



Original Instructions
原始说明

HEATMAX

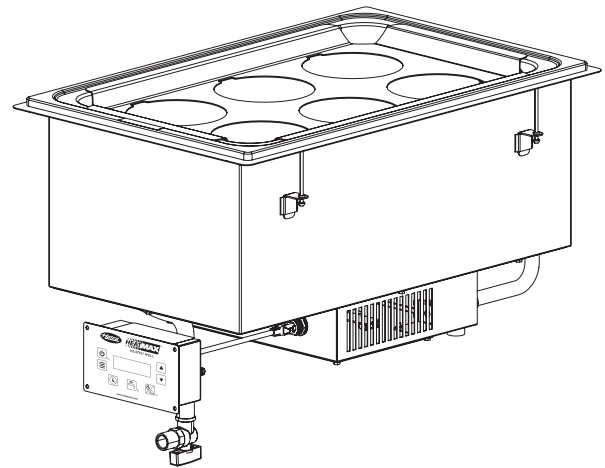
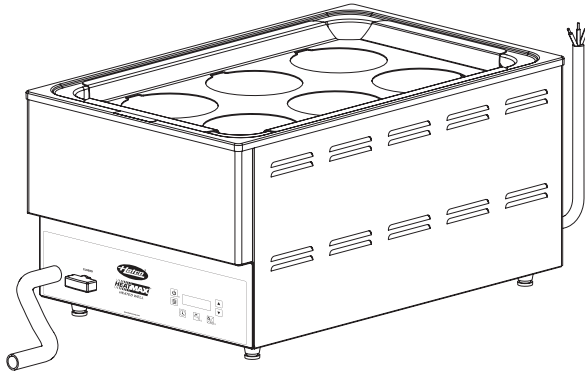
Heated Wells

多功能保温汤池/煮面炉

RCTHW2 Series/系列

Installation and Operating Manual

安装及操作手册



⚠ 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.

English = p 2

⚠ 警告

请在 真阅读并理解本手册的内容后再操作本设备！不按照本手册中的说明操作可能会导致严重的人身伤亡事故。本手册中包含了有关本产品维护、使用和操作的重要安全事项。如果您不理解本手册的内容，请将本手册交给主管人员，以提请注意。请将本手册妥善放置，以便参照。

中文 = 第 15 页

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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 back of countertop units and the bottom of built-in units). Please have this information available when calling Hatco for service assistance.

Model No. _____

Serial No. _____

Voltage _____

Date of Purchase _____

Business 9:00 AM to 6:00 PM (Beijing Time)

Hours: Monday through Friday

Telephone: (0512) 6732-5091

E-mail: infocn@hatcocorp.com

Additional information can be found by visiting our web sites at:

www.hatcocorp.com

www.hatcocorp.cn

INTRODUCTION

Hatco HEATMAX Heated Wells are multipurpose units specially designed to cook pasta and vegetables. It also can be used to hold a wide variety of foods including soups, curry, gravies, and a variety of toppings. The heating element temperatures are monitored by an electronic controller for optimum results. Heat is evenly distributed throughout the unit to cook or hold foods at desired temperatures, and the insulated stainless steel design provides easy maintenance and durable performance.

All units are equipped with an electronic control panel and an energy saving low power mode that saves electricity during off-peak hours.

HEATMAX Heated Wells are quality built to meet the demands of foodservice operations and provide years of trouble-free performance. The heating elements are guaranteed against breakage and burnout for 1 year.

HEATMAX Heated Wells are products 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 HEATMAX Heated Wells. 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.

NOTE: Refer to the Symbol Identification tables on the back cover of this manual for definitions of symbols that may appear in this manual.



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:

- Unit must be installed by a qualified electrician. Installation must conform to all local electrical codes. Installation by unqualified personnel will void unit warranty and may lead to electric shock or burn, as well as damage to unit and/or its surroundings.
- Units supplied without a plug require field installation of proper plug or a hardwired connection to on-site electrical system. Connection 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 connection.
- Turn OFF power switch, unplug power cord/turn off power at circuit breaker, 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 21°C (70°F).
- 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.
- Do not use unit to melt or hold ice. Doing so may cause condensation, creating an electrical hazard and causing personal injury and/or damage to unit. Damage caused by condensation is not covered by warranty.
- 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 25 mm (1”) from combustible walls and materials. If safe distances are not maintained, discoloration or combustion could occur.
- Do not use harsh chemicals such as bleach (or cleaners containing bleach), oven cleaners, or flammable cleaning solutions to clean this unit.

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

⚠ WARNING

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 Hatco at (0512) 6732-5091.

⚠ CAUTION

BURN HAZARD:

- Some exterior surfaces on unit will get hot. Use caution when touching these areas.
- Hot water in unit may cause scalding injury. Allow unit to cool before draining or cleaning.

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 move or relocate unit when it contains food product. Turn off unit, remove food product, and allow to cool completely before moving or cleaning.

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 the unit could occur.

Remote mounted control boxes must have a minimum 152 mm (6”) clearance from unit (not to exceed 1420 mm [56”). Mounting control box closer may cause heat damage to electrical system in control box.

Do not locate unit in an area subject to excessive temperatures or grease from grills, fryers, etc. Excessive temperatures could cause damage to the unit.

Unit is designed and recommended for use in or on metallic countertops. Damage to any countertop material is not covered under the Hatco warranty. For other surfaces, verify with manufacturer that material is suitable for prolonged temperatures up to 100°C (212°F).

Do not use excessive force when tightening mounting screws on built-in units. This may damage unit and/or countertop.

Do not operate unit without food product/water in well. Damage to unit could occur.

All Models

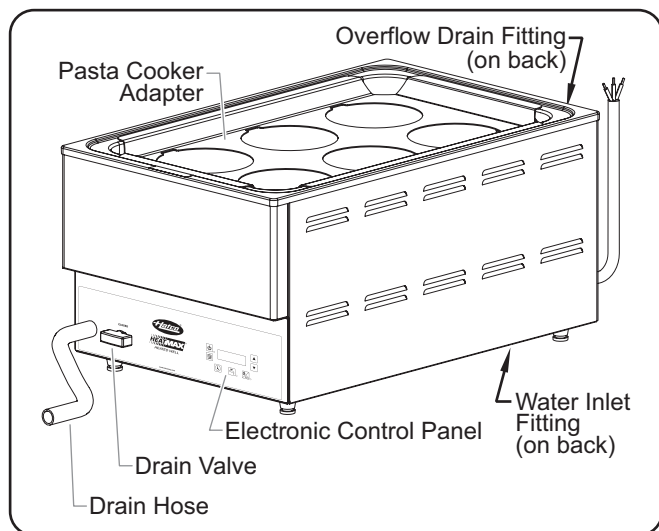
All HEATMAX Heated Wells are reliable and versatile. In addition to their use for cooking or steaming, these units also can be used as heated wells for keeping food hot.

RCTHW2 Series units are equipped with two heating elements for efficient, even heating. Standard features include a drain hose with drain valve and a drain strainer. All units are controlled with an electronic control panel. The RCTHW2-6 and RCTHW2-6B models also feature an overflow drain, a pasta cooker adapter, and an Auto-Fill function that maintains the water level in the well automatically.

NOTE: Noodle Baskets and other Adapter Tops are available. Refer to the OPTIONS AND ACCESSORIES section in this manual for details.

RCTHW2-3 and RCTHW2-6 Models

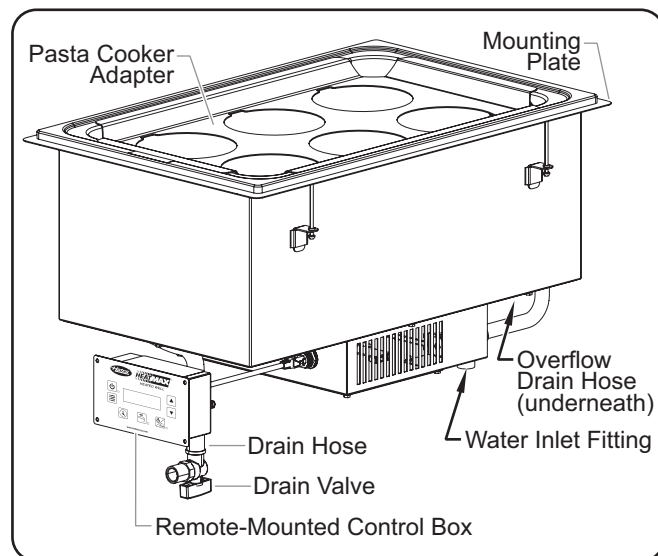
RCTHW2-3 and RCTHW2-6 models are countertop models that hold a full size Gastronorm 1/1 x 150 mm (6") deep food pan.



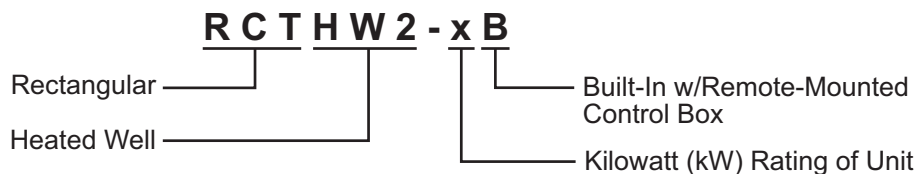
Model RCTHW2-6

RCTHW2-3B and RCTHW2-6B Models

RCTHW2-3B and RCTHW2-6B models are built-in models equipped with a remote-mounted control box and a bottom drain. They will hold a full size Gastronorm 1/1 x 150 mm (6") deep food pan.



Model RCTHW2-6B



SPECIFICATIONS

Plug Configurations

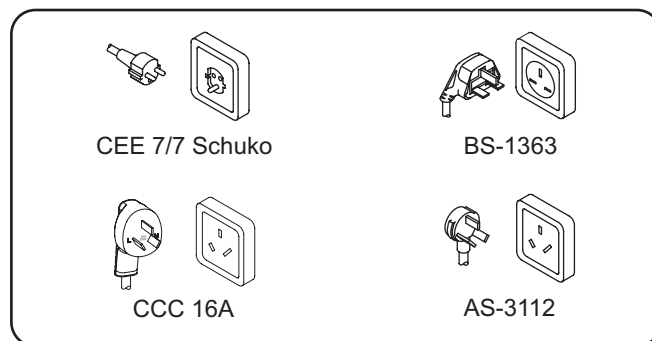
Some units are supplied from the factory with an electrical cord and plug installed.



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: The specification label is located on the back of countertop units and the bottom of built-in units. See label for serial number and verification of unit electrical information.



Plug Configurations

NOTE: Receptacle not supplied by Hatco.

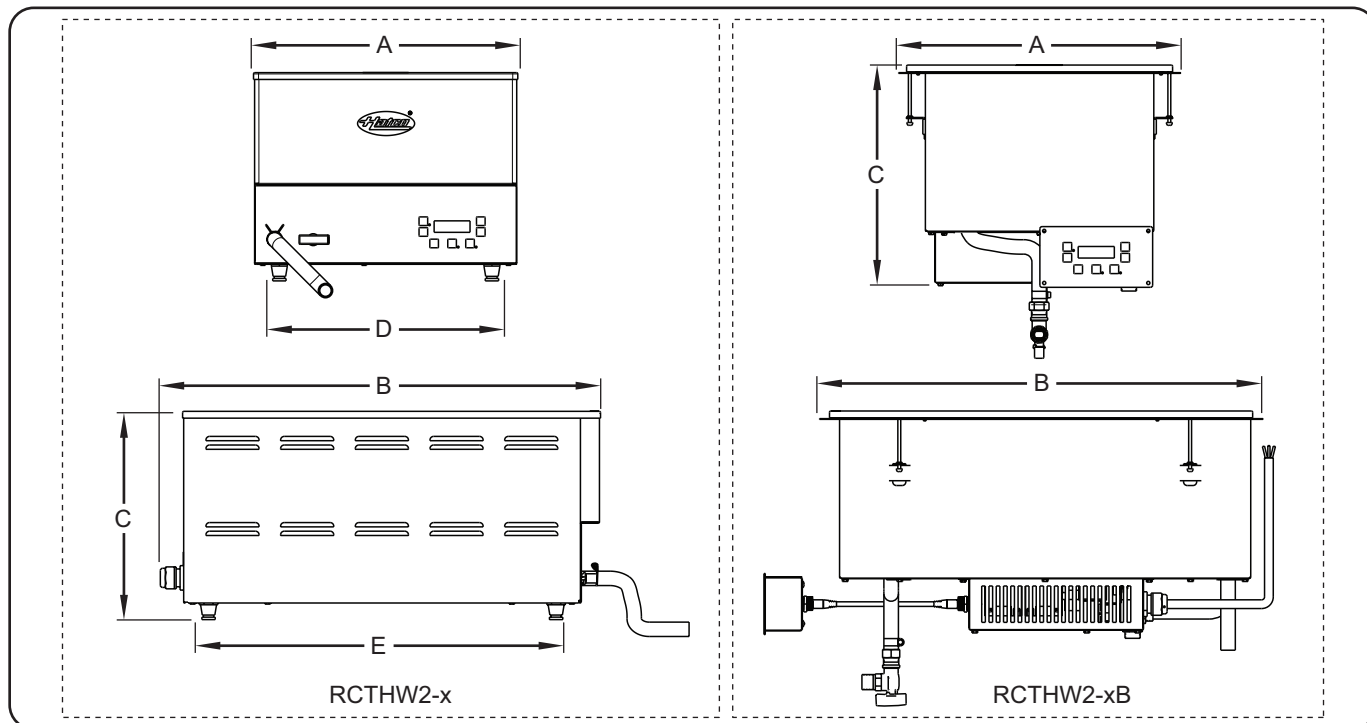
Electrical Rating Chart

Model	Voltage	Hertz	Watts	Amps	Plug Configurations	Shipping Weight
RCTHW2-3	220	50/60	2520	11.5	CCC 16A, CEE 7/7 Schuko, BS-1363, AS 3112	12 kg (27 lbs)
	230		2755	12.0		
	240		3000	12.5		
RCTHW2-3B	220	50/60	2520	11.5	CCC 16A, CEE 7/7 Schuko, BS-1363, AS 3112	12 kg (28 lbs)
	230		2755	12.0		
	240		3000	12.5		
RCTHW2-6	220	50/60	5040	22.9	Cord Only	14 kg (31 lbs)
	230		5510	24		
	240		6000	25		
RCTHW2-6B	220	50/60	5040	22.9	Cord Only	14 kg (30 lbs)
	230		5510	24		
	240		6000	25		

NOTE: Shipping weight includes packaging.

Dimensions

Model	Width (A)	Depth (B)	Height (C)	Footprint Width (D)	Footprint Depth (E)
RCTHW2-3	368 mm (14-1/2")	582 mm (23")	290 mm (11-1/2")	315 mm (12-3/8")	503 mm (19-3/4")
RCTHW2-3B	368 mm (14-1/2")	582 mm (23")	302 mm (11-7/8")	N/A	N/A
RCTHW2-6	368 mm (14-1/2")	582 mm (23")	290 mm (11-1/2")	315 mm (12-3/8")	503 mm (19-3/4")
RCTHW2-6B	390 mm (15-3/8")	610 mm (24")	302 mm (11-7/8")	N/A	N/A



General

HEATMAX Heated Wells are shipped from the factory with most components assembled and ready for use. Care should be taken when unpacking shipping carton to avoid damage to unit and the components enclosed.

Built-in models require installation of the drain valve and remote mounted control box.

⚠ WARNING

ELECTRIC SHOCK HAZARD:

- Unit must be installed by a qualified electrician. Installation must conform to all local electrical codes. Installation by unqualified personnel will void unit warranty and may lead to electric shock or burn, as well as damage to unit and/or its surroundings.
- Unit is not weatherproof. Locate unit indoors where ambient air temperature is a minimum of 21°C (70°F).

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

Unit is designed and recommended for use in or on metallic countertops. Damage to any countertop material is not covered under the Hatco warranty. For other surfaces, verify with manufacturer that material is suitable for prolonged temperatures up to 100°C (212°F).

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

Do not locate unit in an area subject to excessive temperatures or grease from grills, fryers, etc. Excessive temperatures could cause damage to the unit.

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

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

3. Verify the installation location is appropriate.
 - Locate the unit in an area where the ambient air temperature is constant and a minimum of 21° C (70° F). Avoid areas that may be subject to active air movements or currents (i.e., near exhaust fans/hoods, air conditioning ducts, and exterior doors).
 - 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.

4. If the unit is a countertop model, perform the procedure below:

- a. Place the unit in the desired location. Make sure all the feet on the bottom of the unit are positioned securely on the countertop.
- b. Have a qualified electrician perform the necessary electrical connections.

5. If the unit is a built-in model, perform the "Installing a Built-In Model" procedure in this section.

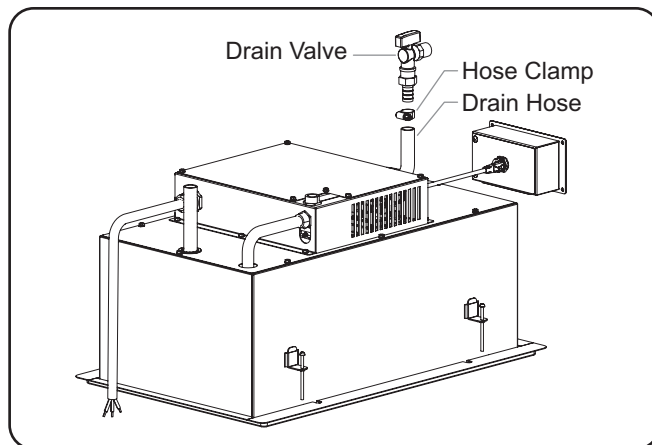
Installing a Built-In Model

Use the following procedures to install a built-in model into a countertop.

Installing the Drain Valve

Before installing a rectangular model into the countertop, perform the following procedure to install the drain assembly.

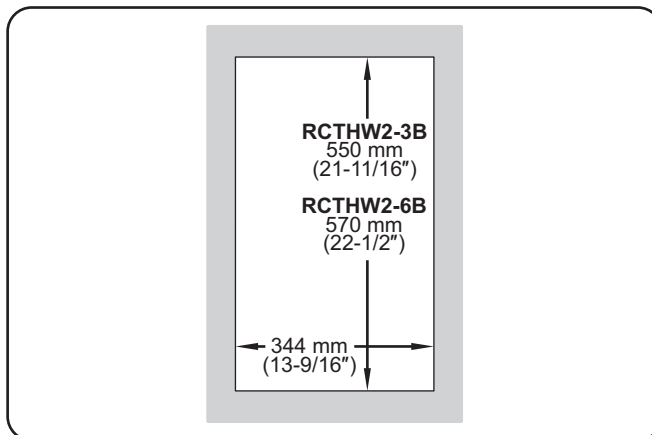
1. Carefully turn over the unit and lay it on its top side.
2. Connect the supplied drain valve to the drain hose using the supplied hose clamp.
3. After completing installation of the unit, the drain valve may be connected to an external drain pipe, if desired.



Installing the Drain Valve (Built-in models only)

Installing the Unit

1. Cut the appropriate opening in the countertop for the unit being installed (see below).



RCTHW2-6B Countertop Cutout Dimensions

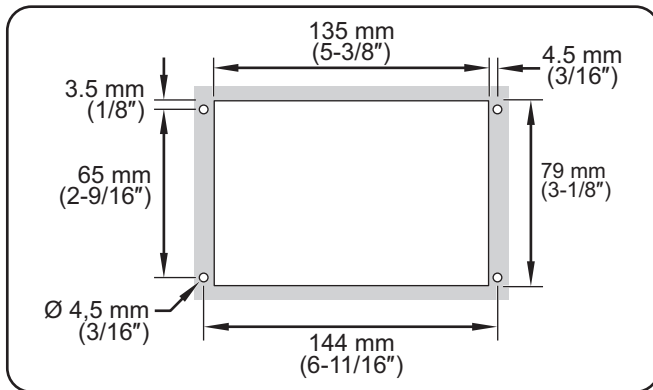
NOTE: The countertop must be level to ensure proper draining of the well.

NOTICE

Remote mounted control boxes must have a minimum 152 mm (6") clearance from unit (not to exceed 1420 mm [56"]). Mounting control box closer may cause heat damage to electrical system in control box.

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

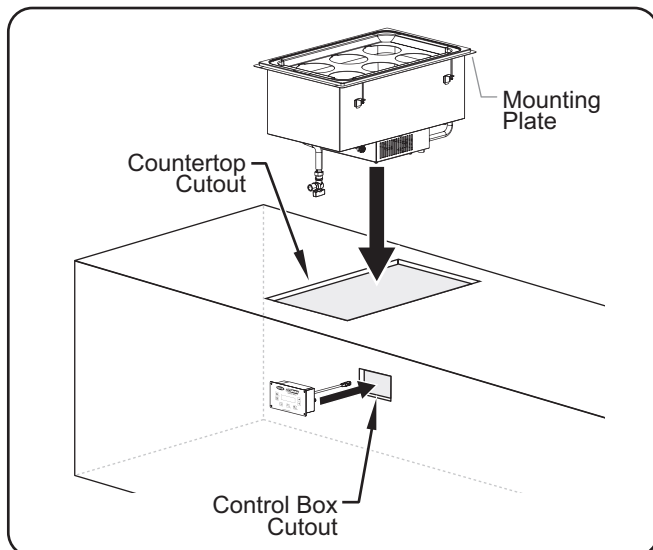
- Cut the appropriate opening for the control box in a vertical surface at least 152 mm (6") from the unit, but no more than 1420 mm (56") (see below).



Control Box Cutout Dimensions

NOTE: The electrical cord between the unit and the control box is 1420 mm (56") in length.

- Unplug the control box from the bottom of the unit.
- Place ribbon putty gasket around the cutout edge of the countertop. Make sure the ribbon putty gasket overhangs the cutout edge or seal unit with silicone adhesive.
- Guide the electrical cord and drain hose through the countertop cutout, and lower the unit into the cutout.

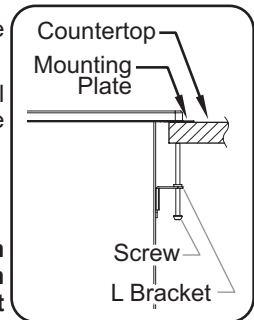


Installing the Unit

- Assemble the L-brackets to the underside of the unit.
- Tighten the L-bracket screws until the mounting plate lies flat on the countertop.

NOTICE

Do not use excessive force when tightening mounting screws on built-in units. This may damage unit and/or countertop.



Installing the Remote Control Box

- With the remote control box unplugged from the unit, guide the control box cable into the cutout and position the control box into the cutout opening.
 - Align the holes in the control box with the pre-drilled holes in the mounting surface.
- Secure the control box to the mounting surface using screws (not supplied).
- Plug the control box cable into the unit.

NOTE: Units are equipped with a 1829 mm (6') cable connecting the control box to the unit.

Connecting the Auto-Fill Function

Use the following procedure to connect the unit to the on-site water supply for the Auto-Fill function. A qualified installer should perform the water connections.

NOTE: HEATMAX Heated Wells have a built-in backflow prevention assembly.

- Connect the on-site water supply line to the G 1/2" BSPP water inlet fitting on the unit.
 - RCTHW2-x = G fitting on the back of the unit.
 - RCTHW2-xB = G fitting on the bottom of the electrical box.
- Turn on the water supply and check for leaks.

NOTE: If the incoming water sprays out of the well while filling, turn down the water pressure using the shut off valve on the on-site water supply line.

Electrical Connections

RCTHW2-6 and RCTHW2-6B models are equipped with a power cord only. These units must have the appropriate plug installed or be hardwired to the electrical supply.

NOTE: The specification label is located on the back of countertop units and the bottom of built-in units. See label for serial number and verification of unit electrical information.

⚠ WARNING

ELECTRIC SHOCK HAZARD: Units supplied without a plug require field installation of proper plug or a hardwired connection to on-site electrical system. Connection 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 connection.

NOTICE

Make sure electrical supply matches voltage and frequency rating on specification label. Incorrect electrical supply may damage unit.

Hardwired Connection

Make the appropriate connections from the power cord to the on-site power supply.

Plug Connection

Connect the proper plug to the power cord. Make sure the plug is rated for the specific load and the plug matches a suitable receptacle.

NOTE: The plug and receptacle must be grounded in accordance with current standards.

OPERATION

General

Use the following procedure to operate HEATMAX Heated Wells.

WARNING

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

NOTICE

Do not operate unit without water in well. Damage to unit could occur.

Control Panel

The following are descriptions of the controls used to operate the unit.

**Power I/O (on/off) Button w/ LED**

The Power I/O Button controls power to the unit. The LED Indicator will illuminate green when the unit is on. The LED Indicator will illuminate red when the unit is off.

**Menu Button**

The menu button allows adjustments of the holding temperature between the following options.

- **LOW:** The temperature can be set between 40–65°C (104–149°F).
- **MID:** The temperature can be set between 65–80°C (149–176°F).
- **HIGH:** The temperature can be set between 80–95°C (176–203°F).

**Timer Button**

The timer button allows adjustments of the timer. The timer can be turned off or set between 1–180 minutes.

**Auto-Fill Button w/ LED**

The auto-fill button toggles between turning on and off the auto-fill feature. When the LED Indicator is illuminated, the auto-fill feature is on.

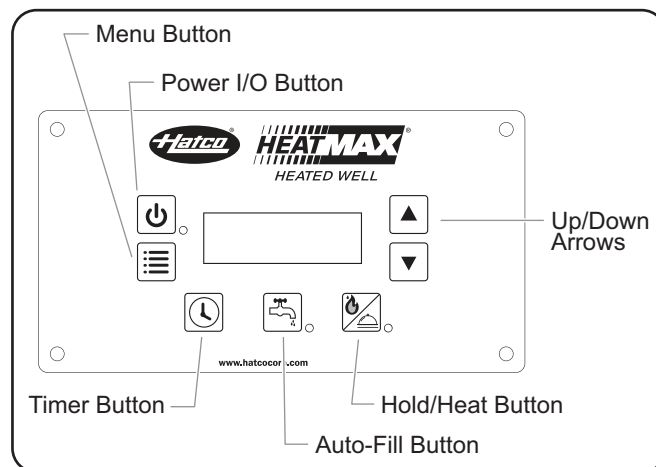
**Hold/Heat Button w/ LED**

The hold/heat button toggles between hold and heat mode.

- **Hold Mode:** The LED Indicator will illuminate yellow. The display will show L 'XX'C, M 'XX'C, or H 'XX'C. 'XX' represents the current temperature of the unit.
- **Heat Mode:** The LED Indicator will illuminate red. The display will show the HT XXC. 'XX' represents the current temperature of the unit.

**Up and Down Arrow Buttons**

The up and down arrow buttons are used to make changes to the settings.



Control Panel

Operating the Unit

Startup

1. For cord and plug units, plug the unit into a properly grounded electrical receptacle of the correct voltage, size, and plug configuration. See the SPECIFICATIONS section for details.
 - The Power I/O LED indicator will glow red when the unit has power.
2. Prepare the well for operation.
 - When not using the Auto-Fill function, make sure the drain valve is closed, and manually fill the well with hot tap water until the water is 32 mm (1-1/4") deep or the appropriate height depending on food pan depth.
 - When using the Auto-Fill function, make sure the drain valve is closed.

NOTE: Do not operate the unit without water in the well. The unit will overheat. The display will show 'Dry' and beep continuously. If this occurs add water. If issue still occurs after adding water perform the "Removing Lime and Mineral Deposits" procedure in the MAINTENANCE section.

3. Press the Power I/O button to turn on the unit.
 - The LED indicator will glow green when the unit is on and heating.
4. Turn on the Auto-Fill function, if desired.
 - Press the auto-fill button. The Auto-Fill function is on when the indicator light is illuminated.
 - The well will fill with water until the water reaches the water level sensor in the well. During operation, the Auto-Fill system will maintain the water level automatically using the water level sensor.



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

5. Select a holding temperature option.
 - a. Press the Menu button.
 - b. Using the up and down arrows, choose one of the following holding temperature options.
 - LOW: 40–65°C (104–149°F)—Food warming/holding
 - MID: 65–80°C (149–176°F)—Food warming/holding
 - HIGH: 80–95°C (176–203°F)—Steaming and rethermalizing

NOTE: The default setting is "HIGH" set at 95°C (203°F).

NOTE: Refer to "Changing the Holding Temperature" in this section to make adjustments to the holding temperature options.

6. Put the unit into Heat Mode or Hold Mode.
 - Heat Mode will keep the heating elements on to continuously boil the water in the well.
 - Hold Mode will keep the unit at the setpoint temperature.
7. Press and hold the Timer button for three seconds to start the timer.
 - After starting the timer, press the Timer button to see the remaining time.
 - When the timer is done, the unit will beep six times, and the unit will switch to Hold Mode automatically.

NOTE: Refer to "Changing the Timer Settings" in this section to turn the timer off or to make adjustments.

8. Allow the unit to preheat for approximately 30 minutes.

Shutdown

1. Press the Power I/O button to turn off the unit. The LED indicator will glow red when the unit is off.
2. Perform the "Daily Cleaning" procedure in the MAINTENANCE section of this manual.

Changing the Holding Temperature

Use the following procedure to change the holding temperature.

1. Press the Menu button.
2. Using the up and down arrows, choose one of the following temperature holding options.
 - LOW: Temperature can be changed from 40–65°C (104–149°F)
 - MID: Temperature can be changed from 65–80°C (149–176°F)
 - HIGH: Temperature can be changed from 80–95°C (176–203°F)

NOTE: The default setting is "HIGH" set at 95°C (203°F).

3. Press the Menu button or wait six seconds to select option.
4. Press and hold the Menu button for three seconds to display the setpoint holding temperature.
5. Using the up and down arrows, set the desired holding temperature.
6. Press the Menu button or wait six seconds to select temperature.

Changing the Timer Settings

Use the following procedure to change the timer settings. The timer can be turned off or set between 1–180 minutes.

1. Press and hold the Timer button for three seconds to toggle between one of the following options.
 - XXXMIN: The timer is on and can be set between 1–180 minutes.
 - OFFMIN: The timer will be off and not shown on the display.
2. Using the up and down arrows, choose a time between 1–180 minutes.
3. Press the Timer button or wait six seconds to select desired temperature.
 - When the timer is done, the unit will beep six times, and the unit will switch to Hold Mode automatically.

General

HEATMAX Heated Wells are designed for maximum durability and performance with minimum maintenance.

WARNING

ELECTRIC SHOCK HAZARD:

- Turn OFF power switch, unplug power cord/turn off power at circuit breaker, 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.

FIRE HAZARD: Do not use harsh chemicals such as bleach (or cleaners containing bleach), oven cleaners, or flammable cleaning solutions 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 Hatco at (0512) 6732-5091.

Daily Cleaning

To preserve the bright finish of the unit it is recommended that the exterior surfaces be cleaned daily.

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.

1. Turn off the unit, disconnect from the power supply, and allow the unit to cool.
2. Remove food pans and any accessories for proper cleaning in a dishwasher or wash sink.
3. Drain or remove water from the well.
4. Wipe down all metal surfaces using a soft, damp cloth. Stubborn stains may be removed with a good non-abrasive cleaner. Hard to reach areas should be cleaned with a small brush and mild soap.
5. Wipe dry the entire unit using a dry, non-abrasive cloth.

Removing Lime and Mineral Deposits

Use the following procedure whenever lime or scale is seen accumulating above the heating elements.

1. Move the Power I/O (on/off) switch to the **O** (off) position and allow the unit to cool.
2. Remove food pans and any accessories for proper cleaning in a dishwasher or wash sink.
3. Drain or remove water from the well.
4. Fill the water reservoir with a mixture of 50% water and 50% white vinegar. Do not use flavored vinegar.
5. Move the Power I/O (on/off) switch to the **I** (on) position and heat the solution to the maximum temperature of 190°F (88°C).
6. Move the Power I/O (on/off) switches to the **O** (off) position and cover the well.
7. Allow the solution to soak for at least one hour or overnight for heavy buildup.
8. Drain or remove the water/cleaning solution from the well.
9. Scrub the well with a plastic scouring pad.
10. Rinse the well thoroughly with hot water.
11. Wipe dry the entire unit using a non-abrasive, dry cloth.

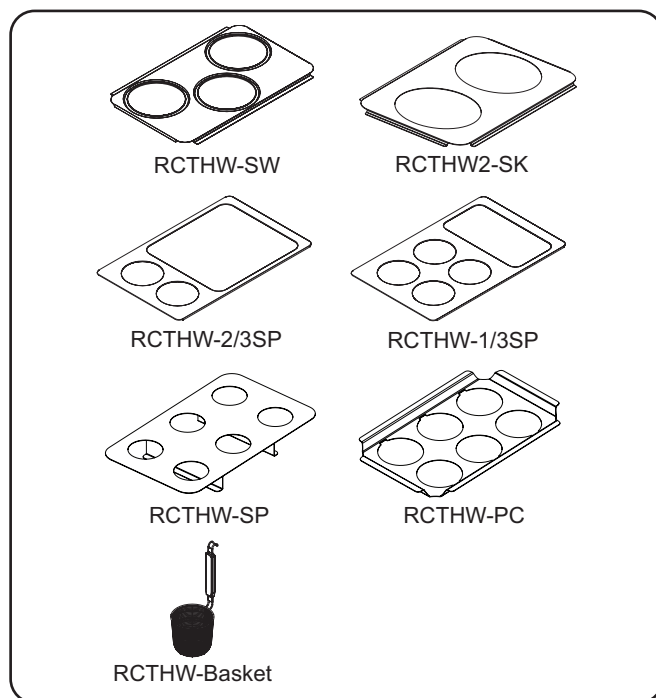
NOTE: Heavy scale buildup may require additional treatments.

NOTE: Hard water scale will build up above the heating elements. Do not allow scale to accumulate. This may cause the heating elements to over-heat.

OPTIONS AND ACCESSORIES

GB

- RCTHW-SW** Sauce Warmer Adapter
RCTHW2-SK 7 Liter (7 Quart) Soup Kettle Adapter
RCTHW-SP 6-Basket Steam Plate
RCTHW-PC Pasta Cooker (one included with
 RCTHW2-6 and RCTHW2-6B models)
RCTHW-4Q 4 Liter (4 Quart) Sauce Pan w/Lid
RCTHW-7Q 7 Liter (7 Quart) Soup Pan w/Lid
RCTHW-Basket Noodle Basket



RCTHW Accessories

⚠ WARNING

This 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/turn off power at circuit breaker, and allow unit to cool before performing any cleaning, adjustments, or maintenance.

Symptom	Probable Cause	Corrective Action
Food well not hot enough.	Temperature setting too low.	Change to a higher temperature setting.
	Heating element not working.	Contact Authorized Service Agent or Hatco for assistance.
	Temperature Control not working properly.	
	Voltage supplied is incorrect.	Verify correct voltage is supplied to unit. Low supply voltage will cause improper heating.
Food well too hot.	Temperature setting too high.	Change to a lower temperature setting.
	Temperature Control not working properly.	Contact Authorized Service Agent or Hatco for assistance.
	Voltage supplied is incorrect.	Verify correct voltage is supplied to unit. High supply voltage will cause unit to overheat and may damage the unit.
No heat.	Unit turned off.	Use the Power I/O (on/off) button to turn on unit. Follow procedure in OPERATION section.
	Circuit breaker tripped.	Reset circuit breaker. If circuit breaker continues to trip, contact Authorized Service Agent or Hatco for assistance.
	Temperature Control not working properly.	Contact Authorized Service Agent or Hatco for assistance.
	Heating element not working.	
	High-limit switch tripped due to low water or scale build up on heating element.	Fill the well with hot tap water until the water is 32 mm (1-1/4") deep or the appropriate height depending on food pan depth. If issue occurs when water is in well, refer to the "Removing Lime and Mineral Deposits" procedure in the MAINTENANCE section. Make sure well is clean and filled to proper level with water. Heavy scale build-up and/or operating unit without water can cause unit to over-heat and high-limit switch to trip.

Troubleshooting Questions?

If you continue to have problems resolving an issue, please contact the nearest Authorized Hatco Service Agency or Hatco for assistance. To locate the nearest Service Agency, log onto the Hatco website at www.hatcocorp.com, select the *Support* pull-down menu, and click on "Find A Service Agent"; or contact the **Hatco Parts and Service Team** at:

Telephone: (0512) 6732-5091

e-mail: infocn@hatcocorp.com

SERVICE INFORMATION

The warranty on this Hatco unit is for one year from date of purchase or eighteen months from date of shipping from Hatco, whichever occurs first.

If you experience a problem with this unit during the warranty period, please do the following:

Contact Local Hatco Dealer

When contacting the Hatco dealer for service assistance, please supply the dealer with the following information to ensure prompt processing:

- Model of unit
- Serial number (located on unit)
- Specific problem with the unit
- Date of purchase
- Name of business
- Shipping address
- Contact name and phone number

The Hatco dealer will do the following:

- Provide replacement part(s) as required
- Submit warranty claim to Hatco for processing

Non-Warranty Problems

If you experience a non-warranty problem that requires assistance, please contact the nearest Authorized Hatco Service Agency.

To locate the nearest Service Agency:

- call Hatco at (0512) 6732-5091
- e-mail Hatco at infocn@hatcocorp.com

WARRANTY, EXCLUSIVE REMEDY:

Hatco Corporation (Seller) warrants that the products it manufactures (Products) will be free from defects in materials and workmanship under normal use and service and when stored, maintained, and installed in strict accordance with factory recommendations. Seller's sole obligation to the person or entity buying the Products directly from Seller (Customer) under this warranty is the repair or replacement by Seller or a Seller-authorized service agency, at Seller's option, of any Product or any part thereof deemed defective upon Seller's examination, for a period of: (i) the Warranty Duration from the date of shipment by Seller or (ii) the Warranty Duration from the date of Product registration in accordance with Seller's written instructions, whichever is later. The "Warranty Duration" shall mean a period of eighteen months (18) months, or the periods set forth below for specific Product components. Credit for Products or parts returned with the prior written permission of Seller will be subject to the terms shown on Seller's material return authorization form. PRODUCTS OR PARTS RETURNED WITHOUT PRIOR WRITTEN PERMISSION OF SELLER WILL NOT BE ACCEPTED FOR CREDIT. Expenses incurred by Customer in returning, replacing or removing the Products will not be reimbursed by Seller. If the defect comes under the terms of the limited warranty, the Products will be repaired or replaced and returned to the Customer and the cost of return freight will be paid by Seller. The remedy of repair or replacement provided for herein is Customer's exclusive remedy. Any improper use, alteration, repairs, tampering, misapplication, improper installation, application of improper voltage, or any other action or inaction by Customer or others (including the use of any unauthorized service agency) that in Seller's sole judgment adversely affects the Product shall void this warranty. The warranty expressly provided herein may only be asserted by Customer and may not be asserted by Customer's customers or other users of the Products; provided, however, that if Customer is an authorized equipment dealer of Seller, Customer may assign the warranty herein to Customer's customers, subject to all of the limitations of these Terms, and in such case, the warranty shall be exclusively controlled by Seller in accordance with these Terms. THIS LIMITED WARRANTY IS EXCLUSIVE AND IS IN LIEU OF ANY OTHER WARRANTY, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF NONINFRINGEMENT, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE EXPRESSLY DISCLAIMED.

Two (2) Year Parts Warranty:

- Conveyor 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)
- Heated Well Elements — HW, HWB, and HWBI Series (metal sheathed)
- Induction Ranges
- Induction Warmers

Five (5) Year Parts Warranty:

- 3CS and FR Tanks

Ten (10) Year Parts Warranty:

- Electric Booster Heater Tanks
- Gas Booster Heater Tanks

Ninety (90) Day Parts-Only Warranty:

- Replacement Parts

Notwithstanding anything herein to the contrary, the limited warranty herein will not cover components in Seller's sole discretion such as, but not limited to, the following: 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.

WARRANTY REGISTRATION INSTRUCTIONS:

Product registration must be submitted within 90 days from the date of shipment from our factory to qualify for additional coverage. Registration may be submitted through the form on Seller's website, through the form accessible through the QR code on the Product (where available), or by calling Customer Service with the required information at: **+1-414-671-6350**.

LIMITATION OF LIABILITY:

SELLER WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, PUNITIVE, EXEMPLARY, OR SPECIAL DAMAGES, INCLUDING WITHOUT LIMITATION ANY LOST PROFITS, COSTS OF SUBSTITUTE PRODUCTS, OR LABOR COSTS ARISING FROM THE SALE, USE, OR INSTALLATION OF THE PRODUCTS, FROM THE PRODUCTS BEING INCORPORATED INTO OR BECOMING A COMPONENT OF ANOTHER PRODUCT, OR FROM ANY OTHER CAUSE WHATSOEVER, WHETHER BASED ON WARRANTY (EXPRESSED OR IMPLIED) OR OTHERWISE BASED ON CONTRACT, TORT, OR ANY OTHER THEORY OF LIABILITY, AND REGARDLESS OF ANY ADVICE OR REPRESENTATIONS THAT MAY HAVE BEEN RENDERED BY SELLER CONCERNING THE SALE, USE, OR INSTALLATION OF THE PRODUCTS, EVEN IF SELLER IS AWARE OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT WILL SELLER'S AGGREGATE LIABILITY ARISING OUT OF OR RELATED TO THIS AGREEMENT EXCEED THE TOTAL AMOUNTS PAID TO SELLER BY CUSTOMER FOR THE PRODUCTS WITHIN THE THREE (3) MONTH PERIOD IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO CUSTOMER'S CLAIM. THE LIMITATIONS SET FORTH HEREIN REGARDING SELLER'S LIABILITY SHALL BE VALID AND ENFORCEABLE NOTWITHSTANDING A FAILURE OF ESSENTIAL PURPOSE OF THE LIMITED REMEDY SPECIFIED IN THESE TERMS.

Seller reserves the right to update these Terms at any time, at its sole discretion, which become binding upon the date of publishing. For the most current version of our full Terms of Sale, see our website at: <https://www.hatcocorp.com/terms-of-sale>

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使用者重要注意事项

请在下面空白处记录产品型号、序列号（规格标签位于工作台面设备的背面和嵌入式设备的底部）、电压和购买日期。当致电赫高寻求服务时，请提供这些信息。

型号 _____

序列号 _____

电压 _____

购买日期 _____

工作时间： 北京时间 上午 9:00 – 下午 6:00

电话： (0512) 6732-5091

E-mail: info@cn.hatcocorp.com

查询更多信息请访问我们的网站：www.hatcocorp.com
www.hatcocorp.cn

简介

Hatco HEATMAX 电热锅是专用于烹任意面和蔬菜的多功能设备。还可用于盛装各种食物，包括汤、咖喱、肉汁和各种配料。加热元件的温度由电子控制器监控以保证最佳效果。设备加热均匀，可在所需温度烹饪或盛装食品，隔热不锈钢设计实现了易于维护和经久耐用的性能。

所有设备都配有电子控制面板和节能低功率模式，可在非高峰时段节省电能。

HEATMAX 电热锅质量上乘，可满足食品餐饮服务运营的需要，持续多年为客户提供安全无忧的性能。保证加热元件 1 年不破损和烧毁。

HEATMAX 电热锅是经过大量研究和现场测试的产品。赫高建议用户在安装或是操作产品前仔细阅读本手册的所有内容。

本手册中的安全信息采用以下标志表示：



警告

“警告”表示有危险情况，如果不加以避免，则可能导致人身伤亡。



小心

“小心”表示有危险情况，如果不加以避免，则可能导致轻度或中度人身伤害。

注意

“注意”用于提示不会涉及人身伤害的操作。

注意：请参阅本手册封底上的符号标识表，了解本手册中可能出现的符号的定义。



使用本设备前，请仔细阅读下列重要安全事项，以免造成严重的人身伤亡及设备或财产的损坏。



警告

触电危险：

- 设备必须由有资质的电工安装。安装时必须遵循所有的当地电气规程。若由不具备相应资质的人员安装，则可能引起触电或着火，以及设备和/或其周围环境的损毁。
- 未随附插头的设备需要在现场安装适当插头或硬连线至现场电路系统。连接电源时必须妥当接地，并且符合设备电气规格中的正确电压、规格和配置。联系有资质的电工，以确定并执行正确的电气连接。
- 在进行任何清洁、调整或维护之前，请先关闭电源开关，拔下电源线/关掉断路器电源，并使设备冷却。
- 请勿将设备浸入水中或浸湿。本设备不防水。严禁使用被水浸过或浸湿的设备。
- 本设备不防水。将设备置于环境气温最低为 21° C (70° F) 的室内。
- 请勿用蒸汽或使用过多的水清洁设备。
- 本设备不具备防喷淋结构。请勿使用喷淋头清洁本设备。
- 请勿用电源线拉动设备。
- 如果电源线磨损或损坏，请停止使用。
- 请勿尝试维修或更换损坏的电源线。必须由 Hatco、Hatco 授权服务代理或具有类似资质的人员更换电源线。
- 请勿使用设备溶化或存放冰块。这样做可能导致冷凝，产生触电危险和导致人身伤害和/或损坏设备。质保不包括冷凝导致的损坏。
- 维修时只能使用正品 Hatco 更换零部件。未使用正品 Hatco 更换零部件会导致质保失效，使设备操作人员受到有害电压威胁，并引起触电或着火。正品 Hatco 更换零部件可以保证使用环境下的安全运行。某些售后或普通零部件不具备相关特性，从而无法保证 Hatco 设备的安全运行。

火灾危险：

- 设备所在位置与可燃性墙壁或材料至少有 25 mm (1") 安全距离。如果不保持安全距离，可能会导致褪色或燃烧。
- 请勿使用漂白剂（或含漂白剂的清洁剂）、烤箱清洁剂或易燃的清洁溶液等刺激性化学物质清洁本设备。



警告

确保所有操作人员接到有关安全和正确使用设备的指示。

本设备不可供儿童或者身体、感官或心理功能低下的人士使用。确保正确监督儿童，保持儿童远离设备。

本设备不含“用户维修”零部件。如需维修本设备，请联系 Hatco 授权服务机构或 Hatco 服务部门，电话 +1-414-671-6350。



小心

烫伤危险：

- 本设备的某些外表面处温度较高。接触这些部位时请务必小心。
- 设备中的热水可能会灼伤人体。在排水或清洁之前使设备冷却。

将设备置于便于使用的区域，并使其处于适宜的台面高度。放置位置应保持水平，以防设备或承装物意外跌落，还应有足够的强度，以承受设备和承装物的重量。

放入食品的情况下，请勿移动或重新放置设备。在进行移动或清洁之前，请先关闭电源、取出食品并使设备完全冷却。

首次启动设备，标准及经批准的制造用油可能会导致设备冒烟，长达 30 分钟。这只是暂时状态。在不放入食品的情况下继续运行设备，直至烟雾消散。

注意

只允许使用没有摩擦性的清洁剂和布。具有摩擦性的清洁剂和布可能会刮伤设备的表面处理层，破坏其外观，并易使表面积尘。

不要将设备放在具有控制面板的一侧。否则可能会损坏设备。

壁挂遥控控制盒离设备必须具有最小 152 mm (6") 的间隙（不超过 1420 mm [56"]）。更近距离安装控制盒可能对控制盒中的电气系统造成热损害。

请勿将设备置于遭受过高温或者烤架、煎锅等油脂的区域。过高温可能导致损坏设备。

设备适用于在金属工作台面中或金属工作台面上使用，并且建议如此使用。任何工作台面材料的损坏都不在 Hatco 保修范围内。对于其他表面，请与制造商验证材料适合长时间高达 100° C (212° F) 的温度。

在拧紧嵌入式设备上的装配螺钉时，不要过度用力。这可能损坏设备和/或工作台面。

请勿在电热锅无食物/水的情况下运行设备。否则可能会损坏设备。

所有型号

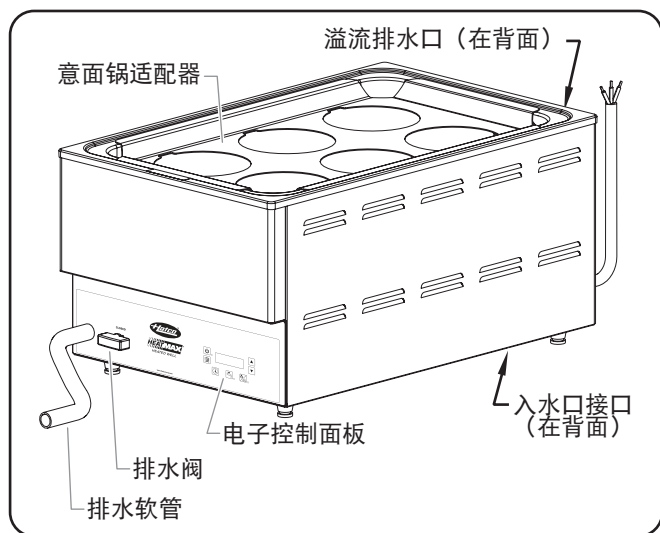
所有 HEATMAX 保温汤池具有可靠的性能，而且功能多样。除了用于烹饪或蒸煮，该设备还可用作保温食物的加热槽。

RCTHW2 系列设备配有两个加热元件，可高效均匀加热。标配带排水阀的排水软管和排水滤网。所有设备都通过电子控制面板控制。RCTHW2-6 和 RCTHW2-6B 型号还配有溢流排水口、意面锅适配器以及自动维持电热锅水位的自动注水功能。

注意：可提供面条篮和其他适配器顶盖。请参阅 本手册的“选件及附件”部分了解详细信息。

RCTHW2-3 和 RCTHW2-6 型号

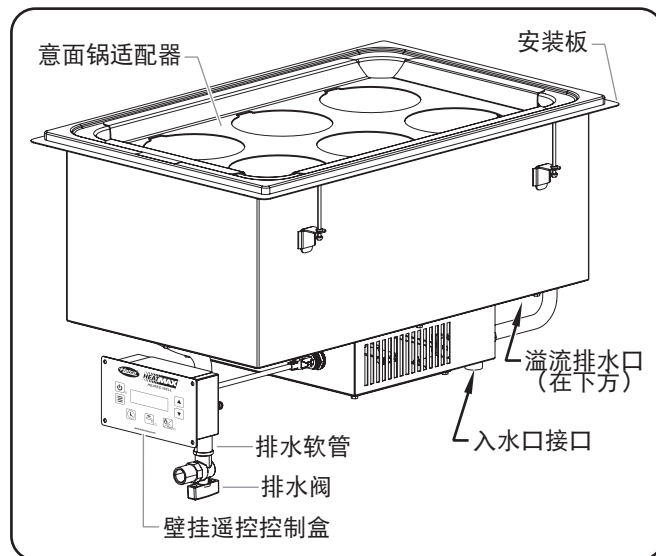
RCTHW2-3 和 RCTHW2-6 型号是工作台面型号，可容纳全尺寸 1/1 x 150 mm (6") 深食品盘。



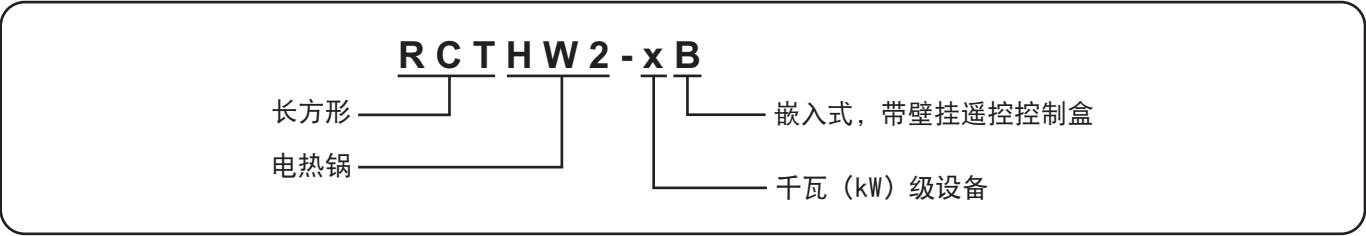
RCTHW2-6 型号

RCTHW2-3B 和 RCTHW2-6B 型号

RCTHW2-3B 和 RCTHW2-6B 型号是嵌入式型号，配有壁挂遥控控制盒和底部排水口。它们可容纳全尺寸 1/1 x 150 mm (6") 深食品盘。



RCTHW2-6B型号



规格

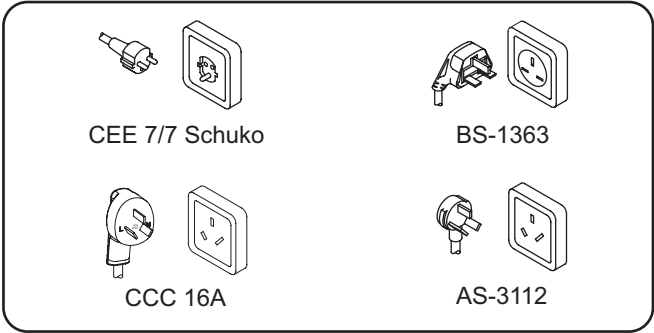
插头型式

某些设备出厂附带一根装有插头的电线。

警告

触电危险：将设备插入电压、尺寸及插头配置均正确且妥当接地的电气插座中。如果插头和插座不匹配，请联系合格的技术人员确定并安装正确电压和尺寸的电气插座。

注意：规格标签位于工作台面设备的背面和嵌入式设备的底部。请查看标签，以获取序列号并核实设备的电气信息。



插头型式

注意：赫高不提供插座。

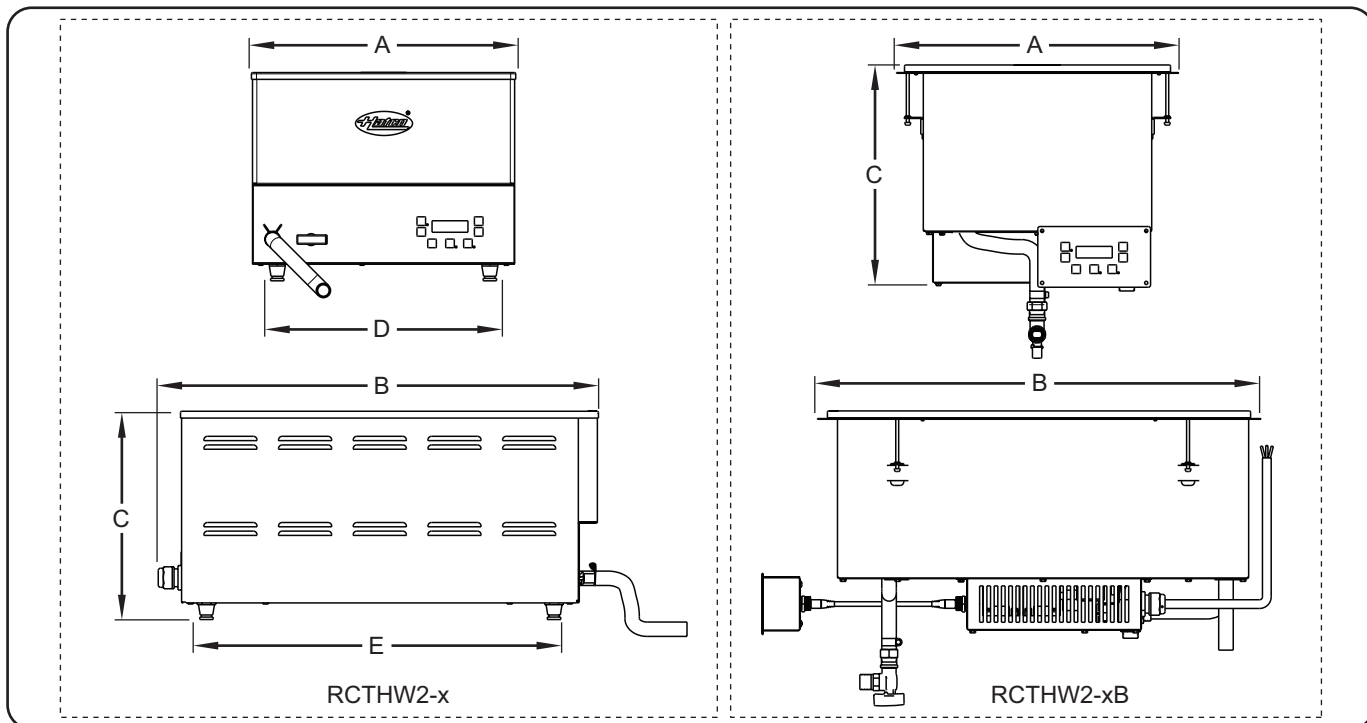
电气参数表

型号	电压	赫兹	功率	电流	插头配置	出厂重量
RCTHW2-3	220	50/60	2520	11.5	CCC 16A, CEE 7/7 Schuko, BS-1363, AS 3112	12 kg (27 lbs)
	230		2755	12.0		
	240		3000	12.5		
RCTHW2-3B	220	50/60	2520	11.5	CCC 16A, CEE 7/7 Schuko, BS-1363, AS 3112	12 kg (28 lbs)
	230		2755	12.0		
	240		3000	12.5		
RCTHW2-6	220	50/60	5040	22.9	仅电线	14 kg (31 lbs)
	230		5510	24		
	240		6000	25		
RCTHW2-6B	220	50/60	5040	22.9	仅电线	14 kg (30 lbs)
	230		5510	24		
	240		6000	25		

注意：运输重量含包装且为估计值。

尺寸

型号	宽度 (A)	深度 (B)	高度 (C)	占地 宽度 (D)	占地 深度 (E)
RCTHW2-3	368 mm (14-1/2")	582 mm (23")	290 mm (11-1/2")	315 mm (12-3/8")	503 mm (19-3/4")
RCTHW2-3B	368 mm (14-1/2")	582 mm (23")	302 mm (11-7/8")	N/A	N/A
RCTHW2-6	368 mm (14-1/2")	582 mm (23")	290 mm (11-1/2")	315 mm (12-3/8")	503 mm (19-3/4")
RCTHW2-6B	390 mm (15-3/8")	610 mm (24")	302 mm (11-7/8")	N/A	N/A



总则

HEATMAX 电热锅在从工厂发货时已组装大多数组件，可以随时使用。打开装运箱时要小心，以免损坏设备和封装组件。

嵌入式型号需要安装排水阀和壁挂遥控控制盒。

警告

触电危险：

- 设备必须由有资质的电工安装。安装时必须遵循所有的当地电气规程。若由不具备相应资质的人员安装，则可能引起触电或着火，以及设备和/或其周围环境的损毁。
- 本设备不防水。将设备置于环境气温最低为 21° C (70° F) 的室内。

火灾危险： 设备所在位置与可燃性墙壁或材料至少有 25 mm (1") 安全距离。如果不保持安全距离，可能会导致褪色或燃烧。

小心

将设备置于便于使用的区域，并使其处于适宜的台面高度。放置位置应保持水平，以防设备或承装物意外跌落，还应有足够的强度，以承受设备和承装物的重量。

注意

设备适用于在金属工作台面中或金属工作台上使用，并且建议如此使用。任何工作台面材料的损坏都不在 Hatco 保修范围内。对于其他表面，请与制造商验证材料适合长时间高达 100° C (212° F) 的温度。

不要将设备放在具有控制面板的一侧。否则可能会损坏设备。

请勿将设备置于遭受过高温或者烤架、煎锅等油脂的区域。过高温可能导致损坏设备。

1. 从装运箱中取出设备。
2. 拆开设备以及任何附件的所有表面的胶带及保护性包装。

注意：为防止延误保修，请完成在线保修登记。请参阅“物主重要信息”部分了解详细信息。

3. 验证安装位置是否适当。

- 将设备置于环境气温恒定的地方，最低温度为 21° C (70° F)。避免将设备置于空气流动或气流活跃的区域（即排气扇/排风罩、空调管和外门附近）。
- 确保设备工作台面高度合适，方便使用。
- 确保工作台面呈水平状态，且足够结实，能够承受本设备和存放食品的重量。

4. 如果设备是工作台面型号，则执行下列程序：

- a. 将设备置于所需位置。确保设备底部的所有基座均稳妥置于工作台面上。
- b. 让有资质的电工执行所需电气连接。

5. 如果设备是嵌入式型号，执行本部分的“安装嵌入式型号”程序。

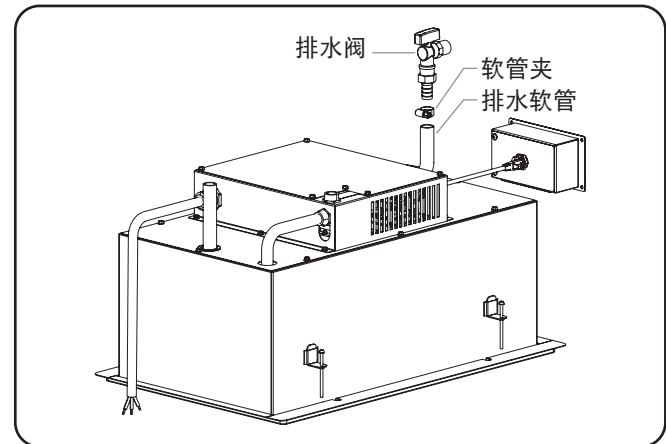
安装嵌入式型号

使用下列程序将嵌入式型号安装到工作台面。

安装排水阀

将长方形型号安装到工作台面之前，执行下列程序安装排水组件。

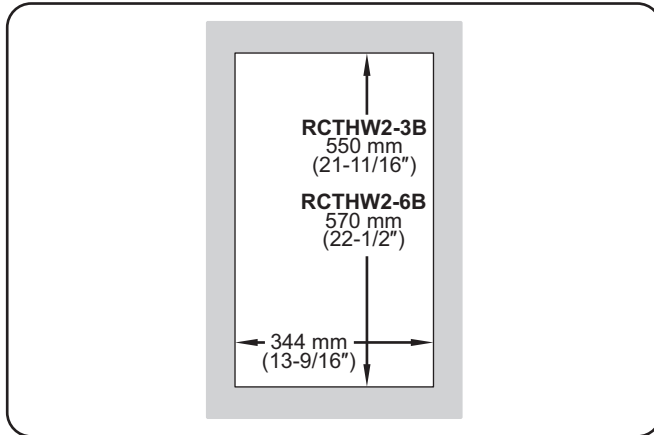
1. 小心地将设备翻过来倒放。
2. 使用随附的软管夹将随附的排水阀与排水软管连接。
3. 完成设备安装后，如果需要，排水阀可与外部排水管连接。



安装排水阀（仅限嵌入式型号）

安装设备

1. 在安装设备的工作台面中切割合适的开口（参见下图）。



RCTHW2-6B 工作台面开口尺寸

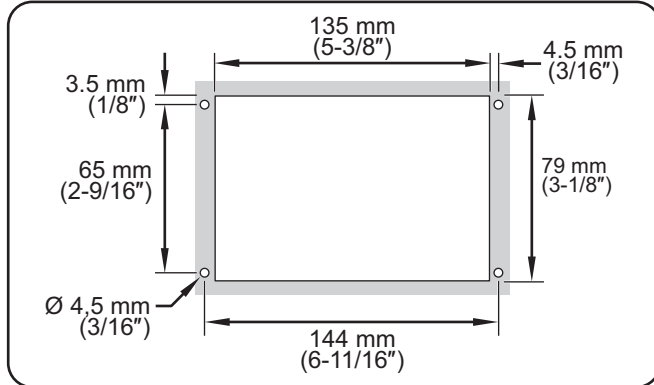
注意：工作台面必须保持水平，以确保电热锅正确排水。

注意

壁挂遥控控制盒离设备必须具有最小 152 mm (6") 的间隙（不超过 1420 mm [56"]）。更近距离安装控制盒可能对控制盒中的电气系统造成热损害。

壁挂遥控控制盒应安装在在加热区域以外。将控制盒置于加热区域内将导致控制器过热、故障和失灵。

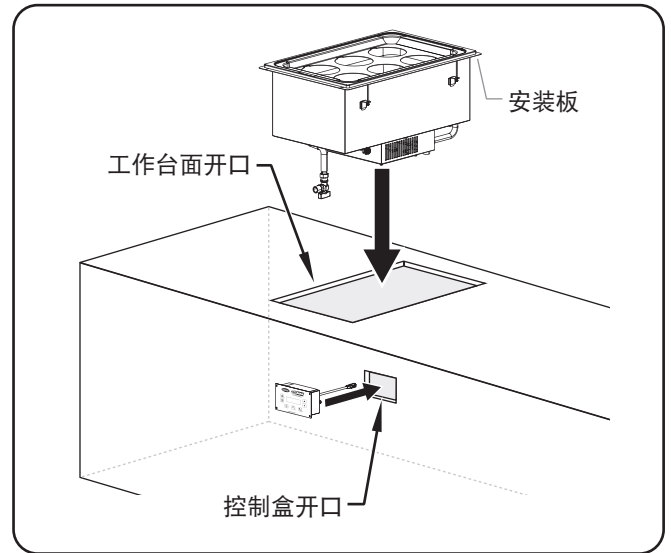
2. 在垂直表面为控制盒切割合适的开孔，距设备至少 152 mm (6")，但不超过 1420 mm (56")（参见下图）。



控制盒开孔尺寸

注意：设备和控制盒之间的电线长 1420 mm (56")。

3. 从设备的底部取下控制盒。
4. 在工作台面的开孔边缘周围放置带状油灰垫圈。确保使用硅酮胶使带状油灰垫圈悬垂在开孔边缘或者密封设备上。
5. 将电线和排水软管穿过工作台面开口，将设备放入开口中。



安装设备

6. 将 L 型托架装到设备的底面。
7. 拧紧 L 型托架螺丝，直到安装板平放在工作台面上。

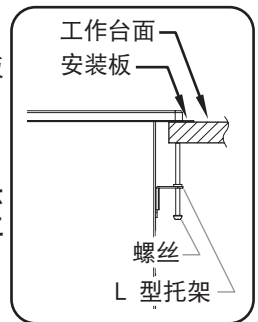
注意

在拧紧嵌入式设备上的装配螺钉时，不要过度用力。这可能损坏设备和/或工作台面。

安装遥控控制盒

1. 从设备上拔下遥控控制盒后，将控制盒电线穿入开孔，并将控制盒放入开孔中。
 - 将控制盒开孔对准安装表面预钻孔。
2. 使用螺丝（未提供），将控制盒固定在安装表面上。
3. 将控制盒电线插入设备。

注意：设备配备一根 1829 mm (6') 长的电线，用来将控制盒连接到设备。



连接自动注水功能

使用下列程序将设备连接至用于自动注水功能的现场水源。应由有资质的安装人员执行水连接。

注意：HEATMAX 电热锅具有内置防回流组件。

1. 将现场供水管线连接到设备上的 G 1/2" BSP 入水口接口上。
 - RCTHW2-x = 设备背面的 G 接口。
 - RCTHW2-xB = 电控盒底部的 G 接口。
2. 打开供水并检查渗漏。

注意：注水时，如果进入的水喷出加热槽外，则使用现场供水管线上的切断阀调低水压。

电气连接

RCTHW2-6 和 RCTHW2-6B 型号仅配备电源线。这些设备必须安装适当插头或硬连线至电源。

注意：规格标签位于工作台面设备的背面和嵌入式设备的底部。请查看标签，以获取序列号并核实设备的电气信息。



警告

触电危险：未随附插头的设备需要在现场安装适当插头或硬连线至现场电路系统。连接电源时必须妥当接地，并且符合设备电气规格中的正确电压、规格和配置。联系有资质的电工，以确定并执行正确的电气连接。

注意

确保电源与规格标签上的额定电压和频率相符。电源不正确可导致设备损坏。

硬连线

将电源线和现场电源进行适当连接。

插头连接

将适当插头与电源线连接。确保插头能承受额定负荷，并与适用的插座匹配。

注意：插头和插座接地必须符合最新标准。

总则

使用下列程序操作 HEATMAX 电热锅。

警告

操作本设备前，请仔细阅读“重要安全事项”中的所有安全说明。

注意

请勿在电热锅无水的情况下运行设备。否则可能会损坏设备。

控制面板

以下是用于操作设备的控件说明。

电源 I/O (打开/关闭) 按钮，带 LED

电源 I/O 按钮控制设备的电源。设备打开时，LED 指示灯发出绿光。设备关闭时，LED 指示灯发出红光。

菜单按钮

菜单按钮可在下列选项之间调整存放温度。

- 低：温度可设置在 40–65° C (104–149° F) 之间。
- 中：温度可设置在 65–80° C (149–176° F) 之间。
- 高：温度可设置在 80–95° C (176–203° F) 之间。

计时器按钮

计时器按钮可调整计时器。计时器可关闭或在 1–180 分钟之间设置。

自动注水按钮，带 LED

自动注水按钮可在打开和关闭自动注水功能之间切换。LED 指示灯点亮时，自动注水功能打开。

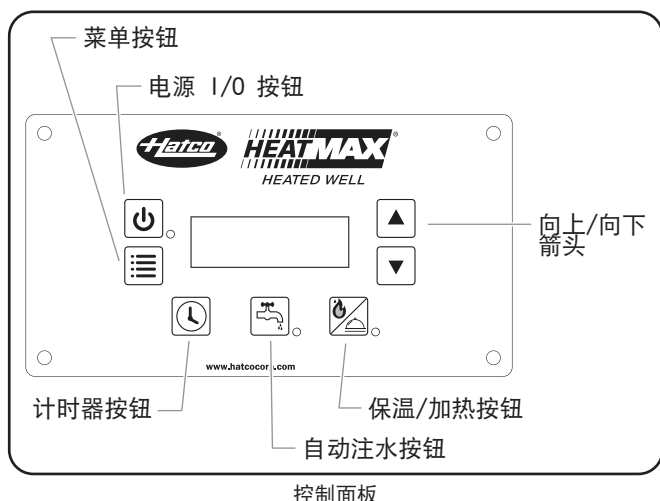
保温/加热按钮，带 LED

保温/加热按钮在保温和加热模式之间切换。

- 保温模式：LED 指示灯发出黄光。显示屏将显示 L ‘XX’ C、M ‘XX’ C 或 H ‘XX’ C。‘XX’ 代表设备的当前温度。
- 加热模式：LED 指示灯发出红光。显示屏将显示 HT XXC。‘XX’ 代表设备的当前温度。

向上和向下箭头按钮

向上和向下箭头按钮用于更改设置。



操作设备

启动

1. 对于有电源线和插头的设备，将设备插入电压、规格及插头配置均正确且妥当接地的电气插座中。有关详细信息，请参阅“规格”部分。
 - 当设备接通电源时，电源 I/O LED 指示灯将发出红光。
 2. 准备用于操作的电热锅。
 - 不使用自动注水功能时，确保排水阀关闭，并手动向加热槽注入热自来水，直到水的深度为 32 mm (1-1/4") 或者达到与餐盘深度相应的高度。
 - 使用自动注水功能时，确保排水阀关闭。
- 注意：请勿在加热槽无水的情况下运行设备。否则设备将过热。显示屏将显示“Dry (干)”并持续发出蜂鸣声。如果发生这种情况，则加水。如果加水后，问题仍发生，则执行“维护”部分中的“清除石灰和矿物沉淀”程序。
3. 按电源 I/O 按钮以打开设备。
 - 当设备打开并加热时，LED 指示灯将发出绿光。
 4. 如果需要，打开自动注水功能。
 - 按自动注水按钮。当指示灯亮起时，自动注水功能打开。
 - 加热槽将注水，直至水位达到加热槽中的水位传感器。在操作过程中，自动注水系统将使用水位传感器自动保持水位。

小心

烫伤危险：本设备的某些外表面处温度较高。接触这些部位时请务必小心。

5. 选择存放温度选项。
 - a. 按下菜单按钮。
 - b. 使用向上和向下箭头，从下列存放温度选项中选择一個。
 - 低：40–65° C (104–149° F) —食品保温/存放
 - 中：65–80° C (149–176° F) —食品保温/存放
 - 高：80–95° C (176–203° F) —蒸煮和重新加热
- 注意：默认设置为“高”，设置为 95° C (203° F)。
- 注意：请参阅本部分的“更改存放温度”调整存放温度选项。
6. 将设备置于加热模式或保温模式。
 - 加热模式将保持加热元件运行以持续煮沸加热槽中的水。
 - 保温模式将设备保持在设定温度。
 7. 按住计时器按钮三秒以启动计时器。
 - 启动计时器后，按计时器按钮查看剩余时间。
 - 计时器计时完成后，设备将鸣叫六次，设备将自动切换至保温模式。
- 注意：请参阅本部分的“更改计时器设置”关闭计时器或进行调整。
8. 让设备预热大约 30 分钟。

关闭

1. 按电源 I/O 按钮以关闭设备。设备关闭时，LED 指示灯发出红光。
2. 执行本手册“维护”部分中的“每日清洁”程序。

更改存放温度

请按照以下程序更改存放温度。

1. 按下菜单按钮。
2. 使用向上和向下箭头，从下列存放温度选项中选择一个。
 - 低： 温度可在 40–65° C (104–149° F) 之间更改
 - 中： 温度可在 65–80° C (149–176° F) 之间更改
 - 高： 温度可在 80–95° C (176–203° F) 之间更改

注意：默认设置为“高”，设置为 95° C (203° F)。

3. 按菜单按钮或等待六秒以选择选项。
4. 按住菜单按钮三秒以显示设定存放温度。
5. 使用向上和向下箭头，设定所需存放温度。
6. 按菜单按钮或等待六秒以选择温度。

维护保养

总则

HEATMAX 电热锅的设计经久耐用、性能优异且易于维护。



警告

触电危险：

- 在进行任何清洁、调整或维护之前，请先关闭电源开关，按下电源线/关掉断路器电源，并使设备冷却。
- 请勿将设备浸入水中或浸湿。 本设备不防水。 严禁使用被水浸过或浸湿的设备。
- 请勿用蒸汽或使用过多的水清洁设备。
- 本设备不具备防喷淋结构。 请勿使用喷淋头清洁本设备。
- 维修时只能使用正品 Hatco 更换零部件。 未使用正品 Hatco 更换零部件会导致质保失效，使设备操作人员受到有害电压威胁，并引起触电或着火。 正品 Hatco 更换零部件可以保证使用环境下的安全运行。 某些售后或普通零部件不具备相关特性，从而无法保证 Hatco 设备的安全运行。

火灾危险： 请勿使用漂白剂（或含漂白剂的清洁剂）、烤箱清洁剂或易燃的清洁溶液等刺激性化学物质清洁本设备。

本设备不含“用户维修”零部件。 如需维修，请联系赫高授权服务机构或赫高服务部门，电话 (0512) 6732-5091。

日常清洁

为保持设备的光洁度，建议每天清洁设备的外表面。

注意

只允许使用没有摩擦性的清洁剂和布。 具有摩擦性的清洁剂和布可能会刮伤设备的表面处理层，破坏其外观，并易使表面积尘。

1. 关闭设备，断开电源线并让设备冷却。
2. 取出食品盘和任何附件，以便在洗碗机或洗涤槽中进行适当清洁。
3. 请排干加热槽或者从加热槽清除水。
4. 使用柔软的湿布擦拭所有金属表层。 顽固污渍可使用品质良好的无磨料清洁剂进行清除。 应使用小刷子及温和皂清洁双手难以接触到的区域。

更改计时器设置

请按照以下程序更改计时器设置。 计时器可关闭或在 1–180 分钟之间设置。

1. 按住计时器按钮三秒以在下列选项间切换。
 - XXXMIN： 计时器打开，可在 1–180 分钟之间设置。
 - OFFMIN： 计时器将关闭，不在显示屏上显示。
2. 使用向上和向下箭头选择介于 1–180 分钟之间的时间。
3. 按计时器按钮或等待六秒以选择所需温度。
 - 计时器计时完成后，设备将鸣叫六次，设备将自动切换至保温模式。

5. 使用没有摩擦性的干布擦干整个设备。

注意：加热元件上会堆积硬水垢。 将 50% 水和 50% 白醋混合物注入加热槽，以溶解水垢。 让溶液浸泡至少一小时（对于厚重的积垢，浸泡一整晚），使用塑料百洁布擦洗加热槽，排干溶液，然后用清水冲洗加热槽。 不要让水垢堆积。 这可能造成加热元件过热。

清除石灰和矿物沉淀

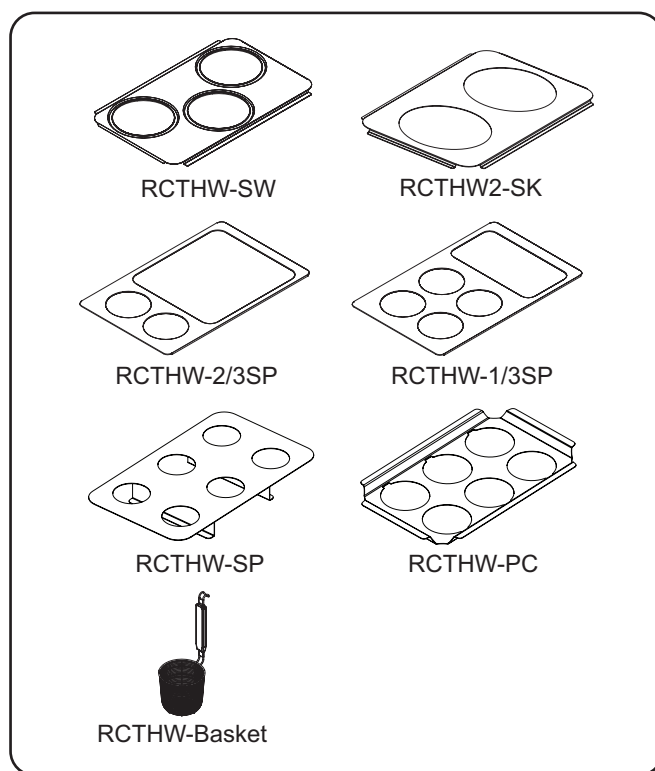
当看到加热元件上聚积石灰或水垢时，请使用以下程序。

1. 将 电源 I/O（打开/关闭） 开关移至 O（关闭）位置并让设备冷却。
2. 取出食品盘和任何附件，以便在洗碗机或洗涤槽中进行适当清洁。
3. 请排干加热槽或者从加热槽清除水。
4. 用 50% 水和 50% 白醋的混合物注满水箱。 请勿使用调味醋。
5. 将 电源 I/O（打开/关闭） 开关移至 I（打开）位置 并将溶液加热至最高温度 88°C (190°F)。
6. 将 电源 I/O（打开/关闭） 开关移至 O（关闭）位置并盖住加热槽。
7. 对于厚重的积垢，让溶液浸泡至少一小时或者一整晚。
8. 排干加热槽或者从加热槽清除水/清洁溶液。
9. 使用塑料百洁布擦洗加热槽。
10. 用热水彻底冲洗加热槽。
11. 使用没有摩擦性的干布擦干整个设备。

注意： 厚氧化皮积垢可能需要额外处理。

注意： 加热元件上会堆积硬水垢。 不要让水垢堆积。 这可能造成加热元件过热。

- RCTHW-SW** 酱汁/食物保温架
RCTHW2-SK 保温汤锅架（可容纳2个7公升汤锅）
RCTHW-SP 6孔蒸架
RCTHW-PC 意面锅（RCTHW2-6 和 RCTHW2-6B 型号各随附一个）
RCTHW-4Q 4公升（4夸脱）沙司盘带盖
RCTHW-7Q 7公升（7夸脱）汤锅带盖
RCTHW-Basket 煮面斗



RCTHW 配件

**警告**

本设备只能由受过培训且具备相应资格的人员负责维修。若由不具备相应资格的人员维修，则可能引起触电或着火。

**警告**

触电警告：在进行任何清洁、调整或维护之前，请先关闭电源开关，拔下电源线，并使设备冷却。

症状	可能原因	纠正措施
加热锅温度不够。	温度设定过低。	将温度设置调高。
	加热元件不工作。	请联系授权服务机构或 Hatco 请求帮助。
	温度控制工作不正常。	
	供电电压不正确。	检查设备的供电电压是否正确。电压低会导致加热不当。
电热锅温度过高。	温度设置范围过高。	将温度设置调低。
	温度控制工作不正常。	请联系授权服务机构或 Hatco 请求帮助。
	供电电压不正确。	检查设备的供电电压是否正确。供电电压高会导致设备过热，并会损坏设备。
不加热。	设备未通电。	用 ON/OFF 键接通设备电源。请遵照“操作”一节中的规定步骤。
	断路器跳闸。	重置断路器。如果断路器仍然跳开，请联系授权服务机构或 Hatco 请求帮助。
	温度控制工作不正常。	请联系授权服务机构或 Hatco 请求帮助。
	加热元件不工作。	向加热槽注入热自来水，直到水的深度为 32 mm (1-1/4") 或者达到与餐盘深度相应的高度。如果在加热槽有水时发生问题，请参阅“维护”部分中的“清除石灰和矿物沉淀”程序。确保加热槽清洁并注入合适水位的水。厚氧化皮积垢和/或无水运行设备可能造成设备过热和高温保护开关跳闸。
	由于水位低或加热元件上有氧化皮积垢，导致高温保护开关跳闸。	

对问题进行故障针对？

如果您的困境在问题解决后仍无法解除，请联系距您最近的经过授权的服务代理或 Hatco 以寻求帮助。请查找最近的服务机构，请登录 Hatco 网站 www.hatcocorp.com，选择 支持 下拉菜单，然后单击“查找服务代理”；或者联系 Hatco 零部件和服务团队：

电话： (0512) 6732-5091

电子邮件： infocn@hatcocorp.com

服务事项

此款 Hatco 设备的保修期为自购买之日起 1 年内或 Hatco 发货之日起 18 个月内，以先发生的日期为准。

如果此设备 在保修期内出现问题，请做以下事项：

联系当地 Hatco 经销商

在联系 Hatco 经销商寻求服务帮助时，请为经销商提供以下信息，以确保及时处理：

- 设备型号
- 序列号（位于设备）
- 设备具体问题
- 购买日期
- 商业名称
- 邮寄地址
- 联系人姓名和电话号码

Hatco 经销商会做以下事项：

- 按需提供更换零部件
- 向 Hatco 提交保修索赔以供处理

非保修问题

如果遇到需要帮助的非保修问题，请联系最近的 Hatco 授权服务代理。

查找最近的服务代理：

- 向 Hatco 致电： (0512) 6732-5091
- 向 Hatco 发送电子邮件： infocn@hatcocorp.com

保证，唯一补救措施：

Hatco 公司（卖方）保证其制造的产品（产品）在正常使用条件下和严格按照工厂建议进行储存、维护和安装时，不存在材料和工艺缺陷。根据本保证，卖方对直接向卖方购买产品的个人或实体（客户）的唯一义务是在以下期限内由卖方或卖方授权的服务机构（由卖方决定）维修或更换经卖方检查认为有缺陷的任何产品或任何部件：(i) 从卖方发货起的保修期内或(ii) 根据卖方书面说明注册产品之日起的保修期内，以二者中较晚者为准。“保修期”应指十八 (18) 个月的期限，或下面针对具体产品组件规定的期限。经卖方事先书面许可退回的产品或部件的退款将按照卖方材料退回授权表上的条款执行。未经卖方事先书面许可退回的产品或部件将不予退款。卖方不会赔偿客户因退回、更换或移除产品产生的费用。如果缺陷符合有限保证条款，则将维修或更换产品并返还给客户，卖方将负责支付返还产品的运费。本文规定的维修或更换补救措施是客户的唯一补救措施。客户或他人的任何不当使用、改装、维修、篡改、误用、不当安装、施加不当电压或任何其他作为或不作为（包括任何未经授权服务机构的使用），如果经卖方自行判断会给产品带来不利影响，则会使本保证无效。本文明确规定的保证只能由客户主张，不能由客户的客户或产品的其他用户主张；但是，如果客户是卖方的授权设备经销商，则客户可以将本文的保证转让给客户的客户，但要遵守这些条款的所有限制，这种情况下，保证应由卖方根据这些条款完全控制。该有限保证是唯一保证，并取代任何其他明示或暗示的保证，包括但不限于任何暗示的不侵权、适销性、适于特定用途的保证，这些保证均被明确否认。

两 (2) 年部件保证：

履带烤面包机元件（金属外壳）
 抽屉式保温柜元件（金属外壳）
 抽屉式保温柜抽屉滚轮和滑道
 食品保温柜元件（金属外壳）
 展示保温柜元件（金属外壳空气加热）
 储存保温柜元件（金属外壳空气加热）
 加热槽元件 — HW、HWB 和 HWBI 系列（金属外壳）
 电磁炉
 电磁保温柜

五 (5) 年部件保证：

3CS 和 FR 水箱

十 (10) 年部件保证：

电增压加热水箱
 燃气增压加热水箱

九十 (90) 天仅部件保证：

更换件

尽管本文有相反条款，但本文的有限保证不涵盖卖方自行决定的组件，例如但不限于以下组件：涂层的白炽灯泡、荧光灯、加热灯泡、涂层的卤素灯泡、卤素加热灯泡、氙气灯泡、LED 灯泡、玻璃组件和保险丝；因石灰、沉积物堆积、化学侵蚀或冰冻造成的产品增压水箱、鳍管热交换器或其他水加热设备故障。

保修登记说明：

产品注册必须在我们工厂发货之日起 90 天内提交才能有资格享受附加保修覆盖。可通过卖方网站上的表格提交注册、通过产品上的二维码（如有）访问表格提交注册或通过致电客户服务并提供所需信息提交注册：**+1-414-671-6350**。

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GB Symbol Identification

CN 符号标识



Safety Alert
安全警示



Read Operator's Manual
阅读操作手册



Caution — Hot Surface
小心 — 高温表面



Power ON
电源打开



Power OFF
电源关闭



Standby
待机



Protective Earth Ground
保护性接地



Earth Ground
接地



Equipotential Ground
等电位接地



Alternating Current
交流电



Phase
相位



Water Fill, Low Water
注水, 水位低



Humidity, Humidity Cycle
湿度, 湿度循环

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