

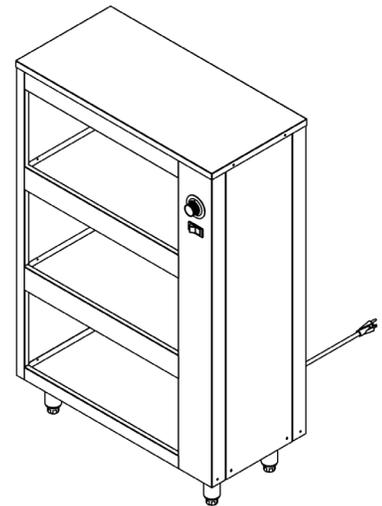
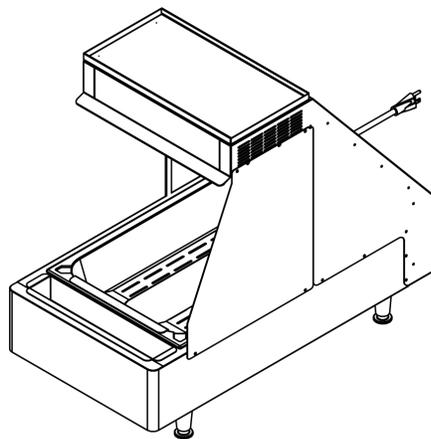
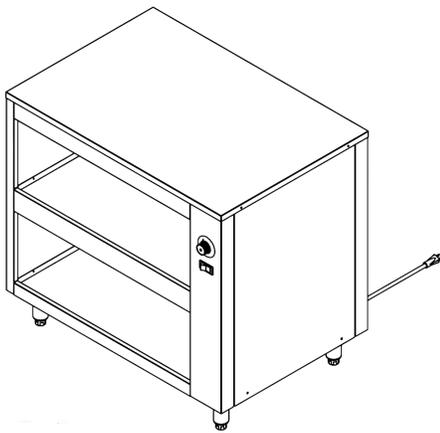
INFRARED HEATED HOLDING SHELVES



OPERATING INSTRUCTIONS

FOR EQUIPMENT:

HHS-IR Series
HMC-FD Series



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. R.26.02

INFRARED HEATED HOLDING SHELVES

TABLE OF CONTENTS

- 1. Table of Contents ----- 2
- 2. Introduction ----- 2
- 3. Important Safety Information----- 2
- 4. Model Description ----- 3
- 5. Delivery Inspection ----- 4
- 6. Unpacking ----- 4
- 7. Electrical Requirements ----- 4
- 8. Installation ----- 5
- 9. Transporting the Unit ----- 5
- 10. Best Practices ----- 5
- 11. Controls ----- 6
- 12. Operation ----- 7
- 13. Performance ----- 7
- 14. Cleaning and Maintenance----- 7
- 15. Service Information ----- 8
- 16. Warranty ----- 8
- 17. Warranty Information ----- 8
- 18. Important Owner Information ----- 8

INTRODUCTION

Welcome to the operation manual for FWE's Infrared Heated Holding Shelves, including the HHS-IR and HMC-FD Series. These units are designed to deliver consistent, radiant infrared heat to keep prepared food hot, fresh, and ready to serve without overcooking or drying out product. By applying gentle, even heat directly to the food surface, FWE's infrared holding technology helps preserve texture, moisture, and food quality throughout extended holding periods. Engineered for performance and reliability, these shelves are ideal for QSRs, fast-casual restaurants, convenience stores, and high-volume foodservice operations where speed and consistency matter most.

The HHS-IR and HMC-FD Series provide adjustable temperature control, allowing operators to fine-tune heat output to match a wide range of menu items and service demands. The infrared heating system delivers fast warm-up times and consistent heat distribution across the entire shelf surface, supporting efficient staging, pass-through holding, and pickup areas.

Constructed from heavy-duty stainless steel, FWE's Infrared Heated Holding Shelves are built to withstand the rigors of busy commercial kitchens. Their open, low-profile design allows for easy integration above counters, prep areas, and service lines, while smooth surfaces simplify cleaning and daily maintenance. Designed for flexibility, durability, and dependable performance, the HHS-IR and HMC-FD Series reflect FWE's commitment to delivering rugged, operator-focused equipment for demanding foodservice environments.

This manual is intended to provide essential safety, installation, and operating instructions for your Infrared Heated Holding Shelf. **FWE strongly recommends that all operators read and follow the safety, installation, and operation guidelines contained in this manual before installing and using the unit to ensure safe operation, optimal performance, and long service life.**

IMPORTANT SAFETY INFORMATION

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: 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.

1. Electrical Shock Hazard **WARNING** 
 - A. Plug Unit into a properly grounded electrical outlet of the correct voltage, size, and plug configuration.
 - B. Turn OFF power switch, unplug power cord, and allow unit to cool before performing any cleaning, adjustments, or maintenance.
 - C. Do NOT submerge or saturate with water. Unit is not waterproof. Do not operate unit if unit has been submerged or saturated with water.
 - D. Unit is not weatherproof. ONLY use unit indoors where ambient air temperature is at least 70°F or 21°C.
 - E. This unit is not “jet-proof” construction. Do not use jet-clean spray to clean this unit.
 - F. Do not steam clean or use excessive water on unit.
 - G. If unit has a water pan, turn power switch OFF and allow unit to cool before draining, filling, or moving water pan.
 - H. Do not pull unit by the power cord.
 - I. Discontinue use and unplug unit if power cord is frayed or worn.
 - J. Do not attempt to repair or replace a damaged power cord. Cord must be replaced by FWE, an authorized FWE Service Agent, or a person with similar qualifications.
 - K. This unit must be serviced by qualified personnel only. Service by unqualified personnel may lead to electrical shock or burn.
 - L. Service by unqualified personnel may negate unit warranty.
 - M. Use only genuine FWE Replacement Parts when servicing this unit. Failure to use Genuine FWE Replacement Parts will void all warranties and may subject operators of the equipment to hazardous electrical voltage, resulting in electrical shock or burn. Genuine FWE 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 FWE equipment.



INFRARED HEATED HOLDING SHELVES

MODEL DESCRIPTION

2. General Use **WARNING** 
 - A. Locate unit a minimum of 6" (152.4mm) from combustible walls and materials. If safe distances are not maintained, combustion or discoloration could occur.
 - B. Make sure food product has been heated to the proper food-safe temperature before placing in unit. Failure to heat food properly may result in serious health risks. This unit is for holding pre-heated food product only.
 - C. FWE is not responsible for actual food product serving temperature. It is the responsibility of the user to ensure that food product is held and served at a safe temperature.
 - D. Make sure all operators have been instructed on the safe and proper use of the unit.
 - E. The 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.
 - F. This unit has no "user-serviceable parts", If service is required on this unit, contact an Authorized FWE Service Agent, or contact the FWE Service Department at 1-800-222-4393

Infrared Heated Holding Shelves Heat System

The HHS-IR and HMC-FD Series utilize infrared radiant heat technology to maintain food quality during holding. By emitting controlled infrared energy directly to the food surface, these units provide even, consistent heat without relying on forced air or enclosed environments. This targeted heat transfer helps maintain proper serving temperatures while reducing moisture loss and preventing overcooking.



Infrared energy radiates directly to the food surface



Even infrared coverage holds food hot without drying

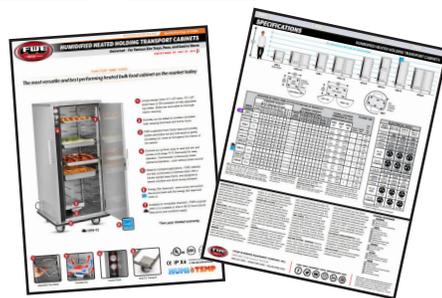
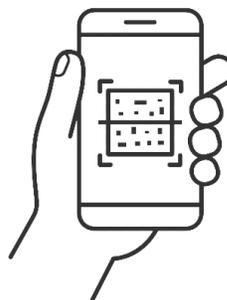
3. Burn Hazard **CAUTION** 
 - A. Some exterior surfaces on the unit will get hot. Use caution when touching the exterior of unit.
 - B. Turn off unit and allow it to cool.
 - C. Locate unit in an area that is convenient for use. The location should be level to prevent unit or contents from falling accidentally and strong enough to support the weight of the unit and contents.
 - D. Transport unit in upright position only.

Infrared Heated Holding Shelves Series Specifications

Using a mobile device, scan the QR code above your product series to view that series specification sheet in PDF format.



4. Important Notice **NOTICE** 
 - A. Do not lay unit on side with control panel or damage to unit could occur.
 - B. 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.
 - C. Clean unit daily to avoid malfunctions and maintain sanitary operation.
 - D. Do not locate unit in area with excessive air movement around unit. Avoid areas that may be subject to active air movements or currents (i.e. near exhaust fans/hoods, air conditioning ducts, and exterior doors).



INFRARED HEATED HOLDING SHELVES

DELIVERY INSPECTION

1. FWE cannot assume responsibility for loss or damage suffered in transit. The carrier assumes full responsibility of delivery in good order when shipment was accepted.
2. All units are factory tested for performance then carefully packaged and certified free from defects when shipped.
3. Inspect the packaging for external damage when received. If damage is found, follow *FWE's policy on damaged goods as outlined below*.

FWE's Policy on Damaged Goods:

1. **VISIBLE DAMAGE** (Packaging has visible damage when received):
 - A. Receiver should not accept delivery of the unit.
 - B. Receiver should sign the bill of lading and clearly indicate which merchandise is being "refused due to damage".
2. **CONCEALED DAMAGE** (Unit has damage that could not be detected until the packaging was removed):
 - A. Receiving should inspect the unit for concealed damage inside and out as soon after delivery as possible.
 - B. If damage is discovered:
 - I. Save all packaging materials for inspection.
 - II. Immediately inform your dealer and trucking company within 5 days of delivery or claim may be denied. Receiver must call the carrier to schedule an inspection of the damaged unit within 15 days.
 - III. Contact FWE customer service at 1-800-222-4393 to alert them of the situation.
 - IV. Under no circumstances may damaged unit be returned to FWE without a prior written factory Return Merchandise Authorization (RMA).
 - V. **CONCEALED DAMAGE MUST BE RETURNED WITHIN 5 BUSINESS DAYS OF DELIVERY OR CLAIM WILL BE DENIED.**

UNPACKING

1. **Initial Inspection and Preparation:**
Your equipment is packaged to help protect it during shipping and is dispatched from our manufacturing facility mounted on a wooden pallet and enclosed in a heavy-duty cardboard carton. The carton is secured with staples and pallet strapping. Before removing the carton, remove all staples to help prevent scratches to the cabinet's surface. When removing the carton and packing materials, lift them straight up and away from the unit to avoid scraping the cabinet's surface.

2. **Carton and Packing Material Removal:**
After removal of the strapping material and cardboard carton, proceed to delicately removal all interior cardboard padding. This includes the removal of any tray spacers and protective foam blocks positioned atop any vertical supports that were place to safeguard the unit during transport.



NOTICE: If laying the unit on its side, avoid positioning the unit on the side with the control panel to prevent potential damage. When placing the unit on its side, use a piece of cardboard between the equipment and the floor to protect the finish from any abrasions.

3. **Unit Mobilization:**
In instances where your unit is equipped with casters, gently tilt the cabinet to remove caster blocks protecting the casters during transport. It is imperative to employ a two-person team lift strategy to mitigate any risk of personal injury or damage to the unit.
4. **Positioning the Unit:**
Once all packing materials have been removed, carefully maneuver the unit off the pallet, guiding it to its designated operational location. Please follow *installation* instruction on *page 5* to complete guide on optimal placement of your unit.
5. **Documentation Management:**
After setting up your unit, if there are any accompanying documents ensure they are saved for later use and guidance. The digital versions of these materials are accessible via a QR scan on the side of the unit. See *Page 5* under "QR Code for Quick Access" for easy retrieval.
6. **Slide Adjustment (If Applicable):**
Should your unit feature adjustable slides, reposition these slides to your preferred locations per your specific holding requirements.



NOTE: ALWAYS ensure safety precautions are adhered to during the unpacking and installation process to prevent potential injury or damage to the equipment.

ELECTRICAL REQUIREMENTS

For the optimal and safe operation of your equipment, it's essential to connect it according to its specific electrical requirements. These vary based on the series, model, unit numbers, and build specifications of your product.

1. **Finding Your Electrical Specifications on Serial Tag:**
The specific voltage and amps are found on your unit's serial tag. Serial tags are located on the top rear / back panel of the outside of your unit on the same side as your power cord.



INFRARED HEATED HOLDING SHELVES

2. Finding Your Electrical Specifications Online:

We've made it easy for you to access this information through our dedicated webpage. Simply scan this QR Code, input your serial number to retrieve the precise electrical specifications for your unit.



3. QR Code for Quick Access:

In addition to our online resources, each FWE-manufactured unit comes with a QR code attached to its serial tag. Scanning this code with your mobile device will instantly direct you to the webpage, allowing for convenient and quick access to all the necessary electrical details.



Scan the QR code to the right to view video on how to locate serial tag QR code for information, manuals, parts, and more!



INSTALLATION

1. Location:

Place the unit in an area with a stable ambient air temperature of at least 70°F (21°C). Prioritize locations free from fluctuating air currents, especially those caused by exhaust fans, ventilation ducts, and air conditioning. Avoid areas subject to drafts, such as near frequently opened doors, and ensure the unit isn't situated directly beneath ventilation hoods. These disturbances can interfere with the unit's airflow, leading to suboptimal performance when the door is open.

2. Stability:

Ensure the unit is stationed on solid, level flooring.

3. Electrical Safety:

Connect the unit to a grounded electrical receptacle matching the unit's voltage, size, and plug configuration. Refer to the **Electrical Requirements** section on **page 4 & 5** for detailed electrical requirements.

4. Clearance and Door Access:

Maintain at least 6 inches of clearance behind the unit for proper airflow. Position the unit to allow doors, if applicable, to open a minimum of 90 degrees for full access. Doors are designed to swing and latch against the cabinet side.

5. Water and Safety:

Install the unit away from areas prone to pooling water, ensuring its continued performance and safety.

6. Power Cord Access

Position the unit so the power cord reaches the receptacle without strain and can be unplugged quickly if needed.

TRANSPORTING THE UNIT

1. Preparation:

Before moving the unit, power it off and disconnect the power cord. Secure the cord to prevent tripping hazards during transport.

2. Securing Doors:

If equipped with doors, ensure they are fully closed and caster locks are disengaged before moving the unit. This prevents unintended opening or movement during transport.

3. Handling:

Use two people to lift and position the unit. Lift from the bottom or solid sides and keep it upright at all times. Set it down gently on a stable surface, keeping hands clear to avoid injury.

4. Usage:

Designed for indoor use only. Do not use outdoors or on rough terrain. Move the unit carefully within interior spaces to prevent damage.



WARNING: Exercise heightened caution during transportation. The unit's heavy center of gravity is situated at the base. Loading the unit can shift this center, potentially making it top-heavy and reducing stability. Approach uneven surfaces, door thresholds, drains, and grates with heightened caution to prevent tipping or damage.

BEST PRACTICES

Basic Do's and Don'ts of Hot Holding:

1. DO:

- Properly pre-heat equipment to desired temp, BEFORE loading food product
- Use grid inserts in pans to keep crisp items elevated & help preserve texture and quality during holding.
- ONLY load HOT food product into equipment, NEVER load cold food with the expectation of heating it.
- If applicable, set equipment temperature 10-15°F OVER your desired product temperature.
- If unit has a door, minimize door open time when loading/un-loading food product.
- If unit has a door, ensure door fully closes every time.
- Allow space in between pans/product for air and heat to properly circulate.
- Keep door gaskets in place and clean of any debris.
- Follow all maintenance and cleaning procedures daily for best performance.



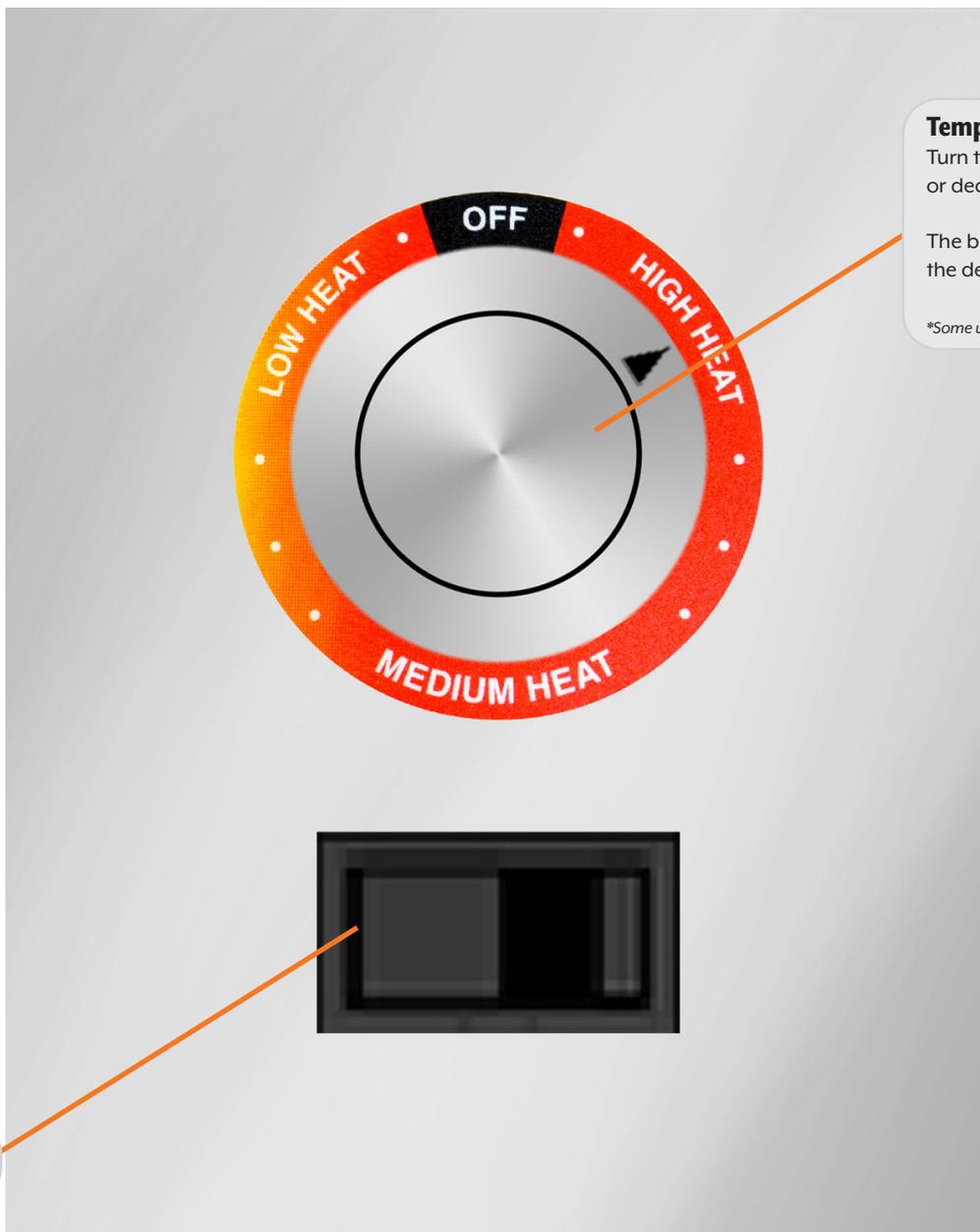
2. DON'T:

- Never load COLD food into the equipment
- Never load food PRIOR to proper equipment pre-heat
- Never leave door open for long periods of time, especially when loading or unloading product
- Never crowd product or overload the unit, blocking proper air/heat distribution
- Never remove gasket or gasket support components
- Never use a holding unit as an oven

INFRARED HEATED HOLDING SHELVES

CONTROLS

Infrared Heated Holding Shelves Control Panel



Temperature Control Dial

Turn this dial left or right to increase or decrease heat.

The black arrow indicator points to the desired temperature set point.

**Some units may not be equipped with a dial*

Power Switch

Turns the unit ON/OFF.

INFRARED HEATED HOLDING SHELVES

OPERATION

General:

Use the following procedures to operate your equipment optimally



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

Startup:

1. **Plug the unit** into a properly grounded electrical receptacle.
2. **Move the Power I/O switch** to the “on” position.
This activates the heating system.
3. **If equipped, set the Heat Control Dial** to the desired heat level (LOW, MEDIUM, or HIGH).
This activates the heating system.
4. **Allowing for Temperature Adjustment:**
 - A. Users should allow the unit 15 minutes to reach the desired operating temperature before loading with products.



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

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

Setting the Heat Level

1. **Heat Control Dial models:** Turn the Heat Control Dial to LOW, MEDIUM, or HIGH as needed
2. **ON/OFF only models:** Turn the heat ON to energize the system. Heat output is not adjustable on this configuration.
3. Allow 15 minutes for unit to reach temp



NOTE: Temperature settings may vary depending upon product make-up and consistency.

PERFORMANCE

The Infrared Heat system is designed to maintain the quality and safety of prepared food by delivering controlled, infrared heat directly to the product. Rather than circulating hot air or adding humidity, this system uses infrared energy to evenly warm food surfaces, helping maintain safe serving temperatures while minimizing moisture loss.

This gentle, non-contact heat transfer is particularly effective in environments where food must be held hot without overcooking or drying out. Ideal for short to medium-term holding, the Infrared Heat system supports a wide range of foodservice operations and general holding applications where consistency, speed, and food quality are essential.

1. Ambient Temperature:

Optimal performance is achieved in the standard kitchen environment of 70-75°F (21-24°C) and 40-50% relative humidity.

2. Placement:

Be mindful of your unit's placement. Locations with unusual temperatures and humidity levels can negatively impact the performance of the unit.

3. Ventilation:

Ensure proper airflow around the unit to maintain consistent heating, but avoid placement of units directly under HVAC ductwork.

4. Pre-heating:

Ensure the equipment is at the desired temperature before loading food to maintain quality. Only load hot food into hot cabinets, units are only designed to maintain temperature, not increase temperature or cook.

5. Loading Method:

Distribute items evenly to allow for optimal air circulation. Do not overload trays or block path of air circulation.

6. Door Management:

If unit has doors, minimize door openings to retain heat and ensure efficient operation.

7. Maintenance:

Regular checks and cleaning of the heating elements and door seals are crucial for performance.

CLEANING AND MAINTENANCE



WARNING: Ensure the power switch is in the OFF position and unplug the power cord before beginning any cleaning, adjustments, or maintenance routines. Allow the unit ample time to cool down prior to these activities.

Positioning the unit indoors in an environment with a controlled air temperature, preferably above 70°F (21°C), as it is not constructed to be weather resistant.

The unit is not built to withstand “jet-proof” conditions. As such, abstain from using high-pressure jet sprays when cleaning the appliance.

It is advised to avoid steam cleaning or the application of excessive amounts of water to the unit.

Refrain from cleaning the unit while it is powered on (energized) or if the components are still hot.

Any serving required for this unit must be carried out by the certified and experienced professionals.

Daily Cleaning:

Daily cleaning of the unit is recommended. This is to preserve the finish of the unit and to prevent scratches.

General Cleaning Guide of Stainless Steel:

Stainless steel should be cleaned with warm water, mild soap, and a

INFRARED HEATED HOLDING

soft cloth. Apply with a dampened cloth and wipe in the direction of the metal grain. Stainless steel polish may be used to renew and protect the outside cabinet finish.



WARNING: Do NOT use stainless steel polish inside the unit!

For harder to clean stains, baking soda is recommended. Mix 1 TBSP to 1 pint of water. After cleaning unit with baking soda, remove any remaining baking soda residue by wiping the surface with a clean cloth soaked with warm water.

1. Before cleaning, switch the *POWER ON/OFF (I/O)* to the *OFF* position and disconnect the power cord from the power supply. Wait until the unit has sufficiently cooled down before proceeding.
2. Remove and wash all food pans.
3. Use a soft, damp cloth to cleanse both interior and exterior surfaces of the unit. For persistent stains, utilize a gentle cleaning agent, such as the baking soda and water compound mentioned above. Utilize a small brush with mild detergent for areas that are challenging to reach.
4. After cleaning, dry the unit with a soft, lint-free cloth to avoid scratches.
5. For the Lexan polycarbonate doors, a gentle washing with a solution of mild soap and water is recommended. Use a soft, damp cloth for wiping.



NOTICE: Avoid the use of abrasive materials such as paper towels or glass cleaning products.



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

Important Considerations:

It's advisable to carry out the maintenance at times when the unit is not needed imminently, such as at the end of the day.

SERVICE INFORMATION

FWE Customer Service: 1-800-222-4393

Email: service@fweco.net

Spare Parts:

Spare or replacement parts may be obtained through a parts supplier or an authorized service agent. There is a basic list of parts as well as a QR Code that can be used to get to the parts website (www.fweparts.com) on a sticker located near the serial tag.

WARRANTY

Access our Two-Year Limited Warranty and Term and Conditions of Sale by visiting our webpage at www.fwe.com/terms, or simply scan the QR code to the right to access this page directly.



WARRANTY INFORMATION

Register Your Unit! Completing online warranty registration will prevent delay in obtaining warranty coverage.



Access our Online Warranty Registration forms by visiting our webpage at www.fwe.com/sales-and-support/warranty, or simply scan the QR code to the right to access this page directly.

IMPORTANT OWNER INFORMATION

Record the model number, serial number, and purchase date of the unit in the spaces below. This information can be found on the serial tag located on the side of the unit near the power cord. Please have this information available when calling FWE for service assistance.



Model Number: _____

Serial Number: _____

Date of Purchase: _____

Notes: _____





FWE Parts Department
www.FWEparts.com
1-800-222-4393



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