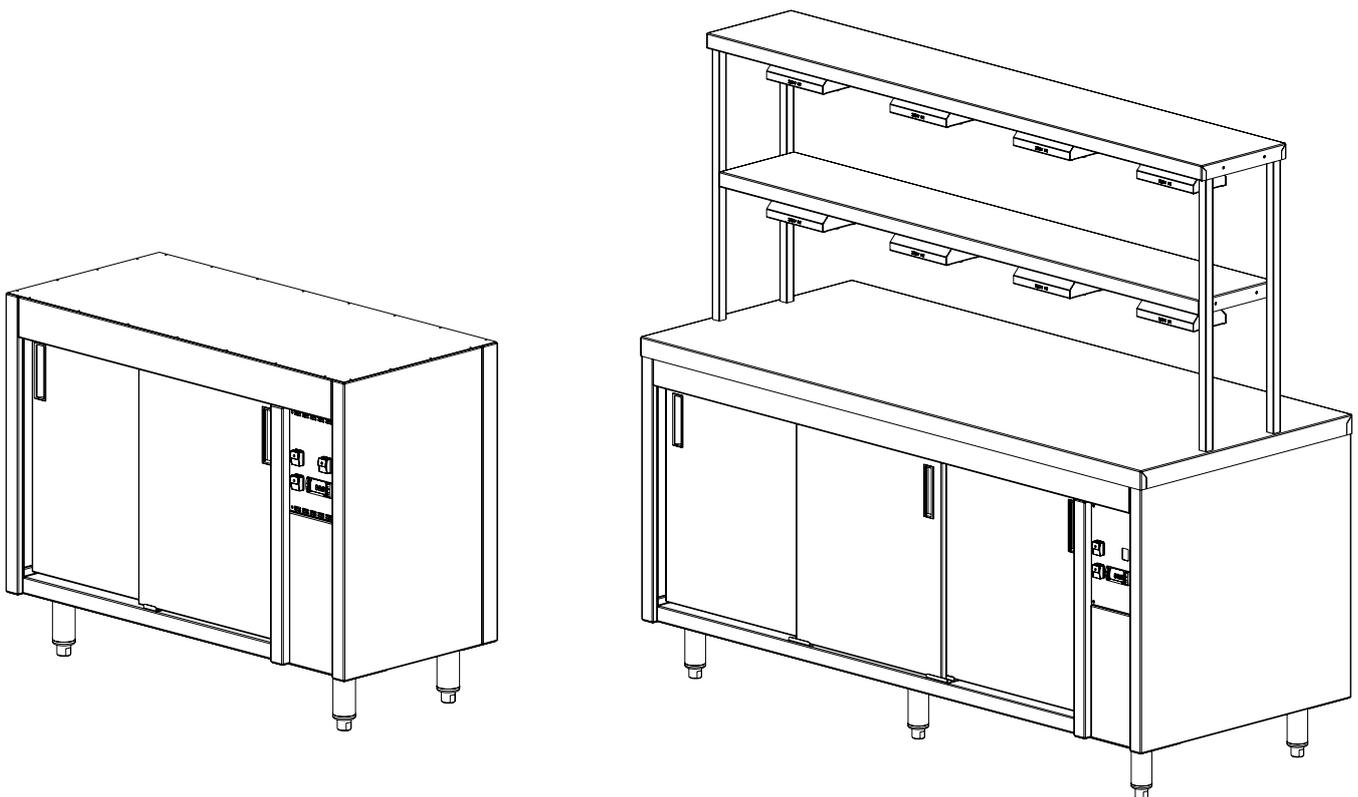


**Specification, Installation  
and Operation Manual**

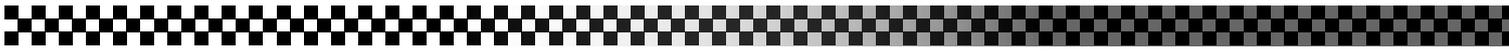
**HORIZONTAL & VERTICAL HOT CUPBOARDS  
UNDER BENCH / ISLAND / PASS THROUGH / HALF & FULL HEIGHT  
Optional - 2 Tier Gantry**

Models:

CH.HC.U, CH.HC.I, CH.HC.I.GDT, CH.HC.I.GDB, CH.HC.I.GDD, CH.HCP.U,  
CH.HCP.I, CH.HCP.I.GDT, CH.HCP.I.GDB & CH.HCP.I.GDD  
CH.VHC.1411, CH.VHC.SG.1411, CH.VHC.3211, CH.VHC.SG.3211,  
CH.VHC.SD2.3011 & CH.VHC.SG2.3011



A guide on the use, care and maintenance  
of your quality Culinaire product



## Introduction

Your New Culinaire Product. . . . .	3
Product Overview. . . . .	3
Attention . . . . .	4
General Information . . . . .	4
<i>Service</i>	

## Installation

Setting Up . . . . .	5
<i>Handling</i>	
<i>Unpacking</i>	
<i>Positioning</i>	
Electrical Connection . . . . .	6
<i>Information</i>	
Shelves. . . . .	7
<i>Shelf Installation</i>	
<i>Work Shelf Optional Extras</i>	

## Specification

Technical Specifications . . . . .	9
<i>Code Explanation</i>	
<i>Work Shelf Optional Extras</i>	
<i>CH.HC.U &amp; CH.HC.I</i>	
<i>CH.HC.I.GDT, CH.HC.I.GDB &amp; CH.HC.I.GDD</i>	
<i>CH.HCP.I.GDT, CH.HCP.I.GDB &amp; CH.HCP.I.GDD</i>	
<i>CH.HCP.U / CH.HCP.I</i>	
<i>Code Explanation</i>	
<i>CH.HCP.U / CH.HCP.I</i>	
<i>CH.VHC.3211 / CH.VHC.SG.3211 / CH.VHC.SD2.3011 / CH.VHC.SG2.3011</i>	

## Operation

Initial Start-up & Operation (CH.HC.x / CH.HCP.x) . . . . .	17
<i>Horizontal Hot Cupboard - Initial Start-up</i>	
<i>Horizontal Hot Cupboard - Operation</i>	
Temperature Adjustment (Hot Cupboard) . . . . .	18
Initial Start-up & Operation (CH.VHC.xx) . . . . .	19
<i>Vertical Hot Cupboard - Initial Start-up</i>	
<i>Vertical Hot Cupboard - Operation</i>	
<i>Vertical Hot Cupboard - Humidifier Tray</i>	
<i>Moving the Unit</i>	
<i>Castors</i>	
Gantry Operation . . . . .	20
Replacing Heat Lamp Bulbs . . . . .	20
GN Pans, Loading Hot Cupboard . . . . .	21
<i>Gastronorm Pans</i>	
<i>Loading Hot Cupboard</i>	
<i>Loading Restrictions</i>	
Food Safety. . . . .	21
<i>Food Temperature</i>	
<i>Food Storage</i>	

Cleaning . . . . .	22
<i>General Information</i>	
<i>Corrosion Protection</i>	
<i>Surface Finish</i>	
<i>Cleaning Schedule</i>	
<i>Materials Required</i>	
<i>Hot Cupboard</i>	
<i>Glass</i>	
Troubleshooting . . . . .	24

## **Warranty**

Appendix 1 – Australian Warranty and Contact Details . . . . .	25
Australian Warranty Policy & Procedure. . . . .	25
1. Commercial Warranty . . . . .	25
2. Consumer Warranty . . . . .	25
3. Warranty Clarification . . . . .	25
4. Warranty Claim Procedure . . . . .	26
5. Timing of Warranty Services . . . . .	26
6. General Maintenance and Repairs . . . . .	26
Warranty Request Form . . . . .	27

## Your New Culinaire Product

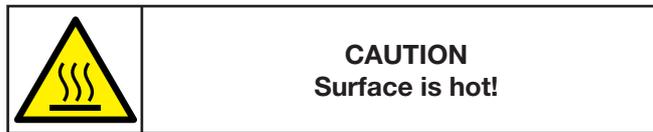
Thank you for choosing this quality Culinaire product. All our products are designed and made to meet the needs of food service professionals. By using, caring and maintaining your Culinaire product according to these instructions, your Culinaire product should give you many years of reliable service.

Stoddart is a wholly Australian owned company, which manufactures Culinaire commercial catering equipment. All Culinaire products are engineered and manufactured in Australia to provide excellent results whilst offering-value-for-money, ease-of-use and reliability.

Culinaire manufacture a comprehensive range of equipment for kitchens, food preparation and presentation.

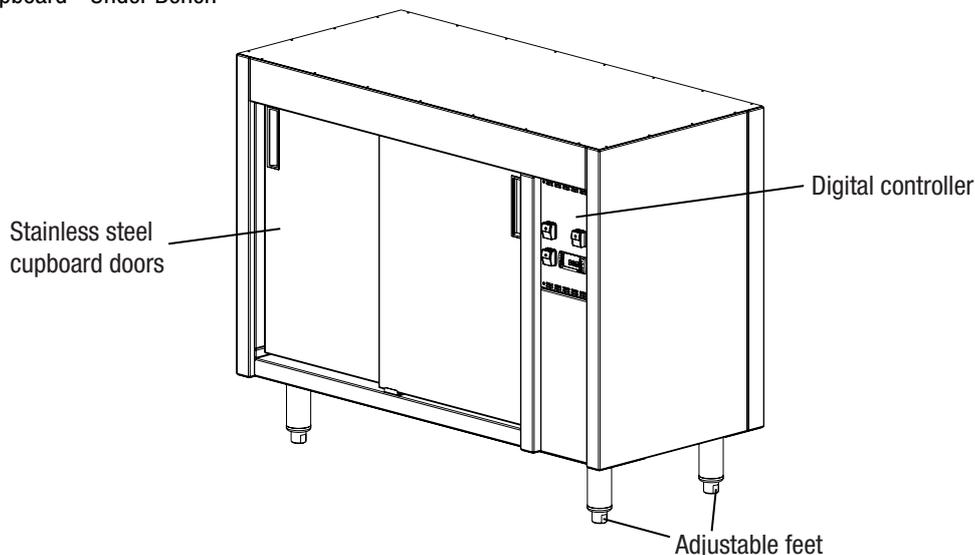
## Product Overview

Configuration may vary according to model.



Code	Explanation
CH	= Culinaire Heated
HC	= Horizontal Hot Cupboard
HCP	= Horizontal Hot Cupboard - Pass Through
VHC	= Vertical Hot Cupboard
I	= Island
U	= Under Bench
SG	= Glass Door
SD2	= Solid Half Doors
SG2	= Glass Half Doors
GDT	= Gantry - Double - Heat Lamps to Top Shelf
GDB	= Gantry - Double - Heat Lamps to Bottom Shelf
GDD	= Gantry - Double - Heat Lamps to both Shelves
3 to 8	= 3 to 8 Module
1411	= Half Height
3211 - 3011	= Full Height

Horizontal Hot Cupboard - Under Bench  
CH.HC.U



## Attention

Carefully read this instruction booklet, as it contains important advice for safe installation, operation and maintenance. Keep this booklet on hand in a safe place for future reference by other operators or users.

### Disclaimer

The manufacturer and distributor cannot be held responsible or liable for any injuries or damages of any kind occurred to persons, units or others, due to abuse and misuse of this unit in regards to installation, un-installation, operation, servicing or maintenance, or lack of conformity with the instructions indicated in this documentation.

All units made by the manufacturer are delivered assembled, where possible, and ready to install. Any installation, un-installation, servicing, maintenance and access or removal of any parts, panels or safety barriers that is not permitted, does not comply in accordance to this documentation, or not performed by a TRAINED AND AUTHORISED SPECIALIST will result in the IMMEDIATE LOSS OF THE WARRANTY.

The manufacturer cannot be held responsible or liable for any unauthorized modifications or repairs. All modifications or repairs must be approved by the manufacturer in writing before initiating. All modifications or repairs performed to this unit must be performed at all times by a TRAINED AND AUTHORISED SPECIALIST.ANTY.

**Stoddart design, manufacture & distribute Food Service Equipment (appliances) exclusively for the commercial market. This appliance is not designed nor intended for household or domestic use & must not be used for this purpose.**

This product is intended for commercial use, and in line with Australian electrical safety standards the following warnings are provided:

- This product is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the product by a person responsible for their safety. Children should be supervised to ensure that they do not play with the product
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard

## General Information

When using any electrical unit, safety precautions must always be observed.

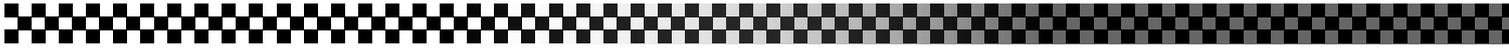
Our units have been designed for high performance. Therefore, the unit must be used exclusively for the purpose for which it has been designed.

Read these instructions carefully and retain for future reference.

- All units MUST be installed according to the procedures stated in the installation section of this manual
- In the case of new personnel, training is to be provided before operating the equipment
- DO NOT use this unit for any other purpose than its intended use
- DO NOT store explosive substances such as aerosol cans with a flammable propellant in or near this unit
- Keep fingers out of "pinch point" areas
- This unit is NOT waterproof. DO NOT use jet sprays or hoses to the exterior of the unit
- Only use this unit with voltage specified on the rating label
- Do NOT remove any cover panels that may be on the unit
- DO NOT use sharp objects to activate controls
- If any fault is detected, refer to troubleshooting
- The manufacturer declines any liability for damages to persons and/or things due and to an improper/wrong and/or unreasonable use of the machine

## Service

- Only specifically trained/qualified Technicians (Stoddart, one of our service agents, or a similarly qualified persons) should carry out any and all repairs, maintenance and services



## Setting Up

Improper installation, adjustments, alterations, service or maintenance can cause property damage, injury or death.

### *Handling*

- Use suitable means to move the unit: eg. A lift truck or fork pallet trucks (the forks should reach more completely beneath the unit)

### *Unpacking*

- Check the unit for damage before and after unpacking. If unit is damaged, contact the distributor and manufacturer
- Should any item have physical damage, report the details to the freight company and to the agent responsible for the dispatch within seven (7) days of receipt. No claims will be accepted or processed after this period
- The unit is supplied fully assembled
- Remove all protective plastic film, tapes, ties and packers before installing and operating
- Clean off any remaining residue from the interior/exterior of the unit using a clean cloth dampened with warm soapy water

### *Positioning*

- Choose an area that is well ventilated and provides access for future maintenance
- Place the unit on a level stable work surface capable of supporting its weight
- Do not position the unit in a wet area, an area with a lot of heat and steam or near flammable substances
- Allow an air gap between the unit and other objects or surfaces. We recommend a minimum gap of 100mm for normal operational use (if the unit is near any heat sensitive material we suggest you allow additional space)
- Please consult national and local standards to ensure that your unit is positioned in accordance with any existing requirement

## Electrical Connection



**WARNING!**  
This unit must be installed in accordance with local electrical standards.

### Information

Aggregate electrical ratings of the Unit are expressed in kilowatts in this manual.

#### Single Phase Units:

A terminal block for on-site connection, by a licensed electrician will be supplied inside the service compartment of the unit and be indicated as:

- 1Ø + N + E

#### Plug and lead Connection:

- Plug the unit into the applicable power point

#### On-site Connection:

- The electrical supply must comply with the rating plate data
- Ensure that the machine is connected to a suitably rated and earthed power source
- Ensure that there is an isolation switch installed near the unit
- To connect the power, the unit has a terminal block in the electrical junction box. The power switches and electronic controller are the face of the electrical junction box
- The equipment should be earthed according to local electrical codes to prevent the possibility of electrical shock. It requires an earthed receptacle with separate electrical lines, protected by fuses or a circuit breaker of the proper rating
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard. Please contact Stoddart for parts and we will advise how to do this in order to avoid any electrical hazard
- The power cable should be dry and/or isolated from moisture or water



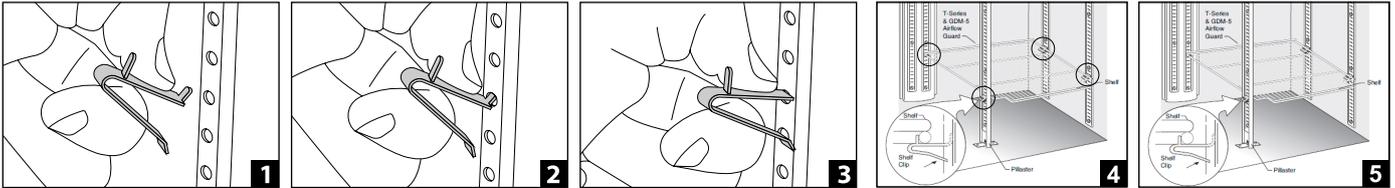
**WARNING!**  
Some procedures in this manual require the power to the equipment to be turned off and isolated. Turn the power OFF at the power point and unplug the power supply lead by the plug body. If the power point is not readily accessible turn the equipment off at the isolation switch or the circuit breaker in the switchboard. Attach a yellow "CAUTION-DO NOT OPERATE" tag. This must be performed where relevant unless the procedures specify otherwise.  
**FAILURE TO DO SO MAY RESULT IN ELECTRIC SHOCK.**

## Shelves

### Shelf Installation

Note: Do not use pliers when installing shelf clips

1. The shelf support pin needs to be facing up
2. Squeeze the pin to fit the bottom of the clip in
3. The shelf clips clip into the rail
4. All four pins for the shelf need to be at the same height for a level shelf
5. The outer frame of the shelf fits over the shelf



### Work Shelf Optional Extras

Description		Model	Details
<b>Work Shelf</b>	3 Module	<b>CA.WS.3</b>	1080mm x 250mm
Factory fitted	4 Module	<b>CA.WS.4</b>	1420mm x 250mm
	5 Module	<b>CA.WS.5</b>	1760mm x 250mm
	6 Module	<b>CA.WS.6</b>	2100mm x 250mm
	7 Module	<b>CA.WS.7</b>	2440mm x 250mm
	8 Module	<b>CA.WS.8</b>	2780mm x 250mm



**Page Intentionally Left Blank**

## Technical Specifications

### Code Explanation

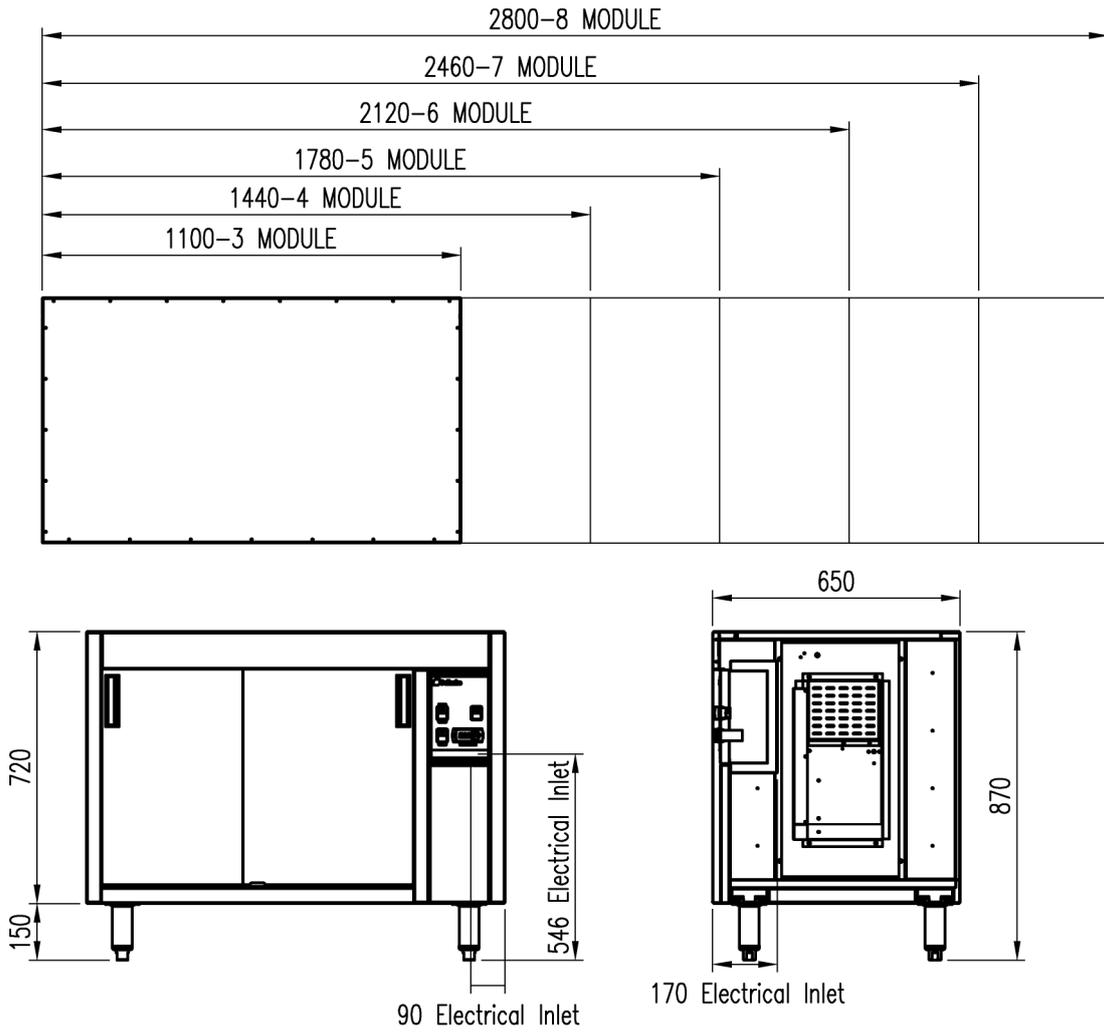
Code	Explanation
CH	= Culinaire Heated
HC	= Horizontal Hot Cupboard
HCP	= Horizontal Hot Cupboard - Pass Through
I	= Island
U	= Under Bench
GDT	= Gantry - Double - Heat Lamps to Top Shelf
GDB	= Gantry - Double - Heat Lamps to Bottom Shelf
GDD	= Gantry - Double - Heat Lamps to both Shelves
3 to 8	= 3 to 8 Module

### Work Shelf Optional Extras

Description		Model	Details
<b>Work Shelf</b>	3 Module	<b>CA.WS.3</b>	1080mm x 250mm
Factory fitted	4 Module	<b>CA.WS.4</b>	1420mm x 250mm
	5 Module	<b>CA.WS.5</b>	1760mm x 250mm
	6 Module	<b>CA.WS.6</b>	2100mm x 250mm
	7 Module	<b>CA.WS.7</b>	2440mm x 250mm
	8 Module	<b>CA.WS.8</b>	2780mm x 250mm

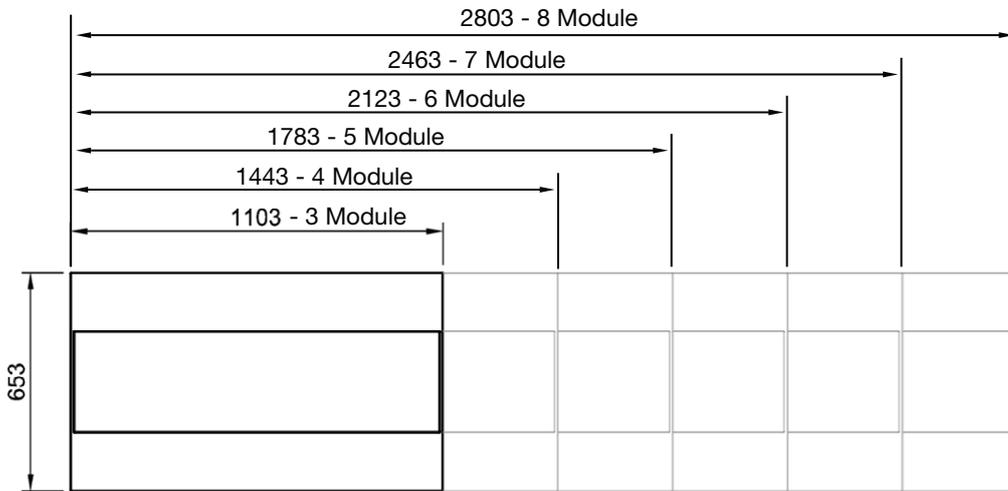
### CH.HC.U & CH.HC.I

SPECIFICATIONS			
Model	CH.HC.U.3 / CH.HC.I.3	CH.HC.U.4 / CH.HC.I.4	CH.HC.U.5 / CH.HC.I.5
Width	1100mm	1440mm	1780mm
Depth	650mm / 653mm	650mm / 653mm	650mm / 653mm
Height	880mm / 890mm	880mm / 890mm	880mm / 890mm
Capacity	4 x 1/1 Gastronorm Pans	6 x 1/1 Gastronorm Pans	8 x 1/1 Gastronorm Pans
Voltage	220-240V, 50Hz	220-240V, 50Hz	220-240V, 50Hz
Power (kW)	1.8kW	1.8kW	2.2kW
Connection	1 Phase, Neutral, Earth		
Temperature Range	65-90°C		
SPECIFICATIONS			
Model	CH.HC.U.6 / CH.HC.I.6	CH.HC.U.7 / CH.HC.I.7	CH.HC.U.8 / CH.HC.I.8
Width	2120mm	2460mm	2800mm
Depth	650mm / 653mm	650mm / 653mm	650mm / 653mm
Height	880mm / 890mm	880mm / 890mm	880mm / 890mm
Capacity	10 x 1/1 Gastronorm Pans	12 x 1/1 Gastronorm Pans	14 x 1/1 Gastronorm Pans
Voltage	220-240V, 50Hz	220-240V, 50Hz	220-240V, 50Hz
Power (kW)	2.2kW	3.6kW	3.6kW
Connection	1 Phase, Neutral, Earth		
Temperature Range	65-90°C		

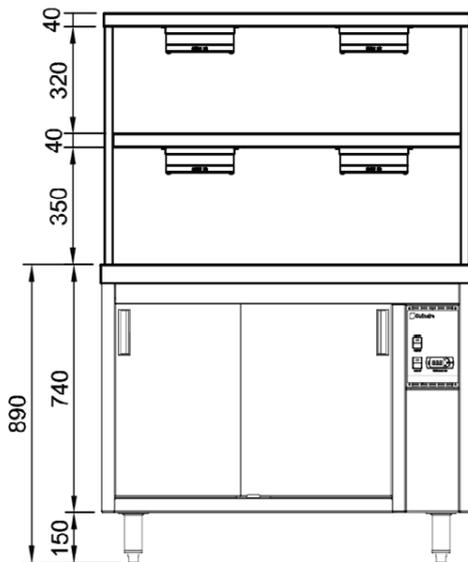


**CH.HC.I.GDT, CH.HC.I.GDB & CH.HC.I.GDD**  
**CH.HCPI.GDT, CH.HCPI.GDB & CH.HCPI.GDD**

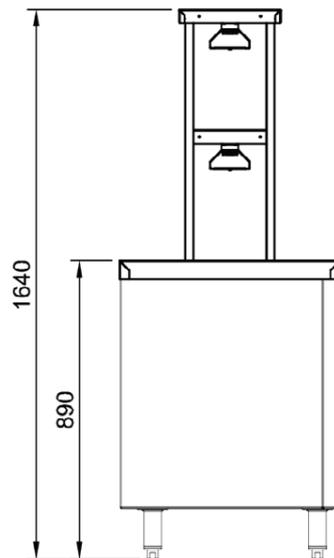
SPECIFICATIONS			
Model	CH.HC.I.GDT.3 / CH.HCPI.GDT.3 CH.HC.I.GDB.3 / CH.HCPI.GDB.3 CH.HC.I.GDD.3 / CH.HCPI.GDD.3	CH.HC.I.GDT.4 / CH.HCPI.GDT.4 CH.HC.I.GDB.4 / CH.HCPI.GDB.4 CH.HC.I.GDD.4 / CH.HCPI.GDD.4	CH.HC.I.GDT.5 / CH.HCPI.GDT.5 CH.HC.I.GDB.5 / CH.HCPI.GDB.5 CH.HC.I.GDD.5 / CH.HCPI.GDD.5
Width	1103mm	1443mm	1783mm
Depth	653mm	653mm	653mm
Height	1640mm	1640mm	1640mm
Capacity	3 x 1/1 Gastronorm Pans	4 x 1/1 Gastronorm Pans	5 x 1/1 Gastronorm Pans
Voltage	220-240V, 50Hz	220-240V, 50Hz	220-240V, 50Hz
Power (kW)	2.4kW / 3.0kW	2.7kW / 3.6kW	3.4kW / 4.6kW
Connection	1 Phase, Neutral, Earth	3 Phase, Neutral, Earth	
Temperature Range	65-90°C		
SPECIFICATIONS			
Model	CH.HC.I.GDT.6 / CH.HCPI.GDT.6 CH.HC.I.GDB.6 / CH.HCPI.GDB.6 CH.HC.I.GDD.6 / CH.HCPI.GDD.6	CH.HC.I.GDT.7 / CH.HCPI.GDT.7 CH.HC.I.GDB.7 / CH.HCPI.GDB.7 CH.HC.I.GDD.7 / CH.HCPI.GDD.7	CH.HC.I.GDT.8 / CH.HCPI.GDT.8 CH.HC.I.GDB.8 / CH.HCPI.GDB.8 CH.HC.I.GDD.8 / CH.HCPI.GDD.8
Width	2123mm	2463mm	2803mm
Depth	653mm	653mm	653mm
Height	1640mm	1640mm	1640mm
Capacity	6 x 1/1 Gastronorm Pans	7 x 1/1 Gastronorm Pans	8 x 1/1 Gastronorm Pans
Voltage	220-240V, 50Hz	220-240V, 50Hz	220-240V, 50Hz
Power (kW)	3.4kW / 4.6kW	5.1kW / 6.6kW	5.4kW / 7.2kW
Connection	3 Phase, Neutral, Earth		
Temperature Range	65-90°C		



Plan View



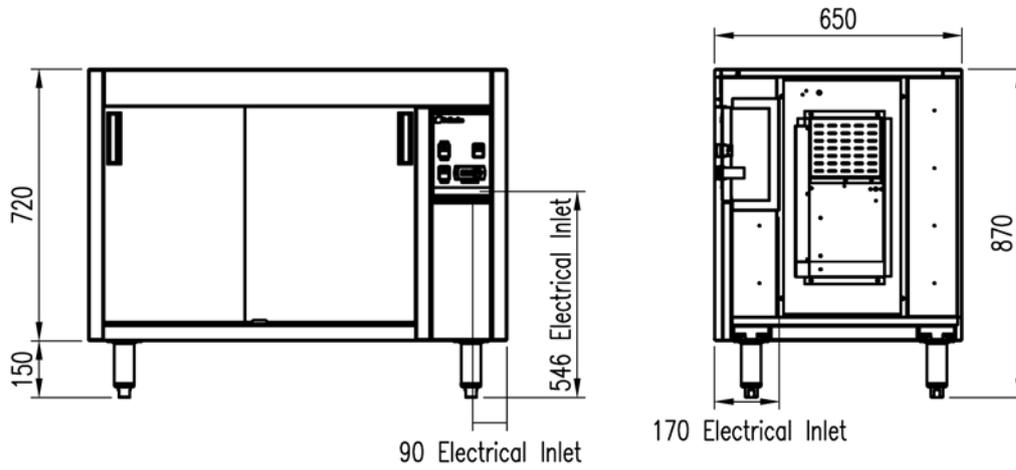
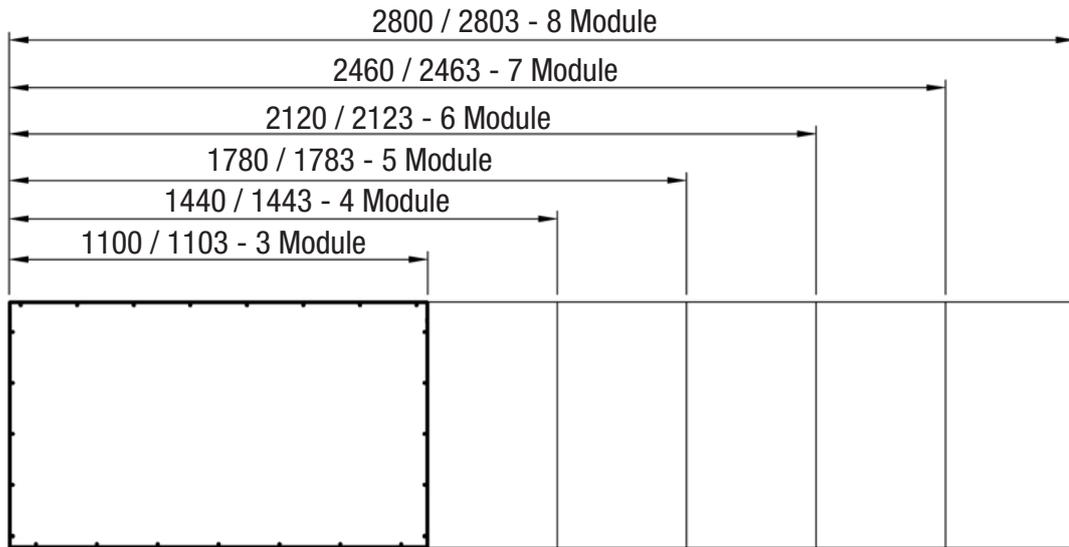
Front Elevation



End Elevation

**CH.HCPU / CH.HCPI**

SPECIFICATIONS			
Model	CH.HCPU.3 / CH.HCPI.3	CH.HCPU.4 / CH.HCPI.4	CH.HCPU.5 / CH.HCPI.5
Width	1100mm / 1103mm	1440mm / 1443mm	1780mm / 1783mm
Depth	650mm / 653mm	650mm / 653mm	650mm / 653mm
Height	870mm / 890mm	870mm / 890mm	870mm / 890mm
Capacity	4 x 1/1 Gastronorm Pans	6 x 1/1 Gastronorm Pans	8 x 1/1 Gastronorm Pans
Voltage	220-240V, 50Hz	220-240V, 50Hz	220-240V, 50Hz
Power (kW)	1.8kW plug & lead fitted	1.8kW plug & lead fitted	2.2kW plug & lead fitted
Connection	1 Phase, Neutral, Earth		
Temperature Range	65-90°C		
SPECIFICATIONS			
Model	CH.HCPU.6 / CH.HCPI.6	CH.HCPU.7 / CH.HCPI.7	CH.HCPU.8 / CH.HCPI.8
Width	2120mm / 2123mm	2460mm / 2463mm	2800mm / 2803mm
Depth	650mm / 653mm	650mm / 653mm	650mm / 653mm
Height	870mm / 890mm	870mm / 890mm	870mm / 890mm
Capacity	10 x 1/1 Gastronorm Pans	12 x 1/1 Gastronorm Pans	14 x 1/1 Gastronorm Pans
Voltage	220-240V, 50Hz	220-240V, 50Hz	220-240V, 50Hz
Power (kW)	2.2kW plug & lead fitted	3.6kW	3.6kW
Connection	1 Phase, Neutral, Earth		
Temperature Range	65-90°C		

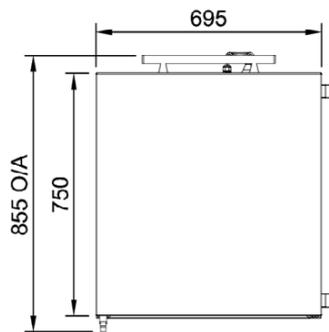
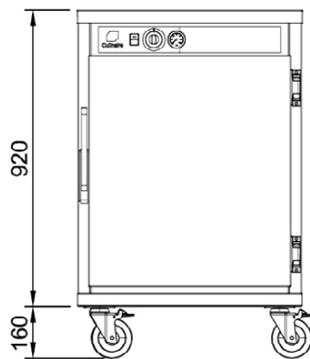
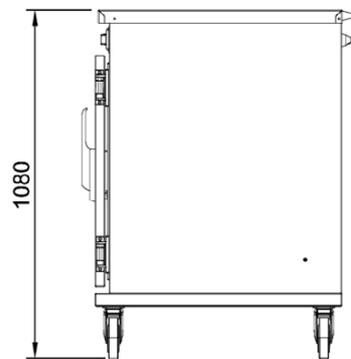


**Code Explanation**

Code	Explanation
CH	= Culinaire Heated
VHC	= Vertical Hot Cupboard
SG	= Glass Door
SG2	= Half Glass Doors
SD2	= Half Solid Doors
1411	= Half Height
3211	= Full Height
3011	= Full Height / Half Doors

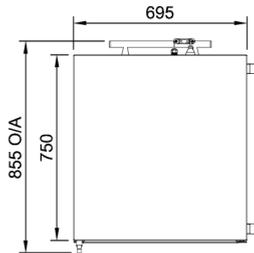
**CH.HCPU / CH.HCPI**

SPECIFICATIONS	
Model	CH.VHC.1411 / CH.VHC.SG.1411
Width	695mm
Depth	855mm
Height	1080mm
Capacity	7 x 2/1 Gastronorm Pans
Voltage	220-240V, 50Hz
Power (kW)	1.5kW plug & lead fitted
Connection	1 Phase, Neutral, Earth
Temperature Range	65-90°C

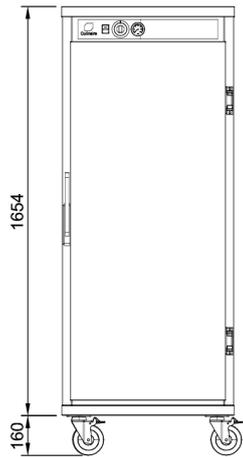

**Plan View**

**Front Elevation**

**End Elevation**

**CH.VHC.3211 / CH.VHC.SG.3211 / CH.VHC.SD2.3011 / CH.VHC.SG2.3011**

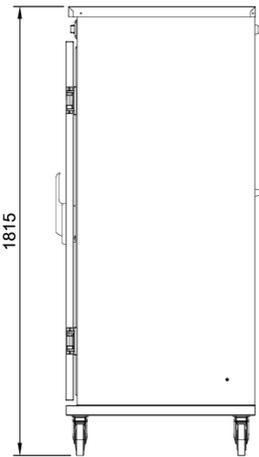
SPECIFICATIONS		
Model	CH.VHC.3211 / CH.VHC.SG.3211	CH.VHC.SD2.3011 / CH.VHC.SG2.3011
Width	695mm	695mm
Depth	855mm	855mm
Height	1815mm	1815mm
Capacity	16 x 2/1 Gastronorm Pans	15 x 2/1 Gastronorm Pans
Voltage	220-240V, 50Hz	220-240V, 50Hz
Power (kW)	2.25kW 10A plug & lead fitted	2.25kW 10A plug & lead fitted
Connection	1 Phase, Neutral, Earth	1 Phase, Neutral, Earth
Temperature Range	65-90°C	65-90°C



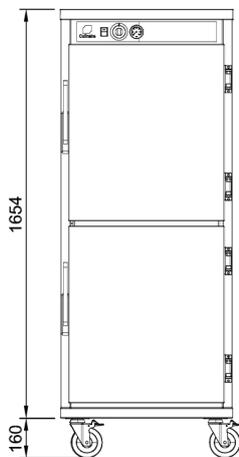
**Plan View**



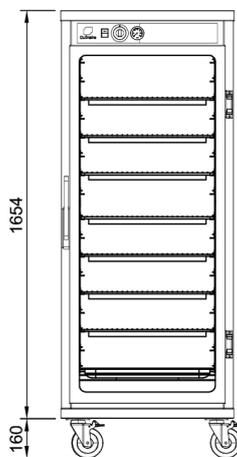
**Front Elevation  
Solid Door**



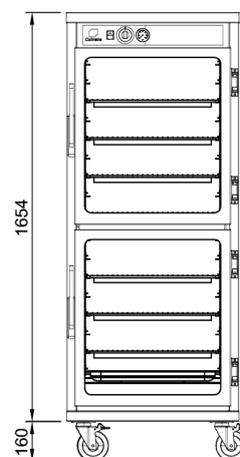
**End Elevation**



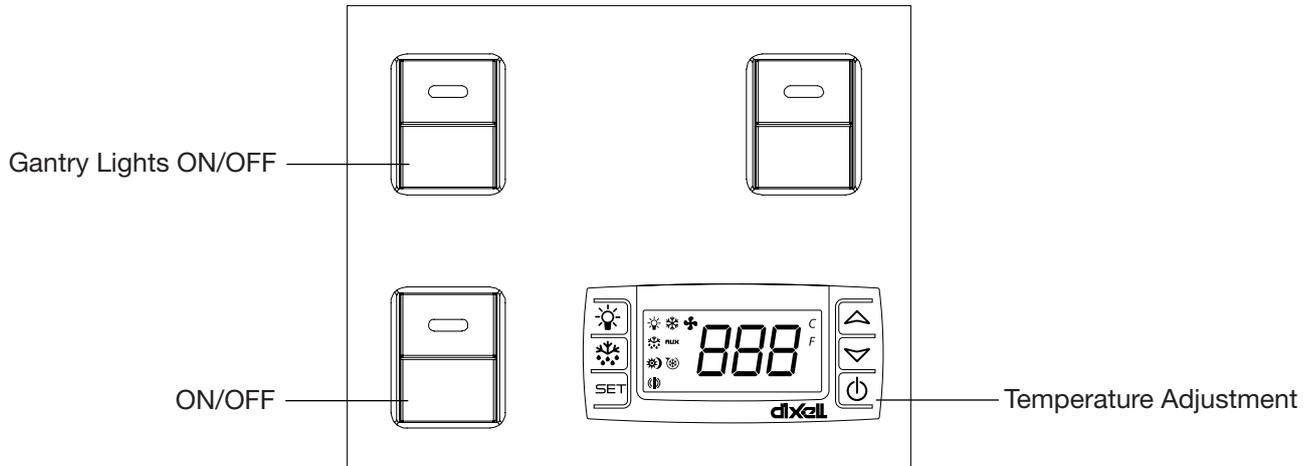
**Front Elevation  
2 Half Solid Doors**



**Front Elevation  
Glass Door**



**Front Elevation  
2 Half Glass Doors**

**Initial Start-up & Operation (CH.HC.x / CH.HCP.x)**

**Horizontal Hot Cupboard - Initial Start-up**

- Before switch ON the unit, ensure the unit is installed correctly.
- Switch the power ON and check for any problems.
- Check the temperature after 45 minutes to ensure the water has reached operating temperature.
- Leave the unit to operate for 1 - 2 hours to remove any fumes or odours.
- Switch the unit OFF, allow to cool, then clean the whole unit (including the gastronorm pans).
- Your unit is now ready to operate.

**Horizontal Hot Cupboard - Operation**

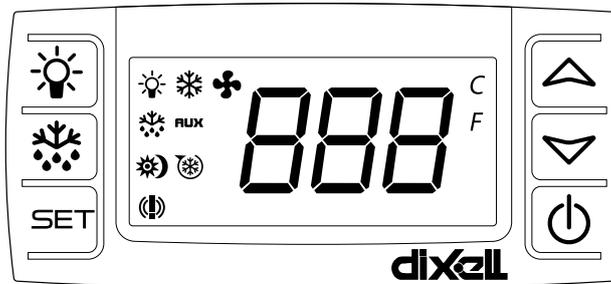
- The unit can be switched ON or OFF with the POWER button on the front of the unit.
- The POWER button is a protection switch. No other switch can operate if the POWER button is OFF.
- Ensure that the power cord is stored out of the way and cannot be damaged.

Note: The thermometer is meant as guide only. It indicates the temperature of the water (when used as a wet unit) or the temperature under the food pans (when used as a dry unit). It does not indicate the temperature of the food. Do not use the top of the unit as a serving area.

	<p style="text-align: center;"><b>WARNING!</b></p> <p style="text-align: center;"><b>The water in the well and the surfaces of this unit are HOT when operating. Take caution and do NOT place any part of the body in the water.</b></p>
---	---

## Temperature Adjustment (Hot Cupboard)

- The temperature can be set between 65°C and 95°C. How to set the temperature is shown below
- Different modes require different temperatures
- The temperature probe only measures the temperature of the water/air, NOT the food temperature



### KEY FUNCTIONS:

SET	To display target set point; in programming mode it selects a parameter or confirm an operation.
 (DEF)	To start a manual defrost.
 (UP)	To see the maximum stored temperature; in programming mode it browses the parameter codes or increases the displayed value.
 (DOWN)	To see the minimum stored temperature; in programming mode it browses the parameter codes or increases the displayed value.
	To switch the instrument off, if onF = oFF.
	Not Enabled.

### KEY COMBINATIONS:

 + 	To lock and unlock the keyboard.
SET + 	To enter in programming mode. (Contact the Stoddart Service Department on 1300 307 289)
SET + 	To return to the room temperature display.

### HOW TO SEE THE SET POINT:

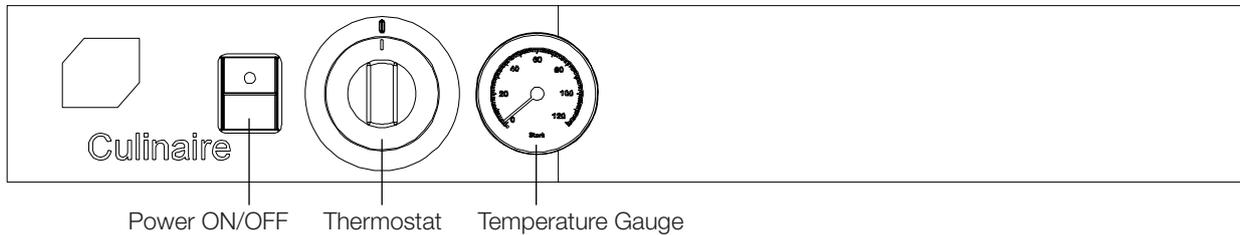


1. Push and immediately release the **SET** key, the display will show the Set point value;
2. Push and immediately release the **SET** key or wait 5 seconds to display the probe value again.

### HOW TO CHANGE THE SET POINT:

1. Push the **SET** key for more than 2 seconds to change the Set point value;
2. The value of the set point will be displayed and the “°C” or “°F” LED starts blinking;
3. To change the set point value push the  or  arrows within 10 seconds.
4. To memorise the new set point value push the **SET** key again or wait 10 seconds.

## Initial Start-up & Operation (CH.VHC.xx)



### Vertical Hot Cupboard - Initial Start-up

- Before switch ON the unit, ensure the unit is installed correctly.
- Switch the power ON and check for any problems. No humidifier tray is needed
- Check the temperature after 45 minutes to ensure the water has reached operating temperature.
- Leave the unit to operate for 1 - 2 hours to remove any fumes or odours.
- Switch the unit OFF, allow to cool, then clean the whole unit (including the gastronorm pans).
- Your unit is now ready to operate.

### Vertical Hot Cupboard - Operation

- The unit can be switched ON or OFF with the POWER button on the front of the unit.
- The POWER button is a protection switch. No other switch can operate if the POWER button is OFF.
- The elements can be switch ON or OFF and the temperature can be adjusted with the THERMOSTAT KNOB. The THERMOSTAT KNOB is located on the front of the unit.
- The thermostat temperature can be set between 30°C to 85°C. Twist the knob around reaching the desired temperature
- The thermostat probe only measures the temperature of the water/air, NOT the temperature of the food in the pans. The temperature can be checked using the TEMPERATURE GAUGE.

### Vertical Hot Cupboard - Humidifier Tray

- The humidifier tray is the gastronorm pan supplied with the unit.
- The humidifier tray limits hot spots within the unit to ensure a greater warming of product.
- Only fill the tray half way and place the tray on the element cover above the elements.
- Use only one 1/1 gastronorm tray per load and do NOT refill.
- Ensure the tray is either empty or removed before moving the unit. If removing, the tray and the water will be hot, ensure appropriate protective gear is used to remove.



#### **WARNING!**

**Take extreme care when removing the tray, skin burns to you or other persons can occur from the hot water or the hot tray. PROTECTIVE GEAR must be worn**

### Moving the Unit

- The unit **MUST** be switched OFF and unplugged when moving. Plug the plug into the 'plug tidy'.
- Push the unit, Do NOT pull, injuries can occur. Ensure pathway is clear before pushing the unit. Always look where the unit is heading and watch for hazards.
- Push on the handle of the unit. Do NOT push the on the body of the unit
- Ensure the castors are unlocked before moving and locked after moving.
- More than 1 person maybe required to move the unit. Speak to your distributor or manufacturer about the weight of your unit

### Castors

- To lock, push the brake down. To unlock, push the brake release down
- All castors are a hard wearing design, locking and unlocking the brakes should be operated by foot

## Gantry Operation



**Important!**  
Where a gantry is fitted over the bain marie, ensure that the lamps are always on when operating as a wet unit.

### Power

- Heat Lamps can be switched ON or OFF with the GANTRY button on the unit
- Lamps **MUST** be switched ON when the unit is in operation. Steam from operating as a wet unit and/or steam from foods can pool on the lamps and damage the wiring

### Surfaces

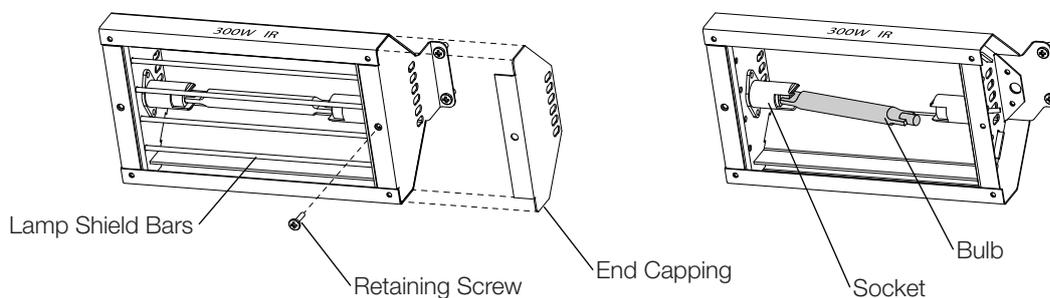
- Nothing should be stored on the top of the gantry
- When operating, the surfaces may be hot. Signage should be displayed for personal and customers to ensure no one will burn themselves

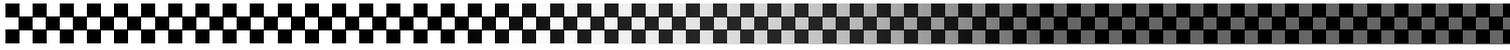
### Rear Sliding Doors

- As glass can be HOT, ensure the rear door slide are OPENED and CLOSED with the glass pulls

## Replacing Heat Lamp Bulbs

- Bulbs should be allowed to cool for 10 - 15 minutes before removing
  - All heat lamp fitting are spring loaded for easy replacement
  - Heat lamp bulbs should only be replaced with gloves or a soft cloth. No skin should touch the new bulb. If skin touches the new bulb, wipe the bulb with a soft cloth and rubbing alcohol to remove all possible oils
1. Isolate from the power supply
  2. Take off the end capping by removing the retaining screw (do not discard)
  3. Slide out the four lamp shield bars
  4. Holding the old bulb with a soft cloth or glove, press into one of the sockets, rotate out and remove
  5. Holding the new bulb with a soft cloth or glove, press into one of the sockets, rotate in and slowly release the bulb into the other socket, ensuring that the bulb does NOT become broken
  6. Re-install the lamp shield bars then place the end capping into position and secure with the retaining screw





## GN Pans, Loading Hot Cupboard

### *Gastronorm Pans*

- All Gastronorm pans are sold separately
- Each module can hold one 1/1 pan, two 1/2 pans, three 1/3 pans, four 1/4 pans, six 1/6 pans and nine 1/9 pans. Pan depths are 25mm, 65mm, 100mm and 150mm contact your distributor about the best possible depth for the product you intent to display
- For 1/6 and 1/9 Gastronorm pans, extra dividers needed to be placed

### *Loading Hot Cupboard*

- Ensure that the unit is switched ON and have reached operating temperature before placing any food in the unit
- All food placed in the well MUST be pre-heated/cooked
- Only Gastronorm pans are to be placed in the well

### *Loading Restrictions*

- Ensure the heat vents are NOT covered when serving items and gastronorm pans are in the unit. Airflow restrictions will change the temperature within the cupboard.
- Overloading the shelves can bend and damage the shelves and shelf clips.

## Food Safety

### *Food Temperature*

- All food MUST be pre-heated/cooked before placing in the unit. Attempting to cook food with this unit can lead to food poisoning
- Ensure the well is maintaining the food temperature over 65°C
- The temperature reached on the temperature gauge is the water/air temperature, NOT the food temperature
- It is important to regularly monitor the food temperature in the Bain Marie and or the Hot Cupboard



**Important!**  
**This unit is not designed to cook products, it only maintains them above the regulated 65°C serving temperature.**

### *Food Storage*

- All storage of food should comply with local health standards and regulations
- All pans should be cleaned and placed in night storage. No pans should be left in the unit
- This unit is NOT designed to store product after hours. The unit MUST be switched OFF
- If the unit is moved for night storage, ensure the castors are locked (island buffet/mobile units only)

## Cleaning

### General Information

- Cleaning is recommended for health and safety purposes and to prolong the life of the unit
- Do NOT use abrasive pads or cleaners on the stainless steel or any other metal parts of the unit
- Do NOT use industrial chemical cleaners, caustic based cleaners or bleaches and bleaching agents, many will damage the metals and plastics used on this unit
- When drying, metal surfaces should be wiped with a soft cloth in the same direction as grained polish
- Do NOT remove any screws for cleaning. All internal sections of the unit are to be cleaned by a qualified technician
- This unit is NOT waterproof, do NOT hose, do NOT pour water directly onto the unit

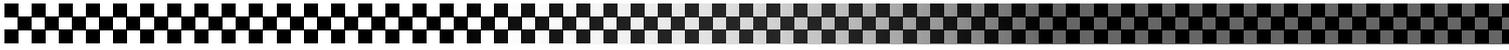
### Corrosion Protection

- Stainless steel exhibits good resistance to corrosion however, if not properly maintained stainless steel can rust and/or corrode
- Any sign of mild rust and/or corrosion should be thoroughly cleaned with warm soapy water and dried as soon as possible
- NEVER use abrasive pads or cleaners for cleaning
- All metal surfaces should be checked while cleaning for damage, scuffs or scrapes as these can lead to rust and further damage to the product
- Mild rust and/or corrosion can treated with a commercial cleaning agent that contains citric/oxalic/nitric/phosphoric. Do NOT use cleaning agents with chlorides or other harsh chemicals as this can cause corrosion. After treatment, wash with warm (not hot) soapy water and dry thoroughly
- Thoroughly wipe the surfaces dry after cleaning and do NOT let water pool on the unit. Check crevices and folds for pooling
- If an abrasive product is used while cleaning, thoroughly dry the unit and leave in an open or oxidised area for the stainless steel protective layer to replenish
- When using, ensure all liquids and moisture is cleaned up straight away. Food liquids such as juices from vegetables and fruits should NOT be left on preparation surfaces
- Do NOT leave items on the stainless steel such as cutting boards, rubber mats and bottles

### Surface Finish

- To protect the polish, stainless steel should be dried by wiping a dry soft cloth in the same direction as grained polish
- For NON-food contact surfaces, a light oil can be wiped on the surfaces with a cloth to enhance the stainless steel surface Wipe in the direction of the grain
- Some commercial stainless stain cleaners can leave residue or film on the metal; this may trap fine particles of food on the surface, thus deeming the surfaces not food safe

	<p style="text-align: center;"><b>WARNING!</b> This unit is NOT waterproof, do NOT hose. DO NOT pour water directly onto the unit.</p>
	<p style="text-align: center;"><b>Important!</b> Some commercial stainless stain cleaners leave residue or film on the metal that may entrap fine particles of food, thus deeming the surface not FOOD SAFE.</p>
	<p style="text-align: center;"><b>WARNING!</b> Wait until the unit has cooled to a safe temperature before undertaking any cleaning or maintenance. Contact with hot surfaces can cause burns and serious injury.</p>

  
**Cleaning Schedule**

- Daily cleaning is required for the Hot Cupboards and external surfaces. This will help to maintain and prolong the efficiency of your unit
- The unit should be cleaned at the end of each work day

**Materials Required**

- Stainless Cleaner
- Non Abrasive Cleaning pad
- Clean Sanitised Cloth
- Paper Towel
- Container of warm water
- Appropriate PPE (Personal Protective Equipment)

**Hot Cupboard**

- Isolate from the power supply
- Clean the cupboard with warm (not hot) soapy water and a sponge.
- After cleaning, thoroughly wipe the cupboard dry with a soft cloth. Do NOT let water pool on the unit, check crevices and folds.
- Take care around the heat vents, use as minimal water as possible.

**Glass**

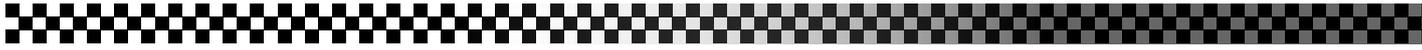
- Clean the glass with a glass cleaner or warm (not hot) soapy water, and a sponge
- Wiping dry with a squeegee is best

Troubleshooting

	<p><b>WARNING!</b>                  Technician tasks are only to be completed by qualified service people. Check faults before calling service technician.</p>
---	--

(O) = Operator  
 (T) = Technician Task

Problem	Possible Causes	Task	Remedy
Unit does not operate / start	The mains isolating switch on the wall, circuit breaker or fuses are OFF at the power board	O	Turn isolating switch, circuit breaker or fuses ON
	The power switch of the unit is OFF	O	Turn the power switch ON
	Electrical wiring damaged	T	Replace / Fix electrical wiring
Hot Cupboard does not reach temperature	Temperature not set to the right setting	O	Check setting and adjust the temperature
	Electronic Controller broken	T	Replace controller
	Temperature probe broke	T	Replace probe
Food not at desired temperature	Element/s blown	T	Replace element/s
	Thermostat set incorrectly	O	Adjust thermostat
	Well is not reaching required temperature	O/T	See above



## Appendix 1 – Australian Warranty and Contact Details

As the exclusive manufacturer and distributor of Stoddart products in Australia, Stoddart would like to congratulate you on your purchase of a Stoddart product.

Stoddart design, manufacture & distribute Food Service Equipment (appliances) exclusively for the commercial market. These appliances are not designed nor intended for household or domestic use & must not be used for this purpose.

This product is intended for commercial use, and in line with Australian electrical safety standards the following warnings are provided:

- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the product by a person responsible for their safety. Children should be supervised to ensure that they do not play with the product.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard. Please contact Stoddart for parts and we will advise how to do this in order to avoid any electrical hazard.

## Australian Warranty Policy & Procedure

Stoddart is committed to providing a comprehensive and fair warranty for all of its equipment. The warranty incorporates a commercial manufacturers' warranty, together with the consumer warranty provisions of the National Consumer Protection Act (2009).

### 1. Commercial Warranty

- 1.1 Stoddart warrants to the original purchaser ("**Customer**") of equipment manufactured or distributed by Stoddart that for **12 months** from the date of installation of the equipment by Customer (the "**Warranty Period**"), any defect in workmanship or material will, subject to clauses 1.2 and 3, be:
  - a) Repaired without charge; or
  - b) In respect of any **Major Failure** which cannot be repaired, replaced or the purchase money refunded.
- 1.2 Stoddart will not be liable for any associated loss, damage or compensation claim resulting from any defect in workmanship or material, and such liability is expressly excluded from the operation of clause 1.1.

### 2. Consumer Warranty

- 2.1 Subject to clause 3, equipment supplied by Stoddart to Customer comes with guarantees that cannot be excluded under the Australian Consumer Law. Customer is entitled to a replacement or refund for a **Major Failure** and compensation for any other reasonably foreseeable loss or damage. Customer is entitled to have the equipment repaired, or replaced if the equipment fails to be of an **Acceptable Quality** and that failure does not amount to a Major Failure.

### 3. Warranty Clarification

- 3.1 Customer acknowledges and agrees:
  - i. A **Major Failure** occurs when the equipment suffers repeated and/or unexpected failure that cannot be repaired to Stoddart's satisfaction (acting reasonably) or which Stoddart considers (acting reasonably) renders the equipment unsafe or inoperable;
  - ii. Stoddart can only warrant the equipment will be of an **Acceptable Quality** when Customer uses the equipment in accordance with Stoddart's manufacturer's instructions or user manual ("**Instructions**"). Acceptable Quality does not imply a lifetime guarantee for the equipment;
  - iii. Certain components have a finite expected life, especially in a commercial or high-use environment. For example components such as refrigeration compressors, elements, thermostats/simmerstats, switches, fans, and temperature controllers can be expected to last up to **12 months** when used in accordance with the instructions;
  - iv. In a commercial environment, components such as lamps, fluorescent tubes, light bulbs, glass, silicone seals, gaskets and plastic components will require regular replacement. This is not covered by warranty and is at Customer's cost.;
  - v. The life of equipment may be adversely affected by misuse, neglect, unauthorised alteration, incorrect installation, power surges, accident, use of inappropriate chemicals, flooding, and acts of God;
  - vi. Proper maintenance and cleaning of equipment in accordance with the Instructions is essential to the equipment's effective operation;
  - vii. On site warranty services are limited to sites within 50km from the nearest Stoddart authorised service agent and service agent's reasonable travel costs must be paid by Customer prior to the commencement of the repairs;
  - viii. Additional labour costs will apply for service outside standard business hours of 8.00am to 4:30pm, Monday to Friday and on public holidays;
  - ix. Stoddart cannot guarantee the performance of equipment made specifically to Customer's design or specifications. Stoddart will, where reasonably possible, draw any issues arising from Customer's design or specifications to Customer's attention during the commissioning and/or manufacturing process; and
  - x. Customer must pay additional costs incurred by Stoddart as a result of Customer failing to provide suitable access to the equipment for inspection and service.

3.2 Stoddart's warranty liability under clauses 1 and 2 of these Terms exclude or do not cover:

- a) The matters acknowledged by Customer in clause 3.1;
- b) Situations where Stoddart is not satisfied (acting reasonably) the equipment or any part of the equipment has been used in accordance with the Instructions including misuse, neglect, unauthorised alteration, incorrect installation, power surges, accident, use of inappropriate chemicals, flooding, fire or act of God;
- c) Any consequential loss, damage or expense arising directly or indirectly from use of the equipment otherwise than in accordance with the Instructions;
- d) Any damage or malfunction arising from, or relating to, Customer's failure to properly maintain or clean the equipment in accordance with the Instructions;
- e) Damage caused to equipment during transportation, which is outside Stoddart's standard delivery conditions.
- f) Breakage or replacement of lamps, fluorescent tubes, light bulbs, glass, silicone seals, gaskets and plastic components.;
- g) Maintenance, repair or other works not undertaken by a Stoddart authorised service agent.
- h) Where remote refrigeration is connected by a person other than Stoddart to equipment produced by Stoddart, Stoddart cannot accept claims for repair of TX valves and control components, as the fault may arise from the installation of the remote refrigeration lines, equipment, and gas, by a party over which Stoddart has no control.
- i) Transportation costs associated with transporting the equipment to a Stoddart authorized service agent where Stoddart considers (acting reasonably) that repairs cannot be undertaken on-site; and
- j) Unless agreed to by Stoddart in writing to the contrary, warranty is not included in the sale price for goods sold to or installed in an overseas location.

## 4. Warranty Claim Procedure

4.1 The following procedure must be followed to claim under Stoddart's warranties:

- a) Refer to the trouble-shooting section of the Instructions to establish the nature of the fault. Check the equipment is plugged-in, turned-on or has no other valid reason for not operating.
- b) If step (a) does not overcome the issue, you should report the fault with the equipment to our service department (phone 1300 307 289 or fax 07 3344 6166). Our service department will assist you with further trouble-shooting. If our service department is unable to resolve the fault with the equipment they will request you complete a Stoddart Warranty Request Form and fax (07 3344 6166) or email (service@stoddart.com.au) it to us. This form can also be completed online ([www.stoddart.com.au/warranty-claim](http://www.stoddart.com.au/warranty-claim)).
- c) To complete a Stoddart Warranty Request Form you will require the following information:
  - I. Proof of purchase stating model number and date of purchase;
  - II. The serial number of the equipment (this is located on the ratings plate sticker);
  - III. A description of the fault/problem;
  - IV. Your company details including the exact location of the equipment; and
  - V. Any restrictions on times or methods of access to the equipment.

Stoddart will not arrange a warranty call out until it receives the above information from you in writing.

- d) Upon receipt of a properly completed Stoddart Warranty Request Form, Stoddart will check its records to confirm whether the equipment is eligible for warranty repair. If warranty repair is required, Stoddart will issue an OFFICIAL AUTHORISATION NUMBER and details of work to be carried out by a Stoddart authorised service agent. This authorisation number MUST be obtained before any work is carried out. Stoddart will not accept invoices for work carried out without an official authorisation number or by an unauthorised service agent.
- e) Customer must quote the official authorisation number on all correspondence and invoices relating to a warranty claim to ensure prompt processing by Stoddart.
- f) Customer must pay all costs associated with a call-out for work that is not related to warranty repairs or outside Stoddart's Terms immediately.

## 5. Timing of Warranty Services

5.1 Stoddart will comply with its warranty liabilities contained in these Terms in a timely manner.

## 6. General Maintenance and Repairs

6.1 The equipment must be repaired and maintained by a qualified technician. Stoddart's authorised service agents are experienced technicians who understand the equipment and carry commonly used spare parts. Contact Stoddart's national service number listed below for details of your nearest Stoddart authorised service agent.

**For Warranty, maintenance, spare parts and repairs, contact:  
Tel: 1300 307 289 Fax: 07 3344 1000 email: [service@stoddart.com.au](mailto:service@stoddart.com.au)**

**Warranty Request Form**

This form can also be completed online at: [www.stoddart.com.au/warranty-claim](http://www.stoddart.com.au/warranty-claim).

**WARRANTY REQUEST FORM**


Phone: (07) 3440 7600 Int: +617 3440 7600  
 Phone: 1300 307 289  
 Fax: (07) 3344 1000 Int: +617 3344 1000  
 Email: [service@stoddart.com.au](mailto:service@stoddart.com.au)

To ensure we can provide the best possible service we require you to complete this form. Make, model and serial number, along with other essential information. To secure a call, you must also have an account with Stoddart or complete the credit card details below.  
**THIS FORM MUST BE COMPLETED OR WARRANTY CANNOT BE PROCESSED**

Name of contact person on site: \_\_\_\_\_ Date: / /

Business/Organisation name: \_\_\_\_\_

Street Address: \_\_\_\_\_

Suburb: \_\_\_\_\_ State: \_\_\_\_\_ Post Code: \_\_\_\_\_

Phone (Site): \_\_\_\_\_ Mob: \_\_\_\_\_

Equipment Type: \_\_\_\_\_ Brand: \_\_\_\_\_

Model/PNC no.: \_\_\_\_\_ Serial no.: \_\_\_\_\_

Location (large sites only): \_\_\_\_\_ Open: \_\_\_\_\_ Close: \_\_\_\_\_

Date of purchase: / /

Company purchased from: \_\_\_\_\_

(please provide a copy of your tax invoice or delivery docket as proof of purchase)

Description of fault: \_\_\_\_\_

Has the following been checked (tick box if appropriate and checked)?

Electrical power supply  Gas  Water Supply

Name of person requesting warranty (please print): \_\_\_\_\_

**CREDIT CARD DETAILS - Required as security against chargeable work (see note below)**

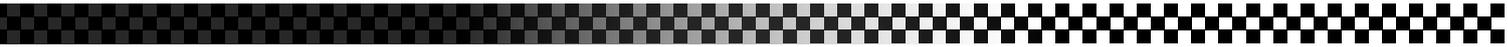
Card type: Visa  Mastercard

Cardholder name: \_\_\_\_\_ Card no.: \_\_\_\_\_

Signature: \_\_\_\_\_ Expiry Date: / /

PLEASE NOTE: Warranty call-outs take place Mondays to Fridays between 8.00 and 16.30 (except public holidays). Any calls outside these times will be subject to penalty rates. Certain items such as glass components and light fittings are not covered under warranty. Claims for non-covered parts, no faults found, travel over 50km or other items outside our standard terms and conditions will be chargeable. Any chargeable items will be COD terms – payable onsite.

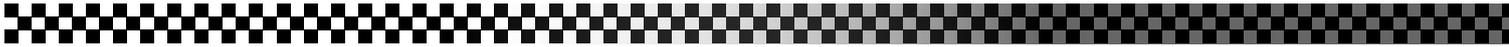
**CREDIT CARD INFORMATION MUST BE PROVIDED AS SECURITY AGAINST FALSE WARRANTY CALL-OUTS.  
 FAILURE TO DO SO WILL RESULT IN REQUEST BEING UNATTENDED.  
 NORMAL BUSINESS HOURS ARE 8AM – 4.30PM MONDAY TO FRIDAY**



**Page Intentionally Left Blank**







***Stoddart Sales  
Servicing and Replacement***

**Sales Department**

Tel: 1300 791 954

Fax: (07) 3344 1000

Email: [fseorders@stoddart.com.au](mailto:fseorders@stoddart.com.au)

**Service & Spares Department**

Tel: 1300 307 289

Email: [service@stoddart.com.au](mailto:service@stoddart.com.au)

Email: [spares@stoddart.com.au](mailto:spares@stoddart.com.au)