



operator manual

Hot Food Server Model HFS

This document includes:

- Safety Notices
- Specifications
- Installation Instructions
- Operating Instructions
- Cleaning Instructions
- Warranty Statement

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IMPORTANT WARNING AND SAFETY INFORMATION



WARNING:

Improper installation, adjustment, alteration, service or maintenance can cause property damage, injury or death. Require all operators to read the installation, operating and maintenance instructions thoroughly before installing or servicing this equipment.



WARNING:

This unit must be used with the proper voltage as specified. Use of any other voltage or altering plug will damage the unit, void the warranty, and may cause injury.



WARNING:

Do not allow cleaning solution or water to touch the electrical components of this unit. Do not use power cleaning equipment, steel wool, or wire brushes on the stainless steel surfaces.



DANGER!

For your safety, do not store or use gasoline or other flammable vapors or liquids in the vicinity of this or any other appliance.



DANGER!

Do not spray aerosols in the vicinity of this appliance while it is in operation.



DANGER!

If the power supply cord appears to be damaged, do not attempt to operate the unit. Contact a service agent or qualified electrician to repair!

FEATURES

Merco Savory Hot Food Servers are designed to hold hot foods at proper temperature and moisture content in heated drawer-type compartments. Temperature is variable from 100° - 250° F. Warming is provided by Incolony® sheathed tubular heating element(s) controlled by an adjustable thermostat. A dial thermometer is located above the temperature control knob and shows actual holding temperature. The thermometer also features an exclusive “critical food holding zone” indicated by a green area on the dial. This allows you to confidently maintain ideal temperatures for any food. Moisture is controlled by adjustable locking vents on the face of each drawer.

Heavy-duty construction is evident throughout. Merco Savory Hot Food Servers are among the strongest in the industry. Drawer carriages glide on pairs of 150 lb., rated rails with positive stops. The drawer rails have multiple load supporting roller bearings and multiple aligning guide bearings to assure smooth operation even when heavily loaded. Each drawer is fitted with a removable deep-drawn stainless steel pan with the largest capacity in the industry. It is capable of holding a 6” deep full size pan which is easily removed by lifting straight up. Each drawer, when closed, is held in place by an automatic spring latching mechanism.

Frames are made from formed and welded steel. Interiors are made from heat reflecting aluminized steel. Countertop and floor models have stainless steel bodies. Built-in models have stainless steel fronts and aluminized steel bodies. Merco Savory manufactures seven different Hot Food Server models. Four are free standing and three are built-in. All models have an individual temperature control and thermometer for each drawer.

BEFORE INSTALLATION

NOTE: Upon receipt of this unit, immediately unpack and inspect for possible concealed shipping damage. If unit is found to be damaged, save all packing materials and contact your delivery carrier within 5 days. Refer to “Shipping Damage Instructions” enclosed for detailed instructions. Failure to follow these instructions will negate Merco Savory’s or your ability to file claims and receive compensation for shipping damage.

This manual contains important safety and installation-operation instructions. Require all operators to read this manual before using the unit. Failure to follow the instructions contained in this manual may cause injury, damage to the unit, and will void the warranty.

INSTALLATION

FREE STANDING COUNTER TOP MODELS (HFS-1, HFS-2)

NOTE: Check the specification data plate for correct model number and voltage.

Installing 4” leg kit (if applicable):

1. Locate the accessory leg kit and hardware package included with the unit.
2. Screw one leg into each threaded hole at the four corners of the unit bottom.
3. Set the unit on the counter in its final location and level by turning the adjustment feet.

FREE STANDING FLOOR MODELS (HFS-3, HFS-4)

NOTE: Due to their size, models HFS-3 and HFS-4 are usually installed as floor models using one of the available 6” or 16” leg kits or the caster kit.

Installing 6” or 16” leg kits (if applicable):

1. Locate the accessory leg kit and hardware package included with the unit.
2. Screw one leg into each threaded hole at four corners of the unit bottom.
3. Set the unit on the counter in its final location and level by turning the adjustment feet.

Installing the caster kit (if applicable):

1. Locate the accessory caster kit and hardware package included with the unit.

NOTE: The two fixed (non-swiveling) casters should be mounted at one end (or back) and the two swivel casters with brakes will be located on the opposite side.

- Elevate the Hot Food Server and align the square corner of the caster mounting plate with the holes in the unit bottom (see note above). Start four bolts up through the threaded holes in the unit bottom and tighten. Repeat for remaining three casters.
- Electrical Connection: All free standing Hot Food Servers are equipped with a factory installed 6" cord and plug set (120V models plug conforms to NEMA standard 5-15P while 208V and 240V models plug conforms to NEMA standard 6-15P).

Important: Be sure to check the data plate to be sure the power supply is correct.

BUILT-IN MODELS (HFS-1B, HFS-2B & HFS-3B)

Models HFS-1B, HFS-2B and HFS-3B are true built-in models and are designed for installation into the front face of a counter fixture. Unit fronts have an extended trim flange that covers the cut out in the front face of the counter fixture.

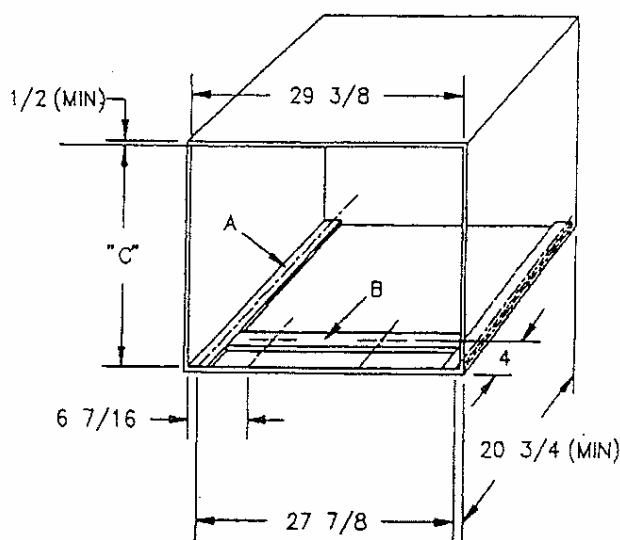
- Cut an opening in the face of the counter fixture according to the drawing (Figure 1) that is indicated for your specific model. Allow 1/2" minimum cabinet face material above the top opening cut for unobstructed installation of the Hot Food Server flange.

NOTE: Be sure the counter fixture has adequate room (front face to inside of back_ to accept the Hot Food Server. The minimum depth is the same for all models (20-3/4").

- The Hot Food Server body must be supported from the bottom. This can be accomplished by installing metal support angles or wooden support blocks (see "A" in Figure 1) in accordance with the appropriate model cut-out drawing. The top surface of support "A" should be 1/16" below the bottom edge of the face cut out. A metal or wood crossbrace (see "B" in figure 1) about 2-1/2" wide should be securely mounted between the supports. It should be placed such that its centerline is 4" from the face of the cutout and its top is flush with the side supports.

Alternate support method: Install a solid flat platform in lieu of the side supports ("A") and crossbrace ("B"). The top surface of the platform should be 1/16" below the bottom edge of the cutout.

Figure 1



NOTE: One support (A) is provided. Top face of support 20" min., 1/16" below bottom edge of opening.

Cross brace (B) of wood or metal to be provided to hold unit in place.

If flat platform is used, top surface should also be 1/16" below bottom edge of opening.

Model	"C" Dimension
HFS-1B	11"
HFS-2B	21-7/8"
HFS-3B	32-5/8"

3. Install the leveling feet: Open the top drawer and remove the bag holding four 3/8" – 16 x 1" hex head cap screws. Thread these screws hand tight into the four corner holes in the bottom of the unit (they will be adjusted later).
4. Electrical Connection: Built-In models are equipped with a factory installed 1/2" diameter x 74" flexible conduit containing power lead pigtailed and ground wire. It is necessary that this conduit and the wiring leads connect at a junction box in accordance with your local building codes.

Important: Be sure to check the data plate on the front of the unit to be sure the power supply is correct.

5. Remove the drawer(s) from the unit by pulling the drawer out to the stop.
 - A. Remove the pan(s).
 - B. Grasp the entire drawer assembly at the sides as if to lift it. Locate the tabs at the front of each rail member of the drawer slide. Press down on these tabs with your thumbs and simultaneously pull out the drawer.
 - C. Set drawer assembly aside.
6. Lift the unit from both sides and slide into the cutout. Push back until the trim flange meets the face of the cabinet.
7. Place a level on the floor of the unit and check from side to side and front to back. If adjustments are necessary, slide the entire unit out of the cabinet and adjust the leveling feet as required. After leveling, the unit must be secured in position. There are two holes in the unit bottom for this purpose.
8. Place a drill bit down through these two holes into the crossbrace beneath. With the screws and washers provided, tighten a pair of sheet metal screws or wood screws (minimum 1-1/2" length) down through these holes into the crossbrace.
9. Replace the drawers into the unit and replace the pans. The drawers of multiple drawer units are individually identified as "top," "2," and "3." They should be reinstalled in their respective position.

The unit is now installed.

INITIAL START-UP

ALL MODELS

1. Turn on the branch line circuit breaker.
2. Set the thermostat control knob at "Hi." The pilot light will illuminate indicating that power is present.
3. Wait three (3) minutes and open the drawer(s) to see if unit is heating.

If the unit fails to heat, re-check that circuit breakers are on and electrical connections are properly made. If it still fails to heat, call an authorized service agent.

CONTROLS

ALL MODELS

1. Control Protection: All models have control knobs and thermometers mounted in the recessed control panel for protection.
2. Temperature Control: Temperature is controlled by a thermostat with a temperature range from 100° to 220° F. The control panel has graduations from "OFF" to "HI." A pilot light cycles on and off as the thermostat calls for heat. A dial thermometer located above the temperature control knobs indicates actual holding temperature within the Hot Food Server. To set temperature, turn the thermostat up or down for desired temperature.
3. Moisture Control: The moisture control knob is located at center front above the drawer handle. The knob controls a sliding plate behind slots and can be adjusted over a range from fully closed to fully open. The knob can be tightened to hold the plate in any position. This allows the operator to control the rate at which the food's natural moisture escapes.

OPERATION

ALL MODELS

1. Turn thermostat knob to desired setting and allow to heat for about thirty (30) minutes. The pilot light will cycle on and off as it heats. *Note: The higher the set temperature, the longer the unit will take to reach the desired temperature. In some cases it may take more than thirty (30) minutes to reach desired temperature.*
2. Place hot cooked food into the Hot Food Server drawer(s).

Important: Do not allow food to cool before placing in drawer.

3. Close drawer and set the moisture control knob to the position appropriate for the food being held.
4. Open drawer(s) as required to remove or replenish food.

NOTE: Rolls that have been heated once and then cooled have lost most of their moisture while setting in the open air. They cannot be reheated with satisfactory results.

CLEANING

ALL MODELS

Important: Be sure to unplug the Hot Food Server or turn off its power source before cleaning.

1. Drawer Pans
 - A. Open the drawer(s) and lift the drawer pan(s) out.
 - B. Empty contents
 - C. Wash pans in sink, rinse with hot water and let air dry.

Alternate Method: Pre-rinse empty pan, run through dishwasher and let air dry.

2. Exterior surfaces
 - A. Wash with a damp cloth or sponge dipped in hot water and detergent solution.
 - B. Rinse with a damp cloth or sponge dipped in clean water.
 - C. Dry and polish with a soft cloth.

Alternate Method: Clean the exterior using a good stainless steel cleaner/polish following directions on can. For best results, always polish following the grain of the metal's finish.

Caution: Do not use scouring powders or abrasive pads to clean the exterior as they will scratch and mar the finish.

3. Drawer Carriages
 - A. Pull the drawer open until it stops.
 - B. Grasp the carriage at the two sides.
 - C. Press down on the tabs at the front of the rail members.
 - D. Pull drawer out and away from unit.
 - E. Wash food residue from carriage with hot water and detergent solution, rinse with clean water and wipe dry.

Caution: Do not submerge drawer fronts as water can enter the drawer front panel and it will be extremely difficult to remove and dry.

- F. Reinstall drawer carriages.
- G. Place the flats of the carriage sides on the bottom rollers of the rail members.
- H. Carefully push the drawer all the way closed and then open again to be sure the stops are engaged.
- I. Set drawer pan(s) into carriage.
- J. Close and the drawer will automatically latch.

4. Interior Surfaces

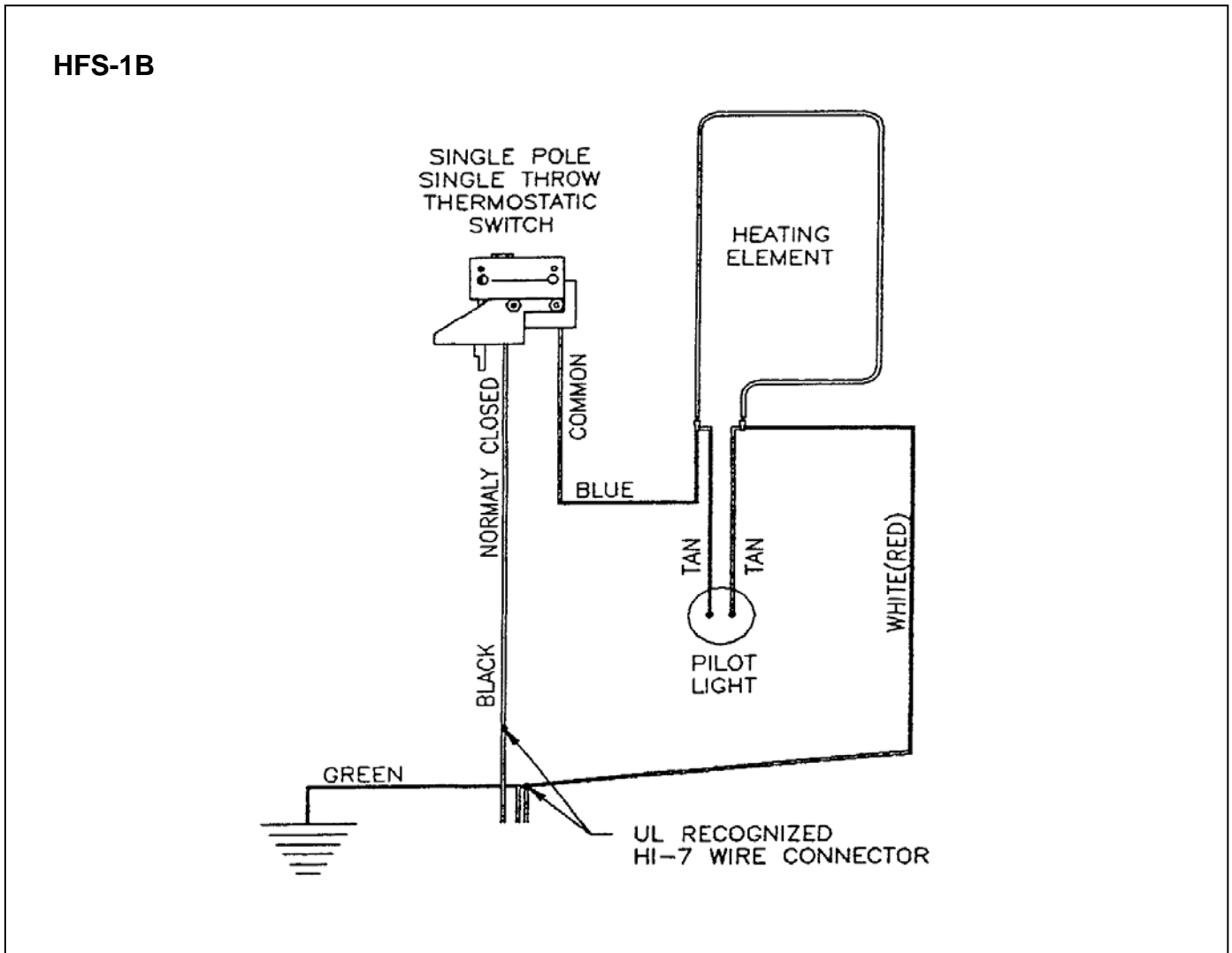
- A. Using a stiff bristle brush, loosen food soil and crumbs letting them fall to the floor of the unit.
- B. Wipe or vacuum accumulated loose soil from the unit paying particular attention to areas around heating elements.
- C. Wash interior with a damp cloth dipped in a hot water and detergent solution.
- D. Rinse with a damp cloth dipped in clean water.
- E. Dry with a clean cloth and allow time to air dry.

Caution: Be careful not to allow water to run into electrical compartments as electrical shock or damage could result.

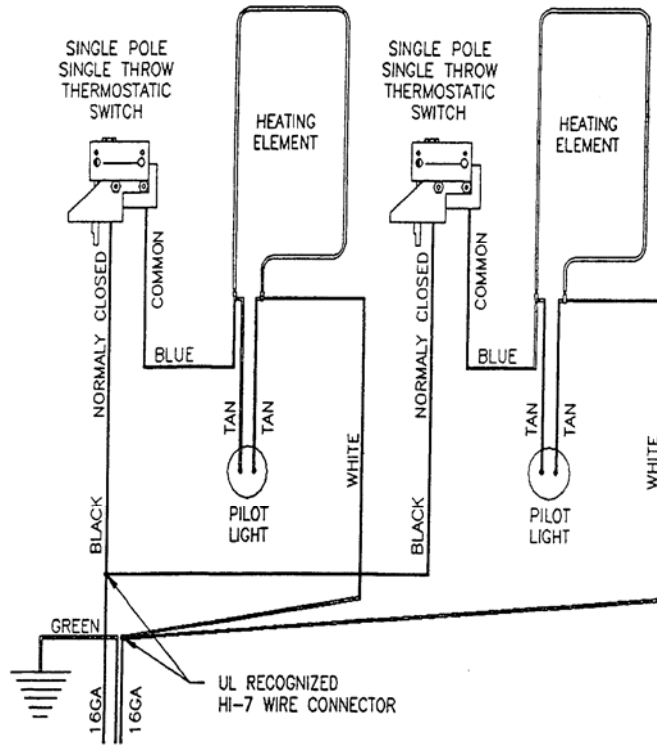
5. Rail Members

- A. Periodically examine the rollers as they should all turn freely.
- B. All rollers should be lubricated periodically with high temperature grease. Using your fingers, force grease into the bearings between the shaft and the race.

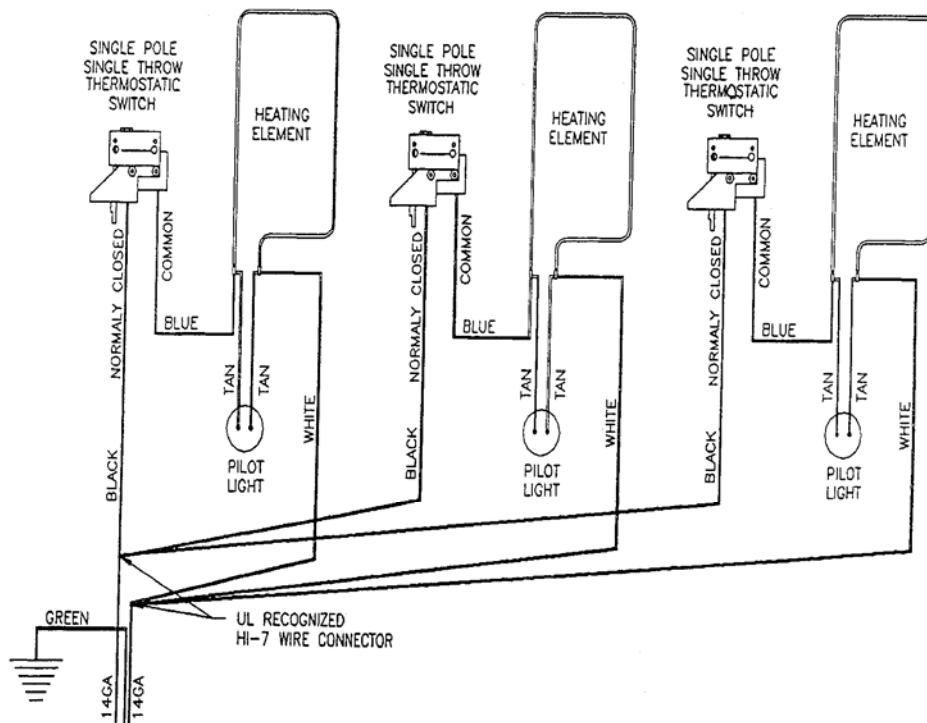
NOTE: Rollers may eventually fail to function properly. Failure to replace damaged rollers could result in excessive wear to rails and drawer frames. Your Merco Savory unit has rollers that are removable with a screwdriver so at the first sign of rollers becoming "sticky," replace them at once.



HFS-2B



HFS-3B



LIMITED WARRANTY FOR COMMERCIAL PRODUCTS

LIMITED WARRANTY

Merco/Savory LLC, ("Merco") warrants this product to be free from defects in material and workmanship for a period of:

- One (1) year from the date the product is installed or eighteen (18) months from the date of shipment from our facility, whichever comes first.
- Heating elements only – two (2) year warranty against burnout (excluding breakage) from date of shipment from our facility.
- Hot Food Server products only – one (1) year labor, two (2) years parts from the date of shipment from our facility.

During the warranty period, Merco shall, at Merco's option, repair, or replace parts determined by Merco to be defective in material or workmanship, and with respect to services, shall re-perform any defective portion of said services. The foregoing shall be the sole obligation of Merco under this Limited Warranty with respect to the equipment, products, and services. With respect to equipment, materials, parts and accessories manufactured by others, Merco's sole obligation shall be to use reasonable efforts to obtain the full benefit of the manufacturer's warranties. Merco shall have no liability, whether in contract, tort, negligence, or otherwise, with respect to non-Merco manufactured products.

WHO IS COVERED

This Limited Warranty is available only to the original purchaser of the product and is not transferable.

EXCLUSIONS FROM COVERAGE

- Repair or replacement of parts required because of misuse, improper care or storage, negligence, alteration, accident, use of incompatible supplies or lack of specified maintenance shall be excluded
- Normal maintenance items, including but not limited to, light bulbs, fuses, gaskets, O-rings, interior and exterior finishes, lubrication, delimiting, broken glass, etc.
- Failures caused by improper or erratic voltages
- Improper or unauthorized repair
- Changes in adjustment and calibration after ninety (90) days from equipment installation date
- This Limited Warranty will not apply to any parts subject to damage beyond the control of Merco, or to equipment which has been subject to alteration, misuse or improper installation, accidents, damage in shipment, fire, floods, power changes, other hazards or acts of God that are beyond the control of Merco.
- This Limited Warranty does not apply, and shall not cover any products or equipment manufactured or sold by Merco when such products or commercial equipment is installed or used in a residential or non-commercial application. Installations not within the applicable building or fire codes render this Limited Warranty and any responsibility or obligations associated therein null and void. This includes any damage, costs, or legal actions resulting from the installation of any Merco commercial cooking equipment in a non-commercial application or installation, where the equipment is being used for applications other than those approved for by Merco.

LIMITATIONS OF LIABILITY

The preceding paragraphs set forth the exclusive remedy for all claims based on failure of, or defect in, products or services sold hereunder, whether the failure or defect arises before or during the warranty period, and whether a claim, however instituted, is based on contract, indemnity, warranty, tort (including negligence), strict liability, implied by statute, common-law or otherwise, and Merco its servants and agents shall not be liable for any claims for personal injuries, incidental or consequential damages or loss, howsoever caused. Upon the expiration of the warranty period, all such liability shall terminate. THE FOREGOING WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER WRITTEN, ORAL, IMPLIED OR STATUTORY. NO IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE SHALL APPLY. MERCO DOES NOT WARRANT ANY PRODUCTS OR SERVICES OF OTHERS.

REMEDIES

The liability of Merco for breach of any warranty obligation hereunder is limited to: (i) the repair or replacement of the equipment on which the liability is based, or with respect to services, re-performance of the services; or (ii) at Merco's option, the refund of the amount paid for said equipment or services.

Any breach by Merco with respect to any item or unit of equipment or services shall be deemed a breach with respect to that item or unit or service only

WARRANTY CLAIM PROCEDURE

Customer shall be responsible to:

- Immediately advise the Dealer or Merco's Authorized Service Agent of the equipment serial number and the nature of the problem.
- Verify the problem is a factory responsibility. Improper installation or misuse of equipment, are not covered under this Limited Warranty.
- Cooperate with the Service Agency so that warranty service may be completed during normal working hours.
- Travel Time not to exceed two hours and mileage not to exceed one hundred (100) miles.
- Portable equipment weighting less than ninety (90) pounds must be delivered to the Service Agent at Customer's expense.

GOVERNING LAW

This Limited Warranty shall be governed by the laws of the state of Delaware, USA, excluding their conflicts of law principles. The United Nations Convention on Contracts for the International Sale of Goods is hereby excluded in its entirety from application to this Limited Warranty

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