

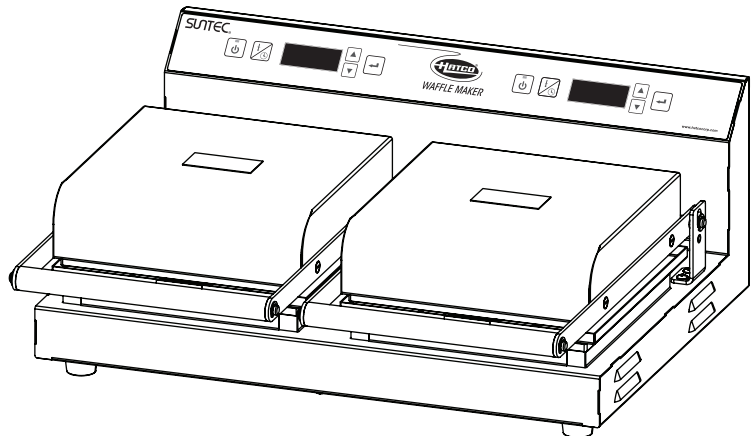
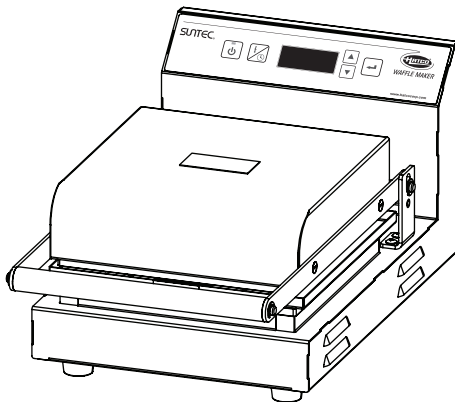


Original Instructions
原始说明

Waffle Makers 华夫机

RWM and RCTWM Series/系列

Installation and Operating Manual 安装及操作手册



WARNING

Do not operate this equipment unless you have read and understood the contents of this manual! Failure to follow the instructions contained in this manual may result in serious injury or death. This manual contains important safety information concerning the maintenance, use, and operation of this product. If you're unable to understand the contents of this manual, please bring it to the attention of your supervisor. Keep this manual in a safe location for future reference.

English = p 2

警告

请在认真阅读并理解本手册的内容后再操作本设备！不按照本手册中的说明操作可能会导致严重的人身伤亡事故。本手册中包含了有关本产品维护、使用和操作的重要安全事项。如果您不理解本手册的内容，请将本手册交给主管人员，以提请其注意。请将本手册妥善放置，以便参照。

中文 = 第 13 页

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IMPORTANT OWNER INFORMATION

Record the model number, serial number, voltage, and purchase date of the unit in the spaces below (specification label located on the back of the unit). Please have this information available when calling Hatco® for service assistance.

Model No. _____

Serial No. _____

Voltage _____

Date of Purchase _____

Business Hours: 9:00 AM to 6:00 PM (Beijing Time)

Monday through Friday

Telephone: (0512) 6732-5091

E-mail: infocn@hatcocorp.com

Additional information can be found by visiting our web sites at:

www.hatcocorp.com

INTRODUCTION

Hatco Waffle Makers cook continuous, excellent-quality waffles for commercial kitchens, display cooking locations, and buffets. The adjustable time and temperature controls enable operators to cook consistent quality waffles from a variety of different batters. Exclusive heating elements provide exceptional heat distribution throughout the entire cooking plate, ensuring the even cooking of each waffle.

Hatco Waffle Makers 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 installation, safety, and operating instructions for Waffle Makers. Hatco recommends all installation, operating, and safety instructions appearing in this manual be read prior to installation or operation of a unit.

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

WARNING

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.

NOTE: Refer to the Symbol Identification tables on the back cover of this manual for definitions of symbols that may appear in this manual.



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 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.
- Unit is not weatherproof. Locate unit indoors where ambient air temperature is a minimum of 21°C (70°F).
- 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.
- Do not allow liquids to spill into unit.
- Do not pull unit by power cord.
- Do not allow power cord to hang over edge of counter.
- 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.

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

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

Never leave unit unattended during use.

Do not use unit for any purpose other than for which it is designed.

⚠ WARNING

FIRE HAZARD:

- Locate unit a minimum of 51 mm (2") from combustible walls and materials. If safe distances are not maintained, discoloration or combustion could occur.
- Do not obstruct air ventilation openings on outer housing of unit. Unit combustion or malfunction may occur.

This unit has no “user-serviceable” parts. If service is required on this unit, contact an Authorized Hatco Service Agent or contact Hatco at (0512) 6732-5091.

⚠ CAUTION

BURN HAZARD:

- Some exterior surfaces on unit will get hot. Avoid unnecessary contact with unit.
- Do not come in contact with cooking plates during operation. Both plates are very hot.
- Allow unit to cool before performing any cleaning, adjustments, or maintenance.

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

NOTICE

Do not locate unit in an area subject to excessive temperatures or grease from grills, fryers, etc. Excessive temperatures and grease could cause damage to unit.

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

For steel surfaces, 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.

This unit is intended for commercial use only—NOT for household use.

Clean unit daily to avoid malfunctions and maintain sanitary operation.

MODEL DESCRIPTION



All Models

Hatco® Waffle Makers consist of an easy-to-clean stainless steel frame and aluminum cooking plates. The cooking plates are available for either standard or Belgian-style waffles. The standard cooking plates produce waffles that are 178 mm (7") in diameter and 16 mm (5/8") thick. The Belgian-style cooking plates produce waffles that are 178 mm (7") in diameter and 25 mm (1") thick.

The units feature a Power I/O (on/off) switch on the back, a multi-function control panel, and a removable drip tray. All units are equipped with a factory attached 1829 mm (6') power cord and plug.

RWM-1 and RWM-1B Models

These models are single iron waffle makers with either standard or belgian-style waffle cooking plates.

RWM-2 and RWM-2B Models

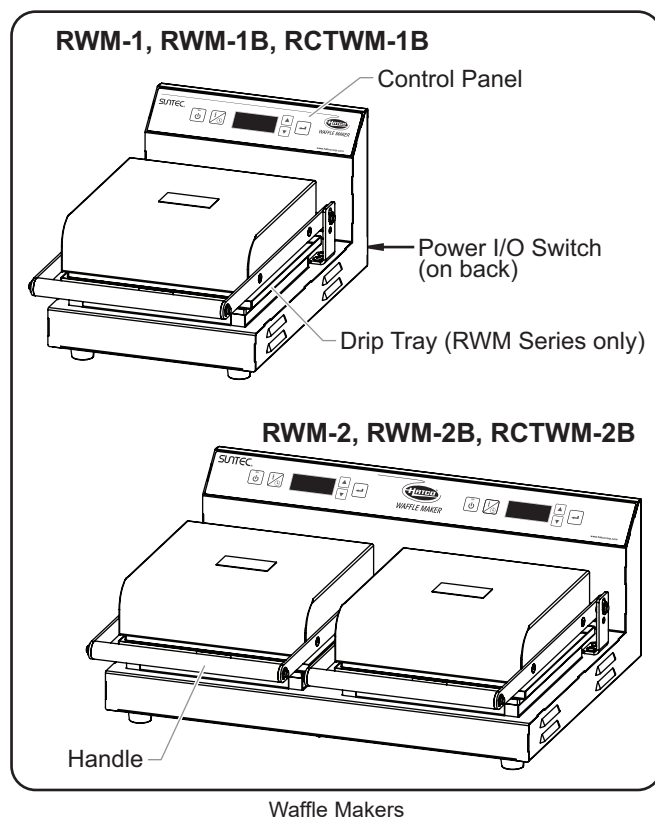
These models are dual iron waffle makers with either standard or belgian-style waffle cooking plates.

RCTWM-1B Model

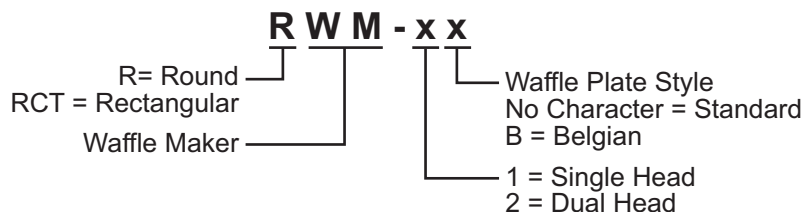
This model is a single head waffle maker with belgian-style, rectangular waffle cooking plates.

RCTWM-2B Model

This model is a dual head waffle maker with belgian-style, rectangular waffle cooking plates.



MODEL DESIGNATION



Plug Configurations

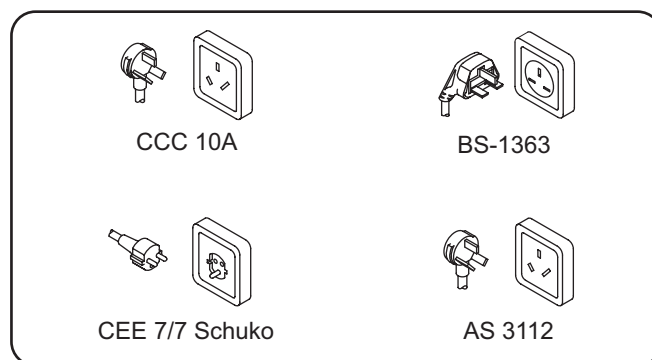
Units are supplied from the factory with an electrical cord and plug. Plugs are supplied according to the application.



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 proper voltage and size electrical receptacle.

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



Plug Configurations

NOTE: Receptacle not supplied by Hatco.

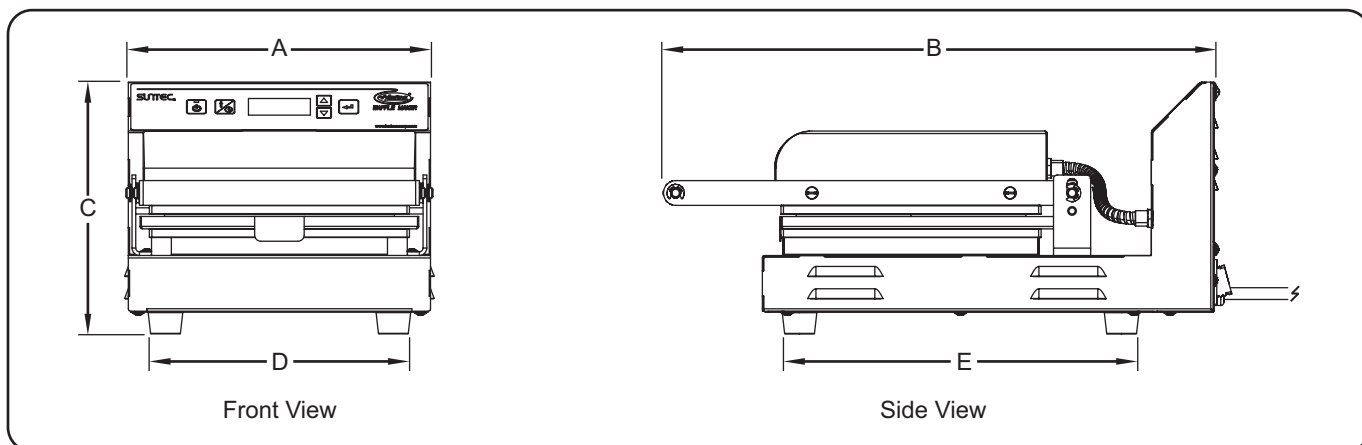
Electrical Rating Chart

Model	Voltage	Watts	Amps	Plug Configuration	Shipping Weight
RWM-1	220 V	823 W	3.7 A	CCC 10A, BS-1363, CEE 7/7 Schuko, AS 3112	7 kg (16 lbs.)
RWM-1B	230 V	900 W	3.9 A		
RCTWM-1B	240 V	980 W	4.0 A		
RWM-2	220 V	1647 W	7.5 A	CCC 10A, BS-1363, CEE 7/7 Schuko, AS 3112	15 kg (33 lbs.)
RWM-2B	230 V	1800 W	7.8 A		
RCTWM-2B	240 V	1960 W	8.2 A		

NOTE: Shipping weight includes packaging.

Dimensions

Model	Width (A)	Depth (B)	Height (C)	Footprint Width (D)	Footprint Depth (E)
RWM-1 RWM-1B RCTWM-1B	244 mm (9-5/8")	449 mm (17-11/16")	204 mm (8-1/16")	209 mm (8-1/4")	284 mm (11-3/16")
RWM-2 RWM-2B RCTWM-2B	498 mm (19-5/8")	449 mm (17-11/16")	204 mm (8-1/16")	463 mm (18-1/4")	284 mm (11-3/16")



General

Hatco® Waffle Makers are shipped pre-assembled and ready to use. Care should be taken when unpacking the shipping carton to avoid damage to the unit. The following installation procedure must be performed before connecting electricity and operating the unit.

WARNING

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

FIRE HAZARD:

- Locate unit a minimum of 51 mm (2") from combustible walls and materials. If safe distances are not maintained, discoloration or combustion could occur.
 - Do not obstruct air ventilation openings on outer housing of unit. Unit combustion or malfunction may occur.
1. Inspect the shipping carton for obvious signs of transit damage. If damaged, inform the freight company immediately. **CAUTION! Stop! Do not attempt to use unit if damaged. Contact Hatco for assistance.**
 2. Remove the unit and any loose components/accessories from the shipping carton. The following loose components are included in every Waffle Maker
 - Cleaning Brush

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

3. Remove tape and protective packaging from all surfaces of the unit.
 - Make sure to remove all protective film from the stainless steel surfaces.
4. Inspect the unit for freight damage such as dents in housing or broken handles. If damaged, inform the freight company immediately. **CAUTION! Stop! Do not attempt to use unit if damaged. Contact Hatco for assistance**

CAUTION

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

NOTICE

Do not locate unit in an area subject to excessive temperatures or grease from grills, fryers, etc. Excessive temperatures and grease could cause damage to unit.

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

5. Place the unit in the desired location.

- Locate the unit in an area where the ambient air temperature is constant and a minimum of 21°C (70°F). Avoid areas that may be subject to active air movements or currents (i.e., near exhaust fans/hoods and air conditioning ducts).
- Make sure the unit is at the proper counter height in an area convenient for use.
- Make sure the countertop is level and strong enough to support the weight of the unit and food product.
- Make sure all the feet on the bottom of the unit are positioned securely on the countertop.

General

Hatco Waffle Makers are designed for ease of operation and versatility. Use the following information and procedures to operate a waffle maker.

WARNING

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

Control Panel

The following are descriptions of the controls used to operate a Waffle Maker. Controls are located on the control panel as well as on the back of the unit.

Power I/O Switch

The Power I/O (on/off) switch controls power to the unit. It is located on the back of the unit. Use the Power I/O switch for daily or long-term shutdown of the unit.

LED Display

The LED display shows time, temperature, and error information for the waffle maker.



Standby Button

The lighted Standby button () toggles the unit between operating mode and standby mode. Use standby mode for short-term shutdown of the unit.

- In standby mode, the light will be red.
- In operating mode, the light will be green.



Time/Temperature Button

The Time/Temperature button () toggles the LED display through temperature and time settings.



Arrow Buttons

The Arrow buttons ( ) are used to change time and temperature settings.

- Press the  button to increase a time or temperature setting.
- Press the  button to decrease a time or temperature setting.



Enter Button

The Enter button () starts a cooking cycle and resets the timer at the end of a cycle.

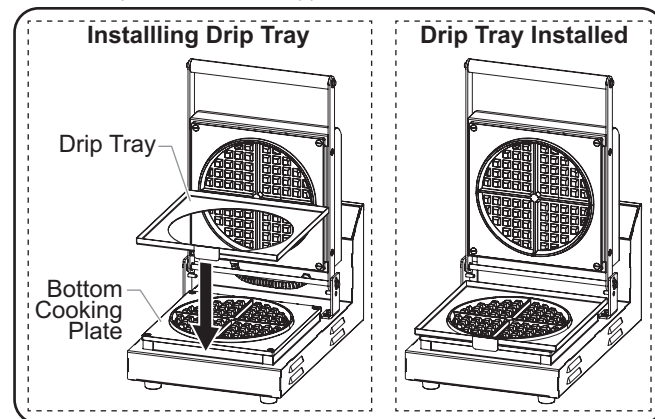
Operating the Unit

Startup

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

NOTE: The unit is preset at the factory to a temperature of 196°C (385°F) and a timer setting of 3:30. The temperature range of the unit is 104°–218°C (220°–425°F). The timer setting range of the unit is 0:10–10:00. Refer to procedures in this section to make adjustments to these settings.

2. Make sure the drip tray is in position on the bottom cooking plate (RWM Series only).



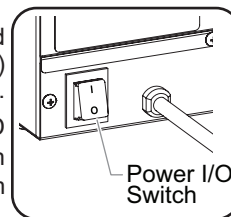
Installing the Drip Tray (RWM-1 shown)

CAUTION

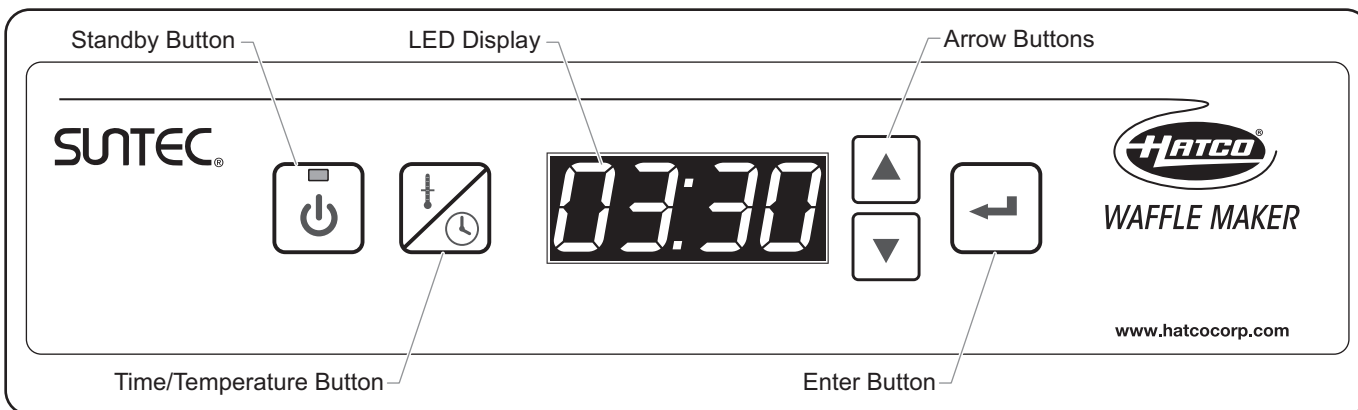
BURN HAZARD:

- Some exterior surfaces on unit will get hot. Avoid unnecessary contact with unit.
- Do not come in contact with cooking plates during operation. Both plates are very hot.

3. Move the Power I/O switch located on the back of the unit to the I (on) position to turn on power to the unit.
 - A beep will sound, the LED display will flash, and the light on the  button will illuminate from green to red.



continued...



Control Panel

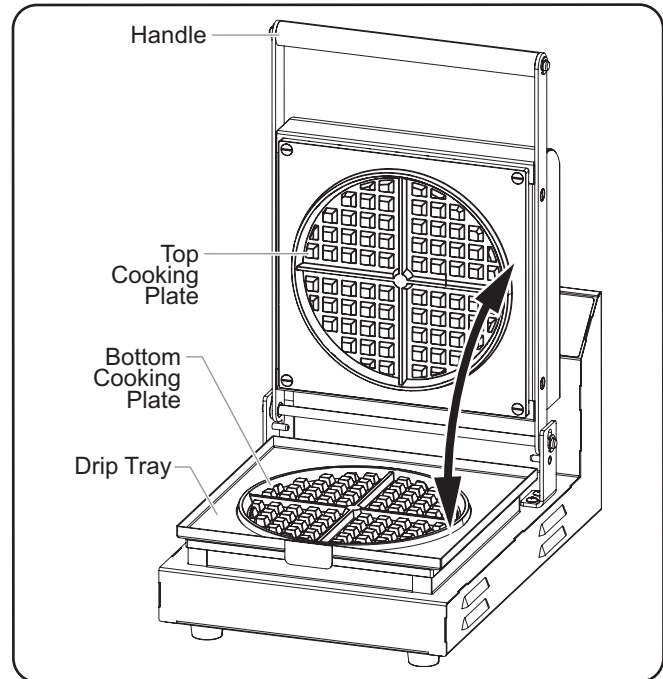
4. Press the  button to turn on the waffle maker (operating mode).
 - The  button will illuminate green, the LED display will show the current temperature of the unit, and preheating will begin.
5. Using the included heat-resistant cooking brush, carefully apply an oil-based, non-stick shortening evenly onto each cooking plate. Make sure the shortening makes it to the bottoms of the grooves in each plate.
6. Close the waffle maker and allow unit to heat for 30 minutes.
 - When preheating is complete (approximately 10 minutes), three short beeps will sound and the LED display will show the current timer setting. Continue to allow the unit to heat for the full 30 minutes to season the plates.
7. Open the waffle maker, and spread waffle batter onto the bottom cooking plate. The amount of batter will be determined by the type of batter and the size of the cooking plates.
8. Close the waffle maker, and press the  button to start the timer.
9. When cooking is complete, several beeps will sound and the LED display will flash zeros.
 - Touch the  button to reset the timer.
10. Carefully open the waffle maker and immediately remove the waffle using a pair of tongs or other appropriate utensil.
11. Discard the waffle.
 - The first waffle after startup will soak up excess shortening, preparing the waffle maker for cooking.

Important Note

Perform the entire "Startup" procedure each time the waffle maker is turned on. Seasoning the cooking plates and discarding the first waffle are important steps toward ensuring quality waffles and non-stick operation.

Cooking Waffles

1. Make sure the "Startup" procedure is complete.
2. Open the waffle maker, and spread waffle batter onto the bottom cooking plate. The amount of batter will be determined by the type of batter and the size of the cooking plates.
3. Close the waffle maker, and press the  button to start the timer.
4. When the cooking cycle is complete, several beeps will sound and the LED display will flash zeros.
 - Touch the  button to reset the timer.
5. Carefully open the waffle maker, and immediately remove the waffle using a pair of tongs or other appropriate utensil.
6. Continue to cook waffles by repeating steps 2–5 of this procedure.
 - If the waffles begin sticking to the cooking plates, spray the top and bottom cooking plates lightly with an oil-based food release spray. Continue to spray the plates in between waffles as needed.



Waffle Maker in open position (RWM-1 shown)

Standby Shutdown

Use standby shutdown to put the waffle maker in standby mode during extended periods of non-use.

1. Press the  button to shut down operation and put the unit into standby mode. The light will be red.
 - The heating elements and LED display will shut down.

Daily Shutdown

Use the following procedure to shutdown the waffle maker at the end of each day.

1. Press the  button to shut down operation and put the unit into standby mode.
2. Move the Power I/O switch located on the back of the unit to the **O** (off) position to turn off power to the unit.
3. Perform the "Daily Cleaning" procedure in the Maintenance section of this manual.

Changing Between Fahrenheit and Celsius

1. Make sure the unit is in standby mode. Refer to the "Standby Shutdown" procedure in this section.
2. Press and hold the  button for three seconds.
 - The LED display will show either "F" or "C" to indicate the active unit of measure.

Adjusting the Temperature Setting

NOTE: If the  buttons are not pressed within three seconds during programming, the unit will revert to showing the current timer setting without making any changes.

1. With the unit in operating mode, press the  button.
 - The LED display will show the current setpoint temperature.
2. Press the  or  button to increase or decrease the setting to the desired setpoint temperature.
3. After eight seconds of inactivity:
 - The unit will accept the new setting.
 - The LED display will change to show the current temperature of the unit while it adjusts to the new setpoint temperature.
4. When temperature adjustment is complete, the LED display will show the current timer setting.

NOTE: The unit will operate normally during the temperature adjustment period after a setpoint temperature change.

Adjusting the Timer Setting

NOTE: If the  buttons are not pressed within three seconds during programming, the unit will revert to showing the current timer setting without making any changes.

1. With the unit in operating mode, press the  button two times.
 - The two characters that represent "minutes" will flash on the LED display.
2. Press the  or  button to increase or decrease the setting to the desired number of minutes.
3. Press the  button.
 - The two characters that represent "seconds" will flash on the LED display.
4. Press the  or  button to increase or decrease the setting to the desired number of seconds.
5. After eight seconds of inactivity:
 - The unit will accept the new setting.
 - The LED display will change to show the new current timer setting.

General

Hatco® Waffle Makers 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.
- Do not allow liquids to spill into 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.

This unit has no “user-serviceable” parts. If service is required on this unit, contact an Authorized Hatco Service Agent or contact Hatco at (0512) 6732-5091.

NOTICE

For steel surfaces, 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.

Clean unit daily to avoid malfunctions and maintain sanitary operation.

Daily Cleaning

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

WARNING

Submerging or saturating unit with water may cause serious injury, will damage the unit, and void unit warranty.

CAUTION

BURN HAZARD: Allow unit to cool before performing any cleaning, adjustments, or maintenance.

1. Perform the “Daily Shutdown” procedure in the OPERATION section, unplug the power cord, and allow the unit to cool completely.
2. Brush or wipe all crumbs, oil, etc. from both cooking plates onto the drip trap.
3. For the RWM Series: Remove, empty, and clean the drip tray.
 - a. Wash the tray with warm water and a mild detergent. Rinse with water.
 - b. Allow the tray to air dry, or dry with a soft cloth.
4. Wipe clean the cooking plates with a non-abrasive, damp cloth. Wipe dry with a non-abrasive, dry cloth.
5. Wipe clean all components of the hinge area and the handle with a non-abrasive, damp cloth. Wipe dry with a non-abrasive, dry cloth.
6. Wipe all exterior surfaces of the unit with a non-abrasive cloth dampened in warm water and a mild soap. Stubborn stains may be removed with a good stainless steel cleaner. Hard to reach areas should be cleaned with a small brush and mild soap.
7. Wipe the unit thoroughly using a non-abrasive cloth dampened in warm water only.
8. Dry the unit using a clean, dry, non-abrasive cloth.
9. Using a heat-resistant cooking brush, apply an oil-based, non-stick shortening evenly onto each cooking plate. Make sure the shortening makes it to the bottoms of the grooves in each plate.
10. For the RWM Series: Reinstall the drip tray.

⚠ WARNING

This unit must be serviced by 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
Unit turned "On", but no heat.	Unit in standby mode.	Press the  button to turn on the waffle maker. The light on the button will be green.
	Heating element(s) defective.	Contact Authorized Service Agent or Hatco for assistance.
	Temperature controller defective.	
Unit not hot enough.	Setpoint temperature too low.	Increase the setpoint temperature.
	Heating element(s) defective.	Contact Authorized Service Agent or Hatco for assistance.
Unit not working at all.	Unit not turned on.	Review "Operating the Unit" in the OPERATION section of this manual.
	Unit not plugged in.	Plug unit into proper power supply.
	Circuit breaker tripped.	Reset circuit breaker. If circuit breaker continues to trip, contact an Authorized Service Agent or Hatco for assistance.
	Temperature controller defective.	Contact Authorized Service Agent or Hatco for assistance.

Troubleshooting Questions?

If you continue to have problems resolving an issue, please contact the nearest Authorized Hatco Service Agency or Hatco for assistance. To locate the nearest Service Agency, log onto the Hatco website at www.hatcocorp.com, select the *Support* pull-down menu, and click on "Find A Service Agent"; or contact the **Hatco Parts and Service Team** at:

Telephone: (0512) 6732-5091

e-mail: infocn@hatcocorp.com

SERVICE INFORMATION

The warranty on this Hatco unit is for one year from date of purchase or eighteen months from date of shipping from Hatco, whichever occurs first.

If you experience a problem with this unit during the warranty period, please do the following:

Contact Local Hatco Dealer

When contacting the Hatco dealer for service assistance, please supply the dealer with the following information to ensure prompt processing:

- Model of unit
- Serial number (located on unit)
- Specific problem with the unit
- Date of purchase
- Name of business
- Shipping address
- Contact name and phone number

The Hatco dealer will do the following:

- Provide replacement part(s) as required
- Submit warranty claim to Hatco for processing

Non-Warranty Problems

If you experience a non-warranty problem that requires assistance, please contact the nearest Authorized Hatco Service Agency.

To locate the nearest Service Agency:

- call Hatco at (0512) 6732-5091
- e-mail Hatco at infocn@hatcocorp.com

WARRANTY, EXCLUSIVE REMEDY:

Hatco® Corporation (Seller) warrants that the products it manufactures (Products) will be free from defects in materials and workmanship under normal use and service and when stored, maintained, and installed in strict accordance with factory recommendations. Seller's sole obligation to the person or entity buying the Products directly from Seller (Customer) under this warranty is the repair or replacement by Seller or a Seller-authorized service agency, at Seller's option, of any Product or any part thereof deemed defective upon Seller's examination, for a period of: (i) the Warranty Duration from the date of shipment by Seller or (ii) the Warranty Duration from the date of Product registration in accordance with Seller's written instructions, whichever is later. The "Warranty Duration" shall mean a period of eighteen months (18) months, or the periods set forth below for specific Product components. Credit for Products or parts returned with the prior written permission of Seller will be subject to the terms shown on Seller's material return authorization form. PRODUCTS OR PARTS RETURNED WITHOUT PRIOR WRITTEN PERMISSION OF SELLER WILL NOT BE ACCEPTED FOR CREDIT. Expenses incurred by Customer in returning, replacing or removing the Products will not be reimbursed by Seller. If the defect comes under the terms of the limited warranty, the Products will be repaired or replaced and returned to the Customer and the cost of return freight will be paid by Seller. The remedy of repair or replacement provided for herein is Customer's exclusive remedy. Any improper use, alteration, repairs, tampering, misapplication, improper installation, application of improper voltage, or any other action or inaction by Customer or others (including the use of any unauthorized service agency) that in Seller's sole judgment adversely affects the Product shall void this warranty. The warranty expressly provided herein may only be asserted by Customer and may not be asserted by Customer's customers or other users of the Products; provided, however, that if Customer is an authorized equipment dealer of Seller, Customer may assign the warranty herein to Customer's customers, subject to all of the limitations of these Terms, and in such case, the warranty shall be exclusively controlled by Seller in accordance with these Terms. THIS LIMITED WARRANTY IS EXCLUSIVE AND IS IN LIEU OF ANY OTHER WARRANTY, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF NONINFRINGEMENT, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE EXPRESSLY DISCLAIMED.

Two (2) Year Parts Warranty:

- Conveyor Toaster Elements (metal sheathed)
- Drawer Warmer Elements (metal sheathed)
- Drawer Warmer Drawer Rollers and Slides
- Food Warmer Elements (metal sheathed)
- Display Warmer Elements (metal sheathed air heating)
- Holding Cabinet Elements (metal sheathed air heating)
- Heated Well Elements — HW, HWB, and HWBI Series (metal sheathed)
- Induction Ranges
- Induction Warmers

Five (5) Year Parts Warranty:

- 3CS and FR Tanks

Ten (10) Year Parts Warranty:

- Electric Booster Heater Tanks
- Gas Booster Heater Tanks

Ninety (90) Day Parts-Only Warranty:

- Replacement Parts

Notwithstanding anything herein to the contrary, the limited warranty herein will not cover components in Seller's sole discretion such as, but not limited to, the following: 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.

WARRANTY REGISTRATION INSTRUCTIONS:

Product registration must be submitted within 90 days from the date of shipment from our factory to qualify for additional coverage. Registration may be submitted through the form on Seller's website, through the form accessible through the QR code on the Product (where available), or by calling Customer Service with the required information at: **+1-414-671-6350**.

LIMITATION OF LIABILITY:

SELLER WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, PUNITIVE, EXEMPLARY, OR SPECIAL DAMAGES, INCLUDING WITHOUT LIMITATION ANY LOST PROFITS, COSTS OF SUBSTITUTE PRODUCTS, OR LABOR COSTS ARISING FROM THE SALE, USE, OR INSTALLATION OF THE PRODUCTS, FROM THE PRODUCTS BEING INCORPORATED INTO OR BECOMING A COMPONENT OF ANOTHER PRODUCT, OR FROM ANY OTHER CAUSE WHATSOEVER, WHETHER BASED ON WARRANTY (EXPRESSED OR IMPLIED) OR OTHERWISE BASED ON CONTRACT, TORT, OR ANY OTHER THEORY OF LIABILITY, AND REGARDLESS OF ANY ADVICE OR REPRESENTATIONS THAT MAY HAVE BEEN RENDERED BY SELLER CONCERNING THE SALE, USE, OR INSTALLATION OF THE PRODUCTS, EVEN IF SELLER IS AWARE OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT WILL SELLER'S AGGREGATE LIABILITY ARISING OUT OF OR RELATED TO THIS AGREEMENT EXCEED THE TOTAL AMOUNTS PAID TO SELLER BY CUSTOMER FOR THE PRODUCTS WITHIN THE THREE (3) MONTH PERIOD IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO CUSTOMER'S CLAIM. THE LIMITATIONS SET FORTH HEREIN REGARDING SELLER'S LIABILITY SHALL BE VALID AND ENFORCEABLE NOTWITHSTANDING A FAILURE OF ESSENTIAL PURPOSE OF THE LIMITED REMEDY SPECIFIED IN THESE TERMS.

Seller reserves the right to update these Terms at any time, at its sole discretion, which become binding upon the date of publishing. For the most current version of our full Terms of Sale, see our website at: **<https://www.hatcocorp.com/terms-of-sale>**

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使用者重要注意事项

请在下面空白处记录产品型号、序列号（规格标签位于设备背面）、电压和购买日期。当致电赫高寻求服务时，请提供这些信息。

型号 _____

序列号 _____

电压 _____

购买日期 _____

工作时间： 北京时间 上午 9:00 – 下午 6:00

电话： (0512) 6732-5091

E-mail: infocn@hatcocorp.com

查询更多信息请访问我们的网站: www.hatcocorp.com

简介

Hatco 华夫饼机器可为商用厨房、展示烹饪场所和自助餐厅持续烹饪优质华夫饼。时间和温度均可调控，使操作者能用各种不同的面糊烹制出质量稳定的华夫饼。这款机器独有的加热元件可使整个烹饪板实现热量完美均匀分布，确保每个华夫饼都能在烹饪过程中均匀受热。

Hatco 华夫饼机器经过大量研究和现场测试制作而成。所用材料经久耐用，外型美观，性能优异。在装运前每个组件都进行了全面检测。

本手册提供华夫饼机器的安装、安全注意事项和操作说明。建议您在安装和操作该设备前仔细阅读该手册。

本手册中的安全信息采用以下标志表示：

警告

“警告”表示有危险情况，如果不加以避免，则可能导致人身伤亡。

小心

“小心”表示有危险情况，如果不加以避免，则可能导致轻度或中度人身伤害。

注意

“注意”用于提示不会涉及人身伤害的操作。

注意： 请参阅本手册封底上的符号标识表，了解本手册中可能出现的符号的定义。



使用本设备前，请仔细阅读下列重要安全事项，以免造成严重的人身伤亡及设备或财产的损坏。



警告

触电危险：

- 将设备插头妥善插入有接地的电气插座内，插入前请核对电压、规格和插头型式是否正确。如果插头和插座不匹配，请和有正式资格的电工联系，以确定并安装电压和规格正确的电气插座。
- 对设备进行清洗、调整、或维修前，请切断电源，拔掉电源线，并让设备冷却。
- 不得将设备浸入水中。本设备不具备防水性能。如果设备被水浸泡，不得进行操作。
- 本设备不具备耐候性。请将本设备置于室内，室内气温不得低于 21°C (70°F)。
- 不得用蒸汽或使用过多的水清洁本设备。
- 本设备不具备“防喷淋”结构。请勿使用喷淋头清洁本设备。
- 请勿在设备通电或尚未冷却时进行清洁。
- 防止液体溅入设备。
- 请勿用电源线拖拽本设备。
- 不要让电源线悬挂在台面边缘。
- 如果电源线出现磨损，请停止使用。
- 请勿试图维修或更换损坏的电源线。电源线必须由 Hatco®、Hatco 授权服务机构或具备类似资格的人负责更换。
- 本设备必须只由合格人员进行维修。由无资格人员进行维修可能会导致触电或灼伤。
- 维修时只能使用正宗的 Hatco 更换零部件。未使用正宗 Hatco 更换零部件会造成质保无效，并可能造成设备操作人员受到有害电压威胁，并引起触电或着火。正宗 Hatco 更换零部件可以保证使用环境下的安全生产。某些普通零部件不具备相关特性，从而无法在 Hatco 设备内安全使用。

爆炸危险：在本设备或其他任何装置附近，请勿储存或使用汽油或其他可燃蒸汽或液体。

确保所有操作人员都已了解如何安全和妥善地使用本设备。

本设备不可供儿童或者身体、感官或心理功能低下的人士使用。确保正确监督儿童，保持儿童远离设备。

使用设备时切勿使其无人看管。

请勿将设备用于设计用途之外的任何其他用途。



警告

着火危险：

- 本设备距离可燃墙壁或材料应至少有 51 mm (2")。如果不能保持上述安全距离，则可能引起褪色或燃烧。
- 请勿堵塞设备外壳上的排气口。设备可能会燃烧或出现故障。

本设备不含“用户维修”零部件。如需维修，请联系 Hatco 授权服务机构或 Hatco 服务部门，电话 (0512) 6732-5091。



小心

燃烧危险：

- 本设备的某些外表面处温度较高。避免与本设备不必要的接触。
- 操作过程中请勿触碰烹饪板。两个烹饪板都很烫。
- 在进行任何清洁、调整或维护前，先让设备冷却。

将设备置于便于使用的区域，并使其处于适宜的台面高度。放置区域应当呈水平状态，且足够结实，能够承受本设备和存放食品的重量。

注意

请勿将本设备置于烤架、油锅等温度过高或有油烟产生的位置，温度过高可能会导致本设备受热损坏。

因为 Hatco 设备产生热量造成的任何台面材料损伤，都不在 Hatco 的保修范围内。请联系台面材料厂家，获取用途信息。

对于钢制表面，仅可使用没有摩擦性的清洁剂和布。具有摩擦性的清洁剂和布可能会刮伤设备的表面处理层，破坏其外观，并易使表面积尘。

请勿使用刺激性化学品（例如漂白剂、含有漂白剂的清洁剂或烤箱清洁剂）清洁本设备。

本设备仅用于商业用途，不供家庭使用。

设备需要每日清洁，以免出现故障，操作时请保持卫生。

所有型号

Hatco 华夫饼机器由易清洁的不锈钢框架和铝制烹饪板组成。烹饪板可用于制作标准华夫饼或比利时华夫饼。标准烹饪板烹制的华夫饼直径为 178 mm (7"), 厚度为 16 mm (5/8")。比利时式烹饪板烹制的华夫饼直径为 178 mm (7"), 厚度为 25 mm (1")。

该设备具有以下功能部件：背部电源开关（开/关）、多功能控制面板以及可拆卸滴油盘。所有设备出厂时都配有 1829 mm (6') 的电源线和插头。

RWM-1 和 RWM-1B 型号

此类型号为单盘华夫饼机器，配有标准华夫饼烹饪板或比利时华夫饼烹饪板。

RWM-2 和 RWM-2B 型号

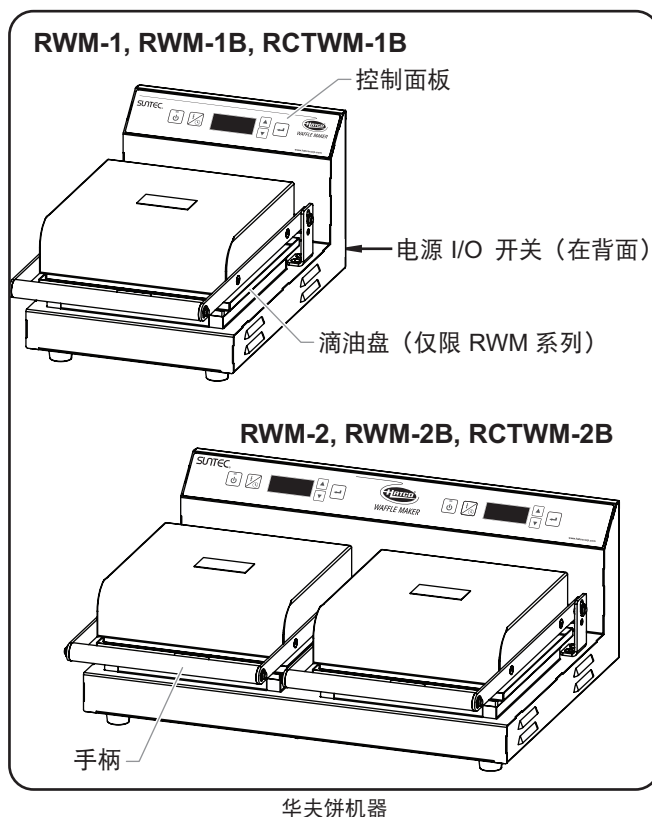
此类型号为双盘华夫饼机器，配有标准华夫饼烹饪板或比利时华夫饼烹饪板。

RCTWM-1B 型号

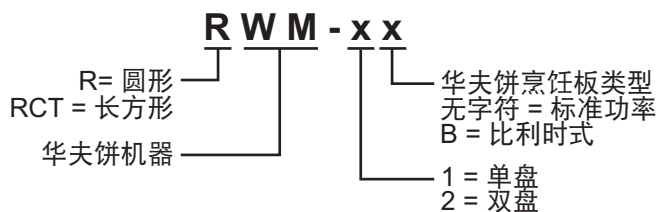
此型号为单头华夫饼机器，配有长方形比利时华夫饼烹饪板。

RCTWM-2B 型号

此型号为双头华夫饼机器，配有长方形比利时华夫饼烹饪板。



型号命名



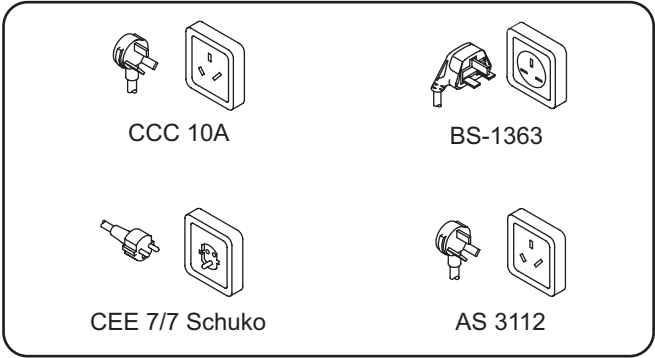
插头型式

设备出厂时，随机配备电源线和插头。插头根据实际使用情况配备。



触电危险：将设备插头妥善插入有接地的电气插座内，插入前请核对电压、规格和插头型式是否正确。如果插头和插座不匹配，请和有正式资格的电工联系，以确定并安装具有正确电压和规格的电气插座。

注意：规格标签位于设备背面。请根据标签查看序列号，并核对设备电气信息。



插头型式

注意：Hatco®不提供插座。

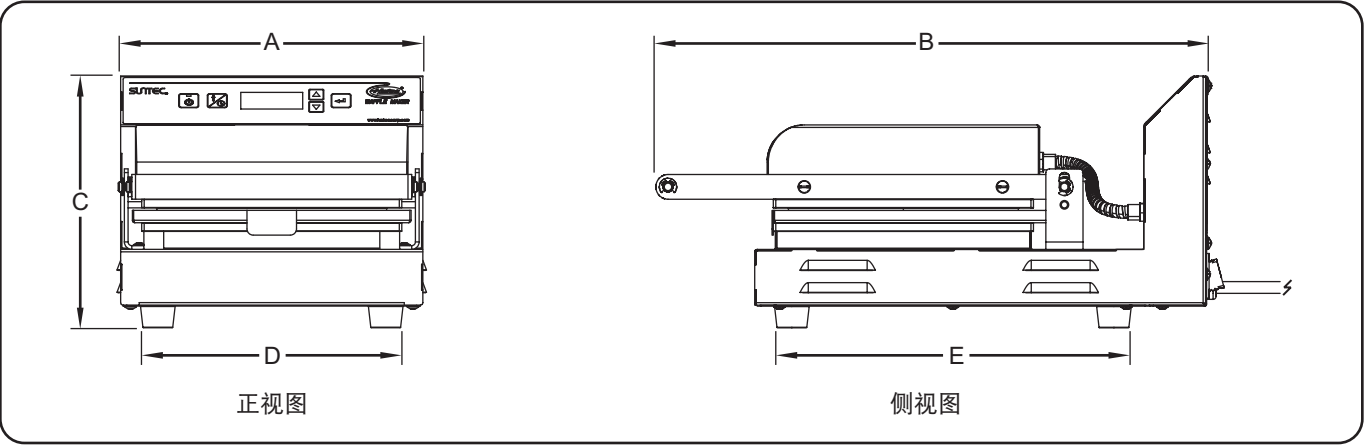
电气参数表

型号	电压	功率	电流	插头型式	出厂重量
RWM-1	220 V	823 W	3.7 A	CCC 10A, BS-1363, CEE 7/7 Schuko, AS 3112	7 kg (16 lbs.)
RWM-1B	230 V	900 W	3.9 A		
RCTWM-1B	240 V	980 W	4.0 A		
RWM-2	220 V	1647 W	7.5 A	CCC 10A, BS-1363, CEE 7/7 Schuko, AS 3112	15 kg (33 lbs.)
RWM-2B	230 V	1800 W	7.8 A		
RCTWM-2B	240 V	1960 W	8.2 A		

注意：出厂重量包括包装在内。

尺寸

型号	宽度 (A)	深度 (B)	高度 (C)	底脚宽度 (D)	底脚深度 (E)
RWM-1 RWM-1B RCTWM-1B	244 mm (9-5/8")	449 mm (17-11/16")	204 mm (8-1/16")	209 mm (8-1/4")	284 mm (11-3/16")
RWM-2 RWM-2B RCTWM-2B	498 mm (19-5/8")	449 mm (17-11/16")	204 mm (8-1/16")	463 mm (18-1/4")	284 mm (11-3/16")



总则

Hatco 华夫饼机器出厂时已预先组装完毕，可直接使用。打开装运箱时要小心，以免损坏设备。在接通电源和操作设备之前，必须执行以下安装/装配步骤。

警告

触电危险：本设备不具备耐候性。请将本设备置于室内，室内气温不得低于 21°C (70°F)。

着火危险：

- 本设备距离可燃墙壁或材料应至少有 51 mm (2")。如果不能保持上述安全距离，则可能引起褪色或燃烧。
 - 请勿堵塞设备外壳上的排气口。设备可能会燃烧或出现故障。
1. 检查装运箱是否有明显的运输损坏痕迹。如有损坏，请立即通知货运公司。小心！停止！请勿尝试使用已损坏设备。请联系 Hatco 寻求帮助。
 2. 从装运箱中取出设备和任何零散组件/配件。每台华夫饼机器中都包含以下零散组件
 - 清洁刷头

注意：为防止延迟获得保修，请完成在线保修登记。有关详细信息，请参见“重要用户信息”部分。

3. 去除设备表面的胶带保护性包装。
 - 如果不锈钢表面有保护膜，务必将其全部清除。
4. 检查设备是否有运输损坏，如外壳凹陷或手柄断裂。如有损坏，请立即通知货运公司。小心！停止！请勿尝试使用已损坏设备。请联系 Hatco 寻求帮助

小心

将设备置于便于使用的区域，并使其处于适宜的台面高度。放置区域应当呈水平状态，且足够结实，能够承受本设备和存放食品的重量。

注意

请勿将本设备置于烤架、油锅等温度过高或有油烟产生的位置，温度过高可能会导致本设备受热损坏。

因为 Hatco 设备产生热量造成的任何台面材料损伤，都不在 Hatco 的保修范围内。请联系台面材料厂家，获取用途信息。

5. 请将本设备置于相应位置。

- 本设备的放置区域应温度恒定，且不低于 21°C (70°F)。请勿将其放在空气流动强烈的地方（如靠近排风扇/除烟罩和空调管道）。
- 务必保证放置位置台面高度适宜，且使用方便。
- 保证台面水平，并有足够强度支撑本设备和食物的重量。
- 保证本设备的底脚与台面定位配合牢靠。

总则

Hatco® 华夫饼机器的设计便于操作且功能多样。按照以下信息和程序操作华夫饼机器。

警告

操作本设备前，请仔细阅读“重要安全事项”中的所有安全说明。

控制面板

以下是用于操作华夫饼机器的控件说明。所有控件都在设备背面控制面板上。

电源 I/O（打开/关闭）开关

电源 I/O（打开/关闭）开关控制设备电源。该开关位于设备背面。使用电源 I/O（打开/关闭）开关执行设备每日或长期关闭操作。

LED 显示屏

LED 显示屏显示华夫饼机器的时间、温度及错误信息。



待机按钮

带指示灯的待机按钮 () 可使设备在工作模式和待机模式之间切换。使用待机模式可短期关闭设备。

- 在待机模式下，指示灯为红色。
- 在工作模式下，指示灯为绿色。



时间/温度按钮

时间/温度按钮 () 可将 LED 显示屏在温度设置和时间设置之间切换。



箭头按钮

箭头按钮 () 用来更改时间和温度设置。

- 按下  按钮以增加时间或调高温度。
- 按下  按钮以减少时间或调低温度。



回车按钮

回车按钮 () 开始烹饪周期并在周期结束时重置计时器。

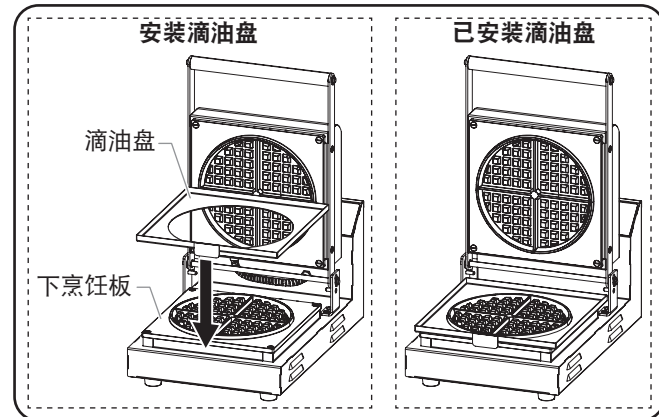
操作设备

启动

1. 将设备插入电压、尺寸及插头配置均正确且妥当接地的电气插座中。有关详细信息，请参阅“规格”一节。

注意：设备出厂时预设温度为 196°C (385°F)，计时器设置为 3:30。此设备的温度范围为 104°C–218°C (220°F–425°F)。此设备的计时器设置范围为 0:10–10:00。请参阅本节中的程序对该等设置进行调整。

2. 确保滴油盘正确摆放在烹饪板底部（仅限 RWM 系列）。



安装滴油盘（图示为 RWM-1）

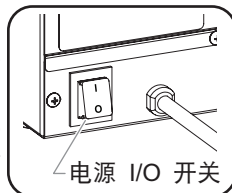
小心

烫伤危险：

- 本设备的某些外表面处温度较高。避免与本设备不必要的接触。
- 操作过程中请勿触碰烹饪板。两个烹饪板都很烫。

3. 将设备背面的电源 I/O（打开/关闭）开关调至 I（打开）位置，关闭设备电源。

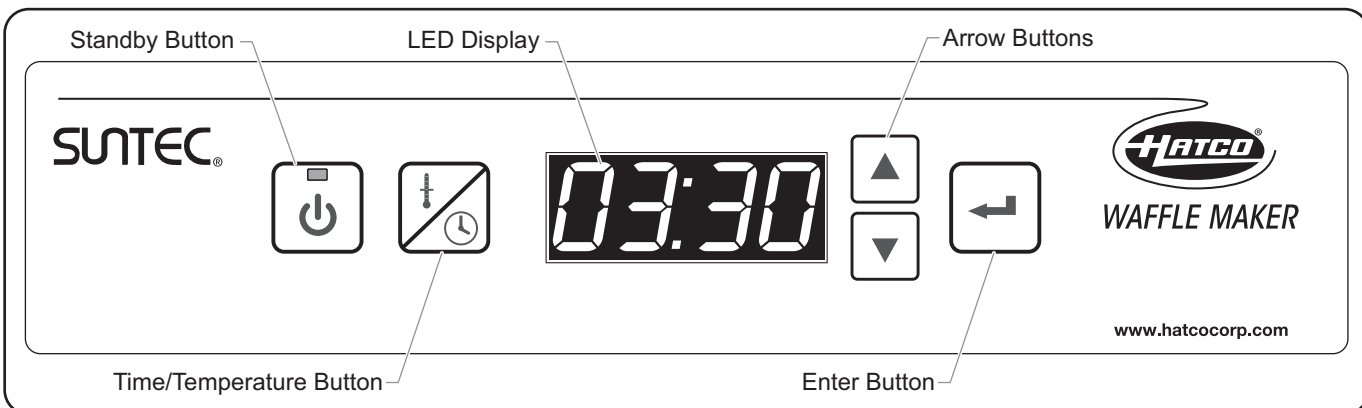
- 随即将响起蜂鸣声，LED 显示屏将闪烁， 按钮上的指示灯将由琥珀色变为红色。



4. 按下  按钮打开华夫饼机器。

-  按钮将亮起绿灯，LED 显示屏将显示设备的当前温度，并开始预热。

5. 使用随附的耐热烹饪刷，小心地将油性防粘起酥油均匀涂抹至每个烹饪板上。确保起酥油充分渗透至每个烹饪板的凹槽底部。



控制面板

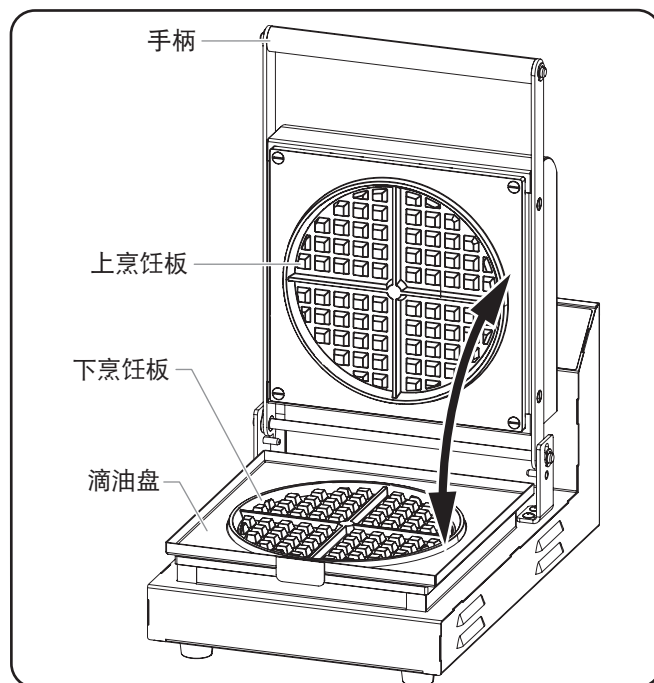
6. 合上华夫饼机器，让设备加热 30 分钟。
 - 预热完成后（约 10 分钟），将会有三声短蜂鸣声响起，LED 显示屏将显示当前的计时器设置。继续让设备加热 30 分钟整，对烹饪板进行润锅。
7. 打开华夫饼机器，将华夫饼面糊铺在下烹饪板上。面糊的用量取决于面糊的类型和烹饪板的大小。
8. 合上华夫饼机器，按下 () 按钮启动计时器。
9. 烹饪完成后，将会有几声短蜂鸣声响起，LED 显示屏将闪烁“0”。
 - 按触  按钮重置计时器。
10. 小心地把华夫饼机器打开，并立即使用一副夹子或其他适当的器具取出华夫饼。
11. 弃置螺丝。
 - 启动后制作的第一块华夫饼会吸收多余起酥油，让华夫饼机器做好工作准备。

重要提示

每次打开华夫饼机器时，均需完成整个“启动”程序。对烹饪板进行润锅并丢弃制作的第一块华夫饼，是确保华夫饼品质以及实现防粘操作的重要步骤。

烹饪华夫饼

1. 确保“启动”程序已完成。
2. 打开华夫饼机器，将华夫饼面糊铺在下烹饪板上。面糊的用量取决于面糊的类型和烹饪板的大小。
3. 合上华夫饼机器，按下  按钮启动计时器。
4. 烹饪周期完成后，将会有几声短蜂鸣声响起，LED 显示屏将闪烁“0”。
 - 按触  按钮重置计时器。
5. 小心地把华夫饼机器打开，并立即使用一副夹子或其他适当的器具取出华夫饼。
6. 重复本程序的步骤 2-5 继续烹制华夫饼。
 - 如果华夫饼开始粘在烹饪板上，可在上下烹饪板上都轻轻喷上一层油性食品脱模剂。如有需要，可在两次华夫饼烹制间隙持续在烹饪板上喷脱模剂。



打开状态下的华夫饼机器（图示为 RWM-1）

待机关闭功能

长时间不使用华夫饼机器时，可使用待机关闭功能使设备处于待机模式。

1. 按下  按钮停止运行，使设备进入待机模式。指示灯为红色。
 - 加热元件和 LED 显示屏将关闭。

日常关机

通过以下程序，在每天结束时将华夫饼机器关机。

1. 按下  按钮停止运行，使设备进入待机模式。
2. 将设备背面的电源 I/O（打开/关闭）开关调至 （关闭）位置，关闭设备电源。
3. 执行本手册“维护”一节中的“每日清洁”程序。

在华氏温度和摄氏温度之间切换

1. 确保设备处于待机模式。请参阅本节的“待机关闭”程序。
2. 长按  按钮三秒。
 - LED 显示屏将显示“F”或“C”，表示当前使用的计量单位。

调整温度设置

注意：如果  在编程过程中 3 秒钟内未按下按钮，设备将恢复显示当前的计时器设置，而不做任何更改。

1. 当设备在工作模式下时，按下  按钮。
 - LED 显示屏将显示当前设定温度。
2. 按下  或  按钮将温度调高或调低至所需的设定温度。
3. 无任何操作超过 8 秒钟：
 - 设备将接受新设置。
 - 设备会不断调整至新的设定温度，同时 LED 显示屏也会不断变化以显示设备的当前温度。
4. 完成温度调整后，LED 显示屏会显示当前计时器设置。

注意：在设定温度变更后的温度调节期间，设备将正常运行。

调整计时器设置

注意：如果  在编程过程中 3 秒钟内未按下按钮，设备将恢复显示当前的计时器设置，而不做任何更改。

1. 当设备在工作模式下时，按下  按钮两次。
 - LED 显示屏上将闪烁代表“分钟”的文字。
2. 按下  或  按钮将增加或减少至所需的设定分钟数。
3. 按下  按钮。
 - LED 显示屏上将闪烁代表“秒”的文字。
4. 按下  或  按钮将增加或减少至所需的设定秒数。
5. 无任何操作超过 8 秒钟：
 - 设备将接受新设置。
 - LED 显示屏会不断变化以显示新的当前计时器设置。

总则

Hatco® 华夫饼机器的设计经久耐用、性能优异且易于维护。

警告

触电危险：

- 对设备进行清洗、调整、或维修前，请切断电源，拔掉电源线，并让设备冷却。
- 不得将设备浸入水中。本设备不具备防水性能。如果设备被水浸泡，不得进行操作。
- 不得用蒸汽或使用过多的水清洁本设备。
- 本设备不具备“防喷淋”结构。请勿使用喷淋头清洁本设备。
- 请勿在设备通电或尚未冷却时进行清洁。
- 防止液体溅入设备。
- 本设备必须只由合格人员进行维修。由无资格人员进行维修可能会导致触电或灼伤。
- 维修时只能使用正宗的 Hatco 更换零部件。未使用正宗 Hatco 更换零部件会造成质保无效，并可能造成设备操作人员受到有害电压威胁，并引起触电或着火。正宗 Hatco 更换零部件可以保证使用环境下的安全生产。某些普通零部件不具备相关特性，从而无法在 Hatco 设备内安全使用。

本设备不含“用户维修”零部件。如需维修，请联系 Hatco 授权服务机构或 Hatco 服务部门，电话 (0512) 6732-5091。

注意

对于钢制表面，仅可使用没有摩擦性的清洁剂和布。具有摩擦性的清洁剂和布可能会刮伤设备的表面处理层，破坏其外观，并易使表面积尘。

请勿使用刺激性化学品（例如漂白剂、含有漂白剂的清洁剂或烤箱清洁剂）清洁本设备。

设备需要每日清洁，以免出现故障，操作时请保持卫生。

每日清洁

为保护设备的抛光表面，建议每天清洁所有表面。

警告

如果水淹没或浸透本设备，可能会导致重大伤害，将会对设备造成毁坏，并导致保修失效。

小心

烫伤危险：在进行任何清洁、调整或维护前，先让设备冷却。

1. 执行“操作”一节的“日常关机”程序，拔下电源插头，让设备完全冷却。
2. 将两个烹饪板上的碎屑、油等刷到或擦到滴油盘上。
3. 对于 RWM 系列：取出、清空并清洁滴油盘。
 - a. 用温水和中性洗涤剂清洗托盘。清水洗净即可。
 - b. 让托盘自然风干，或使用软布擦干。
4. 用非摩擦性的湿布擦拭烹饪板。使用非摩擦性干布擦干。
5. 用非摩擦性的湿布擦拭铰链区域和手柄的所有部件。使用非摩擦性干布擦干。
6. 用非摩擦性清洁布蘸温水和中性肥皂擦拭设备的所有外表面。顽固污渍可使用品质良好的不锈钢清洗剂去除。应使用小刷子及温和皂清洁双手难以接触到的区域。
7. 只用非摩擦性清洁布蘸温水彻底擦洗设备。
8. 用干净且非摩擦性的干布擦干设备。
9. 使用耐热烹饪刷，将油性防粘起酥油均匀涂抹至每个烹饪板上。确保起酥油充分渗透至每个烹饪板的凹槽底部。
10. 对于 RWM 系列：重新安装滴油盘。

警告

本设备只能由受过培训且具备相应资格的人员负责维修。若由不具备相应资格的人员维修，则可能引起触电或着火。

警告

触电危险：对设备进行清洗、调整、或维修前，请切断电源，拔掉电源线，并让设备冷却。

症状	可能原因	纠正措施
设备“打开”，但没有热量。	设备处于待机模式。	按下  按钮打开华夫饼机器。该按钮的指示灯将变为绿色。
	加热元件存在缺陷。	联系授权服务提供商或赫高以获得帮助。
	温度控制缺陷。	
设备不够热。	设定点温度过低。	调高设定温度。
	加热元件存在缺陷。	联系授权服务提供商或赫高以获得帮助。
设备根本不运行。	设备未开机。	查看本手册“操作”一节的“操作设备”相关内容。
	设备未接通电源。	将设备接入合适的电源。
	断路器跳闸。	重置断路器。如果断路器继续跳闸，请联系经过授权的服务代理或 Hatco 以寻求帮助。
	温度控制缺陷。	联系授权服务提供商或赫高以获得帮助。

对问题进行故障针对？

如果您的困境在问题解决后仍无法解除，请联系距您最近的经过授权的服务代理或 Hatco® 以寻求帮助。 请查找最近的服务机构，请登录 Hatco 网站 www.hatcocorp.com，选择 支持 下拉菜单，然后单击“查找服务代理”；或者联系 Hatco 零部件和服务团队：

电话： (0512) 6732-5091
电子邮件： infocn@hatcocorp.com

服务事项

此款 Hatco 设备的保修期为自购买之日起 1 年内或 Hatco 发货之日起 18 个月内，以先发生的日期为准。

如果此设备 在保修期内出现问题，请做以下事项：

联系当地 Hatco 经销商

在联系 Hatco 经销商寻求服务帮助时，请为经销商提供以下信息，以确保及时处理：

- 设备型号
- 序列号（位于设备）
- 设备具体问题
- 购买日期
- 商业名称
- 邮寄地址
- 联系人姓名和电话号码

Hatco 经销商会做以下事项：

- 按需提供更换零部件
- 向 Hatco 提交保修索赔以供处理

非保修问题

如果遇到需要帮助的非保修问题，请联系最近的 Hatco 授权服务代理。

查找最近的服务代理：

- 向 Hatco 致电： (0512) 6732-5091
- 向 Hatco 发送电子邮件： infocn@hatcocorp.com

保证，唯一补救措施：

Hatco 公司（卖方）保证其制造的产品（产品）在正常使用条件下和严格按照工厂建议进行储存、维护和安装时，不存在材料和工艺缺陷。根据本保证，卖方对直接向卖方购买产品的个人或实体（客户）的唯一义务是在以下期限内由卖方或卖方授权的服务机构（由卖方决定）维修或更换经卖方检查认为有缺陷的任何产品或任何部件：(i) 从卖方发货起的保修期内或 (ii) 根据卖方书面说明注册产品之日起的保修期内，以二者中较晚者为准。“保修期”应指十八 (18) 个月的期限，或下面针对具体产品组件规定的期限。经卖方事先书面许可退回的产品或部件的退款将按照卖方材料退回授权表上的条款执行。未经卖方事先书面许可退回的产品或部件将不予退款。卖方不会赔偿客户因退回、更换或移除产品产生的费用。如果缺陷符合有限保证条款，则将维修或更换产品并返还给客户，卖方将负责支付返还产品的运费。本文规定的维修或更换补救措施是客户的唯一补救措施。客户或他人的任何不当使用、改装、维修、篡改、误用、不当安装、施加不当电压或任何其他作为或不作为（包括任何未经授权服务机构的使用），如果经卖方自行判断会给产品带来不利影响，则会使本保证无效。本文明确规定的保证只能由客户主张，不能由客户的客户或产品的其他用户主张；但是，如果客户是卖方的授权设备经销商，则客户可以将本文的保证转让给客户的客户，但要遵守这些条款的所有限制，这种情况下，保证应由卖方根据这些条款完全控制。该有限保证是唯一保证，并取代任何其他明示或暗示的保证，包括但不限于任何暗示的不侵权、适销性、适于特定用途的保证，这些保证均被明确否认。

两 (2) 年部件保证：

履带烤面包机元件（金属外壳）
 抽屉式保温柜元件（金属外壳）
 抽屉式保温柜抽屉滚轮和滑道
 食品保温柜元件（金属外壳）
 展示保温柜元件（金属外壳空气加热）
 储存保温柜元件（金属外壳空气加热）
 加热槽元件 — HW、HWB 和 HWBI 系列（金属外壳）
 电磁炉
 电磁保温柜

五 (5) 年部件保证：

3CS 和 FR 水箱

十 (10) 年部件保证：

电增压加热水箱
 燃气增压加热水箱

九十 (90) 天仅部件保证：

更换件

尽管本文有相反条款，但本文的有限保证不涵盖卖方自行决定的组件，例如但不限于以下组件：涂层的白炽灯泡、荧光灯、加热灯泡、涂层的卤素灯泡、卤素加热灯泡、氙气灯泡、LED 灯泡、玻璃组件和保险丝；因石灰、沉积物堆积、化学侵蚀或冰冻造成的产品增压水箱、鳍管热交换器或其他水加热设备故障。

保修登记说明：

产品注册必须在我们工厂发货之日起 90 天内提交才能有资格享受附加保修覆盖。可通过卖方网站上的表格提交注册、通过产品上的二维码（如有）访问表格提交注册或通过致电客户服务并提供所需信息提交注册：**+1-414-671-6350**。

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卖方保留随时自行决定更新本条款的权利，更新自发布之日起生效。如需我们完整销售条款的最新版本，请访问我们的网站：<https://www.hatcocorp.com/terms-of-sale>

GB Symbol Identification

CN 符号标识



Safety Alert
安全警示



Read Operator's Manual
阅读操作手册



Caution — Hot Surface
小心 — 高温表面



Power ON
电源打开



Power OFF
电源关闭



Standby
待机



Protective Earth Ground
保护性接地



Earth Ground
接地



Equipotential Ground
等电位接地



Alternating Current
交流电



Phase
相位



Water Fill, Low Water
注水, 水位低



Humidity, Humidity Cycle
湿度, 湿度循环

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