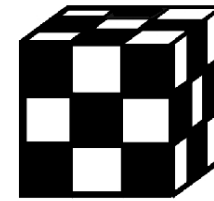


Service & Spare Parts

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
spares@stoddart.com.au



Culinaire



CULINAIRE TRAY LOWERATOR

Models CTL-I

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.

Table of Contents

1. Introduction.....	4
2. Important Safety Information.....	5
3. Installation Instructions.....	5
Unpacking.....	5
4. Operating Instructions.....	6
5. Cleaning.....	6
6. Troubleshooting.....	7
7. Warranty, Service & Repair.....	8
8. Claiming Warranty.....	9

1. Introduction

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

Each tray lowerator has been assembled and tested according to Stoddart's strict quality standards.

Product Overview



6. Troubleshooting

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

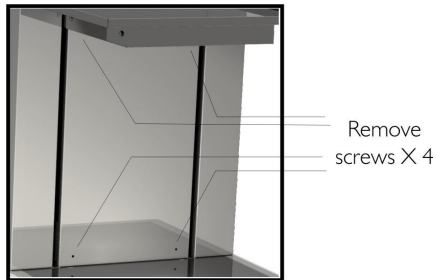
Check faults before calling service technician.

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

Problem	Possible Causes	Task	Possible Corrective Action
Not lowering	Too many springs in lifting system for current weight	O	Remove springs as per setup instruction
Not lifting	Not enough springs in lifting system for current weight	O	Add springs as per setup instruction

4. Set-up and Operating Instructions

1. Position the unit.
2. Fill the lifting tray with the trays it will most commonly be used with. (Note: the lifting tray should go to the bottom of lifting channel when fully loaded).
3. In the event that lifting tray does not lower completely, springs may need to be removed from the lifting system. Conversely, if the tray does not lift when loaded, springs can be added to lifting system. (Extra springs are located behind front access panel)



Front access panel

4. To add or remove springs remove the front access panel via the four access screws.
5. Add or remove springs to loading system until proper function is achieved.
6. Replace front access panel.

5. Cleaning Procedure

Tools: soft cloth

1. Using a soft cloth that has been dampened with warm soapy water best cleans exterior or interior of stainless steel. 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.
2. Do not use any chloride based sanitising solutions. (Any concerns over product should be addressed to your local dealer).

2. Important Safety Information

Note

Read all instructions prior to operating the tray lowerator.

3. Installation Instructions

Unpacking

1. Remove the tray lowerator 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 tray lowerator.
3. Wipe all surfaces with a clean, sanitised cloth.
4. Check unit for damage. Immediately notify your dealer if the tray lowerator is damaged.

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

