

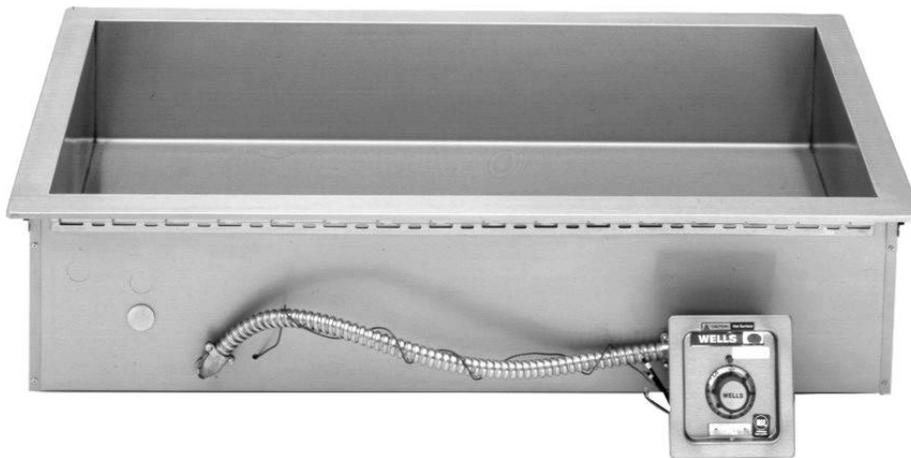


WELLS BLOOMFIELD, LLC
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telephone: 775-689-5703
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www.wellsbloomfield.com

021

OPERATION MANUAL

BUILT-IN *BAIN MARIE* STYLE HEATED TANKS



Model HT-300

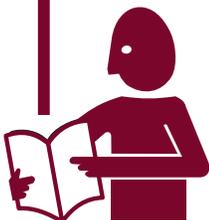
MODELS
HT-200 thru
HT-527

including
AUTOFILL

**Includes
INSTALLATION
USE & CARE**

IMPORTANT: DO NOT DISCARD THIS MANUAL

This manual is considered to be part of the appliance and is to be given to the OWNER or MANAGER of the restaurant, or to the person responsible for TRAINING OPERATORS of this appliance. Additional manuals are available from your WELLS DEALER.



THIS MANUAL MUST BE READ AND UNDERSTOOD BY ALL PERSONS USING OR INSTALLING THIS APPLIANCE. Contact your WELLS DEALER if you have any questions concerning installation, operation or maintenance of this equipment.

PRINTED IN UNITED STATES OF AMERICA

LIMITED WARRANTY STATEMENT

Unless otherwise specified, all commercial cooking equipment manufactured by WELLS BLOOMFIELD, LLC is warranted against defects in materials and workmanship for a period of one year from the date of original installation or 18 months from the date of shipment from our factory, whichever comes first, and is for the benefit of the original purchaser only.

THIS WARRANTY IS THE COMPLETE AND ONLY WARRANTY, EXPRESSED OR IMPLIED IN LAW OR IN FACT, INCLUDING BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE, AND/OR FOR DIRECT, INDIRECT OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH WELLS BLOOMFIELD PRODUCTS. This warranty is void if it is determined that, upon inspection by an authorized service agency, the equipment has been modified, misused, misapplied, improperly installed, or damaged in transit or by fire, flood or act of God. It also does not apply if the serial nameplate has been removed, or if service is performed by unauthorized personnel. The prices charged by Wells Bloomfield for its products are

based upon the limitations in this warranty. Seller's obligation under this warranty is limited to the repair of defects without charge by a Wells Bloomfield factory authorized service agency or one of its sub-service agencies. This service will be provided on customer's premises for non-portable models. Portable models (a device with a cord and plug) must be taken or shipped to the closest authorized service agency, transportation charges prepaid, for service. In addition to restrictions contained in this warranty, specific limitations are shown in the Service Policy and Procedure Guide. Wells Bloomfield authorized service agencies are located in principal cities. This warranty is valid in the United States and Canada and void elsewhere. Please consult your classified telephone directory, your foodservice equipment dealer or contact:

**Service Department, Wells Bloomfield, LLC
P.O. Box 280, Verdi, Nevada 89439
phone (775) 689-5707 or fax (775) 689-5976**

for information and other details concerning warranty.

SERVICE POLICY AND PROCEDURE GUIDE and ADDITIONAL WARRANTY EXCLUSIONS

1. Resetting of safety thermostats, circuit breakers, over load protectors, and/or fuse replacements are **not** covered by this warranty unless warranted conditions are the cause.
2. All problems due to operation at **voltages or phase other than specified on equipment nameplates** are **not** covered by this warranty. Conversion to correct voltage and/or phase must be the customer's responsibility.
3. All problems due to **electrical connections not made in accordance with electrical code requirements and wiring diagrams** supplied with the equipment are **not** covered by this warranty.
4. Replacement of items **subject to normal wear**, to include such items as knobs, light bulbs; and, normal maintenance functions including adjustments of thermostats, adjustment of micro switches and replacement of fuses and indicating lights are **not** covered by warranty.
5. Damage to electrical cords and/or plug due to exposure to excessive heat are **not** covered by this warranty.
6. Full use, care, and maintenance instructions supplied with each machine. Noted maintenance and preventative maintenance items, such as servicing and cleaning schedules, are customer responsibility. Those miscellaneous adjustments noted are customer responsibility. Proper attention to preventative maintenance and scheduled maintenance procedures will prolong the life of the appliance.
7. Travel mileage is limited to **sixty (60) miles** from an Authorized Service Agency or one of its sub-service agencies.
8. All labor shall be performed during regular working hours. Overtime premium will be charged to the buyer.
9. All genuine Wells replacement parts are warranted for ninety (90) days from date of purchase on non-warranty equipment. This parts warranty is limited only to replacement of the defective part(s). **Any use of non-genuine Wells parts completely voids any warranty.**
10. Installation, labor, and job check-outs are **not** considered warranty and are thus **not** covered by this warranty.
11. Charges incurred by delays, waiting time or operating restrictions that hinder the service technician's ability to perform service are **not** covered by warranty. This includes institutional and correctional facilities.

SHIPPING DAMAGE CLAIM PROCEDURE

NOTE: For your protection, please note that equipment in this shipment was carefully inspected and packaged by skilled personnel before leaving the factory. Upon acceptance of this shipment, the transportation company assumes full responsibility for its safe delivery.

IF SHIPMENT ARRIVES DAMAGED:

1. **VISIBLE LOSS OR DAMAGE:** Be certain that any visible loss or damage is noted on the freight bill or express receipt, and that the note of loss or damage is signed by the delivery person.
2. **FILE CLAIM FOR DAMAGE IMMEDIATELY:** Regardless of the extent of the damage.

3. **CONCEALED LOSS OR DAMAGE:** if damage is unnoticed until the merchandise is unpacked, notify the transportation company or carrier immediately, and file "CONCEALED DAMAGE" claim with them. This should be done within fifteen (15) days from the date the delivery was made to you. Be sure to retain the container for inspection.

Wells Bloomfield cannot assume liability for damage or loss incurred in transit. We will, however, at your request, supply you with the necessary documents to support your claim.

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INTRODUCTION

Thank You for purchasing this Wells Bloomfield appliance.

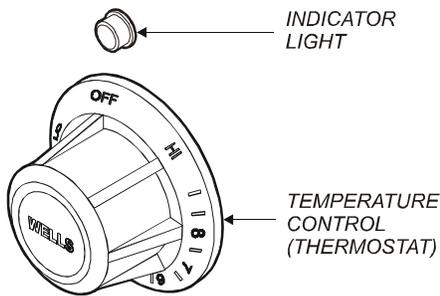
Proper installation, professional operation and consistent maintenance of this appliance will ensure that it gives you the very best performance and a long, economical service life.

This manual contains the information needed to properly install this appliance, and to use and care for the appliance in a manner which will ensure its optimum performance.

ELECTRICAL SPECIFICATIONS

MODEL	VOLTS	WATTS	AMPS PER LEG 3 ϕ			AMPS 1 ϕ
			L1	L2	L3	
HT-200 HT-200AF	208	1800				8.7
	240	2400				10.0
HT-227 HT-227AF	208	2500				11.9
	240	3300				13.8
HT-300 HT-300AF	208	2700				13.0
	240	3600				15.0
HT-327 HT-327AF	208	3700				17.9
	240	5000				20.6
HT-400 HT-400AF	208	3600	8.7	15.0	8.7	17.3
	240	4800	10.0	17.3	10.0	20.0
HT-427 HT-427AF	208	5000	11.9	20.0	11.9	23.8
	240	6600	13.8	23.8	13.8	27.5
HT-500 HT-500AF	208	4500	13.0	18.7	8.7	21.7
	240	6000	15.0	21.7	10.0	25.0
HT-527 HT-527AF	208	6200	17.9	25.8	11.9	29.8
	240	8300	20.6	29.8	13.8	34.4

FEATURES & OPERATING CONTROLS



A. THERMOSTAT

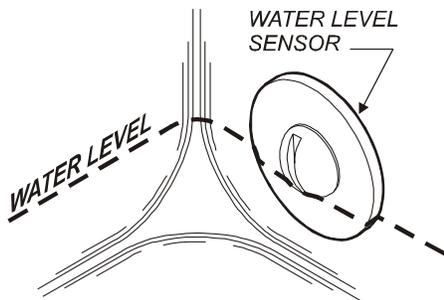
On THERMOSTATICALLY CONTROLLED heated tanks, power is applied to the heating element according to the control knob position and the actual temperature at the temperature sensing thermobulb.

The desired temperature is controlled by rotating the TEMPERATURE CONTROL KNOB. The knob has a numeric scale, where higher numbers correspond to higher temperature.

The INDICATOR LIGHT will glow when the thermostat is calling for heat (i.e. the element is energized).

The dial will rotate approximately 300°, and will reach a “stop” at each end. The *OFF* position is marked.

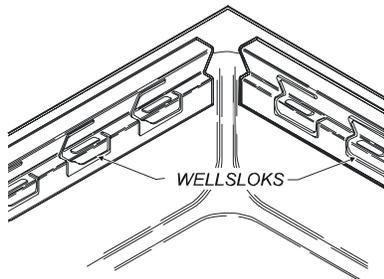
The dial position is an indication of the temperature setting. Actual temperature will vary depending upon type of product, food consistency and other such variables.



B. AUTOFILL

On AUTOFILL units, water is automatically fed into the tank whenever:

- The thermostat is turned to the *ON* position; and,
- The water level probe does not sense water.



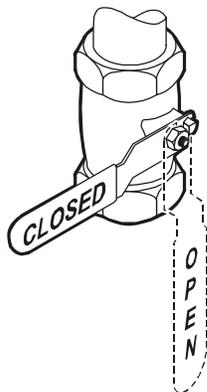
C. WELLSLOKS

Built-in heated tanks are equipped with WELLSLOKS, uniquely designed turnout tabs which help secure the tank flange to the counter top.

(See Installation Instructions, supplied with the appliance, for details.)

D. DRAIN VALVE

Built-in heated tanks are equipped with a 1" NPT drain and 1/4-turn valve. Valve lever "down" is open; "up" is closed. Valve must be closed for operation.



PRECAUTIONS AND GENERAL INFORMATION

This appliance is intended for use in commercial establishments only.

This appliance is intended to hold pre-heated food for human consumption. No other use is recommended or authorized by the manufacturer or its agents.

Operators of this appliance must be familiar with the appliance use, limitations and associated restrictions. Operating instructions must be read and understood by all persons using or installing this appliance.

Cleanliness of this appliance is essential to good sanitation. Read and follow all included cleaning instructions and schedules to ensure the safety of the food product.

Disconnect this appliance from electrical power before performing any maintenance or servicing.

This appliance is not jet stream approved. Do not direct water jet or steam jet at this appliance, or at any control panel or wiring. Do not splash or pour water on, in or over any controls, control panel or wiring.

Exposed surfaces of this appliance can be hot to the touch and may cause burns.

Do not operate this appliance if the control panel is damaged. Call your Authorized Wells Service Agent for service.

The technical content of this manual, including any wiring diagrams, schematics, parts breakdown illustrations and/or adjustment procedures, is intended for use by qualified technical personnel.

Any procedure which requires the use of tools must be performed by a qualified technician.

This manual is considered to be a permanent part of the appliance. This manual and all supplied instructions, diagrams, schematics, parts breakdown illustrations, notices and labels must remain with the appliance if it is sold or moved to another location.

This appliance is made in the USA. Unless otherwise noted, this appliance has American sizes on all hardware.



WARNING: SHOCK HAZARD

All servicing requiring access to non-insulated electrical components must be performed by a factory authorized technician. DO NOT open any access panel which requires the use of tools. Failure to follow this warning can result in severe electrical shock.



CAUTION: RISK OF DAMAGE

DO NOT connect or energize this appliance until all installation instructions are read and followed. Damage to the appliance may result if these instructions are not followed.



CAUTION: HOT SURFACE

Exposed surfaces can be hot to the touch and may cause burns.

AGENCY LISTING INFORMATION

This appliance conforms to NSF Standard 4 for sanitation only if installed in accordance with the supplied *Installation Instructions* and maintained according to the instructions in this manual.

This appliance is  Listed under UL File E6070 for 208V and 240V

This appliance is  Listed under UL File E6070 for 208V and 240V



STD 4



E6070



E6070

INSTALLATION

NOTE: DO NOT discard the carton or other packing materials until you have inspected the appliance for hidden damage and tested it for proper operation.

Refer to *SHIPPING DAMAGE CLAIM PROCEDURE* on the inside front cover of this manual.



WARNING: RISK OF INJURY

Installation procedures must be performed by a qualified technician with full knowledge of all applicable electrical and plumbing codes. Failure can result in personal injury and property damage.



CAUTION FIRE HAZARD

Avoid storing flammable or combustible materials in, on or near the appliance.

IMPORTANT: For warmers installed in plastic counter tops, the counter material must be protected from the heat of the warmer in order to prevent discoloration and/or deterioration. Wellsloks are not suitable for this purpose. The installer should contact the manufacturer or distributor of the countertop material for specific instructions.

IMPORTANT: Wellslok Extension Kits must be used ONLY with UL Listed warmers approved for installation in wood counter tops. Refer to the *Installation Instructions* provided with the warmer.

UNPACKING & INSPECTION

Carefully remove the appliance from the carton. Remove all protective plastic film, packing materials and accessories from the Appliance before connecting electrical power or otherwise performing any installation procedure.

Carefully read all instructions in this manual and the *Installation Instruction Sheet* packed with the appliance before starting any installation.

Read and understand all labels and diagrams attached to the appliance.

Carefully account for all components and accessories before discarding packing materials. Store all accessories in a convenient place for later use.

COMPONENTS

WARMER w/ CONTROL PANEL
1" NPT VALVE

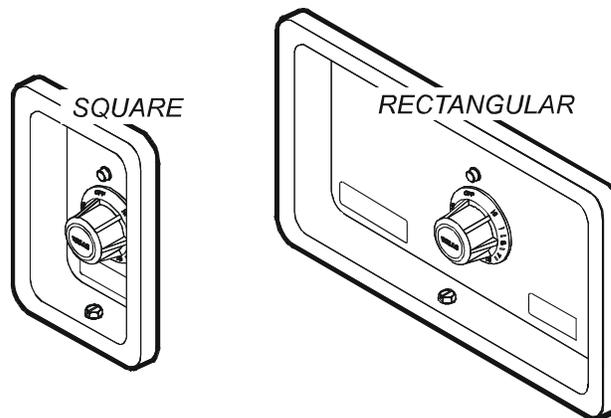
PREPARATION

Refer to the *Installation Instruction Sheet* for cutout dimensions and required clearances. Maintain required clearances between the appliance and adjacent combustible surfaces.

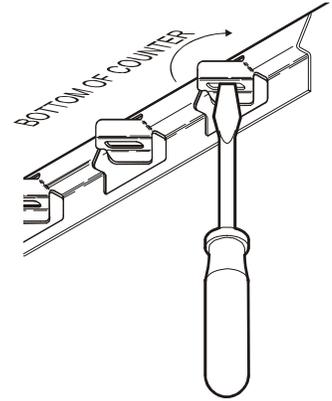
INSTALLATION

1. This is a GENERAL GUIDE. For specific cutout dimensions and other installation details, refer to the *Installation Instructions* supplied with the warmer.
2. Cutout dimensions for tank units and control panels are listed on the *Installation Instructions* provided with the warmer. Verify style of control panel (e.g square, rectangular) before making cutout.

NOTE: Cutout dimensions are different for square and rectangular control panels; and, for wood and metal counters. Verify the dimensions are correct for the installation before making the cutout.



3. For “top-mounted” installation:
 - a. Verify that provided sealants are applied to the underside of the warmer top flange prior to setting the unit into the cutout.
 - b. After installation, verify that the tabs on the Wellsloks are turned out to lock the warmer into the counter.
 - c. Apply a thin bead of food-grade silicone sealant around the flange to seal it to the counter.
 - d. Wellslok extension kits are available for installing warmers in counter tops where the standard Wellslok would not normally reach. The extension kit will adapt to counter tops up to 1¾” thick.
 - e. For heated tanks installed in plastic (e.g. Corian®) counter tops, the counter material must be protected from the heat of the warmer in order to prevent discoloration and/or deterioration. Wellsloks are not suitable for this purpose. The installer should contact the manufacturer or distributor of the countertop material for specific installation instructions.



NOTE: Damage caused by leaks due to improper installation is NOT covered by warranty.

D. ELECTRICAL INSTALLATION

1. Refer to the nameplate. Verify the electrical service power. Voltage and phase must match the nameplate specifications. Wiring the warmer to the wrong voltage can severely damage the unit or cause noticeably decreased performance.
2. Available electrical service amperage must meet or exceed the specifications listed on the provided specification sheet .
3. Warmer and control unit must be connected to an appropriate building ground. Ground connection will be marked “GND” or “⏏”.



CAUTION: SHOCK HAZARD

The ground lug of this appliance must be connected to a suitable building ground.

E. PLUMBING INSTALLATION

For use in the State of Massachusetts, this appliance must be installed in compliance with **Massachusetts Fuel Gas and Plumbing Code CMR 248**.

1. **IMPORTANT:**
All plumbing installations must be performed by a qualified plumber.
2. Some jurisdictions may require an approved back-flow preventer in the drain line. It is the responsibility of the plumber to determine such requirement, to provide the proper back-flow prevention device, and to properly install the required back-flow preventer.
3. For AUTOFILL units: Some jurisdictions may require an approved back-flow preventer in the water supply line. It is the responsibility of the plumber to determine such requirement, to provide the proper back-flow prevention device, and to properly install the required back-flow preventer. Autofill supply must be connected to a COLD WATER line only.

IMPORTANT:

Contact a licensed electrician to install and connect electrical power to the appliance.

IMPORTANT:

Damage due to being connected to the wrong voltage or phase is NOT covered by warranty.

IMPORTANT:

Electrical installation other than as specified on the specification sheet will void the UL listing, and may void the warranty.

NOTE:

Plumb connections must be made in compliance with all Federal, State and Local Plumbing Codes and Ordinances.

OPERATION



CAUTION: HOT SURFACE

Exposed surfaces can be hot to the touch and may cause burns.



CAUTION: SHOCK HAZARD

DO NOT splash or pour water onto control panel or wiring.

Always use an inset.

DO NOT place food directly into the warmer.

Always pour hot water into the warmer before it is preheated. **DO NOT** pour water into a dry, heated warmer. This may damage the unit.

DO NOT put ice into a warmer pan. This will cause condensation on the inside of the warmer. Damage caused by condensation is **NOT** covered by warranty.

Stir thick food items frequently to keep food heated uniformly.

Keep insets covered to maintain food quality and temperature.

A. WET OPERATION

Make sure the drain valve is fully closed before turning thermostat *ON*.

Add approximately 1" of hot tap water before turning the warmer *ON*. Use of hot water will allow a faster preheat.

1. For non-autofill units: check the water level frequently and add hot water as necessary to prevent the tank from running dry. Do not add water to the tank if it has run dry.
2. If your Bain Marie runs dry, turn it *OFF* and allow to cool to room temperature before adding water.

B. PRE-HEATING THE BAIN MARIE

Make sure the drain valve is fully closed before filling tank.

Turn temperature control to HI or highest temperature setting.

Allow tank to preheat for approximately 30 minutes, then set the control for the desired temperature.

C. OPERATION

Check water level frequently during use. Autofill units should be checked periodically to verify proper operation of the autofill feature.

Running warmers dry will lower the temperature of the food, and will damage the tank.

DO: Always use pot or inset.

DO NOT place food directly into the tank.

DO: Always pour hot water into the warmer before it is preheated.

DO NOT pour water of any temperature into a dry, heated tank. This will damage the unit.

DO NOT put ice into the tank. This will cause condensation on the inside of the tank shrouds. Damage caused by condensation is **NOT** covered by warranty.

DO: Stir thick food items frequently to keep food heated uniformly.

DO: Keep pots and insets covered to maintain food quality and temperature.

DO NOT use metal implements, steel wool, or caustic or abrasive cleansers to clean warmer pan.

D. AUTOFILL WARMERS

Autofill control the water level by a water level sensing probe placed in the side of the tank approximately 1" from the tank bottom.

Water fills the tank through an inlet tube.

The autofill function is active only when the thermostat is turned *ON*.

Make sure the drain valve is fully closed before turning thermostat *ON*.

Clean water level probe daily to maintain proper water level in warmer.

CLEANING INSTRUCTIONS

DAILY CLEANING INSTRUCTIONS

PREPARATIONS: Turn control knob to OFF. Unplug the warmer.
Allow warmer to cool before proceeding.
Remove any insets, pans and/or adapter tops (if used). Drain water from tank.

FREQUENCY: Minimum - daily.

TOOLS: Mild Detergent
Solution: 10 Parts Warm Water to 4 Parts Vinegar
Plastic Scouring Pad
Clean Cloth or Sponge



**CAUTION:
SHOCK HAZARD**

Do NOT splash or pour water into or over any control panel or wiring.



**CAUTION:
SHOCK HAZARD**

Disconnect warmer from electric power before cleaning

1. Wipe entire unit down using a clean cloth or sponge and mild detergent.
2. Use a plastic scouring pad to remove any hardened food particles or mineral deposits. **IMPORTANT: DO NOT** use steel wool for cleaning.
3. Rinse warmer thoroughly with a vinegar and water solution to neutralize all detergent cleanser residue.
4. Inspect warmer tank for damage. Damage to the tank may allow grease and water to leak into insulation and heating element, causing a potential fire and/or electric shock hazard. Contact your Authorized Wells Service Agency to inspect warmer if water or grease contamination is suspected.
5. Add proper amount of warm water. Turn control knob ON and check for proper operation.



**CAUTION:
BURN HAZARD**

Allow warmer to cool completely before cleaning.

CLEANING INSTRUCTIONS (continued)



CAUTION: CHEMICAL BURN HAZARD

Deilimng chemicals may be caustic. Wear appropriate personal protective equipment. Follow cleaner manufacturer's instructions for safest use.

WEEKLY CLEANING INSTRUCTIONS

PREPARATIONS: Remove any insets, pans and/or adapter tops. Drain or remove water from well if used for wet operation.

FREQUENCY: Weekly, or whenever lime or scale is seen accumulating on the sides of the warmer pans.

TOOLS: Commercial Delime Cleaner
Plastic Scouring Pad
Clean Cloth or Sponge

1. Add water to pans until water is at normal operating level (1" - 1 1/2" deep) or covers accumulated scale.
2. Heat water to maximum temperature (190°F or higher).
3. Pour contents of one package of commercial delime cleaner into each warmer pan. Stir to dissolve cleaner. Turn heat control OFF. Cover pans.
4. Allow solution to soak at least one hour, or overnight for heavy scale buildup.
5. Drain hot water from pans. Scrub with a plastic scouring pad. Rinse thoroughly with hot water, then dry.
6. Refill pans with hot tap water and resume operation.
7. Heavy scale buildup may require additional treatments.

CARE OF STAINLESS STEEL

Stainless steel is a marvelous material: strong, lustrous and low maintenance. With a minimum of care, it will normally retain its beauty and durability for the life of the equipment. In some applications, however, special care is required in order to maintain stainless steel's special properties.

External components, such as cabinets and control panels, are finished with a grain pattern. This pleasing finish is best maintained by cleaning with a non-abrasive cleanser applied with a soft cloth. Rub only in the direction of the grain. In the absence of visible grain, rub only along the longest axis of the appliance.

Restore stainless steel's luster by applying a polish specifically made for stainless steel. Spray on, wipe off with a soft cloth, rubbing in the direction of the grain.

Never use metal implements, wire brushes, abrasive scratch pads or steel wool to clean stainless steel.

Warmer pans, insets and other vessels are subject to a harsher environment. Wells Manufacturing uses an very high quality stainless steel (#304DDQ) for our food warmer pans. Even the highest quality stainless steel, however, is mostly iron, and will rust, pit and corrode under the following conditions:

- **Poor Water Quality:** Hard water (water with a high content of dissolved minerals) will leave mineral deposits when allowed to dry. Calcium (lime) can buildup on heated surfaces, even under water. If left unattended, hard water spots and lime buildup can lead to rusting, corrosion and pitting.
- **Contact with Chlorides:** Chlorides (specific compounds of chlorine) are found in food, table salt and many cleansers. Chlorides can attack the surface of stainless steel, resulting in corrosion and pitting.

Keep your stainless steel warmers clean and free from calcium buildup.
Use alkaline, alkaline chlorinated or non-chloride cleanser.
Use citric acid-based cleaners to remove calcium deposits.

For additional information, please read the NAFEM Stainless Steel Equipment and Cleaning Guide. Contact NAFEM at :

North American Association of Food Equipment Manufacturers
401 N. Michigan Avenue
Chicago, Illinois 60611-4267
(312) 644-6610

TROUBLESHOOTING SUGGESTIONS

SYMPTOM	POSSIBLE CAUSE	SUGGESTED REMEDY
No power to warmer	Circuit breaker off or tripped	Reset circuit breaker
	Unit not plugged in	Make sure unit is plugged in to power receptacle
Warmer will not heat	Temperature control not set	Set control to desired temperature
	Internal damage	Contact your Authorized Wells Service Agency for repairs
Autofill does not add water to warmer	Water supply not turned on	Turn on water supply
	Internal damage	Contact your Authorized Wells Service Agency for repairs
Warmer overflows (Autofill does not shut off water fill)	Scale build-up on water level probe	Clean water level probe with delime cleaner
	Internal damage	Contact your Authorized Wells Service Agency for repairs
Warmer trips circuit breaker	Tank leaking or other internal damage	Contact your Authorized Wells Service Agency for repairs
	Internal damage	Contact your Authorized Wells Service Agency for repairs
Warmer slow to heat	Mineral deposits on tank acting as a insulator	Clean tank with delime cleaner
	Connected to wrong voltage	Verify supply voltage - must match voltage on warmer nameplate
	Too much water	Remove water from pan until 1" of water remains in tank

There are no user-serviceable components in this appliance.
 In all instances of damage or malfunction, contact your Authorized Wells Service Agency for repairs.

PARTS & SERVICE

DESCRIPTION	PART NO.	IMPORTANT: Use only factory authorized service parts.
6 oz. SOUP LADLE	21764	
DRAIN VALVE EXTENSION KIT, extension from drain to counter front with remote handle	20385	For factory authorized service, or to order factory authorized replacement parts, contact your Wells authorized service agency, or call:
DRAIN SCREEN	21709	
Wellslok Extension Kits for UL Listed units approved for installation in wood counter tops	**	
OPTIONAL 72" WIRING, thermostatically controlled warmers	**	Wells Bloomfield, LLC 2 Erik Circle P. O. Box 280 Verdi, NV 89439 Service Parts Dept. phone: (775) 689-5707 fax: (775) 689-5976 Service Parts Department can supply you with the name and telephone number of the WELLS AUTHORIZED SERVICE AGENCY nearest you.
** contact factory customer service for availability		

CUSTOMER SERVICE DATA

please have this information available if calling for service

RESTAURANT _____	LOCATION _____
INSTALLATION DATE _____	TECHNICIAN _____
SERVICE COMPANY _____	
ADDRESS _____	STATE _____ ZIP _____
TELEPHONE NUMBER (____) _____ - _____	
EQUIPMENT MODEL NO. _____	
EQUIPMENT SERIAL NO. _____	
VOLTAGE: (check one) <input type="checkbox"/> 208 <input type="checkbox"/> 240	

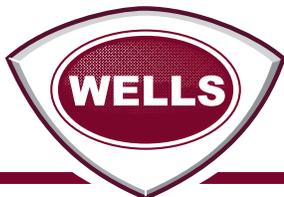


Wells Bloomfield proudly supports CFESA
Commercial Food Equipment Service Association

SERVICE TRAINING - QUALITY SERVICE



CUSTOMER SATISFACTION



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