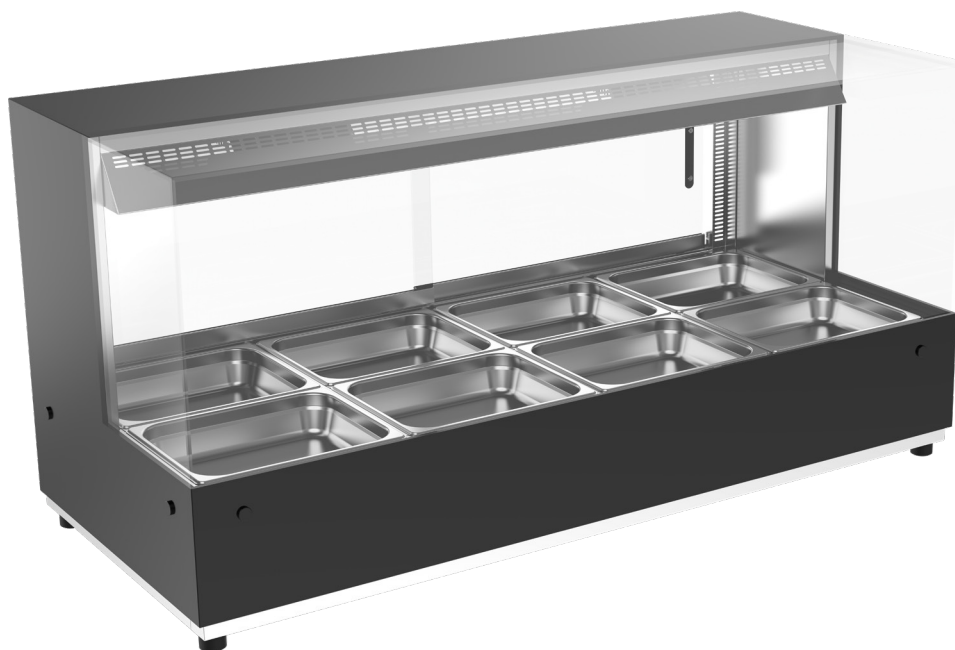




**SPECIFICATION, INSTALLATION
AND OPERATION MANUAL**
READ ALL INSTRUCTIONS BEFORE USE

Hot Food Display - Square



Models:
WH.HFSQB22 / WH.HFSQB23 / WH.HFSQB24 / WH.HFSQB25 / WH.HFSQB26

A guide on the use, care and maintenance
of your quality Woodson product

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1.1 Your New Woodson Product

Thank you for choosing this quality Woodson product.

All Woodson products are designed and manufactured to meet the needs of food service professionals. By caring for and maintaining this new Woodson product in accordance with these instructions, will provide many years of reliable service.

Stoddart is a wholly Australian owned company, which manufactures and/or distributes a comprehensive range of food service equipment for kitchens, food preparation and presentation. Stoddart products are manufactured and engineered to provide excellent results whilst offering value-for-money, ease-of-use and reliability.

Carefully read this instruction booklet, as it contains important advice for safe installation, operation and maintenance. Keep this booklet on hand in a safe place for future reference by other operators or users.

Disclaimer

The manufacturer/distributor cannot be held responsible or liable for any injuries or damages of any kind that occur to persons, units or others, due to abuse and misuse of this unit in regards to installation, removal, operation, servicing or maintenance, or lack of conformity with the instructions indicated in this documentation.

All units made by the manufacturer/distributor are delivered assembled, where possible, and ready to install. Any installation, removal, servicing, maintenance and access or removal of any parts, panels or safety barriers that is not permitted, does not comply in accordance to this documentation, or not performed by a **TRAINED AND AUTHORISED SPECIALIST** will result in the **IMMEDIATE LOSS OF THE WARRANTY.**

The manufacturer/distributor cannot be held responsible or liable for any unauthorised modifications or repairs. All modifications or repairs must be approved by the manufacturer/distributor in writing before initiating. All modifications or repairs performed to this unit must be performed at all times by a **TRAINED AND AUTHORISED SPECIALIST.**

**Stoddart design, manufacture & distribute Food Service Equipment (appliances) exclusively for the commercial market.
This appliance is not designed nor intended for household or domestic use and must not be used for this purpose.**

This product is intended for commercial use, and in line with Australian electrical safety standards the following warnings are provided:

- This product 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 or instruction concerning the use of the product by a person responsible for their safety. Children should be supervised to ensure that they do not play with the product
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard

1.2 Australia and New Zealand Warranty



Warranty & Registration

1.2.1 Warranty Period

All Stoddart manufactured and distributed products are covered by Stoddart's standard Australia and New Zealand Product Warranty (minimum 12 month on-site parts and labour, terms and conditions apply). Further to this standard warranty, certain products have access to an extended warranty. Full terms, conditions and exclusions can be found using the below Link/QR code.

1.2.2 Warranty Registration

To register your new product, Follow the below Link/QR code.



Australia
[CLICK HERE](#)



New Zealand
[CLICK HERE](#)

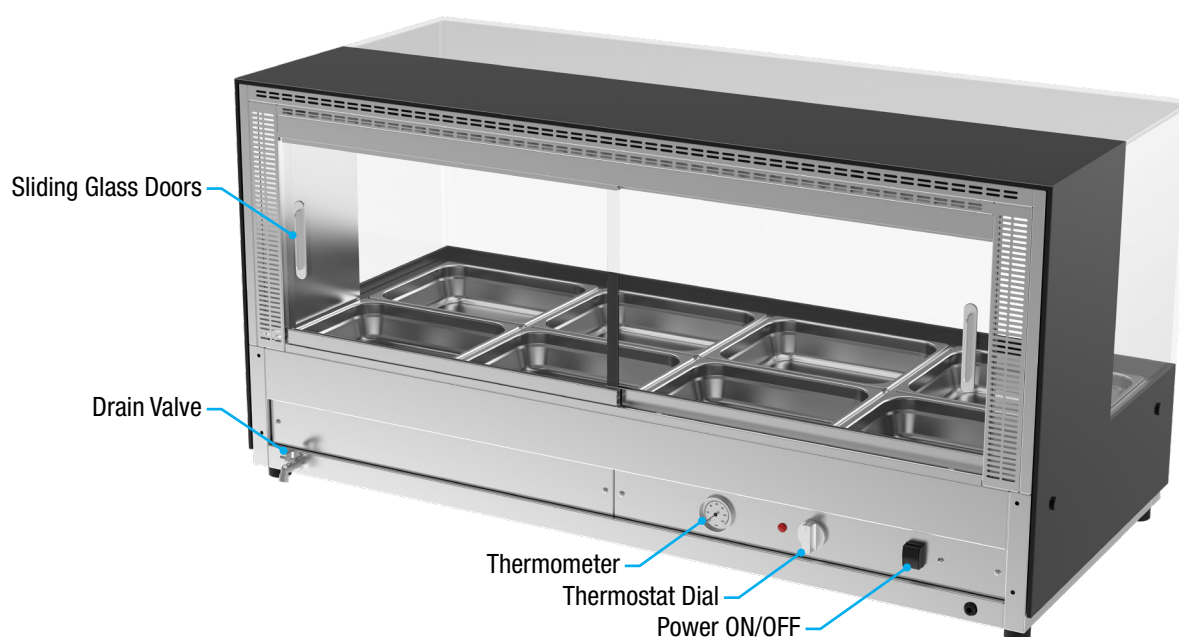
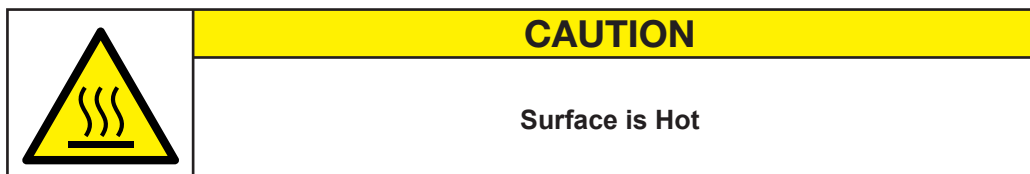
1.3 General Precautions

When using any electrical unit, safety precautions must always be observed.

Our units have been designed for high performance. Therefore, the unit must be used exclusively for the purpose for which it has been designed.

- All units **MUST** be installed according to the procedures stated in the installation section of this manual
- Training **MUST** be provided to all new personnel before they operate the equipment
- **DO NOT** use this unit for any other purpose than its intended use
- **DO NOT** store flammable or explosive substances near this unit (such as aerosol cans with a flammable propellant)
- Keep fingers out of "pinch point" areas
- Unit is not waterproof **DO NOT** use jet sprays, hoses or pour water over/on the exterior of the unit
- Only use this unit with voltage specified on the rating label
- **DO NOT** remove any cover panels from the unit (unless directed)
- **DO NOT** use sharp objects to activate controls
- If any fault is detected, refer to troubleshooting

2.1 Product Overview



2.2 Setting Up

	WARNING Improper installation, adjustments, alterations, service or maintenance can cause property damage, injury or death.
	IMPORTANT Follow unpacking instruction on box. Take care when unpacking glass showcase

2.2.1 Handling

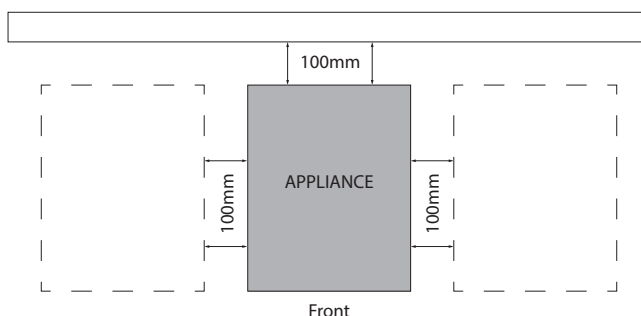
- Use suitable means to move the unit;
 - For smaller items use two people
 - For large items a fork lift, pallet trolley or similar (the forks should reach completely beneath the pallet)

2.2.2 Unpacking

- Check the unit for damage before and after unpacking. If unit is damaged, contact the distributor and manufacturer
- Should any item have physical damage, report the details to the freight company and to the agent responsible for the dispatch within 48 hours of receipt. No claims will be accepted or processed after this period
- The unit is supplied fully assembled
- Remove all protective plastic film, tapes, ties and packers before installing and operating
- Clean off any remaining residue from the interior/exterior of the unit using a clean cloth dampened with warm soapy water

2.2.3 Positioning

- Choose an area that is well ventilated and provides access for future maintenance
- Place the unit on a level stable work surface capable of supporting its weight
- Do not position the unit in:
 - Wet areas
 - Near heat and/or steam sources
 - Near flammable substances
- Two persons required to lift the unit. Pinch point hazard when lowering unit into bench
- Allow an air gap between the unit and other objects or surfaces. A minimum gap of 100mm from all sides is recommend for normal operational use (if the unit is near any heat sensitive material we suggest you allow additional space)



- Please consult national and local standards to ensure that your unit is positioned in accordance with any existing requirement

2.2.4 Disposal

- At the end of the appliance's working life, make sure it is scrapped & components recycled properly
- Current environmental protection laws in the state/country of use must be observed
- Doors must be removed before disposal (if applicable)
- Power supply cable must be removed before disposal
- For further information on the recycling of this product, contact the local dealer/agent or the local body responsible for waste disposal

2.3 Electrical Connection

	DANGER
	This unit must be installed in accordance with local electrical regulations/requirements. Some procedures in this manual require the power to the equipment to be turned off and isolated. Turn the power OFF at the power point and unplug the power supply lead by the plug body. If the power point is not readily accessible turn the equipment off at the isolation switch or the circuit breaker in the switchboard. Attach a lockout device and yellow “CAUTION-DO NOT OPERATE” tag. This must be performed where relevant unless the procedures specify otherwise. FAILURE TO DO SO MAY RESULT IN ELECTRIC SHOCK.

Single Phase Units:

- Supplied and fitted with an appropriately rated plug and lead, indicated as:
 - 10A plug & lead fitted
 - 15A plug & lead fitted

Notes:

- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard. Please contact Stoddart for parts and we will advise how to do this in order to avoid any electrical hazard
- The power cable should be dry and/or isolated from moisture or water

2.4 Plumbing Connections

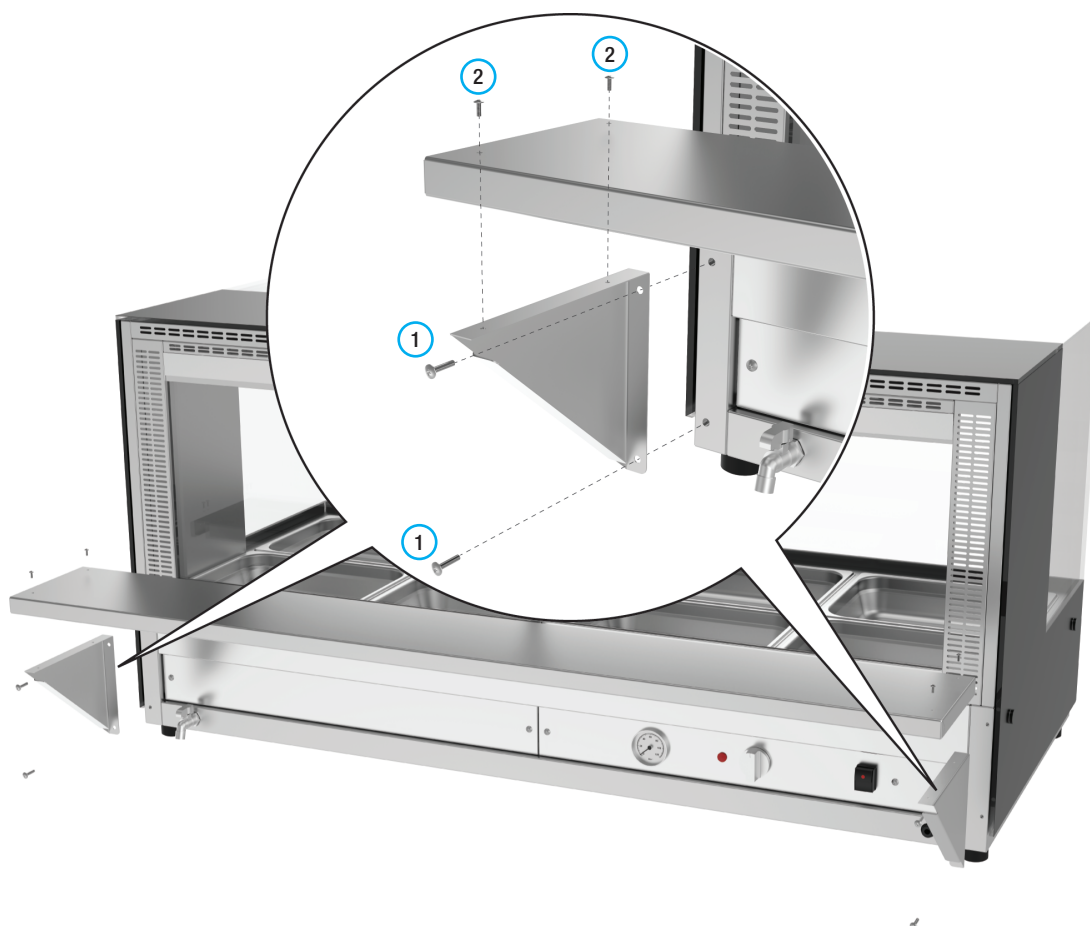
	IMPORTANT
	This unit must be installed in accordance with AS/NZ 3500.1
	IMPORTANT
	This unit must be operated on potable water. If the water has a high chloride and/or high mineral content, pretreatment may be necessary or your warranty could be voided.
	IMPORTANT
	- This unit must be completely emptied, drained, and refilled with fresh water daily. - Failure to follow this procedure may void the warranty.

- The unit is supplied with 15mm tap-style rear drain for fast and safe draining
- Baine Marie must be drained DAILY to a bucket or to a tundish via a hose

2.5 Tray Race

2.5.1 Installation

1. Mount the tray race brackets in place on the unit with the screws provided
2. Place tray onto the brackets and secure with screws

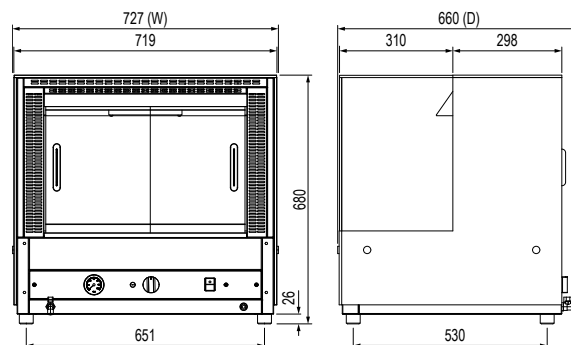


3.1 Technical Specifications

3.1.1 WH.HFSQB22

Specifications

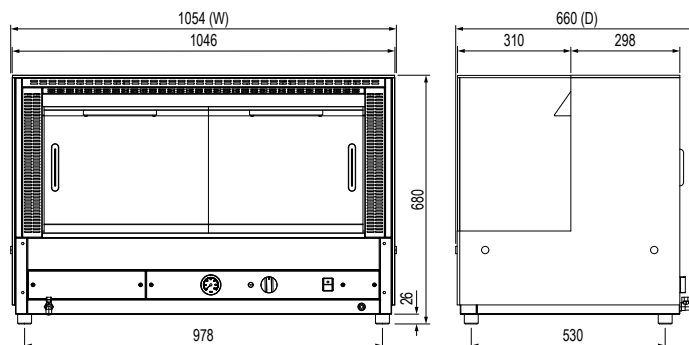
Model	WH.HFSQB22
W x D x H (mm)	727 x 660 x 680
Operation	60°C - 80°C (Wet) 60°C - 120°C (Dry)
Total Connected Load	1.5kW
Electrical Connection	230VAC / 50Hz (10A plug & lead)



3.1.2 WH.HFSQB23

Specifications

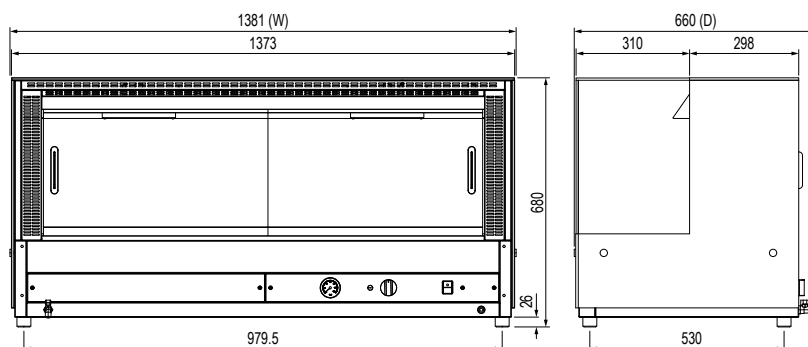
Model	WH.HFSQB23
W x D x H (mm)	1054 x 660 x 680
Operation	60°C - 80°C (Wet) 60°C - 120°C (Dry)
Total Connected Load	2.4kW
Electrical Connection	230VAC / 50Hz (10A plug & lead)



3.1.3 WH.HFSQB24

Specifications

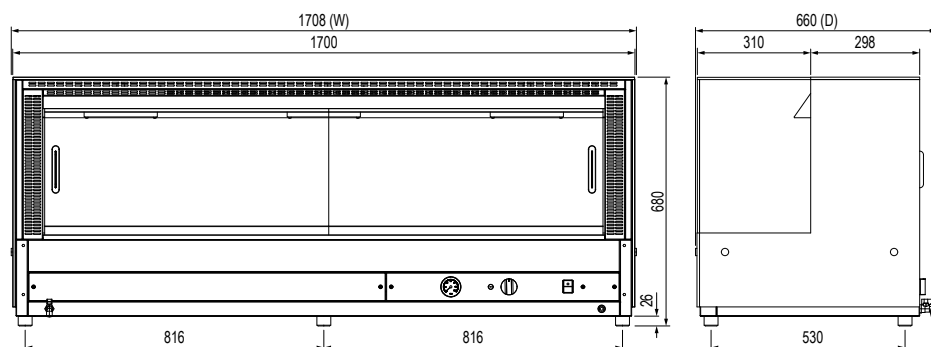
Model	WH.HFSQB24
W x D x H (mm)	1381 x 660 x 680
Operation	60°C - 80°C (Wet) 60°C - 120°C (Dry)
Total Connected Load	3.0kW
Electrical Connection	230VAC / 50Hz (15A plug & lead)



3.1.4 WH.HFSQB25

Specifications

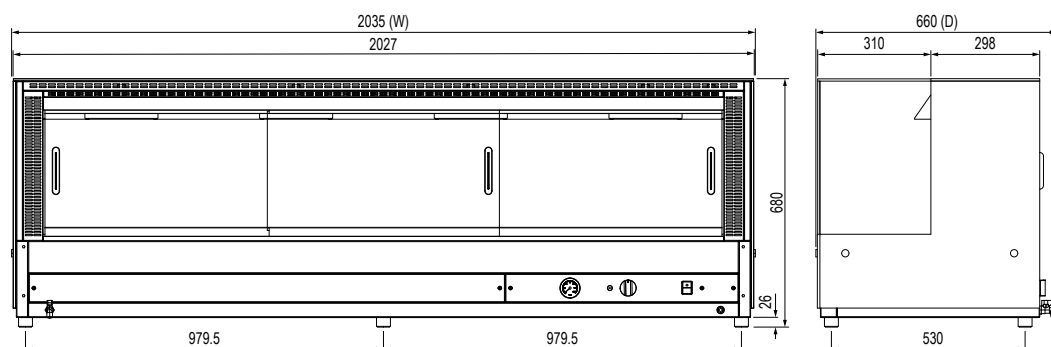
Model	WH.HFSQB25
W x D x H (mm)	1708 x 660 x 680
Operation	60°C - 80°C (Wet) 60°C - 120°C (Dry)
Total Connected Load	3.3kW
Electrical Connection	230VAC / 50Hz (15A plug & lead)



3.1.5 WH.HFSQB26

Specifications

Model	WH.HFSQB26
W x D x H (mm)	2035 x 660 x 680
Operation	60°C - 80°C (Wet) 60°C - 120°C (Dry)
Total Connected Load	3.6kW
Electrical Connection	230VAC / 50Hz (15A plug & lead)

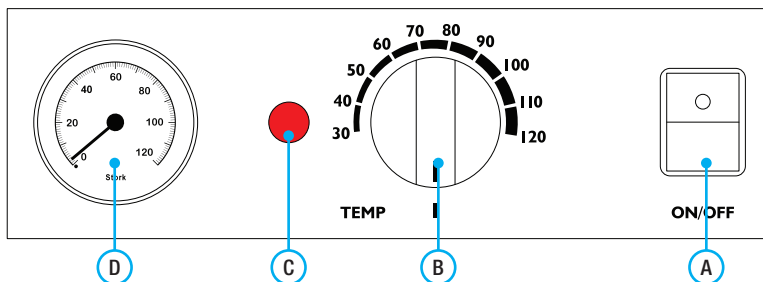


4.1 Initial Start-up & Operation

	IMPORTANT Before first operation determine if the unit is to be used for Wet or Dry operation.
	IMPORTANT This unit must be completely emptied, drained, and refilled with fresh water daily. Failure to follow this procedure may void the warranty.
	IMPORTANT Low Chloride, low mineral water must be used. Do not add any additives such as vinegar or descaling agents. Use of additives may result in accelerated corrosion.
	WARNING The water in the unit and the surfaces of this unit are HOT when operating. Take caution and do NOT place any part of the body in the water.
	IMPORTANT This unit is not designed to cook products, it is to be used for hot holding display and serving only. This unit is not designed for Roast meats or roast chickens
	IMPORTANT The thermometer gauge is intended as a guide only, it indicates the temperature of the air/water beneath the GN pans and does not reflect the temperature of the food itself

4.0 Operation

4.1.2 Control Panel



Item	Function	Description
A	Power Switch ON/OFF	The power switch will turn the unit ON/OFF. The lights turn on with the unit.
B	Thermostat Dial	The temperature can be set between 30°C and 120°C
C	Heating Indicator Light	The heating indicator light will illuminate while the unit is heating and will turn off once the set temperature has been reached
D	Thermometer	The thermometer indicates the temperature of the air/water beneath the GN pans and does not reflect the temperature of the food itself

4.1.2 Initial Start-up Wet Operation

1. Before turning the unit on, ensure all plastic film has been removed from the unit
2. Fill unit with water. Ensure the elements are submerged in water (minimum of 10mm)
3. Place GN pans into the unit
4. Turn the unit on, set the thermostat dial to the recommended operating temperature of 80°C
5. Leave the unit to operate for 30 minutes after the indicator light turns off
6. Allow the unit to cool, drain the unit using the valve. Once this is complete, clean and dry the whole unit, including the Gastronorm pans

4.1.3 Initial Start-up Dry Operation

1. Before turning the unit on, ensure all plastic film has been removed from the unit
2. Place GN pans into the unit
3. Turn the unit on, set the thermostat dial to the recommended operating temperature of 100°C
4. Leave the unit to operate for 30 minutes after the indicator light turns off
5. Allow the unit to cool. Once the unit is cool, clean and dry the whole unit, including the Gastronorm pans

4.1.4 Wet Operation

Do not use Grids/Racks in bottom of pans as this causes a loss of heat transfer between the bottom of the pan (heat source) and the product in the pan. Poor performance will occur with the use of Grids/Racks and the manufacturer will not cover warranty costs if this is found to be the source of heating problems with the units.

1. Fill unit with water. Ensure the elements are submerged in water (minimum of 10mm). Hot or cold water can be used. Hot water will save on heating time and power consumption
2. Place GN pans into the unit
3. Turn the unit on, set the thermostat dial to the recommended operating temperature of 80°C
Note: Adjusting the temperature higher may result in condensation on the glass surfaces.
4. Once the unit has reached temperature place pre-heated food items in the unit. All food placed in the unit **MUST** be pre-heated/cooked
5. Only metal GN pans are to be placed in the unit. All food products must sit below top edge of the GN pan in order for the food to stay hot
6. After 20 minutes check the food temperature, adjust the thermostat dial if required
7. Check water levels while the unit is in use, top up the water level as required ensuring elements remain submerged
8. This unit must be emptied drained and wiped clean daily. Do not leave water in the unit when not in use.
9. Water **MUST** not be reused. After being in the unit, all water **MUST** be treated as waste water. **DO NOT** drink and/or serve to persons

4.1.5 Dry Operation

1. Place GN pans into the unit
2. Turn the unit on, set the thermostat dial to the recommended operating temperature of 100°C
3. Once the unit has reached temperature place pre-heated food items in the unit. All food placed in the unit **MUST** be pre-heated/cooked
4. Only metal GN pans are to be placed in the unit. All food products must sit below top edge of the GN pan in order for the food to stay hot
5. After 20 minutes check the food temperature, adjust the thermostat dial if required

4.2 Gastronorm (GN) Pans

	WARNING Do not use plastic GN pans (unless specified for high heat) or plastic containers inside the unit, as they may pose a fire risk and possible voidance of warranty
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- Supplied with 1/2 GN Pans (65mm deep) and dividers
- Each module can hold one 1/1 pan, two 1/2 pans, three 1/3 pans, 1/4 pans, 1/6 pans and 1/9 pans (For 1/6 and 1/9 Gastronorm pans, extra dividers are required). Pan depths up to 100mm
- Contact your distributor about the best possible depth for the product you intent to display

4.3 Food Storage

- All storage of food should comply with local health standards and regulations
- All pans should be cleaned and placed in night storage. No pans should be left in the unit
- This unit is NOT designed to store product after hours. The unit MUST be switched OFF
- If the unit is moved for night storage, ensure the castors are locked (mobile units only)

5.1 Cleaning

	IMPORTANT This unit must be completely emptied, drained, and refilled with fresh water daily. Failure to follow this procedure may void the warranty.
	IMPORTANT Some commercial stainless steel cleaners leave residue or film on the metal that may entrap fine particles of food, deeming the surface not FOOD SAFE
	WARNING Wait until the unit has cooled to a safe temperature before undertaking any cleaning or maintenance. Contact with hot surfaces can cause burns and serious injury
	WARNING This unit is NOT waterproof, do NOT hose. DO NOT pour water directly onto the unit. DO NOT immerse in water

5.1.1 General Information

- Cleaning is recommended for health and safety purposes and to prolong the life of the unit
- **DO NOT** use abrasive pads or cleaners on the stainless steel or any other metal parts of the unit
- **DO NOT** use industrial chemical cleaners, flammable cleaners, caustic based cleaners or bleaches and bleaching agents, as many will damage the metals and plastics used on this unit
- **DO NOT** remove any screws and/or panels for cleaning (unless directed)
- This unit is **NOT** waterproof, **DO NOT** hose, **DO NOT** pour water directly onto the unit, **DO NOT** immerse in water

5.1.2 Corrosion Protection

- Stainless steel exhibits good resistance to corrosion however, if not properly maintained stainless steel can rust and/or corrode
- Any sign of mild rust and/or corrosion should be thoroughly cleaned with warm soapy water and dried as soon as possible
- NEVER use abrasive pads or cleaners for cleaning
- All metal surfaces should be checked while cleaning for damage, scuffs or scrapes as these can lead to rust and further damage to the product
- **Do not** use cleaning agents containing corrosive agents. Multi purpose spray and wipe style products must not be used. After treatment, wash with warm (not hot) soapy water and dry thoroughly
- Thoroughly wipe the surfaces dry after cleaning. **DO NOT** let water pool on the unit. Check crevices and folds for pooling
- When using, ensure all liquids and moisture is cleaned up straight away. Food liquids such as juices from vegetables and fruits should not be left on any surfaces
- **DO NOT** leave items on the stainless steel such as cutting boards, rubber mats and bottles

5.1.3 Surface Finish

- To protect the polished surface of the stainless steel, it should be dried using a clean dry soft cloth. A light oil can be applied to enhance the stainless steel surface, using a clean cloth apply the oil in the same direction as grained polished finish
- Some commercial stainless steel cleaners can leave residue or film on the metal; this may trap fine particles of food on the surface, thus deeming the surfaces not food safe

5.1.4 Cleaning Schedule

- Regular cleaning is recommended for the unit. This will help to maintain and prolong the efficiency of the unit

5.1.5 Materials Required

- Non Abrasive Cleaning pad
- Clean Sanitised Cloth
- Paper Towel
- Warm Soapy Water
- Appropriate PPE (Personal Protective Equipment)

5.1.6 Cleaning Procedure (Daily)

- Isolate from the power supply
- The unit **MUST** be drained before cleaning
- Remove all dividers and GN Pans
- Clean the unit with warm (not hot) soapy water and a sponge. Ensure all due care is taken when cleaning the elements, as they can become damaged
- After cleaning, flush the unit with clean fresh water
- Thoroughly wipe the unit dry with a soft cloth. Do NOT let water pool in the unit, check crevices and folds
- Re-insert all Dividers, Element Covers & Gastronorm Pans

5.1.7 External Surfaces (Daily)

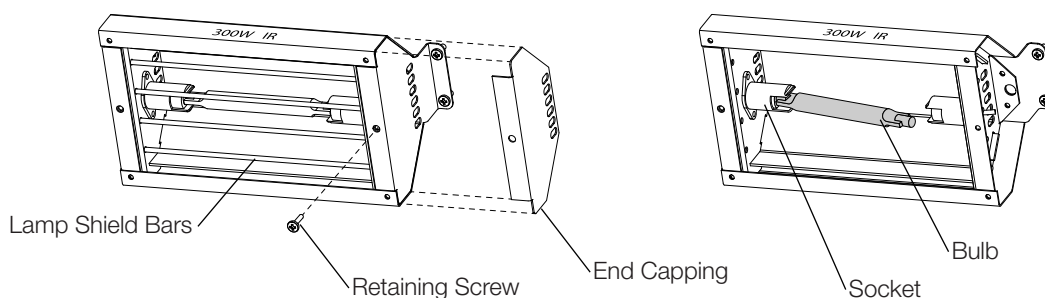
- Isolate from the power supply
- Wearing Personal Protective Equipment (PPE), apply Stainless Cleaner with the Cleaner pad to the external surfaces
- Scrub any baked on soil with the cleaner pad in the same direction as grained polish
- Wipe clean using a cloth dampened with clean warm water until all Stainless Cleaner and soil has been removed
- Using a clean sanitised cloth, thoroughly wipe the stainless steel and metal parts dry. Do NOT let water pool on the unit. Check crevices and folds

5.1.8 Display Glass

- Clean the glass with a glass cleaner or warm (not hot) soapy water, and a sponge
- Using a squeegee, remove all water from the glass

5.2 Replacing Heat Lamp Bulbs

- Bulbs should be allowed to cool for 10 - 15 minutes before removing
 - All heat lamp fittings are spring loaded for easy replacement
 - Heat lamp bulbs should only be replaced with gloves or a soft cloth. No skin should touch the new bulb. If skin touches the new bulb, wipe the bulb with a soft cloth and rubbing alcohol to remove all possible oils
- Isolate from the power supply
 - Take off the end capping by removing the retaining screw (do not discard)
 - Slide out the four lamp shield bars
 - Holding the old bulb with a soft cloth or glove, press into one of the sockets, rotate out and remove
 - Holding the new bulb with a soft cloth or glove, press into one of the sockets, rotate in and slowly release the bulb into the other socket, ensuring that the bulb does NOT become broken
 - Re-install the lamp shield bars then place the end capping into position and secure with the retaining screw



5.3 Troubleshooting

- If any faults/issues occur with the unit, follow the below troubleshooting procedures
- If the troubleshooting procedures do not remedy the problem, contact the Stoddart Service Department

	WARNING
	All repairs must be performed by qualified service personnel. Refer to the troubleshooting below before calling for service.

Problem	Possible Causes	Remedy
Unit does not operate/start	Power outlet switch turned off	Turn switch on
	Plug not inserted into outlet properly	Insert plug into outlet properly
	Power Switch on unit is in "OFF" position	Turn the power switch on
	Power outlet supply circuit breaker is tripped	Check supply circuit breakers and reset if tripped. If breaker does not reset, unplug all appliances from outlets and reset breaker. If breaker does not reset, contact an electrical contractor. Plug each appliance in one by one to determine which appliance causes the breaker to trip. If the Woodson appliance causes the circuit to trip, contact the Stoddart Service Department.
Unit does not reach temperature	Temperature set too low	Check setting and adjust the temperature
	Ceiling fans or external breeze	Move unit or switch off fan
	Cold water in the unit	Allow 30-45mins for the unit to achieve desired temperature
	Pans not installed in unit	Install pans
	Doors open	Close doors
Food not at desired temperature	Thermostat set incorrectly	Check setting and adjust the temperature
	Food on grids/racks	Remove grids/racks
	Doors open	Close doors
	Food not heated up to temperature before entering unit	Heat food up to temperature in appropriate appliance before placing in unit.
Water pooling around unit	Thermostat set incorrectly	Adjust thermostat. Setting above 80 may cause condensation that will leak from unit
	Pans not installed in unit	Install pans
	Drain valve leaking	Ensure drain valve is closed
Corrosion	Water Quality	Use RO filtered or demineralised water
	Foreign Chemicals Present	Clean tank out with fresh water and refill. Do not add vinegar or descaling agents to water.
	Incorrect operation	Water must be emptied every day and the tank cleaned with a damp cloth. Water must not be stored in the tank.
Scale build up	Scale build up on elements and unit	Descale unit

5.4 Disposal

If the appliance is no longer of use, please dispose in an environmentally correct way.

The distributor / retailer can contact their local metal recycling centre to collect the remaining cabinet, shelves, etc.

There may be special requirements or conditions. Information on the disposal of refrigeration appliances can be obtained from:

- Your supplier
- Government authorities (The local council, Ministry of the Environment, etc.)



Discarded electric appliances are recyclable and should not be discarded in the domestic waste! Please actively support us in conserving resources and protecting the environment by returning this appliance to the collection centres (if available).



Dispose of packaging in accordance to applicable legal regulations.



Australia

Australian Business Number: 16009690251

Service / Spare Parts

<https://customerservice.stoddart.com.au>

Sales

Tel: 1300 79 1954

Email: sales@stoddart.com.au

Web: www.stoddart.com.au



Customer
Service Portal

New Zealand

New Zealand Business Number: 6837694

Service / Spare Parts

<https://customerservice.stoddart.com.au>

Sales

Tel: 0800 79 1954

Email: sales@stoddart.co.nz

Web: www.stoddart.co.nz



Customer
Service Portal