

HEAT RETENTION BANQUET CART

MODELS: BR96, BR120, BR150 and BR1000

OWNER / OPERATOR'S MANUAL



EnduraHeat™
Banquet Carts

PATENTED HEAT RETENTION TECHNOLOGY
US Patent Numbers
7,102,103B2 & 7,394,042



BR120

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INTRODUCTION

Thank you for purchasing this Carter-Hoffmann appliance. Proper installation, professional operation and consistent maintenance of this appliance will ensure that it gives you the very best performance together with a reliable, long lasting and economical life. This manual contains information needed to properly install, operate and maintain this appliance

This product is the result of extensive research and field testing. The materials used were selected to provide optimum performance, maximum durability and an attractive appearance. At Carter-Hoffmann, every single unit is thoroughly inspected and functionally tested prior to shipment.

This Carter-Hoffmann cabinet provides the best environment for pre-plated food products by regulating consistent the air temperature. This model uses hot circulated air (no moisture) and heat retention technology.

Due to the retention capabilities of the heating module, this unit eliminates the need for any type of canned fuel (i.e. "Sterno®" type heat). This is the major benefit of this unit, which will undoubtedly pay for itself over a short period of time.

Yearly Cost of Canned Heat Per Cart (4 cans per cart, per meal)



The major benefits of EnduraHeat® technology are:

Safety: elimination of potential fire hazards from fuel use reduces the likelihood of employee burns

Cost: eliminate expense of canned fuel; no more scorched carpeting or other decor

Productivity: eliminate the extra labor involved to put cans into carts as well as monitor canned heat use

Sanitation: no open flames to scorch pans, burn food or scorch the cabinet interior; eliminate messy residue from canned fuel

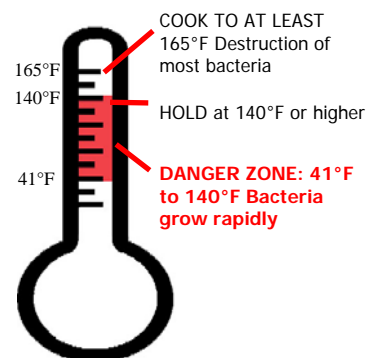
Food Quality: no transfer of fuel fumes to ruin the flavor of food; food is maintained serving temperature

Extended Unplugged Hold Time: Cabinet temperature remains above 140°F for 2 hours, unplugged.



CAUTION: SAFE FOOD HOLDING PRACTICES RECOMMENDED

Cooking food to a safe temperature, holding at a temperature of at least 140°F is critical in the prevention of foodborne illness. Hold only cooked, hot food at 140°F or higher. This cabinet is not intended to cook or reheat food. Food must be at appropriate temperature before being placed into cabinet.



CARTER-HOFFMANN WARRANTY

Carter-Hoffmann warrants to the initial purchaser of its standard Carter Line Products that Carter-Hoffmann will, at its option, repair or replace, during the warranty period set forth below, any part of such products made necessary due to a defect in material or workmanship which is present when the product leaves its factory and which manifests itself during the warranty period under normal use and service.

This warranty applies only to original equipment owned and possessed by the initial purchaser and the warranty period begins on the date of original shipment from the Carter-Hoffmann factory and extends as follows: to component parts and labor for one year; to refrigeration compressor unit for one year (limited to replacement of the unit only-not to include the labor for removal, repair or replacement). Repair or replacement under this warranty will be performed, unless otherwise authorized in writing by Carter-Hoffmann, at its factory. All parts or components to be repaired or replaced under this warranty are to be shipped prepaid to Carter-Hoffmann, with reimbursement credit for such part or component to be given if found by Carter-Hoffmann to be defective.

Carter-Hoffmann neither makes nor assumes and does not authorize any other person to make or assume any obligation or liability in connection with its products other than that covered in this warranty. This warranty applies only within the continental United States and Canada. In Alaska and Hawaii, this warranty applies only to and is limited to the supply of replacement parts.

WARRANTY EXCLUSIONS AND LIMITATIONS

ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS HEREBY SPECIFICALLY DISCLAIMED BY CARTER-HOFFMANN. There are no warranties, express or implied, which extend beyond the description on the face thereof.

This warranty does not cover and Carter-Hoffmann shall not under any circumstances be liable for any incidental, consequential or other damages (such as injury to persons or property, loss of time, inconvenience, loss of use, loss of business or profits, or other matters not specifically covered) arising in connection with the use of, inability to use, or failure of these products.

Note: Due to our continuous process of product improvement and innovation, all listed specifications subject to change.

SHIPPING DAMAGE CLAIM PROCEDURE

NOTE: For your protection, please note that equipment in this shipment was carefully inspected and packaged by skilled personnel before leaving the factory. Upon acceptance of this shipment, the transportation company assumes full responsibility for its safe delivery.

IF SHIPMENT ARRIVES DAMAGED:

1. **VISIBLE LOSS OR DAMAGE:** Be certain that any visible loss or damage is noted on the freight bill or express receipt, and that the note of loss or damage is signed by the delivery person.
2. **FILE CLAIM FOR DAMAGE IMMEDIATELY:** Regardless of the extent of the damage.
3. **CONCEALED LOSS OR DAMAGE:** if damage is unnoticed until the merchandise is unpacked, notify the transportation company or carrier immediately, and file "CONCEALED DAMAGE" claim with them. This should be done within ten (10) days from the date the delivery was made to you. **Be sure to retain the container for inspection.**
4. Carter-Hoffmann cannot assume liability for damage or loss incurred in transit. We will, however, at your request, supply you with the necessary documents to support your claim.

PRECAUTIONS and GENERAL INFORMATION



CAUTION: Electric Shock Hazard

All servicing requiring access to non-insulated components must be performed by qualified service personnel. Do not open any access panels which require the use of tools. Failure to heed this warning can result in electrical shock. Disconnect this appliance from electrical power before performing any maintenance or servicing.



WARNING: Injury Hazard

All installation procedures must be performed by qualified personnel with full knowledge of all applicable electrical codes. Failure could result in property damage and personal injury.



WARNING Electric Shock Hazard

Appliance must be plugged into a properly grounded receptacle to prevent possible shock hazard. Electrical shock will cause death or serious injury.



CAUTION: Burn Hazard

Interior surfaces of the appliance may be HOT to the touch, and can cause serious burns.

GENERAL INFORMATION

- This appliance is intended for use in commercial establishments, where all operators are familiar with the appliance use, limitations and associated hazards.
- Operating instructions and warnings must be read and understood by all operators and users.
- This appliance is intended for use to holding pre-plated, covered, pre-cooked foods for human consumption. No other use is recommended or authorized by the manufacturer or its agents.
- Cleanliness of this appliance is essential to good sanitation. Read and follow all included cleaning instructions and schedules to ensure the safety of the food product.
- All included trouble shooting guides, component views and parts lists are included for general reference, and are intended for use by qualified service personnel.
- Knowledge of proper installation, operation and maintenance procedures is essential to ensure the safe operation of this oven.



CAUTION: Equipment Electrical Damage

DO NOT plug in or use this appliance until all *Installation Instructions* are read and followed. Damage to the appliance may occur if these instructions are not followed.

This manual is considered to be a permanent part of this appliance.

This manual must remain with the appliance if it is sold or moved to another location.

SERVICE / SAFETY

- Always have dry hands prior to using the piece of equipment.
- Turn OFF the unit (not all units have power switches) anytime the cabinet is not in use.
- If an electrical shock is felt when touching the cabinet, disconnect the power immediately and call Carter-Hoffmann Technical Service for assistance or service.
- If the power cord is frayed or the plug damaged, DO NOT plug into the electrical power receptacle. If it is already plugged in, turn off the main circuit breaker, usually located in the building's breaker box, then disconnect the plug.
- Disconnect the power cord before attempting any repairs to the cabinet or heating unit.
- Repairs to this unit must be by qualified personnel.
- DO NOT SPRAY WITH WATER OR CLEANING SOLUTIONS, or submerge the heating unit. Components and wiring present a high shock hazard when wet.
- Disconnect heating unit when cleaning cabinet or heating unit.
- Both the interior and exterior surfaces of this appliance can be hot to the touch and may cause burns.

PRODUCT SPECIFICATIONS AND OPERATING FEATURES

MODEL NUMBER	PLATE CAPACITY (covered only)		NUMBER OF SHELVES	CLEARANCE BETWEEN SHELVES		SHELF SIZE		OVERALL DIMENSIONS						CASTER DIAMETER		SHIPPING WEIGHT	
	PLATE COVER DIAMETER			in	mm	in	mm	HEIGHT		DEPTH		WIDTH		in	mm	lbs	kgs
	8.75" x 11.00"	11.125" x 12.75"						in	mm	in	mm	in	mm				
BR96	96	N/A	3	13 1/4	337	22 1/8 x 47	546 x 1194	60	1524	34 3/4	806	57 5/8	1464	6	152	504	229
BR120	120	N/A	3	16 1/2	419	22 1/8 x 47	546 x 1194	69 3/4	1772	34 3/4	806	57 5/8	1464	6	152	557	253
BR150	150	N/A	3	16 1/2	419	22 1/8 x 58 1/2	546 x 1486	69 3/4	1772	31 3/4	806	69 3/8	1762	6	152	582	264
BR1000	120	96	3	14 5/16	364	27 5/8	702 x 1499	63 1/4	1607	37 7/8	962	69 3/8	1762	6	152	608	276

CONSTRUCTION... Completely welded double wall cabinet construction with outer cabinet formed and welded to base. All seams turned in to eliminate raw edges.

CABINET MATERIAL... All stainless steel construction with polished exterior.

BASE FRAME... 12 gauge stainless steel full depth caster bolsters with 16 gauge stainless steel square tubing welded to bolsters.

CASTERS... 6" diameter, industrial grade casters. Sealed roller axle bearing and double ball bearing swivel. Zerk grease fittings. Plate mounted and bolted to base in offset "wheel ahead" pattern. Two casters fitted with brakes.

BUMPER... Non-marking gray vinyl bumper set in heavy-duty 3/16" thick extruded aluminum frame with reinforced corner cutouts. Reinforced with 12 gauge angle bracket welded to cart and bolted through bumper.

INSULATION... 2" thick, high density continuous wrap-around type fiberglass insulation.



GASKET... High temperature silicone gasket mounted to cabinet.

DOORS... Welded double panel pocket style stainless steel door. 20 gauge polished exterior and 20 gauge interior. Filled with 1 1/2" thick high-density fiberglass insulation. "No canned fuel" decal.

HINGES... 18 gauge stainless steel full length 1" tubular hinge, mounted with 12 gauge stainless steel brackets and 16 gauge backup plates, each with three 5/16-18 bolts and brass bushings.

PUSH HANDLES... Two 1" 18 gauge diameter stainless steel tubular handles bolted to cabinet with 12 gauge backup plates.

DOOR HANDLES & ROLLER LATCHES... Two 1" diameter stainless steel door handles mounted with backup plates. Roller latches with stainless steel strike plates.

TRANSPORT LATCH... Stainless steel top mounted transport latch with pad-lock provision; flips down to secure both doors.

SHELVES... Welded, duplex nickel-plated removable wire shelves. Wires run from front to back for easier plate loading.

THERMOMETER... Dial type with remote sensing bulb and sensing bulb protector, mounted to center mullion.

HEATING SYSTEM... Bottom mounted heater. Stainless steel construction with black anodized exterior. Removable without tools. 1900 watt incone! sheathed heating element. High impedance protected, internally cooled fan motor. Patented solid to solid phase change heat retention material. Full range thermostat, toggle switch and power indicating lights for convection heat mode and EnduraHeat mode. EnduraHeat charge ready light.

ELECTRICAL CHARACTERISTICS... Operates on 120 volts, 60 cycle, single phase, 1900 watts, 20 amps. Ten foot power cord with 3 prong grounding plug. NEMA 5-20P.

PERFORMANCE... Capable of heating to 200 degrees F (94C). Convection preheat to 160 degrees F (71C) in approximately 30 minutes. EnduraHeat mode charge time and preheat in approximately one hour.

ACCESSORIES/OPTIONS...

- Lift-up pull handle
- Alternate caster sizes & types
- Alternate electrical configurations
- Off position on heater toggle switch
- Menu card holder (5"x7" or 8.5"x11")
- Donut style door bumpers
- Swivel-lock casters

NOTE: Specifications subject to change through product improvement & innovation.



US Patent Nos. 7,102,103 B2 & 7,394,042 B2

INSTALLATION

NOTE: DO NOT discard the carton or other packing materials until you have inspected the appliance for hidden damage and tested it for proper operation.

Refer to *SHIPPING DAMAGE CLAIM PROCEDURE* on PAGE 3 of this manual.



WARNING: Risk of personal injury

Installation procedures must be performed by a qualified technician with full knowledge of all applicable electrical codes. Failure can result in personal injury and property damage.



CAUTION: Electrical Shock Hazard

The ground prong of the power cord is part of a system designed to protect you from electric shock in the event of internal damage. **DO NOT** cut off the large round ground prong or twist a blade to fit an existing receptacle.



IMPORTANT:
Power cord is 10' long. If necessary, contact a licensed electrician to install an appropriate 20 amp electrical circuit with NEMA 5-20R receptacle. **DO NOT** use an extension cord.



IMPORTANT:
Damage to unit due to being connected to the wrong voltage or phase is **NOT** covered by warranty.

Unpack the holding and heating units. Ensure that all packing materials and protective plastic has been removed from the unit. Inspect all components for completeness and condition.

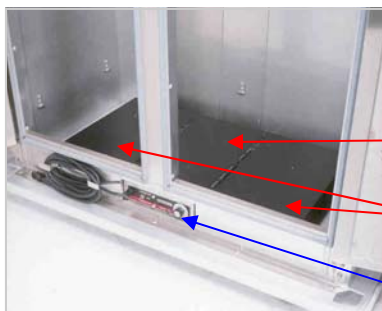
Appliance should be thoroughly cleaned before use. See *CLEANING INSTRUCTIONS*, page 7.

Installation of the HR90 EnduraHeat System:

EnduraHeat and Convection heat combined in a single heating unit. This unit is heavy and requires 2 people to install or remove it from the cabinet.

To install, grasp handles on unit and angle it so it slides through one of the door openings. Fish power cord through front opening at base of doors. Place heater so that the bottom portion of the convection heater fits into the hole in the floor of the cabinet and the control panel fits through the front opening. The base of convection heating unit will hang

through the hole and will be outside the cabinet, allowing for air circulation to cool the fan motor.

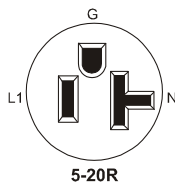


Center section:
convection heating

Left & right sections:
EnduraHeat

Control panel

Plug the heating unit into a properly grounded NEMA 5-20R electrical receptacle. **DO NOT MODIFY CORD PLUG.**



Power Usage:

	EnduraHeat Mode	Convection Mode
Volts :	120	120
Watts :	1900	1650
Amps :	16.7	13.8

For first time operation of the cabinet, do not load product into the cabinet. Allow the heat to remove any residual oils which may adhere to inside metal surfaces. A slight emission of smoke is common during the first few hours of operation.

GROUNDING INSTRUCTIONS

This appliance is equipped with a cord having a grounding wire with a grounding plug which must be plugged into an outlet that is properly installed and grounded. In the event of an electrical short circuit, grounding reduces the risk of electric shock by providing an escape wire for the electrical current.

WARNING-Improper use of the grounding can result in a risk of electric shock. Consult a qualified electrician or service agent if the grounding instructions are not completely understood, or if doubt exists as to whether the appliance is properly grounded.

CLEANING



WARNING: ELECTRIC SHOCK HAZARD

Unplug the unit from electric power before performing cleaning or maintenance.



WARNING: BURN HAZARD

Allow the unit to cool before performing any cleaning or maintenance procedures.



WARNING: ELECTRIC SHOCK HAZARD

DO NOT spray or splash water on the heater, control panel, timer or wiring.



CAUTION:

Heating unit weighs approximately 60 lbs.

Two people are required to remove the heater assembly from the cabinet.

Turn the main power switch OFF, unplug and allow the unit to cool before cleaning. DO NOT spray or splash water on the heater, control panel, timer or wiring.

1. Racks or shelves are easily removed without tools for cleaning, Simply lift up and pull out. The tray racks may be hand washed or run through an automatic washer.
2. Before cleaning, unplug the heating assembly. Remove the heater by grasping handles at rear of the heater. Pull up and to the back to avoid damage to heater controls. Angle heater so it fits through one of the door openings.
3. To clean stainless steel surfaces use only cleansers, detergents, degreasers, or sanitizers that are certified to be "chloride-free" and "phosphate-free," and cleansers, degreasers, or sanitizers only in the recommended concentrations. **DO NOT** exceed recommended concentrations or mixing ratios. After cleaning and sanitizing, rinse all exposed surfaces thoroughly with large amounts of clean, clear water. Wipe off any standing liquid or residue from all surfaces, corners and rear edges.
4. Vinyl trim should be washed with a chlorine-free detergent and water. Rinse thoroughly with clear water and allow to dry. Never use abrasive cleaners, waxes, car polish, or substances containing strong aromatic solvents or alcohol. Use of direct **steam / hot water** cleaning at temperatures above 190 F may result in "bubbling" or loosening of vinyl adhesive.

IMPORTANT: Cleansers, detergents, degreasers, sanitizers or bleaching agents that contain **chlorides or phosphates will cause permanent damage** to stainless steel products. This damage appears as pits, eruptions, voids, small holes, cracks, severe discolorations or dulling of the metal finish. Water with a high chlorine content can also damage stainless steel. If unsure of your water quality, we recommend you have it tested. **THIS DAMAGE IS PERMANENT, COSTLY TO REPAIR, AND IS NOT COVERED BY WARRANTY.**

RECOMMENDED "TIPS" FOR CLEANING STAINLESS STEEL

PURPOSE	FREQUENCY	CLEANING AGENT	METHOD OF APPLICATION
Routine cleaning	Daily	Soap, ammonia, detergent and water	Swab with cloth. Rinse with clear water, wipe dry.
Smears and fingerprints	As needed	Stainless steel cleaner, similar products	Rub with cloth as directed on package. Rub in direction of grain of stainless steel. Do not use on vinyl trim or control panel.
Stubborn spots and stains	Daily or as needed	Any chloride-free or phosphate-free cleanser	Apply with damp sponge or cloth. Rub in direction of grain. Rinse thoroughly. Do not use on vinyl trim or control panel.
Hard water spots	Daily or as needed	Vinegar	Swab with cloth. Rinse with clear water, wipe dry.

DAILY OPERATION

Before using, familiarize yourself with the heater controls. Read entire manual before using unit.



DO NOT USE ANY CANNED FUEL



This cabinet is designed to eliminate the need for canned fuel.

USE OF CANNED FUEL IN ENDURAHEAT CABINETS WILL VOID THE WARRANTY!



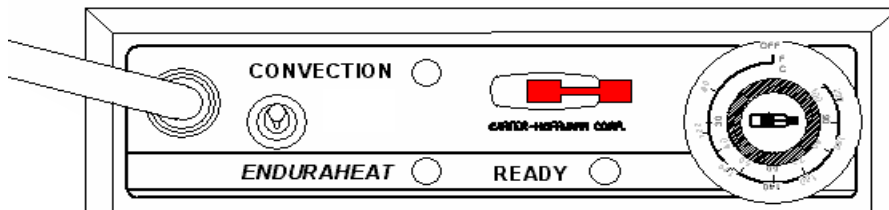
CAUTION: SAFE FOOD HOLDING PRACTICES RECOMMENDED

RECOMMENDED

Cooking food to a safe temperature, holding at a temperature of at least 140°F is critical in the prevention of food-borne illness. Hold only cooked, hot food at 140°F or higher. This cabinet is not intended to cook or reheat food. Food must be at appropriate temperature before being placed into

EnduraHeat® Mode:

1. One hour before loading meals, turn the temperature dial to 200° F. Flip the toggle switch on heating unit down to “EnduraHeat”. The white indicator lamp will illuminate.
2. Allow one hour for EnduraHeat charging and cabinet pre-heat to approximately 180F. Do not open cabinet doors during preheat phase. The green “Ready” light will illuminate when system is fully charged.
3. Load meals as quickly as possible and close doors. The cabinet temperature will drop. Keep heating unit plugged in during loading to keep meals warm.
4. Once meals are loaded, unplug heating unit, wrap cord around cord wrap bracket on left side of cabinet.
5. Transport meals to serving area. Do not open cabinet doors until ready to serve. Meals will remain at serving temperatures for approximately two hours.
6. If holding time is extended beyond two hours and cabinet temperature drops below 145° F, move cart to location where electricity is available and plug in heater. Flip toggle switch to “Convection” mode and operate heater until meals are served.
7. When removing items, start at the bottom of the cabinet and work to the top shelf position. This keeps food warmer and reduces spillage onto items on lower shelves.



Convection Heat Mode:

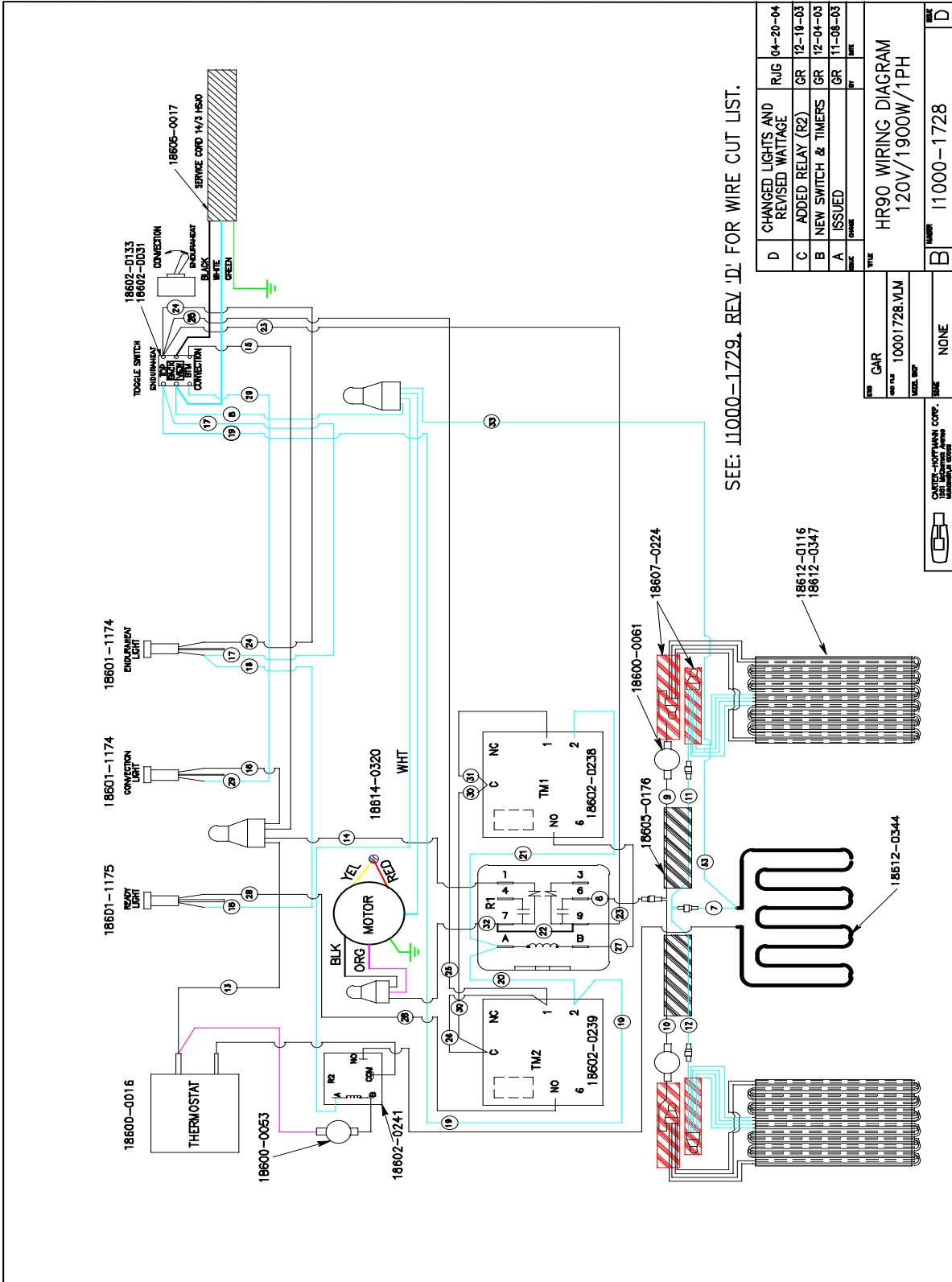
1. At least 30 minutes before loading meals, turn the temperature dial to 200° F. Flip toggle switch on heating unit up to “Convection” mode. White indicator lamp will illuminate.
2. Allow at least 30 minutes for cabinet to preheat to approximately 180° F.
3. Load meals and close doors. During loading, the cabinet temperature will drop. Keep unit plugged in to electrical source to keep meals warm. Try not to move the cart right away; wait 10-15 minutes until the cabinet recovers air temperature.
4. To transport to serving location, unplug heater, wrap cord around cord wrap bracket on left side of cabinet and transport meals to serving area.
5. Upon reaching the serving area, unwind the power cord and reconnect the heater as quickly as possible
6. When removing items, start at the bottom of the cabinet and work to the top shelf position. This keeps food warmer and reduces spillage onto items on lower shelves.



ATTENTION:

Whenever possible, heating unit should remain running to ensure maximum product temperatures, especially after finishing the food loading stage.

WIRING DIAGRAM—120 volt models



REPLACEMENT PARTS

***Parts must be ordered through authorized agency.
Check with factory to verify part number before placing any orders.***

16001-4037	SHELF ASSEMBLY BR96
16502-9717	CARD HOLDER 8.5" * 11" SS
29037-9012	CARD HOLDER CLEAR LEXAN 8.5" * 11"
16090-2422	TRANSPORT LATCH ASSEMBLY
16090-2433	TRANSPORT LATCH ASSEMBLY
16500-8266	CORD WRAP BRACKET
18309-0105	CORNER GASKET INSERT
29034-0270	SILICONE BULB GASKET , PER FT
18301-6433	6" GREY RIGID CASTER
18301-6435	6" GREY SWIVEL WITH BRAKE CASTER
16503-1667	BOTTOM RIGHT HINGE
16503-1668	BOTTOM LEFT HINGE
16090-2373	TOP LEFT HINGE
16090-2374	TOP RIGHT HINGE
18312-0277	CONTROL PANEL OVERLAY
18600-0016	THERMOSTAT 255 DEG 25AMP
18600-0013	THERMOSTAT KNOB
18600-0053	T-STAT SNAP DISC 400D
18600-0061	THERMAL-DISC AUTO RESET, CL300, OPEN 350 TO 3RD LEG
18601-1172	INDICATOR LAMP, WHITE, ENDURAHEAT LIGHT
18601-1173	INDICATOR LAMP, GREEN, CONVECTION LIGHT
18601-1174	INDICATOR LAMP, AMBER
18601-1175	INDICATOR LAMP, GREEN
18602-0031	SWITCH BOOT
18602-0133	TOGGLE SWITCH, HR90 HTR 20AMP, 277VAC
18602-0238	TIME RELAY-RECYCLER
18602-0239	TIME RELAY-DELAY ON MAKE
18602-0240	RELAY
18602-0241	RELAY, 30AMP PANEL MOUNT
18605-0017	14/3 HSJO SERVICE CORD W/ PLUG, 20 AMP 11 FT
18605-0176	INSUL SLEEVING FIBERGLASS
18607-0224	SILICONE SLEEVING 200C , 600V
18612-0116	ELEMENT, TUBULAR 120V/ 237.5 W
18612-0292	ELEMENT 120V 2000W FH90
18612-0344	ELEMENT 120V 1900W FH90
18612-0347	HEAT RETENTION MODULE
18614-0360	CONVECTION MOTOR-120/208/220/230/240
18614-0321	BLOWER WHEEL
HR90-0000D	HEATER ASSEMBLY
I1000-1728	HR90 WIRING DIAGRAM
I1000-1729	WIRE CUT LIST
18400-3100B	OWNERS OPERATORS MANUAL
18302-0087	ROLLER LATCH
18302-0088	DOOR STRIKE
18616-0099	THERMOMETER
18617-0031	DOOR HINGE BUSHING, BRASS

TROUBLESHOOTING SUGGESTIONS

PROBLEM	PROBABLE CAUSE	POSSIBLE REMEDY
No power to unit, No light on display Motor not running	Not plugged in or circuit breaker off or tripped	Plug into receptacle. Reset circuit breaker, check facility circuit breaker
	Main switch damaged	Check main power switch, replace if damaged
	Damaged power cord	Replace cord
	Hi-limit safety tripped	Allow unit to cool, hi-limit will reset automatically, or replace
Unit does not hold temperature	Damaged door gasket	Replace gasket
	Damaged door latch	Replace defective latch
	Temp probe damaged	Replace probe
	Door gap, out of alignment	Adjust door hinging and strike
Unit does not heat	Cabinet temp above setpoint (setpoint too low)	Turn thermostat setpoint up Check thermometer calibration
	Damaged wiring	Repair wiring
	Damaged relay	Replace relay
	Damaged controller	Replace controller
	Damaged heating element	Perform ohm reading, Replace element
Unit overheats	Setpoint too high	Change setpoint
	Thermostat damaged	Replace thermostat
	Defective hi-limit control	Replace hi-limit
	Blower fan jammed	Find source of fan binding
Blower motor not running	Damaged fan motor	Replace motor
	Blower fan jammed	Find source of fan binding
Relay is "chattering"	Check proper wiring to switch	Repair wiring or replace switch

SERVICE EXPECTATIONS

Service Philosophy

For almost sixty years, Carter-Hoffmann has enjoyed a reputation for manufacturing rugged, dependable foodservice equipment that permits foodservice professionals serve more food products to more people, and thus, to grow their business.

Our goal is not only to provide the best food service equipment for the price, but also to back it up with after-sale service that is responsive fast, efficient and professional. To ensure a clear understanding of our goals, expectations, and responsibilities, we have prepared this brief document.

Carter-Hoffmann products are innovative and efficient. They are easy to use, easy to clean and easy to maintain. Although the products are quite reliable they are also designed for easy repair. We believe that a malfunction to a Carter-Hoffmann product should cause as little inconvenience to the customer as possible. Our aim is to provide "same day"/first time fix" repair service on all of our products. We are dedicated to making every aspect of our customer service the standard by which others are judged.

End-User Responsibilities

While we all strive to serve our mutual customers as well as possible that does not mean that the end-user (including his employees) does not share some responsibilities.

1. All shipping damage must be noted on the freight bill when the shipment is received. Any freight damages must be collected from the Freight Company, NOT Carter-Hoffmann.
2. The end-user should be advised beforehand to carefully unpack and inspect all products when they are received BEFORE SIGNING THE SHIPPER'S RECEIPT OF DELIVERY.
3. The end-user must provide a safe, dry, level surface for the equipment to be placed upon.
4. The end-user must provide the proper electrical supply. All in-wall electrical modifications are to be completed by a licensed electrician. All building modifications are the responsibility of the end-user.
5. The end-user must operate, clean and maintain the equipment in accordance with the procedures described in the Operation Manual.
6. Carter-Hoffmann is NOT responsible for any loss of the customer's income, loss of food product, extra labor charges, or any other incidental or consequential costs as a result of the malfunction of our product.
7. The end-user shall allow for on-premises repair of the equipment to be completed at a mutually convenient place and time.

Warranty Service

1. Warranty service is to be **initiated** by authorized Carter-Hoffmann personnel only.
2. The service provider is **NOT** authorized to change or extend any of the terms or conditions of our warranty.
3. Initial freight damage is **NOT** covered by the product warranty.

Confidentiality

1. The end user and all his employees and sub-agents shall protect and keep confidential Carter-Hoffmann's proprietary designs, information, and knowledge.
2. All literature and informational materials provided by Carter-Hoffmann are to be considered confidential; they remain Carter-Hoffmann's property; and are not to be reproduced without our prior written consent.

YOUR LOCAL CONTACTS

SERVICE & PARTS DISTRIBUTOR

FACTORY SALES REPRESENTATIVE

NAME:
CONTACT:
ADDRESS:

TEL:
FAX:
TOLL FREE:

EMAIL:
WEBSITE:

NOTES

SERVICE LOG

DATE _____ SERVICE AGENT _____ NATURE OF PROBLEM / ACTION TAKEN

IMPORTANT OWNER INFORMATION

Please take the time to record the model number and serial number, the identification decal is normally located on the right hand side of the unit. Also be sure to record your voltage and purchase date of your piece of Carter-Hoffmann equipment in the spaces below.

It is extremely helpful to have this information available when calling Carter-Hoffmann for service or assistance.

Cabinet Model #: _____

Cabinet Serial #: _____

Heater Head Model #: _____

Heater Head Serial #: _____

Voltage: _____

Wattage: _____

Phase: _____

Date of Installation: ____/____/____

Carter-Hoffmann Invoice / Sales Order #: _____

Purchase Order #: _____

*To obtain Warranty Service,
call Carter-Hoffmann direct*

Carter-Hoffmann

1551 McCormick Ave.

Mundelein, Illinois, 60060 USA

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