



OPERATOR MANUAL

IMPORTANT INFORMATION, KEEP FOR OPERATOR

888-994-7636, fax 888-864-7636
randell.com

THIS MANUAL MUST BE RETAINED FOR FUTURE REFERENCE. READ, UNDERSTAND AND FOLLOW THE INSTRUCTIONS AND WARNINGS CONTAINED IN THIS MANUAL.

FOR YOUR SAFETY Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.

NOTIFY CARRIER OF DAMAGE AT ONCE It is the responsibility of the consignee to inspect the container upon receipt of same and to determine the possibility of any damage, including concealed damage. Randell suggests that if you are suspicious of damage to make a notation on the delivery receipt. It will be the responsibility of the consignee to file a claim with the carrier. We recommend that you do so at once.

Manufacture Service/Questions 888-994-7636.

This manual provides information for:

ELECTRIC HOT FOOD HOLDING UNIT MODEL SERIES 3300/3500/3600/HT-EHI



3313 shown



3613 shown

RETAIN THIS MANUAL FOR FUTURE REFERENCE

NOTICE: Due to a continuous program of product improvement, Randell reserves the right to make changes in design and specifications without prior notice.

NOTICE: Please read the entire manual carefully before installation. If certain recommended procedures are not followed, warranty claims will be denied.

MODEL NUMBER _____

SERIAL NUMBER _____

INSTALLATION DATE _____

The serial number is located on the control panel. An example is shown here.



SERIAL NUMBER XXXXXXXXX
MODEL NUMBER XXXXXXXXX
DESCRIPTION

EQUIPMENT DESCRIPTION

3300 SERIES COMMON WATERBATH

MODEL	LENGTH	DEPTH	HEIGHT	# WELLS	# ELEMENTS	208V			240V			SHIP WT (LBS)
						KW	AMPS	NEMA	KW	AMPS	NEMA	
3312	33"	30"	36"	2	1	3	14.4	6-20P	3	12.5	6-20P	116
3313	48"	30"	36"	3	1	3	14.4	6-20P	3	12.5	6-20P	174
3314	63"	30"	36"	4	2	6	28.8	6-50P	6	25	6-50P	232
3315	78"	30"	36"	5	2	6	28.8	6-50P	6	25	6-50P	290

NOTE: All 3300 series units require 1" to 2" of water be added PRIOR to heating of the elements. Hot water is recommended.

3500 SERIES OPEN WELL (spillage pans required for wet operation)

MODEL	LENGTH	DEPTH	HEIGHT	# WELLS	# ELEMENTS	120V – 750 WATT			208V – 865 WATT			240V – 1150 WATT			SHIP WT (LBS)
						KW	AMPS	NEMA	KW	AMPS	NEMA	KW	AMPS	NEMA	
3512	33"	30"	36"	2	2	1.5	12.5	5-20P	1.73	8.32	6-15P	2.3	9.58	6-15P	116
3513	48"	30"	36"	3	3	2.25	18.75	5-30P	2.6	12.48	6-20P	3.45	14.37	6-20P	174
3514	63"	30"	36"	4	4	3	25	5-50P	3.46	16.64	6-30P	4.6	19.16	6-30P	232
3515	78"	30"	36"	5	5	3.75	31.25	5-50P	4.33	20.8	6-30P	5.75	23.95	6-30P	290



Information contained in this document is known to be current and accurate at the time of printing/creation. Reference our product line website for the most updated product information and specifications. © 2025 Electrolux Professional, Inc. All Rights Reserved.

3600 SERIES SEALED WELL

MODEL	LENGTH	DEPTH	HEIGHT	# WELLS	# ELEMENTS	120V – 750 WATT			208V – 865 WATT			240V – 1150 WATT			SHIP WT (LBS)
						KW	AMPS	NEMA	KW	AMPS	NEMA	KW	AMPS	NEMA	
3612	33"	30"	36"	2	2	1.5	12.5	5-20P	1.73	8.32	6-15P	2.3	9.58	6-15P	116
3613	48"	30"	36"	3	3	2.25	18.75	5-30P	2.6	12.48	6-20P	3.45	14.37	6-20P	174
3614	63"	30"	36"	4	4	3	25	5-50P	3.46	16.64	6-30P	4.6	19.16	6-30P	232
3615	78"	30"	36"	5	5	3.75	31.25	5-50P	4.33	20.8	6-30P	5.75	23.95	6-30P	290

HT-EHI SERIES SEALED WELL

MODEL	LENGTH	DEPTH	HEIGHT	# WELLS	120V – 500 WATT		208V – 500 WATT		240V – 666 WATT		SHIP WT (LBS)
					AMPS	NEMA	AMPS	NEMA	AMPS	NEMA	
HT33-EHI-2	33"	30"	36"	2	8.33	5-15P	4.81	6-15P	5.55	6-15P	116
HT48-EHI-3	48"	30"	36"	3	12.5	5-20P	7.21	6-15P	8.33	6-15P	174
HT63-EHI-4	63"	30"	36"	4	16.67	5-30P	9.62	6-15P	11.1	6-15P	232
HT78-EHI-5	78"	30"	36"	5	20.83	5-30P	12.02	6-20P	13.88	6-20P	290

INSTALLATION

WARNING: FAILURE TO FOLLOW INSTALLATION GUIDELINES AND RECOMMENDATIONS MAY VOID THE WARRANTY ON YOUR UNIT.

SELECTING A LOCATION FOR YOUR NEW UNIT

The following conditions should be considered when selecting a location for your unit:

1. **Floor Load:** The area on which the unit will rest must be level, free of vibration, and suitably strong enough to support the combined weights of the unit plus the maximum product load weight.
2. **Ventilation:** The unit must not be inserted into a cabinet.

INSTALLATION CHECKLIST

WARNING: DAMAGE TO EQUIPMENT MAY RESULT IF NOT FOLLOWED. RANDELL IS NOT RESPONSIBLE FOR DAMAGE TO EQUIPMENT IF IMPROPERLY INSTALLED.

NOTE: ALL MOTORS ARE OILED AND SEALED.

After the final location has been determined, refer to the following checklist prior to start-up:

1. Check all exposed power cords and plugs to ensure that they are not kinked, damaged, or show exposed wires.
2. Check that the thermostat knobs turn on/off and stop at the designated position.
3. Unit must be properly leveled; check all legs or casters to ensure they all are in contact with the floor while maintaining a level work surface. Adjusting bullet feet heights or shimming casters may be necessary if the floor is not level.
4. If wet operation is desired, add water as noted in Unit Operation for specific model. Check for any sign of leaks.
5. Plug in unit and turn on thermostats. (Indicator lights for each well will illuminate indicating the thermostat is calling for heat).
6. Allow unit time to heat water to temperature. (See Unit Operation.)
7. Refer to the front of this manual for serial number location. Please record this information in your manual. It will be necessary when ordering replacement parts or requesting warranty service.

8. Confirm that the unit is holding temperature. Set controls to desired temperature for your particular ambient and altitude.
9. Allow your unit to operate for approximately 1 hour before putting in food to allow unit to heat to storage temperature.

ELECTRICAL SUPPLY

The wiring should be done by a qualified electrician in accordance with local electrical codes. A properly wired and grounded outlet will assure proper operation. Please consult the data tag attached to the control panel to ascertain the correct electrical requirements.

OPERATION

WARNING: DO NOT ADD WATER TO 3500 OPEN WELL UNITS UNLESS SPILLAGE PANS ARE UTILIZED.

WARNING: DO NOT ADD WATER TO AN EMPTY WELL THAT IS AT HOLDING TEMPERATURE.

3300 & 3600 SERIES: WET OPERATION ONLY.

3500 SERIES: WET OR DRY OPERATION. SPILLAGE PANS REQUIRED IF WET OPERATION IS DESIRED. SPILLAGE PANS NOT PROVIDED WITH STANDARD UNITS.

HT-EHI SERIES: WET OR DRY OPERATION.

WARNING: EACH WELL WITH A DRAIN IS SUPPLIED WITH A SCREEN TO PREVENT LARGE OBJECTS FROM ENTERING THE DRAIN. DO NOT FORCE LARGE OBJECTS THROUGH THE DRAIN.

WARNING: ELECTRIC ELEMENTS ARE NOT SUBMERSIBLE.

CAUTION: MOISTURE COLLECTING FROM IMPROPER DRAINAGE CAN CREATE A SLIPPERY SURFACE ON THE FLOOR AND A HAZARD TO EMPLOYEES.

All units are designed to operate up to 175°F product temperature under normal conditions. 3300/3600 series are designed for wet operation only. 3500/HT-EHI series can be used in wet or dry operation, see below. Dry operation can reduce product temperatures in some conditions.

1. Add 1" of water (less than one gallon) to holding pans on individual sealed well models (including 3600/HT-EHI series). Add 1" to 2" of water to all other models that require water. Hot water is recommended.
2. Turn thermostat to #6.
3. Red indicator light will energize to show corresponding well that is heating.

- Wait 1 hour before adjusting thermostat. Higher number will increase temperature. Lower number will decrease temperature.
- Turn thermostat to off position when operation is completed.

Some models of electric hot food holding units may be operated wet or dry. Wet operation is recommended for higher efficiency. Hot water is recommended for the unit achieving operating temperature sooner. Refilling of wet operation units is required periodically if the water level is lower than 1".

PLUMBING

The units drain must have an outlet to an appropriate drainage area or container. The drain valve can be found under the wells of the unit nearest the left or right side wall of the lower shelf.

- Place container directly under drain valve.
- Open valve slowly to prevent splatter of hot water.
- Close valve completely before removing container for drainage.

PREVENTIVE MAINTENANCE

WARNING: DO NOT USE STEEL PADS, WIRE BRUSHES, SCRAPERS, OR CHLORIDE CLEANERS TO CLEAN YOUR STAINLESS STEEL. CAUTION: DO NOT USE ABRASIVE CLEANING SOLVENTS, AND NEVER USE HYDROCHLORIC ACID (MURIATIC ACID) ON STAINLESS STEEL.

WARNING: DO NOT PRESSURE WASH EQUIPMENT AS DAMAGE TO ELECTRICAL COMPONENTS MAY RESULT.

Randell strongly suggests a preventive maintenance program which would include the following **Monthly** procedures:

- Clean your hot food unit with a solution of warm water and a mild detergent. The stainless steel portion of your unit can be polished with any quality polish.
- Drain water from wells daily and wipe them out. Clean wells thoroughly twice a week to help insure a longer life for your wells.
- Clean and disinfect drains with a solution of warm water and mild soap.

Recommended cleaners for your stainless steel include the following:

JOB	CLEANING AGENT	COMMENTS
Routine cleaning	Soap, ammonia, detergent Medallion	Apply with a sponge or cloth
Fingerprints and smears	Arcal 20, Lac-O-Nu, Ecoshine	Provides a barrier film
Stubborn stains and discoloration	Cameo, Talc, Zud, First Impression	Rub in the direction of the polish lines
Greasy and fatty acids, blood, burnt-on foods	Easy-Off, Degrease It, Oven Aid	Excellent removal on all finishes
Grease and Oil	Any good commercial detergent	Apply with a sponge or cloth
Restoration/Preservation	Benefit, Super Sheen	Good idea monthly

Reference: Nickel Development Institute, Diversey Lever, Savin, Ecolab, NAFEM

Proper maintenance of equipment is the ultimate necessity in preventing costly repairs. By evaluating each unit on a regular schedule, you can often catch and repair minor problems before they completely disable the unit and become burdensome on your entire operation.

For more information on preventive maintenance, consult your local service company, ASA, or CFESA member. Most repair companies offer this service at very reasonable rates to allow you the time you need to run your business along with the peace of mind that all your equipment will last throughout its expected life. These services often offer guarantees as well as the flexibility in scheduling or maintenance for your convenience.

REPLACEMENT PARTS

To order parts, contact your Authorized Service Agent. Supply the model designation, serial number, part description, part number, quantity, and when applicable, voltage and phase.

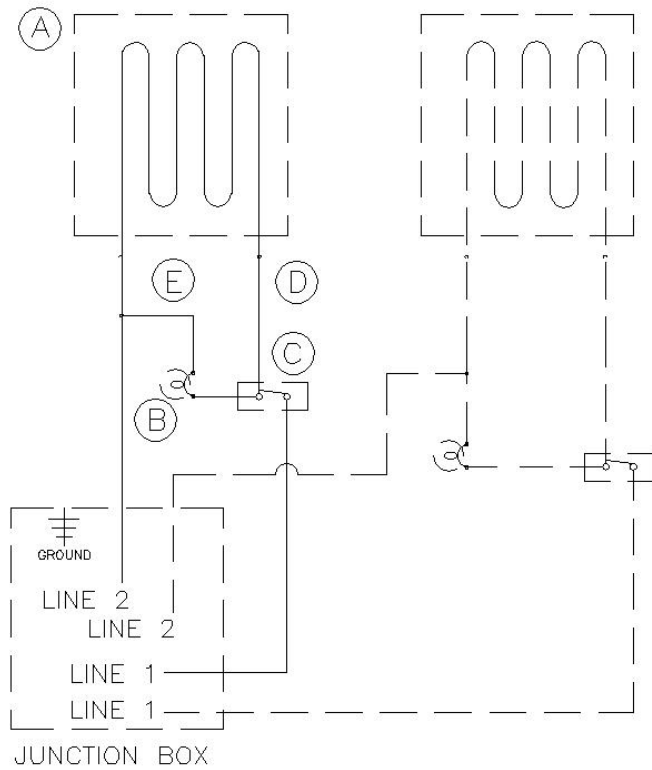
CONTACT US

If you have questions pertaining to the content in this manual, contact Randell at 888-994-7636.

TROUBLESHOOTING

This unit is designed to operate smoothly and efficiently if properly maintained. However, the following is a list of checks to make in the event of a problem. Wiring diagrams are found at the end of this manual. When in doubt, turn unit off and contact service at 888-994-7636.

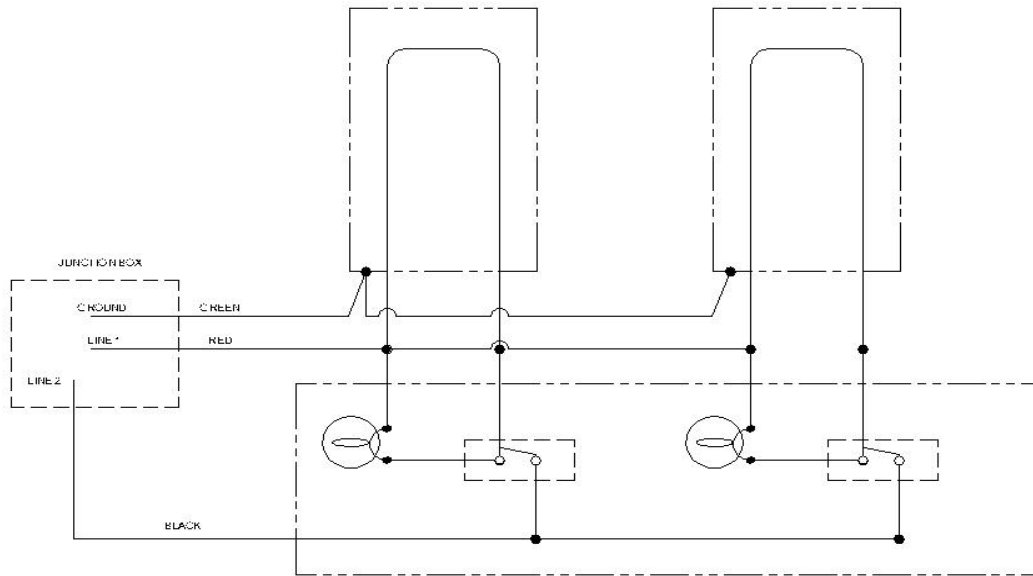
SYMPTOM	POSSIBLE CAUSE	PROCEDURE
Unit doesn't heat	No power to unit	Plug in unit
	Temperature control turned off	Check temperature control
	Temperature control faulty	Test temperature control
	Element does not heat	Test element for continuity
Unit too hot	Thermostat not shutting off	Test thermostat
Unit runs constantly	Too much water in well	1" - 2" of water per well
	Thermostat sensing bulb	Check location of sensing bulb
Unit leaking water	Drain	Check drains for leaks
	Pan cracked	Call ASA for repair



208V-60HZ-1 Ø			
#	ELEMENTS	WATTS	AMPS
1		3000	14.4
2		6000	28.8

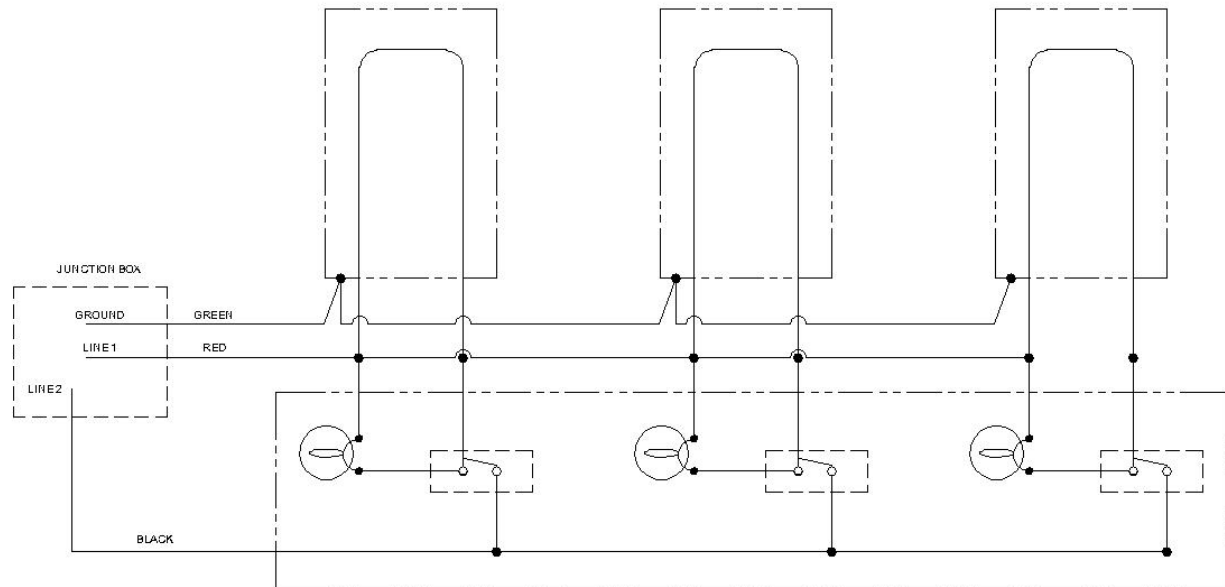
240V-60HZ-1 Ø			
#	ELEMENTS	WATTS	AMPS
1		3000	12.5
2		6000	25.0

Electrical Diagram



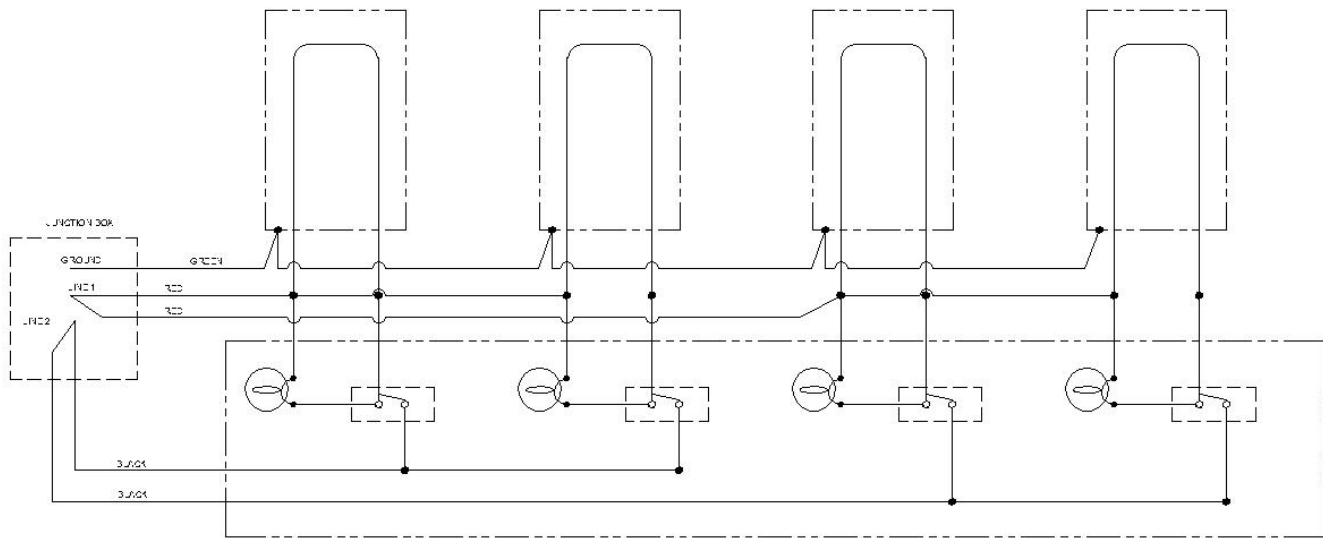
3512 & 3612		
VOLTAGE	WATTS	AMPS
120V	1500	12.5
208V	1730	8.32
240V	2300	9.58

Electrical Diagram

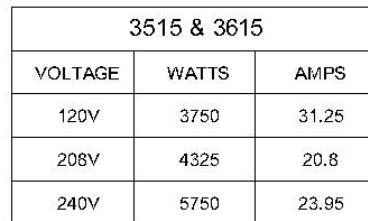


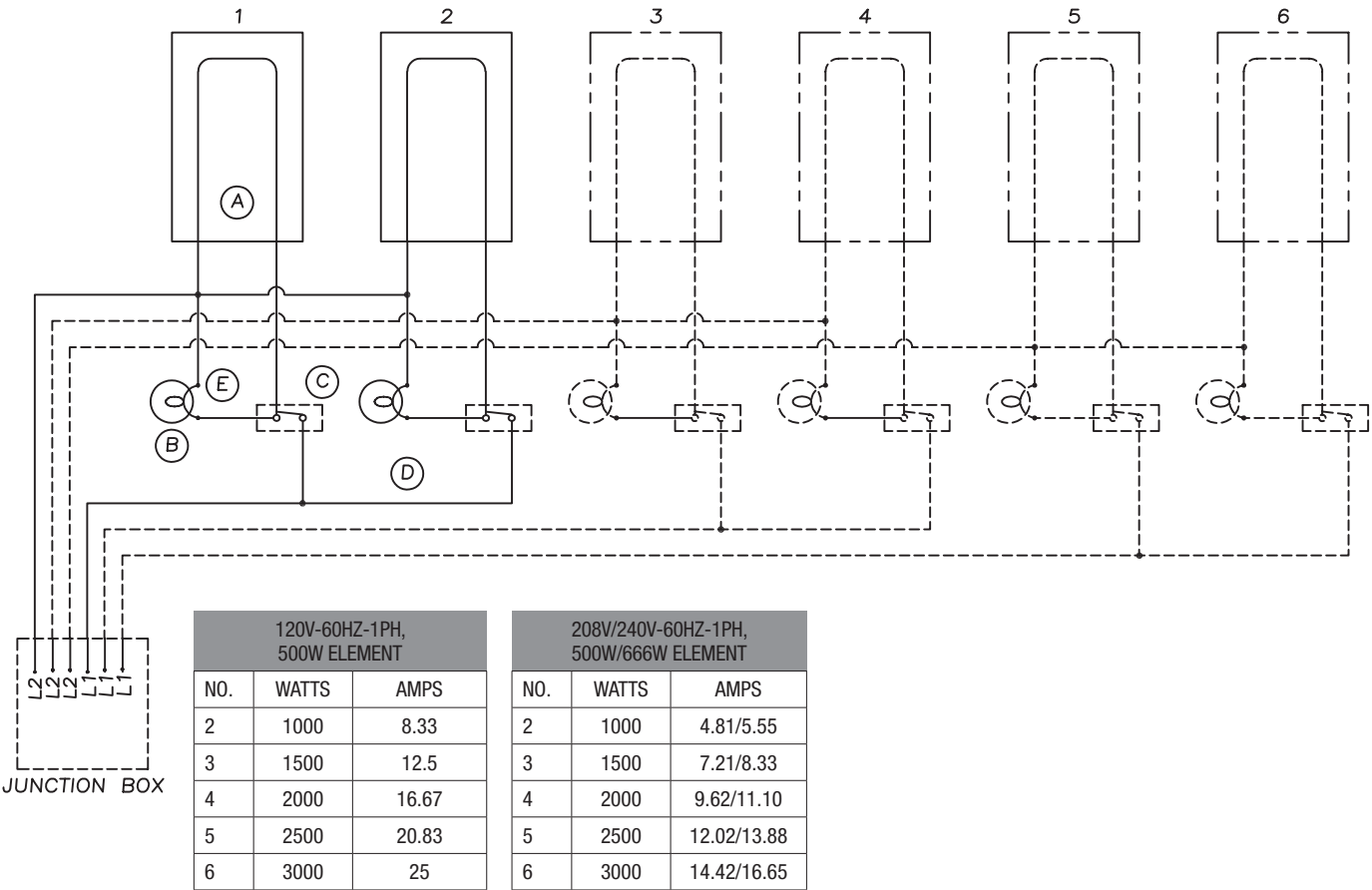
3513 & 3613		
VOLTAGE	WATTS	AMPS
120V	2250	18.75
208V	2595	12.48
240V	3450	14.37

Electrical Diagram

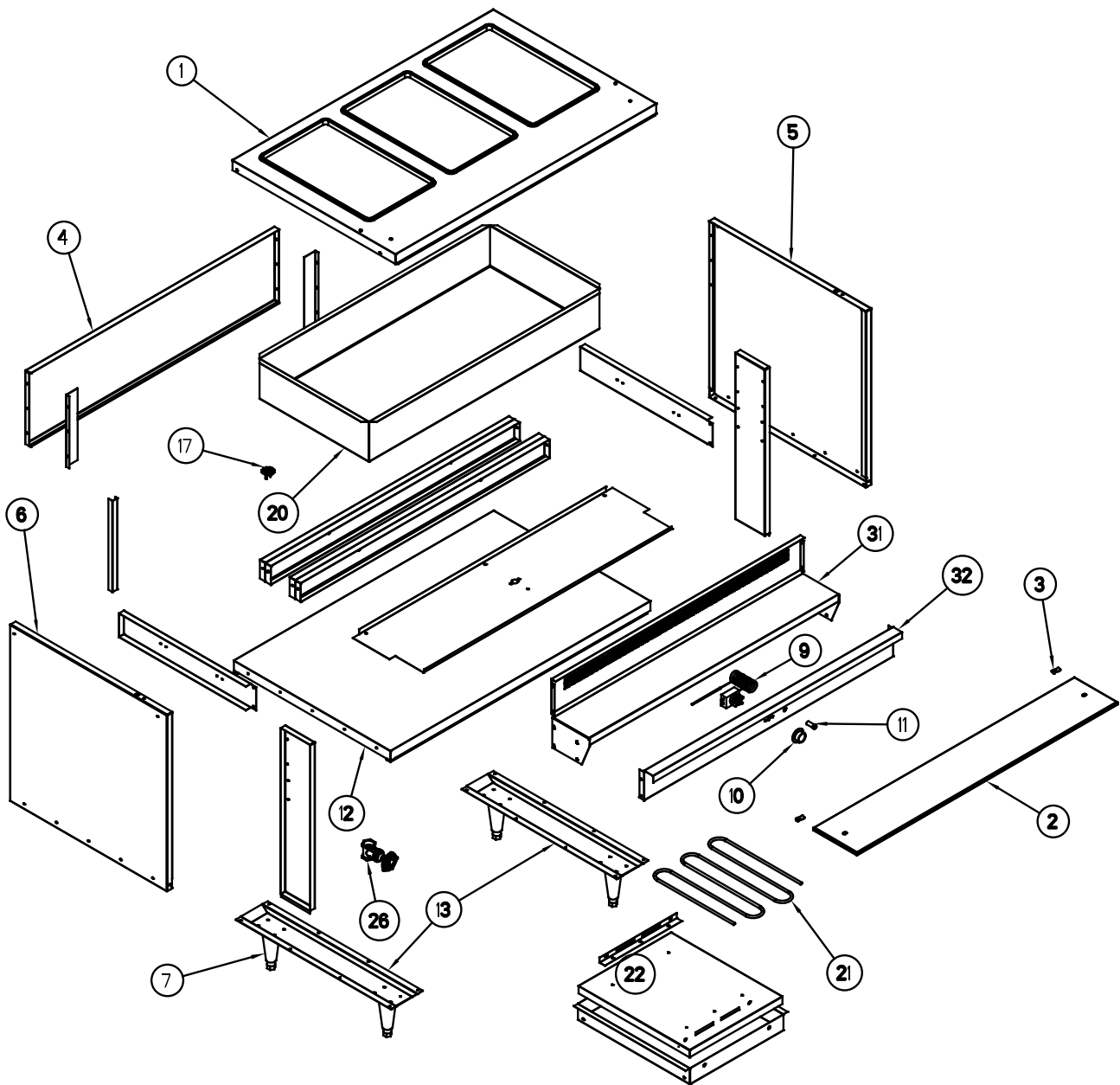


3514 & 3614		
VOLTAGE	WATTS	AMPS
120V	3000	25.0
208V	3460	16.6
240V	4600	19.2

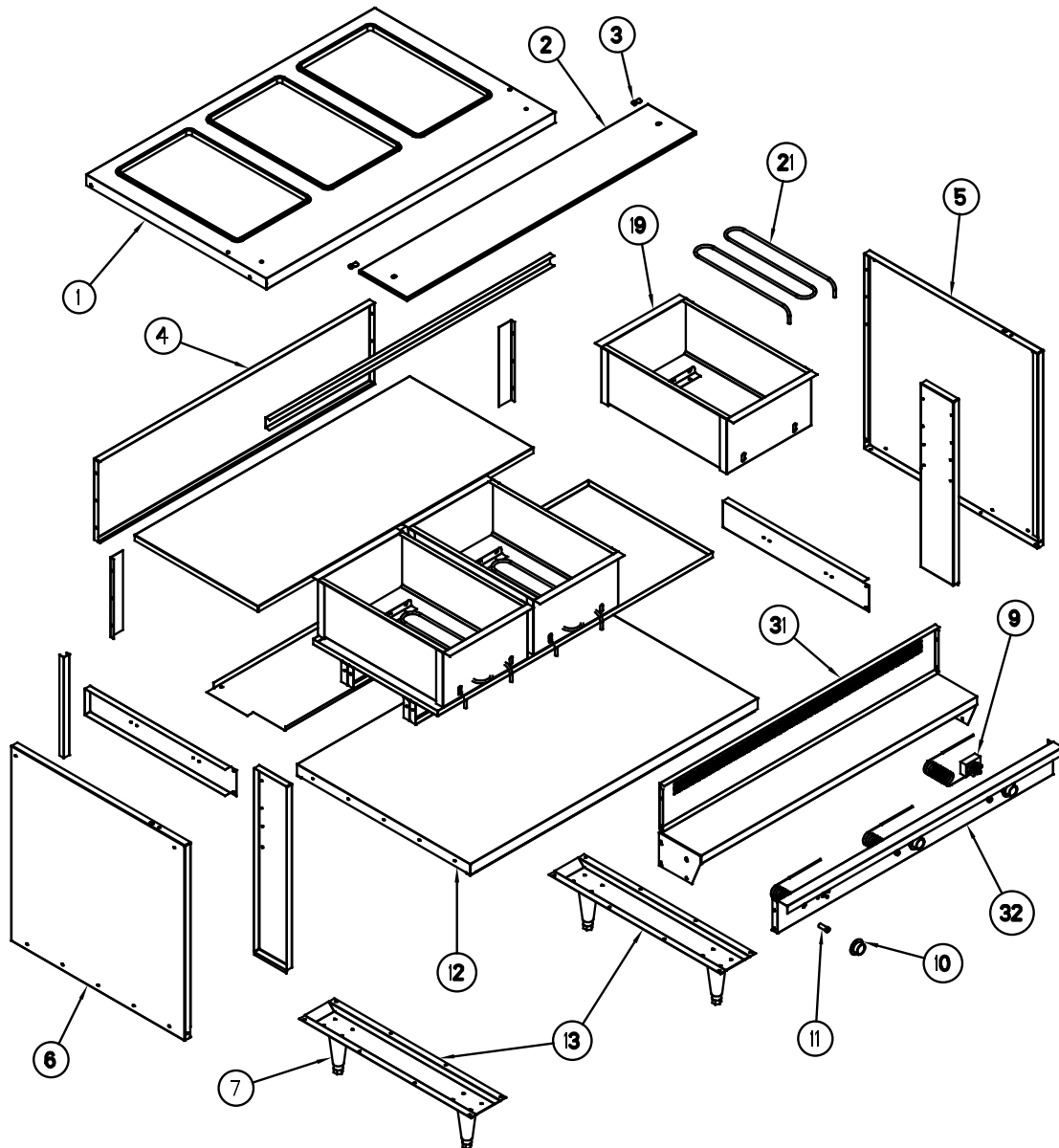




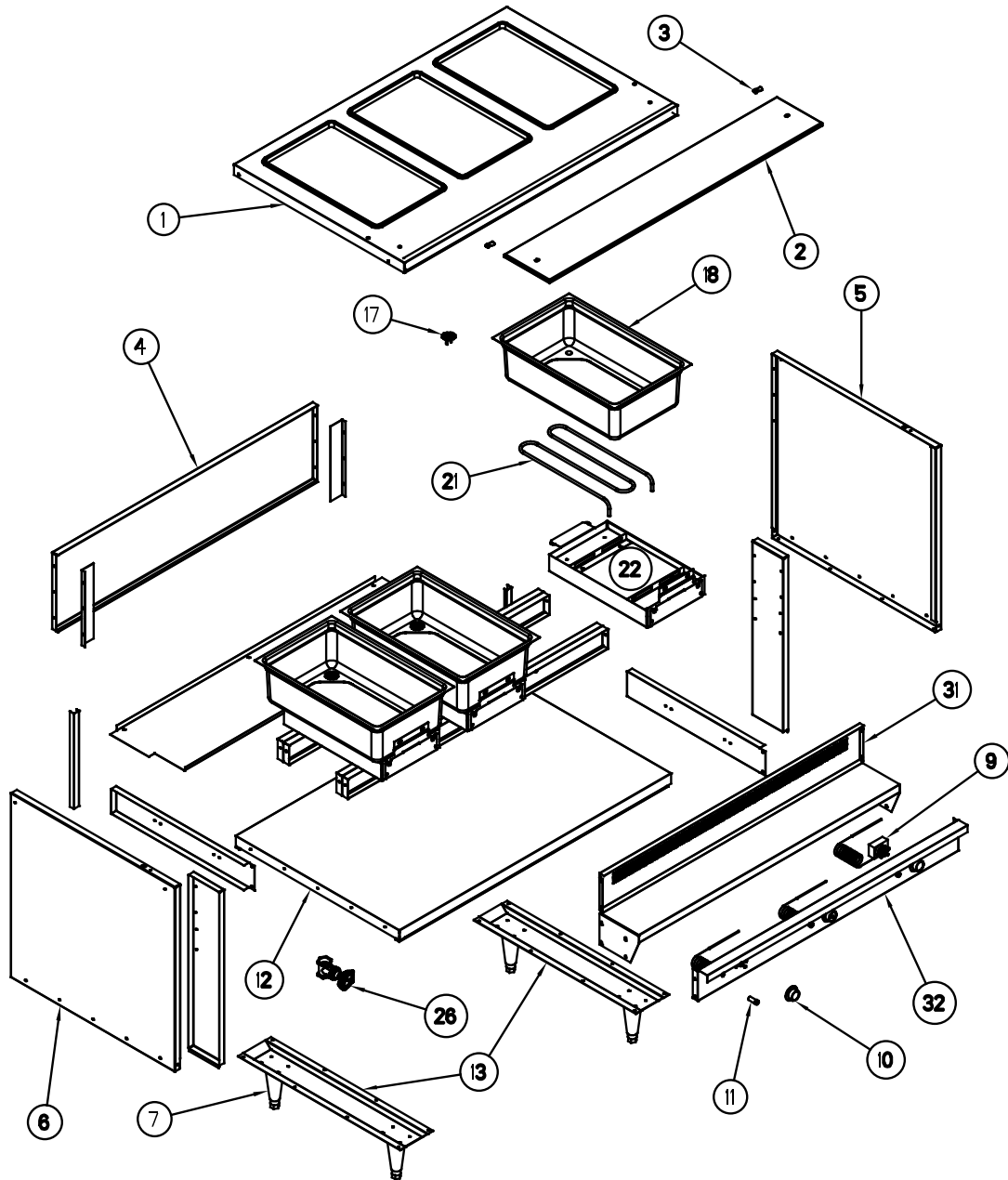
Parts Exploded View



Parts Exploded View



Parts Exploded View



Parts List

ITEM	PART NUMBER	DESCRIPTION	3312	3313	3314	3315	3512	3513	3514	3515	3612	3613	3614	3615	HT33-EHI	HT48-EHI	HT63-EHI	HT78-EHI
1A	RP TOP3312	TOP, 2 WELL (30" X 33")	X				X				X				X			
1B	RP TOP3313	TOP, 3 WELL (30" X 48")		X				X				X				X		
1C	RP TOP3314	TOP, 4 WELL (30" X 63")			X				X				X				X	
1D	RP TOP3315	TOP, 5 WELL (30" X 78")				X				X				X				X
2A	RP CPH0833	CUTTING BOARD, 7/16" POLY, 8" X 33"	X				X				X				X			
2B	RP CPH0848	CUTTING BOARD, 7/16" POLY, 8" X 48"		X				X				X				X		
2C	RP CPH0863	CUTTING BOARD, 7/16" POLY, 8" X 63"			X				X				X				X	
2D	RP CPH0878	CUTTING BOARD, 7/16" POLY, 8" X 78"				X				X				X				X
3	RP CLP001	CLIP, 1/2" CUTTING BOARD	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
4A	RP PNL0106	PANEL, REAR 2 WELL (11.5" X 30.5")	X				X				X				X			
4B	RP PNL0107	PANEL, REAR 3 WELL (11.5" X 45.5")		X				X				X				X		
4C	RP PNL0108	PANEL, REAR 4 WELL (11.5" X 60.5")			X				X				X				X	
4D	RP PNL0109	PANEL, REAR 5 WELL (11.5" X 76.5")				X				X				X				X
5	RP SID0103	SIDE, RIGHT	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
6	RP SID0104	SIDE, LEFT	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
7	HD LEG9902	6" LEG	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
9	EL HFT1601	ELECTRIC HOT FOOD CONTROL	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
10	HD KNB1701	KNOB, CONTROL	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
11	EL LGT500	LIGHT, INDICATOR	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
12A	RP SHL0103	SHELF, BOTTOM 2 WELL (29" X 32.5")	X				X				X				X			
12B	RP SHL0104	SHELF, BOTTOM 2 WELL (29" X 47.5")		X				X				X				X		
12C	RP SHL0105	SHELF, BOTTOM 2 WELL (29" X 62.5")			X				X				X				X	
12D	RP SHL0106	SHELF, BOTTOM 2 WELL (29" X 62.5")				X				X				X				X
13	RP CHN0101	CHANNEL, LEG	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
14-1A	EL WIR800	120V PWR CORD W/ PLUG, 12/3, 5-20P					X				X	X			X	X		
14-1B	EL WIR0353	240V PWR CORD W/ PLUG, 14/3, 6-15P					X				X	X	X		X	X	X	
14-C	EL WIR380	PWR CORD, 14/3, NO PLUG, 10' REQ'D	X	X								X		X		X		X
14-C1	EL PLG620	20A ANGLE PLUG, 6-20P	X	X								X		X		X		X
14-D	EL WIR360	PWR CORD, 10/3, NO PLUG, 10' REQ'D						X	X	X			X	X			X	X
14-D1	EL PLG0931	30A/50A ANGLE PLUG, 6-30P/6-50P						X	X	X			X	X			X	X
14-E	EL WIR370	PWR CORD, 12/3, NO PLUG, 10' REQ'D							X				X				X	
14-E1	EL PLG0931	30A/50A ANGLE PLUG, 6-30P/6-50P							X				X				X	
14-F	EL WIR360	PWR CORD, 10/3, NO PLUG, 10' REQ'D						X				X	X	X		X	X	X
14-F1	EL PLG3125	30A/50A ANGLE PLUG, 5-30P/5-50P						X				X	X	X		X	X	X
14-G	EL WIR350	PWR CORD, 8/3, NO PLUG, 10' REQ'D						X	X	X			X	X			X	X
14-G1	EL PLG3125	30A/50A ANGLE PLUG, 5-30P/5-50P						X	X	X			X	X			X	X
14-H	EL WIR350	PWR CORD, 8/3, NO PLUG, 10' REQ'D			X	X												
14-H1	EL PLG0931	30A/50A ANGLE PLUG, 6-30P/6-50P			X	X												
15	EL BOX042	BOX, JUNCTION	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
16	EL CVR8465	COVER, JUNCTION BOX	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
17	RP DSN001	STRAINER, DRAIN					X	X	X	X	X	X	X	X	X	X	X	X
18	RP PAN0005	TANK									X	X	X	X				

Parts List

ITEM	PART NUMBER	DESCRIPTION	3312	3313	3314	3315	3512	3513	3514	3515	3612	3613	3614	3615	HT33-EHI	HT48-EHI	HT63-EHI	HT78-EHI
19	RP TNK0103	TANK					X	X	X	X								
20A	RP TNK312	TANK, 27" LONG	X															
20B	RP TNK313	TANK, 42" LONG		X														
20C	RP TNK314	TANK, 57" LONG			X													
20D	RP TNK315	TANK, 72" LONG				X												
21A	RP ELM3245	ELEMENT, 208V	X	X	X	X												
21B	RP ELM3247	ELEMENT, 240V	X	X	X	X												
21C	EL ELM1150	ELEMENT, 208V/240V					X	X	X	X	X	X	X	X				
21D	EL ELM750	ELEMENT, 120V (3500) & 750 WATT (3600)					X	X	X	X	X	X	X	X				
21E	EL ELM1172	ELEMENT, 208V (3500) & 1100 WATT (3600)					X	X	X	X	X	X	X	X				
21F	EL ELM500B	ELEMENT, 120V, 500W													X	X	X	X
21G	EL ELM2401	ELEMENT, 208V/240V, 500W/666W													X	X	X	X
22	RP PAN0105	PAN, ASSY W/OUT ELEMENT	X	X	X	X												
23	RP PAN0104	PAN, ASSY W/OUT ELEMENT									X	X	X	X				
23A	RP PAN005-500W	ELEMENT PAN, NO ELEMENT, 500W													X	X	X	X
26A	PB VLV1000	VALVE, 1" THD GATE	X	X	X	X												
26B	PB VLV752	VALVE, 1/3" THR GATE									X	X	X	X	X	X	X	X
27	PB ELB504	ELBOW, 90 DEGREE (1/2") SWEAT									X	X	X	X	X	X	X	X
28	PB TEE502	TEE, 1/2" COPPER									X	X	X	X	X	X	X	X
29	PB ELB758	ELBOW, (3/4" X 1/2") CAST									X	X	X	X	X	X	X	X
30	PB ADP120	ADAPTER 1/2" FPT TO 1/2" SWEAT									X	X	X	X	X	X	X	X
32A	RP CNT3312B	CONTROL PANEL – AFTER 5.2014	X															
32B	RP CNT3313B	CONTROL PANEL – AFTER 5.2014		X														
32C	RP CNT3314B	CONTROL PANEL – AFTER 5.2014			X													
32D	RP CNT3315B	CONTROL PANEL – AFTER 5.2014				X												
33A	RP CNT3512B	CONTROL PANEL					X				X				X			
33B	RP CNT3513B	CONTROL PANEL						X				X				X		
33C	RP CNT3514B	CONTROL PANEL							X				X				X	
33D	RP CNT3515B	CONTROL PANEL								X				X				X
NS	HD CST060	6" LOCKING CASTERS	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
NS	HD CST061	6" NON LOCK CASTER	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
NS	HD CST040HD	4" LOCKING CASTERS	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
NS	HD CST041HD	4" NON LOCK CASTERS	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
NS	HD FLR150	FILL FAUCET	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

NS = Not Shown

Service Log

Model No:	Purchased From:
Serial No:	Location:
Date Purchased:	Date Installed:
Purchase Order No:	For Service Call:

[illegible]