

# Operation manual



MODELS 600 | 1000

**flexeserve Hub<sup>®</sup>**  
true hot-holding | maximum versatility

**Flexeserve<sup>®</sup> Customer Support**

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## Introduction

This manual has been developed as a guide to assist with the continued safe operation of the equipment.

The document covers many aspects of use and maintenance; the relevant level of training and competence is required from the operators working with the equipment.

The Alan Nuttall Partnership Ltd cannot be held responsible for any accidents or injuries caused by instructions being carried out incorrectly or by the way the information is depicted. The manual must be read and understood before using the equipment.

This manual has been composed with the utmost care. However, as the result of a constant commitment to development and improvement, it may be the case that your equipment deviates in detail from what is described in this manual.

The following instructions are only intended as guidelines for the installation, operation and maintenance of the equipment. Furthermore, The Alan Nuttall Partnership Ltd accept no liability whatsoever for loss or injury caused by the failure to strictly adhere to the safety guidelines and instructions in this manual, whether due to carelessness, lack of the relevant training, qualification or competence, and during installation, operation, maintenance or repair of the equipment.

This manual should be retained for future use.

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## Safety Symbols

The symbols defined below, which are relied upon for safety, are used on Flexeserve Hub® and/or throughout this document.



### WARNING/CAUTION

An appropriate safety instruction should be followed or caution to a potential hazard exists.



### DANGEROUS VOLTAGE

To indicate hazards arising from dangerous voltages.



### HEAVY

This product is heavy and reference should be made to the safety instructions for provisions of lifting and moving.



### HOT SURFACE

To indicate that the marked item can be hot and should not be touched without taking care.



### INFORMATION

Information provided for trained and skilled operators only.



### MAINTENANCE

Maintenance of the equipment must only be undertaken by fully trained, qualified and competent engineers.



### PROTECTIVE EARTH (GROUND)

To identify any terminal that is intended for connection to an external conductor for protection against electric shock in case of a fault, or the terminal of a protective earth (ground) electrode.



### WASTE OF ELECTRICAL AND ELECTRONIC EQUIPMENT

When the end user wishes to discard this product, it must be sent to separate collection facilities for recovery and recycling.

## Safety Instructions

- This equipment may only be used by trained and skilled personnel. Any application that does not conform to the specified use is considered hazardous.
- The equipment must only be used for its intended purpose; any other application will be considered improper. Flexeserve Hub® is designed to hot-hold food that has been cooked prior to display only. The equipment is not for cooking.
- Heated areas of Flexeserve Hub® exceed 70°C (158°F): only touch the components used to control the equipment.
- Food products are to be pre-cooked to the appropriate temperature and displayed in suitable containers/packaging.
- Do NOT place anything heavier than 20kg (44lbs) on to the display surface.
- Do NOT cover or block exhaust vents or fan plates.
- Children should not be allowed to play with or be near the equipment.
- Before using the equipment:
  - Inspect the power cable for damage. If damaged, disconnect and isolate Flexeserve Hub®;
  - Ensure that there are no foreign or combustible objects other than approved Flexeserve Hub® accessories or approved food packaging in contact with the heated surfaces;
- Switch off the appliance:
  - When not in use;
  - Before carrying out any maintenance task, such as cleaning;
  - Before moving the equipment.

To ensure that the equipment remains in optimum technical condition, maintenance work should be carried out at least once a year by an approved Flexeserve® Service Provider.

The end user is fully responsible for the fulfilment of locally applicable safety regulations and guidelines at all times.

Any safety symbols, warnings and/or instructions attached to the equipment are part of the safety features. They must not be covered or removed, and must be present and legible during the life of the product. Immediately replace damaged or illegible symbols, pictograms, warnings and instructions.

## Specifications

Flexeserve Hub® detailed within this manual is a series of floor standing heated displays for the presentation of pre-cooked food products in a suitable container or packaging in commercial outlets.

Flexeserve Hub® floor standing models are provided with adjustable position wire shelves.

Flexeserve Hub® maintains the food products to a fixed temperature of between 65°C (149°F) and 90°C (194°F) by means of an air circulation heater.

### **NOTE**

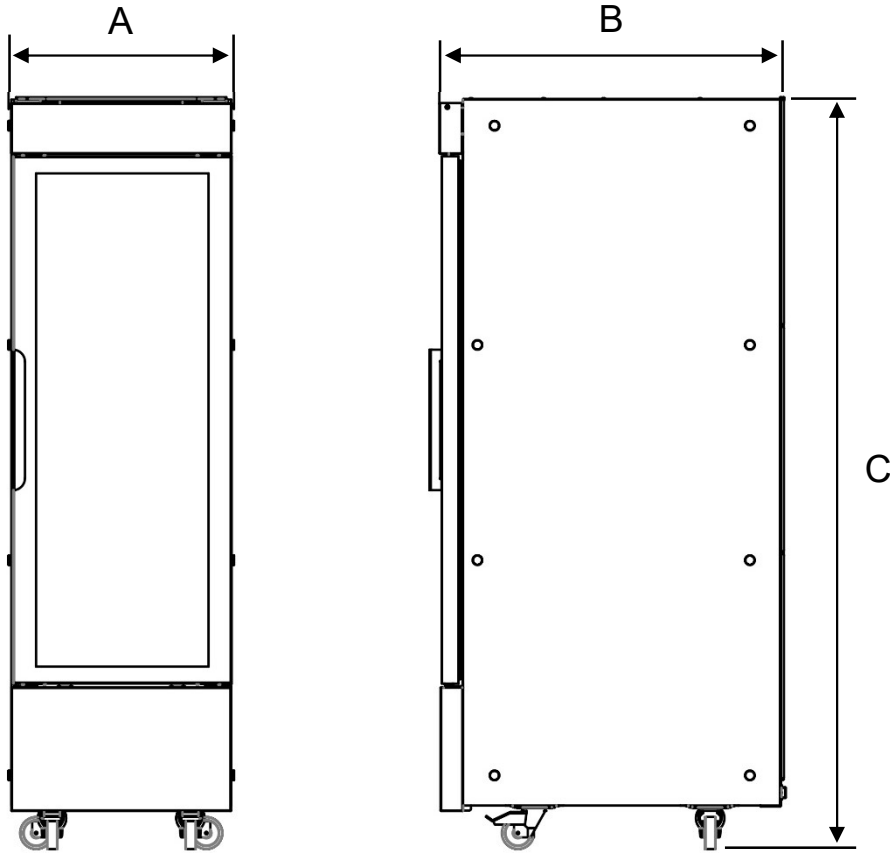
Each Flexeserve Hub® will be factory set to maintain a minimum of 85°C (185°F) air temperature.

Flexeserve Hub® floor standing models are supplied on castors; the front brake castors can be locked when the unit is in position.

Flexeserve Hub® is cord connected and supplied with an appropriate cord set, and for indoor use only.

The ambient conditions required to operate the equipment are between 18°C (64°F) to 40°C (104°F), with a maximum relative humidity of 70%.

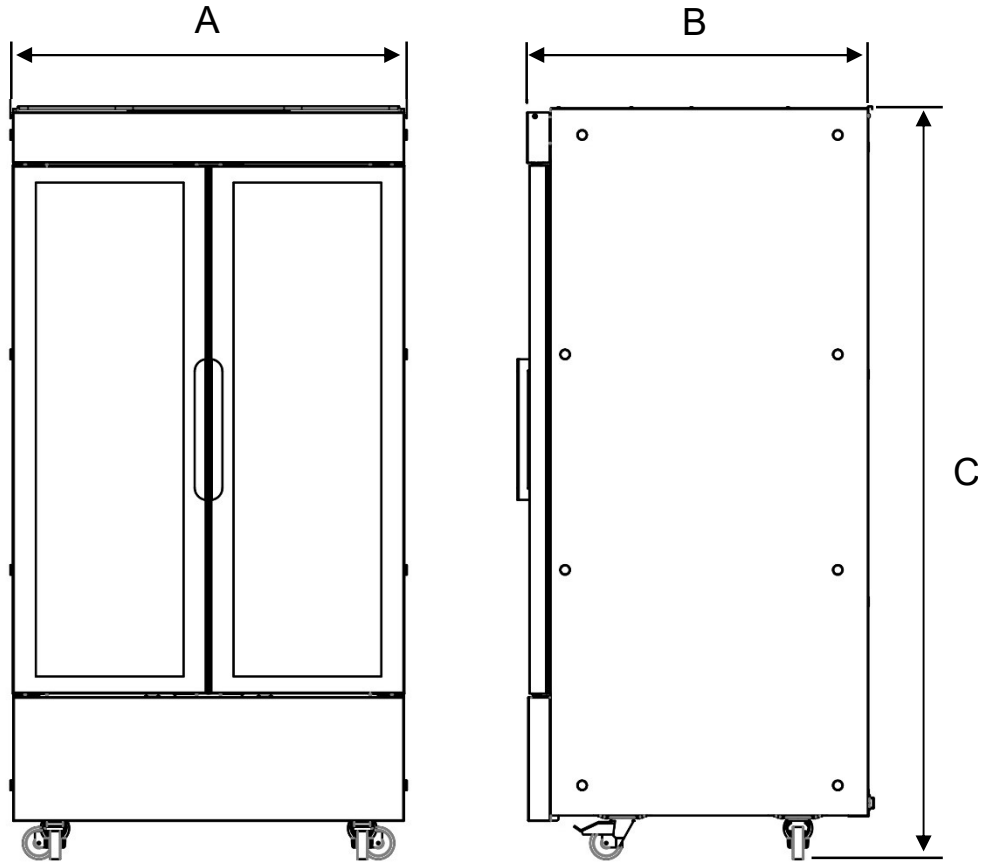
**Overall Dimensions – Model 600**



A - Width	B - Depth	C - Height	Weight
559mm (22")	864mm (34")	1871mm (73.6")	190kg (418.8lb)



**Overall Dimensions – Model 1000**



A - Width	B - Depth	C - Height	Weight
<b>984mm (38.7")</b>	<b>864mm (34")</b>	<b>1871mm (73.6")</b>	<b>288kg (634.9lb)</b>

## Installation



### WARNING

Installation of these units should be carried out by appropriately qualified and skilled personnel. Failure to do so may invalidate the warranty.

The equipment will be delivered to site boxed on a pallet.

Remove all packaging materials from the unit and dispose of correctly, in accordance with local regulations.

Care must be taken when removing packaging so not to damage or scratch the painted, glass or stainless-steel surfaces.

Remove all temporary tape.

Prior to the first use, clean with a proprietary food-safe cleaning solution, following the instructions set out in the cleaning and maintenance section of this manual. Ensure that an excessive amount of water is NOT used. Do NOT use aggressive detergents.

If there are any signs of damage, contact Flexeserve® Customer Support immediately. Failure to report faults, defects or missing items upon delivery may incur charges.

Ensure that safe manual handling practices are employed at all times. Flexeserve Hub® should be placed into position using the correct procedures, in line with local and regional safety policies.

The following considerations must be given to the site of installation:

- Avoid placing sources of heat near the appliance.
- Do NOT install the appliance near other equipment that generates high temperatures in order to avoid damage.
- The equipment should be sited so that it is not affected by draughts from doors or air conditioning systems. Temperature fluctuations are likely to occur if the equipment is not sited appropriately. This will have an adverse effect on product temperatures and may increase running costs.
- Ensure that the floor supports the weight of the unit at full capacity.
- Ensure that the unit is installed on a flat, even surface.
- A gap of at least 50mm (2 inches) should be left between the back of the equipment and any wall/solid surface.

The supporting or surrounding surfaces for the appliance must be:

- Non-combustible;
- Level, flat and even;
- Able to support the appliance's weight at full load, without undergoing deformation or structural failure;
- Immovable.

## Positioning



**WARNING**

Installation of these units should be carried out by appropriately qualified and skilled personnel. Failure to do so may result in unsafe operation or personal injury.



**WARNING**

Adequate provision should be made for lifting and positioning the unit to avoid risk of damage or injury. Sufficient personnel should be available to handle each unit without contravening company or site health and safety policies.

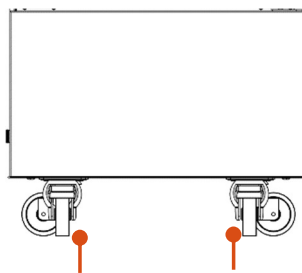
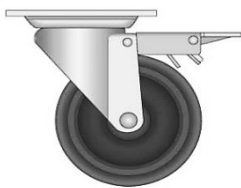
It is recommended that a minimum of two persons are required for placing the equipment into position.

The equipment must be kept in the vertical orientation at all times.

A gap of at least 50mm (2 inches) should be left between the back of the equipment and any wall/solid surface.

Once the unit is placed in the desired location, it should be prevented from being moved.

Flexeserve Hub® models have castor brakes fitted that should be applied. The castor brakes are located to the front elevation of the unit, as shown in the illustration below.



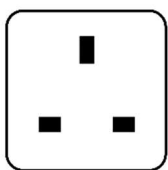
Front counter elevation  
showing front brake castors



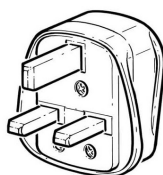
## Moving

Before moving the unit, isolate and disconnect the power cord from the wall socket. Stow the electrical power cord so that it does not become damaged during repositioning.

The units are not suited to pass over ledges or obstacles. Make sure that the wheels can move freely and never come into contact with the power cord (see figure below).



Wall socket



Plug



## Electrical Connection



**WARNING**

Connection must only be carried out by suitably trained, qualified and skilled engineers, in accordance with all regional and local electrical codes.

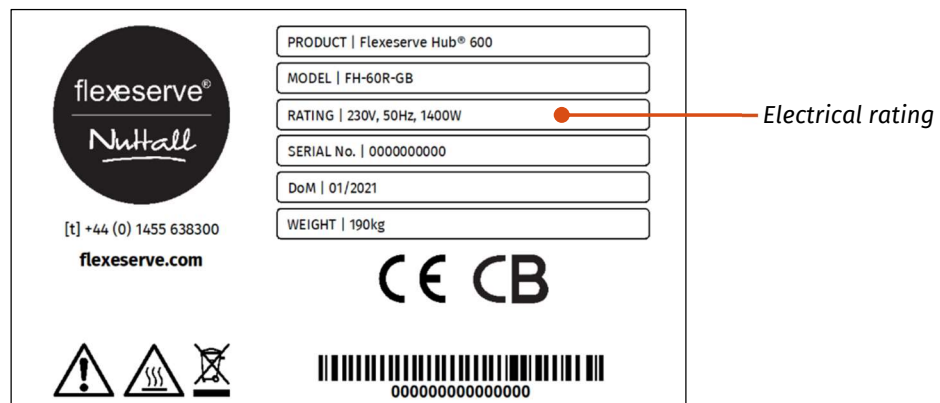
Flexeserve Hub® products are designed to be installed with dedicated power cords.

POWER SUPPLY	COUNTRY/REGION
10 AMP 1 PH	Australia
13 AMP 1 PH	UK
15 AMP 1 PH	Australia
16 AMP 1 PH	UK / Sweden

The equipment must be connected to a branch circuit protected grounded supply in accordance with local electrical codes.

Each unit must have its own dedicated power supply.

**NOTE** For electrical ratings of the unit, refer to the electrical rating sticker located inside the front top panel of Flexeserve Hub®. An example is shown below.



It is highly recommended to provide the equipment with an accessible means of isolation external to the equipment, i.e., a wall isolator switch.

### Electrical Ratings

The appliances are electrically rated for a 230V, 50Hz electrical supply.

TOTAL POWER	
MODEL	
600	1400 W
1000	2700 W



**WARNING**

For all types of installation, ensure that the power cord is in a safe position. Under no circumstances should any electrical cables or power points be installed directly in contact with any part of the unit or pose a risk to safety.

If the mains power lead becomes damaged, isolate the equipment and remove from service immediately until a replacement is fitted by a suitably trained, qualified and skilled engineer, in accordance with all regional and local electrical codes.

## Equipment Configuration

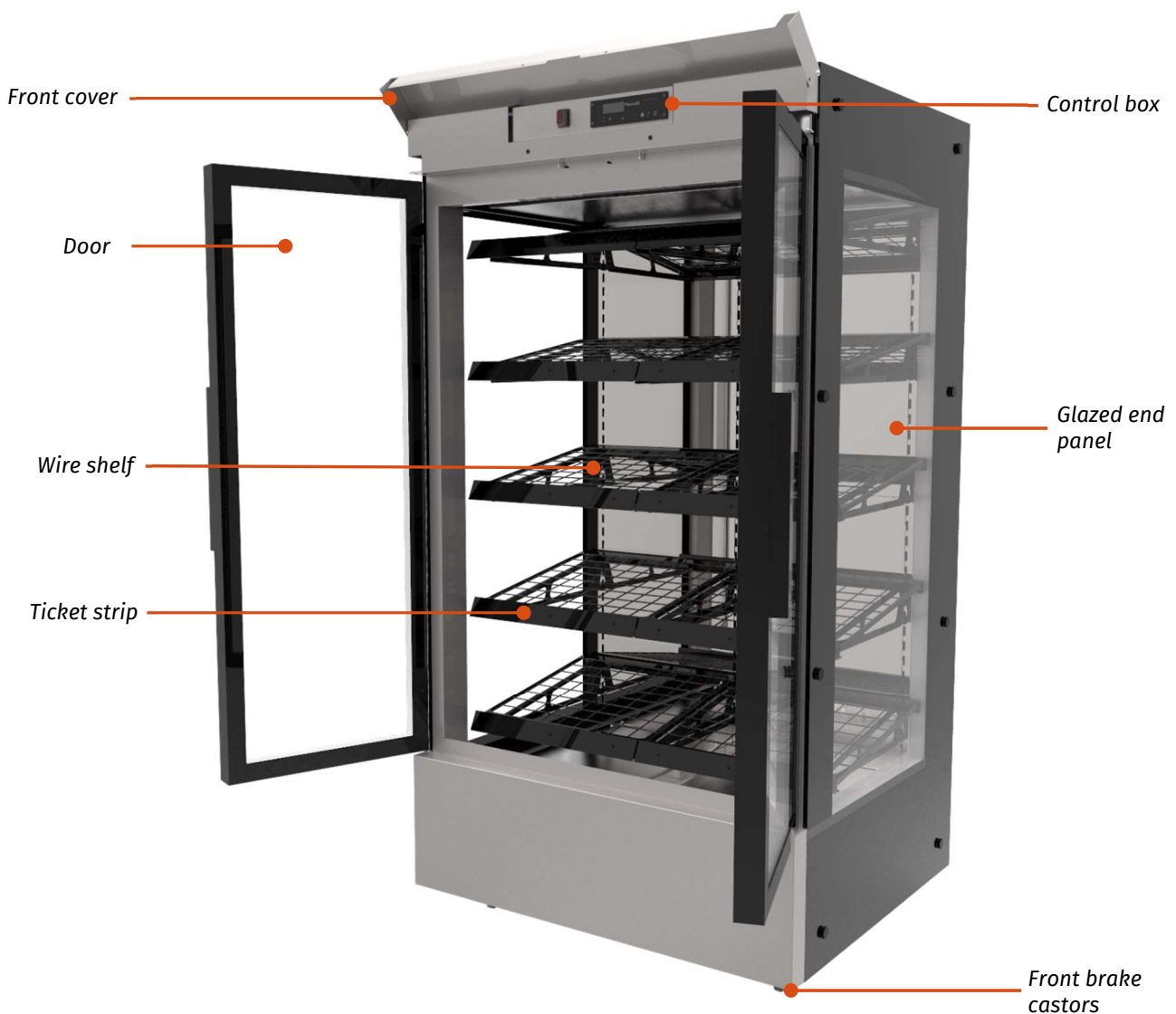


**CAUTION**

Each wire shelf must be fitted correctly to ensure safe and correct operation.

Slide signage into the ticket strip. Close the door when not in use.

The door must be open in order to open the front top cover and access the control box.

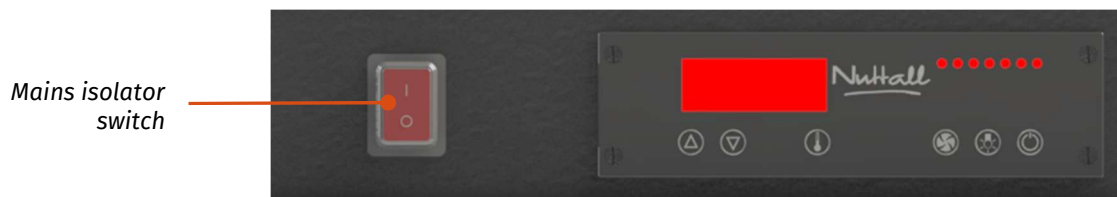


## Power ON/OFF

Each unit is supplied with a power switch to turn the display unit on or off, which is located behind the front top cover of Flexeserve Hub®. The door must be open in order to open the cover. The controls are designed to slide out of the unit for access and use.

Set the mains power switch to the 'I' position to apply power to the equipment and set to the 'O' position to power off.

### 600, 1000 Control Panel



#### **WARNING**

In an emergency, switch off the appliance and isolate fully from the mains supply. Ensure that you take time to familiarise yourself with this location.

## Switching On



**WARNING**

In an emergency, switch off the appliance and isolate fully from the mains supply. Ensure that you take time to familiarise yourself with this location.



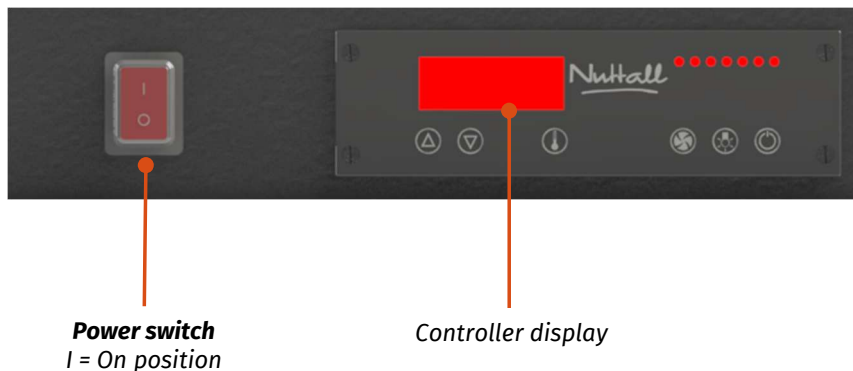
**CAUTION**

The internal parts will become hot, reaching temperatures above 70°C (158°F).

Each of the model variants are supplied with one set of controls. The controls are located behind the front cover at the top of the equipment. The door must be open in order to open the cover. The controls are designed to slide out of the unit for access and use.

Ensure that the equipment is empty and clean prior to switching on. Check that the equipment is connected to a power socket.

Before switching the equipment on, it is the operator's responsibility to visually inspect the equipment to ensure that there is no damage that may compromise safety.



Set the power switch to the 'ON' position and the controller will illuminate. The display will show the current temperature. The equipment will begin to heat and reach the established temperature set-point automatically, generally 75°C (167°F).

The unit should be left empty without interference and may take up to 45 minutes to reach operating temperature. No products should enter the display area until it has reached the correct operating temperature.



**WARNING**

Do NOT place unpacked food products directly on to the display area.



## Switching Off



**CAUTION**

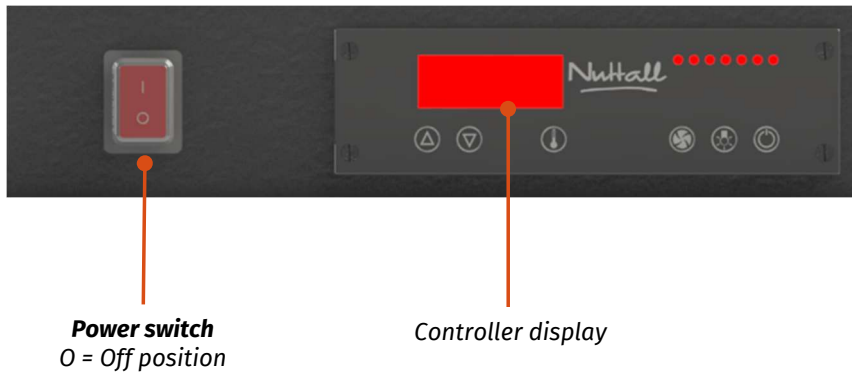
When switched off or disconnected from the power source, the internal parts may still be hot, and may take up to two hours to cool down.



**WARNING**

Cleaning and maintenance should only be carried out when the unit has sufficiently cooled and with the mains supply isolated.

To switch off the unit, set the power switch to 'OFF' position.



To fully isolate the unit, disconnect the incoming mains supply by using the mains power switch, or by disconnecting the power cord from the supply.

## Operation



### WARNING

Only if the operator has been trained and is skilled in the operation of the equipment covered in this guide should this information be followed.

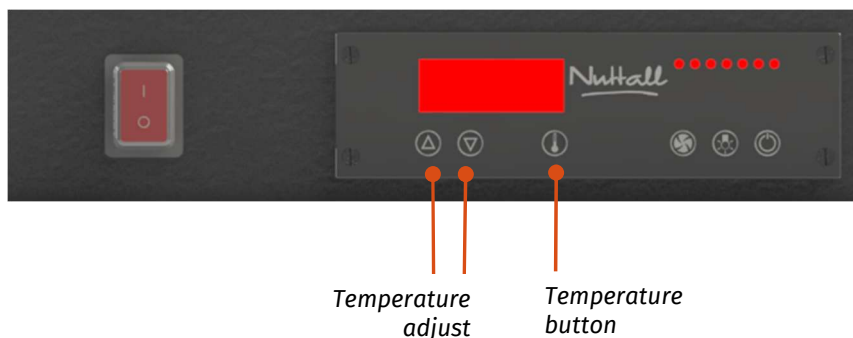
Do NOT attempt to cook products in the equipment.

Do NOT place anything heavier than 25kg (55.1lbs) on to the display surface.

The equipment will only maintain the temperature of products that have initially been cooked, prior to display. Ensure that food is transferred to the display area immediately after cooking in appropriate containers or packaging.

Ensure that temperatures of the displayed products are checked and recorded on a regular basis, in accordance with local regulations.

The temperature of the unit is displayed by the controller and is for indication of operating temperature only. Do NOT use this as a reference to core temperature of foods on display; regular temperature probing of the product is to be performed.



The minimum and maximum set-point values have been pre-set in the factory to prevent the equipment holding temperatures from being adjusted beyond legal and safety limits. These can only be adjusted by a Flexeserve® appointed engineer.

To view the set temperature of the unit, press the 'temperature' button for half a second, and then release.

To change the temperature of the unit, press and hold the 'temperature' button and press the arrow buttons to increase (▲) or decrease (▼) the temperature. When the 'temperature' button is released, the new value is stored. After the temperature has been set, the display will revert back to the operating temperature, which will rise or fall as it reaches the set temperature.

Flexeserve Hub® is manufactured to comply with health and safety regulations. You must operate the equipment properly using only calibrated temperature probes to ensure food is thoroughly cooked to the safe standards according to local regulations.

## Display and Merchandising

Different products require varying display times according to their core temperature. These must be considered to ensure the best quality and safe temperature for consumption is achieved. The Alan Nuttall Partnership Ltd does not accept responsibility for variances or losses of quality that occur due to product differences.

All items placed in Flexeserve Hub® should be in the correct packaging/containers, in line with in-store procedures and best practice. Remove products in damaged packaging from the equipment and clean as soon as possible.

The door handle must be used at all times when opening and closing the door. Ensure that the door is fully closed once the products have entered the display area.

## Product Probing



### INFORMATION

Legal requirements dictate all products displayed for an extended period within any heated display area should be periodically probed throughout trading to ensure the core temperature of the product is above the legal holding temperature of the local authority. Refer to in-house operations manual for product probing instructions.

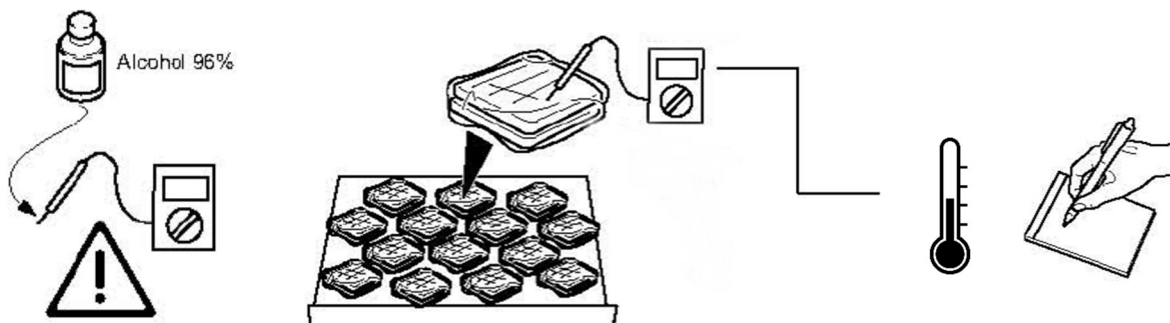
It is beneficial to enter the product into the holding unit as hot as possible for that particular food product to maximise shelf-life at the safe temperature.

The equipment is not designed to increase product temperature; the products gradually fall and regulate in temperature throughout the display period to ensure good product quality. It is critical that the entry core temperature is as high as possible so the maximum display time is achieved. The product will fall in temperature during its display time regardless of the entry temperature; therefore, a low entry temperature will reduce display time.

At the end of recommended display times, any unsold products should be removed, reduced and disposed of, in accordance with company and food safety standards.

The Alan Nuttall Partnership Ltd does not take responsibility for variances or losses of quality that may occur due to product differences.

### Recording Product Temperatures



The core temperature of the products should be periodically probed and recorded according to local authority guidelines.

## Daily Cleaning



**CAUTION**

Isolate the equipment fully before any cleaning is undertaken.



**CAUTION**

Ensure that the equipment has completely cooled before any cleaning is undertaken.

Only suitably trained personnel should carry out cleaning procedures.

Ensure that the power has been isolated.

Ensure that all display surfaces are allowed to cool to room temperature.

Ensure that water is not allowed to pool or sit in the unit. Sanitise and dry, as required.



**WARNING**

If the shelves are damaged, discontinue use.

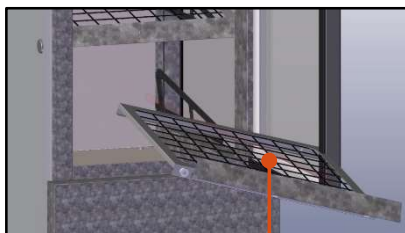
Do NOT use excessive amounts of water.

Do NOT clean the equipment with high-pressure cleaners, jets of hot water or high-pressure steam. All traces of food debris should be removed completely.

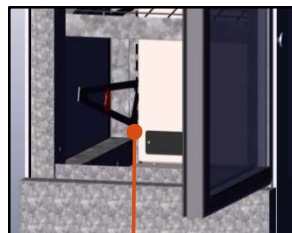
Do NOT use abrasive cleaning products as these could damage the finish of the equipment. It is recommended that non-abrasive cleaning products are used. Do NOT use glass cleaning products.

### Wire Shelves

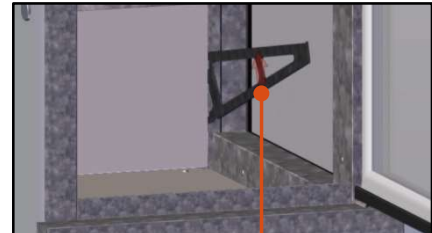
The wire shelves can be removed and cleaned by unhooking from the shelf brackets, as shown below.



Wire shelf



Unhook wire shelf  
from bracket



Shelf bracket

Clean with a damp cloth and a mild detergent suitable for stainless steel.

Once the wire shelves are removed, crumbs and debris can be cleaned out of the unit. Take care not to sweep crumbs into the air outlet at the front of the unit.

Reverse the process to reassemble the wire shelves.



### Base Tray

Ensure that the unit is empty before cleaning the base tray.

Figure 1



Figure 2



Figure 3



Figure 4



Use the handle to lift out and remove the base tray (Figure 1). Clean using mild detergent and a soft cloth.

Carefully remove the crumb catcher using the 2 finger holes (Figures 2 & 3). Dispose of crumbs and wipe over using mild detergent and a soft cloth.

Use a vacuum to remove any crumbs and debris. Wipe over the base fan cover using mild detergent and a soft cloth.

Wipe the back panel using mild detergent and a soft cloth.

Reassemble the base tray and crumb catcher once the above cleaning process is complete.

### Door Seals

The inner door seals will need to be removed for cleaning.

Figure 5



Figure 6



Figure 7



Figure 8



Remove the door seal by carefully pulling the seal outwards from the corner (Figure 5) until it is completely removed from the door.

Clean using warm, soapy water and a soft cloth. Dry using a soft cloth or paper towel.

To re-fit the seal into the door(s), first push the inside face of the door seal into the groove of the door (Figure 6). Start this process with both top corners of the door seal (Figure 7).

Using the door seal fitting tool provided, work the seal into the door until it is fully pressed into its location (Figure 8).

Once the seal is fully pressed into the door(s), ensure that it is seated flat in its location.



**WARNING**

Do NOT use aggressive detergents. Ensure that all parts are refitted before use of the unit.

## Troubleshooting



**CAUTION**

Never attempt to open electrical connection enclosures. Only approved, trained and competent engineers should access the base of the unit and electrical areas.



**WARNING**

The information provided is for guidance only. The Alan Nuttall Partnership Ltd cannot be held responsible for any accidents or injuries caused by instructions being carried out incorrectly, or by the way the information is depicted.

Fault	Cause	Solution
Products are not maintaining temperature.	Produce has been displayed in the equipment at a low temperature.	It is beneficial for the holding time to enter the product into the unit as hot as possible for that particular food product.
	Draughts from doorways and air conditioning units in the vicinity of the equipment can cause the temperature to drop.	Relocate the equipment to a more suitable location. If this is not possible, raise the temperature settings (call your service provider, as an Engineer is required to do this).
	Set temperature is too low.	Increase the temperature using the controller.
	Unit is not heating up.	<b>Contact Customer Support.</b>
Temperature display is blank.	Over-temperature thermostat has operated.	<b>Contact Customer Support.</b>
	Controller is faulty.	
Unit is not operating.	No power.	Check that the mains power switch is switched on.
	Fuse has tripped.	<b>Contact Customer Support.</b>
	Over-temperature thermostat has operated.	
	Mains circuit breaker of the store has tripped.	Check store procedures.
Lights are not working.	Light unit has failed.	<b>Contact Customer Support.</b>
Alarm is sounding.	Door has been left open.	Ensure door is closed properly.

This information is provided for guidance only and is not exhaustive. Always use best practice fault-finding techniques to establish and eliminate faults.

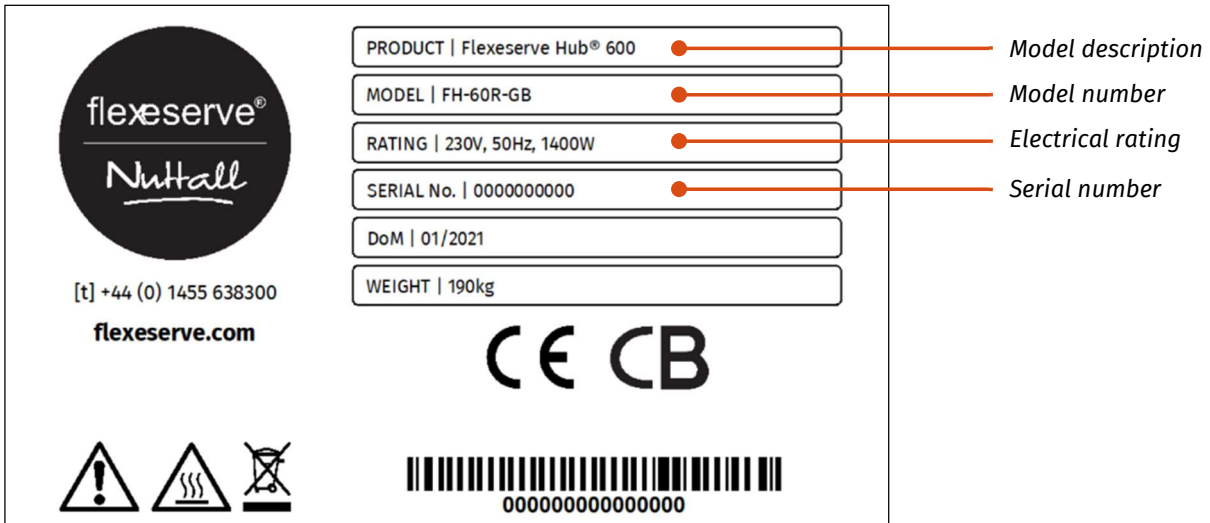
Some faults must only be investigated by a trained and qualified Engineer. For assistance, contact **Customer Support**.



## Spare Parts and Service

For all spares and service requirements, please contact **Customer Support**.

Your product can be identified by the electrical rating sticker located inside the front top panel of the Flexeserve Hub®.



To help us process your service call efficiently, we will require the following information:

1. Model number;
2. Model description;
3. Serial number;
4. Site address;
5. Site telephone number;
6. Description of fault.

## Disposal of this Equipment



### WASTE OF ELECTRICAL AND ELECTRONIC EQUIPMENT

Penalties may be applicable for incorrect disposal of waste, in accordance with national legislation.

This product should not be mixed with general household waste. For proper treatment, recovery and recycling, please return this product to Flexeserve® or take this product to a designated collection point where it will be accepted free of charge. Contact details can be found on the following page.

Disposing of this product correctly will help save valuable resources and prevent any potential negative effects on human health and the environment, which could otherwise arise from inappropriate waste handling.



## Contact Us

At Flexeserve®, we continue to make improvements. Feedback regarding any concerns relating to this equipment is always welcome.



**Customer Support  
& Enquiries**

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**Customer Support  
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