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FLOWMAX

Hot Water Dispenser

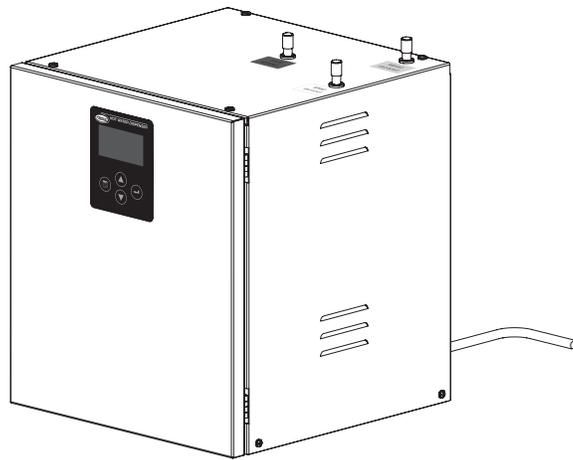
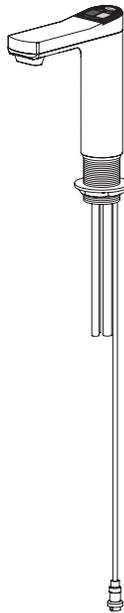
Hot Water Dispenser

FM-5 Series/**Series**

Installation and Operating Manual

安装及操作手册

P/N 07.04.698.00



WARNING

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

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 16 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 tank unit). Please have this information available when calling Hatco for service assistance.

Model No. _____

Serial No. _____

Voltage _____

Date of Purchase _____

Business Hours: 8:00 AM to 5:00 PM Central Standard Time (CST)
 (Summer Hours: June to September—
 8:00 AM to 5:00 PM CST Monday–Thursday
 8:00 AM to 2:30 PM CST Friday)

Telephone: 414-671-6350

e-mail: partsandservice@hatcocorp.com

Fax: 414-671-3976 (Parts and Service)

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

Register your unit!

• Completing online warranty registration will prevent delay in •
 • obtaining warranty coverage. Access the Hatco website at •
 • www.hatcocorp.com, select the *Parts & Service* pull-down •
 • menu, and click on “Warranty Registration”. •

INTRODUCTION

Hatco FLOWMAX Hot Water Dispensers are designed to provide pre-set quantities of instant hot or cold water for drink and food preparation. A 5 liter (1.3 gallon) stainless steel tank connected to the on-site water supply provides continuous hot water. The setpoint temperature can be adjusted from 65–95°C (150–200°F), with the factory default setting at 95°C (200°F).

Hatco Hot Water Dispensers are products of extensive research and field testing. The materials used were selected for maximum durability, attractive appearance, and optimum performance. Every unit is inspected and tested thoroughly prior to shipment.

This manual provides the installation, safety, and operating instructions for Hatco Hot Water Dispensers. 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 indicates a hazardous situation which, if not avoided, could result in death or serious injury.



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



NOTICE is used to address practices not related to personal injury.



Read the following important safety information before using this equipment to avoid serious injury or death and to avoid damage to equipment or property.

⚠ WARNING

ELECTRIC SHOCK HAZARD:

- Plug unit into a properly grounded electrical receptacle of the correct voltage, size, and plug configuration. If plug and receptacle do not match, contact a qualified electrician to determine and install the proper voltage and size electrical receptacle.
- Turn OFF power switch, unplug power cord, and allow unit to cool before performing any cleaning, adjustments, or maintenance.
- Unit is not weatherproof. Locate unit indoors.
- 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.
- Discontinue use if power cord is frayed or worn.
- Do not attempt to repair or replace a damaged power cord. The cord must be replaced by Hatco, an Authorized Hatco Service Agent, or a person with similar qualifications.
- This unit must be serviced by qualified personnel only. Service by unqualified personnel may lead to electric shock or burn.
- Use only Genuine Hatco Replacement Parts when service is required. Failure to use Genuine Hatco Replacement Parts will void all warranties and may subject operators of the equipment to hazardous electrical voltage, resulting in electrical shock or burn. Genuine Hatco Replacement Parts are specified to operate safely in the environments in which they are used. Some aftermarket or generic replacement parts do not have the characteristics that will allow them to operate safely in Hatco equipment.

FIRE HAZARD:

- Allow a minimum clearance of 51 mm (2") along sides of unit and 64 mm (2-1/2") along rear of unit. If safe distances are not maintained, discoloration, overheating, malfunction, or combustion could occur.
- Do not obstruct air ventilation openings on outer housing of unit. Unit combustion or malfunction may occur.

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

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.

⚠ WARNING

Install tank unit in a horizontal position with the base parallel to the floor. Improper installation could create an unsafe condition.

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.

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 414-671-6350; fax 414-671-3976.

⚠ CAUTION

BURN HAZARD:

- Some exterior surfaces on unit will get hot. Use caution when touching these areas.
- Hot water in unit may cause scalding injury. Be aware and use caution during operation to avoid injury.
- Steam escaping from vent on faucet assembly may cause scalding injury. Do not place hands or other body parts under faucet. Be aware and use caution at all times around faucet assembly.

Locate faucet assembly at proper counter height in an area that is convenient for use. Location should be level to prevent filling containers from falling accidentally and strong enough to support weight of container and contents.

NOTICE

Do not turn on power to unit until tank has been filled with water. Dry operation may cause element burnout.

Always drain tank with power to unit off or element burnout could occur.

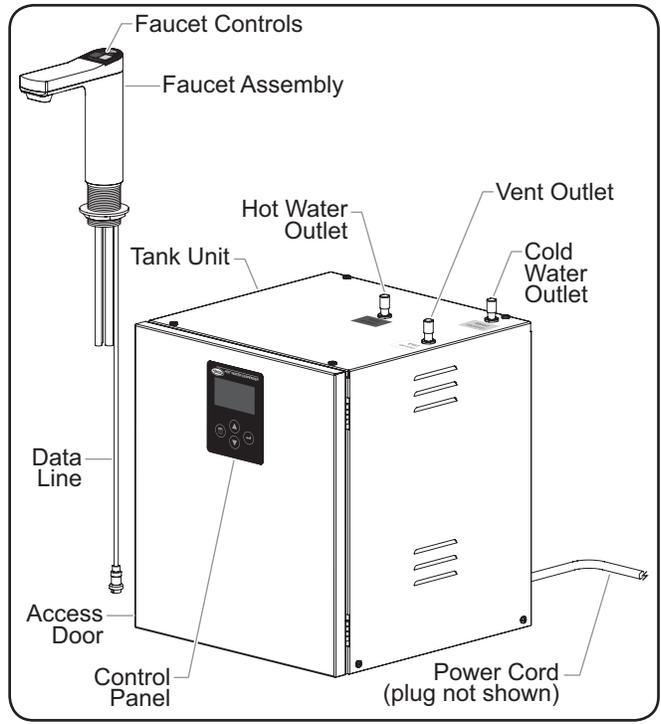
This unit is designed for use in environments where ambient temperature is between 5°C (41°F) and 35°C (95°F).

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.

Clean unit daily to avoid malfunctions and maintain sanitary operation.

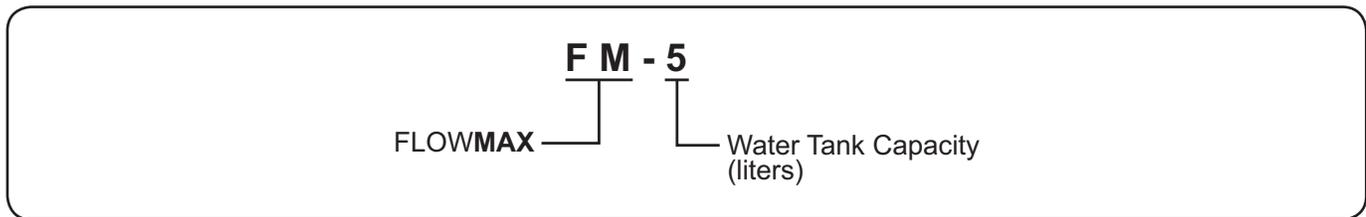
This unit is intended for commercial use only—NOT for household use.

For installations that do not have a sink available, a built-in front assembly is available. Refer to the OPTIONS AND ACCESSORIES section for details on all available options and accessories.



FM-5 Hot Water Dispenser

MODEL DESIGNATION



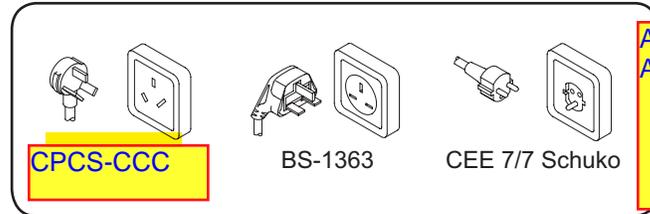
Plug Configurations

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: Receptacle not supplied by Hatco.



ADD:
AS 3112

Plug Configurations

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

Electrical Rating Chart

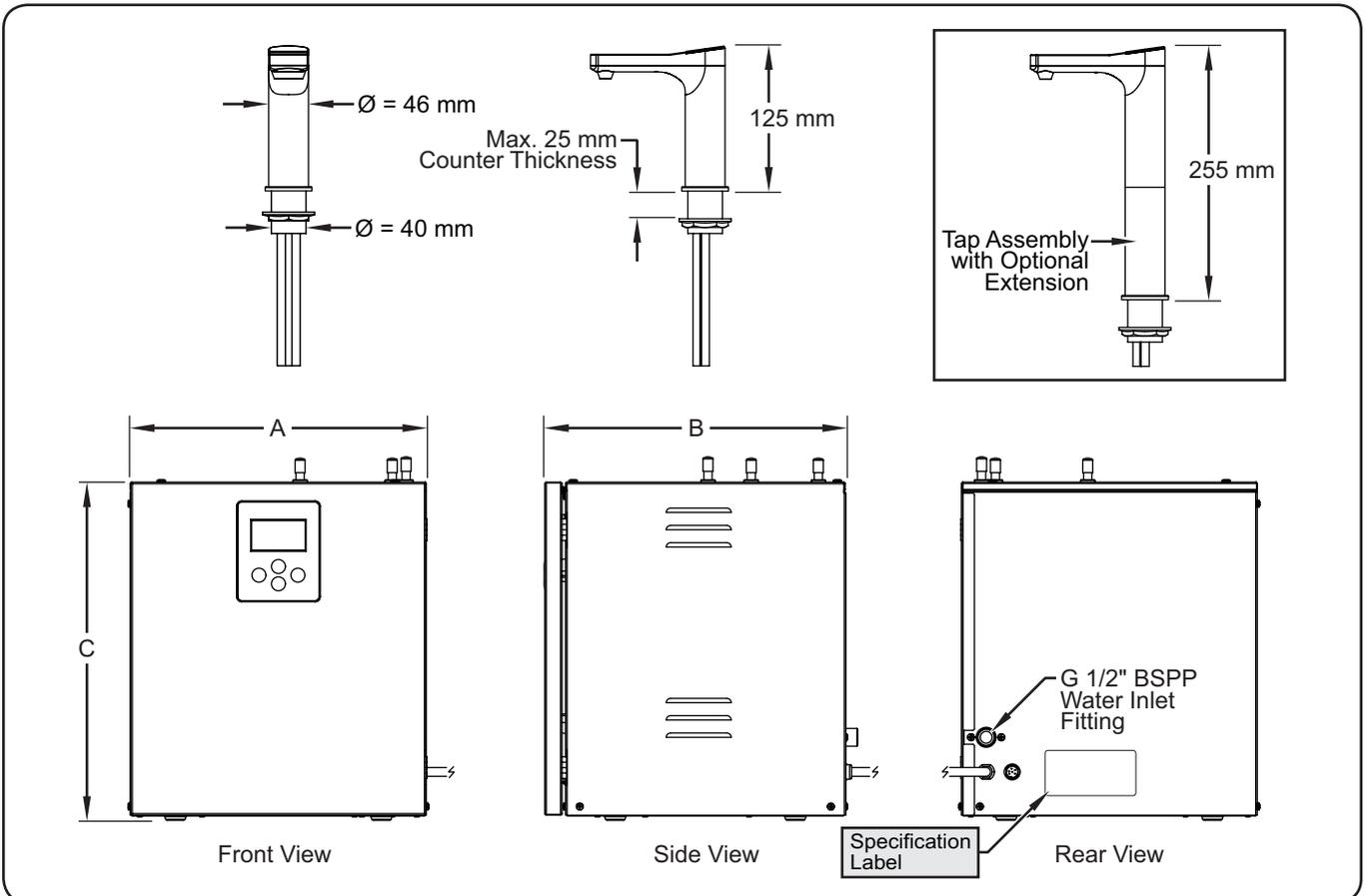
| Model | Voltage | Watts | Amps | Plug Configuration | Shipping Weight |
|-------|-----------|-------|------|------------------------------------|-----------------|
| FM-5 | 220 (CCC) | 1646 | 7.5 | CH1-10P | 43 kg (95 lbs.) |
| | 230 (CE) | 1646 | 7.8 | BS-1363, CEE 7/7 Schuko AS 3112 | 43 kg (95 lbs.) |

Dimensions

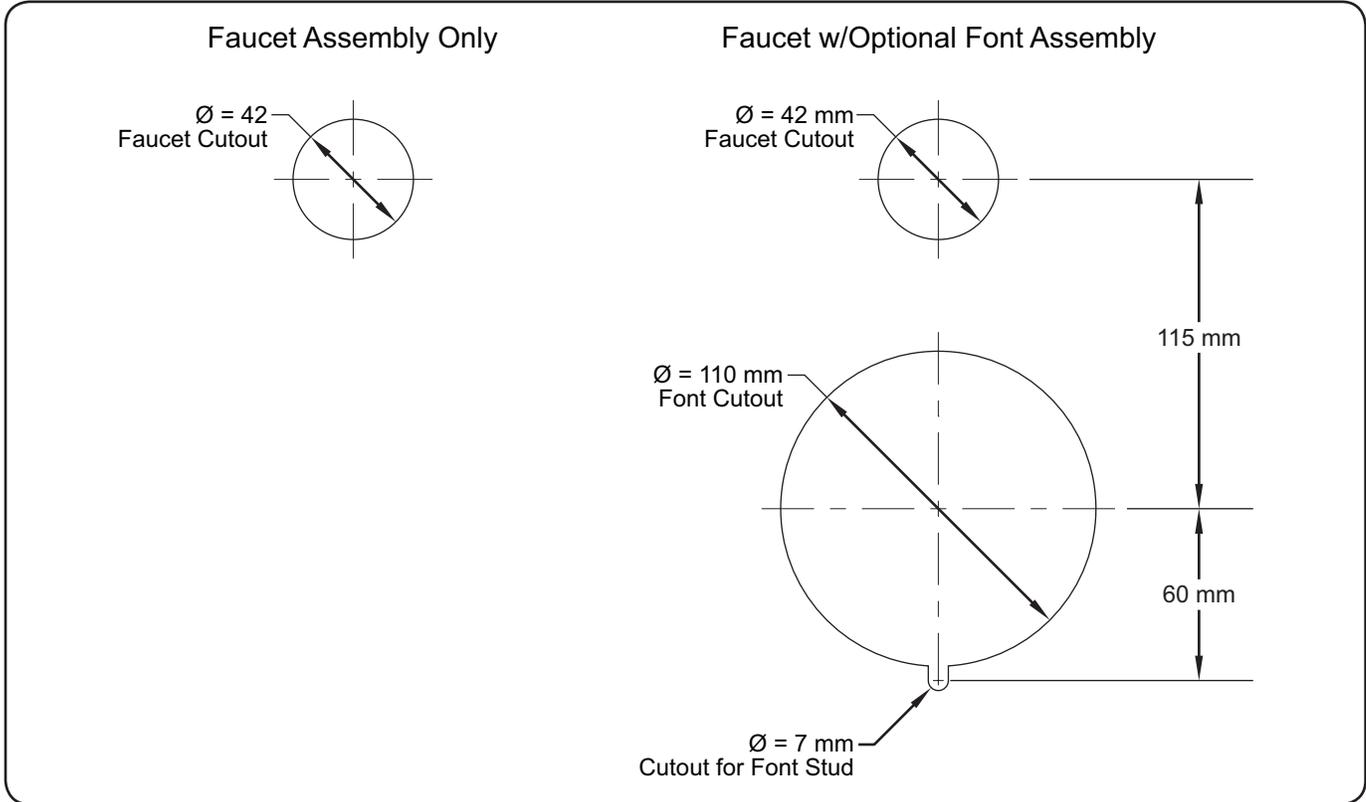
| Model | Width (A) | Depth (B) | Height (C) |
|-------|------------------|--------------------|-------------------|
| FM-5 | 342 mm (13-1/2") | 347 mm (13-11/16") | 391 mm (15-7/16") |

1800W

about 21Kg



Countertop Cutout Dimensions



General

FM-5 Hot Water Dispensers are shipped from the factory completely assembled and ready for use. Use the following information and procedures to prepare installation site and install the unit.



WARNING

ELECTRIC SHOCK HAZARD:

- Plug unit into a properly grounded electrical receptacle of the correct voltage, size, and plug configuration. If plug and receptacle do not match, contact a qualified electrician to determine and install the proper voltage and size electrical receptacle.
- Unit is not weatherproof. Locate unit indoors.

FIRE HAZARD:

- Allow a minimum clearance of 51 mm (2") along sides of unit and 64 mm (2-1/2") along rear of unit. If safe distances are not maintained, discoloration, overheating, malfunction, or combustion could occur.
- Do not obstruct air ventilation openings on outer housing of unit. Unit combustion or malfunction may occur.

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 faucet assembly at proper counter height in an area that is convenient for use. Location should be level to prevent filling containers from falling accidentally and strong enough to support weight of container and contents.

NOTICE

This unit is designed for use in environments where ambient temperature is between 5°C (41°F) and 35°C (95°F).

1. Remove the unit from the box.
2. Remove tape, protective packaging, and literature from all surfaces of the unit.

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

Preparing for Installation

Identify and prepare an appropriate installation site for the Hot Water Dispenser. Refer to the following list of requirements.

1. Make sure the faucet assembly will be installed where it can drain into a sink. If the optional front assembly will be installed, a **G 3/4" BSPP** drain connection will be required (no sink required).
2. Make sure the cabinet space where the tank unit will be installed meets the following requirements:
 - The tank unit must be installed be within 914 mm (36") of the water and vent pipes at the bottom of the faucet assembly. The water and vent tubes included for connection between the tank unit and the faucet assembly cannot be lengthened.
 - The interior dimensions must provide enough space with clearances for installation of the tank unit. Refer to "Dimensions" in the SPECIFICATIONS section of this manual. The tank unit requires an additional 64 mm (2-1/2") beyond the rear of the unit for connections and 51 mm (2") along each side for ventilation.
 - The cabinet floor must support the weight of the unit when filled with water. Make structural modifications or add bracing underneath the cabinet floor, if necessary.
 - The cabinet must allow easy access to the front of the tank unit with space to open the front door of the tank unit.
3. Make sure a cold water supply line with a shut-off valve is available inside the cabinet. The water supply line must have a working pressure between 70 kPa (10 psi) and 700 kPa (102 psi). Install a pressure reducing valve, if necessary.
4. Make sure a grounded electrical receptacle of the correct voltage, size, and plug configuration is within **1676 mm (66")** of the mounting location for the tank unit. See the SPECIFICATIONS section for details.

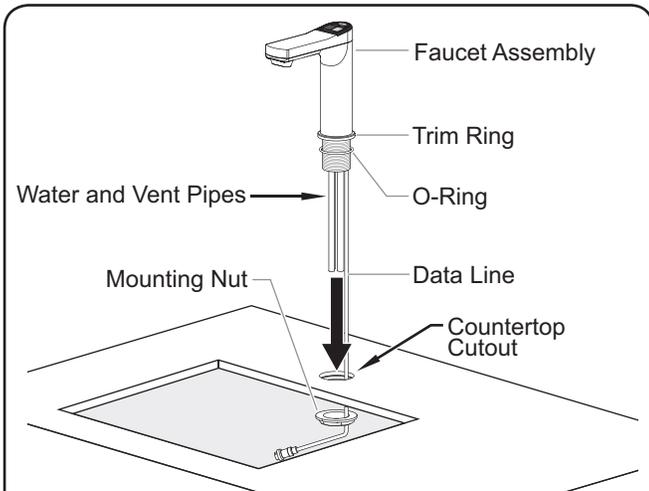
Installing the Faucet Assembly

Use the following procedure to install the faucet assembly.

NOTE: Make sure the installation of the faucet assembly will allow the faucet to drain into a sink.

1. Using a hole saw, cut the appropriate opening in the countertop for the faucet assembly. Refer to "Countertop Cutout Dimensions" in the SPECIFICATIONS section.
2. Remove the mounting nut from the threaded pipe on the bottom of the faucet assembly. Leave the decorative trim ring on the faucet assembly.
3. Apply a food-safe silicone sealant around the bottom edge of the trim ring.
4. Pass the faucet assembly with the data line, two water pipes, and vent pipe through the counter top cutout from above. Make sure the trim ring remains in position on the faucet assembly.
5. Pass the data line, two water pipes, and vent pipe through the mounting nut and thread the mounting nut onto the threaded pipe underneath the countertop. Do not tighten completely.
6. Make sure the faucet assembly is positioned properly to drain into a sink, then tighten the mounting nut securely.

NOTE: Do not turn or twist the faucet assembly after final installation.



Should we add the FONT ASSEMBLY method?
The font assy is also a standard configuration.

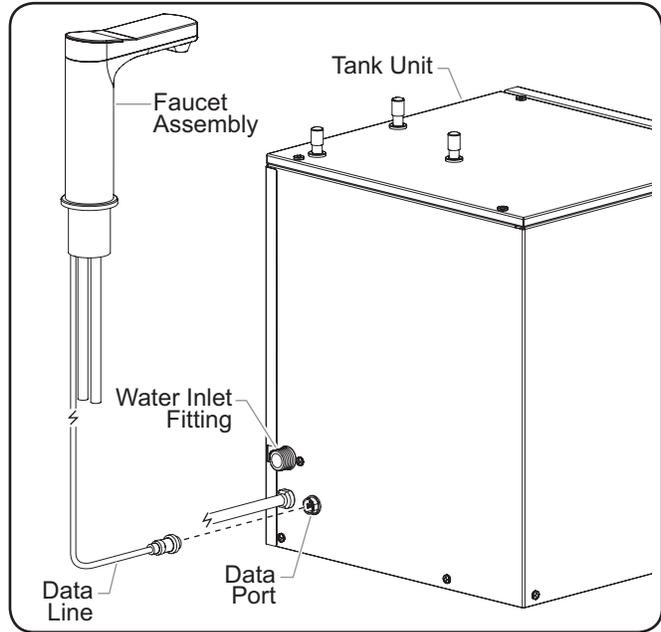
Installing and Connecting the Tank Unit

Use the following procedure to install the tank unit in the cabinet underneath the faucet assembly as well as to make the connections to the faucet assembly.

NOTE: Do not place the tank unit in the cabinet until the rear connections are complete. There may be limited working space behind the tank unit once it is installed.

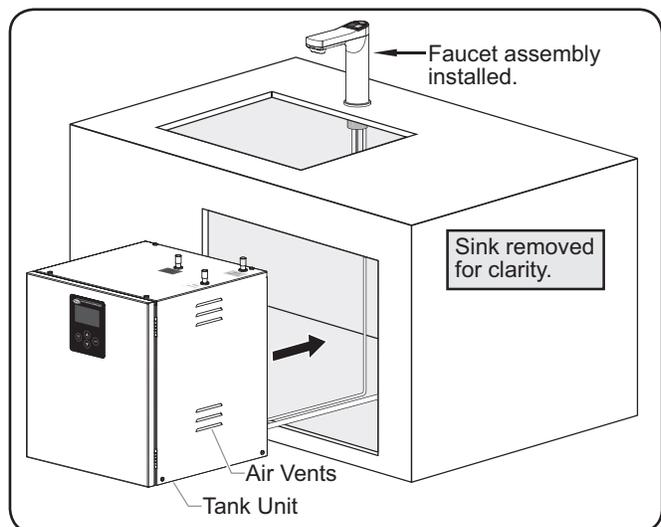
NOTE: Flush the cold water supply line thoroughly before connecting to the water inlet fitting on the tank unit. This will prevent sediment from entering the tank unit.

1. Connect a cold water supply line to the G 1/2" BSPP water inlet fitting on the back of the tank unit. Refer to "Preparing for Installation" earlier in this section for water supply line specifications.
2. Connect the data line from the faucet assembly to the data port on the back of the tank unit. Tighten securely.



Rear View of Tank Unit

3. Lift the tank unit into the cabinet.
 - Be aware of the connected cold water supply line and data line while placing the tank unit.
 - Make sure there are minimum clearances of at least 51 mm (2") along the sides of the unit and 64 mm (2-1/2") along the rear of the unit.
 - Make sure there are no obstructions in front of the air ventilation openings on each side of the unit.



Installing the Tank Unit

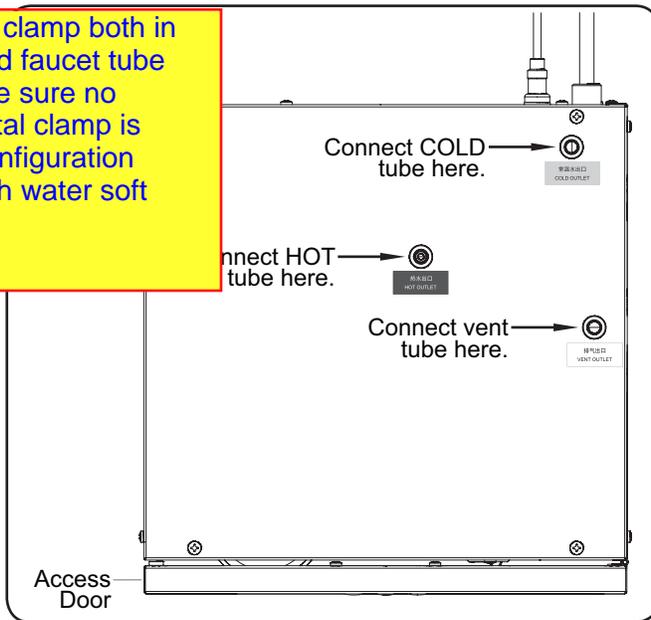
4. Route and secure the data line so that it is not vulnerable to water exposure and does not rest on the floor of the cabinet.

5. Connect the water tubes and vent tube between the faucet assembly and the tank unit using the hose clamps provided. Measure and trim each hose so that they run as straight as possible without dips or kinks.

NOTE: The HOT water tube and COLD water tube are labeled. The vent tube is a smaller diameter than the water tubes.

- a. Connect the hot water pipe on the faucet assembly to the HOT OUTLET pipe on top of the tank unit using the HOT water tube.
- b. Connect the cold water pipe on the faucet assembly to the COLD OUTLET pipe on top of the tank unit using the COLD water tube.
- c. Connect the vent pipe on the faucet assembly to the VENT OUTLET pipe on top of the tank unit using the vent tube.

apply metal clamp both in tank unit and faucet tube side to make sure no leaking. Metal clamp is standard configuration together with water soft tube.



Top View of Tank Unit

6. Open the access door on the tank unit and make sure the water filter is installed and secure. To install:
 - a. Align the MOUNT arrow on the filter with the arrow on the filter head. Insert the filter up into the filter head.
 - b. Turn the filter counterclockwise until the LOCK arrow on the filter is aligned with the arrow on the filter head.
7. Plug the tank unit into a properly grounded electrical receptacle of the correct voltage, size, and plug configuration. See the SPECIFICATIONS section for details.

Testing the Connections

Use the following procedure to test the installation of the Hot Water Dispenser and make sure there are no leaks.

CAUTION

BURN HAZARD:

- Some exterior surfaces on unit will get hot. Use caution when touching these areas.
- Hot water in unit may cause scalding injury. Be aware and use caution during operation to avoid injury.
- Steam escaping from vent on faucet assembly may cause scalding injury. Do not place hands or other body parts under faucet. Be aware and use caution at all times around faucet assembly.

1. Open the water supply line shut-off valve. Make sure no water leaks at the water inlet fitting. Correct, if necessary.
2. Open the access door on the tank unit and move the Power I/O (on/off) switch to the I (on) position.

- The control panel display will energize and show the Main screen after it is finished starting up.

The water tank inside the tank unit will begin to fill and heat. The tank fills in steps in order to reach setpoint temperature quickly. The three-step tank fill level graphic on the Main screen indicates the water level in the tank.

- The green light will illuminate. The water in the tank will heat when it will reach the setpoint temperature.

3. Touch the blue button to dispense cold water. Release the button when the water is dispensed.
4. Touch the red button to dispense hot water. Release the button when the water is dispensed.

unit can dispense hot water even if water in tank is below setpoint. The red light is flashing when water temp below "setpoint-5C", which is the suitable for our machine capacity. Because in filling time, temp of tank water drop down setpoint is easy.

NOTE: The unit will not dispense hot water when water in the tank is below setpoint temperature and the red "temperaure" indicator is flashing.

5. Check all water tube connections at the faucet assembly and on top of the tank unit for leaks. Correct if necessary.
6. Check the water filter connection inside the tank unit for leaks. Correct, if necessary.
7. Open the access door on the tank unit and move the Power I/O (on/off) switch to the O (off) position.

General

Use the following procedures to operate the FM-5 Hot Water Dispenser.



WARNING

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



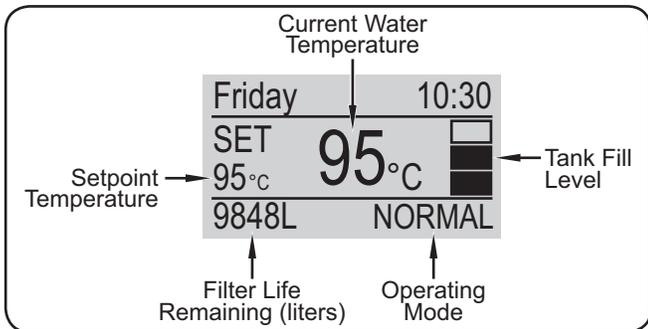
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- Hot water in unit may cause scalding injury. Be aware and use caution during operation to avoid injury.
- Steam escaping from vent on faucet assembly may cause scalding injury. Do not place hands or other body parts under faucet. Be aware and use caution at all times around faucet assembly.

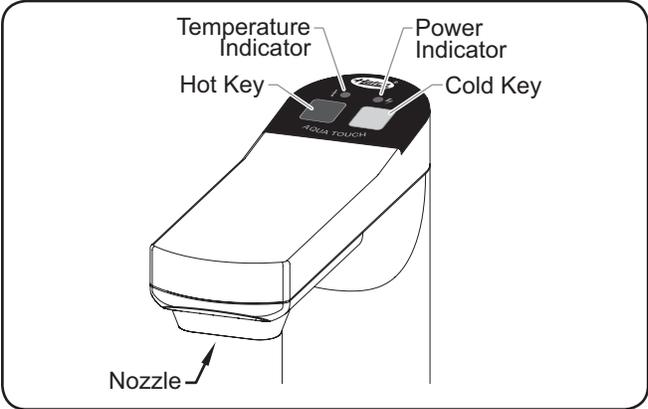
Startup

1. Open the access door on the tank unit and move the Power I/O (on/off) switch to the I (on) position.
 - The control panel display will energize and show the Main screen after it is finished starting up.



Main Screen

- The water tank inside the tank unit will begin to fill and heat. The tank fills in steps in order to reach setpoint temperature quickly. The three-step tank fill level graphic on the Main screen indicates the water level in the tank.
 - The green “power” indicator on the faucet assembly will illuminate.
 - The red “temperature” indicator will flash until water in the water tank reaches setpoint temperature. When the water reaches setpoint temperature, the indicator will remain on steady.
2. Place the desired container underneath the nozzle on the faucet assembly.
 3. Touch the desired key on the faucet assembly to dispense water.
 - Touch the red Hot key to dispense hot water. Hot water will dispense for a pre-set number of seconds.
 - Touch the blue Cool key to dispense room temperature water. Room temperature water will dispense for a pre-set number of seconds.



Faucet Assembly Controls

NOTE: The Hot and Cold keys on the faucet assembly can be set to dispense after a single touch (One Touch) or during a touch and hold (Hold Touch). The dispense time for each mode is adjustable as well. Refer to “Adjusting/Changing the Dispense Mode” in this section for details.

5. Continue to use the Hot Water Dispenser as necessary. Water will continue to enter the tank and be heated during operation to maintain a steady supply of setpoint temperature water.

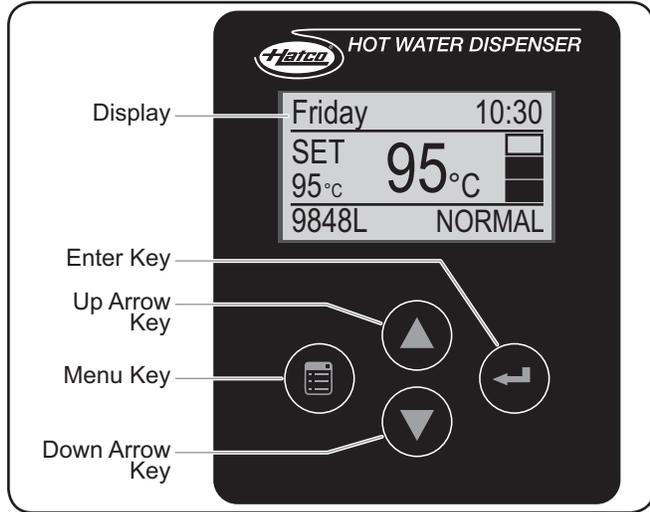
Shutdown

1. Open the access door on the tank unit and move the Power I/O (on/off) switch to the O (off) position.
2. Perform the “Daily Cleaning” procedure in the MAINTENANCE section of this manual.

maybe we need let user connect a soft tube(ID16mm) to drain port from the G3/4" fit installed in font assy. The soft tube is standard configuration.

Changing Setpoint Temperature

Use the following procedure to change the setpoint temperature for the hot water dispenser. The setpoint temperature is currently adjusted from 65–95°C (150–200°F)



FM-5 Control Panel

1. From the Main screen, press the  key. The Function Set screen will appear:

```
Function Set:
1. Mode Set
2. Temp Set
3. Work Time Set
```

2. Press the  key to scroll down and highlight "2. Temp Set".
3. Press the  key. The Temp Set screen will appear.

```
Temp Set
95°C
```

- Press the  key to increase setpoint value.
 - Press the  key to decrease setpoint value.
4. Press the  key to save the setting and return to the Function Set Screen.
 5. Press the  key to return to the Main Screen.

For hold mode: user could dispense water from 1s to 15s(max). And there is no preset time for this mode.

For touch mode: machine would dispense water automatically by a preset time(From 5s to 15s)

Changing the Dispense Mode

dispense modes: One Touch and Hold Touch. The Hold Touch mode allows the operator to touch the Hot or Cool key to dispense water for a preset number of seconds. Each mode can be set to dispense water for between five seconds and 15 seconds, in one second increments.

Hold Touch requires the operator to touch and hold the Hot or Cool key to dispense water for the desired amount of time. Each mode can be set to dispense water for between five seconds and 15 seconds, in one second increments.

Use the following procedure to change or adjust the dispense mode of the Hot Water Dispenser.

1. From the Main screen, press the  key. The Function Set screen will appear:
2. Press the  key to scroll down and highlight "4. Dispense Set".

```
Function Set:
4. Dispense Set
5. Filter Set
6. Clock Set
```

3. Press the  key. The Dispense Set screen will appear.

```
Dispense Set:
1. One Touch
2. Hold Touch
(max: 15s)
```

- Press the  or  key to highlight the desired dispense mode.
4. Press the  key. The corresponding Dispense Time screen will appear.

```
Dispense Time
Touch: 10s
```

- Press the  or  key to adjust the dispense time.
5. Press the  key to save the setting and return to the Dispense Set screen.
 6. Press the  key twice to return to the Main Screen.

Resetting the Filter Life Counter

Use the following procedure to reset the filter life counter after installing a new filter.

1. From the Main screen, press the key. The Function Set screen will appear:
2. Press the key to scroll down and highlight "5. Filter Set".



3. Press the key. The Filter Set screen will appear.



"not" is or isn't necessary

- Press the key to highlight "2. Reset Filter".

4. Press the key. The Filter Replaced screen will appear.



- Press the key already.

5. Press the key to the Filter Set

6. Press the key

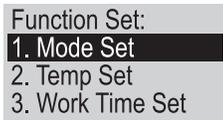
Set point will be changed to 65C when set to P-Save mode. 65C is a safety temp for food. This point can save more power.

If user set to P-SAVE mode, the unit will only work in "Working Time" which can be modified in "3.Working Time Set".

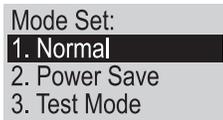
Changing Operating Mode

Use the following procedure to change the operating mode of the Hot Water Dispenser. The dispenser should be set to "Power Save" during short term periods of non-use. "Power Save" mode reduces the setpoint temperature to 80°C (176°F), which allows a quick return to the setpoint temperature when changing back to "Normal" mode.

1. From the Main screen, press the key. The Function Set screen will appear. The function "1. Mode Set" will be highlighted.



2. Press the key. The Mode Set screen will appear.



- Press the or key to highlight the desired operating mode.

3. Press the key to save the setting and return to the

Working Time Set

If user want to let unit only working in some regular time every week. They can use this function.

1. From main screen, press....

.....
.....

Setting the Clock

Use the following procedure to set the current time and day on the display clock.

1. From the Main screen, press the key. The Function Set screen will appear:
2. Press the key to scroll down and highlight "6. Clock Set".



3. Press the key. The Clock Set screen will appear.



- Press the or key to change the highlighted value. Changeable values include hour, minute, and day.

- Press the key to save the current value and move to the next value.

- After changing the last value, press the key to return to the Clock Set screen

4. Press the key twice to return to the Main Screen.

Changing the Language

Use the following procedure to change the language of the Hot Water Dispenser between English and Chinese.

1. From the Main screen, press the key. The Function Set screen will appear:
2. Press the key to scroll down and highlight "7. Language Set".



3. Press the key. The Language Set screen will appear.



- Press the or key to highlight the desired language.

4. Press the key to save the setting and return to the Function Set Screen.

5. Press the key to return to the Main Screen.

Menu Lock

If user don't want the setting be changed randomly, could use this function.

1. Press both "UP"&"DOWN" key for 3 seconds, there will be a lock symbol showing on LCD above the bigger "C".
2. Repeat #1 operation for un-lock.

General

FM-5 Hot Water Dispensers are designed for maximum durability and performance, with minimum maintenance.



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 attempt to repair or replace a damaged power cord. The 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.

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 414-671-6350; fax 414-671-3976.

Daily Cleaning

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

NOTICE

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.

1. Open the access door on the tank unit and move the Power I/O (on/off) switch to the O (off) position. Allow the unit to cool.
2. Wipe down the faucet assembly using a clean, damp non-abrasive cloth.
 - Rinse cloth in hot water and repeat as necessary.
3. Wipe dry the faucet assembly with a clean, dry non-abrasive cloth.
4. Clean the font assembly, if installed.
 - Remove the strainer and clean with hot water and mild soap. Wipe dry the strainer.
 - Wipe inside the font well using a clean, damp non-abrasive cloth. Repeat as necessary.
 - Wipe dry the font well and replace the strainer.

NOTE: The tank unit will not require daily cleaning. Check and clean the tank unit and its surrounding area on a weekly basis.

Replacing the Water Filter

Use the following procedure to replace the water filter inside the tank unit.

1. Open the access door on the tank unit and move the Power I/O (on/off) switch to the O (off) position. Allow the unit to cool.

NOTE: Use caution and be prepared for a small amount of water to spill during filter removal. Hold the filter straight up and do not tilt during removal. Wipe up any spilled water immediately.

2. Turn the filter clockwise to unlock and remove the filter from the filter head. Discard the old filter.
3. Install the new filter.
 - a. Align the MOUNT arrow on the new filter with the arrow on the filter head. Insert the new filter up into the filter head.
 - b. Turn the filter counterclockwise until the LOCK arrow on the filter is aligned with the arrow on the filter head.
4. Perform the “Resetting the Filter Life Counter” procedure in the OPERATION section of this manual.

 **WARNING**

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

 **WARNING**

ELECTRIC SHOCK HAZARD: Turn OFF power switch, unplug power cord, and allow unit to cool before performing any cleaning, adjustments, or maintenance.

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 and click on *Find Service Agent*, or contact the **Hatco Parts and Service Team** at:

Telephone: 414-671-6350

e-mail: partsandservice@hatcocorp.com

Fax: 414-671-3976

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) Two (2) Year Parts 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) Five (5) Year Parts Warranty:

3CS and FR Tanks

c) Ten (10) Year Parts Warranty:

Electric Booster Heater Tanks
 Gas Booster Heater Tanks

d) Ninety (90) Day Parts 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 to replacement of part or Product using, at Hatco's option, new or refurbished parts or Product by Hatco or a Hatco-authorized service agency 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.

SERVICE INFORMATION

The warranty on Hatco FLOWMAX Hot Water Dispensers 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 a Hot Water Dispenser 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 the back of the 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:

- access our website at www.hatcocorp.com, select the *Resources* pull-down menu, and click on "Find Service Agent/Distributor"
- call Hatco Service at 414-671-6350
- e-mail Hatco Service at partsandservice@hatcocorp.com

Register your unit online!

See IMPORTANT OWNER INFORMATION section for details.

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