

OPERATOR'S MANUAL  
TECHNICAL SUPPLEMENT



# Donut Icer

## HI18F - HI24F

*This manual should only be used with the Item Numbers shown above.*



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# Econo-Icer HI18/HI24

## *Operator's Manual*

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Certificate Number 20151109-E30669  
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Issued to: BELSHAW BROS INC  
Suite 103  
814 44Th St Nw  
Auburn WA 98001

This is to certify that  
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COMMERCIAL COOKING APPLIANCES  
Commercial Electric Donut Icers - HI18C, HI18F, HI24C,  
HI24F

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Belshaw has made every effort to insure that your equipment arrives in excellent condition. **For your protection**, please inspect your shipment for any signs of damage that may have occurred during transport. Please note any damage that is found during inspection and file a freight claim with the shipping company immediately. Acceptance of damaged equipment may become the responsibility of the acceptor.

### **IMPORTANT**

Keep This Manual For Future Reference.



### **EQUIPMENT RECORD**

**Please provide the information below when you correspond with us about your machine.**

Purchased by \_\_\_\_\_

Installed by \_\_\_\_\_

Date of installation \_\_\_\_\_ Model number \_\_\_\_\_

Serial number \_\_\_\_\_

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# Preface

The **HI18/HI24 Econo-Icer** is designed for quickly and easily icing donuts and a variety of baking products.

The **HI18/HI24 Econo-Icer** is meant to be used on a flat, stationary surface, with the operator standing on the handled side. The operator must work safely at all times and follow the instructions and warnings in this manual.

The **HI18/HI24 Econo-Icer** uses electrical elements to heat frosting in its kettle. The machine is available with the following electrical configurations:

- ✓ 120 volts, 1 phase, 60 hertz
- ✓ 220 volts, 1 phase, 60 hertz

The **HI18/HI24 Econo-Icer** produces less than 70 dB(A) of equivalent continuous A-weighted sound pressure at work stations. This has been determined during a run of the machine with shortening in the kettle, using a Bruel & Kjaer sound level meter, type 2236.

To use the **HI18/HI24 Econo-Icer** safely, heed the following warnings:

 **UNPLUG** the machine before attempting any adjustment, repair, disassembly, or cleaning to

avoid electrocution or other injury.

 **NEVER USE** force to assemble, disassemble, operate, clean, or maintain the machine.

 To prevent unintentional startup and possible fire, **UNPLUG** the machine if there is a local power outage. When the power is restored, it is safe to plug the machine in again.

 **MAKE SURE** that all electrical cords are routed so that no one will trip over them.

 To avoid electrocution, **MAKE SURE** that no electrical cords are frayed or cracked and that they do not pass through any water or icing.

 **NEVER TOUCH** the icing pan once the machine is on. The pan gets very hot, which may cause serious burns.

 **DO NOT OVERFILL** the icing pan with icing. If shortening overflows the

icing pan, it could cause serious burns or could cause someone to slip on the floor and be seriously injured.

 **MAKE SURE** that the machine and the icing are cool before attempting any adjustment, repair, disassembly, or cleaning. Hot icing can cause serious burns.

 **BE CAREFUL** never to get icing, water, or other materials on the floor. If anything does get spilled on the floor, mop it up immediately. Materials on the floor can cause people to slip or fall, resulting in serious injury or loss of life.

# 1

# Operation

## Operation

1. FILL **Icing Pan** with icing approximately 1/2" from the top of the pan.



2. TURN ON **Heater**.
3. ALLOW icing to heat for 45 minutes to reach desired icing temperature. The **Heating Indicator Light** will turn off, and the **Temperature Controller** will display the icing temperature.

**NOTE:** Periodic stirring of the icing is necessary to ensure constant, even heating of the icing.



4. ROTATE **Wire / Frame** over icing.
5. SLIDE the rack of donuts into the **Rack Holder**.



6. ROTATE the **Wire / Frame** over the rack of donuts to be iced.
7. FIRMLY GRIP the two (2) handles and rotate the **Wire / Frame** and rack of donuts to be iced.



8. RETURN the empty donut rack to the original position.



9. PUSH DOWN on the **Icing Lift Handle** to raise the **Icing Pan** until it reaches desired height.



10. LOWER the **Icing Pan**.



11. ROTATE the empty donut rack over the iced donuts.



12. FIRMLY GRIP the two (2) handles and rotate the **Wire / Frame** and donut rack to the original position.



13. ROTATE the **Wire / Frame** over the icing, remove iced donuts, and repeat steps 1-13.

# 2 Installing HI18/HI24 Digital Temperature Retrofit Kit

## Parts Needed

1. Heater Control Box Assembly (HI24-1017) + Hardware:
  - ✓ 4X .” Bolts
  - ✓ 8X .” Washers
  - ✓ 2X 6” High Temperature Wire Sleeves
2. 6X Wire Ties (990-0150)
3. Thermocouple Mounting Bracket (HI24-7008)
4. Heating Element Mounting Hardware:
  - ✓ 4X #10 Washers
  - ✓ 2X #10 Nuts

## Installation Instructions

1. UNPLUG HI Unit from power source.
2. REMOVE existing **Heater Control Box**:
  - ✓ Remove Icing Pan.
  - ✓ Remove Top Cover from

Heating Panel (4X Bolts).

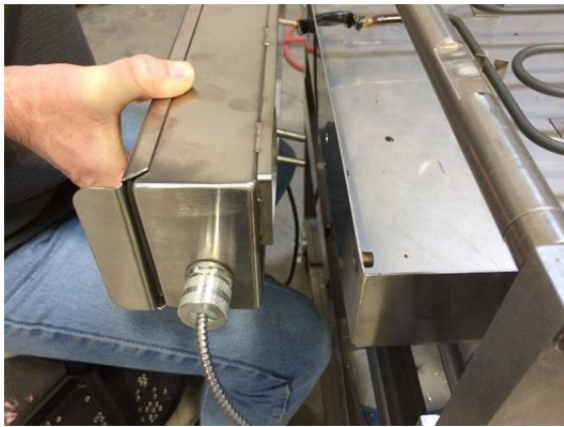
- ✓ Remove wires from Heating Element.
- ✓ Remove old Heating Control Box Front Cover (4X Bolts).
- ✓ Remove 4X bolts connecting the old Heating Control Box to Heating Panel.
- ✓ Remove old Heating Control Box, including wire for connecting to Heating Elements, and Wire Sleeves.

### 3. ATTACH **Retrofit Heating Control Box**:

- ✓ Remove 5X bolts securing the Front Cover of the new Heating Control Box Assembly and remove the cover.
- ✓ Place Wire Sleeves on 12 GA white wires sticking out of the backside of the new Heater Control Box. (See Figure 1.)
- ✓ Insert the wires and sleeves through heating box holes. (See Figure 1.)
- ✓ Ensure sleeves are located as shown below. (See Figure 1.)
- ✓ NOTE: Grommets located in

the new Heating Control Box pop off easily. **Use care when moving wire through grommets.**

- ✓ Remove Front Cover of the new Heating Control Box Assembly.
  - ✓ Remove 4X nuts and 4X washers from long bolts on **back** of new Heater Control Box.
  - ✓ Install the new Heating Control Panel onto the Heating Box using corresponding holes and hardware provided in this kit.
  - ✓ Replace Heating Control Box Front Cover (5X Bolts), making sure not to pinch any wires under the cover. **DO NOT over-tighten Front Cover bolts. Doing so could lead to gasket leakage.**
4. Reinstall the Top Cover of Heating Panel (5X Bolts).
  5. Replace Icing Pan.
  6. Route Female Thermocouple wire under the unit. (See Figures 3 and 4.)
    - ✓ Attach shielded thermocouple wire to Frame using supplied wire ties. (See Figure 4.)
  7. Place Thermocouple into indicated alignment hole on Thermocouple Bracket. (See Figure 5.)
  8. PLACE Thermocouple Bracket on Icing Pan. (See Figure 6, 7, and 8.)
  9. PLUG in unit and verify all functions work properly.
    - ✓ Rotate Green ON/OFF Switch (located furthest to the left of the unit) to the ON position. The green light in the switch should illuminate. (See Figure 9.)
    - ✓ Omron Controller (far right) should power up and display Current Temperature (PV, large number) and Set Point temperature (SV, small number). (See Figure 10.)
    - ✓ To test digital temperature controller, wrap hand around Thermocouple, and ensure the indicated temperature (PV, displayed in large text) rises.
    - ✓ The Set Point (SV) can be changed by pushing the D or U arrows. (See Figure 10.)
    - ✓ Heat Cycle light should turn on after approximately 5 seconds.



**Figure 1,** Installing New Control Panel



**Figure 4,** Thermocouple Routing 2



**Figure 2,** Element Connections on Relay



**Figure 5,** Installation of Thermocouple Bracket



**Figure 3,** Thermocouple Routing 1



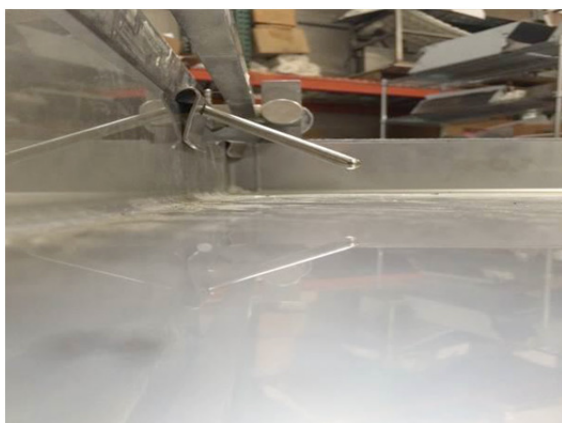
**Figure 6,** Installation of Thermocouple



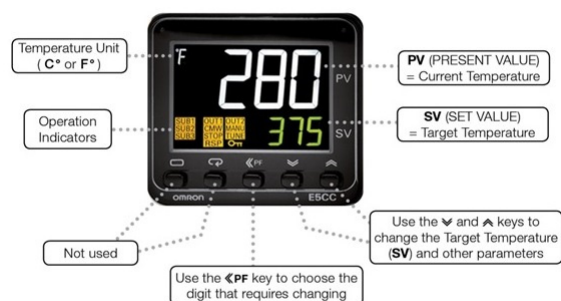
**Figure 7, Installation of Thermocouple**



**Figure 9, Controls**



**Figure 8, Installation of Thermocouple**



**Figure 10, Temperature Controller**

## TROUBLESHOOTING

| Potential Issue                                                                  | What To Do                                                                                                                                                                                                               |
|----------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Error or Alarm present on Digital Temperature Control                            | <ul style="list-style-type: none"> <li>Ensure Thermocouple is connected and functioning properly</li> <li>Cycle power (Green Power Switch, or unplug unit for 10 seconds, and plug back in)</li> </ul>                   |
| Thermocouple becomes disconnected, Digital Temperature Control is flashing S.ERR | <ul style="list-style-type: none"> <li>Reconnect Thermocouple. S.ERR on temperature controller will disappear after a brief moment.</li> <li>Cycle power if necessary to clear controller error/alarm warning</li> </ul> |
| Device on, indicated temperature not rising                                      | <ul style="list-style-type: none"> <li>Ensure Thermocouple is connected, located in the Thermocouple Bracket and connected to the Icing Pan</li> </ul>                                                                   |

# 3

# Cleaning

Once a day, clean the **HI18/HI24 Econo-Icer** as explained below:

1. REMOVE any debris from the work area before disassembling the **HI18/HI24 Econo-Icer**.
2. UNPLUG and REMOVE **Thermocouple** and **Bracket** from **Icing Pan**.
3. To avoid being burned, WAIT for **Icing Pan** to cool before removing; REMOVE **Icing Pan**.
4. UNPLUG AND REMOVE heating panel assembly from unit.
5. CLEAN the **HI18/HI24 Econo-Icer** with warm water and mild cleaner.
6. LIFT the **Tray Holder** over to the right side rest position, wash with warm soapy water, rinse, and wipe dry.
7. REMOVE **Retainer Knob** (HI24-0041, see parts list) that holds the **Wire / Frame** in place and lift out the **Wire / Frame**. Place **Wire / Frame** in automatic dishwasher. Use caution so that the wires do not get damaged.

8. RETURN the **Tray Holder** to the left side rest position.

For your safety, observe the following warnings throughout the entire cleaning process.

- ✓ Thoroughly clean and dry the floor if icing, water, or other materials are spilled. Materials spilled on the floor can cause serious injury or loss of life.



- ✓ To avoid the possibility of shock, unplug the unit before cleaning.



- ✓ To avoid damage to the **Wire / Frame**, use caution when removing and transporting.



# 4

# Maintenance

## Lubrication

1. USE several drops of Lubriplate FMO-900-AW gear oil on the **Lift Handle Axle**, located under the heating panel assembly.  
LUBRICATE EVERY TWO WEEKS.
2. USE Lubriplate FMO-900-AW gear oil to lubricate the tray **Holder** and **Wire Holder Pivot Pins**.  
LUBRICATE EVERY WEEK.



### WARNING

To avoid serious burns or other injury, always disconnect the machine from the power source before lubricating.





# Econo-Icer HI18/HI24

## *Technical Supplement*

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# Preface

To transport the **HI18/HI24 Econo-Icer** to the workstation and unpack it, follow the steps listed below:

1. Use a fork lift or pallet jack to transport the shipping crate to workstation.
2. Break down the shipping crate.
3. Remove all packing materials, including foam, tape, brown paper, plastic, and white protective coating.

The **HI18/HI24 Econo-Icer** is designed for quickly and easily icing donuts and a variety of baking products.

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The **HI18/HI24 Econo-Icer** uses electrical elements to heat frosting in its kettle. The machine is available with the following electrical configurations:

- ✓ 220 volts, 1 phase, 50 hertz
- ✓ 240 volts, 1 phase, 50 hertz

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To use the **HI18/HI24 Econo-Icer** safely, heed the following warnings:

-  UNPLUG the machine before attempting any adjustment, repair, disassembly, or cleaning to avoid electrocution or other injury.
-  NEVER USE force to assemble, disassemble, operate, clean, or maintain the machine.
-  To prevent unintentional startup and possible fire, UNPLUG the machine if there is a local power outage. When the power is restored, it is safe to plug the machine in again.
-  MAKE SURE that all electrical cords are routed so that no one will trip over them.

 To avoid electrocution, **MAKE SURE** that all electrical cords are not frayed or cracked and that they do not pass through any water or icing.

 **NEVER TOUCH** the icing pan once the machine is on. The pan gets very hot, which may cause serious burns.

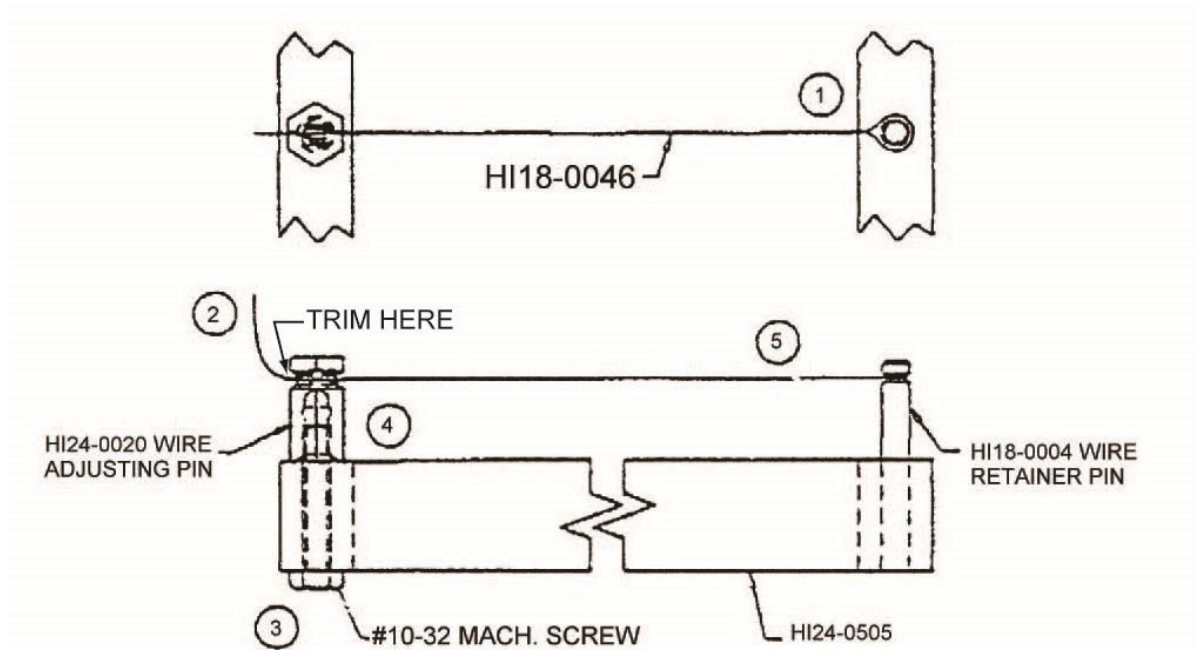
 **DO NOT OVERFILL** the icing pan with icing. If shortening overflows the icing pan, it could cause serious burns or could cause someone to slip on the floor and be seriously injured.

 **MAKE SURE** that the machine and the icing are cool before attempting any adjustment, repair, disassembly, or cleaning. Hot icing can cause serious burns.

 **BE CAREFUL** never to get icing, water, or other materials on the floor. If anything does get spilled on the floor, mop it up immediately. Materials on the floor can cause people to slip or fall, resulting in serious injury or loss of life.

# 1

# Maintenance



## Wire Tensioning and Replacement.

The following tools are required for wire tensioning and replacement:

- ✓ 5/16" Open-End Wrench
- ✓ Wire Cutter

### IMPORTANT

Do not use a box wrench to tighten. This will cause too much torque, and frame may bend and bow.



1. PLACE looped end of wire over the **Wire Retainer Pin** (HI18-0004) placing it in the groove.
2. THREAD other end of wire through the hole in the **Wire Adjusting Pin** (HI24-0020) and BEND the end pointing up as shown.
3. With the 5/16" open-end wrench, LOOSEN the **#10-32X1" machine screw**.
4. With the 5/16" open-end wrench, TURN the **Wiring Adjusting Pin** to tighten the wire. Be sure the wire winds in the groove of the pin. (This will

also tighten the loop around the **Wire Retainer Pin.**)

5. TIGHTEN the wire until taut, removing all slack. **Do Not Over Tighten! Over Tightening Will Cause The Frame To Bend And Bow.**

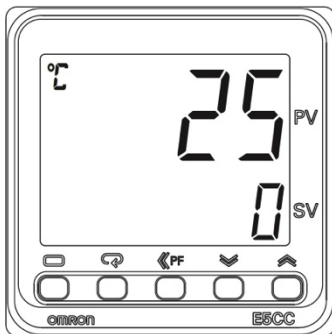
6. TIGHTEN the **#10-32 machine screw** to hold pin in place.

7. TRIM excess tail of the end of wire with wire cutters.

## 2 Programming Temperature Controller

The **TJ-0184D-1 or 2 Controller** comes per-programmed and protected so the operator cannot change the setup parameters. To change any settings, you must first unlock the **Controller**.

**Note:** Only the settings that are changed from the factory settings are listed in this section.



### Unlocking the Controller

To unlock the controller:

1. PRESS the + **keys** for more than 3 seconds.
2. PRESS the **key** to move to the next parameter.
3. PRESS the **or** to change the parameter  $\bar{\Delta}APt$  and  $\bar{\Delta}EPt$  from 2 to 0.
4. PRESS the + **keys** for more than 1 second to return to operator screen.

| PARAMETER                                    | FACTORY<br>DEFAULT<br>SETTING | PRESENT<br>SETTING | UNIT | FRONT<br>PANEL | EXPLANATION OF<br>PRESENT<br>SETTING                                               |
|----------------------------------------------|-------------------------------|--------------------|------|----------------|------------------------------------------------------------------------------------|
| <b>Protection Parameters</b>                 |                               |                    |      |                |                                                                                    |
| Operation/Adjustment<br>Protect              | 0                             | 2                  | .    | OPPt           | 2:Display and change<br>of only "PV" and<br>"PV/SP" parameters<br>are allowed. [2] |
| Initial<br>Setting/Communications<br>Protect | 1                             | 2                  | .    | ICPt           | 2:Prohibited. [2]                                                                  |

## Changing Operator Set Points

To change operator set points: (Must  
be unlocked to change Alarm Value 1.)

1. PRESS the  **key** to move to the  
next parameter.
2. PRESS the  **or**  **key** to  
change the parameter.
3. PRESS the  **key** to return to  
operator screen.

| PARAMETER                  | FACTORY<br>DEFAULT<br>SETTING | PRESENT<br>SETTING | UNIT  | FRONT<br>PANEL | EXPLANATION OF<br>PRESENT<br>SETTING |
|----------------------------|-------------------------------|--------------------|-------|----------------|--------------------------------------|
| <b>Operator Set Points</b> |                               |                    |       |                |                                      |
| Set Point                  | 0.0                           | 125.0/50.0         | °F/°C | .              | .                                    |
| Alarm Value 1              | 0.0                           | 10.0/5.0           | °F/°C | AL - 1         | .                                    |

## Changing Operator Level Parameters

To change operator level parameters:  
(Must be unlocked.)

1. PRESS the  **key** for less than 1 second.
2. PRESS the  **key** to move to the next parameter.
3. PRESS the  **or**  **key** to change the parameter.
4. PRESS the  **key** to return to operator screen.

| PARAMETER                            | FACTORY<br>DEFAULT<br>SETTING | PRESENT<br>SETTING | UNIT  | FRONT<br>PANEL                                                                       | EXPLANATION OF<br>PRESENT<br>SETTING                       |
|--------------------------------------|-------------------------------|--------------------|-------|--------------------------------------------------------------------------------------|------------------------------------------------------------|
| <b>Operator Level<br/>Parameters</b> |                               |                    |       |                                                                                      |                                                            |
| Process Value Input Shift            | 0.0                           | 0.0                | °F/°C |  | <b>This is the offset<br/>setting for<br/>calibration.</b> |
| Hysteresis (Heating)                 | 1.0                           | 0.5                | °F/°C |  | .                                                          |

## Changing Initial Level Parameters

To change initial level parameters:  
(Must be unlocked.)

1. PRESS the  **key** for more than 1 second to adjust initial parameters.
2. PRESS the  **key** to move to the next parameter.
3. PRESS the  **or**  **key** to change the parameter.
4. PRESS the  **key** for more than 1 second return to operator screen.

| PARAMETER                       | FACTORY<br>DEFAULT<br>SETTING | PRESENT<br>SETTING | UNIT  | FRONT<br>PANEL | EXPLANATION OF<br>PRESENT<br>SETTING                              |
|---------------------------------|-------------------------------|--------------------|-------|----------------|-------------------------------------------------------------------|
| <b>Initial Level Parameters</b> |                               |                    |       |                |                                                                   |
| Input Type                      | 5                             | 8                  | .     | IN-T           | 8:Thermocouple [J]<br>(-20.0 to 400.0°C or<br>0.0 to 750.0°F) [8] |
| Temperature Unit                | 0                             | 1                  | .     | d-U            | °F [F]                                                            |
| SP Upper Limit                  | 130.0                         | 150.0/65.0         | °F/°C | SL-H           | .                                                                 |
| SP Lower Limit                  | -20.0                         | 0.0                | °F/°C | SL-L           | .                                                                 |
| Alarm 2 Type                    | 2                             | 0                  | .     | ALt2           | 0:Alarm function OFF<br>[0]                                       |
| Alarm 3 Type                    | 2                             | 0                  | .     | ALt3           | 0:Alarm function OFF<br>[0]                                       |
| Alarm 4 Type                    | 2                             | 0                  | .     | ALt4           | 0:Alarm function OFF<br>[0]                                       |

## Changing Advanced Level Parameters

To change advanced level parameters:  
(Must be unlocked.)

1. UNLOCK the controller.
2. PRESS the  **key** for more than 1 second to adjust initial parameters.
3. PRESS the  **key** until you get to parameter *AMoV*.
4. PRESS the  **or**  **key** to change *AMoV* parameter to -169.

| PARAMETER                            | FACTORY<br>DEFAULT<br>SETTING | PRESENT<br>SETTING | UNIT | FRONT<br>PANEL | EXPLANATION OF<br>PRESENT<br>SETTING |
|--------------------------------------|-------------------------------|--------------------|------|----------------|--------------------------------------|
| <b>Advanced Level<br/>Parameters</b> |                               |                    |      |                |                                      |
| Alarm 1 Latch                        | 0                             | 1                  | .    | <i>AlLt</i>    | Enabled [ <i>oN</i> ]                |
| PV/SP No. 1 Display<br>Selection     | 4                             | 1                  | .    | <i>SPd1</i>    | 1: "PV/SP/No display"<br>[1]         |
| PV Decimal Point Display             | 1                             | 0                  | .    | <i>PVdP</i>    | OFF [ <i>oFF</i> ]                   |

## Locking the Controller

After programming: To lock the controller:

1. PRESS the  +  **keys** for more than 3 seconds.
2. PRESS the  **key** to move to the next parameter.
3. PRESS the  **or**  **key** to change the parameter *oAPt* and *lLpL* from 0 to 2.
4. PRESS the  +  **keys** for more than 1 second to return to operator screen.

## Setting the Controller to Default Settings

To set the controller back to factory default settings: (Must be unlocked.)

1. PRESS the  **key** for more than 1 second to adjust initial parameters.
2. PRESS the  **key** until you get to **parameter** *AMoV*.
3. PRESS the  **or**  **key** to change *AMoV* **parameter** to - **169**.
4. CHANGE **parameter** *lNtL* from *oFF* to *FACt*.
5. PRESS the  **key** for more than 1 second to return to initial screen.
6. PRESS the  **key** for more than 1 second to return to operator screen.

# 3

## Troubleshooting

If you have a problem with your **HI18/HI24 Econo-Icer** that you cannot solve, call your dealer or another qualified technician.

If your dealer cannot help you, please call Belshaw-Adamatic at 800-578-2547. When you call, please specify the following:

- ✓ The MODEL NAME of the machine.
- ✓ The SERIAL NUMBER of the machine.
- ✓ The VOLTAGE, PHASE, and CYCLE of the machine.

### CAUTION

IF YOU PERFORM REPAIRS YOURSELF, OR HAVE THEM PERFORMED BY ANYONE OTHER THAN A SERVICE TECHNICIAN AUTHORIZED BY BELSHAW-ADAMATIC, YOU DO SO AT YOUR OWN RISK.



**DISCONNECT THE MACHINE FROM THE POWER SOURCE** BEFORE DISASSEMBLING, REPAIRING, OR WIRING.



## Troubleshooting Specifics

| NO HEAT AND ON/OFF SWITCH DOES NOT LIGHT UP                |                                                              |
|------------------------------------------------------------|--------------------------------------------------------------|
| Possible Causes                                            | What To Do                                                   |
| Unit not plugged in or wall electrical breaker is tripped. | Plug unit in and/or check electrical outlet.                 |
| ON/OFF SWITCH ON AND LIT UP, HEATING LIGHT NOT ON          |                                                              |
| Possible Causes                                            | What To Do                                                   |
| Loose wire.                                                | Check wires.                                                 |
| NO HEAT, ON/OFF SWITCH ON AND LIT UP, HEATING LIGHT ON     |                                                              |
| Possible Causes                                            | What To Do                                                   |
| Heating element failure.                                   | Check heating element of open circuit; replace if defective. |
| Relay failure.                                             | Check if relay turns on; replace if defective.               |
| UNEVEN ICING TEMPERATURE.                                  |                                                              |
| Possible Causes                                            | What To Do                                                   |
| Icing needs stirring.                                      | Stir icing.                                                  |
| WIRES ARE NOT EVENLY TAUT                                  |                                                              |
| Possible Causes                                            | What To Do                                                   |
| Wires are not evenly adjusted.                             | Tighten loose wires.                                         |
| NO HEAT, ON/OFF SWITCH ON AND LIT UP, HEATING LIGHT NOT ON |                                                              |
| Possible Causes                                            | What To Do                                                   |
| Loose wire.                                                | Check wires.                                                 |
| High limit tripped.                                        | Wait 10 minutes and recheck.                                 |
| Temperature controller set too low.                        | Adjust set point higher.                                     |
| Thermocouple not plugged in.                               | Plug thermocouple into connector.                            |

## **Belshaw Adamatic Bakery Group**

### **Limited Warranty / Return Policy**

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Subject to the terms and limitations set forth in this limited warranty ("Limited Warranty"), Belshaw Adamatic Bakery Group (also referred to as "the Manufacturer") warrants to the original purchaser ("Purchaser") of Manufacturer's equipment and parts ("Products"), Belshaw Adamatic Bakery Group's manufacture and assembly of Products to be free from defects in workmanship and material which would result in product failure under normal use and service. Belshaw Adamatic Bakery Group's entire liability under this Limited Warranty is limited to either repairing or replacing at Manufacturer's factory or on Purchaser's premises, at Belshaw Adamatic Bakery Group's option, any Products purchased by Purchaser which shall be determined by the Manufacturer to be defective. If necessary to return Products to Manufacturer's factory, Products must be shipped by Purchaser with transportation charges prepaid by Purchaser.

Belshaw Adamatic Bakery Group reserves the right to make changes in design or add any improvement to its Products at any time without incurring any obligations to install the same on Products previously sold.

Possession, use or operation of Products sold hereunder for any other than their designed purpose, or use of Products which are in poor repair, modified, improperly operated, or neglected, is done at the Purchaser's risk. Belshaw Adamatic Bakery Group hereby disclaims any liability for these actions and shall not be liable for defects in or for any damages or loss to any property which is attributable to such actions.

**Under no circumstances shall Belshaw Adamatic Bakery Group be liable for any indirect, special, incidental, or consequential damages arising out of, or from the use of its Products by Purchaser, its assignees, employees, agents or customers.**

**THIS LIMITED WARRANTY SHALL BE PURCHASER'S SOLE AND EXCLUSIVE REMEDY WITH RESPECT TO DEFECTIVE PRODUCTS.**

#### **Warranty Period**

This Limited Warranty covers Products manufactured by Belshaw Adamatic Bakery Group and sold by Belshaw Adamatic Bakery Group or its authorized distributor ("Distributor") or authorized dealer ("Dealer"), and this Limited Warranty shall extend for a period of one (1) year from date of shipment to Purchaser, and to the original Purchaser only.

#### **Limited Warranty**

With respect to products not manufactured by Belshaw Adamatic Bakery Group, warranty coverage shall be limited to the warranty of the original manufacturer of the product, or the Belshaw Adamatic Bakery Group Limited Warranty, whichever is the lesser coverage period.

Replacement Products provided under the terms of this Limited Warranty are warranted for the remainder of the original warranty period applicable to the Product.

#### **Exclusions**

This Limited Warranty excludes from its coverage and does not apply to: (a) solenoid and relay coils; (b) lamps; (c) "O" rings; (d) belts; and (e) impellers. This Limited Warranty also excludes the cost of labor for removing and replacing Products subject to a warranty claim, other than the labor incurred directly by the Manufacturer when, in Belshaw Adamatic Bakery Group's opinion, a repair of the Product by the Manufacturer is justified.

## Warranty Claims

In case of warranty claims relating to your Product, you must follow the instructions below.

### Report Claims to Your Authorized Distributor or Dealer or to Belshaw Adamatic Bakery Group

As soon as you discover a problem, contact the Distributor or Dealer from whom you purchased the Product or Belshaw Adamatic Bakery Group. Your Distributor or Dealer will notify Belshaw Adamatic Bakery Group for you. **Only Belshaw Adamatic Customer Service can approve or authorize warranty claims.**

You must state the following:

1. Your name, company name, and telephone number
2. The location, phone number, and contact name where the Product is located
3. The invoice number and date of purchase of the Product
4. The Model and Serial Number of the Product, as written on the data tag attached to the Product
5. A description of the problem and how it occurred

### Shipping Damage and Missing Items

**Damage to the Packaging or Crate.** On delivery, promptly check all packages thoroughly for any sign of damage. In cases of visible damage, **always note the damage on the Delivery Receipt.** Failure to note damage is taken by the Freight Carrier to mean that the package is in good condition at time of receipt, and can result in denial of a Freight Claim. Take photographs that clearly show the damage.

**Damage to Products.** If you find any damaged Product inside the shipment, photograph the damage both inside and outside of the package. Do not throw the packaging away. Photos of the package and contents are needed to show the condition of the Product at the time it was received.

**Missing Items.** As soon as you believe any items to be missing from a shipment, promptly report this to the Distributor or Dealer from whom the Product was purchased or to Belshaw Adamatic Bakery Group. If possible, photograph the entire contents of the delivery and email this to your Distributor or Dealer, or to Belshaw Adamatic Customer Service at [service@belshaw.com](mailto:service@belshaw.com).

### Returning Products to Belshaw Adamatic Bakery Group

Under the terms of the Limited Warranty, you may be asked to return to Belshaw Adamatic Bakery Group any Product that is the subject of a warranty claim. These Products must be clearly labeled with a Return Goods Authorization Number ("RGA Number") given to you by your Distributor or Dealer, or by Belshaw Adamatic Customer Service. Products received without an RGA Number will not be processed. All Products must be shipped freight prepaid by the Purchaser to Belshaw Adamatic Bakery Group at the address below.

### Contacting Belshaw Adamatic Bakery Group

At any time, you can contact Belshaw Adamatic Bakery Group customer service for assistance

Belshaw Adamatic Bakery Group Customer Service

814 44th St. NW, Suite 103,

Auburn WA 98001, USA

Phone: 800-578-2547 (USA/ Canada) or (+1)206-322-5474 (Worldwide)

Email: [service@belshaw.com](mailto:service@belshaw.com)

Office Hours: Monday – Friday, 6am to 4pm, USA Pacific Time



*Belshaw*

**The #1 Source for Donut and Bakery Equipment**

**[www.belshaw.com](http://www.belshaw.com)**

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