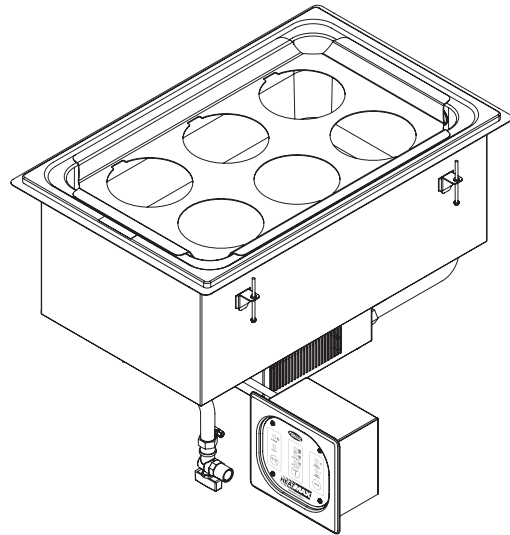
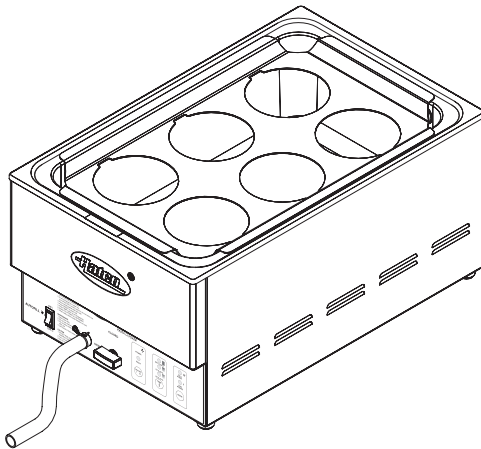




HEATMAX Pasta Cooker 多功能煮面炉

RCTHW-6 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 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 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 Hours: 9:00 AM to 6:00 PM (Beijing Time)
Monday through Friday

Telephone: (0512) 6732-5091

E-mail: infocn@hatcocorp.com

Additional information can be found by visiting our web site at www.hatcocorp.com

INTRODUCTION

The Hatco HEATMAX Pasta Cooker is a multipurpose unit 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 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.

The HEATMAX Pasta Cooker is 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.

The HEATMAX Pasta Cooker is a product of extensive research and field testing. The materials used were selected for maximum durability, attractive appearance, and optimum performance. Every unit is inspected and tested thoroughly prior to shipment.

This manual provides the installation, safety, and operating instructions for the HEATMAX Pasta Cooker. 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 indicates a hazardous situation which, if not avoided, could result in death or serious injury.



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



NOTICE is used to address practices not related to personal injury.



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 an electrical cord and plug require field installation of proper cord and 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.
- When installing a hardwired unit, a 2-pole or 3-pole switch (depending on unit) must be installed between unit and main electrical supply. Switch must be rated properly and have contacts with a minimum opening distance of 3 mm (1/8").
- 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.

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.

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

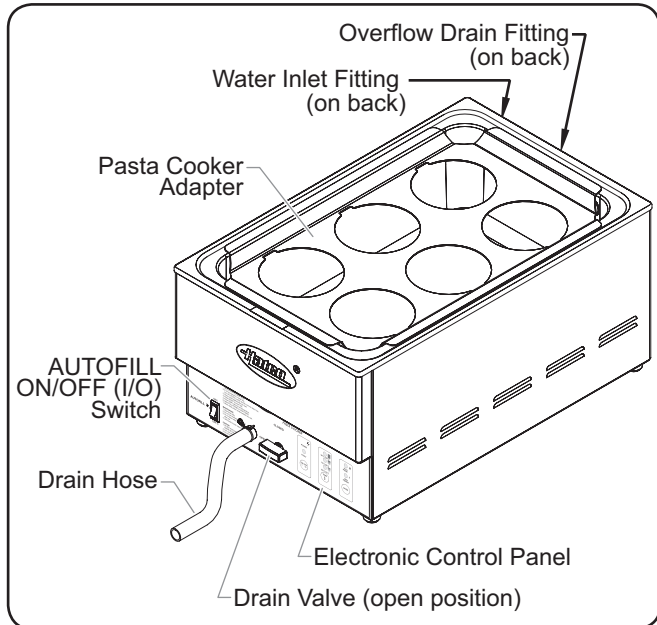
All HEATMAX Pasta Cookers are reliable and versatile. In addition to their use for cooking or steaming, these units also can be used as heated wells for keeping food hot.

RCTHW-6 Series units are equipped with six heating elements for efficient, even heating. Standard features include a drain hose with drain valve, an overflow drain, a drain strainer, and a pasta cooker adapter. All units are controlled with an electronic 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. An Auto-Fill function 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.

RCTHW-6 Models

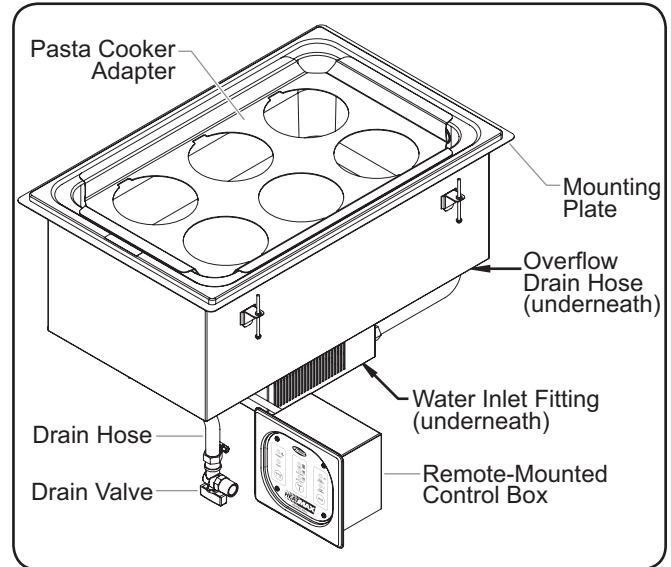
RCTHW-6 models are countertop models that hold a full size Gastronorm 1/1 x 160 mm (6-1/4") deep food pan.



Model RCTHW-6

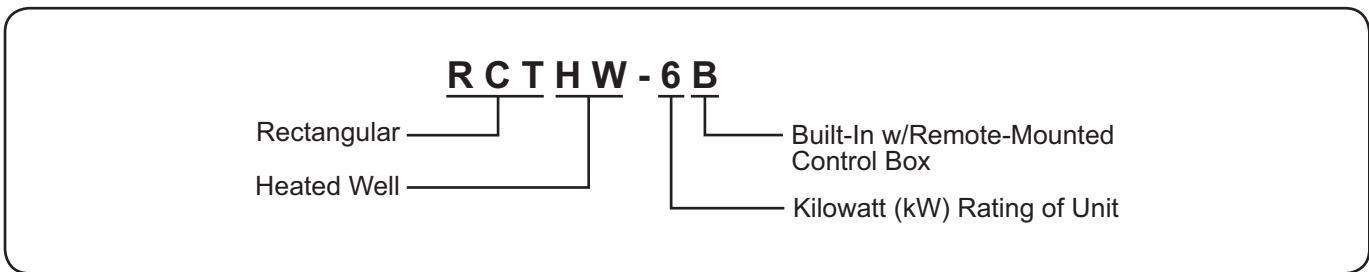
RCTHW-6B Models

RCTHW-6B models are built-in models equipped with a remote-mounted control box and a bottom drain. It will hold a full size Gastronorm 1/1 x 160 mm (6-1/4") deep food pan.



Model RCTHW-6B

MODEL DESIGNATION



Electrical Rating Chart

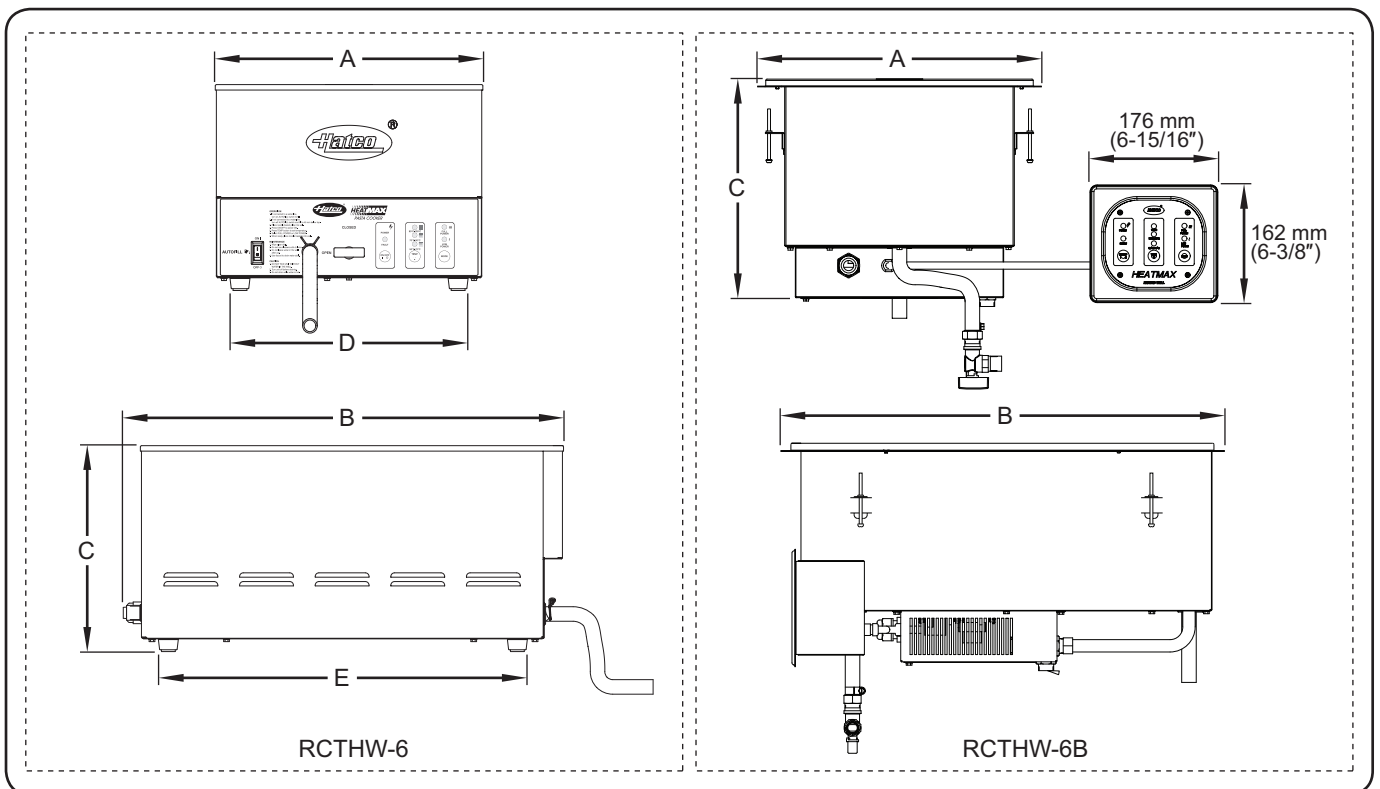
Model	Voltage	Hertz	Phase	Watts	Amps	Shipping Weight
RCTHW-6	230 (CE)	50/60	1	6000	26.1	14 kg (31 lbs.)
	230/400 (CE)		3		8.7	
RCTHW-6B	230 (CE)	50/60	1	6000	26.1	13 kg (29 lbs.)
	230/400 (CE)		3		8.7	

NOTE: Shipping weight includes packaging.

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

Dimensions

Model	Width (A)	Depth (B)	Height (C)	Footprint Width (D)	Footprint Depth (E)
RCTHW-6	368 mm (14-1/2")	610 mm (24")	282 mm (11-1/8")	355 mm (14")	543 mm (21-3/8")
RCTHW-6B	390 mm (15-3/8")	610 mm (24")	301 mm (11-7/8")	N/A	N/A



General

HEATMAX Pasta Cookers 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.
- Units supplied without an electrical cord and plug require field installation of proper cord and 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.
- 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 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.
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 (refer to "Electrical Connections" in this section for additional information).
5. If the unit is a built-in model, perform the "Installing a Built-In Model" procedure in this section.

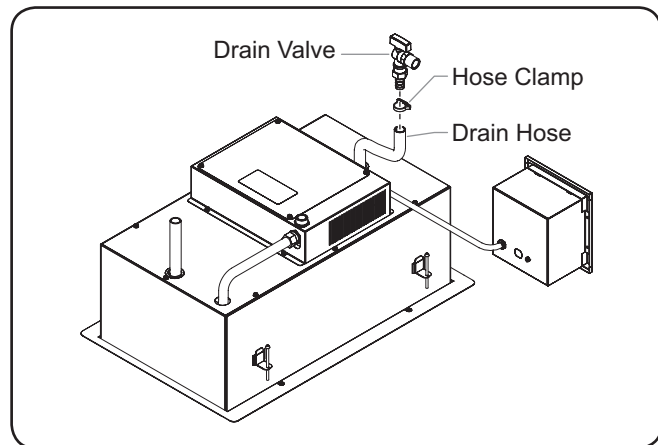
Installing a Built-In Model

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.

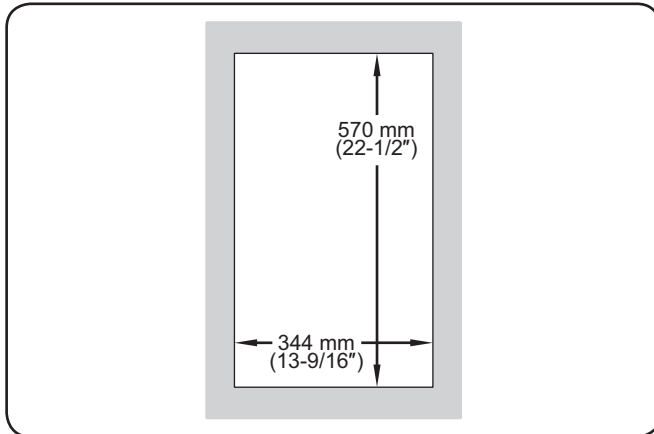
1. Carefully turn over the unit and lay it on its top side.
2. Connect the supplied drain valve to the drain hose using the supplied hose clamp.
3. After completing installation of the unit, the drain valve may be connected to an external drain pipe, if desired.



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).



RCTHW-6B Countertop Cutout Dimensions

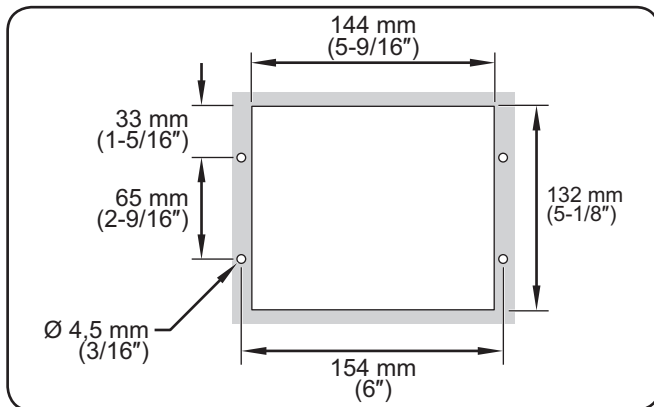
NOTE: The countertop must be level to ensure proper draining of the well.

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.

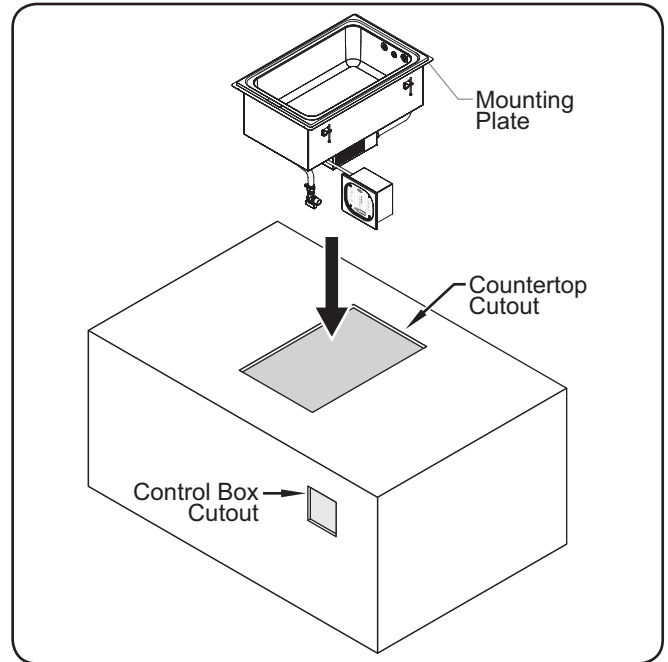
2. Cut the appropriate opening for the control box in a vertical surface at least 152 mm (6") from the unit, but no more than 1420 mm (56") (see below).



Control Box Cutout Dimensions

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

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

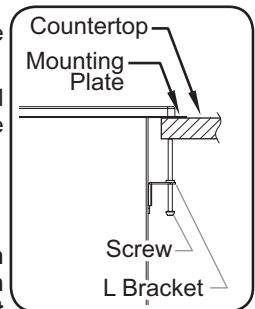


Installing the Unit

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

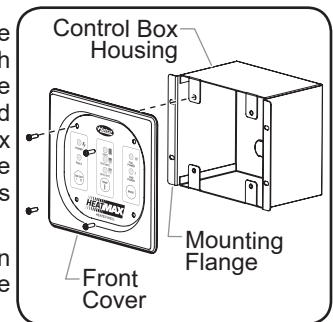
NOTICE

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



Installing the Remote-Mounted Control Box

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. Have a qualified electrician perform the necessary electrical connections (refer to "Electrical Connections" in this section for additional information).



Electrical Connections

HEATMAX Pasta Cookers must have the appropriate cord and plug installed or be hardwired to the electrical supply.



ELECTRIC SHOCK HAZARD:

- Units supplied without an electrical cord and plug require field installation of proper cord and 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.
- When installing a hardwired unit, a 2-pole or 3-pole switch (depending on unit) must be installed between unit and main electrical supply. Switch must be rated properly and have contacts with a minimum opening distance of 3 mm (1/8").

NOTICE

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

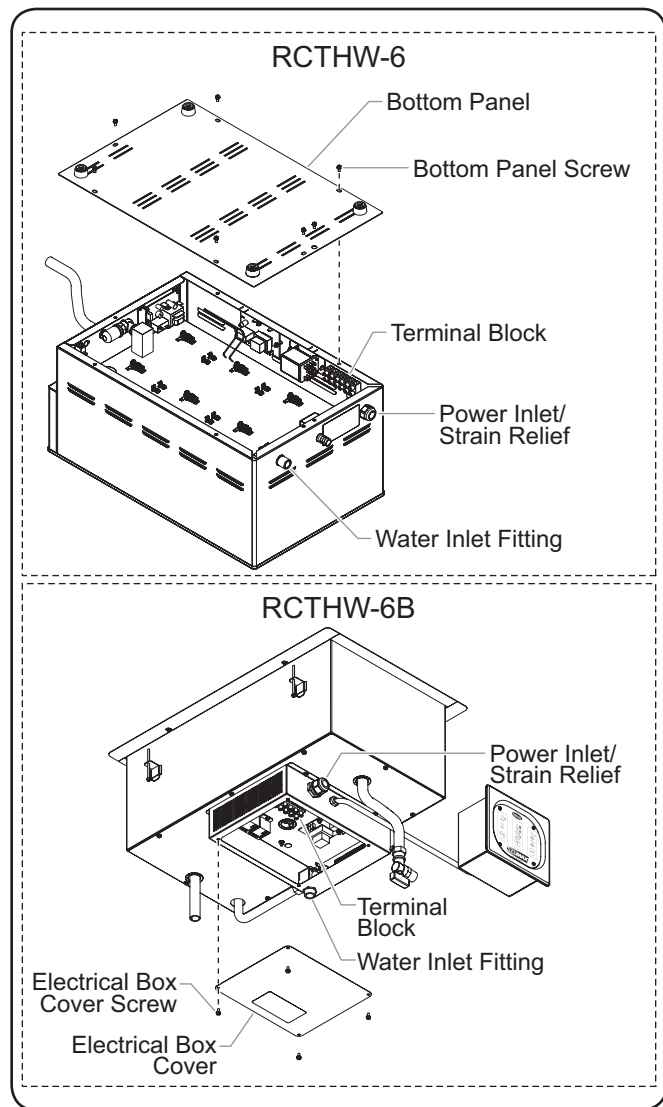
1. Access the power inlet area of the unit.
 - On RCTHW-6 units, turn over the unit, remove the bottom panel screws and bottom panel to expose the power inlet area. It is located on the right rear side of the unit when facing the controls.
 - On RCTHW-6B units, remove the four electrical box cover screws and electrical box cover to expose the power inlet area. It is located on the bottom of the unit.
2. Locate the terminal block.
3. Bring the power cord or power leads from a properly sized circuit breaker or disconnect switch through the power inlet/strain relief on the unit.
4. Make the appropriate connections to the terminal block (refer to the terminal block identification label next to the terminal block).
 - For single phase, 230 V units, use 3 wire x 4 mm² power cord and the included jumper wires.
 - For three phase, 230/400 V units, use 5 wire X 1.5 mm² power cord.

NOTE: Single and three phase power cords are available as accessories. See the OPTIONS AND ACCESSORIES section.

- Use copper wire only.
- Tighten connections to a minimum of 4.25 newton meters (40 inch pounds).
- A grounding screw is provided near the electrical terminals. An equipment grounding conductor must be properly connected to it.

NOTE: If a plug is used, make sure the plug is rated for the specific load and the plug matches a suitable receptacle. The plug and receptacle must be grounded in accordance with current standards.

5. Replace and secure the electrical box cover.



Location of Power Inlets and Terminal Blocks

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 Pasta Cookers have a built-in backflow prevention assembly.

1. Connect the on-site water supply line to the G 1/2" BSPP water inlet fitting on the unit.
 - RCTHW-6 = G fitting on the back of the unit.
 - RCTHW-6B = G fitting on the bottom of the electrical box.
2. 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.

General

Use the following procedure to operate HEATMAX Pasta Cookers.

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.

Startup

- 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 indicator will glow red when the unit has power.
- Prepare the pasta cooker/heated 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 a maximum of 32 mm (1-1/4") deep.
 - When using the Auto-Fill function, make sure the drain valve is closed and go to step #2 in this procedure.

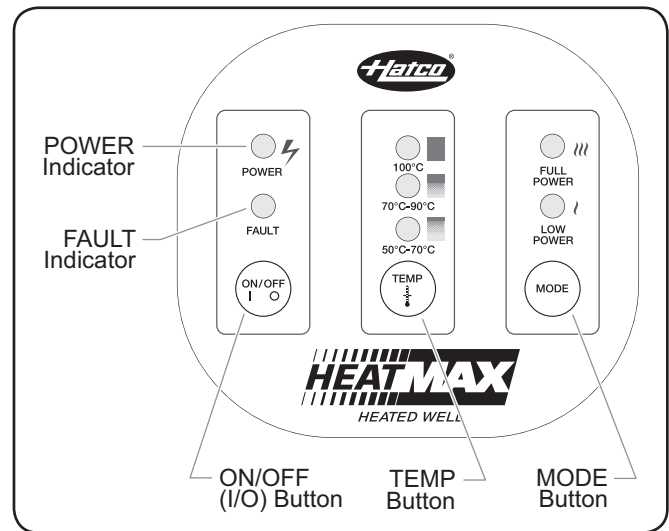
NOTE: Do not operate the unit without water in the well. The unit will overheat and go into FAULT mode.

- Press the ON/OFF button to turn on the unit.
 - The POWER indicator will glow green when the unit is on and heating.
- Turn on the Auto-Fill function.
 - RCTHW-6 Models = Move the AUTOFILL ON/OFF (I/O) switch on the front of the unit to the ON (I) position to activate the Auto-Fill system.
 - RCTHW-6B Models = The ON/OFF button will activate the Auto-Fill system automatically when it is pressed to turn on the unit.
 - 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.

CAUTION

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

- 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)—Steaming and rethermalizing
 - 70–90°C (158–194°F)—Food warming/holding
 - 50–70°C (122–158°F)—Food warming/holding
- 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 Mode — Unit operates at 50% power for food warming and to avoid burning.
- Allow the unit to preheat for approximately 30 minutes.



Control Panel

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.

Shutdown

- Press the ON/OFF button to turn off the unit. The POWER indicator will glow red when the unit is off.
- On RCTHW-6 models, move the AUTOFILL ON/OFF (I/O) switch on the front of the unit to the OFF (O) position.
- Perform the “Daily Cleaning” procedure in the MAINTENANCE section of this manual.

General

HEATMAX Pasta Cookers are designed for maximum durability and performance with minimum maintenance.



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 the Hatco Service Department at (0512) 6732-5091.

OPTIONS AND ACCESSORIES

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

Power Cords

Single phase and three phase power cords are available as accessories.

CORD-3x4	Single phase, 3 wire x 4 mm ² cord, 2 m (6-9/16") length
CORD-5x1.5	Three phase, 5 wire x 1.5 mm ² cord, 2 m (6-9/16") length

Daily Cleaning

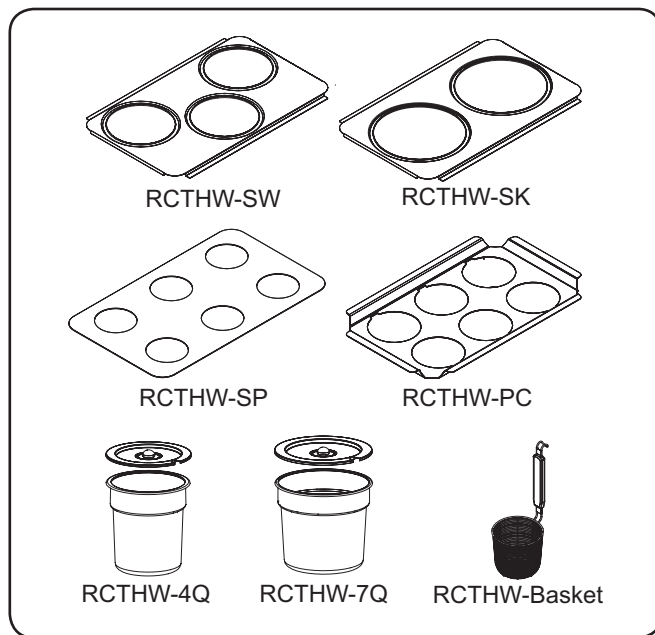
To preserve the bright finish of the unit it is recommended that the exterior surfaces be cleaned daily.



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.

NOTE: Hard water scale will build up above the heating elements. Use a solution consisting of 2-parts white vinegar to 5-parts water to dissolve the scale. Allow the solution to soak for at least one hour (or overnight for heavy buildup), scrub the well with a plastic scouring pad, drain the solution, and then rinse well with clean water. Do not allow scale to accumulate. This may cause the heating elements to over-heat.



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.	Use TEMP button to change to 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.	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.	
	High-limit switch tripped.	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

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 — HW and HWB Series (metal sheathed)
- b) **Five (5) Year Parts Warranty:**
 - 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 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

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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（规格标签位于台式机的背部和嵌入机的下部）。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

查询更多信息请访问我们的网站：www.hatcocorp.com

简介

赫高多功能煮面炉是一款多功能设备，主要用来煮面和蔬菜。它也可用来存放各种食物，包括汤，咖喱，肉汁，以及各种浇头。加热元件的温度可以通过电子控制器调节以达到最佳效果。热量被均匀分布到整个加热区域以达到烹饪或存放食物的最佳温度，保温的不锈钢设计既便于维修又延长了产品寿命。

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。

赫高多功能煮面炉立足品质，可以满足用户对食物烹煮存放等多种需求，并保持长期的良好状态。加热元件有 1 年的防破损和烧损质保。

赫高多功能煮面炉是经过我司长期研发和现场测试而推出的产品。每件产品在出厂前都经过严格的检验和测试。

本手册提供了该产品的安装，安全使用和操作指南。赫高公司建议您在安装或操作本设备以前仔细阅读本手册中的相关说明。

本手册中的安全信息采用以下标志表示：



“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”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”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：

- 本设备的安装须由专业电工进行。安装必须符合当地用电规定。如果由非专业人员进行安装将不仅得不到保修，而且还会导致触电或烧伤，甚至可能损及设备本身或周围环境。
- 设备本身不附带电线和插头的，要求现场安装合适的电线和插头或通过硬线连接到现场的电力系统。电路必须可靠接地，其电压，线径以及配置须和设备电气规格相符。请联系专业电工以确定和连接到电力系统。
- 当要安装配置硬线的设备时，必须在该设备和主电源之间安装二级或三级开关（根据设备进行配置）。开关的额定值必须相符，其接触头的打开距离不得小于3毫米（1/8英寸）。
- 关闭电源开关，拔掉电源线/断开电源断路器，让设备冷却，然后再进行清洁，调整或维修。
- 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寸)。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，请联系赫高授权服务机构或赫高服务部门，电话 (0512) 6732-5091。

! 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)，最大不超过 1420 mm (56)。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。

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。

如果汤池内没有放入食物或水，请勿启动设备。否则可能会损坏设备。

所有型号

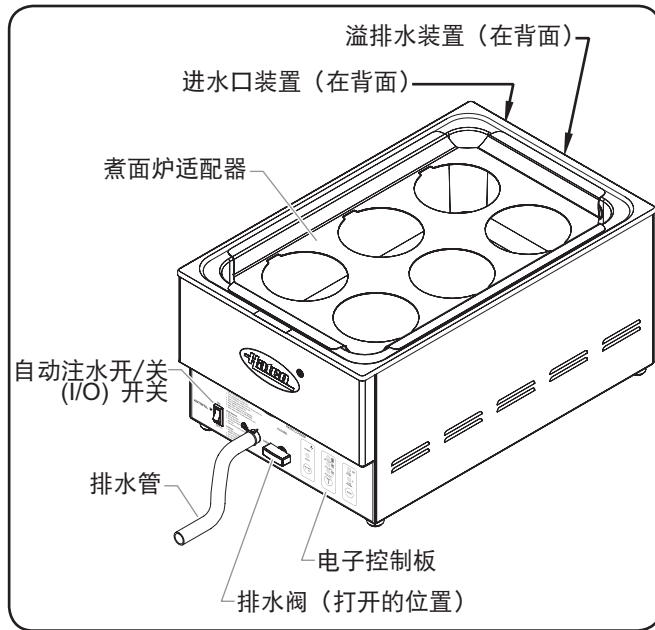
所有赫高多功能煮面炉性能可靠，一机多用。除了可用来煮或蒸，这些设备也可被用作加热汤池以对食物进行保温。

系列设备配备了六个加热组件以高效均匀地进行加热。标准配置包括一根带排水阀的排水管，一个溢流孔，一个排水过滤器以及一个煮面炉适配器。所有部件由电子控制板控制，设定三个温度值，范围从50°C (122°F) 到100°C (212°F)，节能低耗模式可以在非高峰时段节电。自动注水功能会自动保持汤池中的水位。

注意：配件有煮面斗和煮面架，具体请参见本手册“选配和配件”章节

RCTHW-6型号

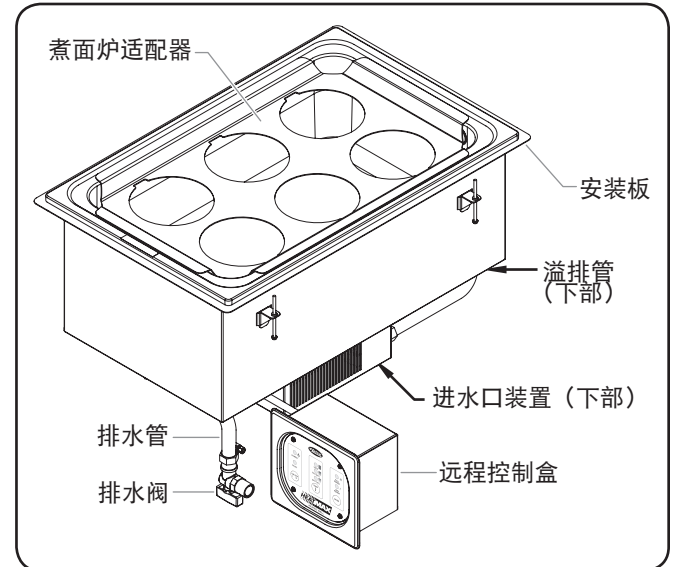
RCTHW-6 型是台式机，可容纳一个Gastronorm标准尺寸1/1 x 160毫米(6-1/4英寸)深的食品盘。



RCTHW-6型号

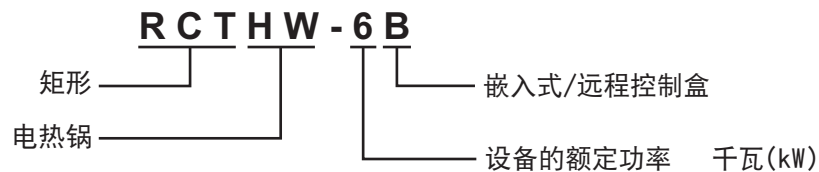
RCTHW-6B型号

RCTHW-6B型是嵌入式，配备一个远程控制盒和底部排水装置，可容纳一个Gastronorm标准尺寸1/1 x 160毫米(6-1/4英寸)深的食品盘。



RCTHW-6B型号

型号命名



电气参数表

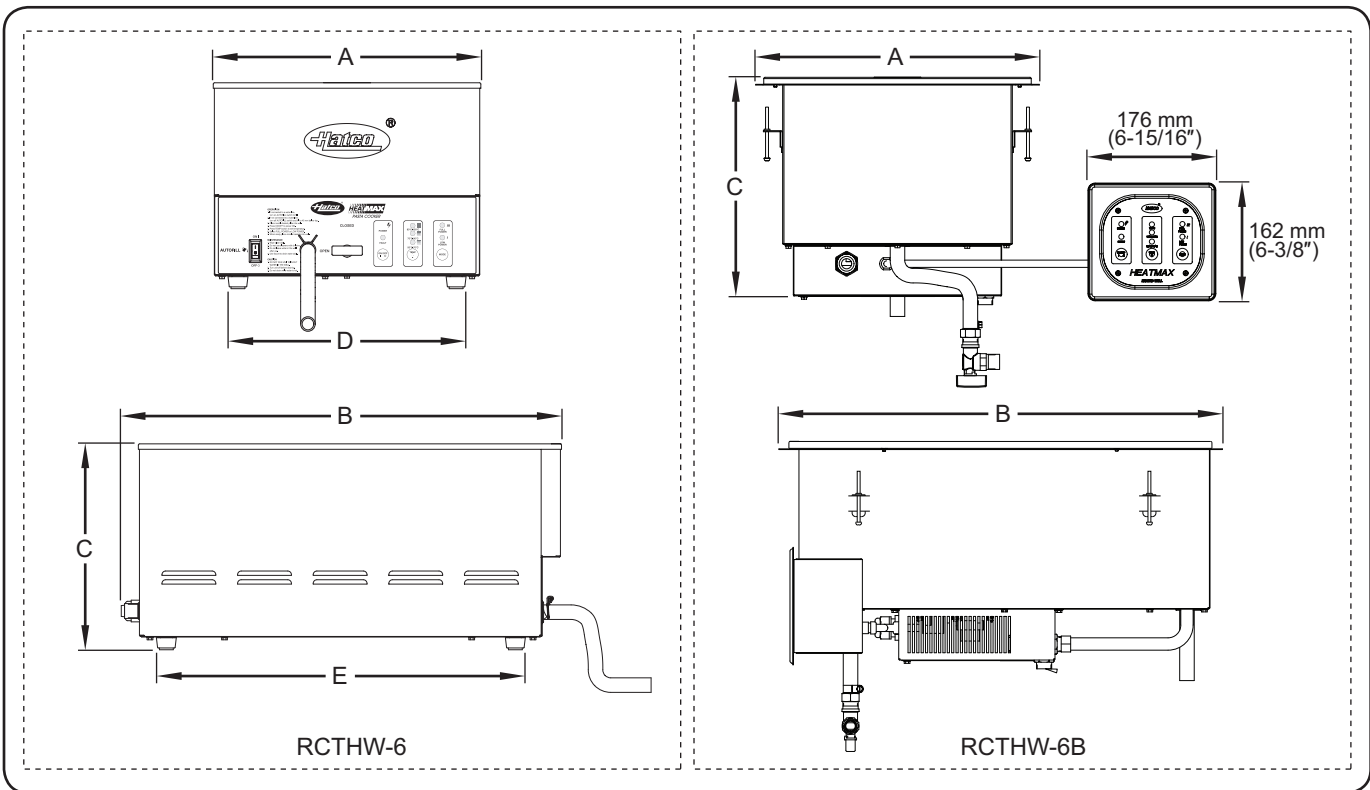
型号	电压	赫兹	相位	功率	电流	出厂重量
RCTHW-6	230 (CE)	50/60	1	6000	26.1	14 kg (31 磅)
	230/400 (CE)		3		8.7	
RCTHW-6B	230 (CE)	50/60	1	6000	26.1	13 kg (29 磅)
	230/400 (CE)		3		8.7	

注意：出厂重量包括包装在内。

注意：规格标签位于设备背面，请查阅序列号验证设备电气信息。

尺寸

型号	宽度 (A)	深度 (B)	高度 (C)	底脚宽度 (D)	底脚深度 (E)
RCTHW-6	368 mm (14-1/2")	610 mm (24")	282 mm (11-1/8")	355 mm (14")	543 mm (21-3/8")
RCTHW-6B	390 mm (15-3/8")	610 mm (24")	301 mm (11-7/8")	N/A	N/A



总则

赫高多功能煮面炉出厂时大部分组件已安装到位可以使用。拆箱时请务必小心，以免损坏设备及随机部件。

嵌入式型号要求安装排水阀以及远程控制盒。

警告

触电危险：

- 本设备的安装须由专业电工进行。安装必须符合当地用电规定。如果由非专业人员进行安装将不仅得不到保修，而且还可能导致触电或烧伤，甚至可能损及设备本身或周围环境。
- 设备本身不附带电线和插头的，要求现场安装合适的电线和插头或通过硬线连接到现场的电力系统。电路必须可靠接地，其电压，线径以及配置须和设备电气规格相符。请联系专业电工以确定和连接到电力系统。
- 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)。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。

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。

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. 去掉设备和配件表面的所有胶带和保护包装物。

注意：为了及时获得保修，请网上进行保修注册。具体参考“重要用户须知”。

3. 验证安装位置是否适当。

- 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。

4. 如果该设备是台式机，按照下列步骤操作：

- a. 把设备放在理想位置，保证设备底部的支脚都安全地放置在台面上。
- b. 请一位专业电工进行必要的电路连接（具体参阅本章中的“电路连接”部分）。

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。

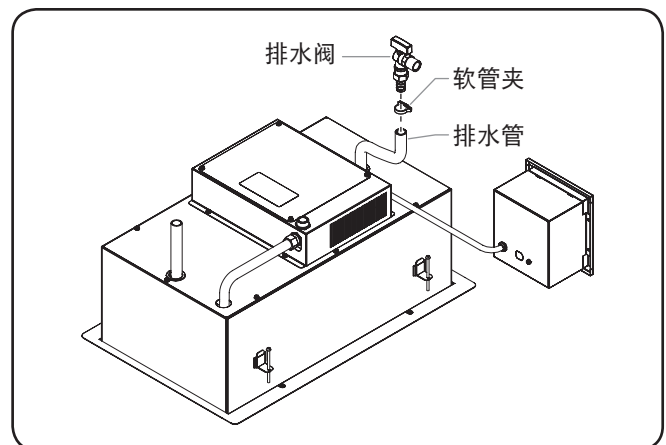
安装内置型设备

请按下列步骤将内置型设备装入工作台面。

安装排水阀

在把长方形设备安装入台面之前，请执行下列步骤来安装排水装置。

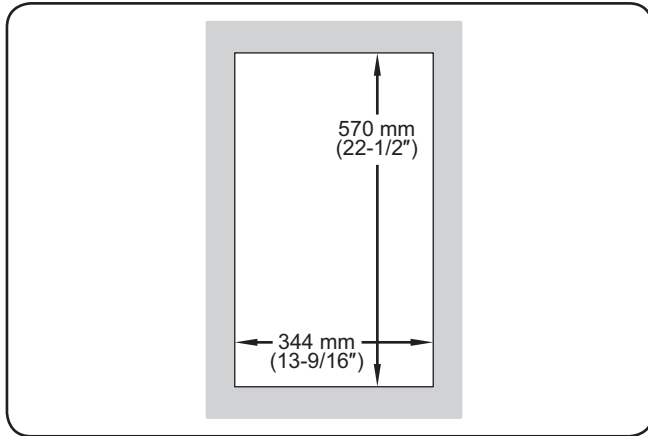
1. 小心翻转设备，使其顶部朝上。
2. 用提供的软管夹把排水阀连接到排水管。
3. 在完成了设备的安装以后，如果需要的话，可以把排水阀连接到外部的排水管。



安装排水阀（仅限于嵌入式）

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）。



台面开口尺寸

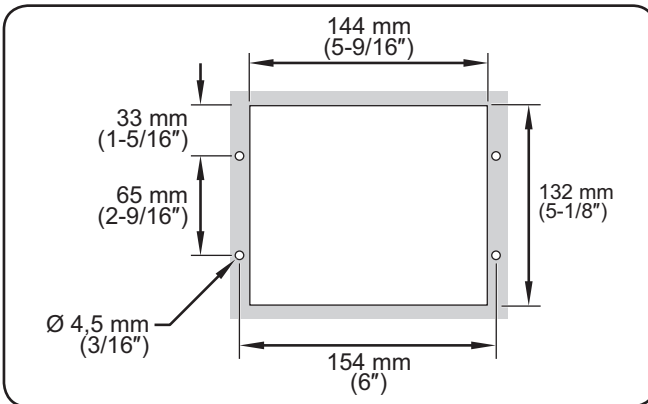
注意：台面必须水平，以保证长方形电热锅排水顺畅。

注意

分离式控制面板应至少距本设备 152 mm (6)，最大不超过 1420 mm (56)。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)，但不超过 1420 mm (56)（见下图）。

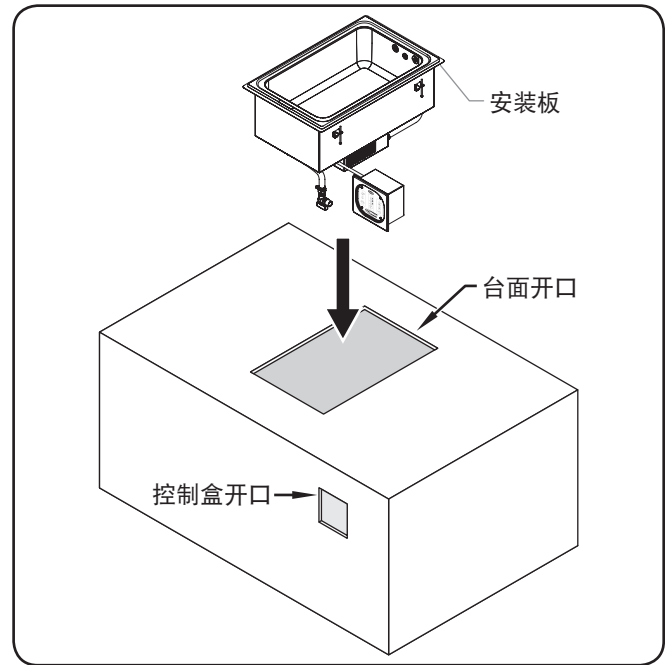


控制盒开口尺寸

注意：电热锅和控制盒之间的电源线长度为 1420 mm (56)。

3. 把带状油灰垫圈放在台面上的凹槽边缘，确保带状油灰垫圈位于凹槽边缘上方，否则用有机硅粘合剂把设备封固起来。

4. 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

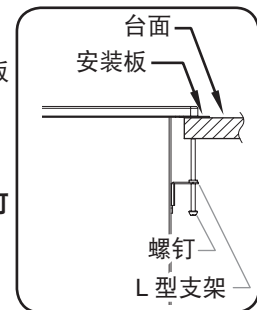


安装设备

5. 将 L 型支架安装在设备下方。
6. 拧紧 L 型支架的螺丝，直到安装板被平放在台面上。

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。

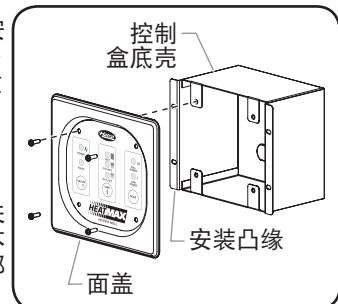


安装分离式控制盒

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. 请一位专业电工进行相关的电路连接（具体参阅本章中的“电路连接”部分）。



电路连接

赫高多功能煮面炉必须选用安装合适的电线和插头，或用硬线连接到电力系统。

警告

触电危险：

- 设备本身不附带电线和插头的，要求现场安装合适的电线和插头或通过硬线连接到现场的电力系统。电路必须可靠接地，其电压，线径以及配置须和设备电气规格相符。请联系专业电工以确定和连接到电力系统。
- 当要安装配置硬线的设备时，必须在该设备和主电源之间安装二级或三级开关（根据设备进行配置）。开关的额定值必须相符，其接触头的打开距离不得小于3毫米(1/8英寸)。

注意

请确保电源和规格标签上的额定电压和频率相符，电源不正确可能会损坏设备。

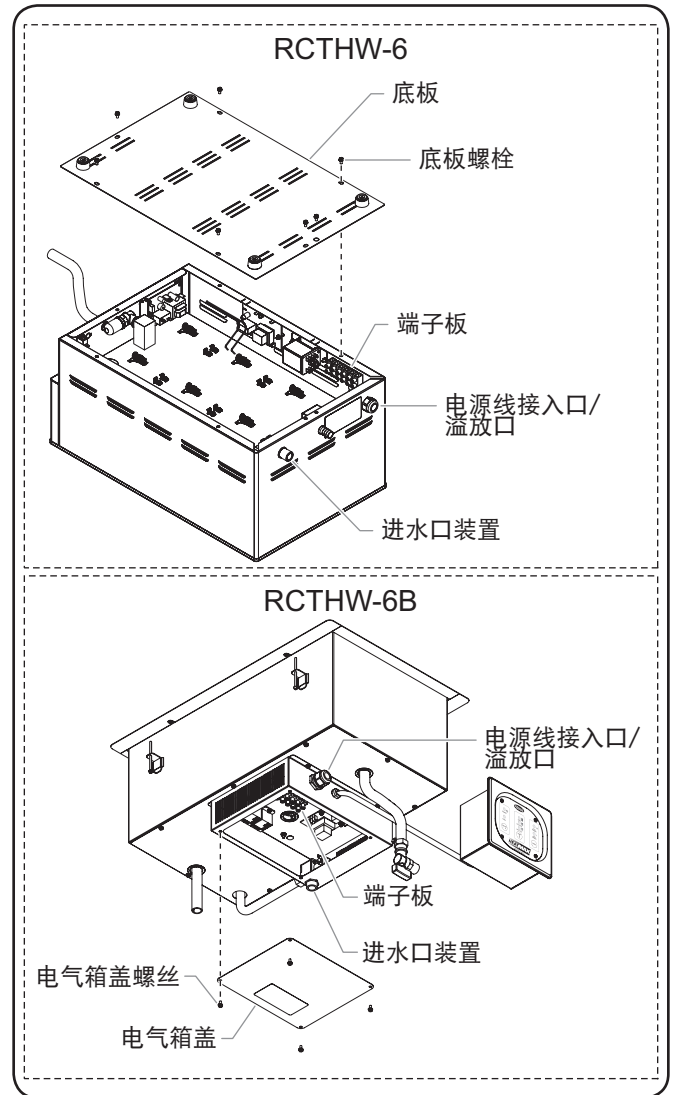
- A接近设备的电源接入区域。
 - 如是RCTHW-6型设备，翻转设备，卸下底部面板螺钉和底部面板，露出电源线接入处。当面对控制器时，它位于设备的右后侧。
 - 如是RCTHW-6B型设备，卸下四个电器盒盖螺栓，移开电器盒盖，露出电源线接入处。它位于设备的底部。
- 安装接线板。
- 通过设备上的电源接入处/溢放口，从合适的断路器或隔离开关上引来电源线。
- 正确连接到接线板（参考接线板旁的接线板识别标签）。
 - 对于单相，230伏设备，使用3芯×4平方毫米的电源线和所附带的跳线。
 - 对于三相，230/400 伏设备，使用5芯×1.5平方毫米的电源线。

注意：单相和三相电源线都是可选用的附件。参阅选配件相关章节。

- 只用铜线。
- 把连接部件拧紧到至少4.25牛顿米（40英寸磅）。
- 在接线端子旁有接地螺栓。设备接地线必须与它正确连接。

注意：如果使用插头，应确保插头的额定值与特定的载荷相符，并与插座相配。插头和插座都应根据现行标准接地。

- 复原并拧紧电气箱盖。



电源线插孔和接线端子的位置

连接自动注水装置

按照下列程序把设备连接到现场的供水系统以启动自动注水功能。必须有专业安装人员进行该项操作。

注意：赫高多功能煮面炉有一个嵌入式的防止倒流的装置。

- 把现场供水管连接到本设备上的G 1/2" BSPP进水口。
 - 如果是RCTHW-6型号，G装置在设备的背面。
 - 如果是RCTHW-6B型号，G装置在电气箱的底部。
- 打开水源，检查有无漏水。

注意：如果在注水时，水泼到了汤池外，使用现场供水管上的节流阀调低水压。

总则

按照下列步骤，操作赫高多功能煮面炉。

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

如果汤池里无水时，请勿启动本设备，否则可能会损坏设备。

启动

1. 对于使用电线和插头的设备来说，把设备的插头插入可靠接地的插座中，该插座的电压，尺寸和其它规格都应和插头相配。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. 操作前，做好设备的各项准备工作。

- 当不使用自动注水功能时，应确保排水阀处于关闭状态，手动把热自来水注入汤池里，注入的水不得超过32毫米(1-1/4英寸)深。

- 当使用自动注水功能时，应确保排水阀处于关闭状态，操作本流程中的第二步骤。

注意：如果汤池里无水时，请勿启动本设备，否则设备将会过热而跳入故障模式。

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。

4. 打开自动注水功能

- 如果是RCTHW-6型号，操作位于设备正面的自动注水（开/关（进/出）开关，把开关设置到开（进）的位置以启动自动注水系统。

- 如果是RCTHW-6B型号，当按住按钮启动设备的时候，自动注水功能将自动被激活。

- 汤池里可持续进水，直到水位达到汤池里的水位传感器。在操作过程中，自动注水装置会利用水位传感器自动保持水位。

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。

5. 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)

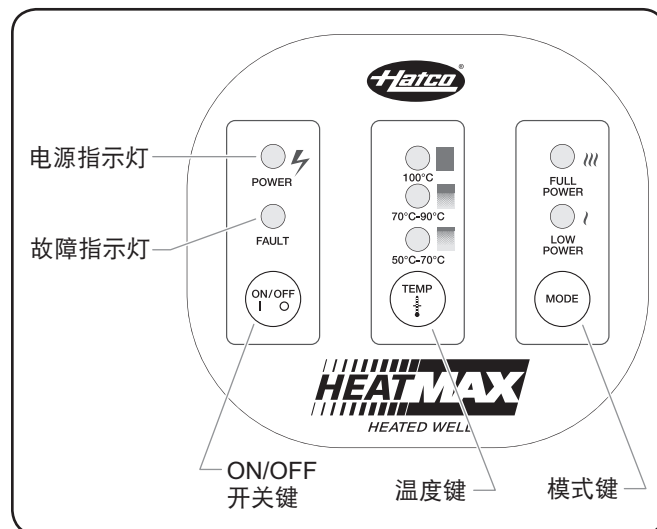
- 50–70°C (122–158°F)

6. 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。

7. 让设备预热约30分钟。



控制面板

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。

关机

1. 按住开关按钮关闭设备。当设备关闭时，电源指示灯会发出红光。

2. 如果是RCTHW-6型号，把设备正面的自动注水开关调整到“关”的位置。

3. 执行“日常清洁”程序，可参阅本手册中的“维护”部分。

总则

赫高多功能煮面炉的设计保证了该设备耐用，高效，而把维护的费用和工作量降到最低。

警告

触电危险：

- 关闭电源开关，拔掉电源线/断开电源断路器，让设备冷却，然后再进行清洁，调整或维修。
- 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。如果本设备需要维修，请联系 Hatco 授权服务代理，或致电 (0512) 6732-5091 联系联系 Hatco 服务部。

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. 关闭设备，断开电源，让设备冷却。
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。

注意：加热元件上将会逐渐出现水垢。使用白醋溶液（白醋和水的比例为2:5）可以溶解水垢。将水垢浸泡至少一小时（如果是顽固水垢可以浸泡一夜），用塑料百洁布擦洗池体，排掉溶液，然后用清水冲洗。不要让水垢不断堆积，否则容易使加热元件因被包裹而过热。

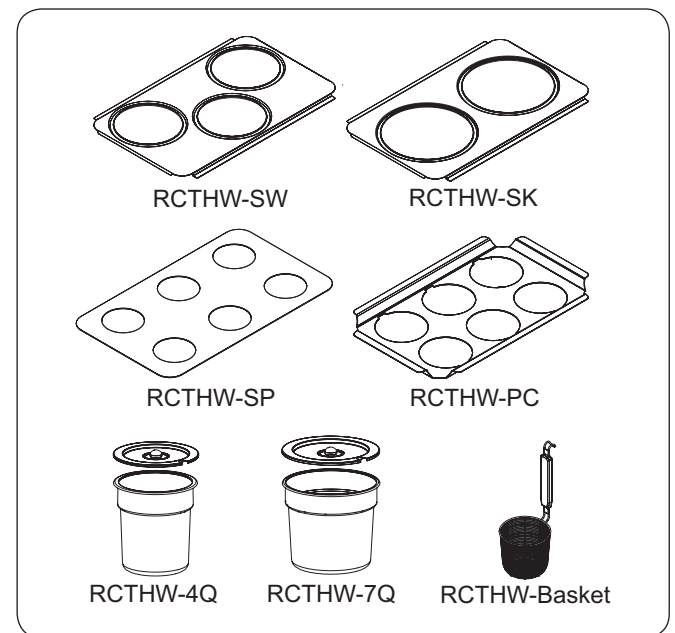
选项和配件

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-SP	6孔蒸架
RCTHW-PC	煮面架（随同本设备可提供一种配件）
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

电源线

单相和三相电源线作为附件提供。

CORD-3x4	单相，3芯×4平方毫米线，2米 6-9/16英寸）长
CORD-5x1.5	三相，5芯×1.5平方毫米线，2米 6-9/16英寸）长



RCTHW6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：关闭电源开关，拔掉电源线/断开电源断路器，让设备冷却，然后再进行清洁，调整或维修。

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。
	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。	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。	

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

1. 产品质保

赫高保证其生产的产品（下称“本产品”）不存在材料和工艺缺陷，在按照赫高的说明书安装和维护的情况下，自购买之日起1年内（用户必须书面且保养）或自赫高出厂之日起18个月内，设备可以保证正常工作。客户必须通过在赫高的官网上完成本产品的注册来确定产品的购买日期，或是经由赫高判断进而认可的其他方式。

赫高保证在下述时间内及条件下，下列部件自购买之日起（符合上述条件）起不存在材料和工艺缺陷（条件如下）：

a) 保修期为两（2）年的部件：

- 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）
- 保温抽屉的抽屉滚轴和滑轨
- S食品保温器加热器（金属铠装）
- 保温陈列柜加热元件（金属铠装、空气加热）
- 保温柜加热元件（金属铠装、空气加热）
- 保温汤锅加热元件—HWB系列（金属铠装）

b) 保修期为五（5）年的部件：

- 3CS和FR水箱

c) 保修期为十（10）年的部件：

- 电动瞬时加热器的水箱
- 煤气瞬时加热器的水箱

d) 保修期为九十（90）天的部件：

- 可更换零件

上述质保为赫高独家提供，并代替任何明示或隐含的质保，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够性或实用性的银汉质保。在没有特定说明的情况下，上述质保不包括：带涂层白炽灯泡、日光灯、保温加热灯泡、带涂层卤素灯泡、卤素加热灯泡、氙气灯泡、LED光管、玻璃组件和保险丝；由于结垢、化学腐蚀或严寒造成的瞬时加热器水箱、翅片管式换热器或其他水加热设备的故障；或产品使用不当、擅自改动或误用、安装不当，或电压不正确。

2. 修复和损坏限制

本文所述赫高责任以及对用户的独家修复补偿义务仅限于在上述保修期内提出索赔，由赫高或赫高授权的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。赫高有权接受或拒绝任何此类全部或部分的索赔。在此有限质保规定中，“翻新”是指本产品的部分或整机已经被赫高或赫高授权的服务代理机构修复至原有的产品规格。未经赫高事先书面批准，赫高不接受任何产品的退回，经过赫高同意的产品退回，其相关费用均由用户独自承担。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，或因产品的使用，或不会用，或产品隶属或成为其他产品的一部分而造成的利润损失，赫高将不予负责。

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



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