



Heated Shelf Merchandiser

HSM-48-5S HSM-36/5S HSM-24/5S HSM-36/3S-CT HSM-24/3S-CT





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Manufacturer's Information

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Trademarks	All trademarks referenced in this documentation are the property of their respective owners.
Manufacturer	Alto-Shaam, Inc.
	P.O. Box 450
	W164 N9221 Water Street
	Menomonee Falls, WI 53052
Original instructions	The content in this manual is written in American English.

Alto-Shaam 24/7 Emergency Repair Service

Call	Call 800-558-8744 to reach our 24-hour emergency service call center for immediate access to local authorized service agencies outside standard business hours. The emergency service access is provided exclusively for Alto-Shaam equipment and is available throughout the United States through Alto-Shaam's toll free number.
Availability	Emergency service access is available seven days a week, including holidays.

FOREWORD



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The Meaning of Signal Words

This manual contains signal words where needed. These signal words must be obeyed to reduce the risk of death, personal injury, or equipment damage. The meaning of these signal words is explained below.



DANGER

Danger indicates a hazardous situation which, if not avoided, will result in serious injury or death.



WARNING

Warning indicates a hazardous situation which, if not avoided, could result in serious injury or death.



CAUTION

Caution indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.



Notice indicates a situation which, if not avoided, could result in property damage.



NOTE: Note indicates additional information that is important to a concept or procedure.



Safety Precautions

Before you begin	Read and understand all instructions in this manual.
	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.
Usage precautions	Follow these precautions when using the appliance:
	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 manual, 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 before moving. 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. Unload the merchandiser before moving it. Merchandises on casters can tip over when being moved over an uneven floor or threshold and cause serious injury. Always apply caster brakes on the mobile merchandiser when it is not being moved.



SAFETY

Electrical usage 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-24: 20 Amp circuit

Cord and plug models 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 model: 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 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 the voltage identified on appliance rating tag. The rating tag provides essential technical information required for an 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 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

Electric shock hazard:

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 threeprong 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 specifications

Electrical							
	v	Ph	Hz	A	kW	Dedicated Circuit Breaker	Plug Configuration
	208-240	1	60	19.0-21.9	4.0-5.3	30	cord, no plug
∏SIVI-40/33	230	1	50/60	20.0	4.6	30	cord, no plug
	208-240	1	60	14.4-16.7	3.0-4.0	20	cord, no plug
HSM-36/5S	230	1	50/60	15.0	3.5	20	CEE 7/7
	208-240	1	60	10.8–12.5	2.3-3.0	20	NEMA 6-20P 20A - 250V PLUG
□SIVI-24/55	230	1	50/60	11.5	2.9	20	CEE 7/7
нсм 36/35 <i>с</i> т	208–240	1	60	8.8-9.2	1.9-2.5	20	• NEMA 6-20P 20A - 250V PLUG
H3M-30/33-C1	230	1	50/60	9.0	2.1	20	CEE 7/7 (1) CH2-16P BS 1363
	120	1	60	15.0	1.8	20	 NEMA 5-20P 20A - 125V PLUG
HSM-24/3S-CT	208-240	1	60	6.5-7.5	1.4–1.8	20	NEMA 6-20P 20A - 250V PLUG
	230	1	50/60	7.0	1.8	20	CEE 7/7 (I) CH2-16P BS 1363
	/					·	

HDC-PHD-000525



Operating the Merchandiser

- 1. Make sure the merchandiser is connected to the appropriate power source.
- 2. Locate the power switch below the top canopy of the left side of the merchandiser.
- 3. Press the power switch to the ON (I) position.
- 4. Turn the control panel door latch.
- 5. Pull the door open.
- 5. Turn the temperature contol knob(s) to the desired number-- 1 is low temperature, 10 is high temperature.





From Bottom



From Bottom



From Bottom

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Component Identification



HSM-48/5S

HSM-24/5S







HSM-24/3S-CT

HDC-PHD-000538





(RTD) Temperature sensor, 1000 ohm



LED lights, non-polarized terminals



LED light bar, Polarity specific wiring Positive wire (+) denoted by the white stripe.

0 0

3-inch box fan, impedance protected Airflow direction specific.



HDC-PHD-000579



HSM-CT Component Access Panels





HSM-5S Component Access Panels



HSM—**Electrical Assembly**

HSM-24/5S, HSM-36/5S, HSM-48/5S





HSM Electrical Assembly Cont.

HSM-24/3S-CT Electrical Assembly



HSM-36/3S-CT Electrical Assembly





Temperature Controller



HDC-PHD-000571



Heating Pads



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Heating Pad and Calrods



HDC-PHD-013681



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HSM-24/5S (208-240V, 230V)

Electrical power is supplied into the unit to the main terminal block, the contactor and the ON/OFF switch. When the ON/OFF switch is selected to the ON position, line voltage is supplied to the A1 and A2 terminals of the contactor. The contactor activates and supplies power to L1 and L2/N terminal blocks, the fans, and the 12 VDC power supply.

12 VDC is supplied to fuses FB1 and FB2 from the power supply. The DC+ and DCterminal blocks are the connection points for the lights.

Line voltage is supplied to the L1, L2/N, and COM terminals of the temperature controller from the L1 and L2/N terminal blocks. The RTD temperature sensor provides a resistance signal into the temperature controller corresponding to surface temperature of the shelf it is mounted to. The temperature controller monitors the requested temperature from the temperature control knob setting and the shelf temperature from the RTD temperature sensor. When a call for heat is made, the temperature controller closes the NO contacts of the relay. L1 voltage is supplied to the terminal block and then to one of the wires of the heating pad. The other wire from the heating pad is connected to the L2/N terminal block. The center tap from the heating pad is connected to the terminal block with no other connection. The two coils in the heating pad are connected in series. The two calrods in the top heat equipped HSM are connected in series. The indicator light illuminates signaling the call for heat from the temperature controller.

When the shelf has reached the requested temperature, the temperature controller opens the NO contacts of the relay. L1 voltage is no longer supplied to the heating pad and calrodds. The indicator light goes out.



THEORY





Top Heat



HSM-36/5S (208-240V, 230V)

Electrical power is supplied into the unit to the main terminal block, the contactor and the ON/OFF switch. When the ON/OFF switch is selected to the ON position, line voltage is supplied to the A1 and A2 terminals of the contactor. The contactor activates and supplies power to L1 and L2/N terminal blocks, the fans, and the 12 VDC power supply.

12 VDC is supplied to fuses FB1 and FB2 from the power supply. The DC+ and DCterminal blocks are the connection points for the lights.

Line voltage is supplied to the L1, L2/N, and COM terminals of the temperature controller from the L1 and L2/N terminal blocks. The RTD temperature sensor provides a resistance signal into the temperature controller corresponding to surface temperature of the shelf it is mounted to. The temperature controller monitors the requested temperature from the temperature control knob setting and the shelf temperature from the RTD temperature sensor. When a call for heat is made, the temperature controller closes the NO contacts of the relay. L1 voltage is supplied to the terminal block and then to one of the wires of the heating pad. The other wire from the heating pad is connected to the L2/N terminal block. The two calrods in the top heat equipped HSM are connected in series. The indicator light illuminates signaling the call for heat from the temperature controller.

When the shelf has reached the requested temperature, the temperature controller opens the NO contacts of the relay. L1 voltage is no longer supplied to the heating pad and calrods. The indicator light goes out.







Top Heat

Reference image only. Use the electrical schematic for troubleshooting.



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HSM-48/5S (208-240V, 230V)

Electrical power is supplied into the unit to the main terminal block, the contactor and the ON/OFF switch. When the ON/OFF switch is selected to the ON position, line voltage is supplied to the A1 and A2 terminals of the contactor. The contactor activates and supplies power to L1 and L2/N terminal blocks, the fans, and the 12 VDC power supply. The fan circuit has a fuse (F3) and additional terminal blocks.

12 VDC is supplied to fuses FB1 and FB2 from the power supply. The DC+ and DCterminal blocks are the connection points for the lights.

Line voltage is supplied to the L1, L2/N, and COM terminals of the temperature controller from the L1 and L2/N terminal blocks. The RTD temperature sensor provides a resistance signal into the temperature controller corresponding to surface temperature of the shelf it is mounted to. The temperature controller monitors the requested temperature from the temperature control knob setting and the shelf temperature from the RTD temperature sensor. When a call for heat is made, the temperature controller closes the NO contacts of the relay. L1 voltage is supplied to the terminal block and then to one of the wires of the heating pad. The other wire from the heating pad is connected to the L2/N terminal block. The two calrods in the top heat equipped HSM are connected in series. The indicator light illuminates signaling the call for heat from the temperature controller.

When the shelf has reached the requested temperature, the temperature controller opens the NO contacts of the relay. L1 voltage is no longer supplied to the heating pad and calrods. The indicator light goes out.



THEORY



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THEORY

Top Heat





HSM-24/3S-CT (120V)

Electrical power is supplied into the unit and connected at the main terminal block. When the ON/OFF switch is selected to the ON position, line voltage is supplied to the L1 terminal block, the fans, and the 12 VDC power supply. The L2/N terminal block acts as neutral.

12 VDC is supplied to fuses FB1 and FB2 from the power supply. The DC+ and DC- terminal blocks are the connection points for the lights.

Line voltage (L1) is supplied to the L1 and COM terminal of the temperature controller from the L1 terminal block. The RTD temperature sensor provides a resistance signal to the temperature controller corresponding to surface temperature of the shelf it is mounted to.

The temperature controller monitors the requested temperature from the temperature control knob setting and the shelf temperature from the RTD temperature sensor. When a call for heat is made, the temperature controller closes the NO contacts of the relay. The two coils in the heating pad are connected in parallel. The two calrods in the top heat equipped HSM are connected in parallel. The indicator light illuminates signaling the call for heat from the temperature controller.

When the shelf has reached the requested temperature, the temperature controller opens the NO contacts of the relay. L1 voltage is no longer supplied to the heating pad and calrods. The indicator light goes out.



THEORY



HDC-WD-000584



Top Heat



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

Electrical power is supplied into the unit and connected at the main terminal block. When the ON/OFF switch is selected to the ON position, line voltage is supplied to the L1 and L2/N terminal blocks, the fans, and the 12 VDC power supply.

12 VDC is supplied to fuses FB1 and FB2 from the power supply. The DC+ and DCterminal blocks are the connection points for the lights.

Line voltage is supplied to the L1, L2/N, and COM terminals of the temperature controller from the L1 and L2/N terminal blocks. The RTD temperature sensor provides a resistance signal into the temperature controller corresponding to surface temperature of the shelf it is mounted to. The temperature controller monitors the requested temperature from the temperature control knob setting and the shelf temperature from the RTD temperature sensor. When a call for heat is made, the temperature controller closes the NO contacts of the relay. L1 voltage is supplied to the terminal block and then to one of the black wires of the heating pad. The other wire from the heating pad is connected to the L2/N terminal block. The wire from the heating pad are connected in series. The two calrods in the top heat equipped HSM are connected in series. The indicator light illuminates signaling the call for heat from the temperature controller.

When the shelf has reached the requested temperature, the temperature controller opens the NO contacts of the relay. L1 voltage is no longer supplied to the heating pad and calrods. The indicator light goes out.







Top Heat





HSM-36/3S-CT (208-240V, 230V)

Electrical power is supplied into the unit and connected at the main terminal block. When the ON/OFF switch is selected to the ON position, line voltage is supplied to the L1 and L2/N terminal blocks, the fans, and the 12 VDC power supply.

12 VDC is supplied to fuses FB1 and FB2 from the power supply. The DC+ and DCterminal blocks are the connection points for the lights.

Line voltage is supplied to the L1, L2/N, and COM terminals of the temperature controller from the L1 and L2/N terminal blocks. The RTD temperature sensor provides a resistance signal into the temperature controller corresponding to surface temperature of the shelf it is mounted to. The temperature controller monitors the requested temperature from the temperature control knob setting and the shelf temperature from the RTD temperature sensor. When a call for heat is made, the temperature controller closes the NO contacts of the relay. L1 voltage is supplied to the terminal block and then to one of the wires of the heating pad. The other wire from the top heat equipped HSM are connected in series. The indicator light illuminates signaling the call for heat from the temperature controller.

When the shelf has reached the requested temperature, the temperature controller opens the NO contacts of the relay. L1 voltage is no longer supplied to the heating pad and calrods. The indicator light goes out.



THEORY





Top Heat



HDC-WD-013694

No Operation





One Shelf Not Heating





All Lights, or one Bank of Lights, will not Illuminate





Fans Will Not Turn On





Replacing the Shelf Heating Element/Calrods Heating Elements







HDC-TS-000612







HDC-TS-000656



Assembly/Disassembly

Continued from previous page



HDC-TS-000658





HDC-TS-000660





HDC-TS-000662





HDC-TS-013697





HDC-TS-000664





HDC-TS-000666





HDC-TS-000668



HSM-24/5S (208-240V, 230V)



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HSM-36/5S, HSM-48/5S (208-240V, 230V)



HSM-24/3S-CT (120V)





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



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HSM-36/3S-CT (208-240V, 230V)





HSM-24/36/48-3S/4S/5S 120/208-240V 1Ph TOP HEAT 77773

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24 3S 120V	24 3S/4S/5S 208-240V	36/48 3S/4S/5S 208-2	24 3S/4S/5S 230V	36/48 3S/4S/5S 230V		
	STEM	STEM	STEM	STEM	STEM	

4	1/12/2022	montev	Add Filter CAP 0.1L	IF for CE unit	
Μ	6/7/2021	montev	Add 120V, update	Legend	
2	4/24/2021	montev	Add CT model swit	ch, dash line around top heat & wire numbers ECR182	309
1	2/12/2021	montev	Common top heat	wire sets	
0	9/20/2020	montev	DDD		
REV.	DATE	NAME		CHANGES	
					REVISION
		ברררר		731164	4
HS	3M-24/36/48	-3S/4S/5S 120/	/208-240V 1PH		scheme 1 /8

MAIN SUB MAIN SUB MAIN SUB MAIN SUB MAIN SUB MAIN SUB LEGEND















FU = FUSE LED = LIGHT EMITTING DIODE PS = POWER SUPPLY TB = TERMINAL BLOCK

LEGEND

12	A1 = COIL INPUT (+)	E41 = CONV ELEMENT SET	K3 = BOILER CONTACTOR	N8 = BOILER TEMP PROBE	TM = TERMINAL
	A2 = COIL INPUT(-)	E42 = CONV ELEMENT SET	K40 = CONV CONTACTOR	N9 = HIGH LIMIT	TB = TERMINAL BLOCK
11	B1 = H20 PROBE LOW	E43 = CONV ELEMENT SET	K41 = CONV CONTACTOR	N10 = HIGH LIMIT	TX = TRANSFORMER
	B2 = H20 PROBE HIGH	EL = ELEMENT	K42 = CONV CONTACTOR	NC $X = NO CONNECTION$	UPP = UPPER
10	B3 = WATER PROBE	FA = FAN	K43 = CONV CONTACTOR	NC = NORMAL CLOSE	VFD = VARIABLE FRENCY DRIVE
σ	B4 = BOILER PROBE	FE = BOILER FUSE	K45 = CONV CONTACTOR	NO = NORMAL OPEN	Y1 = STEAM VALVE
))	B5 = STEAM BY-PASS PROBE	FST = CONV FUSE	K50 = MOTOR CONTACTOR LOW	OB = OPTION BOARD	Y2 = MIXED WATER VALVE
ø	B10 = FOOD PROBE	FSW = FILTER SWITCH	K51 = MOTOR CONTACTOR LOW	PS = POWER SUPPLY	Y3 = CLEAN VALVE
	B11 = MULTI-POINT PROBE	FT = X-CAP FILTER	K60 = MOTOR CONTACTOR LOW	PSW = PRESSURE SWITCH	Y4 = CLEAN PUMP
~	BLWR = GAS CONV BLOWER	FTT = COOLING FAN THERMOSTAT	K61 = MOTOR CONTACTOR LOW	RLY = RELAY	Y5 = HAND SHOWER
	C/B = CIRCUIT BREAKER	FU = FUSE	K77 = MASTER CONTACTOR	RV = STEAM RELIEF VALVE	=
9	CAB = CABLE	G. PUMP = GREASE PUMP	K78 = MASTER CONTACTOR	S7 = REED SWITCH	=
	CB = CONTROL BOARD	GND = GROUNDING	LED = LIGHT EMITTING DIODE	SMK = SMOKER	
ம	CC = CATALYTIC CONVERTER	GU = HALOGEN LIGHT	LF = LINE FILTER	SMO = STEAM MOTOR	=
4	CH = CONV HEATER	HIS = HOT SURFACE IGNITOR	LQ. PUMP = LIQUID PUMP	SPI = SPARK IGNITOR	
	CV = CONVECTION	IB = INTERFACE BOARD	LWR = LOWER	SSR = SOLID STATE RELAY	
m	E1 = BOILER ELEMENT SET	IM = IGNITION MODULE	MO = MOTOR	SV = STEAM VALVE	
	E2 = BOILER ELEMENT SET	K1 = BOILER CONTACTOR	N6 = CAVITY PROBE		REVISION
7	E3 = BOILER ELEMENT SET	K2 = BOILER CONTACTOR	N7 = HIGH LIMIT	ALTO-SH	HAAM Senthermics 4
					LEGEND SCHEME 8/8
					C//





Menomonee Falls, WI U.S.A. Phone 800-558-8744 | +1-26 2-251-3800 | 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