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(see page 2)

GLO-RAY®

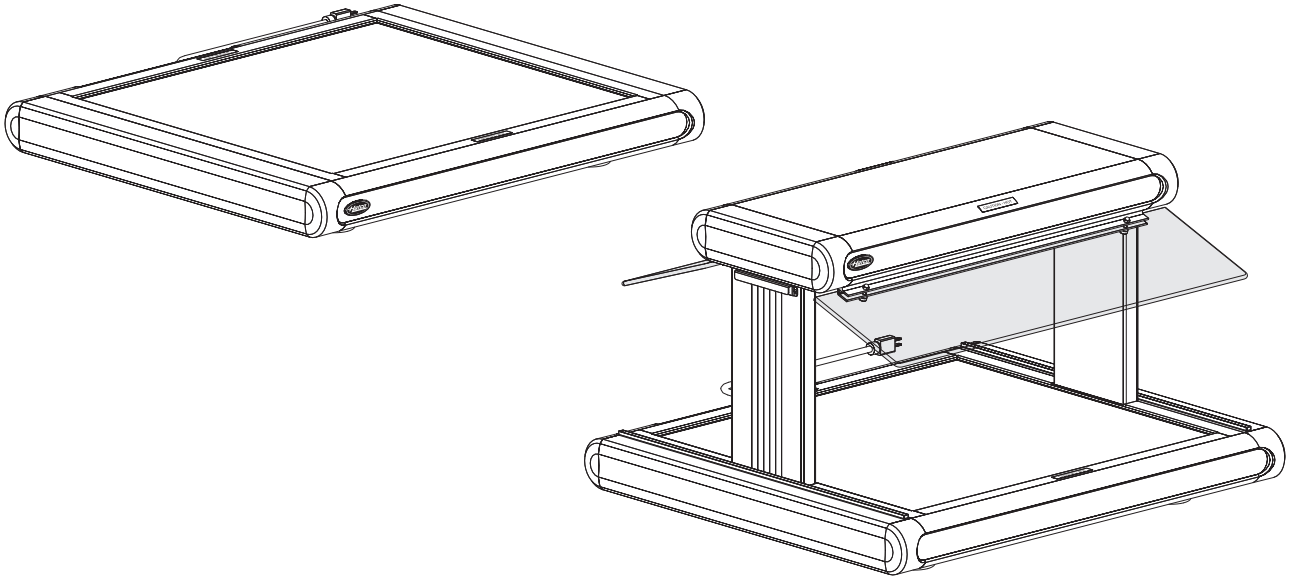
Designer

Heated Shelves and Buffet Warmers

GR2S and GR2BW Series

Installation and Operating Manual

P/N 07.04.274.00



⚠ 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.

⚠ ADVERTENCIA

No opere este equipo al menos que haya leído y comprendido el contenido de este manual! Cualquier falla en el seguimiento de las instrucciones contenidas en este manual puede resultar en un serio lesión o muerte. Este manual contiene importante información sobre seguridad concerniente al mantenimiento, uso y operación de este producto. Si usted no puede entender el contenido de este manual por favor pregunte a su supervisor. Almacenar este manual en una localización segura para la referencia futura.

⚠ AVERTISSEMENT

Ne pas utiliser cet équipement sans avoir lu et compris le contenu de ce manuel ! Le non-respect des instructions contenues dans ce manuel peut entraîner de graves blessures ou la mort. Ce manuel contient des informations importantes concernant l'entretien, l'utilisation et le fonctionnement de ce produit. Si vous ne comprenez pas le contenu de ce manuel, veuillez le signaler à votre supérieur. Conservez ce manuel dans un endroit sûr pour pouvoir vous y référer plus tard.

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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 control panel 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 _____

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".

Business Hours:	8:00 AM to 5:00 PM Central Standard Time (C.S.T.) (Summer Hours: June to September – 8:00 AM to 5:00 PM C.S.T. Monday through Thursday 8:00 AM to 2:30 PM C.S.T. Friday)
Telephone:	(800) 558-0607; (414) 671-6350
E-mail:	partsandservice@hatcocorp.com
Fax:	(800) 690-2966 (Parts and Service) (414) 671-3976 (International)

24/7 24 Hour 7 Day Parts and Service Assistance available in the United States and Canada by calling (800) 558-0607.

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

INTRODUCTION

Hatco Glo-Ray® *Designer* Heated Shelves and Buffet Warmers are designed to keep all foods at optimum serving temperatures without affecting quality. All models include an attached cord and plug set along with color inset panels.

Glo-Ray *Designer* Heated Shelves keep prepared foods hot at kitchen work areas, waitress pick-up stations, or customer serving points. These units feature a thermostatically-controlled, hardcoated heated base.

Glo-Ray *Designer* Buffet Warmers have prefocused infrared overhead heat and a thermostatically-controlled, hardcoated heated base to extend the holding times of most food. The infrared heating elements are guaranteed against breakage and burnout for two years, and the blanket heating elements are guaranteed against burnout for one year. Glo-Ray Buffet Warmers are shipped with incandescent lights and easy-to-install sneeze guards.

Hatco Glo-Ray *Designer* Heated Shelves and Buffet Warmers 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 Hatco Glo-Ray *Designer* Heated Shelves and Buffet Warmers. Hatco recommend that all installation, operating, and safety instructions appearing in this manual be read prior to installation or operation of a unit.

Safety information that appears in this manual is identified by the following signal word panels:

⚠ WARNING

WARNING indicates a hazardous situation which, if not avoided, could result in death or serious injury.

⚠ CAUTION

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

NOTICE

NOTICE is used to address practices not related to personal injury

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 70°F (21°C).**
- **Do not install unit above a steam table or other steam generating appliance.**
- **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.**
- **This unit must be serviced by qualified personnel only. Service by unqualified personnel may lead to electric shock or burn.**
- **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 1″ (25 mm) from combustible walls and materials. If safe distances are not maintained, discoloration or combustion could occur.

EXPLOSION HAZARD: Do not store or use gasoline or other flammable vapors or liquids in the vicinity of this or any other appliance.

Make sure food product has been heated to the proper food-safe temperature before placing on unit. Failure to heat food product properly may result in serious health risks. This unit is for holding pre-heated food product only.

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 800-558-0607 or 414-671-6350; fax 800-690-2966; or International fax 414-671-3976.

⚠ WARNING

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

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

Do not place food product directly onto hardcoat surface. Food product must be wrapped, boxed, or on a food pan.

Use only light bulbs that meet or exceed National Sanitation Foundation (NSF) standards and are specifically designed for food holding areas. Breakage of light bulbs not specially coated could result in personal injury and/or food contamination.

⚠ CAUTION

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

Locate unit at proper counter height in an area that is convenient for use. The location should be level to prevent unit or its contents from falling accidentally and strong enough to support the weight of unit and contents.

The National Sanitation Foundation (NSF) requires that units over 36″ (914 mm) in width or weighing more than 80 lbs. (36 kg) either be sealed to or raised above the installation surface. If unit cannot be sealed at the point of use, 4″ (102 mm) legs are included to allow for proper cleaning access below unit.

NOTICE

Damage to any countertop material caused by heat generated from Hatco equipment is not covered under the Hatco warranty. Contact the manufacturer of the countertop material for application information.

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

Use non-abrasive cleaners and cloths only. Abrasive cleaners and cloths could scratch the finish of the unit, marring its appearance and making it susceptible to soil accumulation.

IMPORTANT — DO NOT use paper towel or glass cleaner to clean plastic surfaces. Paper towel and glass cleaner may scratch the material. Wipe off plastic surfaces using a soft, clean, and damp cloth.

Do not slide pans across hardcoat surface, use rough-bottomed pans, or drop anything on hardcoat surface. Scratching may occur. Damage to hardcoat surface caused by misuse is not covered under warranty.

MODEL DESCRIPTION

All Models

Glo-Ray *Designer* Heated Shelves and Buffet Warmers are ideal for holding hot food on a buffet line or at temporary serving areas. All *Designer* models are constructed of sturdy aluminum extrusions and feature a thermostatically-controlled heated base, *Designer* color inset panels, and a cord and plug set.

NOTE: Refer to the OPTIONS AND ACCESSORIES *section for additional information.*

GR2S Models

Glo-Ray *Designer* Heated Shelves are available in sizes from 30-1/4" to 78-1/4" (768 to 1988 mm) in length. All GR2S models are shipped from the factory fully assembled and ready for use.

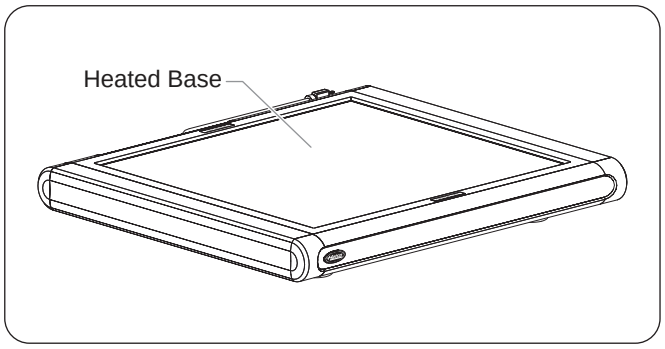


Figure 1. GR2S Model

GR2BW Models

Glo-Ray *Designer* Buffet Warmers are available in lengths from 30-1/4" to 78-1/4" (768 to 1988 mm) and include prefocused infrared overhead heat, incandescent display lights, and easy-to-install sneeze guards.

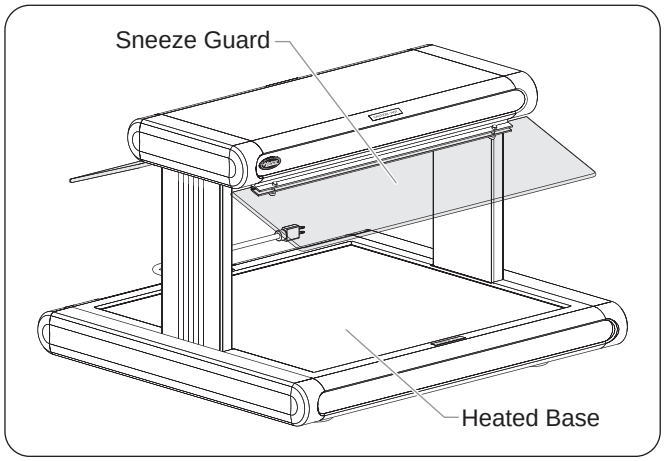


Figure 2. GR2BW Model

MODEL DESIGNATION

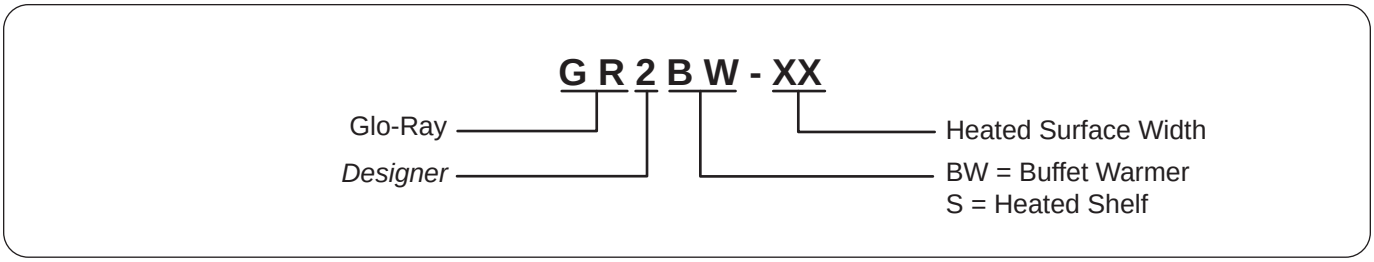


Figure 3. Model Designation

SPECIFICATIONS

Plug Configurations

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

⚠ 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.

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

NOTE: Receptacle not supplied by Hatco.

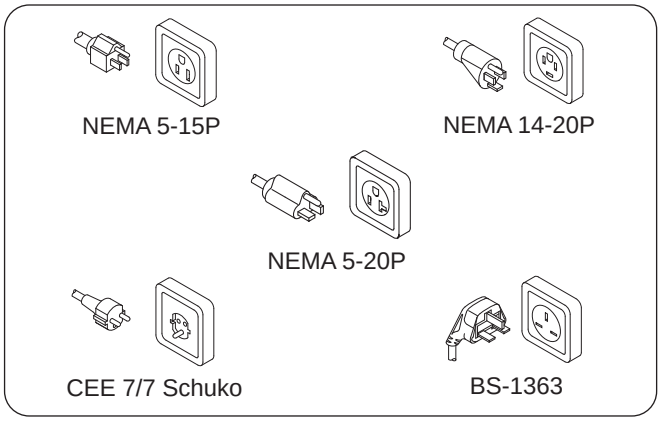


Figure 4. Plug Configurations

Electrical Rating Chart — GR2S Models

Model	Voltage	Watts	Amps	Plug Configuration	Shipping Weight
GR2S-24	100	350	3.5	NEMA 5-15P	30 lbs. (14 kg)
	120	350	2.9	NEMA 5-15P	30 lbs. (14 kg)
	220	350	1.6	CEE 7/7 Schuko	30 lbs. (14 kg)
	240	350	1.5	BS-1363	30 lbs. (14 kg)
	220–230 (CE)	350–383	1.6–1.7	CEE 7/7 Schuko	30 lbs. (14 kg)
	230–240 (CE)	321–350	1.4–1.5	BS-1363	30 lbs. (14 kg)
GR2S-30	100	450	4.5	NEMA 5-15P	35 lbs. (16 kg)
	120	450	3.8	NEMA 5-15P	35 lbs. (16 kg)
	220	450	2.0	CEE 7/7 Schuko	35 lbs. (16 kg)
	240	450	1.9	BS-1363	35 lbs. (16 kg)
	220–230 (CE)	450–492	2.0–2.1	CEE 7/7 Schuko	35 lbs. (16 kg)
	230–240 (CE)	413–450	1.8–1.9	BS-1363	35 lbs. (16 kg)
GR2S-36	100	550	5.5	NEMA 5-15P	40 lbs. (18 kg)
	120	550	4.6	NEMA 5-15P	40 lbs. (18 kg)
	220	550	2.5	CEE 7/7 Schuko	40 lbs. (18 kg)
	240	550	2.3	BS-1363	40 lbs. (18 kg)
	220–230 (CE)	550–601	2.5–2.6	CEE 7/7 Schuko	40 lbs. (18 kg)
	230–240 (CE)	505–550	2.2–2.3	BS-1363	40 lbs. (18 kg)
GR2S-42	100	600	6.0	NEMA 5-15P	45 lbs. (20 kg)
	120	600	5.0	NEMA 5-15P	45 lbs. (20 kg)
	220	600	2.7	CEE 7/7 Schuko	45 lbs. (20 kg)
	240	600	2.5	BS-1363	45 lbs. (20 kg)
	220–230 (CE)	600–656	2.7–2.8	CEE 7/7 Schuko	45 lbs. (20 kg)
	230–240 (CE)	551–600	2.4–2.5	BS-1363	45 lbs. (20 kg)
GR2S-48	120	700	5.8	NEMA 5-15P	48 lbs. (22 kg)
	220	700	3.2	CEE 7/7 Schuko	48 lbs. (22 kg)
	240	700	2.9	BS-1363	48 lbs. (22 kg)
	220–230 (CE)	700–765	3.2–3.3	CEE 7/7 Schuko	48 lbs. (22 kg)
	230–240 (CE)	643–700	2.8–2.9	BS-1363	48 lbs. (22 kg)
GR2S-54	120	800	6.7	NEMA 5-15P	52 lbs. (24 kg)
	220	800	3.6	CEE 7/7 Schuko	52 lbs. (24 kg)
	240	800	3.3	BS-1363	52 lbs. (24 kg)
	220–230 (CE)	800–874	3.6–3.8	CEE 7/7 Schuko	52 lbs. (24 kg)
	230–240 (CE)	735–800	3.2–3.3	BS-1363	52 lbs. (24 kg)
GR2S-60	120	900	7.5	NEMA 5-15P	56 lbs. (25 kg)
	220	900	4.1	CEE 7/7 Schuko	56 lbs. (25 kg)
	240	900	3.8	BS-1363	56 lbs. (25 kg)
	220–230 (CE)	900–984	4.1–4.3	CEE 7/7 Schuko	56 lbs. (25 kg)
	230–240 (CE)	826–900	3.6–3.8	BS-1363	56 lbs. (25 kg)
GR2S-66	120	1000	8.3	NEMA 5-15P	60 lbs. (27 kg)
	220	1000	4.5	CEE 7/7 Schuko	60 lbs. (27 kg)
	240	1000	4.2	BS-1363	60 lbs. (27 kg)
	220–230 (CE)	1000–1093	4.5–4.7	CEE 7/7 Schuko	60 lbs. (27 kg)
	230–240 (CE)	918–1000	4.0–4.2	BS-1363	60 lbs. (27 kg)
GR2S-72	120	1100	9.2	NEMA 5-15P	68 lbs. (31 kg)
	220	1100	5.0	CEE 7/7 Schuko	68 lbs. (31 kg)
	240	1100	4.6	BS-1363	68 lbs. (31 kg)
	220–230 (CE)	1100–1202	5.0–5.2	CEE 7/7 Schuko	68 lbs. (31 kg)
	230–240 (CE)	1010–1100	4.4–4.6	BS-1363	68 lbs. (31 kg)

The shaded areas contain electrical information for **International models only.**

SPECIFICATIONS

Electrical Rating Chart — GR2BW Models

Model	Voltage	Watts	Amps	Plug Configuration	Shipping Weight
GR2BW-24	100	934	9.3	NEMA 5-15P	62 lbs. (28 kg)
	120	970	8.1	NEMA 5-15P	62 lbs. (28 kg)
	120/208	970	4.2	NEMA 14-20P	62 lbs. (28 kg)
	120/240	970	4.2	NEMA 14-20P	62 lbs. (28 kg)
	220	950	4.3	CEE 7/7 Schuko	62 lbs. (28 kg)
	240	970	4.1	BS-1363	62 lbs. (28 kg)
	220–230 (CE)	950–1038	4.3–4.5	CEE 7/7 Schuko	62 lbs. (28 kg)
	230–240 (CE)	891–970	3.9–4.1	BS-1363	62 lbs. (28 kg)
GR2BW-30	100	1194	11.9	NEMA 5-15P	71 lbs. (32 kg)
	120	1230	10.3	NEMA 5-15P	71 lbs. (32 kg)
	120/208	1230	5.5	NEMA 14-20P	71 lbs. (32 kg)
	120/240	1230	5.5	NEMA 14-20P	71 lbs. (32 kg)
	220	1210	5.5	CEE 7/7 Schuko	71 lbs. (32 kg)
	240	1230	5.1	BS-1363	71 lbs. (32 kg)
	220–230 (CE)	1210–1322	5.5–5.7	CEE 7/7 Schuko	71 lbs. (32 kg)
	230–240 (CE)	1129–1230	4.9–5.1	BS-1363	71 lbs. (32 kg)
GR2BW-36	100	1434	14.3	NEMA 5-15P	80 lbs. (36 kg)
	120	1470	12.3	NEMA 5-15P*	80 lbs. (36 kg)
	120/208	1470	6.7	NEMA 14-20P	80 lbs. (36 kg)
	120/240	1470	6.7	NEMA 14-20P	80 lbs. (36 kg)
	220	1450	6.6	CEE 7/7 Schuko	80 lbs. (36 kg)
	240	1470	6.1	BS-1363	80 lbs. (36 kg)
	220–230 (CE)	1450–1585	6.6–6.9	CEE 7/7 Schuko	80 lbs. (36 kg)
	230–240 (CE)	1350–1470	5.9–6.1	BS-1363	80 lbs. (36 kg)
GR2BW-42	120	1790	14.9	NEMA 5-15P*	85 lbs. (39 kg)
	120/208	1790	7.9	NEMA 14-20P	85 lbs. (39 kg)
	120/240	1790	7.9	NEMA 14-20P	85 lbs. (39 kg)
	220	1750	7.9	CEE 7/7 Schuko	85 lbs. (39 kg)
	240	1790	7.5	BS-1363	85 lbs. (39 kg)
	220–230 (CE)	1750–1913	7.9–8.3	CEE 7/7 Schuko	85 lbs. (39 kg)
	230–240 (CE)	1644–1790	7.1–7.5	BS-1363	85 lbs. (39 kg)
GR2BW-48	120	2040	17.0	NEMA 5-20P†	89 lbs. (40 kg)
	120/208	2040	9.2	NEMA 14-20P	89 lbs. (40 kg)
	120/240	2040	9.2	NEMA 14-20P	89 lbs. (40 kg)
	220	2250	10.2	CEE 7/7 Schuko	89 lbs. (40 kg)
	240	2290	9.5	BS-1363	89 lbs. (40 kg)
	220–230 (CE)	2000–2186	9.1–9.5	CEE 7/7 Schuko	89 lbs. (40 kg)
	230–240 (CE)	1873–2040	8.1–8.5	BS-1363	89 lbs. (40 kg)

The shaded areas contain electrical information for **International models only.**

* NEMA 5-20P for Canada.

† Not available in Canada.

Electrical Rating Chart — GR2BW Models (continued)

Model	Voltage	Watts	Amps	Plug Configuration	Shipping Weight
GR2BW-54	120	2290	19.1	NEMA 5-20P†	99 lbs. (45 kg)
	120/208	2290	10.4	NEMA 14-20P	99 lbs. (45 kg)
	120/240	2290	10.4	NEMA 14-20P	99 lbs. (45 kg)
	220	2250	10.2	CEE 7/7 Schuko	99 lbs. (45 kg)
	240	2290	9.5	BS-1363	99 lbs. (45 kg)
	220–230 (CE)	2250–2459	10.2–10.7	CEE 7/7 Schuko	99 lbs. (45 kg)
	230–240 (CE)	2103–2290	9.1–94.5	BS-1363	99 lbs. (45 kg)
GR2BW-60	120/208	2660	11.7	NEMA 14-20P	105 lbs. (48 kg)
	120/240	2660	11.7	NEMA 14-20P	105 lbs. (48 kg)
	220	2600	11.8	CEE 7/7 Schuko	105 lbs. (48 kg)
	240	2660	11.1	BS-1363	105 lbs. (48 kg)
	220–230 (CE)	2600–2850	11.8–12.4	CEE 7/7 Schuko	105 lbs. (48 kg)
	230–240 (CE)	2443–2660	10.6–11.1	BS-1363	105 lbs. (48 kg)
GR2BW-66	120/208	2920	13.0	NEMA 14-20P	112 lbs. (51 kg)
	120/240	2920	13.0	NEMA 14-20P	112 lbs. (51 kg)
	220	2860	13.0	CEE 7/7 Schuko	112 lbs. (51 kg)
	240	2920	12.2	BS-1363	112 lbs. (51 kg)
	220–230 (CE)	2860–3126	13.0–13.6	CEE 7/7 Schuko	112 lbs. (51 kg)
	230–240 (CE)	2681–2920	11.7–12.2	BS-1363	112 lbs. (51 kg)
GR2BW-72	120/208	3185	14.4	NEMA 14-20P	119 lbs. (54 kg)
	120/240	3185	14.4	NEMA 14-20P	119 lbs. (54 kg)
	220	3125	14.2	CEE 7/7 Schuko	119 lbs. (54 kg)
	240	3185	13.3	BS-1363	119 lbs. (54 kg)
	220–230 (CE)	3125–3416	14.2–14.8	CEE 7/7 Schuko	119 lbs. (54 kg)
	230–240 (CE)	2925–3185	12.7–13.3	BS-1363	119 lbs. (54 kg)

The shaded areas contain electrical information for **International models only.**

* NEMA 5-20P for Canada.

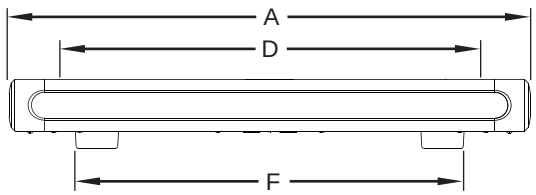
† Not available in Canada.

SPECIFICATIONS

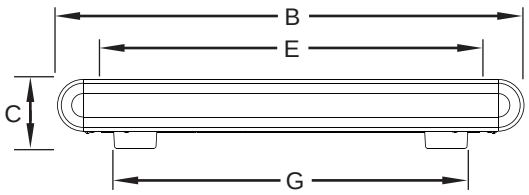
Dimensions — GR2S Models

Model	Width (A)	Depth (B)	Height (C)	Heated Shelf Width (D)	Heated Shelf Depth (E)	Footprint Width (F)	Footprint Depth (G)
GR2S-24‡	30-1/4″ (768 mm)	27″ (686 mm)	4″ (101 mm)	23-3/4″ (603 mm)	21-3/4″ (552 mm)	22-1/2″ (572 mm)	20-1/2″ (521 mm)
GR2S-30‡	36-1/4″ (921 mm)	27″ (686 mm)	4″ (101 mm)	29-3/4″ (756 mm)	21-3/4″ (552 mm)	28-1/2″ (724 mm)	20-1/2″ (521 mm)
GR2S-36‡	42-1/4″ (1073 mm)	27″ (686 mm)	4″ (101 mm)	35-3/4″ (908 mm)	21-3/4″ (552 mm)	34-1/2″ (876 mm)	20-1/2″ (521 mm)
GR2S-42	48-1/4″ (1226 mm)	27″ (686 mm)	7″ (178 mm)	41-3/4″ (1060 mm)	21-3/4″ (552 mm)	40-1/2″ (1029 mm)	20-1/2″ (521 mm)
GR2S-48	54-1/4″ (1378 mm)	27″ (686 mm)	7″ (178 mm)	47-3/4″ (1213 mm)	21-3/4″ (552 mm)	46-1/2″ (1181 mm)	20-1/2″ (521 mm)
GR2S-54	60-1/4″ (1530 mm)	27″ (686 mm)	7″ (178 mm)	53-3/4″ (1365 mm)	21-3/4″ (552 mm)	52-1/2″ (1334 mm)	20-1/2″ (521 mm)
GR2S-60	66-1/4″ (1683 mm)	27″ (686 mm)	7″ (178 mm)	59-3/4″ (1518 mm)	21-3/4″ (552 mm)	58-1/2″ (1486 mm)	20-1/2″ (521 mm)
GR2S-66	72-1/4″ (1835 mm)	27″ (686 mm)	7″ (178 mm)	65-3/4″ (1670 mm)	21-3/4″ (552 mm)	64-1/2″ (1638 mm)	20-1/2″ (521 mm)
GR2S-72	78-1/4″ (1988 mm)	27″ (686 mm)	7″ (178 mm)	71-3/4″ (1822 mm)	21-3/4″ (552 mm)	70-1/2″ (1791 mm)	20-1/2″ (521 mm)

‡ Add 3″ (76 mm) to Height (C) to units with 4″ (102 mm) Legs.



Front View



Side View

Figure 5. GR2S Dimensions

Dimensions — GR2BW Models

Model	Width (A)	Depth (B)	Height (C)	Heated Shelf Width (D)	Heated Shelf Depth (E)	Footprint Width (F)	Footprint Depth (G)
GR2BW-24‡	30-1/4″ (768 mm)	27″ (686 mm)	19″ (483 mm)	23-3/4″ (603 mm)	21-3/4″ (552 mm)	22-1/2″ (572 mm)	20-1/2″ (521 mm)
GR2BW-30‡	36-1/4″ (921 mm)	27″ (686 mm)	19″ (483 mm)	29-3/4″ (756 mm)	21-3/4″ (552 mm)	28-1/2″ (724 mm)	20-1/2″ (521 mm)
GR2BW-36‡	42-1/4″ (1073 mm)	27″ (686 mm)	19″ (483 mm)	35-3/4″ (908 mm)	21-3/4″ (552 mm)	34-1/2″ (876 mm)	20-1/2″ (521 mm)
GR2BW-42	48-1/4″ (1226 mm)	27″ (686 mm)	22″ (559 mm)	41-3/4″ (1060 mm)	21-3/4″ (552 mm)	40-1/2″ (1029 mm)	20-1/2″ (521 mm)
GR2BW-48	54-1/4″ (1378 mm)	27″ (686 mm)	22″ (559 mm)	47-3/4″ (1213 mm)	21-3/4″ (552 mm)	46-1/2″ (1181 mm)	20-1/2″ (521 mm)
GR2BW-54	60-1/4″ (1530 mm)	27″ (686 mm)	22″ (559 mm)	53-3/4″ (1365 mm)	21-3/4″ (552 mm)	52-1/2″ (1334 mm)	20-1/2″ (521 mm)
GR2BW-60	66-1/4″ (1683 mm)	27″ (686 mm)	22″ (559 mm)	59-3/4″ (1518 mm)	21-3/4″ (552 mm)	58-1/2″ (1486 mm)	20-1/2″ (521 mm)
GR2BW-66	72-1/4″ (1835 mm)	27″ (686 mm)	22″ (559 mm)	65-3/4″ (1670 mm)	21-3/4″ (552 mm)	64-1/2″ (1638 mm)	20-1/2″ (521 mm)
GR2BW-72	78-1/4″ (1988 mm)	27″ (686 mm)	22″ (559 mm)	71-3/4″ (1822 mm)	21-3/4″ (552 mm)	70-1/2″ (1791 mm)	20-1/2″ (521 mm)

‡ Add 3″ (76 mm) to Height (C) to units with 4″ (102 mm) Legs.

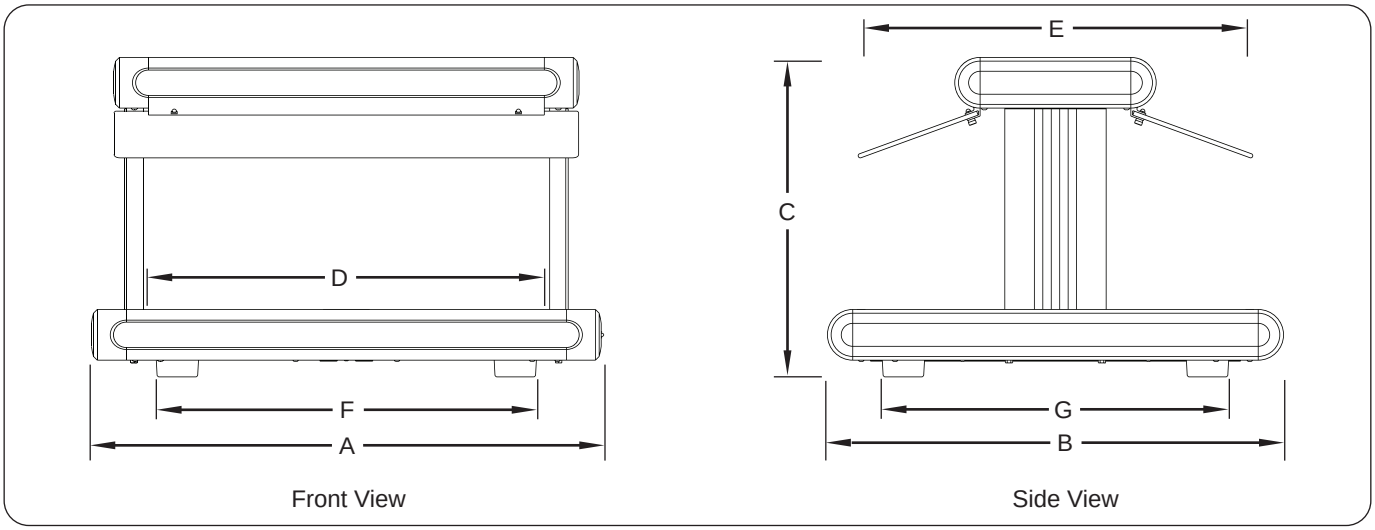


Figure 6. GR2BW Dimensions

Maximum Pan Capacities

GR2BW-24 .....1 Full Size Sheet Pan

GR2BW-30 and -36 .....2 Full Size Sheet Pans

GR2BW-42 and -48 .....3 Full Size Sheet Pans

GR2BW-54 and -60 .....4 Full Size Sheet Pans

GR2BW-66 and -72 .....5 Full Size Sheet Pans

NOTE: A full size sheet pan is 18"W x 26"D (457 x 660 mm).

INSTALLATION

General

Glo-Ray® *Designer* Heated Shelves and Buffet Warmers are shipped with most components pre-assembled. Care should be taken when unpacking shipping carton to avoid damage to unit and components enclosed.

⚠ WARNING

ELECTRIC SHOCK HAZARD: Unit is not weatherproof. Locate unit indoors where the ambient air temperature is a minimum of 70°F (21°C).

FIRE HAZARD: Locate unit a minimum of 2″ (51 mm) 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.

The National Sanitation Foundation (NSF) requires that units over 36″ (914 mm) in width or weighing more than 80 lbs. (36 kg) either be sealed to or raised above the installation surface. If unit cannot be sealed at the point of use, 4″ (102 mm) legs are included to allow for proper cleaning access below unit.

1. Remove the unit from the box.

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

2. Remove tape and protective packaging from all surfaces of unit.
3. Place the unit in the desired location. Two people are required for this step.
   - Locate the unit in an area where the ambient air temperature is constant and a minimum of 70°F (21°C). 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.

Installing the Sneeze Guard (GR2BW only)

GR2BW models have sneeze guards that shield the food while allowing easy access to the food product. Use the following procedure to install a sneeze guard on each side of a unit.

NOTE: Remove protective paper from plastic surfaces before mounting sneeze guards.

1. Position the edge of the sneeze guard with pre-drilled holes into the slotted channel on the unit.
2. Align the holes in the sneeze guard with the holes in the channel.
3. Install each thumbscrew from underneath the slotted channel, through the sneeze guard, and into the cap nut on top of the slotted channel. While holding the cap nuts, tighten each thumbscrew until snug—do not over-tighten.

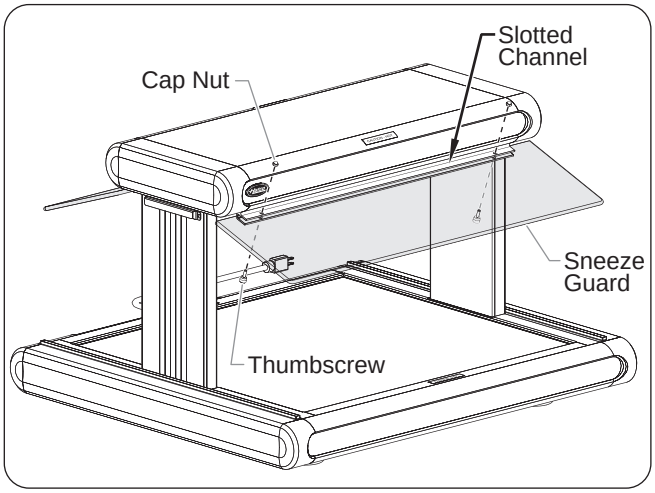


Figure 7. Installing a Sneeze Guard (GR2BW Only)

General

Use the following procedures to operate Glo-Ray *Designer* Heated Shelves and Buffet Warmers.

⚠ WARNING

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

⚠ CAUTION

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

Startup

1. Plug unit into a properly grounded electrical receptacle of the correct voltage, size, and plug configuration. See the SPECIFICATIONS section for details.

GR2S Model

1. Move the Power ON/OFF (I/O) switch to the ON (I) position. The Indicator Light will light up when the unit is energized.
2. Turn the BASE heat control to the desired setting between LOW and HIGH.
3. Allow the unit 15–20 minutes to reach operating temperature.

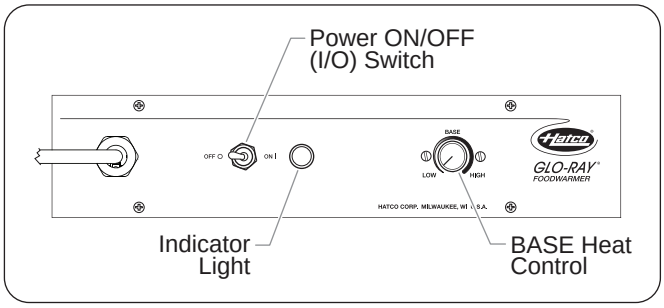


Figure 8. Controls for GR2S and GR2BW

GR2BW Models

1. Move the Power ON/OFF (I/O) switch to the ON (I) position.
   - The Indicator Light will light up.
   - The overhead heating element and display lights will energize.
2. Turn the BASE heat control to the desired setting between LOW and HIGH.
3. If equipped, turn the TOP HEAT CONTROL to the desired setting.
4. Allow unit 15-20 minutes to reach operating temperature.

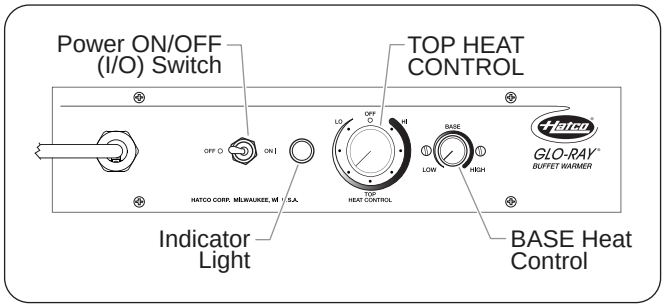


Figure 9. Controls for GR2BW with Optional Top Heat Control

Shutdown

1. Move the Power ON/OFF (I/O) toggle switch to the OFF (O) position.
   - GR2S models: The heated base will shut off.
   - GR2BW models: The heated base, overhead heating element, and overhead display lights will shut off.

MAINTENANCE

General

Hatco Glo-Ray® *Designer* Heated Shelves and Buffet Warmers 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.**
- **Do not clean unit when it is energized or hot.**

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 800-558-0607 or 414-671-6350; fax 800-690-2966; or International fax 414-671-3976.

Cleaning

To preserve the finish of the unit as well as maintain performance, it is recommended that the unit be cleaned daily.

NOTICE

Use non-abrasive cleaners and cloths only. Abrasive cleaners and cloths could scratch the finish of the unit, marring its appearance and making it susceptible to soil accumulation.

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.

Submerging or saturating unit with water will damage unit and void product warranty.

IMPORTANT — DO NOT use paper towel or glass cleaner to clean plastic surfaces. Paper towel and glass cleaner may scratch the material. Wipe off plastic surfaces using a soft, clean, and damp cloth.

1. Turn off the unit, unplug the power cord, and allow the unit to cool.
2. Remove and wash all food pans.
3. Wipe down all exterior and interior surfaces using a non-abrasive, damp cloth. A non-abrasive cleaner may be used for difficult stains. Hard to reach areas should be cleaned using small brush and mild soap.
4. For GR2BW models, clean the plastic sneeze guards and side panels (if equipped) using a mild, soapy water solution and a non-abrasive, damp cloth. **NOTICE: DO NOT use paper towel or glass cleaner.**
5. Wipe dry the entire unit using a non-abrasive, dry cloth.

Replacing Display Light Bulbs (GR2BW Models only)

⚠ WARNING

Use only light bulbs that meet or exceed National Sanitation Foundation (NSF) standards and are specifically designed for food holding areas. Breakage of light bulbs not specially coated could result in personal injury and/or food contamination.

The display lights are incandescent light bulbs that illuminate the warming area. Each bulb has a special coating to guard against injury and food contamination in the event of breakage.

1. Turn off the unit, unplug the power cord, and allow the unit to cool.
2. Unscrew the light bulb from the unit and replace it with a new, specially-coated incandescent light bulb.

NOTE: Hatco shatter-resistant incandescent bulbs meet NSF standards for food holding and display areas. For 100, 120, 120/208, and 120/240 volt applications, use Hatco P/N 02.30.43.00. For 220, 240, 220–230, and 230–240 volt applications, use Hatco P/N 02.30.058.00.

NOTE: Shatter-resistant halogen bulbs are available in place of the standard incandescent bulbs. For 100, 120, 120/208, and 120/240 volt applications, use Hatco P/N 02.30.081.00. For 220, 240, 220–230, and 230–240 volt applications, use Hatco P/N 02.30.082.00.

⚠ WARNING

ELECTRIC SHOCK HAZARD: 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.

⚠ 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
Light bulb not working.	Light bulb defective.	Replace light bulb.
	Power turned OFF.	Move Power ON/OFF (I/O) switch to the ON (I) position.
Unit not hot enough.	Temperature control set too low.	Adjust temperature control to a higher setting.
	Heating element(s) not working.	Contact an Authorized Hatco Service Agent or Hatco for assistance.
	Temperature control not working properly.	Contact an Authorized Hatco Service Agent or Hatco for assistance.
	Excessive air movement around unit.	Restrict or redirect air movement (i.e., air conditioning duct or exhaust fan) away from unit.
	Unit connected to incorrect power supply.	Contact an Authorized Hatco Service Agent or Hatco for assistance.
Unit too hot.	Temperature control set too high.	Adjust Temperature control to a lower setting.
	Temperature control not working properly.	Contact an Authorized Hatco Service Agent or Hatco for assistance.
	Unit connected to incorrect power supply.	Contact an Authorized Hatco Service Agent or Hatco for assistance.
No heat, but light works.	Temperature control set too low.	Adjust Temperature control to a higher setting.
	Heating element(s) not working.	Contact an Authorized Hatco Service Agent or Hatco for assistance.
	Temperature control not working properly.	Contact an Authorized Hatco Service Agent or Hatco for assistance.
No heat and no light.	Power turned OFF.	Move Power ON/OFF (I/O) switch to the ON (I) position.
	Circuit breaker tripped.	Reset circuit breaker. If circuit breaker continues to trip, contact Authorized Service Agent or Hatco for assistance.

4" (102 mm) Designer Legs

4" (102 mm) *Designer* legs are available as accessories for GR2S and GR2BW models. *Designer* legs come standard on models 42” or wider. To install the legs:

1. Carefully lay the unit upside down on cardboard.
2. Install the four legs. At each corner of the unit:
   a. Line up the hole in the middle of the 3" (76 mm) leg extension with the screw hole in the bottom of the unit.
   b. Position the washer in the recessed area of the rubber foot and place the rubber foot on top of the leg extension.
   c. Make sure all are aligned and place a screw through the washer/hole in the recessed side of the rubber foot, through the leg extension, and into the hole in the bottom of the unit. Tighten securely.
   d. After all the legs are secure, return the unit to its upright position.

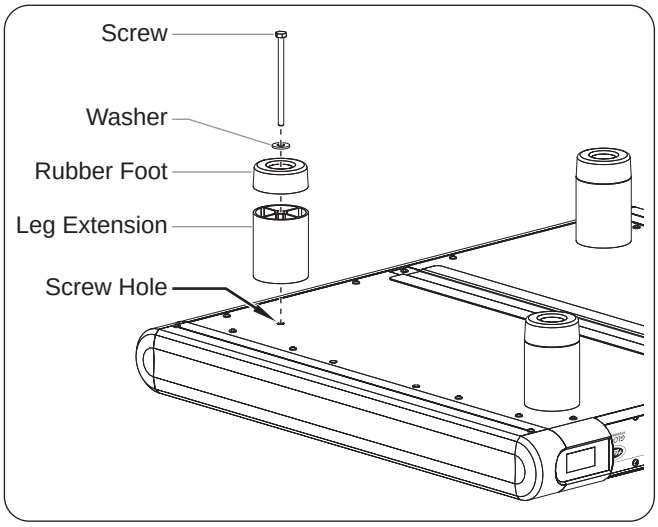


Figure 10. Designer Leg Installation

Top Heat Control

An optional top heat control is available for models GR2BW-24 through GR2BW-60. A top heat infinite control allows the operator to manually adjust the upper heat output from full wattage down to any desired level. A top heat control is not retrofittable.

14" (356 mm) Sneeze Guards

Optional 14" (356 mm) sneeze guards are available for GR2BW models instead of the standard 7-1/2" (191 mm) sneeze guards.

Side Panels

Clear plastic side panels are available as an option for all GR2BW models. Use the following procedure to install each side panel (see “Installing the Side Panels” Figure below). Side Panels are not retrofittable.

1. Insert the top of the side panel into the upper bracket.
2. Slide the bottom of the side panel into the channel of the lower bracket.

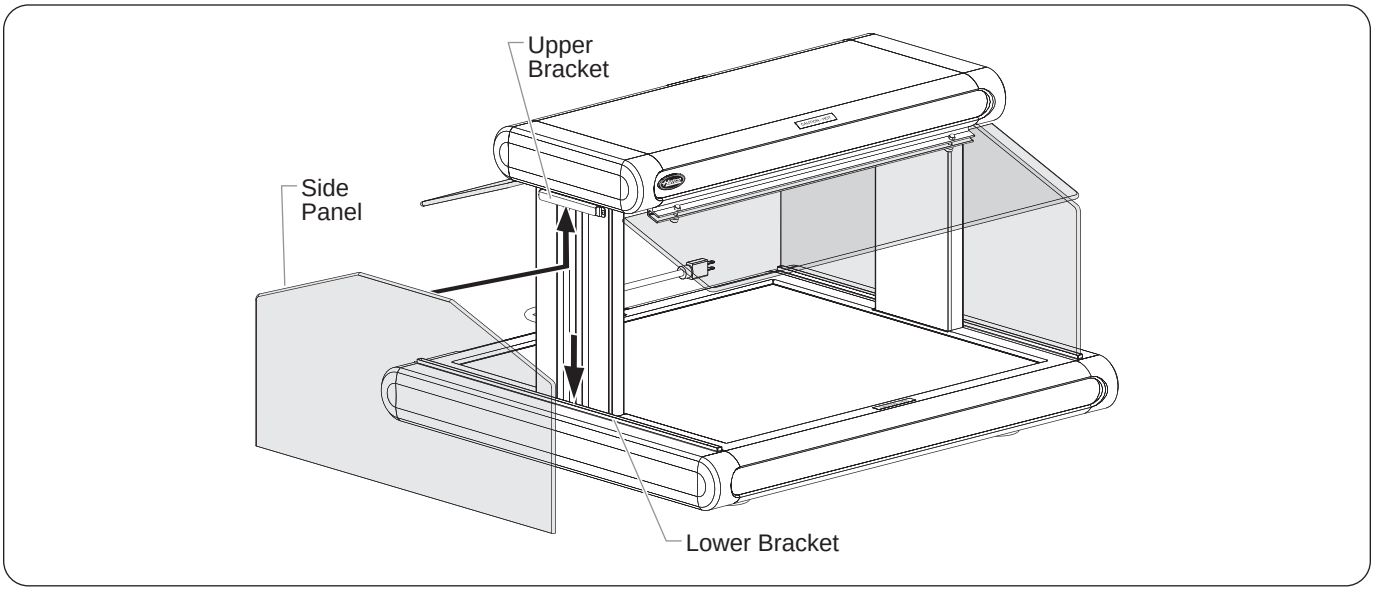


Figure 11. Installing Side Panels

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

3CS and FR Tanks

c) One (1) Year Parts and Labor PLUS Nine (9) Years Parts-Only Warranty on:

Electric Booster Heater Tanks
Gas Booster Heater Tanks

d) Ninety (90) Day Parts-Only 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, at Hatco's option, to repair or replacement using new or refurbished parts or Product by Hatco or a Hatco-authorized service agency (other than where Buyer is located outside of the United States, Canada, United Kingdom, or Australia, in which case Hatco's liability and Buyer's exclusive remedy hereunder will be limited solely to replacement of part under warranty) 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.

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P & D Appliance
Commercial Parts & Service, Inc.
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Omaha 402-341-1414

NEVADA

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Las Vegas 702-736-0006

Hi. Tech Commercial Service
N. Las Vegas 702-649-4616

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Service Plus
Flanders 973-691-6300

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Acme American Repairs, Inc.
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Alpro Service Co.
Brooklyn 718-386-2515

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Duffy's Equipment Services, Inc.
Buffalo 800-836-1014

3Wire Northern
Plattsburgh 800-634-5005

Duffy's Equipment Services, Inc.
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