

Electric Heating Element ~ Troubleshooting Checklist

The following is a checklist to assist you in installing and using **Spring USA** Electric Heating Units:

1. Make sure the element is plugged into a working 110-120 volt electrical outlet.
2. Ensure that there is no damage to the heating element's electrical cord/plug and the connection to the element.
3. The element must be securely tightened to the water pan with the thumb screws.
4. Hot water (140-180 degree tap water) must be used to fill the water pan before starting meal service. If the water pan is at room temperature, allow one hour for pre-heating. **DO NOT ADD WATER IN THE MIDDLE OF SERVICE UNLESS IT IS PREHEATED.**
5. Chafing dishes should not be utilized to heat food to serving temperature. Hot food must be placed in the chafing dish; the unit will then maintain that temperature.
6. To determine if the water pan or heating element is warped, check for any slight gaps between the pan and the element. If there is a gap, remove the heating element and check the water pan for warping. You can also lay the element (flat side down) on a flat surface and check for gaps between the surface and the element.

Note: *Water pans warp as a result of pans running dry.* **A warped water pan causes poor contact between the pan and the heating element. Pans can also warp if you are using canned fuel as an alternative heating source.**

Flip page for examples of correct mounting of the Heating Elements

Correct mounting of a **Spring USA** heating element on a water pan.
Bolts must be tightened to ensure direct contact.



Again, the heating element must be flush with the water pan – you should not see any gaps between the element and the pan. If there is a gap, ensure the bolts are tight. If a gap still remains after you have tightened the bolts, you may have a warped water pan.