



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.

WARNING R290 flammable refrigerant in use. Improper installation, adjustment, alteration, service or maintenance can cause property damage, injury or death. Read the installation, operating and maintenance instructions thoroughly before installing or servicing this equipment.

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:

DROP-IN HOT/COLD/FREEZE SWITCHABLE FOOD WELL MODELS HCI



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 bottom platform, next to the refrigeration system.

SERIAL NUMBER **XXXXXXXXXX**
MODEL NUMBER **XXXXXXXXXX**
DESCRIPTION

EQUIPMENT DESCRIPTION

MODEL	LENGTH	WIDTH	PAN CAPACITY 12" X 20" X 6"	CUTOUT DIM				VOLTAGE XXX/60/1PH						SHIP WT (LBS)
				UNIT		CONTROL PANEL		120V		120/208V		120/240V		
				L	W	L	W	AMPS	NEMA PLUG	AMPS	NEMA PLUG	AMPS	NEMA PLUG	
HCI-1-xxx	18"	26"	1	16.75"	24.88"	6.25"	5.25"	5.6	5-15P	5.6	L14-20P	5.6	L14-20P	110
HCI-2-xxx	33"	26"	2	31.75"	24.88"	11.375"	5.25"	9.8	5-15P	9.8	L14-20P	9.8	L14-20P	135
HCI-3-xxx	48"	26"	3	46.75"	24.88"	16.5"	5.25"	14	5-20P	14	L14-20P	14	L14-20P	160
HCI-4-xxx	63"	26"	4	61.75"	24.88"	11.375" (x2)	5.25" (x2)	19.53	L5-30P	9.8	L14-20P	9.8	L14-20P	215

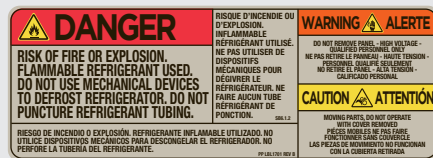
* "xxx" represents voltage: 120=(120v), 208=(120/208v), 240=(120/240v)



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. © 2026 Electrolux Professional, Inc. All Rights Reserved.

IMPORTANT - READ FIRST - IMPORTANT

INTERIOR EVAPORATOR COVER



LABEL DIMENSION: 9 in x 3.25 in

EXTERIOR OF UNIT



LABEL DIMENSION: 6 in x 2.75 in

NEAR EXPOSED REFRIGERANT TUBING



LABEL DIMENSION: 6.25 in x 2.8 in

NEAR MACHINE COMPARTMENT AND NAMEPLATE



LABEL DIMENSION: 7.5 in x 5.36 in

INSTALLATION

CAUTION: THIS UNIT CONTAINS R290 FLAMMABLE REFRIGERANT. SEE ABOVE CAUTION.

CAUTION: UNIT MUST BE INSTALLED INTO IT'S OWN COMPARTMENT TO PROPERLY CONTAIN ANY REFRIGERANT LEAK. IT IS REQUIRED THAT NO ARCING POTENTIAL COMPONENTS (GFCI) OR ELECTRICAL CONNECTIONS ARE WITHIN 14.5" FROM THE BOTTOM OF THE CABINET.

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

WARNING: IT IS IMPORTANT THAT YOUR UNIT HAS ITS OWN DEDICATED CIRCUIT AND/OR BREAKER. CONDENSING UNITS ARE DESIGNED TO OPERATE WITH A VOLTAGE FLUCTUATION OF PLUS OR MINUS 10% OF THE VOLTAGE INDICATED ON THE UNIT DATA TAG. BURN OUT OF A CONDENSING UNIT DUE TO EXCEEDING VOLTAGE LIMITS WILL VOID THE WARRANTY.

WARNING: IT IS IMPORTANT THAT A VOLTAGE READING BE MADE AT THE COMPRESSOR MOTOR ELECTRICAL CONNECTIONS, WHILE THE UNIT IS IN OPERATION TO VERIFY THE CORRECT VOLTAGE REQUIRED BY THE COMPRESSOR IS BEING SUPPLIED. LOW OR HIGH VOLTAGE CAN DETRIMENTALLY AFFECT OPERATION AND THEREBY VOID ITS WARRANTY.

WARNING: THIS UNIT IS INTENDED FOR USE IN LABORATORIES IN COMMERCIAL, INDUSTRIAL, OR INSTITUTIONAL OCCUPANCIES AS DEFINED IN THE SAFETY STANDARD FOR REFRIGERATION SYSTEMS, ASHRAE 15.

WARNING: DO NOT STORE EXPLOSIVE SUBSTANCES SUCH AS AEROSOL CANS WITH A FLAMMABLE PROPELLANT IN THIS APPLIANCE.

WARNING: DO NOT USE ELECTRICAL APPLIANCES INSIDE THE STORAGE COMPARTMENTS OF THE APPLIANCE, UNLESS THEY ARE OF THE TYPE RECOMMENDED BY THE MANUFACTURER.

WARNING: DO NOT USE MEANS TO ACCELERATE THE DEFROSTING PROCESS OR TO CLEAN, OTHER THAN THOSE RECOMMENDED BY THE MANUFACTURER. THE APPLIANCE SHALL BE STORED IN A ROOM WITHOUT CONTINUOUSLY OPERATING IGNITION SOURCES (FOR EXAMPLE: OPEN FLAMES, AND OPERATING GAS APPLIANCE OR AN OPERATING ELECTRIC HEATER. DO NOT PIERCE OR BURN. BE AWARE THAT REFRIGERANTS MAY NOT CONTAIN AN ODOR.

SELECTING A LOCATION FOR YOUR NEW UNIT

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

1. Floor and Countertop 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. Secure and Seal: Once the drop in unit is installed into the counter it can be secured to the countertop by using the brackets supplied from the factory.

- a. Locate square openings on exterior body of drop unit. Insert securing bracket as shown. Tighten screw to anchor the unit tightly to cabinet top.
- b. Secure unit to top and seal with "NSF" approved silicone. c. Install inside duct with hex bolts and adjust outside duct to fit between condenser coil and counter's louvered cutout. Secure outside duct in place with screws as needed.

3. Clearance: See installation diagrams for minimum compartment dimension.

Do not place any object that can block the ventilation from either machine compartment louver. 20 inch clearance at the louvered end of the unit. Area of equipment must be free of all combustible materials.

4. Ventilation: The air cooled self contained unit requires a sufficient amount of cool clean air.

5. Electrical Supply

NOTICE: Warranty does not cover cost of removing and reinstalling Drop-in unit from counter if there are no service accesses provided to make repairs.

OPERATION

All units are designed to operate each well independently in either Hot, Cold, or Freeze mode. Units have been designed to meet NSF-4 and NSF-7 standards.

HOT MODE:

Press the switch for the desired well to the top position. (Leftmost well will correspond to leftmost switch and knobs) The light will illuminate red. The control knob on the top will control the heater setting. Range is from 1 thru 11; with 11 being the warmest setting. 0 is an off position. Allow for 90-120 min when switching from one mode to another.

COLD MODE:

Press the switch of the desired well to the bottom position. (Leftmost well will correspond to leftmost switch and knobs) The light will illuminate blue. The control knob on the bottom will control the cooling setting. Range is from 1 thru 11; with 11 being the coldest setting. 0 is an off position. Allow for 90-120 min when switching from one mode to another.

FREEZE MODE:

Press the switch of the desired well to the bottom position. (Leftmost well will correspond to leftmost switch and knobs) The light will illuminate blue. The control knob on the bottom will control the cooling setting. Turn knob to 11. Allow for 90-120 min when switching from one mode to another. For best results, place the adjustable pan ledge to the lowest position (2" recess).



OPTIONAL DRAIN – OPERATION

If drains and/or valves are present, remove all water from corresponding well if operating in either cold or freeze mode. Water could freeze, resulting in equipment damage and voiding warranty.

To maintain proper performance and prevent backfilling between wells, all drains should be closed during normal operation.

INSTALLATION INSTRUCTIONS

- Minimum 20" clearance from the louver required for proper air flow.
- Open at the top

NOTE: Failure of equipment due to improper installation may void warranty coverage.

INSTALLATION CHECKLIST

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

1. Units must be installed in a minimum compartment size as indicated in the installation drawing.
2. Provided louvers and air funnel must be installed in accordance with the installation drawings to ensure proper ventilation for system operation or in the event of a refrigerant leak. It is required that no arching potential components (GFCI) or electrical connections are below 14.5" from the bottom of the cabinet.
3. Check cord and plug of unit to assure no damage has occurred to these components.
4. Check all exposed refrigeration lines to ensure that they are not kinked, dented, or rubbing together after being installed into the counter.
5. Check that the condenser fans rotate freely without striking any stationary members.
6. Plug in unit and turn on desired well(s) as detailed in operational instructions above.
7. Allow 60 min to reach operating temperature. If temperature adjustments are required, the control is located on the front panel. Confirm that the unit is holding the desired product temperature.
8. Refer to the front of this manual for serial number location. Please record this information in your manual now. It will be necessary when ordering replacement parts or requesting warranty service.

MAINTENANCE

WARNING: DO NOT USE SHARP UTENSILS AND/OR OBJECTS.

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:

If a failure of the equipment is a direct result of any of the Preventative Maintenance guidelines being neglected, the repairs and parts replacements will not be covered under warranty.

It is recommended that the customer contact the local Authorized Service Agent to provide a quote to perform periodic Preventative Maintenance.

MONTHLY PROCEDURES

1. Cleaning of all condenser coils. Condenser coils are a critical component in the life of the compressor and must remain clean to assure proper air flow and heat transfer. Failure to maintain this heat transfer will affect unit performance and eventually destroy the compressor. Clean the condenser coils with coil cleaner and/or a vacuum cleaner and brush. NOTE: Brush coil in direction of fins, normally vertically as to not damage or restrict air from passing through condenser.
2. Clean and disinfect drain lines with a solution of warm water and mild detergent.
3. Check silicone seal around drop in flange for peeling and cracks. Reapply with food grade silicone as necessary.

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, Diversy 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 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. For a complete listing of current Randell ASA please visit randell.com.

Randell believes strongly in the products it manufactures and backs those products with one of the best warranties in the industry. We believe with the proper maintenance and use, you will realize a profitable return on your investment and years of satisfied service.

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 does not run	No power to unit	Plug in unit
	Control in OFF position	Turn controller on
	Faulty control	Call for service at 888-994-7636
	Switch not activated	Select Switch
Unit too cold	Incorrect set point	Adjust control set point
Unit too warm	Incorrect set point	Adjust control set point
	Inadequate airflow	Check condenser coil for blockage
Unit noisy	Vibration in the cabinet	Inspect for loose parts

SERVICE

CAUTION: COMPONENT PARTS SHALL BE REPLACED WITH FACTORY OEM PARTS. SERVICE WORK SHALL BE DONE BY FACTORY AUTHORIZED SERVICE PERSONNEL, SO AS TO MINIMIZE THE RISK OF POSSIBLE IGNITION DUE TO INCORRECT PARTS OR IMPROPER SERVICE.

CAUTION: BEFORE MAKING ANY REPAIRS, ENSURE THE UNIT IS DISCONNECTED FROM ITS POWER SOURCE.

This piece of equipment uses a R290 Refrigeration system. This equipment has been clearly marked on the serial tag the type of refrigerant that is being used. There is also a warning labels stating that the unit contains R290 refrigerant. R290 is safe to use as long as you follow these warning labels and some.

No smoking or open flames when servicing this equipment. If needed, use a CO2 or dry=power type fire extinguisher

Replacement parts used on any R290 Refrigeration system cabinet must have specific UL certification for non-sparking components.

Only authorized service technician, certified in R290 system should service this equipment.

MANIFOLD SET

A R134A manifold set can be used for servicing this equipment.

REFRIGERANT RECOVERY

Follow all national and local regulations for R-290 refrigerant recovery.

LEAKING CHECKING AND REPAIR

Leak check an R-290 system the same way you would an R-134a or R-404A system with the following exceptions.

1. Do not use a Halid leak detector on a R290 system.
2. Electronic leak detector must be designated specifically for combustible gas. Use of a bubble solution or an ultrasonic leak detector are acceptable.

When repairing a leak, it is recommended using oxygen free dry nitrogen with a trace gas not exceeding 200PSI.

When accessing an R290 system, piercing valves are not to remain on the equipment in a permanent manner. After charge is recovered, Schrader valves are to be installed on the process stubs. Proper charge is to be weighed into the system and the system is to be leak checked afterwards.

The R290 equipment must have red process tubes and other devices through which the refrigerant is serviced, such as any service port. This color marking must remain on the equipment. If marking is removed, it must be replace and extend at least 2.5 centimeters (1") from the compressor.

CHARGING

Follow the charge amount specified on the data tag. It is recommended to use the shortest hoses possible to prevent undercharging.

- Ensure the system is sealed and leak checked
- Evacuate system to a minimum 500 micron
- Weigh in correct charge
- Leak check the system again
- Bleed the refrigerant from the high side hose to the low side hose
- Disconnect the hoses
- Remove line taps

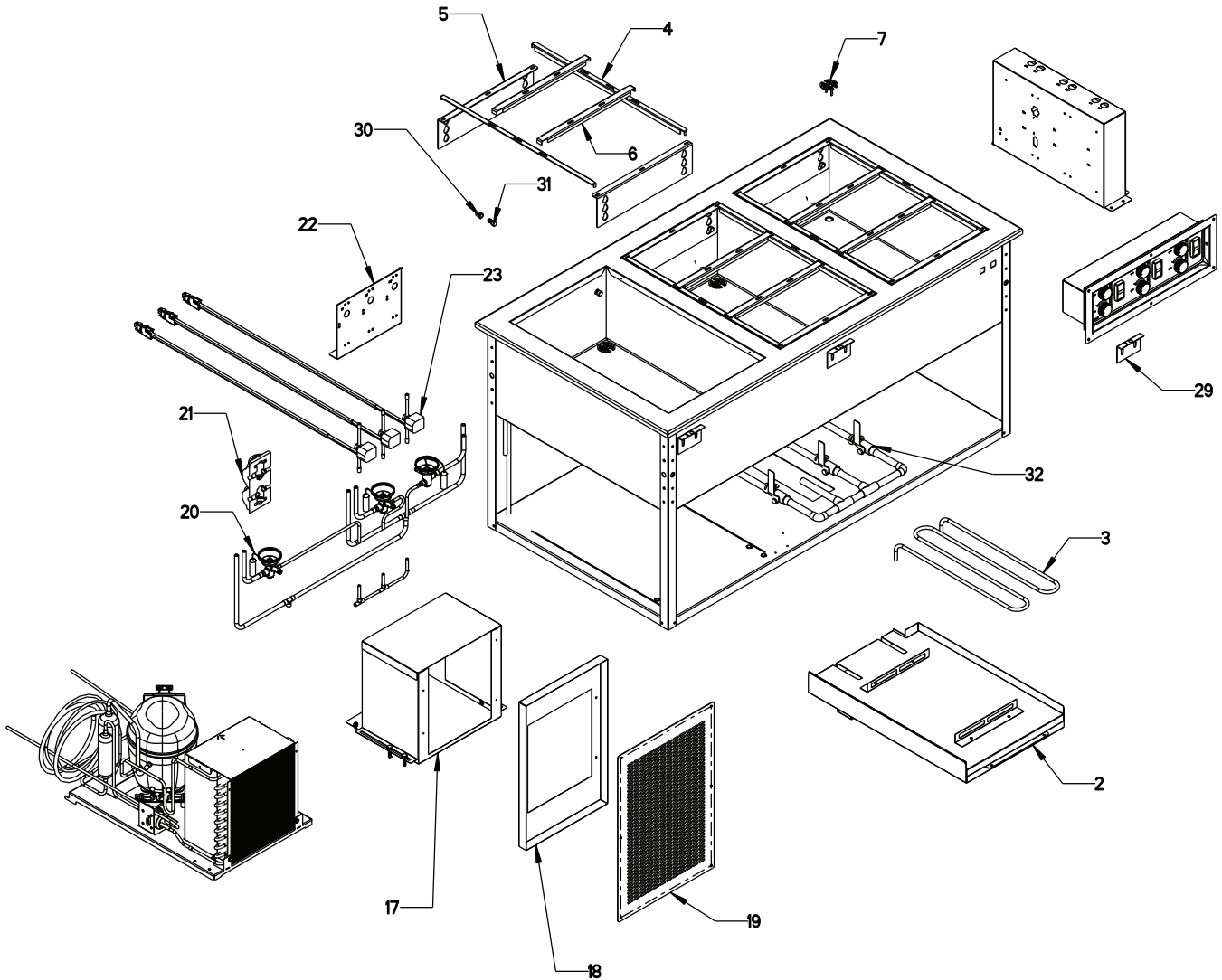
WARRANTY

NOTICE: Warranty does not cover cost of removing and reinstalling Drop-In unit from counter if there are no service accesses provided to make repairs.

OVERALL

CALL FACTORY FOR REPLACEMENT PARTS:
888-994-7636

Parts List

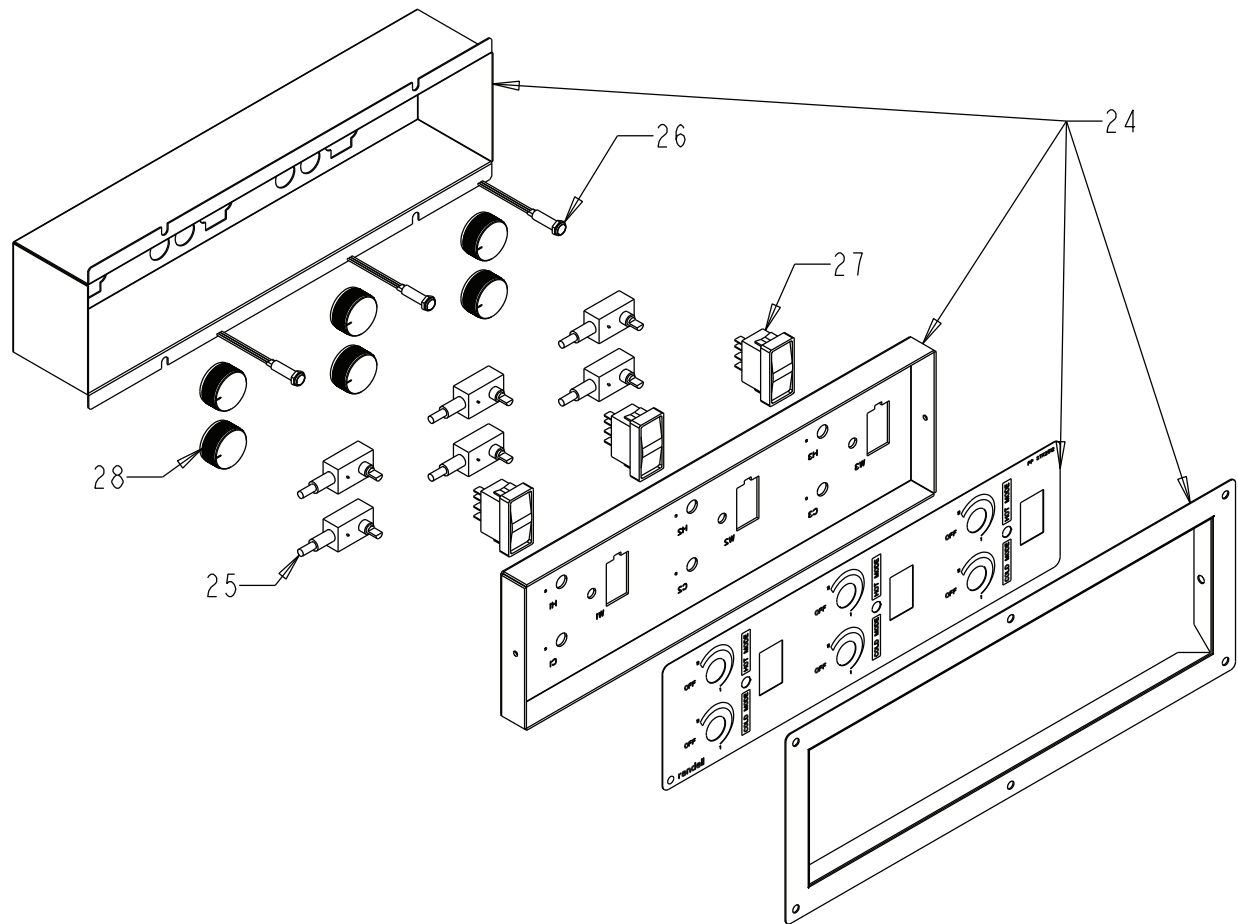


ITEM #	PART NUMBER	PART DESCRIPTION
2A	RP HCI-500W	ASSY, 120V, 500W HEATER, HCI
2D	RP HCI-500W-D	ASSY, 120V, 500W HEATER, HCI, DRAIN
3	RP ELM500B	ELEMENT 500 WATT 120 VOLT M SHAPED ENDS BENT DOWN
4	RP BAR2508	BAR, ADAPTER, LONG, HCI
5	RP BAR2509	BAR, ADAPTER, END, HCI
6	RP BAR1205	ADPTER BAR, 12.6" LONG, SLOT, 2 END BENDS
7	RP DSN001	RP SCREEN, DRAIN HOT FOOD TABLE T08-0001
6	RP BAR1205	ADPTER BAR, 12.6" LONG, SLOT, 2 END BENDS
7	RP DSN001	RP SCREEN, DRAIN HOT FOOD TABLE T08-0001
17	RP SHD1802	SHROUD, CONDENSING UNIT, RCP-#(N), R290 (T28-0042)
18	RP INT2501	PANEL, COND INTAKE, HCI
19	RP LVR2509	LOUVER, HCI
20	RF VLV2501	TXV, R290, DANFOSS, 068U3700
21	IN SUL2503	INSULATION, CLAM-SHELL, TXV
22	RP BKT2501	BRACKET, SOLENOID, HCI
23	RP SOL2501	HARNESS, SOLENOID, SINGLE
29	RP CLP2504	HOLD DOWN CLIP, NARROW, HCI
30	FA NUT0124	NUTSERT, 1/4-20 ALUM, KPNG RIVNUT
31	HD PIN001	PIN, KEY PAN RAIL, 1/2 DIA x 1/4, 1/4-20 x 3/8 SHNK
32	PB VLV501	VALVE, 1/2 CXC BALL 107-803*

CONTROL PANEL

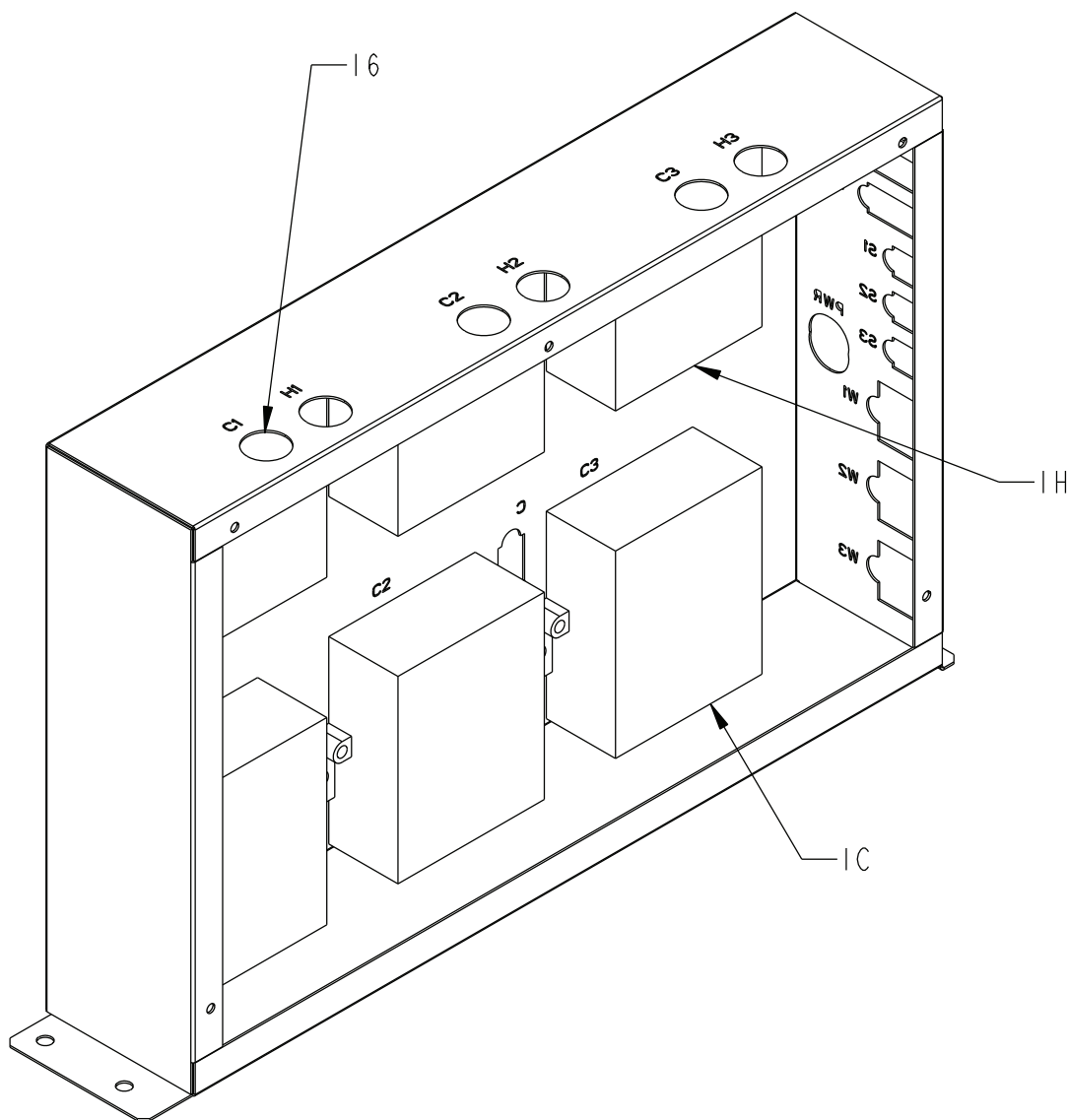
CALL FACTORY FOR REPLACEMENT PARTS:
888-994-7636

Parts List



ITEM #	PART NUMBER	PART DESCRIPTION
24A	RP CNT2504	ASSY, CNTRL PNL, HCI-1, SHEET METAL AND OVERLAY
24B	RP CNT2505	ASSY, CNTRL PNL, HCI-2, SHEET METAL AND OVERLAY
24C	RP CNT2506	ASSY, CNTRL PNL, HCI-3, SHEET METAL AND OVERLAY
25	RF CNT2404	SPINDLE, DANFOSS CONTROL
26	EL LGT2501	LIGHT, PILOT, DUAL, BLUE/RED
27	EL SWT2501	SWITCH, 3POS, DPDT
28	HD KNB2501	KNOB, 1.25", ALUM

Parts List

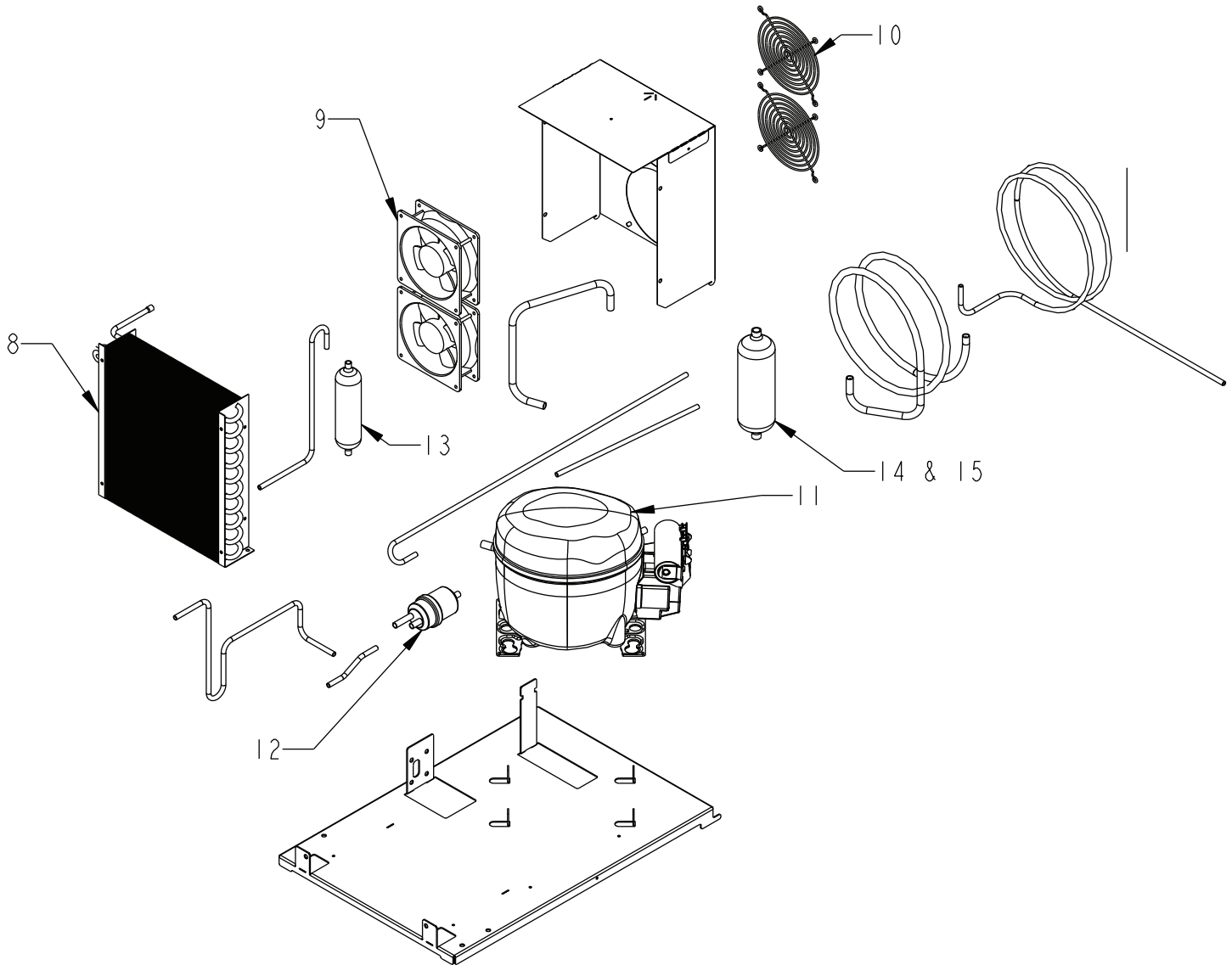


ITEM #	PART NUMBER	PART DESCRIPTION
1C	RP CNT2403C	CONTROL, DANFOSS, HCI, COLD, PROGRAMMED
1H	RP CNT2403H	CONTROL, DANFOSS, HCI, HOT, PROGRAMMED
16	RF CNT1603	THERMISTOR, QTI, AIR SENSOR, BLACK, 10'

CONDENSING UNIT

CALL FACTORY FOR REPLACEMENT PARTS:
888-994-7636

Parts List

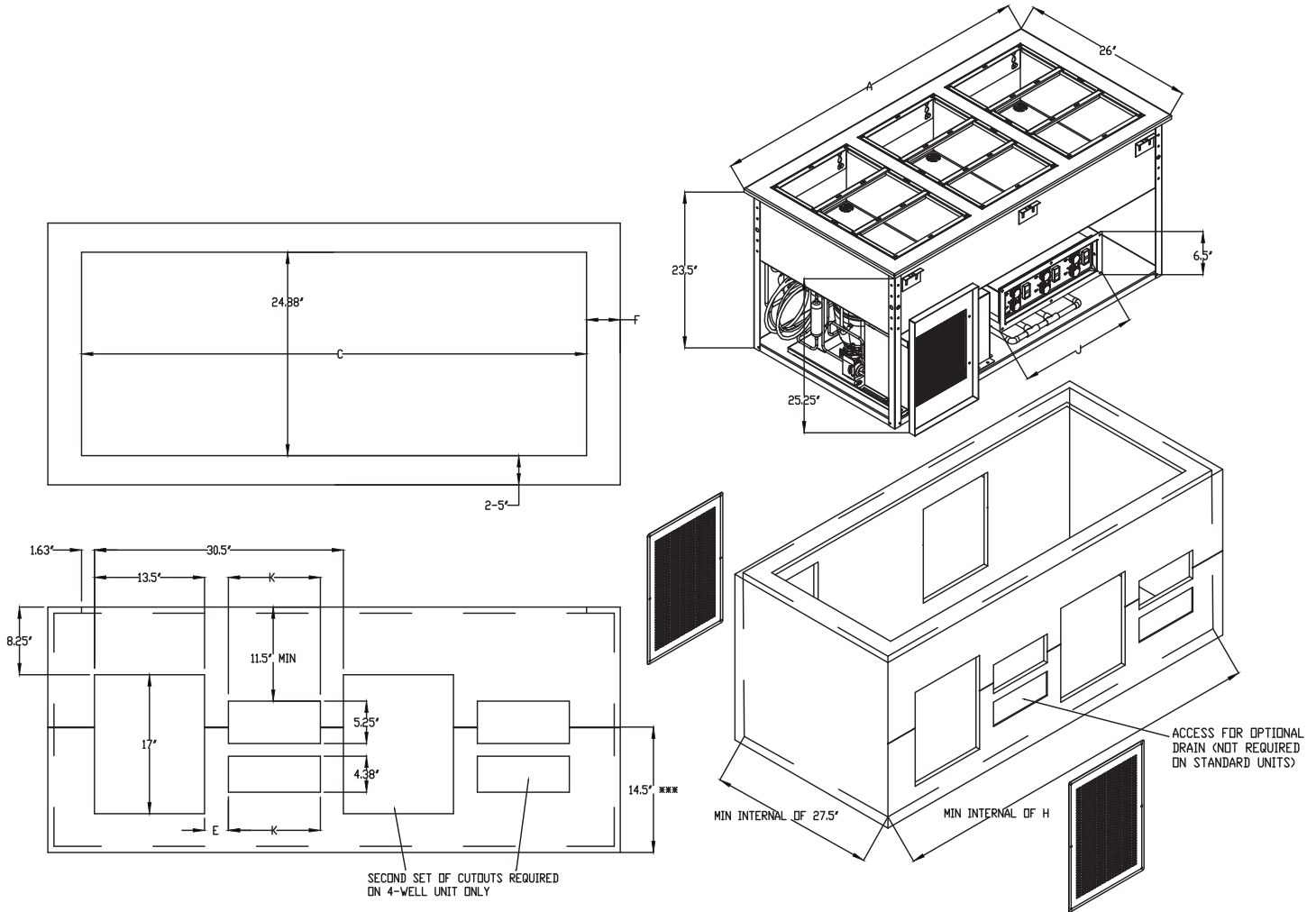


ITEM #	PART NUMBER	PART DESCRIPTION
8	RF COI1603	COIL, LUVATA - 1/4 - #129945802
9	RF FAN1401	FAN, AXIAL, 119 x 38mm, OPER/TEMP RANGE -30C-+70C,115V-50/60
10	RF FAN0703	FAN GUARD, NICKEL CHROME FINISH WIRE 116MM RND SGR-47
11	RF CMP1702	COMPRESSOR, 1/3HP R290 120V/60HZ EMBRACO FFU130UAX
12	RF FLT251	DRYER, 1/4"FILTER W/2ND 1/4 INEKP62741032S N*
13	RF TNK2501	TANK, RECEIVER,1/4" ENDS, 1.38"X6"
14	RF ACM1801	ACCUMULATOR, 3/8" DIA X 7" LONG
15	IN SUL2502	INSULATION CLAM-SHELL FOR RF ACM1801

CABINET

CALL FACTORY FOR REPLACEMENT PARTS:
888-994-7636

Parts List



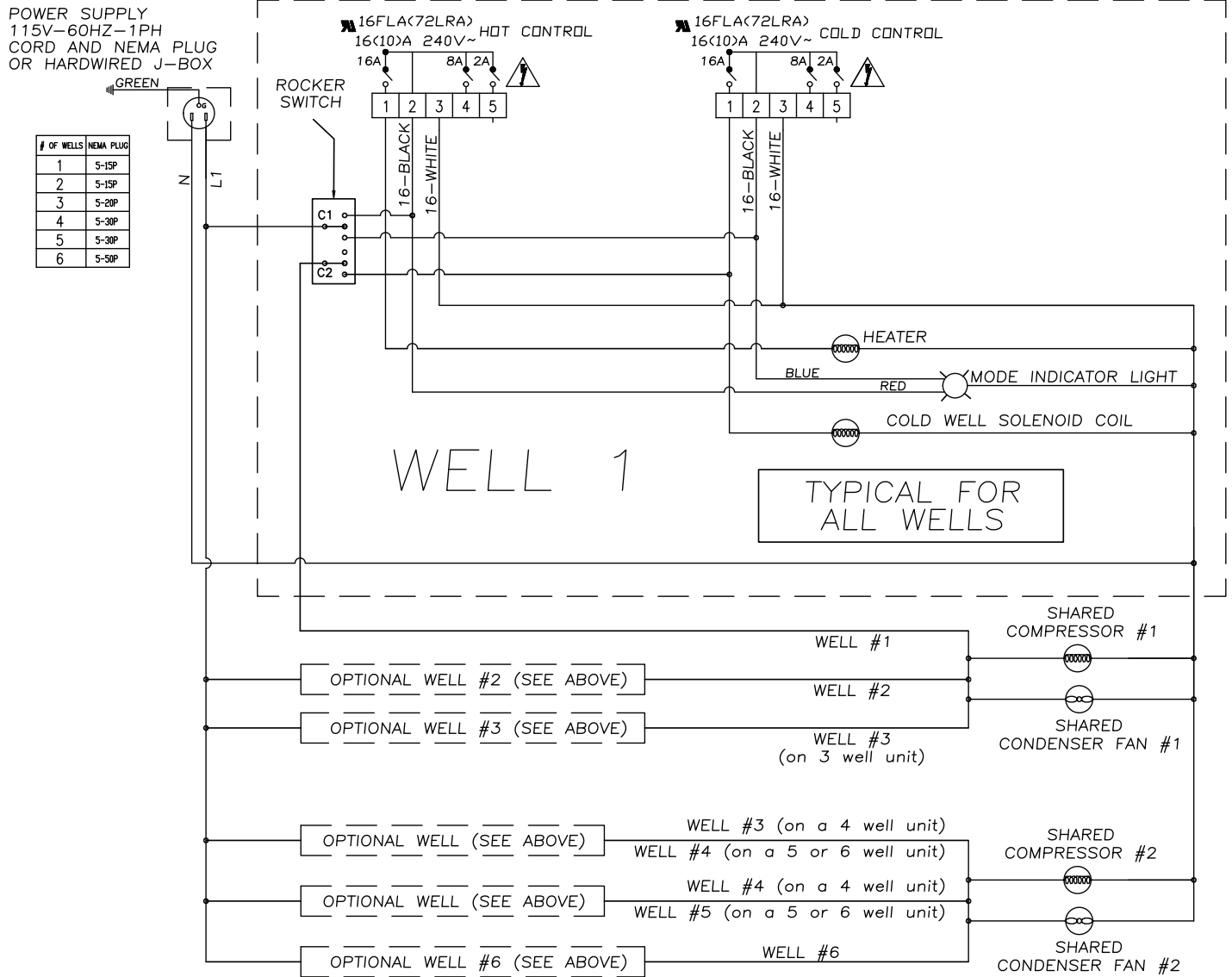
MODEL	LENGTH (A)	WIDTH (B)	TOP CUTOUT L (C)	TOP CUTOUT W (D)	CONTROL SPACE MIN (E)	RIGHT TOP MIN (F)	FRONT TOP (G)	CABINET L (H)	CABINET W (I)	CONTROL L (J)	CONTROL CUT L (K)	CONTROL CUT W (L)	CONTROL W (M)
HCI-1	18"	26"	16.75"	24.88"	2	7	2-5"	19"	27.5"	7.38"	6.25"	5.25"	6.5"
HCI-2	33"	26"	31.75"	24.88"	2.88	2	2-5"	33"	27.5"	12.5"	11.375"	5.25"	6.5"
HCI-3	48"	26"	46.75"	24.88"	2.88	2	2-5"	48"	27.5"	17.63"	16.5"	5.25"	6.5"
HCI-4	63"	26"	61.75"	24.88"	2.88	2	2-5"	63"	27.5"	12.5" (x2)	11.375" (x2)	5.25" (x2)	6.5" (x2)

*** Per flammable refrigerant safety standards, electrical connections (receptacles, GFCI...) are not allowed in the bottom 14.5" of the cabinet, see dimensioned drawing. Rear exhaust louver is required. Cutout is directly opposite intake on the front. Use same dimensions and information for front louver to locate rear louver 20" of clearance is required in front of each louver for proper air flow.

120V

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Wiring Diagram

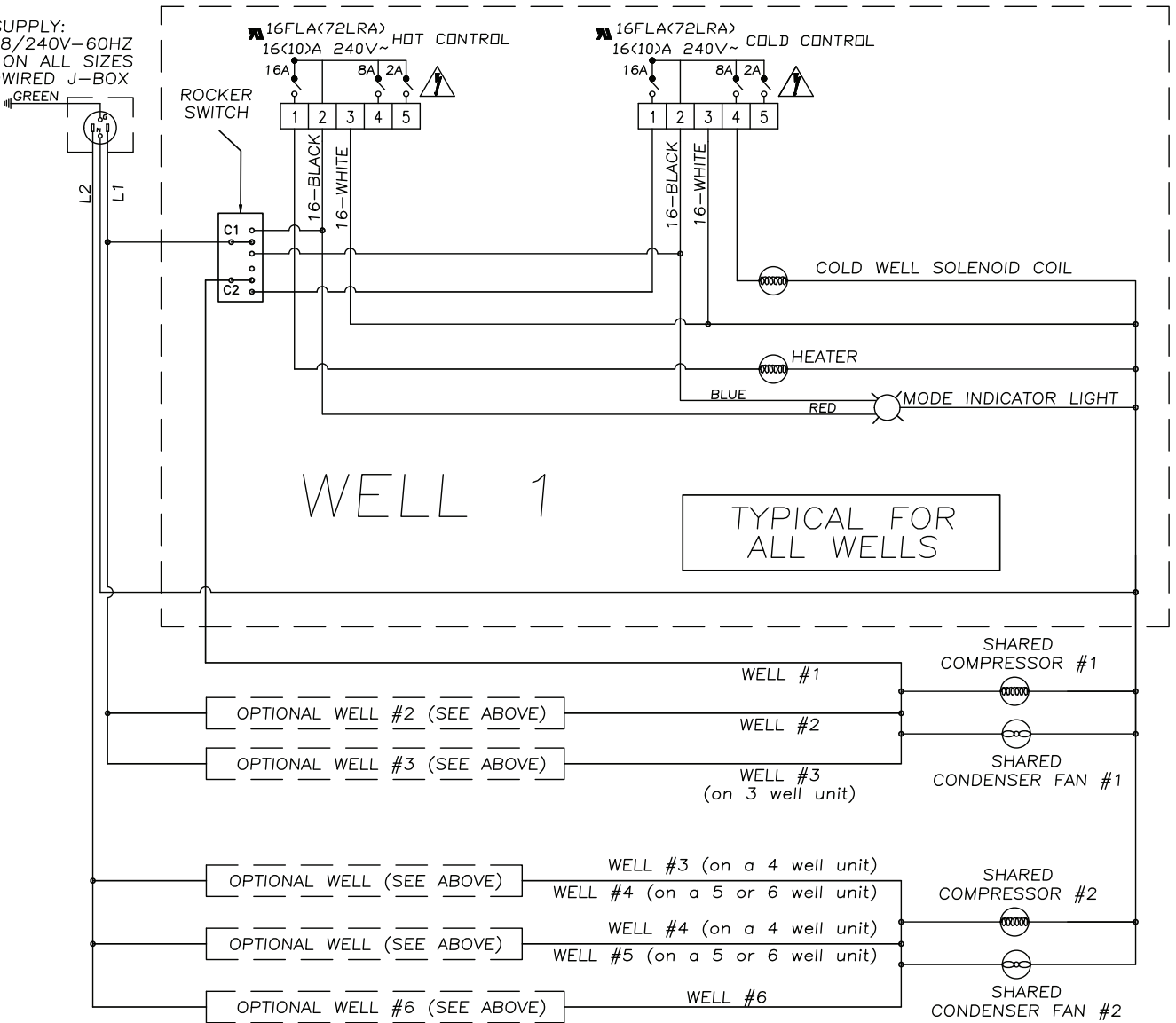


240V

CALL FACTORY FOR REPLACEMENT PARTS:
888-994-7636

Wiring Diagram

POWER SUPPLY:
120V-208/240V-60HZ
14-20P ON ALL SIZES
OR HARDWIRED J-BOX



Service Log

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

[illegible]