



Heated Shelf Merchandiser



HSM-48/5S



HSM-24/5S



HSM-36/3S-CT



HSM-24/3S-CT

HOT FOOD HOLDING

HSM-48/5S

HSM-36/5S

HSM-24/5S

HSM-48/4S

HSM-36/4S

HSM-24/4S

HSM-36/3S-CT

HSM-24/3S-CT

Operator's Manual

W164 N9221 Water Street
Menomonee Falls, Wisconsin 53052-0450 U.S.A.

Phone: 262.251.3800 • 800.558.8744 U.S.A. / Canada
Fax: 262.251.7067 • 800.329.8744 U.S.A. only
www.alto-shaam.com



Consult instructions for operation and use.

| | |
|---------------------------------------|----|
| Table of Contents | 2 |
| Delivery | 2 |
| Transportation Damage and Claims | 3 |
| Unpacking | 4 |
| Safety Procedures | 5 |
| Installation | 7 |
| Installation/Retrofit | 8 |
| Dimensions | 11 |
| Electrical | 15 |
| Control Identification | 17 |
| Operation | 18 |
| General Holding Guidelines | 20 |
| Cleaning and Preventative Maintenance | 21 |
| Parts for Top Heat Models | 26 |
| Parts for Standard Models | 57 |
| Schematics | 76 |
| Limited Warranty | 84 |

Delivery

The Alto-Shaam merchandiser is thoroughly tested and inspected to ensure only the highest quality equipment is provided. Upon receipt, inspect for any possible shipping damage and report it at once to the delivering carrier. See the **Transportation Damage and Claims** section.

The merchandiser, complete with unattached items and accessories, may be delivered in one or more packages. Confirm that all standard items and options have been received as ordered. Save all the information packed with the merchandiser. Register online at www.alto-shaam.com/en/support/warranty-registration to ensure prompt service in the event of a warranty parts and labor claim.

This manual must be read and understood by all people using or installing the appliance. Contact the Alto-Shaam Tech Team Service Department with any questions concerning installation, operation, or maintenance.

1-800-558-8744; servicedept@alto-shaam.com

Operational Environmental Conditions

- Before use, appliance must acclimate to room temperature in the environment it is placed — 24 hours is recommended.
- Ambient temperature range of 60°F to 110°F (16°C to 43°C).
- Relative humidity of less than 95% non-condensation.
- Atmospheric pressure range of 50kPa to 106kPa.

The serial number is required for all inquiries.

Always include both model and serial number(s) in any correspondence regarding the appliance.

Model: _____

Serial number: _____

Purchased from: _____

Date installed: _____ **Voltage:** _____



CAUTION



Appliance and accessories may be heavy. To prevent serious injury, **always** use a sufficient number of trained and experienced workers when moving or leveling appliance and handling accessories.



All Alto-Shaam equipment is sold Free on Board (F.O.B.) shipping point, and when accepted by the carrier, such shipments become the property of the consignee.

Should damage occur in shipment, do not put the appliance into service until the damage has been inspected by an authorized Alto-Shaam service provider.

Shipping damages are a matter between the carrier and the consignee. In such cases, the carrier is assumed to be responsible for the safe delivery of the merchandise, unless negligence can be established on the part of the shipper.

1. Make an immediate inspection while the appliance is still in the truck or immediately after it is moved to the receiving area. Do not wait until after the appliance is moved to a storage area.
2. Do not sign a delivery receipt or a freight bill until a proper count has been made and inspection of all appliances are received.

3. Note all damage to packages directly on the carrier's delivery receipt.
4. Make certain the driver signs the delivery receipt. If the driver refuses to sign, make a notation of this refusal on the receipt.
5. If the driver refuses to allow inspection, write the following on the delivery receipt: **Driver refuses to allow inspection of containers for visible damage.**
6. Contact the carrier's office immediately upon finding damage, and request an inspection. Mail a written confirmation to the carrier's office with the time, date, and the person called.
7. Save any packages and packing material for further inspection by the carrier.
8. Promptly file a written claim with the carrier and attach copies of all supporting paperwork.

Alto-Shaam will continue our policy of assisting our customers in collecting claims which have been properly filed and actively pursued. Alto-Shaam cannot, however, file any damage claims, assume the responsibility of any claims, or accept deductions in payment for such claims.

Record the model and serial number of the appliance for easy reference. Always refer to both model and serial number in any contact with Alto-Shaam regarding this appliance.

Model: _____

Serial Number: _____

Date Installed: _____

Voltage: _____

Purchased From: _____



Alto-Shaam has established a twenty-four hour emergency service call center to offer immediate customer access to a local authorized service agency outside of standard business hours. The emergency service access is provided exclusively for Alto-Shaam equipment and is available throughout the United States through the use of Alto-Shaam's toll-free number. Emergency service access is available seven days a week including holidays.

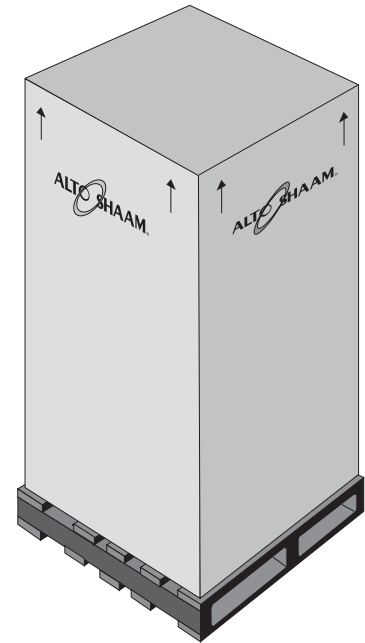
Unpacking

- Remove the merchandiser from the carton or crate.

NOTE: Do not discard the carton and other packaging material until the merchandiser has been inspected for hidden damage and tested for proper operation.

Do not discard this manual. This manual is considered to be part of the merchandiser and is to be provided to the owner or manager of the business or to the person responsible for training operators. Additional manuals are available from the service department.

- Read all instructions in this manual before installing the merchandiser, using the merchandiser or performing routine maintenance. Following procedures other than those indicated in this guide to use and clean the merchandiser is considered inappropriate and may cause damage, injury or fatal accidents, in addition to invalidating the warranty and relieving Alto-Shaam of all liability.
- Remove all protective plastic film, packaging materials, and accessories from the merchandiser before connecting electrical power. Store any accessories in a convenient place for future use.



| | HSM-48/5S | HSM-36/5S | HSM-24/5S |
|----------------------------|--|--|--|
| Exterior Dimensions | 79-7/8" x 48" x 27-5/16" (2029mm x 1219mm x 694mm) | 79-7/8" x 36" x 27-5/16" (2029mm x 914mm x 694mm) | 79-7/8" x 24" x 27-5/16" (2029mm x 609mm x 694mm) |
| Weight | Net: 563 lb (255 kg) | Net: 496 lb (225 kg) | Net: 406 lb (184 kg) |
| | Ship: 772 lb (350 kg) | Ship: 652 lb (296 kg) | Ship: 550 lb (249 kg) |
| | Crate Dimensions (L x W x H): 56" x 63" x 89" (1422mm x 1600mm x 2261mm) | Crate Dimensions (L x W x H): 56" x 45" x 89" (1422mm x 1143mm x 2261mm) | Crate Dimensions (L x W x H): 36" x 36" x 89" (914mm x 914mm x 2261mm) |
| | HSM-48/4S | HSM-36/4S | HSM-24/4S |
| Exterior Dimensions | 79-7/8" x 48" x 27-5/16" (2029mm x 1219mm x 694mm) | 79-7/8" x 36" x 27-5/16" (2029mm x 914mm x 694mm) | 79-7/8" x 24" x 27-5/16" (2029mm x 609mm x 694mm) |
| Weight | Net: 555 lb (252 kg) | Net: 485 lb (220 kg) | Net: 395 lb (179 kg) |
| | Ship: 690 lb (313 kg) | Ship: 586 lb (266 kg) | Ship: 490 lb (222 kg) |
| | Crate Dimensions (L x W x H): 56" x 63" x 89" (1422mm x 1600mm x 2261mm) | Crate Dimensions (L x W x H): 56" x 45" x 87" (1422mm x 1143mm x 2210mm) | Crate Dimensions (L x W x H): 36" x 36" x 84" (914mm x 914mm x 2134mm) |
| | | HSM-36/3S-CT | HSM-24/3S-CT |
| Exterior Dimensions | | 45-3/4" x 36" x 27-5/16" (1162mm x 914mm x 694mm) | 45-3/4" x 24" x 27-5/16" (1162mm x 609mm x 694mm) |
| Weight | | Net: 311 lb (141 kg) | Net: 250 lb (113 kg) |
| | | Ship: 417 lb (189 kg) | Ship: 300 lb (136 kg) |
| | | Crate Dimensions (L x W x H): 56" x 45" x 65" (1422mm x 1143mm x 1651mm) | Crate Dimensions (L x W x H): 36" x 36" x 60" (914mm x 914mm x 1524mm) |

⚠ CAUTION



Appliance and accessories may be heavy. To prevent serious injury, **always** use a sufficient number of trained and experienced workers when moving or leveling appliance and handling accessories.

⚠ CAUTION

To prevent injury or property damage: **Always** apply both caster brakes on mobile carts, appliances, or accessories when stationary. Appliances on casters can move or roll on uneven floors.

- The merchandiser is intended to hold pre-packaged food for human consumption. No other use for this merchandiser is authorized by the manufacturer or its agents and is therefore considered dangerous.
- The merchandiser is intended for use in commercial establishments where all operators are familiar with the purpose, limitations, and associated hazards of this merchandiser. Operating instructions and warnings must be read and understood by all operators and users. Alto-Shaam recommends regular staff training to avoid the risk of accident or damage to the merchandiser. Operators must also receive regular safety instructions.
- Any troubleshooting guides, component views, and parts lists included in this manual are for general reference only and are intended for use by qualified and trained technicians.
- This manual should be considered a permanent part of this merchandiser. This manual and all supplied instructions, diagrams, schematics, parts lists, notices, and labels must remain with the merchandiser if the item is sold or moved to another location.

Knowledge of proper procedures is essential to the safe operation of electrically and/or gas energized equipment. The following signal words and symbols may be used throughout this manual.

⚠ DANGER

Indicates a hazardous situation that, if not avoided, will result in death or serious injury.

⚠ WARNING

Indicates a hazardous situation that, if not avoided, could result in death or serious injury.

⚠ CAUTION


Indicates a hazardous situation that, if not avoided, could result in minor or moderate injury.

NOTICE: Indicates information considered important, but not hazard-related (e.g., messages relating to property damage).



Indicates that referral to operating instructions is recommended to understand operation of equipment.

NOTICE: For equipment delivered for use in any location regulated by the following directive: 2012/95/EC WEEE



Do not dispose of electrical or electronic equipment with other municipal waste.

- To prevent serious injury, death or property damage, the merchandiser should be inspected and serviced at least every twelve (12) months by an authorized service partner or trained technician.
- **Only** allow an authorized service partner or trained technician to service or to repair the merchandiser. Installation or repairs that are not performed by an authorized service partner or trained technician, or the use of non-factory authorized parts will void the warranty and relieve Alto-Shaam of all liability.
- When working on this merchandiser, observe precautions in the literature, on tags, on labels attached to or shipped with the merchandiser and other safety precautions that may apply.
- If the merchandiser is installed on casters, freedom of movement of the merchandiser must be restricted so that utility connections (electricity) cannot be damaged when the merchandiser is moved. If the merchandiser is moved, make sure all utility connections are disconnected. When returning the merchandiser to its original position, make sure that retention devices and utility connections are connected.
- **Only** use the merchandiser when it is stationary. Merchandisers on casters can tip over when being moved over an uneven floor or threshold and cause serious injury.
- **Always** apply caster brakes on mobile merchandisers when these are not being moved. These items could move or roll on uneven floors and cause property damage or serious injury.
- Be extremely careful when moving merchandisers because the food trays may contain hot fluids that may spill, causing serious injury.

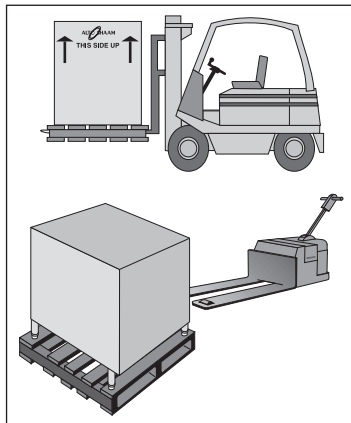
WARNING

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision concerning use of the appliance by person responsible for their safety.

Children should be supervised to ensure that they do not play with the appliance.

This merchandiser, and any accessories, may be delivered in one or more packages. Make sure all accessories that were ordered have been received.

Lift the merchandiser from the pallet with a fork lift truck positioned at the rear of the merchandiser. Care must be taken when moving the merchandiser into position to protect the glass components. Floor-standing merchandisers have heavy-duty, swivel casters with brakes.



! WARNING

Improper installation, alteration, adjustment, service, cleaning, or maintenance could result in property damage, severe injury, or death.

Read and understand the installation, operating and maintenance instructions thoroughly before installing, servicing, or operating this equipment.

Alto-Shaam heated shelf merchandisers are designed for the purpose of holding hot food at a temperature for safe consumption. The merchandiser must be installed on a level surface in a location that will permit the equipment to function for its intended purpose and allow adequate access for proper cleaning and maintenance.

Level the merchandiser from side to side and front to back.



Do not install the merchandiser near a cold air source, such as a freezer, air conditioning vents, or in any area where outside air fluctuation can affect performance. This merchandiser must not be affected by steam, grease, dripping water, high temperatures, or any other adverse conditions.

In order to maintain NSF standards, floor models must be equipped with casters or 6" (152mm) legs and countertop models must be equipped with 4" (102mm) legs or sealed at the bottom by NSF approved sealant.

! CAUTION



Appliance and accessories may be heavy. To prevent serious injury, **always** use a sufficient number of trained and experienced workers when moving or leveling appliance and handling accessories.

CLEARANCE REQUIREMENTS

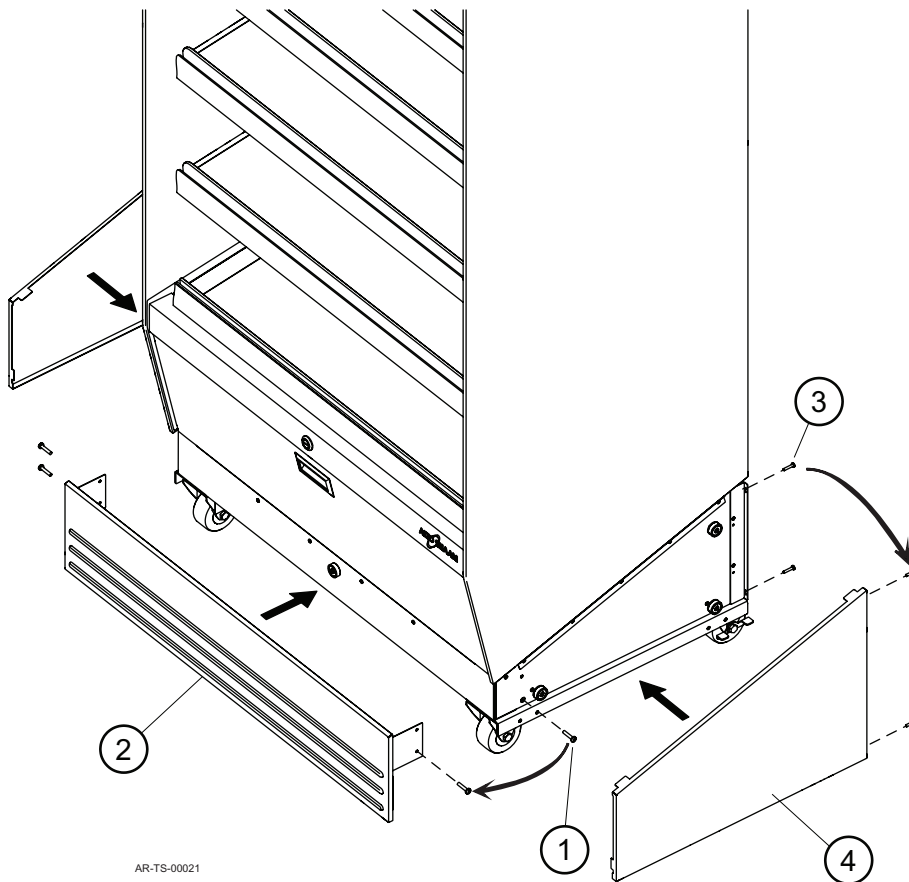
4" (102mm) rear clearance

Installing the skirt on a floor model merchandiser

Merchandisers with casters include three skirt panels that need to be installed once the merchandiser is in position.

To install the skirt panels, do the following.

1. Remove the screws (a).
2. Slide the front skirt panel (b) into position and secure it with the screws removed in step 1.
3. Remove the screws (c) from the rear of the merchandiser.
4. Slide the side skirt (d) into position and secure it with the screws removed in step 3.
5. Repeat for the other side skirt.

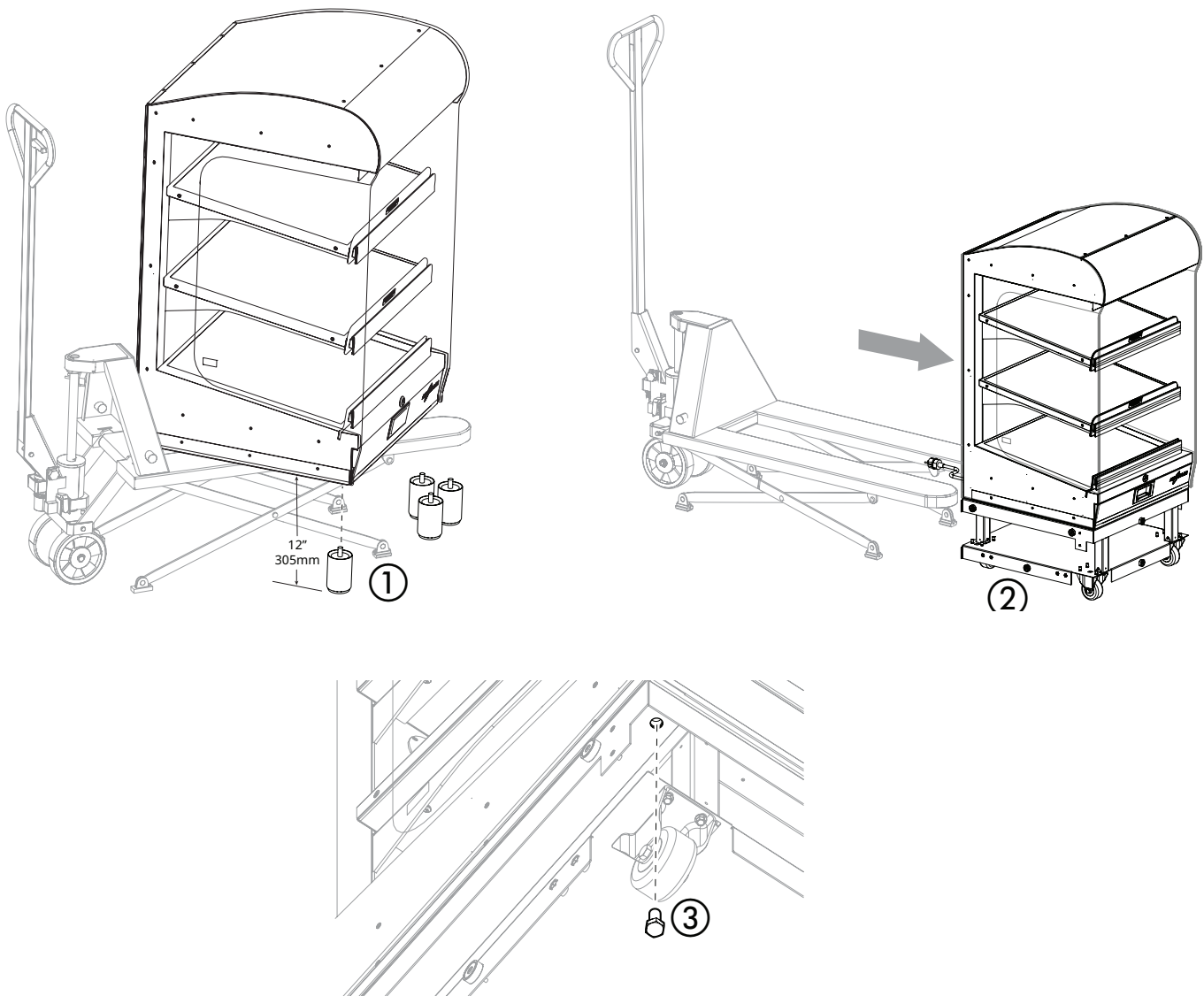


Adding a display base to an existing countertop merchandiser

The optional display base adds 8" (203mm) to the overall height of a countertop merchandiser. To install a display base on an existing countertop model with standard legs, do the following.

1. Place the merchandiser so that the bottom panel rests on a lifter or platform set at a height of 12" (305mm). It may be necessary to place the merchandiser at an angle so that all four legs can be removed.
2. Unscrew the four legs ①.
3. Place the display base frame ② next to the lifter or platform.
 - a. If the display base has casters, make sure the brakes are set.
 - b. If the display base has legs, make sure they are set to a height of at least 4.33" (110mm).
4. Slide the merchandiser onto the frame. Make sure all sides line up.
5. Use four SC-27441 screws ③ to secure the merchandiser to the display base.
6. Position the merchandiser where it will be displayed.

NOTE: The steps to install the skirt panels are on the next page.

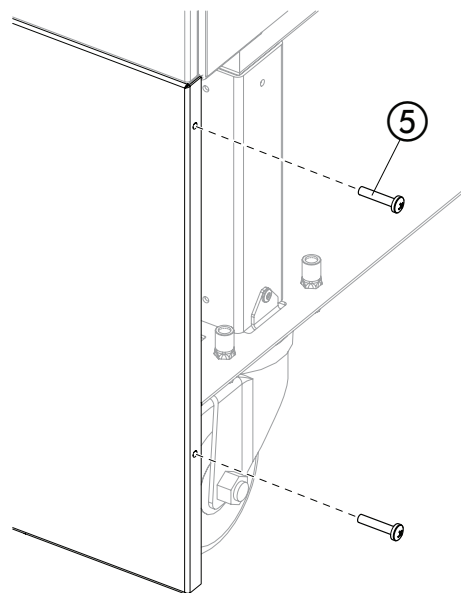
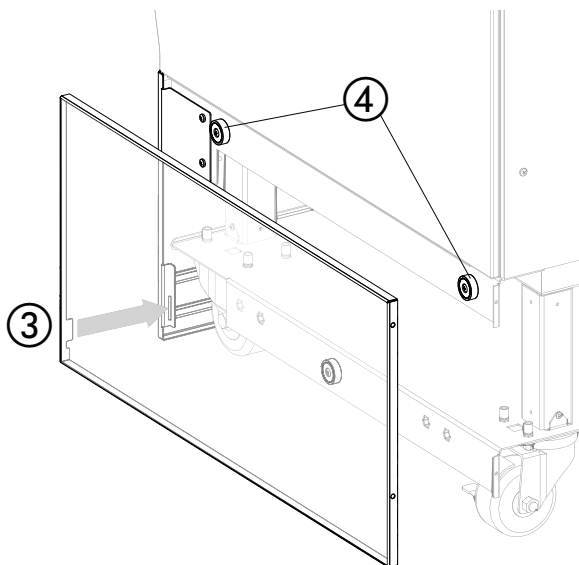
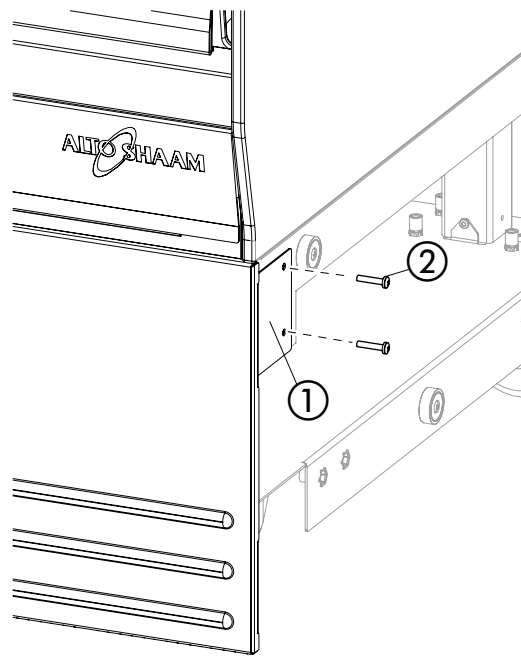


Installing the skirt on a countertop merchandiser display base

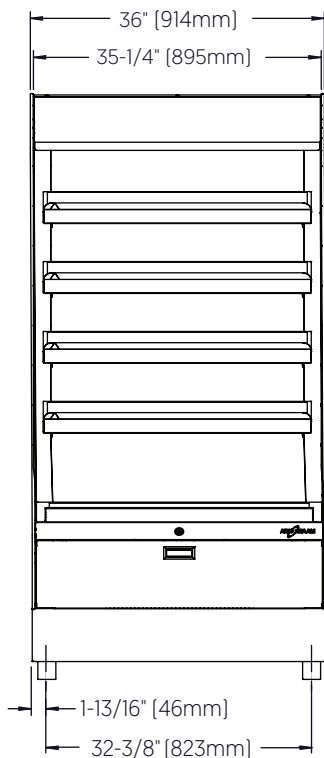
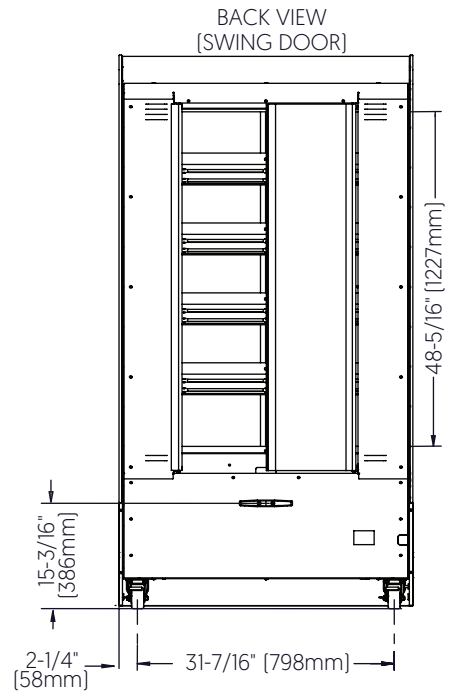
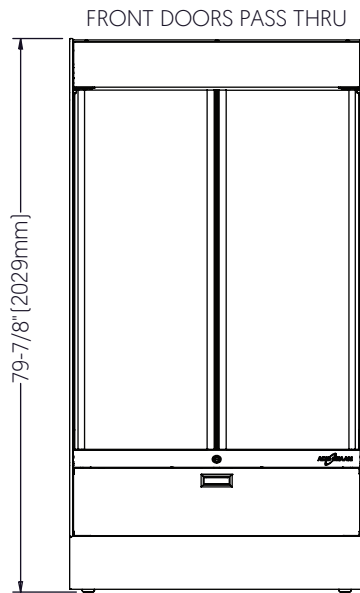
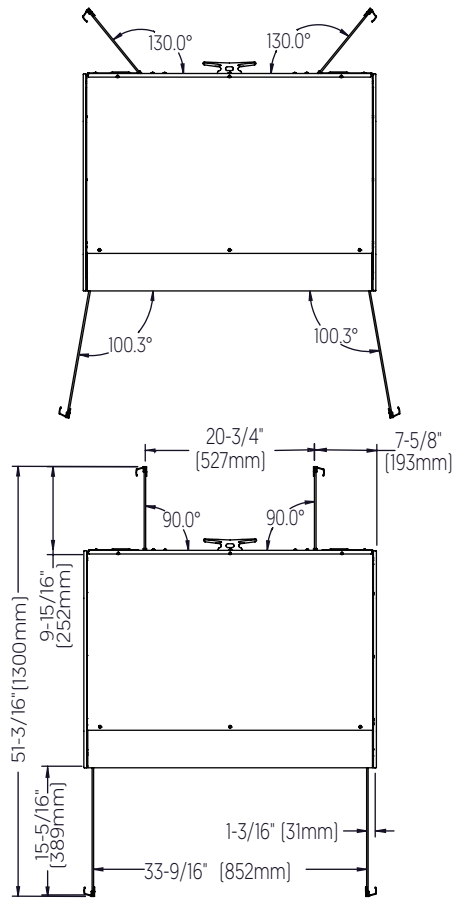
Merchandisers with the optional display base include three skirt panels. Install the panels after you have positioned the merchandiser where it will be displayed.

To install the display base skirt panels, do the following.

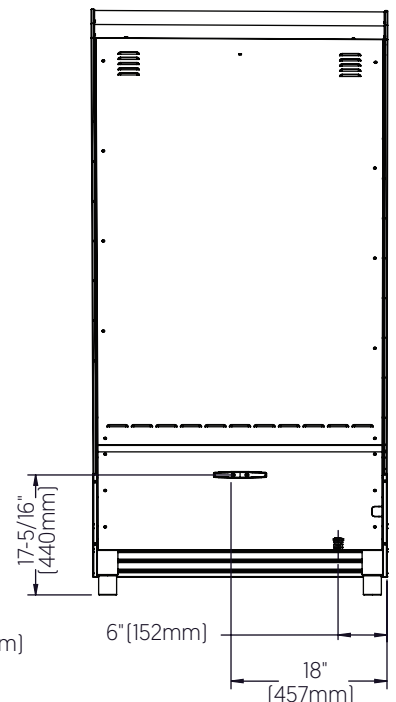
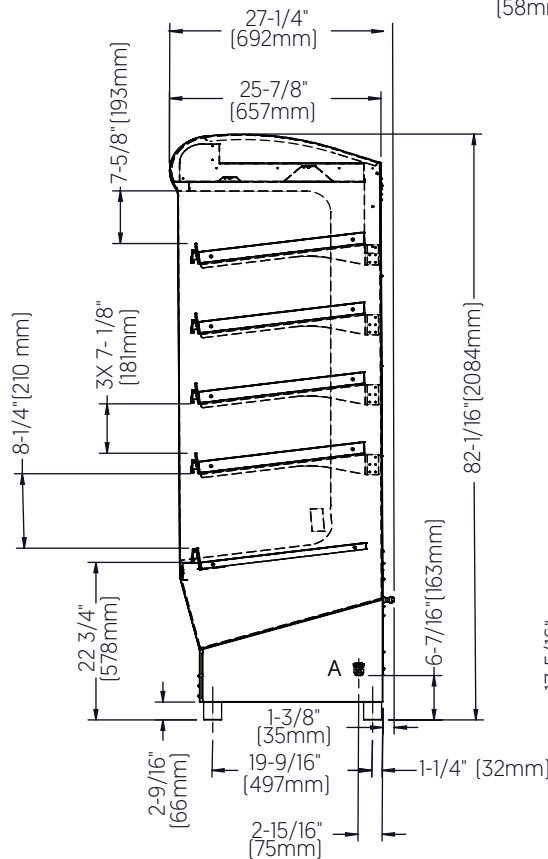
1. Position the front skirt panel so the holes in the side flanges ① line up with the screw holes in the side of the display base. The magnet on the front of the display base holds the panel in place.
2. Use two screws ② on each side to secure the front panel to the display base.
3. Slide the flanges ③ on the two side panels into the slots in the front panel. The magnets ④ on the side of the display base hold the side panels in place.
4. Use two screws ⑤ to secure the side panel to the display base.



HSM-36/5S/T

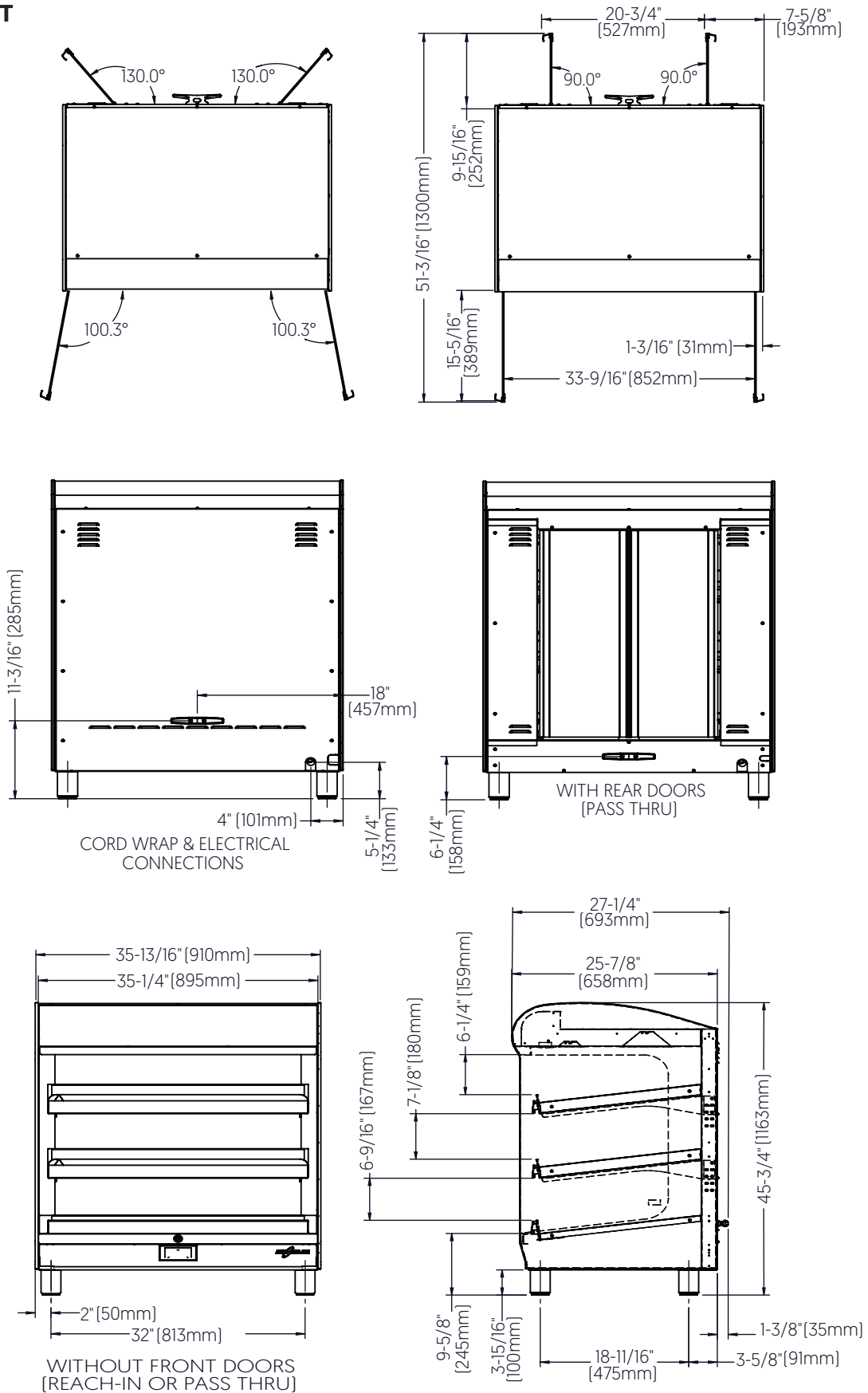


WITHOUT FRONT DOORS
REACH-IN OR PASS THRU



Installation/Retrofit

HSM-36/3S/T



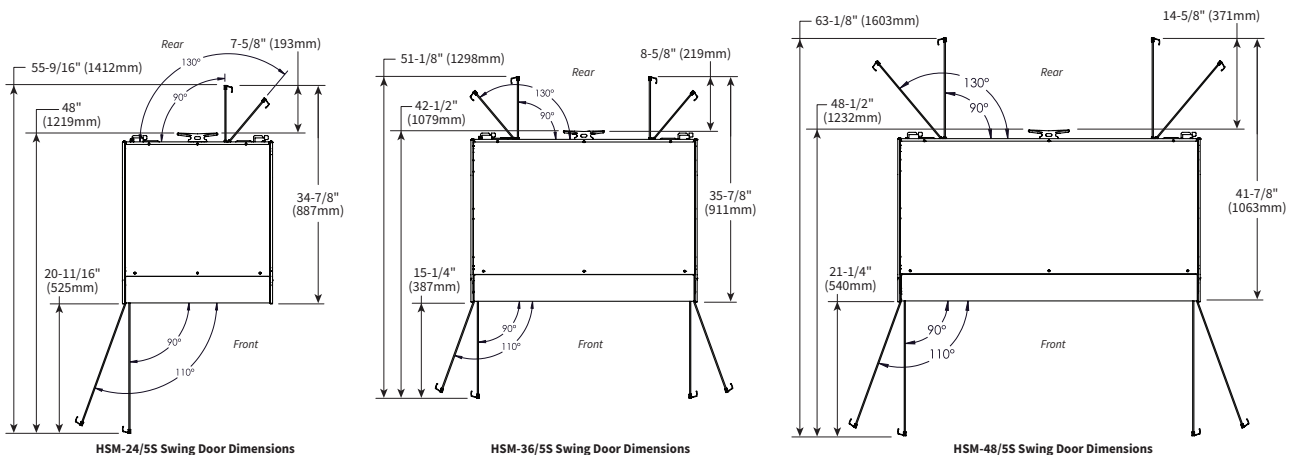
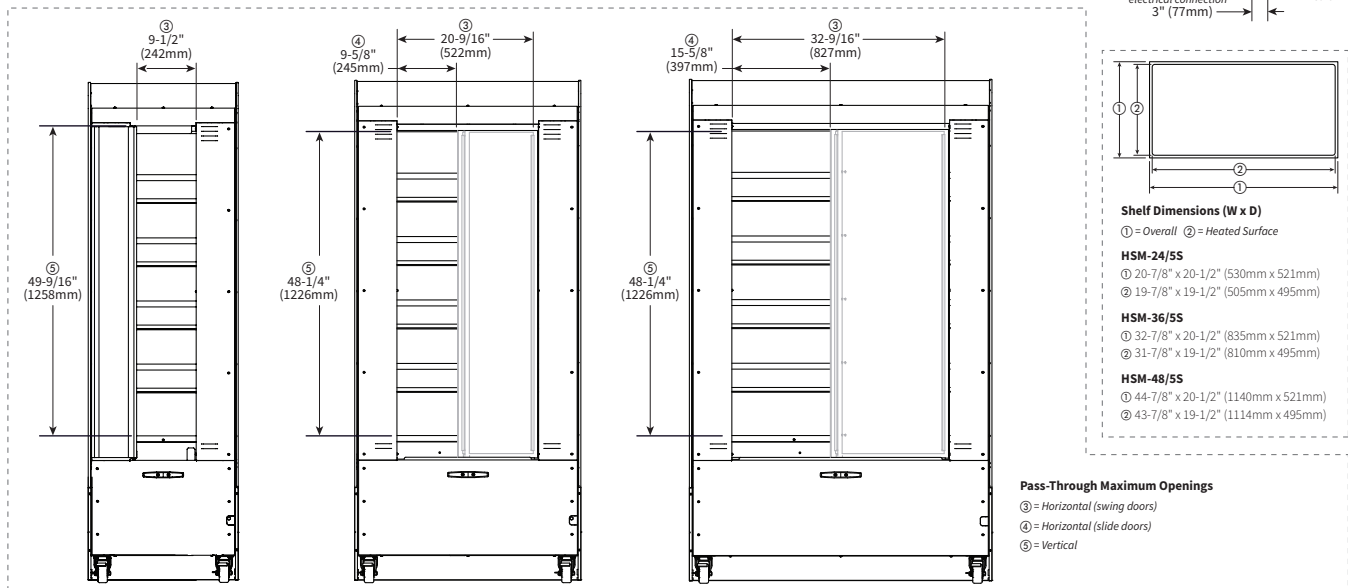
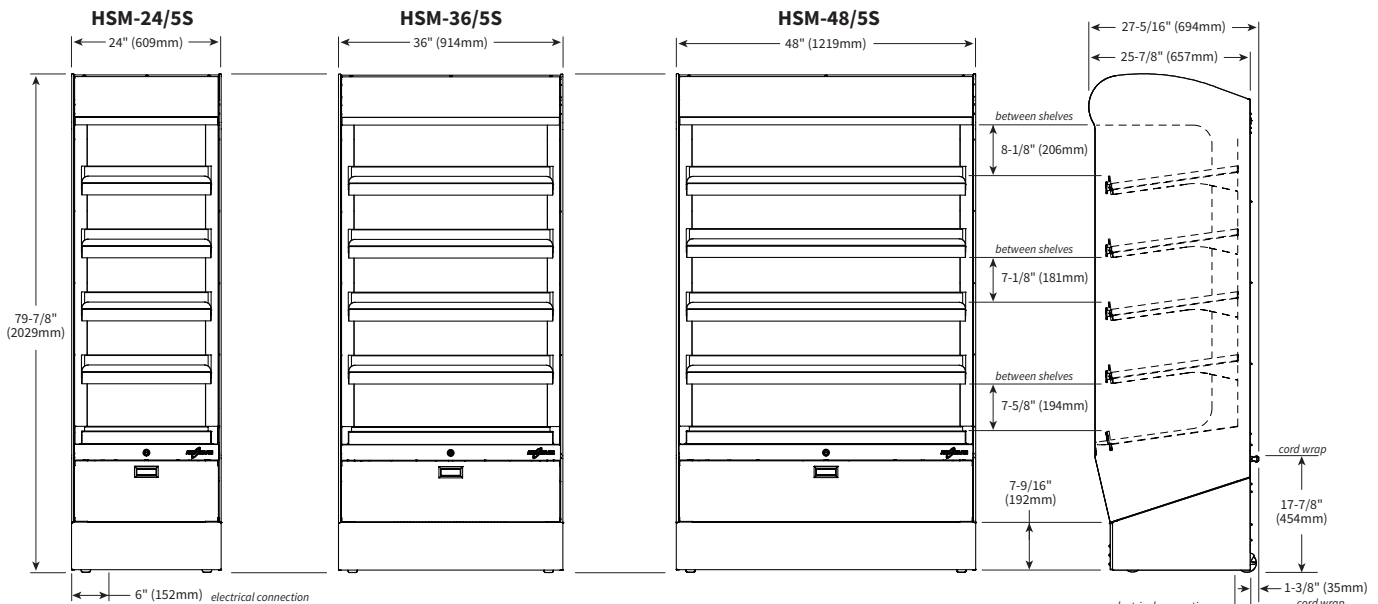
HSM-24/5S, HSM-36/5S, HSM-48/5S Without Top heat

Net Weight

HSM-24/5S 406 lb (184 kg)

HSM-36/5S 496 lb (225 kg)

HSM-48/5S 563 lb (255 kg)



Dimensions

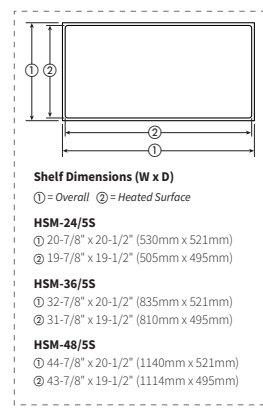
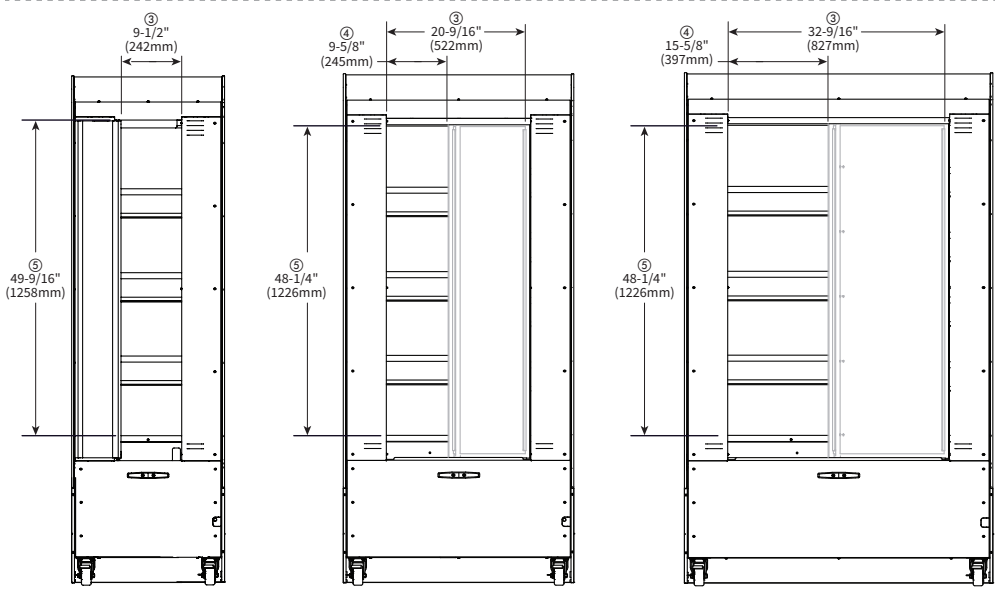
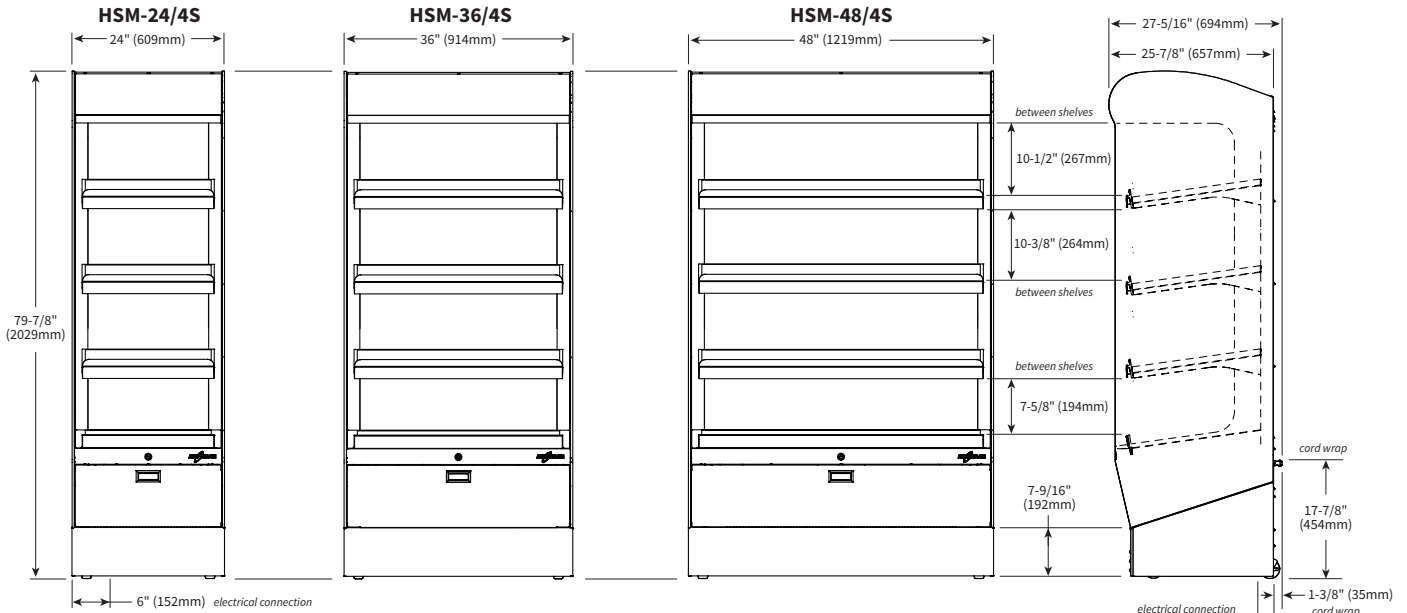
HSM-24/4S, HSM-36/4S, HSM-48/4S Without Top heat

Net Weight

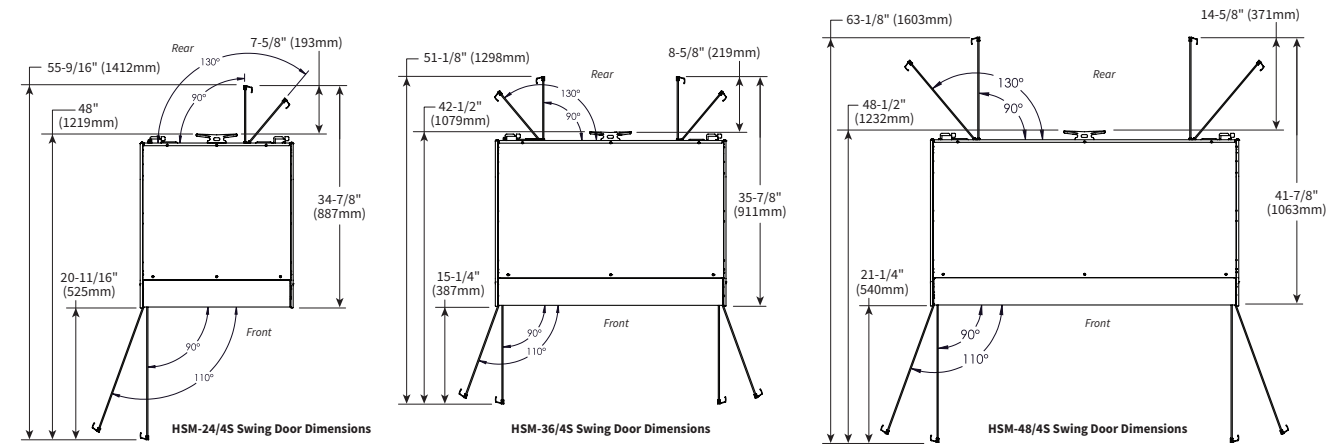
HSM-24/4S 395 lb (179 kg)

HSM-36/4S 485 lb (220 kg)

HSM-48/4S 555 lb (252 kg)



Pass-Through Maximum Openings
 ③ = Horizontal (swing doors)
 ④ = Horizontal (slide doors)
 ⑤ = Vertical

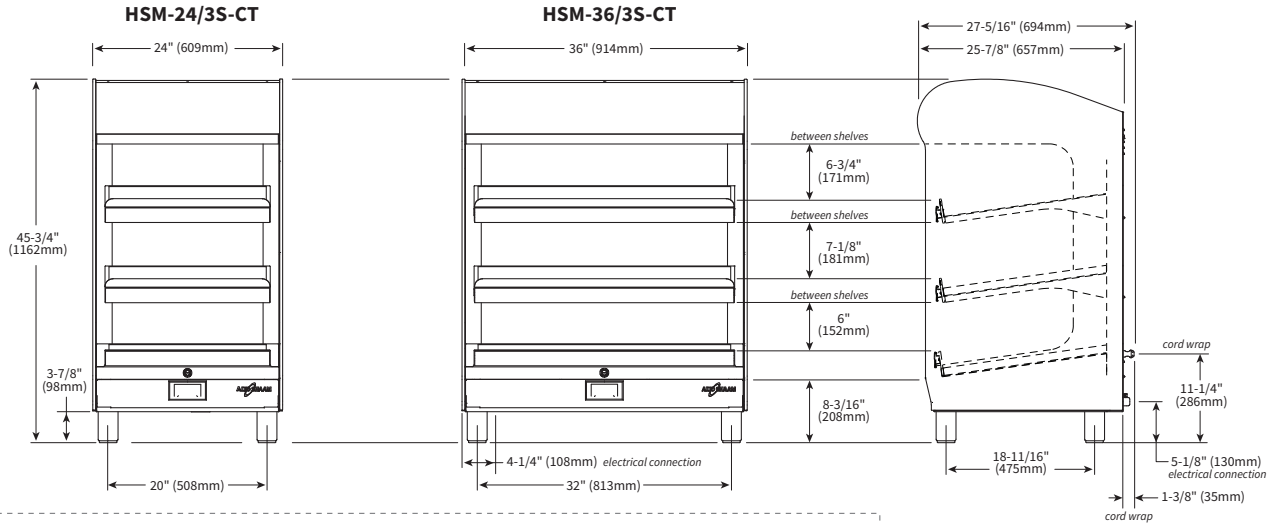


HSM-24/3S-CT, HSM-36/3S-CT Without Top heat

Net Weight

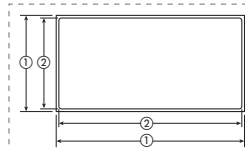
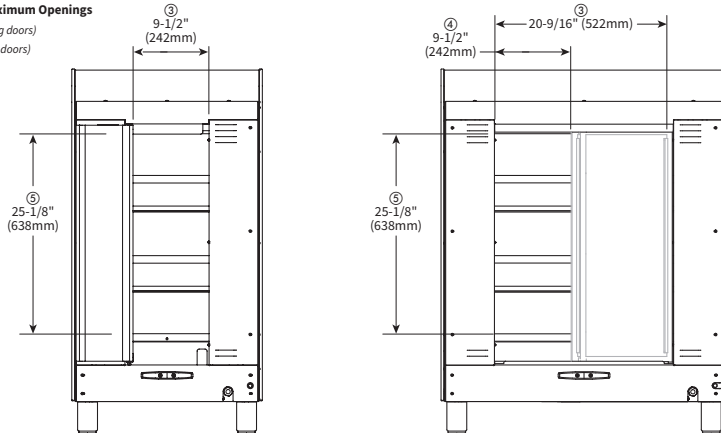
HSM-24/3S-CT 250 lb (113 kg)

HSM-36/3S-CT 311 lb (141 kg)



Pass-Through Maximum Openings

- ③ = Horizontal (swing doors)
- ④ = Horizontal (slide doors)
- ⑤ = Vertical



Shelf Dimensions (W x D)

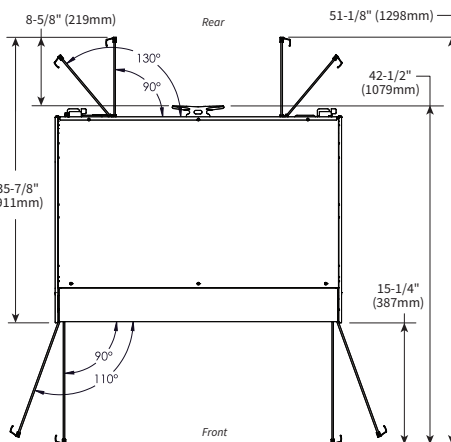
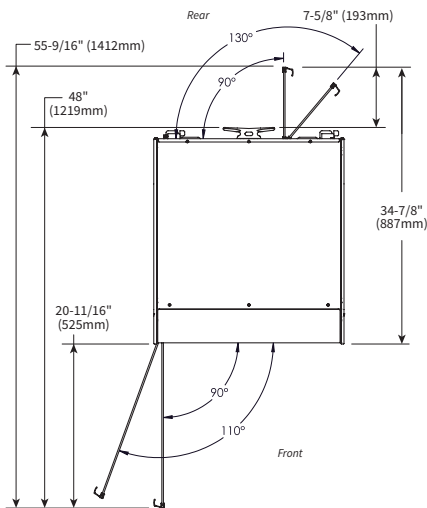
① = Overall ② = Heated Surface

HSM-24/3S-CT

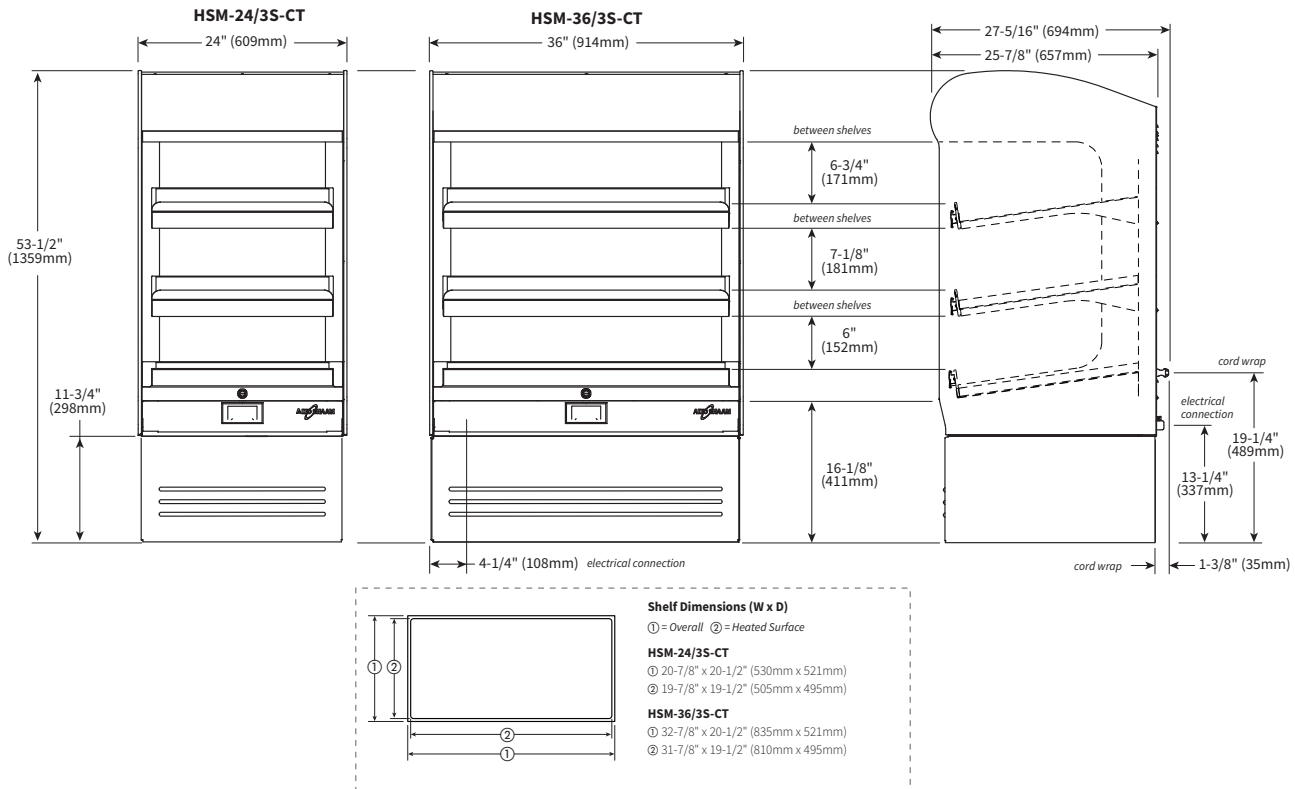
- ① 20-7/8" x 20-1/2" (530mm x 521mm)
- ② 19-7/8" x 19-1/2" (505mm x 495mm)

HSM-36/3S-CT

- ① 32-7/8" x 20-1/2" (835mm x 521mm)
- ② 31-7/8" x 19-1/2" (810mm x 495mm)



HSM-24/3S-CT, HSM-36/3S-CT with Optional Display Base Without Top heat



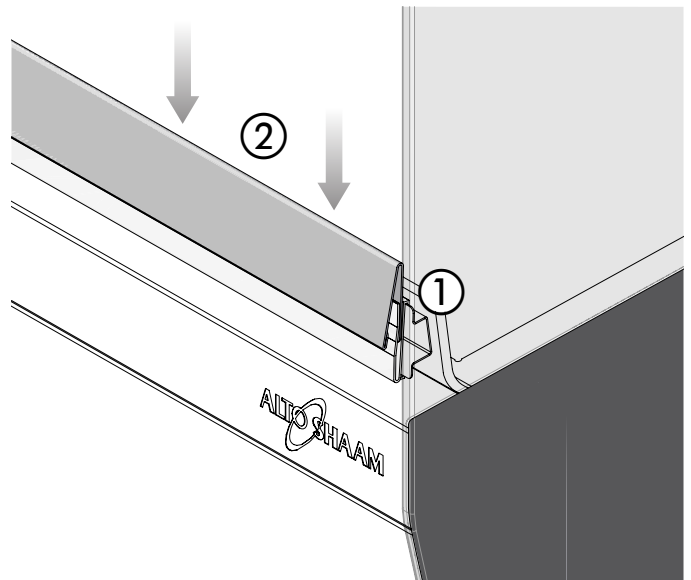
Installing the optional shelf insert for magnetic signage panels

NOTE: the optional shelf insert allows magnetic signage panels to be used on the merchandiser shelves. The insert can be removed at any time.

NOTE: magnetic signage panels must be provided by the customer.

Repeat these steps for every shelf where you want to use magnetic signage panels.

1. Open the plastic shelf guard ① slightly.
2. Slide the shelf insert ② down into the shelf guard until it sets firmly in place. Release the shelf guard.
3. Press down along the entire length of the insert to make sure it is fully seated. Make sure that the shelf guard holds the insert tightly in place.



An identification tag is permanently mounted on the cabinet. Permanent wiring or electrical outlets for this merchandiser must be installed by a licensed electrician in accordance with local, country, or national codes.

This merchandiser must be connected to a dedicated circuit: (see below)

HSM-48 — 30 Amp circuit

HSM-36 — 20 Amp circuit

HSM-36-3S/CT - 15 or 20 Amp circuit

HSM-24 — 20 Amp circuit

HSM-24-3S/CT - 15 or 20 Amp circuit

In the event of an emergency, always position the merchandiser so the power supply cord is easily accessible. Plug the unit into a properly grounded receptacle **only**. Arcing will occur when connecting or disconnecting the unit unless all controls are in the **off** position.

Hard wired models

Hard wired models must be equipped with a country certified external allpole disconnection switch with sufficient contact separation. Hard wired models that are mounted on casters must have a strain relief device (tether) to prevent strain on the power supply cord. If a power cord is used for the connection of the product an oil resistant cord like H05RN or H07RN or equivalent must be used.

NOTICE: Where local codes and CE regulatory requirements apply, appliances must be connected to an electrical circuit that is protected by an external GFCI outlet.

⚠ CAUTION



Power source must match voltage identified on appliance rating tag. The rating tag provides essential technical information required for any appliance installation, maintenance or repairs. Do not remove, damage or modify the rating tag.

⚠ WARNING



To prevent serious injury, death, or property damage:

All electrical connections must be made by a qualified and trained service technician in accordance with applicable electrical codes.



This appliance must be adequately grounded in accordance with local electrical codes or, in the absence of local codes, with the current edition of the National Electrical Code ANSI/NFPA No. 70. In Canada, all electrical connections are to be made in accordance with CSA C22.1, Canadian Electrical Code Part 1 or local codes.



CE-approved appliances include an equipotential-bonding terminal marked with the symbol shown on the left. Provisions for earthing are to be made in accordance with IEC:2010 60335-1 section 27 or local codes.




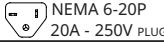
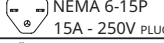
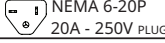




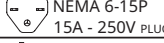
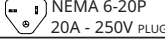



⚠ WARNING



Electrical Grounding Instructions:

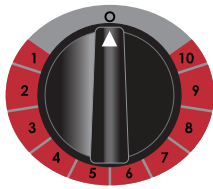
This appliance may be equipped with a three-pronged (grounding) plug for your protection against shock hazard and should be plugged directly into a properly grounded three-prong receptacle.

Do not cut or remove the grounding prong from this plug. Removing the grounding prong may result in serious injury, death or property damage.

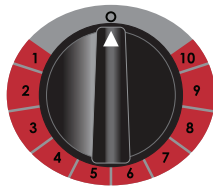
| Electrical | | | | | | | |
|--------------|-----------|----|-------|-------------|-----------|---------------------------|---|
| | V | Ph | Hz | A | kW | Dedicated Circuit Breaker | Plug Configuration |
| HSM-48/5S | 208 - 240 | 1 | 60 | 19.0 - 21.9 | 4.0 - 5.3 | 30 | cord, no plug |
| | 230 | 1 | 50/60 | 20.0 | 4.6 | 30 | cord, no plug |
| HSM-36/5S | 208 - 240 | 1 | 60 | 14.4 - 16.7 | 3.0 - 4.0 | 20 | cord, no plug |
| | 230 | 1 | 50/60 | 15.0 | 3.5 | 20 |  CEE 7/7 |
| HSM-24/5S | 208 - 240 | 1 | 60 | 10.8 - 12.5 | 2.3 - 3.0 | 20 |  NEMA 6-20P 20A - 250V PLUG |
| | 230 | 1 | 50/60 | 11.5 | 2.9 | 20 |  CEE 7/7 |
| HSM-48/4S | 208 - 240 | 1 | 60 | 15.5 - 17.9 | 3.2 - 4.3 | 30 | cord, no plug |
| HSM-36/4S | 208 - 240 | 1 | 60 | 11.6 - 13.3 | 2.4 - 3.2 | 20 | cord, no plug |
| HSM-24/4S | 208 - 240 | 1 | 60 | 8.7 - 10.0 | 1.8 - 2.4 | 20 |  NEMA 6-20P 20A - 250V PLUG |
| HSM-36/3S-CT | 208 - 240 | 1 | 60 | 8.8 - 9.2 | 1.9 - 2.5 | 20 |  NEMA 6-15P 15A - 250V PLUG  NEMA 6-20P 20A - 250V PLUG |
| | 230 | 1 | 50/60 | 9.0 | 2.1 | 20 |  CEE 7/7  CH2-16P  BS 1363 |
| HSM-24/3S-CT | 120 | 1 | 60 | 15.0 | 1.8 | 20 |  NEMA 5-20P 20A - 125V PLUG |
| | 208 - 240 | 1 | 60 | 6.5 - 7.5 | 1.4 - 1.8 | 20 |  NEMA 6-15P 15A - 250V PLUG  NEMA 6-20P 20A - 250V PLUG |
| | 230 | 1 | 50/60 | 7.0 | 1.8 | 20 |  CEE 7/7  CH2-16P  BS 1363 |

Wire diagrams are included in the literature package supplied with the merchandiser.

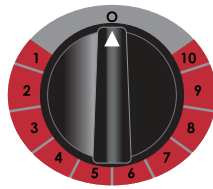
5-Shelf Control



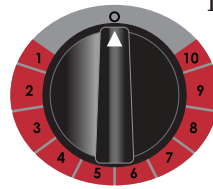
1
Bottom Shelf



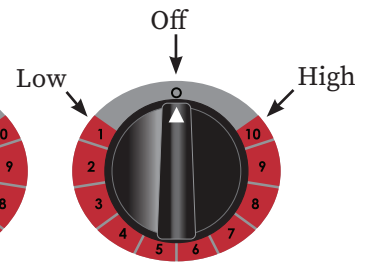
2
2nd Shelf
From Bottom



3
3rd Shelf
From Bottom

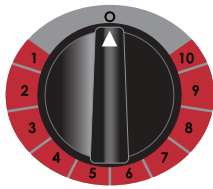


4
4th Shelf
From Bottom

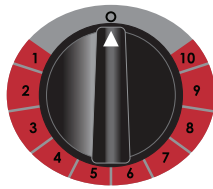


5
Top Shelf

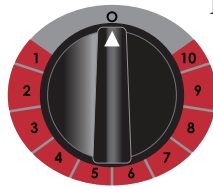
4-Shelf Control



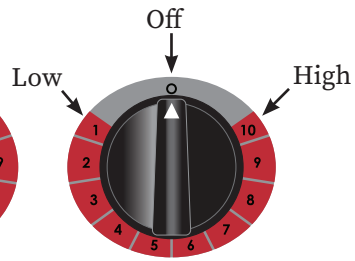
1
Bottom Shelf



2
2nd Shelf
From Bottom

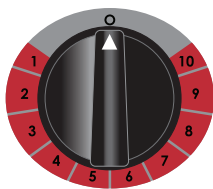


3
3rd Shelf
From Bottom

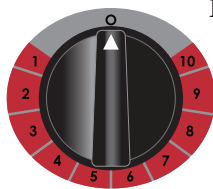


4
Top Shelf

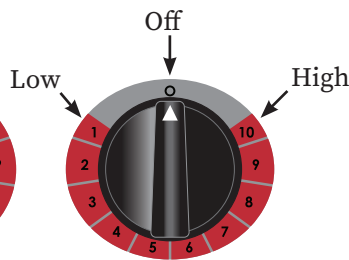
3-Shelf Control



1
Bottom Shelf



2
Middle Shelf



3
Top Shelf

CHEF TIP: Use the top shelf for the highest heat assignment, and the bottom shelf for the lowest heat assignment. The proper temperature range for the food being held depends on the food type, the packaging, and the quantity of product. Apply the first item in, first item out method to all merchandisers. Wipe spills immediately with hot water and a mild soap to minimize end-of-the-day cleanup.

User Safety Information

The multi-shelf hot food holding merchandiser has heated shelves intended to be used with pre-packaged hot food. All operators must be familiar with the purpose, limitations, and associated hazards of this merchandiser. Operating instructions and warnings must be read and understood by all operators and users.

Before Initial Use:

1. Remove all packing material from the merchandiser.
2. Remove and wash any detachable items with hot, soapy water. Dry with a clean, damp lint-free cloth.
3. Remove all visible grease or oil from the merchandiser.
4. Clean the interior and exterior of the merchandiser with a mild soap and water solution. Apply the solution with a clean, damp cloth. Do not use commercial or household cleaners that contain ammonia. Wipe with a clean, damp cloth to remove all detergent residue. Dry with a clean, lint-free cloth.
5. Clean the merchandiser glass with glass cleaner or distilled vinegar.
6. Operate the merchandiser without food for a period of 15 minutes using setting 9 to remove surface oils and any accompanying odor.

Special Instructions:

1. Do not allow liquids or food to come in direct contact with the anodized-aluminum shelves.
2. Use hand protection when handling hot items.
3. Be certain that any hot foods are in the appropriate high-temperature heat-tested containers.
4. It is recommended that plastic or paper containers be used. Pans or dishes can scratch the anodized-aluminum.
5. Do not overheat, this may cause some containers to melt.
6. Do not stack containers.

Heating Characteristics

The heated anodized-aluminum surface provides even heat transfer. Hot food in heat-tested containers are in direct contact with the anodized-aluminum top.

CAUTION

To prevent personal injury, property damage, or damage to the merchandiser:

Treat the glass with care. Glass can shatter or chip.

CAUTION



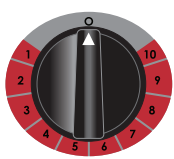
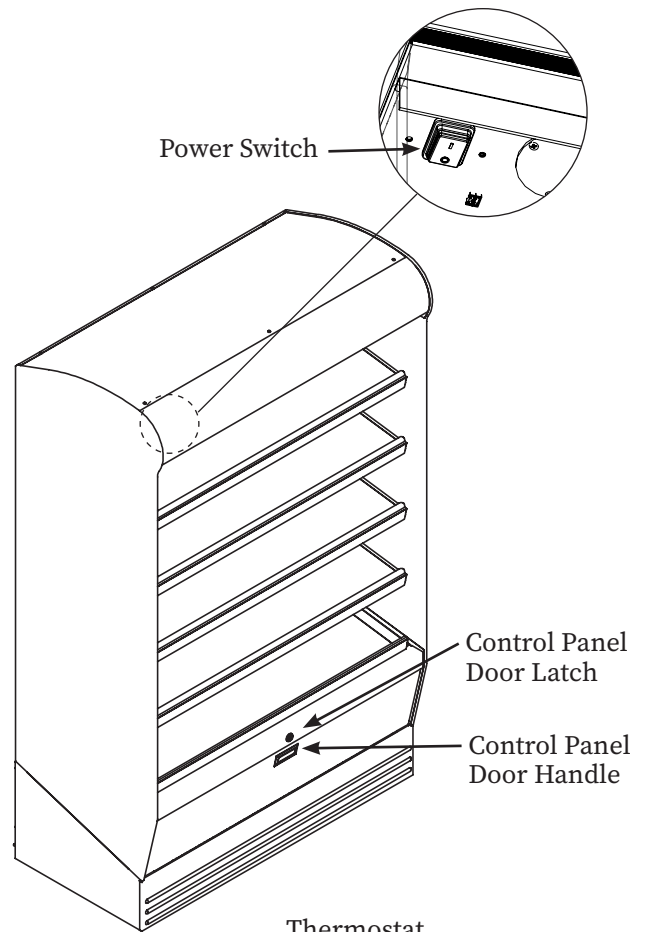
To prevent **personal injury** or **property damage**:

Always use hand protection when operating this appliance to avoid burns. Metal parts of this equipment become extremely hot when in operation.

1. Make sure the merchandiser is connected to the appropriate power source.
2. Locate the power switch below the top canopy on the left side of the merchandiser.
3. Press the power switch to the ON (I) position.
4. Turn the control panel door latch with a coin or flat head screwdriver.
5. Use the control panel door handle to pull the door open.
6. Turn the thermostat knob(s) to a predetermined number and preheat the merchandiser for 30 minutes.

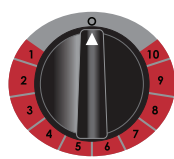
Each shelf has a thermostat control numbered from 1 to 10, with 10 being the hottest. When the thermostat is turned clockwise to the determined number, the indicator light—found above each shelf—illuminates and remains illuminated as long as the shelf is being heated.

7. Before loading food into the merchandiser, use a meat thermometer to make certain all food products have reached an internal temperature of 160°F (71°C) or higher. If any food product is not at the proper serving temperature, use a Halo Heat® cooking and holding oven or Combitherm® oven to bring the food product within the correct temperature range.
8. Load pre-packaged hot foods into the merchandiser. Periodically check the internal temperature of each food item to ensure maintenance of the proper temperature range.



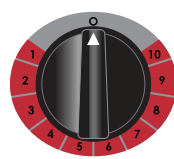
1

Bottom Shelf



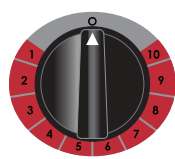
2

2nd Shelf
From Bottom



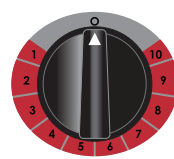
3

3rd Shelf
From Bottom



4

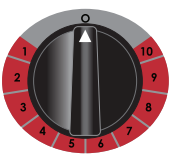
4th Shelf
From Bottom



5

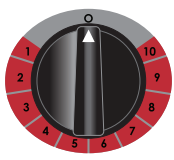
Top Shelf

Thermostat Knob(s)



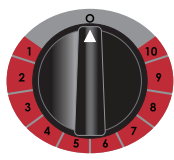
1

Bottom Shelf



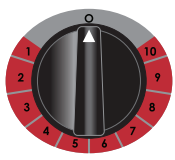
2

2nd Shelf
From Bottom



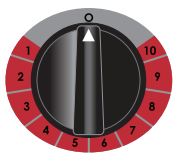
3

3rd Shelf
From Bottom



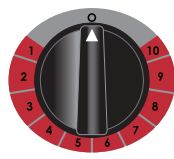
4

Top Shelf



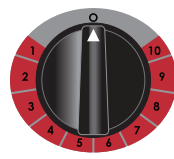
1

Bottom Shelf



2

Middle Shelf



3

Top Shelf

General Holding Guidelines

Chefs, cooks and other specialized food service personnel employ varied methods of cooking. Proper holding temperatures for a specific food product must be based on the moisture content of the product, product density, volume, and proper serving temperatures. Safe holding temperatures must also be correlated with palatability in determining the length of holding time for a specific product.

Halo Heat® maintains the maximum amount of product moisture content without the addition of water, water vapor, or steam. Maintaining maximum natural product moisture preserves the natural flavor of the product and provides a more genuine taste. In addition to product moisture retention, the gentle properties of Halo Heat maintain a consistent temperature throughout the cabinet without the necessity of a heat distribution fan, thereby preventing further moisture loss due to evaporation or dehydration.

In an enclosed holding environment, too much moisture content is a condition which can be relieved. A product achieving extremely high temperatures in preparation must be allowed to decrease in temperature before being placed in a controlled holding atmosphere. If the product is not allowed to decrease in temperature, excessive condensation will form increasing the moisture content on the outside of the product. To preserve the safety and quality of freshly cooked foods however, a maximum of 1 to 2 minutes must be the only time period allowed for the initial heat to be released from the product.

The merchandiser is equipped with a thermostat indicating a range of between 1 and 10. Use a metal-stemmed thermometer to measure the internal temperature of the food product(s) being held. Adjust the thermostat setting to achieve the best overall setting based on internal product temperature.

| Holding Temperature Range | | |
|---|-------------|-----------|
| Meat | Fahrenheit | Celsius |
| Beef Roast — Rare | 130°F | 54°C |
| Beef Roast — Med/Well Done | 155°F | 68°C |
| Beef Brisket | 160°F-175°F | 71°C-79°C |
| Corn Beef | 160°F-175°F | 71°C-79°C |
| Pastrami | 160°F-175°F | 71°C-79°C |
| Prime Rib — Rare | 130°F | 54°C |
| Steaks — Broiled/Fried | 140°F-160°F | 60°C-71°C |
| Ribs — Beef Or Pork | 160°F | 71°C |
| Veal | 160°F-175°F | 71°C-79°C |
| Ham | 160°F-175°F | 71°C-79°C |
| Pork | 160°F-175°F | 71°C-79°C |
| Lamb | 160°F-175°F | 71°C-79°C |
| Poultry | | |
| Chicken — Fried/Baked | 160°F-175°F | 71°C-79°C |
| Duck | 160°F-175°F | 71°C-79°C |
| Turkey | 160°F-175°F | 71°C-79°C |
| General | 160°F-175°F | 71°C-79°C |
| Fish/Seafood | | |
| Fish — Baked/Fried | 160°F-175°F | 71°C-79°C |
| Lobster | 160°F-175°F | 71°C-79°C |
| Shrimp — Fried | 160°F-175°F | 71°C-79°C |
| Baked Goods | | |
| Breads/Rolls | 120°F-140°F | 49°C-60°C |
| Miscellaneous | | |
| Casseroles | 160°F-175°F | 71°C-79°C |
| Dough — Proofing | 80°F-100°F | 27°C-38°C |
| Eggs — Fried | 150°F-160°F | 66°C-71°C |
| Frozen Entrees | 160°F-175°F | 71°C-79°C |
| Hors d'oeuvres | 160°F-180°F | 71°C-82°C |
| Pasta | 160°F-180°F | 71°C-82°C |
| Pizza | 160°F-180°F | 71°C-82°C |
| Potatoes | 180°F | 82°C |
| Plated Meals | 140°F-165°F | 60°C-74°C |
| Sauces | 140°F-200°F | 60°C-93°C |
| Soup | 140°F-200°F | 60°C-93°C |
| Vegetables | 160°F-175°F | 71°C-79°C |
| The holding temperatures listed are suggested guidelines only. All food holding should be based on internal product temperatures. Always follow local health (hygiene) regulations for all internal temperature requirements. | | |

Protecting Stainless Steel Surfaces



It is important to guard against corrosion in the care of stainless steel surfaces. Harsh, corrosive, or inappropriate chemicals can completely destroy the protective surface layer of stainless steel. Abrasive pads, steel wool, or metal implements will abrade surfaces causing damage to this protective coating and will eventually result in areas of corrosion. Even water, particularly hard water that contains high to moderate concentrations of chloride, will cause oxidation and pitting that result in rust and corrosion. In addition, many acidic foods spilled and left to remain on metal surfaces are contributing factors that will corrode surfaces.

Proper cleaning agents, materials, and methods are vital to maintaining the appearance and life of this appliance. Spilled foods should be removed and the area wiped as soon as possible but at the very least, a minimum of once per day. Always thoroughly rinse surfaces after using a cleaning agent and wipe standing water as quickly as possible after rinsing.

Cleaning Agents

Use non-abrasive cleaning products designed for use on stainless steel surfaces. Cleaning agents must be chloride-free compounds and must not contain quaternary salts. Never use hydrochloric acid (muriatic acid) on stainless steel surfaces. Failure to observe this precaution will void the warranty. Always use the proper cleaning agent at the manufacturer's recommended strength. Contact your local cleaning supplier for product recommendations.

Cleaning Materials

Cleaning can usually be accomplished with the proper cleaning agent and a soft, clean cloth. When more aggressive methods are needed, use a non-abrasive scouring pad on difficult areas and make certain to scrub with the visible grain of surface metal to avoid surface scratches. Never use wire brushes, metal scouring pads, or scrapers to remove food residue. Failure to observe this precaution will void the warranty.

NOTICE



To protect stainless steel surfaces, completely avoid the use of abrasive cleaning compounds, chloride based cleaners, or cleaners containing quaternary salts. **Never** use hydrochloric acid (muriatic acid) on stainless steel. **Never** use wire brushes, metal scouring pads or scrapers.

! WARNING

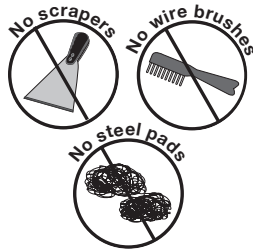


To prevent **serious personal injury, death, or property damage:**

The appliance must be cleaned thoroughly to avoid deposits of grease and or food residue inside the appliance that may catch fire. If fat deposits and/or food waste inside the appliance ignite, shut down the appliance immediately and keep the appliance door closed to extinguish the fire. If further extinguishing is required, disconnect the appliance from the main power and call the fire department. Failure to clean the appliance properly voids the warranty and relieves Alto-Shaam of all liability.

How to Clean the Merchandiser.

1. Press the On/Off switch to the OFF (O) position. Disconnect the merchandiser from the power source. Allow the merchandiser to cool.
2. Remove, cover or wrap, and store food product under refrigeration.
3. Clean the exterior of the merchandiser with a mild soap and water solution. Apply the solution with a clean, damp cloth. Do not use commercial or household cleaners that contain ammonia. Wipe with a clean, damp cloth to remove all detergent residue. Dry with a clean, lint-free cloth. Clean the exterior of the cabinet with a cleaner recommended for stainless steel surfaces to maintain the protective film coating on any polished stainless steel.
4. Clean the anodized-aluminum shelves and other interior components with a mild soap and hot water.
5. Spray heavily-soiled areas with a water-soluble degreaser and let stand for 10 minutes, then remove the soil with a plastic scouring pad.
6. Clean the control panel, vents, handles, and gaskets thoroughly since these areas harbor food debris.



NOTICE: Never use of abrasive cleaning compounds, chloride based cleaners, or cleaners containing quaternary salts.

Never use hydrochloric acid (muriatic acid) on stainless steel.

7. Wipe the interior surfaces with a sanitizing solution after cleaning and rinsing. This solution must be approved for use on food contact surfaces.
8. Clean the merchandiser glass with glass cleaner or distilled vinegar.

Always follow appropriate state or local health (hygiene) regulations regarding all applicable cleaning and sanitation requirements for foodservice equipment.

WARNING



To prevent serious personal injury, death, or property damage:

Do not steam clean, hose down or flood the interior or exterior with water or liquid solution of any kind. **Do not** use water jet to clean. Failure to observe this precaution will void the warranty.

WARNING



Electric shock hazard.

Perform lockout/tagout procedures before cleaning or servicing this appliance.

Food flavor and aroma are usually so closely related that it is difficult, if not impossible, to separate them. There is also an important, inseparable relationship between cleanliness and food flavor. Cleanliness, operating efficiency, and appearance of equipment contribute considerably to savory, appetizing foods.

Most food imparts its own particular aroma and many foods also absorb existing odors. Unfortunately, during this absorption there is not a distinction between good and bad odors. The majority of objectionable flavors and odors troubling food service operations are caused by bacteria growth. Sourness, rancidity, mustiness, stale or other undesirable flavors are usually the result of germ activity.

The easiest way to ensure full, natural food flavor is through comprehensive cleanliness. This means good control of both visible soil (dirt) and invisible soil (germs). A thorough approach to sanitation will provide essential cleanliness. It will ensure an attractive appearance of equipment, along with maximum efficiency and utility. More importantly, a good sanitation program provides one of the key elements in the prevention of food-borne illnesses.

A comprehensive sanitation program should focus on the training of staff in basic sanitation procedures. This includes personal hygiene, proper handling of raw foods, cooking to a safe internal product temperature, and the routine monitoring of internal food temperatures from the time the food is received through the time the food is served.

A controlled holding environment for prepared foods is just one of the important factors involved in the prevention of food-borne illnesses. Temperature monitoring and control during receiving, storage, preparation, and the service of foods are of equal importance.

The most accurate method of measuring safe temperatures of both hot and cold foods is by internal product temperature. A thermometer is an effective tool for this purpose, and should be routinely used on all products that require holding at a specific temperature.

| Internal Food Product Temperatures | | |
|---|----------------|----------------|
| Hot Foods | | |
| Danger Zone | 40°F to 140°F | 4°C to 60°C |
| Critical Zone | 70°F to 120°F | 21°C to 49°C |
| Safe Zone | 140°F to 165°F | 60°C to 74°C |
| Cold Foods | | |
| Danger Zone | Above 40°F | Above 4°C |
| Safe Zone | 36°F to 40°F | 2°C to 4°C |
| Frozen Foods | | |
| Danger Zone | Above 32°F | Above 0°C |
| Critical Zone | 0°F to 32°F | -18°C to 0°C |
| Safe Zone | 0°F or Below | -18°C or Below |

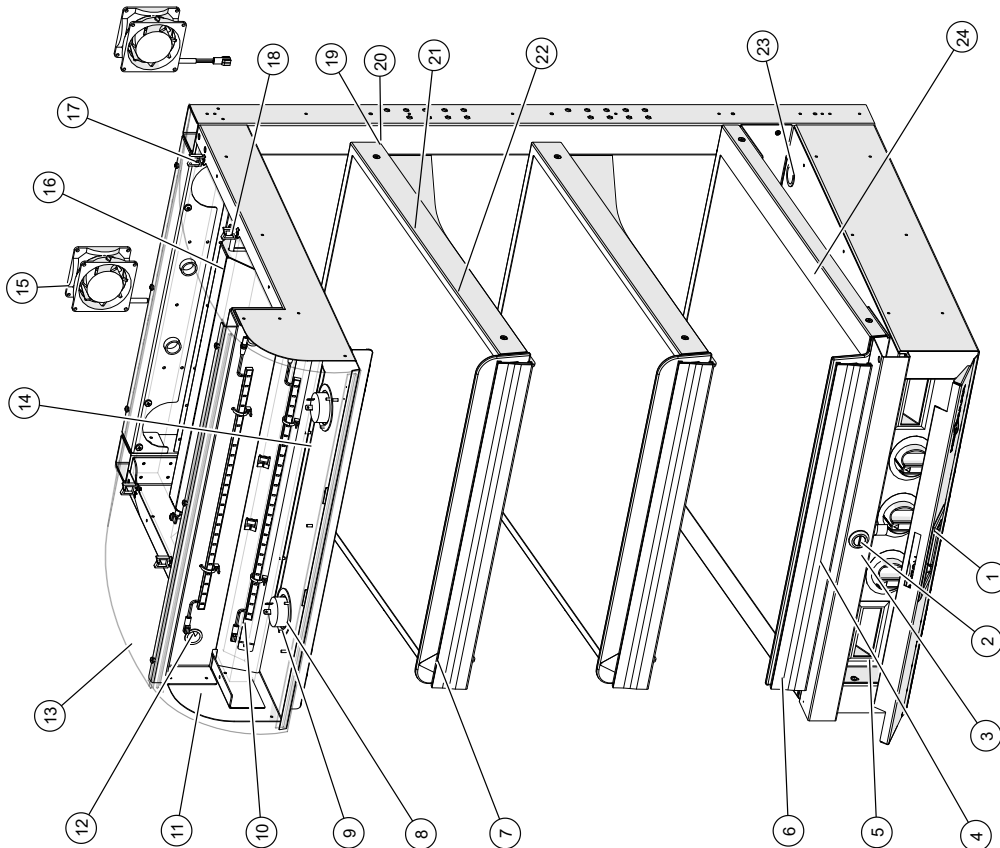
Hazard Analysis (at) Critical Control Points (HACCP), is a quality control program of operating procedures to assure food integrity, quality, and safety. Taking steps necessary to augment food safety practices is both cost effective and relatively simple. Additional HACCP information is available by contacting:

Center for Food Safety and Applied Nutrition
 Food and Drug Administration
 Phone: 1-888-SAFEFOOD
www.foodsafety.gov

Parts for Top Heat Models

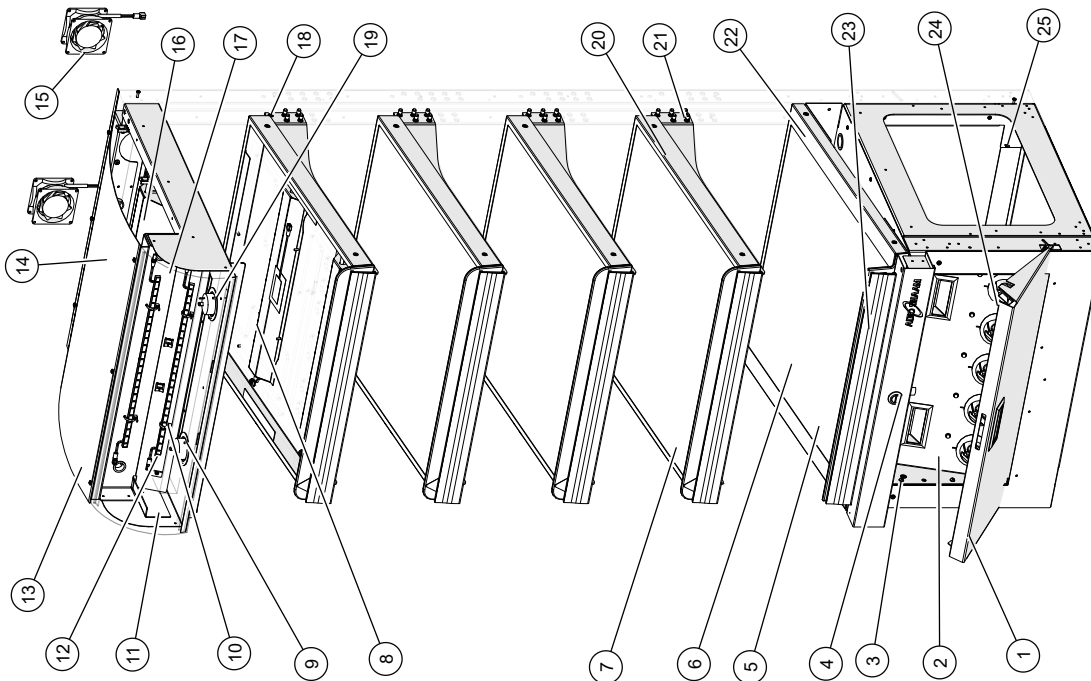
Core Package, HSM-24/3S/T

| ID | Part No. | Description |
|----|----------|--------------------------------|
| 1 | SC-22271 | SCREW,M4x0.7X6MM PAN |
| 2 | LT-38488 | LATCH, QUARTERTURN, SLOTTED,SS |
| 3 | CL-37245 | CLIP, LIGHT MOUNTING XYZ |
| 4 | 5022839R | KIT, LOWER GUARD, LEXAN |
| 5 | 5032996 | CONTROL COMPONENTS ASSY |
| 6 | 1022864 | BRACKET, GUARD STANDOFF |
| 7 | SC-23141 | SCREW,M4x0.7X14MM FLAT |
| 8 | LP-37100 | LAMP, LED, 12V |
| 9 | SC-23102 | SCREW,M3x0.5X10MM FLAT |
| 10 | SW-36714 | SWITCH,ROCKER,20A@120V |
| 11 | GD-46875 | GUARD, CLEAR EXTRUSION, 24W |
| 12 | BU-3007 | 7/8" SNAP BUSHING, BLACK |
| 13 | 1033849 | PANEL, COVER, TOP |
| 14 | BU-3419 | 3/8" BLACK HOLE BUSHING |
| 15 | 5020770 | 3" BOX FAN, CONNECTORS, 240V |
| 16 | 1035845 | REFLECTOR, BONNET, TOP HEAT |
| 17 | SC-22766 | SCREW,M5x0.8X10MM PAN |
| 18 | TI-35719 | PUSH IN WIRE RETAINER |
| 19 | WS-22295 | WASHER, FLAT M5 S/S |
| 20 | SC-38830 | SCREW,M5x0.8X20MM HEX |
| 21 | SC-2070 | SCREW, 10-32 X 1/2" PAN |
| 22 | 5032620 | SHELF,HEATED,C-STORE,ASSEMBLY |
| 23 | BU-3378 | 1 1/8" SNAP BUSHING |
| 24 | 5032621R | SHELF,BASE,ASSEMBLY,TOP HEAT |



Core Package, HSM-24/5S/T

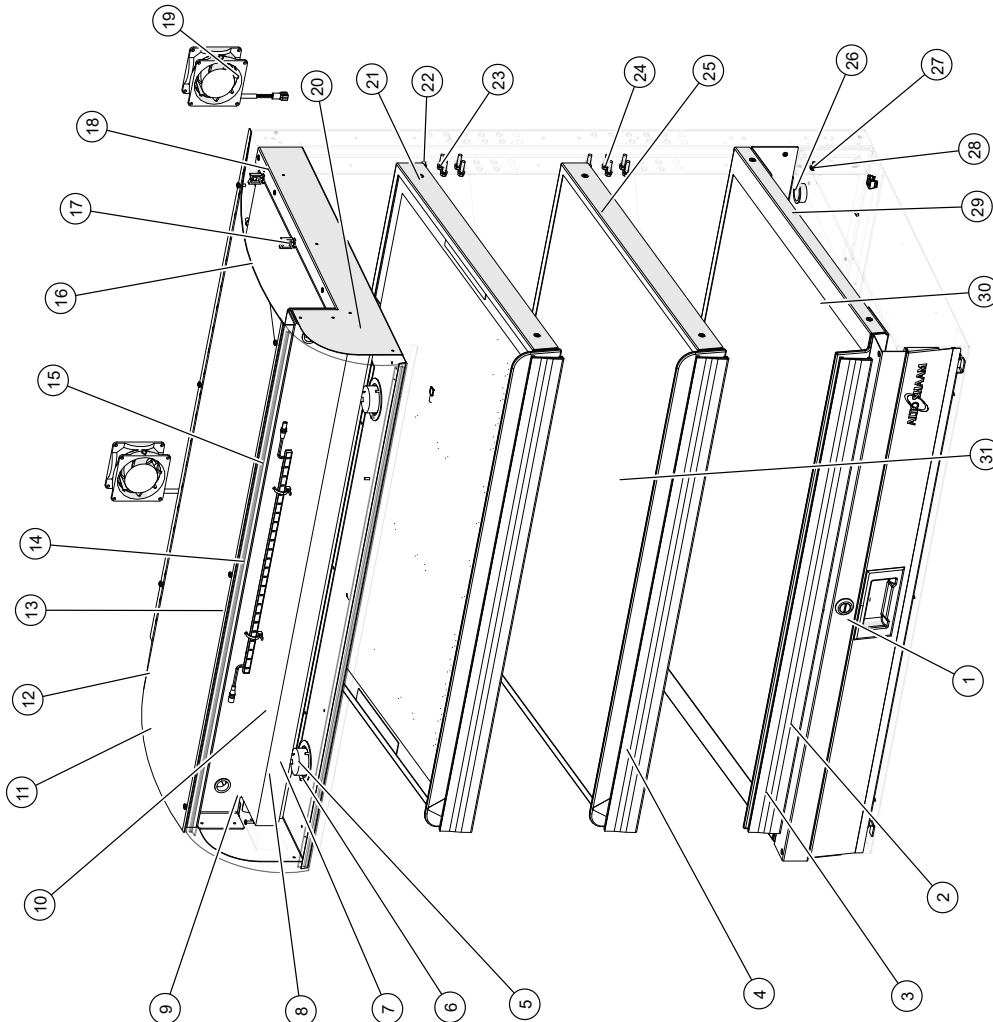
| ID | Part No. | Description |
|----|----------|---------------------------------------|
| 1 | 5021878 | CONTROL PANEL COVER ASSY |
| 2 | 5032718 | 5 CONTROL ASSY, HSM-24/5S |
| 3 | SC-37701 | SCREW, M4 X 8MM SEMS |
| 4 | LT-38488 | LATCH, QUARTERTURN, SLOTTED,SS |
| 5 | 5032621 | SHELF,BASE,ASSEMBLY,TOP HEAT |
| 6 | BU-3378 | 1 1/8" SNAP BUSHING |
| 7 | 5032620 | SHELF,HEATED,C-STORE,ASSEMBLY |
| 8 | WS-39333 | WASHER,CONICAL, SPRING LOCK, |
| 9 | SC-23102 | SCREW,M3x0.5X10MM FLAT |
| 10 | LI-35742 | LIGHT, LED BAR, 2700K WARM WHITE, 16" |
| 11 | GD-46875 | GUARD, CLEAR EXTRUSION, 24W |
| 12 | SW-36714 | SWITCH,ROCKER,20A@120V, |
| 13 | 1033849 | PANEL, COVER, TOP |
| 14 | BU-3007 | 7/8" SNAP BUSHING, BLACK |
| 15 | 5020770 | 3" BOX FAN, CONNECTORS, 240V |
| 16 | EL-47361 | ELEMENT, CALROD, 250W 240V |
| 17 | 5032625 | LED, MOUNT, ASSEMBLY, TOP HEAT |
| 18 | SC-38830 | SCREW,M5x0.8X20MM HEX |
| 19 | LP-37100 | LAMP, LED, 12V |
| 20 | SC-22273 | SCREW,M4x0.7X10MM PAN |
| 21 | WS-22295 | WASHER, FLAT M5 S/S |
| 22 | BU-3419 | 3/8" BLACK HOLE BUSHING |
| 23 | SC-22271 | SCREW,M4x0.7X6MM PAN |
| 24 | BU-3013 | BUSHING,SNAP,1 1/2" |
| 25 | NU-36319 | NUT, M4, KEPS, ZINC PLATED |



Parts for Top Heat Models

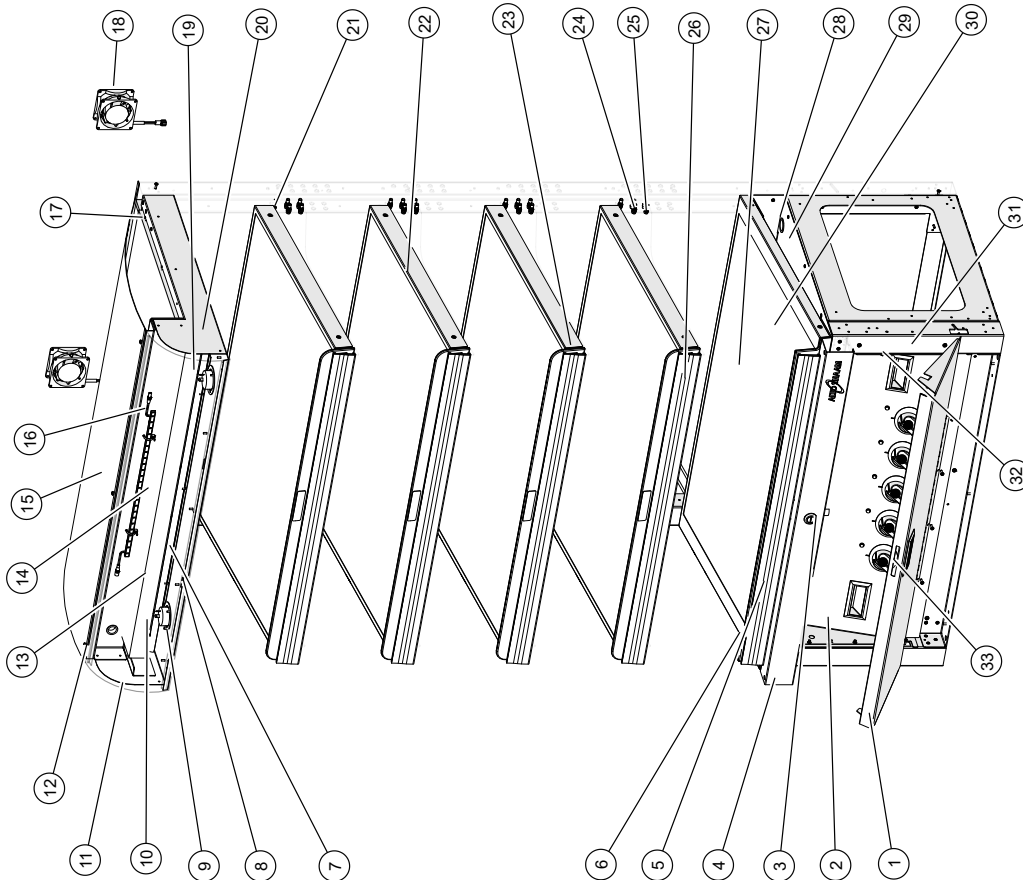
Core Package, HSM-36/3S/T

| ID | Part No. | Description |
|----|----------|--------------------------------|
| 1 | LT-38488 | LATCH, QUARTERTURN, SLOTTED,SS |
| 2 | 1022493 | BRACKET, GUARD STANDOFF |
| 3 | SC-22271 | SCREW,M4x0.7X6MM PAN |
| 4 | 5022749R | KIT, LOWER GUARD, LEXAN |
| 5 | LP-37100 | LAMP, LED, 12V |
| 6 | SC-23102 | SCREW,M3x0.5X10MM FLAT |
| 7 | SC-22378 | 8-32 X 3/8" TRUSS HEAD SCREW |
| 8 | SW-36714 | SWITCH,ROCKER,20A@120V. |
| 9 | 5030237 | GUARD, CLEAR EXTRUSION, 36W |
| 10 | 1034658 | REFLECTOR, SM, BONNET,TOP HEAT |
| 11 | SC-22766 | SCREW,M5x0.8X10MM PAN |
| 12 | 1033850 | PANEL, COVER, TOP |
| 13 | 1035500 | INSULATION, SHELF, TOP HEAT |
| 14 | EL-47199 | ELEMENT, CALROD, 250W 240V |
| 15 | 1035045 | REFLECTOR, BONNET, TOP HEAT |
| 16 | BU-3007 | 7/8" SNAP BUSHING, BLACK |
| 17 | CL-38422 | PUSH IN WIRE RETAINER |
| 18 | RI-27108 | RIVET, SEALED |
| 19 | 5020770 | 3" BOX FAN, CONNECTORS, 240V |
| 20 | SC-2070 | SCREW, 10-32 X 1/2" PAN |
| 21 | SC-23141 | SCREW,M4x0.7X14MM FLAT |
| 22 | SC-38830 | SCREW,M5x0.8X20MM HEX |
| 23 | WS-22295 | WASHER, FLAT M5 S/S |
| 24 | WS-39333 | WASHER, CONICAL, SPRING LOCK, |
| 25 | WS-22301 | WASHER, M5 SPLIT LOCK |
| 26 | BU-3378 | 1 1/8" SNAP BUSHING |
| 27 | WS-22294 | WASHER, FLAT M4 18-8 S/S |
| 28 | WS-22300 | WASHER, M4 SPLIT LOCK |
| 29 | SC-22273 | SCREW,M4x0.7X10MM PAN |
| 30 | 5032611R | SHELF,BASE,ASSEMBLY,TOP HEAT |
| 31 | 5031816 | SHELF,HEATED,C-STORE,ASSEMBLY |



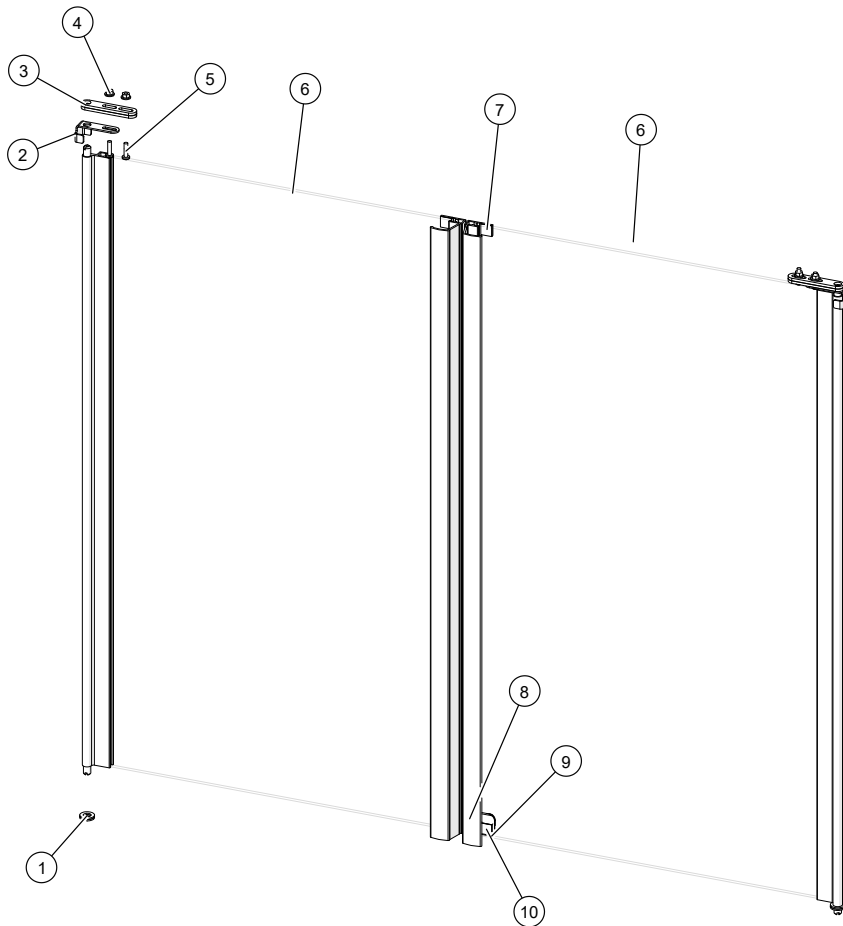
Core Package, HSM-36/5S/T

| ID | Part No. | Description |
|----|----------|--------------------------------|
| 1 | 5022274R | CONTROL PANEL COVER ASSY |
| 2 | 5032720 | 5 CONTROL ASSEMBLY |
| 3 | LT-38488 | LATCH, QUARTERTURN, SLOTTED,SS |
| 4 | 1035917 | PANEL, ANGLE BASE |
| 5 | SC-22271 | SCREW,M4X0.7X6MM PAN |
| 6 | 5032611R | SHELF,BASE,ASSEMBLY,TOP HEAT |
| 7 | EL-47199 | ELEMENT, CALROD, 250W 240V |
| 8 | 1033273 | TAB, PLASTIC GUARD CONSTRAINT |
| 9 | LP-37100 | LAMP, LED, 12V |
| 10 | SW-36714 | SWITCH,ROCKER,20A@120V. |
| 11 | SC-23102 | SCREW,M3X0.5X10MM FLAT |
| 12 | SC-22273 | SCREW,M4X0.7X10MM PAN |
| 13 | 1034658 | REFLECTOR, SM, BONNET TOP HEAT |
| 14 | 5031898 | LED, MOUNT, ASSEMBLY, TOP HEAT |
| 15 | 5030237 | KIT, FIELD INSTALL, PANEL |
| 16 | 1035045 | REFLECTOR, BONNET, TOP HEAT |
| 17 | SC-22766 | SCREW,M5X0.8X10MM PAN |
| 18 | 5020770R | 3" BOX FAN, CONNECTORS, 240V |
| 19 | RI-38125 | RIVET,SEALED.,125" |
| 20 | SC-2070 | SCREW, 10-32 X 1/2" PAN |
| 21 | WS-39333 | WASHER,CONICAL, SPRING LOCK, |
| 22 | 5031816 | SHELF,HEATED,C-STORE,ASSEMBLY |
| 23 | WS-22301 | WASHER, M5 SPLIT LOCK |
| 24 | SC-38830 | SCREW,M5X0.8X20MM HEX |
| 25 | WS-22295 | WASHER, FLAT M5 S/S |
| 26 | 5022749R | KIT, LOWER GUARD, LEXAN |
| 27 | 1035918 | PANEL, ANGLE BASE REAR |
| 28 | BU-3378 | 1 1/8" SNAP BUSHING |
| 29 | BU-3007 | 7/8" SNAP BUSHING, BLACK |
| 30 | RI-27108 | RIVET, SEALED |
| 31 | NU-36319 | NUT, M4, KEPS, ZINC PLATED |
| 32 | SC-36459 | SCREW,SHLDR,M5,SLOT |
| 33 | BU-3013 | BUSHING,SNAP,1, 1/2" |



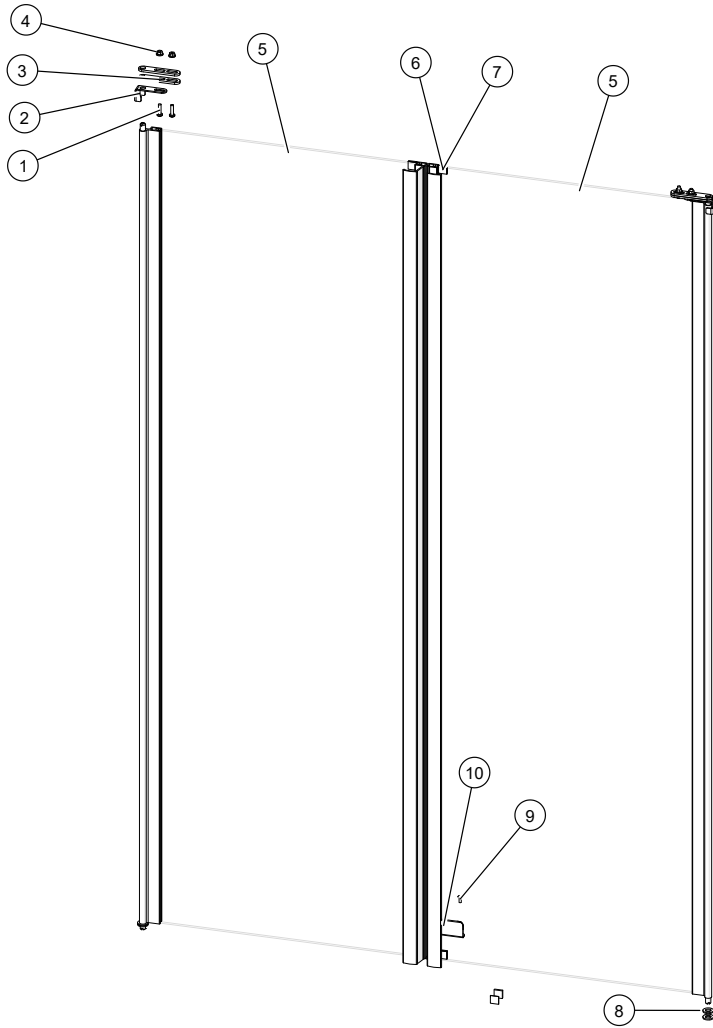
Parts for Top Heat Models

Front Door Package, HSM-36/3S/T



| ID | Part No. | Description |
|----|-----------|---|
| 1 | WS-22298 | WASHER, M8, 18-8 |
| 2 | 1024721 | STOP, DOOR, FRONT |
| 3 | 1016925 | DOOR HINGE PIN |
| 4 | NU-39180 | NUT, M4-0.7 HEX FLG-SERR CL8 SS |
| 5 | SC-38240 | SCREW, M4x0.7X16MM PAN |
| 6 | DR-39027 | DOOR, SWINGING, FRONT |
| 7 | MA-39313 | MAGNET, 0.5" X 0.5" X 0.1" |
| 8 | 1023343 | BRACKET, MAGNET PLATE, REAR |
| 9 | RI-38125 | RIVET, SEALED, .125" |
| 10 | TA-24637 | TAPE, TWO SIDED, VHB, 0.5" L |
| 11 | 9535 | DRILL BIT, #30 DOUBLE END (not shown) |
| 12 | SRV-20155 | SERVICE DOC, HSM FRONT DOOR (not shown) |

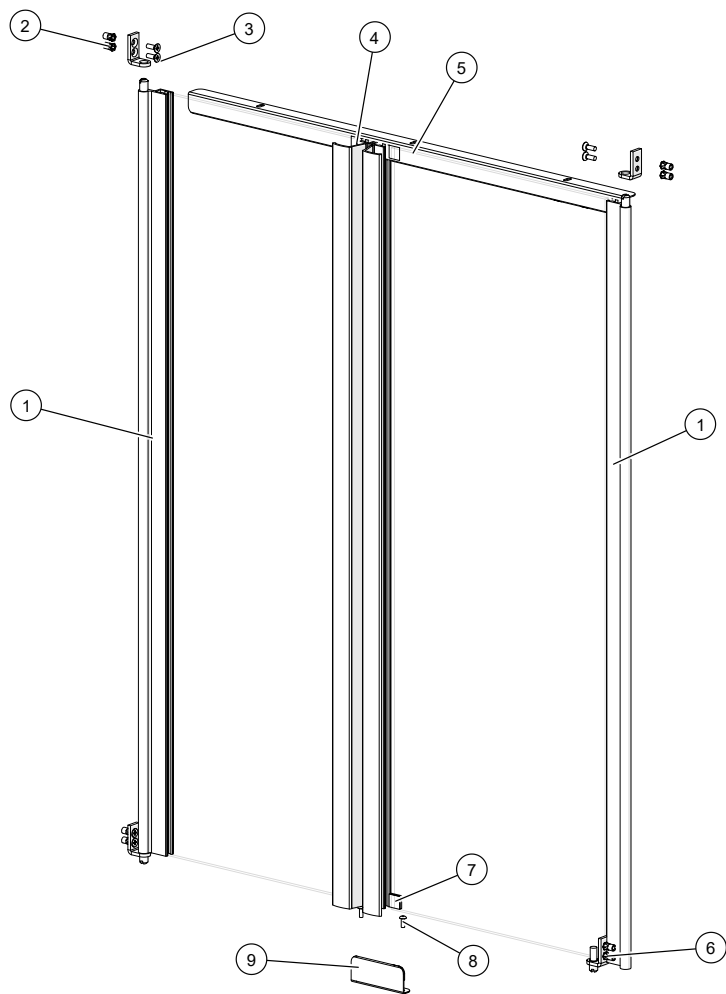
Front Door Package, HSM-36/5S/T



| ID | Part No. | Description |
|----|-----------|---|
| 1 | SC-38240 | SCREW,M4x0.7X16MM PAN |
| 2 | 1024721 | STOP, DOOR, FRONT |
| 3 | 1016925 | DOOR HINGE PIN |
| 4 | NU-39180 | NUT,M4-0.7 HEX FLG-SERR CL8 SS |
| 5 | DR-39035 | DOOR, SWINGING, FRONT |
| 6 | MA-39313 | MAGNET, 0.5" X 0.5" X 0.1" |
| 7 | TA-24637 | TAPE, TWO SIDED, VHB, 0.5" L |
| 8 | WS-22298 | WASHER, M8, 18-8 |
| 9 | RI-38125 | RIVET, SEALED, .125" |
| 10 | 1023343 | BRACKET, MAGNET PLATE, REAR |
| 11 | 9535 | DRILL BIT, #30, DOUBLE END (not shown) |
| 12 | SRV-20155 | SERVICE DOC, HSM FRONT DOOR (not shown) |

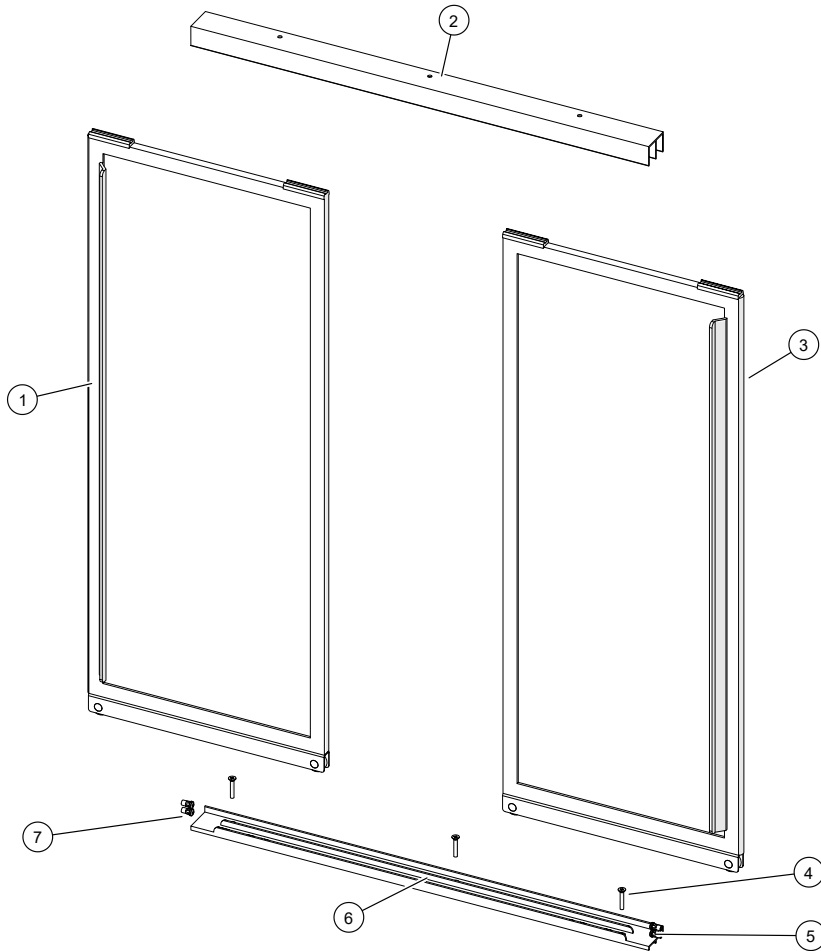
Parts for Top Heat Models

Rear Swinging Door Package, HSM-36/3S/T



| ID | Part No. | Description |
|----|----------|-----------------------------|
| 1 | DR-39040 | DOOR, SWINGING, REAR |
| 2 | NU-26866 | NUT, HEX INSERT M4 |
| 3 | SC-23141 | SCREW,M4x0.7X14MM FLAT |
| 4 | TA-24637 | TAPE,TWO SIDED,VHB,0.5" L |
| 5 | 1023966 | PLATE, MAGNET, REAR, TOP |
| 6 | SC-23141 | SCREW,M4x0.7X14MM FLAT |
| 7 | MA-39313 | MAGNET, 0.5" X 0.5" X 0.1" |
| 8 | RI-38125 | RIVET,SEALED,.125" |
| 9 | 1023343 | BRACKET, MAGNET PLATE, REAR |

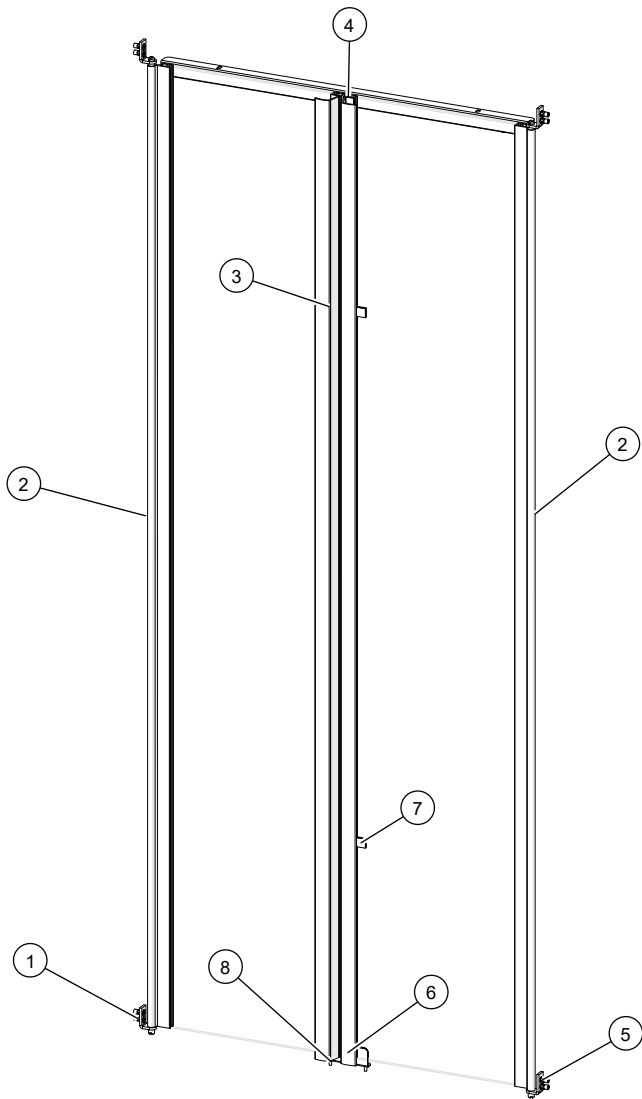
Rear Sliding Door Package, HSM-36/3S/T



| ID | Part No. | Description |
|----|----------|---------------------------|
| 1 | DR-39048 | DOOR, LEFT, SLIDING |
| 2 | TK-39045 | TRACK, TOP, SLIDE DOOR |
| 3 | DR-39047 | DOOR, RIGHT, SLIDING |
| 4 | SC-28263 | SCREW, M4x0.7X25MM FLAT |
| 5 | SC-22273 | SCREW, M4x0.7X10MM PAN |
| 6 | TK-39046 | TRACK, BOTTOM, SLIDE DOOR |
| 7 | NU-26866 | NUT, HEX INSERT M4 |

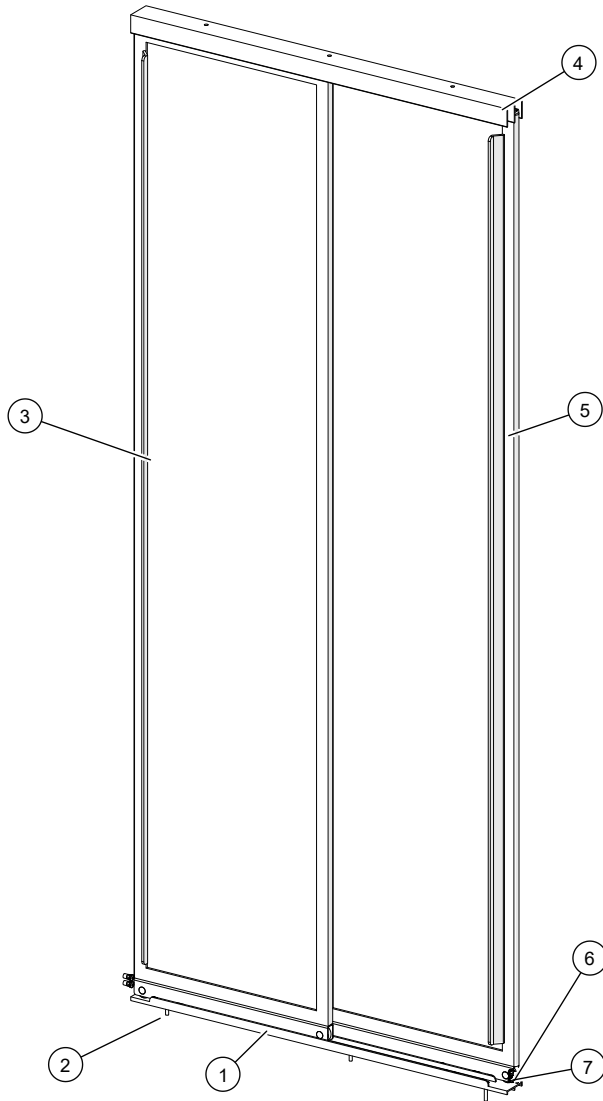
Parts for Top Heat Models

Rear Swinging Door Package, HSM-36/5S/T



| ID | Part No. | Description |
|----|----------|------------------------------|
| 1 | NU-26866 | NUT, HEX INSERT M4 |
| 2 | DR-39036 | DOOR, SWINGING, REAR |
| 3 | MA-39313 | MAGNET, 0.5" X 0.5" X 0.1" |
| 4 | 1023966 | PLATE, MAGNET, REAR, TOP |
| 5 | SC-23141 | SCREW, M4x0.7X14MM FLAT |
| 6 | 1023343 | BRACKET, MAGNET PLATE, REAR |
| 7 | TA-24637 | TAPE, TWO SIDED, VHB, 0.5" L |
| 8 | RI-38125 | RIVET, SEALED, .125" |

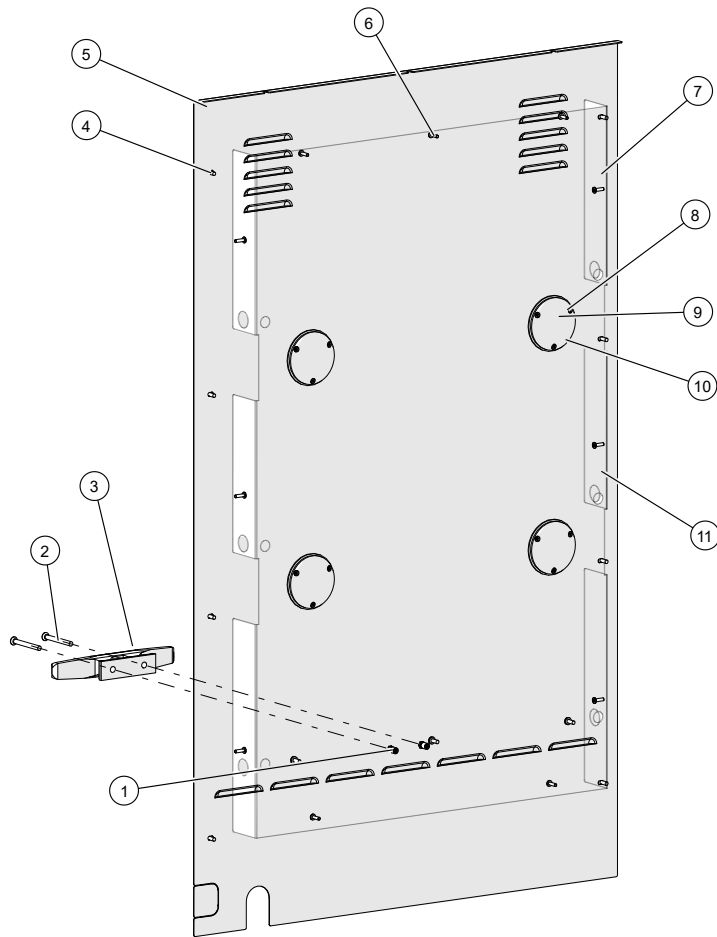
Rear Sliding Door Package, HSM-36/5S/T



| ID | Part No. | Description |
|----|----------|---------------------------|
| 1 | TK-39046 | TRACK, BOTTOM, SLIDE DOOR |
| 2 | SC-28263 | SCREW,M4x0.7X25MM FLAT |
| 3 | DR-39044 | DOOR, LEFT, SLIDING |
| 4 | TK-39045 | TRACK, TOP, SLIDE DOOR |
| 5 | DR-39043 | DOOR, RIGHT, SLIDING |
| 6 | NU-26866 | NUT, HEX INSERT M4 |
| 7 | SC-22273 | SCREW,M4x0.7X10MM PAN |

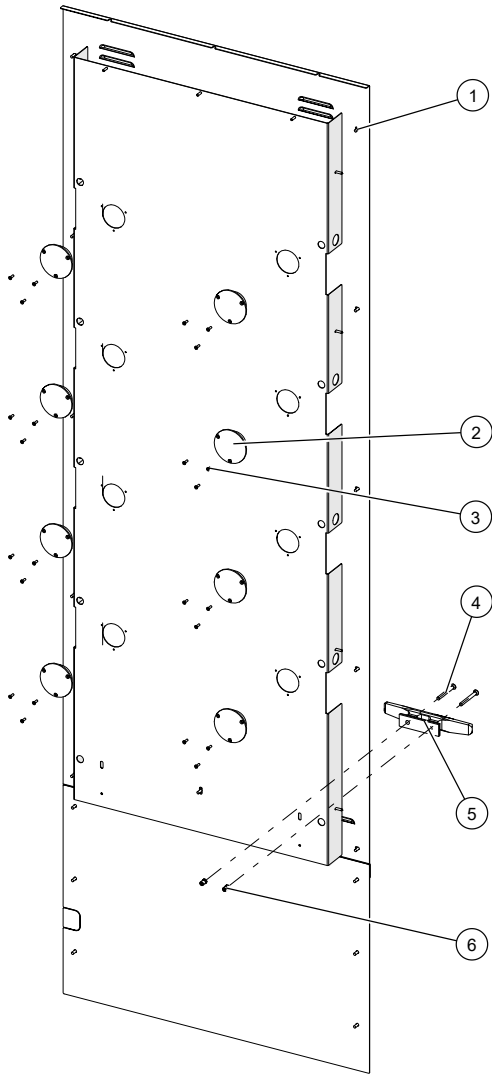
Parts for Top Heat Models

Reach-In Package, HSM-24/3S/T



| ID | Part No. | Description |
|----|----------|---|
| 1 | NU-37268 | NUT, HEX INSERT M5 |
| 2 | SC-35259 | SCREW, M5x0.8X50MM FLAT |
| 3 | E2097HR | HANGER 6-1/2" ROPE CLEAT 7/16 BLACK NYLON |
| 4 | SC-22273 | SCREW, M4x0.7X10MM PAN |
| 5 | 1035858 | PANEL, COVER BACK |
| 6 | RI-27108 | RIVET, SEALED |
| 7 | 5022620 | INNER BACK, SPOT & WELD |
| 8 | SC-23102 | SCREW, M3x0.5X10MM FLAT |
| 9 | LP-37100 | LAMP, LED, 12V |
| 10 | 1020644 | RING, SNAP RIVET, RD LED |
| 11 | 1017393 | INNER BACK PANEL, HSM-24/CT |

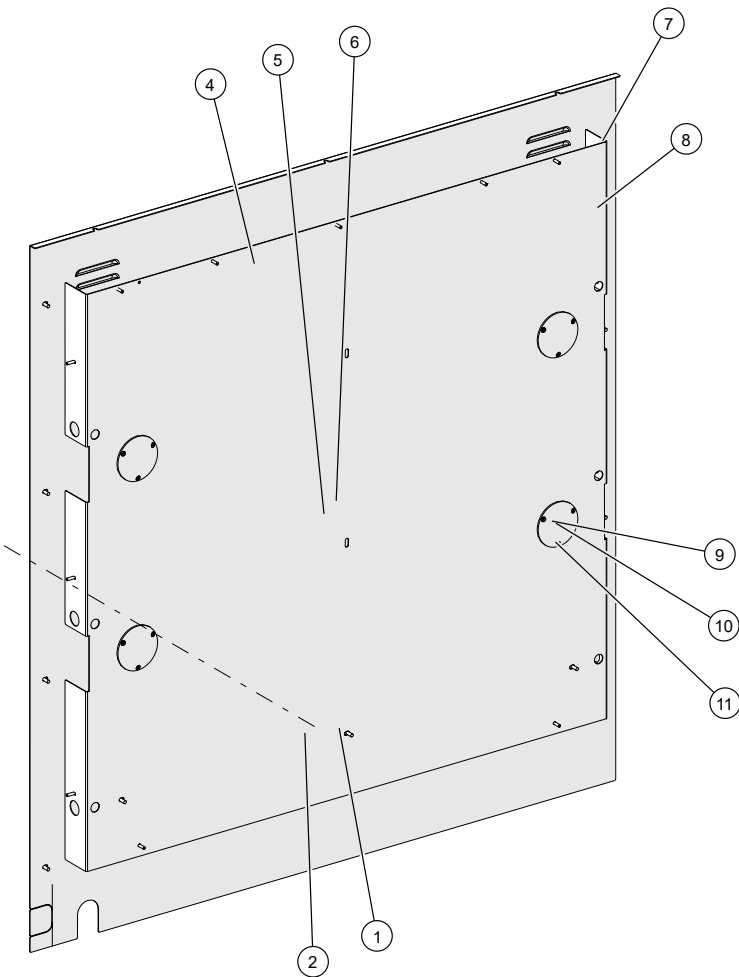
Reach-In Package, HSM-24/5S/T



| ID | Part No. | Description |
|----|----------|---|
| 1 | SC-22273 | SCREW,M4x0.7X10MM PAN |
| 2 | LP-37100 | LAMP, LED, 12V |
| 3 | SC-23102 | SCREW,M3x0.5X10MM FLAT |
| 4 | SC-35259 | SCREW,M5x0.8X50MM FLAT |
| 5 | E2097HR | HANGER 6-1/2" ROPE CLEAT 7/16 BLACK NYLON |
| 6 | NU-37268 | NUT, HEX INSERT M5 |

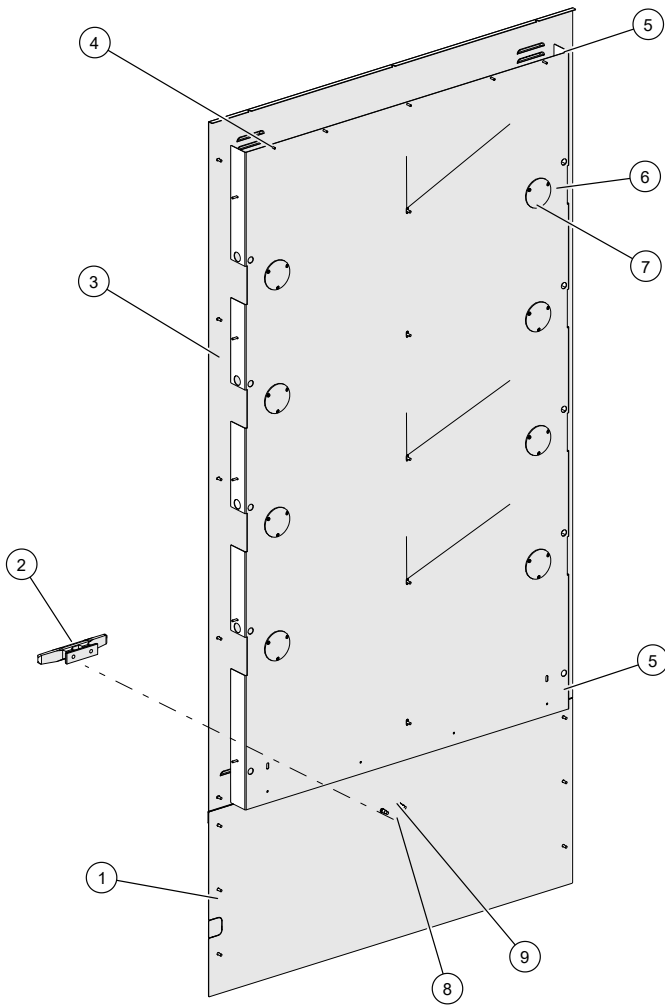
Parts for Top Heat Models

Reach-In Package, HSM-36/3S/T



| ID | Part No. | Description |
|----|----------|---|
| 1 | NU-37268 | NUT, HEX INSERT M5 |
| 2 | SC-35259 | SCREW, CTSK FLAT METRIC |
| 3 | E2097HR | HANGER 6-1/2" ROPE CLEAT 7/16 BLACK NYLON |
| 4 | 5022615 | INNER BACK, SPOT & WELD |
| 5 | 1035815 | PANEL, COVER, BACK |
| 6 | 1017445 | INNER BACK PANEL, HSM-36/CT |
| 7 | SC-22273 | SCREW, M4x0.7X10MM PAN |
| 8 | RI-27108 | RIVET, SEALED |
| 9 | LP-37100 | LAMP, LED, 12V |
| 10 | 1020644 | RING, SNAP RIVET, RD LED |
| 11 | SC-23102 | SCREW, M3x0.5X10MM FLAT |

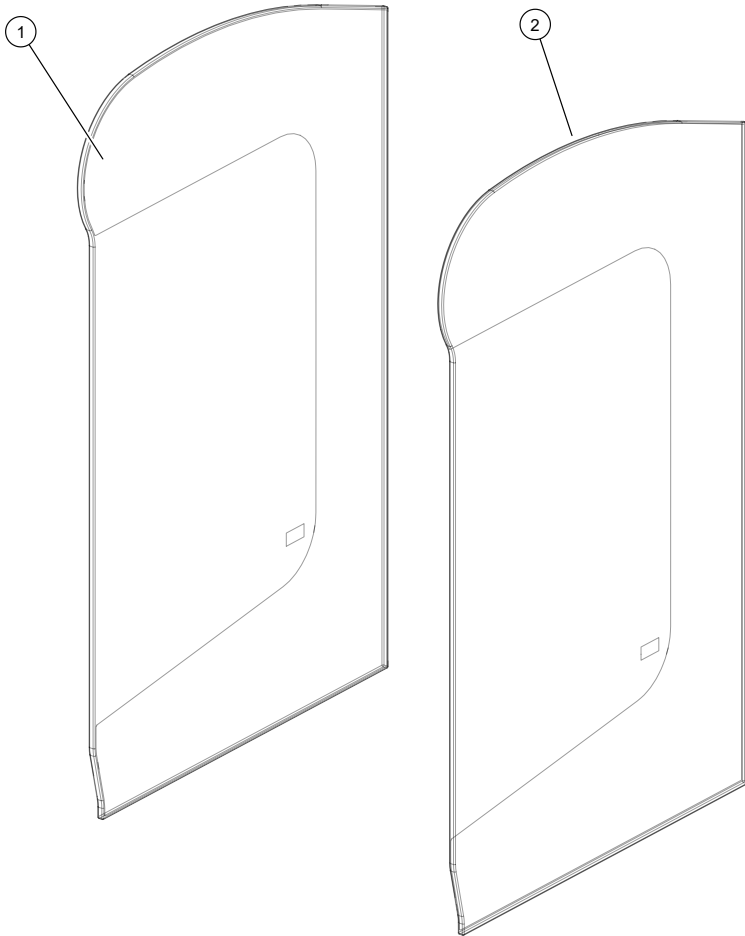
Reach-In Package, HSM-36/5S/T



| ID | Part No. | Description |
|----|----------|---|
| 1 | 5022739R | KIT, PANEL, BACK, LOWER |
| 2 | E2097HR | HANGER 6-1/2" ROPE CLEAT 7/16 BLACK NYLON |
| 3 | 1036162 | UPPER BACK PANEL, HSM-36/5S |
| 4 | RI-27108 | RIVET, SEALED |
| 5 | SC-22273 | SCREW, M4x0.7X10MM PAN |
| 6 | LP-37100 | LAMP, LED, 12V |
| 7 | SC-23102 | SCREW, M3x0.5X10MM FLAT |
| 8 | NU-37268 | NUT, HEX INSERT M5 |
| 9 | SC-35259 | SCREW, M5x0.8X50MM FLAT |

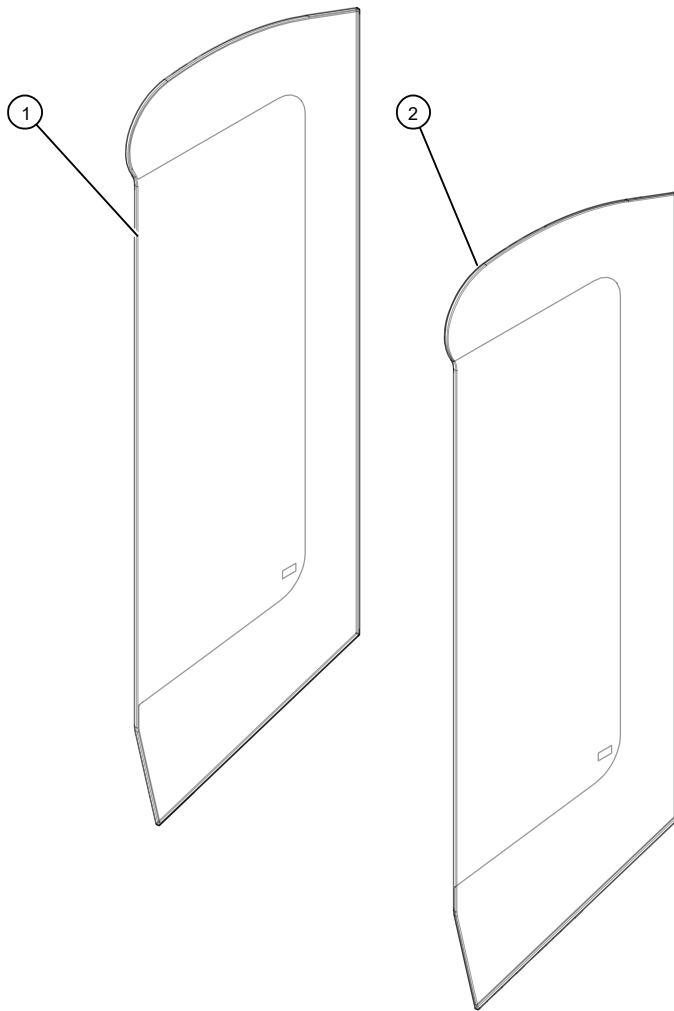
Parts for Top Heat Models

Side Glass Assembly, HSM-24/3S/T or HSM-36/3S/T



| ID | Part No. | Description |
|----|----------|----------------------------|
| 1 | GL-38604 | GLASS, LF, TEMPERED, 9.5MM |
| 2 | GL-38413 | GLASS, RT, TEMPERED, 9.5MM |

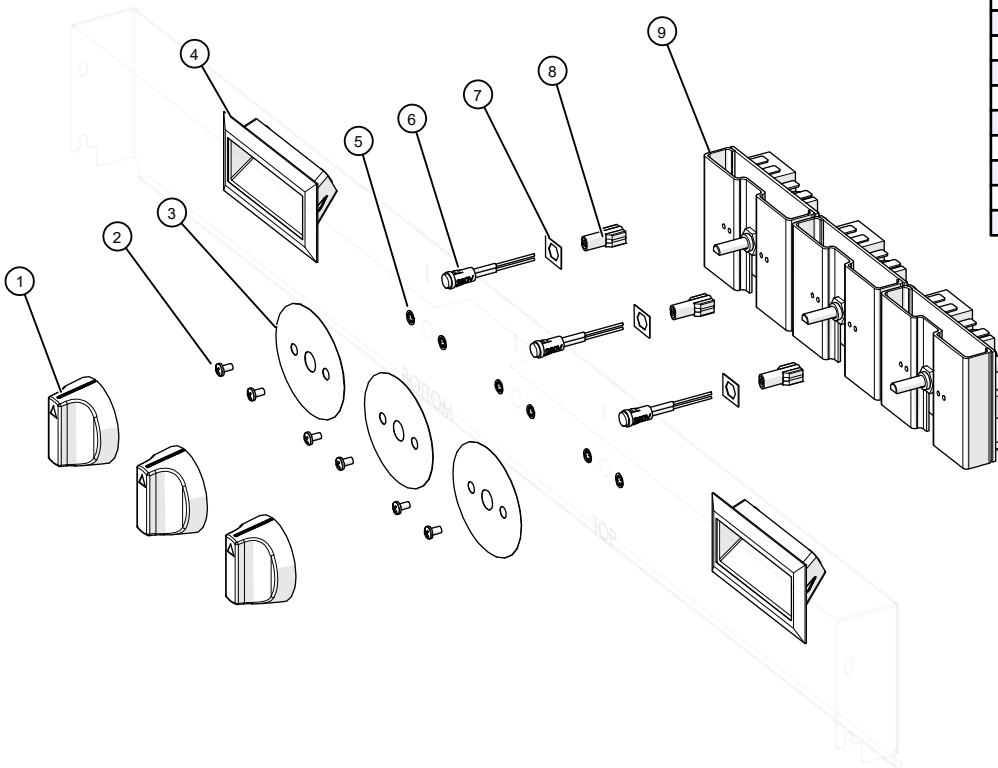
Side Glass Assembly, HSM-24/5S/T or HSM-36/5S/T



| ID | Part No. | Description |
|----|----------|----------------------------|
| 1 | 5022754R | GLASS INSTALLATION KIT, LH |
| 2 | 5022753R | GLASS INSTALLATION KIT, RH |

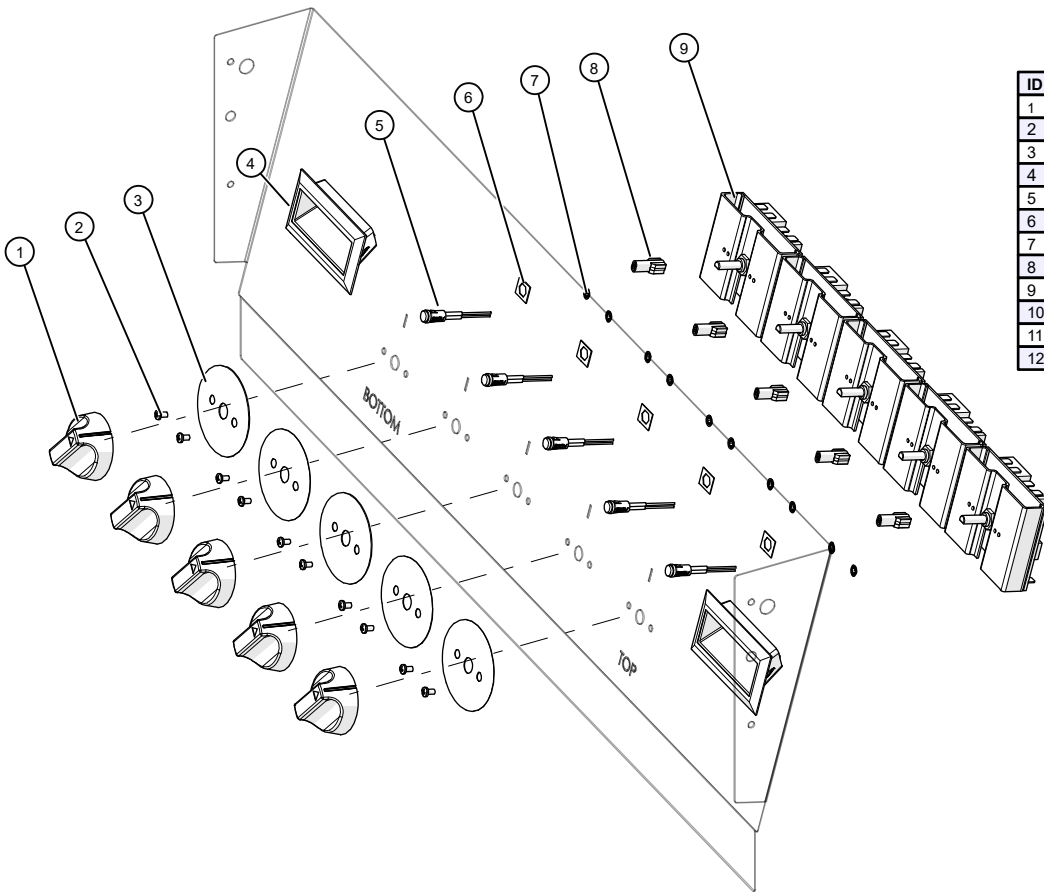
Parts for Top Heat Models

Control Assembly, 3-Shelf



| ID | Part No. | Description |
|----|----------|---|
| 1 | KN-36424 | KNOB, UNIBODY, T-STAT CONTROL |
| 2 | SC-22500 | SCREW, 6-32 X 1/4" PAN |
| 3 | PE-36566 | PANEL OVERLAY, ELAN CONTROL |
| 4 | HD-28789 | HANDLE, PULL RECESSED, BLACK |
| 5 | WS-2768 | WASHER, #6, LOCK, INT., #410 SS |
| 6 | LI-36912 | LIGHT, IND., 250V, GREEN, .312 HOLE |
| 7 | CL-37245 | CLIP, LIGHT MOUNTING XYZ |
| 8 | CR-33509 | CONNECTOR, QUICK DISCONNECT |
| 9 | CC-36830 | CONTROL, ELAN, DETENT, 300F MAX |
| 10 | 5018398 | WIRE ASSY, 120V, 208-240VAC (not shown) |

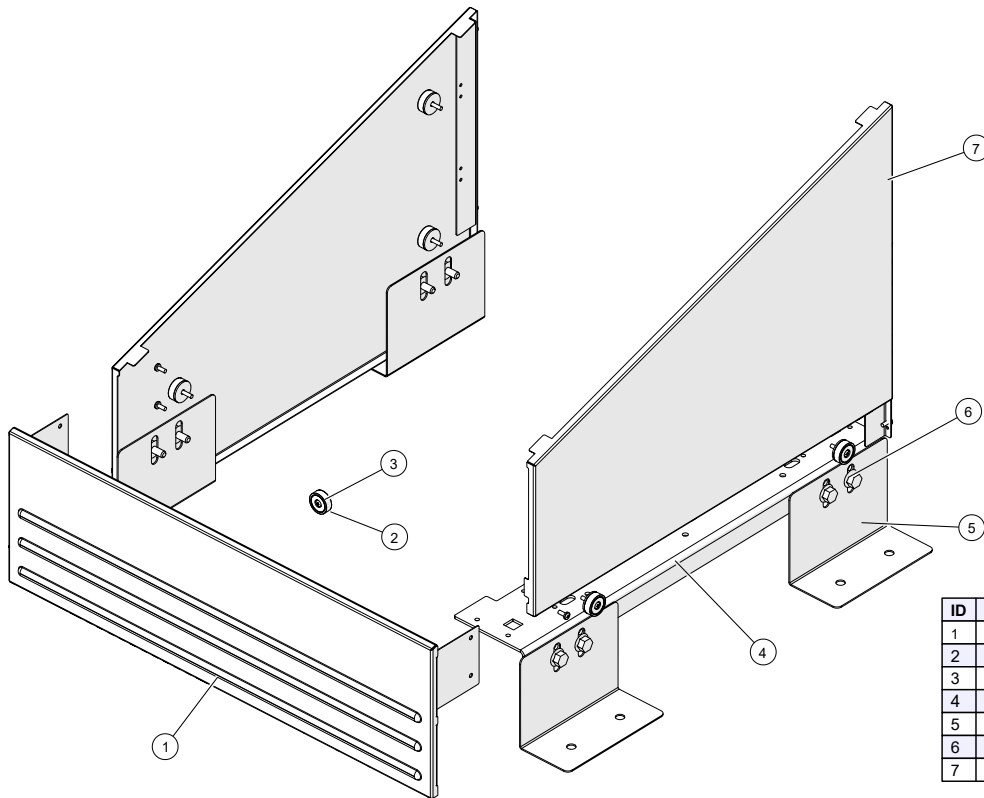
Control Assembly, 5-Shelf



| ID | Part No. | Description |
|----|----------|--|
| 1 | KN-36424 | KNOB, UNIBODY, T-STAT CONTROL |
| 2 | SC-22500 | SCREW, 6-32 X 1/4" PAN |
| 3 | PE-36566 | PANEL OVERLAY, ELAN CONTROL |
| 4 | HD-28789 | HANDLE, PULL RECESSED, BLACK |
| 5 | LI-36912 | LIGHT,IND.,250V,GREEN.,312 HOLE |
| 6 | CL-37245 | CLIP, LIGHT MOUNTING XYZ |
| 7 | WS-2768 | WASHER,#6,LOCK,INT., #410 SS |
| 8 | CR-33509 | CONNECTOR, QUICK DISCONNECT |
| 9 | CC-36830 | CONTROL, ELAN, DETENT, 300F MAX |
| 10 | 5018519 | HSM-2015 WIRE SUB 4S (not shown) |
| 11 | 5018520 | WIRE ASSB,HSM-24,36,48/5S (not shown) |
| 12 | 5032204 | WIRE ASY,HSM-24/36/48-3S/4S/5S (not shown) |

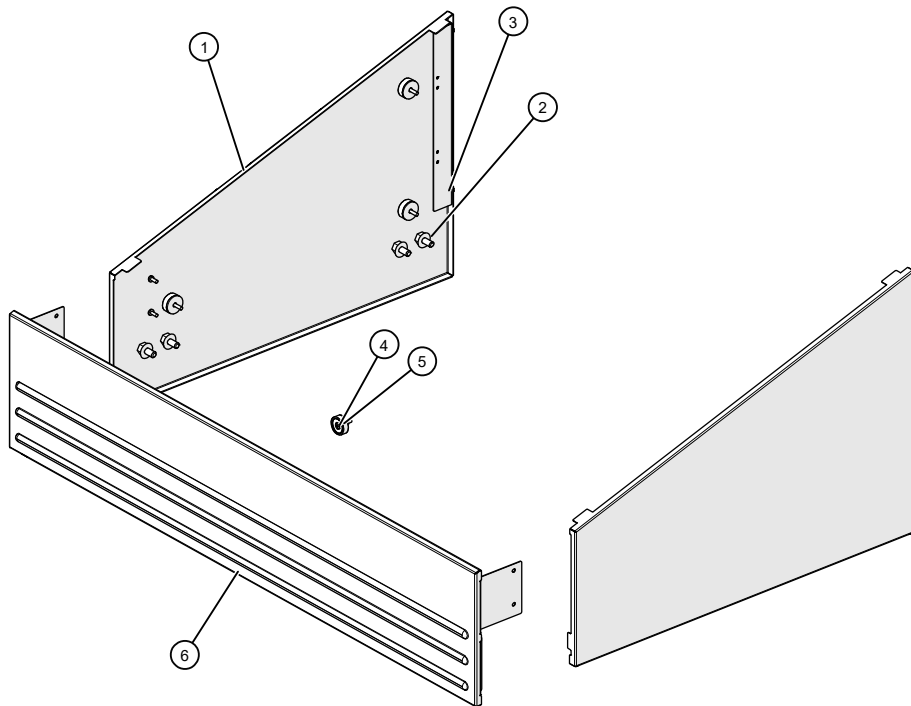
Parts for Top Heat Models

Skirt Assembly, HSM-24/3S/T



| ID | Part No. | Description |
|----|----------|----------------------------------|
| 1 | 5021895 | PANEL, KICK, HSM-24 |
| 2 | MA-38245 | MAGNET,NEO, NICKEL PLATED |
| 3 | SC-22765 | SCREW,M4x0.7X20MM PAN |
| 4 | 1020150 | PLATE, CASTER/LEG |
| 5 | 1021561 | HSM SHIPPING BRACKET |
| 6 | SC-2351 | 5/16-18 X 5/8 SERR. HEX HD SCREW |
| 7 | 5022616 | SKIRT SIDES ASSEMBLY |

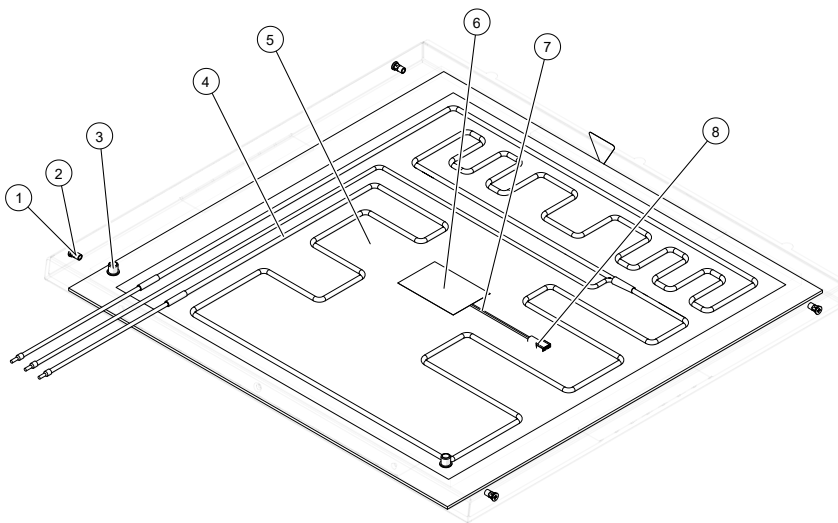
Skirt Assembly, HSM-36/3S/T



| ID | Part No. | Description |
|----|----------|----------------------------------|
| 1 | 5022616R | SKIRT SIDES ASSEMBLY |
| 2 | SC-2351 | 5/16-18 X 5/8 SERR. HEX HD SCREW |
| 3 | SC-22273 | SCREW,M4x0.7X10MM PAN |
| 4 | MA-38245 | MAGNET,NEO, NICKEL PLATED |
| 5 | SC-22765 | SCREW,M4x0.7X20MM PAN |
| 6 | 5022308 | PANEL, KICK, HSM-36 |

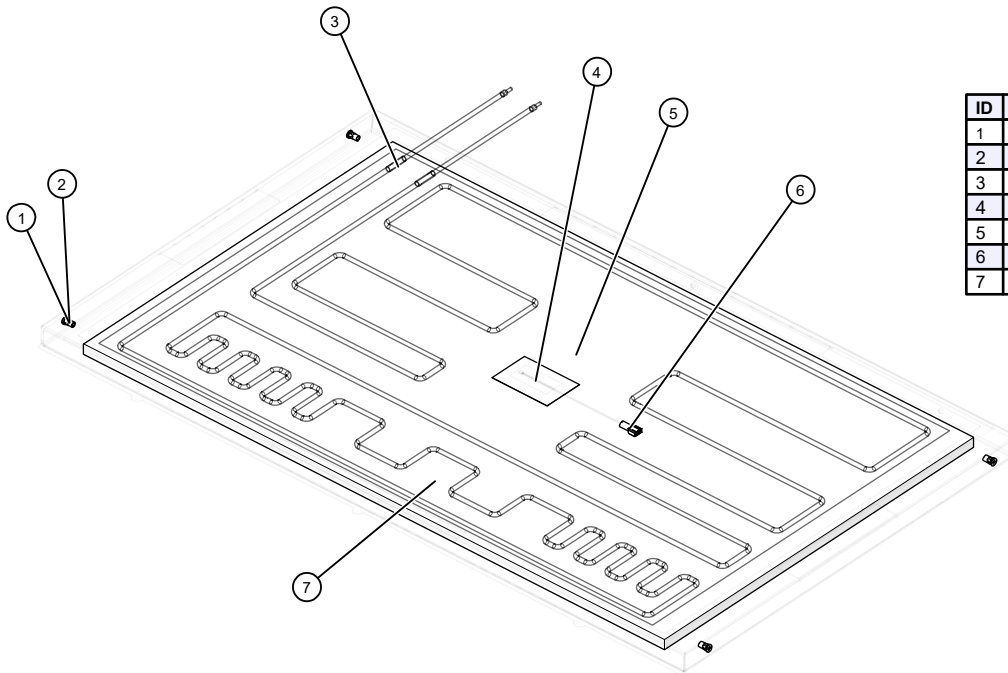
Parts for Top Heat Models

Base Shelf Assembly, 24" Models



| ID | Part No. | Description |
|----|----------|--------------------------------------|
| 1 | NU-26866 | NUT, HEX INSERT M4 |
| 2 | SC-23141 | SCREW,M4x0.7X14MM FLAT |
| 3 | BU-3419 | 3/8" BLACK HOLE BUSHING |
| 4 | EL-47360 | ELEMENT, FOIL PAD, 120V & 240V |
| 5 | IN-2003 | INSULATION,19" X 19.5" X 0.5" |
| 6 | TA-35836 | TAPE, ALUMINUM FOIL, 3" WIDE X 2" LG |
| 7 | SN-37077 | SENSOR, 1000 OHM, 200C, RTD |
| 8 | CR-33509 | CONNECTOR, QUICK DISCONNECT |

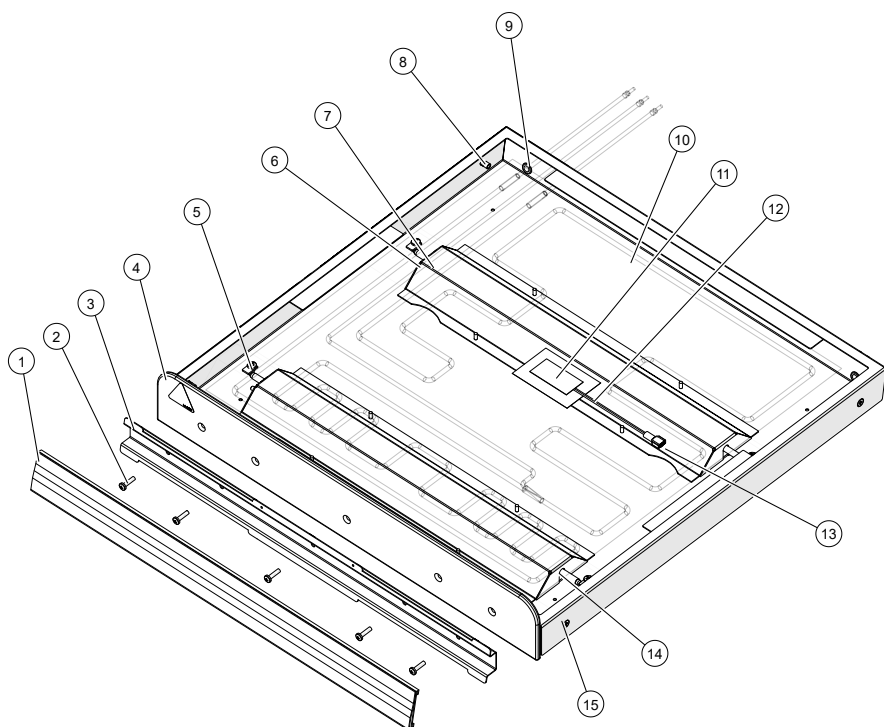
Base Shelf Assembly, 36" Models



| ID | Part No. | Description |
|----|----------|--------------------------------------|
| 1 | SC-23141 | SCREW,M4x0.7X14MM FLAT |
| 2 | NU-26866 | NUT, HEX INSERT M4 |
| 3 | BU-3419 | 3/8" BLACK HOLE BUSHING |
| 4 | TA-35836 | TAPE, ALUMINUM FOIL, 3" WIDE X 2" LG |
| 5 | 5032604 | ELEMENT, FOIL PAD, 265W 240V |
| 6 | CR-33509 | CONNECTOR, QUICK DISCONNECT |
| 7 | IN-2003 | INSULATION, 19" X 31.5" X 0.5" |

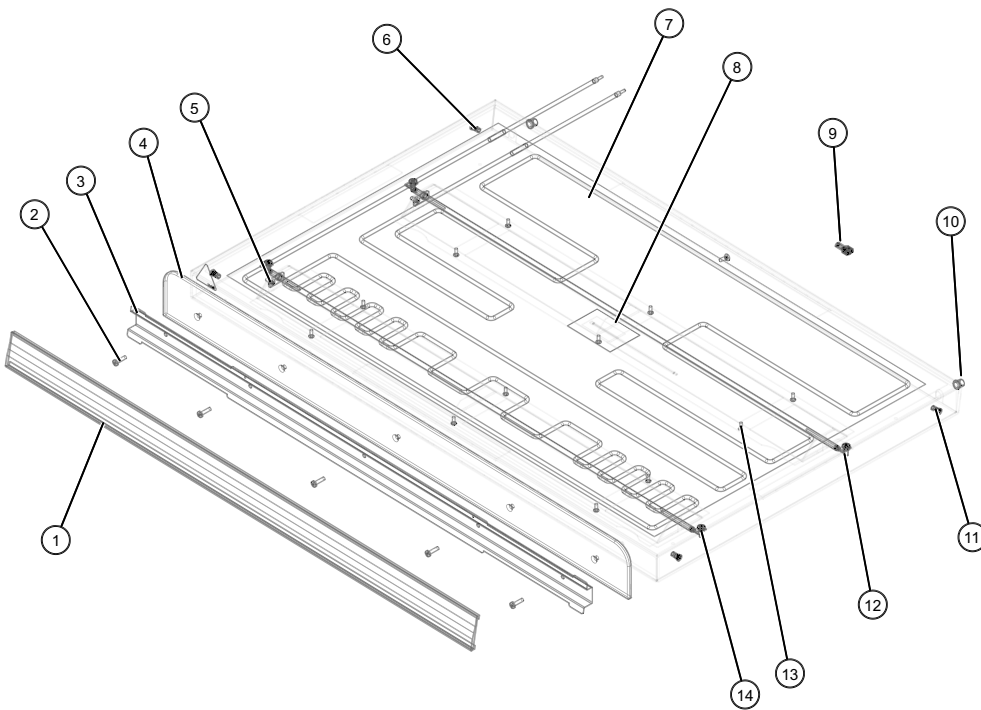
Parts for Top Heat Models

Heated Shelf Assembly, 24" Models



| ID | Part No. | Description |
|----|----------|--------------------------------------|
| 1 | GD-38897 | GUARD, SHELF, CLEAR |
| 2 | SC-38240 | SCREW,M4x0.7X16MM PAN |
| 3 | 1022864 | BRACKET, GUARD STANDOFF |
| 4 | GD-36676 | GUARD, LEXAN, SHELF, HSM-24 |
| 5 | SC-2070 | SCREW, 10-32 X 1/2" PAN |
| 6 | SC-22378 | 8-32 X 3/8" TRUSS HEAD SCREW |
| 7 | EL-47361 | ELEMENT, CALROD, 250W 240V |
| 8 | NU-26866 | NUT, HEX INSERT M4 |
| 9 | BU-3419 | 3/8" BLACK HOLE BUSHING |
| 10 | EL-47360 | ELEMENT, FOIL PAD, 120V & 240V |
| 11 | TA-35836 | TAPE, ALUMINUM FOIL, 3" WIDE X 2" LG |
| 12 | SN-37077 | SENSOR, 1000 OHM, 200C, RTD |
| 13 | CR-33509 | CONNECTOR, QUICK DISCONNECT |
| 14 | 1035855 | REFLECTOR, SM, BONNET, TOP HEAT |
| 15 | SC-23141 | SCREW,M4x0.7X14MM FLAT |

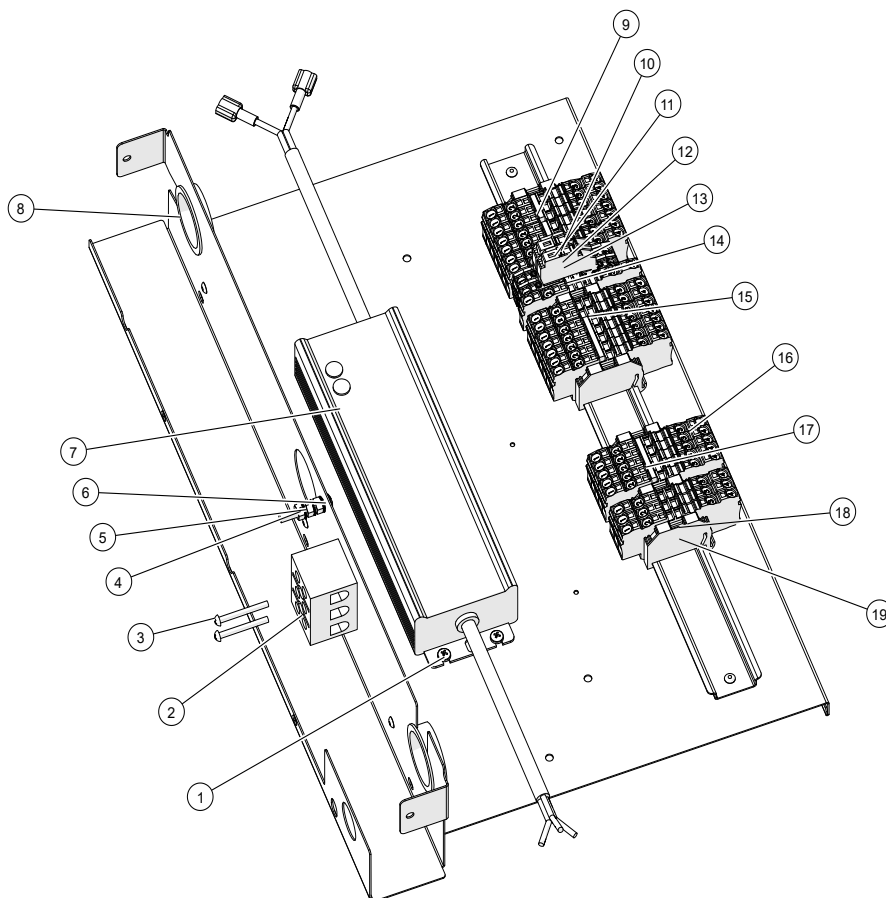
Heated Shelf Assembly, 36" Models



| ID | Part No. | Description |
|----|----------|--------------------------------------|
| 1 | 5022749R | KIT, GUARD, SHELF, CLEAR |
| 2 | SC-38240 | SCREW,M4x0.7X16MM PAN |
| 3 | 1022493 | BRACKET, GUARD STANDOFF |
| 4 | GD-36677 | GUARD, LEXAN, SHELF, HSM-36 |
| 5 | SC-22378 | 8-32 X 3/8" TRUSS HEAD SCREW |
| 6 | SC-23141 | SCREW,M4x0.7X14MM FLAT |
| 7 | 5032604 | KIT, FOIL PAD, 265W 240V |
| 8 | TA-35836 | TAPE, ALUMINUM FOIL, 3" WIDE X 2" LG |
| 9 | CR-33509 | CONNECTOR, QUICK DISCONNECT |
| 10 | BU-3419 | 3/8" BLACK HOLE BUSHING |
| 11 | NU-26866 | NUT, HEX INSERT M4 |
| 12 | 5032605 | KIT, CALROD, 250W 240V |
| 13 | RI-38125 | RIVET,SEALED, .125" |
| 14 | SC-2070 | SCREW, 10-32 X 1/2" PAN |

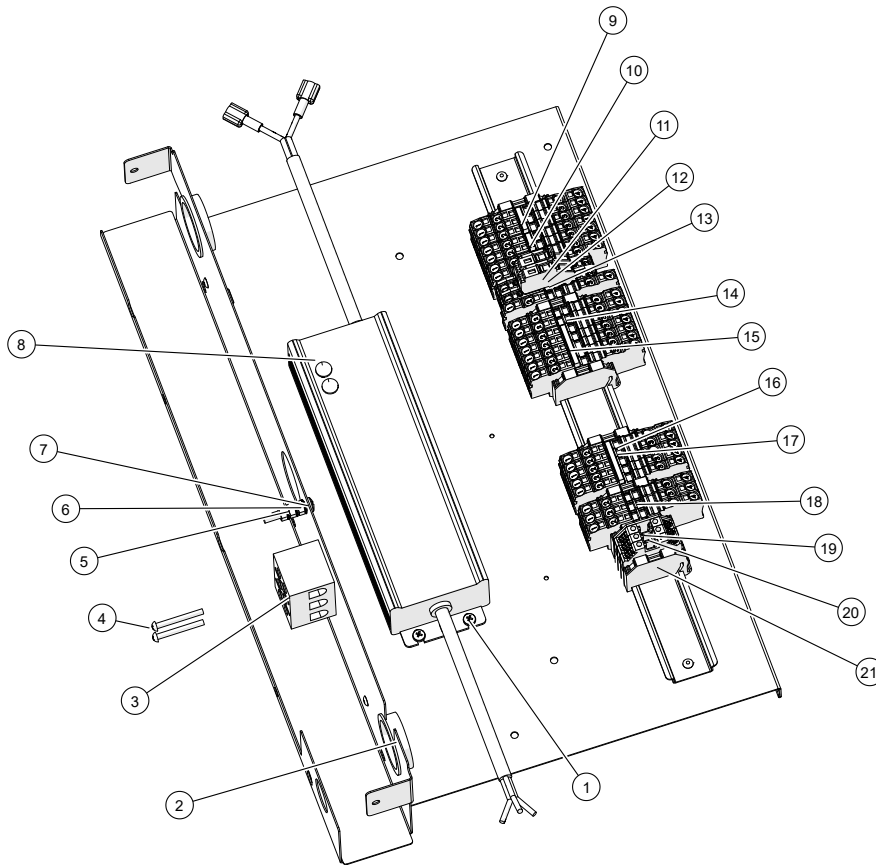
Parts for Top Heat Models

Electronic Components Package, HSM-24/3S/T 120V



| ID | Part No. | Description |
|----|----------|-------------------------------|
| 1 | SC-22271 | SCREW,M4x0.7X6MM PAN |
| 2 | BK-3019 | T-BLOCK |
| 3 | SC-2365 | SCREW, 6-32 X 1-1/4" PAN |
| 4 | NU-36234 | NUT, M5, KEPS |
| 5 | SC-38128 | SCREW,PAN PH, METRIC, M5 |
| 6 | WS-2467 | WASHER, INT. LOCK |
| 7 | 5020740 | POWER SUPPLY WITH CONNECTORS |
| 8 | BU-3013 | BUSHING,SNAP,1 1/2" |
| 9 | TM-39584 | JUMPER, 3 POLE |
| 10 | TM-39576 | TERMINAL, END SECTION, SPRING |
| 11 | TM-39585 | JUMPER, 2 POLE |
| 12 | TM-39578 | TERMINAL, END PLATE |
| 13 | TM-39577 | TERMINAL, FUSE HOLDER, |
| 14 | FU-33452 | NEOZED, 6.3 AMP |
| 15 | TM-39579 | TERMINAL,GROUND, 6mm, SPRING |
| 16 | TM-39575 | TERMINAL, 6mm, BLUE, SPRING |
| 17 | TM-39582 | JUMPER, 5 POLE |
| 18 | TM-39574 | TERMINAL, 6mm, ORANGE, SPRING |
| 19 | TM-39606 | TERMINAL, SCREWLESS END |

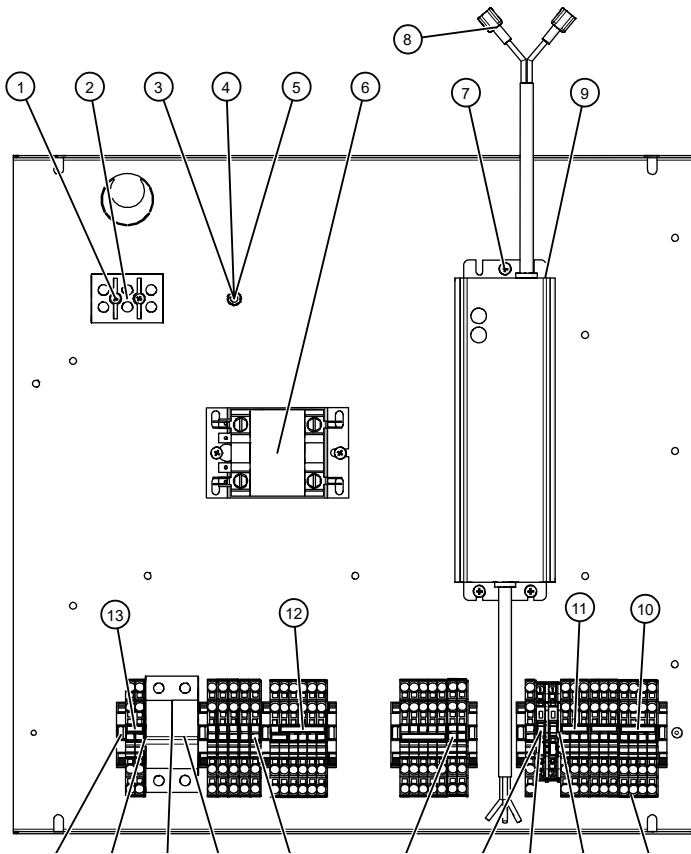
Electronic Components Package, HSM-24/3S/T 208-240V



| ID | Part No. | Description |
|----|----------|-------------------------------|
| 1 | SC-22271 | SCREW,M4x0.7X6MM PAN |
| 2 | BU-3013 | BUSHING,SNAP,1 1/2" |
| 3 | BK-3019 | T-BLOCK |
| 4 | SC-2365 | SCREW, 6-32 X 1-1/4" PAN |
| 5 | SC-38128 | SCREW,PAN PH, METRIC, M5 |
| 6 | NU-36234 | NUT, M5, KEPS |
| 7 | WS-2467 | WASHER, INT. LOCK |
| 8 | 5032623 | POWER SUPPLY WITH CONNECTORS |
| 9 | TM-39584 | JUMPER, 3 POLE |
| 10 | TM-39585 | JUMPER, 2 POLE |
| 11 | FU-33452 | NEOZED, 6.3 AMP |
| 12 | TM-39578 | TERMINAL, END PLATE |
| 13 | TM-39577 | TERMINAL, FUSE HOLDER, |
| 14 | TM-39579 | TERMINAL,GROUND, 6mm, SPRING |
| 15 | TM-39582 | JUMPER, 5 POLE |
| 16 | TM-39576 | TERMINAL, END SECTION, SPRING |
| 17 | TM-39575 | TERMINAL, 6mm, BLUE, SPRING |
| 18 | TM-39574 | TERMINAL, 6mm, ORANGE, SPRING |
| 19 | TM-47507 | END PLATE, 6MM TERMINAL |
| 20 | TM-47506 | TERMINAL, 6MM, 32A, 800V |
| 21 | TM-39606 | TERMINAL, SCREWLESS END |

Parts for Top Heat Models

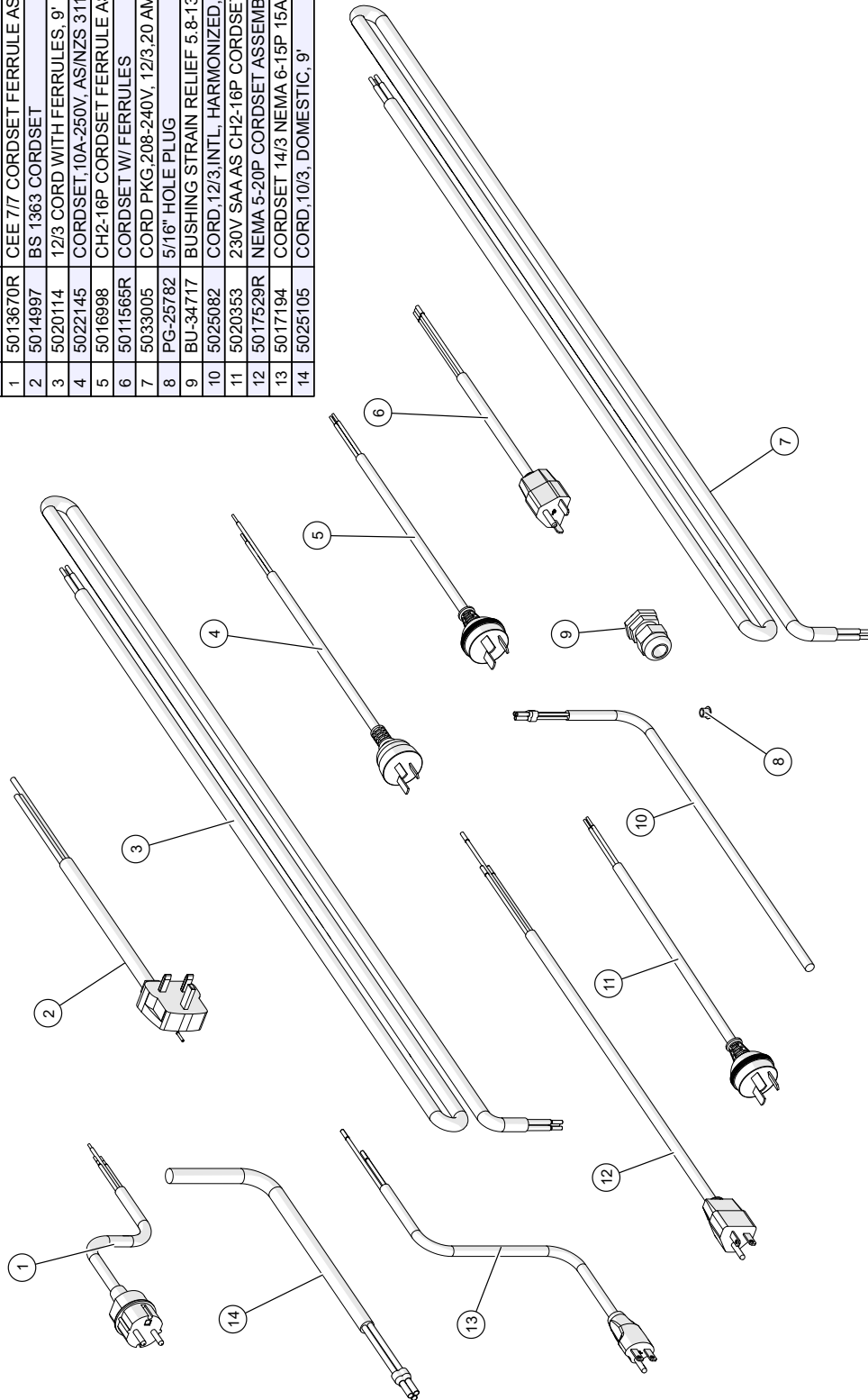
Electronic Components Package, HSM-36/3S/T, 208-240V



| ID | Part No. | Description |
|----|----------|----------------------------------|
| 1 | SC-2365 | SCREW, 6-32 X 1-1/4" PAN |
| 2 | BK-3019 | T-BLOCK |
| 3 | WS-2467 | WASHER, INT. LOCK |
| 4 | SC-38128 | SCREW,PAN PH, METRIC, M5 |
| 5 | NU-36234 | NUT, M5, KEPS |
| 6 | CN-3052 | CONTACTOR 208/240V 3 POLE 25 AMP |
| 7 | SC-22273 | SCREW,M4x0.7X10MM PAN |
| 8 | CR-34637 | CONNECTOR, INSULATED, QK DISC |
| 9 | 5020740R | POWER SUPPLY WITH CONNECTORS |
| 10 | TM-39583 | JUMPER, 4 POLE |
| 11 | TM-39584 | JUMPER, 3 POLE |
| 12 | TM-39582 | JUMPER, 5 POLE |
| 13 | TM-39585 | JUMPER, 2 POLE |
| 14 | TM-39575 | TERMINAL, 6mm, BLUE, SPRING |
| 15 | TM-39578 | TERMINAL, END PLATE |
| 16 | TM-39577 | TERMINAL, FUSE HOLDER, |
| 17 | FU-33452 | NEOZED, 6.3 AMP |
| 18 | TM-39579 | TERMINAL,GROUND, 6mm, SPRING |
| 19 | TM-39574 | TERMINAL, 6mm, ORANGE, SPRING |
| 20 | FU-34938 | FUSE, 3 AMP |
| 21 | FU-34771 | FUSE HOLDER, 2 BANK |
| 22 | TM-39576 | TERMINAL, END SECTION, SPRING |
| 23 | TM-39606 | TERMINAL, SCREWLESS END |

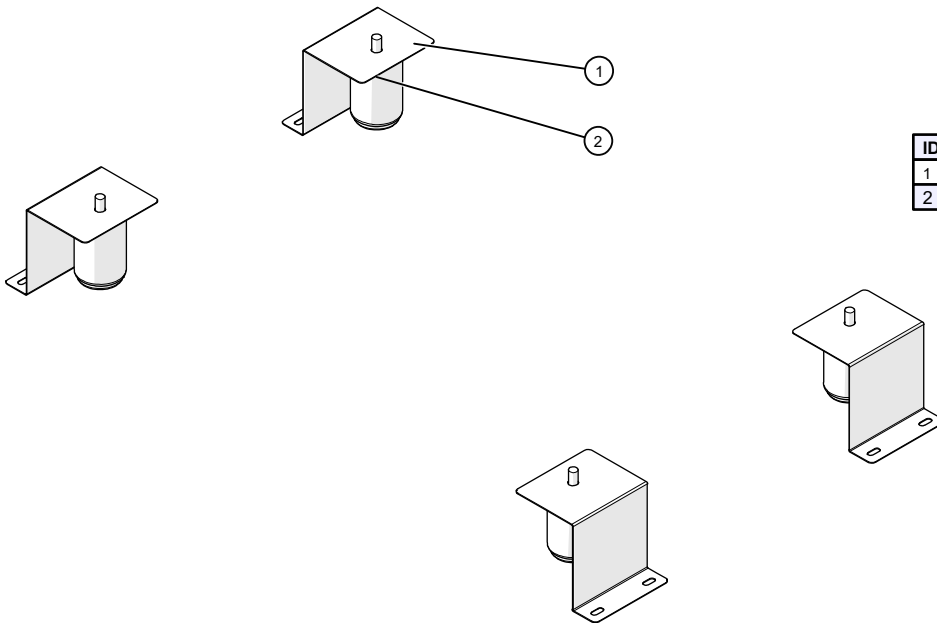
Cordsets, Bushing, and Plug

| ID | Part No. | Description |
|----|----------|------------------------------------|
| 1 | 5013670R | CEE 7/7 CORDSET FERRULE ASSEMB |
| 2 | 5014997 | BS 1363 CORDSET |
| 3 | 5020114 | 12/3 CORD WITH FERRULES, 9' |
| 4 | 5022145 | CORDSET,10A-250V, AS/NZS 3112:2000 |
| 5 | 5016998 | CH2-16P CORDSET FERRULE ASSEMBLY |
| 6 | 5011566R | CORDSET W/ FERRULES |
| 7 | 5033005 | CORD PKG. 208-240V, 12/3, 20 AMP |
| 8 | PG-25782 | 5/16" HOLE PLUG |
| 9 | BU-34717 | BUSHING STRAIN RELIEF 5.8-13.9mm |
| 10 | 5025082 | CORD, 12/3, INTL, HARMONIZED, 9' |
| 11 | 5020353 | 230V SAA AS CH2-16P CORDSET |
| 12 | 5017529R | NEMA 5-20P CORDSET ASSEMBLY |
| 13 | 5017194 | CORDSET 14/3 NEMA 6-15P 15A-250V |
| 14 | 5025105 | CORD, 10/3, DOMESTIC, 9' |



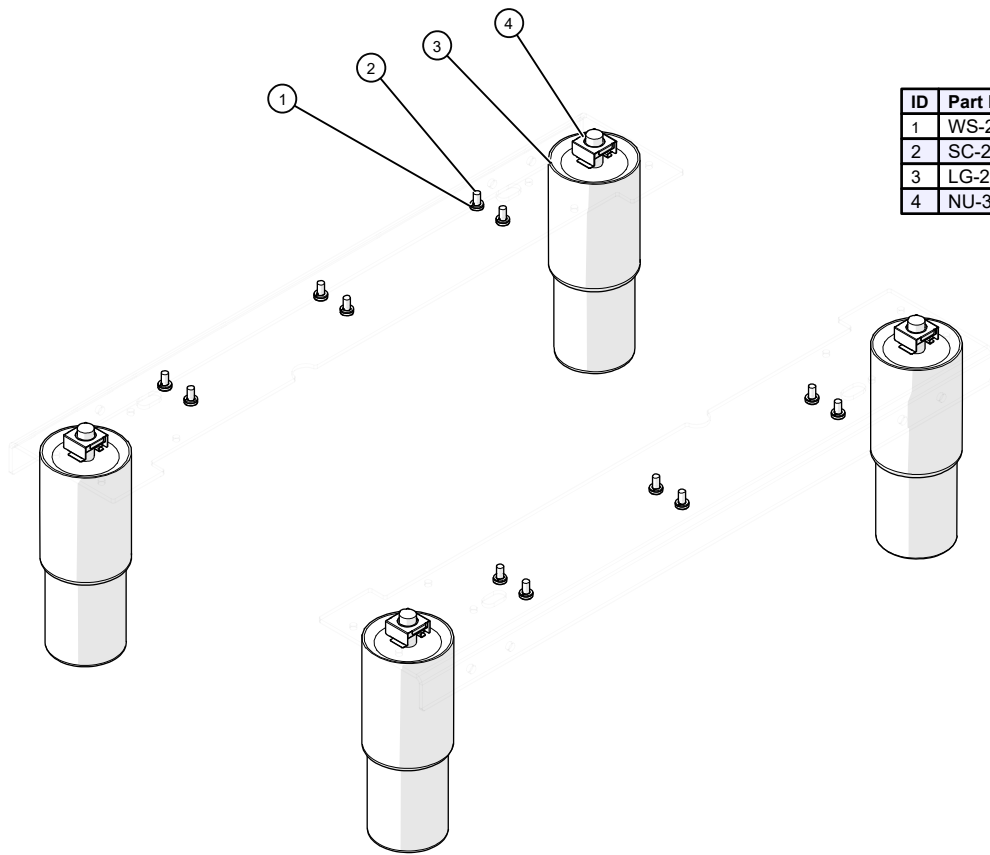
Parts for Top Heat Models

Leg Package (countertop units)



| ID | Part No. | Description |
|----|----------|----------------------------|
| 1 | 1022477 | BRACKET, SHIPPING TIE DOWN |
| 2 | LG-29644 | LEG, 4" ADJUSTABLE |

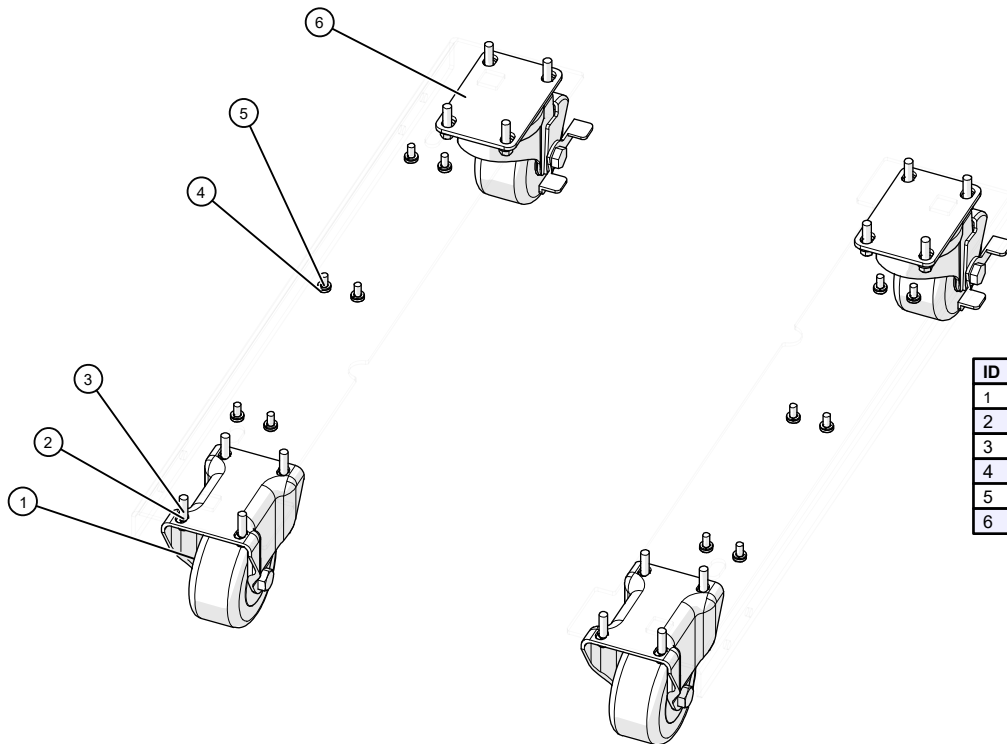
Leg Package (floor units only)



| ID | Part No. | Description |
|----|----------|-----------------------------|
| 1 | WS-22301 | WASHER, M5 SPLIT LOCK |
| 2 | SC-22766 | SCREW, M5x0.8X10MM PAN |
| 3 | LG-29644 | LEG, 4" ADJUSTABLE |
| 4 | NU-37699 | NUT, CAGE M12 X 1.75 THREAD |

Parts for Top Heat Models

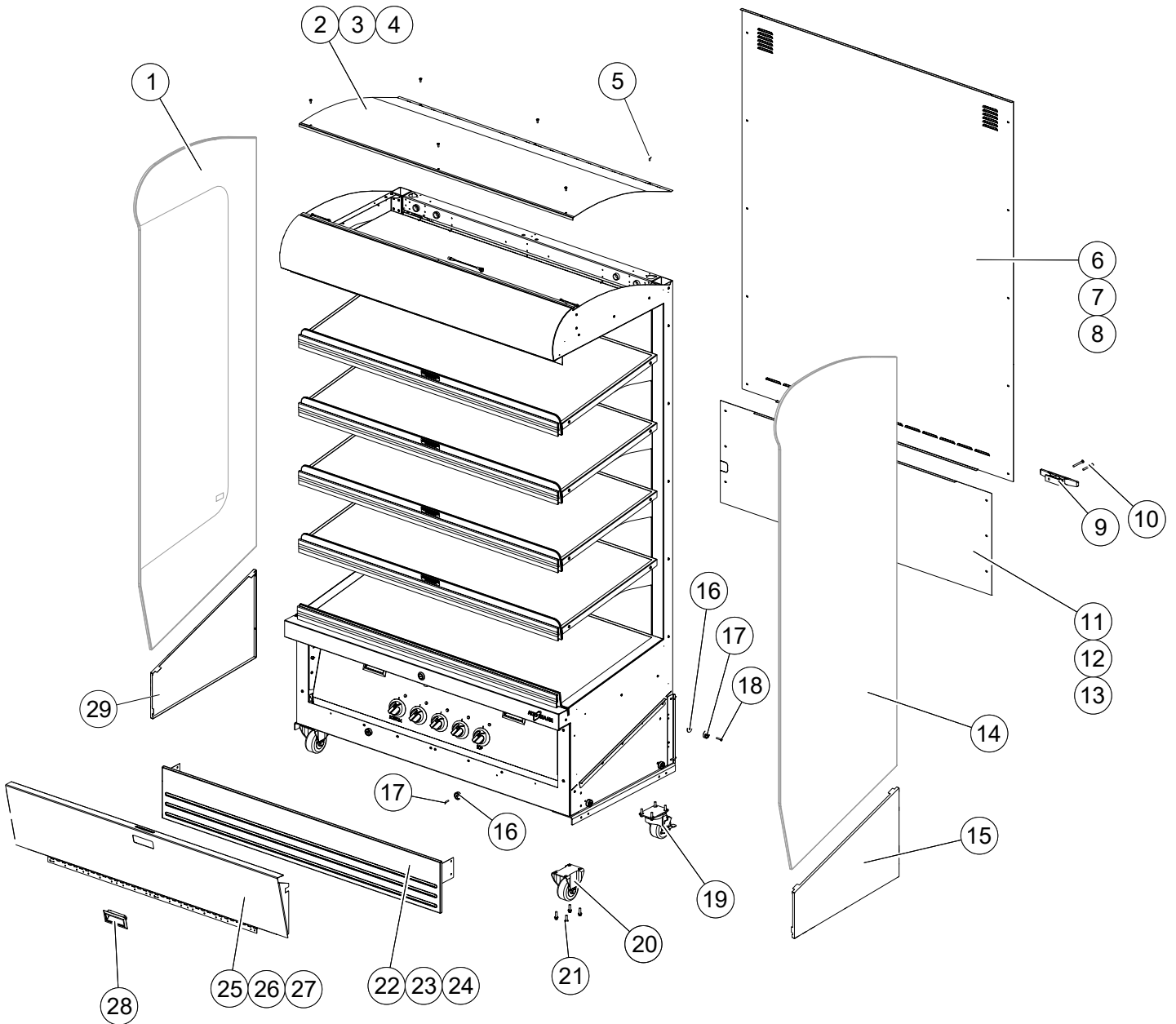
Caster Package (floor units only)



| ID | Part No. | Description |
|----|----------|-------------------------------|
| 1 | CS-38902 | CASTER, RIGID 3", FLAT |
| 2 | WS-22302 | WASHER, M6 SPLIT LOCK |
| 3 | SC-28256 | SCREW, M6X1X20MM HEX FLG |
| 4 | SC-22766 | SCREW, M5x0.8X10MM PAN |
| 5 | WS-22301 | WASHER, M5 SPLIT LOCK |
| 6 | CS-38565 | CASTER, SWIVEL 3", LOCK, FLAT |

HSM-5S, HSM-4S Shelf Frame Components



⚠ WARNING
 Electric shock hazard.
 Perform lockout/tagout procedures before cleaning or servicing this appliance.



Serial number is required for all inquiries.
 Part numbers and drawings are subject to change without notice.

Parts for Standard Models

HSM-5S, 4S Shelf Frame Components Parts List

| |
|--|
|  WARNING |
|  Electric shock hazard. Perform lockout/tagout procedures before cleaning or servicing this appliance. |

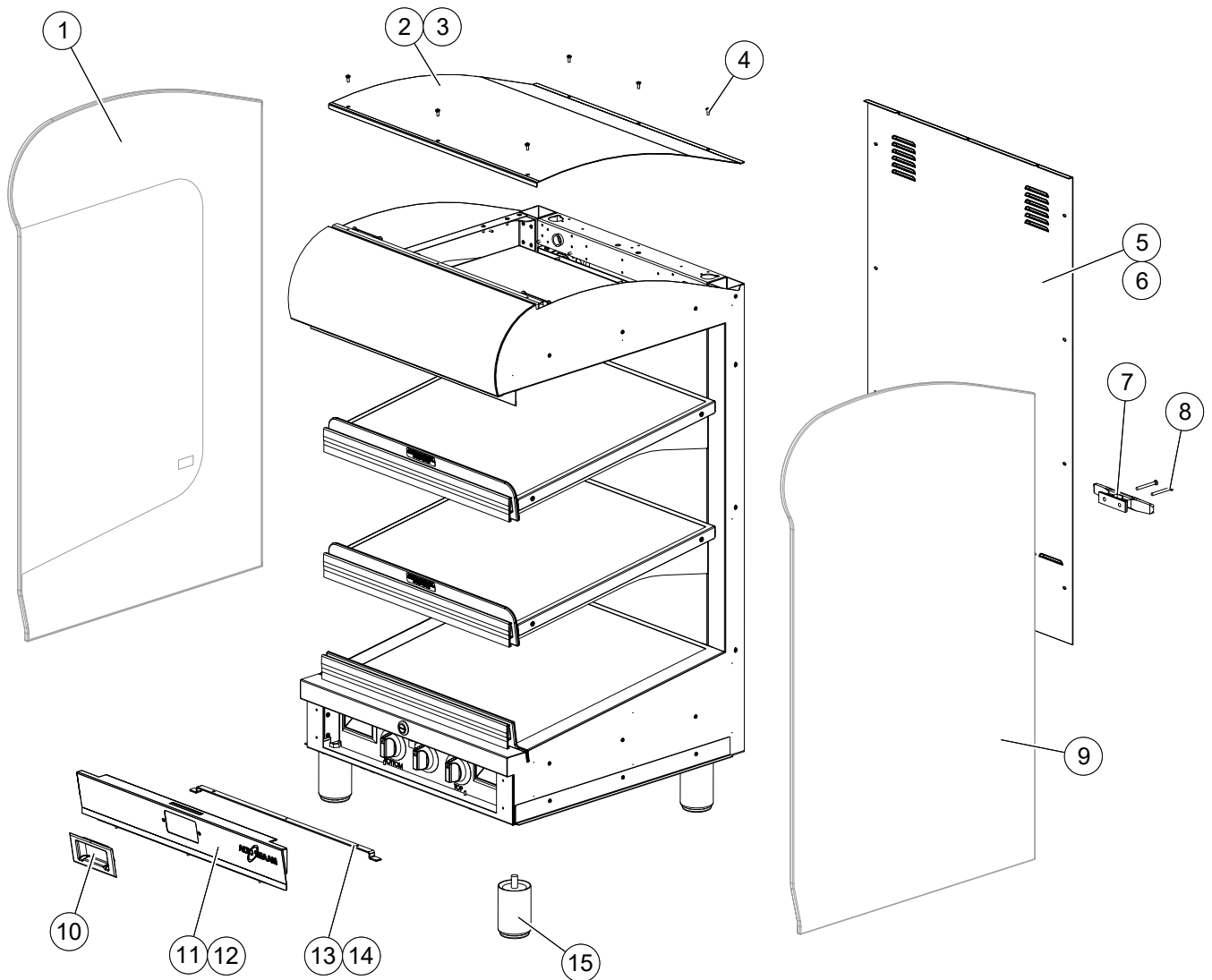
| Item | Part | Description | Qty |
|------|----------|--|-----|
| 1 | — | Panel, Left, Tempered Glass, 9.5mm <i>Factory replacement only</i> | 1 |
| 2 | 1019990 | Top Cover Panel, HSM-24 | 1 |
| 3 | 1020846 | Top Cover Panel, HSM-36 | 1 |
| 4 | 1020376 | Top Cover Panel, HSM-48 | 1 |
| 5 | SC-22779 | Screw, M4 x 0.8 x 10mm Pan | 1 |
| 6 | 1020187 | Upper Back Panel, HSM-24 | 1 |
| 7 | 1020852 | Upper Back Panel, HSM-36 | 1 |
| 8 | 1020572 | Upper Back Panel, HSM-48 | 1 |
| 9 | E2097HR | Hanger 6-1/2" Rope Cleat 7/16 Black Nylon | 1 |
| 10 | SC-35259 | Screw, M5 x 0.8 X 50mm Flat | 2 |
| 11 | 5022844R | Lower Back Panel Assembly, HSM-24 | 1 |
| 12 | 5022739R | Lower Back Panel Assembly, HSM-36 | 1 |
| 13 | 5022835R | Lower Back Panel Assembly, HSM-48 | 1 |
| 14 | — | Panel, Right, Tempered Glass, 9.5mm <i>Factory replacement only</i> | 1 |
| 15 | 1020116 | Lower End Cap Panel, Right | 1 |
| 16 | 1020152 | Magnet, Disk | 8 |
| 17 | MA-38245 | Magnet, NEO, Nickel Plated | 8 |
| 18 | SC-22765 | Screw, M4 x 0.7 X 20mm Pan | 8 |
| 19 | CS-38565 | Caster, Swivel, 3", Lock, Flat | 2 |
| 20 | CS-38902 | Caster, Rigid, 3", Flat | 2 |
| 21 | 67338 | Screw, M6 X 1 X 20mm Hex FLG | 16 |
| 22 | 5021895 | Kick Panel Assembly, HSM-24 | 1 |
| 23 | 5022308 | Kick Panel Assembly, HSM-36 | 1 |
| 24 | 5022029 | Kick Panel Assembly, HSM-48 | 1 |
| 25 | 5021878R | Control Panel Cover Assembly, HSM-24 | 1 |
| 26 | 5022274R | Control Panel Cover Assembly, HSM-36 | 1 |
| 27 | 5022110R | Control Panel Cover Assembly, HSM-48 | 1 |
| 28 | HD-28789 | Handle, Pull Recessed, Black | 1 |
| 29 | 1020531 | Lower End Cap Panel, Left | 1 |

Serial number is required for all inquiries.
 Part numbers and drawings are subject to change without notice.

HSM Countertop Frame Components

⚠ WARNING
 Electric shock hazard.
 Perform lockout/tagout procedures before cleaning or servicing this appliance.

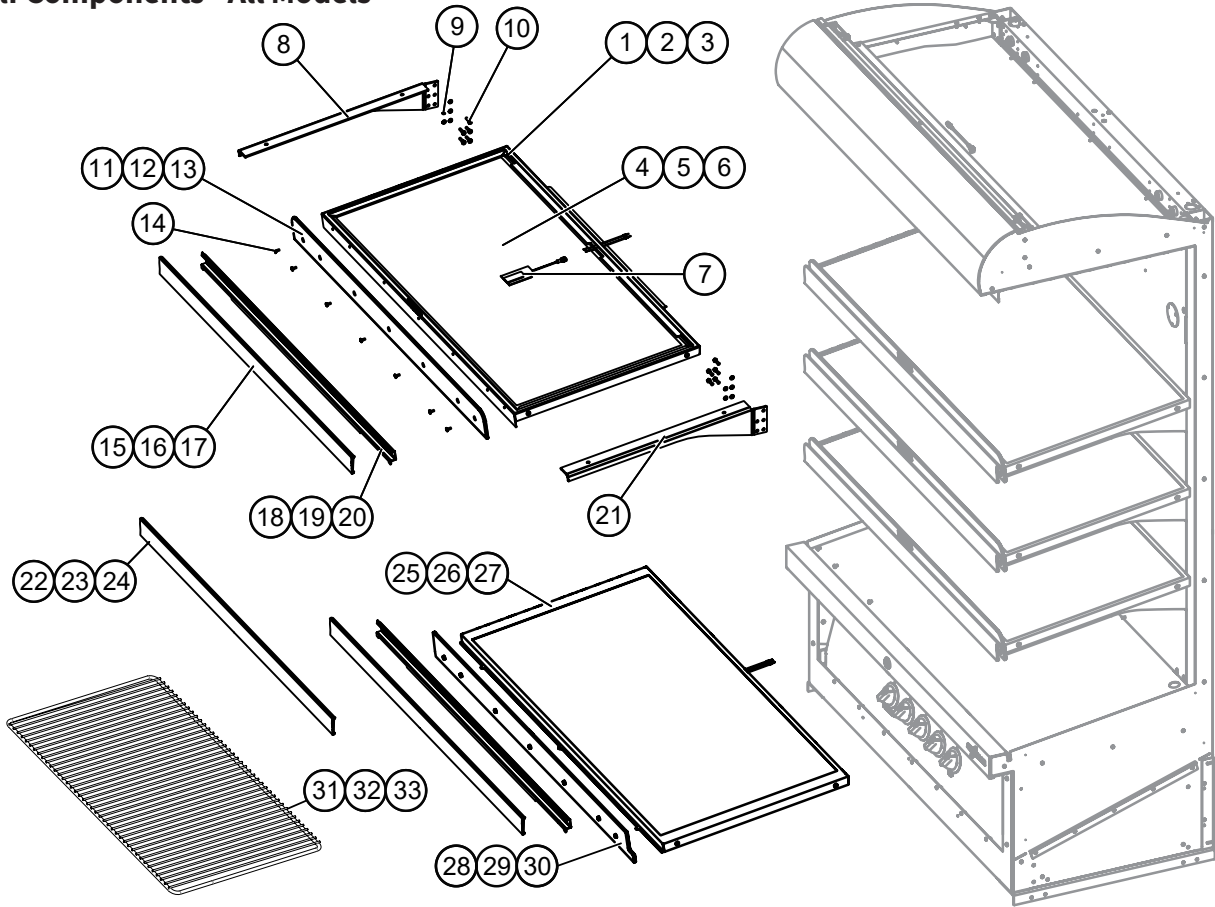
| Item | Part | Description | Qty |
|------|----------|---|-----|
| 1 | — | Side Glass, Left (<i>Factory replacement only</i>) | |
| 2 | 1019990 | Top Cover Panel, HSM-24 | 1 |
| 3 | 10208456 | Top Cover Panel, HSM-36 | 1 |
| 4 | SC22273 | Screw, M4 x 0.7 x 10mm Pan | 6 |
| 5 | 5023072R | Kit, Back Cover Panel, HSM-24/CT | 1 |
| 6 | 5022860R | Kit, Back Cover Panel, HSM-36/CT | 1 |
| 7 | E2097HR | Hanger 6-1/2" Rope Cleat | 1 |
| 8 | SC-35259 | Screw, M5 x 0.8 x 50mm Flat | 2 |
| 9 | — | Side Glass, Right (<i>Factory replacement only</i>) | 1 |
| 10 | HD-38498 | Handle, Recessed, Stainless Steel | 1 |
| 11 | 1021453 | Front Control Panel, HSM-24/CT | 1 |
| 12 | 1021395 | Front Control Panel, HSM-36/CT | 1 |
| 13 | 1017418 | Attach Strip, HSM-24/CT | 1 |
| 14 | 1017453 | Attach Strip, HSM-36/CT | 1 |
| 15 | LG-29644 | Leg, 4", Adjustable | 4 |



Serial number is required for all inquiries.
 Part numbers and drawings are subject to change without notice.

Parts for Standard Models

HSM Shelf Components - All Models



| Item | Part | Description | Qty-5S | Qty-4S | Qty-CT |
|------|----------|---|--------|--------|--------|
| 1 | 5021795R | Shelf Assembly, HSM-24 | 4 | 3 | 2 |
| 2 | 5022261R | Shelf Assembly, HSM-36 | 4 | 3 | 2 |
| 3 | 5022099R | Shelf Assembly, HSM-48 | 4 | 3 | 2 |
| 4 | 5022832R | Element, Foil Heat Pad, HSM-24 | 4 | 3 | 2 |
| 5 | 5022825R | Element, Foil Heat Pad, HSM-36 | 4 | 3 | 2 |
| 6 | 5022840R | Element, Foil Heat Pad, HSM-48 | 4 | 3 | 2 |
| 7 | 5023623 | Kit, Sensor Replacement | 1 | 1 | 1 |
| 8 | 1016906 | Shelf Support Arm, Left | 4 | 3 | 2 |
| 9 | WS-22301 | Washer, M5 Split Lock | 40 | 30 | 20 |
| 10 | SC-38830 | Screw, M5 x 0.8 x 20mm Pan | 40 | 30 | 20 |
| 11 | GD-36676 | Shelf Guard, Lexan, HSM-24 | 4 | 3 | 2 |
| 12 | GD-36677 | Shelf Guard, Lexan, HSM-36 | 4 | 3 | 2 |
| 13 | GD-37136 | Shelf Guard, Lexan, HSM-48 | 4 | 3 | 2 |
| 14 | SC-23141 | Screw, M4 x 0.7 x 12mm Flat | 35 | 28 | 21 |
| 15 | GD-38897 | Shelf Guard, Clear, HSM-24 | 5 | 4 | 3 |
| 16 | GD-38571 | Shelf Guard, Clear, HSM-36 | 5 | 4 | 3 |
| 17 | GD-38898 | Shelf Guard, Clear, HSM-48 | 5 | 4 | 3 |
| 18 | 1022864 | Bracket, Guard Standoff, HSM-24 | 5 | 4 | 3 |
| 19 | 1022493 | Bracket, Guard Standoff, HSM-36 | 5 | 4 | 3 |
| 20 | 1022865 | Bracket, Guard Standoff, HSM-48 | 5 | 4 | 3 |
| 21 | 1016907 | Shelf Support Arm, Right | 4 | 3 | 2 |
| 22 | 1027304 | Shelf Insert for Magnetic Sign Panels, HSM-24 | 5 | 4 | 3 |
| 23 | 1027305 | Shelf Insert for Magnetic Sign Panels, HSM-36 | 5 | 4 | 3 |
| 24 | 1027306 | Shelf Insert for Magnetic Sign Panels, HSM-48 | 5 | 4 | 3 |
| 25 | 5017351R | Base Shelf Assembly, HSM-24 | 1 | 1 | 1 |
| 26 | 5018302R | Base Shelf Assembly, HSM-36 | 1 | 1 | 1 |
| 27 | 5018410R | Base Shelf Assembly, HSM-48 | 1 | 1 | 1 |
| 28 | 5022839R | Shelf Guard, Base, HSM-24 | 1 | 1 | 1 |
| 29 | 5022749R | Shelf Guard, Base, HSM-36 | 1 | 1 | 1 |
| 30 | 5022847R | Shelf Guard, Base, HSM-48 | 1 | 1 | 1 |
| 31 | SH-46066 | Wire Shelf, HSM-24 (optional) | 1 | 1 | 1 |
| 32 | SH-46067 | Wire Shelf, HSM-36 (optional) | 1 | 1 | 1 |
| 33 | SH-46068 | Wire Shelf, HSM-48 (optional) | 1 | 1 | 1 |

Optional Signage Panels

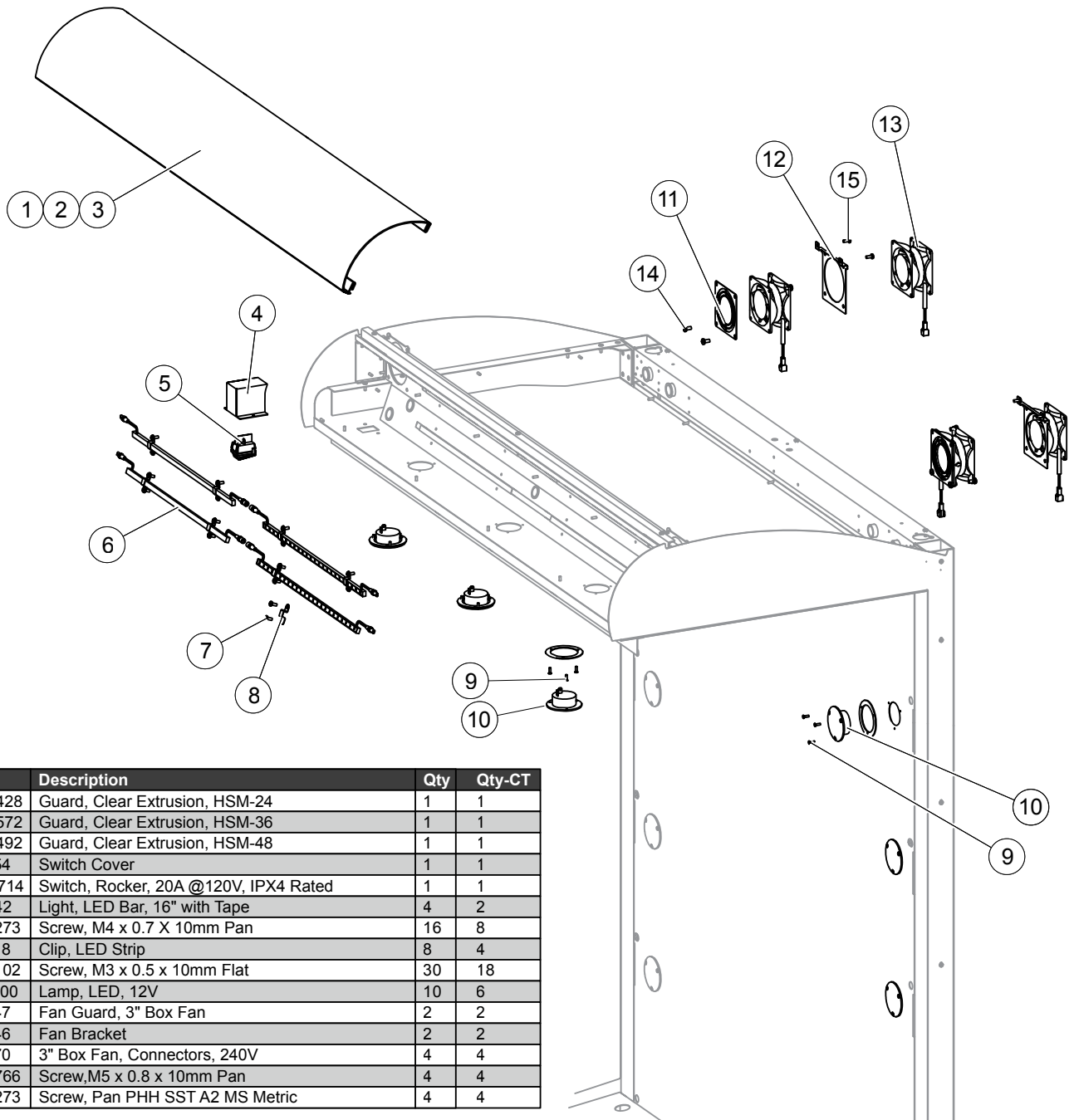
| Description | HSM-24 | HSM-36 | HSM-48 |
|------------------------------------|----------|----------|----------|
| Signage Panel, POP Display | PE-38808 | PE-38809 | PE-38810 |
| Signage Panel, Shelf — Grab & Go | PE-38815 | PE-38821 | PE-38827 |
| Signage Panel, Shelf — Hot & Fresh | PE-38816 | PE-38822 | PE-38828 |
| Signage Panel, Shelf — Hot & Tasty | PE-38814 | PE-38820 | PE-38826 |
| Signage Panel, Shelf — Sandwich | PE-38812 | PE-38818 | PE-38824 |
| Signage Panel, Shelf — BBQ Ribs | PE-38813 | PE-38819 | PE-38825 |
| Signage Panel, Shelf — Rotisserie | PE-38811 | PE-38817 | PE-38823 |
| Signage Shelves, All Black | PE-46434 | PE-46436 | PE-46438 |
| Signage Top Display, All Black | PE-46435 | PE-46437 | PE-46437 |
| Holder, Magnetic, Black | PE-46057 | PE-46058 | PE-46059 |

Serial number is required for all inquiries.
 Part numbers and drawings are subject to change without notice.

HSM Fan and Light Components - All Models

⚠ WARNING

⚡ Electric shock hazard.
Perform lockout/tagout procedures before cleaning or servicing this appliance.



| Item | Part | Description | Qty | Qty-CT |
|------|----------|---------------------------------------|-----|--------|
| 1 | GD-38428 | Guard, Clear Extrusion, HSM-24 | 1 | 1 |
| 2 | GD-38572 | Guard, Clear Extrusion, HSM-36 | 1 | 1 |
| 3 | GD-38492 | Guard, Clear Extrusion, HSM-48 | 1 | 1 |
| 4 | 1021654 | Switch Cover | 1 | 1 |
| 5 | SW-36714 | Switch, Rocker, 20A @120V, IPX4 Rated | 1 | 1 |
| 6 | LI-35742 | Light, LED Bar, 16" with Tape | 4 | 2 |
| 7 | SC-22273 | Screw, M4 x 0.7 X 10mm Pan | 16 | 8 |
| 8 | 1020018 | Clip, LED Strip | 8 | 4 |
| 9 | SC-23102 | Screw, M3 x 0.5 x 10mm Flat | 30 | 18 |
| 10 | LP-37100 | Lamp, LED, 12V | 10 | 6 |
| 11 | 1021747 | Fan Guard, 3" Box Fan | 2 | 2 |
| 12 | 1016946 | Fan Bracket | 2 | 2 |
| 13 | 5020770 | 3" Box Fan, Connectors, 240V | 4 | 4 |
| 14 | SC-22766 | Screw, M5 x 0.8 x 10mm Pan | 4 | 4 |
| 15 | SC-22273 | Screw, Pan PHH SST A2 MS Metric | 4 | 4 |

Serial number is required for all inquiries.
Part numbers and drawings are subject to change without notice.

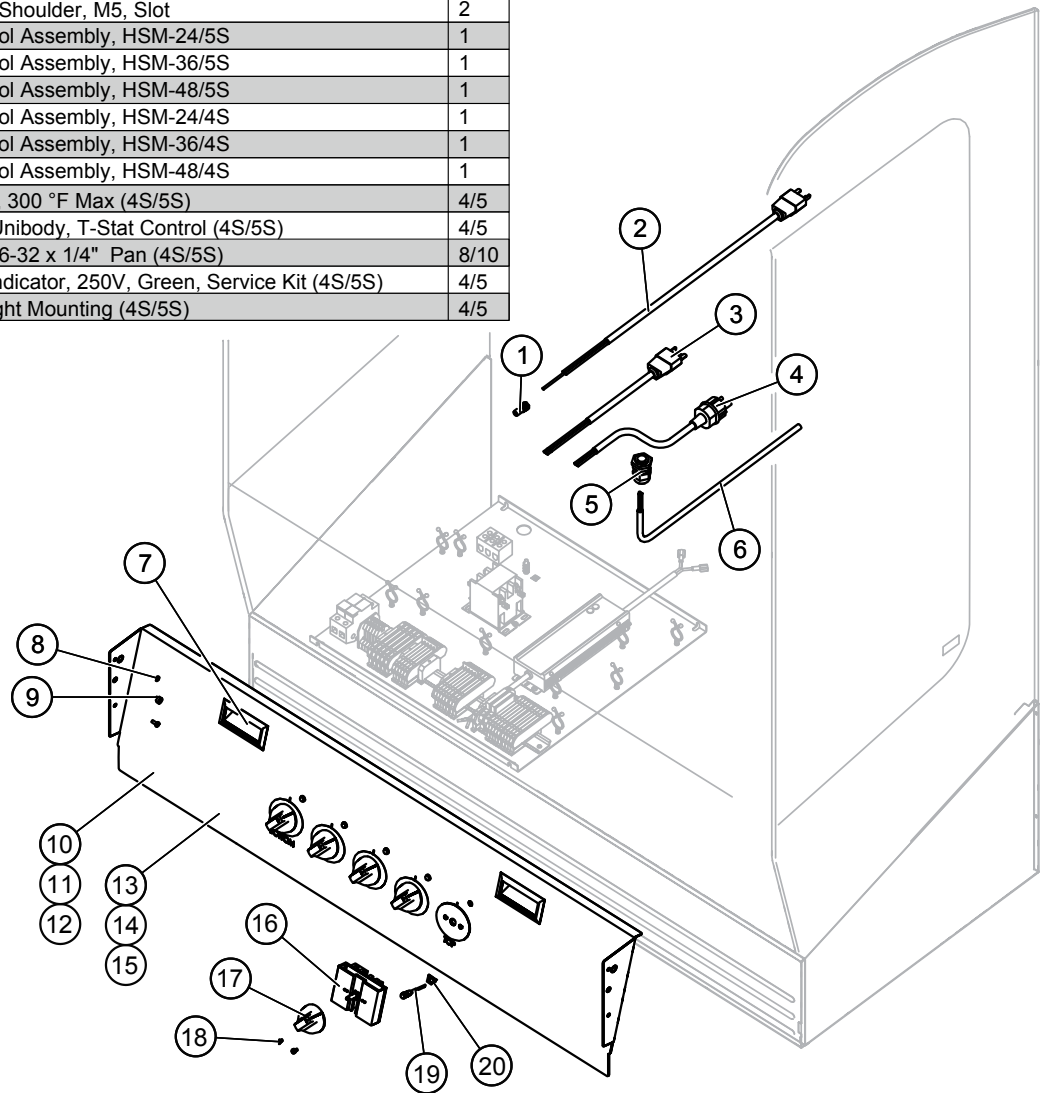
Parts for Standard Models

HSM-5S, HSM-4S Shelf Base Components

⚠ WARNING

⚡ Electric shock hazard.
Perform lockout/tagout procedures before cleaning or servicing this appliance.

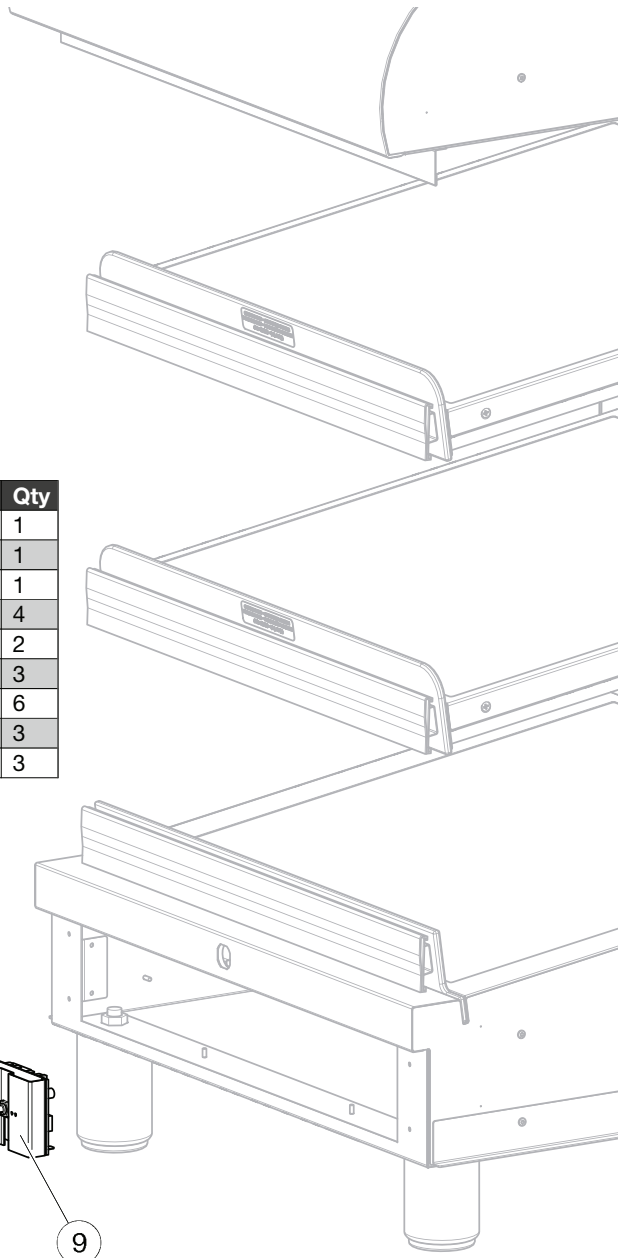
| Item | Part | Description | Qty |
|------|-----------|--|------|
| 1 | 5013179 | Equipotential Bonding Terminal | 1 |
| 2 | CD-3397 | Cordset, 12/3 SJO, 20A-125V Plug | 1 |
| 3 | CD-3588 | Cordset, 12/3, 250V | 1 |
| 4 | CD-3922 | Cordset, 16AWG, 3/C, International Harmonized | 1 |
| 5 | BU-34717 | Bushing, Strain Relief, 5.8-13.9mm | 1 |
| 6 | CD-33490M | Cord, 12/3, Harmonized | 1 |
| 7 | HD-28789 | Handle, Pull Recessed, Black | 1 |
| 8 | SC-22273 | Screw, M4 x 0.7 x 10mm Pan | 4 |
| 9 | SC-36459 | Screw, Shoulder, M5, Slot | 2 |
| 10 | 5021899R | 5-Control Assembly, HSM-24/5S | 1 |
| 11 | 5022264R | 5-Control Assembly, HSM-36/5S | 1 |
| 12 | 5018409R | 5-Control Assembly, HSM-48/5S | 1 |
| 13 | 5022340R | 5-Control Assembly, HSM-24/4S | 1 |
| 14 | 5022358R | 5-Control Assembly, HSM-36/4S | 1 |
| 15 | 5022368R | 5-Control Assembly, HSM-48/4S | 1 |
| 16 | CC-36830 | Control, 300 °F Max (4S/5S) | 4/5 |
| 17 | KN-36424 | Knob, Unibody, T-Stat Control (4S/5S) | 4/5 |
| 18 | SC-22500 | Screw, 6-32 x 1/4" Pan (4S/5S) | 8/10 |
| 19 | 5022821R | Light, Indicator, 250V, Green, Service Kit (4S/5S) | 4/5 |
| 20 | CL-37245 | Clip, Light Mounting (4S/5S) | 4/5 |



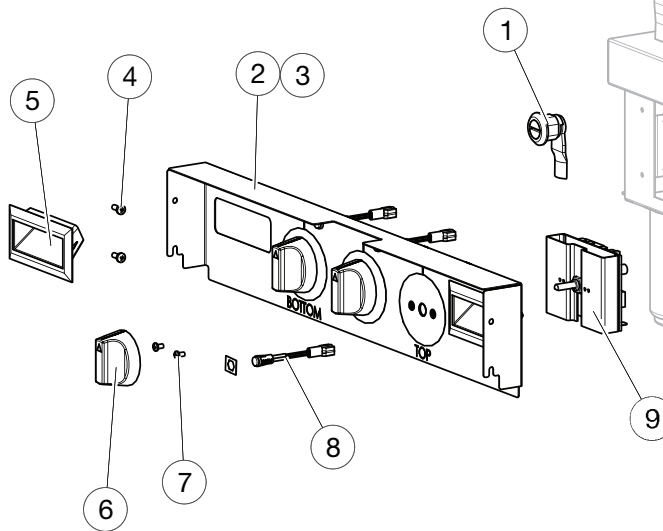
Serial number is required for all inquiries.
Part numbers and drawings are subject to change without notice.

HSM Countertop Base Components

⚠ WARNING
 ⚡ Electric shock hazard.
 Perform lockout/tagout procedures before cleaning or servicing this appliance.



| Item | Part | Description | Qty |
|------|----------|------------------------------------|-----|
| 1 | LT-38488 | Latch | 1 |
| 2 | 5018748R | Kit, 3-Control Assembly, HSM-24/CT | 1 |
| 3 | 5018791R | Kit, 3-Control Assembly, HSM-36/CT | 1 |
| 4 | SC-22273 | Screw, M4 x 0.7 x 10mm Pan | 4 |
| 5 | HD-28789 | Handle, Pull Recessed, Black | 2 |
| 6 | KN-36424 | Knob, T-Stat Control | 3 |
| 7 | SC-22500 | Screw, 6-32 x 1/4" Pan | 6 |
| 8 | 5022821R | Light, Indicator, Green, with Clip | 3 |
| 9 | CC-36830 | Control, 300°F (149°C) Max | 3 |



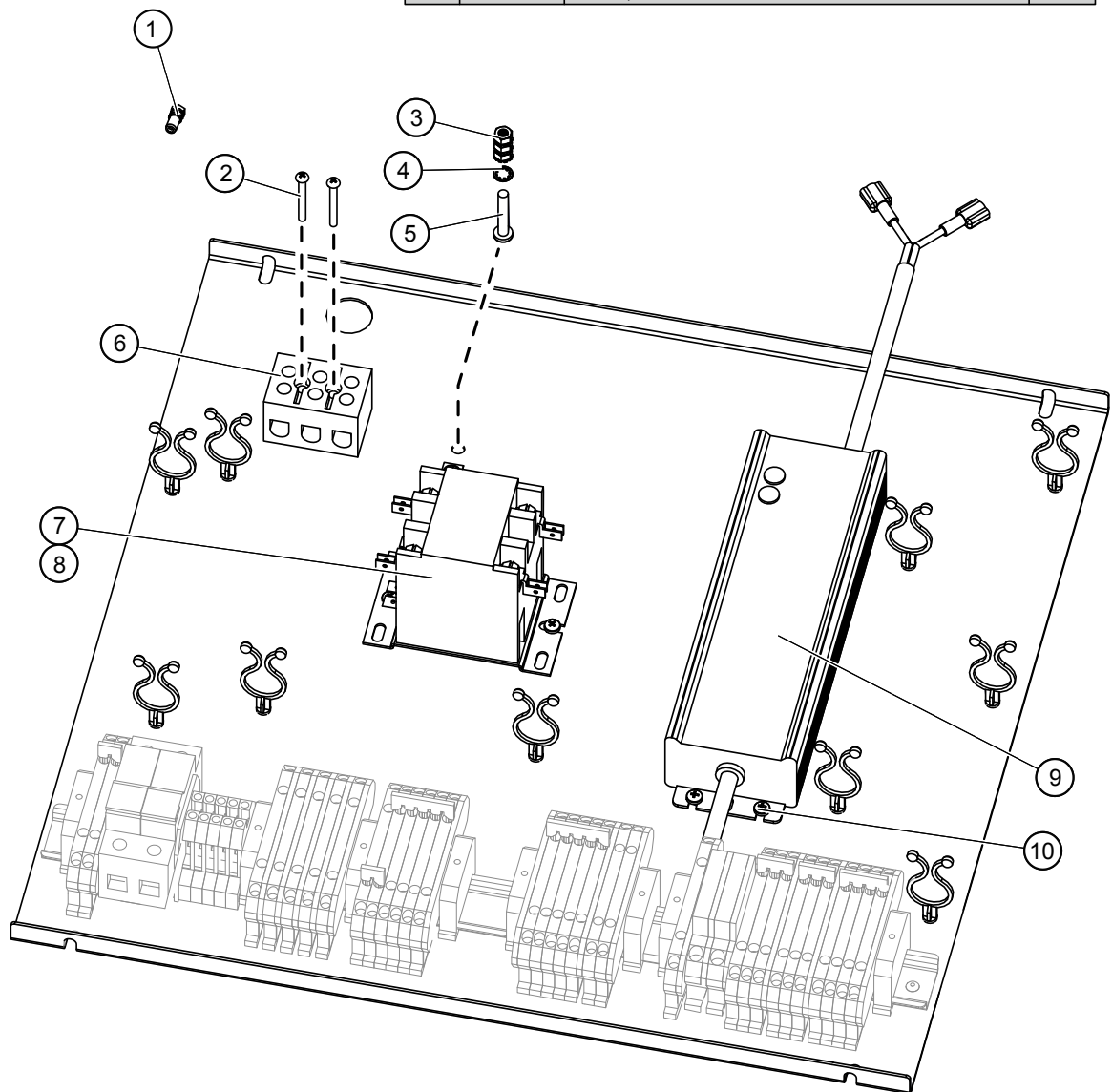
Serial number is required for all inquiries.
 Part numbers and drawings are subject to change without notice.

Parts for Standard Models

HSM-5S, HSM-4S Shelf Control Components

⚠ WARNING
 Electric shock hazard.
 Perform lockout/tagout procedures before cleaning or servicing this appliance.

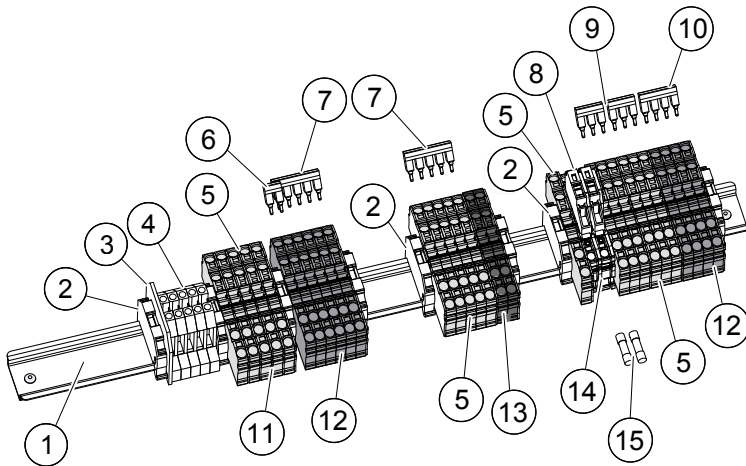
| Item | Part | Description | Qty |
|------|----------|-------------------------------|-----|
| 1 | 5013179 | Equipotential Ground Stud | 1 |
| 2 | SC-2365 | Screw, 6-32 x 1-1/4" Pan | 2 |
| 3 | NU-36234 | Nut, M5, Keps | 3 |
| 4 | WS-2467 | Washer, Locking | 1 |
| 5 | SC-38128 | Screw, Pan PH, Metric M5 | 1 |
| 6 | BK-3019 | T-Block | 1 |
| 7 | CN-3052 | Contactor 208/240V 3-Pole 25A | 1 |
| 8 | CN-3487 | Contactor 120V 2-Pole 25A | 1 |
| 9 | BA-38198 | Power Supply with Connectors | 1 |
| 10 | SC-22273 | Screw, M4 x 0.7 x 10mm Pan | 3 |



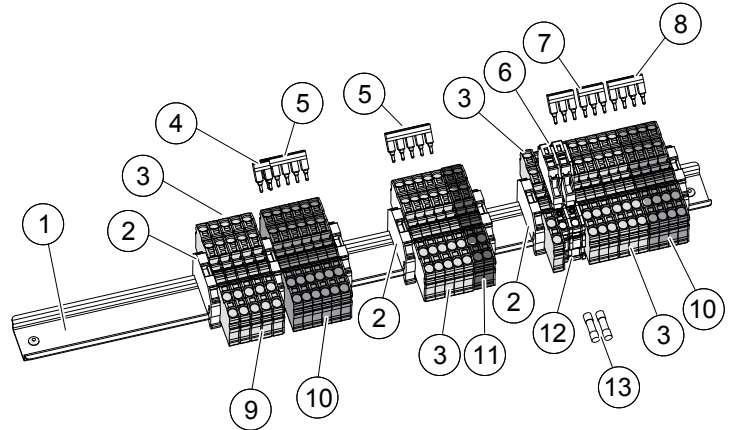
Serial number is required for all inquiries.
 Part numbers and drawings are subject to change without notice.

HSM-5S, HSM-4S Shelf Control Terminal Blocks

HSM-24/4S, HSM-24/5S



HSM-36/4S



| ID | Part No. | Description | Qty |
|----|----------|------------------------------------|-----|
| 1 | 1013459 | DIN Rail | 1 |
| 2 | TM-39606 | End Stop | 8 |
| 3 | TM-3783 | Separator | 1 |
| 4 | TM-3778 | Terminal, 4mm | 5 |
| 5 | TM-39574 | Terminal, 6mm, Spring Type, Orange | 17 |
| 6 | TM-39585 | Jumper Bar, Comb, 2-Pole | 1 |
| 7 | TM-39582 | Jumper Bar, Comb, 5-Pole | 2 |
| 8 | TM-39577 | Fuse Holder | 2 |
| 9 | TM-39584 | Jumper Bar, Comb, 3-Pole | 2 |
| 10 | TM-39583 | Jumper Bar, Comb, 4-Pole | 1 |
| 11 | TM-39576 | Separator | 13 |
| 12 | TM-39575 | Terminal, 6mm, Spring Type, Blue | 10 |
| 13 | TM-39579 | Terminal, Ground, 6mm, Spring Type | 2 |
| 14 | TM-39578 | Separator | 2 |
| 15 | FU-33452 | Fuse, 6.3A | 2 |

| ID | Part No. | Description | Qty |
|----|----------|------------------------------------|-----|
| 1 | 1013459 | DIN Rail | 1 |
| 2 | TM-39606 | End Stop | 7 |
| 3 | TM-39574 | Terminal, 6mm, Spring Type, Orange | 17 |
| 4 | TM-39585 | Jumper Bar, Comb, 2-Pole | 1 |
| 5 | TM-39582 | Jumper Bar, Comb, 5-Pole | 2 |
| 6 | TM-39577 | Fuse Holder | 2 |
| 7 | TM-39584 | Jumper Bar, Comb, 3-Pole | 2 |
| 8 | TM-39583 | Jumper Bar, Comb, 4-Pole | 1 |
| 9 | TM-39576 | Separator | 13 |
| 10 | TM-39575 | Terminal, 6mm, Spring Type, Blue | 10 |
| 11 | TM-39579 | Terminal, Ground, 6mm, Spring Type | 2 |
| 12 | TM-39578 | Separator | 2 |
| 13 | FU-33452 | Fuse, 6.3A | 2 |

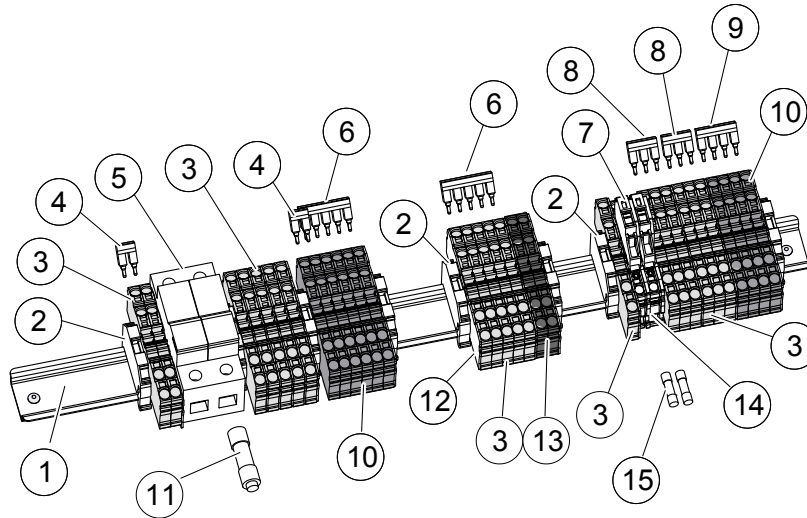
⚠ WARNING

⚡ Electric shock hazard.
Perform lockout/tagout procedures before cleaning or servicing this appliance.

Serial number is required for all inquiries.
Part numbers and drawings are subject to change without notice.

HSM-5S, HSM-4S Shelf Control Terminal Blocks

HSM-36/5S, HSM-48/4S, HSM-48/5S



| ID | Part No. | Description | Qty |
|----|----------|------------------------------------|-----|
| 1 | 1013459 | DIN Rail | 1 |
| 2 | TM-39606 | End Stop | 8 |
| 3 | TM-39574 | Terminal, 6mm, Spring Type, Orange | 19 |
| 4 | TM-39585 | Jumper Bar, Comb, 2-Pole | 2 |
| 5 | FU-34771 | Fuse Holder | 1 |
| 6 | TM-39582 | Jumper Bar, Comb, 5-Pole | 2 |
| 7 | TM-39577 | Fuse Holder | 2 |
| 8 | TM-39584 | Jumper Bar, Comb, 3-Pole | 2 |
| 9 | TM-39583 | Jumper Bar, Comb, 4-Pole | 1 |
| 10 | TM-39575 | Terminal, 6mm, Spring Type, Blue | 10 |
| 11 | FU-34938 | Fuse, 3A | 1 |
| 12 | TM-39576 | Separator | 14 |
| 13 | TM-39579 | Terminal, Ground, 6mm, Spring Type | 2 |
| 14 | TM-39578 | Separator | 2 |
| 15 | FU-33452 | Fuse, 6.3A | 2 |

⚠ WARNING

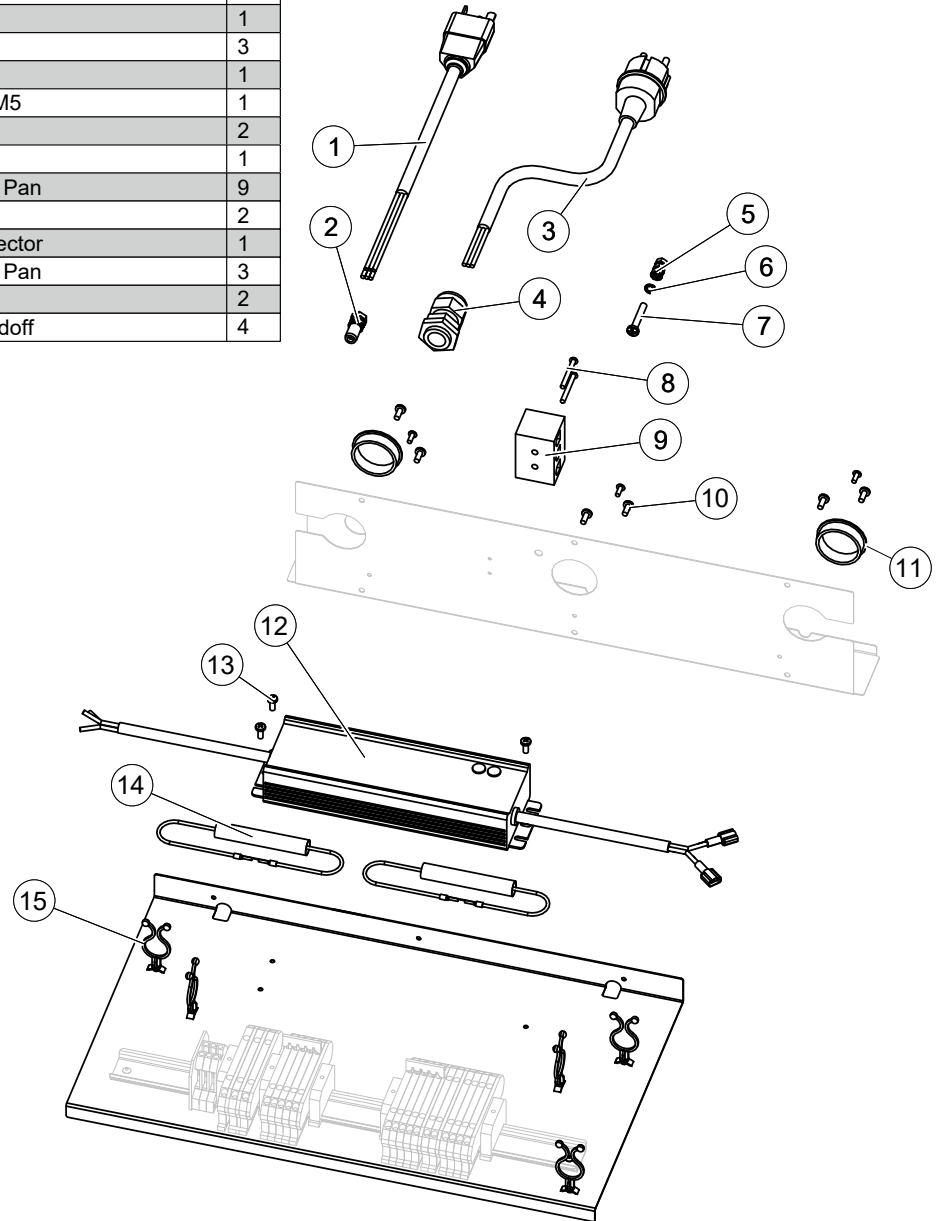
Electric shock hazard.
Perform lockout/tagout procedures before cleaning or servicing this appliance.

Serial number is required for all inquiries.
Part numbers and drawings are subject to change without notice.

HSM Countertop Control Components

⚠ WARNING
 Electric shock hazard.
 Perform lockout/tagout procedures before cleaning or servicing this appliance.

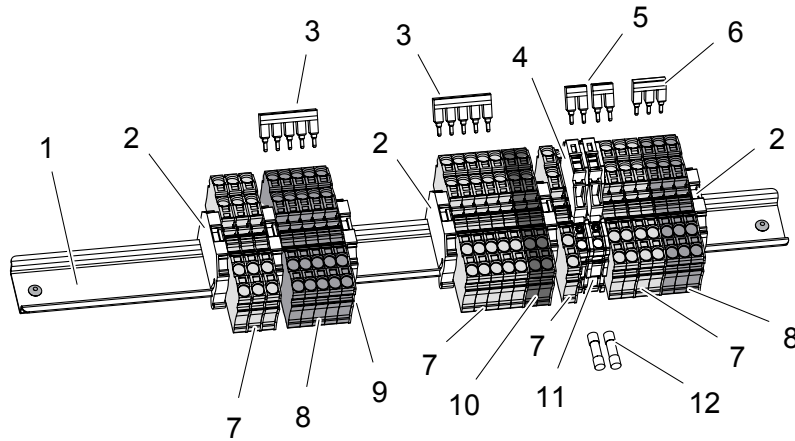
| Item | Part | Description | Qty |
|------|----------|---|-----|
| 1 | 5011565R | Cordset, NEMA 6-20P, with Ferrule | 1 |
| | 5017194 | Cordset, NEMA 6-15P, with Ferrule (not shown) | 1 |
| 2 | 5013179 | Equipotential Ground Stud | 1 |
| 3 | 5013670R | Cordset, CE 7/7, with Ferrule | 1 |
| 4 | BU-34717 | Bushing, Strain Relief | 1 |
| 5 | NU-36234 | Nut, M5, Keps | 3 |
| 6 | WS-2467 | Washer, Lock | 1 |
| 7 | SC-38128 | Screw, Pan, Ph, Metric, M5 | 1 |
| 8 | SC-2365 | Screw, 6-32 x 1-1/4" Pan | 2 |
| 9 | BK-3019 | T-Block | 1 |
| 10 | SC-22273 | Screw, M4 x 0.7 x 10mm Pan | 9 |
| 11 | BU-3013 | Bushing, Snap, 1-1/2" | 2 |
| 12 | 5020740 | Power Supply with Connector | 1 |
| 13 | SC-22273 | Screw, M4 x 0.7 x 10mm Pan | 3 |
| 14 | 5020737 | Fuse Link Assembly | 2 |
| 15 | TI-35719 | Tie, Twist Lock 0.5" Standoff | 4 |



Serial number is required for all inquiries.
 Part numbers and drawings are subject to change without notice.

HSM Countertop Control Terminal Blocks

HSM-36/3S-CT, HSM-24/3S-CT 120V



| ID | Part No. | Description | Qty |
|----|----------|------------------------------------|-----|
| 1 | 1013636 | DIN Rail | 1 |
| 2 | TM-39606 | End Stop, Clip | 6 |
| 3 | TM-39582 | Jumper Bar, Comb, 5-Pole | 2 |
| 4 | TM-39578 | Separator | 2 |
| 5 | TM-39585 | Jumper Bar, Comb, 2-Pole | 2 |
| 6 | TM-39584 | Jumper Bar, Comb, 3-Pole | 1 |
| 7 | TM-39574 | Terminal, 6mm, Spring Type, Orange | 13 |
| 8 | TM-39575 | Terminal, 6mm, Spring Type, Blue | 8 |
| 9 | TM-39576 | Separator | 10 |
| 10 | TM-39579 | Terminal, Ground, 6mm, Spring Type | 2 |
| 11 | TM-39577 | Fuse Holder | 2 |
| 12 | FU-33452 | Fuse, 6.3A | 2 |

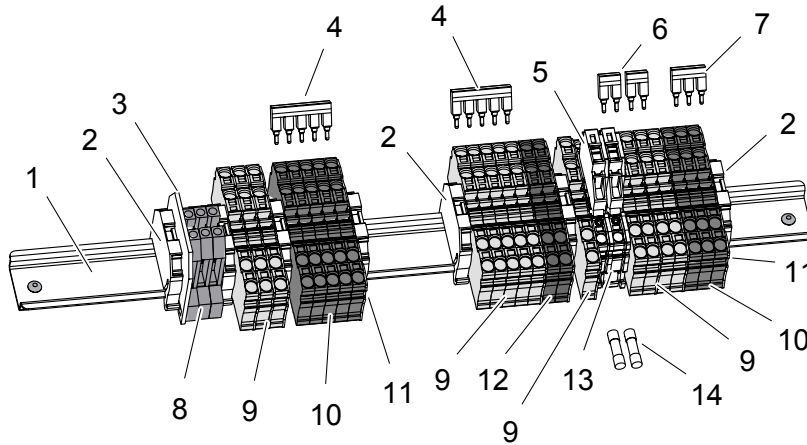
⚠ WARNING

Electric shock hazard.
Perform lockout/tagout procedures before cleaning or servicing this appliance.

Serial number is required for all inquiries.
Part numbers and drawings are subject to change without notice.

HSM Countertop Control Terminal Blocks

HSM-24/3S-CT 208-240V, HSM-24/3S-CT 230V



| ID | Part No. | Description | Qty |
|----|----------|------------------------------------|-----|
| 1 | 1013636 | DIN Rail | 1 |
| 2 | TM-39606 | End Stop, Clip | 7 |
| 3 | TM-3783 | Separator | 1 |
| 4 | TM-39582 | Jumper Bar, Comb, 5-Pole | 2 |
| 5 | TM-39578 | Separator | 2 |
| 6 | TM-39585 | Jumper Bar, Comb, 2-Pole | 2 |
| 7 | TM-39584 | Jumper Bar, Comb, 3-Pole | 1 |
| 8 | TM-3778 | Terminal, 4mm | 3 |
| 9 | TM-39574 | Terminal, 6mm, Spring Type, Orange | 13 |
| 10 | TM-39575 | Terminal, 6mm, Spring Type, Blue | 8 |
| 11 | TM-39576 | Separator | 10 |
| 12 | TM-39579 | Terminal, Ground, 6mm, Spring Type | 2 |
| 13 | TM-39577 | Fuse Holder | 2 |
| 14 | FU-33452 | Fuse, 6.3A | 2 |

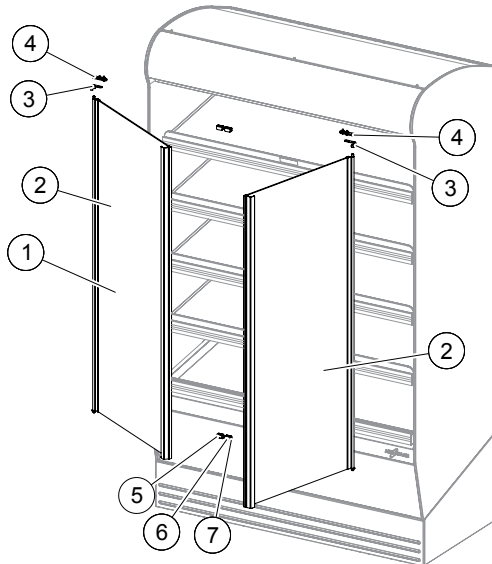
⚠ WARNING

⚡ Electric shock hazard.
Perform lockout/tagout procedures before cleaning or servicing this appliance.

Serial number is required for all inquiries.
Part numbers and drawings are subject to change without notice.

Parts for Standard Models

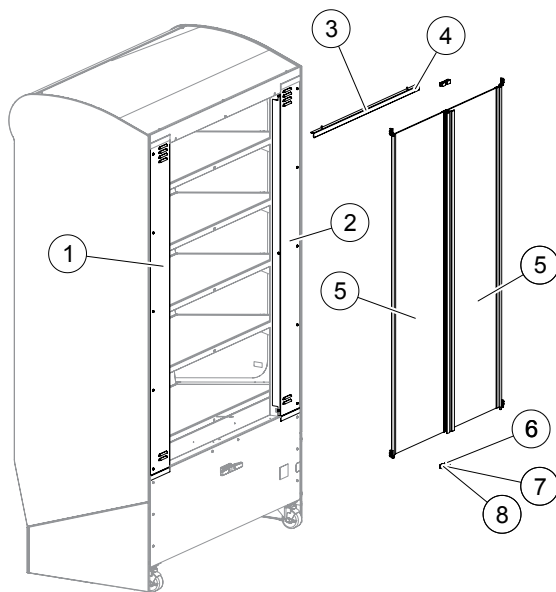
HSM-48/5S, HSM-48/4S Pass-Through: Front, Rear Swing and Rear Slide Doors



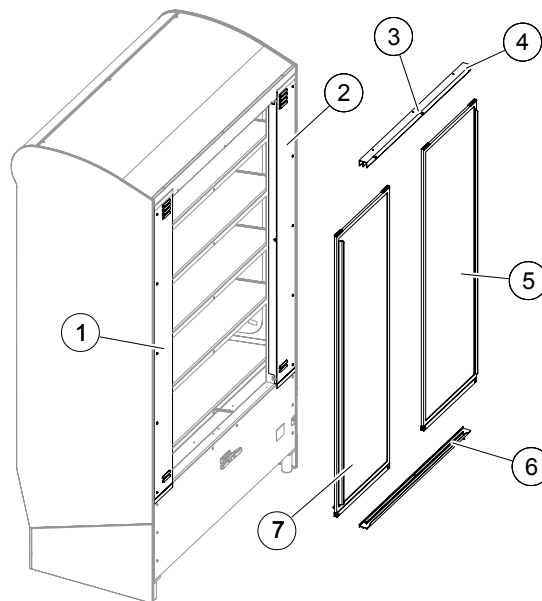
⚠ WARNING
 Electric shock hazard.
 Perform lockout/tagout procedures before cleaning or servicing this appliance.

Serial number is required for all inquiries. Part numbers and drawings are subject to change without notice.

| ID | Part No. | Description | Qty |
|----|----------|-----------------------------|-----|
| 1 | 5018433 | Front Door Assembly, HSM-48 | 1 |
| 2 | DR-39027 | Front Door, HSM-48 | 2 |
| 3 | 1024721 | Door Stop | 2 |
| 4 | 1016925 | Bracket, Door Pin Holder | 4 |
| 5 | 1024421 | Clip, Magnet Holder, Door | 4 |
| 6 | MA-39313 | Magnet, 0.5" x 0.5" x 0.1" | 4 |
| 7 | TA-24637 | Tape | 4 |

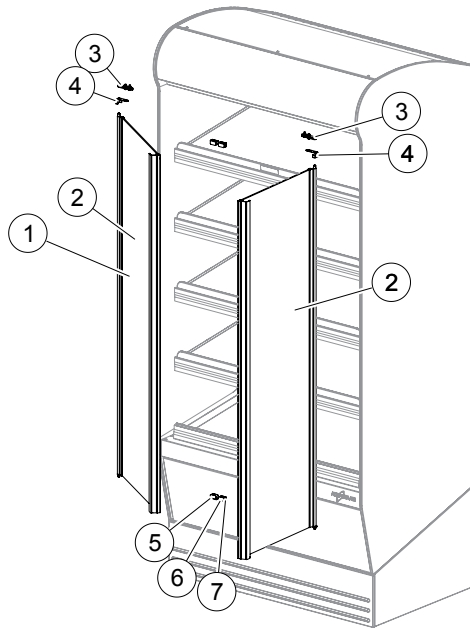


| ID | Part No. | Description | Qty |
|----|----------|---------------------------------------|-----|
| 1 | 1023960 | Panel, Right, Pass-Through, HSM-48/5S | 1 |
| | 1017223 | Panel, Right, Pass-Through, HSM-48/4S | 1 |
| 2 | 1023961 | Panel, Left, Pass-Through, HSM-48/5S | 1 |
| | 1017250 | Panel, Left, Pass-Through, HSM-48/4S | 1 |
| 3 | 5024260 | Rear Swing Door Assembly, HSM-48 | 1 |
| 4 | 1023967 | Plate, Magnet, Rear, Top, HSM-48 | 1 |
| 5 | DR-39028 | Rear Swing Door, HSM-48 | 2 |
| 6 | 1024421 | Clip, Magnet Holder, Door | 4 |
| 7 | MA-39313 | Magnet, 0.5" x 0.5" x 0.1" | 4 |
| 8 | TA-24637 | Tape | 4 |



| ID | Part No. | Description | Qty |
|----|----------|---------------------------------------|-----|
| 1 | 1023960 | Panel, Right, Pass-Through, HSM-48/5S | 1 |
| | 1017223 | Panel, Right, Pass-Through, HSM-48/4S | 1 |
| 2 | 1023961 | Panel, Left, Pass-Through, HSM-48/5S | 1 |
| | 1017250 | Panel, Left, Pass-Through, HSM-48/4S | 1 |
| 3 | 5023919 | Assembly, Rear Slide Door, HSM-48 | 1 |
| 4 | TK-39031 | Track, Top, Slide Door, HSM-48 | 1 |
| 5 | DR-39029 | Rear Slide Door, Right, HSM-48 | 1 |
| 6 | TK-39032 | Track, Bottom, Slide Door, HSM-48 | 1 |
| 7 | DR-39030 | Rear Slide Door, Left, HSM-48 | 1 |

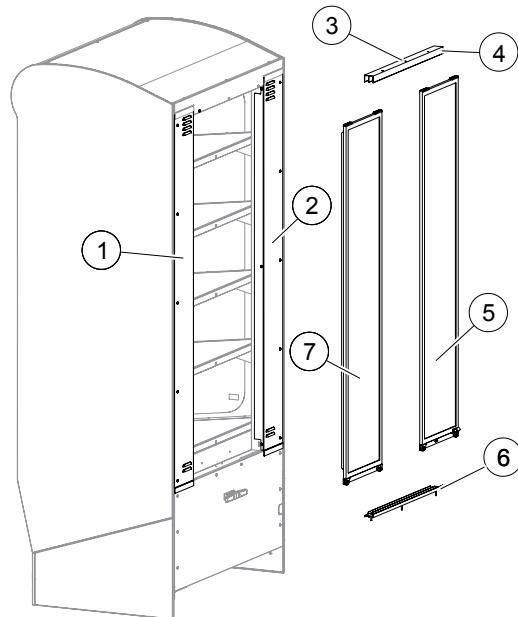
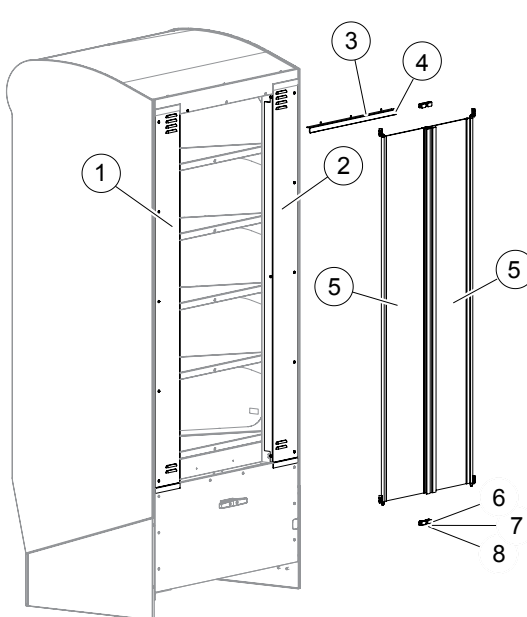
HSM-36/5S, HSM-36/4S Pass-Through: Front, Rear Swing and Rear Slide Doors



⚠ WARNING
 Electric shock hazard.
 Perform lockout/tagout procedures before cleaning or servicing this appliance.

Serial number is required for all inquiries. Part numbers and drawings are subject to change without notice.

| ID | Part No. | Description | Qty |
|----|----------|-----------------------------|-----|
| 1 | 5018440 | Front Door Assembly, HSM-36 | 1 |
| 2 | DR-39035 | Front Door, HSM-36 | 2 |
| 3 | 1016925 | Bracket, Door Pin Holder | 4 |
| 4 | 1024721 | Door Stop | 1 |
| 5 | 1024421 | Clip, Magnet Holder, Door | 4 |
| 6 | MA-39313 | Magnet, 0.5" x 0.5" x 0.1" | 4 |
| 7 | TA-24637 | Tape | 4 |

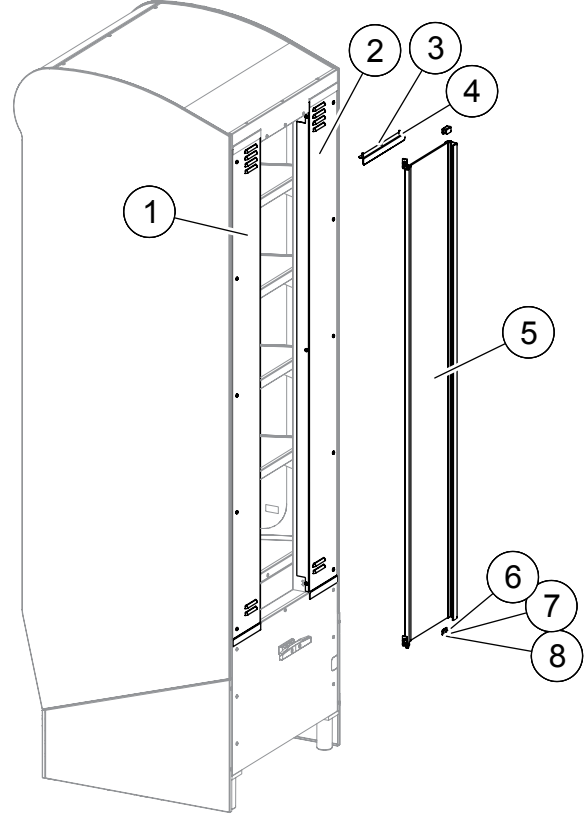
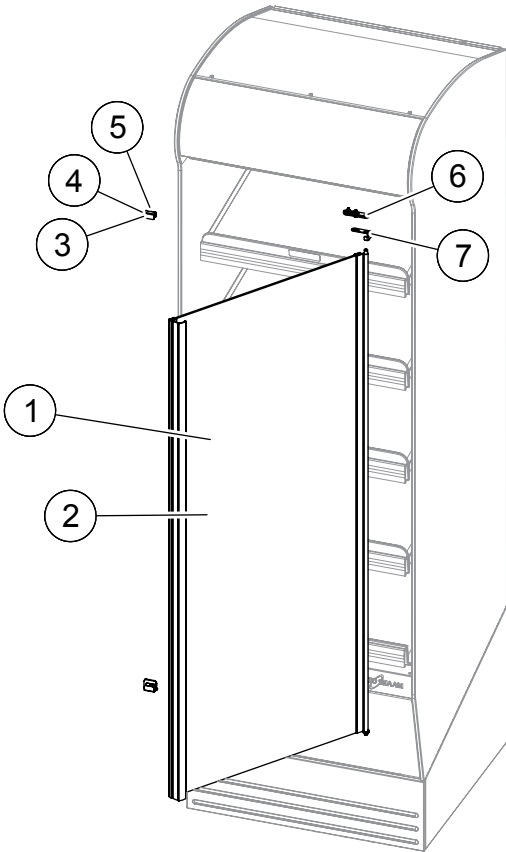


| ID | Part No. | Description | Qty |
|----|----------|---------------------------------------|-----|
| 1 | 1023960 | Panel, Right, Pass-Through, HSM-36/5S | 1 |
| | 1017223 | Panel, Right, Pass-Through, HSM-36/4S | 1 |
| 2 | 1023961 | Panel, Left, Pass-Through, HSM-36/5S | 1 |
| | 1017250 | Panel, Left, Pass-Through, HSM-36/4S | 1 |
| 3 | 5024259 | Rear Swing Door Assembly, HSM-36 | 1 |
| 4 | 1023966 | Plate, Magnet, Rear, Top, HSM-36 | 1 |
| 5 | DR-39036 | Rear Swing Door, HSM-36 | 2 |
| 6 | 1024421 | Clip, Magnet Holder, Door | 4 |
| 7 | MA-39313 | Magnet, 0.5" x 0.5" x 0.1" | 4 |
| 8 | TA-24637 | Tape | 4 |

| ID | Part No. | Description | Qty |
|----|----------|---------------------------------------|-----|
| 1 | 1023960 | Panel, Right, Pass-Through, HSM-36/5S | 1 |
| | 1017223 | Panel, Right, Pass-Through, HSM-36/4S | 1 |
| 2 | 1023961 | Panel, Left, Pass-Through, HSM-36/5S | 1 |
| | 1017250 | Panel, Left, Pass-Through, HSM-36/4S | 1 |
| 3 | 5023920 | Rear Slide Door Assembly, HSM-36 | 1 |
| 4 | TK-39045 | Track, Top, Slide Door, HSM-36 | 1 |
| 5 | DR-39044 | Rear Slide Door, Left, HSM-36 | 1 |
| 6 | TK-39046 | Track, Bottom, Slide Door, HSM-36 | 1 |
| 7 | DR-39043 | Rear Slide Door, Right, HSM-36 | 1 |

Parts for Standard Models

HSM-24/5S, HSM-24/4S Pass-Through: Front and Rear Swing Doors



| ID | Part No. | Description | Qty |
|----|----------|-----------------------------|-----|
| 1 | 5018425 | Front Door Assembly, HSM-24 | 1 |
| 2 | DR-39037 | Front Door, HSM-24 | 1 |
| 3 | 1024421 | Clip, Magnet Holder, Door | 2 |
| 4 | MA-39313 | Magnet, 0.5" x 0.5" x 0.1" | 2 |
| 5 | TA-2463 | Tape | 2 |
| 6 | 1016925 | Bracket, Door Pin Holder | 2 |
| 7 | 1024721 | Door Stop | 1 |

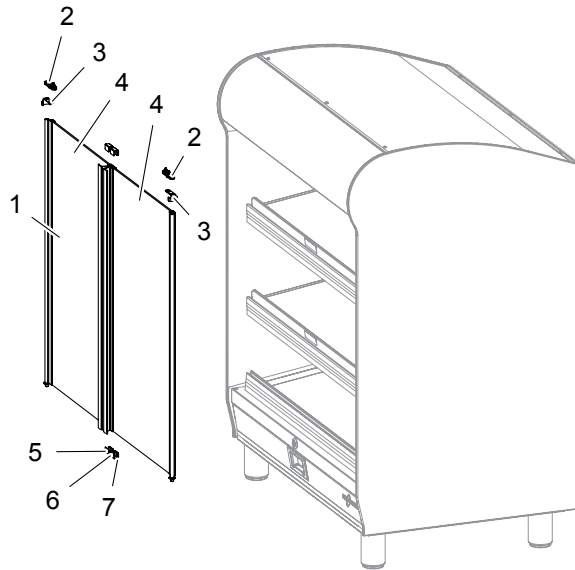
| ID | Part No. | Description | Qty |
|----|----------|---------------------------------------|-----|
| 1 | 1023960 | Panel, Right, Pass-Through, HSM-24/5S | 1 |
| | 1017223 | Panel, Right, Pass-Through, HSM-24/4S | 1 |
| 2 | 1023961 | Panel, Left, Pass-Through, HSM-24/5S | 1 |
| | 1017250 | Panel, Left, Pass-Through, HSM-24/4S | 1 |
| 3 | 5024258 | Rear Swing Door Assembly, HSM-24 | 1 |
| 4 | 1023965 | Plate, Magnet, Rear, Top, HSM-24 | 1 |
| 5 | 69237 | Rear Swing Door, HSM-24 | 1 |
| 6 | 1024421 | Clip, Magnet Holder, Door | 2 |
| 7 | MA-39313 | Magnet, 0.5" x 0.5" x 0.1" | 2 |
| 8 | TA-24637 | Tape | 2 |

⚠ WARNING

Electric shock hazard.
Perform lockout/tagout procedures before cleaning or servicing this appliance.

Serial number is required for all inquiries.
Part numbers and drawings are subject to change without notice.

HSM-36/3S-CT Pass-Through: Front, Rear Swing and Rear Slide Doors



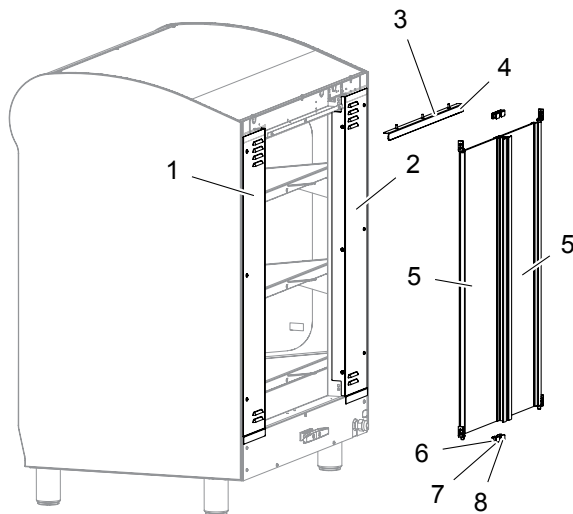
⚠ WARNING

⚡ Electric shock hazard.

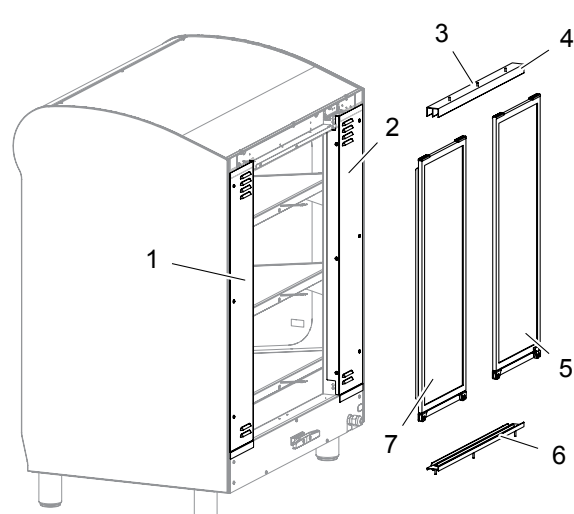
Perform lockout/tagout procedures before cleaning or servicing this appliance.

Serial number is required for all inquiries. Part numbers and drawings are subject to change without notice.

| ID | Part No. | Description | Qty |
|----|----------|--------------------------------|-----|
| 1 | 5018799 | Front Door Assembly, HSM-36/CT | 1 |
| 2 | 1016925 | Bracket, Door Pin Holder | 4 |
| 3 | 1024721 | Door Stop | 2 |
| 4 | DR-39039 | Front Door, HSM-36/CT | 2 |
| 5 | 1024421 | Clip, Magnet Holder, Door | 4 |
| 6 | MA-39313 | Magnet, 0.5" x 0.5" x 0.1" | 4 |
| 7 | TA-24637 | Tape | 4 |



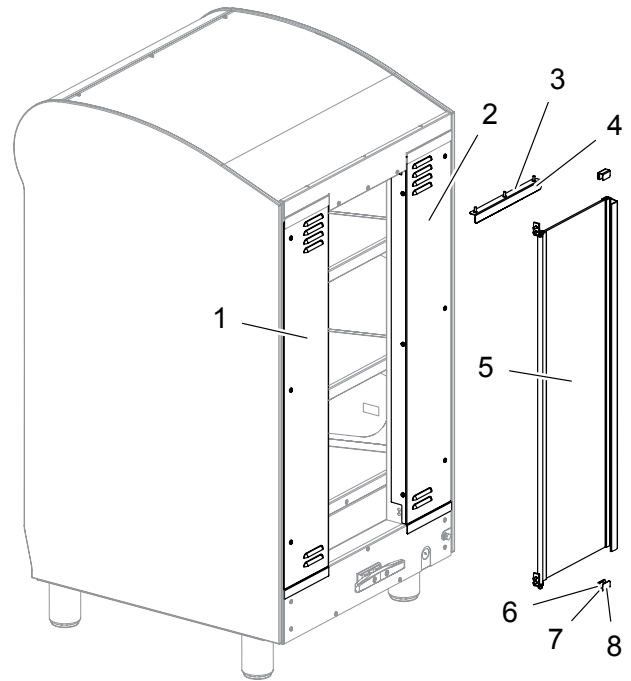
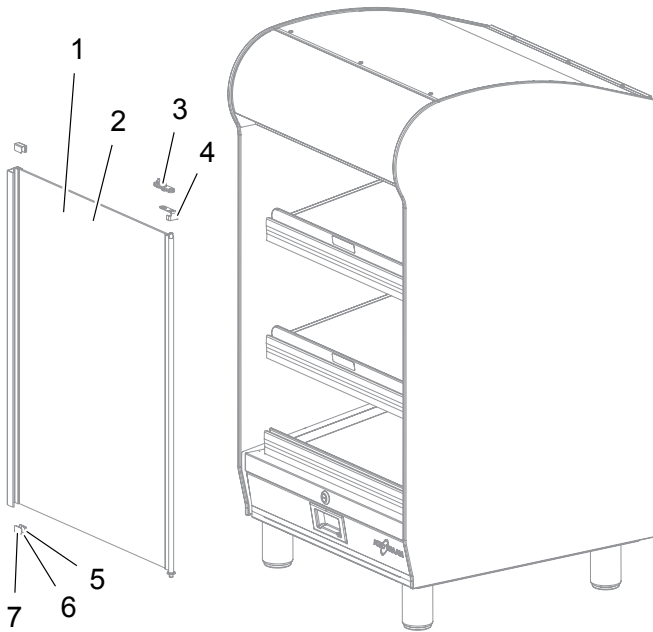
| ID | Part No. | Description | Qty |
|----|----------|---------------------------------------|-----|
| 1 | 1023962 | Panel, Right, Pass-Through, HSM-36/CT | 1 |
| 2 | 1023963 | Panel, Left, Pass-Through, HSM-36/CT | 1 |
| 3 | 5024265 | Rear Swing Door Assembly, HSM-36/CT | 1 |
| 4 | 1023966 | Plate, Magnet, Rear, Top, HSM-36 | 1 |
| 5 | DR-39040 | Rear Swing Door, HSM-36/CT | 2 |
| 6 | 1024421 | Clip, Magnet Holder, Door | 4 |
| 7 | MA-39313 | Magnet, 0.5" x 0.5" x 0.1" | 4 |
| 8 | TA-24637 | Tape | 4 |



| ID | Part No. | Description | Qty |
|----|----------|---------------------------------------|-----|
| 1 | 1023962 | Panel, Right, Pass-Through, HSM-36/CT | 1 |
| 2 | 1023963 | Panel, Left, Pass-Through, HSM-36/CT | 1 |
| 3 | 5023921 | Rear Slide Door Assembly, HSM-36/CT | 1 |
| 4 | TK-39045 | Track, Top, Slide Door, HSM-36 | 1 |
| 5 | DR-39048 | Rear Slide Door, Left, HSM-36/CT | 1 |
| 6 | TK-39046 | Track, Bottom, Slide Door, HSM-36/CT | 1 |
| 7 | DR-39047 | Rear Slide Door, Right, HSM-36/CT | 1 |

Parts for Standard Models

HSM-24/3S-CT Pass-Through: Front and Rear Swing Doors



| ID | Part No. | Description | Qty |
|----|----------|--------------------------------|-----|
| 1 | 5018753 | Front Door Assembly, HSM-24/CT | 1 |
| 2 | DR-39041 | Front Door, HSM-24/CT | 1 |
| 3 | 1016925 | Bracket, Door Pin Holder | 2 |
| 4 | 1024721 | Door Stop | 1 |
| 5 | 1024421 | Clip, Magnet Holder, Door | 2 |
| 6 | MA-39313 | Magnet, 0.5" x 0.5" x 0.1" | 2 |
| 7 | TA-24637 | Tape | 2 |

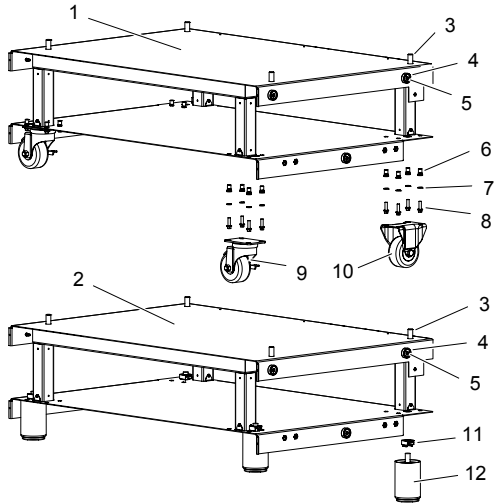
| ID | Part No. | Description | Qty |
|----|----------|---------------------------------------|-----|
| 1 | 1023962 | Panel, Right, Pass-Through, HSM-24/CT | 1 |
| 2 | 1023963 | Panel, Left, Pass-Through, HSM-24/CT | 1 |
| 3 | 5024264 | Rear Swing Door Assembly, HSM-24/CT | 1 |
| 4 | 1023965 | Plate, Magnet, Rear, Top, HSM-24 | 1 |
| 5 | DR-39042 | Rear Swing Door, HSM-24/CT | 1 |
| 6 | 1024421 | Clip, Magnet Holder, Door | 2 |
| 7 | MA-39313 | Magnet, 0.5" x 0.5" x 0.1" | 2 |
| 8 | TA-24637 | Tape | 2 |

⚠ WARNING

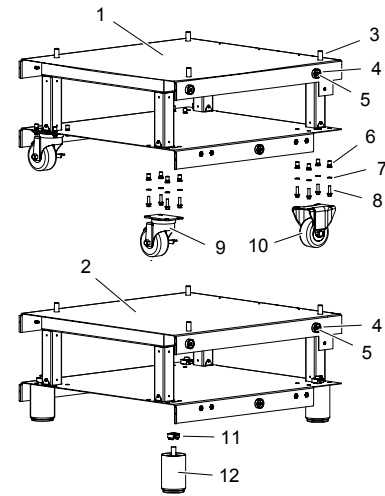
⚡ Electric shock hazard.
Perform lockout/tagout procedures before cleaning or servicing this appliance.

Serial number is required for all inquiries.
Part numbers and drawings are subject to change without notice.

HSM-36/3S-CT, HSM-24/3S-CT Display Base Frames and Skirt



| ID | Part No. | Description | Qty |
|----|----------|-------------------------------------|-----|
| 1 | 5026176 | Display Base, HSM-36/3S-CT, Casters | 1 |
| 2 | 5026182 | Display Base, HSM-36/3S-CT, Legs | 1 |
| 3 | SC-27441 | Screw, M12 x 1.75 x 25mm, Hex | 4 |
| 4 | MA-38245 | Magnet, Neo | 8 |
| 5 | SC-22765 | Screw, M4 x 0.7 x 20mm, Pan | 8 |
| 6 | NU-37269 | Nut, M6, Hex, Insert | 16 |
| 7 | WS-22302 | Washer, M6, Split Lock | 16 |
| 8 | SC-28256 | Screw, M6 x 1 x 20mm, Hex, FLG | 16 |
| 9 | CS-38565 | Caster, 3", Swivel with Brake | 2 |
| 10 | CS-38902 | Caster, 3", Rigid | 2 |
| 11 | NU-37699 | Nut, M12 x 1.75, Cage | 4 |
| 12 | LG-29644 | Leg, 4", Adjustable | 4 |



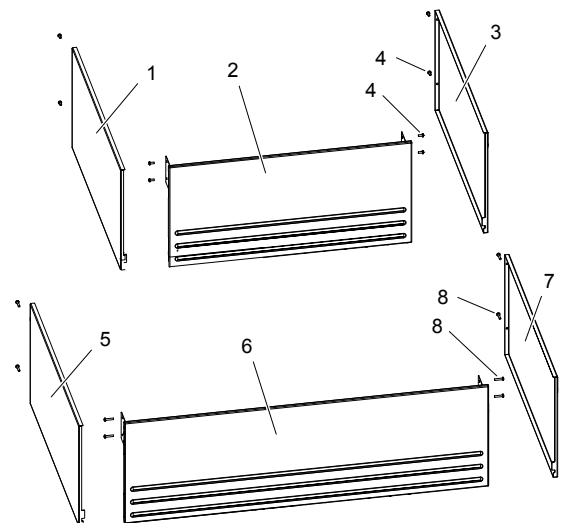
| ID | Part No. | Description | Qty |
|----|----------|-------------------------------------|-----|
| 1 | 5026172 | Display Base, HSM-24/3S-CT, Casters | 1 |
| 2 | 5026180 | Display Base, HSM-24/3S-CT, Legs | 1 |
| 3 | SC-27441 | Screw, M12 x 1.75 x 25mm, Hex | 4 |
| 4 | MA-38245 | Magnet, Neo | 8 |
| 5 | SC-22765 | Screw, M4 x 0.7 x 20mm, Pan | 8 |
| 6 | NU-37269 | Nut, M6, Hex, Insert | 16 |
| 7 | WS-22302 | Washer, M6, Split Lock | 16 |
| 8 | SC-28256 | Screw, M6 x 1 x 20mm Hex, FLG | 16 |
| 9 | CS-38565 | Caster, 3", Swivel with Brake | 2 |
| 10 | CS-38902 | Caster, 3", Rigid | 2 |
| 11 | NU-37699 | Nut, M12 x 1.75, Cage | 4 |
| 12 | LG-29644 | Leg, 4", Adjustable | 4 |

⚠ WARNING

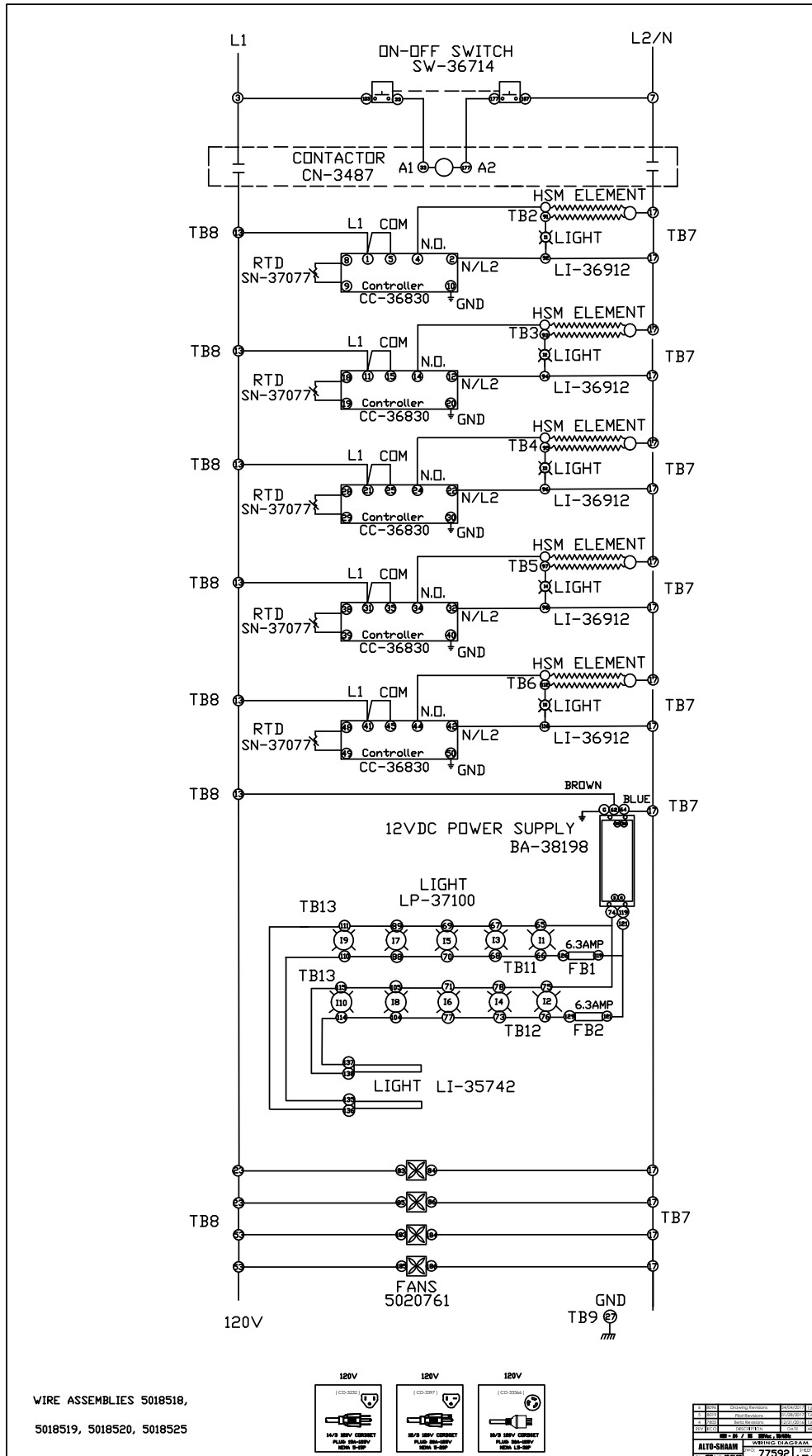
⚡ Electric shock hazard.

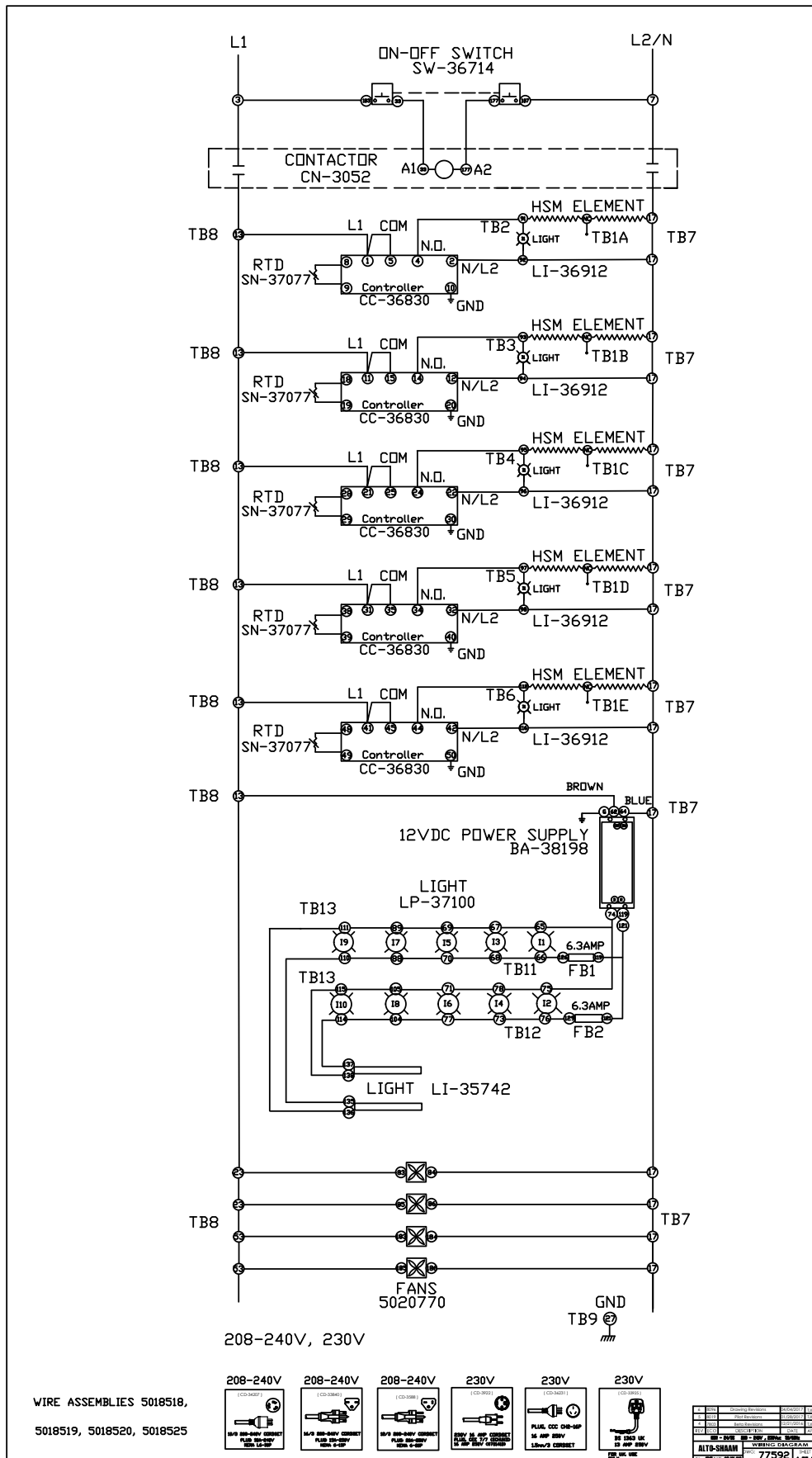
Perform lockout/tagout procedures before cleaning or servicing this appliance.

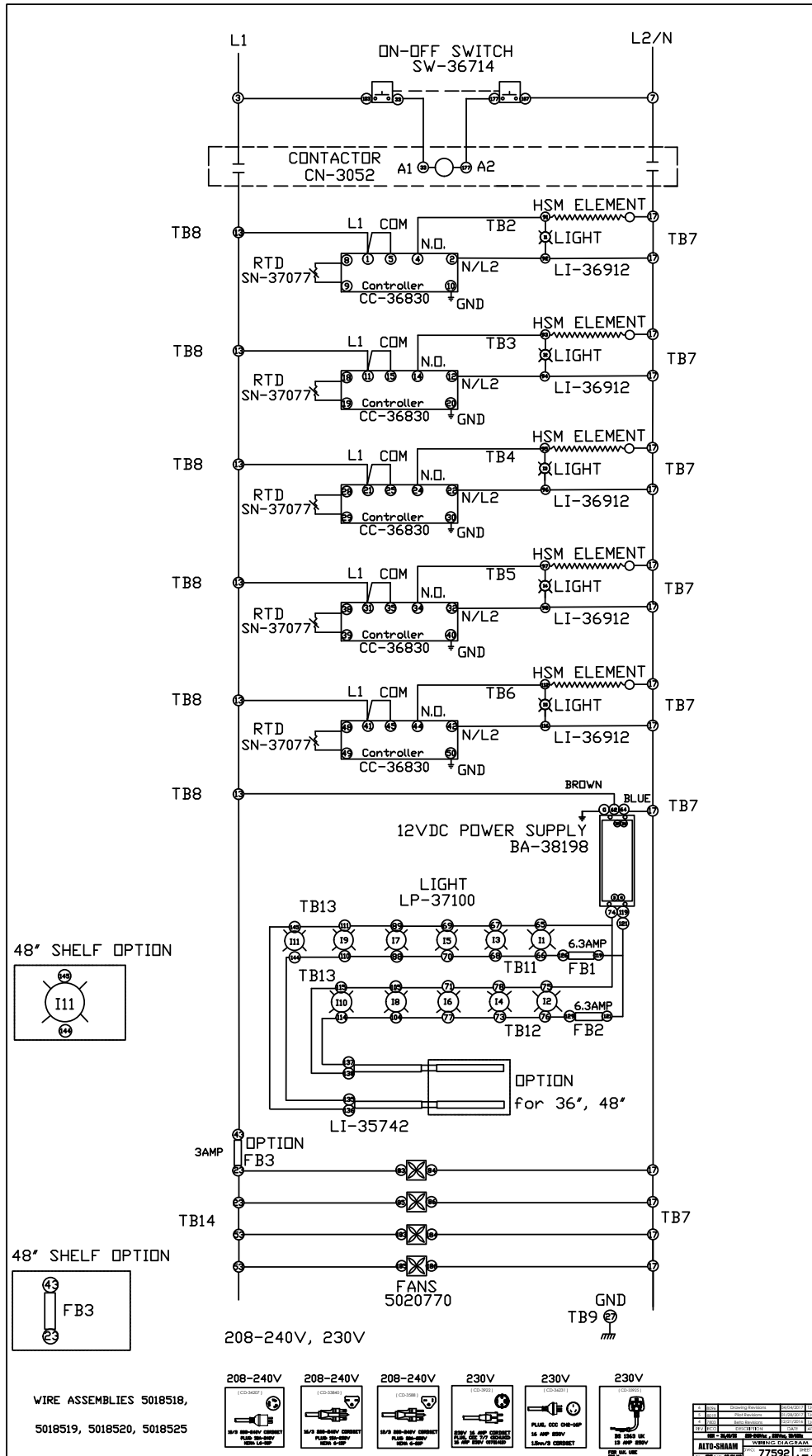
Serial number is required for all inquiries. Part numbers and drawings are subject to change without notice.

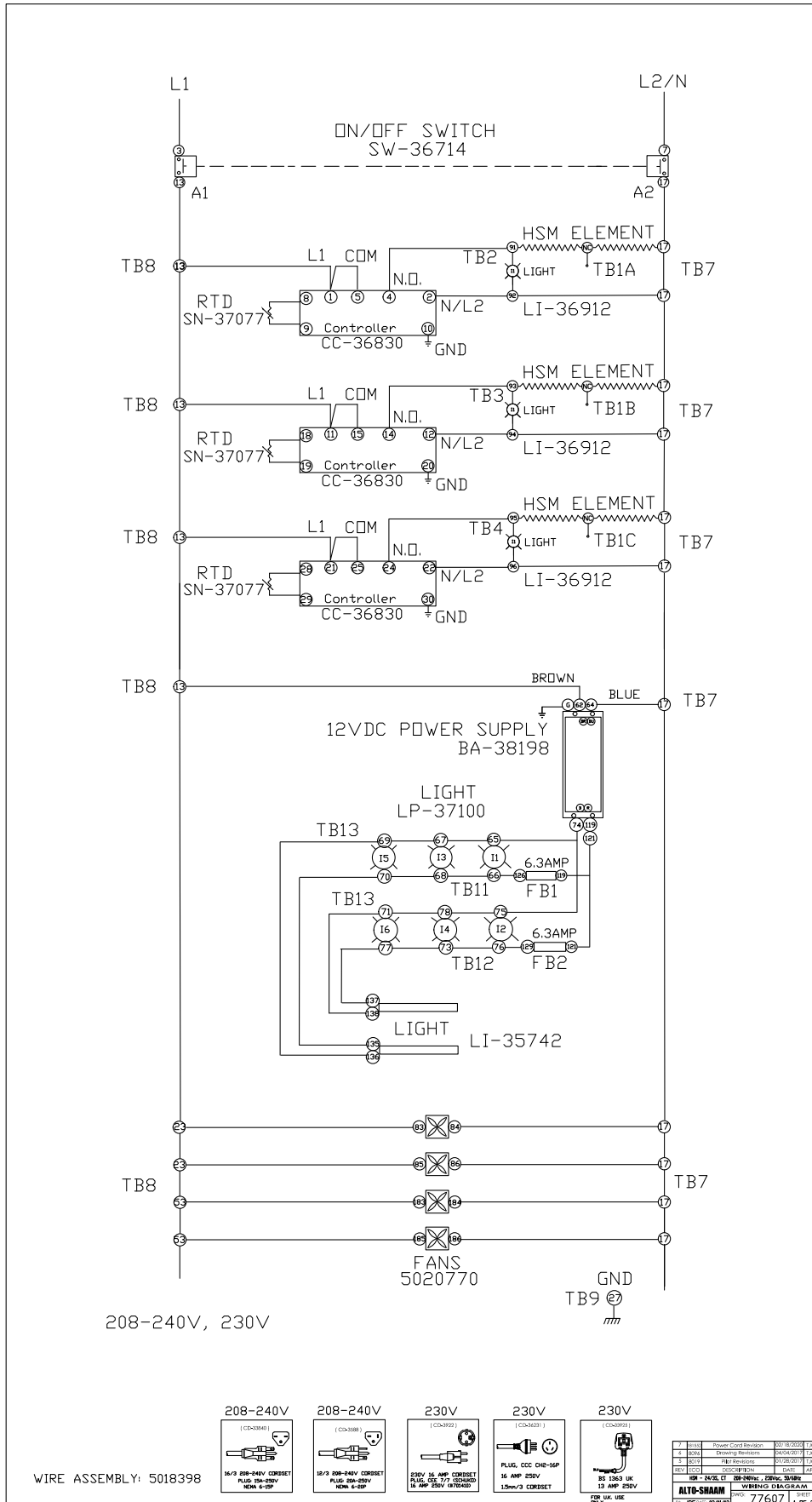


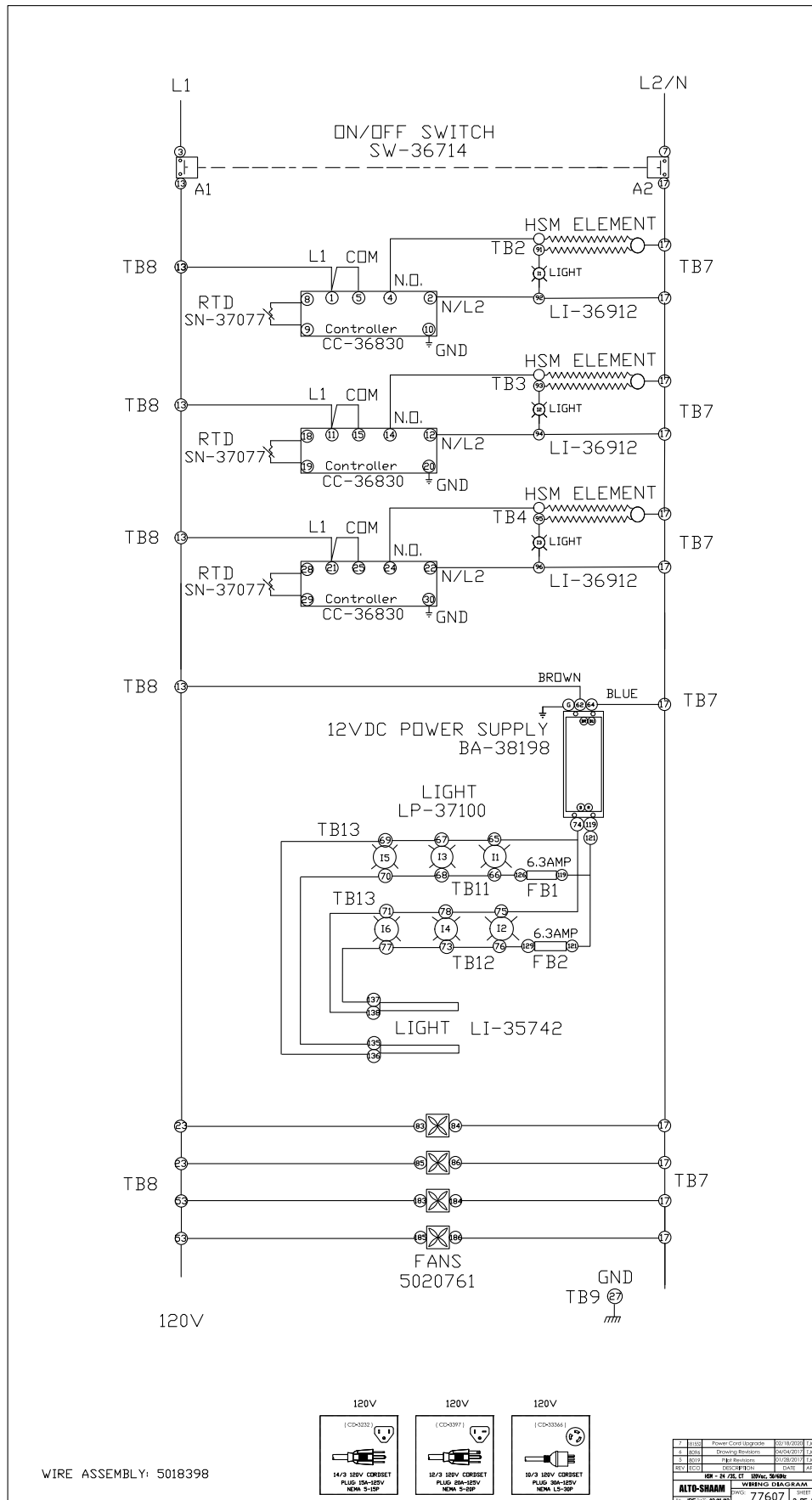
| ID | Part No. | Description | Qty |
|----|----------|-----------------------------|-----|
| 1 | 1026510 | Panel, HSM-24/3S-CT, Left | 1 |
| 2 | 1026512 | Panel, HSM-24/3S-CT, Front | 1 |
| 3 | 1026509 | Panel, HSM-24/3S-CT, Right | 1 |
| 4 | SC-22273 | Screw, M4 x 0.7 x 10mm, Pan | 8 |
| 5 | 1026510 | Panel, HSM-36/3S-CT, Left | 1 |
| 6 | 1026508 | Panel, HSM-36/3S-CT, Front | 1 |
| 7 | 1026509 | Panel, HSM-36/3S-CT, Right | 1 |
| 8 | SC-22765 | Screw, M4 x 0.7 x 20mm, Pan | 8 |

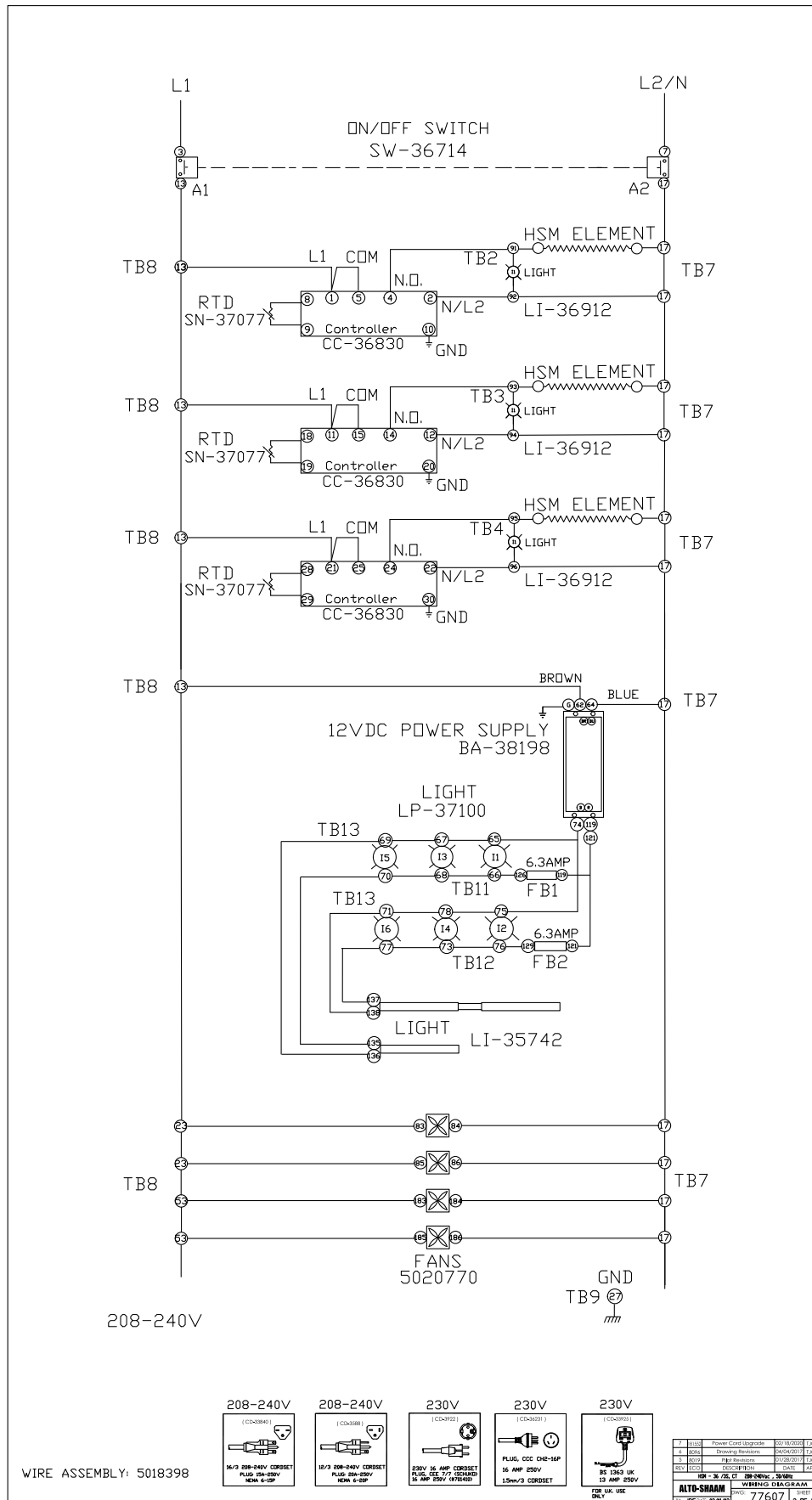


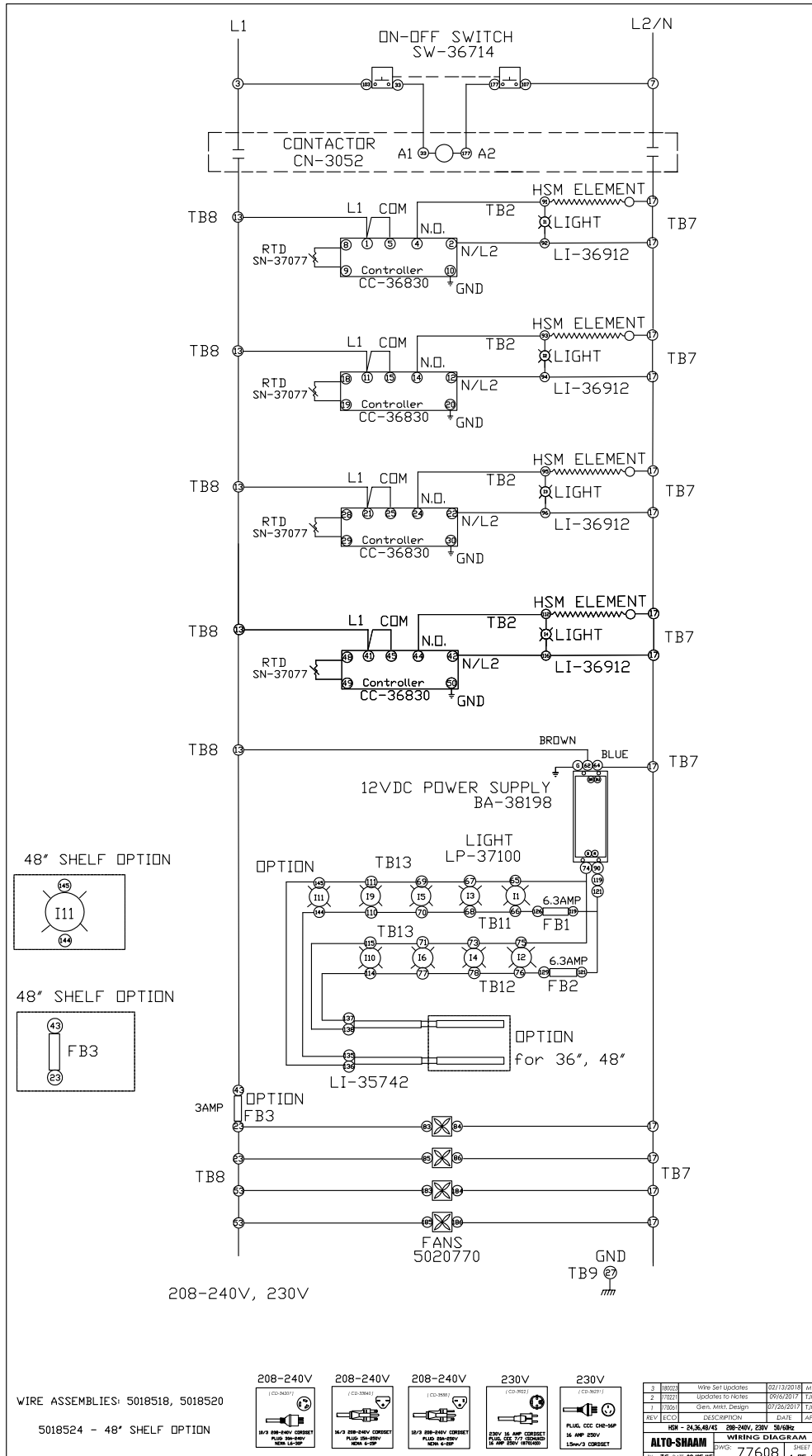












Introduction Alto-Shaam, Inc. warrants to the original purchaser only, that any original part found to be defective in material or workmanship will be replaced with a new or rebuilt part at Alto-Shaam's option, subject to provisions hereinafter stated.

Warranty Period The original parts warranty period is as follows:

- For all other original parts, one (1) year from the date of installation of appliance or fifteen (15) months from the shipping date, whichever occurs first.
- The labor warranty period is one (1) year from the date of installation or fifteen (15) months from the shipping date, whichever occurs first.
- Alto-Shaam will bear normal labor charges performed during standard business hours, excluding overtime, holiday rates or any additional fees.
- For the refrigeration compressor, if installed, the warranty period is five (5) years from the date of original installation of the appliance.
- For heating elements on Halo Heat® Cook and Hold ovens, the warranty period is for as long as the original owner owns the oven. This warranty period applies to units sold after 2/1/2009 and excludes holding-only ovens.
- To be valid, a warranty claim must be asserted during the applicable warranty period. This warranty is not transferable.

Exclusions This warranty does not apply to:

- Calibration.
- Replacement of light bulbs, rubber gaskets, grease filters, air filters, racks, jet plates, and/ or the replacement of glass due to damage of any kind.
- Equipment damage caused by accident, shipping, improper installation or alteration.
- Equipment used under conditions of abuse, misuse, carelessness or abnormal conditions, including but not limited to, equipment subjected to harsh or inappropriate chemicals, including but not limited to, compounds containing chloride or quaternary salts, poor water quality, or equipment with missing or altered serial numbers.
- Equipment damage caused by use of any cleaning agents other than those recommended by Alto-Shaam, including but not limited to damage due to chlorine or other harmful chemicals.
- Any losses or damage resulting from malfunction, including loss of food product, revenue, or consequential or incidental damages of any kind.
- Equipment modified in any manner from original model, substitution of parts other than factory authorized parts, unauthorized removal of any parts including legs, or unauthorized addition of any parts.
- Equipment damage incurred as a direct result of poor water quality*, inadequate maintenance of steam generators and/or surfaces affected by water. Water quality and required maintenance of steam generating equipment is the responsibility of the owner/ operator.
- Equipment damage incurred as a result of not following the required maintenance schedule published in the manuals for the equipment.

Conclusion This warranty is exclusive and is in lieu of all other warranties, express or implied, including the implied warranties of merchantability and fitness for a particular purpose. No person except an officer of Alto-Shaam, Inc. is authorized to modify this warranty or to incur on behalf of Alto-Shaam any other obligation or liability in connection with Alto-Shaam equipment.

**Refer to the product spec sheet for water quality standards.*



ALTO-SHAAM[®]

Menomonee Falls, WI U.S.A.

Phone 800-558-8744 | +1-262-251-3800 | alto-shaam.com

ASIA

Shanghai, China
Phone +86-21-6173-0336

AUSTRALIA

Brisbane, Queensland
Phone 800-558-8744

CANADA

Concord, Ontario Canada
Toll Free Phone 866-577-4484
Phone +1-905-660-6781

FRANCE

Aix en Provence, France
Phone +33(0)4-88-78-21-73

GMBH

Bochum, Germany
Phone +49 (0)234 298798-0

ITALY

Padua, Italy
Phone +39 3476073504

INDIA

Pune, India
Phone +91 9657516999

MEXICO

Phone +52 1 477-717-3108

MIDDLE EAST & AFRICA

Dubai, UAE
Phone +971-4-321-9712

CENTRAL & SOUTH AMERICA

Miami, FL USA
Phone +1 954-655-5727

RUSSIA

Moscow, Russia
Phone +7 903 7932331