



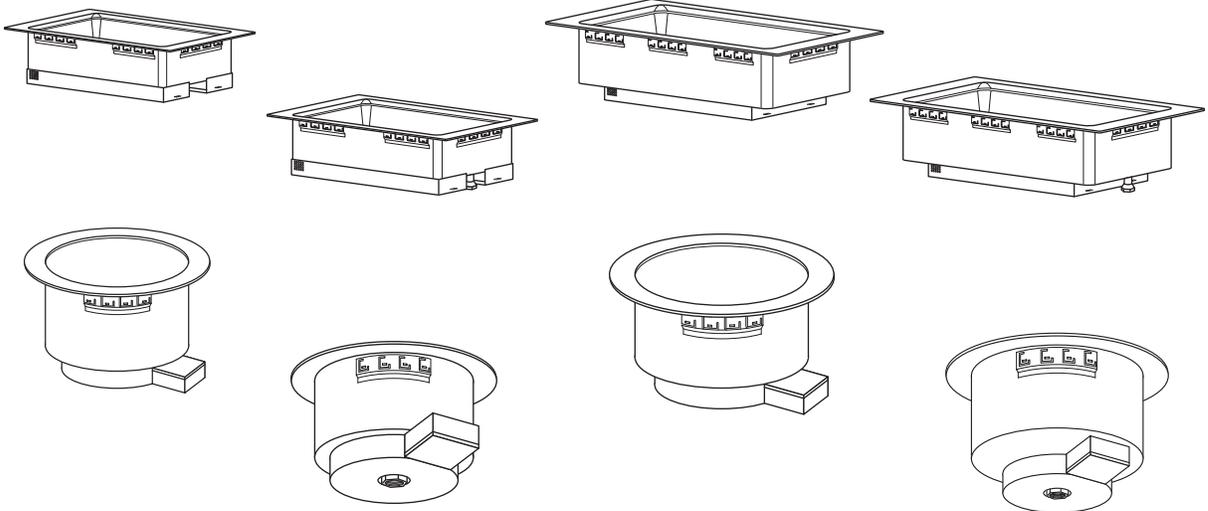
# Built-In Singular Heated Wells

## HWB Series

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# Installation & Operating Manual

I&W #07.05.167.00



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 side of the unit), voltage and purchase date of your Built-In Heated Well in the spaces below. Please have this information available when contacting 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](http://www.hatcocorp.com)

## INTRODUCTION

The Hatco Built-In Heated Wells are specially designed to hold heated foods at safe serving temperatures. Designed for dry or wet applications, the Wells are available in a variety of pan and pot combinations, all heated with a long-life heating element design with a 2 year warranty. Heat is evenly distributed throughout the heavy gauge stainless steel construction to assure hot food without the guess work. The design allows for easy maintenance and durable performance. The standard unit is UL Approved, equipped with a remote control box. An optional UR recognized unit with remote switch is also available.

Units are equipped with EZ lock mounting hardware (except for the insulated bottom mount models). One year parts and on-site labor warranty is standard.

This manual provides the installation, safety and

operating instructions for the Built-In Heated Wells. We recommend all installation, operating and safety instructions appearing in this manual be read prior to installation or operation of your Built-In Heated Wells. Safety information 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 personal 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 Built-In Heated Wells 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

-  To prevent electrical shock or injury, turn the power switch OFF, disconnect the unit from the power source and allow to cool before performing any maintenance.
-  The Built-In Heated Wells are not waterproof. To avoid electrical shock or personal injury, DO NOT submerge in water. Do not operate if it has been submerged in water.
-  Risk of fire, install Built-In Heated Well a minimum of 3-1/2" (89 mm) from bottom of appliance to all combustible surfaces to assure safe and proper operation.
-  To avoid any injury or damage, Hatco mounting kits must be used when mounting unit in a combustible countertop.
-  To assure proper and safe operation the remote control panel with thermostat control must have at least a 6" (152 mm) clearance from the Built-In Heated Well.
-  For proper and safe operation the remote control panel location must be mounted on a vertical wall.
-  Some exterior surfaces on the unit will get hot. Use caution when touching these areas to avoid injury.
-  To avoid injury or damage to the unit, do not use harsh chemicals such as bleach or cleaners containing bleach, oven cleaners, or flammable cleaning solutions to clean the Built-In Heated Wells.
-  The drain water may reach temperatures in excess of 200°F (93°C). To avoid any injury or damage to the unit use appropriate plumbing materials when installing drain.
-  To avoid any injury or damage to the unit turn unit off when filling with water and avoid splashing.
-  Do not use Heated Well to melt or hold ice. Doing so may cause condensation, an electrical hazard, personnel injury, or damage to the unit. Damage caused by condensation is not covered by warranty.
-  To avoid personal injury or damage to equipment, the Built-In Heated Wells must be installed by qualified, trained installers. Installation must conform to all local electrical and plumbing codes. Check with your local plumbing and electrical inspectors for proper procedures and codes.
-  Hatco Corporation is not responsible for the actual food product serving temperature. It is the responsibility of the user to assure that the food product is held and served at a safe temperature.
-  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 Replacement Parts when service is required.
-  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.

# IMPORTANT SAFETY INFORMATION

## ⚠ 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 and strong enough to support the weight of the unit and food product.
- ⚠ 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).
- ⚠ To avoid injury or damage to the unit DO NOT clean the unit while it contains any food product. Remove food product and allow unit to cool completely before cleaning.
- ⚠ Standard and approved manufacturing oils and insulation binders will smoke up to 60 minutes during initial start-up. This is a temporary condition. To assure safe operation, operate unit without food product until smoke dissipates.

## CAUTIONS

- Do not locate the Built-In Heated Well in an area subject to excessive temperatures or grease from grills, fryers, etc. Excessive temperatures could cause damage to the unit.
- Damage to countertop material such as Corian® and similar products caused by heat generated from Hatco equipment is not covered under the Hatco warranty. Contact the manufacturer of the base material for application information.
- To avoid damage to the unit, do not use steel wool for cleaning. Steel wool will scratch the finish.
- To assure proper operation the remote mounted control panel must be installed in the vertical position.
- 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 DESIGNATION

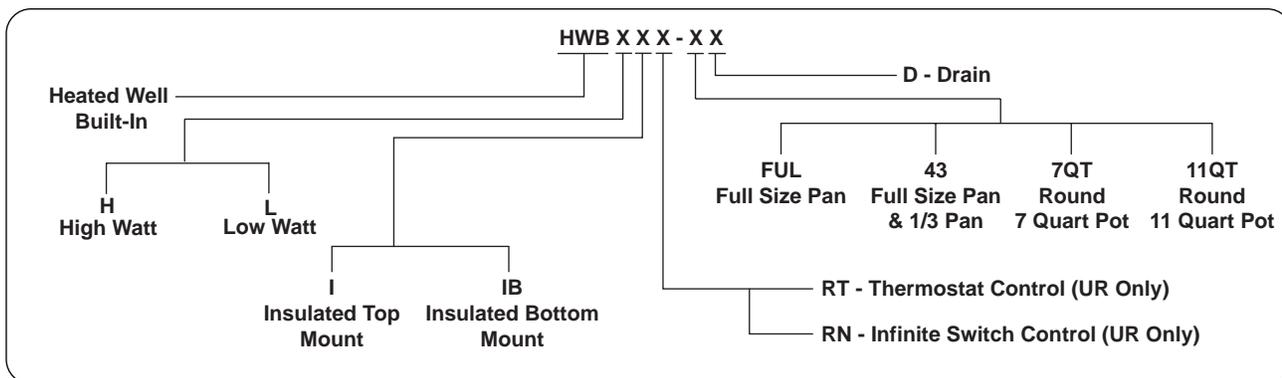


Figure 1. Model Designation

# MODEL DESCRIPTIONS

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## ALL MODELS (See Figure 2)

All Built-In Heated Well units are reliable and versatile. Units have a stainless steel and aluminized steel housing with a metal sheathed heating element, available in low, standard, and high wattage. The heating element is controlled two ways, the first is UL listed with a thermostat and remote control box connected to the unit with a 36" (914 mm) flexible conduit assembly. (72" [1829 mm] flexible conduit connection is optional, not available for retrofit.) The second is a remote switch option that is UR recognized with an on/off thermostat or an infinite switch and a built in indicator light assembly. Built-In Heated Wells are hard wired directly to a power source for a secure and cord free serving area. EZ locking hardware allows for Heated Wells to be mounted into non-combustible countertops and combustible countertops using optional Hatco mounting kits. Built-In Heated Wells are designed, manufactured, and tested to maintain safe food holding temperatures.

## HWB-FUL MODELS

HWB-FUL models are capable of holding a variety of pan combinations listed below; contact factory for details. These models are designed to be mounted to the topside of a non-combustible countertop or topside of a combustible countertop using the appropriate countertop mounting kit.

- One full size pan
- Three 1/3 size pans with adapter bars.
- Two 1/2 sized pans with adapter bars.
- Two 7 quart round inserts with adapter top.
- Three 4 quart round inserts with adapter top.

Pans, Covers, Adapter Bars and Adapter Tops sold separately.

## HWB-FULD MODELS

HWB-FULD models have the same capabilities as the HWB-FUL but is a Built-In Heated Well with a drain. The drain includes a 3/4" NPT drain fitting and flat drain screen that allows for pans to stay level for consistent temperatures. These models are designed to be mounted to the topside of a non-combustible countertop or topside of a combustible countertop using the appropriate countertop mounting kit.

## HWBI-FUL MODELS

HWBI-FUL models are the same as the HWB-FUL models except the units are fully insulated. The insulated unit conserves energy and preserves more consistent heating temperatures. These models are designed to be mounted to the topside of a non-combustible countertop or topside of a combustible countertop using the appropriate countertop mounting kit.

## HWBIB-FUL MODELS

HWBIB-FUL models are a fully insulated version of the HWB-FUL models. These models are designed to be mounted to the underside of a non-combustible countertop.

## HWBI-FULD MODELS

HWBI-FULD models are top mount insulated versions that have the same capabilities as the HWB-FUL but with a drain. The drain includes a 3/4" NPT drain fitting and flat drain screen that allows for pans to stay level for consistent temperatures. These models are designed to be mounted to the topside of a non-combustible countertop or topside of a combustible countertop using the appropriate countertop mounting kit.

## HWBIB-FULD MODELS

HWBIB-FULD models are bottom mount insulated versions that have the same capabilities as the HWB-FUL but with a drain. The drain includes a 3/4" NPT drain fitting and flat drain screen that allows for pans to stay level for consistent temperatures. These models are designed to be mounted to the underside of a non-combustible countertop.

# MODEL DESCRIPTIONS

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## HWB-43 MODELS

HWB-43 models are capable of holding a variety of pan combinations listed below; contact factory for details. These models are designed to be mounted to the topside of a non-combustible countertop or topside of a combustible countertop using the appropriate countertop mounting kit.

- One full size pan and one 1/3 size pan with adapter bars.
- Four 1/3 size pans with adapter bars.
- Two 1/2 size pans and one 1/3 size pan with adapter bars.
- Two 11 quart round inserts with adapter top.

Pans, Covers, Adapter Bars and Adapter Tops sold separately.

## HWB-43D MODELS

HWB-43D models have the same capabilities as the HWB-43 but is a Built-In Heated Well with a drain. The drain includes a 3/4" NPT drain fitting and flat drain screen that allows for pans to stay level for consistent temperatures. These models are designed to be mounted to the topside of a non-combustible countertop or topside of a combustible countertop using the appropriate countertop mounting kit.

## HWB-7QT MODELS

HWB-7QT models are round Built-In Heated Wells that hold up to a 7 QT pan. These models are designed to be mounted to the topside of a non-combustible countertop or topside of a combustible countertop using the appropriate countertop mounting kit.

## HWB-7QTD MODELS

HWB-7QTD models are the same as the HWB-7QT but is equipped with a drain. The drain includes a 3/4" NPT drain fitting and flat drain screen that allows for pans to stay level for consistent temperatures. These models are designed to be mounted to the topside of a non-combustible countertop or topside of a combustible countertop using the appropriate countertop mounting kit.

## HWB-11QT MODELS

HWB-11QT models are round Built-In Heated Wells that hold up to an 11 QT pan. These models are designed to be mounted to the topside of a non-combustible countertop or topside of a combustible countertop using the appropriate countertop mounting kit.

## HWB-11QTD MODELS

HWB-11QTD models are the same as the HWB-11QT but is equipped with a drain. The drain includes a 3/4" NPT drain fitting and flat drain screen that allows for pans to stay level for consistent temperatures. These models are designed to be mounted to the topside of a non-combustible countertop or topside of a combustible countertop using the appropriate countertop mounting kit.

# MODEL DESCRIPTIONS

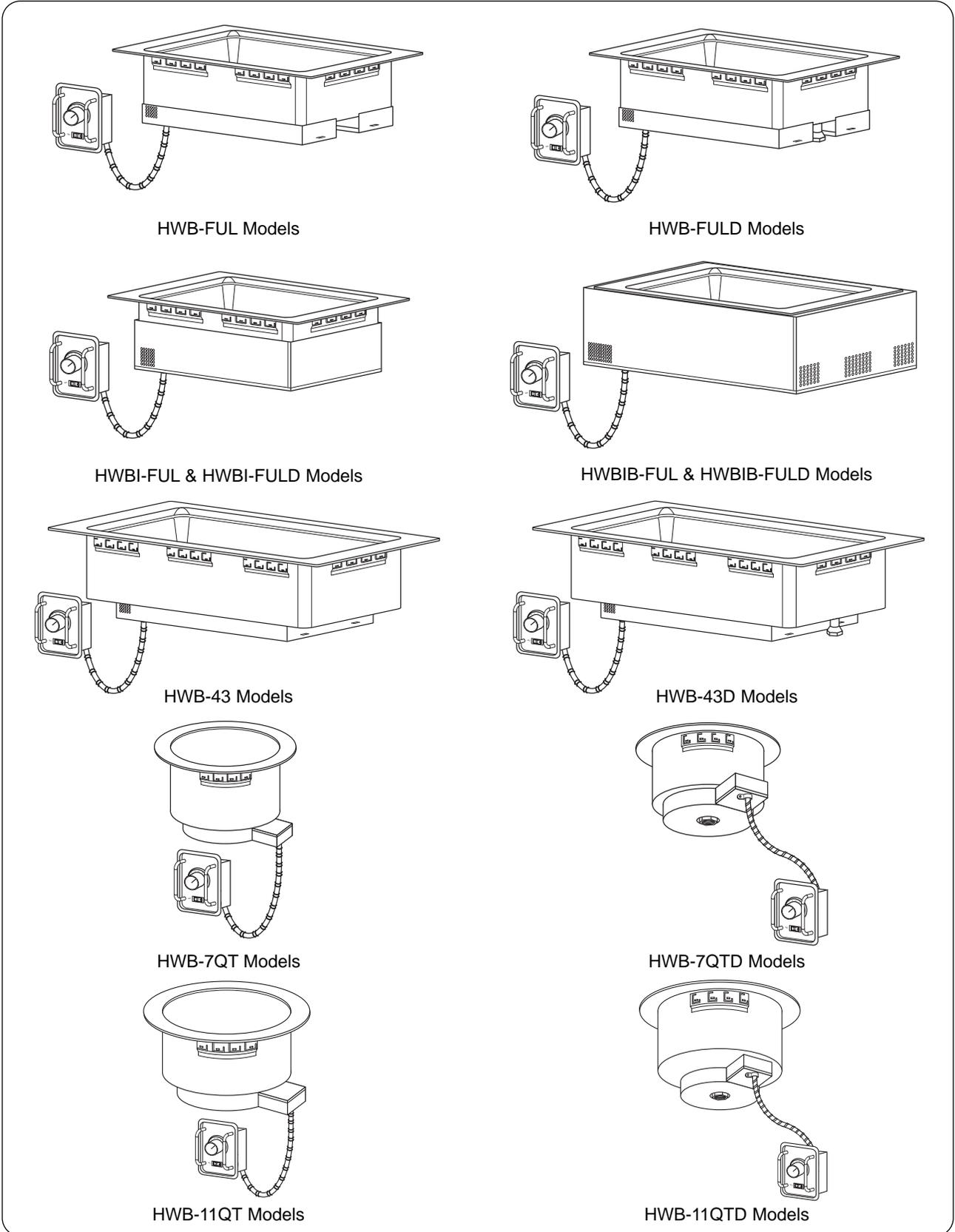


Figure 2. Built-In Heated Well Models

# SPECIFICATIONS

## ELECTRICAL RATING CHART FOR LOW WATTAGE HWBL-FUL MODELS

Voltage	Watts	Amps	Phase	Shipping Weights
120	750	6.3	1	21 lbs. (10 kg)
208	---	---	---	---
240	---	---	---	---

## ELECTRICAL RATING CHART FOR STANDARD WATTAGE HWB-FUL MODELS

Voltage	Watts	Amps	Phase	Shipping Weights
120	1200	10.0	1	21 lbs. (10 kg)
208	1200	5.8	1	21 lbs. (10 kg)
240	1200	5.0	1	21 lbs. (10 kg)
220	1200	5.5	1	21 lbs. (10 kg)
240	1200	5.0	1	21 lbs. (10 kg)
220-230 CE*	1200	5.5	1	21 lbs. (10 kg)
230-240 CE*	1200	5.0	1	21 lbs. (10 kg)

## ELECTRICAL RATING CHART FOR HIGH WATTAGE HWBH-FUL MODELS

Voltage	Watts	Amps	Phase	Shipping Weights
120	1650	13.8	1	21 lbs. (10 kg)
208	1650	7.9	1	21 lbs. (10 kg)
240	1650	6.9	1	21 lbs. (10 kg)
220	1650	7.5	1	21 lbs. (10 kg)
240	1650	6.9	1	21 lbs. (10 kg)
220-230 CE*	1650	7.5	1	21 lbs. (10 kg)
230-240 CE*	1200	6.9	1	21 lbs. (10 kg)

## ELECTRICAL RATING CHART FOR LOW WATTAGE HWBL-43 MODELS

Voltage	Watts	Amps	Phase	Shipping Weights
120	750	6.3	1	30 lbs. (14 kg)
208	---	---	---	---
240	---	---	---	---

## ELECTRICAL RATING CHART FOR STANDARD WATTAGE HWB-43 MODELS

Voltage	Watts	Amps	Phase	Shipping Weights
120	1200	10.0	1	30 lbs. (14 kg)
208	1200	5.8	1	30 lbs. (14 kg)
240	1200	5.0	1	30 lbs. (14 kg)
220	1200	5.5	1	30 lbs. (14 kg)
240	1200	5.0	1	30 lbs. (14 kg)
220-230 CE*	1200	5.5	1	30 lbs. (14 kg)
230-240 CE*	1200	5.0	1	30 lbs. (14 kg)

\* Not available on "UR" series models.

NOTE: Shipping Weight includes packaging.

The electrical information in the shaded areas pertains to **Export models only**.

# SPECIFICATIONS

## ELECTRICAL RATING CHART FOR HIGH WATTAGE HWBH-43 MODELS

Voltage	Watts	Amps	Phase	Shipping Weights
120	1650	13.8	1	30 lbs. (14 kg)
208	1650	7.9	1	30 lbs. (14 kg)
240	1650	6.9	1	30 lbs. (14 kg)
220	1650	7.5	1	30 lbs. (14 kg)
240	1650	6.9	1	30 lbs. (14 kg)
220-230 CE*	1650	7.5	1	30 lbs. (14 kg)
230-240 CE*	1650	6.9	1	30 lbs. (14 kg)

## ELECTRICAL RATING CHART FOR STANDARD WATTAGE HWB-7QT MODELS

Voltage	Watts	Amps	Phase	Shipping Weights
120	500	4.2	1	10 lbs. (5 kg)
208	536	2.6	1	10 lbs. (5 kg)
240	600	2.5	1	10 lbs. (5 kg)
220	600	2.7	1	10 lbs. (5 kg)
240	600	2.5	1	10 lbs. (5 kg)
220-230 CE*	600	2.7	1	10 lbs. (5 kg)
230-240 CE*	600	2.5	1	10 lbs. (5 kg)

## ELECTRICAL RATING CHART FOR HIGH WATTAGE HWBH-7QT MODELS

Voltage	Watts	Amps	Phase	Shipping Weights
120	800	6.7	1	10 lbs. (5 kg)
208	715	3.4	1	10 lbs. (5 kg)
240	800	3.3	1	10 lbs. (5 kg)
220	800	3.6	1	10 lbs. (5 kg)
240	800	3.3	1	10 lbs. (5 kg)
220-230 CE*	800	3.6	1	10 lbs. (5 kg)
230-240 CE*	800	3.3	1	10 lbs. (5 kg)

\* Not available on "UR" series models.

NOTE: Shipping Weight includes packaging.

 The electrical information in the shaded areas pertains to **Export models only**.

# SPECIFICATIONS

## ELECTRICAL RATING CHART FOR STANDARD WATTAGE HWB-11QT MODELS

Voltage	Watts	Amps	Phase	Shipping Weights
120	500	4.2	1	11 lbs. (5 kg)
208	536	2.6	1	11 lbs. (5 kg)
240	600	2.5	1	11 lbs. (5 kg)
220	600	2.7	1	11 lbs. (5 kg)
240	600	2.5	1	11 lbs. (5 kg)
220-230 CE*	600	2.7	1	11 lbs. (5 kg)
230-240 CE*	600	2.5	1	11 lbs. (5 kg)

## ELECTRICAL RATING CHART FOR HIGH WATTAGE HWBH-11QT MODELS

Voltage	Watts	Amps	Phase	Shipping Weights
120	800	6.7	1	11 lbs. (5 kg)
208	715	3.4	1	11 lbs. (5 kg)
240	800	3.3	1	11 lbs. (5 kg)
220	800	3.6	1	11 lbs. (5 kg)
240	800	3.3	1	11 lbs. (5 kg)
220-230 CE*	800	3.6	1	11 lbs. (5 kg)
230-240 CE*	800	3.3	1	11 lbs. (5 kg)

\* Not available on "UR" series models.

NOTE: Shipping Weight includes packaging.

The electrical information in the shaded areas pertains to **Export models only**.

## DIMENSIONS

Models:		
HWB-FUL HWB-FULD HWBL-FUL HWBL-FULD HWBH-FUL HWBH-FULD	HWBRN-FUL HWBRN-FULD HWBLRN-FUL HWBLRN-FULD HWBHRN-FUL HWBHRN-FULD	HWBRT-FUL HWBRT-FULD HWBLRT-FUL HWBLRT-FULD HWBHRT-FUL HWBHRT-FULD
Width (A)	Depth (B)	Height (C)
13-3/4" (349 mm)	21-3/4" (552 mm)	8-5/8" (219 mm)

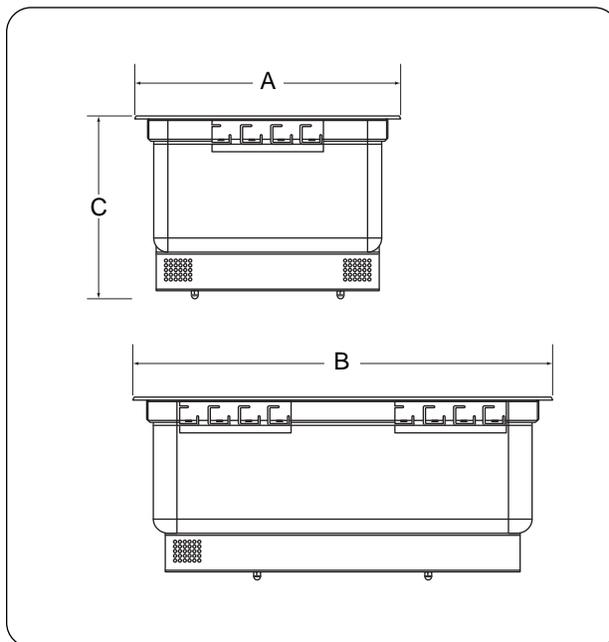


Figure 3. Dimensions – HWB-FUL Models  
Non-Insulated – Top Mount

# SPECIFICATIONS

## DIMENSIONS (CONTINUED)

Models:		
HWBIB-FUL	HWBIBRT-FUL	
HWBIB-FULD	HWBIBRT-FULD	
HWBLIB-FUL	HWBLIBRT-FUL	
HWBLIB-FULD	HWBLIBRT-FULD	
HWBHIB-FUL	HWBHIBRT-FUL	
HWBHIB-FULD	HWBHIBRT-FULD	
Width (A)	Depth (B)	Height (C)
14-7/16" (366 mm)	22-7/16" (569 mm)	9-1/2" (241 mm)

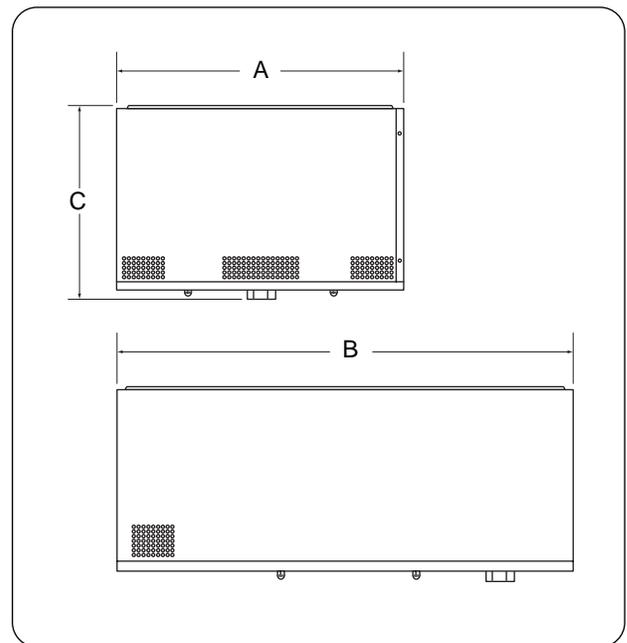


Figure 4. Dimensions – HWB-FUL Insulated – Bottom Mount Models

Models:		
HWBI-FUL	HWBIRT-FUL	
HWBI-FULD	HWBIRT-FULD	
HWBLI-FUL	HWBLIRT-FUL	
HWBLI-FULD	HWBLIRT-FULD	
HWBHI-FUL	HWBHIRT-FUL	
HWBHI-FULD	HWBHIRT-FULD	
Width (A)	Depth (B)	Height (C)
13-3/4" (349 mm)	21-3/4" (552 mm)	9-1/2" (241 mm)

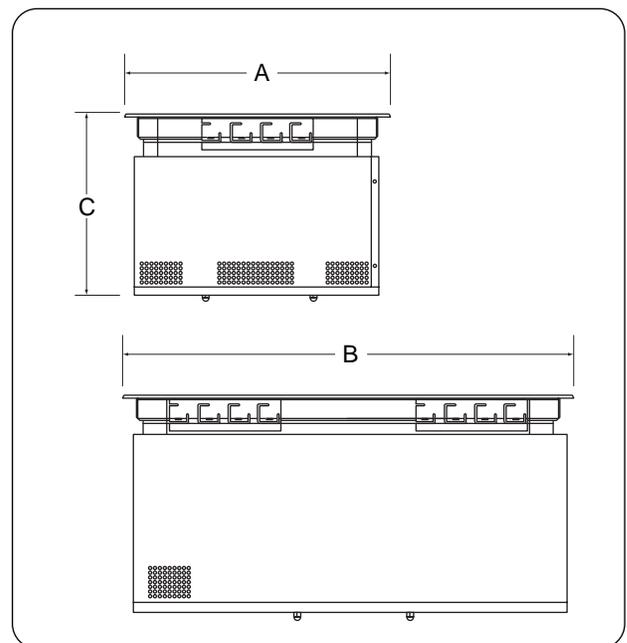


Figure 5. Dimensions – HWB-FUL Insulated – Top Mount Models

# SPECIFICATIONS

## DIMENSIONS (CONTINUED)

Models:		
HWB-43	HWBRN-43	HWBRT-43
HWB-43D	HWBRN-43D	HWBRT-43D
HWBL-43	HWBLRN-43	HWBLRT-43
HWBL-43D	HWBLRN-43D	HWBLRT-43D
HWBH-43	HWBHRN-43	HWBHRT-43
HWBH-43D	HWBHRN-43D	HWBHRT-43D
Width (A)	Depth (B)	Height (C)
13-5/8" (346 mm)	28-5/8" (727 mm)	8-5/8" (219 mm)

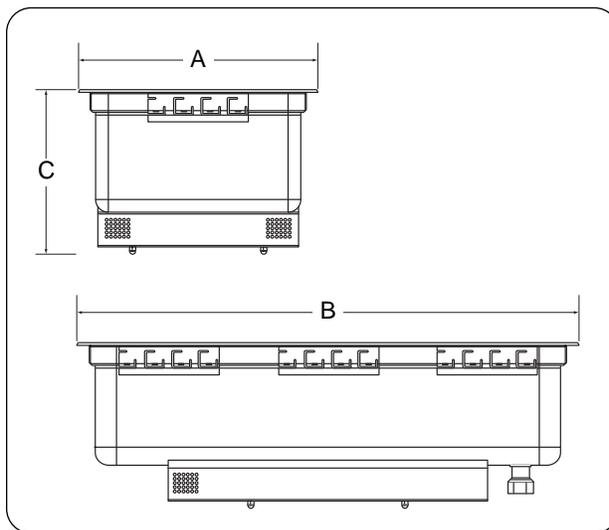


Figure 6. Dimensions – HWB-43 Models  
Non-Insulated – Top Mount

Models:		
HWB-7QT	HWBRN-7QT	HWBRT-7QT
HWB-7QTD	HWBRN-7QTD	HWBRT-7QTD
HWBL-7QT	HWBLRN-7QT	HWBLRT-7QT
HWBL-7QTD	HWBLRN-7QTD	HWBLRT-7QTD
HWBH-7QT	HWBHRN-7QT	HWBHRT-7QT
HWBH-7QTD	HWBHRN-7QTD	HWBHRT-7QTD
Diameter (A)	Height (B)	
10-3/8" (264 mm)	8-3/4" (222 mm)	

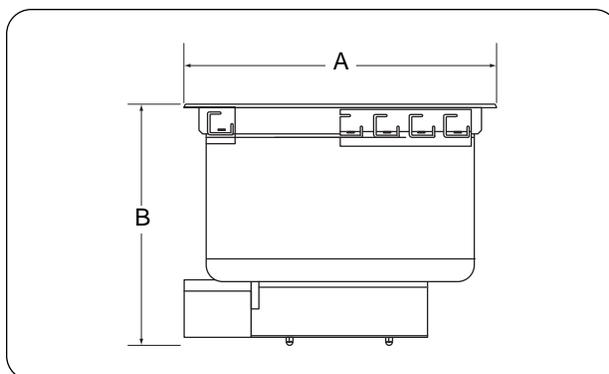


Figure 7. Dimensions – HWB-7QT Models  
Non-Insulated – Top Mount

Models:		
HWB-11QT	HWBRN-11QT	HWBRT-11QT
HWB-11QTD	HWBRN-11QTD	HWBRT-11QTD
HWBL-11QT	HWBLRN-11QT	HWBLRT-11QT
HWBL-11QTD	HWBLRN-11QTD	HWBLRT-11QTD
HWBH-11QT	HWBHRN-11QT	HWBHRT-11QT
HWBH-11QTD	HWBHRN-11QTD	HWBHRT-11QTD
Diameter (A)	Height (B)	
12-1/4" (311 mm)	8-3/4" (222 mm)	

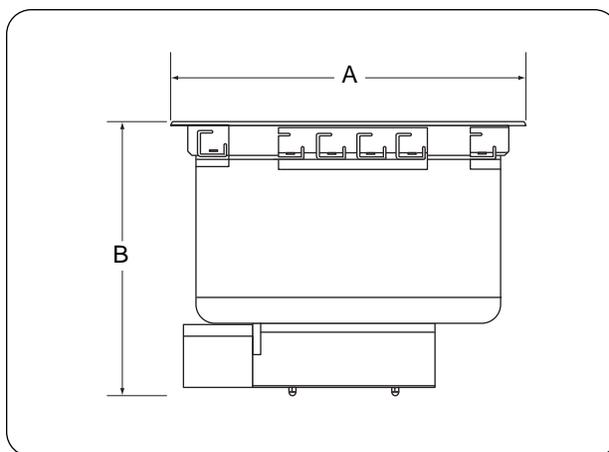


Figure 8. Dimensions – HWB-11QT Models  
Non-Insulated – Top Mount

# INSTALLATION

## UNPACKING

Built-In Heated Well units are shipped from the factory with most components assembled and ready for use.

All Built-In Heated Wells require the control panel be remote mounted.

*NOTE: Drain models ("D" in the model designation) require installation of the drain assembly after the unit is installed into the countertop.*

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.

## LOCATION

*NOTE: A qualified electrician is recommended for connecting the Built-In Heated Well units to a power source. A qualified plumber is recommended for connecting drain.*

### WARNING

To avoid personal injury or damage to equipment, the Built-In Heated Wells must be installed by qualified, trained installers. Installation must conform to all local electrical and plumbing codes. Check with your local plumbing and electrical inspectors for proper procedures and codes.

### WARNING

Risk of fire, install Built-In Heated Well a minimum of 3-1/2" (89 mm) from bottom of appliance to all combustible surfaces to assure safe and proper operation.

### WARNING

To assure safe and proper operation the remote control panel with thermostat control must have at least a 6" (152 mm) clearance from the Built-In Heated Well.

### 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 and strong enough to support the weight of the unit and food product.

### CAUTION

To avoid injury or damage to the unit **DO NOT** clean the unit while it contains any food product. Remove food product and allow unit to cool completely before cleaning.

### CAUTION

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

### CAUTION

Damage to countertop material such as Corian® and similar products caused by heat generated from Hatco equipment is not covered under the Hatco warranty. Contact the manufacturer of the base material for application information.

# INSTALLATION

## Installing Unit into Combustible Countertop

**⚠ WARNING**

To avoid any injury or damage Hatco mounting kits must be used when mounting unit in a combustible countertop.

*NOTE: Cut opening for both the unit and control panel before placing unit into countertop opening.*

*NOTE: Top Mount, HWB-FUL Series, insulated models ("I" in the Model Designation) cannot be installed into mounting flange.*

1. Cut appropriate opening in countertop. (See Figure 12 for size requirements.)
2. Cut appropriate opening for control panel. (See Figure 14 for size requirements.)
3. Place gasket putty around cutout edge. Make sure the gasket putty overhangs the cutout edge or seal unit with silicone adhesive.
4. Place mounting flange into countertop opening.
5. Secure mounting flange tabs to edge or underside of combustible countertop using appropriate hardware. (Mounting hardware not provided.) (See Figure 9.)

*NOTE: For underside mounting, tabs on mounting flange must be bent to underside of countertop.*

6. Place gasket putty around cutout in mounting flange. Make sure the gasket putty overhangs the flange or seal unit with silicone adhesive.
7. Place the unit into the countertop opening.
8. Use a screwdriver to rotate the EZ locking mounting system on the Built-In Heated Well outward, to secure the unit from the underside of the mounting flange. Twist as many tabs as needed to secure unit to mounting flange. (See Figure 10.)
9. Using a razor, carefully trim the excess gasket putty material and remove.

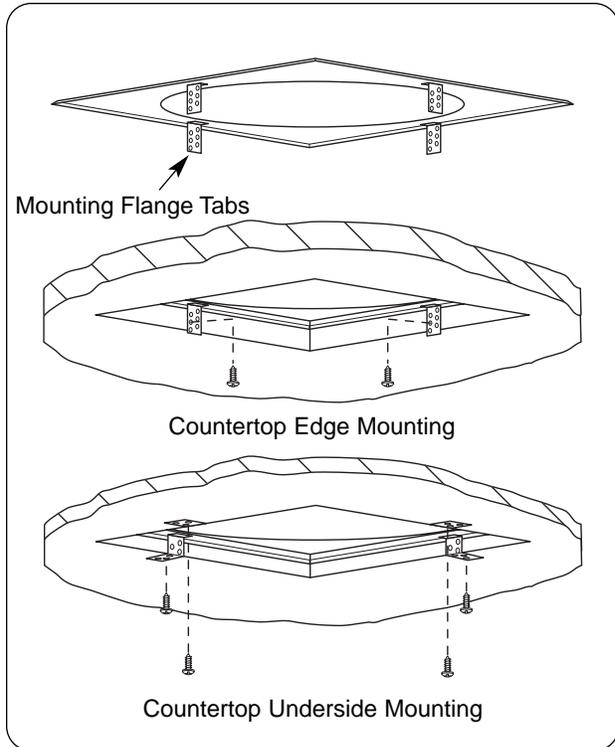


Figure 9. Installation of Mounting Flange Kit

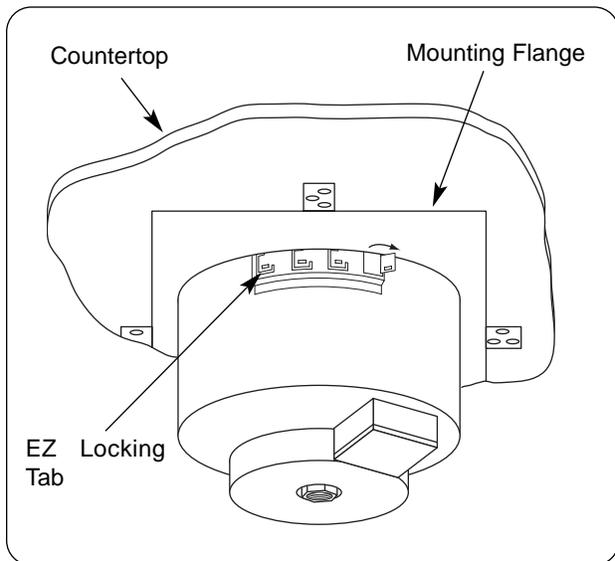


Figure 10. EZ Locking Tabs

# INSTALLATION

## Installing Unit into Non-Combustible Countertop

*NOTE: Mounting flange kit is not required for installation into non-combustible material.*

*NOTE: Cut opening for both the unit and control panel before placing unit into countertop opening.*

1. Cut appropriate opening in countertop. (See Figure 13 for size requirements.)
2. Cut appropriate opening for control panel. (See Figure 14 for size requirements.)
3. Place gasket putty around cutout edge. Make sure the gasket putty overhangs the outside rim of the unit or seal with silicone adhesive.
4. Place the unit into the countertop opening.
5. Use a screwdriver to rotate the EZ locking mounting system on the Built-In Heated Well outward, to secure the unit from the underside of the countertop. Twist as many tabs as needed to secure unit to the countertop. (See Figure 11.)

*Note: EZ locking mounting systems works on countertops that have a maximum thickness of 3/16" (5 mm). Twist as many tabs as needed to secure unit into countertop.*

6. Using a razor, carefully trim the excess gasket putty material and remove.

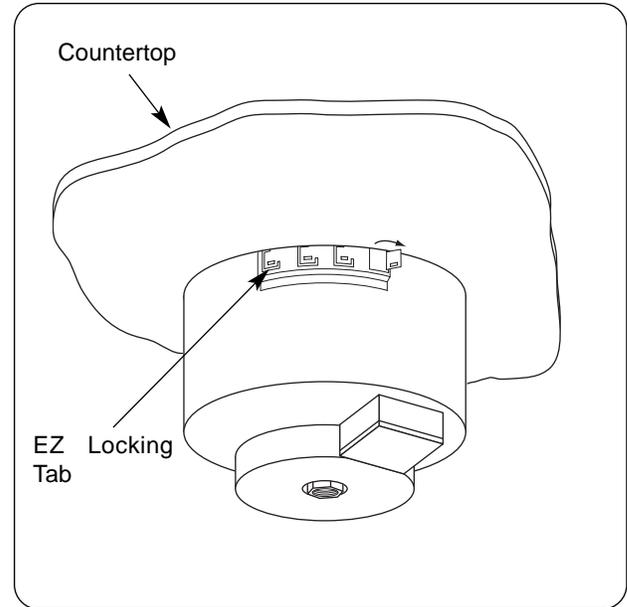


Figure 11. EZ Locking Tabs

# INSTALLATION

COMBUSTIBLE COUNTERTOP CUTOUT				
Model	(A) Minimum Width	(A) Maximum Width	(B) Minimum Depth	(B) Maximum Depth
All HWB-FUL Models	14" (356 mm)	14-1/4" (362 mm)	22" (559 mm)	22-1/4" (565 mm)
All HWB-43 Models	14" (356 mm)	14-1/4" (362 mm)	29" (737 mm)	29-1/4" (743 mm)
All HWB-7QT Models	11" * (279 mm)	11-1/4" * (286 mm)	11" * (279 mm)	11-1/4" * (286 mm)
All HWB-11QT Models	13" * (330 mm)	13-1/4" * (337 mm)	13" * (330 mm)	13-1/4" * (337 mm)

\*Combustible Countertop opening is a “square” cut-out.

NOTE: Required minimum clearance below countertop cutout is 8-5/8" (219 mm). Allow additional clearance for units equipped with drain.

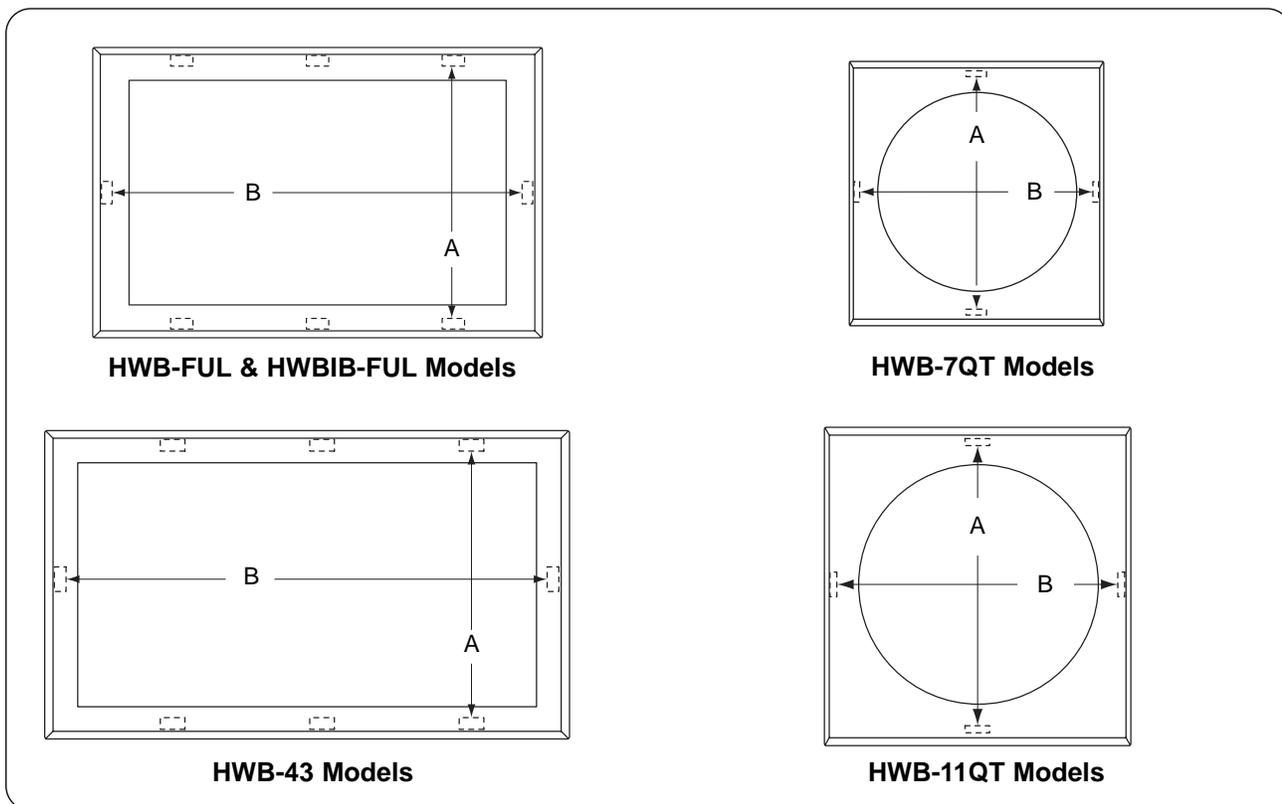


Figure 12. Combustible Countertop Mounting Flange Templates

# INSTALLATION

NON-COMBUSTIBLE COUNTERTOP CUTOUT				
Model	(A) Minimum Width	(A) Maximum Width	(B) Minimum Depth	(B) Maximum Depth
All HWB-FUL Models	12-5/8" (321 mm)	12-15/16" (328 mm)	20-5/8" (524 mm)	20-15/16" (531 mm)
All HWB-43 Models	12-11/16" (322 mm)	12-15/16" (329 mm)	27-11/16" (703 mm)	28" (711 mm)
All HWB-7QT Models	9-1/8" (232 mm)	9-9/16" (243 mm)	---	---
All HWB-11QT Models	11" (279 mm)	11-3/8" (289 mm)	---	---
All HWBIB-FUL Models	(A) Width		(B) Depth	
	12-1/32" (306 mm)		20-1/32" (509 mm)	

NOTE: Required minimum clearance below countertop cutout is 8-5/8" (219 mm). Allow additional clearance for units equipped with drain.

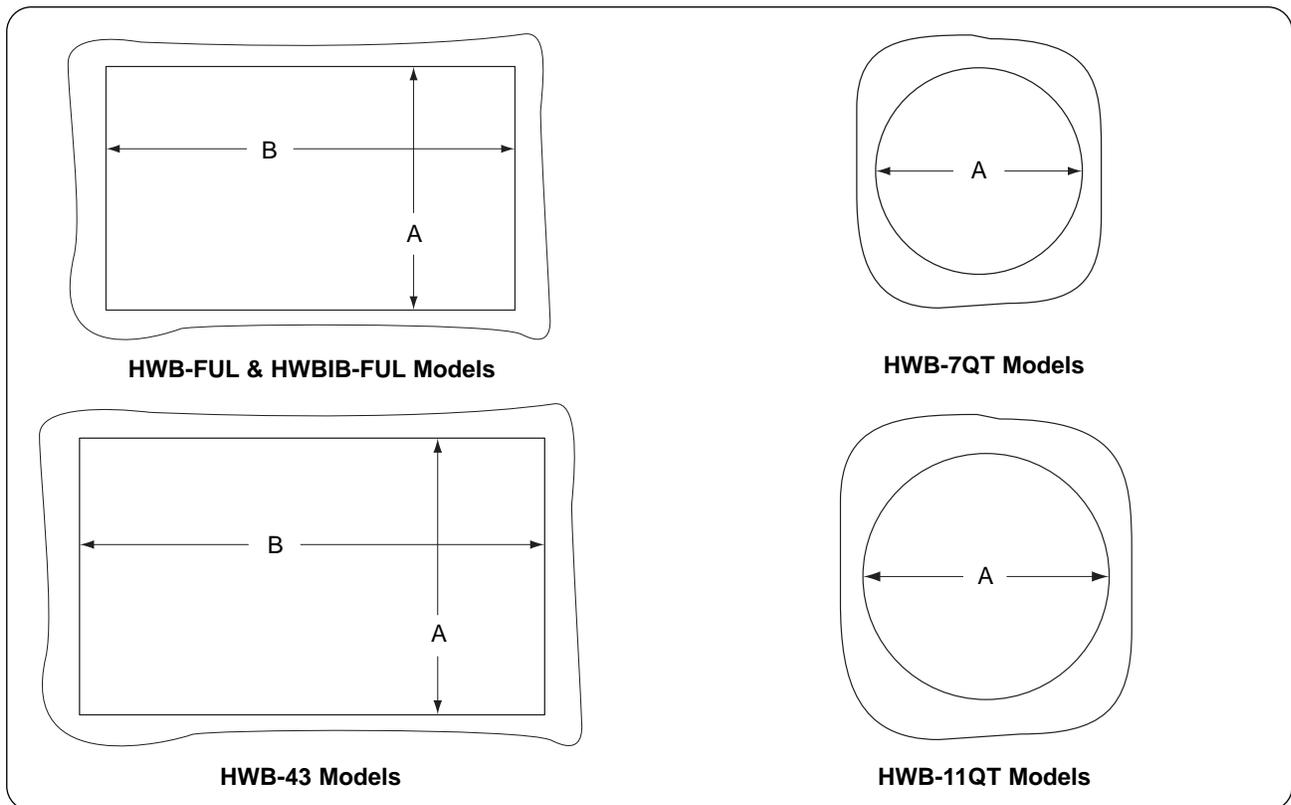


Figure 13. Non-Combustible Countertop Mounting Templates

# INSTALLATION

## Remote Mounted Control Panel

**⚠ WARNING**

For proper and safe operation the remote control panel location must be mounted on a vertical wall.

**CAUTION**

To assure proper operation the remote mounted control panel must be installed in the vertical position.

*NOTE: A qualified electrician is recommended for connecting the Heated Well units to a power source. A qualified plumber is recommended for connecting drain(s).*

3. Secure control panel to surface using screws (#8 sheet metal screw supplied).
4. Connect proper power source to the mounted remote control panel .
5. Reinstall trim cover.

*NOTE: Standard UL Approved units are equipped with a 72" (1829 mm) flexible conduit connected to the control panel.*

1. Remove trim cover from control panel assembly.
2. Position control panel into opening through the backside.

CONTROL PANEL CUTOUT DIMENSIONS				
Model	Opening Dimensions		Screw Hole Dimensions	
	(A)	(B)	(C)	(D)
Control Assembly Without Bezel (Standard)	2-3/16" (55 mm)	3-3/8" (86 mm)	2-1/2" (64 mm)	3-1/4" (83 mm)
Control Assembly With Bezel (Standard)	3-1/4" (83 mm)	3-3/4" (92 mm)	4-1/8" (105 mm)	--- ---
Control Assembly Large (Optional)	5-7/8" (149 mm)	6-3/8" (162 mm)	3-7/8" (98 mm)	6-13/16" (173 mm)

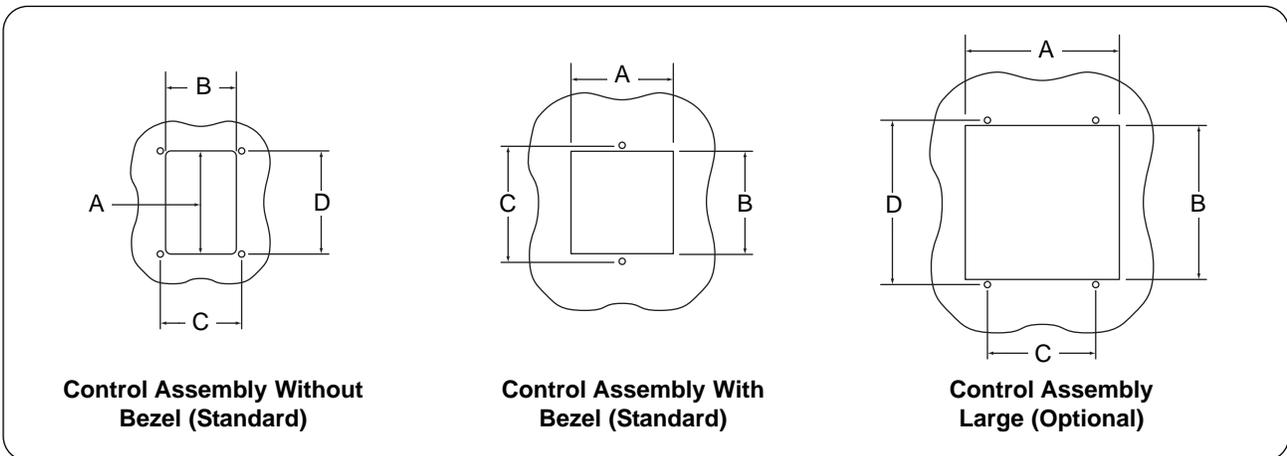


Figure 14. Control Panel Opening Dimensions

# INSTALLATION

## DRAIN ASSEMBLY MODELS

**⚠ WARNING**

The drain water may reach temperatures in excess of 200°F (93°C). To avoid any injury or damage to the unit use appropriate plumbing materials when installing drain.

For proper drain plumbing installation conforming to local plumbing codes consult a licensed plumbing contractor.

### Drain Assembly (See Figure 15)

After installing unit in countertop, install the drain assembly as follows:

*NOTE: Approved air gap or other back-flow prevention device must be installed by plumber if required.*

1. Connect one end of drain pipe (supplied by others) to 3/4" NPT drain fitting.
2. Connect other end of drain pipe to drain valve, (supplied by others).
3. Accessible drain valve (supplied by others) must connect to external drain pipe.

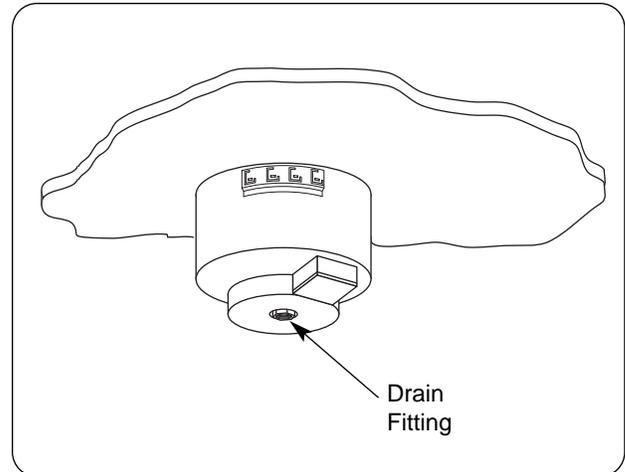


Figure 15. Drain Connection

# OPERATION

## GENERAL

### ⚠ WARNING

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

### ⚠ WARNING

To avoid any injury or damage to the unit turn unit off when filling with water and avoid splashing.

### ⚠ WARNING

Do not use Heated Well to melt or hold ice. Doing so may cause condensation, an electrical hazard, personnel injury, or damage to the unit. Damage caused by condensation is not covered by warranty.

### ⚠ 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).

### ⚠ CAUTION

Standard and approved manufacturing oils and insulation binders will smoke up to 60 minutes during initial start-up. This is a temporary condition. To assure safe operation, operate unit without food product until smoke dissipates.

Hatco Built-In Heated Wells are designed for WET or DRY operation.

*NOTE: Built-In Heated Wells cannot be used wet-to-dry or dry-to-wet unless the unit has been allowed to cool down to room temperature before changing the operation.*

We recommend wet operation for consistent food heating.

If the unit is operating wet and is allowed to run dry, turn it off and allow to cool before adding water.

## POWER ON/OFF

Place the On/Off switch in the "ON" position. The indicator light glows when the unit is on. (See Figure 16.)

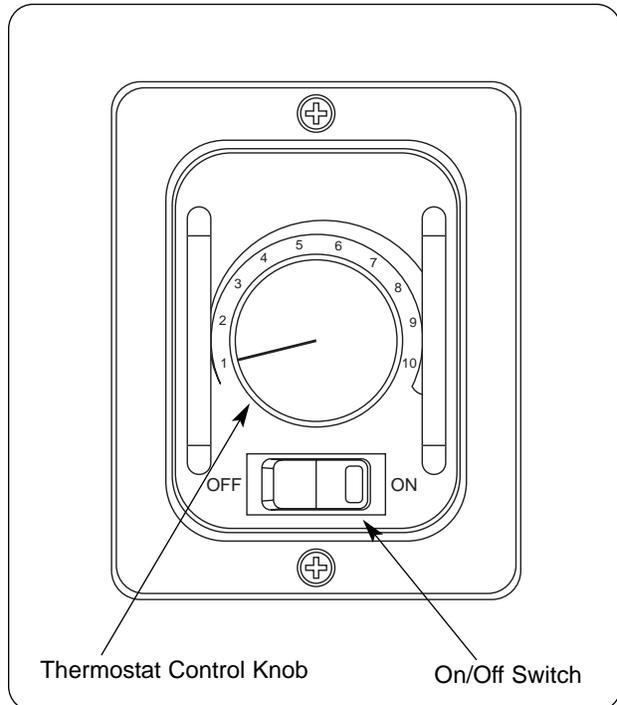


Figure 16. Control Panel

## TEMPERATURE CONTROL

Turn thermostat control knob to adjust the temperature of the Built-In Heated Well to the desired safe food temperature.

Allow heated well to preheat for approximately 30 minutes.

### ⚠ WARNING

Hatco Corporation is not responsible for the actual food product serving temperature. It is the responsibility of the user to assure that the food product is held and served at a safe temperature.

## FOOD WARMING

Place appropriate sized food pan into the Built-In Heated Well opening.

*NOTE: Always use a food pan. Do not place food directly into the warmer.*

*NOTE: Stir thick food items frequently to keep food heated uniformly.*

*NOTE: Keep pans covered to maintain food quality and temperature.*

## GENERAL

The Hatco Built-In Heated Wells are designed for maximum durability and performance, with minimum maintenance.

### **WARNING**

**To prevent electrical shock or injury, turn the power switch OFF, disconnect the unit from the power source and allow to cool before performing any maintenance.**

### **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.**

### **WARNING**

**To avoid injury or damage to the unit, do not use harsh chemicals such as bleach or cleaners containing bleach, oven cleaners, or flammable cleaning solutions to clean the Built-In Heated Wells.**

### **WARNING**

**The Built-In Heated Wells are not waterproof. To avoid electrical shock or personal injury. DO NOT submerge in water. Do not operate if it has been submerged in water.**

## DAILY CLEANING

1. Turn On/Off switch to OFF and allow the unit to cool down.
2. Remove any pans and adapters (if used).
3. Drain or remove water from well(s) if used for wet operation.
4. Wipe entire unit down using a clean cloth or sponge, and mild detergent.
5. Use a plastic scouring pad to remove any hardened food particles or mineral deposits.

### **CAUTION**

**To avoid damage to the unit, do not use steel wool for cleaning. Steel wool will scratch the finish.**

6. Rinse warmer thoroughly with a 2-part vinegar and 5-part water solution to neutralize all detergent cleanser residue.
7. Close drain valve (if equipped). Add proper amount of warm water. Turn control panel(s) on and check for proper operation.

## WEEKLY CLEANING

Use the following procedure weekly or whenever lime or scale is seen accumulating on the sides of the warmer pans.

1. Turn On/Off switch to OFF and allow the unit to cool down.
2. Remove any pans and adapters (if used).
3. Drain or remove water from well(s) if used for wet operation.
4. Add water to pans until water is at normal operating level (1" to 1-1/2" deep), or covers accumulated scale.
5. Turn power on and heat water to maximum temperature 190°F (88°C) or higher.
6. Fill pan(s) with a 2-part vinegar and 5-part water solution. Turn heat control to OFF and cover pan(s).
7. Allow solution to soak for at least one hour, or overnight for heavy buildup.
8. Drain hot water from pans, Scrub with a plastic scouring pad. Rinse thoroughly with hot water, then dry.

### **CAUTION**

**To avoid damage to the unit, do not use steel wool for cleaning. Steel wool will scratch the finish.**

9. Refill pans with hot tap water and resume operation.
10. Heavy scale buildup may require additional treatments.

# MAINTENANCE

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## WARNING

If service is required on this unit, contact your Authorized Hatco Service Agent, or contact the Hatco Service Department at 414-671-6350; 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.

# ACCESSORIES

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## **HWB-FUL-MNT**

- Mounting kit for combustible countertops for HWB-FUL Series.

## **HWB-43-MNT**

- Mounting kit for combustible countertops for HWB-43 Series.

## **HWB-7Q-MNT**

- Mounting kit for combustible countertops for HWB-7Q Series.

## **HWB-11Q-MNT**

- Mounting kit for combustible countertops for HWB-11Q Series.

## **HWB12BAR**

- 12" (305 mm) Pan Support Bar

## **HWB20BAR**

- 20" (508 mm) Pan Support Bar

## **HWB-2-7Q**

- Adapter to convert warmer to hold two 7-quart inserts for HWB-FUL Series.

## **HWB-2-11Q**

- Adapter to convert warmer to hold two 11-quart inserts for HWB-43 Series.

## **HWB-3-4Q**

- Adapter to convert warmer to hold three 4-quart inserts for HWB-FUL Series.