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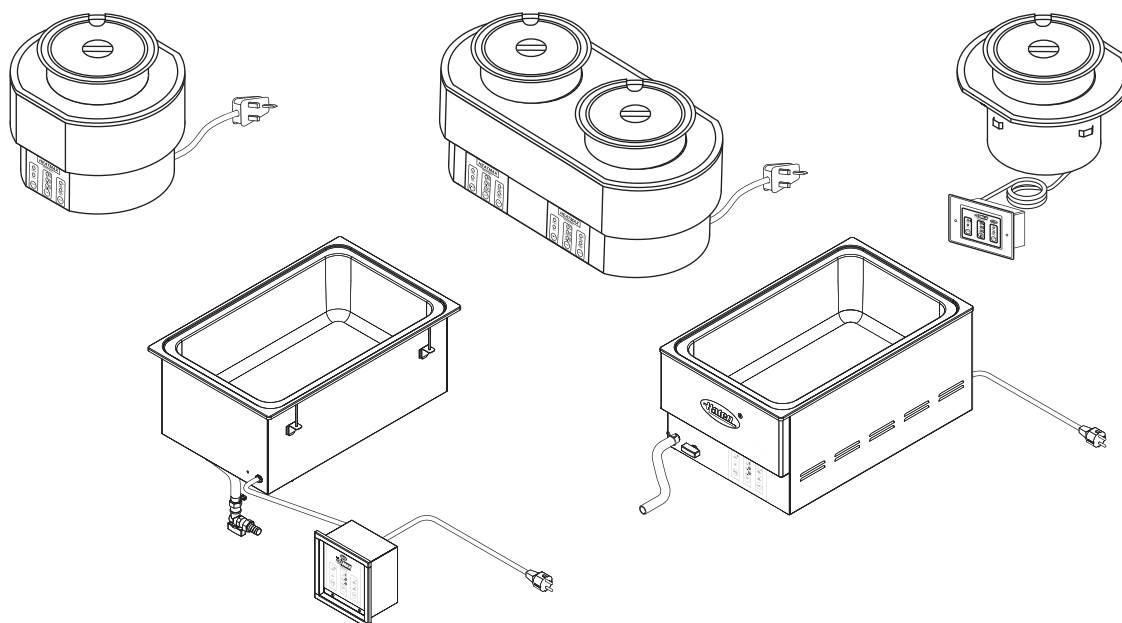


HEATMAX Heated Wells 电热锅

RHW/RCTHW Series

Installation and Operating Manual 安装及操作手册

P/N 07.04.501.00



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.



请在认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，以提请其注意。请将本手册妥善放置，以便参照。

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中文 = 第 13 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 the unit). 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

Fax: (0512) 6732-5092

Additional information can be found by visiting our web sites:
www.hatcocorp.com or **www.hatcocorp.cn**

Register your unit!

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

INTRODUCTION

Hatco HEATMAX Heated Wells are specially-designed to cook or hold a wide variety of foods including soups, curry, gravies and a variety of toppings. For RHW units, products for cooking or holding are placed in a pot which is heated or warmed by a heating plate. For RCTHW units, products are placed in a standard size pan which is placed in the heated well. The heating element temperature is monitored by an electronic controller for optimum results. Heat is evenly distributed throughout the unit to hold foods at desired temperatures and the insulated stainless steel design provides easy maintenance and durable performance.

All units are equipped with a control panel featuring three temperature setpoints from 50°C (122°F) to 100°C (212°F) and an energy saving low power mode that saves electricity during off-peak hours.

Hatco 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 the heated wells.

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.



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

**WARNING****ELECTRIC SHOCK HAZARD:**

- Plug unit into a properly grounded electrical receptacle of the correct voltage, size, and plug configuration. If plug and receptacle do not match, contact a qualified electrician to determine and install the proper voltage and size electrical receptacle.
- Turn OFF power switch, unplug power cord, and allow unit to cool before performing any cleaning, adjustments, or maintenance.
- DO NOT submerge or saturate with water. Unit is not waterproof. Do not operate if unit has been submerged or saturated with water.
- Unit is not weatherproof. Locate unit indoors where ambient air temperature is a minimum of 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. The 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.

**WARNING**

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

This unit is not intended for use by children or persons with reduced physical, sensory, or mental capabilities. Ensure proper supervision of children and keep them away from the unit.

This unit has no “user-serviceable” parts. If service is required on this unit, contact an Authorized Hatco Service Agent or contact the Hatco Service Department at (0512) 6732-5091; fax (0512) 6732-5092.

**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

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

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).

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.

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

All Models

All HEATMAX Heated Well units are reliable and versatile. In addition for use as a Heated Well to keep food hot for serving, food also can be steamed when used with an optional adapter kit.

RHW-1

RHW-1 is equipped with a single heating element for holding food hot or cooking soups or sauces. It is supplied with a specially-designed, stainless steel 10 liter (11 qt) round pot and lid.

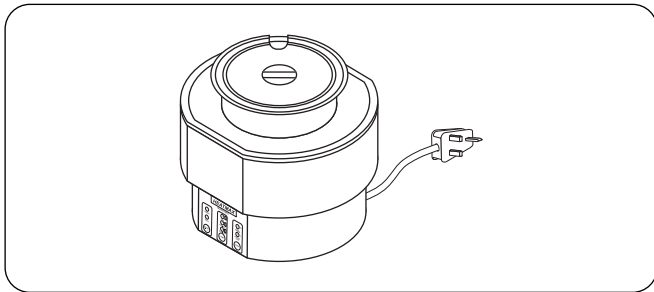


Figure 1. Model RHW-1

RHW-1B

RHW-1B is equipped the same as the RHW-1 but is a built-in model equipped with a remote mounted control panel.

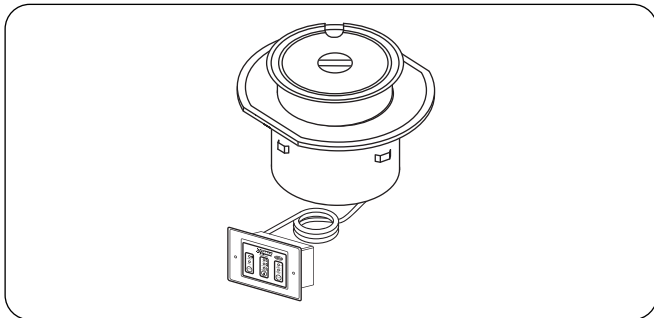


Figure 2. Model RHW-1B

RHW-2

RHW-2 is equipped with double heating element for holding food hot or cooking soups or sauces. It is supplied with two specially-designed, stainless steel 10 liter (11 qt) round pots and lids.

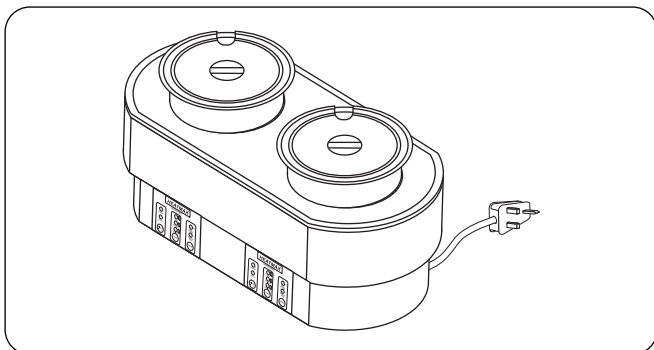


Figure 3. Model RHW-2

RCTHW-1

RCTHW-1 is equipped with three heating elements for holding food hot. It can hold a standard size food pan.

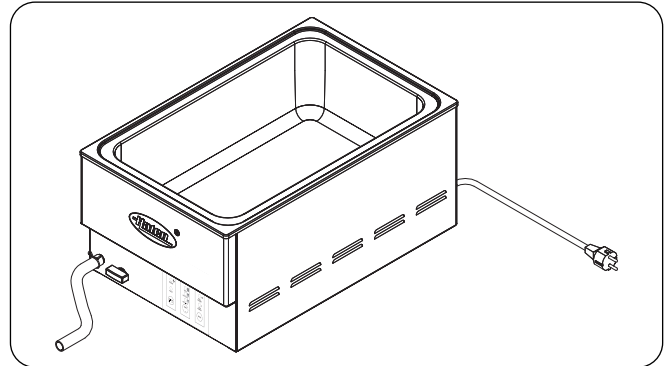


Figure 4. Model RCTHW-1

RCTHW-1B

RCTHW-1B is equipped the same as the RCTHW-1 but is a built-in model equipped with a remote mounted control panel and a bottom drain.

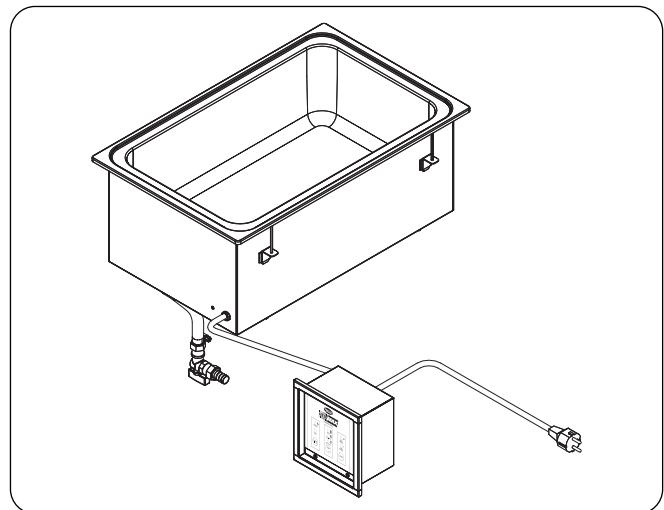


Figure 5. Model RCTHW-1B

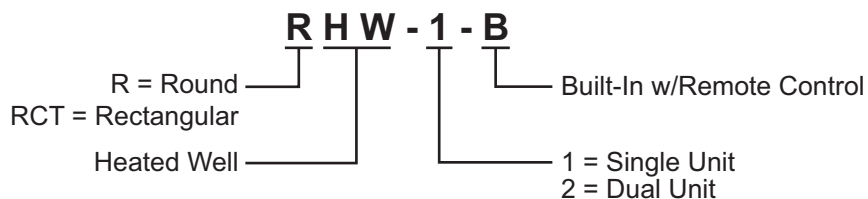


Figure 6. Model Designation

SPECIFICATIONS

Plug Configurations

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



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

NOTE: The specification label is located on the back of the unit. See label for serial number and verification of unit electrical information.

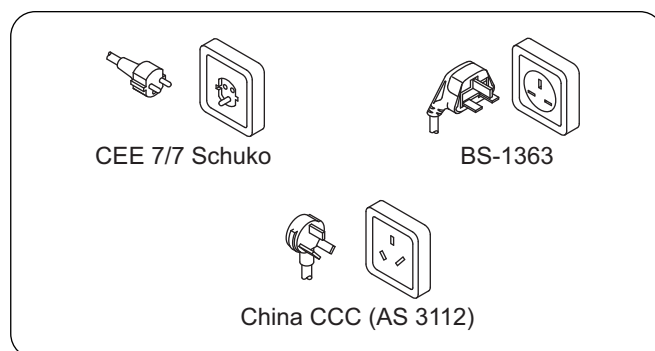


Figure 7. Plug Configurations

Electrical Rating Chart

Model	Voltage	Watts	Amps	Plug Configuration	Shipping Weight
RHW-1	230 (CE/CCC)	1250	5.4	BS-1363, CEE 7/7 Schuko, or China CCC	7 kg (15 lbs.)
RHW-1B	230 (CE/CCC)	1250	5.4	BS-1363, CEE 7/7 Schuko, or China CCC	8 kg (18 lbs.)
RHW-2	230 (CE/CCC)	2500	10.9	BS-1363, CEE 7/7 Schuko, or China CCC	12 kg (26 lbs.)
RCTHW-1	230 (CE/CCC)	3000	13	BS-1363, CEE 7/7 Schuko, or China CCC	10 kg (22 lbs.)
RCTHW-1B	230 (CE/CCC)	3000	13	BS-1363, CEE 7/7 Schuko, or China CCC	11 kg (24 lbs.)

NOTE: Shipping weight includes packaging.

Dimensions

Model	Width (A)	Depth (B)	Height (C)	Footprint Width (D)	Footprint Depth (E)
RHW-1	359 mm (14-1/8")	330 mm (13")	343 mm (13-1/2")	187 mm (7-3/8")	232 mm (9-1/8")
RHW-1B	360 mm (14-1/8")	330 mm (13")	330 mm (13")	N/A	N/A
RHW-2	630 mm (24-3/4")	330 mm (13")	343 mm (13-1/2")	397 mm (15-5/8")	257 mm (10-1/8")
RCTHW-1	368 mm (14-1/2")	611 mm (24-1/16")	283 mm (11-3/16")	327 mm (12-7/8")	507 mm (20")
RCTHW-1B	368 mm (14-1/2")	582 mm (22-15/16")	226 mm (8-15/16")	N/A	N/A

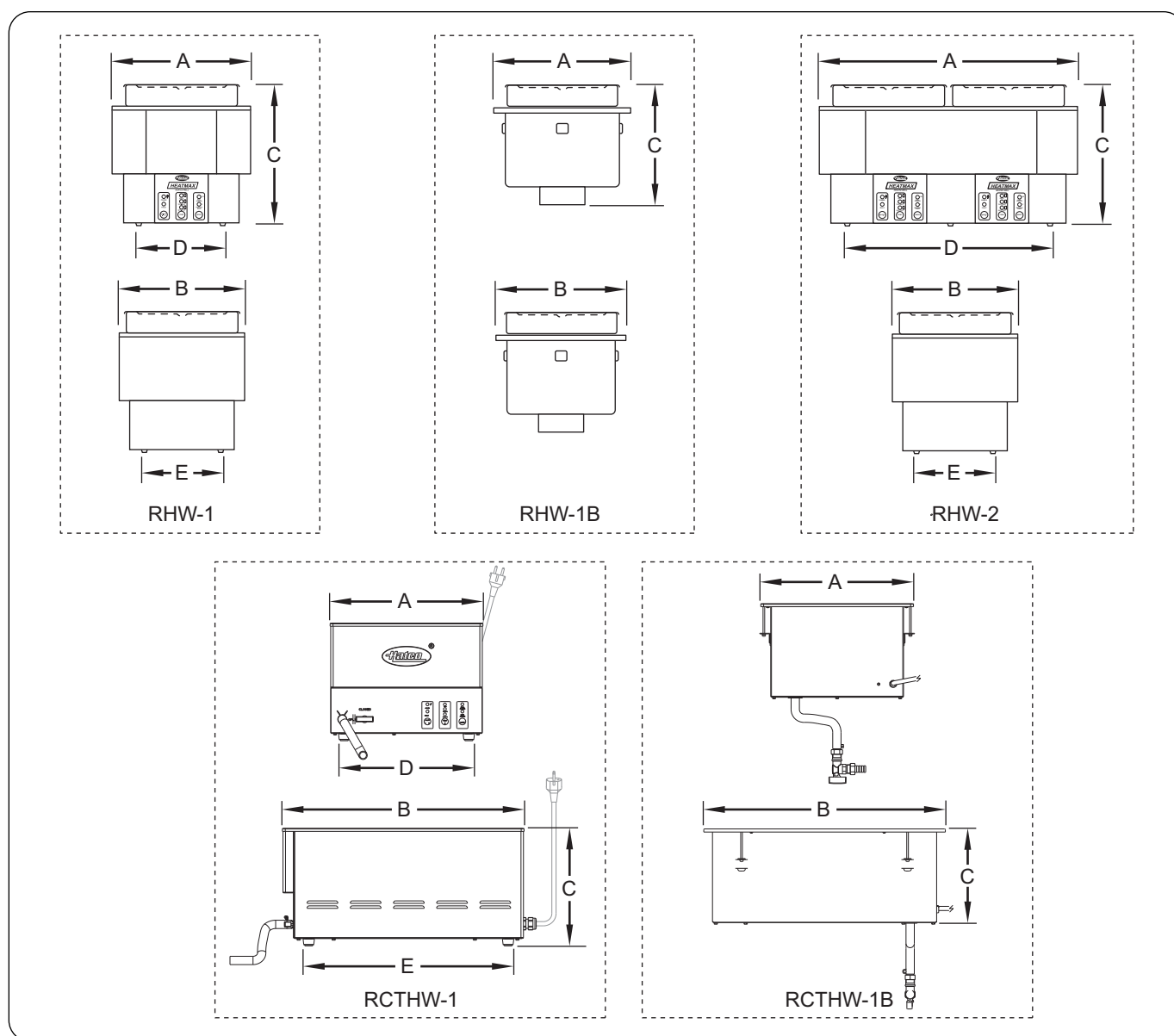


Figure 8. Dimensions

General

HEATMAX Heated Well units 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 rectangular models require installation of the drain assembly and remote mounted control panel.

⚠ WARNING

ELECTRIC SHOCK HAZARD: 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.

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.

NOTICE

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 the information packet.
3. Remove tape and protective packaging from all surfaces of the unit and any accessories.
4. If the unit is a countertop model, place the unit in the desired location.
 - 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 and air conditioning ducts).
 - Make sure the unit is at the proper counter height in an area convenient for use.
 - Make sure the countertop is level and strong enough to support the weight of the unit and food product.
 - Make sure all the feet on the bottom of the unit are positioned securely on the countertop.
5. 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 procedure(s) to install a built-in model into a countertop. If the unit is a rectangular built-in model, perform the "Installing the Drain Assembly" first.

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).

Installing the Drain Assembly

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. Remove the bottom panel screws and bottom panel.
3. Connect one end of the drain hose to the drain fitting using the supplied hose clamp.
4. Route the drain hose through the hole in the bottom panel and reinstall the bottom panel using the original screws.
5. Connect the other end of drain hose to a drain valve using the supplied hose clamp.
6. Perform the "Installing the Unit into a Countertop" procedure in this section. After installing the unit, the drain valve may connect to external drain pipe, if desired.

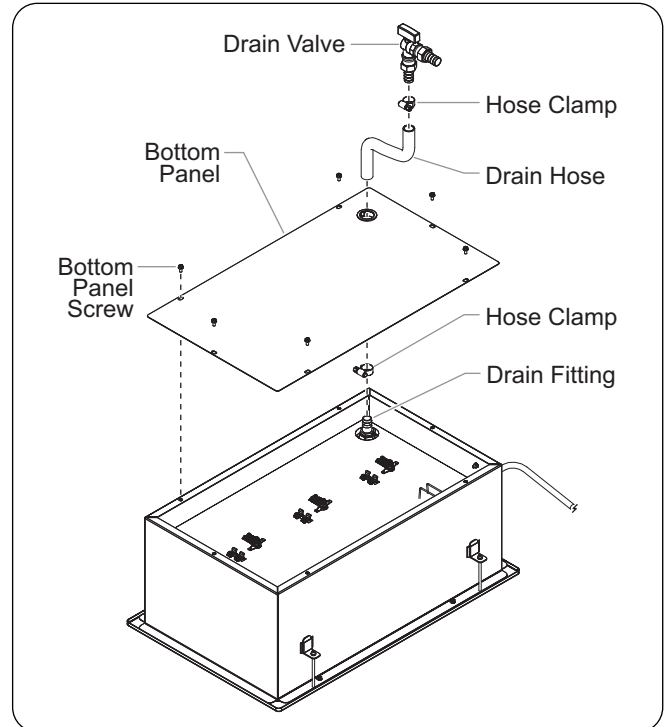


Figure 9. Installing the Drain Assembly
(Built-in rectangular models only)

Installing the Unit

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

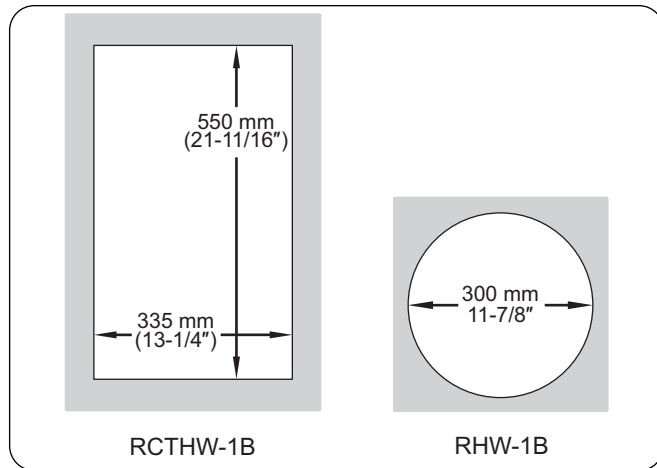


Figure 10. Countertop Cutout Dimensions

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

NOTICE

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

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.

2. 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).

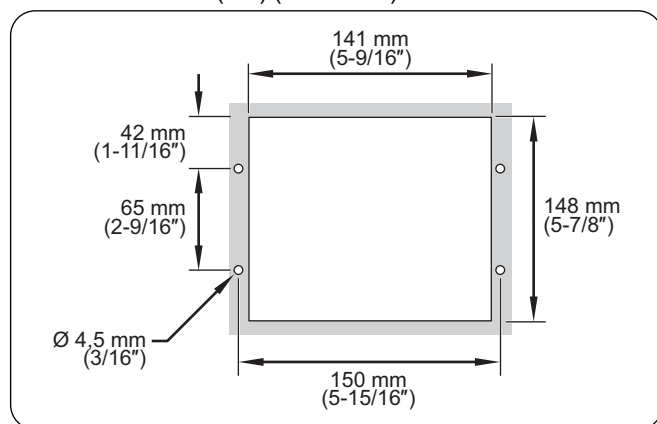


Figure 11. Control Box Cutout Dimensions

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

3. Guide the control box and electrical cords through the countertop cutout and then lower the unit into the cutout.

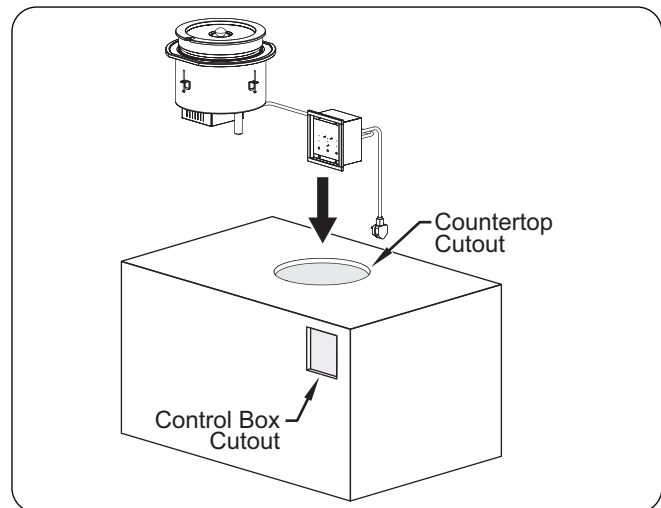
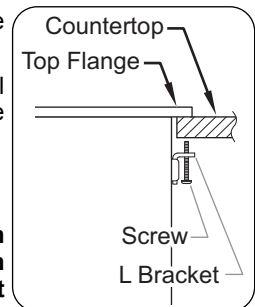


Figure 12. Installing the Unit

4. Assemble the L-brackets to the underside of the unit.
5. Tighten the L-bracket screws until the top flange lies flat on the countertop.

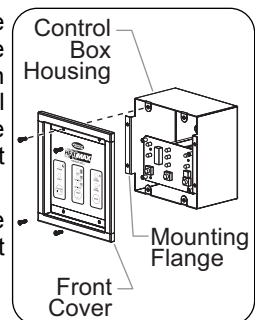
NOTICE

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



Installing the Remote Mounted Control Box (RMB)

1. Install the control box in the control box cutout:
 - a. Remove the four screws that secure the front cover to the control box. Remove the front cover and pass it through the cutout to the front of the installation surface.
 - b. Pass one of the mounting flanges on the control box housing through the cutout. Squeeze the other mounting flange to fit it through the cutout.
 - c. Align the holes on the mounting flanges with the screw holes in the installation surface, and secure the control box housing to the surface using four M4 screws (not supplied).
 - d. Install the front cover on the control box using the four front cover screws.



2. Plug the power cord into a properly grounded electrical outlet of the correct voltage, size, and plug configuration. See the SPECIFICATIONS section for details.

General

Use the following procedure to operate the HEATMAX Heated Wells.

⚠ WARNING

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

NOTE: For proper heat transfer, operate the RHW series, (Round Heated Wells), with the special pan supplied. This pan has a curved bottom to match the shape of the heating element.

1. Plug the unit into a properly grounded electrical outlet of the correct voltage, size, and plug configuration. See the SPECIFICATIONS section for details.
 - The POWER indicator will glow red when the unit has power.
2. Place a pan/pot filled with food product or water into the unit.

NOTE: Do not operate the unit without a food pan or with an empty/dry pan. The unit will overheat and go into FAULT mode.

3. Press the ON/OFF button to turn on the unit.
 - The POWER indicator will glow green when the unit is on and heating.

NOTE: The FAULT indicator will illuminate and the unit will beep when the unit is overheated or if the temperature sensor short circuits. When this happens, power is cut off automatically until the temperature returns to normal range or the temperature sensor functions normally.

⚠ CAUTION

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

4. Press the TEMP button to scroll through and select the desired temperature setting. The indicator above each temperature setting will glow when that setting is selected. There are three temperature settings:

- 90–100°C (194–212°F)
- 70–90°C (158–194°F)
- 50–70°C (122–158°F)

5. Press the MODE button to scroll through and select the desired heating mode. The indicator above each mode will glow when that mode is selected. There are two heating modes:

- FULL POWER Mode — Unit operates at 100% power.
- LOW POWER/ENERGY SAVE Mode — Unit operates at 50% power for food warming and to avoid burning.

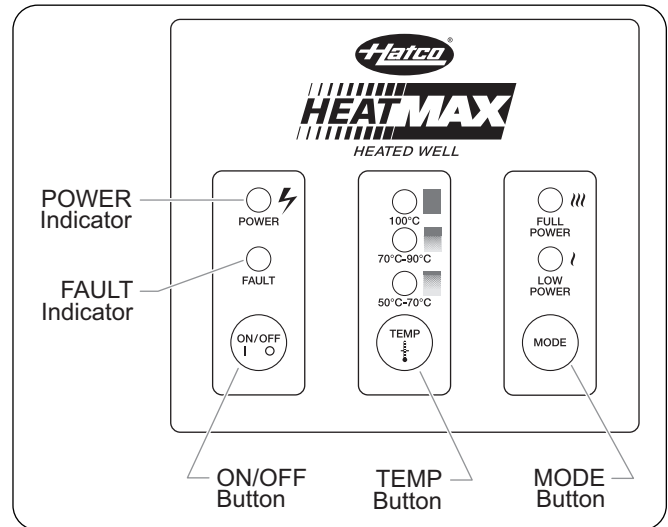


Figure 13. Control Panel

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, 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.

WARNING

This unit has no "user-serviceable" parts. If service is required on this unit, contact an Authorized Hatco Service Agent or contact the Hatco Service Department at (0512) 6732-5091; fax (0512) 6732-5092.

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, unplug the power cord, 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.

OPTIONS AND ACCESSORIES

RHW-PAN.....	10 liter (11 qt.) round pan — 221 x 203 mm (8-11/16" dia x 8"H)
RHW-LID	10 liter (11 qt.) round lid with plastic knob
RHW-SP	6-Basket Round Steam Plate (not shown)
RHW-SS-Steam	Stainless Steel Steamer Basket (not shown)

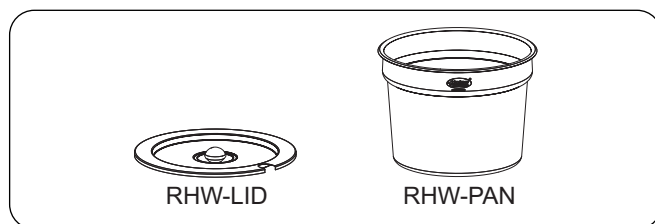


Figure 14. RHW Accessories

RCTHW-SW	Sauce Warmer Adapter
RCTHW-SK	7 Quart Soup Kettle Adapter
RCTHW-2/3SP	2-Basket Steam Plate w/ Gastronorm 2/3 pan cutout
RCTHW-1/3SP	4-Basket Steam Plate w/ Gastronorm 1/3 pan cutout
RCTHW-SP	6-Basket Steam Plate

RCTHW-Basket	Noodle Basket
RCTHW-PC	Pasta Cooker (not shown)

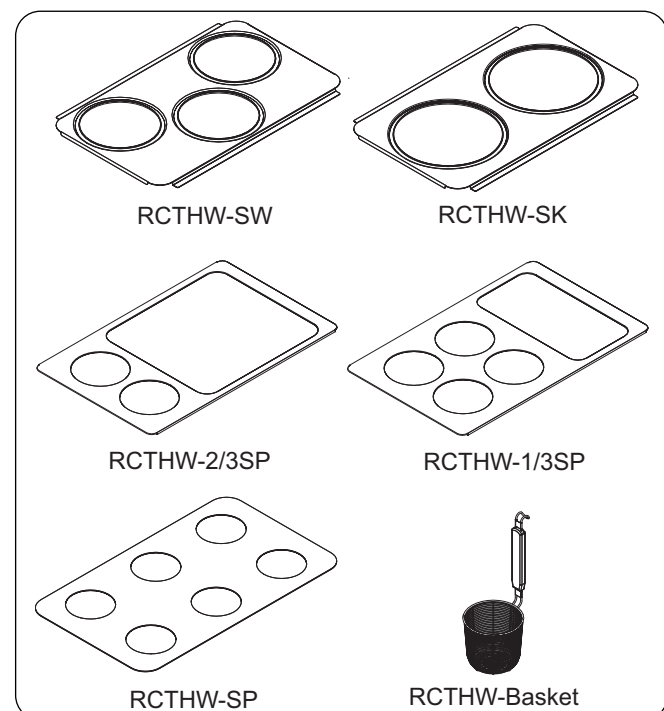


Figure 15. RCTHW Accessories

⚠ 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, 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.	Use TEMP button to change to higher temperature setting.
	Wrong pot installed in unit (RHW models).	Use specially-designed round pots for RHW models from Hatco only. Other pots may not provide the proper contact between the unit and the pot.
	Heating element not working.	Contact Authorized Service Agent or Hatco for assistance.
	Temperature Control not working properly.	Contact Authorized Service Agent or Hatco for assistance.
	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.	Use TEMP button to change to 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 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.	Contact Authorized Service Agent or Hatco for assistance.

1. PRODUCT WARRANTY

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

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

a) Two (2) Year Parts Warranty:

Conveyor Toaster Elements (metal sheathed)
 Drawer Warmer Elements (metal sheathed)
 Drawer Warmer Drawer Rollers and Slides
 Strip Heater Elements (metal sheathed)
 Display Warmer Elements (metal sheathed air heating)
 Holding Cabinet Elements (metal sheathed air heating)
 Heated Well Elements — HWB Series (metal sheathed)

b) One (1) Year Parts PLUS Four (4) Years Parts Warranty on pro-rated terms that Hatco will explain at Buyer's request:

3CS and FR Tanks

c) Ten (10) Year Parts Warranty:

Electric Booster Heater Tanks
 Gas Booster Heater Tanks

d) Ninety (90) Day Parts Warranty:

Replacement Parts

THE FOREGOING WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ANY OTHER WARRANTY, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR PATENT OR OTHER INTELLECTUAL PROPERTY RIGHT INFRINGEMENT. Without limiting the generality of the foregoing, SUCH WARRANTIES DO NOT COVER: Coated incandescent light bulbs, fluorescent lights, heat lamp bulbs, coated halogen light bulbs, halogen heat lamp bulbs, xenon light bulbs, LED light tubes, glass components, and fuses; Product failure in booster tank, fin tube heat exchanger, or other water heating equipment caused by liming, sediment buildup, chemical attack, or freezing; or Product misuse, tampering or misapplication, improper installation, or application of improper voltage.

2. LIMITATION OF REMEDIES AND DAMAGES

Hatco's liability and Buyer's exclusive remedy hereunder will be limited solely to replacement of part or Product using, at Hatco's option, new or refurbished parts or Product by Hatco or a Hatco-authorized service agency with respect to any claim made within the applicable warranty period referred to above. Hatco reserves the right to accept or reject any such claim in whole or in part. In the context of this Limited Warranty, "refurbished" means a part or Product that has been returned to its original specifications by Hatco or a Hatco-authorized service agency. Hatco will not accept the return of any Product without prior written approval from Hatco, and all such approved returns shall be made at Buyer's sole expense. HATCO WILL NOT BE LIABLE, UNDER ANY CIRCUMSTANCES, FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING BUT NOT LIMITED TO LABOR COSTS OR LOST PROFITS RESULTING FROM THE USE OF OR INABILITY TO USE THE PRODUCTS OR FROM THE PRODUCTS BEING INCORPORATED IN OR BECOMING A COMPONENT OF ANY OTHER PRODUCT OR GOODS.

SERVICE INFORMATION

The warranty on Hatco HEATMAX Heated Wells 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 a Heated Well 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 the back of the 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 Service at (0512) 6732-5091
- e-mail Hatco at infocn@hatcocorp.com



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使用者重要注意事项

请在下列空白处记下本设备的型号、序列号、电压、和购买日期（规格标签位于本设备背面）。致电 Hatco 要求服务帮助时请提供上述信息。

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: infocn@hatcocorp.com

传真： (0512) 6732-5092

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

简介

Hatco HEATMAX 电热锅是专为多种食物如汤、咖喱、卤汁以及各种浇头的烹制和保温而设计的。在 RHW 系列设备中，需烹制或保温的食物置于罐中，通过一块加热板进行加热或保温。在 RCTHW 系列设备中，食物需放置在标准尺寸的不锈钢隔板上，然后将其放置在电热锅中。加热元件的温度由一个电子控制器控制，可以调节到最佳温度。设备整体加热十分均匀，从而可以将食物保持在所要求的温度水平，而绝热不锈钢设计则易于维护，且经久耐用。

所有型号的设备均配备控制面板，并具有从 50°C (122°F) 到 100°C (212°F) 的三档温度设置和节能低功率模式，从而可以在非用电高峰期间节约用电。

Hatco HEATMAX 电热锅质量优异，能够满足餐饮服务业的需求，并能保证多年正常工作。加热元件有 1 年的防破损和烧损质保。

HEATMAX 电热锅是经过大量研究和实地测试考验的产品。所选用的材料经久耐用，外型美观，且性能优异。每件产品在出厂前都经过严格的检验和测试。

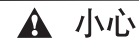
本手册中包含了 HEATMAX 电热锅的安装、安全和操作说明。Hatco 建议您在安装和使用电热锅之前，请仔细阅读本手册中的所有安装、操作和安全说明。

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。



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：

- 将设备插头妥善插入有接地的电气插座内，插入前请核对电压、规格和插头型式是否正确。如果插头和插座不匹配，请和有正式资格的电工联系，以确定并安装电压和规格正确的电气插座。
- 对设备进行清洗、调整、或维修前，请切断电源，拔掉电源线，并让设备冷却。
- 不得将设备浸入水中。本设备不具备防水性能。如果设备被水浸泡，不得进行操作。
- 本设备不具备耐候性。请将本设备置于室内，室内气温不得低于 21°C (70°F)。
- 不得用蒸汽或使用过多的水清洁本设备。
- 本设备不具备“防喷淋”结构。请勿使用喷淋头清洁本设备。
- 请勿用电源线拖拽本设备。
- 如果电源线出现磨损，请停止使用。
- 请勿试图维修或更换损坏的电源线。电源线必须由 Hatco、Hatco 授权服务机构或具备类似资格的人负责更换。
- 不得使用本设备融化或加热冰，这样会导致结露，从而引起触电危险，并致使人员伤亡或设备损坏。因结露造成的设备损坏不属于保修范围。
- 维修时只能使用正宗的 Hatco 更换零部件。未使用正宗 Hatco 更换零部件会造成质保无效，并可能造成设备操作人员受到有害电压威胁，并引起触电或着火。正宗 Hatco 更换零部件可以保证使用环境下的安全生产。某些普通零部件不具备相关特性，从而无法在 Hatco 设备内安全使用。

着火危险：

- 本设备距离可燃墙壁或材料应至少有 25 mm (1 吋)。如果不能保持上述安全距离，则可能引起褪色或燃烧。
- 不得使用反应强烈的化学品如漂白剂（或含漂白剂的清洁剂）、炉灶清洁剂或易燃的清洁溶液清洁本设备。



警告

确保所有操作人员都已了解如何安全和妥善地使用本设备。

儿童或具有身体、感觉或智力残障的人不宜使用本设备。请看护好儿童，并使其远离本设备。

本设备不含“用户维修”零部件。如需维修，请联系 Hatco 授权服务机构或 Hatco 服务部门，电话 (0512) 6732-5091；传真 (0512) 6732-5092。



小心

燃烧危险：

- 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。
- 设备的热水可能会灼伤人体。在排水或清洁前，请先将设备冷却。

将本设备置于台面高度适宜、且使用方便的位置。放置位置应水平，以防止本设备或其部件以外落地，并有足够的强度支撑本设备及其部件的重量。

其中放有食物时，请勿挪动或重新摆放。在移动或清洁本设备前，请先关掉电源，将食物移出，并使之完全冷却。

初次使用时，标准且准许使用的防锈油可能会产生长达 30 分钟的油烟。这是一种暂时现象。在油烟消散前，请勿放入食物。

注意

分离式控制面板应至少距本设备 152 mm (6 吋)，最大不超过 1420 mm (56 吋)。安装距离过近会造成控制面板中的电气系统受热损坏。

请勿将本设备置于烤架、油锅等温度过高或有油烟产生的位置，温度过高可能会导致本设备受热损坏。

该设备的设计建议用在金属台面上面（里面）。对任何台面材料造成的损坏不在赫高保修范围之内，请和台面材料供应商确认该材料能长时间承受高达 100°C (212°F) 的温度。

只能使用无腐蚀的清洁剂和抹布清洁设备。带腐蚀性的清洁剂和抹布会划伤设备表面，影响外观，同时容易积污垢。

放置本设备时，不得用控制面板侧承重，否则易造成设备损坏。

上紧内置式设备的安装螺钉时，不可用力过度，否则会损坏设备或台面。

所有型号

所有 HEATMAX 电热锅均性能可靠，且功能多样。除了能起到食物保温作用外，还可以配以选购适配器件来蒸煮食物。

RHW-1

RHW-1 配备了一个加热元件，用于食物保温或煲汤/烹制酱汁。随机配备一个专门设计的 10 升（11 夸脱）不锈钢汤锅和锅盖。

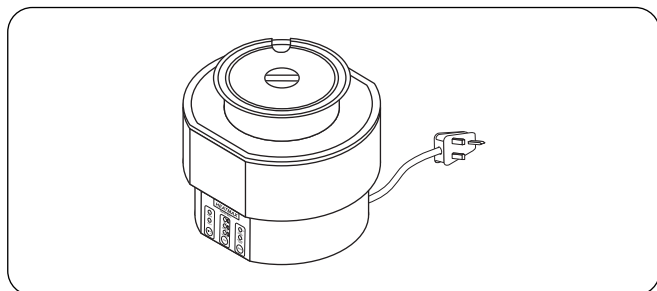


图 1: RHW-1 型号

RHW-1B

RHW-1B 的配备器件与 RHW-1 相同，但它是内置式，配有一个分离式控制面板。

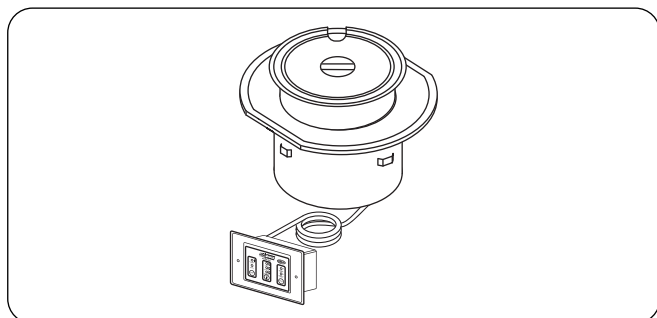


图 2: RHW-1B 型号

RHW-2

RHW-2 配备了两个双加热元件，用于食物保温或煲汤/烹制酱汁。随机配备两个专门设计的 10 升（11 夸脱）不锈钢汤锅和锅盖。

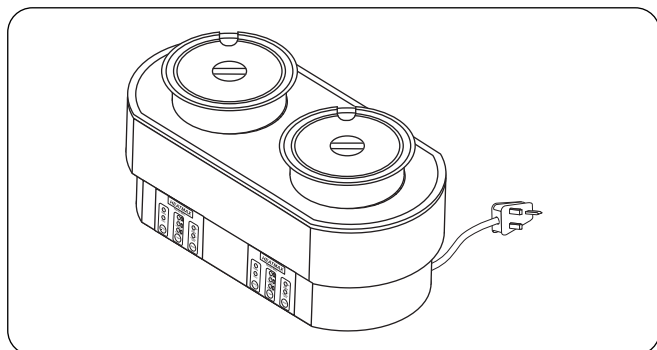


图 3: RHW-2 型号

RCTHW-1

RCTHW-1 配置 3 块加热盘用于保温食物。可配置一个标准 1/1 份数盘。

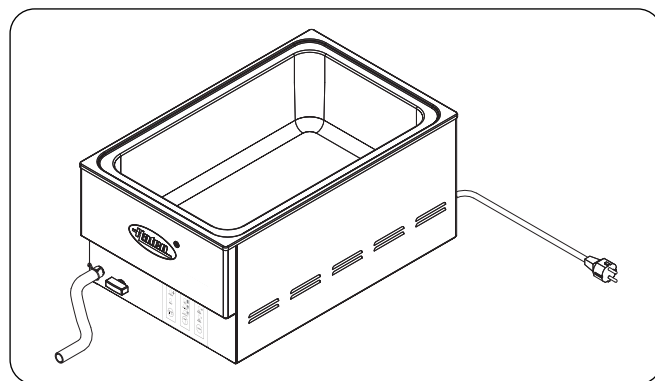


图 4: RCTHW-1 型号

RCTHW-1B

RCTHW-1B 的加热盘和份数盘配置与 RCTHW-1 相同，由于是嵌入式设计，该型号配置了一个远程控制盒以及底部排水口。

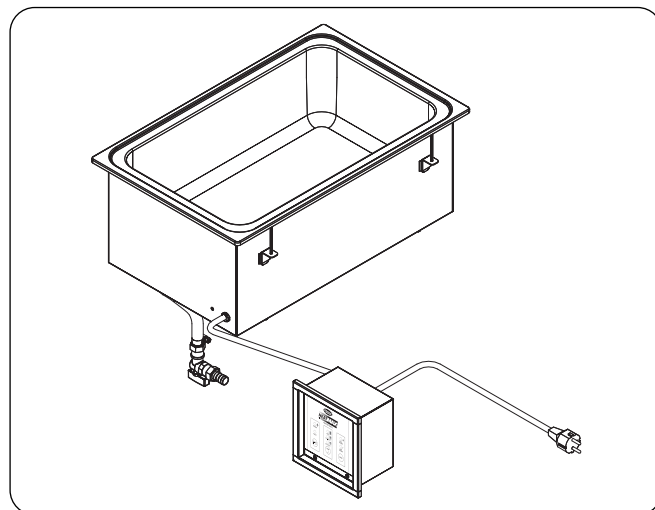


图 5: RCTHW-1B 型号

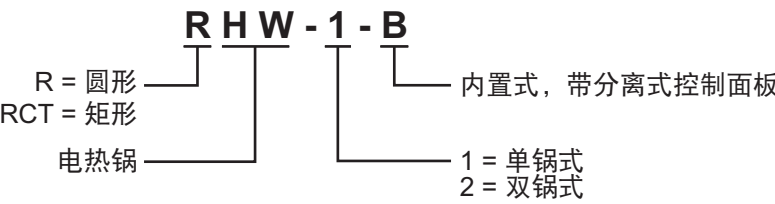


图 6：型号命名

规格

插头型式

设备出厂时，随机配备电源线和插头。插头根据实际使用情况配备。



触电危险：将设备插头妥善插入有接地的电气插座内，插入前请核对电压、规格和插头型式是否正确。如果插头和插座不匹配，请和有正式资格的电工联系，以确定并安装具有正确电压和规格的电气插座。

注意：规格标签位于设备背面。请根据标签查看序列号，并核对设备电气信息。

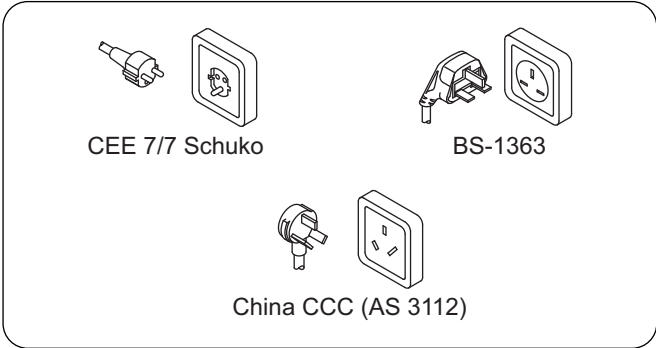


图 7：插头型式

电气参数表

型号	电压	功率	电流	插头型式	出厂重量
RHW-1	230 (CCC)	1250	5.4	BS-1363, CEE 7/7 Schuko, 或 China CCC	7 kg (15 磅)
RHW-1B	230 (CCC)	1250	5.4	BS-1363, CEE 7/7 Schuko, 或 China CCC	8 kg (18 磅)
RHW-2	230 (CCC)	2500	10.9	BS-1363, CEE 7/7 Schuko, 或 China CCC	12 kg (26 磅)
RCTHW-1	230 (CCC)	3000	13	BS-1363, CEE 7/7 Schuko, 或 China CCC	10 kg (22 磅)
RCTHW-1B	230 (CCC)	3000	13	BS-1363, CEE 7/7 Schuko, 或 China CCC	11 kg (24 磅)

注意：出厂重量包括包装在内。

尺寸

型号	宽度 (A)	深度 (B)	高度 (C)	底脚宽度 (D)	底脚深度 (E)
RHW-1	359 mm (14-1/8 吋)	330 mm (13 吋)	343 mm (13-1/2 吋)	187 mm (7-3/8 吋)	232 mm (9-1/8 吋)
RHW-1B	360 mm (14-1/8 吋)	330 mm (13 吋)	330 mm (13 吋)	不适用	不适用
RHW-2	630 mm (24-3/4 吋)	330 mm (13 吋)	343 mm (13-1/2 吋)	397 mm (15-5/8 吋)	257 mm (10-1/8 吋)
RCTHW-1	368 mm (14-1/2 吋)	611 mm (24-1/16 吋)	283 mm (11-3/16 吋)	327 mm (12-7/8 吋)	507 mm (20 吋)
RCTHW-1B	368 mm (14-1/2 吋)	582 mm (22-15/16 吋)	226 mm (8-15/16 吋)	不适用	不适用

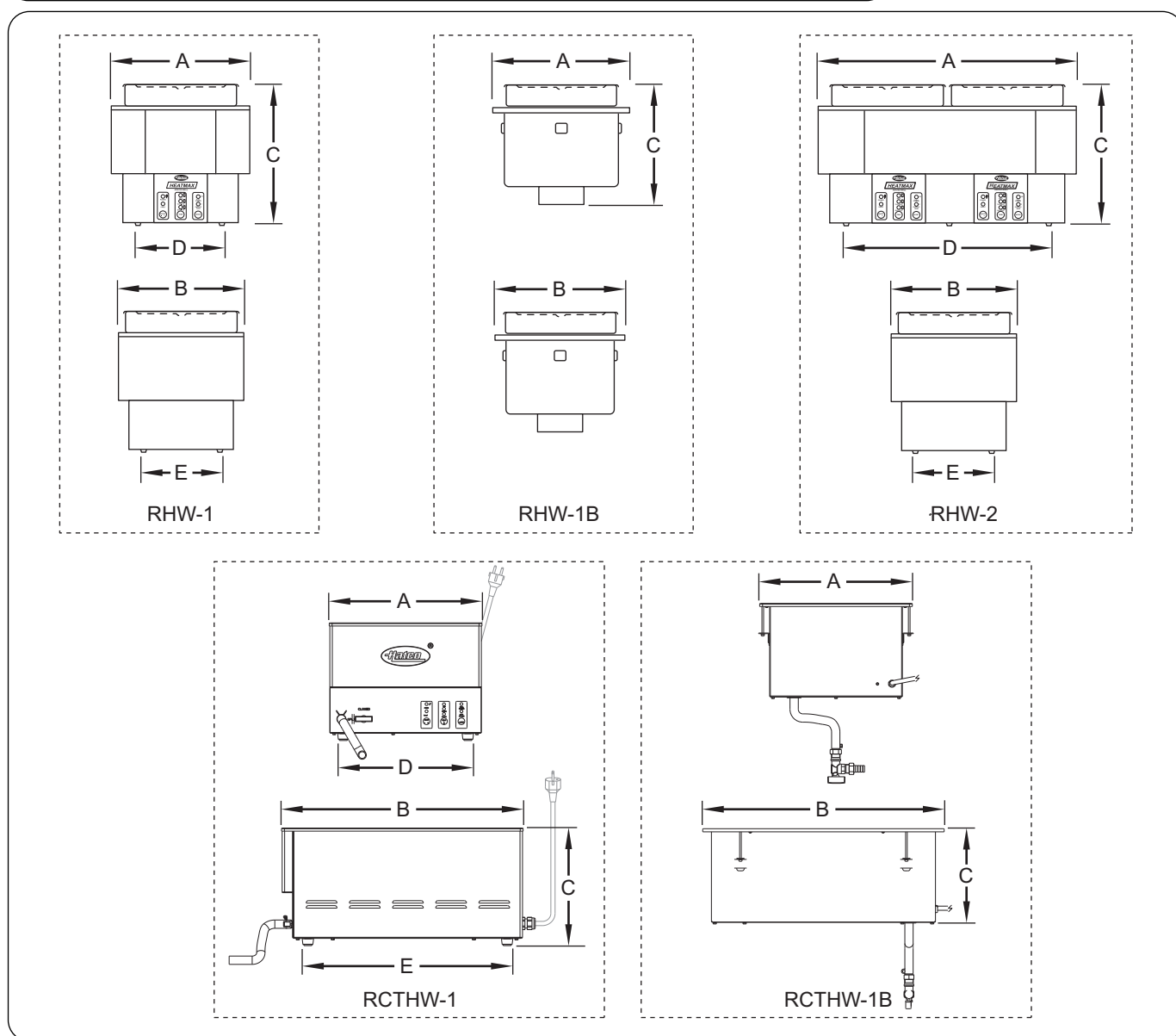


图 8: 尺寸

总则

HEATMAX 电热锅出厂时已配备的大部分部件，以供随时使用。拆箱时请务必小心，以免损坏设备及随机部件。

内置式长方形电热锅需要安装排水组件和分离式控制面板。

警告

触电危险：本设备不具备耐候性。请将本设备置于室内，室内气温不得低于 21°C (70°F)。

着火危险：本设备距离可燃墙壁或材料应至少有 25 mm (1 吋)。如果不能保持上述安全距离，则可能引起褪色或燃烧。

小心

将本设备置于台面高度适宜、且使用方便的位置。放置位置应水平，以防止本设备或其部件以外落地，并有足够的强度支撑本设备及其部件的重量。

其中放有食物时，请勿挪动或重新摆放。在移动或清洁本设备前，请先关掉电源，将食物移出，并使之完全冷却。

注意

放置本设备时，不得用控制面板侧承重，否则易造成设备损坏。

请勿将本设备置于烤架、油锅等温度过高或有油烟产生的位置，温度过高可能会导致本设备受热损坏。

1. 将设备从包装箱中取出。
2. 取出资料包。
3. 去掉设备和配件表面的所有胶带和保护包装物。
4. 如果本设备配有台面形，请将本设备置于相应位置。
 - 本设备的放置区域应温度恒定，且不低于 21°C (70°F)。请勿将其放在空气流动强烈的地方（如靠近排风扇/除烟罩和空调管道）。
 - 务必保证放置位置台面高度适宜，且使用方便。
 - 保证台面水平，并有足够强度支撑本设备和食物的重量。
 - 保证本设备的底脚与台面定位配合牢靠。
5. 如果本设备为内置式，请按照本节“安装内置型设备”的步骤操作。

安装内置型设备

请按下列步骤将内置型设备装入工作台面。如果是长方形内置式设备，请首先“安装排水组件”。

注意

该设备的设计建议用在金属台面上面（里面）。对任何台面材料造成的损坏不在赫高保修范围之内，请与台面材料供应商确认该材料能长时间承受高达 100°C (212°F) 的温度。

安装排水组件

将矩形设备装入台面之前，请先按下列步骤安装排水组件。

1. 将本设备小心翻转，并使其底面朝上。
2. 取下底板螺钉，并卸下底板。
3. 用随机提供的软管夹将排水软管的一头连接到排水接头上。
4. 将排水软管穿过底板上的孔，并用螺钉将底板重新紧固好。
5. 用随机提供的软管夹将排水软管的另一头与排水阀连接。
6. 按本节“将设备装入台面”中的步骤操作。设备安装好之后，如有需要，可将排水阀连接到外部排水管。

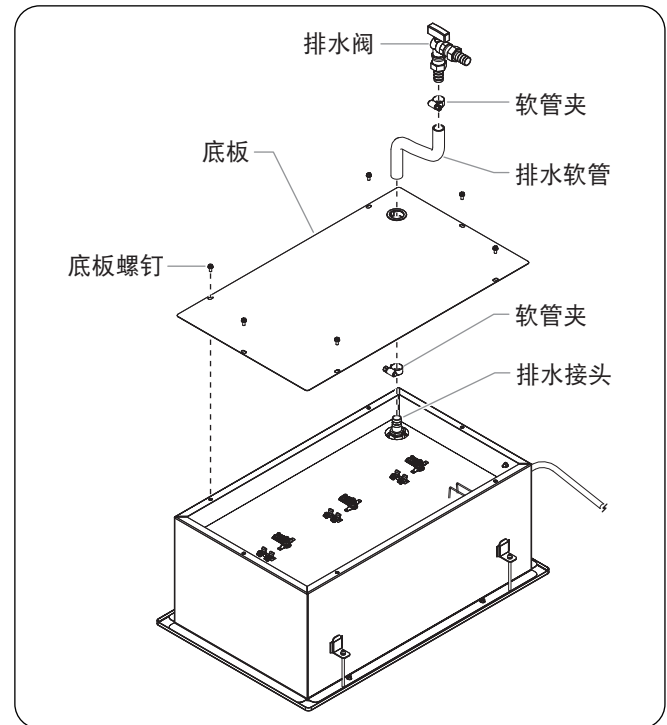


图 9：安装排水组件
(仅限矩形内置式)

安装设备

1. 在台面上切开一个大小合适的开口，以便安装设备（见下图）。

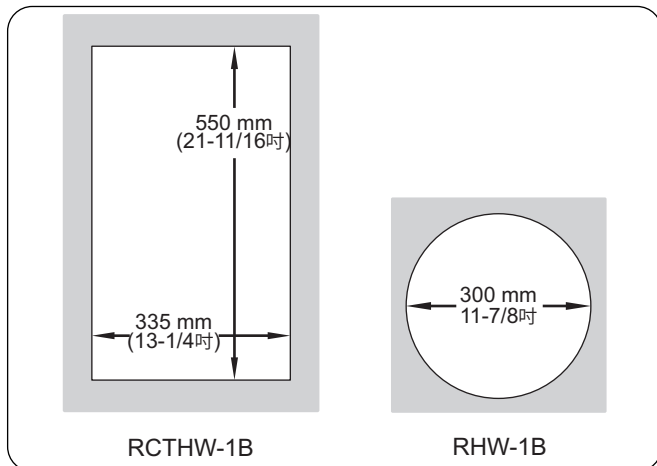


图 10: 台面开口尺寸

注意：台面必须水平，以保证长方形电热锅排水顺畅。

注意

分离式控制面板应至少距本设备 152 mm (6 吋)，最大不超过 1420 mm (56 吋)。安装距离过近会造成控制面板中的电气系统受热损坏。

分离式控制盒应安装在加热区之外。将控制盒安装在加热区内会引起控制盒过热、出现故障或失灵。

2. 在垂直面上切割大小适合的开口，用于安装控制盒。垂直面应至少距本设备 152 mm (6 吋)，但不超过 1420 mm (56 吋)（见下图）。

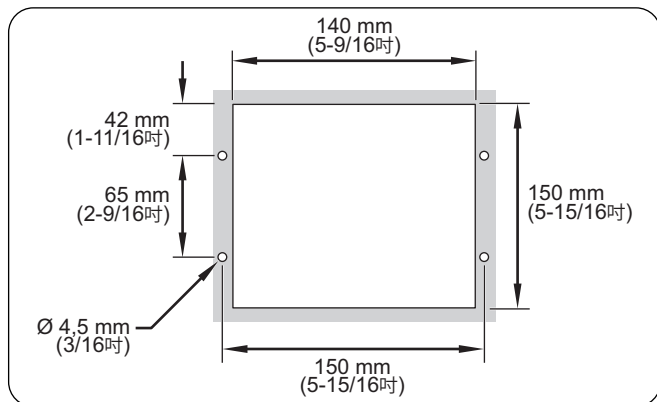


图 11: 控制盒开口尺寸

注意：电热锅和控制盒之间的电源线长度为 1420 mm (56 吋)。

3. 将控制盒及电源线从台面开口处穿过，然后将设备装入开口处。

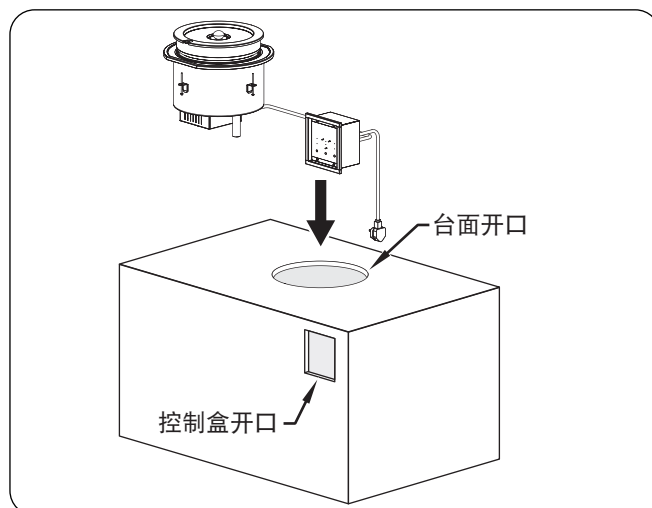
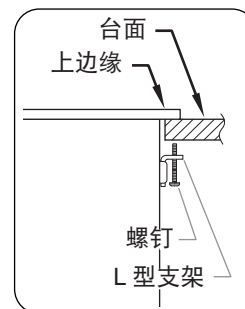


图 12: 安装设备

4. 将 L 型支架安装在设备下方。
5. 拧紧 L 型支架的螺钉，使上边缘平贴在台面上。

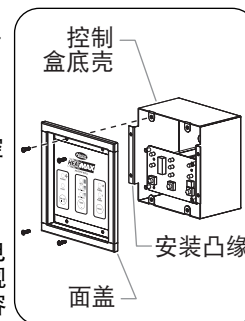
注意

上紧内置式设备的安装螺钉时，不可用力过度，否则会损坏设备或台面。



安装分离式控制盒

1. 将控制盒安装在控制盒开口内：
 - a. 取下 4 枚固定控制盒面盖的螺钉。卸下面盖，并将其穿过安装面正面的开口。
 - b. 将控制盒底壳上的一个安装凸缘穿过开口。挤压另一个安装凸缘，使其嵌入开口。
 - c. 将安装凸缘上的孔与安装面上的螺孔对齐，并用 4 枚 M4 螺钉（不提供）将控制盒底壳固定在安装面上。
 - d. 用 4 枚面盖螺钉将面盖固定在控制盒上。
2. 将电源线插头妥善插入有接地的电气插座内，插入前请核对电压、规格和插头型式是否正确。详细内容请参阅“规格”一节。



总则

请按下列步骤操作 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： 为保证热传导顺畅，使用 RHW 系列产品（圆形电热锅）时，请用随机提供的专用锅加热。此锅底面有一个与加热元件形状相配的弧度。

1. 将电源线插头妥善插入有接地的电气插座内，插入前请核对电压、规格和插头型式是否正确。详细内容请参阅“规格”一节。

- 当本设备接通电源时，电源指示灯（POWER）为红色。

2. 请将装有食物或水的锅/罐放入本设备。

注意： 如果锅内没有食物或水，请勿使用本设备，否则会引起本设备过热并进入故障（FAULT）模式。

3. 请按下 ON/OFF 按钮开启本设备。

- 当本设备通电加热时，电源指示灯（POWER）会变成绿色。

注意： 当设备过热或温度传感器短路时，故障（FAULT）指示灯会亮起，且设备会发出鸣叫。发生这种情况时，电源会自动切断，直至温度恢复到正常范围或温度传感器正常工作。



小心

着火危险： 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。

4. 您可以按下 TEMP 键选择所需要的温度设置。当选定温度设置值后，该温度值上方的指示灯会亮起。您可以设置三个温度范围：

- 90–100°C (194–212°F)
- 70–90°C (158–194°F)
- 50–70°C (122–158°F)

5. 请按下 MODE 键选择所需要的加热模式。当选定加热模式后，其上方的指示灯会亮起。您可以设置两种加热模式：

- 高功率模式（FULL POWER Mode）— 以 100% 的功率工作。
- 低功率/节能模式（LOW POWER/ENERGY SAVE Mode）— 设备以 50% 的功率加热食物，以防烧糊。

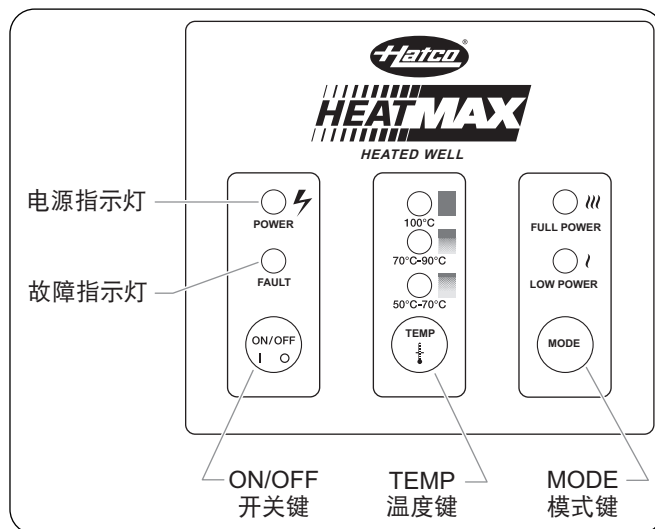


图 13: 控制面板

总则

HEATMAX 电热锅不但经久耐用，而且维护简便。

警告

触电危险：

- 对设备进行清洗、调整、或维修前，请切断电源，拔掉电源线，并让设备冷却。
- 不得将设备浸入水中。本设备不具备防水性能。如果设备被水浸泡，不得进行操作。
- 不得用蒸汽或使用过多的水清洁本设备。
- 本设备不具备“防喷淋”结构。请勿使用喷淋头清洁本设备。
- 维修时只能使用正宗的 Hatco 更换零部件。未使用正宗 Hatco 更换零部件会造成质保无效，并可能造成设备操作人员受到有害电压威胁，并引起触电或着火。正宗 Hatco 更换零部件可以保证使用环境下的安全生产。某些普通零部件不具备相关特性，从而无法在 Hatco 设备内安全使用。

着火危险：不得使用反应强烈的化学品如漂白剂（或含漂白剂的清洁剂）、炉灶清洁剂或易燃的清洁溶液清洁本设备。

本设备不含“用户维修”零部件。如需维修，请联系 Hatco 授权服务机构或 Hatco 服务部门，电话 (0512) 6732-5091；传真 (0512) 6732-5092。

日常清洁

为保证本设备外表光洁，建议每天对外表面进行清洁。

注意

只能使用无腐蚀的清洁剂和抹布清洁设备。带腐蚀性的清洁剂和抹布会划伤设备表面，影响外观，同时容易积污垢。

1. 请将电源开关置于 OFF 位置，拔下电源线，并使设备冷却。
2. 将食物盛器和其他附件取下，在洗碗机或水池中妥为清洗。
3. 将电热锅内的水排出。
4. 用较柔软的湿布擦拭所有金属表面。顽渍可用优质非摩擦性清洁剂去除。较难清洁的位置可用小毛刷和中性肥皂清洁。
5. 用干燥无腐蚀抹布擦干整台设备。

选项和配件

RHW-PAN.....10升(11夸脱)圆锅 — 221 x 203 mm

RHW-LID10 升 (11 夸脱)圆锅盖带塑料把手

RHW-SP6孔蒸板架(未显示)

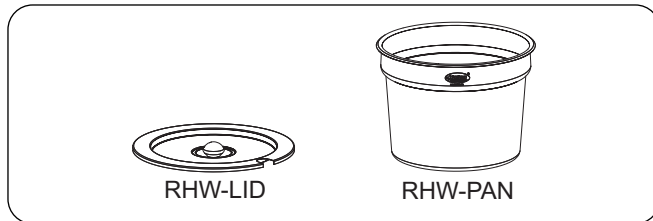


图 14. RHW配件

RHW-SS-Steam不锈钢蒸架（未显示）

RCTHW-SW酱汁/食物保温架

RCTHW-SK保温汤锅架（可容纳2个7公升汤锅）

RCTHW-2/3SP2孔煮面架带2/3份数盘的开口

RCTHW-1/3SP4孔煮面架带1/3份数盘的开口

RCTHW-SP6孔蒸架

RCTHW-Basket煮面斗

RCTHW-PC煮面架（未显示）

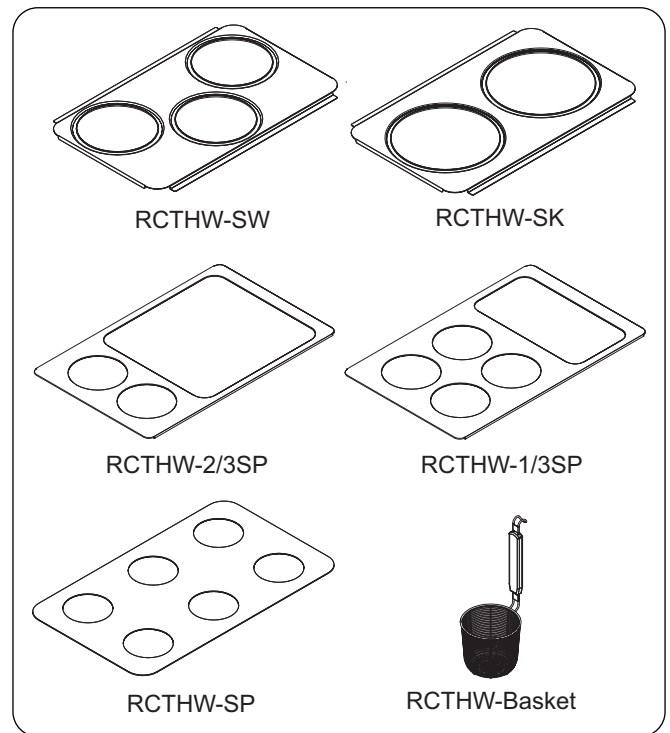


图 15. RCTHW配件

**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**

触电危险：对设备进行清洗、调整、或维修前，请切断电源，拔掉电源线，并让设备冷却。

症状	可能原因	纠正措施
加热锅温度不够。	温度设定过低。	用 TEMP 键更改至较高的温度设定范围。
	使用的食物盛器不正确（RHW 型）。	RHW 型设备只能使用 Hatco 专门设计的圆形盛器。其他盛器可能达不到本设备与盛器间的最佳接触。
	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。	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。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。	用 TEMP 键更改至较低的温度设定范围。
	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。	请联系授权服务机构或 Hatco 请求帮助。

1. 产品质保

HATCO 特此保证，本公司所生产的产品（下称“产品”）不存在材料和工艺缺陷，在按照HATCO的说明书安装和维护的情况下，自购买之日起1年内或从HATCO出厂之日起18个月内可以保证正常工作。买方必须按照能够让HATCO单方面满意的日期确定购买日期。

HATCO保证，在下述时间内及条件下，下列产品部件自购买之日起不存在材料和工艺缺陷（条件如下）：

a) 一(1) 年零部件和人工质保外加一(1)年零部件质保：

履带式烤面包机加热器（金属铠装）
保温抽屉加热器（金属铠装）
保温抽屉辊子和滑轨
食品保温器加热器（金属铠装）
陈列式保温器加热器（金属铠装，空气加热）
保温柜加热器（金属铠装，空气加热）
嵌入式保温汤锅加热器— HWB 和 HWBI 系列（金属铠装）

b) 一(1) 年零部件和人工质保外加四 (4)年零部件质保，费用分摊由HATCO应用户要求给予解释：

3CS 和FR加热箱

c) 一(1) 年零部件和人工质保外加九(9)年零部件质保：

电辅助加热箱
煤气辅助加热箱

d) 九十(90)天质保：

可替换部件

上述质保为独家提供，并代替任何明确说明和隐含的质保，包括但不限于侵犯某个特定用途、专利或其他知识产权的适销性或适用性的隐含质保。在没有特定说明的情况下，上述质保不包括：不透明白炽灯、日光灯、装饰性加热灯、不透明卤素灯、加热玻璃架、玻璃部件和保险丝；由石灰、沉淀物积聚、化学腐蚀或冷冻所引起的辅助加热箱、鳍片管热交换器或其他水加热设备的产品故障；或产品不当使用、随意改动或误用、不当安装或电压不符。

2. 修复和损坏限制

本文所述HATCO责任以及对买方的独家修复义务仅限于在上述保修期内提出索赔，由HATCO或其授权服务机构负责更换新零件或产品或对原零件或产品进行维修，具体如何处理由HATCO决定。HATCO保留接受、部分接受或拒绝此类索赔的权利。在有限质保规定中，“维修”一词表示将零部件或产品按HATCO或其授权服务机构的原有规定退回。如事先未得到HATCO的书面许可，HATCO不接受任何产品的退回，且经过HATCO同意的产品退回一律由买方承担相关费用。在任何情况下，对于因故或意外而引起的损失，包括但不限于人工费用或因产品使用或不能使用、或产品属于或成为其他产品的一部分而造成的利润损失，HATCO概不负责。

服务事项

Hatco HEATMAX 电热锅的保修期为自购买之日起1年或自出厂日起15个月，以先到者为准。

如果加热锅在保修期内出现问题，您可以：

联系本地 Hatco 经销商

当联系 Hatco 经销商提供服务帮助时，请将以下信息提供给经销商，以确保得到及时处理：

- 设备型号
- 序列号（位于设备背面）
- 设备的具体问题
- 购买日期
- 企业名称
- 发运地址
- 联系人姓名和电话号码

Hatco 经销商会为您：

- 提供所需要的更换零部件
- 向 Hatco 提出质保索赔以供处理

非质保期故障

如果您的设备在非质保期内出现故障需要提供帮助，请联系就近的HATCO授权服务机构。

查找就近的HATCO授权服务机构：

- 打(0512) 6732-5091电话联系HATCO服务部门。
- 发邮件到infocn@hatcocorp.com联系HATCO服务部门。

Register your unit online!

See IMPORTANT OWNER INFORMATION
section for details.

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