

# M3 Series Heated Cabinets Installation and Operation Manual

Please read this manual completely before attempting to install or operate this equipment.

## SOLID DOOR HEATED CABINETS

M3H24-1  
M3H47-2  
M3H24-1-TS  
M3H47-2-TS

## GLASS DOOR HEATED CABINETS

M3H24-1-G  
M3H47-2-G  
M3H24-1-G-TS  
M3H47-2-G-TS



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## NOTICE

- This equipment is not intended for use by individuals (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge unless they have been given supervision or instructions concerning the use of this equipment and the hazards involved by a person responsible for their safety.
- Special instructions for individuals (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, are not included in this manual and are not required to be included.
- Children shall not play with the appliance.
- Cleaning and maintenance shall not be conducted by children with or without supervision.

This manual uses the following safety symbols. These safety symbols with the words of **DANGER**, **WARNING** or **CAUTION** alert users of the potential hazards that could cause injury or even death



Indicates hazards of death or serious injury, if the instructions are not followed.



Indicates dangers of death or serious injury, if the instructions are not followed.



Indicates risks of personal injury or material damage, if the instructions are not followed.

## IMPORTANT SAFETY INFORMATION

### **SAFETY PRECAUTIONS**

To avoid any risk of fire, explosion, electric shock, personal injury, material damage or incorrect use of the appliance, be sure to observe the following safety precautions (After reading these owner's manual instructions, please keep the manual booklet in a safe place for reference. Remember to hand it over to any subsequent owners).

### **WARNING**

- Handle the unit with care in order to avoid any serious damage to the heating system.
- Never start up an appliance showing any signs of damage. If in doubt, contact a qualified service professional.
- In case of any hazardous activities such as fire or explosion, move the unit away from any source of ignition to a well ventilated area.
- Further service and repair must be done by a qualified technician who is familiar with the safety standards.
- Any and all technicians handling these units must be equipped with proper personal protection and equipment and follow applicable safety measures and precautions to avoid risk of fire or explosion.
- Do not use electrical appliances inside the food storage compartments of the appliance unless they are of a type recommended by the manufacturer.

## IMPORTANT SAFETY INFORMATION

### **WARNING**

- The unit must be installed and located in accordance with the manufacturer's installation instructions.
- Installation work must be performed in accordance with the National Electric Code by qualified and authorized personnel only.
- Repairs and replacement work must be performed by a qualified and authorized service professional only using genuine replacement parts.
- Do not use an extension cord or an adapter plug. Because of the potential safety hazards under certain conditions, we strongly recommend against any use of an extension cord or an adapter plug.
- Do not, under any circumstances, cut or remove the ground prong from the power cord. For personal safety, this appliance must be properly grounded.
- Do not store volatile and flammable substances in the heated cabinet. The storage of benzene, thinner, alcohol, ether, LP gas, or other explosive substances may cause an explosion.
- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this appliance as well as any other appliances.
- The appliance is not intended for use by children without supervision.
- Do not allow children to climb, stand, or hang on the doors or shelves in the heated cabinet. They could damage the unit and seriously injure themselves.
- To prevent suffocation and entrapment hazards to children, remove the doors and seals from the heated cabinet before disposing of it or discontinuing its use.

## IMPORTANT SAFETY INFORMATION

### INSTALLATION & USAGE

#### **WARNING**

- Do not install the unit in a damp place where it could be splashed with water. Incorrect insulation of the electrical parts may cause fire or electric shock.
- Do not plug several appliances into the same sockets. This could cause overheating and risk start of a fire.
- Keep the power plug away from the rear of the cabinet. A damaged power plug may cause fire due to overheating.
- Do not spray water directly to the interior or exterior of the appliance. There is a risk of fire or electric shock.
- Do not place any containers filled with water on top of the appliance. If the water spills onto any electrical parts, it may lead to fire or electric shock.
- Do not attempt to repair, disassemble or alter the appliance. It may cause fire or abnormal operations which may lead to injury.
- Unplug the unit before making repairs, replacing a light bulb, or cleaning.
- Plug into a grounded 3-prong outlet for 115V unit and a grounded 4-prong outlet for 208V unit.

#### **CAUTION**

- To prevent condensation buildup in the cabinet and to retain moisture in the food, place a lid over the pot or pan prior to placing it in the cabinet.
- Do not store too much food in the appliance. When you open the door, an item may fall out and cause personal injury or material damage.
- Do not put bottles or any kind of glass in the heated cabinet. The container may break and cause personal injury.
- Do not disconnect the power cord by pulling on it. This may disconnect a wire and cause a short circuit.

## IMPORTANT SAFETY INFORMATION

### INSTALLATION & USAGE

#### CAUTION

- There is a risk of death from suffocation if a child puts the packing materials on his or her head.
- Do not store any articles on top of the appliance. Articles may fall while opening or closing the door, and could cause personal injury or material damage.
- Do not store pharmaceutical products, scientific materials or other temperature-sensitive products in the heated cabinet. Products that require strict temperature controls must not be stored in the heated cabinet.
- Do not let children hang on the door.
- Do not touch any hot surfaces or food containers inside/outside the unit with bare hand. It may cause burn.
- Remove any foreign matter from the power plug pins. Otherwise, there is a risk of fire.
- Do not insert your hand into the bottom area of appliance. Any sharp edges may cause personal injury.
- After unplugging the appliance, wait at least five minutes before plugging it back in. Abnormal operation of the unit may cause material damage.
- If the appliance is not used for a long period of time, unplug it from the power supply. Any deterioration in the insulation may cause fire.
- Do not let children touch or play with the control panel on the front of the appliance
- Do not allow children to play with this appliance.
- Do not stand or lean on the base panel, pull-out parts, or doors.
- Repairs and maintenance of the appliance should only be performed by a qualified technician. Incorrect repairs done by an unqualified person may be a potential source of danger that could have critical consequences for the user of the appliance.
- Never put hot foods straight from the heated cabinet into your mouth. The high temperature may cause burns.

## IMPORTANT SAFETY INFORMATION

### **PROPER DISPOSAL OF OLD APPLIANCE**

For environmental purposes, heated cabinet must be disposed of properly. This applies to your old appliance, and at the end of its service life, for your new appliance as well.

#### **WARNING**

Before disposing of old appliances, make them inoperable. Remove plug from mains, sever the power cable, and remove or destroy any snap or latch closures. This eliminates the danger of any children locking themselves into the appliance (danger of suffocation) or placing themselves into other life-threatening situations.

- The appliance may not be disposed of with domestic waste or bulky refuse.
- Information concerning collection schedules or locations can be obtained from the local disposal authorities.

### **BEFORE YOU CALL FOR SERVICE**

Before contacting our Service Department, review the detailed troubleshooting tips in the Owner's manual.

1. Try to remedy the problem. Please read the "Troubleshooting Guide" section first and you may not need to call for service.
2. Restart the appliance to check whether the fault repeats. If the malfunction persists, switch off the appliance and try again after an hour.
3. If the malfunction still persists, then contact our Customer Service, specifying:
  - The nature of the problem
  - The appliance model number and serial number
  - Your full address, telephone number and area code.



## SPECIFICATIONS

MODEL	Wattage (W)	V/Hz	AMPS	Weight (lbs.)
M3H24-1	950	115V/60Hz	8.5	231
M3H47-2	1550	115V/60Hz	13.5	345
M3H24-1-G	950	115V/60Hz	8.5	244
M3H47-2-G	1550	115V/60Hz	13.5	367
M3H24-1-TS	950	115V/60Hz	8.5	231
M3H47-2-TS	1550	115V/60Hz	13.5	345
M3H24-1-G-TS	950	115V/60Hz	8.5	244
M3H47-2-G-TS	1550	115V/60Hz	13.5	367

## SERIAL NUMBER

The serial number is located on the data label inside. Please retain unit's serial number for service purposes.

## NOTICE TO CUSTOMER

Loss or spoilage of products in your heated cabinet is not covered by warranty. In addition to following recommended installation procedures, you must run the heated cabinet 24 hours prior to usage.

## INSTALLATION

- 1. LOCATION** - Allow adequate space and install the heated cabinet on a firm and level floor. If the appliance is not level, there may be unusual noises and poor performance.
- 2. PLACE ON STRONG FLOOR** - Be sure that the floor on which the unit is to be installed is strong enough to support the total weight of the cabinet and any other contents, before starting the installation.
- 3. INDOOR USAGE ONLY** - Be sure to install this unit indoors only to prevent getting wet from the rain. Do not install the heated cabinet in locations where the temperature is over 110°F (43°C) or below 50°F (10°C).
- 4. STABILIZING** - Make sure the unit is installed in a stable condition with the front wheels locked while in use.
- 5. LEVELING** - Be sure that the unit levels from the front to the back and side to side.
- 6. UNIT SHOULD BE ON DEDICATED OUTLET** - Plug the heated cabinet into a wall socket exclusively for this appliance. Do not run on extension cord.
- 7. THE ELECTRICAL PLUG MUST BE ACCESSIBLE WITHOUT MOVING THE UNIT.**

## CLEANING

Before cleaning, unplug the unit and disconnect the power.  
Wipe and clean the inside and outside of appliance with a damp cloth.

### 1. CLEANING THE INTERIOR AND EXTERIOR

- The interior and exterior of the unit can be cleaned using warm water with soap.
- Do not use an abrasive cleaner because it will scratch the surface.

### 2. CLEAN THE GASKET

- The door gasket should be cleaned frequently to maintain proper sealing.

### 3. CHECK AFTER CLEANING

- 1) Check the unit again for safety.
- 2) Plug unit back in and turn on power switch.
- 3) Check that the unit is operating properly.

## CAUTION

### 1. POWER CORD

- Be sure the power cord is connected to the proper voltage.
- A protected circuit of the correct voltage and amperage must be run for connection of the line cord.
- Turn 'off' the power switch before disconnecting the power cord, whenever performing maintenance functions or cleaning the heated cabinet.

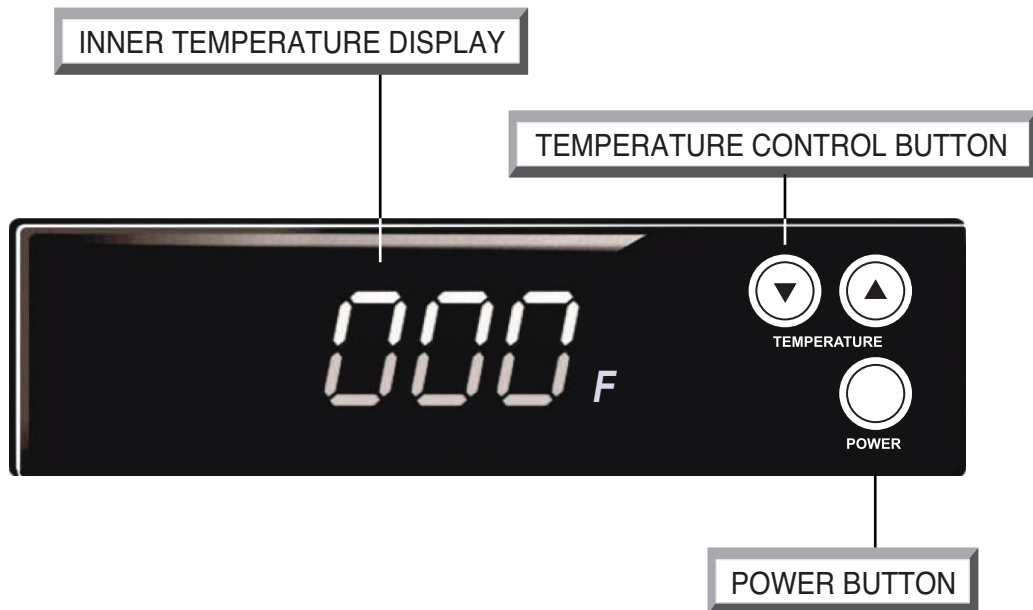
### 2. RESTARTING

- If disconnected, wait 5 minutes before restarting.

## BASIC OPERATION

1. When the heated cabinet is plugged in, the display panel will light up and make a beep sound. The heater will then begin to run.
2. The default temperature setting is 160°F.
3. The heaters are automatically cycled by the electronic controller.
4. The heaters will be automatically turned off for safety when the door is opened.
5. The interior light will be activated when the door is opened.
6. Heater fan motors will run 24/7.

## DISPLAY PANEL OF HEATED CABINET



## UP/DOWN BUTTON (Temperature control button)

1. By pushing the up/down button, you can set the inside temperature from 140°F to 180°F in increments of 5°F.
2. If you want lower temperature, push the Down button to the desired temperature.
3. If you want higher temperature, push the Up button to the desired temperature.

## TROUBLESHOOTING

SYMPTOMS	CAUSES	SOLUTIONS
<b>The unit is not operating.</b>	<ul style="list-style-type: none"> <li>• Power cord is unplugged.</li> <li>• Fuse is blown.</li> <li>• Improper voltage is supplied to cabinet.</li> <li>• Power switch is turned off.</li> </ul>	<ul style="list-style-type: none"> <li>• Check the power cord and plug in it correctly.</li> <li>• Replace fuse.</li> <li>• Correct the supply voltage.</li> <li>• Turn on the power switch.</li> </ul>
<b>The unit is not holding temperature.</b>	<ul style="list-style-type: none"> <li>• The unit is not pre-heated before use.</li> <li>• The unit contains cold food or too much food.</li> <li>• The door is opened too frequently or left open long.</li> <li>• Temperature is set too low.</li> <li>• Improper voltage is supplied to cabinet.</li> <li>• Fan motor is not operating or air duct is restricted.</li> </ul>	<ul style="list-style-type: none"> <li>• Turn the unit on 24 hours before use.</li> <li>• Check the condition of stored food.</li> <li>• Keep the door closed when not in use.</li> <li>• Raise the temperature set value.</li> <li>• Correct the supply voltage.</li> <li>• Check the fan motor and air duct for proper air flow.</li> </ul>
<b>The unit is overheating.</b>	<ul style="list-style-type: none"> <li>• Temperature is set too high.</li> </ul>	<ul style="list-style-type: none"> <li>• Lower the temperature set value.</li> </ul>
<b>There is a loud noise.</b>	<ul style="list-style-type: none"> <li>• The floor is too weak or the leveling feet is set incorrectly.</li> <li>• The tray is not in the correct position.</li> </ul>	<ul style="list-style-type: none"> <li>• Check the installation and adjust the tray position.</li> </ul>
<b>The door does not close tightly.</b>	<ul style="list-style-type: none"> <li>• The door is bent.</li> <li>• The unit is a leveling failure.</li> <li>• The door gasket has come out.</li> </ul>	<ul style="list-style-type: none"> <li>• Level the unit again.</li> <li>• Reposition the gasket.</li> </ul>

# STAINLESS STEEL EQUIPMENT CARE AND CLEANING

**CAUTION : Do not use any steel wool, abrasive or chlorine based products to clean stainless steel surfaces.**

Stainless Steel Opponents: There are three basic things which can break down your stainless steel's passivity layer and allow corrosion to rear its ugly head.

- 1) Scratches from wire brushes, scrapers, and steel pads are just a few examples of items that can be abrasive to stainless steel's surface.
- 2) Deposits left on your stainless steel can leave spots. You may have hard or soft water depending on what part of the country you live in. Hard water can leave spots. Hard water that is heated can leave deposits if left to sit too long. These deposits can cause the passive layer to break down and rust your stainless steel. All deposits left from food prep or service should be removed as soon as possible.
- 3) Chlorides are present in table salt, food, and water. Household and industrial cleaners are the worst type of chlorides to use.

## 8 steps that can help prevent rust on stainless steel:

### 1. Using the correct cleaning tools

Use non-abrasive tools when cleaning your stainless steel products. The stainless steel's passive layer will not be harmed by soft cloths and plastic scouring pads. Step 2 tells you how to find the polishing marks.

### 2. Cleaning along the polish lines

Polishing lines or "grain" are visible on some stainless steels. Always scrub parallel to visible lines on some stainless steels. Use a plastic scouring pad or soft cloth when you cannot see the grain.

### 3. Use alkaline, alkaline chlorinated or non-chloride containing cleaners

While many traditional cleaners are loaded with chlorides, the industry is providing an ever increasing choice of non-chloride cleaners. If you are not sure of your cleaners chloride content contact your cleaner supplier. If they tell you that your present cleaner contains chlorides, ask if they have an alternative. Avoid cleaners containing quaternary salts as they can attack stainless steel, causing pitting and rusting.

### 4. Water Treatment

To reduce deposits, soften the hard water when possible. Installation of certain filters can remove corrosive and distasteful elements. Salts in a properly maintained water softener can be to your advantage. Contact a treatment specialist if you are not sure of the proper water treatment.

### 5. Maintaining the cleanliness of your food equipment

Use cleaners at recommended strength (alkaline, alkaline chlorinated or non-chloride). Avoid build-up of hard stains by cleaning frequently. When boiling water with your stainless steel equipment, the single most likely cause of damage is chlorides in the water. Heating nay cleaners containing chlorides will have the same damaging effects.

### 6. Rinse

When using chlorinated cleaners you must rinse and wipe dry immediately. It is better to wipe standing cleaning agents and water as soon as possible. Allow the stainless steel equipment to air dry. Oxygen helps maintain the passivity film on stainless steel.

### 7. Hydrochloric acid (muriatic acid) should never be used on stainless steel.

### 8. Regularly restore/passivate stainless steel.

Recommended cleaners for certain situation/environments of stainless steel.

- A) Soap, ammonia and detergent medallion applied with a cloth or sponge can be used for routine cleaning.
- B) Arcal 20, Lac-O-Nu Ecoshine applied provides barrier film for fingerprints and smears.
- C) Cameo, Talc, Zud First Impression is applied by rubbing in the direction of the polished lines for stubborn stains and discoloring.
- D) Easy-off and De-Grease it oven aid are excellent for removals on all finishes for grease-fatty acids, blood and burnt-on foods.
- E) Any good commercial detergent can be applied with a sponge or cloth to remove grease and oil.
- F) Benefit, Super Sheen, Sheila Shine are good for restoration/passivation.

## WARRANTY INFORMATION

### **THREE (3) YEAR WARRANTY**

#### ***Warranty Claims...***

All claims for parts or labor must be made directly through Turbo Air. All claims should include: model number of the unit, the serial number of the cabinet, proof of purchase, date of installation, and all pertinent information supporting the alleged defect. In case of compressor replacement under warranty, either compressor or compressor tag must be returned to Turbo Air along with above listed information. Failure to comply with warranty policies will result in voiding claims.

#### ***Three-Year Parts & Labor Warranty...***

Turbo Air warrants all new refrigerated components, the cabinet and all parts, to be free from defects in materials or workmanship, under normal and proper use and maintenance service as specified by Turbo Air and upon proper installation\* (indoor building only) and start-up in accordance with the instruction packet supplied with each Turbo air unit. Turbo Air's obligation under this warranty is limited to a period of three (3) years from the date of original installation or thirty nine (39) months after shipment date from Turbo Air, whichever occurs first. Any part, covered under this warranty, that is by Turbo Air to have been found defective within three (3) years of original installation or thirty nine (39) months after shipment date from manufacturer, whichever occurs first, is limited to the repair or replacement, including labor charges, of defective parts or assemblies. The labor warranty shall include standard straight time labor charges only and reasonable travel time, as determined by Turbo Air. (\*Installation in unstable, mobile, and enclosed area may not be considered as proper installation.)

## WARRANTY INFORMATION

### ***What is Not Covered by This Warranty...***

Turbo Air's sole obligation under this warranty is limited to either repair or replacement of parts, subject to the additional limitations below. This warranty neither assumes nor authorizes any person to assume obligations other than those expressly covered by this warranty.

NO CONSEQUENTIAL DAMAGES. TURBO AIR IS NOT RESPONSIBLE FOR ECONOMIC LOSS; PROFIT LOSS; OR SPECIAL, INDIRECT, OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION, LOSSES, OR DAMAGES ARISING FROM FOOD OR PRODUCT SPOILAGE REGARDLESS OF WHETHER OR NOT THEY RESULT FROM REFRIGERATION FAILURE.

WARRANTY IS NOT TRANSFERABLE. This warranty is not assignable and applies only in favor of the original purchaser/user to whom delivered. ANY SUCH ASSIGNMENT OR TRANSFER SHALL VOID THE WARRANTIES HEREIN AND SHALL VOID ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR LABOR COVERAGE FOR COMPONENT FAILURE OR OTHER THE WARRANTY PACKET PROVIDED WITH THE UNIT.

Turbo Air will not be held responsible for the following external factors: ALTERATION, NEGLIGENCE, ABUSE, MISUSE, ACCIDENT, DAMAGE DURING TRANSIT OR INSTALLATION, FIRE, FLOOD, ACTS OF GOD, OR IMPROPER ELECTRICAL CONNECTIONS.

TURBO AIR IS NOT RESPONSIBLE FOR THE REPAIR OR REPLACEMENT OF FAILED OR DAMAGED COMPONENTS RESULTING FROM ELECTRICAL POWER FAILURE, THE USE OF EXTENSION CORDS, LOW VOLTAGE, OR VOLTAGE DROPS TO THE UNIT.

Use of NON-OEM parts without manufacturer's approval may void cabinet warranty.

NO IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE; THE FOREGOING WARRANTIES ARE EXCLUSIVE AND EXPRESSLY GIVEN IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED, IMPLIED OR STATUTORY.

THERE ARE NO WARRANTIES, WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

Warranty information card must be submitted via post mail or electronically on our website at [www.turboairinc.com/registration](http://www.turboairinc.com/registration) within 7 days from the purchase date. Failure to comply may result in your warranty being voided.

All coverage provided within this warranty is applicable only to the United States, including Alaska and Hawaii, and Canada, excluding U.S. Territories; limited parts only warranty in U.S. Territories. Turbo Air is not responsible for any warranty claims made on products sold or used outside the fifty states of the United States.

The extended warranty period specific to each Turbo Air product applies to all units sold by Turbo Air starting January 1, 2020.









Warranty information card must be submitted via post mail or electronically on our website at [www.turboairinc.com/registration](http://www.turboairinc.com/registration) within 7 days from the date of purchase. Failure to comply may result in your warranty being voided.

## WARRANTY REGISTRATION CARD



**MAIL CARD IMMEDIATELY OR GO TO ONLINE  
REGISTRATION AT [www.turboairinc.com/registration](http://www.turboairinc.com/registration)**

**Company Name:** \_\_\_\_\_

**Type of Business:** \_\_\_\_\_

**Model Number:** \_\_\_\_\_

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

**Phone Number:** \_\_\_\_\_, **Email:** \_\_\_\_\_

**Address:** \_\_\_\_\_,  
(Street / Unit #)

\_\_\_\_\_  
(City) (State) (Zip Code)

I, \_\_\_\_\_ hereby inform and certify to Turbo Air Inc. (Manufacturer) that the product model  
(Owner's Name)

and serial number mentioned above was purchased on \_\_\_\_\_ from \_\_\_\_\_.  
(Date of Purchase) (Name of the Dealer)

**Turbo Air Inc.**

4184 E. Conant St., Long Beach, CA 90808

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Fax: 310-900-1033

Email: [warranty@turboairinc.com](mailto:warranty@turboairinc.com)

REFRIGERATOR MANUFACTURER  
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