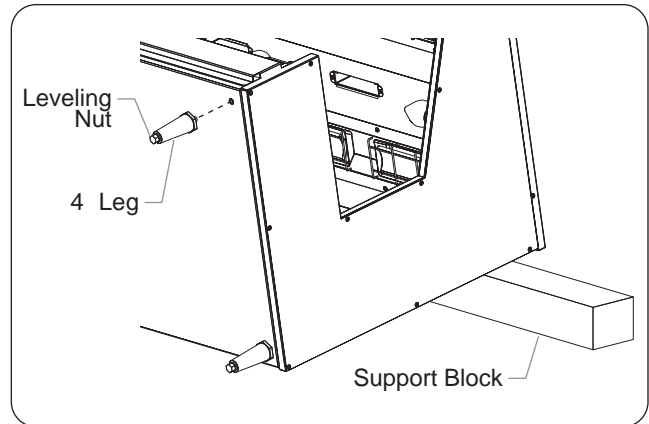
NOTE: To prevent delay in obtaining warranty coverage, complete online warranty registration. See the IMPORTANT OWNER INFORMATION section for details.

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

NOTICE

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

3. Install the 4" legs. Two people are required for this step.
 - a. Locate a block of wood or something similar to support the unit on during leg installation. The block must be large enough to prevent the unit from resting on the power cord and strain relief when it is tipped on its back.
 - b. Carefully tip the unit backwards and rest it on the support block.
 - c. Install each leg. Hand-tighten the legs until snug. Do not over-tighten.
 - b. Carefully lift/return the unit to the upright position. Do not "rock" the unit forward on its back legs.



Leg Installation

4. Place the unit in the desired location. Two people are required for this step.
 - 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. Level the unit by turning the leveling nut on each leg, if necessary. When looking at the bottom of the unit, turning the nut counterclockwise will lengthen the leg, and turning the nut clockwise will shorten the leg.
6. Install any accessories that came with the unit. Refer to the OPTIONS AND ACCESSORIES section for details.
7. For units without a plug, have a qualified electrician install the proper plug on the cord. The plug must be properly grounded and of the correct voltage, size, and configuration. See the SPECIFICATIONS section for details.

General

Use the following procedure to operate the Multi-Product Warming Station.



WARNING

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



CAUTION

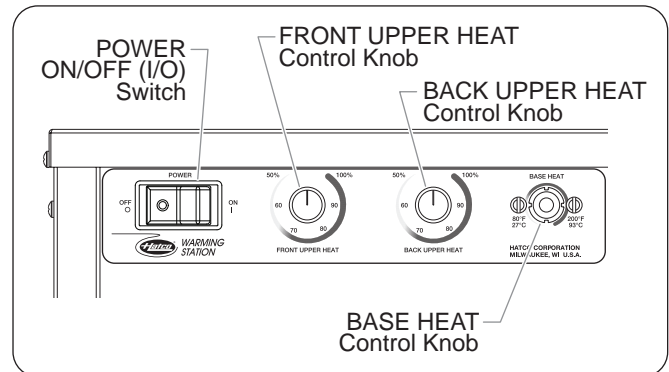
BURN HAZARD: Some exterior surfaces on unit will get hot. Use caution when touching these areas.

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.

1. Plug unit into a properly grounded electrical outlet 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 (located on the front of the unit). The display lights will turn on.
3. Turn the FRONT UPPER HEAT control knob to the desired setting.

4. Turn the BACK UPPER HEAT control knob to the desired setting.

5. Turn the BASE HEAT control knob to the desired setting.



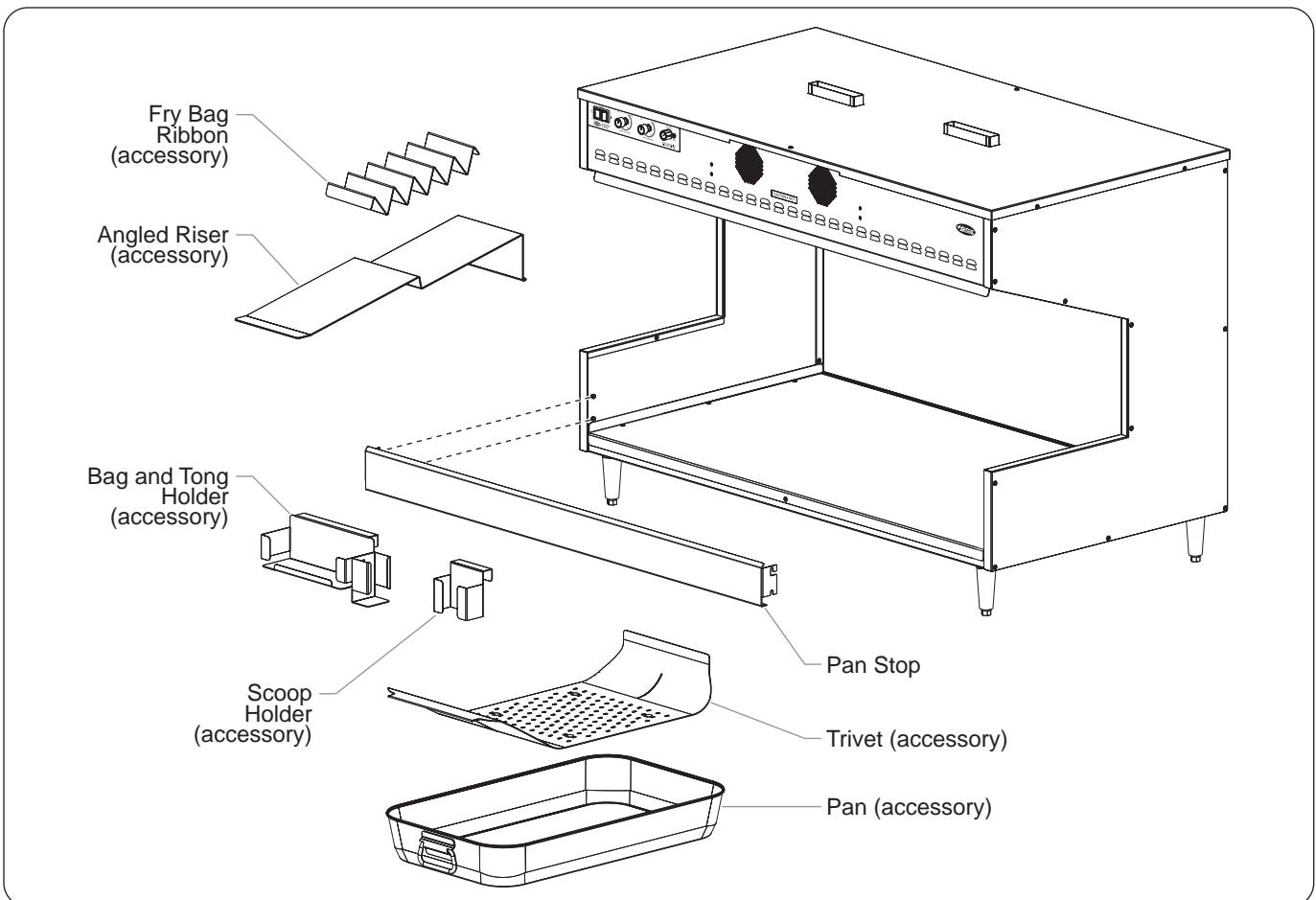
Control Panel

6. Allow 20–30 minutes for the unit to reach operating temperature.



WARNING

Do not place food product directly onto hardcoat surface. Food product must be wrapped, boxed, or on a food pan.



Components and Accessories

MAINTENANCE

General

The Multi-Product Warming Station is designed for maximum durability and performance, with minimum maintenance.



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.
- Do not steam clean or use excessive water on unit.
- This unit is not “jet-proof” construction. Do not use jet-clean spray to clean this 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.

Cleaning

To preserve the finish of the Warming Cabinet, perform the following cleaning procedure daily.



Do not move or relocate unit for cleaning. Unit is bulky and heavy.



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.

1. Turn off the unit, unplug the power cord, and allow the unit to cool.
2. Remove any accessories for proper cleaning in a dishwasher or wash sink.
3. Remove the pan stop to allow easy cleaning access. To remove:
 - a. Loosen, but don't remove, the mounting screws at each end of the pan stop.
 - b. Lift the pan stop and slide each end off of the mounting screws.
4. Wipe all metal surfaces with a damp cloth. Stubborn stains may be removed with a good, non-abrasive cleaner. Clean hard to reach areas using a small brush and mild soap.
5. Replace the pan stop. Tighten the mounting screws securely.

Replacing Display Light Bulbs



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 lights are incandescent light bulbs that illuminate the warming area. The bulbs have a special coating to guard against injury and food contamination in the event of breakage.

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

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

TROUBLESHOOTING GUIDE



WARNING

Unit must be serviced by trained and qualified personnel only. Service by unqualified personnel may lead to electric shock or burn.



WARNING

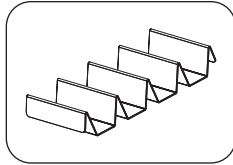
ELECTRIC SHOCK HAZARD: Turn OFF power switch, unplug power cord, and allow unit to cool before performing any cleaning, adjustments, or maintenance.

Symptom	Probable Cause	Corrective Action
Overhead heat is too hot.	UPPER HEAT control knob(s) set too high.	Adjust UPPER HEAT control knob(s) to a lower setting.
	UPPER HEAT control(s) defective.	Contact Authorized Service Agent or Hatco for assistance.
	Unit plugged into incorrect/high voltage.	Verify that voltage supply matches electrical information listed on the unit.
Overhead heat is not hot enough.	UPPER HEAT control knob(s) set too low.	Adjust UPPER HEAT control knob(s) to a higher setting.
	UPPER HEAT control(s) defective.	Contact Authorized Service Agent or Hatco for assistance.
	Heating elements not working.	Contact Authorized Service Agent or Hatco for assistance.
	Excessive air movement around warming cabinet.	Relocate unit or redirect air movement (i.e. air conditioning duct or exhaust fan) away from unit.
Base heat is too hot.	BASE HEAT control knob set too high.	Adjust BASE HEAT control knob to a lower setting.
	BASE HEAT control defective.	Contact Authorized Service Agent or Hatco for assistance.
	Unit plugged into incorrect/high voltage.	Verify that voltage supply matches electrical information listed on the unit.
Base heat is not hot enough.	BASE HEAT control knob set too low.	Adjust BASE HEAT control knob to a higher setting.
	BASE HEAT control defective.	Contact Authorized Service Agent or Hatco for assistance.
	Base heating element not working.	Contact Authorized Service Agent or Hatco for assistance.
	Excessive air movement around warming cabinet.	Relocate unit or redirect air movement (i.e. air conditioning duct or exhaust fan) away from unit.
No heat.	Heating elements not working.	Contact Authorized Service Agent or Hatco for assistance.
	Temperature controls not working properly.	Contact Authorized Service Agent or Hatco for assistance.
	Unit plugged into incorrect/low voltage.	Verify that voltage supply matches electrical information listed on the unit.
No heat and no lights.	POWER ON/OFF (I/O) switch turned OFF (O).	Move POWER ON/OFF (I/O) switch to ON position.
	Unit not plugged in or outlet not working.	Plug in unit, have outlet repaired by a certified electrician, or use a different outlet.
	Circuit breaker tripped.	Reset circuit breaker. If circuit breaker continues to trip, contact Authorized Service Agent or Hatco for assistance.
	ON/OFF Switch defective.	Contact Authorized Service Agent or Hatco for assistance.

OPTIONS AND ACCESSORIES

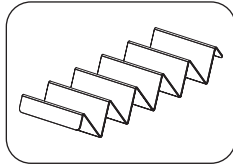
Four Pleat Fry Box Ribbon (P/N 04.25.356.00)

A four (4) pleat, hardcoated fry box ribbon can be ordered to hold french fry boxes.



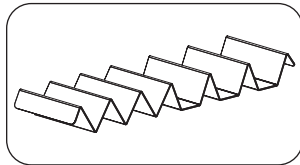
Five Pleat Fry Bag Ribbon (P/N 04.25.350.00)

A five (5) pleat, hardcoated fry bag ribbon can be ordered to hold french fry bags.



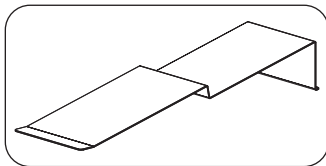
Six Pleat Bag/Box Ribbon (P/N 04.25.315.00)

A six (6) pleat, hardcoated combination fry bag/box ribbon can be ordered to hold french fry bags and boxes.



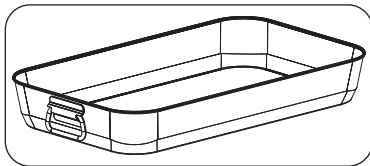
Angled Riser (P/N 04.25.520.00)

An angled riser can be ordered to hold two 1/3-size pans.



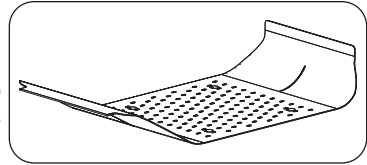
Pan (P/N 04.25.528.00)

A pan can be ordered to hold food product.



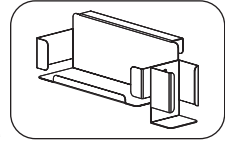
Trivet (P/N 04.25.501.00)

A trivet can be ordered to use with a pan to hold fries or other food product.



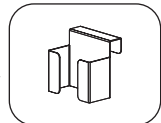
Bag and Tong Holder (P/N 04.25.416.00)

A bag and tong holder can be ordered to hold empty bags and a pair of tongs. The bag and tong holder hangs on the pan stop.



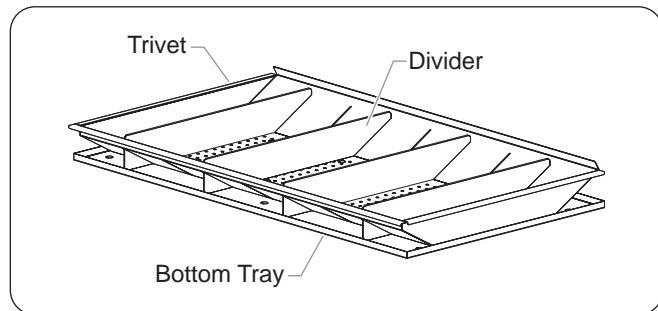
Scoop Holder (P/N 04.25.413.00)

A scoop holder can be ordered to hold a fry scoop. The scoop holder hangs on the pan stop.



Full Fry Bin Insert

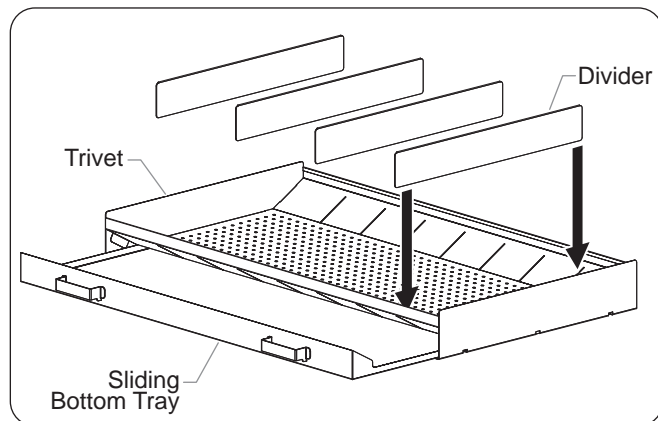
A full fry bin insert is available for all units. The full fry bin insert includes a full size trivet, a bottom tray, and removeable dividers (MPWS-36 inserts have three dividers and MPWS-45 inserts have four dividers).



Full Fry Bin Insert (MPWS-45 insert shown)

Sliding Fry Bin Insert

A sliding fry bin insert is available for all units. The sliding fry bin insert includes a full size trivet, a sliding bottom tray, and removeable dividers (MPWS-36 inserts have three dividers and MPWS-45 inserts have four dividers).



Sliding Fry Bin Insert (MPWS-45 insert shown)

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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