Galaxy™ equipment

User Manual

1.5 Gallon
Hot Water Dispenser

07/26

177GHWDA15

Please read the manual thoroughly prior to equipment setup, operation, and maintenance.

User Manual

Galaxy equipment™

Critical Information

- **Indoor Use Only:** This dispenser is designed for indoor use only.
- **Commercial Use Only:** This appliance is designed for commercial use only.
- **Hot Surface Warning:** Surfaces may become hot during operation. Avoid contact with hot surfaces.
- **Qualified Service Required:** Only trained and qualified personnel should service internal components.
- **Water Pressure Requirement:** This dispenser is designed to operate with water pressure between 30 and 80 PSI.

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Hazard Statements

Key Safety Warnings

Symbols

Warning - To prevent personal injury.

Caution – Hot surface, burn risk.

ELECTRICAL HAZARDS

WARNING – Electric Shock (Liquid Entry)

- Water and other liquids entering the inside of the equipment can create electrical shock hazards.
- Keep water and other liquids from entering the inside of the equipment.
- Do not allow any liquid to penetrate the equipment's exterior.

WARNING – Electric Shock (Spray Cleaning)

- Direct application of liquids to the unit can damage electrical components and cause a short circuit or electrical shock.
- Do not spray water or cleaning products directly onto the unit.
- Do not use spray bottles or pressurized cleaning systems on the equipment.

WARNING – Electrical Hazard / Fire Hazard (Power Cord)

- Damaged or modified power cords create significant electrical risks.
- Do not use equipment if the power cord is damaged or has been modified.
- Avoid using equipment with frayed, cracked, or otherwise compromised power cords.
- Using equipment with a damaged or modified cord could result in electric shock, fire, or injury.

WARNING – Electrical Hazard / Fire Hazard (Hot Surfaces)

- Power cords contacting hot surfaces may have their insulation compromised.
- Ensure the power supply cord does not come into contact with hot surfaces.
- Avoid routing power cords near or across heating elements or hot components.
- Contact with hot surfaces could damage the cord and result in fire or electric shock.

WARNING – Electrical Hazard (Water Cleaning)

- Improper cleaning methods can introduce water to electrical components.
- This appliance should not be cleaned with a water jet or immersed in water.
- Do not use pressure washers, sink immersion, or direct water application for cleaning.
- Cleaning with a water jet or immersing the appliance could cause damage or an electrical hazard.

WARNING – Electric Shock (Cleaning)

- Cleaning while connected to power creates shock hazards.
- Ensure the unit is disconnected from the power supply before cleaning.
- Do not clean the appliance while it is plugged in or still connected to power.
- Failure to disconnect power before cleaning could result in electric shock.

WARNING – Steam Hazard

- Direct contact with hot steam can cause severe scalding and injury.
- Never place hands near the steam well and always ensure safe handling and positioning of trays.
- Avoid reaching over or placing any body parts near the steam output area during operation.

CAUTION – Fire and Electric Shock (Cord Replacement)

- Non-original replacement cords may not meet safety specifications.
- Replace only with manufacturer's cord set.
- Do not use generic or non-approved replacement power cords.
- Increased risk of fire or electric shock may result from using incorrect cord sets.

WATER QUALITY

WARNING – Water Quality

- Poor water quality can lead to scale buildup and can damage internal components and reduce equipment performance.
- Only use filtered or suitably treated water to prevent scale buildup and maintain heating efficiency.
- Avoid using tap water, hard water, or water that does not meet the manufacturer's quality specifications.

BURN HAZARDS

WARNING – Hot Surfaces (Operation)

- The unit contains surfaces that reach high temperatures during normal operation.
- Use caution when operating the unit, as there will be hot surfaces.
- Avoid touching the exterior of the unit during and immediately after operation.
- Contact with hot surfaces can cause severe burns.

WARNING – Residual Heat

- Equipment may remain hot after power indicators are off.
- Be aware that the equipment may be hot, even though the pilot light is not on.
- Do not assume the unit is cool simply because indicators are off.
- Touching the equipment when it is hot could result in burns.

WARNING – Hot Surfaces (Maintenance)

- Performing cleaning or maintenance immediately after the unit has been turned off can lead to contact with hot surfaces.
- Allow the unit to cool for 30 minutes before cleaning or performing maintenance.
- Avoid cleaning the unit immediately after operation.
- Failing to allow the unit to cool could result in burns from hot surfaces.

GENERAL SAFETY

WARNING – Injury Risk (Children)

- Children may not understand equipment hazards and may be injured by the equipment.
- Supervision is necessary when the appliance is used near children.
- Do not allow children near operational equipment without close supervision.
- Failure to supervise children near the appliance could result in injury.

WARNING – Unattended Operation

- Operating the unit unattended could lead to hazards occurring without timely intervention.
- Do not operate unattended.
- Avoid leaving the unit running without someone present to monitor it.

WARNING – Malfunction Risk

- Operating damaged or malfunctioning equipment could result in injury, fire, or further damage.
- Do not operate if the equipment has been damaged or is malfunctioning in any way.
- Do not attempt to use equipment that shows signs of damage or improper operation.

WARNING – Injury Risk (Instructions)

- Lack of proper understanding increases risk of injury.
- Read all instructions before use.
- Do not operate the equipment without first reviewing all safety information.
- Failure to follow these precautions could result in injury to yourself and others.

Initial Setup

Inspect the Packaging

- Examine the Hot Water Dispenser's packaging for any signs of damage that may have occurred during shipping.
  - Check the packaging and machine for shipping damage before and after unloading the unit from the delivery vehicle.
  - Inspect the Hot Water Dispenser thoroughly after removing all packaging materials to ensure no concealed damage occurred.
  - Look for visible damage on both exterior and interior surfaces of the Hot Water Dispenser before proceeding with setup.

Unboxing

- Open the packaging with care to prevent damaging the Hot Water Dispenser or its components.
  - Use scissors or appropriate cutting tools to safely open the shipping box without damaging the contents.
  - Ensure you do not damage the Hot Water Dispenser or its components during the unpacking process.
  - Completely remove all tape and packing materials from inside as well as outside of the unit.
  - Remove any protective covers such as plastic or paper sheets from sheet metal surfaces before turning on the Hot Water Dispenser.
  - If any damage is noticed during unpacking, contact customer service immediately and retain the original packaging materials for freight company inspectors.

Component Verification and Inspection

- **Check Components:** Confirm all components are present and undamaged.
  - Verify that the main Hot Water Dispenser machine body with heating module assembly is intact and undamaged.
  - Confirm the power cord with appropriate electrical connector is present and the cord sheathing is not damaged.
  - Verify that the digital controller with temperature controls is properly mounted and functional.
  - Confirm the light strips are undamaged and properly installed.
- **Inspect Hot Water Dispenser:** Examine the Hot Water Dispenser thoroughly for any signs of shipping damage before proceeding with the setup process.
- **Report Damage:** File freight damage claims immediately, as visible damage must be reported to the freight company within 48 hours and noted on the freight bill, while concealed damage must be reported within 15 days of receipt.

Positioning Requirements

- Follow these positioning guidelines to ensure proper operation and safety.
  - **Place on Stable Surface:** Position the Hot Water Dispenser on a flat, stable surface to prevent tipping or operational malfunction during use.
  - **Maintain Adequate Clearance:** The Hot Water Dispenser can operate next to walls and kitchen equipment, but providing greater clearance around the sides and top will result in cooler electrical component operation and longer component life expectancy.
  - **Ensure Proper Airflow:** Do not block any ventilation louvers or slots. Allowing unobstructed airflow will prevent overheating of electrical components and ensure optimal performance.

Clearance

- **CAUTION –** To reduce the risk of fire, the appliance is to be mounted on floors of noncombustible construction with noncombustible flooring and surface finish and with no combustible material against the underside thereof, or on noncombustible slabs or arches having no combustible material against the underside. Such construction shall in all cases extend not less than 4" beyond the equipment on all sides.

Installation Leveling

- **Level Check:** Make sure the appliance is level. Adjust the feet as needed and confirm the appliance is properly in place.

Installation

Professional Service - General

- **Professional Service:** Installation and service must be performed by a certified and insured food service technician or electrician.

Cleaning

- **Do NOT Use Abrasive or Flammable Fluids:** Avoid abrasive or flammable cleaning fluids.
- **Do NOT Hose Down or Pressure Wash:** Do not hose down, immerse, or pressure wash any part of the appliance.
- **Never Use Harsh Pads or Chemicals:** Avoid scrubber pads, steel wool, abrasive materials, or cleaners with chlorine, iodine, ammonia, or bromine. These damage stainless steel and shorten unit life.
- **Do NOT Use Ice:** Do not use ice to cool or clean the appliance, as it may cause damage.
- **Disconnect Power:** Turn the OFF / ON toggle switch to OFF, unplug the dispenser, and allow it to cool before cleaning.
- **Clean Exterior:** Wipe dirt or smudges from the exterior with a damp cloth.
- **Use Mild Cleaner if Needed:** Use a non-corrosive, non-abrasive detergent or cleaner if necessary.
- **Avoid Abrasive Cleaners:** Do not use abrasive or harsh cleaners. They may damage the dispenser's finish.
- **Service Interior Only if Qualified:** Only trained and qualified equipment repair personnel should open and clean the inside of the dispenser.

Operation

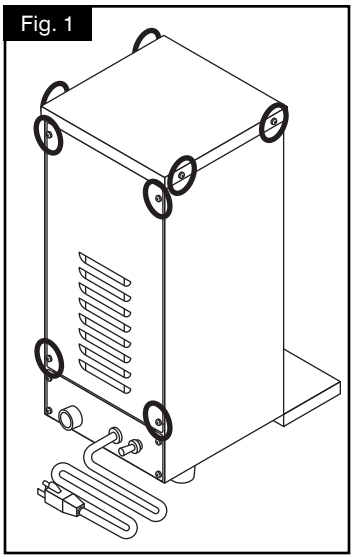
- **Plug in the Dispenser:** Connect the dispenser to the proper power supply.
- **Turn the Unit On:** Turn the OFF / ON toggle switch to the ON position.
- **Fill the Tank:** Water will fill the tank and automatically stop when it reaches the proper level.
- **Heat the Water:** Once the water reaches the proper level, the heater will begin operating.
- **Wait for Ready Temperature:** Allow the dispenser to reach the proper temperature. This takes approximately 20 minutes. The yellow light will turn off when the unit is ready.
- **Dispense Water:** Place an empty cup or container directly under the faucet. Pull the faucet handle toward you to dispense water. Release the handle when finished.
- **Initial Heat-Up Note:** Due to water expansion during initial heat-up, excess water may flow from the drain spout.
- **Extended Shutdown:** When the unit is not in use overnight or for extended periods, turn the OFF / ON toggle switch to the OFF position.

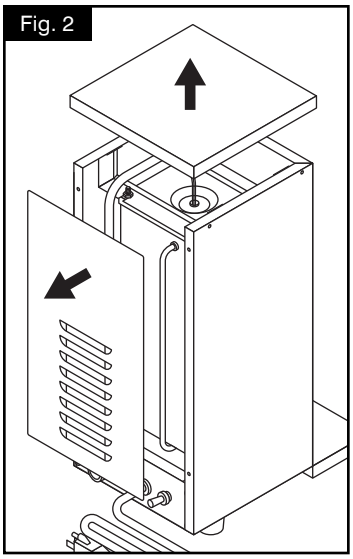
Troubleshooting

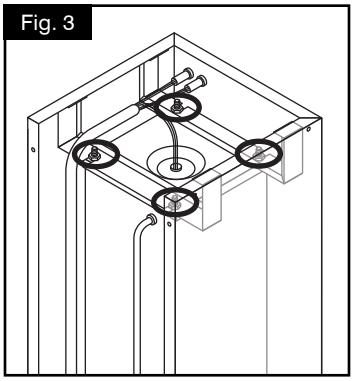
Problem	Possible Cause	Solution
Equipment will not turn on.	No power.	Plug in the unit.
		Check breaker to see if it was tripped.
No water.	Local shutoff is on.	Turn off the local shutoff.
	Fill sensor not functioning.	Delime the unit. Reach out to Customer Service if problem persists.
Water not heated.	Pressure is not being reached.	Check water. Reach out to Customer Service if problem persists.
	Heating element not turning on.	Reach out to Customer Service.

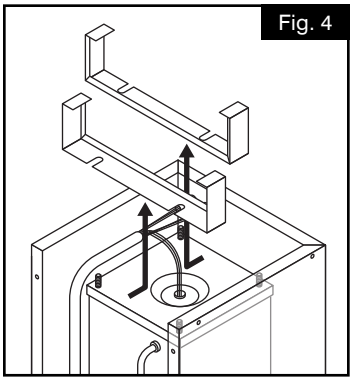
Professional Descaling

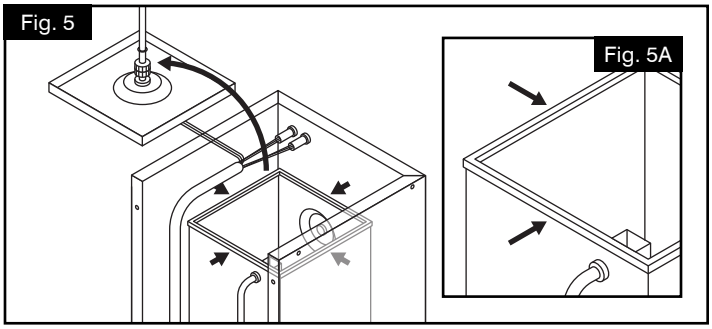
- **Disconnect Power And Water:** A qualified technician must unplug the unit and turn off the water supply before proceeding.
- **Remove Exterior Panels:** Remove the top cover and the rear panel by removing the 4 Phillips head screws on each (Fig. 1/2).
- **Remove Mounting Screws:** Remove the 4 M7 nuts located on the brackets retaining the boiler top (Fig. 3). Once the nuts are removed, slide the brackets out and put them to the side (Fig. 4).
  Caution: Do not damage internal wiring when removing the brackets.
- **Open Cover Plate:** Open the cover plate (Fig. 5).
  Caution: Ensure the sealing gasket (Fig. 5A) is not damaged.
- **Add Cleaning Solution:** Using a descaling agent, prepare as described on the bottle (Fig. 6). Make sure to properly flush out all descaling agent before closing by opening the tap.
  Caution: Do not overfill the boiler.

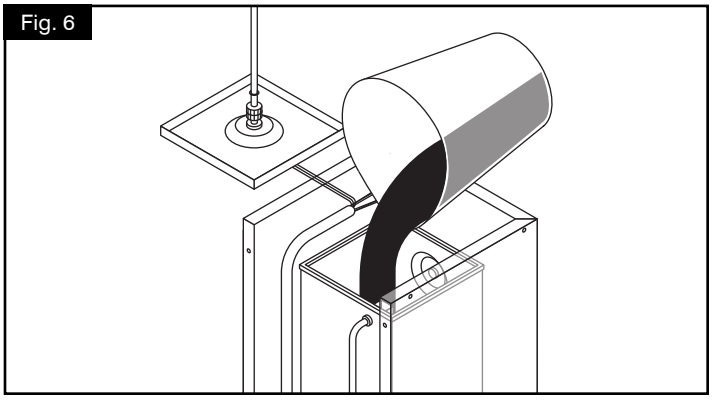












- **Close Cover Plate:** Close the cover plate carefully (Fig. 7). Ensure the sealing gasket around the end of the boiler is properly seated and not damaged (Fig. 7A).
- **Reinstall Mounting Brackets:** Slide the boiler top brackets back into position (Fig. 8). Install and tighten the 4 M7 nuts to secure the boiler top (Fig. 9).

  Caution: Do not damage internal wiring when installing the brackets.
- **Reinstall Exterior Panels:** Install the rear panel and secure it with the 4 Phillips head screws located slightly in from each corner (Fig. 10). Install the top cover and side panel and secure with the Phillips head screws located on the side edges facing away from the unit (Fig. 11).

Fig. 7

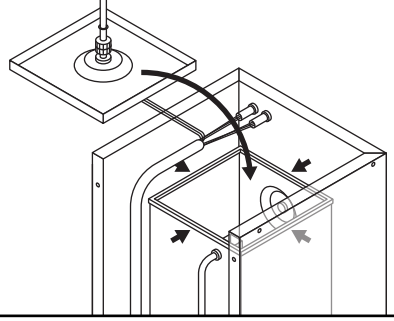


Fig. 7A

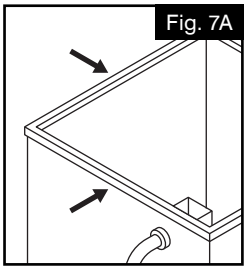


Fig. 8

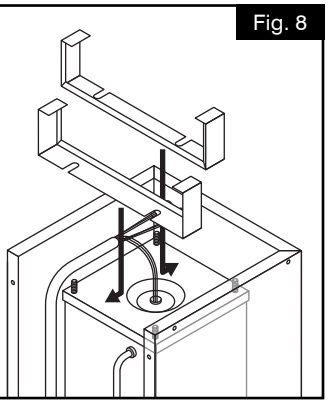


Fig. 9

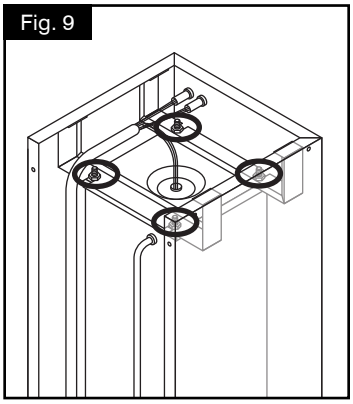


Fig. 10

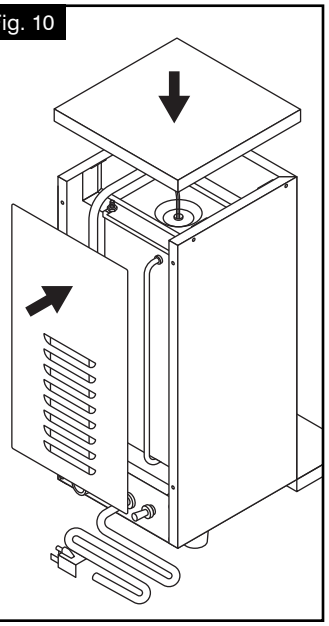


Fig. 11