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› [Hatco](#) /

› [Hatco HBG-3618 Heated Black Glass Shelf User Manual](#)

## Hatco HBG-3618

# Hatco HBG-3618 Heated Black Glass Shelf User Manual

Model: HBG-3618 | Brand: Hatco

## PRODUCT OVERVIEW

The Hatco HBG-3618 is a portable heated black glass shelf designed to maintain food temperatures. It features a durable ceramic glass surface that provides uniform heat distribution, making it ideal for various food service applications. This unit is engineered for reliability and ease of use in commercial environments.



Image: The Hatco HBG-3618 Heated Black Glass Shelf, a rectangular black ceramic glass surface with a silver-colored trim, designed for portable food warming.

## SAFETY INSTRUCTIONS

Always follow basic safety precautions when using electrical appliances to reduce the risk of fire, electric shock, and injury to persons.

- Read all instructions before operating the appliance.
- Do not touch hot surfaces. Use handles or knobs.
- To protect against electrical shock, do not immerse cord, plugs, or appliance in water or other liquid.
- Close supervision is necessary when any appliance is used by or near children.
- Unplug from outlet when not in use and before cleaning. Allow to cool before putting on or taking off parts.
- Do not operate any appliance with a damaged cord or plug or after the appliance malfunctions or has been damaged in any manner.
- The use of accessory attachments not recommended by the appliance manufacturer may cause injuries.

- Do not use outdoors.
- Do not let cord hang over edge of table or counter, or touch hot surfaces.
- Do not place on or near a hot gas or electric burner, or in a heated oven.
- Extreme caution must be used when moving an appliance containing hot oil or other hot liquids.
- Always attach plug to appliance first, then plug cord into the wall outlet. To disconnect, turn any control to "off", then remove plug from wall outlet.
- Do not use appliance for other than intended use.

## SETUP

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1. **Unpacking:** Carefully remove the heated shelf from its packaging. Inspect for any shipping damage. Report any damage immediately to the carrier and your dealer.
2. **Placement:** Place the unit on a stable, level, and heat-resistant surface. Ensure there is adequate clearance around the unit for ventilation. Do not block the ventilation openings.
3. **Power Connection:** Ensure the electrical supply matches the voltage and wattage requirements specified on the product label. Plug the power cord into a grounded electrical outlet.
4. **Initial Cleaning:** Before first use, wipe down the ceramic glass surface with a damp cloth and mild detergent. Dry thoroughly.

## OPERATING INSTRUCTIONS

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1. **Power On:** Locate the lighted On/Off rocker switch, typically found on the side or front of the unit. Flip the switch to the "On" position. The light will illuminate, indicating the unit is receiving power.
2. **Temperature Control:** The HBG-3618 features a thermostatic control, allowing for temperature adjustment within a range of 100°F to 200°F (38°C to 93°C). Rotate the temperature knob to the desired setting. Allow approximately 15-20 minutes for the unit to reach the set temperature.
3. **Food Placement:** Place pre-heated food directly onto the ceramic glass surface. For best results, use appropriate food pans or dishes that can withstand heat.
4. **Monitoring:** Periodically check food temperatures to ensure they remain within safe holding limits.
5. **Power Off:** When finished, flip the On/Off rocker switch to the "Off" position. Unplug the unit from the power outlet.

**Note:** The heated shelf is designed for holding pre-heated food at serving temperatures, not for cooking or reheating cold food.

## MAINTENANCE

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Regular cleaning and maintenance will ensure the longevity and optimal performance of your Hatco HBG-3618 heated shelf.

### Daily Cleaning:

- **Disconnect Power:** Always unplug the unit and allow it to cool completely before cleaning.
- **Surface Cleaning:** Wipe the ceramic glass surface with a soft cloth or sponge dampened with warm water and a mild, non-abrasive detergent. For stubborn food residue, a specialized glass cleaner designed for ceramic cooktops can be used.
- **Frame Cleaning:** Clean the stainless steel or other frame finishes with a damp cloth. Avoid abrasive cleaners or scouring pads that could scratch the surface.
- **Drying:** Dry all surfaces thoroughly with a clean, dry cloth to prevent water spots and streaks.

## Periodic Maintenance:

- Cord Inspection:** Regularly inspect the power cord for any signs of damage, fraying, or cuts. If damaged, discontinue use and contact a qualified service technician.
- Ventilation:** Ensure that ventilation openings are free from dust and debris to prevent overheating.

*Caution:* Do not use harsh chemicals, abrasive cleaners, or steel wool on any part of the unit, as this may damage the finish or heating elements.

## TROUBLESHOOTING

Problem	Possible Cause	Solution
Unit does not heat up.	No power to the unit. On/Off switch is off. Thermostat set too low.	Check power cord connection and outlet. Turn On/Off switch to "On". Adjust thermostat to a higher setting.
Food is not staying warm enough.	Thermostat set too low. Unit not preheated sufficiently. Excessive air circulation around food.	Increase thermostat setting. Allow unit to preheat for 15-20 minutes. Consider using covers for food pans if applicable.
Unit emits unusual odor or smoke.	New unit burn-off (initial use). Food spills on heating elements. Internal electrical issue.	Normal for first few uses, ensure good ventilation. Unplug, cool, and clean thoroughly. <b>Immediately unplug and contact qualified service. Do not operate.</b>

If the problem persists after attempting these solutions, contact Hatco customer service or a qualified service technician.

## SPECIFICATIONS

Feature	Detail
Model	HBG-3618
Brand	Hatco
Type	Heated Black Glass Shelf
Surface Material	Ceramic Glass
Control	Thermostatic Control with Lighted On/Off Rocker Switch
Temperature Range	100°F - 200°F (38°C - 93°C)
Dimensions (Approx.)	36" L (Length)
Power	425W
Capacity	36 Liters

## WARRANTY AND SUPPORT

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Hatco products are built to the highest standards and are backed by a comprehensive warranty. For specific warranty details, including coverage period and terms, please refer to the warranty card included with your product or visit the official Hatco website.

For technical assistance, parts, or service inquiries, please contact Hatco Customer Service:

- **Website:** [www.hatcocorp.com](http://www.hatcocorp.com)
- **Phone:** Refer to the Hatco website for regional contact numbers.
- **Service:** Contact your authorized Hatco service agent.

When contacting support, please have your model number (HBG-3618) and serial number ready.

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This manual is for informational purposes only. Specifications are subject to change without notice.