



## Hatco HWB Series Built-In Heated Wells Instruction Manual

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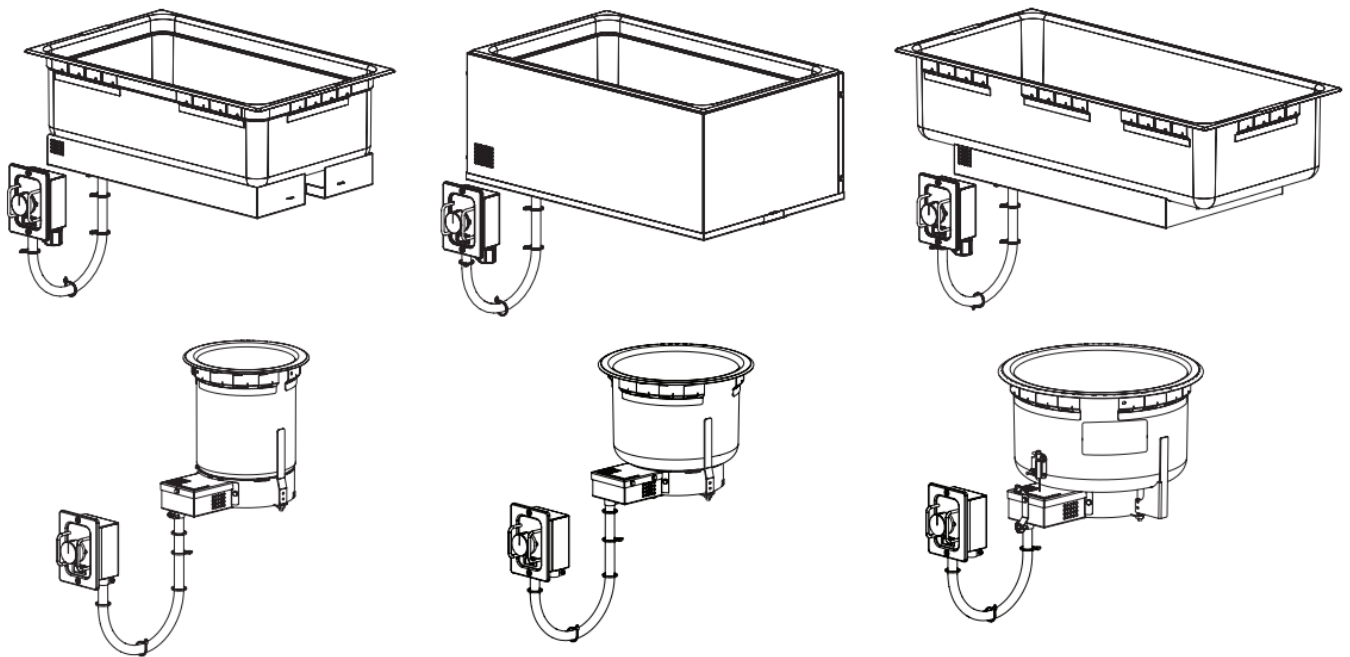
HWB Series Built-In Heated Wells  
Instruction Manual



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## HWB Series Built-In Heated Wells



**Built-In Heated Wells**  
**Puits Chauffants**  
**HWB Series**  
**Installation and Operating Manual**



[www.hatcocorp.com](http://www.hatcocorp.com)

**Register Online!**

(see page 2)

### **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.

## **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 bottom of the unit or on the control enclosure). 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](http://www.hatcocorp.com), select the Support pull-down menu, and click on "Warranty".

Business Hours: 7:00 am to 5:00 pm Central Standard Time (CST)

(Summer Hours: June to September– 7:00 am to 5:00 pm CST MondayThursday 7:00 am to 4:00 pm CST Friday)

Telephone: 800-558-0607; 414-671-6350

E-mail: [support@hatcocorp.com](mailto:support@hatcocorp.com)



v24 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](http://www.hatcocorp.com).

## **INTRODUCTION**

Hatco Built-In Heated Wells are specially designed to hold heated foods at safe serving temperatures. Designed for dry or wet applications, the wells are available in a variety of pan and pot combinations—all heated with a long-life heating element design with a 2 year parts only warranty. Heat is evenly distributed throughout the heavy gauge stainless steel construction to assure hot food. The design allows for easy maintenance and durable performance. The standard unit is Underwriters Laboratory (UL) approved and equipped with a remote control enclosure. An optional UL recognized (UR) unit with remote switch is available also.

Units are equipped with EZ lock mounting hardware (except for the insulated bottom mount and round insulated models). One year parts and on-site labor warranty is standard.

Hatco Built-In Heated Wells are 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 Built-In Heated Wells. Hatco recommends all installation, operating, and safety instructions appearing in this manual be read prior to installation or operation of the Built-In Heated Wells.



#### **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:**

- 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.
- 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 the unit indoors where the ambient air temperature is a minimum of 70°F (21°C).
- Remote mounted control panel must be mounted on a vertical wall and installed in the vertical position. Mounting control panel in the horizontal position may result in collection of liquids and lead to electric shock.
- Operating voltage of remote control enclosure water valve exceeds 50 V (extra low voltage). Enclosure is marked with the following hazard identification symbol:
- 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.
- For non-Auto-Fill units, turn off unit when filling with water and avoid splashing.
- Do not clean the unit when it is energized or hot.
- This unit is not “jet-proof” construction. Do not use jet-clean spray to clean this unit.
- 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:**

- Install unit with a minimum of 3-1/2 (89 mm) of space from bottom of unit to all combustible surfaces to prevent combustion.
- Unit must be installed using ribbon putty gasket between unit and installation surface per installation instructions (refer to Installation section of this manual).
- Do not use flammable cleaning solutions to clean this unit.

This unit must be installed by qualified, trained installers. Installation must conform to all local electrical and plumbing codes. Check with local plumbing and electrical inspectors for proper procedures and codes.

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 unit.

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

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



### **WARNING**

Hatco Corporation is not responsible for actual food product serving temperature. It is the responsibility of the user to ensure that food product is held and served at a safe temperature.

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.



### **CAUTION**

#### **BURN HAZARD:**

- Some exterior surfaces on the unit will get hot. Use caution when touching these areas.
- Drain water may reach temperatures in excess of 200°F (93°C). Use appropriate plumbing materials when installing drain.

Locate unit at 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. Auto-Fill units must be installed with adequate backflow protection and must conform with all federal, state, and local codes.

### **NOTICE**

Auto-fill units supplied with water from a reverse osmosis (RO) system (or similar water filtration system) must be installed with an operating remineralization system to ensure proper operation. Failure to do so may cause unit to overflow. Damage caused by overflowing is not covered under warranty.

Units are voltage-specific. Refer to specification label for electrical requirements before beginning installation.

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.

Unit must be allowed to cool down to room temperature before changing from wet-to-dry or dry-to-wet operation.

Allowing unit to run dry during wet operation or adding water during dry operation will damage unit.

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.

Remote mounted control panels must have a minimum 6 (152 mm) clearance from unit (not to exceed 72 [1829 mm]). Mounting control panel closer may cause heat damage to electrical system in control panel.

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.

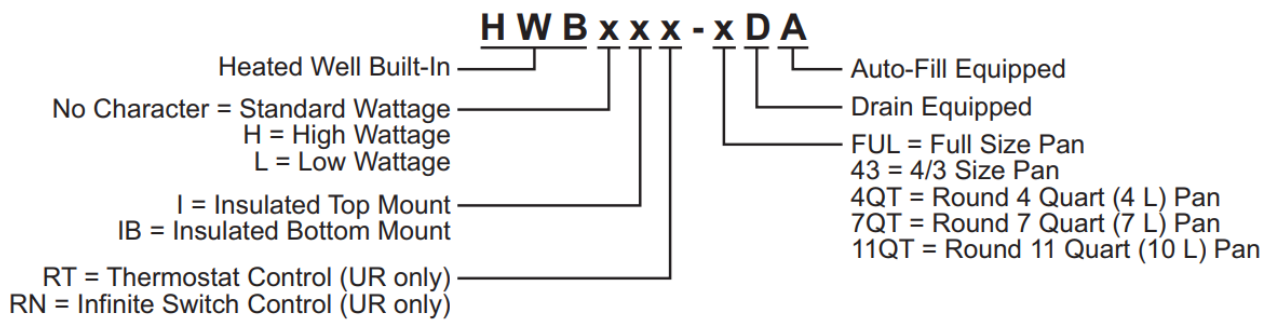
Use non-abrasive cleaners and cloths only. Abrasive cleaners and cloths could scratch finish of unit, marring its appearance and making it susceptible to soil accumulation.

Do not use steel wool for cleaning. Steel wool will scratch the finish.

Do not use harsh chemicals such as bleach, cleaners containing bleach, or oven cleaners to clean this unit.

Drain sealants must have temperature rating of 500°F or higher. Incoming water pipes must be FDA compliant for potable water.

## **MODEL DESIGNATION**



### All Models

All Built-In Heated Well units are reliable and versatile. Units have a stainless steel and aluminized steel housing with a metal sheathed heating element that is available in low, standard, and high wattage.

Heated Wells can be supplied with the heating element controlled in one of two ways. The first is UL listed with a thermostatic control and an ON/OFF switch housed in a remote control enclosure. The control enclosure is connected to the unit with a 36 (914 mm) flexible conduit assembly (72 [1829 mm] flexible conduit connection is optional, not available for retrofit). The second is a remote switch option that is UL recognized (UR) with either a thermostatic control and an ON/ OFF switch or an infinite switch control with indicator light. The thermostatic control and ON/OFF switch is connected to the unit with a 36 (914 mm) flexible conduit assembly (72 [1829 mm] flexible conduit connection is optional, not available for retrofit).

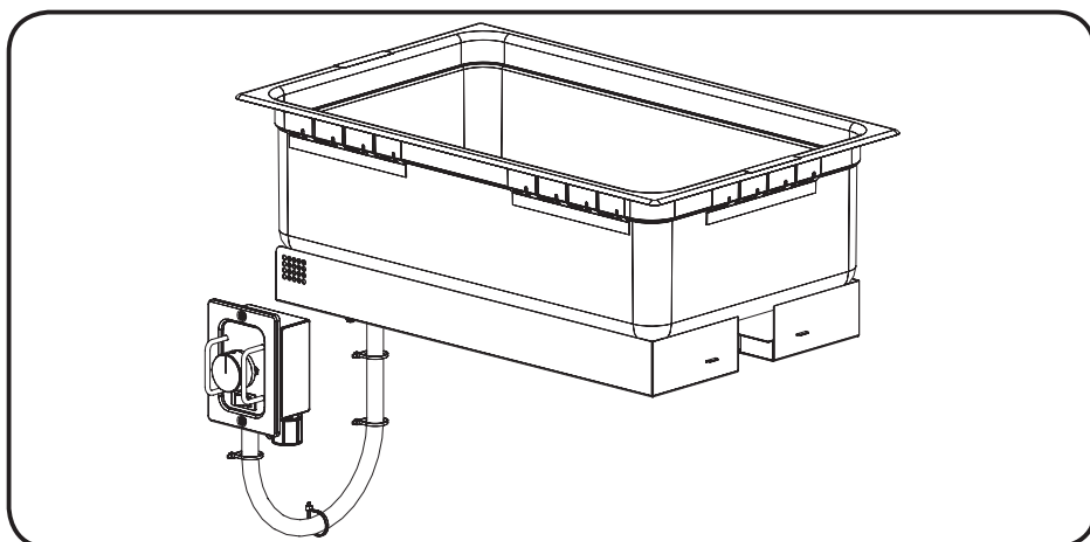
Built-In Heated Wells can be hardwired directly to a power source for a secure and cord free serving area. Corded units also are available. EZ locking hardware allows for Heated Wells to be mounted into non-combustible countertops and combustible countertops using a Hatco mounting kit accessory. Built-In Heated Wells are designed, manufactured, and tested to maintain safe food holding temperatures.

### HWB-FUL Models

HWB-FUL models are capable of holding a variety of pan combinations listed below. These models are designed to be mounted to the topside of a non-combustible countertop or topside of a combustible countertop using the appropriate countertop mounting kit.

- One full size pan.
- Three 1/3 size pans with adapter bars.
- Two 1/2 sized pans with adapter bars.
- Two 7 quart (7 L) round pans with adapter top.
- Three 4 quart (4 L) round pans with adapter top.

An optional remote control enclosure with a digital temperature controller and an ON/OFF switch is available. Pans, Covers, Adapter Bars, and Adapter Tops sold separately (see the OPTIONS AND ACCESSORIES section for details).



HWB-FUL Model

### **HWB-FULD Models**

HWB-FULD models have the same capabilities as the HWBFUL but are equipped with a drain. The drain includes a 3/4 NPT drain fitting and flat drain screen that allows for pans to stay level for consistent temperatures. These models are designed to be mounted to the topside of a non-combustible countertop or topside of a combustible countertop using the appropriate countertop mounting kit.

### **HWB-FULDA Models**

HWB-FULDA models have the same capabilities as the HWBFULD but are equipped the optional Auto-Fill feature. The Auto-Fill feature fills and maintains the proper level of water in the well automatically. These models are designed to be mounted to the topside of a non-combustible countertop or topside of a combustible countertop using the appropriate countertop mounting kit.

### **HWBI-FUL Models**

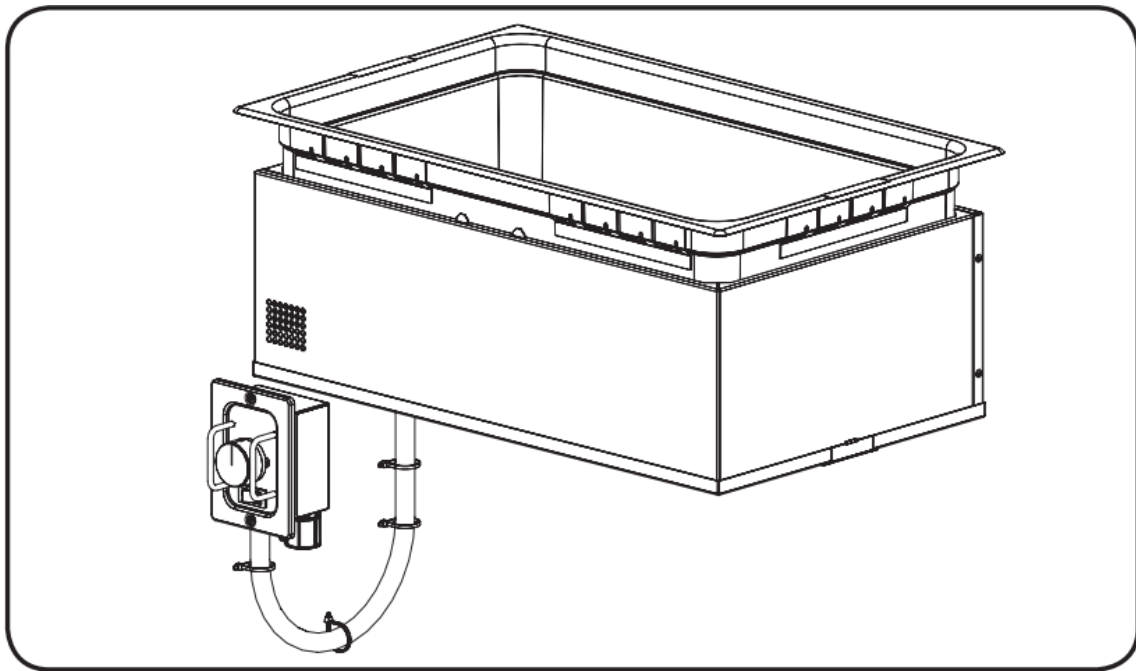
HWBI-FUL models are the same as the HWB-FUL models except the units are fully insulated. The insulated unit conserves energy and preserves more consistent heating temperatures. These models are designed to be mounted to the topside of a non-combustible countertop or topside of a combustible countertop using the appropriate countertop mounting kit.

### **HWBI-FULD Models**

HWBI-FULD models are top mount insulated versions that have the same capabilities as the HWBI-FUL but with a drain. The drain includes a 3/4 NPT drain fitting and flat drain screen that allows for pans to stay level for consistent temperatures. These models are designed to be mounted to the topside of a noncombustible countertop or topside of a combustible countertop using the appropriate countertop mounting kit.

### **HWBI-FULDA Models**

HWBI-FULDA models are top mount insulated versions that have the same capabilities as the HWBI-FULD but with the optional Auto-Fill feature. The Auto-Fill feature fills and maintains the proper level of water in the well automatically. These models are designed to be mounted to the topside of a non-combustible countertop or topside of a combustible countertop using the appropriate countertop mounting kit.



**HWBI-FUL and HWBI-FULD Models**

### **HWBIB-FUL Models**

HWBIB-FUL models are a fully insulated version of the HWBFUL models. These models are designed to be mounted to the underside of a non-combustible countertop.

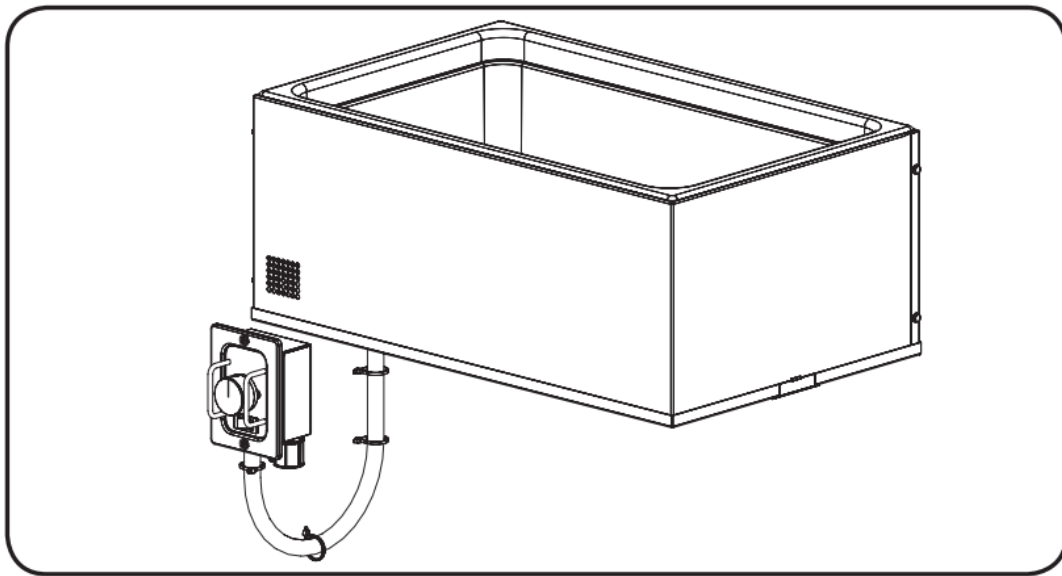
### **HWBIB-FULD Models**

HWBIB-FULD models are bottom mount insulated versions that have the same capabilities as the HWBIB-FUL but with a drain. The drain includes a 3/4" NPT drain fitting and flat drain screen that allows for pans to stay level for consistent temperatures. These models are designed to be mounted to the underside of a non-combustible countertop.

### **HWBIB-FULDA Models**

HWBIB-FULDA models are bottom mount insulated versions that have the same capabilities as the HWBIB-FULD but with the optional Auto-Fill feature. The Auto-Fill feature fills and maintains the proper level of water in the well automatically. These models are designed to be mounted to the underside of a non-combustible countertop.





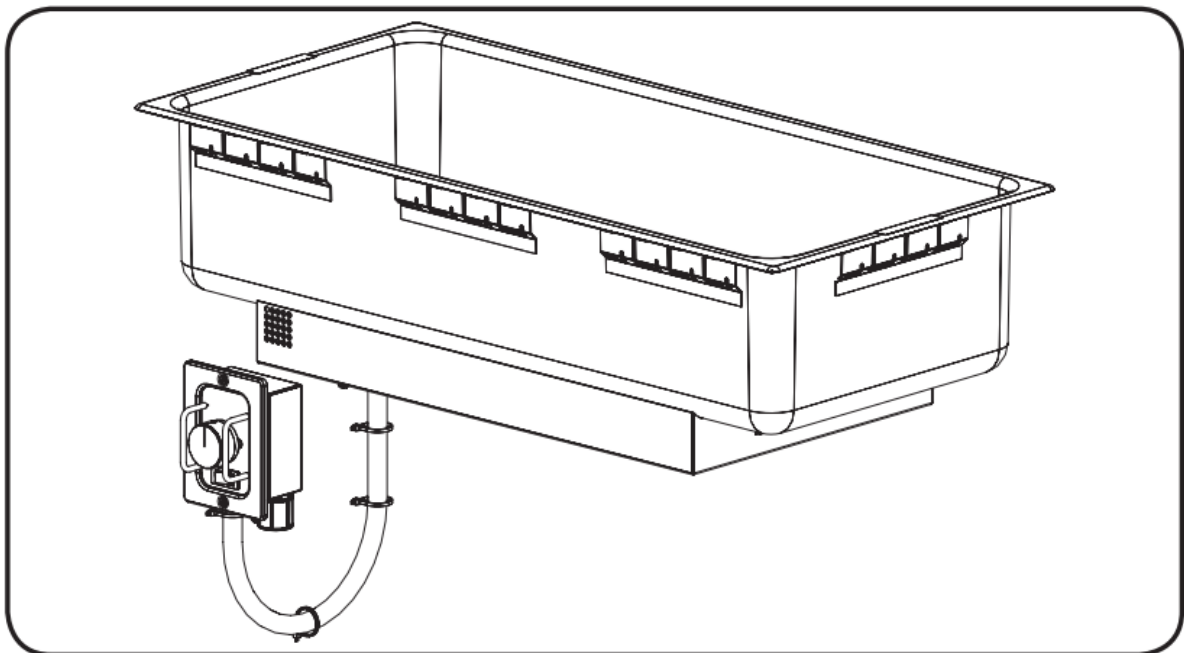
**HWBIB-FUL and HWBIB-FULD Models**

### **HWB-43 Models**

HWB-43 models are capable of holding a variety of pan combinations listed below. These models are designed to be mounted to the topside of a non-combustible countertop or topside of a combustible countertop using the appropriate countertop mounting kit.

- One full size pan and one 1/3 size pan with adapter bars.
- Four 1/3 size pans with adapter bars.
- Two 1/2 size pans and one 1/3 size pan with adapter bars.
- Two 11 quart (10 L) round pans with adapter top.

An optional remote control enclosure with a digital temperature controller and an ON/OFF switch is available. Pans, Covers, Adapter Bars, and Adapter Tops sold separately (see the OPTIONS AND ACCESSORIES section for details).



**HWB-43 Model**

### **HWB-43D Models**

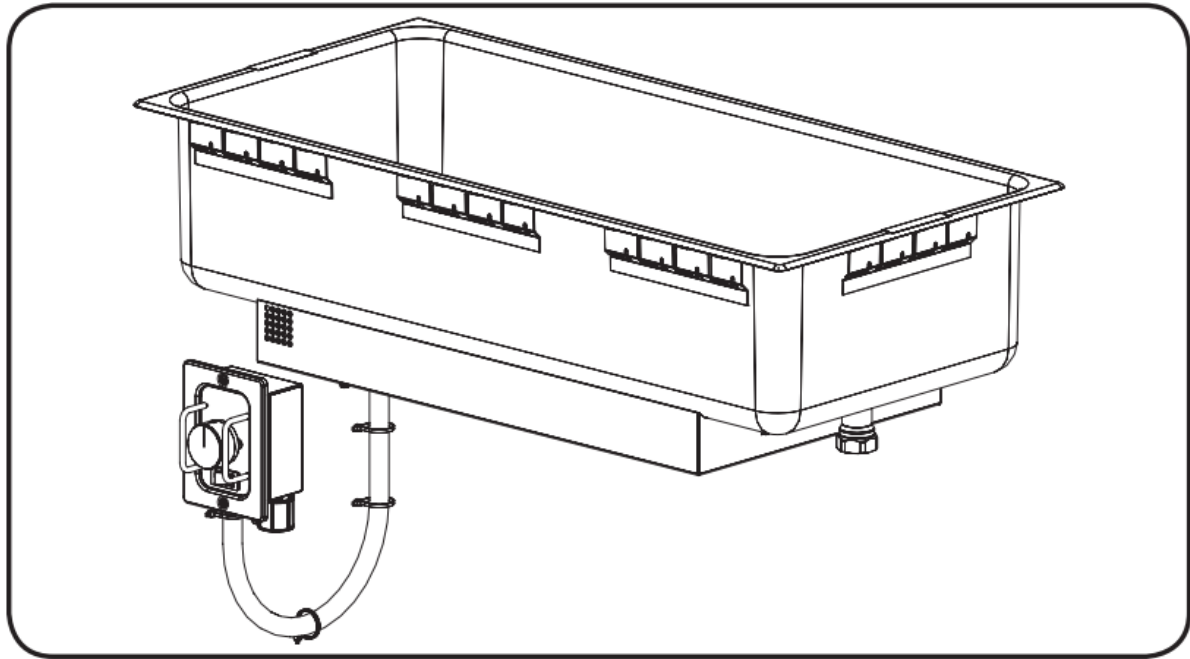
HWB-43D models have the same capabilities as the HWB-43 but with a drain. The drain includes a 3/4 NPT drain fitting and flat drain screen that allows for pans to stay level for consistent temperatures. These models are designed to be mounted to the topside of a non-combustible countertop or topside of a combustible countertop



using the appropriate countertop mounting kit.

#### **HWB-43DA Models**

HWB-43DA models have the same capabilities as the HWB-43D but with the optional Auto-Fill feature. The AutoFill feature fills and maintains the proper level of water in the well automatically. These models are designed to be mounted to the topside of a non-combustible countertop or topside of a combustible countertop using the appropriate countertop mounting kit.



**HWB-43D Model**

#### **HWB-4QT Models**

HWB-4QT models are round Built-In Heated Wells that hold a 4 quart (4 l) pan. These models are designed to be mounted to the topside of a non-combustible countertop or topside of a combustible countertop using the appropriate countertop mounting kit.

#### **HWB-4QTD Models**

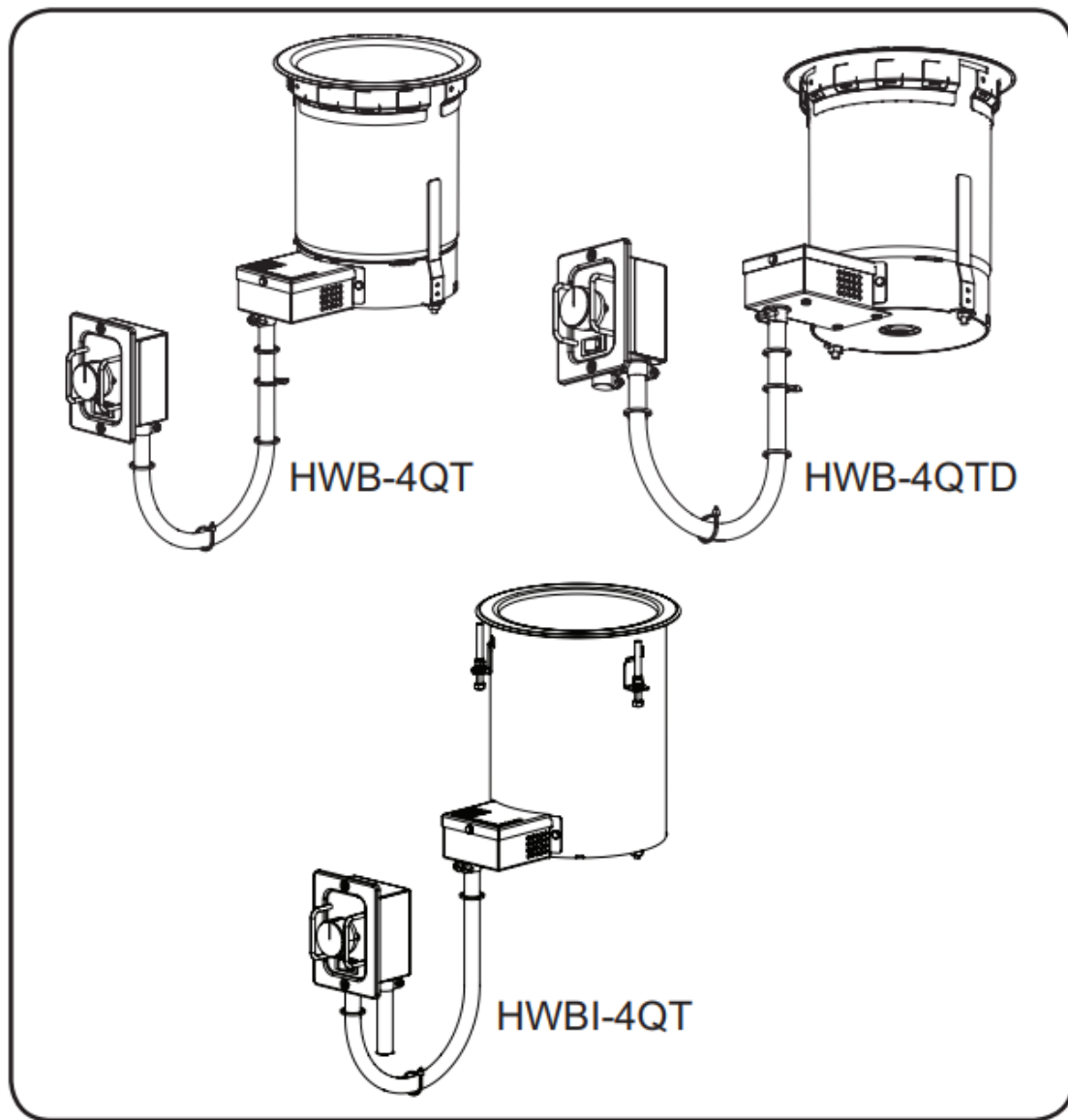
HWB-4QTD models are the same as the HWB-4QT but are equipped with a drain. The drain includes a 3/4 NPT drain fitting and flat drain screen that allows for pans to stay level for consistent temperatures.

#### **HWBI-4QT Models**

HWBI-4QT models are the same as the HWB-4QT models except the units are fully insulated. The insulated unit conserves energy and preserves more consistent heating temperatures. These models are designed to be mounted to the topside of a non-combustible countertop using the appropriate countertop mounting kit.

#### **HWBI-4QTD Models**

HWBI-4QTD models are the same as the HWB-4QTD models except the units are fully insulated. The insulated unit conserves energy and preserves more consistent heating temperatures. These models are designed to be mounted to the topside of a non-combustible countertop using the appropriate countertop mounting kit.



### HWB-4QT, HWB-4QTD, and HWBI-4QT Model

#### **HWB-7QT Models**

HWB-7QT models are round Built-In Heated Wells that hold a 7 quart (7 l) pan. These models are designed to be mounted to the topside of a non-combustible countertop or topside of a combustible countertop using the appropriate countertop mounting kit.

#### **HWB-7QTD Models**

HWB-7QTD models are the same as the HWB-7QT but is equipped with a drain. The drain includes a 3/4 NPT drain fitting and flat drain screen that allows for pans to stay level for consistent temperatures.

#### **HWBI-7QT Models**

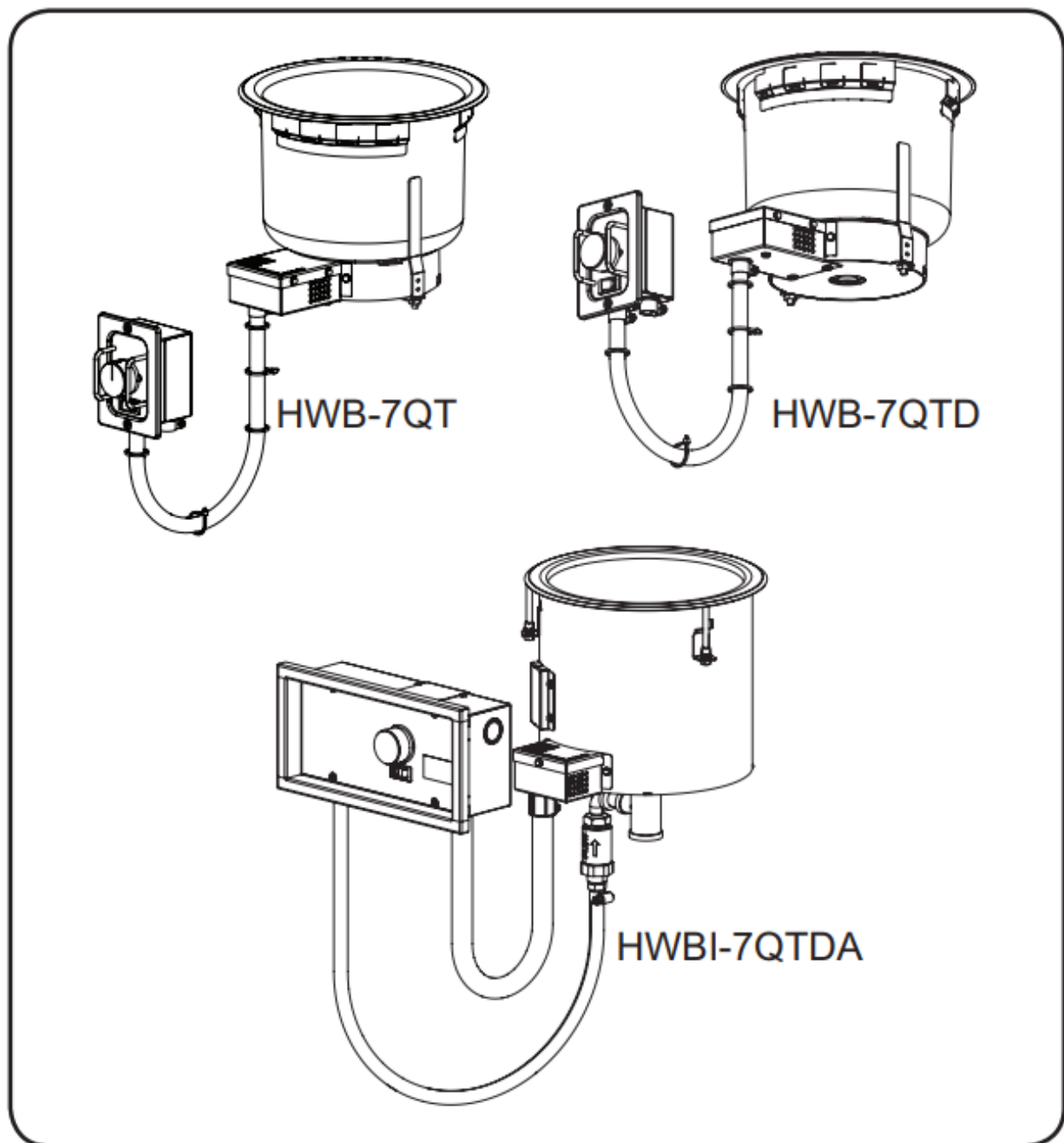
HWBI-7QT models are the same as the HWB-7QT models except the units are fully insulated. The insulated unit conserves energy and preserves more consistent heating temperatures. These models are designed to be mounted to the topside of a non-combustible countertop using the appropriate countertop mounting kit.

#### **HWBI-7QTD Models**

HWBI-7QTD models are the same as the HWB-7QTD models except the units are fully insulated. The insulated unit conserves energy and preserves more consistent heating temperatures. These models are designed to be mounted to the topside of a non-combustible countertop using the appropriate countertop mounting kit.

#### **HWBI-7QTDA Models**

HWBI-7QTDA models have the same capabilities as the HWBI-7QTD models but are equipped the optional Auto-Fill feature. The Auto-Fill feature fills and maintains the proper level of water in the well automatically. These models are designed to be mounted to the topside of a non-combustible countertop using the appropriate countertop mounting kit.



**HWB-7QT, HWB-7QTD, and HWBI-7QT Models**

**HWB-11QT Models**

HWB-11QT models are round Built-In Heated Wells that hold a 11 quart (10 l) pan. These models are designed to be mounted to the topside of a non-combustible countertop or topside of a combustible countertop using the appropriate countertop mounting kit.

**HWB-11QTD Models**

HWB-11QTD models are the same as the HWB-11QT models but is equipped with a drain. The drain includes a 3/4 NPT drain fitting and flat drain screen that allows for pans to stay level for consistent temperatures.

**HWBI-11QT Models**

HWBI-11QT models are the same as the HWB-11QT models except the units are fully insulated. The insulated unit conserves energy and preserves more consistent heating temperatures. These models are designed to be mounted to the topside of a non-combustible countertop using the appropriate countertop mounting kit.

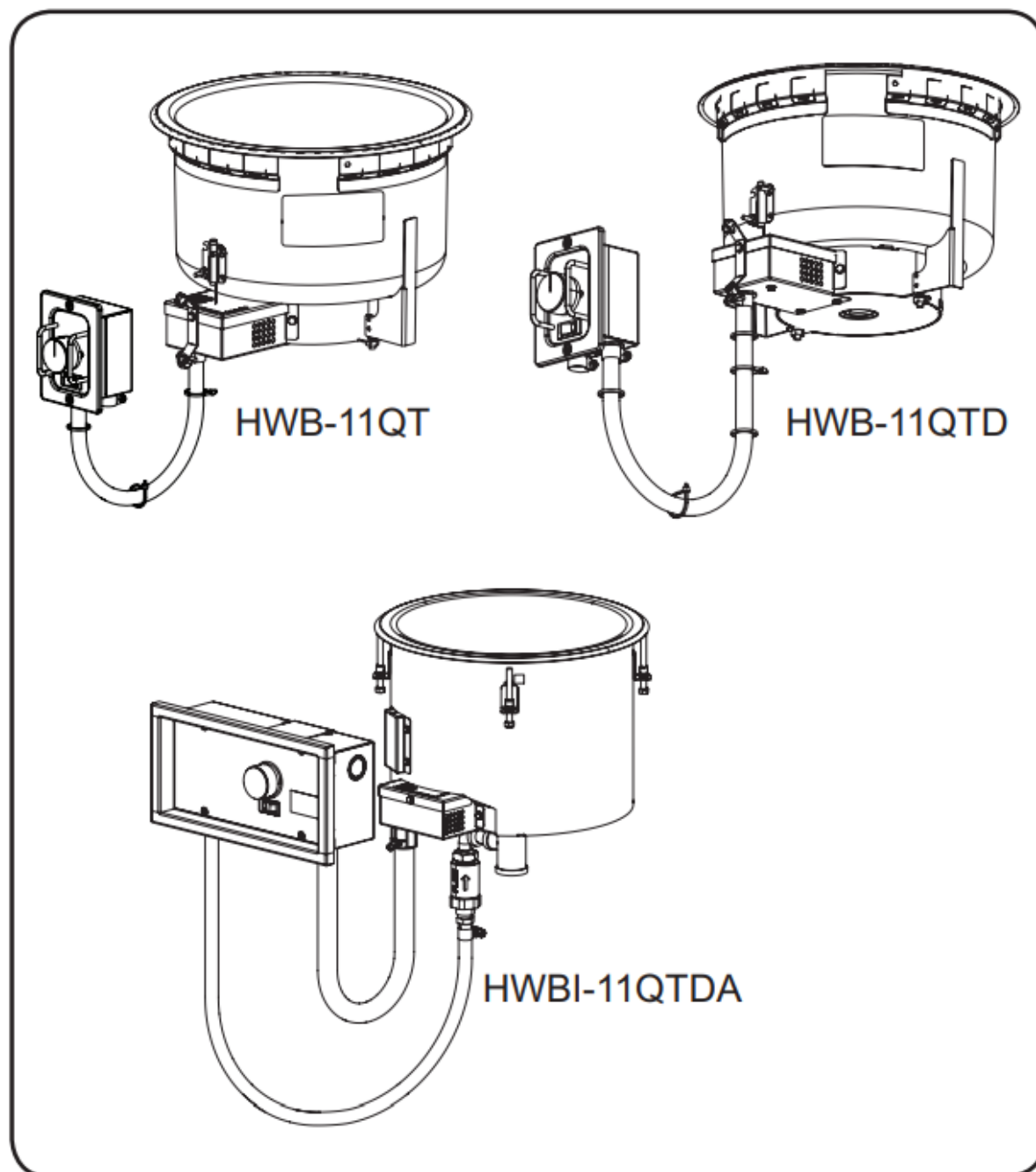
**HWBI-11QTD Models**

HWBI-11QTD models are the same as the HWB-11QTD models except the units are fully insulated. The insulated unit conserves energy and preserves more consistent heating temperatures. These models are designed to be mounted to the topside of a non-combustible countertop using the appropriate countertop mounting kit.

**HWBI-11QTDA Models**

HWBI-11QTDA models have the same capabilities as the HWBI-11QTD but are equipped the optional Auto-Fill feature. The Auto-Fill feature fills and maintains the proper level of water in the well automatically. These models

are designed to be mounted to the topside of a non-combustible countertop using the appropriate countertop mounting kit.



HWB-11QT, HWB-11QTD, and HWBI-11QT Models

## SPECIFICATIONS

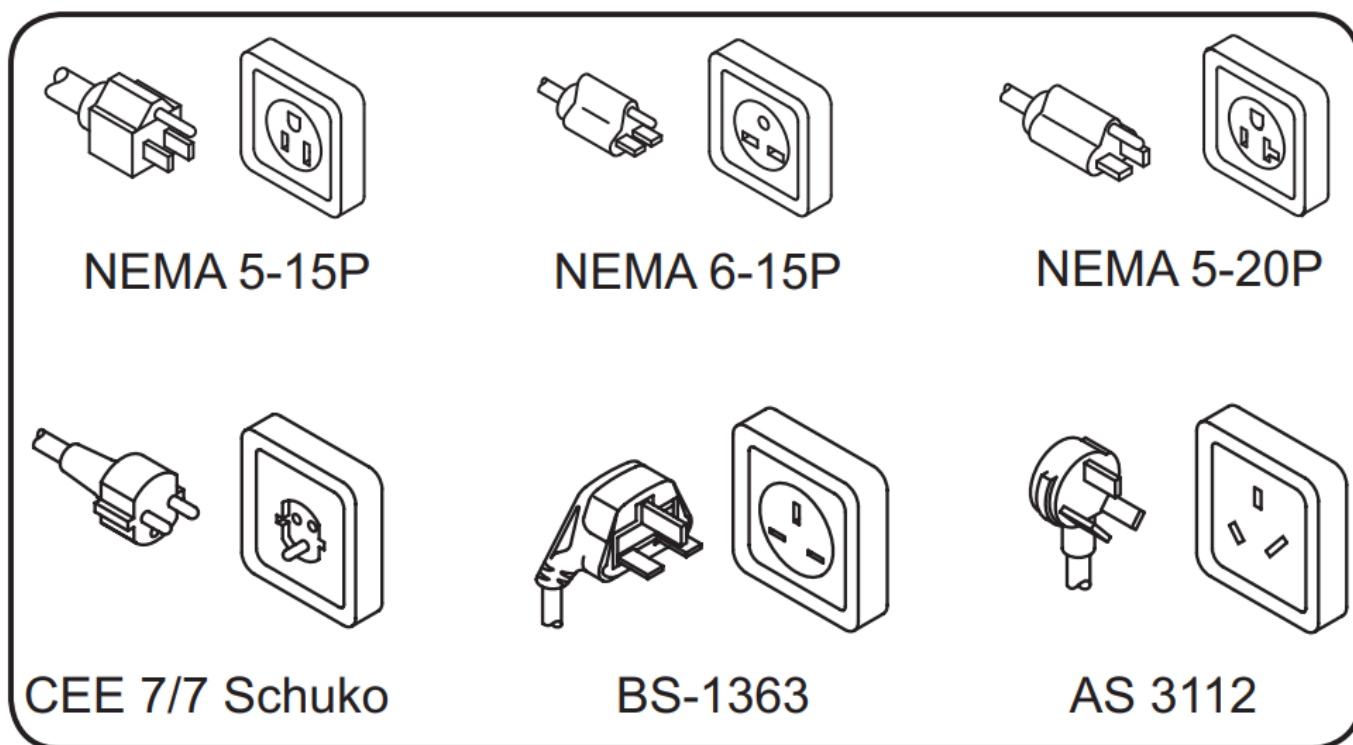
### Plug Configurations

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



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

**NOTE:** The specification label is located on the bottom of the unit or on the control enclosure. See label for serial number and verification of unit electrical information.



## Plug Configurations

### Electrical Rating Chart — All HWB-FUL Models

Model	Voltage	Watts	Amps	Phase	Plug Configuration	Shipping Weight*
HWBLXX-FUL	120	750	6.3	1	NEMA 5-15P or Hardwired	21 lbs. (10 kg)
HWBLXX-FUL DA		765	6.4		Hardwired	
HWBXX-FUL	120	1200	10.0	1	NEMA 5-15P or Hardwired	21 lbs. (10 kg)
	208		5.8		NEMA 6-15P or Hardwired	
	240		5.0			
	220	1200	5.5	1	CEE 7/7 Schuko or Hardwired	21 lbs. (10 kg)
	240		5.0		BS-1363 or Hardwired	
			1200			

	220–230 (C E)†		5.5		CEE 7/7 Schuko or Hardwired			
	230–240 (C E)†		5.0		BS-1363, AS 3112, or Hardwired			
HWBXX-FULDA	120	1215	10.1	1	NEMA 5-15P or Hardwired	21 lbs. (10 kg)		
	208		5.9		NEMA 6-15P or Hardwired			
	240		5.1					
	220	1215	5.6	1	CEE 7/7 Schuko or Hardwired	21 lbs. (10 kg)		
	240		5.1		BS-1363, AS 3112, or Hardwired			
	220–230 (C E)†	1215–1328	5.5–5.8		CEE 7/7 Schuko or Hardwired			
	230–240 (C E)†	1116–1215	4.9–5.1		BS-1363, AS 3112, or Hardwired			
	HWBHXX-FUL	120	1650	13.8	1		NEMA 5-20P or Hardwired	21 lbs. (10 kg)
		208		7.9			NEMA 6-15P or Hardwired	
		240		6.9				
220			7.5		CEE 7/7 Schuko or Hardwired			
240			6.9		BS-1363 or Hardwired			

	220–230 (C E)†	1650	7.5	1	CEE 7/7 Schuko or Hardwired	21 lbs. (10 kg)
	230–240 (C E)†		6.9		BS-1363, AS 3112, or Hardwired	
HWBHXX-FULDA	120	1665	13.9	1	Hardwired	21 lbs. (10 kg)
	208		8.0			
	240		7.0			
	220	1665	7.6	1	Hardwired	21 lbs. (10 kg)
	240		6.9			
	220–230 (C E)†	1665–1820	7.6–7.9	1	Hardwired	21 lbs. (10 kg)
	230–240 (C E)†	1530–1650	6.7–7.0			

The shaded areas contain electrical information for International models only.

\* Add 6 lbs. (3 kg) to shipping weight for insulated units.

Add 3 lbs. (1 kg) to shipping weight for units with a drain. Add 3 lbs. (1 kg) to shipping weight for units with Auto-Fill.

CE certification not available on UR models.

**NOTE:** Shipping weight includes packaging.

#### Electrical Rating Chart — All HWB-43 Models

Model	Voltage Watts Amps Phase				Shipping Weight
HWBLXX-43	1207506.				30 lbs. (14 kg)
HWBLXX-43DA					
HWBXX-43	120		10.0		30 lbs. (14 kg)
	208 1200 i .8 1				
	240 I 5.0				
	2206.				



	1200 240 5.0	30 lbs. (14 kg)
	220-230 (CE)t 1200-1312 1 5.5-5.7	
	230-240 (CE)t 1102-1200 1 4.8-5.0	
HWBXX-43DA	120 j 10.1	30 lbs. (14 kg)
	208 1 1215 l 5.8 l 1	
	240 l l 5.1	
	2206.	30 lbs. (14 kg)
	1215 240 5.1	
	220-230 (CE)t l 1215-1312 1 5.5-5.7	
	230-240 (CE)t 1116-1215 i 4.9-5.1	
HWBHXX-43	120 l 13.8	30 lbs. (14 kg)
	208165018.	
	24017.	
	220 l 7.5	30 lbs. (14 kg)
	1650 240 6.9	
	220-230 (CE)t 1650-1803 7.5-7.8	
	230-240 (CE)t 1515-1650 6.6-6.9	
HWBHXX-43DA	120 l 13.9	30 lbs (14 kg)
	20816558.	
	240 l 6.9	
	2208.	30 lbs. (14 kg)
	1655 240 l 6.9	
	220-230 (CE)t 1655-1817 l 7.6-7.9	
	230-240 (CE)t 1530-1655 6.6-6.9	

**Electrical Rating Chart — All HWB-4QT Models**

Model	Voltage	Watts	Amps	Phase	Shipping Weight‡
HWBXX-4QT	120	500	4.2	1	9 lbs. (4 kg)
	208	536	2.6		
	240	600	2.5		
	220	600	2.7	1	9 lbs. (4 kg)
	240		2.5		
	220–230 (CE)†		2.7		
	230–240 (CE)†		2.5		
HWBHX-4QT	120	800	6.7	1	9 lbs. (4 kg)
	208	715	3.4		
	240	800	3.3		
	220	800	3.6	1	9 lbs. (4 kg)
	240		3.3		
	220–230 (CE)†		3.6		
	230–240 (CE)†		3.3		

**Electrical Rating Chart — All HWB-7QT Models**

Model	Voltage	Watts	Amps	Phase	Shipping Weight‡
	120	500	4.2		

HWBXX-7QT	208	536	2.6	1	10 lbs. (5 kg)
	240	600	2.5		
	220	600	2.7	1	10 lbs. (5 kg)
	240		2.5		
	220–230 (CE)†		2.7		
	230–240 (CE)†		2.5		
HWBXX-7QTDA	120	515	4.3	1	10 lbs. (5 kg)
	208	551	2.6		
	240	615	2.6		
	220	615	2.8	1	10 lbs. (5 kg)
	240		2.6		
	220–230 (CE)†		2.8		
	230–240 (CE)†		2.6		
HWBHXX-7QT	120	800	6.7	1	10 lbs. (5 kg)
	208	715	3.4		
	240	800	3.3		
	220		3.6		

	240	800	3.3	1	10 lbs. (5 kg)
	220–230 (CE)†		3.6		
	230–240 (CE)†		3.3		
HWBHXX-7QTD A	120	815	6.8	1	10 lbs. (5 kg)
	208	730	3.5		
	240	815	3.4		
	220	815	3.7	1	10 lbs. (5 kg)
	240		3.4		
	220–230 (CE)†		3.7		
	230–240 (CE)†		3.4		

#### Electrical Rating Chart — All HWB-11QT Models

Model	Voltage	Watts	Amps	Phase	Shipping Weight‡
HWBXX-11QT	120	500	4.2	1	11 lbs. (5 kg)
	208	536	2.6		
	240	600	2.5		
	220		2.7		
	240		2.5		

	220–230 (CE)†	600	2.7	1	11 lbs. (5 kg)
	230–240 (CE)†		2.5		
HWBXX-11QTDA	120	515	4.3	1	11 lbs. (5 kg)
	208	551	2.6		
	240	615	2.6		
	220	615	2.8	1	11 lbs. (5 kg)
	240		2.6		
	220–230 (CE)†		2.8		
	230–240 (CE)†		2.6		
	120	800	6.7	1	11 lbs. (5 kg)
	208	715	3.4		
	240	800	3.3		
HWBHXX-11QT	220	800	3.6	1	11 lbs. (5 kg)
	240		3.3		
	220–230 (CE)†		3.6		
	230–240 (CE)†		3.3		
	120	815	6.8		

HWBHXX-11QTDA	208	730	3.5	1	11 lbs. (5 kg)
	240	815	3.4		
	220	815	3.7	1	11 lbs. (5 kg)
	240		3.4		
	220–230 (CE)†		3.7		
	230–240 (CE)†		3.4		

The shaded areas contain electrical information for International models only.

‡ Add 3 lbs. (1 kg) to shipping weight for units with a drain.

† CE certification not available on UR models.

NOTE: Shipping weight includes packaging.

### Water Supply Specifications (Auto-Fill Units)

	Minimum	Maximum
<b>Water Pressure</b>	25 psi (172 kPa)	100 psi (689 kPa)
<b>Water Temperature</b>	35°F (2°C)	110°F (43°C)

### NOTICE

Auto-fill units supplied with water from a reverse osmosis (RO) system (or similar water filtration system) must be installed with an operating remineralization system to ensure proper operation. Failure to do so may cause unit to overflow. Damage caused by overfilling is not covered under warranty.

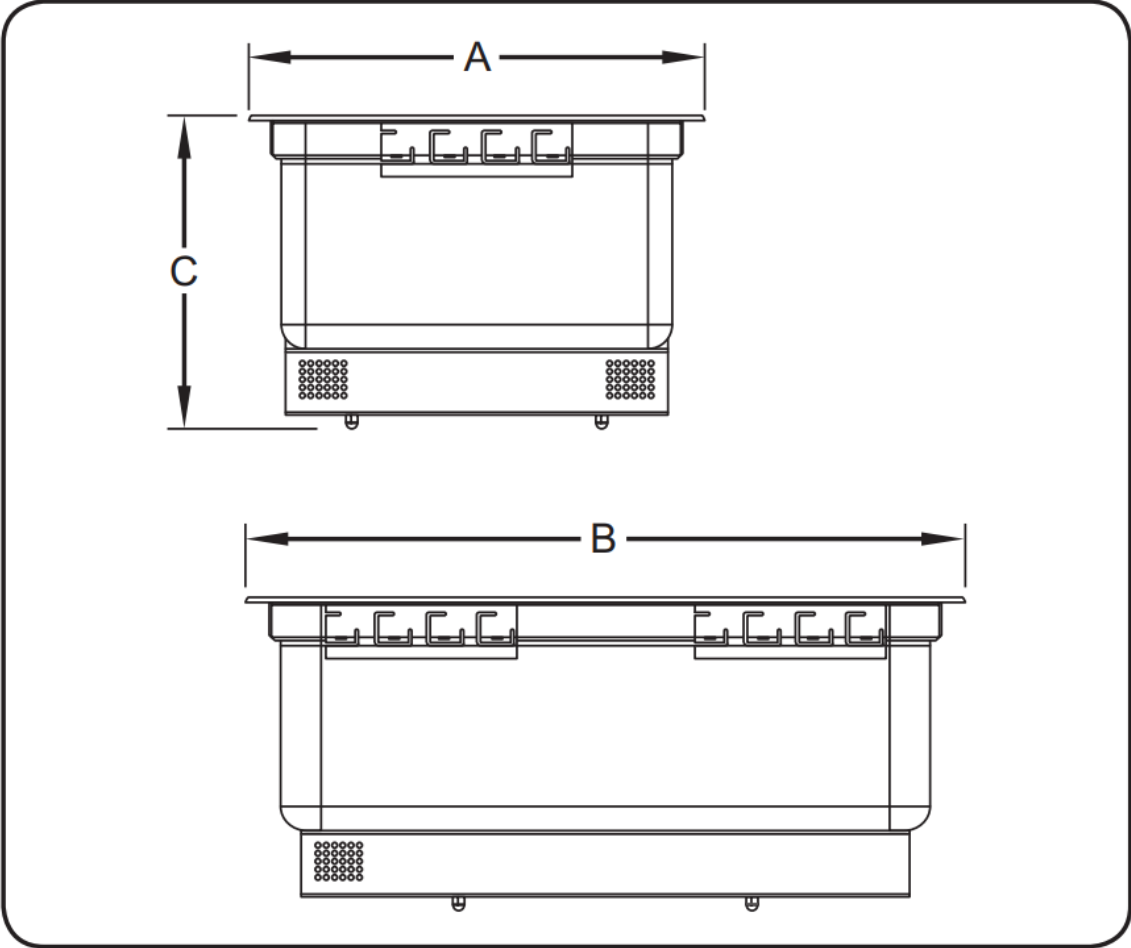
### Dimensions — HWB-FUL Models (Non-Insulated, Top Mount)

Models:

HWB-FUL HWB-FULD HWBL-FUL HWBL-FULD HWBH-FUL HWBH-FULD	HWBRN-FUL HWBRN-FULD HWBLRN-FUL HWBLRN-FULD HWBHRN-FUL HWBHRN-FULD	HWBRT-FUL HWBRT-FULD HWBLRT-FUL HWBLRT-FULD HWBHRT-FUL HWBHRT-FULD
Width (A)	Depth (B)	Height (C) ▲
13-3/4" (349 mm)	21-3/4" (552 mm)	8-5/8" (219 mm)

▲ For HWB-FUL units equipped with a cord and plug, Height dimension "C" is 14-3/4" (374 mm). The added

height is for the control bracket mounted on the bottom of the unit.



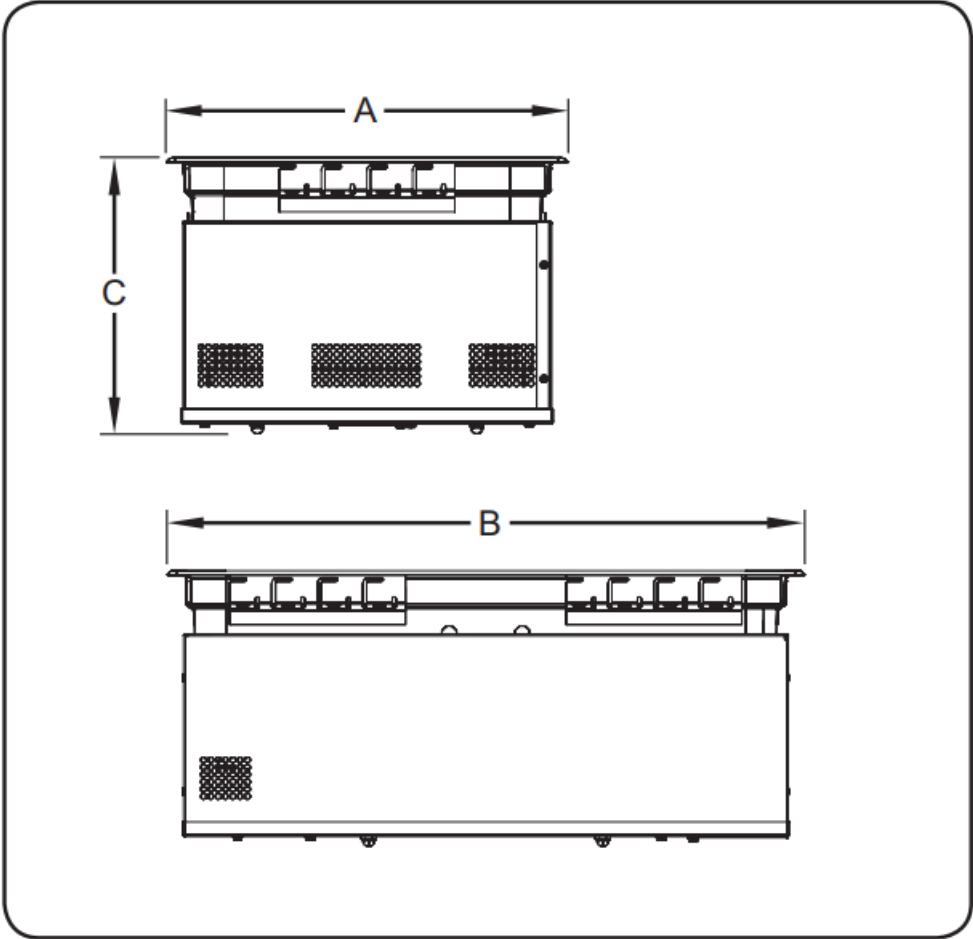
Dimensions — HWB-FUL Models  
(Non-Insulated, Top Mount)

**Dimensions — HWBI-FUL Models (Insulated, Top Mount)**

**Models:**

HWBI-FUL HWBI-FULD HWBLI-FUL HWBIL-FULD HWBHI-FUL HWBHI-FULD	HWBIRT-FUL HWBIRT-FULD HWBLIRT-FUL HWBLIRT-FULD HWBHIRT-FUL HWBHIRT-FULD	
Width (A)	Depth (B)	Height (C)
13-3/4" (349 mm)	21-3/4" (552 mm)	8-5/8" (241 mm)



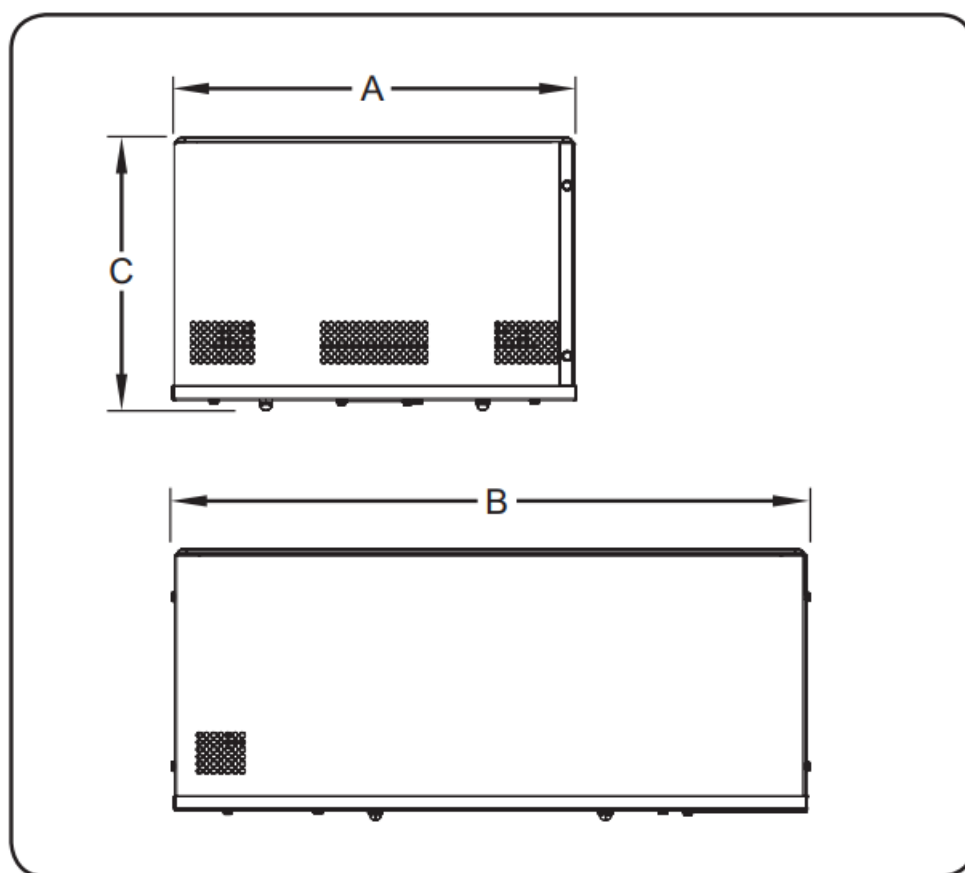


Dimensions — HWBI-FUL Models  
(Insulated, Top Mount)

Dimensions — HWBIB-FUL Models (Insulated, Bottom Mount)

Models:

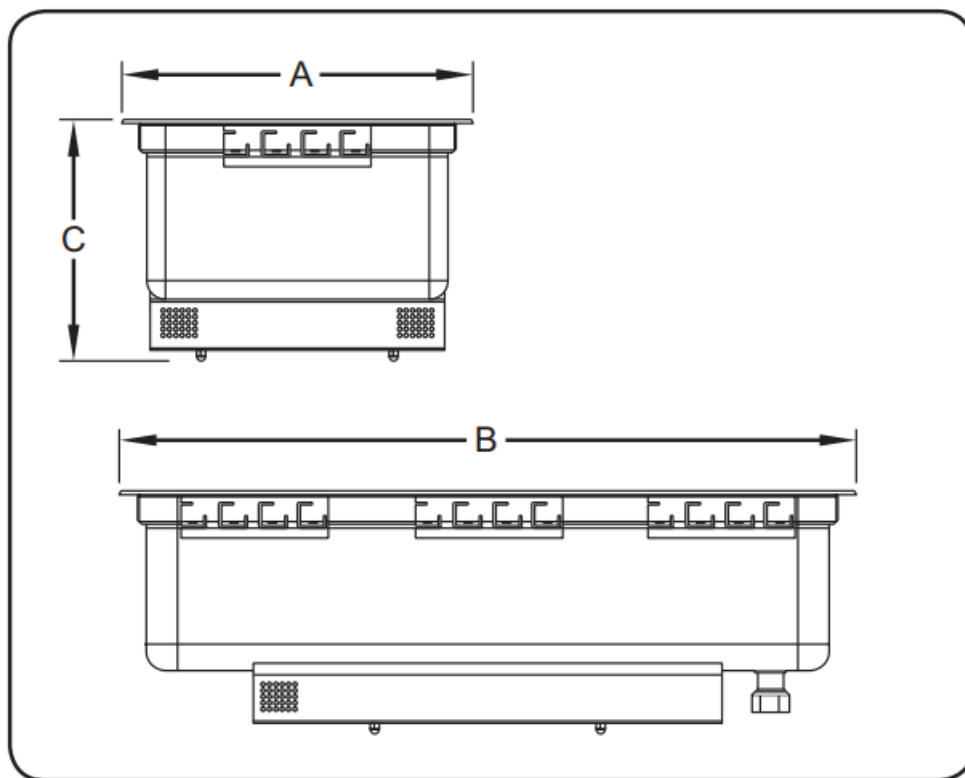
HWBIB-FUL HWBIB-FULD HWBIB-FULDA HW BLIB-FUL HWBLIB-FULD HWBLIB-FULDA HW BIBRT-FUL HWBIB RT-FULD	HWBHIB-FUL HWBHIB-FULD HWBHIB-FULDA HWBLIBRT-FUL HWBLIBRT-FULD HWBHIBRT-FUL HWBHIBRT-FULD	
Width (A)	Depth (B)	Height (C)
14" (356 mm)	22" (559 mm)	9-1/2" (241 mm)



Dimensions — HWBIB-FUL Models  
(Insulated, Bottom Mount)

**Dimensions — HWB-43 Models**  
**Models:**

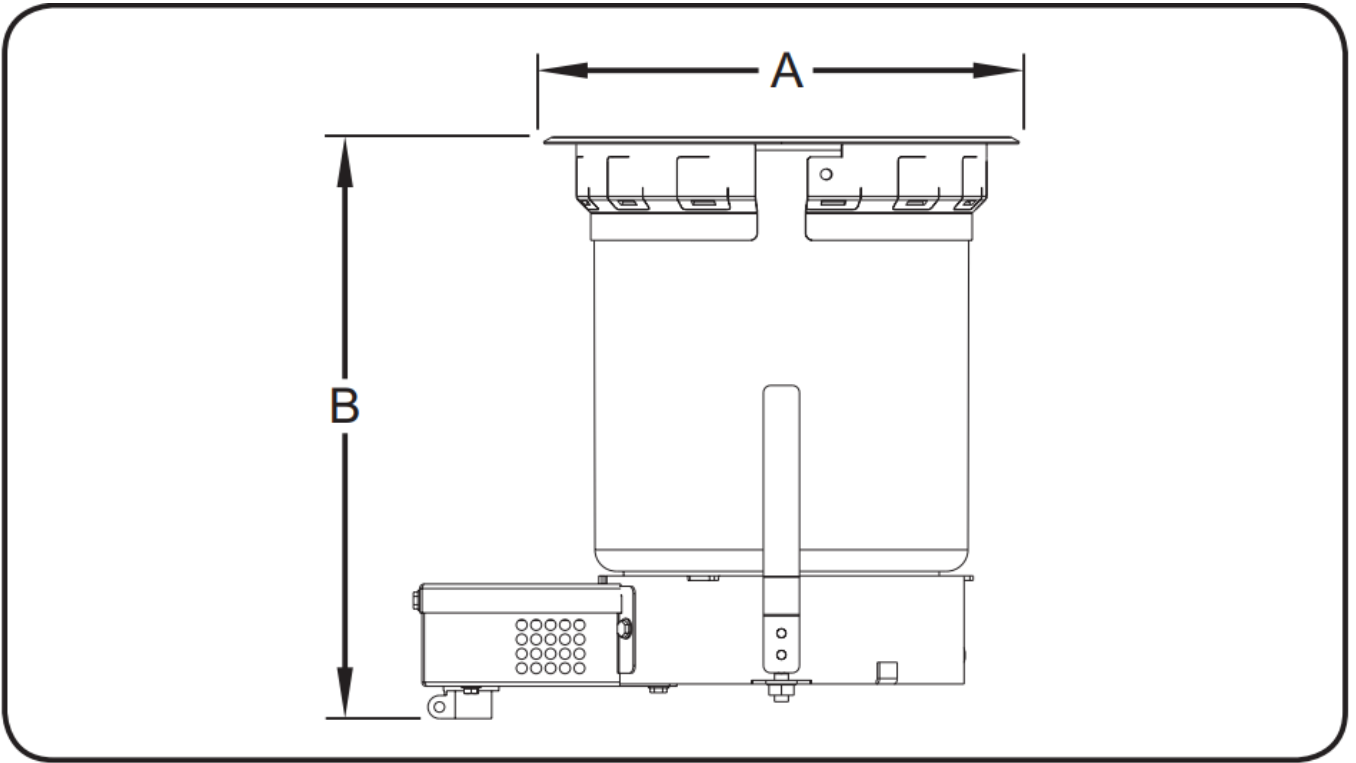
HWB-43 HWB-43D HWB-43DA HWBL-43 HWBL-43D HWBL-43DA HWBH-43 HWBH-43D HWBH-43DA HWBRN-43 HWBRN-43D	HWBLRN-43 HWBLRN-43D HWBHRN-43 HWBHRN-43D HWBRT-43 HWBRT-43D HWBLRT-43 HWBLRT-43D HWBHRT-43 HWBHRT-43D	
Width (A)	Depth (B)	Height (C)
13-5/8" (346 mm)	28-5/8" (727 mm)	8-5/8" (219 mm)



Dimensions — HWB-43 Models

**Dimensions — HWB-4QT Models  
Models:**

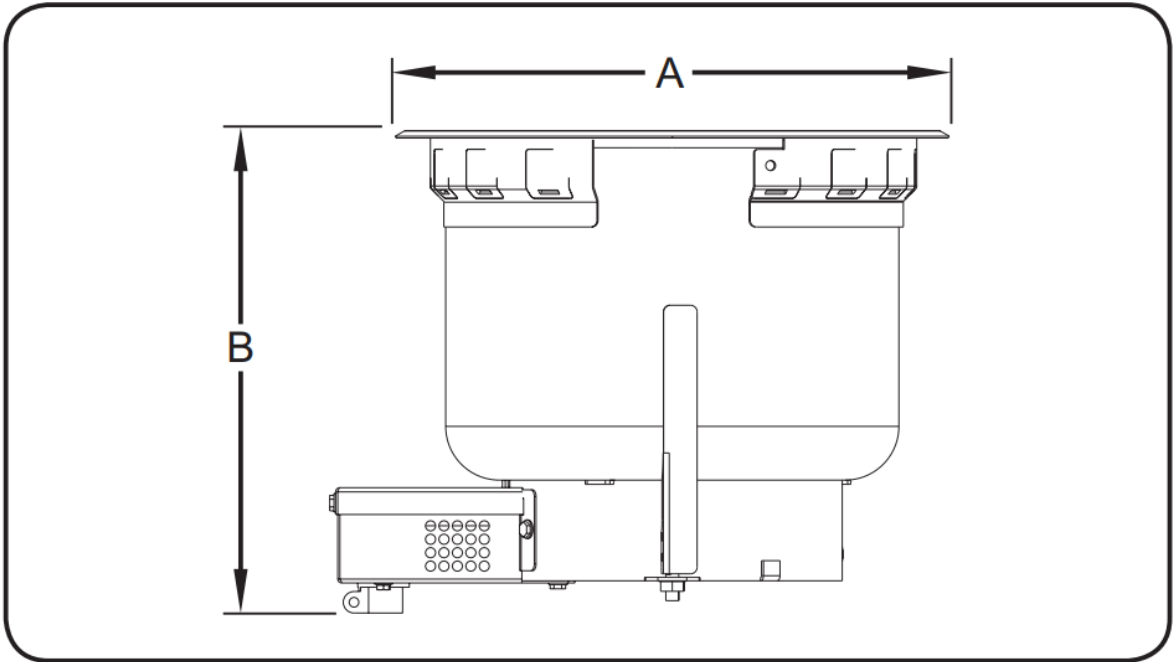
HWB-4QT HWB-4QTD HWBI-4QT HWBRN-4QT	HWBRN-4QTD HWBI-4QTD HWBRT-4QT HWBRT-4QTD
Diameter (A)	Height (B)
8-1/4" (209 mm)	10" (2561 mm)



Dimensions — HWB-4QT Models

**Dimensions — HWB-7QT Models**  
**Models:**

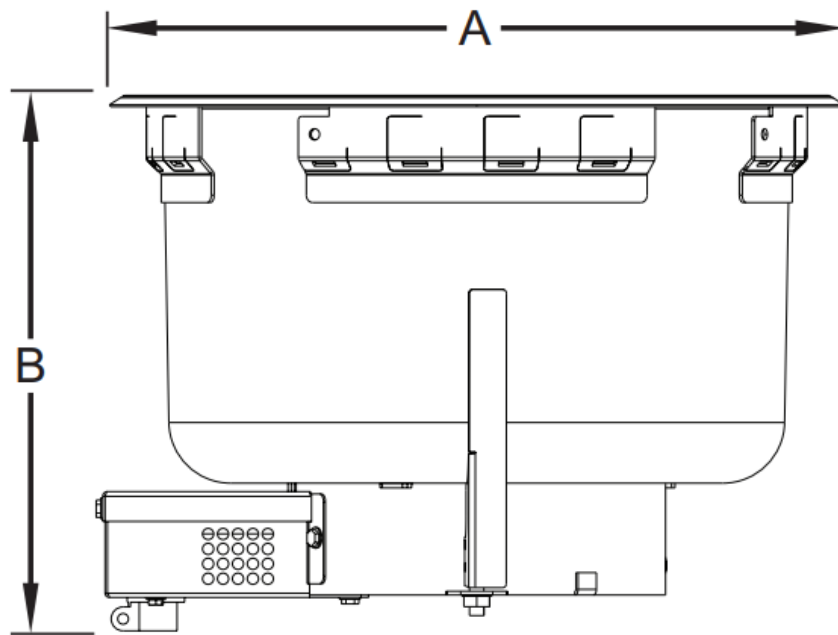
HWB-7QT HWB-7QTD HWBH-7QT HWBH-7QTD HWBI-7QT HWBIH-7QT HWBRN-7QT HWBRN-7QTD HWBHRN-7QT	HWBHRN-7QTD HWBI-7QTD HWBIH-7QTD HWBRT-7QT HWBRT-7QTD HWBHRT-7QT HWBHRT-7QTD HWBI-7QTDA HWBIH-7QTDA
Diameter (A)	Height (B)
10-5/16" (262 mm)	9" (228 mm)



Dimensions — HWB-7QT Models

**Dimensions — HWB-11QT Models**  
**Models:**

HWB-11QT HWB-11QTD HWBH-11QT HWBH-11QTD HWBI-11QT HWBIH-11QT HWBRN-11QT HWBRN-11QTD HWBHRN-11QT	HWBHRN-11QT DHWBI-11QTD HWBIH-11QTD HWBRT-11QT HWBRT-11QTD HWBHRT-11QT HWBHRT-11QTD HWBI-11QTDA HWBIH-11QTDA
Diameter (A)	Height (B)
12-5/16" (313 mm)	9" (228 mm)



Dimensions — HWB-11QT Models

## INSTALLATION

### General

Built-In Heated Well units are shipped from the factory with most components assembled and ready for use. Use the following procedures to install the unit.



### WARNING

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

### FIRE HAZARD:

- Install unit with a minimum of 3-1/2 (89 mm) of space from bottom of unit to all combustible surfaces to prevent combustion.
- Unit must be installed using ribbon putty gasket between the unit and the installation surface per installation instructions.

This unit must be installed by qualified, trained installers. Installation must conform to all local electrical and plumbing codes. Check with local plumbing and electrical inspectors for proper procedures and codes.



### CAUTION

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

### NOTICE

Units are voltage-specific. Refer to specification label for electrical requirements before beginning installation. 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 200°F (93°C).

### NOTICE

Remote mounted control panels must have a minimum 6 (152 mm) clearance from unit (not to exceed 72 [1829

mm)). Mounting control panel closer may cause heat damage to electrical system in control panel. 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.

**NOTE:** All Built-In Heated Wells require the control enclosure be remote mounted in the vertical position.

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.

**NOTE:** A qualified electrician is recommended for connecting the Built-In Heated Well units to a power source. A qualified plumber is recommended for connecting drain.

3. Install the unit in the desired location. Use the appropriate procedure in this section for combustible or noncombustible countertops.

**IMPORTANT NOTE:**

For bottom mount units, see “Installing a Bottom Mount Unit” in this section or “Mounting Bracket for Bottom Mount Units” in the OPTIONS AND ACCESSORIES section before performing any countertop cutouts.

4. Install the remote control enclosure (refer to the procedure in this section).

**Installing Top Mount Unit into Combustible Countertop**



**WARNING**

**FIRE HAZARD**

- Hatco mounting flange kits must be used when mounting unit in a combustible countertop.
- Unit must be installed using ribbon putty gasket between the unit and the installation surface per installation instructions.

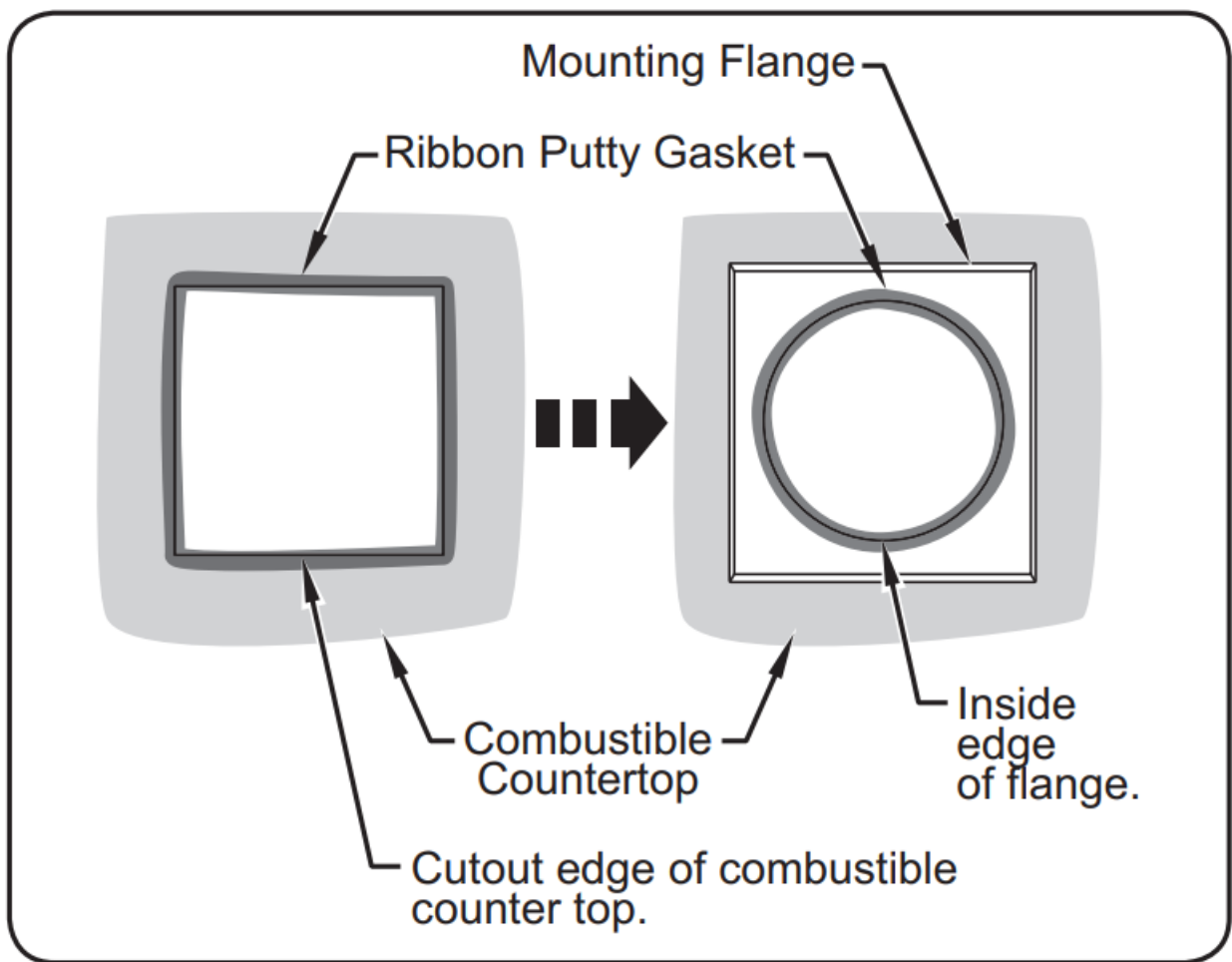
**NOTE:** Cut the opening for both the mounting flange/unit and the control enclosure before placing the assembly into the countertop opening.

**NOTE:** Make sure the installation location provides enough room for the remote control enclosure, electrical connections, and plumbing connections.

1. Cut the appropriate opening for the mounting flange into the countertop. Refer to “Combustible Countertop Cutout Chart (for Unit/Mounting Kit)” in this section.
2. Cut the appropriate opening for the control enclosure. Refer to “Control Enclosure Cutout Dimensions” in this section.
3. Place ribbon putty gasket around the cutout edge of the countertop. Make sure the ribbon putty gasket overhangs the cutout edge or seal the unit with silicone adhesive.

**NOTE:** A roll of ribbon putty gasket material is supplied with the unit.

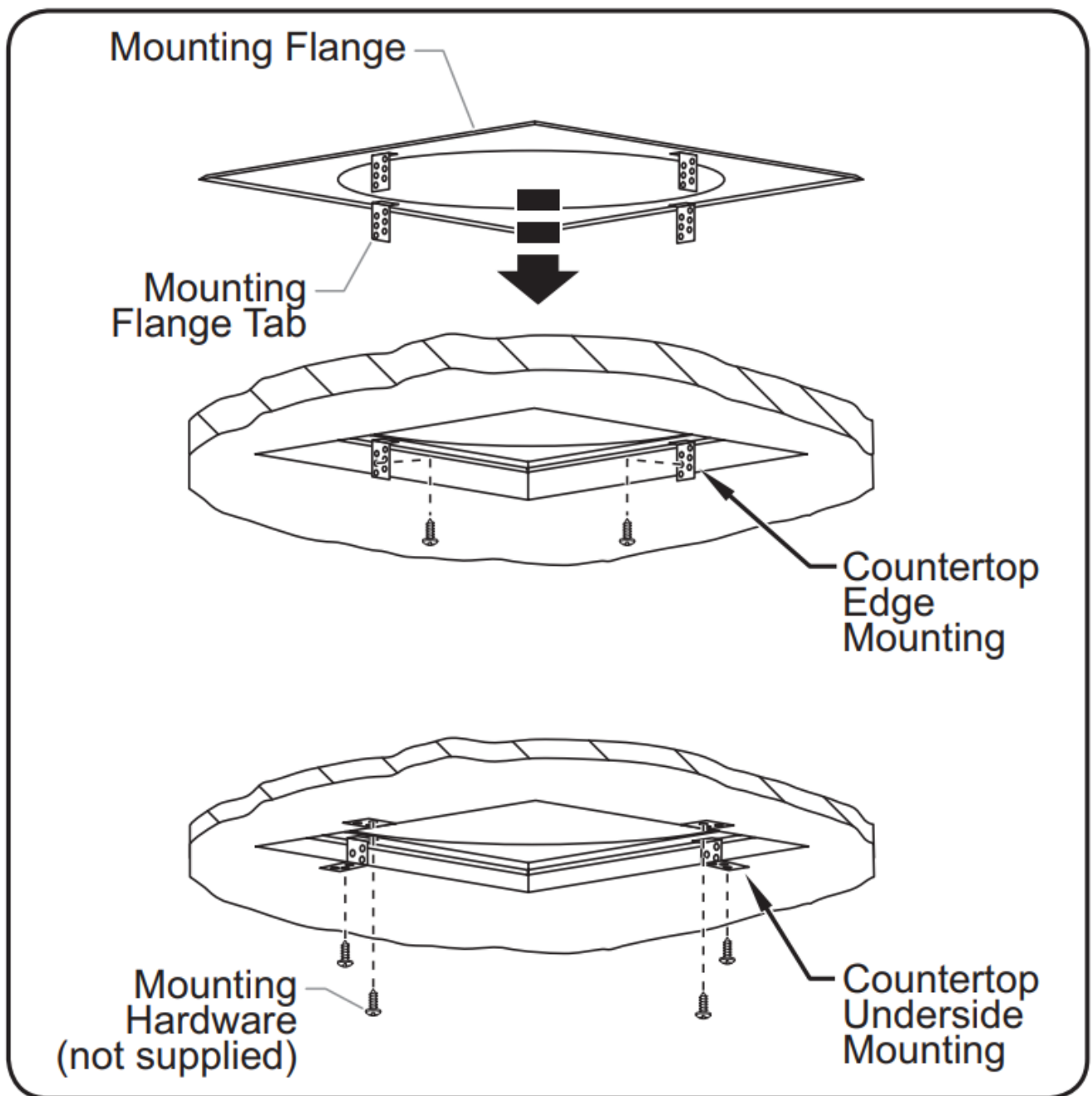




### Installing Ribbon Putty Gasket

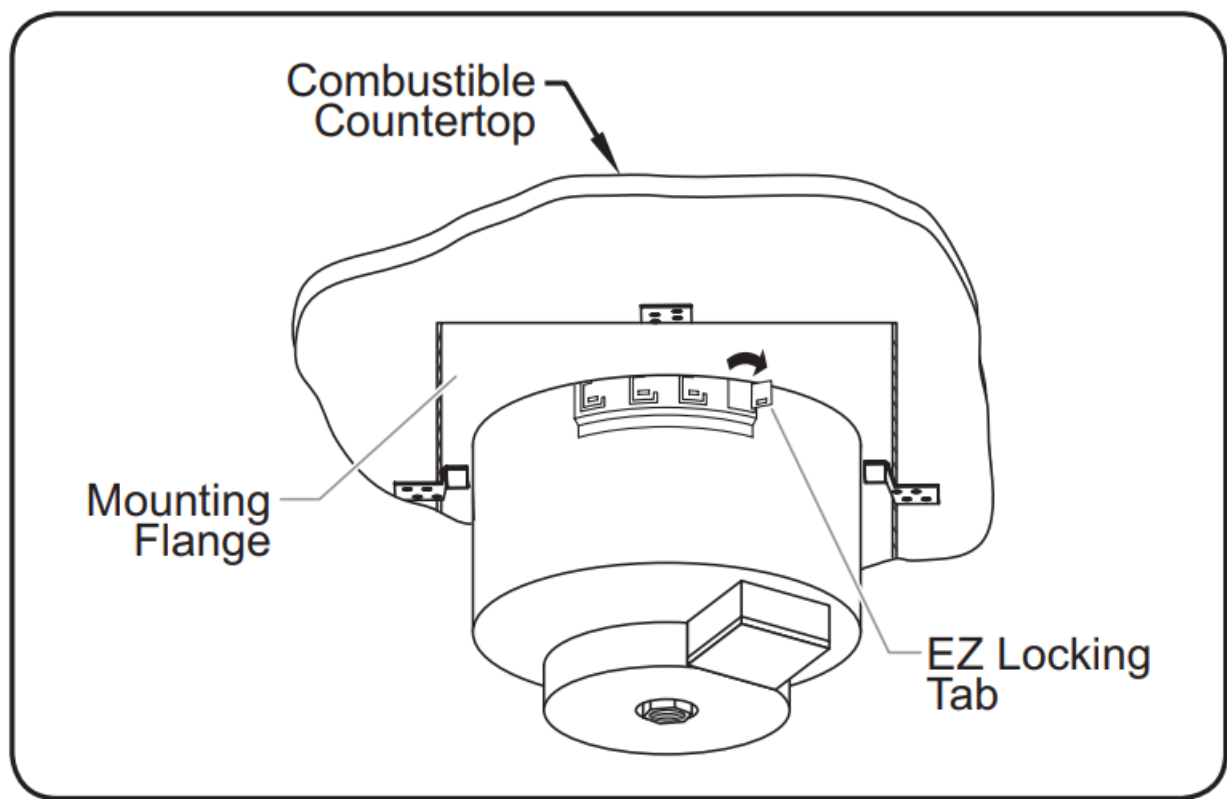
4. Place the mounting flange into the countertop opening.
5. Secure the mounting flange tabs to the edge or the underside of the combustible countertop using the appropriate hardware (mounting hardware not supplied).

**NOTE:** For underside mounting, tabs on mounting flange must be bent to the underside of the countertop.



### Installation of Mounting Flange Kit

6. Place ribbon putty gasket around the inside edge of the mounting flange. Make sure the ribbon putty gasket overhangs the edge of the flange or seal the unit with silicone adhesive.
7. Place the unit into the mounting flange opening.
8. Using a screwdriver, rotate the unit's EZ locking tab outward to secure the unit to the underside of the mounting flange. Rotate as many tabs as needed to secure the unit to the mounting flange.



### EZ Locking Tabs

9. Carefully trim and remove the excess ribbon putty gasket material from around the unit.

## INSTALLATION

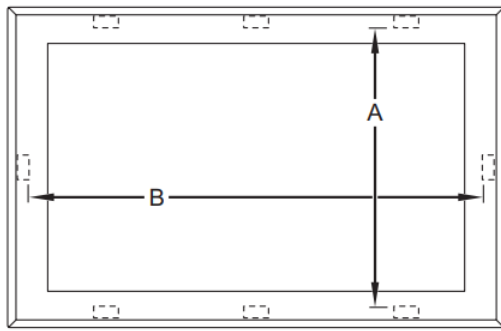
Combustible Countertop Cutout Chart (for Unit/Mounting Kit)

Models	Minimum Width (A)	Maximum Width (A)	Minimum Depth (B)	Maximum Depth (B)	Overall Width (C)	Overall Depth (D)	Below Counter Clearance
HWB-FUL	14" (356 mm)	14-1/4" (362 mm)	22" (559 mm)	22-1/4" (565 mm)	—	—	8-5/8" (219 mm)
HWB-43	14" (356 mm)	14-1/4" (362 mm)	29" (737 mm)	29-1/4" (743 mm)	—	—	8-5/8" (219 mm)
HWB-4QT♦	9" (229 mm)	9-1/4" (235 mm)	9" (229 mm)	9-1/4" (235 mm)	10" (254 mm)	10" (254 mm)	10" (253 mm)
HWB-7QT♦	11" (279 mm)	11-1/4" (286 mm)	11" (279 mm)	11-1/4" (286 mm)	12" (305 mm)	12" (305 mm)	8-7/8" (225 mm)
HWB-11QT♦	13" (330 mm)	13-1/4" (337 mm)	13" (330 mm)	13-1/4" (337 mm)	14" (356 mm)	14" (356 mm)	8-3/4" (223 mm)

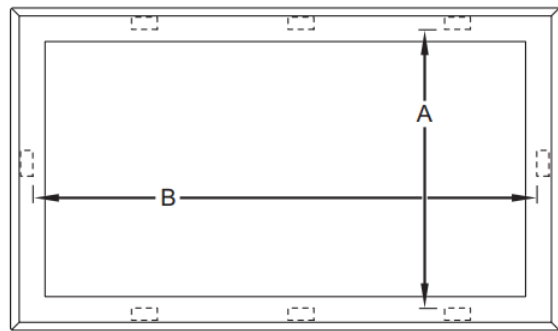
Combustible countertop opening is a "square" cut-out.

**NOTE:** Mounting kit required for combustibile countertop installations.

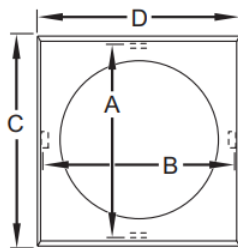
**NOTE:** Allow additional clearance below the counter for units equipped with a drain



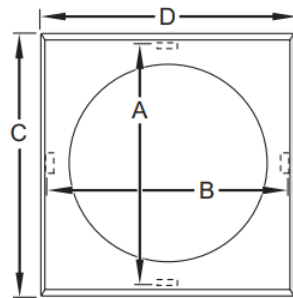
HWB-FUL Models



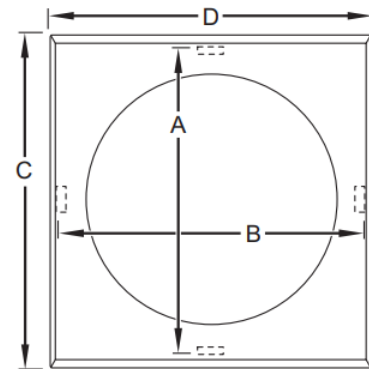
HWB-43 Models



HWB-4QT Models



HWB-7QT Models



HWB-11QT Models

Combustible Countertop Mounting Flange Templates

## Installing Top Mount Unit into Non-Combustible Countertop



### WARNING

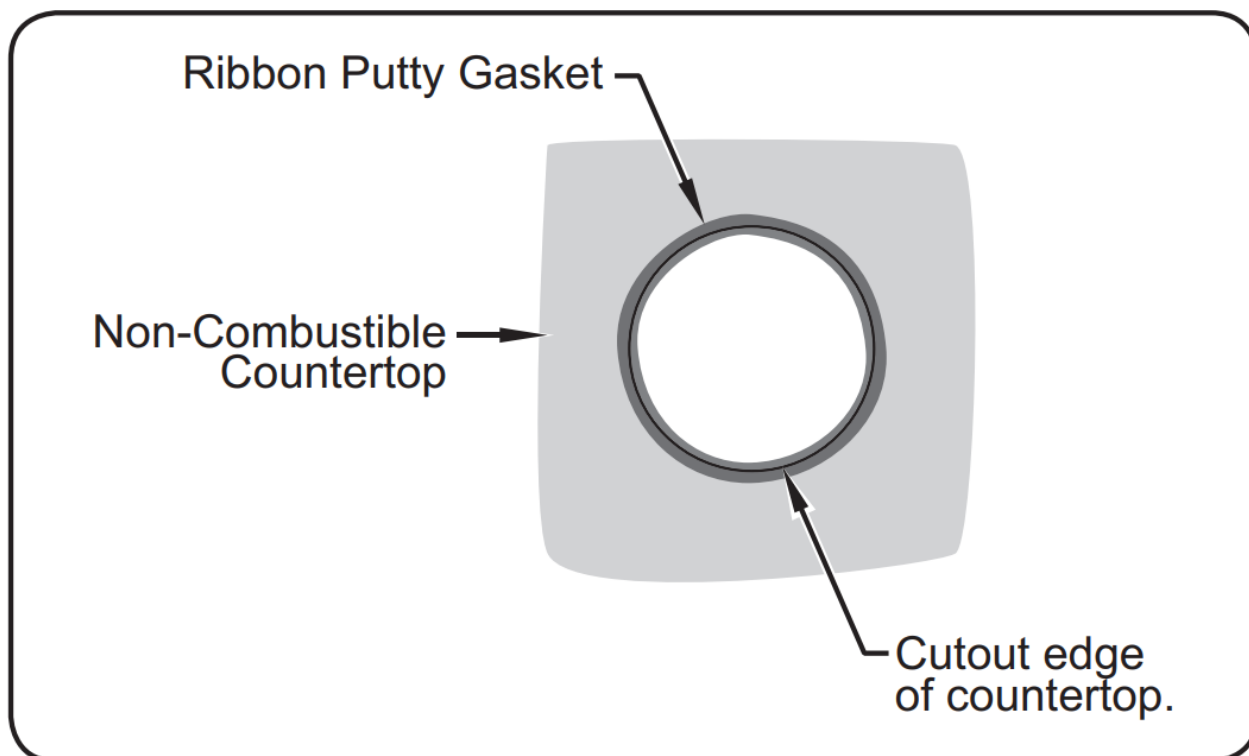
**FIRE HAZARD:** Unit must be installed using ribbon putty gasket between unit and installation surface per installation instructions (refer to Installation section of this manual).

**NOTE:** Mounting flange kit is not required for installation into non-combustible material.

**NOTE:** Cut the opening for both the unit and the control enclosure before placing unit into the countertop opening.

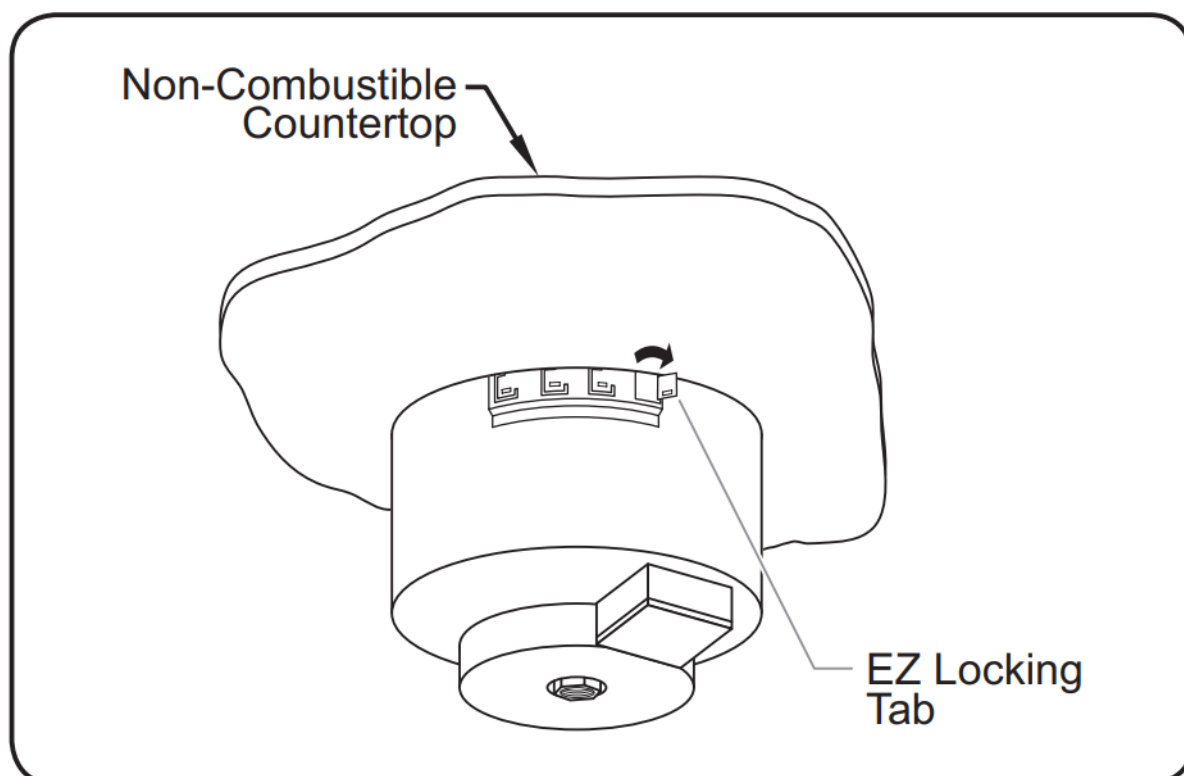
**NOTE:** Make sure the installation location provides enough room for the remote control enclosure, electrical connections, and plumbing connections.

1. Cut the appropriate opening in the countertop. Refer to “Non-Combustible Countertop Cutout Chart” in this section.
2. Cut the appropriate opening for the control enclosure. Refer to “Control Enclosure Cutout Dimensions” in this section.
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.



**NOTE:** A roll of ribbon putty gasket material is supplied with the unit.

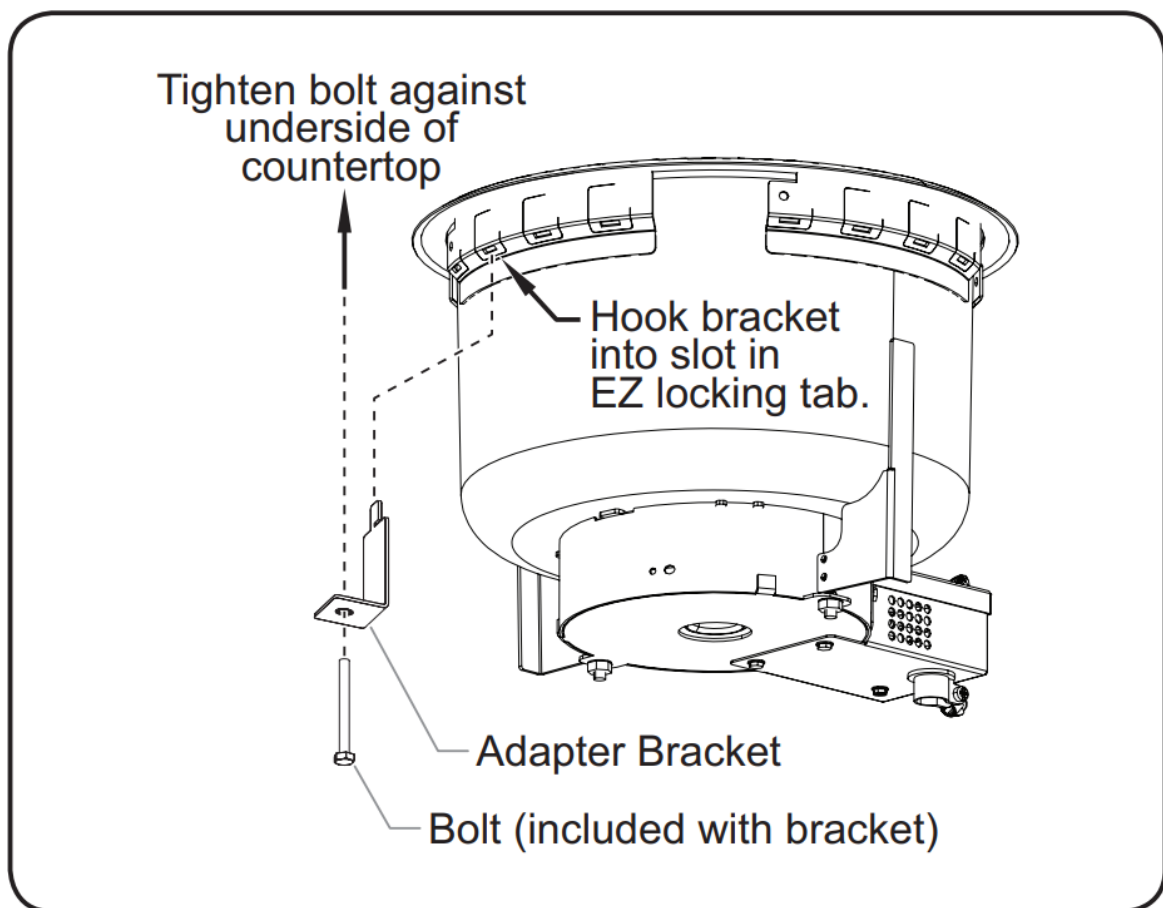
4. Place the unit into the countertop opening.
5. Using a screwdriver, rotate the unit's EZ locking tab outward to secure the unit to the underside of the countertop. Rotate as many tabs as needed to secure the unit to the **countertop**.



### EZ Locking Tabs

**Note:**

The Hatco EZ locking tabs work on countertops that have a maximum thickness of 3/16 (5 mm). For countertops 3/162 thick, use optional adapter bracket P/N R04.42.194.00. Refer to the OPTIONS AND ACCESSORIES section for more information.



### Thick Countertop Adapter Bracket

6. Carefully trim and remove the excess ribbon putty material from around the unit.

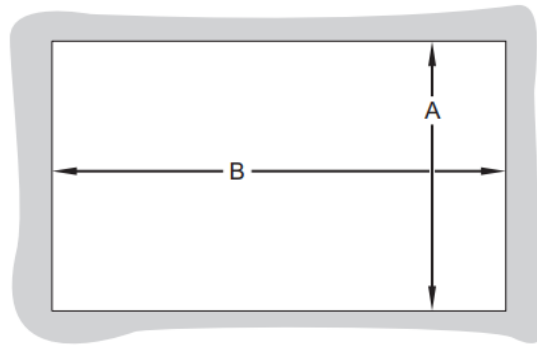
### Non-Combustible Countertop Cutout Chart

Models	Minimum Width (A)	Maximum Width (A)	Minimum Depth (B)	Maximum Depth (B)	Below Counter Clearance
HWB-FUL	12-5/8" (321 mm)	12-15/16" (328 mm)	20-5/8" (524 mm)	20-15/16" (531 mm)	8-9/16" (217 mm)
HWBIB-FUL	12-1/32" (306 mm)	12-1/32" (306 mm)	20-1/32" (509 mm)	20-1/32" (509 mm)	9-7/16" (240 mm)
HWB-43	12-11/16" (322 mm)	12-15/16" (328 mm)	27-11/16" (703 mm)	28" (711 mm)	8-9/16" (217 mm)
HWB-4QT	Ø 7-1/8" (181 mm)	Ø 7-9/16" (192 mm)	— —	— —	9-5/8" (244 mm)
HWBI-4QT	Ø 7-3/8" (187 mm)	Ø 7-9/16" (192 mm)	— —	— —	9-5/8" (244 mm)
HWB-7QT	Ø 9-1/8" (232 mm)	Ø 9-9/16" (243 mm)	— —	— —	8-3/4" (222 mm)
HWBI-7QT	Ø 9-9/16" (243 mm)	Ø 9-9/16" (243 mm)	— —	— —	8-3/4" (222 mm)
HWB-11QT	Ø 11-1/8" (282 mm)	Ø 11-9/16" (294 mm)	— —	— —	8-3/4" (222 mm)
HWBI-11QT	Ø 11-3/8" (289 mm)	Ø 11-9/16" (294 mm)	— —	— —	8-3/4" (222 mm)

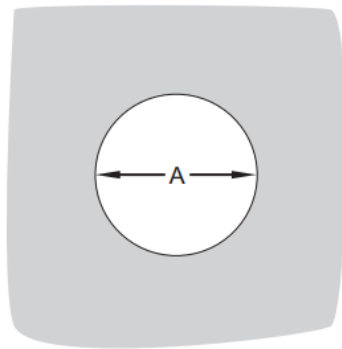
Refer to "Installing A Bottom Mount Unit" in the INSTALLATION section for additional cutout dimensions using flange installation. If using optional Mounting Brackets, refer to "Mounting Brackets for Bottom Mount Units" in the OPTIONS AND ACCESSORIES section.

**NOTE:** Allow additional clearance below the counter for units equipped with a drain.

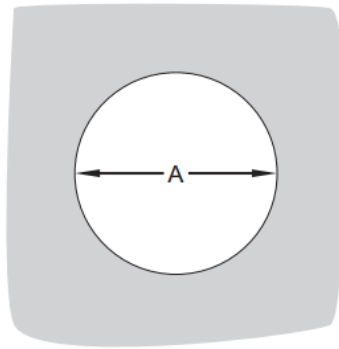




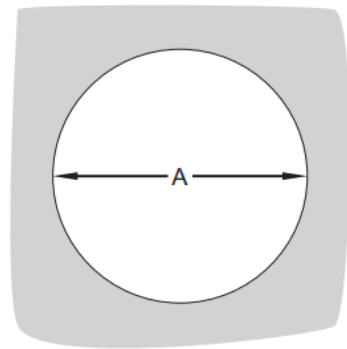
HWB-FUL, HWBIB-FUL, and HWB-43 Models



HWB-4QT Models



HWB-7QT Models



HWB-11QT Models

## Installing a Remote Control Enclosure



### WARNING

#### ELECTRIC SHOCK HAZARD:

- The remote control enclosure must be mounted on a vertical wall and installed in the vertical position. Mounting the control enclosure in the horizontal position may result in the collection of liquids and lead to an electric shock.
- Operating voltage of remote control enclosure water valve exceeds 50 V (extra low voltage). Enclosure is marked with the following hazard identification symbol:

**NOTE:** A qualified electrician is recommended for connecting the unit to a power source. A qualified plumber is recommended for connecting drain(s) and Auto-Fill.

1. Cut and drill the appropriate holes in the mounting surface. Refer to the “Control Enclosure Cutout Dimensions” below for the cutout dimensions for each control enclosure.
2. Remove the trim cover from the control enclosure assembly.
3. Position the control enclosure into the opening through the backside.
4. Secure the control enclosure to the mounting surface using screws (#8 sheet metal screws supplied).
5. Connect the proper power source to the mounted remote control enclosure.
  - For corded units, plug power cord into a properly grounded electrical receptacle of the correct voltage, size, and plug configuration. See the SPECIFICATIONS section for details.
  - For hardwired units, have a qualified electrician make the appropriate electrical connections.

NOTE: Standard, UL approved hardwired units are equipped with a 36 (914 mm) flexible conduit connected to the control enclosure.

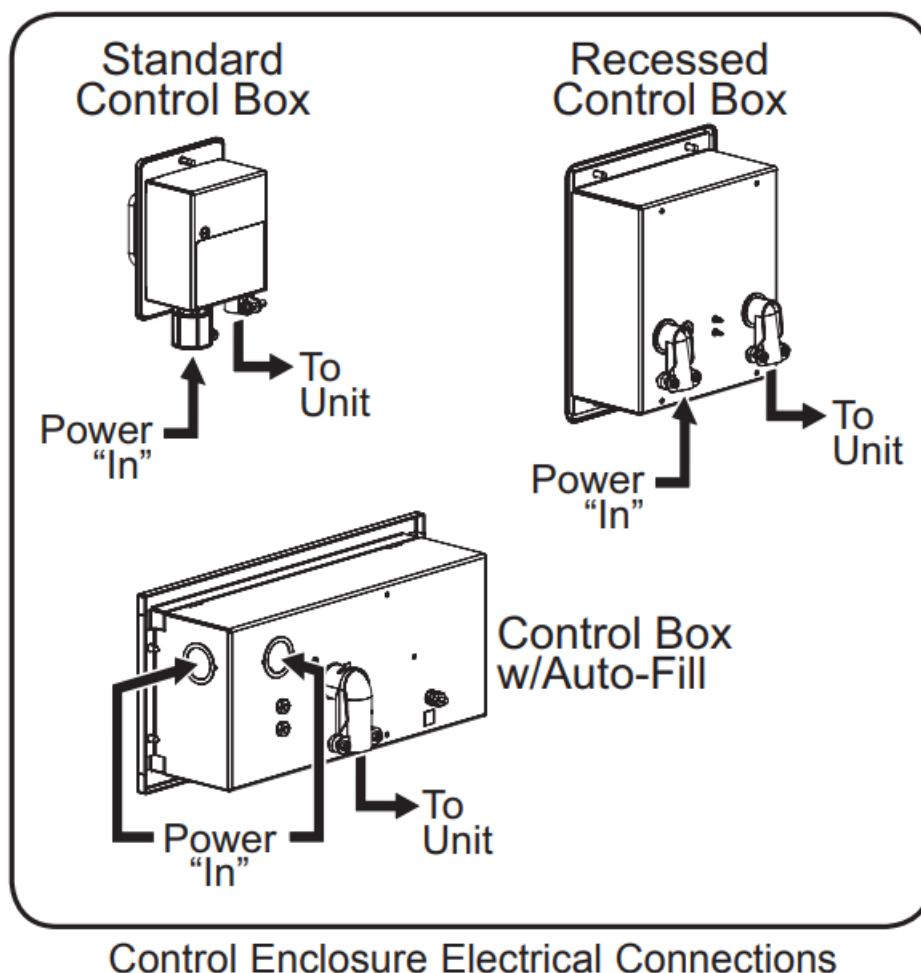
6. Connect the water supply to the optional Auto-Fill system, if equipped. Refer to the “Installing an Auto-Fill Unit”

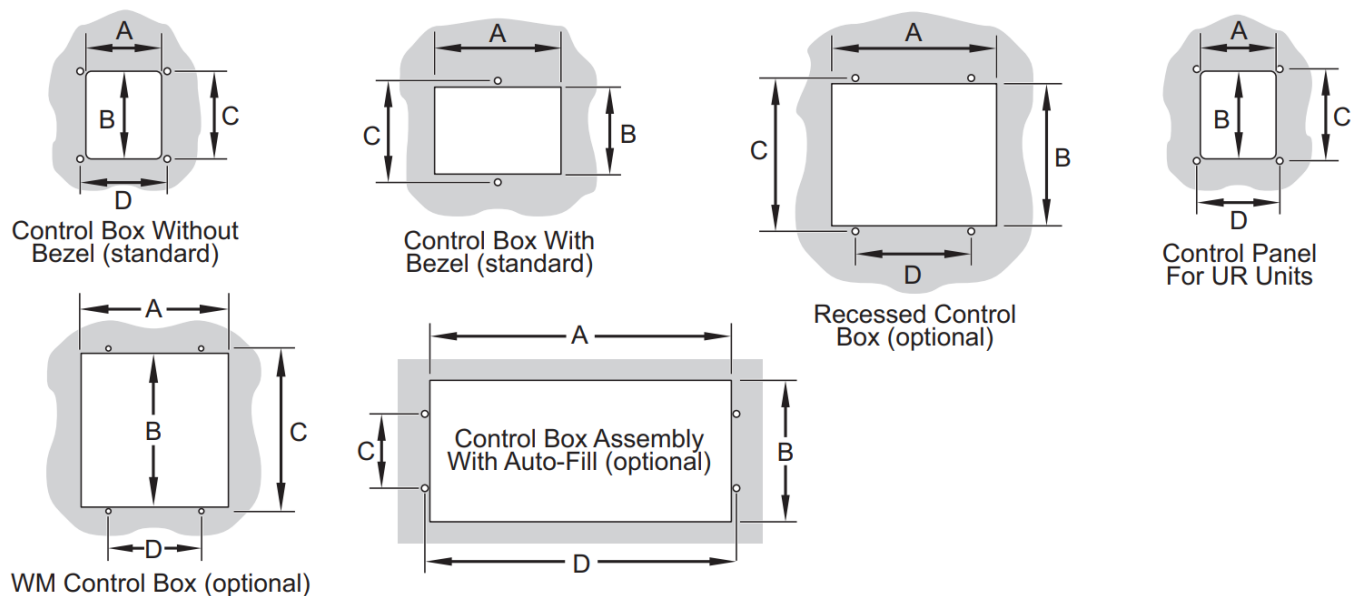
procedure in this section.

7. Reinstall the trim cover.

### Control Enclosure Cutout Dimensions

Model	Opening Dimensions		Screw Hole Dimensions	
	(A)	(B)	(C)	(D)
Control Box Assembly Without Bezel (standard)	2-3/16" (55 mm)	3-3/8" (86 mm)	3-1/4" (83 mm)	2-1/2" (64 mm)
Control Box Assembly With Bezel (standard)	3-1/4" (83 mm)	3-3/4" (95 mm)	4-1/8" (105 mm)	— —
Recessed Control Box Assembly (optional)	5-7/8" (149 mm)	6-3/8" (162 mm)	6-13/16" (173 mm)	3-7/8" (98 mm)
Control Panel for UR Units	2-1/8" (54 mm)	3-3/8" (86 mm)	3-1/2" (89 mm)	2-1/4" (57 mm)
WM Control Assembly (optional)	4-3/4" (121 mm)	5" (127 mm)	5-1/4" (133 mm)	3" (76 mm)
Control Box Assembly with Auto-Fill (optional)	10-1/8" (257 mm)	4-3/4" (121 mm)	2-1/2" (64 mm)	10-7/16" (264 mm)





## IMPORTANT NOTE:

Make sure the installation location provides enough room for electrical and plumbing connections to the control enclosure. Follow local and national plumbing and electrical codes.

### Installing an Auto-Fill Unit

The side mounted Auto-Fill option connects the on-site water supply through the control panel to an Auto-Fill fitting on the side of the well enclosure. Use the following procedure to install a unit equipped with the side mounted Auto-Fill option.



### CAUTION

Auto-Fill units must be installed with adequate backflow protection and must conform with federal, state, and local codes.

### NOTICE

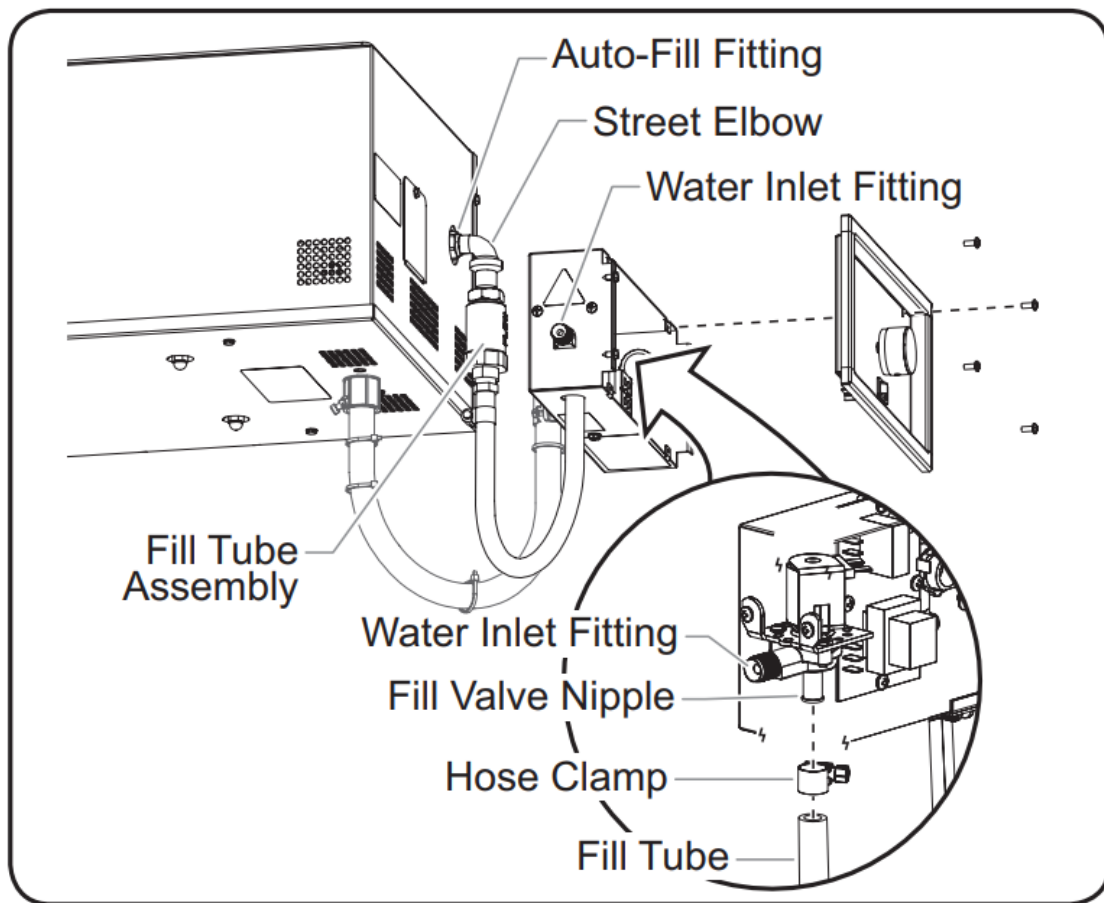
Auto-fill units supplied with water from a reverse osmosis (RO) system (or similar water filtration system) must be installed with an operating remineralization system to ensure proper operation. Failure to do so may cause unit to overfill. Damage caused by overfilling is not covered under warranty.

Drain sealants must have temperature rating of 500°F or higher. Incoming water pipes must be FDA compliant for potable water.

1. Connect the street elbow to the Auto-Fill fitting located on the outside of the well. Replace the fill tube hose on fitting.

**NOTE:** The fill tube hose may need to be removed from the fill tube assembly for ease of installation.

2. Connect the fill tube hose to the fill valve nipple in the control enclosure and secure using the hose clamp.  
(Disassemble the control enclosure trim cover to access the nipple.)
3. Connect the on-site water supply line to the 1/4 NPT water inlet fitting on the control enclosure.
4. Turn on the water supply and check for leaks.



**NOTE:** Refer to “Water Supply Specifications” in the SPECIFICATIONS section of this manual for water supply requirements.

## Installing A Drain Assembly

After installing a drain-equipped unit into the countertop, use the following procedure to connect the unit to the on-site drain line.

**NOTE:** Consult a licensed plumbing contractor for proper drain installation that conforms to local plumbing codes.

**NOTE:** Approved air gap or other back-flow prevention device must be installed by a licensed plumber, if required.



### CAUTION

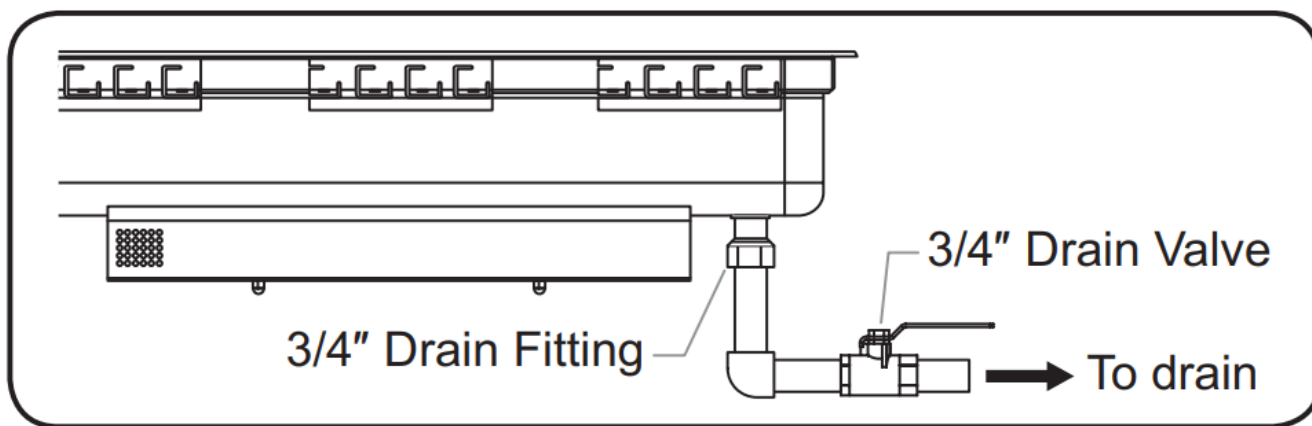
**BURN HAZARD:** Drain water may reach temperatures in excess of 200°F (93°C). Use appropriate plumbing materials when installing drain.

1. Connect drain pipe (supplied by others) from the 3/4 NPT drain fitting on the bottom of the unit to a 3/4 drain valve (available as an accessory from Hatco).

**NOTE:** The drain valve must be installed in an easily accessible location for the operator.

2. Connect the drain valve to the on-site drain line (not supplied).

**NOTE:** Hatco recommends using a union fitting with the drain assembly for ease of servicing.

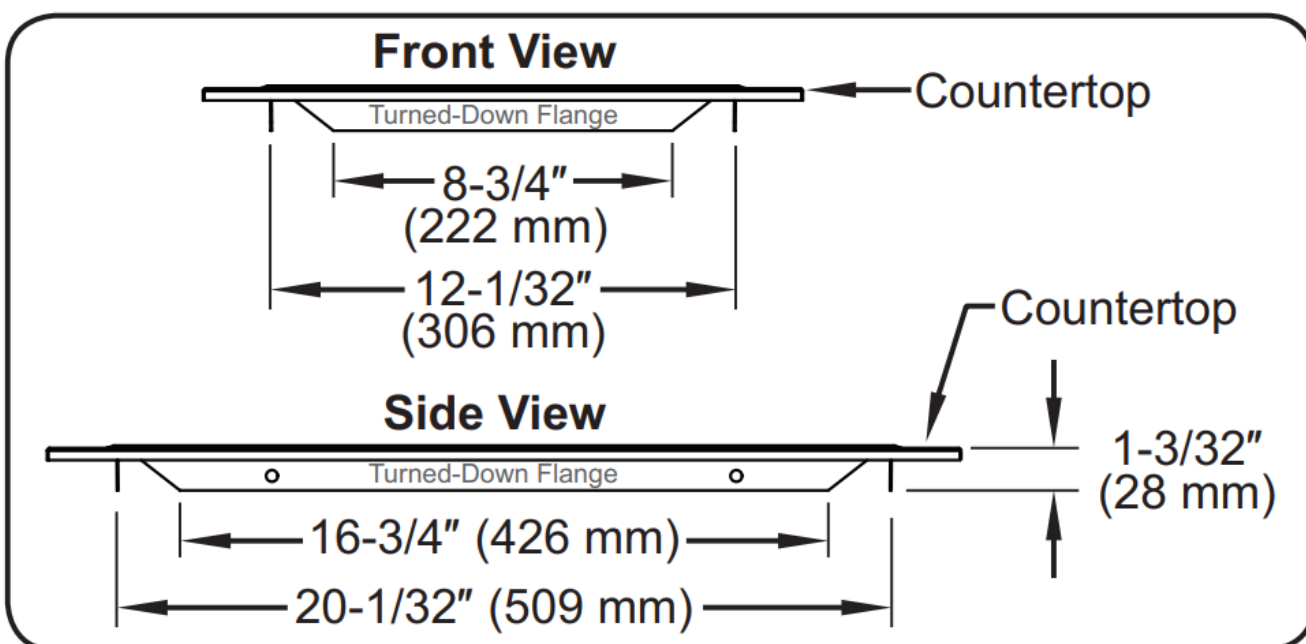


**Drain Connection**

### Installing a Bottom Mount Unit

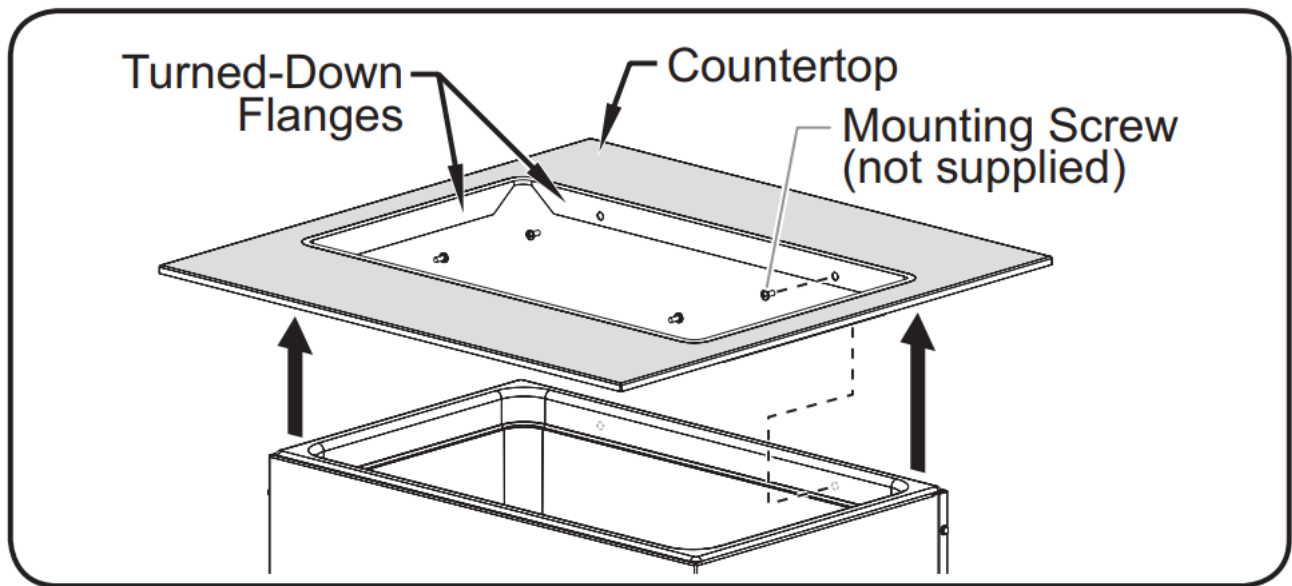
Installation of a bottom mount unit requires custom fabrication of the countertop by a qualified and experienced installer. Use the following information as guidelines for one method of installing a bottom mount unit. Refer to the OPTIONS AND ACCESSORIES section for installation with an optional mounting bracket.

- Create the countertop cutout with turned-down flanges on all four sides. These flanges should be positioned on the inside of the well for installation.



**Suggested Turned-Down Flange Dimensions**

- Apply silicone sealant to the top edge of the well before installation.
- Secure the unit to the countertop by installing mounting screws (not supplied) through the turned-down flanges and into the top rim of the well.



Installing Bottom Mount Unit

## OPERATION

### General

Use the following procedures to operate a Built-In Heated Well.



### WARNING

Read all safety messages in the Important Safety Information section before operating this equipment.

### ELECTRIC SHOCK HAZARD:

- 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.
- For units without Auto-Fill, turn off unit when filling with water and avoid splashing.

### NOTICE

Auto-fill units supplied with water from a reverse osmosis (RO) system (or similar water filtration system) must be installed with an operating remineralization system to ensure proper operation. Failure to do so may cause unit to overfill. Damage caused by overfilling is not covered under warranty.

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.

Unit must be allowed to cool down to room temperature before changing from wet-to-dry or dry-to-wet operation.

Allowing unit to run dry during wet operation or adding water during dry operation will damage unit.

Hatco Built-In Heated Wells are designed for WET or DRY operation. Hatco recommends wet operation for consistent food heating. If the unit is operating wet and is allowed to run dry, turn it off and allow to cool before adding water.

### Startup

1. Prepare the heated well for operation.
  - If using the well for wet operation without Auto-Fill, make sure the drain valve is closed (if equipped) and manually fill the well with hot tap water until the water is a maximum of 1-1/4 (32 mm) deep.
  - If the unit is equipped with the Auto-Fill option, make sure the drain valve is closed.
2. Place an empty pan in the well or cover the well with a lid. This step is recommended to speed up pre-heating and reach operating temperature.
3. Move the ON/OFF (I/O) switch to the ON (I) position. The indicator light on the switch glows when the unit is

on.

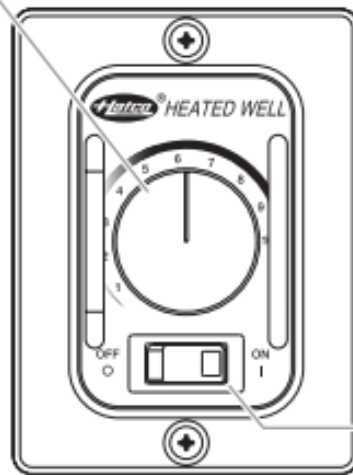
- If the unit is equipped with the Auto-Fill option, the ON/ OFF (I/O) switch will activate the Auto-Fill system when it is moved to the ON (I) position. The well will fill with water until the water reaches the water level sensor in the well. During operation, the Auto-Fill system will maintain the water level automatically using the water level sensor.
4. Turn the Temperature Control Knob to adjust the temperature of the unit to the desired safe food temperature.
  5. Allow heated well to preheat for approximately 30 minutes.



**WARNING**

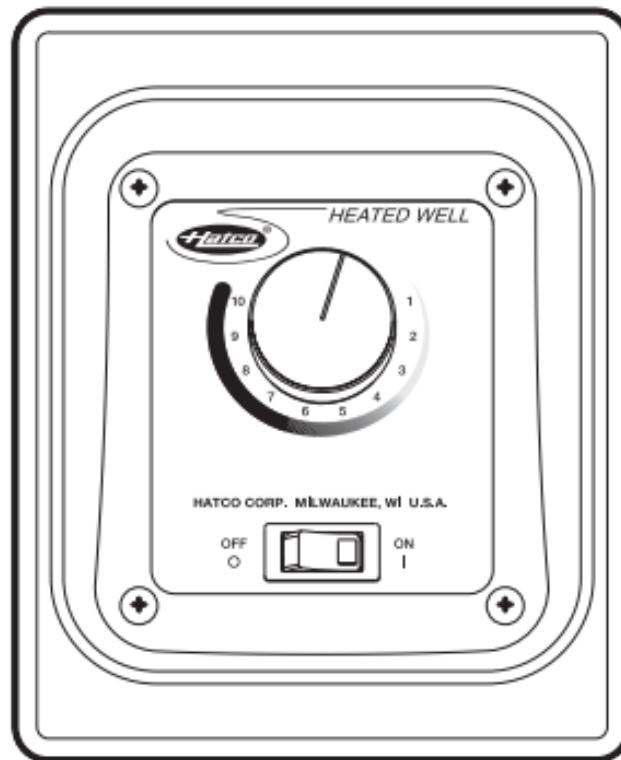
**Hatco Corporation is not responsible for actual food product serving temperature. It is the responsibility of the user to ensure that food product is held and served at a safe temperature.**

Temperature  
Control Knob



ON/OFF  
Switch

Standard Control Panel



Optional Recessed Control Panel  
w/Mechanical Temperature Control

## Control Panels

**NOTE:** Refer to the OPTIONS AND ACCESSORIES section for units equipped with the optional digital temperature controller.

### Food Warming

Place the appropriate size food pan(s) into the unit opening.

- Always use a food pan. Do not place food directly into the warmer.
- Stir thick food items frequently to keep food heated uniformly.
- Keep pans covered to maintain food quality and temperature.

### Shutdown



1. Move the ON/OFF (I/O) switch to the OFF (O) position. The indicator light on the switch will shut off and the AutoFill system will be deactivated (if equipped).

## MAINTENANCE

### General

Hatco Built-In Heated Wells are designed for maximum durability and performance, with minimum maintenance.



### 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.
- 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 clean unit when it is energized or hot.
- This unit is not "jet-proof" construction. Do not use jetclean spray to clean this unit.

**FIRE HAZARD:** Do not use 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 800-558-0607 or 414-671-6350.

### NOTICE

Do not use steel wool for cleaning. Steel wool will scratch the finish.

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 use harsh chemicals such as bleach, cleaners containing bleach, or oven cleaners to clean this unit.

Damage caused by chemicals is not covered by warranty.

### Daily Cleaning

To preserve the finish of the Built-In Well, perform the following cleaning procedure daily.

1. Move the ON/OFF (I/O) switch to the OFF position and allow the unit to cool.
2. Remove and wash any pans and adapters.
3. Drain or remove water from the well if used for wet operation.
4. Wipe down the entire unit using a clean cloth or sponge and mild detergent.
5. Use a plastic scouring pad to remove any hardened food particles or mineral deposits.
6. Rinse the well thoroughly with water to remove all detergent residue.
7. Wipe dry the entire unit using a non-abrasive, dry cloth.

### Removing Lime and Mineral Deposits

Use the following procedure whenever lime or scale is seen accumulating on the sides of the heated wells.

1. Move the ON/OFF (I/O) switch to the OFF position and allow the unit to cool.
2. Remove and wash any pans and adapters.
3. Open the drain valve (if equipped) or manually remove water from the well(s) if used for wet operation.
4. Close the drain valve.
5. Add water to the well until water is at normal operating level (1 to 1-1/2 deep) or covers the accumulated scale.
6. Add white vinegar to the well so that the resulting solution is approximately 2-parts vinegar to 5-parts water.

7. Move the ON/OFF (I/O) switch to the ON position and heat water to the maximum temperature of 190°F (88°C).
8. Move the ON/OFF (I/O) switch to the OFF position and cover the well.
9. Allow the solution to soak for at least one hour or overnight for heavy buildup.
10. Drain or remove the water/cleaning solution from the well.
11. Scrub the well with a plastic scouring pad.
12. Rinse the well thoroughly with water.
13. Wipe dry the entire unit using a non-abrasive, dry cloth.

**NOTE:** Heavy scale buildup may require additional treatments.

## TROUBLESHOOTING GUIDE



### WARNING

This unit must be serviced by qualified personnel only. Service by unqualified personnel may lead to electric shock or burn.

**ELECTRIC SHOCK HAZARD:** Turn power switch OFF, disconnect unit from power source, and allow unit to cool before performing any maintenance or cleaning.

### 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](http://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: 800-558-0607 or 414-671-6350

e-mail: [support@hatcocorp.com](mailto:support@hatcocorp.com)

Symptom	Probable Cause	Corrective Action
Food well not hot enough.	Temperature Control set too low.	Adjust Temperature Control to a higher setting.
	Heating element not working.	Contact Authorized Service Agent or Hatco for assistance.
	Temperature Control not working properly.	Contact Authorized Service Agent or Hatco for assistance.
	Voltage supplied is incorrect.	Verify correct voltage is supplied to unit. Low supply voltage will cause improper heating.
Food well too hot.	Temperature Control set too high.	Adjust Temperature Control to a lower 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 damage the unit.

No heat.	Unit turned off.	Turn on unit.
	On/Off Switch malfunctioning.	Contact Authorized Service Agent or Hatco for assistance.
	Circuit breaker tripped.	Reset circuit breaker. If circuit breaker continues to trip, contact Authorized Service Agent or Hatco for assistance.
	Temperature Control not working properly.	Contact Authorized Service Agent or Hatco for assistance.
	Heating element not working.	Contact Authorized Service Agent or Hatco for assistance.
Auto-Fill system not working.	Water level sensor is dirty and not “sensing” properly.	Perform the “Cleaning” procedure in the Maintenance section with special focus on the water level sensor.
	Auto-fill control board malfunctioning.	Contact Authorized Service Agent or Hatco for assistance.
	Water fill valve malfunctioning.	Contact Authorized Service Agent or Hatco for assistance.
Unit is overfilling with water.	Water level sensor is not “sensing” minerals in the water supply. This is typically due to reverse osmosis water or similar filtration process.	Auto-fill units supplied with water from a reverse osmosis (RO) system (or similar water filtration system) must be installed with an operating remineralization system to assure proper operation. Failure to do so may cause the unit to overfill. Damage caused by overfilling is not covered under warranty.
Food product not holding hot enough.	Well being operated as a dry unit.	Allow unit to cool and fill with the appropriate amount of water for wet operation. Wet operation promotes consistent hot food holding.
	The edges of food pans are bent allowing heat to escape.	Install pans with straight edges that seal to the heated well.

## OPTIONS AND ACCESSORIES

### Miscellaneous

**BALLVALVE3/4.....** 3/4 ball valve for installation on external drain line of units with a drain.

**GATEVALVE3/4IN .....** 3/4 gate valve for installation on external drain line of units with a drain.

### Adapter Bracket Kits

Adapter Bracket Kits are for installing top mount heated wells into non-combustible countertops that are 3/162 thick (see “Installing Top Mount Unit into Non-Combustible Countertop” procedure in the INSTALLATION section for details).

**HWB-MNT-REC .....** 8-piece kit for rectangular wells.

**HWB-MNT-RND .....** 4-piece kit for round wells.

## Mounting Kits

The following mounting kits are available for installing units in combustible countertops. ”

HWB-FUL-MNT ..... Mounting kit for HWB-FUL Series.

HWB-43-MNT ..... Mounting kit for HWB-43 Series.

HWB-4Q-MNT ..... Mounting kit for HWB-4QT Series.

HWB-7Q-MNT ..... Mounting kit for HWB-7QT Series.

HWB-11Q-MNT ..... Mounting kit for HWB-11QT Series.

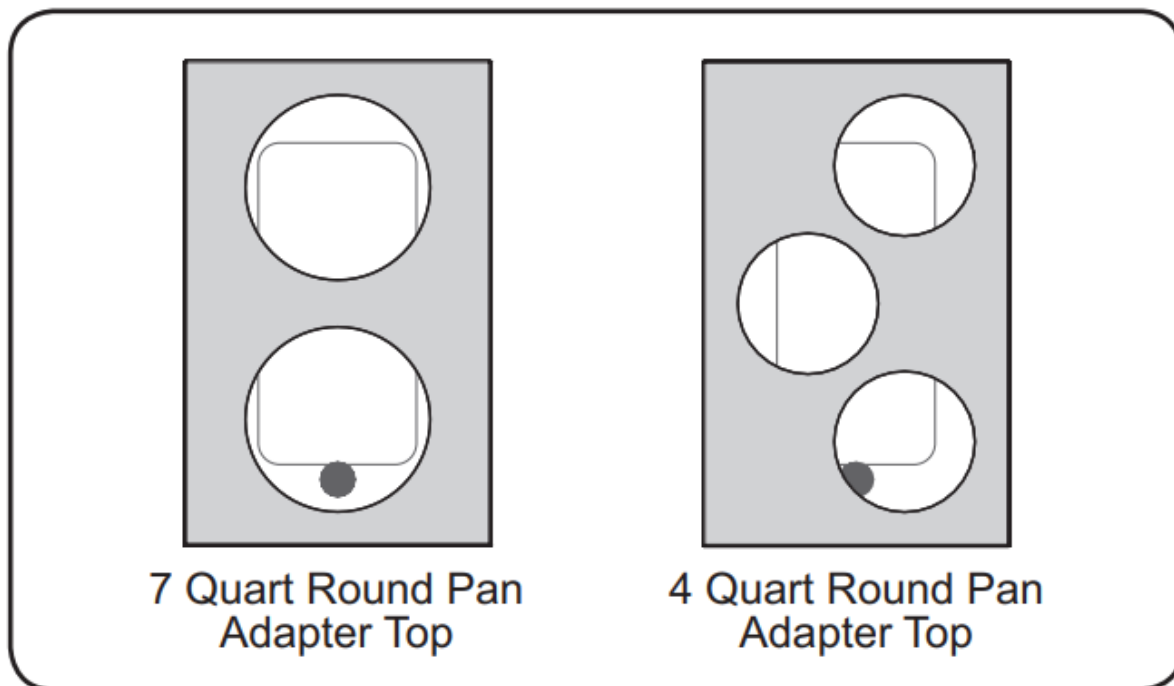
## Adapter Tops

The following adapter tops are available to allow rectangular heated wells to hold round pans. ”

HWB-2-7Q ..... Adapter to convert HWB-FUL Series heated well to hold two 7-quart round pans.

HWB-2-11Q ..... Adapter to convert HWB-43 Series heated well to hold two 11-quart round pans.

HWB-3-4Q ..... Adapter to convert HWB-FUL Series heated well to hold three 4-quart round pans.



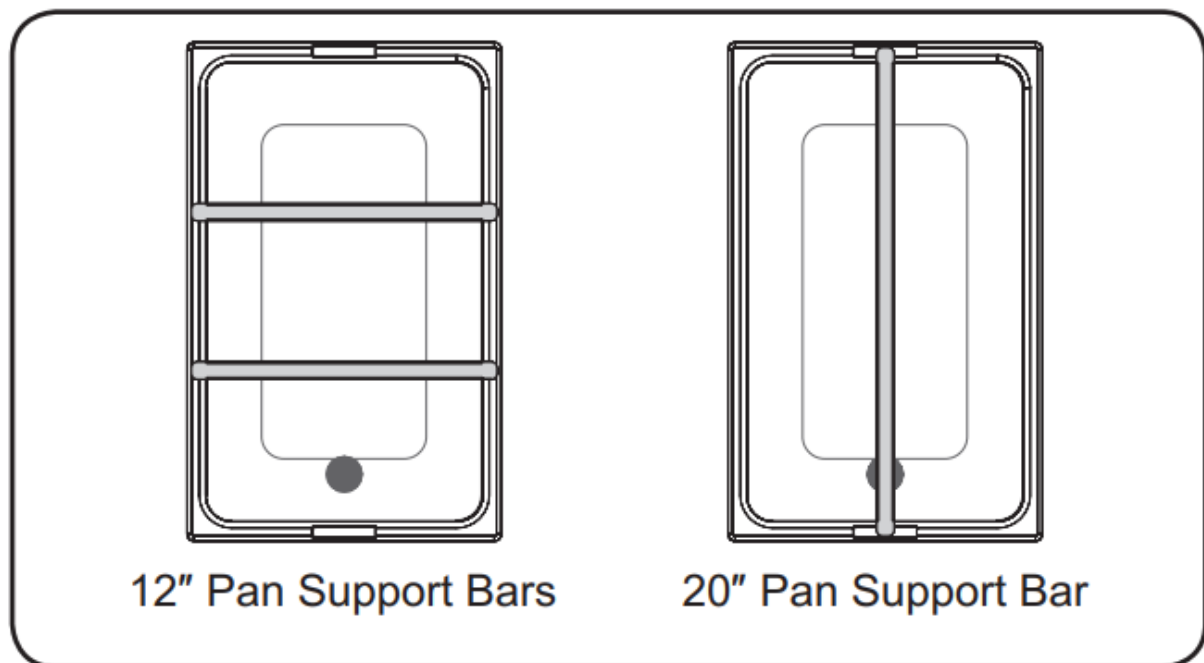
## Adapter Tops

## Pan Support Bars

The following pan support bars are available to divide a heated well into sections for different size pans.

HWB12BAR .....12 (305 mm) Pan Support Bar

HWB20BAR .....20 (508 mm) Pan Support Bar (HWB-FUL Series only)



### Support Bars

#### Food Pans

Stainless steel food pans are available in various sizes.

- ST **PAN** 1/3 ..... Third-size stainless steel pan — 12-3/4W x 6-7/8D x 2-1/2H (324 x 175 x 64 mm)
- ST **PAN** 1/2 ..... Half-size stainless steel pan — 12-3/4W x 10-3/8D x 2-1/2H (324 x 264 x 64 mm)
- ST **PAN** 2 ..... Full size stainless steel pan at 2-1/2 (64 mm) deep — 12-3/4W x 20-3/4D (324 x 527 mm)
- ST **PAN** 4 ..... Full size stainless steel pan at 4 (102 mm) deep — 12-3/4W x 20-3/4D (324 x 527 mm)
- 4QT-PAN ..... 4 quart (4 l) round pan — 6-3/4 dia x 8H (171 x 203 mm)
- 7QT-PAN ..... 7 quart (7 l) round pan — 8-11/16 dia x 8H (221 x 203 mm)
- 11QT-PAN ..... 11 quart (10 l) round pan — 12-1/4 dia x 8H (311 x 203 mm)
- 4QT-LID-1 ..... 4 quart (4 l) round, notched lid
- 7QT-LID-1 ..... 7 quart (7 l) round, notched lid
- 11QT-LID-1..... 11 quart (10 l) round, notched lid
- 4QT-LID..... 4 quart (4 l) round, hinged and notched lid
- 7QT-LID..... 7 quart (7 l) round, hinged and notched lid
- 11QT-LID..... 11 quart (10 l) round, hinged and notched lid



1/3 Pan



1/2 Pan



Full Pan  
2-1/2" (64 mm) Deep



Full Pan  
4" (102 mm) Deep



4 Quart (4 l)  
Round Pan



7 Quart (7 l)  
Round Pan



11 Quart (10 l)  
Round Pan



4 Quart (4 l)  
Notched Lid



7 Quart (7 l)  
Notched Lid



11 Quart (10 l)  
Notched Lid



4 Quart (4 l)  
Hinged Lid



7 Quart (7 l)  
Hinged Lid



11 Quart (10 l)  
Hinged Lid

## Stainless Steel Food Pans

### Digital Temperature Controller

A digital temperature controller is only available as an option for standard watt units equipped with a drain. Use the following procedures to operate a heated well equipped with the optional digital temperature controller.

#### Startup

1. Move the ON/OFF (I/O) switch to the ON (I) position. The indicator light on the switch glows when the unit is

on.

· The digital temperature controller will energize and the current temperature of the well or “LO” will appear on the TEMPERATURE display. “LO” indicates the well temperature is below 70°F (21°C).



### CAUTION

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

2. Press **SET** the key three times to verify the setpoint temperature. (“SP” will be displayed after the second press.)

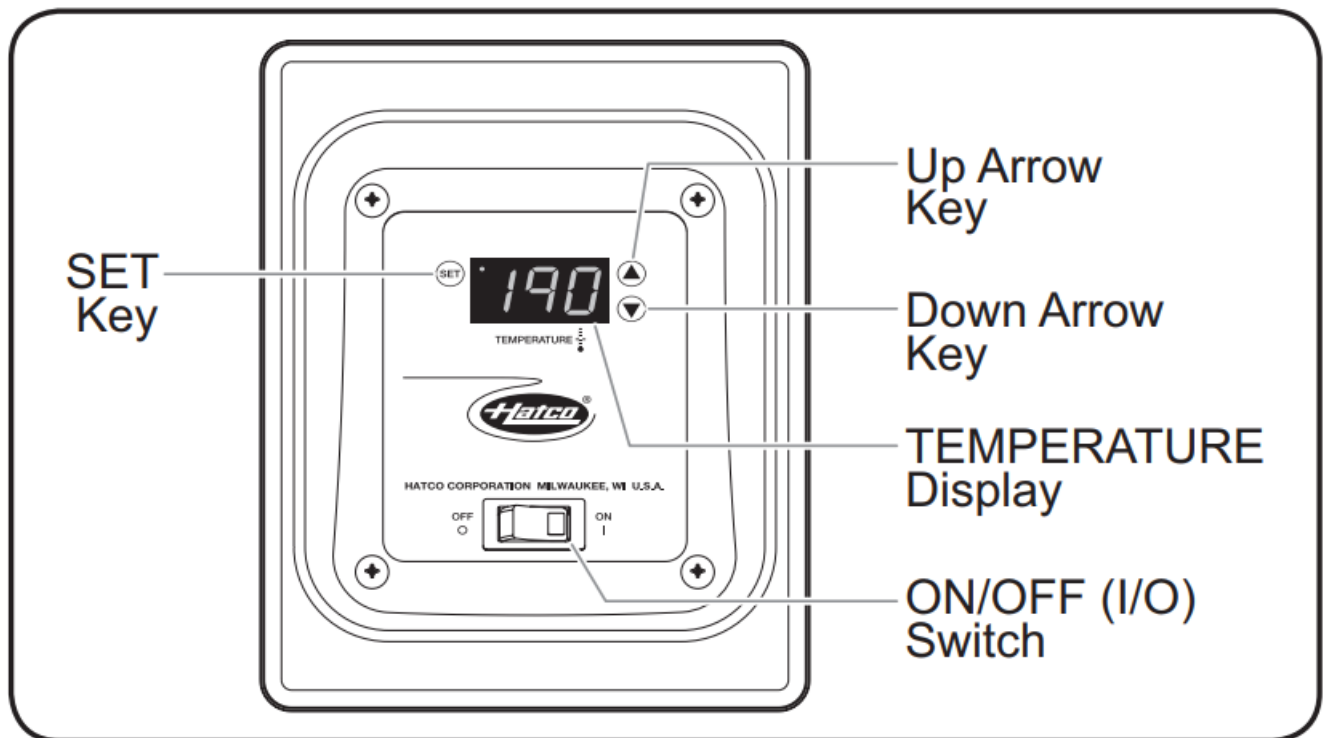
· The setpoint temperature will be shown for 10 seconds. After 10 seconds, the TEMPERATURE display will revert to the current temperature of the unit. To change the setpoint temperature, refer to “Changing the Setpoint Temperature” in this section.

**NOTE:** The digital temperature controller is factory pre-set to a setpoint temperature of 190°F (88°C) at the factory. Once the setpoint temperature is changed, the new setpoint temperature will remain in memory until it is changed again.

3. Allow unit to preheat for approximately 30 minutes.

### Shutdown

1. Move the POWER ON/OFF (I/O) switch to the OFF (O) position. The indicator light on the switch will shut off.



### Changing the Setpoint Temperature



Use the following procedure to change the setpoint temperature on a digital temperature controller.

1. Press the **SET** key three times. The current setpoint temperature will be shown on the TEMPERATURE display (“SP” will be displayed after the second press).
2. Press the ▲ key or ▼ key within 10 seconds to change the setpoint temperature.
3. Press the **SET** key to lock in the new setpoint temperature. The TEMPERATURE display will go blank for two seconds to show that the new setting has been accepted.

**NOTE:** After 10 seconds of inactivity during the programming process, the controller will exit programming mode automatically without saving any changes

### Changing Fahrenheit and Celsius Setting

Use the following procedure to change between Fahrenheit and Celsius on the display.

1. Press the **SET** key once. Either an “F” for Fahrenheit or “C” for Celsius will be displayed.
2. Press the  key or  key within 10 seconds to change from “F” (Fahrenheit) and “C” (Celsius).
3. Press the **SET** key three times to lock in the new setting. The TEMPERATURE display will go blank for two seconds to show that the new setting has been accepted.

**NOTE:** After 10 seconds of inactivity during the programming process, the controller will exit programming mode automatically without saving any changes.

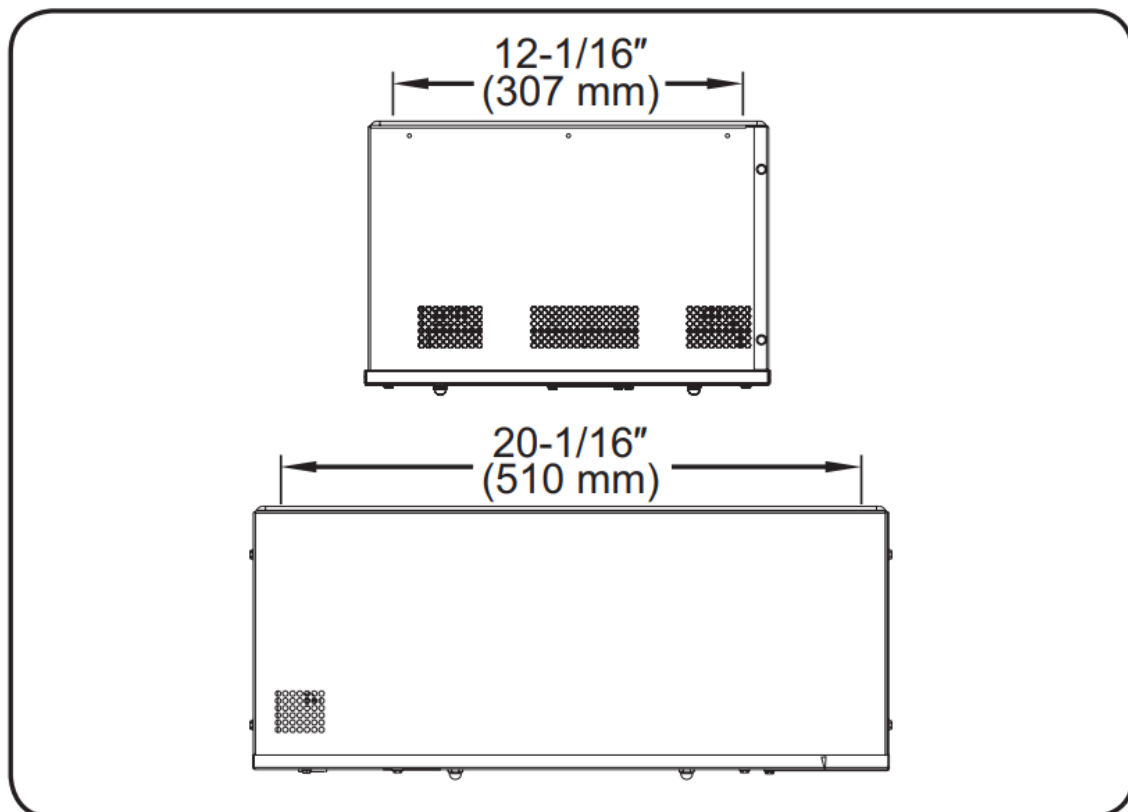
### WM Control

A WM controller is available as an option to replace most existing controls. Not available for Auto-fill units.

### Mounting Bracket for Bottom Mount Units

Mounting brackets for bottom mount units are available as factory-installed options (not retrofittable) for HWBIB-series. Use the following procedure to install a bottom mount unit using the mounting brackets.

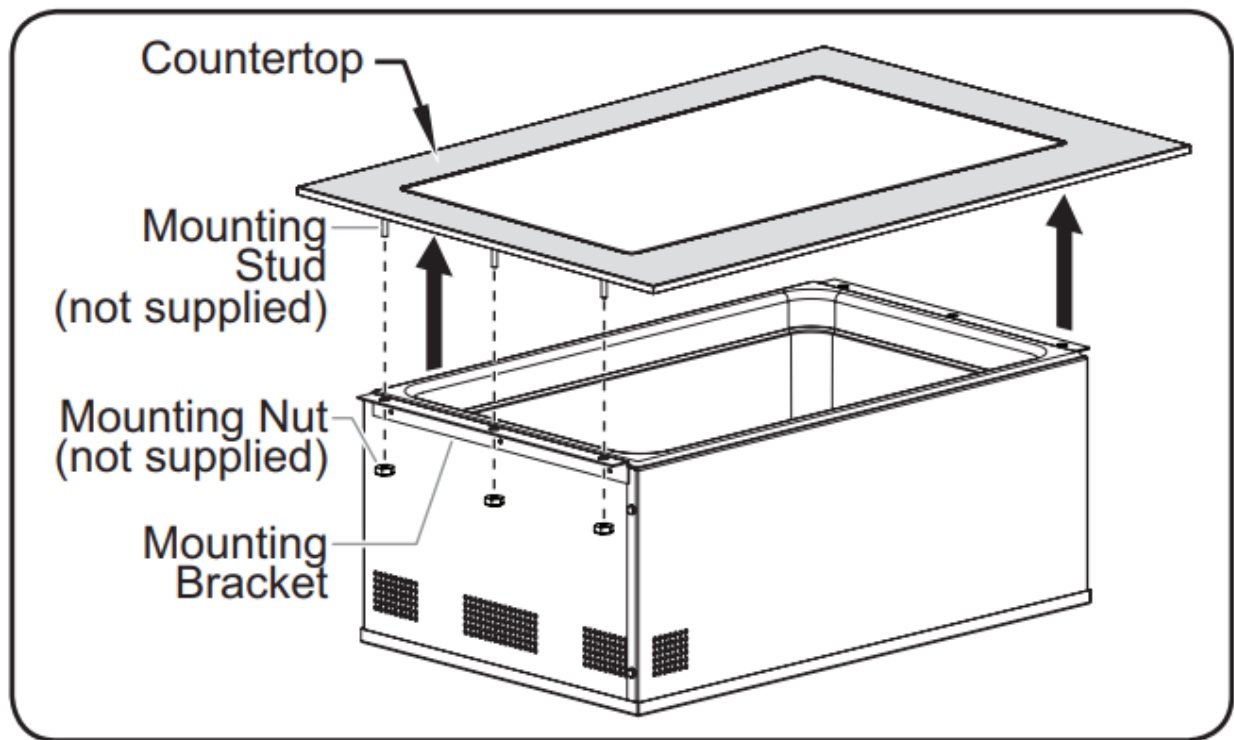
1. Cut the appropriate opening into the countertop. Use the “Inside Pan Dimensions HWBIB Models” below as a guide.



**Inside Pan Dimensions – HWBIB Models**

2. Cut the appropriate opening for the control enclosure. Refer to “Control Enclosure Cutout Dimensions” in the INSTALLATION section.
3. Locate mounting studs on the underside of countertop.
4. Secure the unit to the underside of the countertop.
  - Apply silicone sealant to the top edge of the well before installation.
  - Secure the unit to the countertop by using mounting nuts onto mounting studs through the three holes on each mounting bracket.



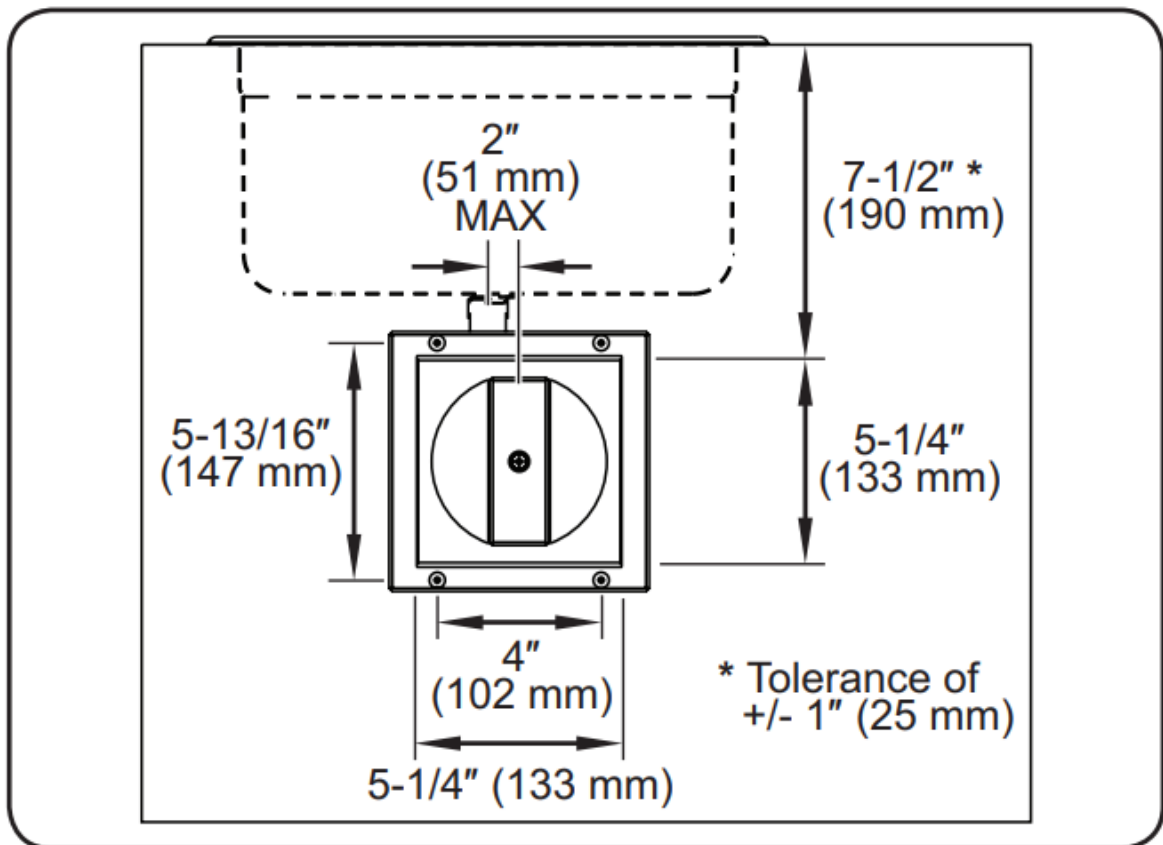


Installing Bottom Mount units using optional Mounting Brackets

#### Remote Drain Handle

A remote drain handle option allows easy manual drain valve shutoff. Use the following procedure to install a cabinet mounted drain handle.

1. Mount the Drain Handle to the cabinet.
  - Refer to the “Remote Drain Handle Enclosure Cutout Dimensions” illustration for the appropriate cutout dimensions.
  - Drain handle must have a maximum 2 (51 mm) offset from drain pipe.
  - Distance from front of cabinet to center of drain must be less than 26 (660 mm).
  - Use the four screws to secure the Drain Handle enclosure to the cabinet.
2. Remove the valve handle/knob by loosening nut.
  - Units with Ball Valve: Save the nut for reuse, handle no longer needed.
  - Units with Gate Valve: Save the nut for reuse, knob no longer needed.
3. Install the valve coupling in place of removed valve handle or knob using the previously removed nut.

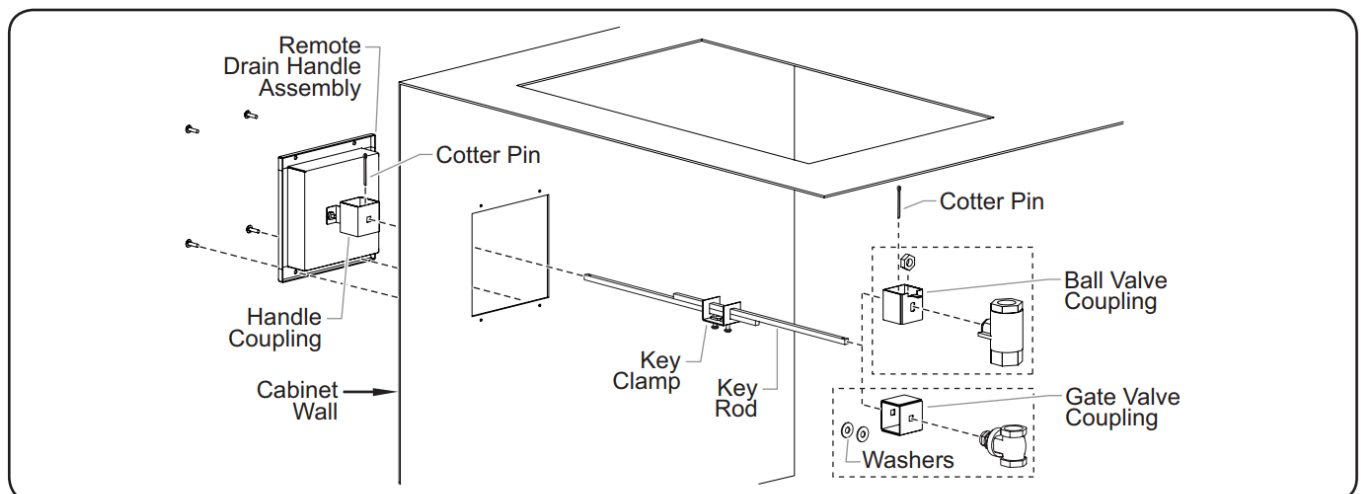


4. Slide the square key rod through the handle coupling (cotter pin hole end facing up).
5. Insert the cotter pin into the key rod inside the handle coupling.
6. Slide the key clamp onto the key rods.
7. Slide the top key rod into the valve coupling.
  - Units with Gate Valve: use two shim washers inside coupling.
8. Insert the cotter pin into the key rod.
9. Center the key clamp on the overlapping key rods leaving a 1/8 (3 mm) gap for front to back play.

**Tighten both screws.**

- The key rods can be installed at a 26 (660 mm) maximum distance from the front of the cabinet to the center of the drain.

10. Spread both cotter pin ends to secure the rods inside the couplings.



Remote Drain Handle Installation (Cabinet Cutaway)

**LIMITED WARRANTY**

## 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—HW and HWB Series (metal sheathed)

**b) Two (2) Year Parts and Labor Warranty:** Induction Ranges

**c) One (1) Year Parts and Labor PLUS Four (4) Years Parts-Only Warranty:** 3CS and FR Tanks

**d) One (1) Year Parts and Labor PLUS Nine (9) Years Parts-Only Warranty on:** Electric Booster Heater Tanks  
Gas Booster Heater Tanks

**e) 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 Hatcoauthorized 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.

## AUTHORIZED PARTS DISTRIBUTORS

ALABAMA

Jones mcLeod appl. Svc.  
Birmingham  
205-251-0159

ARIZONA

Service Solutions Group  
Phoenix  
602-234-2443

Byassee Equipment Co.  
Phoenix

602-252-0402

CALIFORNIA

Industrial Electric  
Commercial Parts & Service, Inc.  
Huntington Beach  
714-379-7100

Chapman appl. Service  
San Diego

619-298-7106

P & D appliance

Commercial Parts & Service, Inc.  
S. San Francisco

650-635-1900

COLORADO

Hawkins Commercial appliance  
Englewood  
303-781-5548

FLORIDA

Whaley Foodservice Repair  
Jacksonville  
904-725-7800

3Wire Nass Service Co., Inc.  
Orlando

407-425-2681

B.G.S.I.

Pompano Beach

954-971-0456

Comm. appliance Service  
Tampa

813-663-0313

GEORGIA

TWC Services

mableton

770-438-9797

Heritage Service Group

Norcross

866-388-9837

Southeastern Rest. Svc.

Norcross

770-446-6177

HAWAII

Burney's Comm. Service, Inc.

Honolulu

808-848-1466

Food Equip Parts & Service

Honolulu

808-847-4871

ILLINOIS

Parts Town

Lombard

708-865-7278

Eichenauer Elec. Service

Decatur

217-429-4229

midwest Elec. appl. Service

Elmhurst

630-279-8000

Cone's Repair Service

moline

309-797-5323

INDIANA

GCS Service

Indianapolis

317-545-9655

IOWA

Electric motor Service Co.

Davenport 319-323-1823

Goodwin Tucker Group

Des moines 515-262-9308

KENTuCKy

Service Solutions Group

Lexington 859-254-8854

Service Solutions Group

Louisville 502-451-5411

LOuISIANA

Chandlers Parts & Service

Baton Rouge 225-272-6620

MARyLAND

Electric motor Service

Baltimore 410-467-8080

GCS Service

Silver Spring 301-585-7550

MASSACHuSETTS

ace Service Co., Inc.

Needham 781-449-4220

#### MICHIGAN

Bildons appliance Service  
Detroit 248-478-3320  
Commercial Kitchen Service  
Bay City 517-893-4561  
midwest Food Equip. Service  
Grandville 616-261-2000

#### MINNESOTA

GCS Service  
Plymouth 800-345-4221  
MISSOURI  
General Parts  
Kansas City 816-421-5400  
Commercial Kitchen Services  
St. Louis 314-890-0700  
Kaemmerlen Parts & Service  
St. Louis 314-535-2222

#### NEBRASKA

anderson Electric  
Omaha 402-341-1414

#### NEVADA

Burney's Commercial  
Las Vegas 702-736-0006  
Hi. Tech Commercial Service  
N. Las Vegas 702-649-4616

#### NEW JERSEY

Jay Hill Repair  
Fairfield 973-575-9145  
Service Plus  
Flanders 973-691-6300

#### NEW YORK

acme american Repairs, Inc.  
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alpro Service Co.  
Brooklyn 718-386-2515  
appliance Installation  
Buffalo 716-884-7425  
Duffy's Equipment Services, Inc.  
Buffalo 800-836-1014  
3Wire Northern  
Plattsburgh 800-634-5005  
Duffy's Equipment Services, Inc.  
Sauquoit 800-836-1014  
J.B. Brady, Inc.  
Syracuse 315-422-9271  
NORTH CAROLINA  
authorized appliance  
Charlotte 704-377-4501  
OHIO akron/Canton Comm. Svc. Inc.  
akron 330-753-6635  
Service Solutions Group  
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Commercial Parts and Service  
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FaST Comm. appl. Service  
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K & D Service Co.  
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Electric Repair Co.  
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RHODE ISLAND

marshall Electric Co.  
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Whaley Foodservice Repair  
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TExAS GCS Service

Fort Worth 800-433-1804  
armstrong Repair Service  
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Cooking Equipment Specialist  
mesquite 888-866-9276

Refrigerated Specialist, Inc.  
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Commercial Kitchen Repair Co.  
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La monica's Rest. Equip. Service  
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VIRGINIA Daubers

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3Wire Restaurant appliance  
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WISCONSIN a.S.C., Inc.  
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a.S.C., Inc. milwaukee  
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[www.hatcocorp.com](http://www.hatcocorp.com)

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See ImPORTaNT OWNER INFORmaTION  
section for details.

**Documents / Resources**



	<p><a href="#">Hatco HWB Series Built-In Heated Wells</a> [pdf] Instruction Manual HWB Series Built-In Heated Wells, HWB Series, Built-In Heated Wells, Heated Wells, Wells</p>
	<p><a href="#">Hatco HWB Series Built-In Heated Wells</a> [pdf] Instruction Manual HWB Series Built-In Heated Wells, HWB Series, Built-In Heated Wells, Heated Wells, Wells</p>

References

-  [Commercial Foodservice & Restaurant Equipment | Hatco](#)
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