



# OPERATING INSTRUCTIONS



**HLC-W**  
**HLC-W-DRN** SERIES MODELS



**Caution:** Read the instructions before using the machine.

## ***MOBILE SERVING STATION***

# ***FWE MOBILE SERVING STATION***

## ***CONGRATULATIONS***



### **HLC-2W6-7H-14-DRN**

*Shown with Optional Accessory  
Drop-Down Side Shelves, Full Perimeter Bumper,  
and Magnetic Latch*

*Shelf raises and  
lowers easily.*



*Shelf shown in  
up position.*



*Shelf shown in  
down position.*

## ***CONGRATULATIONS...***

...and thank you for purchasing a FWE Mobile Serving Station. Your unit has been designed and manufactured under rigid controls to assure you the most efficient service. It is a full time unit, and may be used continuously.

Please take a moment to read through this booklet of important information pertaining to your cabinet. By following a routine of proper use and care described on the following pages, your cabinet will last for many years.

**IMPORTANT:** Your **Manufacturer Registration Card** must be returned within 30 days after initial delivery to activate the warranty.

- Properly uncrate your unit and check for any possible damage.
- Read this Operating Manual and Instructions.
- Review installation instructions and have your unit(s) properly installed.
- Make sure all operators understand the contents of this manual and operation.

# ***FWE MOBILE SERVING STATION***

## ***GENERAL INFORMATION***



**HLC-2W6-7H-14-DRN**  
*Shown with Optional Accessory  
Sneeze Guard and Paddle Latch*



*Sneeze Guard opens for access to cleaning.*



*Detail View of Well Drain Valve located on  
the outside bottom of unit.*

## ***SERIAL & MODEL NUMBER***

These numbers are found on the nameplate (serial tag) affixed to the rear of the unit. Please record them in this booklet, in the space provided on page 9. When ordering parts and/or service, you will need to provide this information. The voltage and amperage of the unit are also stamped on the serial tag.

## ***UNPACKING***

After uncrating your cabinet, remove all tape and padding which held all doors, shelves, racks, cord, etc., in place during shipment.

## **WARNINGS**

### ***ELECTRICAL REQUIREMENTS & GROUNDING***

The amperage of your cabinet is stamped on the name plate attached to the unit. FWE models are equipped with a three prong grounding cord plug for your protection against possible shock hazards. Be sure to plug only into a properly grounded three prong receptacle. If you have any questions with regard to adequate wiring or grounding in your building, a qualified electrician should be contacted before using your cabinet.

**DO NOT**, UNDER ANY CIRCUMSTANCES, CUT OR REMOVE THE GROUNDING PRONG FROM THE CORD PLUG.

**WARNING:** ONLY A QUALIFIED ELECTRICIAN SHOULD ATTEMPT TO REPAIR OR REPLACE ELECTRICAL COMPONENTS OR WIRING.

BE SURE THAT MODEL IS UNPLUGGED FROM ELECTRICAL SOURCE BEFORE REMOVING CONTROL PANEL.

**CAUTION:** HOLDING FOOD AT TEMPERATURES OF LESS THAN 140°F (60°C) MAY BE DANGEROUS.

TEMPERATURES UNDER 140°F (60°C) PROMOTE THE GROWTH OF HARMFUL BACTERIA AND TOXINS IN SOME FOODS.

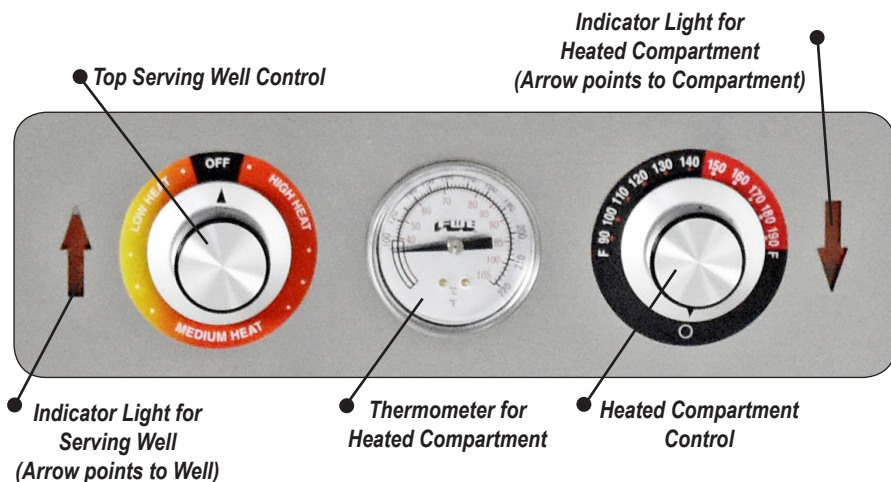
# ***FWE MOBILE SERVING STATION***

## ***GENERAL OPERATING INSTRUCTIONS***

### ***HEATED BASIN TOP SERVING WELL***

Top basin depth is 6.5" (165mm) and is designed to be used wet.

Basin accommodates a pan up to 6" deep 12"x 20" or a GN 1/1-150. Combinations of deep and shallow pans may be used. Steam is intended to envelope all five services of the food pan (bottom and four sides). Steam transfers heat much more efficiently than either heated water or air. A gap between the water in the basin and the pan is required to create steam. Add **HOT** water until **MAX WATER LEVEL** (See page 6, Figure 1) is reached on the **WATER BASIN**. For optimal performance keep water level at **MAX WATER LEVEL**. Monitor the level as water evaporates over the course of service to maintain steam. Stir the food occasionally so that the temperature redistributes in the pan.



*Position, color, shape of indicator lights may vary.  
Illuminated indicator lights show heating element is "ON" and in a heat cycle.*

### ***HEATED COMPARTMENT CONTROLS***

The recessed control panel is equipped with an adjustable thermostat to 190°F (87.7°C) for temperature selection and an operational range thermometer to show the actual internal temperature of the cabinet.

# ***FWE MOBILE SERVING STATION***

## ***GENERAL OPERATING INSTRUCTIONS***

### ***PREPARING THE CABINET BEFORE LOADING FOOD***

**1. PLUG CABINET INTO A PROPERLY GROUNDED POWER RECEPTACLE.**

**2. SELECT A TEMPERATURE SETTING.** For most foods, a holding temperature of 150°F to 160°F (65.5°C to 71°C) should be adequate.

The cycling light indicates the heating element is "ON".

**3. PRE-HEAT CABINET FOR 20-30 MINUTES.** When the cycling lights goes off, the unit has reached the temperature which you selected. However, for best results, allow cabinet to full pre-heat for 20-30 minutes. Load with your HOT foods. Plates may be heated in the cabinet before dish up, but this will require extra pre-heating time.

Adjust your pre-heat time according to the size of your cabinet and the length of your transport time.

***AVOID PUTTING YOUR HOT FOODS INTO A COLD CABINET!***

By pre-heating the unit 20-30 minutes before each use, you can be assured of maintaining the temperature and obtaining the best results from your cabinet.



### ***LOAD HOT FOOD INTO A PRE-HEATED CABINET***

**4. LOAD THE CABINET.** During the loading procedure, keep the doors closed as much as possible. After loading is completed, do not open doors again until you are ready to serve.

**5. TRANSPORTING HOT FOODS.** Your cabinet is equipped with a positive transportation latch to assure safety during transportation. Before moving the cabinet, keep it plugged in and wait until the cycling lights goes off. This covering takes only a short time, and allows the internal temperature to again reach the setting you have selected. As soon as the cycling light goes off, unplug the cabinet and wheel to serving area. Plug the cabinet into an electrical outlet at the serving location (if available), so that the thermostat will re-activate and automatically hold your pre-selected temperature.

### ***HEATED BASIN TOP SERVING WELL***

Add **HOT** water until **MAX WATER LEVEL** (See *Figure 1 below*) is reached on the **WATER BASIN**. For optimal performance keep water level at **MAX WATER LEVEL**. Choose dial setting to heat water basin to create steam. Position 12"x 20" or GN 1/1 pan of **HOT FOOD** on lip of basin. Stir the food occasionally so that the temperature redistributes in the pan. Monitor the level as water evaporates over the course of service to maintain steam.



*Figure 1*

**MAX WATER LEVEL** fill line  
shown inside Water Basin.



# ***FWE MOBILE SERVING STATION***

## ***CLEANING CARE & MAINTENANCE***

### ***COMPARTMENT PAN-SLIDE ASSEMBLY***

A terrific convenience! They're stainless steel, one piece and removable for easy loading, unloading, and deep down sanitary cleaning. Pan slides are spaced at 2-5/8" (66.7mm) so they can accommodate either deep or shallow pans.

Optional accessory cold plate (CLD PLT 1) slides easily into the channels, too, should you need temporary cold storage.

### ***CLEANING***

Keep your cabinet clean by simply wiping the interior and exterior, as needed, with damp cloth or sponge and a mild soapy solution.

**NEVER USE ABRASIVES, ACIDS, or STRONG CLEANERS.**

**Do not flood or allow electrical parts to become wet.** The interior tray slide assemblies and humidifier pans are removable for easy cleaning. A stainless steel cleaner/polish is recommended for the exterior to maintain a "like-new" appearance.

**DO NOT USE WAX or STRONG CLEANERS ON DOOR GASKETS OR VINYL TRIM.**

**YES!**  
**USE THESE**  
**PRODUCTS**



**DO NOT**  
**USE THESE**  
**PRODUCTS**





### TROUBLE-SHOOTING CHART

Check this list first before you call for service.

PROBLEM	POSSIBLE CAUSE	REMEDY
<b>TEMP TOO HOT</b>	1A] Adjustable thermostat set too high 1B] Thermostat needs re-calibrating*	1A] Set thermostat at a lower temperature (no lower than 140°F). 1B] Loosen screw in thermostat knob and remove knob. Adjust set screw in hollow stem with small blade screwdriver by turning CLOCK-WISE. 1/4 turn lowers temperature approximately 10°F. DO NOT REMOVE SET SCREW.
<b>TEMP NOT HOT ENOUGH</b>	2A] Opening door unnecessarily 2B] Thermostat set too low 2C] Cord plug pulled out from outlet 2D] Fuse blown - no power to outlet  2E] Thermostat out of calibration**	2A] Keep door closed and latched shut as much as possible. 2B] Set thermostat at a higher temperature. 2C] Replug cord into proper outlet. 2D] Have a qualified electrician check power and fuse box.  2E] Loosen set screw in thermostat knob and remove knob. Adjust set screw in hollow stem with small blade screwdriver by turning COUNTER-CLOCKWISE. 1/4 turn raises temperature approximately 10°F. DO NOT REMOVE SET SCREW.
<b>NO HEAT AT ALL</b>	3A] Cabinet not plugged into outlet 3B] Thermostat knob at " OFF "  3C] Rocker switch at " OFF " position 3D] Fuse Blown - no power to outlet  3E] Thermostat needs replacing    3F] Heating element burned out*	3A] Plug cabinet into properly grounded electrical outlet. 3B] Adjust thermostat knob to temperature setting required. 3C] Turn switch to " ON " position. 3D] Have a qualified electrician check power to fuse box.  3E] Unplug cabinet from electrical source. Loosen set screw in thermostat knob and remove knob. Remove control panel, disconnect wires from terminals on thermostat, and remove 2 screws holding thermostat to control panel. Replace thermostat with new one, and re-install control panel and thermostat knob.  3F] Unplug cart from electrical source. Remove screws holding heating element in place. Gently pull element away from back wall a few inches to expose wire connections. Disconnect wires, and replace element with new one. Reconnect wires, secure element with screws.

**\*\* NOTE: CALIBRATION IS EXCLUDED FROM FWE WARRANTY.** Thermostats on all units are calibrated at the factory prior to shipping. Due to conditions in transit, beyond our control, occasionally units will need to be re-calibrated prior to use. This is a simple procedure for which instructions are given above. (1B, 2E)

\* Heating element will either function or not function. Only a slight warmth indicates a problem with the thermostat, not the element.

## SERVICE RECORD

**Serial Number** \_\_\_\_\_

***Date of Purchase*** \_\_\_\_\_

**Notes:**

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

## 9 FWE MOBILE SERVING STATION

# **FWE MOBILE SERVING STATION**

## **LIMITED TWO YEAR WARRANTY**

**FWE / Food Warming Equipment Company, Inc.** (Seller) warrants to the original purchaser, subject to the exceptions and conditions below, that FWE manufactured equipment shall be free from defects in material or factory workmanship, under ordinary use for the purpose for which it is designed. The effective warranty period is as follows:

**PARTS:** Seller will furnish without charge to the original purchaser, FOB Sellers' factory, replacement parts for repairs to all new standard catalog products and factory custom / modified units, which in Seller's sole judgment, prove defective in materials or workmanship under normal and proper use with the reserved right to request the return of any part claimed to be defective, prior to issuing replacement part or authorizing warranty service, for a period of two (2) years from date of original shipment from Seller's plant, except for equipment used in a **Correctional Environment / Facilities**, which is warranted for a period of one (1) year from date of original shipment from Seller's plant.

**LABOR:** Seller's labor warranty shall be performed by a Seller-approved Service Agency who must contact Seller to obtain a Warranty Service Authorization (WSA) number prior to performing any repairs. If service is required during overtime periods, the difference between overtime and standard labor rates shall be paid by the purchaser. Seller does not assume any responsibility for any charges not expressly authorized, incidental to the repair or replacement of equipment covered by this warranty, nor charges exceeding, in Sellers sole judgment, normal and customary amounts. Only approved travel charges will be allowed. Seller's labor warranty shall be from the date of original shipment date from Seller's plant for a period of one (1) year, except for equipment used in a **Correctional Environment / Facilities** which is warranted for a period of six (6) months.

This warranty is for normal usage and does not apply to any product or parts thereof that have been misused, altered, or where Seller's operating instructions or specific voltage is not observed; nor shall this warranty apply to defective products or parts resulting from accident following date of original shipment, nor extend to or cover removal, installation, re-installation or calibration, or service calls or cost of repairs undertaken by a customer. This warranty is also subject to the following:

- 1.] Customer returning the warranty registration card, accompanying Sellers original shipment, to Seller within thirty (30) days of receipt;
- 2.] Giving immediate notice of any allegedly defective part or product to Seller; and
- 3.] Customer, at Sellers request, returning said defective parts or product to Seller.

This is the sole warranty applicable to the merchandise. It is expressly understood that Seller's liability hereunder is limited to the repair or replacement, at Seller's option, of products or parts, defective materials or workmanship as provided above. Seller's judgment as to the cause and nature of any defect will be final. Seller shall in no case be responsible for special or consequential damages or any other obligation or liability with respect to products sold by Seller.

This warranty, as stated above, applies to equipment installed in the Continental United States. FWE equipment installed outside the Continental United States shall carry parts coverage only. All labor costs are approved on a discretionary basis, based on like repairs in the Continental U.S. This warranty shall stand in whole or in part as allowed by law. Any exclusion of a part of this warranty, as may be allowed by law, shall not void balance of warranty.



FWE Parts Department:  
**[www.FWEparts.com](http://www.FWEparts.com)**  
Order Hotline: 800-222-4393



**FOOD WARMING EQUIPMENT COMPANY, INC.**

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