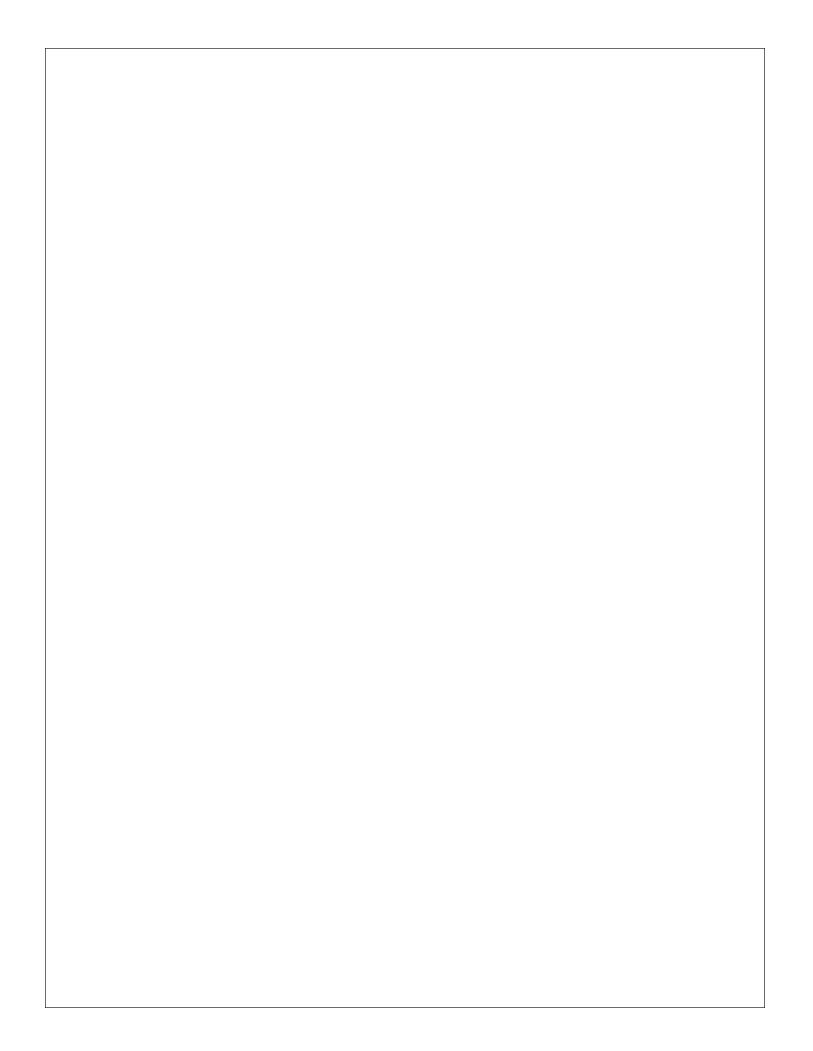


MODELS: GHM-4 [3 WELL] GHM-5 [4 WELL] GHM-6 [5 WELL] GHM-8 [7 WELL]

CAUTION: Read instructions before using this appliance.



ISO 9001-2015 Registered • Committed to Quality 2750 Gunter Park Drive West • Montgomery, AL 36109 USA Toll Free: 800.554.4537 (USA & Canada Only) Other: 334.272.1457 Fax: 334.239.4117 • Website: <u>www.gfse.com</u> • Email: <u>services@gfse.com</u> Printed in USA, Form 66203 (Rel. Date: Feb.2014, Rev. Date: Aug.2021. Rev. C)





LIMITED WARRANTY

- Subject to the terms and conditions of this Limited Warranty as herein stated, all Giles Enterprises Inc. (hereafter referred to as "Giles") food service equipment and parts purchased new from an authorized Giles representative are warranted as to defects in material or workmanship for a period of twenty-four (24) months from the date of installation, provided, however, that with regard to labor costs in connection with this warranty, see below. All installations must be made by a qualified installing agency in accordance with all applicable codes and/or regulations in the jurisdiction in which installed. Limited warranty coverage is extended only to the original owner and is void if the unit is resold.
- During the Limited Warranty period, Giles will replace or recondition, at its factory, any part or parts of this
 unit which Giles inspectors judge defective, provided the unit has been properly installed, subjected to normal usage, and operated and maintained in accordance with specified procedures. This Limited Warranty
 does not cover cosmetic damage, and damage due to acts of God, accident, misuse, alteration, negligence,
 abuse, or use of unorthodox repair methods. All parts replaced under this Limited Warranty carry only the
 unexpired term of this Limited Warranty. Limited Warranty service may be furnished only by an authorized
 Giles service representative.
- If Limited Warranty service is requested, Giles will dispatch factory-authorized service representatives to inspect, repair, recondition, or replace units of its manufacture with such labor being rendered without cost to owner for twenty-four (24) months from the date of installation. Otherwise, service, including labor and transportation charges or other expenses, in connection with the removal or installation of any part or parts supplied under this Limited Warranty, are specified on the original sales contract between the purchaser and the authorized Giles representative.
- Failure to use Giles OEM replacement parts and Giles OEM filters may void this Warranty.
- Giles reserves the right to change or improve its equipment and/or parts in any way without obligation to alter such equipment or parts previously manufactured.
- Giles makes no further warranties, express or implied, including implied warranties of merchantability or fitness for a particular purpose, and has no other obligation or liability not specifically stated herein.
- Repair or replacement as provided under this limited warranty is the exclusive remedy. Giles shall not be liable for any incidental or consequential damages for breach of any express or implied warranty on this product, except to the extent prohibited by applicable law. Any implied warranty of merchantability or fitness for a particular purpose on this product is limited in duration to the duration of this limited warranty.
- Used Giles food service equipment or parts, or Giles food service equipment or parts not purchased from an authorized Giles representative, carry no warranties, express or implied.

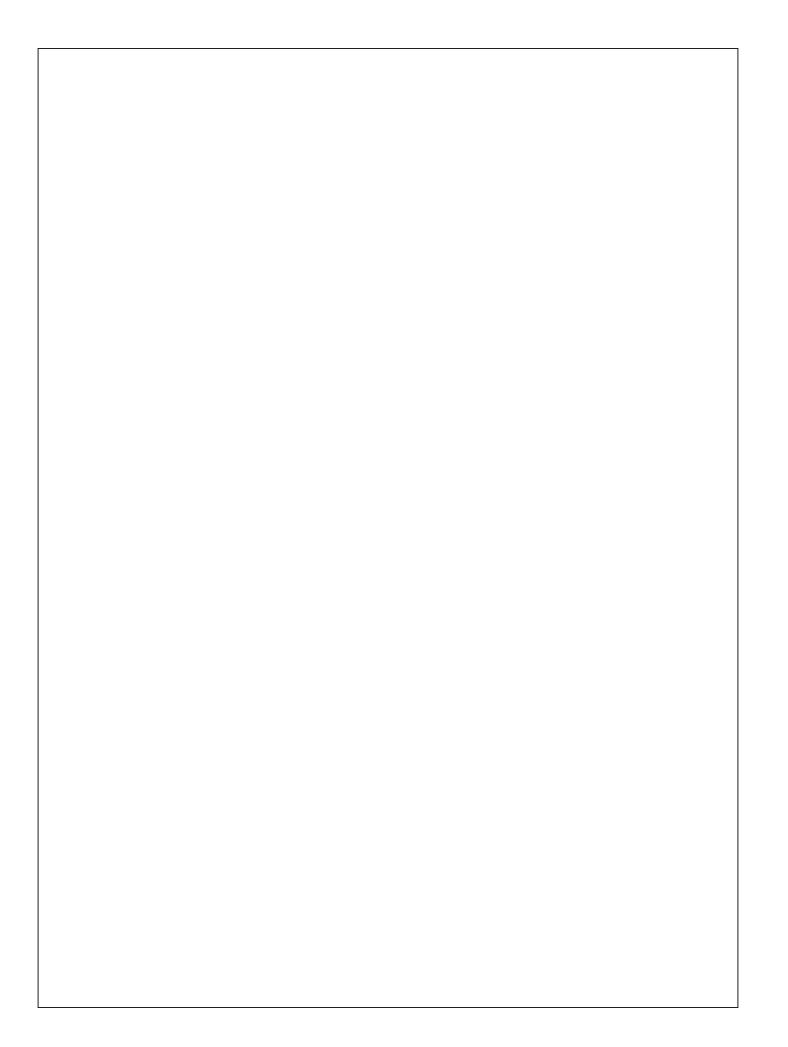


Table Of Contents

-	
Specific Saf	ety Precautions
1.	Introduction
1.01	Construction
1.02	Standard Features
1.03	Alternative Designs
1.04	Specifications
1.04.1	Overall Dimensions
1.04.2	Basic Steam Table Pan Layouts
1.04.3	Agency Certifications
1.04.4.	Weights
1.04.5	Pan Wells & Heat Control Zones
2.	Installation
2.01	Appliance Location
2.02	Unpacking
2.03	Counter-Top Installation
2.03.1	Base Counter Installation.
2.04	Glass & Lighting Installation
2.04.1	Full Serve Models 10
2.04.2	Customer Self-Serve Models
2.05	Electrical Requirements
2.06	Electrical Connections
2.06.1	Electrical Connection Diagram
2.07	Ventilation
3.	Overview
3.01	Back & Side View
3.02	Accessory Items Included
3.03	Accessory Items Not Included
4.	Operation
4.01	Pan Installation & Set Up
4.02	Setting & Adjusting Warmer Temperature
4.03	Removing & Installing Fold-down Work-Shelf. 28
4.03.1	Removing Shelf
4.03.2	Reinstalling Shelf
4.04	Normal Shutdown
4.05	Emergency Shutdown

5.	Cleaning
6.	Troubleshooting
6.01.	Troubleshooting Procedures
7.	Parts List
7.01	Parts Ordering & Service Information
7.01 7.02	Parts Ordering & Service Information
-	Control Panel Assembly
7.02	Parts Ordering & Service Information35Control Panel Assembly36Elements & Electrical Components - Bottom Heat38Heater Assembly - Top Heat40Glass & Work-Shelves42

Safety

Safety Overview:

The information contained in this manual has been prepared to describe the proper procedures for safely installing, operating and maintaining *Giles Food Service Equipment*.

A Alert Symbols are used throughout the Manual in conjunction with key words, such as **DANGER**, **WARNING**, or **CAUTION**, to alert Users to potential personal injury hazards and/or poor operating practices. These alerts immediately precede precautionary information regarding the avoidance of such hazards or practices. Adhere to all information following these symbols to avoid possible injury, or even death. Failure to do so may also void the factory warranty.

Suggested, recommended, or other noteworthy information is identified as **NOTES**, or will be noted as **IMPORTANT!**. Additionally, certain words are used to indicate a specific meaning, or to add emphasis as follows:

Shall: understood to be mandatory.

Should: understood to be advisory.

May: understood to be permissive.

Will: indicates a future event or condition to occur.

This product can expose Users to chemicals including lead, nickel, cobalt, aluminum, cadmium, brass, carbon, copper or BPA which are known in the state of California to cause cancer, birth defects and other reproductive harm. For more information go to: <u>www.p65warnings.ca.gov</u>.

DANGER

Indicates an imminently hazardous situation which, if not avoided, will result in serious personal injury, even death.

AWARNING

Indicates a potentially hazardous situation which, if not avoided, could result in serious injury, even death.

ACAUTION

Indicates a potentially hazardous situation which, if not avoided, may result in minor to moderate injury. This notification is also used as an alert to unsafe practices.

CAUTION

If used without the safety alert symbol, indicates a potentially hazardous situation which, if not avoided, may result in equipment and/or property damage, and may void the factory warranty.

NOTE or IMPORTANT!

Identifies suggested, recommended, or other important information.

Specific Safety Precautions:

For your safety, please observe the following precautions when operating or servicing this *GILES* Food Service Equipment. Adhering to the following important safety information will help to prevent personal injury and/or damage to the equipment, or property.

Safety

A DANGER

- Before cleaning or performing maintenance, place power switch in the [OFF] position. Unplug power cord or turn
 OFF power at the electrical panel supplying power to remove all power from the appliance.
- DO NOT ADD WATER OR OTHER LIQUIDS! The GHM Warmer is NOT a steam table. The pan well is not designed to contain liquid. Water could leak into the heating element compartment, or contact other electrical components, creating an electrical shock hazard.
- DO NOT wash down the unit interior or exterior with water from a spray hose.
- Failure to comply with **DANGER** notices will result in serious injury, even death; or damage to equipment and/or property and may void the factory warranty.

WARNING

- Prior to installation, consult a qualified electrician to ensure that installation will comply with all electrical and mechanical code requirements.
- The unit must be adequately and properly grounded. Improper grounding can potentially result in electrical shock to Users.
- Check the rating label on the unit to determine the proper power supply required. Always consult an electrician, or other qualified service technician, to ensure that circuit breakers and wiring are of sufficient rating and gauge to power this equipment. A Wiring Diagram has been provided with the unit as an aid for technicians. The unit must be installed and electrically grounded in accordance with local codes, or in the absence of local codes, in accordance with the National Electrical Code, NFPA 70.
- Improper installation, adjustment, alteration, service or maintenance could result in serious injury, even death; equipment and/or property damage; and will potentially void the factory warranty.
- **DO NOT** use or store flammable liquids, or materials that produce flammable vapors, in the vicinity of this or any other appliance!
- Food products or water spilled on nearby floor areas can create a potential slip/fall hazard. Clean up all spills immediately.
- Failure to comply with **WARNING** notices could result in serious injury, even death; damage to equipment and/or property; and will potentially void the factory warranty.

Specific Safety Precautions:

ACAUTION

- Prepared food products, held for sale, must be maintained at a minimum temperature of 150°F (65.5°C) or in accordance with state and local health regulations.
- The unit must remain in a horizontal position during operations.
- Exercise care when removing wooden crate framework and when lifting and moving the unit from shipping pallet.
- DO NOT operate the appliance, unless its components and their intended functions are fully understood (see Section 3). Once you have read and fully understand Section 3, closely follow the instructions presented in this Manual in order to prevent equipment damage, or malfunction.
- Certain parts of the unit, including food pans and food products, will become very HOT!
 Temperatures inside the unit can exceed 150°F (65.5°C). Surface temperature of the upper ceramic Infrared Heaters can be in excess of 400°F (204.5°C). Exercise caution when handling food pans, cleaning, or servicing the unit.

 Wear personal protective equipment (PPE), such as thermal oven mitts or gloves, while attending the unit.
- 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 adequate instruction and/or supervision concerning its use by a person responsible for their safety. Children should not be allowed to play with, or in the area around, the appliance.
- Any required troubleshooting and repair of this equipment is to be performed by a qualified and factoryauthorized service company.
- Allow the unit to cool for a minimum of 15 minutes before cleaning or servicing.
- Failure to comply with **CAUTION** notices may result in minor to moderate personal injury, damage to equipment or property, and potentially void the warranty.

CAUTION

- Components exposed along the Control Panel are somewhat impact-sensitive. Exercise due care when using carts
 or rolling tables near the unit to avoid damage and maintain proper operation, .
- Alway maintain safe clearances between the unit and combustible walls or materials.
- When cleaning the appliance:
 - DO NOT steam clean.
 - DO NOT use products containing chlorine, or other corrosive chemicals.
 - DO NOT use abrasive products, steel wool or scouring pads.
 - DO NOT use oven cleaners.
 - **DO NOT** pour water into the main pan well.
- DO NOT alter, add attachments, or otherwise modify this equipment!
- Failure to comply with **CAUTION** notices may result in damage to equipment or property, and void the factory warranty.

NOTE:

Upon receipt, if damage to the shipping pallet is evident, immediately and thoroughly inspect the equipment and accessories. Notify the freight company of any damages. Generally, negotiating freight damage claims shall be the responsibility of the Customer.

Safety

- Comply with all appropriate state and/or local heath regulations regarding cleaning and sanitation of any foodservice equipment.
- To clean difficult surface areas, having excessive build-up of grease residue, GILES recommends using a mild, biodegradable, non-toxic degreasing cleaner such as Simple Green® HD Pro.
- GILES assumes no responsibility in regard to code compliance for installation and use of this equipment. The customer is responsible for obtaining all of the necessary approvals from Authorities Having Jurisdiction (AHJ) concerning use of this equipment.

Introduction

Model: GHM Warmer Series

1. Introduction

Thank you for choosing the *GILES GHM Heated Merchandiser* manufactured by Giles Enterprises, Inc., Montgomery, Alabama (USA), hereafter referred to as "*GILES*". The unit is either a model *GHM-4*, *GHM-5*, *GHM-6* or *GHM-8* with any one of three different service configurations: *a*). full operator serve, *b*). combination operator full-serve main section with a 2-ft customer self-serve section, or *c*). fully customer self-serve [*GHM-4 or 5 only*]. All models have mirror-tinted doors and side glasses.

Units can be installed into a base counter or stand alone for a counter-top application, utilizing the provided adjustable legs. Developed with flexibility in mind, designed to maximize the number of menu selections presented while keeping products fresh at the proper holding and serving temperature, awaiting sale to customers.

To help protect your investment, *GILES* recommends that prior to installing and using the *GHM Warmer*, take the time to read and fully understand the material in this *Owner's Manual*, regarding installation, operation, cleaning and maintenance. Adhering to recommended procedures helps to minimize potential for equipment failure, resulting in costly *repairs and downtime*. With proper operation and care, the appliance should provide years of dependable, trouble-free service.

Please retain this manual for future reference.

1.01 Construction

Unit constructed primarily of Series 430 Stainless Steel. Features a tempered European-style hinged curved front glass and rear sliding doors.

1.02 Standard Features

<u>**Temperature Control</u></u> - Each well has variable lower and top heat temperature control. Controls are easy to use ... indicator lights show status. GHM-4 = 3 wells, GHM-5 = 4 wells, GHM-6 = 5 wells, GHM-8 = 7 wells.</u>**

Lighting - Two (2) economical, coated, fluorescent tubes illuminate displayed products.

<u>European-Style Glass</u> - Allows maximum visibility of products. Pneumatic struts assist in opening and hold the glass in an open position to allow for easy cleaning.

Fold-Down Work Shelf - HDPE (high-density polyethylene) fold-down work shelf along the entire width of the unit's operator-side. Shelves are easily removable for cleaning.

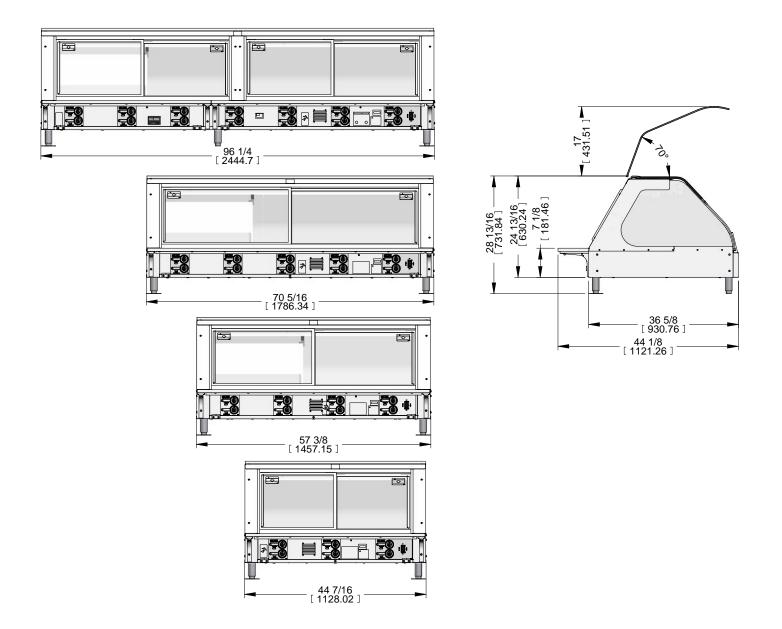
1.03 Alternative Design

Self-Serve - *GHM-5, 6 & 8* models are available with a 24" section open to the customer-side of the unit on either right or left end, allowing customers to serve themselves. The *GHM-4 & 5* are also available as a fully customer self-serve unit.

Introduction

1.04 Specifications

1.04.1 Overall Dimensions



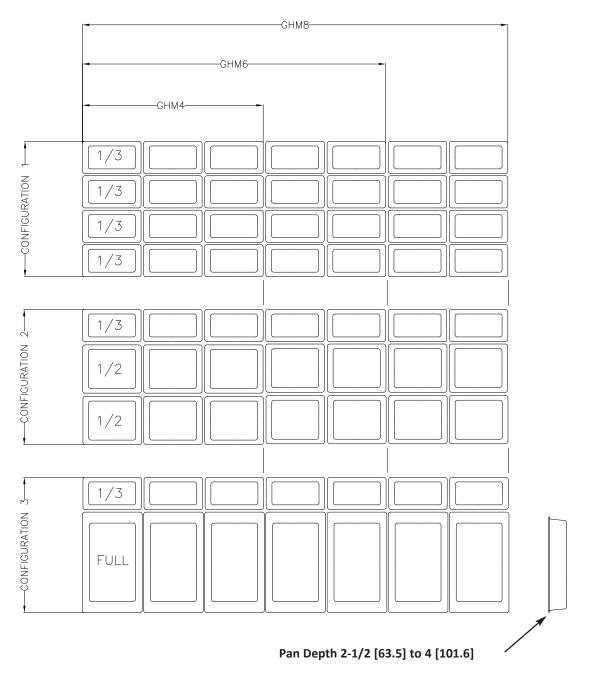
INCHES [mm]

Introduction

1.04.2 Basic Steam Table Pan Layouts

The following diagrams show examples of a few typical pan layouts. The *GHM Warmer* can accommodate pan depths from 2-1/2" [64 mm] to 4" [102 mm]. The unit is shipped with a basic set of support grid dividers for the layout depicted by *Configurations #2 & #3* below. Actual layout possibilities are practically limitless by purchasing additional pan grid dividers (*sold separately*).

PANS ARE NOT INCLUDED.



1.04.3 Agency Certifications



1.04.4 Weights

Model	Crated - Lbs [kg]	Uncrated - Lbs [kg] w/o Pans or Product
GHM-4	372 [169]	282 [128]
GHM-5	525 [238]	413 [187]
GHM-6	625 [283]	489 [222]
GHM-8	734 [333]	584 [265]

1.04.5 Pan Wells & Heat Control Zones

Model	Pan Wells	Heated Zone	Lighting Zone
GHM-4	3	3	1
GHM-5	4	4	1
GHM-6	5	5	1
GHM-8	7	7	1

Installation

Model: GHM Warmer Series

2. Installation

This section describes the procedures necessary to properly install the *GILES Heated Merchandiser*. To help avoid personal injury or equipment damage, please follow these steps exactly.

ACAUTION DO NOT MODIFY, ADD ATTACHMENTS OR OTHERWISE ALTER THIS EQUIPMENT

2.01 Appliance Location

While selection of location is typically dependent on operational needs and site-specific factors, the following should generally be considered before finalizing installation plans.

- The appliance and surrounding area should be kept free and clear of combustible materials. Maintain a minimum 6" [154.2 mm] clearance to combustibles.
- The appliance must be electrically grounded in accordance with local electrical code, or in the absence of local code, with the current National Electrical Code (NEC), NFPA 70. Failure to properly ground the appliance could present electrical shock hazard to operating personnel and customers.
- Be sure that sufficient space is available for proper operation of the appliance, and that consideration is given to the amount of space which may be required for performing future service, maintenance, or repair.
- As necessary, provide adequate ventilation for the operational area.
- Consult a qualified electrician, or other service technician, prior to installation to ensure that the power supply available at the selected location meets the electrical specifications stated on the unit's rating label, and that wiring and circuit breakers are sufficiently rated to power the appliance load.
- Make certain that the unit is to be installed in a suitable base counter, or on a counter-top, that is stable and substantial enough to support the unit plus the weight of food that will typically be displayed in the warmer.
- Be sure that the unit is secure in its location and cannot be inadvertently moved.

The above considerations will help to ensure safe and proper installation. If you have any questions concerning these procedures, please contact a Giles Manufacturer's Representative or equipment Dealer, or call *Giles Services* at **800.554.4537**.

Installation

2.02 Unpacking

Unit is shipped on a wooden skid with a protective wooden framework; secured to the skid by means of high strength strapping. The entire skid is wrapped with stretch wrap. Auxillary items, such as side glasses, pan dividers, legs and fluorescent light bulbs, are packed separately and stowed inside the pan well. Be certain to remove and retain.

ACAUTION

- Appliance is heavy ... exercise due care when handling ... always use adequate manpower or appropriate handling equipment to avoid personal injury or damage to the unit.
- Exercise care when removing and disposing of the wooden crate material.
- Failure to comply with **CAUTION** notices may result in minor to moderate injury, equipment or property damage, and could void the factory warranty.

IMPORTANT!

If the crate shows evidence of damage, immediately inspect the entire unit and all accessory items. Notify the freight company of any and all damages observed. Typically, it will be the purchaser's responsibility to negotiate freight damage claims with carriers.

- 1. Carefully cut and remove plastic wrap and strapping, then use appropriate tools to remove wooden crate framework from the pallet.
- 2. Remove the items stowed in the pan well, examine for damage and set aside.
- 3. Carefully remove the unit from the shipping pallet. Units are extremely heavy, see *Section 1.04.4, Weights*. Use appropriate lifting equipment, or adequate manpower. Due care should be taken when handling the unit to prevent personal injury or equipment damage. *Giles shall not be liable for personal injury or damage caused by improper handling, or use of poor work practices.*

2.03 Counter-Top Installation

- For free-standing, counter-top applications, four (4) adjustable, stud-mount, legs are provided ... two (2) regular legs & two (2) floor-plate style legs.
- Have helpers tilt unit back and hold ... install leg on each exposed corner ... tilt unit back onto those legs and install the other two. Each type leg should be installed on opposite corners diagonal from each other. *Take care to not cross-thread studs when installing ... hand tighten only.*
- 3. Place unit onto a suitable counter-top. Be sure that it is substantial enough to safely support the appliance.
- Level unit by rotating the lower portion of each leg to adjust length as needed ... turning to right (clockwise) shortens leg, turning to left (counter-clockwise) lengthens legs. Unit should be stable and level; side-to-side, frontto-back and corner-to-corner.





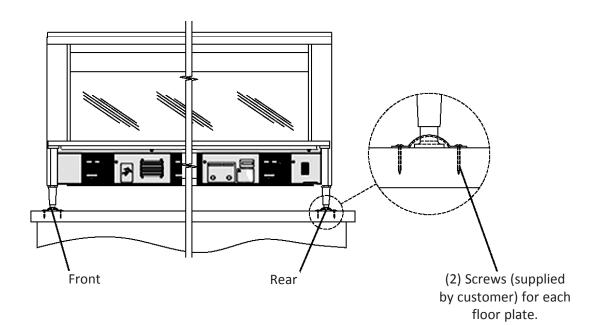
Installation

Model: GHM Warmer Series

2.03 Counter-Top Installation - continued

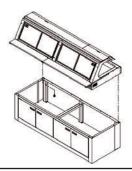
ACAUTION

- Exercise care when handling the unit ... it is heavy!
- Ensure that the counter base or counter-top is capable of supporting the weight of the unit plus the food products to be displayed. See *Section 1.04.4, Weights*.
- 5. Secure unit by fastening plate mount legs to counter-top with appropriate screws (not supplied).



2.03.1 Base Counter Installation

- 1. The *GHM Merchandiser* can also be installed on an appropriately sized custom prefabricated base counter. Prior to installing the unit ensure that the base is level and stable.
- 2. The unit must be attached in accordance with all applicable local codes. Some health codes may require that cracks and spaces between the appliance & base, and between base & floor must be sealed to eliminate potential for infiltration or harborage of pests.



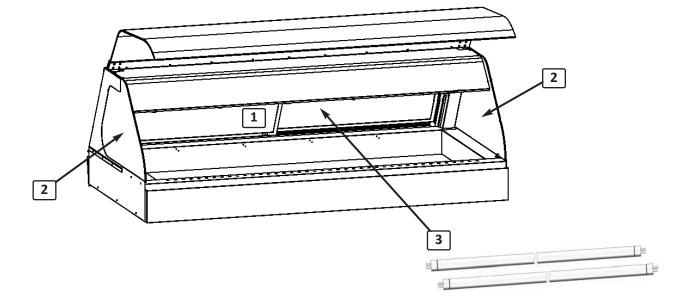
IMPORTANT!

It is the responsibility of purchaser and/or their contracted kitchen equipment specialist to ensure that all applicable code and regulatory requirements are met during the installation process. *GILES assumes no responsibility for code compliance with regard to the installation or operation of this equipment.*

Installation

2.04 Glass & Lighting Installation

2.04.1 Full-Serve Model

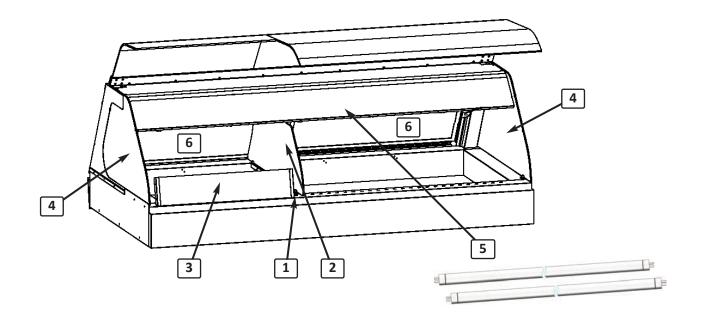


- (1) Remove shipping tape from sliding doors, if needed, and be sure doors are properly seated and slide easily.
- 2 Unpack and install side glass panel on each end ... slide fully into track.
- (3) Install the two fluorescent bulbs, inside top of unit.

Installation

Model: GHM Warmer Series

2.04.2 Customer Self-Serve Model



- ① Insall the lower partition glass support track in pan at the proper location.
- Install the partition glass panel, be sure to properly align the top & bottom edges of the glass in upper & lower tracks and slide in.
- (3) Unpack and install sneeze guard glass into the brackets.
- (4) Unpack and install side glass panel on each end ... slide fully into track.
- 5 Install two fluorescent bulbs, inside top of unit.
- (6) Remove shipping tape from sliding doors, if needed, and be sure doors are properly seated and slide easily.

NOTE:

- Depending on model, a 2-ft customer self-serve section will be located on either the right or left end of unit.
- The *GHM-4* & *GHM-5* models are available as *full-length customer self-serve units*. They will not use a partition glass panel and have a full-length sneeze guard glass.
- The *GHM-4* model is not available with the 2-ft customer self-serve section.
- See Section 4.01 for explanation of installing pan grid supports and service pans ... pans are customer-supplied.

2.05 Electrical Requirement

WARNING

Unit must be adequately and properly grounded. Improper grounding may create a potential hazard for electrical shock to operating personnel & customers. Always refer to local electrical code to ensure that this appliance and all other electrical equipment are in compliance with proper grounding.

Consult a professional electrician, or qualified kitchen equipment service technician, to ensure that circuit breakers and wiring are of sufficient rating and gauge to power the appliance load.

The *GHM Merchandiser* is available for the various electrical specifications listed below. Check the rating label on the rear of the unit to determine correct power supply. A wiring diagram has been provided with this appliance to aid with installation ... please verify that it actually corresponds to the unit being installed.

Table 2.05, Electrical Requirements							
Model	Voltage	Phase	Hz	kW	Amps	Breaker	
GHM-4	208 / 240	1	60	2.7 / 3.2	13.3	20	
GHM-5	208 / 240	1	60	3.7 / 4.3	17.9	25	
GHM-6	208 / 240	1	60	4.7 / 5.4	22.4	30	
GHM-8	208 / 240	1	60	6.6 / 7.6	31.6	40	

WARNING

Before continuing with installation, be certain that power supply to the unit is disconnected and is locked out.

2.06 Electrical Connection

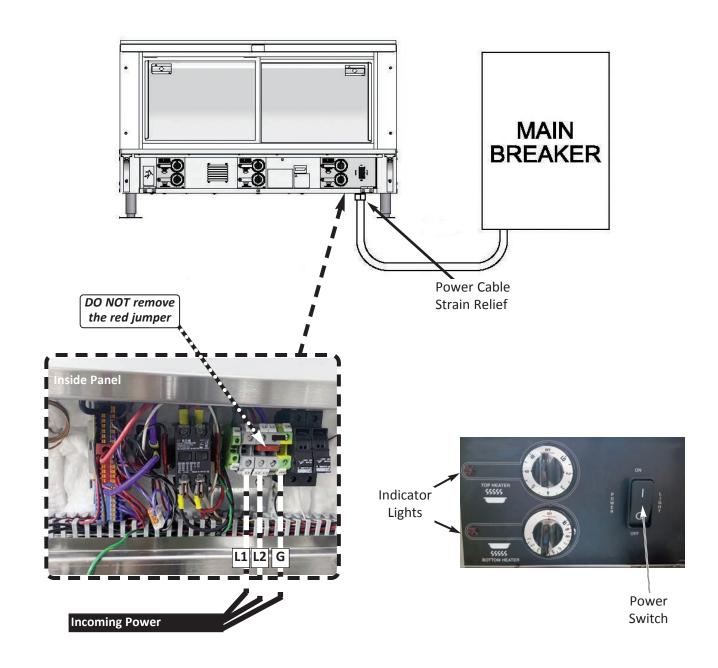
- 1. Verify installation of appropriate circuit breakers in the building main electrical panel, see *Table 2.05*. above.
- 2. Connect appropriately sized power supply wiring to breaker and route to unit, providing enough length to allow unit to be moved as needed for cleaning or service ... generally, either 10/3 SO cord or 10-ga. wire in conduit is acceptable.
- 3. On the server-side, remove retaining screws and carefully lower the hinged control panel, see *Section 2.06.1, Electrical Diagram* ... if installing a *GHM-8*, only the right-hand panel section needs to be opened. *Be careful not to intangle the small copper capillary tubes of the thermostat controls.*
- 4. Install the provided cable strain relief connector (for SO cord), or customer-provided conduit fittings at hole in the bottom panel. Feed sufficient wire for connection through the strain relief or conduit.
- Securely connect incoming power & ground wires to *terminal blocks [L1] [L2] [G]*, see *Section 2.06.1, Electrical Connection Diagram*. NOTE: There are two (2) terminal blocks marked [L2] that are connected by a *red plug-in jumper* ... connect incoming power at [L1] & middle [L2] ... DO NOT remove jumper.
- 6. Before closing control panel, verify that fuses are properly installed in fuse holders. Carefully close the panel, taking care not to pinch any wiring. Reinstall retaining screws and tighten securely.
- 7. Ensure that appliance power switch is **[OFF]**, then turn **ON** circuit breaker in panel supplying power to the appliance ... place appliance power switch in the **[ON]** position. Fluorescent lighting will illuminate and the control panel cooling fan will start.
- 8. Variable heat controls for each well are located across the rear control panel, see *Section 2.06.1*. Rotate all of the top & bottom heat control knobs clockwise to the full **[ON]** position. Confirm that the red indicator lights on each panel illuminate, and that all sections of the pan bottom and all of the top ceramic heaters begin to heat, then return all controls to **[OFF]**.

Installation

2.06.1 Electrical Connection Diagram

NOTE:

For the *GHM-6* & 8 models, it may require several minutes for fluorescent lamps to reach full intensity. Due to the lighting layout, the center portion of the merchandiser may appear somewhat brighter than each end.



2.07 Ventilation

GHM Merchandisers typically do not require any specific ventilation system, however requirements and regulations for food service operations can vary from locale to locale. Always consult local **Authority Having Jurisdiction (AHJ)** to ensure compliance with local regulations and codes.

Overview

Model: GHM Warmer Series

3. Overview

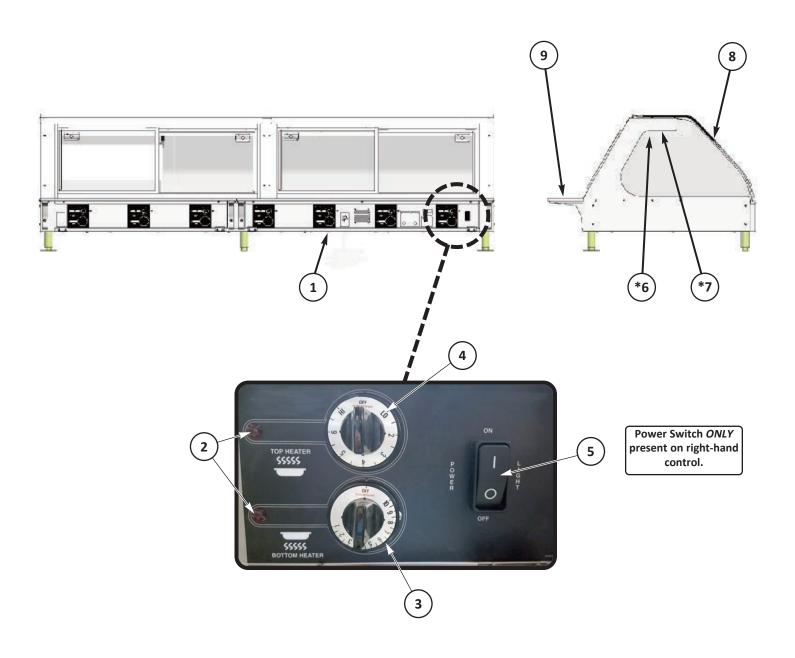
The following section provides a brief overview of the *GHM Series Hot Food Merchandisers*. Please review this information carefully before using the appliance for the first time.



Warmer Models: GHM-4 GHM-5 GHM-6 GHM-8

Overview

3.01 Back & Side View



Overview

Model: GHM Warmer Series

3.01 B	ack & Side View	
ltem	Description	Function
1	Control Panel	Each "pan well" has separate, independent, temperature controls for top and bottom heaters.
2	Red Indicator Lights	These lights turn ON when the heater element is energized. The bottom heater light will cycle ON & OFF a thermostat controls a set temperature. The top heater light illuminates when the heater control is turned ON and stays on continuously until heater is turned OFF .
3	Bottom Heater Thermostat Control	An independent thermostat for each pan well controls the heat output of the bottom pan heaters. Rotating the knob clockwise turns heat ON and temperature setpoint incrementally increases as indicated by the dial markings 0 to 10 ($0 = Lo \dots 10 = Hi$). Turning knob fully counterclockwise, turns heater OFF .
4	Top Heater Rheostat Control	An independent control for each pan well adjusts the heat output of the infrared ceramic top heater. The control is an infinite rheostat, not a thermostat. The knob rotates either direction rotating clockwise (right) turns heater ON to the [HI] setting turning counterclockwise (left) turns heater ON to the [LO] setting. Continuing to rotate knob decreases or increases heat, respectively. <i>Top heaters do not cycle ON & OFF</i> . Turn to the [OFF] position to turn the heater OFF .
5	Power/Light Switch	When placed in the [ON] position, fluorescent lamps illuminate and heat controls become active. It is normal for lights to require several minutes to come to full intensity.
*6	Fluorescent Lights	Two (2) coated, fluorescent tubes illuminate the displayed food products. Due to the designed layout of the light fixtures, the middle portion of the merchandiser may appear brighter than the ends, particularly on the longer models.
*7	Infrared Ceramic Top Heater	Each well contains a variable output, 150W, infrared ceramic heater.
8	European-Style Glass	Attractive tempered curved glass provides maximum visibility of displayed items. Glass is hinged and features pneumatic struts, which provide assist when opening and then holds the glass open for cleaning.
9	Fold-Down Workshelf/Cutting Board	Workshelf/cutting board (HPDE) extends full length of the merchandiser on the server-side. Provides convenient, fold-down work surface for use when attending and restocking food items. Easily removeable for cleaning.

Overview

3.02 Accessory Items Included

Part	Part Number	Description	Function
	35788 (2) - GHM-4 (3) - GHM-5 (4) - GHM-6 (6) - GHM-8	Pan Support Channel, Long	Creates a front to back pan grid support for each pan well. A fixed number of the long channels are required as shown.
	35789 (6) - GHM 4 (8) - GHM 5 (10) - GHM 6 (14) - GHM 8	Pan Support Channel, Short	Placed between the long channels to complete the pan grid in each pan well. A number of these short channels (shown at left) are provided with each unit to create a basic grid layout. Additional channels can be purchased separately to create any number of customized layouts.
	41071 (2) - All Units	4" Adjustable Leg, Stud Mount, w/Floor Plate	Used when installed in a counter-top application. Floor plate utilized for securing unit to counter-top
	41070 (2) - GHM 4,5 & 6 (4) - GHM 8	4" Adjustable Leg, Stud Mount, w/o Floor Plate	Used when installed in a counter-top application.

Overview

Model: GHM Warmer Series

3.02 Accessory Items Included

Part	Part Number	Description	Function
	20350 (1) - All Units	Power Cord Strain Relief	Secures incoming power cord were it enters. Secures cord, preventing strain on electrical connections. May not be required if using conduit for electrical connection.
	20668 (34") (2) - GHM 4 & 5 20608 (58") (2) - GHM 6 & 8	Bulb, Fluorescent, T8, Teflon Coated	Provide interior illumination for the displayed products.
	36006 (1) Self-Serve Unit Only	Partition Glass Lower Support Channel	Used to support the partition glass on self-serve models.

Overview

3.03 Accessory Items Not Included

Part	Part Number	Description	Function
	66033 - Black & White 66169 - Red & Gray	Self-Serve Tile (12") Section	Use in self-serve section to present pre-packaged grab-n- go items for customer self- service. (Applies for Self-Serve models Only)
	NOT PROVIDED, NOR SOLD BY GILES Readily available from restaurant supply dealers.	Steam Pan (Full size)	Holds displayed foods prior to sale.
	NOT PROVIDED, NOR SOLD BY GILES Readily available from restaurant supply dealers.	Steam Pan (1/2 size)	Holds displayed foods prior to sale.
	NOT PROVIDED, NOR SOLD BY GILES Readily available from restaurant supply dealers.	Steam Pan (1/3 size)	Holds displayed foods prior to sale.

Overview

Model: GHM Warmer Series



Part	Part Number	Description	Function
	NOT PROVIDED, NOR SOLD BY GILES Readily available from restaurant supply dealers.	Steam Pan Grate (Full size)	Placed in pan bottom as necessary to allow drainage.
	NOT PROVIDED, NOR SOLD BY GILES Readily available from restaurant supply dealers.	Steam Pan Grate (1/2 size)	Placed in pan bottom as necessary to allow drainage.
	NOT PROVIDED, NOR SOLD BY GILES Readily available from restaurant supply dealers	Steam Pan Grate (1/3 size)	Placed in pan bottom as necessary to allow drainage.

Operation

Model: GHM Warmer Series



This section explains setting up and operating the *GHM Merchandiser*.



Warmer Models: GHM-4 GHM-5 GHM-6 GHM-8

Operation

4.01 Pan Installation & Set Up

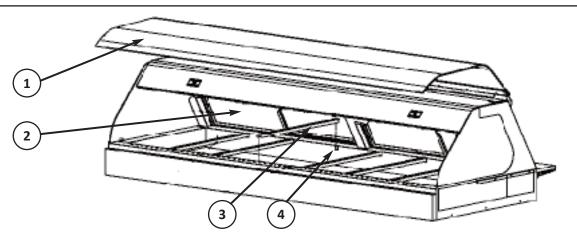
The following explains how to set-up and layout the service pan grid in the merchandiser main pan.

A DANGER

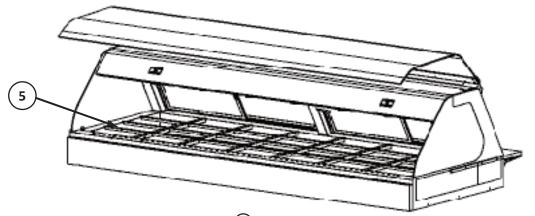
The GHM is a *dry heat* warmer ... <u>DO NOT PUT WATER or ANY OTHER LIQUID into the pan well</u>. The main pan is NOT "liquid tight" and liquid will leak into the heating element compartment and create a significant electrical shock hazard. *Doing so will void the factory warranty*.

ACAUTION

Before installing pan grid dividers and pans, be sure that heat controls (top & bottom) are [OFF] and be sure unit is adequately cool.



- 1. Setting up the main pan may be done from either the front or rear of the appliance. Lift the front glass (1) or open the rear sliding doors (2).
- 2. Install the supplied *long pan support channels* (3). Place one onto each set of *channel alignment brackets* (4) attached to the front & back edges of the main pan.

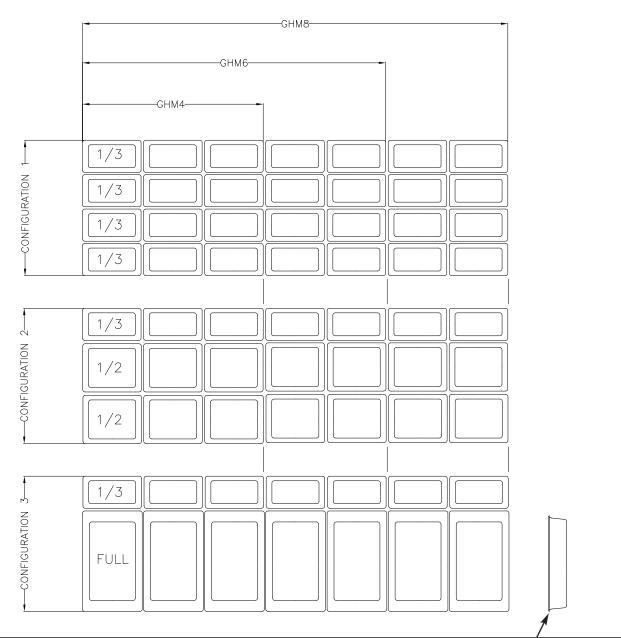


3. Install supplied *short pan support channels* (5) between each of the long support channels to create the pan holding grid which suits your particular need. *Enough short channels are provided with each unit to create the grids shown in Example #2 & #3 on page 25.*

Operation

Model: GHM Warmer Series





<u>Pans are customer-supplied, NOT included with warmer</u>. All models accept standard steam table pans of various sizes and pan depth of 2-1/2" to 4" [63.5 mm to 101.6 mm].

4. Install pans into the created grid spaces. The above represents some typical arrangements, but there are many different pan layouts that can be devised. Enough pan dividers are provided with the unit to set-up either *Configuration #2 or #3.* Additional dividers can be purchased separately.

NOTE:

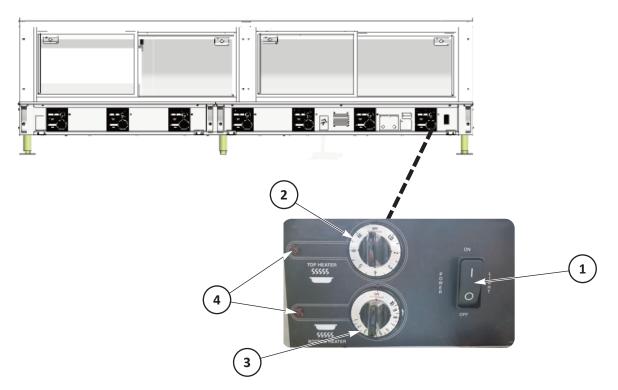
Be sure not to leave any gaps between the pans, as spaces can result in heat lose.

5. Close the front glass and/or rear doors.

Operation

4.02 Setting & Adjusting Warmer Temperature

Separate control panels are provided for each "pan well" ... GHM4 = 3, GHM5 = 4, GHM6 = 5, GHM8 = 7. Main power/light switch is located on the right-hand panel.



- 1. Bs sure the front glass is fully closed position and sliding doors are closed.
- 2. Place main power switch (1) in the **[ON]** position.
- 3. Turn all **TOP HEATER** control knobs (2) counter-clockwise to **[HI]** and set all **BOTTOM HEATER** controls (3) to the **[10]** setting; the indicator lights (4) come on. Allow the unit to preheat for approximately **15 minutes**.
- 4. When the bottom heater indicator lights turn off, proceed to the next step (top heater indicators will remain ON).

ACAUTION

The GHM and its parts become HOT! Temperatures inside the unit may exceed 150°F (65.6°C). Exercise caution when operating, loading/unloading food, cleaning or servicing ... always wear thermal protection.

WARNING

Avoid touching the ceramic top heaters. Thier surfaces become extremely HOT and skin contact may result in serious burns.

Operation

4.02 Setting & Adjusting Warmer Temperature - continued

ACAUTION

Foods must always have a minimum internal temperature of 150°F (66°C) before they are placed into the warmer.

- 5. Wear appropriate thermal hand protection. Place prepared hot food into service pans, or load full pans directly from the cook line into the holding grid.
- 6. After placing foods into the unit, reduce bottom heat controls (3) to a setting of [6] ... adjust top heat controls, as needed. A setting of [3] or [4] is recommended as a starting point.
- 7. To ensure foods are maintained at the proper holding temperature, associates must periodically monitor internal temperatures of held food with a digital, instant-read, probe thermometer and adjust top & bottom controls to maintain proper holding temperature.
- Adjust bottom heat with the thermostat control knob (3)... [10] is [HI] ... [1] is [LO]. The dial is numbered as an index only and does not represent any particular actual temperature. Bottom heating element in each well cycles ON & OFF as the heat output setting is maintained.
- 9. Adjust top heat with the rheostat control knob ②. The knob turns in either direction ... turning clockwise (to the right), turns heater **ON** at the **[LO]** setting; continuing to turn increases heat output until the **[HI]** setting is reached. Turning counter-clockwise (to the left), turns heater **ON** at the **[HI]** setting; continuing to turn decreases heat output until the **[LO]** setting is reached. Place knob to **[OFF]** position to turn off heater. *Dial is numbered as an index only and does not represent any particular actual temperature*.
- 10. Operators must always comply with local health regulations regarding holding temperatures for cook foods, awaiting sale for consumption.

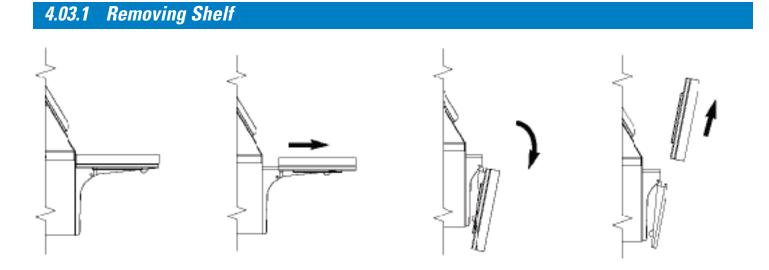
NOTE:

- Control settings needed to maintain proper holding temperature of cooked foods depend on the type of food and the amount remaining in the service pan.
- Top heaters *DO NOT* cycle ... they are either ON or OFF. Monitor foods regularly to ensure that the top portion is not being cooked further, or becoming dried out from too much top heat.

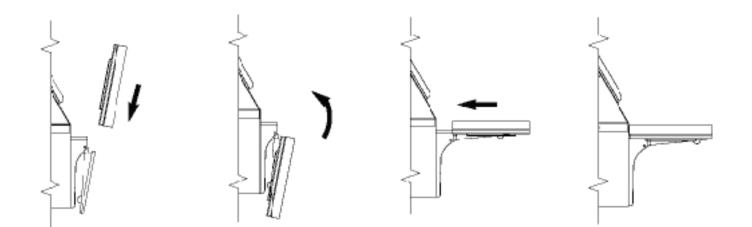
Operation

4.03 Removing & Installing Fold-Down Work-Shelf

This section illustrates how to remove and reinstall the folding work shelf. This shelf provides a work surface while attending the warmer ... temporarily holding full or empty pans, utensils, etc. It is removable for easy cleaning.



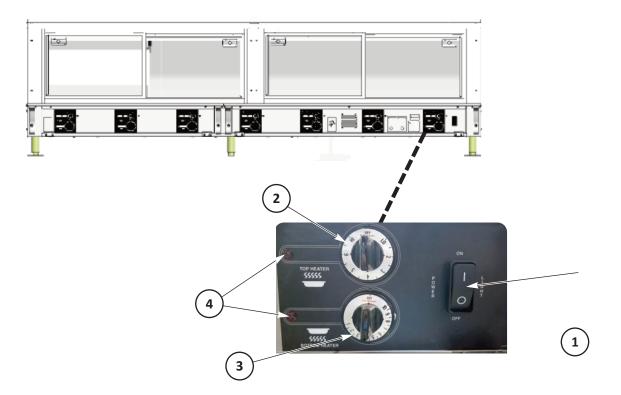
4.03.2 Reinstalling Shelf



Operation

Model: GHM Warmer Series

4.04 Normal Shutdown



- 1. Turn all bottom heat control knobs (3) to the [OFF] position (fully counter-clockwise) ... indicator lights (4) turn OFF.
- 2. Turn all top heat control knobs 2 to the [OFF] position ... indicator lights 4 turn OFF.
- 3. Place main power switch 1 in the **[OFF]** position ... fluorescent lighting turns **OFF**.
- 4. If required, disconnect supply power to the unit by turning off appropriate circuit breakers at the main breaker panel.
- 5. Follow all of your establishment's standard practices, and the local health department regulations and guidelines with regard to cleaning. sanitation, and handling of remaining food quantities (storage, disposal, etc.) at the end of the day's operation.

4.05 Emergency Shutdown

In case of an emergency, disconnect all power to the unit by turning **OFF** circuit breaker in main electrical panel.

Cleaning

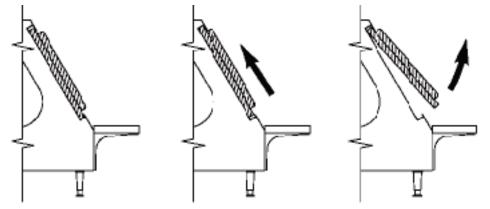
Model: GHM Warmer Series

5. Cleaning

This section explains recommended cleaning procedures. Not only is it important that food items appeal to customers, but the cleanliness and sanitation of the unit in which they are displayed is also vital. The GHM is a showcase for your menu selections and should be cleaned daily

A DANGER

- DO NOT wash down the unit interior or exterior with water from a spray hose.
- Failure to comply with DANGER notices will result serious injury, or even death, equipment or property damage, and void the warranty.
- 1. Perform a normal shutdown as described in *Section 4.04* and allow the unit to adequately cool.
- 2. Raise the front curved glass to the full open position.
- 3. If necessary, wear appropriate hand protection and remove all serving pans and the pan support grid channels from the unit. Clean items in sink using an appropriate cleaning product and hot water (can be cleaned in dishwasher).
- 4. Remove the sliding glass doors by lifting upward until it is clear of the lower track. Swing the bottom of the door outward and pull downward to remove. Set aside in a place suitable for cleaning. Use a soft bristle brush to



sweep crumbs and debris from door tracks. A notch in the track allows debris to be removed easily.

- Clean the interior and exterior of the Warmer with a mild, bio-degradable, non-toxic degreasing cleaner. GILES recommends Simple Green® HD Pro Cleaner/Degreaser & Foaming Crystal Spray Degreaser ... both products are readily available wherever cleaning supplies are sold.
- 6. Clean all glass, including front cover, side glasses, partition glass, sneeze guard, etc. with a quality food-grade glass cleaning product. All but the front glass can be removed for easier cleaning ... HANDLE WITH CARE!
- 7. Wipe all exterior stainless surfaces with a good stainless cleaner/polish.
- 8. After drying thoroughly, reinstall all glass that was removed for cleaning.
- 9. Reinstall rear sliding doors using reverse sequence of removal.
- 9. Replace pan grid support channels and service pans, as desired and lower front glass.

Troubleshooting

Model: GHM Warmer Series

6. Troubleshooting

This section describes some basic general purpose troubleshooting procedures. Trouble-shooting by operating personnel should be limited only to operational or set up issues. Electrical trouble-shooting should be conducted *ONLY* by qualifed food service equipment technicians.

A DANGER

- Electrical troubleshooting should be performed ONLY by qualified service providers. Death or serious injury will result from contact with energized electrical components or circuits.
- Failure to comply with these DANGER notices will result in serious injury or death, equipment or property damage, and void the warranty.

Table 6.01 Troubleshooting Procedures			
Problem	Possible Cause	Repair Procedure	
	A. Fluorescent bulb burned out	Replace bulb	
Fluorescent lighting not working	 B. Circuit breaker tripped or unit not plugged in securely 	Check facility electrical panel or power cord plug	
	C. Faulty ballast	Call for service	
	D. Faulty relay	Call for service	
	A. Bottom heating element(s) faulty	Call for service	
Unit not heating properly	B. Ceramic top heater(s) faulty.	Call for service	
	C. Heat control(s) faulty.	Call for service	
	A. No power to unit	Check circuit breaker or plug in power cord.	
Unit will not power-up	B. Faulty relay	Call for service	
	C. Blown fuse	Replace fuse	
	A. No power to unit	Check circuit breaker or plug in power cord.	
Unit will not maintain food at proper holding temperature	B. Heat settings too low	Adjust bottom and/or top heat controls as needed.	
	C. Cooked food not at a proper temperature when placed into the unit.	Ensure food is at required temperature before placing into unit.	
	D. Heating elements and/or ceramic heaters faulty.	Call for service.	

Model: GHM Warmer Series

7. Parts List

This section lists some of the various parts that are available for replacement on *GHM Merchandisers*. This is not an all inclusive listing; please contact *Giles Technical Service* concerning other parts that are available for field replacement.

7.01 Parts Ordering & Service Information

As an equipment manufacturer, *Giles* does not sell service parts direct. Parts are available through authorized food service equipment service companies, part distributors, and/or kitchen equipment dealers. If assistance with sourcing parts or repair service is required, please contact a *Giles Manufacturer's Representative* to assist with locating a parts source or authorized service provider near you. For further assistance you may contact *GILES Technical/Customer Service Support* as follows:

IN THE UNITED STATES & CANADA call: 800.554.4537

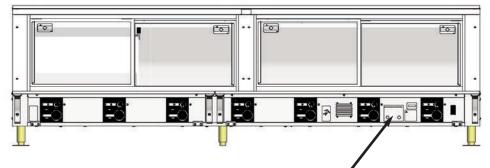
ALL OTHERS call: <u>334.272.1457</u>

Normal business hours are **8:00 AM to 5:00 PM Central Time** ... calls are handled by an automated phone attendant; please follow the recorded instructions to reach your desired party. If calling after hours, leave a voicemail message, including your contact inforamation, and a *Giles Support Representative* will call you back, usually within 30 minutes. A call-back representative is available **24/7/365**.

Website: www.gfse.com or e-mail services@gfse.com.

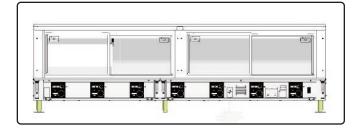
Our goal at Giles is to provide the highest possible quality of service and assistance. To help us accomplish this, please have the following information readily available when calling, along with a brief description of the problem being experienced. Please record the unit information in the table below for quick reference.

Model:	
Serial Number:	
Voltage:	
Phase:	

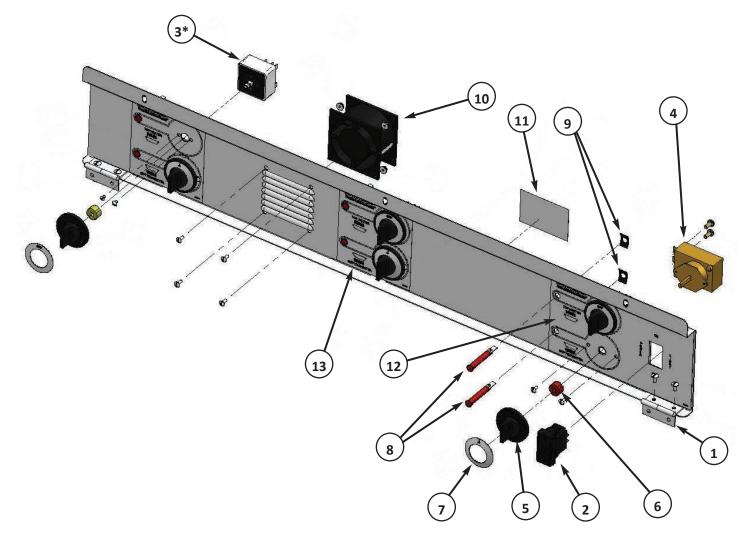


The information can be found on the Serial/Data Label located here.

7.02 Control Panel Assembly



GHM4 - 3 Controls GHM5 - 4 Controls GHM6 - 5 Controls GHM8 - 7 Controls (2 Panel Sections)



* Includes Knob, Adapter & Faceplate

Parts List

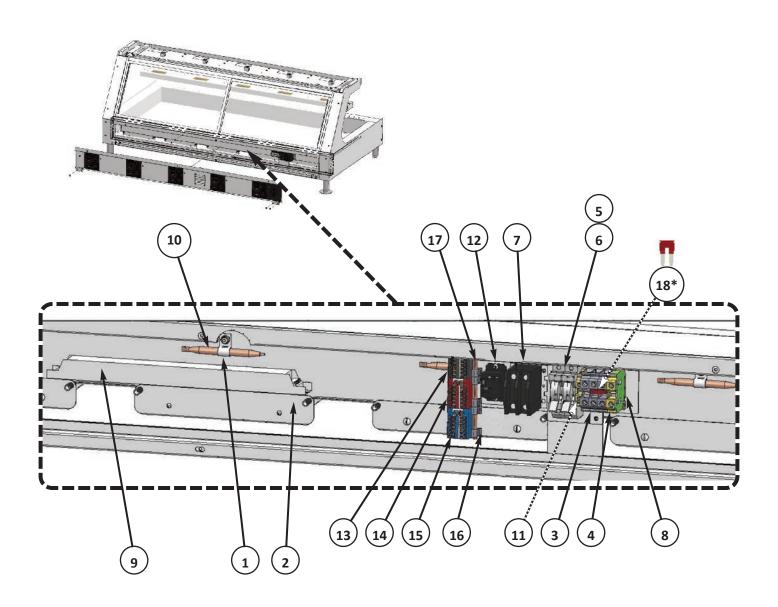
Model: GHM Warmer Series

7.02 Parts for Control Panel Assembly			
ITEM NO.	PART NO.	QTY (MODEL)	DESCRIPTION
1	41172	2-(GHM4,5,6) 4-(GHM8)	HINGE, LIFT-OFF, W/HOLES, 0.125 PIN
2	21190	1	SWITCH, ROCKER, D.P.S.T. 250V, 10A
3*	21215	3-(GHM4), 4-(GHM5) 5-(GHM6), 7-(GHM8)	ROTARY SWITCH, CERAMIC HEATER (includes KNOB)
4	23701	3-(GHM4), 4-(GHM5) 5-(GHM6), 7-(GHM8)	THERMOSTAT, 60-250 DEG, 208-240V
5	23701-1	3-(GHM4), 4-(GHM5) 5-(GHM6), 7-(GHM8)	KNOB, THERMOSTAT, BLACK
6	23701-2	3-(GHM4), 4-(GHM5) 5-(GHM6), 7-(GHM8)	ADAPTER, D-STEM, THERMOSTAT
7	20025	3-(GHM4), 4-(GHM5) 5-(GHM6), 7-(GHM8)	FACEPLATE, KNOB DIAL 1-10, THERMOSTAT
8	20402	6-(GHM4), 8-(GHM5) 10-(GHM6), 14-(GHM8)	INDICATOR LIGHT, RED, 250V, 0.5W
9	20307	6-(GHM4), 8-(GHM5) 10-(GHM6), 14-(GHM8)	RETAINING CLIP, INDICATOR LIGHT
10	21829	1	FAN, COMPONENT COOLING, 220/230V
11	65896	1	LABEL, SUPPLY POWER CONNECTION
12	65897	1	LABEL, CONTROL PANEL, W/POWER SWITCH
13	65672	2-(GHM4), 3-(GHM5) 4-(GHM6), 6-(GHM8	LABEL, CONTROL PANEL, W/O POWER SWITCH

* Includes Knob, Adapter & Faceplate

Parts List

7.03 Elements & Electrical Components - Bottom Heat

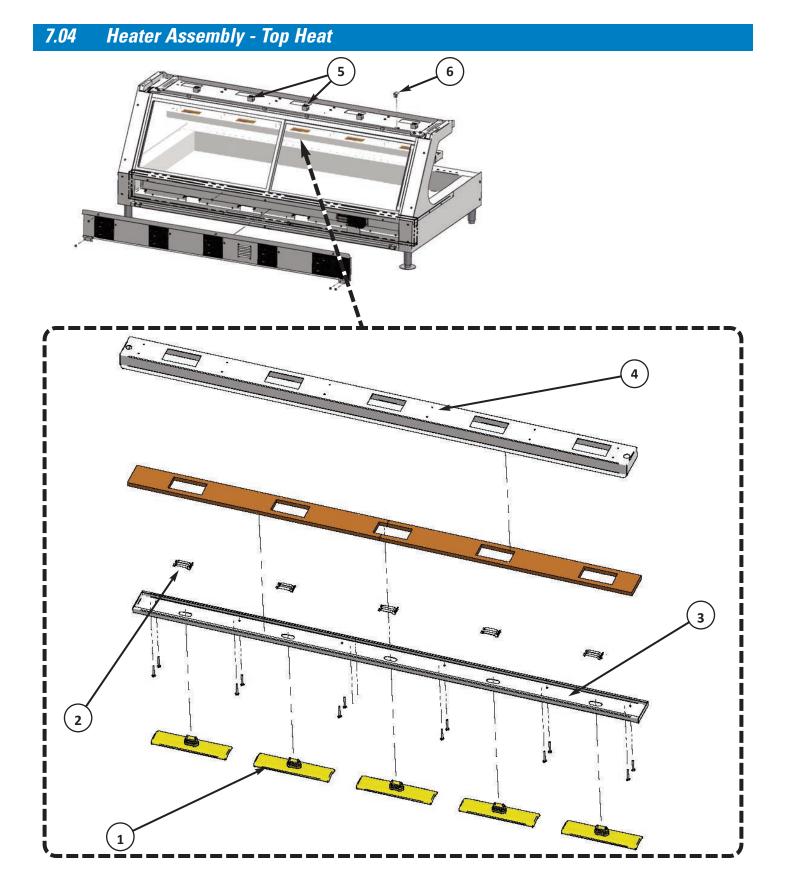


Model: GHM Warmer Series

7.03 Parts for Element Assembly - Bottom Heat

ITEM NO.	PART NO.	QTY (MODEL)	QTY (MODEL) DESCRIPTION		
1	20039	3-(GHM4), 4-(GHM5), 5-(GHM6), 7-(GHM8)	STRAP, 3/8" TUBE		
2	25352	3-(GHM4), 4-(GHM5), 5-(GHM6), 7-(GHM8)	ELEMENT, HFG, 208-240V, GHM		
3	20303	3	TERMINAL BLOCK, 16-4 AWG, 600V, 85A		
4	20304	1	TERMINAL BLOCK, GROUND, 16-4 AWG		
5	20411	2	FUSE HOLDER, DIN RAIL, 600V, 35A		
6	21900	2	FUSE, 15-AMP, SC-15		
7	21175	1	CONTACTOR, 50AMP, 1PH, 208/240V		
8	90550	1	RAIL, DIN, TERMINAL BLOCK, 4.00		
9	20607	1	BALLAST, T5, 1-2 BULB, 35W, 120/277V		
10		3-(GHM4), 4-(GHM5), 5-(GHM6), 7-(GHM8)	THERMOSTAT BULB, * PART OF P/N 23701		
11	20320	1	TERMINAL BLOCK, GROUND, 24-8 AWG		
12	21203	1	RELAY, SPST [N.O.], 240V		
13	21537	1	DIST BLOCK W/FEED, PTFIX 13-POLE, BLACK		
14	21542	1	DIST BLOCK W/FEED, PTFIX 13-POLE, RED		
15	21545	1	DIST BLOCK W/FEED, PTFIX 13-POLE, BLUE		
16	21496	6	END BRKT CLIP, DIN RAIL, PTFIX, NS-35		
17	91862	1	RAIL, 5.00, DIN, MOUNTING		
18*	21548	1	JUMPER, TERM. BLOCK, FBS-2-12, RED		

* Must be properly installed for proper operation.

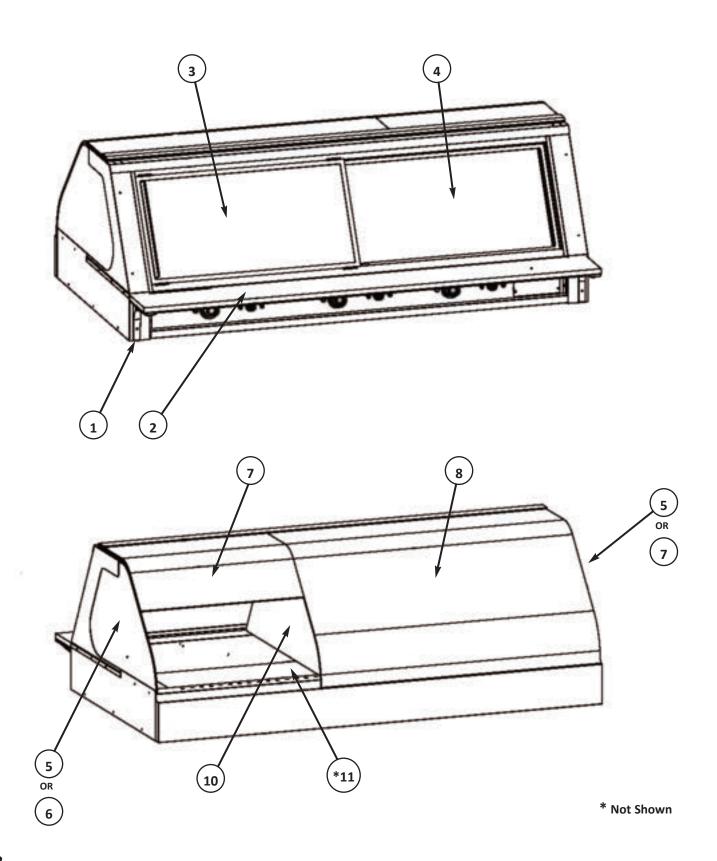


Model: GHM Warmer Series

7.04 Parts for Heater Assembly - Top Heat				
ITEM NO.	PART NO.	QTY (MODEL)	DESCRIPTION	
1	20376	3-(GHM4), 4-(GHM5), 5-(GHM6), 7-(GHM8)	HEATER, CERAMIC, 150W, 230V	
2			RETAINER CLIP (supplied w/heater)	
	93703	1 (GHM4)	CHANNEL, HEATER MOUNT, GHM4	
2	94663	1 (GHM5)	CHANNEL, HEATER MOUNT, GHM5	
3	93686	1 (GHM6)	CHANNEL, HEATER MOUNT, GHM6	
	92639	1 (GHM8)	CHANNEL, HEATER MOUNT, GHM8	
	93702	1 (GHM4)	COVER, TOP HEATER, GHM4	
	94662	1 (GHM5)	COVER, TOP HEATER, GHM5	
4	93685	1 (GHM6)	COVER, TOP HEATER, GHM6	
	93636	1 (GHM8)	COVER, TOP HEATER, GHM8	
5	20606	3-(GHM4), 4-(GHM5), 5-(GHM6), 7-(GHM8)	TERMINAL BLOCK, CERAMIC, 2-POLE, 300V	
6	20609	4	FLOURESCENT LAMP HOLDER, T5, BI PIN	

Parts List

7.05 Glass & Work-Shelves



Model: GHM Warmer Series

7.05	Parts for Glass & Work-Shelves	
------	--------------------------------	--

ITEM NO.	PART NO.	QTY	MODEL	DESCRIPTION
1	40184	2 (GHM4	4,5,6) 4 (GHM8)	WORK SHELF DROP BRACKET
	36142	1	GHM4	WORK SHELF, ASSY, 3-WELL
	94696	1	GHM5	WORK SHELF, ASSY, 4-WELL
2	36131	1	GHM6	WORK SHELF, ASSY, 5-WELL
	36123	1	GHM8	WORK SHELF, ASSY, 4-WELL
	36122	1	GHM8	WORK SHELF, ASSY, 3-WELL
	40369	1	GHM4	LEFT DOOR, GHM4 (MIRROR TINT)
3	41238	1	GHM5	LEFT DOOR, GHM5 (MIRROR TINT)
5	70449	1	GHM6	LEFT DOOR, GHM6 (MIRROR TINT)
	70446	2	GHM8	LEFT DOOR, GHM8 (MIRROR TINT)
	40371	1	GHM4	RIGHT DOOR, GHM4 (MIRROR TINT)
Λ	41240	1	GHM5	RIGHT DOOR, GHM5 (MIRROR TINT)
4	70448	1	GHM6	RIGHT DOOR, GHM6 (MIRROR TINT)
	70447	2	GHM8	RIGHT DOOR, GHM8 (MIRROR TINT)
5	40442	1	ALL	LEFT SIDE GLASS, MIRROR TINT
6	40374	1	ALL	RIGHT SIDE GLASS, MIRROR TINT
7	40178	1	GHM5,6,8 S-S	FORMED GLASS, 2-FT SELF-SERVE SECTION
	40479	1	GHM4	FORMED GLASS, 44", GHM-4 FULL SELF-SERVE
	45156	1	GHM4 & 6/2	FORMED GLASS, 44", GHM-4 FULL & GHM-6/2 FS SECT.
	41235	1	GHM5	FORMED GLASS, 31", GHM-5/2 FS SECT.
0	41236	1	GHM5	FORMED GLASS, 57", GHM-5 FULL-SERVE
8				
	40179	1	GHM6	BENT GLASS, 6-FT FULL-SERVE
	40179	1	GHM8	BENT GLASS, 8-FT SELF-SERVE
	41307	2	GHM8	BENT GLASS, 8-FT FULL-SERVE
10	40183	1	ALL S-S	GLASS, MIDDLE PARTITION, CLEAR
	40457	1	GHM5,6,8 S-S	GLASS, SNEEZE GUARD, 2-FT SELF-SERVE SECTION
*11	40501	1	GHM4 S-S	GLASS, SNEEZE GUARD, 4-FT SELF-SERVE
	41243	1	GHM5 S-S	GLASS, SNEEZE GUARD, 5-FT SELF-SERVE

Notes:

