

# Operations & Service Manual

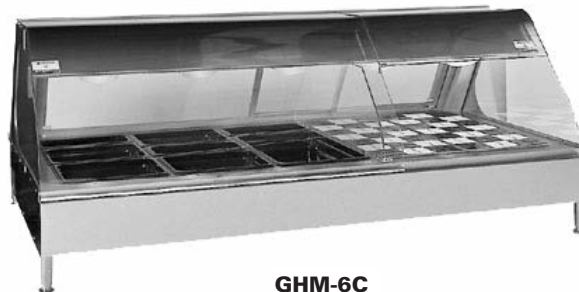
**GHM SERIES**  
(CERAMIC HEATERS)



**GHM-4C**



**GHM-5C**



**GHM-6C**



**GHM-8C**



**CAUTION:** Read instructions before using this appliance.

**GILES**  
FOODSERVICE EQUIPMENT  
Generating Innovative Long-lasting Equipment Solutions

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ISO 9001 Registered

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Form No. 66203 (Rel. Feb.2014, Rev. A)



## LIMITED WARRANTY

- Subject to the terms and conditions of this Limited Warranty as herein stated, all Giles Enterprises, Inc., Foodservice Equipment and parts purchased new from an authorized Giles Enterprises, Inc., representative are warranted as to defects in material or workmanship for a period of 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 to the original owner only and is void if the unit is resold.
- During the Limited Warranty period, Giles Enterprises, Inc. will replace or recondition, at its factory, any part or parts of this unit which Giles Enterprises, Inc. inspectors judge defective, provided the unit has been subjected to normal usage, properly installed, operated and serviced. This Limited Warranty does not cover cosmetic damage, and damage due to acts of God, accident, misuse, alteration, negligence, abuse of the Giles Foodservice Equipment or the 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 Enterprises, Inc., representative.
- If Limited Warranty service is requested, Giles Enterprises, Inc., will send factory-authorized service representatives to repair, recondition, replace or inspect 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 Enterprises, Inc., representative.
- **Failure to use Giles OEM Replacement Parts and/or Filters may void the factory warranty.**
- Giles Enterprises, Inc. reserves the right to change or improve its equipment and parts in any way without obligation to alter such equipment or parts previously manufactured.
- Giles Enterprises, Inc. 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 Enterprises, Inc., 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 Enterprises, Inc., Foodservice Equipment or parts or Giles Enterprises, Inc., Foodservice Equipment or parts not purchased from an authorized Giles Enterprises, Inc., representative, carry no warranties, express or implied.



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## Safety

### Safety Overview

The instructions contained in this manual have been prepared as an aid for learning the proper procedures for installing, operating and servicing your new unit.

Throughout this manual, safety precautions are identified through the use of a safety alert symbol and three key words: **DANGER, WARNING** and **CAUTION**. All safety alert information precedes the activity or activities to which it applies. Suggested, recommended or other noteworthy information is identified through the use of **NOTES**. Additionally, certain words are used to indicate a specific meaning or to add emphasis.

The following words are used as indicated throughout this manual:

- Shall** - understood to be mandatory.  
**Should** - understood to be advisory.  
**May** - understood to be permissive.  
**Will:** - indicates the occurrence of a future event/condition.



or



(Safety Alert Symbol)

These symbols are used in conjunction with key words (**DANGER, WARNING** or **CAUTION**) to alert you to potential personal injury hazards. They are displayed immediately preceding the precautionary measures that pertain to a subsequent activity or activities. Obey all safety messages that follow these symbols to avoid possible injury or death. Failure to adhere to safety precautions identified by the safety alert symbol may also void the warranty.

#### **DANGER**

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

#### **WARNING**

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

#### **CAUTION**

- Indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury. Also used to alert against unsafe practices.

#### **CAUTION**

- When used without the safety alert symbol, **CAUTION** indicates a potentially hazardous situation which, if not avoided, may result in equipment or property damage, and void the warranty.

#### **NOTE:**

- Identifies suggested, recommended, or other noteworthy information.

## Specific Safety Precautions

For your safety, please observe the following precautions when operating or servicing your Giles equipment. Read the following important safety information to avoid personal injury and/or damage to the equipment.

### DANGER

- Turn off the unit and shutdown supply power at the breaker panel, or service disconnect, before cleaning or performing maintenance.
- **DO NOT ADD WATER OR OTHER LIQUIDS!** The food well area is not sealed and liquids can leak onto the heating elements underneath, or contact other electrical components.
- Unit is **NOT** wash-down safe ... **DO NOT** spray the interior or exterior with water from a hose.
- Failure to comply with these **DANGER** notices will result in death or serious injury, equipment or property damage and void the warranty.

### WARNING

- Consult a qualified electrician to ensure that:
  - all electrical specifications and codes are complied with.
  - circuit breakers and wiring are of sufficient rating and gauge.
- The unit must be properly grounded and all electrical specifications must adhered to during installation.
- Improper installation, adjustment, alteration, service or maintenance could result in death or serious injury, equipment or property damage and void the warranty.
- **DO NOT** use or store flammable liquids or products that can produce flammable vapors in the vicinity of this or any other appliance!
- Spillage of food products or water onto nearby floor areas can create a potential slipping hazard adjacent to the appliance. Immediately clean up any spillage.
- Failure to comply with **WARNING** notices could result in death or serious injury and equipment/property damage and void the warranty.

### CAUTION

- The unit must remain in a horizontal position.
- Exercise care when removing the wooden shipping crate from around the unit and the unit from shipping skid.
- **DO NOT** operate the unit unless you fully understand its components and their intended function (see **Section 3**).
- Parts of the unit, including food pans and food products, will become **HOT!** Temperatures inside the unit can exceed 150°F (65.5°C). The surfaces of the Upper Ceramic Heaters can reach in excess of 400°F (204.5°C). Exercise caution when operating, handling food pans, cleaning, or servicing the unit. Wear personal protective equipment (PPE), such as Thermal Oven Mitts, while performing activities around the unit.
- Failure to comply with **CAUTION** notices may result in minor to moderate injury, equipment or property damage and void the warranty.

## CAUTION

- 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 be adequately and properly grounded. Improper grounding may result in electrical shock. Always refer to local electrical code to ensure proper grounding technique is used for this or any other electrical equipment. Always consult with an electrician, or other qualified service person, to ensure circuit breakers and wiring are of sufficient rating and gauge for the equipment being powered. A wiring diagram is provided with the appliance to aid electricians and technicians during installation.**
- Units are factory wired for a specific voltage, phase and cycle. Check the rating label on the unit to determine the correct required power supply.
- Be sure the unit is positioned in a secure, safe location
- The appliance is not to be used by persons (including children under 8 years of age) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given instruction and supervision concerning its safe use, and understand the hazards involved.
- Children must be instructed, or otherwise restricted, not to play with the appliance.
- Cleaning and user maintenance shall not be performed by children without supervision.
- Repairs to the appliance are to be performed by service agents who are either trained by or specifically authorized by Giles to service this equipment.
- Allow the unit to cool down a minimum of 15 minutes before cleaning or servicing.

## CAUTION

- Control Panel components are somewhat impact-sensitive. To avoid damage and maintain proper operation, exercise care when working around the Control Panel area or when maneuvering carts in close proximity to the appliance.
- **DO NOT** install the unit adjacent to combustible walls and materials. Failure to maintain safe clearance may result in fire.
- When cleaning of the unit
  - **DO NOT** steam clean.
  - **DO NOT** use products containing chlorine.
  - **DO NOT** use abrasive products, steel wool or scouring pads.
  - **DO NOT** use oven cleaner.
  - **DO NOT** pour water into the food well pan.
- **DO NOT** modify, add attachments, or otherwise alter this equipment!





**NOTE:**

- If the crate was damaged upon receipt, immediately inspect the unit and notify the freight company of any damage to the unit.
- Refer to the provided wiring diagram during installation or servicing. Wiring diagrams are also available on the Giles website, [www.gfse.com](http://www.gfse.com).
- Comply with all appropriate state and/or local health regulations regarding the cleaning and sanitation of all foodservice equipment.

## 1. Introduction

Thank you for choosing the Giles Heated Merchandiser (GHM) 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 several different configuration options: a). total full-serve unit, b). combination unit (main full-serve section & a 2-foot "customer self-serve" section), c). total "customer self-serve" unit (GHM-4 or 5 only), and d). clear or tinted doors and side glass.

The GHM can be installed into a base counter or stand alone on a counter-top by utilizing the adjustable legs provided. The GHM has been developed with flexibility in mind, designed to maximize the number of menu selections displayed while keeping food products fresh, maintaining them at the proper serving temperature awaiting your customers' enjoyment.

To help protect your investment in this equipment, we recommend taking a few moments to familiarize yourself with the installation, cleaning and maintenance procedures contained in this manual. Read these instructions before installation and use. Adherence to these recommended procedures minimizes the potential for costly "down-time" and equipment repairs. With proper care and maintenance this unit will provide years of dependable, trouble-free service.

***Please retain this manual for future reference.***

### 1-1. Construction

The GHM is constructed primarily of Series-400 Stainless Steel. The unit features a tempered European-style glass cover.

### 1-2. Standard Features

**Temperature** - Each well has variable lower and upper heater temperature control, indicator lights verify operation. GHM4 - 3 wells, GHM5 - 4 wells, GHM6 - 5 wells, GHM8 - 7 wells.

**Lighting** - Provided by two (2) economical, coated, fluorescent tubes.

**European-Style Glass** - Allows maximum visibility of products. Pneumatic struts will hold glass in the open position for easy cleaning.

**Fold-Down Shelf** - HDPE (high-density polyethylene) work shelf, removable.

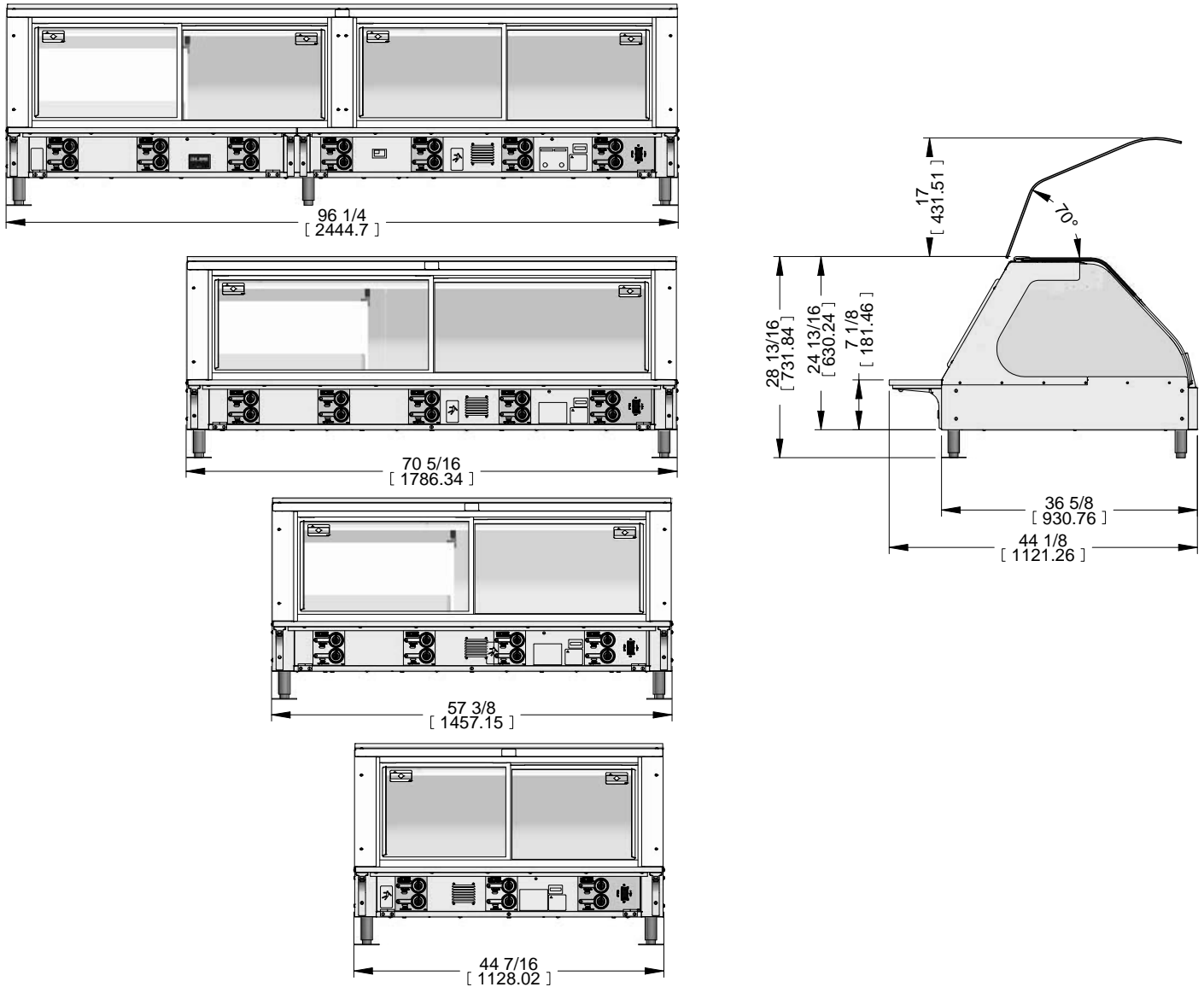
### 1-3. Optional Features

**Self-Serve** - GHM-5,6 & 8 are available with a 24" section (either right or left) that is open to the customer-side of the unit, allowing customers to serve themselves. The GHM-4 & 5 is available with the full width open to the customer-side for self service.

**Glass Style** - Side glass and rear glass doors are available in either clear or mirror tint finish.

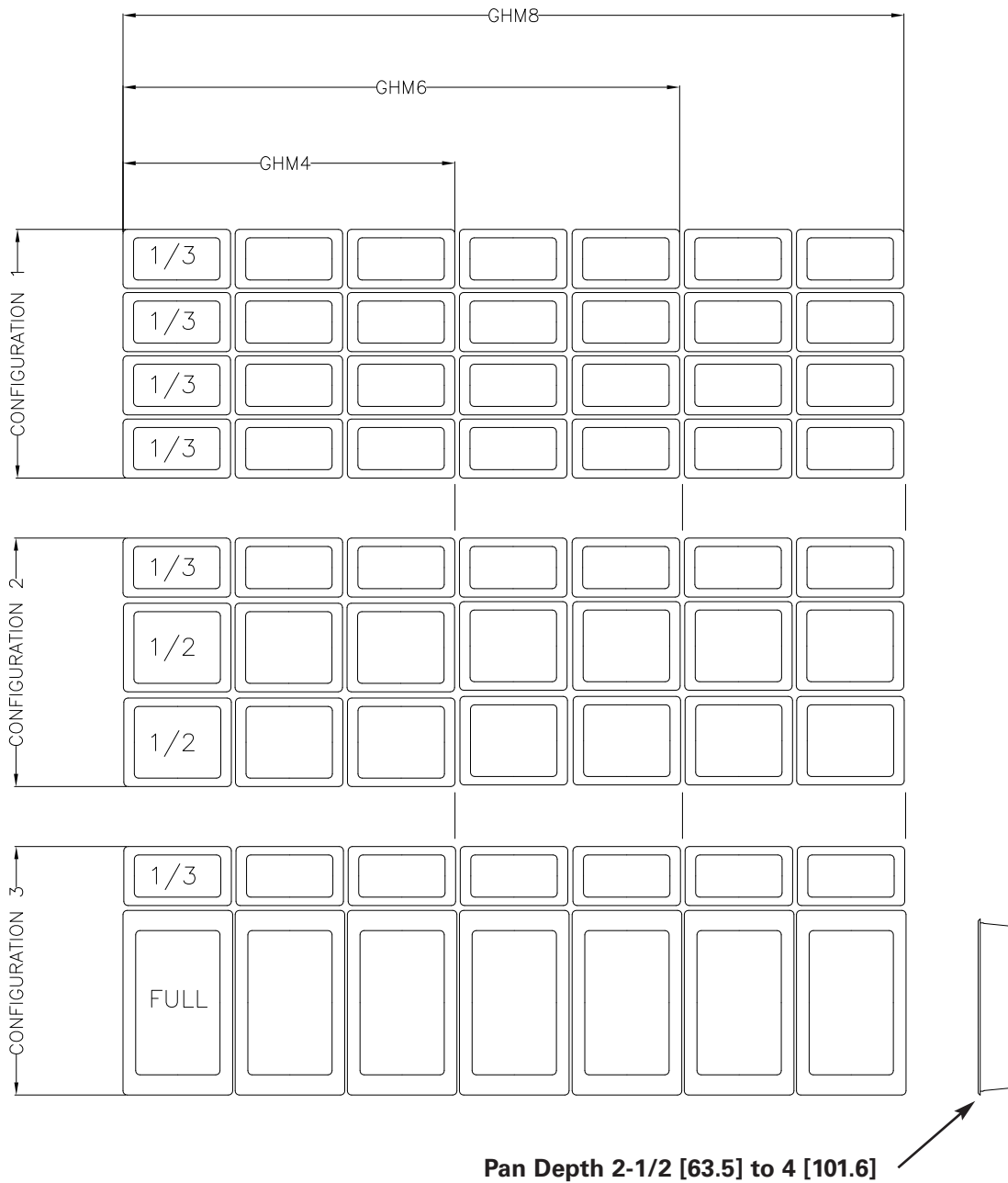
## 1-4. Specifications

### 1-4.1. Overall Dimensions for GHM4, GHM5, GHM6, GHM8



INCHES [mm]

## 1-4.2. Basic Steam Pan Configurations



INCHES [mm]

**1-4.3. Regulatory Listings**



**1-4.4. Unit Weights**

Model	Weights			
	Crated		Uncrated w/o product or pans	
	lb	kg	lb	kg
GHM4	489	221.8	277	125.6
GHM5	515	233.6	325	147.0
GHM6	621	281.7	390	177.0
GHM8	812	368.3	503	229.0

**1-4.5. Number of Pan Wells & Heat Zones**

Model	Pan Wells	Heated Zone	Lighting Zone
GHM4	3	3	1
GHM5	4	4	1
GHM6	5	5	1
GHM8	7	7	1





## 2. Installation

This section explains the procedures necessary for proper installation of the unit. To help prevent personal injury or equipment damage, please ensure the following steps are followed.

### **⚠ CAUTION**

**DO NOT ALTER, ADD ATTACHMENTS, OR OTHERWISE MODIFY THIS EQUIPMENT.**

### 2-1. Location

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

- The appliance and surrounding area should be kept free and clear of combustible materials. Maintain a minimum clearance of 6" [154.2 mm] in front of the unit.
- The appliance shall be electrically grounded in accordance with local electrical code, or in the absence of local code, with the current **National Electrical Code (NEC)**,
- Be sure that sufficient space is available for proper operation of the appliance, and that consideration is given for space required to perform future service, maintenance, or repair.
- Be sure that adequate ventilation is provided in the operating area, as necessary.
- Consult a qualified electrician, or other service technician, prior to installation to ensure that the power supply available at the intended location meets the electrical specifications stated on the unit's rating label.
- Make certain the unit is installed on a counter, or suitable base, that is stable and substantial enough to support the unit's weight, plus weight of food it is to contain.
- Be sure that the unit is secure in its location and cannot be inadvertently moved.

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



## 2-2. Unpacking

The 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 machine-applied stretch wrap. Auxillary items, such as Side Glasses, Pan Dividers, Legs and Fluorescent Lights, are packed separately cartons in the pan well. Be certain to remove and retain.

### ⚠ CAUTION

- The unit is heavy ... Exercise care when lifting or moving ... Use adequate manpower or handling equipment.
- Exercise care when removing 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 notify the freight company of any damages to the equipment or accessories. It is the purchaser's responsibility to negotiate freight damage claims with carriers.**

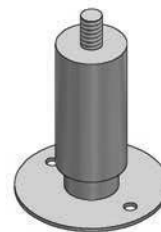
1. Carefully cut and remove plastic wrap and strapping.
2. Use appropriate tools to remove wooden crate framework from around the unit.
3. Remove items packed in the pan well, examine for damage and set aside.
4. Carefully remove the unit from the shipping skid. The GHM unit is extremely heavy, see **Section 1-4.4, Unit Weights**. Use appropriate lifting equipment, or adequate manpower. Great care should be taken when lifting and moving 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.

## 2-3. Countertop Installation

1. Four (4) Adjustable Legs are supplied with the unit ... two (2) Regular and two (2) Floor Plate.
2. Install and secure the Adjustable Legs at each corner. Each style Leg should be installed on the opposite diagonal corners from one another.
3. Place unit onto a suitable counter-top, or other base.
4. Level unit by rotating the lower portion of the Legs to adjust the length as needed ... clockwise shortens leg, counter-clockwise lengthens legs. Unit should be stable and level; side-to-side, front-to-back and corner-to-corner.



Regular Leg



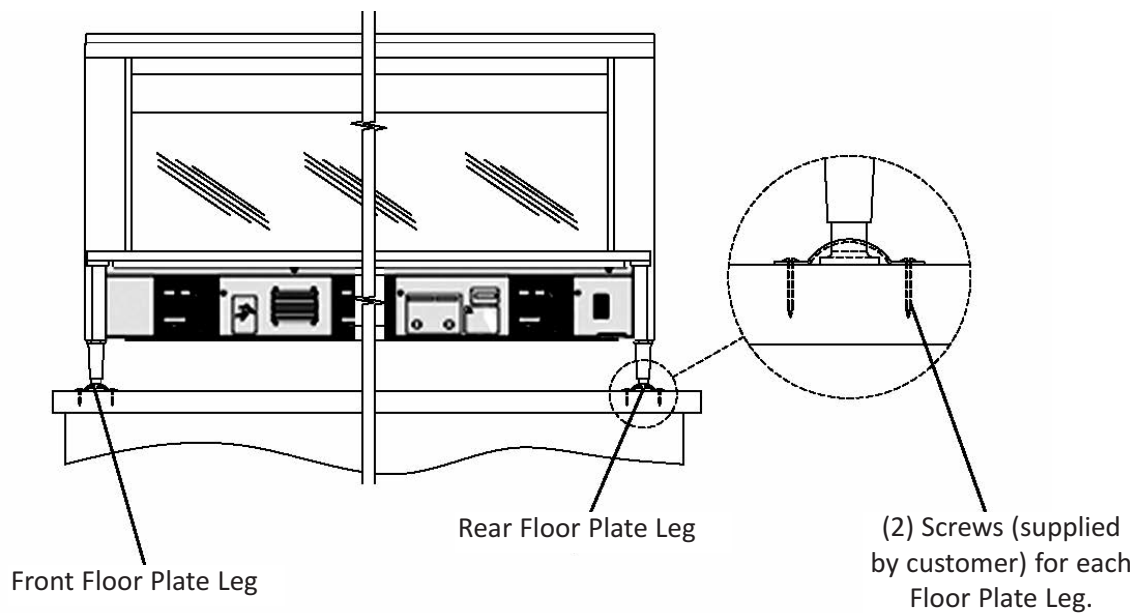
Floor Plate Leg

## 2-3. Countertop Installation - Continued

### ⚠ CAUTION

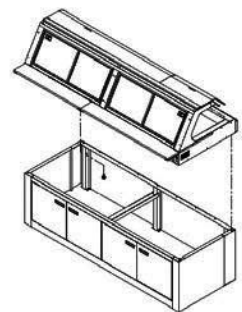
- Exercise care when lifting and moving unit onto counter.
- Ensure that the counter base and/or counter-top is capable of supporting the weight of the unit and the food products to be displayed. See Section 1-4.4, Unit Weights.

1. Secure the unit to the countertop by fastening Plate Mount Legs to the counter-top with appropriate screws (**not supplied**).



### 2-3.1 Base Counter Installation

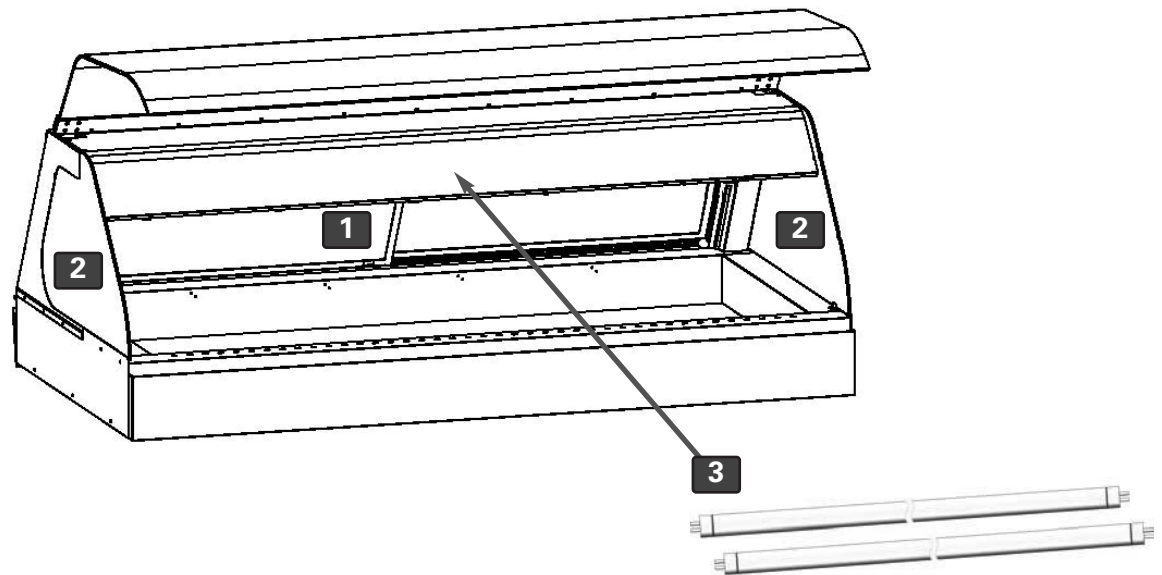
1. The GHM may be installed on an appropriately sized custom or pre-fabricated base counter (**Giles offers several different styles of stainless steel Bases, specifically designed for GHM Series Warmers**). Prior to installing the unit ensure that the base counter is level and stable.
2. The unit must be attached to the base counter in accordance with local building code and/or applicable health and sanitation codes. Some health codes require that cracks and services between the unit and base, and the base and floor must be sealed to eliminate potential harborage for pests. It is the responsibility of the purchaser and their contracted installer to ensure that all applicable code and regulation requirements are met.



### IMPORTANT!

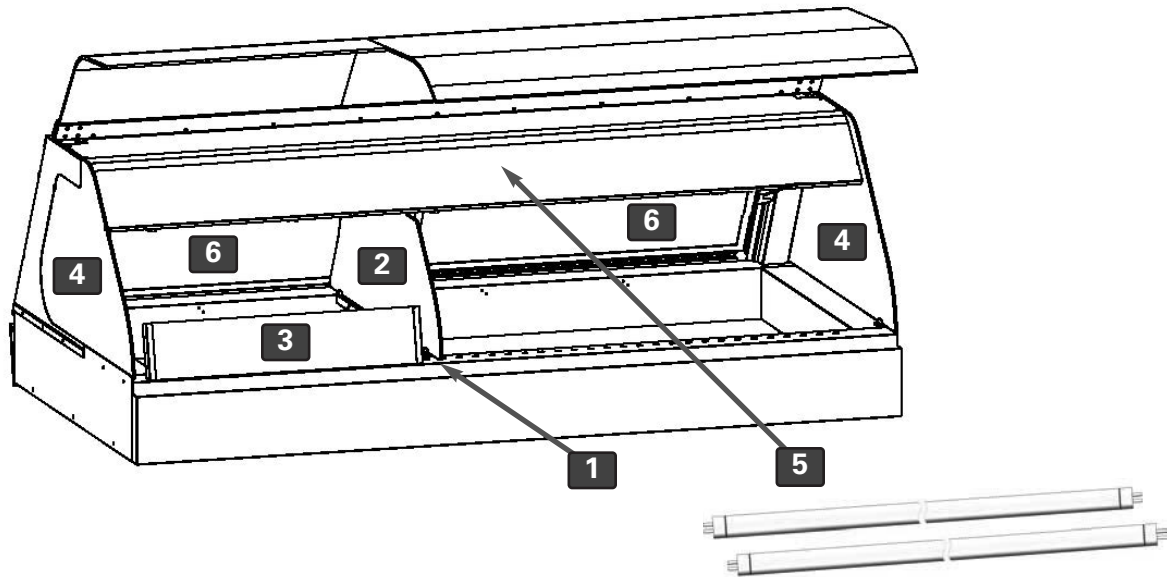
Giles shall assume no responsibility for code compliance with respect to installation of this equipment.

## 2-4. Installation of Glass and Lighting (Full Serve)



- 1** Rear Sliding Doors are secured with tape for shipping ... Remove.
- 2** Unpack and install Side Glass at each end; slide in track.
- 3** Install (2) Fluorescent Blubs (under Shroud).

## 2-4.1 Installation of Glass and Lighting (Customer Self-Serve)



- 1** Place lower Middle Glass Support track into Pan.
- 2** Slide Middle Glass Partition into lower & upper track.
- 3** Unpack and install Sneeze Guard Glass.
- 4** Unpack and install Side Glass at each end; slide in track.
- 5** Install (2) Fluorescent Blubs (under Shroud).
- 6** Rear Sliding Doors are secured with tape for shipping ... Remove.

### NOTE:

- The 2-Foot Customer Self-Serve section will be located on either the right or left side, depending on model ordered.
- **GHM-4** and **GHM-5** are available as a full-length Customer Self-Serve unit. These units will not have the Middle Partition Glass, but feature a full-length Sneeze Guard.
- **GHM-4** is not available as a split-style unit ... only Full Serve version or full-length Customer Self-Serve version.

## 2-5. Electrical Requirements

### **⚠ WARNING**

The unit must be adequately and properly grounded. Improper grounding may result in electrical shock. Always refer to local electrical code to ensure that proper grounding is used for this or any other electrical equipment. Consult a professional electrician, or other qualified service technician to ensure that circuit breakers and wiring are of sufficient rating and gauge to power this equipment.

The GHM Merchandiser is available with the various electrical specifications listed below. Check the rating label on the rear of the unit to determine correct power supply. Note that a wiring diagram has been provided with this appliance to aid with installation. Please verify that it corresponds with the unit's electrical specifications.

**Table 2.5, Electrical Requirements**

Model	Voltage	Phase	Hz	kW	Amps	Breaker
GHM-4	208 - 240	1	60	2.7 - 3.2	13.2 - 13.3	20
GHM-5	208 - 240	1	60	3.7 - 4.3	17.7 - 17.8	25
GHM-6	208 - 240	1	60	4.7 - 5.4	22.4 - 22.4	30
GHM-8	208 - 240	1	60	6.6 - 7.6	31.5 - 31.6	50

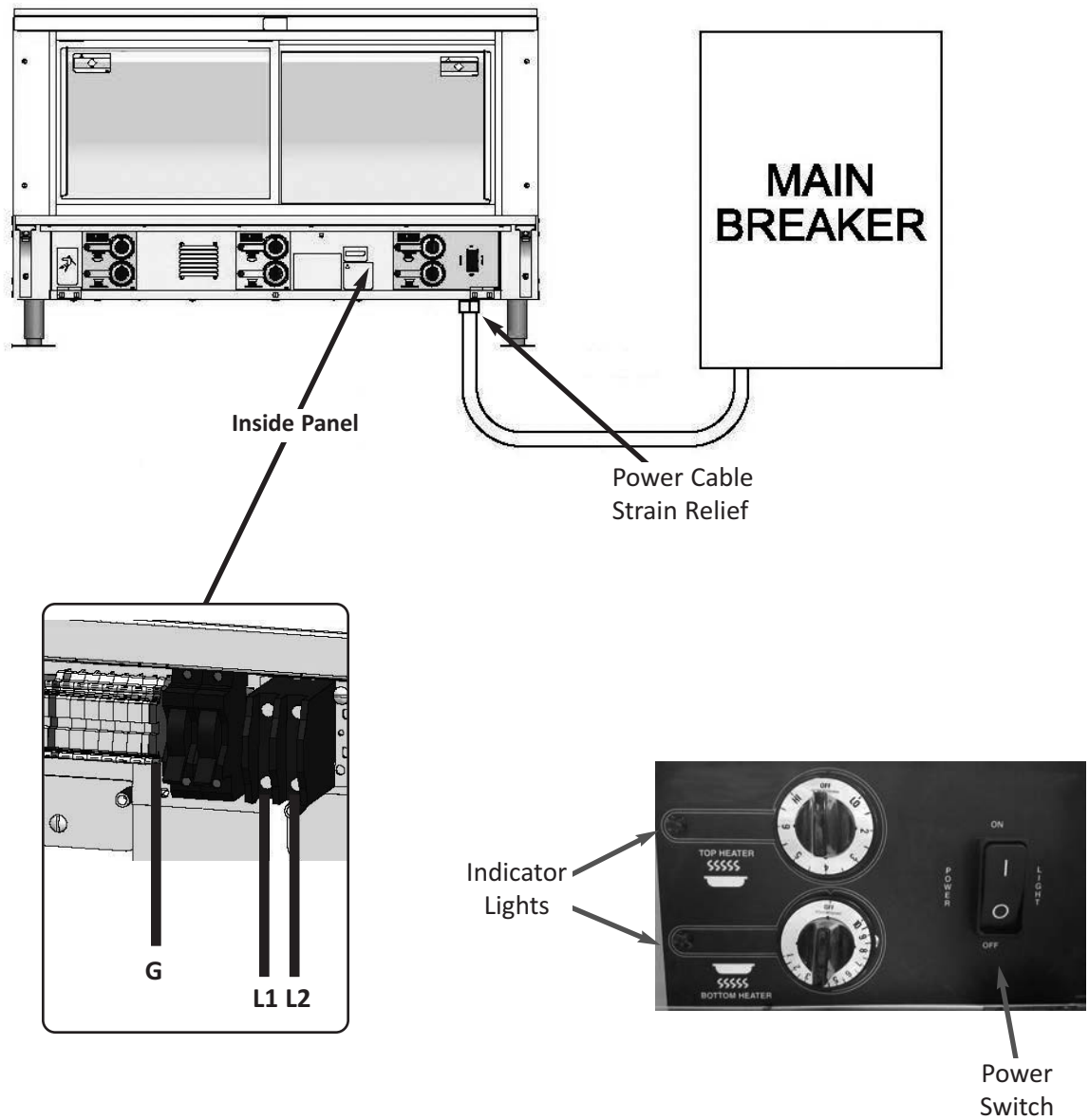
## 2-6. Electrical Connections

1. Install appropriate circuit breakers in the main breaker panel as needed, see **Table 2-5.** above.
2. Connect appropriately sized power supply cable to the main breaker, allowing enough cable length so that unit may be moved as needed for cleaning, or service.
3. Remove retaining screws and carefully lower the hinged Control Panel, see **Figure 2-6.1.**
4. Install the provided Cable Strain Relief connector in the hole on the unit's bottom. Route the cable through strain relief and tighten.
5. Connect power wires to the Contactor terminals ... connect ground wire to the ground terminal block. Be sure that fuses are installed in the Fuse Holders. See **Figure 2-6.1.**
6. Carefully close the Control Panel, reinstall retaining screws, and tighten securely.
7. Turn on main power circuit breaker ... Place Power Switch in the **ON** position. The fluorescent lights will illuminate and the Control Box Cooling Fan will begin running.
8. There is variable heat control for each well of the unit, see **Figure 2-6.1.** Rotate Top and Bottom Heater Control Knobs for each well clockwise to the full **ON** position. Confirm that the red indicator lights on each panel illuminate, and that the pan bottom and the upper ceramic heaters in each well begin heating ... return all Controls to **OFF**.

### **NOTE:**

It may require several minutes for fluorescent lamps to reach full intensity brightness, particularly on GHM-6 and GHM-8 models.

## 2-6.1 Electrical Connections



## 2-7. Ventilation

Ventilation requirements may vary from locale to locale. Always consult with local authorities having jurisdiction to ensure compliance with all local regulations and codes.

**Model: GHM Series**

**Model: GHM Series**



## 3. Overview

The following section provides a brief overview of the components, functions, and accessories of the GHM Series Hot Food Merchandisers. Please review this section carefully before proceeding.



**GHM-4**



**GHM-5**



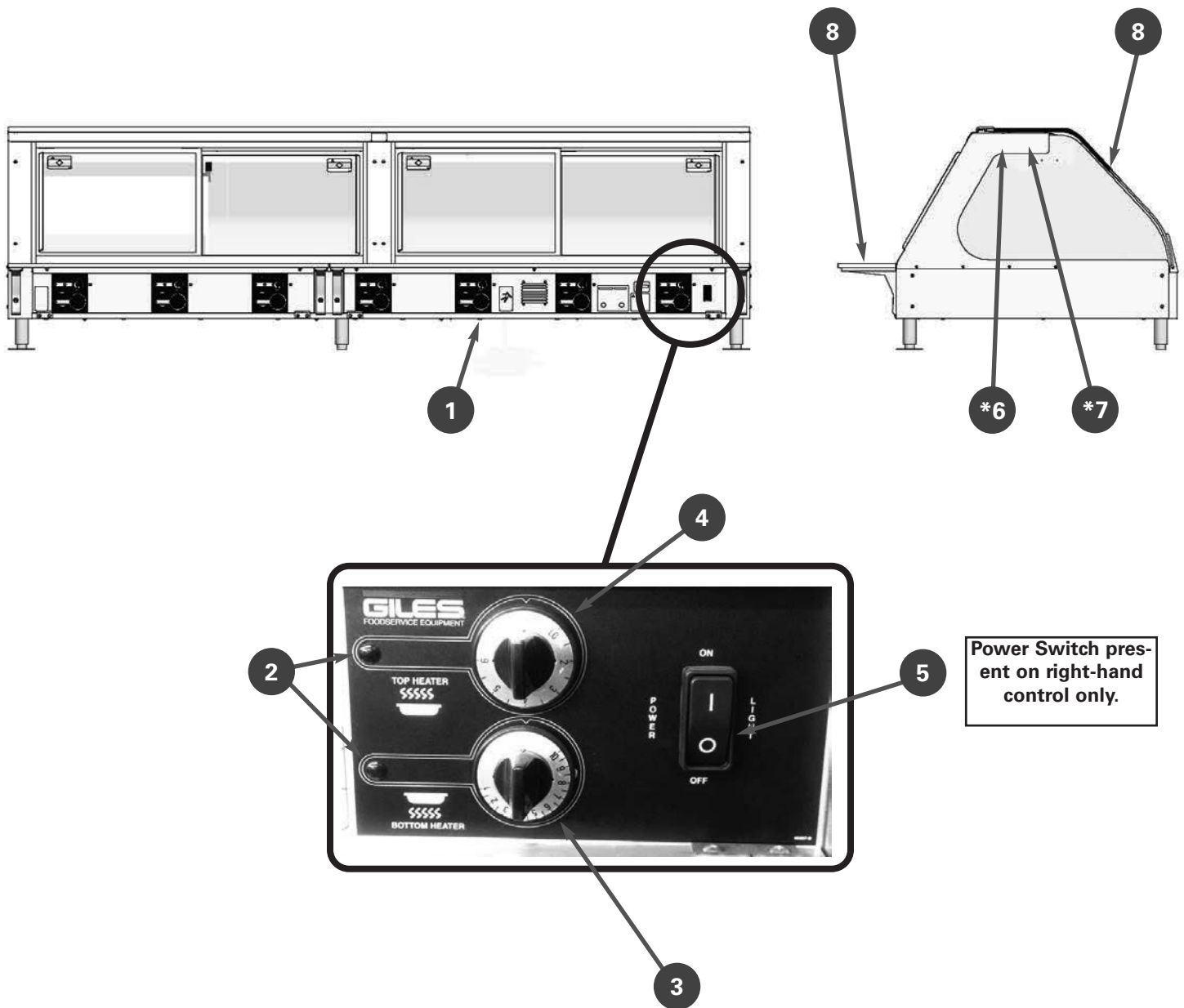
**GHM-6**



**GHM-8**



3-01. Back and Side View





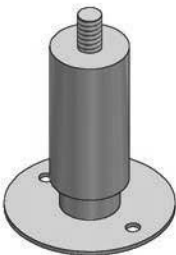

\* Not Shown

## 3-01. Back and Side View

Item	Description	Function
1	Control Panel	Each "well zone" of the GHM has separate temperature controls for Top and Bottom heaters.
2	Indicator Lights	Illuminates when heater elements for zone are energized. The Bottom Heater light turns <b>OFF</b> and <b>ON</b> as the thermostat cycles element off and on. The Top Heater light turns <b>ON</b> when the heater is turned <b>ON</b> . The light intensity indicates the heater temperature setting (dim for Low ... bright for Hi).
3	Bottom Heater Thermostat Control	A separate thermostat for each well sets the heat output of the bottom Pan Heater. Rotating the knob clockwise turns the heater <b>ON</b> . Temperature setpoint is incrementally increased as indicated by dial markings <b>0</b> to <b>10 (0 is lowest; 10 is the highest)</b> . Turning knob fully counterclockwise, turns the heater <b>OFF</b> .
4	Top Heater Rheostat Control	A separate control for each well adjusts the heat output of the Top Ceramic Heater. This is a rheostat, not a thermostat. The knob can rotate either direction; rotating clockwise turns the heater <b>ON</b> to the HI setting, turning counterclockwise turns heater <b>ON</b> to the LO heat setting output. Continue rotating knob to decrease or increase heat, respectively. <b>Ceramic heaters do not cycle OFF and ON</b> . Turn to <b>OFF</b> setting to turn heat off.
5	Power/Light Switch	Main Power Switch for the unit. When placed in the ON position, the fluorescent lamps illuminate and the heater controls become active. It is normal for lights to require several minutes to come to full brightness.
*6	Fluorescent Lights	Two (2) coated, fluorescent tubes illuminate the food items.
*7	Top Ceramic Heater	Each well of the GHM contains a controllable, 150W, Ceramic Heater.
8	European-Style Glass	Attractive curved glass provides maximum visibility of items being displayed. The glass is hinged and features pneumatic struts, which make it easy to open and then holds it in the opened position for cleaning.

\* Not Shown

## 3-02. Accessories (Included)

Part	Part Number	Description	Function
	<p>35788</p> <p>(2) - GHM 4 &amp; 5 (4) - GHM 6 (6) - GHM 8</p>	<p>Pan Support Channel, Long</p>	<p>Used for front to back support of Pans in the pan well.</p>
	<p>35789</p> <p>(6) - GHM 4 (10) - GHM 5 (15) - GHM 6 (21) - GHM 8</p>	<p>Pan Support Channel, Short</p>	<p>Used for left to right support of Pans in the pan well.</p>
	<p>41071</p> <p>(2) - All Units</p>	<p>4" Agitable Leg, Stud Mount, w/Floor Plate</p>	<p>Used when the GHM is installed as a counter-top unit, floor plate utilized for securing unit to counter-top</p>
	<p>41070</p> <p>(2) - GHM 4,5 &amp; 6 (4) - GHM 8</p>	<p>4" Adjustable Leg, Stud Mount, w/o Floor Plate</p>	<p>Used when the GHM is to be installed as counter-top unit.</p>







## 3-02. Accessories (Included)

Part	Part Number	Description	Function
	<p>20350 (1) - All Units</p>	<p>Power Cord Strain Relief</p>	<p>Used for routing power supply cord into the unit; secures cord, preventing strain on electrical connections.</p>
	<p>20668 (34") (2) - GHM 4 &amp; 5  20608 (58") (2) - GHM 6 &amp; 8</p>	<p>Bulb, Fluorescent, T8, Teflon Coated</p>	<p>Used to illuminate the displayed products.</p>
	<p>36006 (1) Self-Serve Unit Only</p>	<p>Partition Glass Support Channel</p>	<p>Used to support the Partition Glass on Self-Serve models.</p>

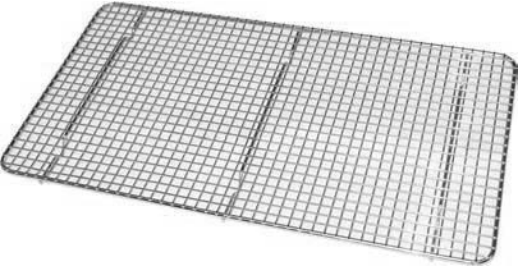
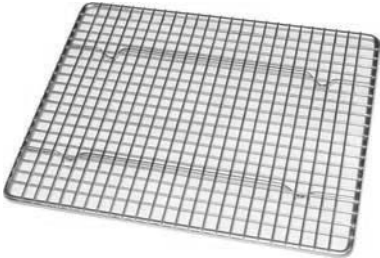
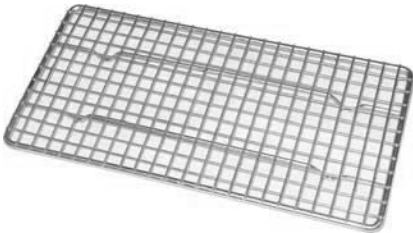


**3-03. Accessories (Not Included)**

Part	Part Number	Description	Function
	66033	Self-Serve Tile	Use in Self-Serve Section to present pre-packaged "grab-n-go" items. (Self-Serve Model Only)
	76183 (2-1/2" D) 76184 (4" D)	Steam Pan (Full size)	Used for cooking and holding food prior to serving.
	76185 (2-1/2" D) 76186 (4" D)	Steam Pan (1/2 size)	Used for cooking and holding food prior to serving.
	76188 (2-1/2" D) 76189 (4" D)	Steam Pan (1/3 size)	Used for cooking and holding food prior to serving.



## 3-03. Accessories (Not Included)

Part	Part Number	Description	Function
	76207	Steam Pan Grate (Full size)	May be placed in pan bottom as necessary to allow drainage.
	76208	Steam Pan Grate (1/2 size)	May be placed in pan bottom as necessary to allow drainage.
	70165	Steam Pan Grate (1/3 size)	May be placed in pan bottom as necessary to allow drainage.



## 4. Unit Operation

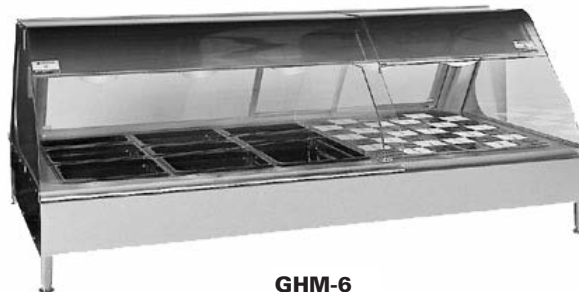
This section explains operation of the unit.



**GHM-4**



**GHM-5**



**GHM-6**



**GHM-8**



## 4-1. Installation of Pans

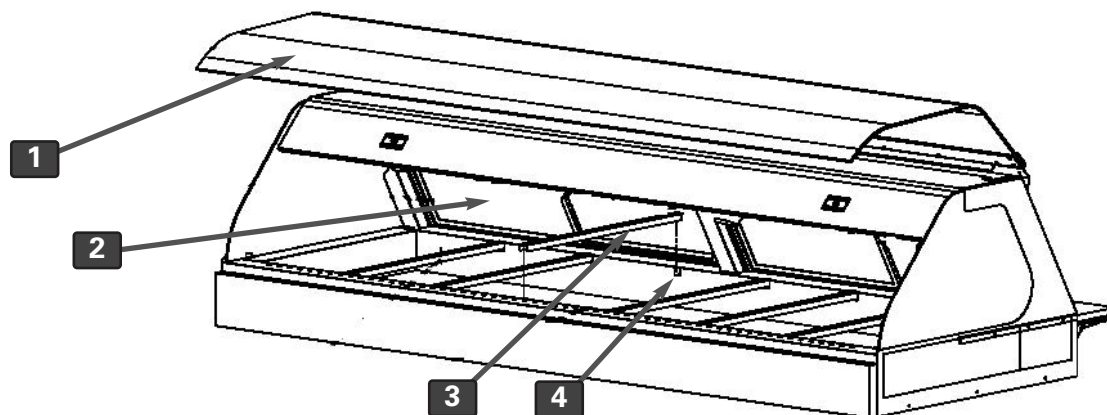
This section explains installation of pan dividers and warming pans.

### **⚠ DANGER**

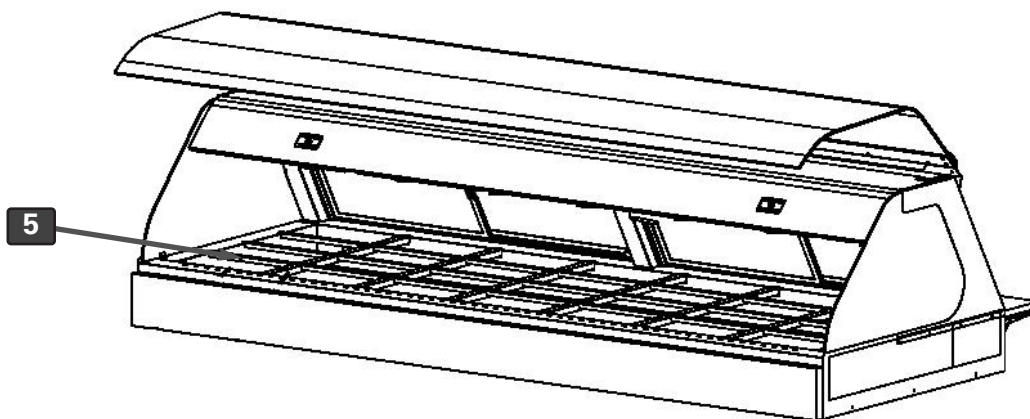
**DO NOT ADD WATER OR OTHER LIQUID TO THE PAN WELL!** It is not classified as "liquid tight" and liquids will possibly leak onto the Heating Elements and other electrical components.

### **⚠ CAUTION**

Before installing pan dividers and warming pans, ensure that Heat Controls (Top and Bottom) are in the OFF position (see 4-6, Normal Shut-Down) and that the unit has adequately cooled.



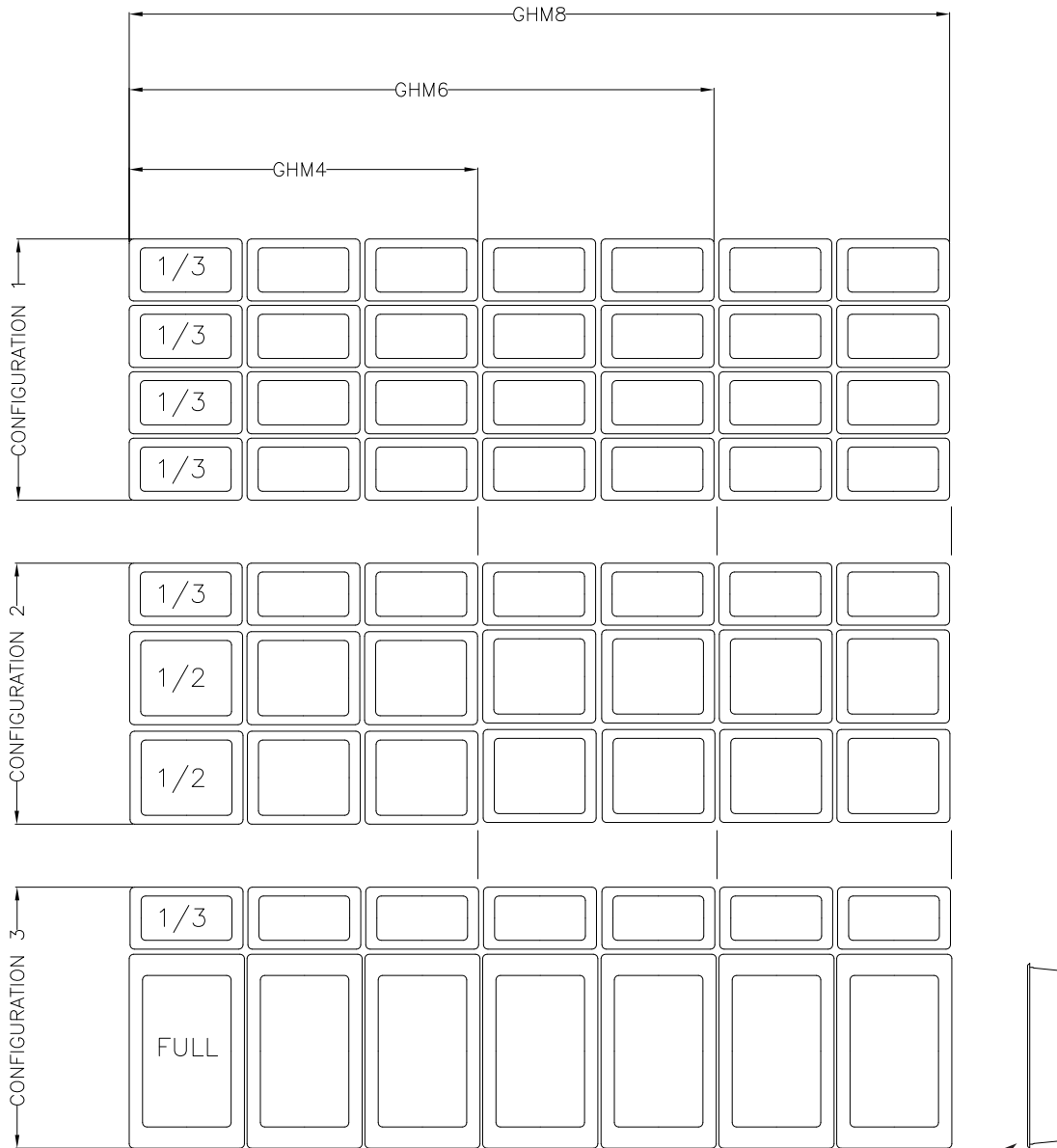
1. Lift the Front Curved Glass **1** and/or open the rear Sliding Doors **2**
2. Install the Long Pan Support Channels **3** at each of the Channel alignment brackets **4** .



3. Install Short Pan Support channels **5** between each of the Long Pan Support Channels.

Continued next page 

## 4-1. Installation of Pans (continued from previous page)



**Pans are sold separately; not included with the GHM unit**

**Pan Depth 2-1/2 [63.5] to 4 [101.6]**

4. Install Steam Pans into the various spaces created by the grid of Support Channels. The above represent typical arrangements, but there are many different pan layouts that can be devised.

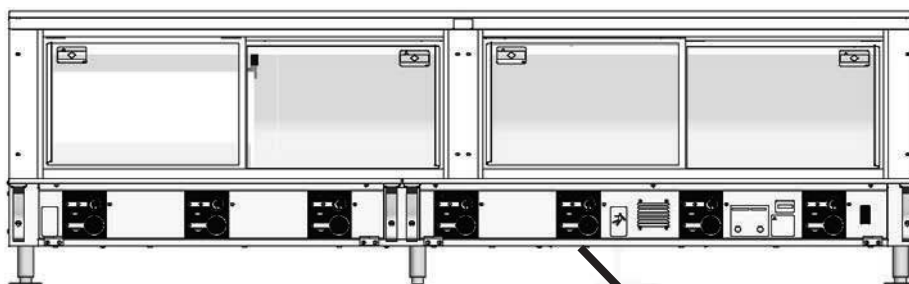
**NOTE:**

**Ensure there are NO gaps between Steam Pans. Gaps will cause the unit to lose heat.**

5. Close the Front Curved Glass and/or Rear Sliding Doors.

## 4-2. Setting and Adjusting Temperature

This section explains how to adjust temperature inside the warmer.



There are Temperature Control Panels for each "well zone" of the unit ...  
 GHM4 - 3, GHM5 -4, GHM6 - 5,  
 GHM8 -7. Main Power/Light Switch is located on the right-hand panel only.



1. Ensure the Front Curved Glass is lowered to the 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 approx. 15 mins.
4. When the Bottom Heater Indicator Lights go out **2**, proceed to the next step (Top Heater Indicators will remain **ON**).

### **CAUTION**

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. Use of thermal oven mitts is recommended.

### **WARNING**

**DO NOT touch the ceramic Top Heaters. They are extremely HOT and skin contact may result in a serious burn.**

## 4-2. Setting and Adjusting Temperature (Continued)

### CAUTION

**Food products must at a minimum internal temperature of 150°F (66°C) before being placed into the unit.**

5. Wear appropriate hand protection and place prepared hot food items into the GHM pans or place pans directly from cooking into the pan holding grid.
6. After placing foods into the unit, rotate the Bottom Heater control **3** to the **6** setting and adjust the Top Heater controls, as needed. Suggest starting with setting of **3** or **4**.
7. Periodically monitor the temperature of the foods inside the GHM with a probe thermometer to ensure foods are maintained at a proper holding temperature; adjust the Heater Controls (Top and/or Bottom), as necessary. Each well as separate temperature control.
8. Bottom Heater temperature is manually adjusted using thermostat knob **3** ... 10 setting is hottest; 1 is lowest. Dial is numbered as an index only. Bottom Heaters cycle **ON** and **OFF** to maintain temperature.
9. Top Heater temperature is manually adjusted using the rheostat knob **2**. Turning knob clockwise until it clicks, turns heater **ON** at the **LO** heat setting; continuing to turn increases the heat until the **HI** setting is reached. Turning knob past **HI** turns the heater **OFF**. Dial is numbered as an index only. This knob will turn in either direction ... turning counter-clockwise sets heater to **HI**.
10. Always comply with local health regulations concerning holding temperatures for cook foods prior to sale.

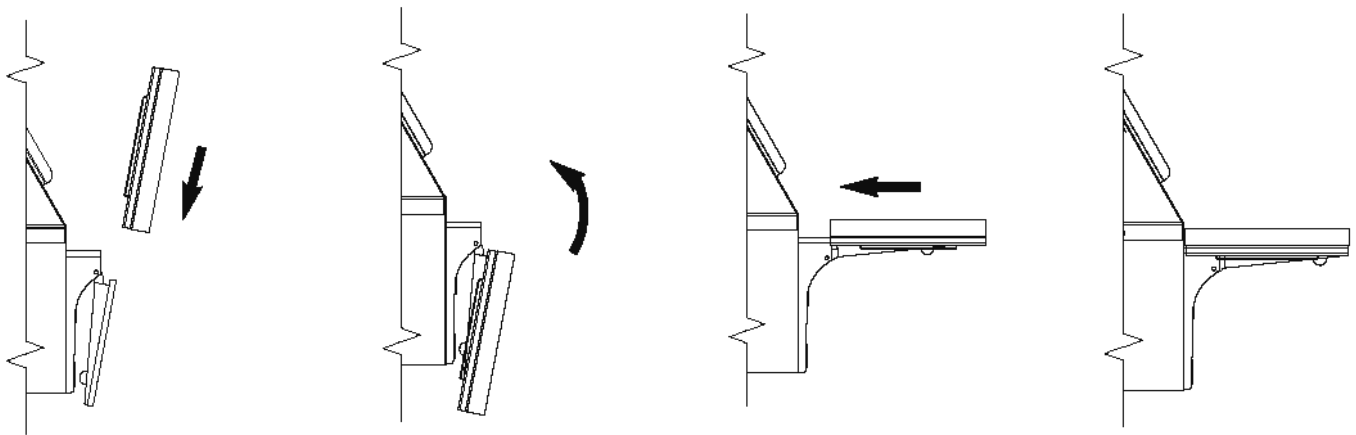
### NOTE:

- **Proper temperature range for holding cooked foods depends upon the amount and type of food being held.**
- **Top Heaters DO NOT cycle; they are either ON or OFF. Monitor foods regularly to ensure the top portion is not being further cooked or becoming excessively dry because of too much top heat.**

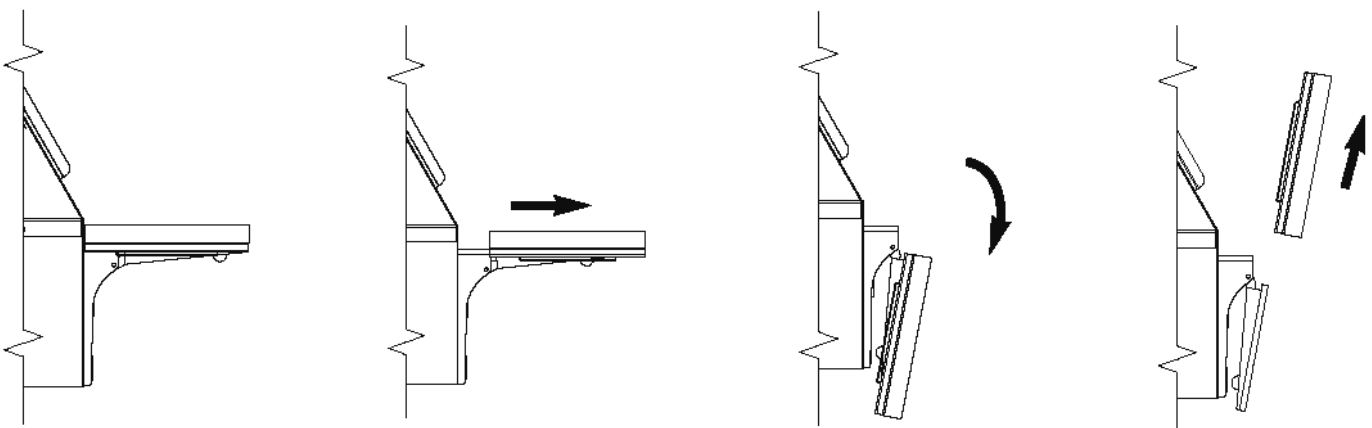
## 4-3. Work Shelf Installation & Removal

This section illustrates how to install and remove the Folding Work Shelf. This shelf is intended as a work support for temporarily holding fresh or empty pans while attending Merchandiser. It is removable for easy cleaning.

### 4-3.1 Shelf Installation

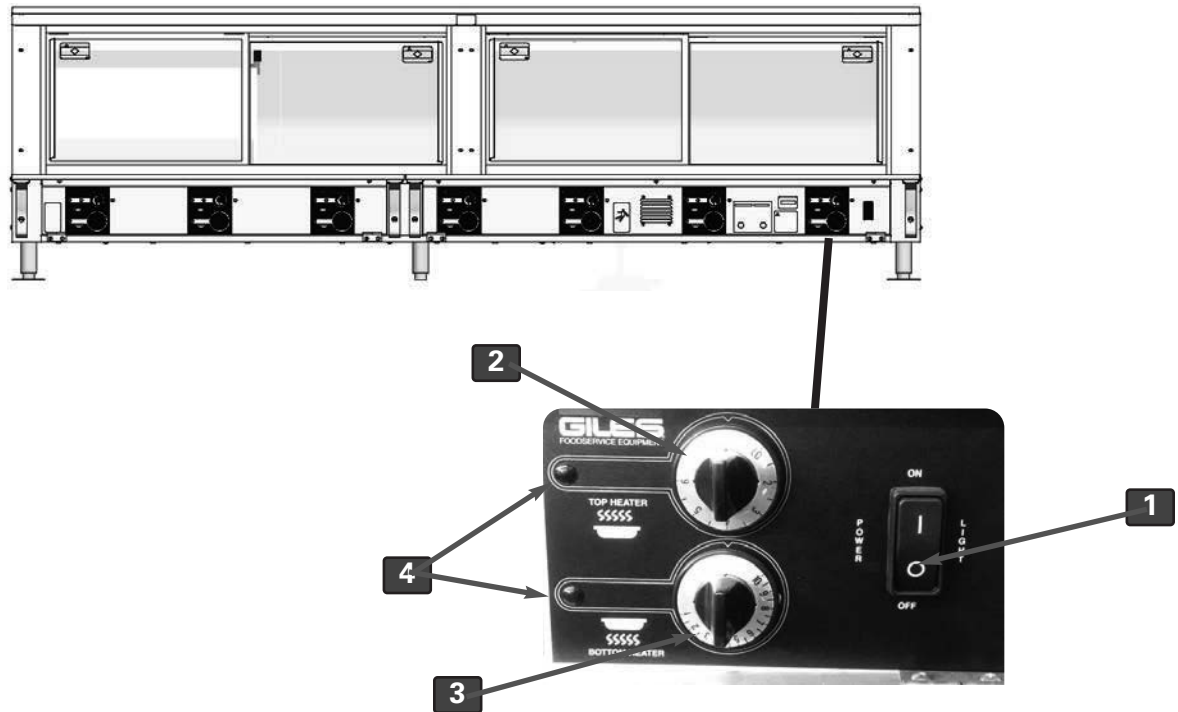


### 4-3.2 Shelf Removal



## 4-4. Normal Shut-Down

This section explains the process for normal shut-down.



1. Turn all Bottom Heat Heater Control knobs **3** to the **OFF** position (fully counter-clockwise), Indicator Light **4** will turn off.
2. Turn all Top Heater Control knobs **2** to the **OFF** position, Indicator Light **4** will turn off.
3. Place Main Power Switch **1** in the **OFF** position, fluorescent lighting will turn off.
3. If required, disconnect power to the unit by turning off the appropriate circuit breaker at the main breaker panel.

## 4-5. Emergency Shut-Down

In case of an emergency, disconnect power to the unit by turning off the main circuit breaker.



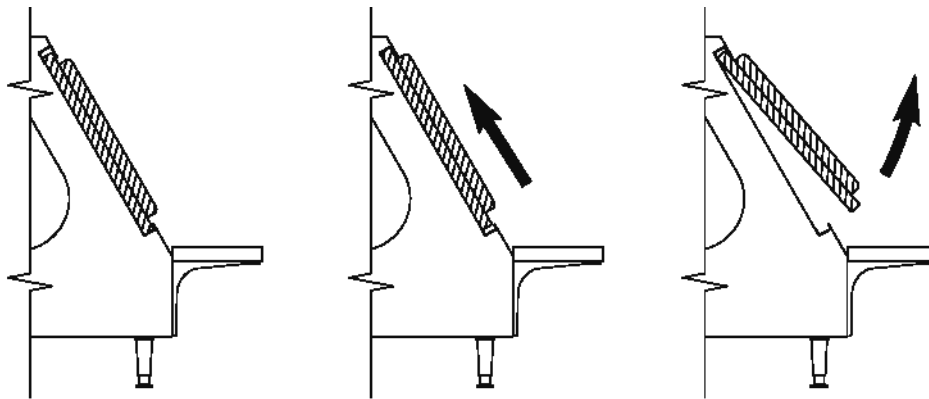
## 5. Cleaning

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

### 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 Shut-Down as described in **Section 4-4** and allow the unit to adequately cool.
2. Raise the Front Curved Glass to the fully open position.
3. Wear appropriate hand protection, if necessary, and remove all Serving Pans and Pan Support Channels from the unit. Place items into sink or dishwasher for cleaning.
4. If needed, remove the Sliding Glass Doors by lifting upward until clear of the lower track. Swing the bottom of the door outward, pull downward to remove. Set aside in a place suitable for cleaning.



5. Clean the interior and exterior of the GHM with soap and hot water. For difficult areas, use a mild degradable non-toxic degreaser (such as Clear Magic or Simple Green).
6. Clean the glass parts, including Side Glasses, Partition Glass, Sneeze Guard, etc. with an ordinary window cleaner. These can be removed for easier cleaning. **HANDLE WITH CARE!**
7. Polish all exterior stainless surfaces with a good stainless cleaner/polish.
8. Clean the Serving Pans and Pan Support Channels with soap and hot water (may be placed in dishwasher).
9. After drying thoroughly, reinstall all glass pieces removed for cleaning. Reinstall Sliding Doors using reverse sequence of removal.
10. Reinstall Pan Support Channels and Serving Pans as desired.
11. Lower the Front Curved Glass to the closed position.





## 6. Troubleshooting

This section describes basic general troubleshooting procedures. Refer to the supplied wiring diagram for more detailed analysis.

### DANGER

- **Electrical troubleshooting procedures 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 6-1. Troubleshooting Procedures**

Problem	Possible Cause	Repair Procedure
Fluorescent lighting not working	A. Fluorescent bulb burned out	A. Replace bulb
	B. Fuse blown	B. Replace fuse
	C. Faulty ballast	C. Call for service
	D. Faulty relay	D. Call for service
Unit not heating properly	A. Pan (bottom) heating element(s) faulty	A. Call for service
	B. Ceramic (top) heating element(s) faulty.	B. Call for service
	C. Heat control(s) faulty.	C. Call for service
Unit will not power-up	A. No power to unit	A. Check circuit breaker or plug in power cord.
	B. Faulty relay	B. Call for service
	C. Blown fuse	C. Replace fuse
Unit will not maintain food at proper holding temperature	A. No power to unit	A. Check circuit breaker or plug in power cord.
	B. Heater settings too low	B. Adjust bottom and/or top heater controls as needed.
	C. Food not at proper temperature when placed into the unit.	C. Insure food is at required temperature before placing into unit.
	D. Heating elements and/or ceramic heaters faulty.	D. Call for service.



## 7. Parts List

This section lists the various parts on the GHM unit that are generally field replaceable.

### 7-1. Parts Ordering and Service Information

If you require assistance or need repairs, please contact a Giles Manufacturer's Representative to locate a service provider in your area. If further assistance is required, please contact Giles Foodservice Equipment at the following phone numbers:

**IN THE UNITED STATES, CANADA or MEXICO**

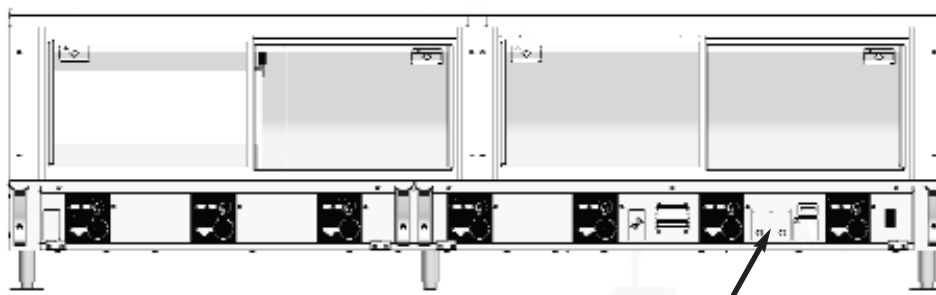
Please call toll free **800-554-4537** anytime and follow the recorded prompts. Normal business hours are from 8:00 AM to 5:00 PM Central Time.

**ALL OTHERS**

Please call **334-272-1457** anytime and follow the recorded prompts. Normal business hours are from 8:00 AM to 5:00 PM Central Time.

Please visit our website at: [www.gfse.com](http://www.gfse.com) or e-mail [services@gfse.com](mailto:services@gfse.com).

The goal of the Giles team of professionals is to provide the highest quality of service and assistance. You can help us accomplish this by obtaining the following information and having it readily available when calling. The information is recorded on the Serial Plate Label attached to the rear panel of the unit.



Serial Plate information

The area below may be helpful in recording information for use as a quick reference.

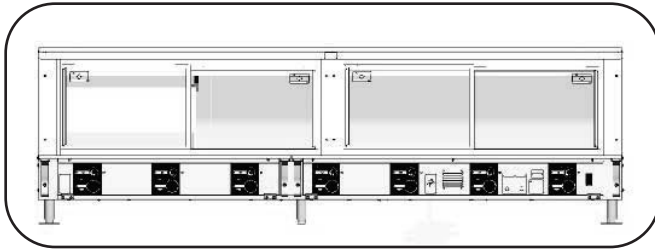
**Model:** \_\_\_\_\_

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

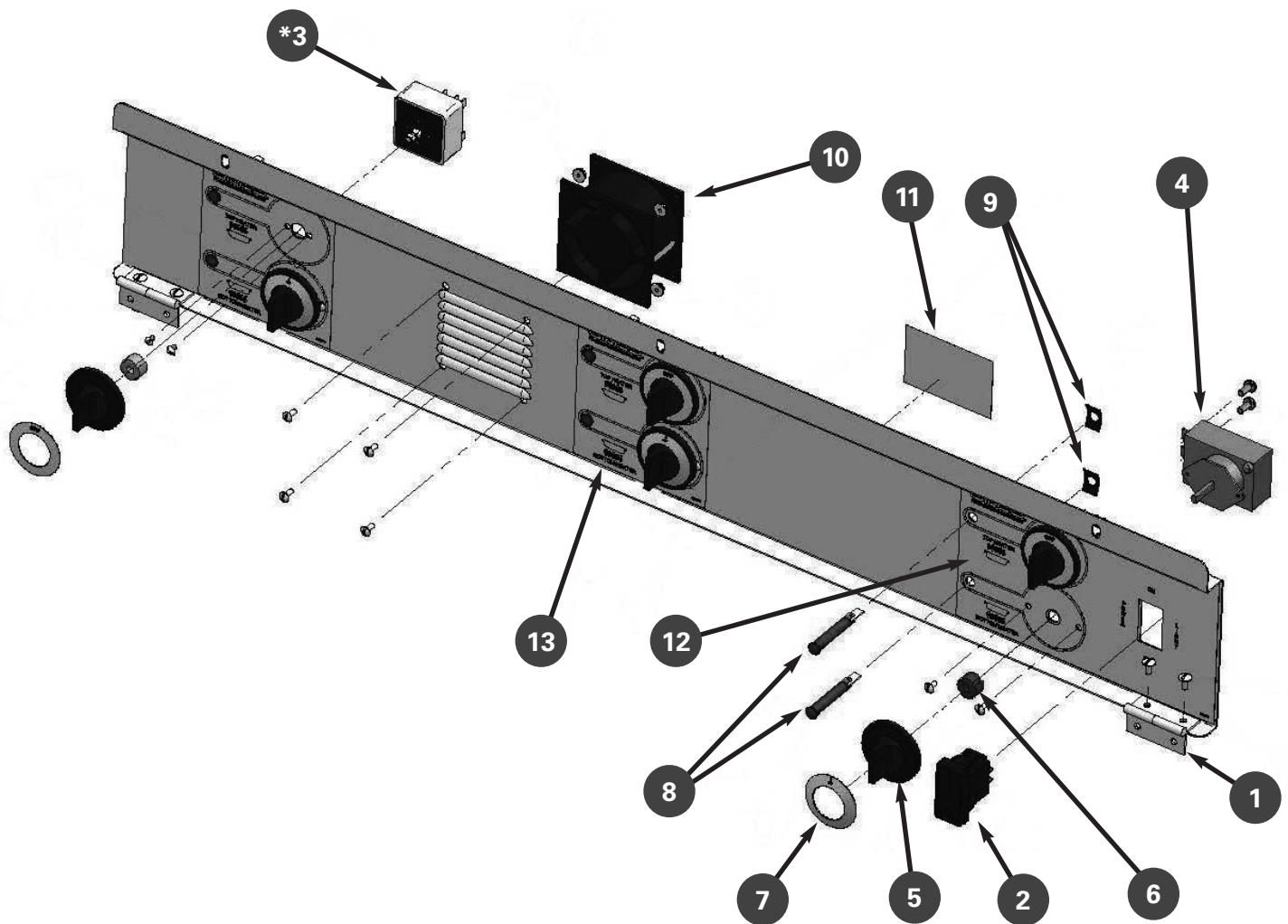
**Phase:** \_\_\_\_\_

**Voltage:** \_\_\_\_\_

## 7-2. Control Panel Assembly



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



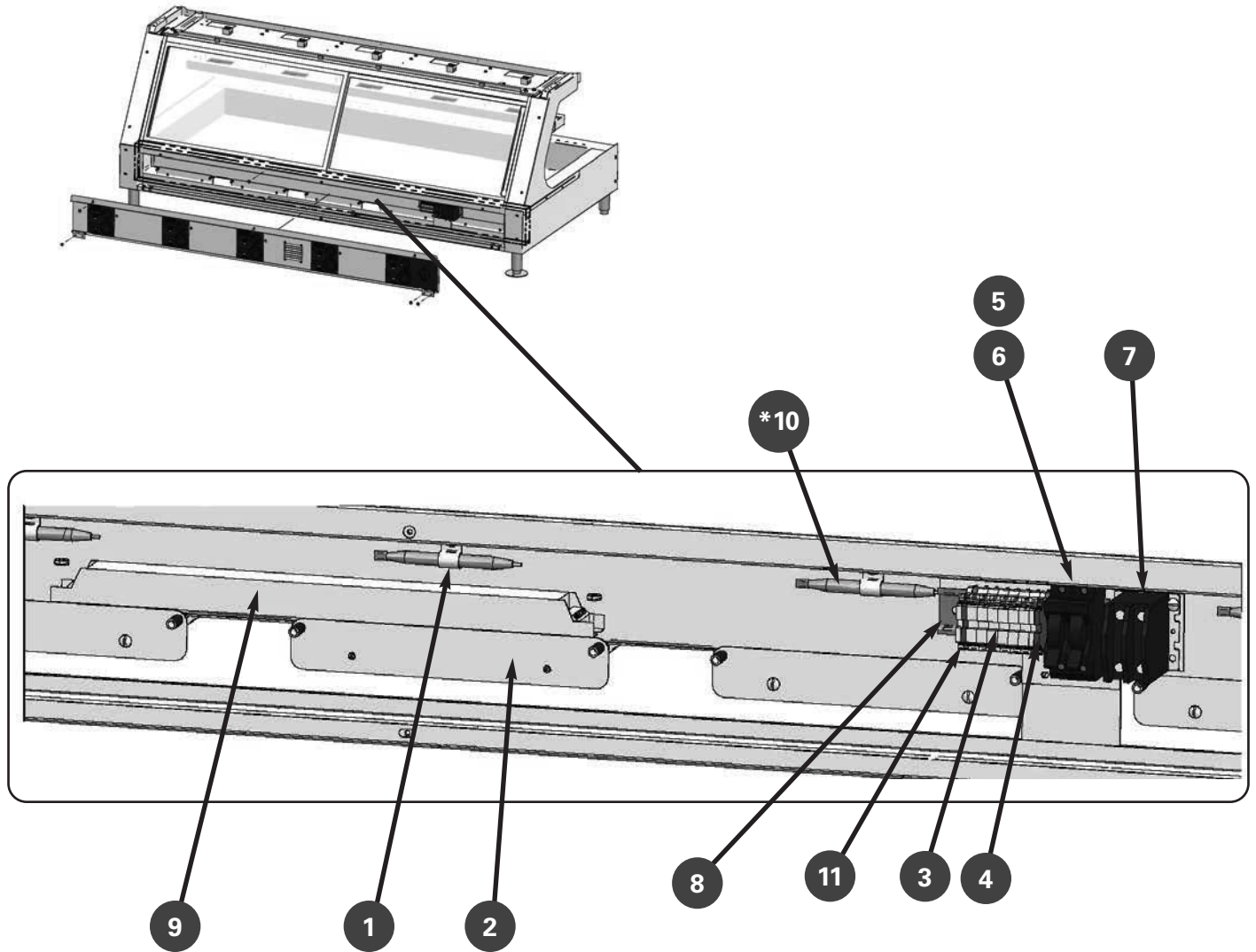
\* Includes Knob, Adapter & Faceplate

## 7-2. 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 (ALL)	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 (ALL)	FAN, COMPONENT COOLING, 220/230V
11	65896	1 (ALL)	LABEL, SUPPLY POWER CONNECTION
12	65897	1 (ALL)	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

7-3. Element Assembly - Lower Heater

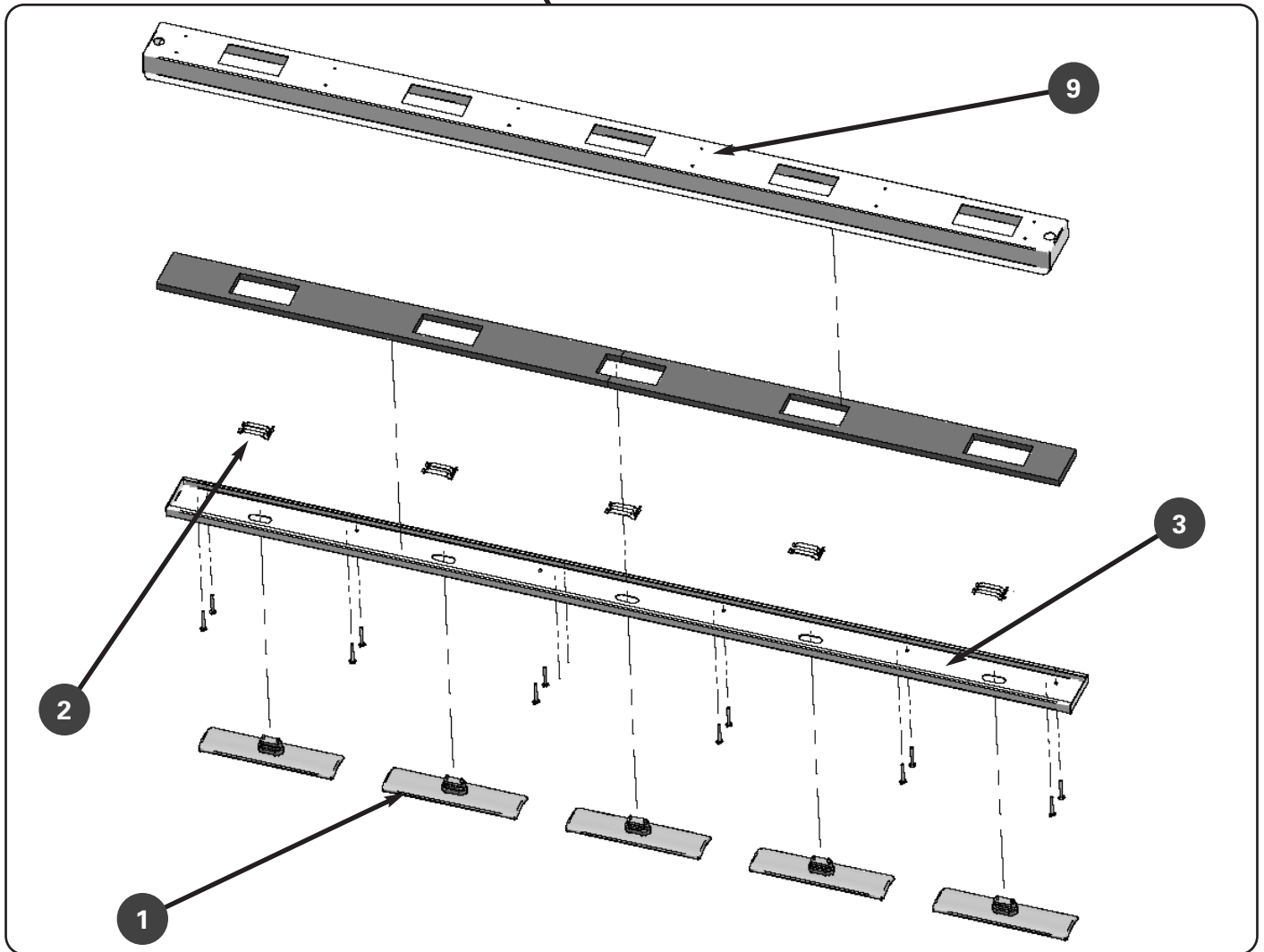
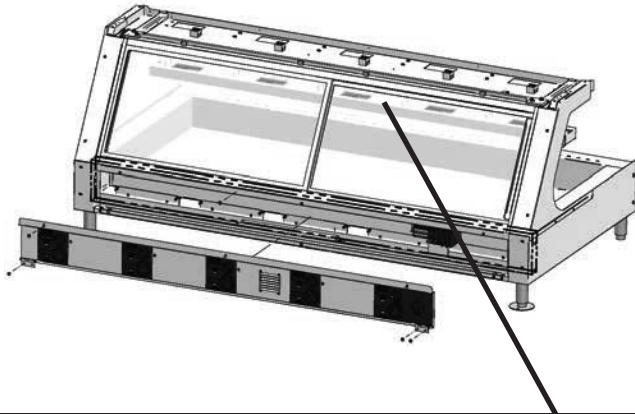


## 7-3. Parts List for Packaging Table Assembly

ITEM NO.	PART NO.	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	20319	6 (ALL)	TERMINAL BLOCK, 50 AMP, AWG 8-24
4	20304	1 (ALL)	TERMINAL BLOCK, GROUND, AWG 4-12
5	20411	2 (ALL)	FUSE HOLDER, DIN RAIL, 600V, 35A
6	21900	2 (ALL)	FUSE, 15-AMP, SC-15
7	21175	1 (ALL)	CONTACTOR, 50AMP, 1PH, 208/240V
8	36666	1 (ALL)	DIN RAIL, TERMINAL BLOCK MOUNT, 5-9/32"
9	20607	1 (ALL)	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	20424	1 (ALL)	TERMINAL BLOCK, GROUND, AWG 8-24
12	65897	1 (ALL)	LABEL, CONTROL PANEL, W/POWER SWITCH



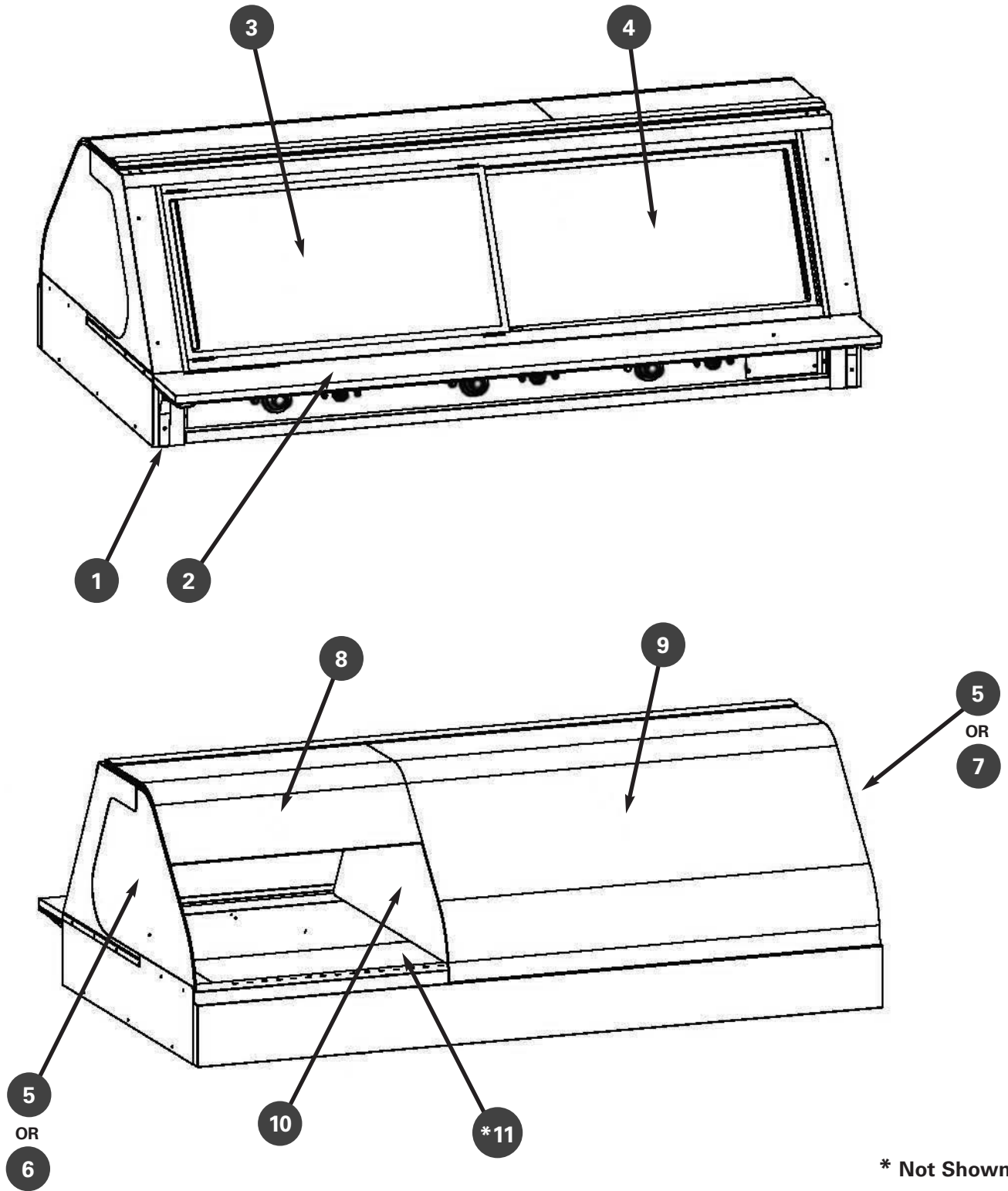
7-4. Top Heater Assembly



## 7-4. Top Heater Assembly

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)
3	93703	1 (GHM4)	CHANNEL, HEATER MOUNT, GHM4
3	94663	1 (GHM5)	CHANNEL, HEATER MOUNT, GHM5
3	93686	1 (GHM6)	CHANNEL, HEATER MOUNT, GHM6
3	92639	1 (GHM8)	CHANNEL, HEATER MOUNT, GHM8
4	93702	1 (GHM4)	COVER, TOP HEATER, GHM4
4	94662	1 (GHM5)	COVER, TOP HEATER, GHM5
4	93685	1 (GHM6)	COVER, TOP HEATER, GHM6
4	93636	1 (GHM8)	COVER, TOP HEATER, GHM8

7-5. Glass and Work Shelf Assemblies



## 7-5. Glass and Work Shelf Assemblies

ITEM NO.	PART NO.	QTY	MODEL	DESCRIPTION
1	40184	2 (GHM4,5,6) 4 (GHM8)		WORK SHELF DROP BRACKET
2	36142	1	GHM4	WORK SHELF, ASSY, 3-WELL
2	94696	1	GHM5	WORK SHELF, ASSY, 4-WELL
2	36131	1	GHM6	WORK SHELF, ASSY, 5-WELL
2	36123	1	GHM8	WORK SHELF, ASSY, 4-WELL
2	36122	1	GHM8	WORK SHELF, ASSY, 3-WELL
3	40287 / 40369	1	GHM4	LEFT DOOR, GHM4 (CLEAR / MIRROR TINT)
3	41231 / 41238	1	GHM5	LEFT DOOR, GHM5 (CLEAR / MIRROR TINT)
3	70432 / 70449	1	GHM6	LEFT DOOR, GHM6 (CLEAR / MIRROR TINT)
3	40207 / 70446	2	GHM8	LEFT DOOR, GHM8 (CLEAR / MIRROR TINT)
4	40286 / 40371	1	GHM4	RIGHT DOOR, GHM4 (CLEAR / MIRROR TINT)
4	41232 / 41240	1	GHM5	RIGHT DOOR, GHM5 (CLEAR / MIRROR TINT)
4	70149 / 70448	1	GHM6	RIGHT DOOR, GHM6 (CLEAR / MIRROR TINT)
4	40208 / 70447	2	GHM8	RIGHT DOOR, GHM8 (CLEAR / MIRROR TINT)
5	40182	2	ALL	SIDE GLASS, CLEAR
6	40442	1	ALL	LEFT SIDE GLASS, MIRROR TINT
7	40374	1	ALL	RIGHT SIDE GLASS, MIRROR TINT
8	40178	1	GHM5,6,8 S-S	BENT GLASS, 2-FT SELF-SERVE
9	40479	1	GHM4	BENT GLASS, 4-FT SELF-SERVE
9	45156	1	GHM4	BENT GLASS, 4-FT FULL-SERVE
9	41235	1	GHM5	BENT GLASS, 5-FT SELF-SERVE
9	41236	1	GHM5	BENT GLASS, 5-FT FULL-SERVE
9	45156	1	GHM6	BENT GLASS, 6-FT SELF-SERVE
9	40179	1	GHM6	BENT GLASS, 6-FT FULL-SERVE
9	40179	1	GHM8	BENT GLASS, 8-FT SELF-SERVE
9	41307	2	GHM8	BENT GLASS, 8-FT FULL-SERVE
10	40183	1	ALL S-S	GLASS, MIDDLE PARTITION, CLEAR
*11	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
*11	41243	1	GHM5 S-S	GLASS, SNEEZE GUARD, 5-FT SELF-SERVE

\* Not Shown



**Notes:**





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