

## Service & Spare Parts

To arrange service or spare parts on your CULINAIRE product in Australasia please contact:

Tom Stoddart Pty Ltd  
215 Jackson Road  
Sunnybank Hills  
Queensland 4109  
Australia  
Ph: (+61) 07 3344 2444  
Fax: (+61) 07 3344 6166  
Email: [service@stoddart.com.au](mailto:service@stoddart.com.au)  
[spares@stoddart.com.au](mailto:spares@stoddart.com.au)



## **CULINAIRE HOT CUPBOARD**

Models CHC3.U, CHC4.U, CHC5.U, CHC6.U,  
CHC7.U & CHC8.U

Installation Operation & Maintenance Manual

# IMPORTANT

## WARNING

**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.**

## FOR YOUR SAFETY

**Do not store or use gasoline or other flammable vapours or liquids in the vicinity of this or any other appliance.**

**The information contained in this manual is important for the proper installation, use and maintenance of this product. Adherence to these procedures and instructions will result in satisfactory results and long, trouble free service. Please read this manual carefully and retain it for future reference.**

**Errors: Descriptive, typographic or pictorial errors are subject to correction. Specifications are subject to change without notice.**

## 8. CLAIMING WARRANTY

If your CULINAIRE product is not working while still under warranty and has not been subject to improper use or treatment, follow the procedure listed below to obtain repairs. In order to ensure that the system works for all customers, it is vital that the following procedure is followed. Failure to observe these procedures will render the warranty work unclaimable and could void future warranty claims on the relevant machine.

- Refer to the trouble-shooting section of the product manual to establish the nature of the fault. Check the machine is plugged-in, turned-on or has no other valid reason for non-operation.
- Should a machine have a genuine fault, please report this directly to our service department, phone 07 3344 2444 or fax 07 3344 6166. To undertake warranty repair work we require a proof of purchase stating model number and date of purchase; the serial number of the product (this is located on the ratings plate sticker); a description of the problem; your company details including the exact location of the product. Any restrictions on times or methods of access should also be provided at this time. This can also be faxed to the above number.
- Our records will confirm whether the machine is eligible for warranty repair. If warranty repair is required, we will issue an **OFFICIAL AUTHORISATION NUMBER** and details of work to be carried out by an authorised service agent. This authorisation number **MUST** be obtained before any work is carried out. We will not accept work to be carried out where no authorisation has been provided or has been carried out with an unapproved service agent.
- If we nominate the repair work to be carried out by a sub-contract technician we will arrange for this work to be carried out in accordance with the conditions of our warranty.
- Our official authorisation number must be quoted on all related correspondence and invoices to ensure prompt processing.
- Any call-out for work that is not for warranty repairs or outside our normal terms, is chargeable to the customer. This will be charged on-site for immediate payment in full.
- All requests for service work must only be made to the service department and not directly with service technicians.

## 7. WARRANTY, SERVICE & REPAIR

Stoddart warrants to the original purchaser of any product that from 12 months from the date of purchase. You will need to provide proof of purchase (an invoice) to prove the warranty period. Any defect in workmanship or material resulting in the product malfunctioning while under correct usage will be repaired without charge, subject to the following conditions:

- Stoddart reserves the right to reject a claim for warranty if it is not completely satisfied with the circumstances under which it occurred.
- All Culinaire goods not considered to be portable (eg. food bars, large hotplates and some bain maries), an on site warranty service will be provided where the site is not in excess of 50km from the nearest authorised service agent.
- Any travel costs for repair labour outside metropolitan areas must be met by the customer prior to the commencement of the repair.
- Penalties or additional labour costs will apply for installation, removal or repair of the product outside standard business hours of 8.30am to 4.30pm, Monday to Friday (except public holidays)

### The warranty does not cover:

- Any consequential loss, damage or expenses directly or indirectly arising from use or attempted use or from any other cause.
- Any part of the Product which has been subject to misuse, neglect, unauthorised alteration, incorrect installation, power surges, accident, use of inappropriate chemicals, flooding, fire or acts of God.
- Any damage or malfunction arising as a result of the customer's failure to properly maintain the equipment according to the manufacturer's instructions.
- Damage caused during transportation, which is outside our standard delivery conditions.
- Breakage of glass, bulbs, lamps or plastic components or the replacement of gaskets or fluorescent tubes.
- TX valves in remote refrigeration cabinets or the cleaning of condenser units.
- Any equipment made at the customer's own design where non-performance is a result of the customer's design.
- Work outside our standard business hours of 8.30am to 4.30pm Monday to Friday (other than public holidays).
- The cost of travel to a customer's premises that is in excess of 50 km from our nearest service agent or not on the mainland of Australia or Tasmania.
- Additional costs incurred by the customer failing to provide suitable access to the product for inspection and service.

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# 1. Introduction

The Culinaire hot cupboard has been specifically designed to meet the rigorous demands of a busy food service operation. Your hot cupboard is manufactured from high quality, 304 grade, 1.2mm stainless steel.

Each hot cupboard has been assembled and tested according to Stoddart strict quality standards. The hot cupboard has been designed to hold bulk foods above 65°C to meet health department requirements.

Product Overview (configuration may vary according to model)



# 6. Troubleshooting

Warning: technician tasks only to be completed by qualified service people.

Check faults before calling service technician.

Task Type - (O) = Operator (T) = Technician Task

Problem	Possible Causes	Task	Possible Corrective Action
Not heating	Unit not turned "on" at the isolation switch	O	Turn power "on" at the power isolation switch
Not heating	"On/Off" switch on control panel not turned on	O	Switch on power "on/off" switch on the control panel
Food too cold	Thermostat requires adjusting	O	Adjust thermostat (refer Corel set point, page 7)
Food too hot	Thermostat requires adjusting	O	Adjust thermostat (refer Corel set point, page 7)
Unable to adjust temperature	Element/thermostat failure	T	Test and replace the element/thermostat if necessary
No heat over	Overhead element failure	T	Test and replace element if necessary
No power at unit	Various	T	Replacement of faulty part

## 5. Cleaning Procedure

### DAILY

**Tools:** soft cloth

1. Turn the hot cupboard off at the control panel and power point. Let the hot cupboard cool down completely.
2. Using a soft cloth that has been dampened with warm soapy water best cleans exterior or interior of stainless steel surfaces. Rinsing with clean water and drying with a soft cloth should follow this. Do not use steel wool, coarse fabrics or abrasive polishing solutions, as they will permanently damage the finish.

## Cleaning Procedure

### MONTHLY

**Tools:** soft cloth

1. Turn the hot cupboard off at the control panel and power point. Let the hot cupboard cool down completely.
2. Follow steps for daily cleaning.

## 2. Important Safety Information

### Note

Read all instructions prior to operating the hot cupboard.

### Warning

- Do not use the unit for any other purpose other than holding food.
- Do not immerse the electrical cord or plug in water.
- Keep the electrical cord away from heat sources.
- Do not allow the electrical cord to be over-stretched.
- Do not place any part of your body on the internal surface of the hot cupboard when the unit is turned on.
- Do not install the operating hot cupboard next to any heat source or grease emitting appliance (ie. fryers). Allow approximately 300mm gap.
- Do not spray the hot cupboard with a water hose under pressure. Do not spray liquids directly onto the control panel (refer cleaning section for directions).
- Do not use sharp objects to activate controls.
- Take extreme care when removing product from hot cupboard as steam may be expelled from hot food stuffs. Do not touch the internal surface of the hot cupboard when machine is hot.

### 3. Installation Instructions

(please note Culinaire products must be installed by a qualified trades person)

#### Unpacking

1. Remove the Culinaire product and operation manual from the packaging
2. Remove all packaging materials and protective coverings, including the protective plastic coating on all stainless steel, from the Culinaire product.
3. Wipe all surfaces with a clean, sanitised cloth.
4. Check unit for damage. Immediately notify your dealer if the Culinaire product is damaged.

#### Installation

1. Position the unit and level by adjusting the feet as required
2. Refer to safety information (page 5) to confirm compliance of these points
3. The unit must be connected to a power point or power source with compatible power rating and attached RCD
4. If the unit require water the unit must be connected to either hot or cold water supply (hot produces quicker start up times) with an isolation tap
5. Connect the drain to the unit if it uses water.
6. Run and test ( see operating instructions below )

#### The following startup procedure **MUST** be followed before first time use:

1. Turn the power point switch to on.
2. Turn the on/off switch on the unit to the on position.
3. Keep the cord away from heat sources
4. Digital thermostat models - turn the Culinaire product on and allow 30 minutes for it to warm up (all temperatures are factory pre-set on digital models).
5. Your Culinaire product is now ready for use

### 4. Operating Instructions

1. Press the Hot cupboard switch to the on position. Allow the hot cupboard to preheat for approximately 30 minutes. All temperatures are factory pre-set (on digital models) for appropriate storage. Should you choose to change temperature on your hot cupboard please be aware that they should not operate in excess of 85°C. **Do not use the hot cupboard until the pre-heat cycle has elapsed as you will not achieve optimum product holding capabilities.**
2. Keep close attention to the temperature of the food product. If the product is too hot it will dry out and if the product is too cold it will deteriorate. Refer to the Safe Food Practices act for information relating to food holding temperatures and times.

#### *CAREL PJEZ easy controller*

#### Set Point

- PRESS "SET" & HOLD For 1 Second "SET POINT" Value will be displayed
- PRESS ARROW "UP" or "DOWN" to set the desired value.
- PRESS "SET" to confirm the value

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# WARRANTY REQUEST FORM



Phone: (07) 3344 2444 Int: +617 3344 2444  
Phone: 1300 307 289  
Fax: (07) 3344 6166 Int: +617 3344 6166  
Email: service@stoddart.com.au

**Food Service Equipment**  
**Tom Stoddart Pty Ltd** ABN 16 009 690 251  
215 Jackson Rd, Sunnybank Hills  
Qld 4109 Australia  
PO Box 420 Sunnybank Qld Australia  
www.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: \_\_\_\_\_

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

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

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

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

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

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

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

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 NONE WARRANTY CALL-OUTS. FAILURE TO DO SO WILL RESULT IN REQUEST BEING UNATTENDED. NORMAL BUSINESS HOURS ARE 8AM – 4.30PM MONDAY TO FRIDAY**

