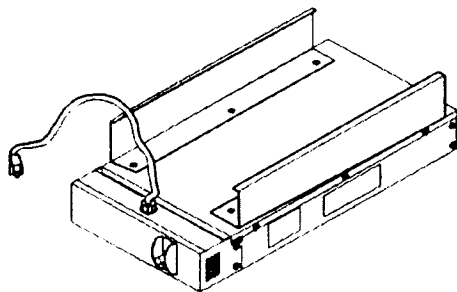
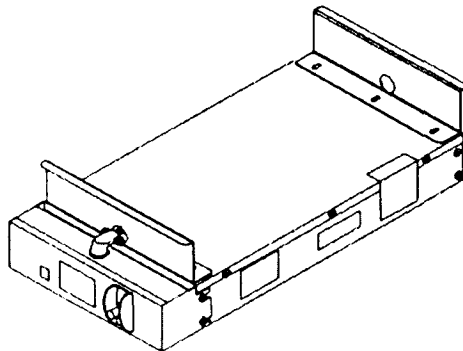


# OWNER'S MANUAL

MODELS BZ6, BZ6A, BZ6AINTL-THERMOGLO™ DOWNHEATER



Supplier Name: **MARSHALL AIR SYSTEMS, INC.**  
Address: 419 Peachtree Drive South  
Charlotte, NC 28217

Model#: \_\_\_\_\_  
Serial #: \_\_\_\_\_  
\_\_\_\_\_

Date Received: \_\_\_\_\_  
Date Installed: \_\_\_\_\_  
Telephone #: 704-525-6230  
Toll Free #: 800-722-3474 Customer Service  
Fax #: 704-525-6229  
Service Referral #: 800-722-3474  
Local Service Name: \_\_\_\_\_  
Local Service #: \_\_\_\_\_

## MANUFACTURER'S INTRODUCTION

The Models BZ6, BZ6A, BZ6AINTL ThermoGlo™ Downheater feature Marshall's own ThermoGlo™ heating technology. ThermoGlo™ offers maintenance free operation since it does not rely on bulbs or parabolic reflectors to achieve its even, gentle heat pattern. Each model includes mounting brackets, On/Off switch and an infinite temperature controller. The Downheater mounts on slide brackets built into the microwave and suspended overshef.

## GENERAL SPECIFICATIONS

Models: BZ6, BZ6A, BZ6AINTL

Height: 5.5"  
Width: 10"  
Depth: 20.875"

Electrical: BZ6 - 208 volts, 4.3 amps  
BZ6A-120 volts, 7 amps  
BZ6AINTL-240 volts, 3.5 amps

Power Cord: BZ6 - wire leads only  
BZ6A - 6 Ft. 3 wire w/NEMA 5-15 plug  
BZ6AINTL - 6 Ft. 3 wire, no plug

Weight: 15lbs.

Approvals: ETL and NSF

**TABLE OF CONTENTS**

INSTALLATION..... 1

THERMOGLO™ WITH ON/OFF SWITCH ..... 1

DAILY CHECKLIST AND CLEANING GUIDE.....1 - 2

MONTHLY MAINTENANCE..... 2

TROUBLESHOOTING..... 2

THERMOGLO™ & HEATED HOLDING CABINET LIMITED WARRANTY..... 3

THERMOGLO™ & HEATED HOLDING CABINET WARRANTY RETURN  
PROCEDURES.....4

**ILLUSTRATIONS**

MODEL BZ6 DOWN HEATER (208V) .....FIGURE 1

MODEL BZ6 DOWN HEATER REPLACEMENT PARTS (208V).....FIGURE 2

MODEL BZ6A DOWN HEATER (120V).....FIGURE 3

MODEL BZ6A DOWN HEATER REPLACEMENT PARTS (120V) .....FIGURE 4

WIRING SCHEMATIC, BZ6 208V..... DWG 130016

WIRING SCHEMATIC, BZ6A 120V..... DWG 134140

WIRING SCHEMATIC, BZ6AINTL 240V..... DWG 137462

## MODELS BZ6, BZ6A, BZ6AINTL-THERMOGLO™ DOWNHEATER

---

### INSTALLATION

#### PRE-INSTALLATION

The ThermoGlo™ Downheater has been packaged to minimize the risk of shipping damage. Immediately upon receipt, make certain to inspect the unit for any evidence of damage that might have occurred through rough handling in shipment. **FILE ALL CLAIMS WITH THE FREIGHT CARRIER.**

#### FINAL INSTALLATION

1. Unpack unit and remove all protective paper or plastic covering from metal parts.
2. This unit is designed to slide under the shelf system on a rail track. If it is not going to be used with this rail track system, the brackets must have holes drilled in the flanges to mount the ThermoGlo™.
3. The wires should be connected to a power source and routed through flex conduit for the Model BZ6. A power cord is provided on the Model BZ6A for connection to a 120V receptacle. The plug on this cord is NEMA #5-15. The BZ6AINTL is provided with a 3-wire power cord only; **no plug is provided. THE HEATER WILL BE DESTROYED IF CONNECTED TO IMPROPER SUPPLY VOLTAGE.**
4. This equipment should be installed, adjusted, and serviced by qualified electrical maintenance personnel familiar with the construction and operation of electrical equipment and the hazards involved. It is the responsibility of the individual installing the ThermoGlo™ to take diligent care to mount and connect the electrical wiring so that it complies with the National Electrical Codes and Occupational Safety and Health Act (OSHA).

#### THERMOGLO™ WITH ON/OFF SWITCH

1. This unit consists of a junction box and a switch designed to be mounted to the end of the heater. The switch is rated for a maximum of 12 amps at 120 volts, 208 volts, or 240 volts.
2. Before operating the ThermoGlo™ Downheater, set heat control switches (infinite switches) to 10 position on dial.

#### DAILY CHECKLIST AND CLEANING GUIDE TO

##### USE THE DOWNHEATER

1. Turn on the power switch.
2. The unit is ready to use after a 15 minute preheat period.

# MODELS BZ6, BZ6A, BZ6AINTL-THERMOGLO™ DOWNHEATER

---

## CLEANING CHECKLIST

1. Turn off the unit and allow it to cool for 30 minutes.
2. Clean unit with a damp cloth and cleaner degreaser.

**ONLY CLEAN WHEN THERMOGLO™ HAS COOLED!**  
**DO NOT IMMERSE UNIT IN WATER!**  
**DO NOT SATURATE HEATER SURFACES WITH WATER!**  
**DO NOT USE CAUSTIC, ABRASIVE OR CORROSIVE CHEMICAL CLEANERS!**  
**DO NOT USE SHARP OBJECTS TO SCRAPE CLEAN!**

3. The ThermoGlo™ Downheater is enclosed in a stainless steel wrap. This heater is constructed so that heat expansion and cooling cycles may take place freely. Therefore, by no means is it water tight.
4. Allow sufficient drying time before attempting to use.

## MONTHLY MAINTENANCE

1. Follow the Daily Checklist and Cleaning Guide. The only adjustments that can be made are the infinite controllers (see Figure 2 or Figure 4).
2. With proper maintenance procedures and consideration to heater construction, the ThermoGlo™ Downheater will give years of trouble-free operation.

## TROUBLESHOOTING

### \* DISASSEMBLING HEATER VOIDS WARRANTY \*

Identify problem in the left column and look for probable cause and solution in right hand column. Probable causes listed in the order they are most likely to happen. This sequence should be used to isolate the problem.

<u>PROBLEM</u>	<u>PROBABLE CAUSE</u>	<u>SOLUTION</u>
1. No Heat	Unplugged	Plug in
	Circuit breaker is tripped	Reset breaker; call electrician if tripped twice
	Cord/plug defective	Replace cord/plug
	Controller "off"	Turn knob "on" and to desired position.
	Defective infinite controller	Replace infinite controller
2. Low Product Temperature	Infinite controller set too low	Adjust to higher setting
	Excessive Air Draft(s)	Shield Draft(s)

## **MODELS BZ6, BZ6A, BZ6AINTL-THERMOGLO™ DOWNHEATER**

---

### **THERMOGLO™ AND HEATED HOLDING CABINET LIMITED WARRANTY**

MARSHALL AIR SYSTEMS, INC., ("Marshall") warrants to the first purchaser ("Purchaser") all new equipment of its manufacture to be free of defects in material and factory workmanship for a period of one year from date of shipment provided that (i) the equipment is installed in the Continental United States, Canada or Hawaii and operated according to the Owner's Manual while located at the original address of installation, (ii) the warranty registration card has been completed and returned to the factory within fifteen (15) days after installation. Marshall's obligation under this warranty is limited to the repair or replacement at its option of any defective part. It is understood that Marshall's obligation with respect to equipment located outside the Continental United States, Canada or Hawaii is limited to replacement parts only.

Because Marshall does not and cannot control Purchaser's installation, use, and maintenance of equipment manufactured by Marshall, this warranty **DOES NOT COVER:**

1. Any equipment calibration.
2. Switches.
3. Plugs and cords.
4. Blown fuses or bulbs.
5. Any component disassembled in the field or that has broken seals.
6. Any replacement parts used on the equipment which are not purchased from Marshall.
7. Accessory components not installed and/or manufactured by Marshall.
8. Water or grease accumulation, which will cause electrical failures.
9. Labor, except that provided at Marshall's factory.
10. Damage due to improper or lack of cleaning, abuse and/or service.

**SHIPPING DAMAGE** must be reported to the carrier and is not covered under this warranty. Marshall will not be liable for damage as a result of improper installation, misuse, abuse, alteration of original design, incorrect voltage, unauthorized service, breakage of fragile items, or any other damage caused by an act out of Marshall's control.

The effect of corrosion, fire, and normal wear on the equipment or component parts is not covered by this warranty. This warranty does not cover cooking performance, smoke capture or holding temperatures which is a function of food types, textures, temperatures, equipment line ups and other variables chosen by the Purchaser and over which Marshall has no control. This warranty does not apply to damage caused by accident or to damage caused by the negligence of Purchaser or the employees of Purchaser or to damage caused by lightning generated electrical current or any other Act of God whatsoever. This warranty does not apply to any equipment bearing a serial number which has been tampered with or altered. Marshall reserves the right to accept or reject any such claim in whole or in part. Marshall will not accept the return of any product without prior written approval from Marshall, and all such approved returns shall be made at Purchaser's sole expense.

**THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND THE IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, OR PATENT OR OTHER INTELLECTUAL PROPERTY RIGHT INFRINGEMENT, AND EXCEPT FOR THE EXPRESS WARRANTY CONTAINED HEREIN, THE EQUIPMENT IS SOLD "AS IS." REMEDIES UNDER THIS WARRANTY AND UNDER ANY WARRANTY THAT MAY SURVIVE THE DISCLAIMER OF WARRANTIES ARE LIMITED EXCLUSIVELY TO THOSE REMEDIES DESCRIBED ABOVE. NO OTHER REMEDY IS AVAILABLE UNDER THIS WARRANTY OR ANY OTHER WARRANTY. NEITHER THIS WARRANTY NOR ANY OTHER WARRANTY COVERS, AND MARSHALL WILL NOT BE RESPONSIBLE FOR, ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO THE COST OF DISASSEMBLY AND SHIPMENT OF THE EQUIPMENT, PRODUCTION OR PRODUCT LOSSES, INJURY TO OTHER PROPERTY, 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, OR OTHER LOSSES. WHERE, DUE TO OPERATION OF LAW, CONSEQUENTIAL AND INCIDENTAL DAMAGES CANNOT BE EXCLUDED, THEY ARE EXPRESSLY LIMITED IN AMOUNT TO THE PURCHASE PRICE OF THE EQUIPMENT.**

**FOR INTERNATIONAL INSTALLATIONS - PLEASE CONTACT YOUR LOCAL MARSHALL AIR SYSTEMS RECOGNIZED DISTRIBUTOR.**

**THERMOGLO™ AND HEATED HOLDING CABINET WARRANTY  
RETURN PROCEDURES**

**I. RETURN GOODS AUTHORIZATION FOR PARTS**

For prompt warranty parts replacement and RGA processing, please call Marshall's Customer Service Department at 800-722-3474 or 704-525-6230 for assistance. In all cases, a Return Goods Authorization (RGA) number must be issued by Marshall Air Systems, Inc. Unauthorized returns will not be processed.

Option #1: Purchaser to return part(s) prepaid to Factory, Marshall to repair or replace at own expense if defective, and ship part(s) back to Purchaser prepaid.

Option #2: Marshall to furnish replacement part(s) freight prepaid with or without requesting return of the defective part(s).

Option #3: Purchaser may obtain replacement part(s) from recognized service agency.

**II. NON-WARRANTY RETURNS:**

All items returned for customer cancellations are subject to a 20% restocking fee. In the event of an error by Marshall Air Systems, Inc., a Returned Goods Authorization will be issued for full credit. Custom fabricated parts are not returnable.

**FOR INTERNATIONAL INSTALLATIONS - PLEASE CONTACT YOUR LOCAL MARSHALL AIR SYSTEMS RECOGNIZED DISTRIBUTOR.**

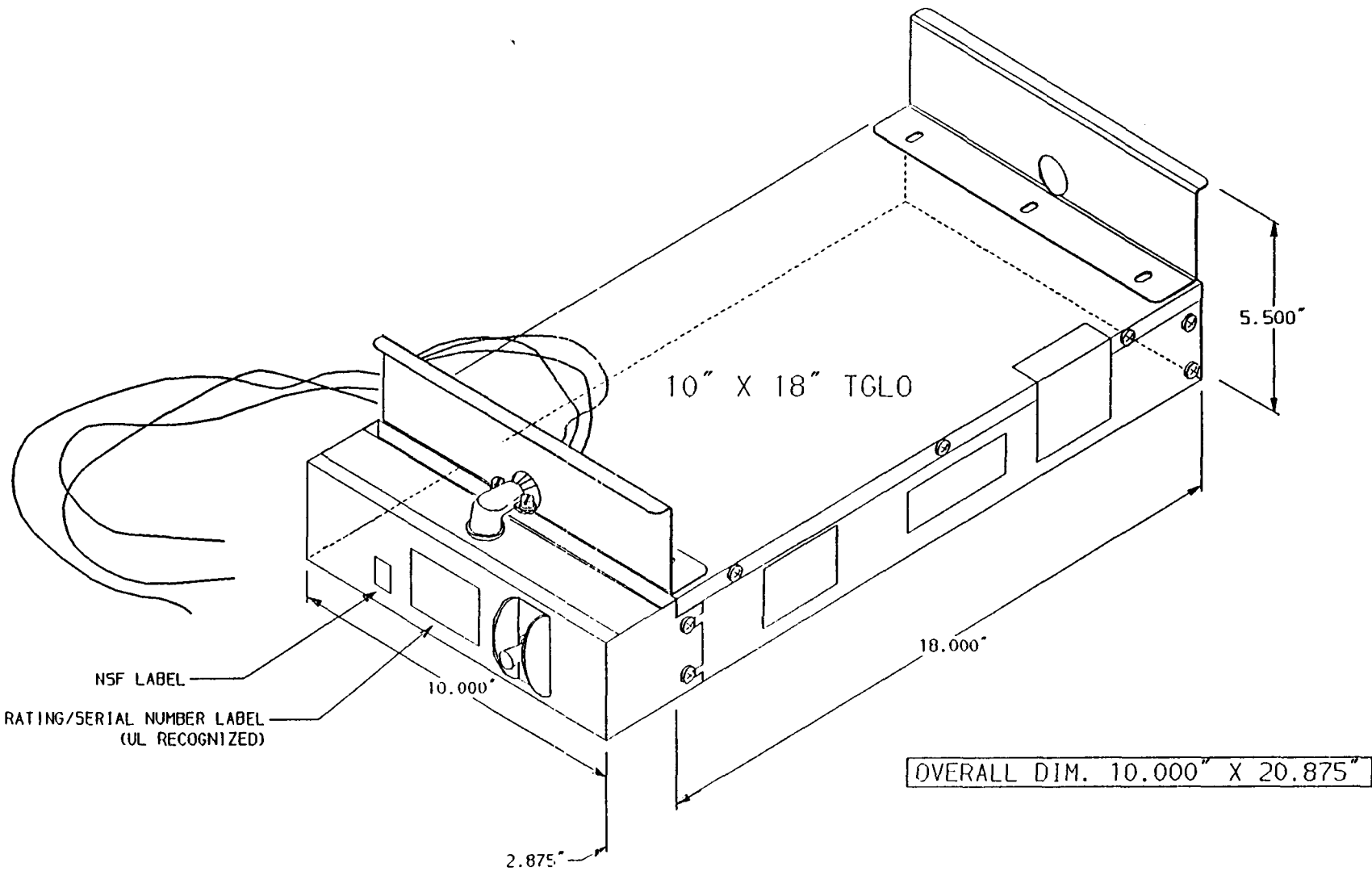


FIGURE #1

MODEL BZ6 DOWN HEATER  
(208V UNIT)

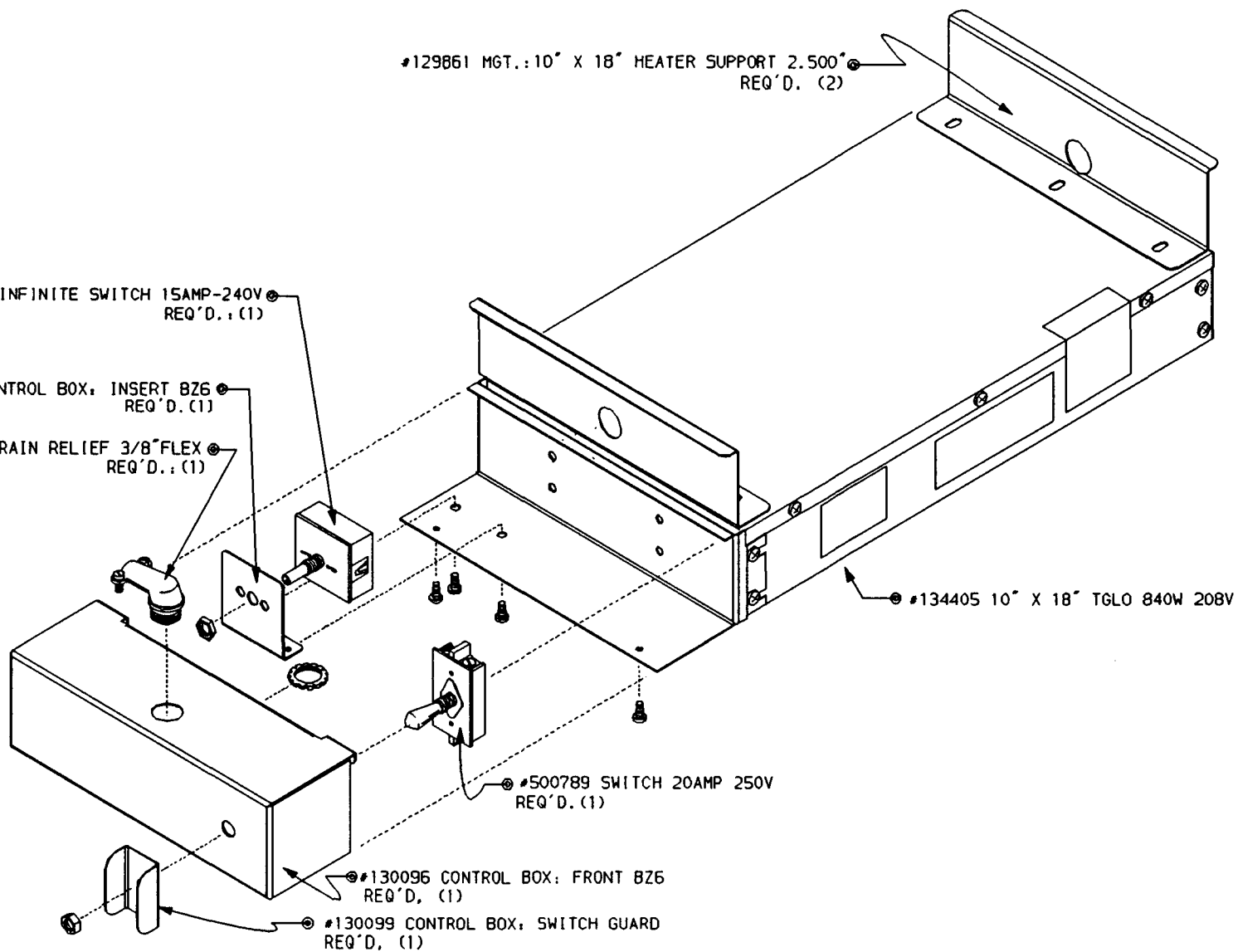


FIGURE #2

MODEL BZ6 DOWN HEATER REPLACEMENT PARTS  
(208V UNIT)

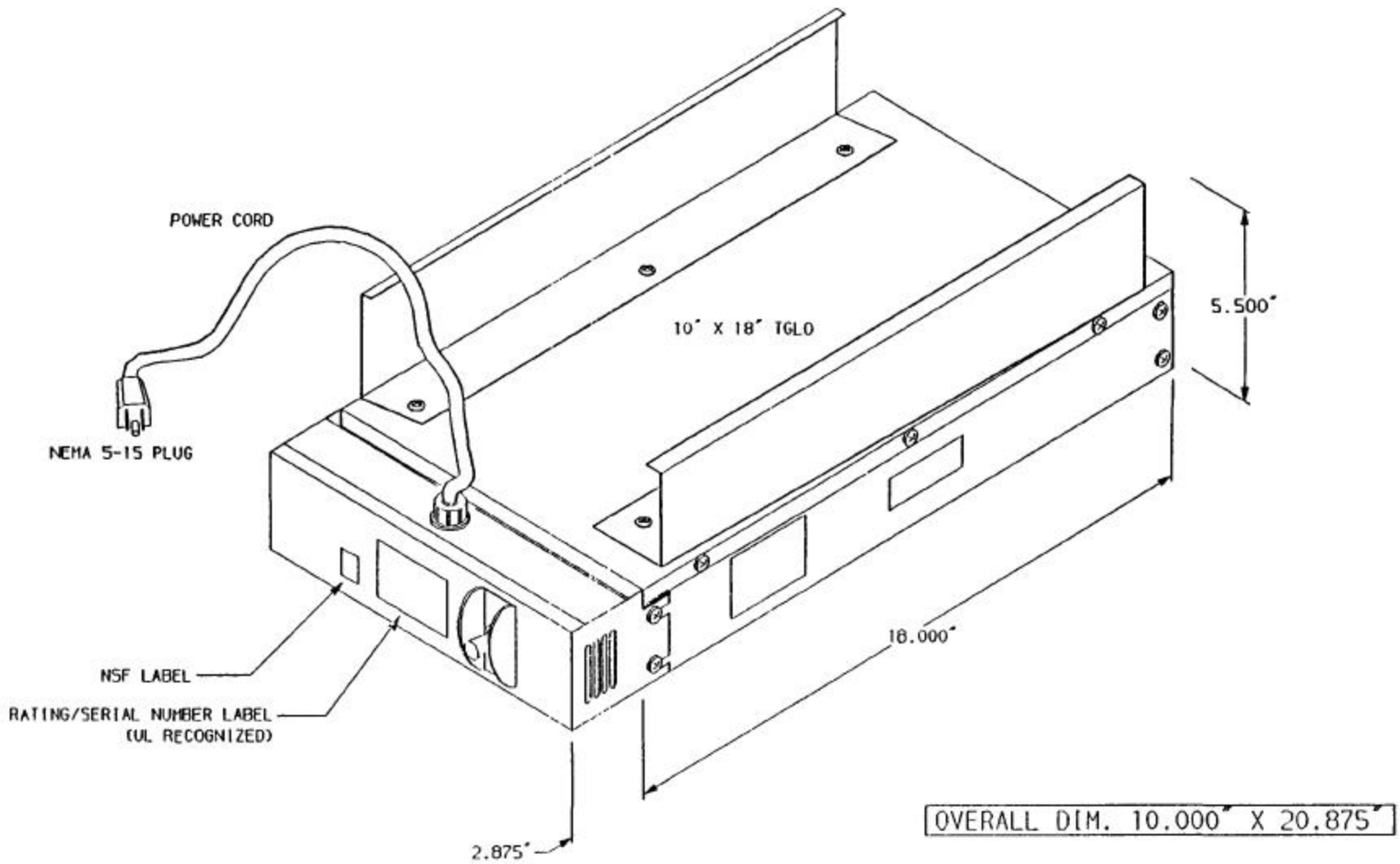
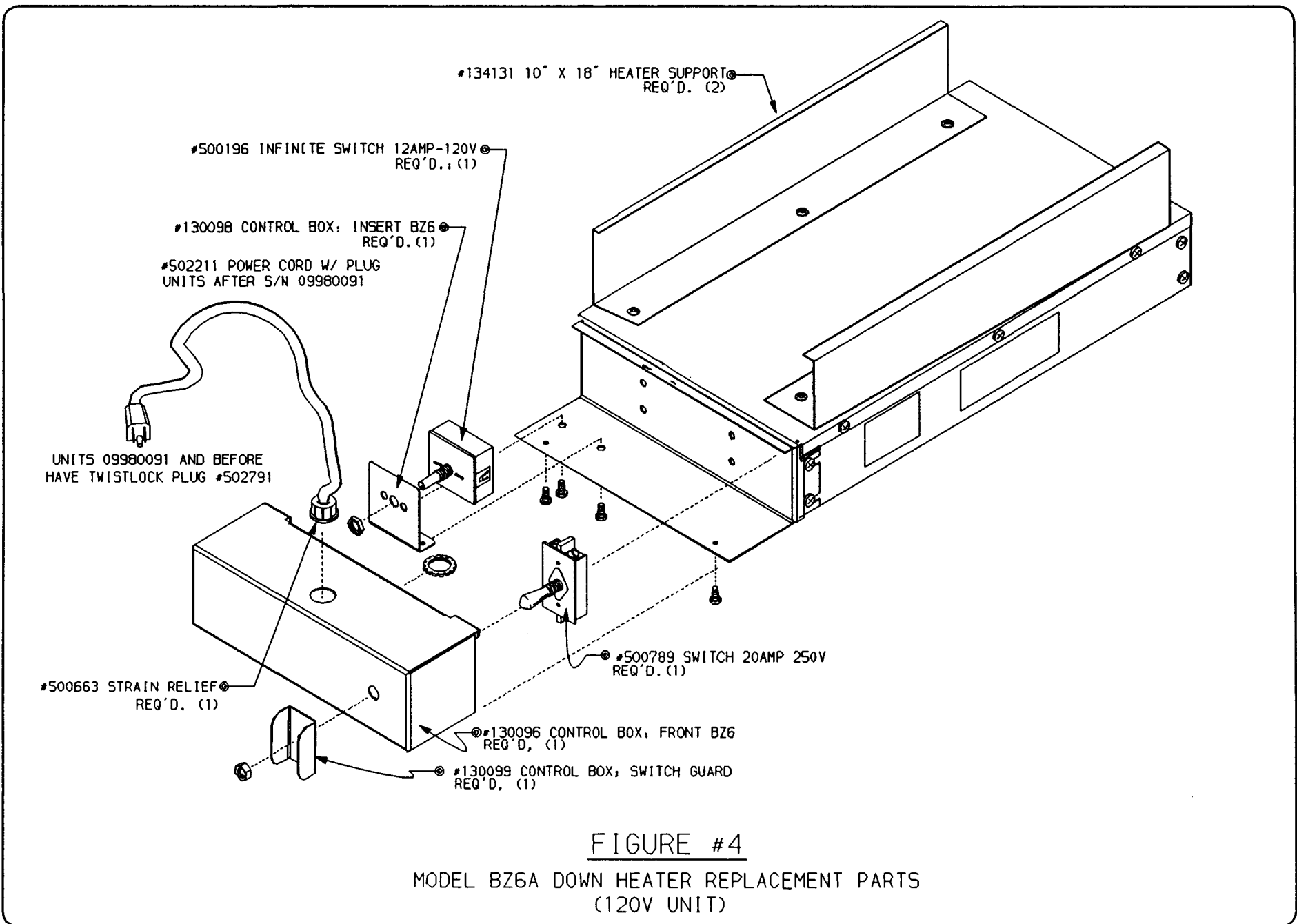
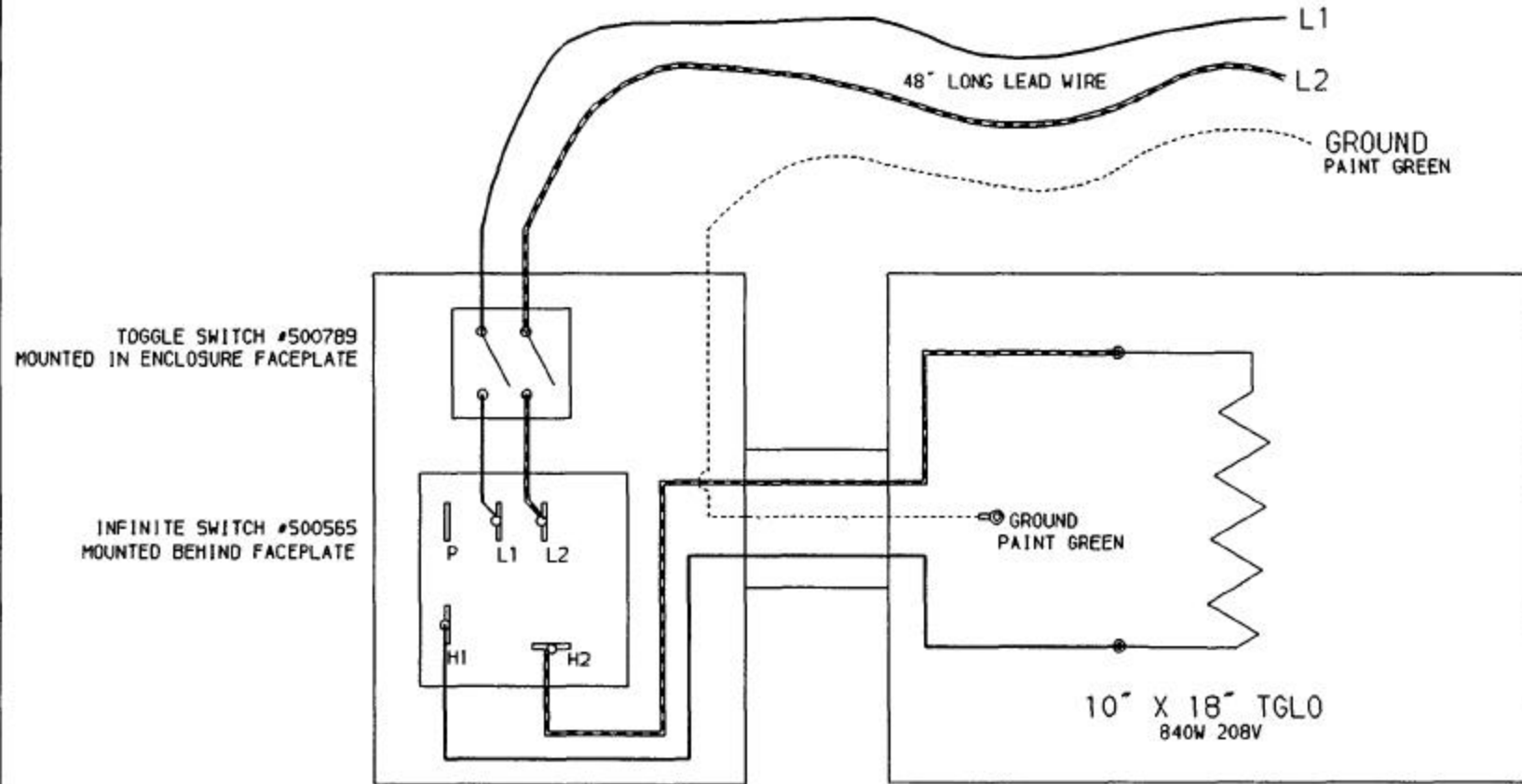


FIGURE #3  
 MODEL BZ6A DOWN HEATER  
 (120V UNIT)



**FIGURE #4**  
 MODEL BZ6A DOWN HEATER REPLACEMENT PARTS  
 (120V UNIT)

ALL WIRING 14 GA. TGGT

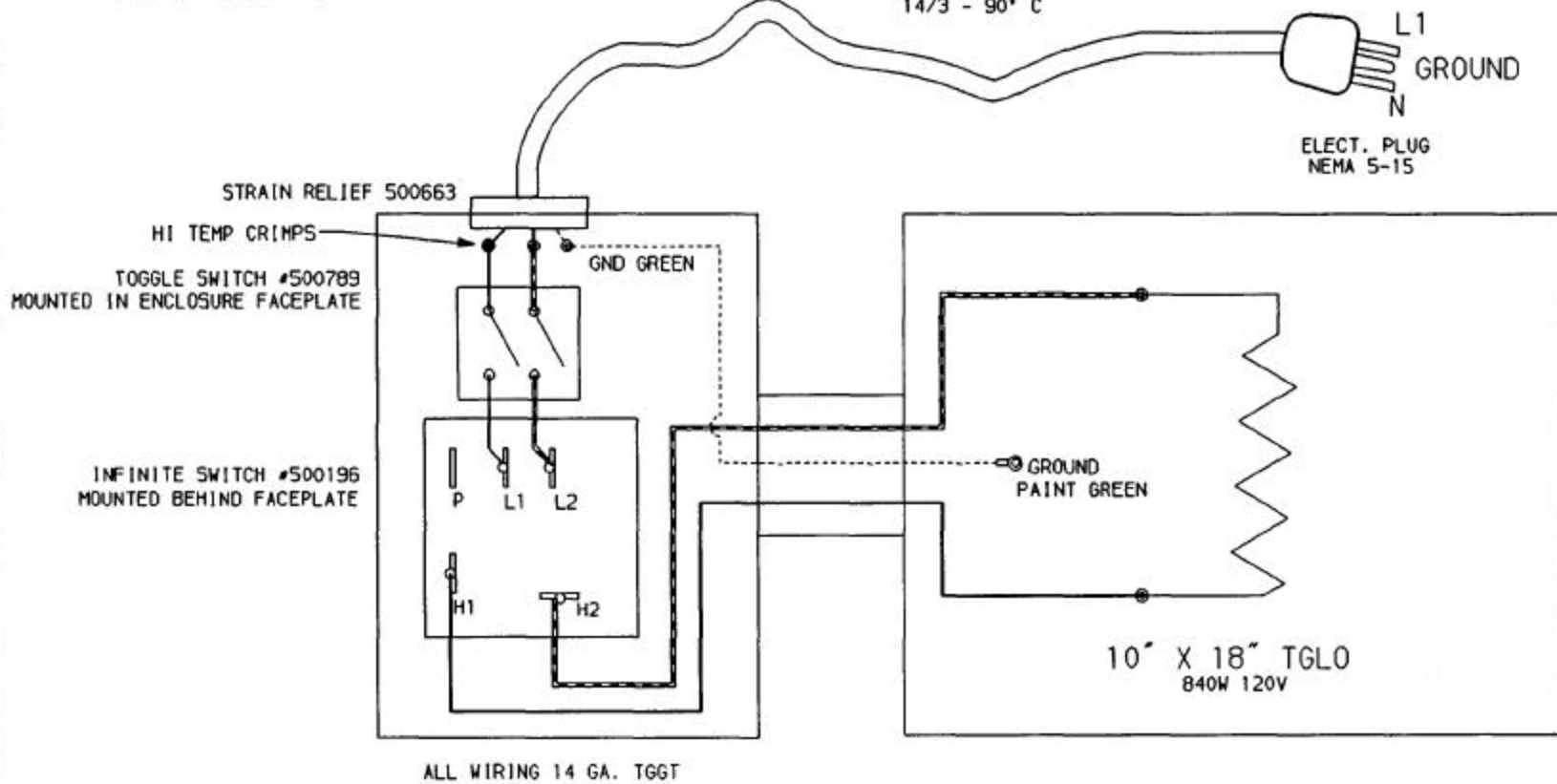


REV	DATE	DESCRIPTION	JR	17-SEP-96	MARSHALL AIR SYSTEMS, INC.		
1	12-MAY-97	ADDED TOGGLE SWITCH, REVISED ALL (PW)			SCHEMATIC, BZ6 208V, 1PH 4.3A		
2	09-JUL-97	CORRECTED INF SW P/N 500565 WAS 500978 (CP)					
			REFERENCE	SIZE PROJ.	DWG NO.	REV	
			"X"	A	130016	2	
				SCALE IMAGE MAY BE REDUCED	CODE:		
				1:1 NTS	BZ6		

**ELECTRICAL SPECIFICATIONS:**

VOLTAGE: 120  
 WATTAGE: 840  
 AMPERAGE: 7

CORD SET #502211  
 14/3 - 90' C

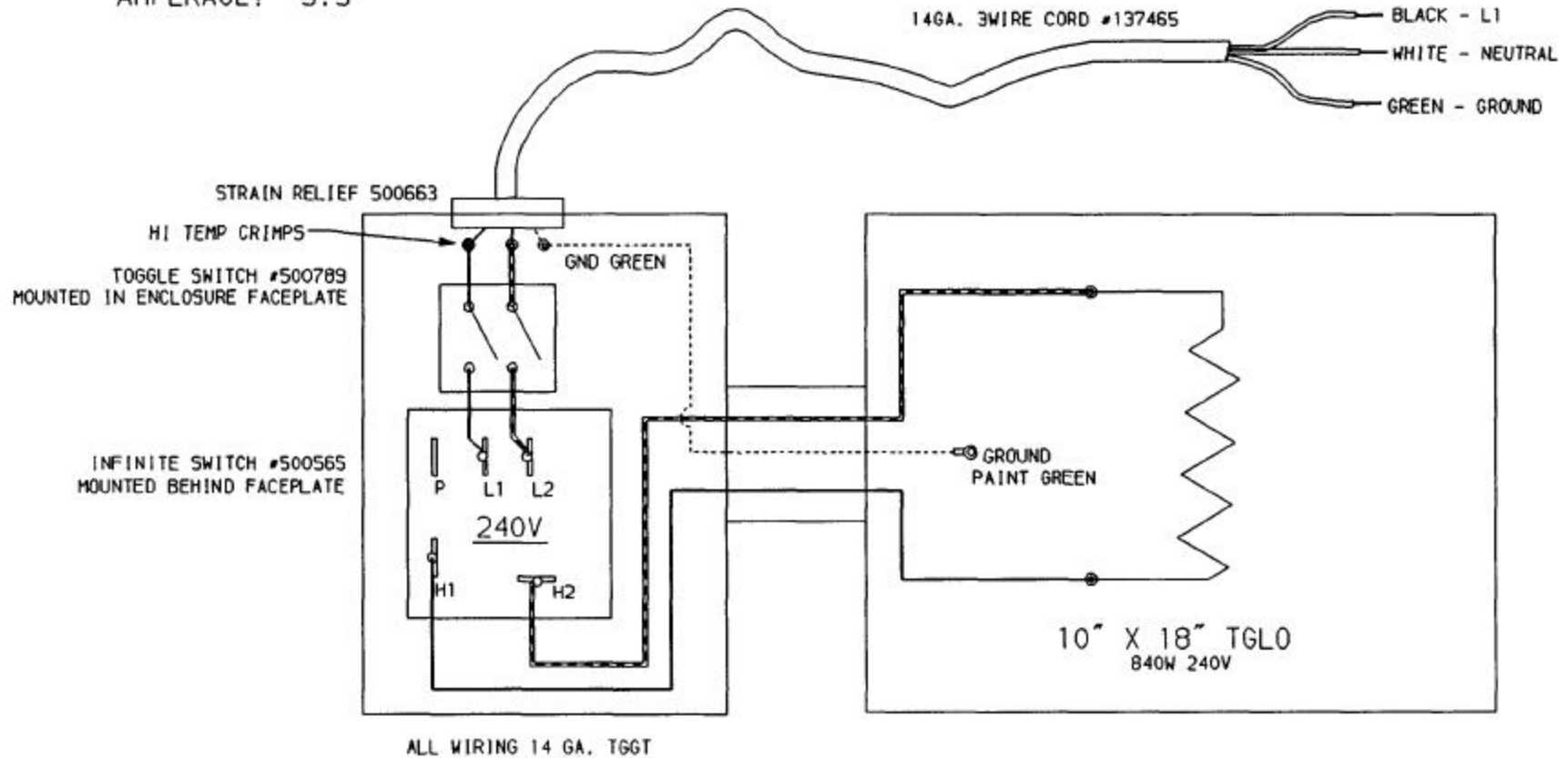


REV	DATE	DESCRIPTION	P.W.	19-DEC-97	MARSHALL AIR SYSTEMS, INC.			
1	22-DEC-97	CH CORD TO NEMA TWIST LOCK PLUG			SCHEMATIC, BZ6A 120V, 1PH 7A			
2	02-NOV-98	CH PLUG FROM TWIST LOCK TO 5-15 PLUG (PW)						
3	24-MAY-1999	CORD WAS 18/3 (PW)			SIZE	PROJ.	DWG NO.	REV
4	28-SEP-1999	CORD WAS 16/3 (PW)			A		134140	4
REFERENCE			SCALE IMAGE MAY BE REDUCED		CODE:		BZ6A	
"X"			1:1 NTS					

137462

ELECTRICAL SPECIFICATIONS:

VOLTAGE: 240  
 WATTAGE: 840  
 AMPERAGE: 3.5



REV	DATE	DESCRIPTION	P. W.	24-MAY-1999	MARSHALL AIR SYSTEMS, INC.		
1	28-SEP-1999	CORD WAS 16/3 (PW)			SCHEMATIC, BZ6AINTL 240V, 1PH 3.5A		
			REFERENCE	SIZE A	PROJ.	DWG NO. 137462	REV 1
			X	SCALE 1:1	IMAGE MAY BE REDUCED	CODE: BZ6AINTL	