GM HEATED DISPLAY CASES

Installation and Operation Manual

MODEL GM-3PN, GM-4PN, GM-5PN

Available in 208V or 240V Single Phase for all models

Manufactured by Resfab Equipment Inc.

1-866-359-0808

WWW.RESFAB.COM

⚠ **WARNING Do not operate this equipment before reading this manual**

HEATED DISPLAY CASE
LIMITED WARRANTY STATEMENT

Resfab warrants that, at the time of shipment, the Product(s) will be free from defects in material and workmanship for a period of 2 years from the date of original installation. Resfab Equipment reserves the right to change or improve its equipment and parts in any way without obligation to alter such equipment or parts previously manufactured. Limited warranty coverage is extended to the original owner only and is void if the unit is resold.

THIS WARRANTY IS LIMITED TO PRODUCT(S) SOLD BY RESFAB, AN AUTHORIZED DISTRIBUTOR AND/OR AN AUTHORIZED FOODSERVICE EQUIPMENT DEALER, TO THE ORIGINAL USER/OPERATOR IN THE CONTINENTAL UNITED STATES AND CANADA. THIS WARRANTY IS THE COMPLETE AND ONLY WARRANTY, EXPRESSED OR IMPLIED IN LAW OR IN FACT, INCLUDING BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE, AND/OR FOR DIRECT, INDIRECT OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH RESFAB PRODUCTS. This warranty is void if it is determined that, upon inspection of an authorized service agency, the equipment has been modified, misused, misapplied, improperly installed, or damaged in transit or by fire, flood, power surges, cosmetic damage, or act of God. It also does not apply if the serial nameplate has been removed, or if service is performed by unauthorized personnel. The prices charged by Resfab Equipment for its products are based upon the limitation in this warranty. Sellers obligation under this warranty is limited to the repair of defects without charge by a Resfab Equipment authorized service agency.

Resfab will bare normal labor charges incurred in the repair or replacement of warranted piece of equipment within 50 miles of an authorized service agency. Time and travel in excess of 100 miles ROUND TRIP will be the responsibility of the person or firm requesting the service. All labor shall be performed during Service Agencies regular working hours. Overtime, holiday rates and/or additional fees will be charged to the buyer. All genuine Resfab replacement parts must be used, no generic or after-market parts are allowed. Charges incurred by delays, waiting time or operating restrictions that hinder the service technician's ability to perform service are **not** covered by warranty. In no event shall Resfab be liable for the loss of use, loss of revenue, loss of product, loss of profit or for indirect, incidental, special or non-sequential damages including.

The obligations of Resfab under this warranty shall be limited to repairing or replacing (at the option of Resfab) any part, with the exception of glass, gaskets and / or silicone caulking seal, and minor adjustments which are not covered by warranty.
Equipment malfunction or damage caused by a Power surge or store electrical problems are not covered by the Limited Warranty.

All problems due to electrical connections not made in accordance with electrical code requirements, licenced electrician, and wiring diagrams supplied with the equipment are not covered. Also all problems related to voltage variations are not covered.

Resfab does not recommend or authorize the use of any product(s); in a non-commercial application, including, but not limited to, residential use. The use or installation of product(s) in non-commercial applications renders all warranties, expressed or implied, including the warranties of MERCHANTABILITY and FITNESS FOR A PARTICULAR PURPOSE, null and void, including any responsibility for damage, costs and legal action resulting from the use or installation of product(s) in any non-commercial setting.

This warranty is exclusive, and all other warranties, expressed or implied, are excluded.

Misuse of the equipment may result in voiding the warranty. Resfab, at its sole discretion, can determine if a warranty is to be void

INDEMNITY: Buyer agrees to indemnify, hold harmless and defend Resfab from and against any and all liabilities and expenses arising out of any injury or damage with results from Buyer's use, misuse, negligence, misapplication, modification, ownership, failure to inspect, maintain or repair the Products or Buyer's violation or alleged violation of any federal, state, county or local laws or regulation, including without limitation, the laws and regulations governing product safety and labor practices.

SHIPPING DAMAGE CLAIM PROCEDURE:

NOTE: The equipment in this shipment was carefully inspected and packaged by skilled personnel before leaving the factory. Upon acceptance of this shipment, the transportation company has assumed full responsibility for its safe delivery.

WHEN SHIPMENT ARRIVES:

1. **CHECK SHOCK WATCH LABELS:** If **RED**: note on driver's paperwork. Label turns RED if shipment has been dropped. Follow next 3 steps.
2. **VISIBLE LOSS OR DAMAGE:** Be certain that any visible loss or damage is noted on the freight bill or express receipt, and that the note of loss or damage is signed by the delivery person.
3. **FILE CLAIM FOR DAMAGE IMMEDIATELY:** Regardless of the extent of damage.
4. **CONCEALED LOSS OR DAMAGE:** If damage is unnoticed until the merchandise is unpacked, notify the transportation company or carrier immediately, and file a **"CONCEALED DAMAGE"** claim with the transport company. This should be done within fifteen (15) days from the date the delivery. Be sure to retain the container for inspection.

   Resfab cannot assume liability for damage or loss incurred in transit. Resfab will, at customers request, provide the necessary documents to support a claim.

OWNER MUST READ INSTRUCTION MANUAL PRIOR TO OPERATING THE HEATED DISPLAY CASE

☐ Hot food case has been hooked up to correct electrical supply by a licensed electrician and is operating properly at time of store opening.

I (print name)_____have thoroughly read and understand the terms, conditions and exemptions of this Warranty.

Very important!
Start Up Date: _____
Serial Number: _____

_____

STORE ADDRESS, ZIP CODE / POSTAL CODE & PHONE NUMBER

_____ _____

Owner/Authorized Representative Date

Please Scan and Email this page to customersupport@resfab.com

WARNING

Read this safety information before operating this equipment.

The safety instructions need to be followed to avoid serious injury and to avoid damage to equipment or property.

- The equipment wiring and electric installation must be done by a qualified electrician.
- Turn OFF all switches and allow the unit to cool before performing any cleaning.

FOOD SAFETY

- Make sure the food is at a food-safe temperature before loading it in the unit. Holding food at an improper temperature may result in serious health risks.
- This Heated Display Case is for holding pre-heated food only, not for heating food to safe levels.

  NOTE: It's the responsibility of the operator to ensure that the food is kept and served at a safe temperature.

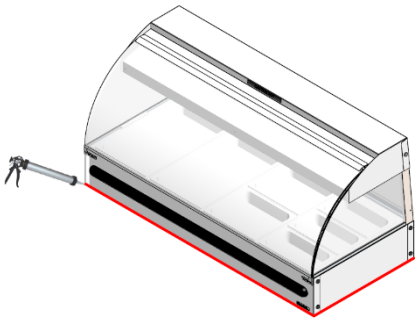
UNCRATING

The unit is secured to a pallet and surrounded with a wooden frame with plastic wrapping around.

CAUTION

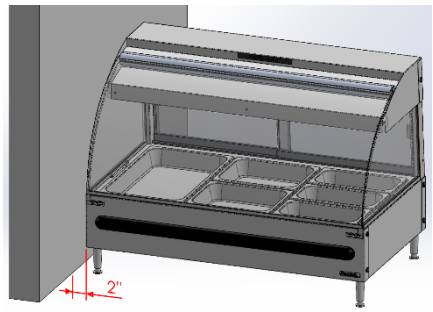
Move the unit in upright position only.

1. Remove the plastic wrapping and wooden frame.
2. Remove carefully all accessories inside the unit.
   (See list of accessories on page 6)
3. Cut the steel strapping that holds the unit to the pallet.
4. Remove all protective white plastic shields on the unit.
5. Remove the unit from the pallet. At least 2 people are required.



INSTALLATION

1. Install the unit in the desired location.
2. The unit must be sealed to the counter with a food grade caulking all around (see picture) or installed with 4-inch legs (included).
3. Have a professional electrician install the plug receptacle or wire permanently to the wall. For electric specifications refer to the name plate or refer to the electric specifications table named "Heated Display Case Electric Specification" page 6.



CLEARANCE

1. Ensure 2-inch clearance on both sides if walls are flammable.

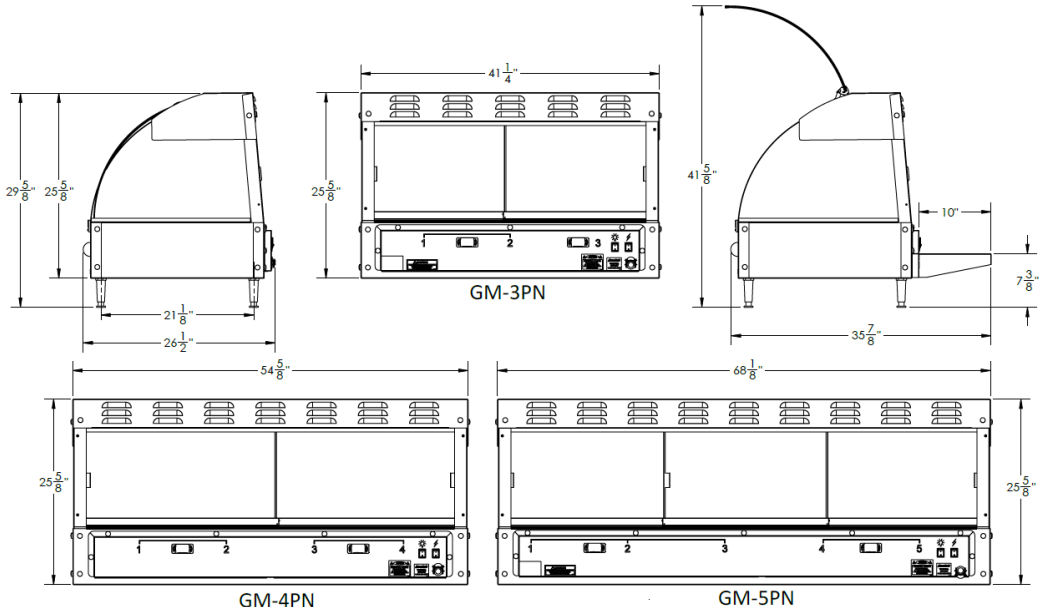
LIST OF ACCESSORIES INCLUDED WITH THE HEATED DISPLAY CASE

	GM-3P	GM-4P	GM-5P
SLIDING DOOR RIGHT #18 x 02R	1	1	2
SLIDING DOOR LEFT #18 x 02L	1	1	1
10 FEET OF SERVICE WIRE, PLUG & RECEPTACLE	#14	#14	#12

HEATED DISPLAY CASE ELECTRIC SPECIFICATION

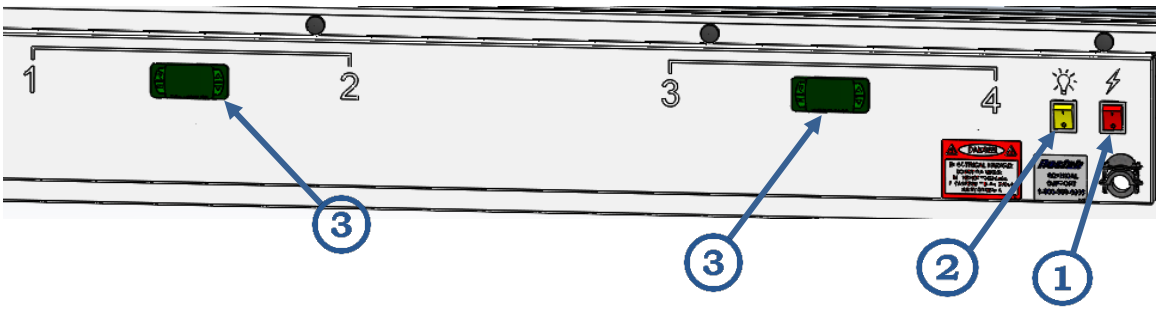
MODEL	DESCRIPTION	VOLT	WATT	AMP. 120/208	AMP. 120/240	SERVICE WIRE AWG
GM-3PN	Hot Case, 3 Pan	120 / 208 or 240	1641	10.5	9.9	14
GM-4PN	Hot Case, 4 Pan	120 / 208 or 240	2116	13.4	12.6	14
GM-5PN	Hot Case, 5 Pan	120 / 208 or 240	2591	16.3	15.3	12

HEATED DISPLAY CASE DIMENSIONS



DIMENSIONS WITHOUT LEGS			
MODEL	LENGTH	DEPTH	HEIGHT
GM-3P	41 1/4	26 ½	25 5/8
GM-4P	54 5/8	26 ½	25 5/8
GM-5P	68 1/8	26 ½	25 5/8

CONTROL PANEL



1- Heater Switch
2- LED Light Switch
3- 2x Digital Controller

OPERATION START-UP

WARNING

DO NOT OPEN THE ELECTRICAL COMPARTMENT WHEN POWER IS ON AND UNIT IS IN OPERATION

MORNING START-UP

- Turn the LED **Light** and **Heater** Switches the the **ON** position.
- The Interior of the case will take approximately 45 minutes to heat to the desired temperature.

IMPORTANT

THE HOT CASE MUST BE PREHEATED PRIOR TO BEING LOADED WITH FOOD. THE PREHEATING TIME SHOULD BE A MINIMUM OF 45 MINUTES. Additional time may be needed depending upon the case temperature at start up and the room conditions such as air temperature, the presence of drafts, etc...

WARNING

FAILURE TO PREHEAT THE HOT CASE PROPERLY MAY RESULT IN IMPROPER HOLDING OF YOUR PRODUCT.

It is recommended that the empty pans be placed in the wells during preheating as this will ensure that thecooked food will be transferred into sufficiently heated pans.

- Set the controller temperature to a minimum of 155°F.
- Wait until temperature in the case reads 150°F before placing food in the unit.

IMPORTANT

All foods must temp at a minimum to 160°F before being placed in the case.

TEMPERATURE ADJUSTMENT

After placing the food into the hot case, it may be necessary to adjust the temperature settings in order to maintain the proper internal temperature for the food in each pan.
Use an approved food thermometer to read the internal temperature of food on each pan. The temperature settings in the Hot Case should be adjusted lower or higher to maintain the food temperature.

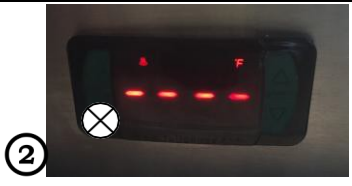
OPERATIONAL GUIDELINES

Keep an approved food thermometer on hand and check the food temperatures hourly or in accordance to your food program.
Rotate the food and serve the food loaded in first. To adjust the desired temperature, refer to "ADJUSTEMENT OF SETPOINT" (Below).

ADJUSTEMENT OF SETPOINT (DESIRED TEMPERATURE)

1- Menu Key
2- Set Key
3- Upper Key
4- Lower Key

Operations

	Press the **Set Key** for 2 seconds until the message **SET** is displayed. Releasing the key will display the control temperature currently adjusted.
	Use the **Upper Key** or **Lower Key** to modify the value.
	Press **Set Key** to save.

Cleaning the Hot Case

WARNING

- **Always turn the power switch OFF before cleaning the hot case.**
- **DO NOT put water into the wells or ceramic heaters**
- **Inner surfaces and heater components can become extremely hot and cause injury if contacted. Allow enough time for all surfaces to cool before cleaning the wells.**

The unit must be cleaned and sanitized daily.

CLEANING THROUGHOUT THE DAY

Wipe any residue or spills inside or outside the hot case immediately during operation with a soft, clean, dry cloth. Drops on the floor surrounding the hot box pose safety and health risks and should be cleaned up promptly.

GUIDELINES FOR CLEANING GLASS SURFACES

Wipe the residue with a cloth or paper towel. Food debris can be removed with a wooden or plastic scraper. Surfaces can be cleaned with a soft cloth with mild soap and water.
Avoid scratching the surface of the glass. Outside glass can be cleaned with a paper towel sprayed with glass cleaner. – Do not spray directly on glass.

IMPORTANT

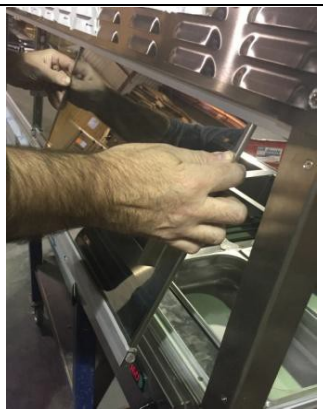
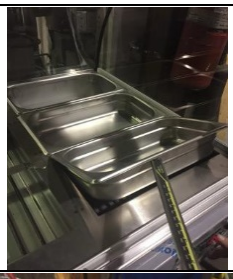
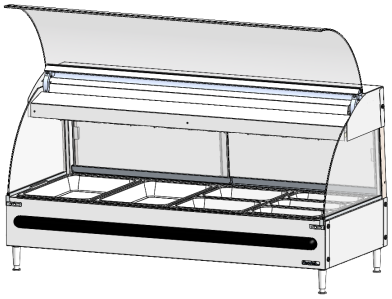
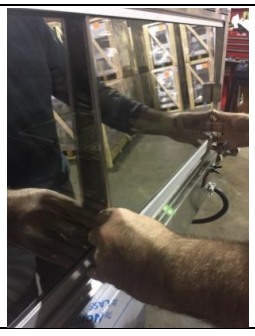
- **DO NOT USE scouring powder or abrasive cleaners.**
- **DO NOT USE metal scouring pads.**
- **DO NOT USE metal scrapers.**
- **DO NOT PUT cold water or a damp, cold cloth over the hot glass as it may crack or break.**

GUIDELINES FOR CLEANING METAL SURFACES

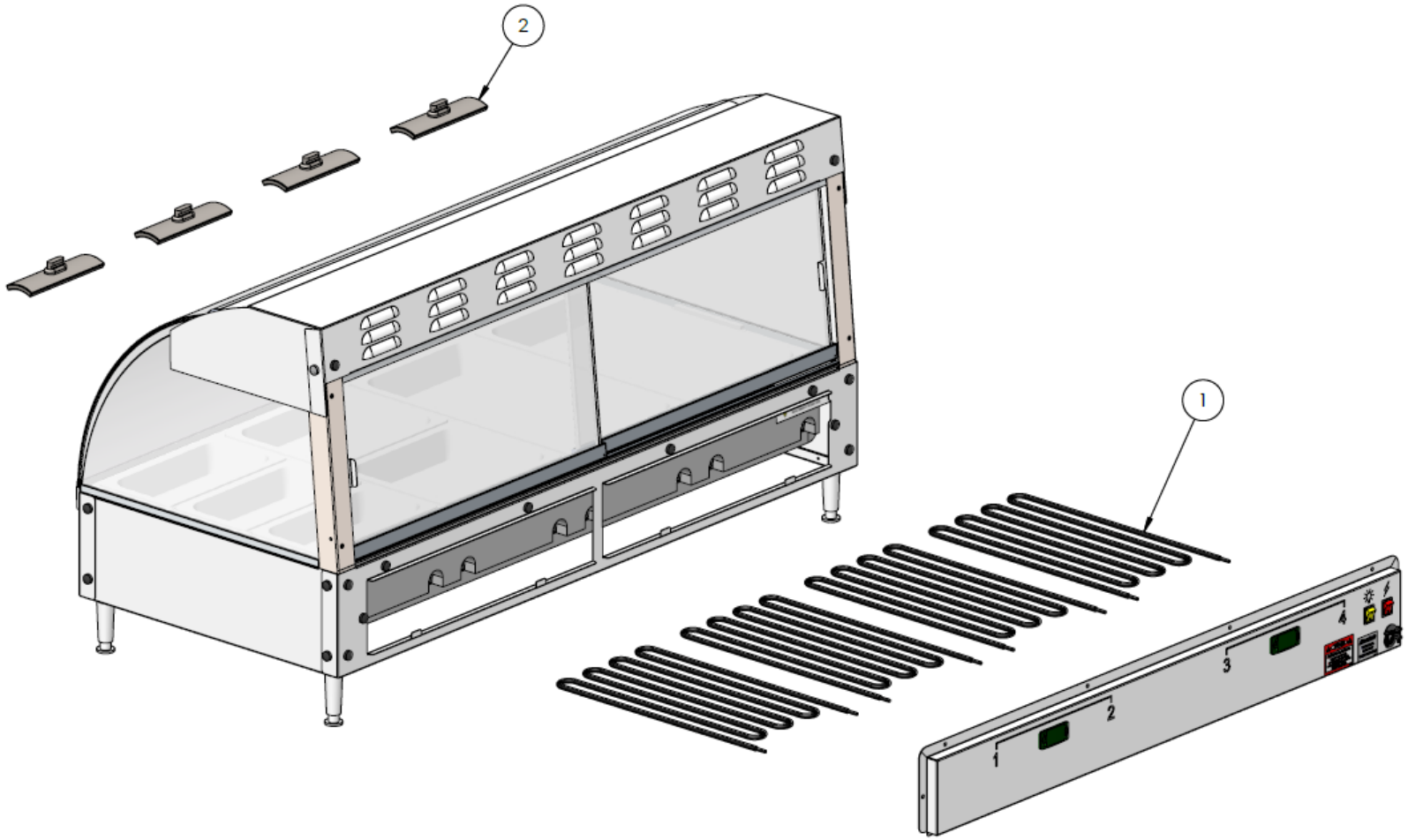
Wipe off spills and residue with a cloth or paper towel. Cooked residue can be removed with a wooden or plastic scraper. Avoid using a metal scraper as it may scratch the metal finish of the hot case.
Surfaces can be cleaned with a soft cloth with mild soap and water. An aerosol degreaser may also be used, following the handling procedure on the product label.
Avoid scratching metal surfaces.

The appearance of stainless-steel surfaces can be improved by using stainless steel polishing creams if you need. Follow the instructions on the packaging of the polishing product used.

Cleaning Steps at End of Day

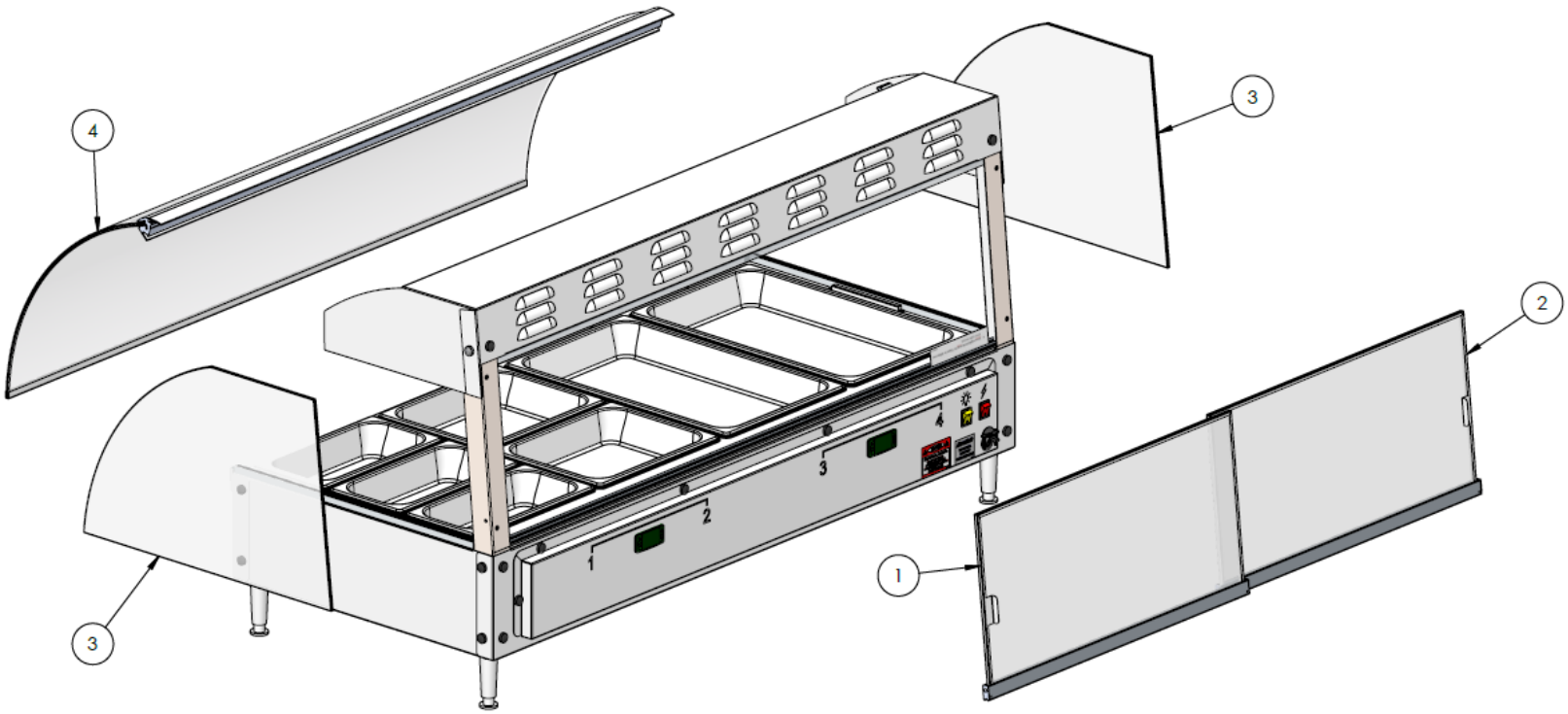
STEP 1	Turn the power switch on **OFF** position, slide open doors and allow plenty of time to cool down the hot case.	
STEP 2	Remove the sliding glass doors. To do this, gently lift each glass door from the bottom rail guide using two hands, and then rotate the lower edge toward you. Once the bottom edge has cleared from the hot case, lower the sliding glass from the upper door guide. ***Do not immerse sliding glass doors in sinks, as the liquid could have adverse effects on the bonding that secures the metal frame to the edges to the glass.*** Clean the sliding glass door according to the procedure described in section "GUIDELINES FOR CLEANING GLASS SURFACES" in the section below.	
STEP 3	Remove the food pans and the separators. Place all these parts in your washing area.	
STEP 4	Wipe off spills and remove with a damp cloth. Push and remove any debris located in the center of the wells, under the heating elements and in the corners of the wells. Wipe all interior and exterior metal surfaces in all wells in accordance with "GUIDELINES FOR CLEANING METAL SURFACES". If necessary, use mild soap and water with a paper towel or soft cloth to remove food residue, then dry all surfaces.	
STEP 5	The front curved glass can be lifted after unlocking the latch on each side. To facilitate the cleaning of interior surfaces, the side glass and the curved glass on the inside, you must lift the curved glass. When cleaning the glass, please follow the steps in "GLASS SURFACE CLEANING INSTRUCTIONS". Avoid the use of degreasing chemicals on the aluminum glass track. Chemicals may discolor the metal.	
STEP 6	Once cleaned, install the rear sliding glass doors. The sliding glass doors have a metal handle in the frame of the glass and this handle should be oriented towards the operator of the hot case.	

HEATING PARTS



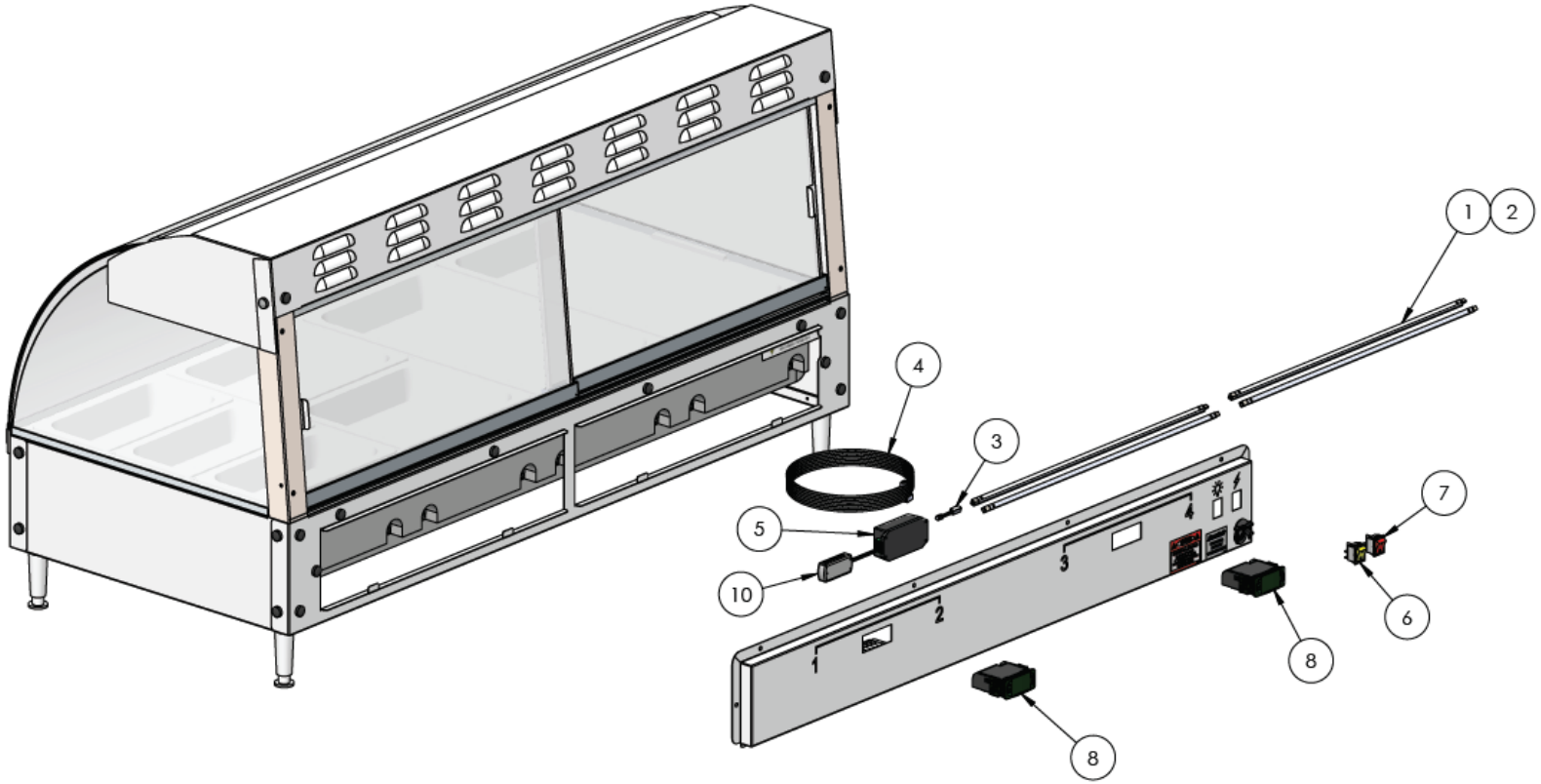
ITEM #	PART #	DESCRIPTION	WATT	QTY PER MODEL		
				3PN	**4PN**	**5PN**
1	54701	PAN HEATER	300	3	4	5
2	54201	CERAMIC HEATER	175	3	4	5

GLASS



ITEM #	PART #	DESCRIPTION	QTY PER MODEL		
			3PN	4PN	5PN
1	30303	FRONT CURVE GLASS 3P ASSY	1		
2	30403	FRONT CURVE GLASS 4P ASSY		1	
3	30503	FRONT CURVE GLASS 5P ASSY			1
4	30202	SIDE GLASS	2	2	2
5	18302L	LEFT HAND SIDING DOOR 3P ASSY	1		
6	18302R	RIGHT HAND SIDING DOOR 3P ASSY	1		
7	18402L	LEFT HAND SIDING DOOR 4P ASSY		1	
8	18402R	RIGHT HAND SIDING DOOR 4P ASSY		1	
9	18502L	LEFT HAND SIDING DOOR 5P ASSY			2
10	18402R	RIGHT HAND SIDING DOOR 5P ASSY			1

ELECTRIC PARTS



ITEM #	PART #	DESCRIPTION	QTY PER MODEL		
			3PN	4PN	5PN
1	54352	LED 12''	2		2
2	54351	LED 24''	2	4	4
3	54354	2'' jumper wire	1	1	1
4	54355	79'' LED wire	1	1	1
5	59434	24V transfo	1	1	1
6	59484	YELLOW SWITCH	1	1	1
7	59483	RED SWITCH	1	1	1
8	59952	TEMPERATURE CONTROLER	2	2	2
10	54356	LED HUB 24V	1	1	1