



OWNER'S MANUAL & WARRANTY

HELIOS® LIGHTS & WARMERS

SAFETY PRECAUTIONS

ELECTRIC SHOCK HAZARD:

- Units supplied without an electrical plug require a hardwired connection to on-site electrical system. Connection must be properly grounded and of correct voltage, size, and configuration for electrical specifications of unit. Contact a qualified electrician to determine and perform proper electrical connection.
- Plug unit into a properly grounded electrical receptacle of the correct voltage, size, and plug configuration. If plug and receptacle do not match, contact a qualified electrician to determine and install proper voltage and size electrical receptacle.
- Turn OFF power switch, unplug power cord/ turn off power at circuit breaker, and allow unit to cool before performing any cleaning, adjustments, or maintenance.
- Discontinue use if power cord is frayed or worn.
- DO NOT submerge or saturate with water. Unit is not waterproof. Do not operate it unit has been submerged or saturated with water.
- Do not steam clean or use excessive water on unit.
- Do not attempt to repair or replace a damaged power cord. The cord must be replaced by BSI, Authorized Service Agent, or a person with similar qualifications.
- Use only genuine BSI replacement parts when service is required. Failure to do so will void all warranties and may subject users to hazardous electrical voltage, resulting in electrical shock or burn. Some aftermarket replacement parts are not designed to safely operate on BSI equipment.

FIRE HAZARD:

- Locate unit the correct distance from combustible walls and materials. If safe distances are not maintained, discoloration or combustion could occur. Refer to specific installation and mounting information in this manual for proper clearances.

EXPLOSION HAZARD:

- Do not store or use substances with flammable vapors or liquids in the vicinity of this or any other appliance.
- Make sure all operators have been instructed on the safe and proper use of the unit.
- Make sure food product has been heated to the proper food-safe temperature before placing under unit. Failure to heat food product properly may result in serious health risks. This unit is for holding pre-heated food product only.


LIGHTS & WARMERS

Food shield systems can be built with lights, warmers or a combination of the two. Proper maintenance for these products is very important for safety. The following pages will detail the proper methods of keeping your product clean, how and where to exchange parts, and include diagrams for proper wiring.


RECEIVING AND INSPECTING THE EQUIPMENT

Care should be taken during unloading and uncrating to avoid equipment damage.

1. Visually inspect the package, skid, or container exterior. Any damage should be noted and reported to the delivering carrier immediately.
2. Open and inspect contents for damage and verify that all items were received.
3. In the event that damage is discovered, notify the carrier and request freight damage forms.
4. Request an inspection by the shipping company of the damaged equipment. This should be done within 10 days of equipment receipt.
5. Retain all crating materials until an inspection has been made or waived.





**ALL HELIOS UNITS
 ARE SHIPPED USING
 ZIP TIES TO SECURE
 DURING TRANSIT.
 AFTER INSTALLATION,
 CAREFULLY REMOVE ALL
 ZIP TIES.**

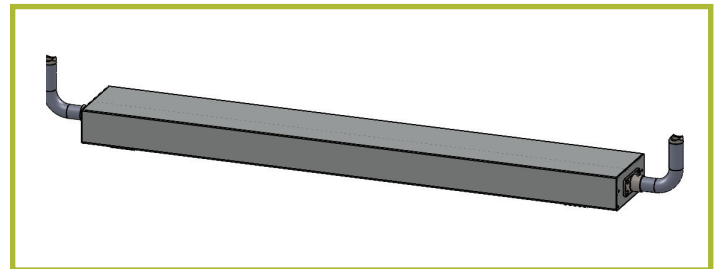


This product must be installed in accordance with the applicable installation code by a person familiar with the construction and operation of the product and the hazards involved.

Helios® lights and warmers are certified by NSF and UL.

MODELS



Helios® Light/Warmer Combo Unit Model 705E



Helios® Slimline Light Unit Model 2580E

CLEANING INSTRUCTIONS

Once your food shield has been properly installed, it is important to keep your unit clean for optimal operation.

- Turn off the power to your light or warmer prior to cleaning. Only clean when Helios® warmer is cool. **Cleaning when the warmer is hot can cause staining or damage to food warmer finish.**
- Wipe the surface with a clean, damp cloth to remove fingerprints, dust, etc.
- Spray with a light coating of glass cleaner to remove grease or other dirt. Use a non-ammonia cleaner.
- Be sure not to spray any cleaning product directly into the LED light or heating elements.

IDENTIFYING YOUR PRODUCT

Each Helios unit contains an Identification Sticker. This sticker provides the customer with the following information:

- Serial Number
- Model Number
- Manufacture Date
- Electrical Information



CHANGING THE LED BULB

- Turn off power to all lights and warmers.
- Carefully unscrew the end plate and slide out the entire LED light.
- If multiple lights are connected to each other, carefully disconnect serial connector or power connector.
- Remove defective light and replace with new LED light. Carefully reconnect the connector and slide in the light bar assembly.
- Replace end cover and two screws.

ORDERING NEW LED LIGHTS

Part #	Description
16289E	Kelly LED:_12"_LED_Light_Bar
16290E	Kelly LED:_18"_LED_Light_Bar
16292E	Kelly LED:_36"_LED_Light_Bar
16505E	Kelly LED:_48"_LED_Light_Bar
16293E	Kelly LED:_10'_Power_Cord_w/o_Plug
16294E	Kelly LED:_Serial_Connector
16295E	Kelly LED:_6" Power_Connector

16883	Aspect LED:_12"_LED_Light_Bar
16884	Aspect LED:_18"_LED_Light_Bar
16885	Aspect LED:_36"_LED_Light_Bar
16886	Aspect LED:_48"_LED_Light_Bar
16887	Aspect LED:_11" adapter cord
16888	Aspect LED:_10' power cord
16889	Aspect LED:_96W 24VDC Power Supply
16890	Aspect LED:_60"_LED_Light_Bar

REPLACING THE TUBULAR HEATING ELEMENT

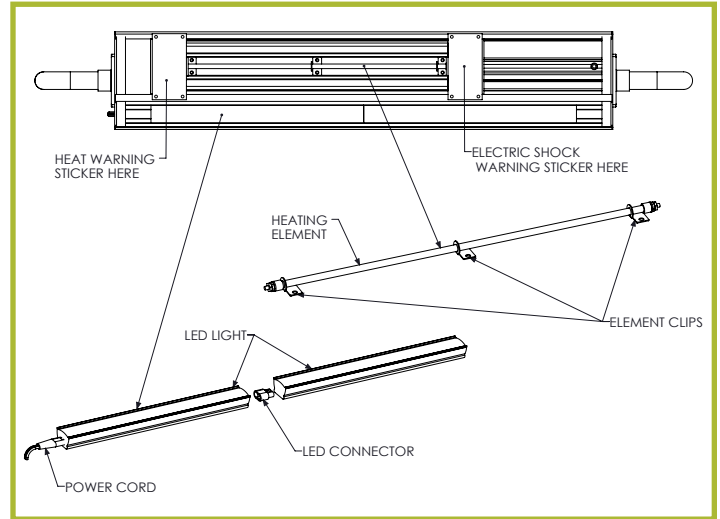
Helios® heat and light units contain a tubular heating element that can burn out — similar to a light bulb.

Replacement of the tubular heating element should be completed by a professional service technician. If you have additional questions, contact BSI at 800.662.9595.

REPLACEMENT HEATING ELEMENTS

Part #	Description
492E-18-BK	Element:_18"_120V_Heater_350W
492E-24-BK	Element:_24"_120V_Heater_500W
492E-30-BK	Element:_30"_120V_Heater_660W
492E-36-BK	Element:_36"_120V_Heater_800W
492E-42-BK	Element:_42"_120V_Heater_950W
492E-48-BK	Element:_48"_120V_Heater_1100W
492E-54-BK	Element:_54"_120V_Heater_1250W
492E-60-BK	Element:_60"_120V_Heater_1400W
492E-66-BK	Element:_66"_120V_Heater_1560W

Part #	Description
496E-24-BK	Element:_24"_208V_Heater_500W
496E-30-BK	Element:_30"_208V_Heater_660W
496E-36-BK	Element:_36"_208V_Heater_800W
496E-42-BK	Element:_42"_208V_Heater_950W
496E-48-BK	Element:_48"_208V_Heater_1100W
496E-54-BK	Element:_54"_208V_Heater_1250W
496E-60-BK	Element:_60"_208V_Heater_1400W
496E-66-BK	Element:_66"_208V_Heater_1560W



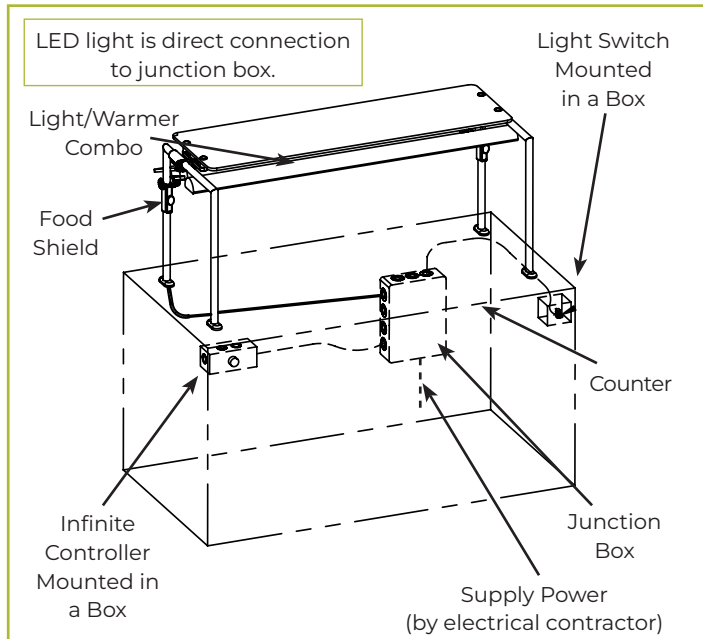
PARTS & SERVICE

If your Helios unit needs service, contact your local installer for assistance.

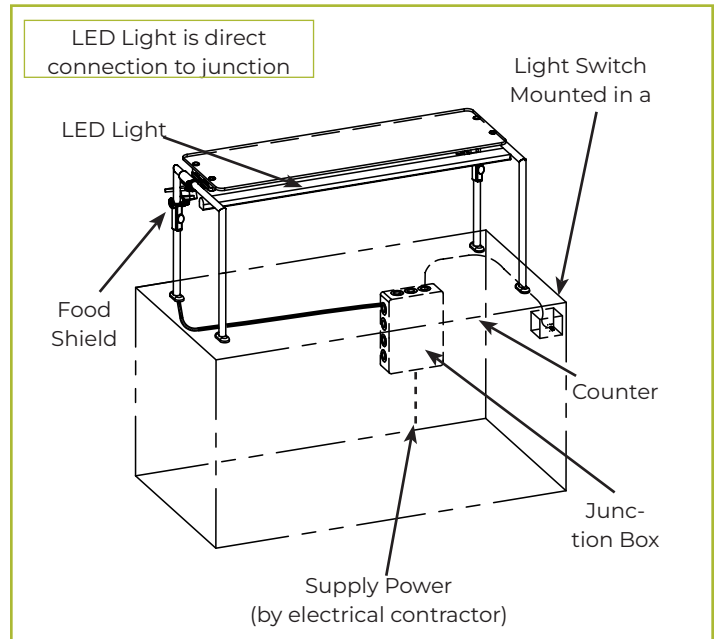
For questions about the replacement parts, contact BSI at 800.662.9595.

WIRING INSTALLATIONS

Helios® LED Light & Warmer Combo



LED Lights

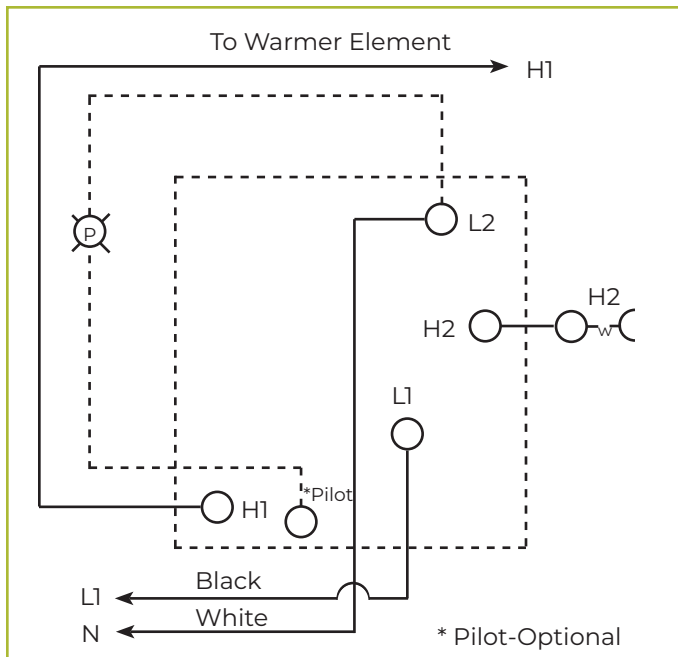


Installation Information

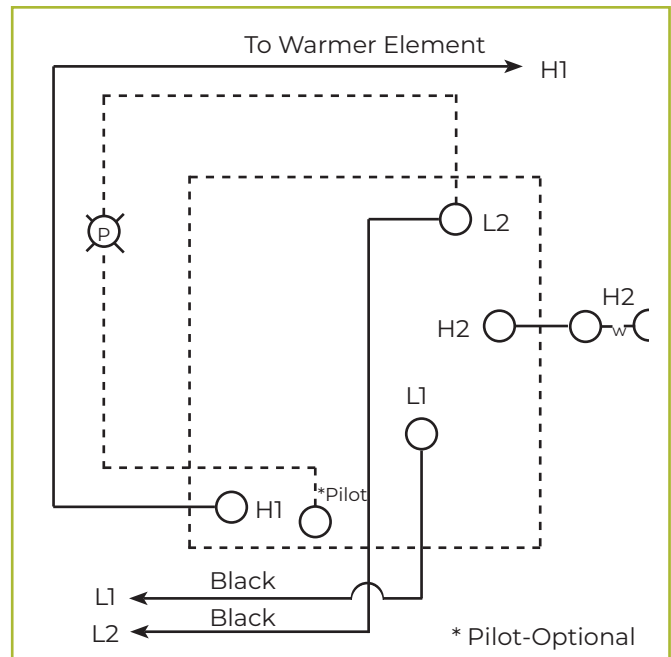
- All wiring should be performed by a certified technician.
- Wires are routed through wire chase/support legs per approved shop drawings.
- Mount the ballast box and infinite controllers near the wire chase/support leg.

WIRING DIAGRAMS

Remote Infinite Control for Helios® Light & Warmer Combo Units



Infinite switch (120V) - Part #581



Infinite switch (208V/240V) - Part #582

TROUBLESHOOTING GUIDE

ELECTRIC SHOCK HAZARD:

⚠ WARNING Turn OFF power switch, unplug power cord/turn off power at circuit breaker, and allow unit to cool before performing any cleaning, adjustments, or maintenance.

TROUBLESHOOTING QUESTIONS?

Contact BSI for assistance.

Telephone: 800.662.9595

E-Mail: support@bsidesigns.com

Symptom	Probable Cause	Corrective Action
Unit is turned "On" but there is no heat.	No power to unit.	Check circuit breaker and reset as necessary.
	Switch is defective.	Contact Authorized Service Agent or BSI for assistance.
	Wiring is open.	
	Heating element defective.	
Heat is inadequate.	Unit mounted too high above target area.	Lower unit.
	Excessive air movement around strip heater target area.	Restrict or redirect air movement (air conditioning duct or exhaust fan) away from unit.
	Incorrect power supply (low).	Make sure power supply matches rating on unit. If power supply is incorrect, change to match rating.
Heat is excessive.	Unit mounted too close to target area.	Check to see that installation is within recommended specifications.
	Voltage supply too high.	Make sure power supply matches rating on unit. If power supply is incorrect, change to match rating.
		Add remote infinite switch to control heat.
Control switches burn out.	Unit mounted improperly.	Move the unit away from walls, counters, and/or pass-through shelves as noted in the Installation section of this document.
	Remote control box mounted too close to heat zone.	Reposition remote control box away from the heat zone.
	Switches are not BSI genuine parts.	Contact Authorized Service Agent or BSI to replace with genuine BSI switches.

BSI E-SERIES WARRANTY

BSI, LLC warrants its products to be free of material and workmanship defects under normal use from the date of original purchase and for the applicable warranty periods set forth below. BSI, LLC's warranty extends only to original purchasers acquiring new products purchased in the United States directly from BSI, LLC, its authorized dealers, or other companies specifically authorized by BSI, LLC to act as resellers of its products.

E-SERIES FOOD GUARDS

BSI, LLC warrants all E-Series food guards against material and workmanship defects for a period of one year from invoice date. This excludes post-installation glass chipping or breakage that can be explained as "standard wear and tear."

HELIOS® LIGHTS & WARMERS

BSI, LLC warrants the Helios housing, warming element, and light ballast against material and workmanship defects for a period of one year from invoice date. The LED bulb itself is not covered under warranty.

THERE ARE NO WARRANTIES EXCEPT AS STATED ABOVE, WHETHER EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Warranties do not apply to products that have been altered in any way or to products subjected to misuse, abuse, neglect, accident, or damage in transit. Warranty is void if products are used, held, or stored in an unsupervised environment. BSI, LLC's liability shall be limited to product repair or replacement, or refund of purchase price issued at the discretion of BSI, LLC. BSI, LLC will not be liable, under any circumstances, for incidental or consequential damages (including, without limitation, to lost profits) arising in connection with the sale, use, inability to use, repair, or replacement of BSI, LLC's products. The liability of BSI, LLC arising from any cause shall not exceed the price paid for the products.

Any breach claim of the foregoing warranties shall be deemed waived unless submitted to BSI, LLC in writing within 30 days of alleged defect discovery date or by reasonable inspection should have been discovered. Merchandise must be returned to the BSI, LLC factory, freight prepaid, and will not be accepted unless a prior Return Merchandise Authorization (RMA) has been issued by BSI, LLC. A copy of the original invoice must accompany the returned merchandise to verify the original purchase date and warranty entitlement. Any cause of action for breach of the foregoing warranties shall be deemed waived unless brought within one year of claim submission.