

DF SERIES HOLDING CABINETS OWNER / OPERATOR MANUAL



MANUFACTURED BY:

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MODELS:

DF1826-4*
DF1826-5*
DF1826-8*
DF1826-10*
DF2620-4
DF2620-5
DF2620-8*
DF2620-10*
DF1220-4
DF1220-5
DF1220-8*
DF1220-10*

MODELS:

DF2012-4*
DF2012-5*
DF2012-8*
DF2012-10*
DF1818-3
DF1818-4
DF1818-5
DF1818-8*
DF1818-10*

* Discontinued models

DF1818-5
For pizza boxes up
to 18"x18"

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SAFETY PRECAUTIONS



WARNING: ELECTRIC SHOCK HAZARD

All service requiring access to non-insulated components must be performed by qualified service personnel. Failure to heed this warning may result in severe electric shock.



CAUTION: ELECTRIC SHOCK HAZARD

Disconnect this appliance from electrical power before performing any maintenance or service.



CAUTION: BURN HAZARD

Exposed metal surfaces can be hot to the touch and may cause burns.

IMPORTANT SAFETY INSTRUCTIONS

When using electrical appliances basic safety precautions should be adhered to, including the following:

- 1) Be familiar with the appliance use, limitations and associated restrictions. Operating instructions must be read and understood by all persons using or installing this appliance.
- 2) This appliance must be grounded. Connect only to properly grounded outlet.
- 3) Use this appliance only for its intended purpose as described in the manual.
 - a. This equipment is specifically designed to hold pre-cooked food at temperature.
 - b. This equipment is intended for use in commercial establishments only.
 - c. This equipment is not designed for industrial or laboratory use.
- 4) Cleanliness of this appliance and its accessories is essential to good sanitation.
- 5) Always have dry hands prior to using the ON/OFF switch. Turn OFF the ON/OFF switch when the cabinet is not in use for extended periods of time.
- 6) DO NOT submerge this appliance in water. This appliance is not jet stream approved. DO NOT direct water jet or steam jet at this appliance, or at any control panel or wiring. DO NOT splash or pour water on, in or over any controls, control panel or wiring. DO NOT use corrosive chemicals or vapors in this appliance.
- 7) DO NOT store this appliance outdoors. DO NOT use this product near water – for example, near a kitchen sink, in a wet basement, or near a swimming pool, and the like.
- 8) DO NOT operate this appliance if it has a damaged cord or plug, if it is not working properly, or if it has been damaged or dropped. Do not immerse cord or plug in water, keep cord away from heated surfaces, and do not let cord hang over edge of table or counter.
- 9) DO NOT cover or block any openings on the appliance.
- 10) **Only qualified service personnel should service this appliance.**

NOTE: The technical content of this manual, including any wiring diagrams, schematics, parts breakdown illustrations and/or adjustment procedures, is **intended for use by qualified technical personnel** and is subject to change without notice.

FEATURES & SPECIFICATIONS



DF1818-5

- Unique design allows for a variety of holding environment capabilities in a single cabinet, i.e. moisture sensitive, fried/crispy foods and boxed pizza
- Door-free design for easy access and improved traffic flow in kitchen
- Pass-through design for easy transfer of products from cooking area to serving area
- Stainless steel exterior with individually heated aluminum shelves
- Electronic controls with digital display for temperature and time.
- Models for 12"x20"x2.5" steam table pans (end- or side-loaded) and/or 18"x26" sheet pans (end- or side-loaded) as well as boxed pizza up to 18"x18"
- Removable lids (except pizza cabinets): when in place, seal in moisture; when removed, allow warm air to maintain crispness
- Four-shelf and five-shelf units are field stackable, without the need for a stacking kit

Model Number	Pizza Box Capacity Up to 18"x18"	Pan/Tray Capacity		Number of Shelves	Overall Dimensions			Caster Diameter in (mm)	Class 100 Shipping Weight lbs (kg)
		12"x20"	18"x26"		Height	Depth in (mm)	Width		
DF2620-4 Under-counter	-	8	4	4	29-1/2 (749)	22-1/2 (572)	32 (813)	3 (76)	192 (87)
DF2620-5 Under-counter	-	10	5	5	33-1/2 (851)	22-1/2 (572)	32 (813)	3 (76)	287 (130)
DF1220-4 Under-counter	-	4	-	4	29-1/2 (749)	27-1/2 (572)	19 (483)	3 (76)	175 (79)
DF1220-5 Under-counter	-	5	-	5	33-1/2 (851)	22-1/2 (572)	19 (483)	3 (76)	194 (88)
DF1818-3 Under-counter	3	-	-	3	21-1/4 (540)	22-1/2 (572)	23-1/2 (597)	3 (76)	177 (80)
DF1818-4 Under-counter	4	-	-	4	29-1/2 (749)	22-1/2 (572)	23-1/2 (597)	3 (76)	177 (80)
DF1818-5 Under-counter	5	-	-	5	33-1/2 (851)	20-1/2 (521)	23-1/2 (597)	1" rubber feet	153 (69)

APPROVALS :



Intertek
3174974
UL STD 197
Certified to CAN/CSA STD
C22.2 No. 109



Intertek
3174974
Conforms to NSF/ANSI STD4

UNPACKING, INSPECTION & INSTALLATION



This appliance should be thoroughly cleaned prior to use. See the **CLEANING INSTRUCTIONS** on page 11 in this manual

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

Refer to *FREIGHT DAMAGE CLAIM PROCEDURE* on bottom of this page.

UNPACKING AND INSPECTION

1. Remove the cabinet from shipping carton, ensuring that all packing materials and protective plastic has been removed from the unit.
2. Inspect all components for completeness and condition.
3. If any freight damage is present, a freight claim must be filed immediately with the shipping company.
4. **Freight damage is not covered under warranty.**
5. Check to insure all components are included: cabinet, instruction packet and additional accessories (if any).
6. Read operation instructions completely.
7. Appliance should be thoroughly cleaned before use. See **CLEANING INSTRUCTIONS** (page 11) in this manual.

INSTALLATION

For proper operation and maximum performance, locate the unit in an ambient air temperature of 70°F (21°C).

Avoid placement in areas near exhaust fans or where there are active air movements.

For safe operation and maximum performance, locate the unit at least 2" from any wall or combustible material.

Unit must be on a clean, dry, solid level surface.

FREIGHT 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 damage. **Contact your dealer immediately.**
3. **CONCEALED DAMAGE:** If damage is unnoticed until the merchandise is unpacked, notify the transportation company or carrier immediately, and then file a "CONCEALED DAMAGE" claim with them. This should be done within fifteen (15) days from the date the delivery was made to you. **Be sure to retain the container for inspection.**

Carter-Hoffmann cannot assume liability for damage or loss incurred in transit, **freight damage is not covered under warranty.** We will, however, at your request, supply you with the necessary documents to support your claim.

INSTALLATION (cont'd.)



WARNING: Risk of personal injury

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



IMPORTANT: Power cord is 10' long

If necessary, contact a licensed electrician to install an appropriate electrical circuit with correct NEMA receptacle. See chart on this page.

DO NOT use an extension cord.



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: Not under warranty

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



WARNING: Risk of personal injury

Unit is not waterproof, to avoid electrical shock, keep unit and counter from being submerged in water. Do not operate if unit has been in contact with water.

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 electric 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.

START-UP

1. Prior to use, thoroughly clean the interior of the unit, according to the instructions in this manual.
2. Plug the power cord of the cabinet into a grounded outlet with a electrical service according to the electrical information provided below. Maintain 2" clearance on each side of the cabinet.
3. Set POWER switch to the "ON" position.
4. 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.

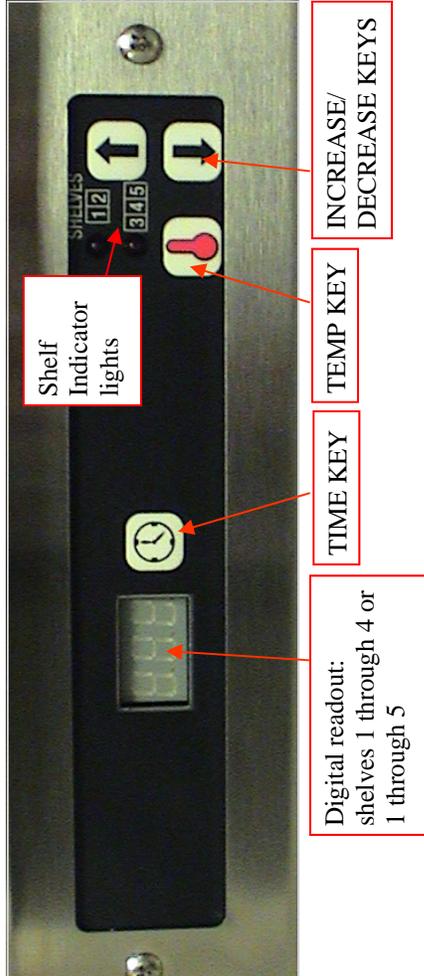
Electrical Specifications

Model	Watts	Volts	Amps	NEMA Plug
DF1220-4	1000	120	8.3	5-15P
DF2012-4	1000	120	8.3	5-15P
DF1220-5	1200	120	10.0	5-15P
DF2012-5	1200	120	10.0	5-15P
DF1818-3	1000	120	8.3	5-15P
DF1818-4	1250	120	10.4	5-15P
DF1818-5	1500	120	12.5	5-15P
DF1826-4	1500	120	12.5	5-15P
DF2620-4	1500	120	12.5	5-15P
DF1220-8	1800	120	15.0	5-20P
DF2012-8	1800	120	15.0	5-20P

Model	Watts	Volts	Amps	NEMA Plug
DF1826-5	1800	120	15	5-20P
DF2620-5	1800	120	15	5-20P
DF1220-10	2200	208	10.6	5-20P
DF2012-10	2200	208	10.6	5-20P
DF1818-8	2250	120	18.8	5-20P
DF1818-10	2750	208	13.2	5-20P
DF1826-8	2700	208	13.0	5-20P
DF2620-8	2700	208	13.0	5-20P
DF1826-10	3300	208	15.9	5-20P
DF2620-10	3300	208	15.9	5-20P

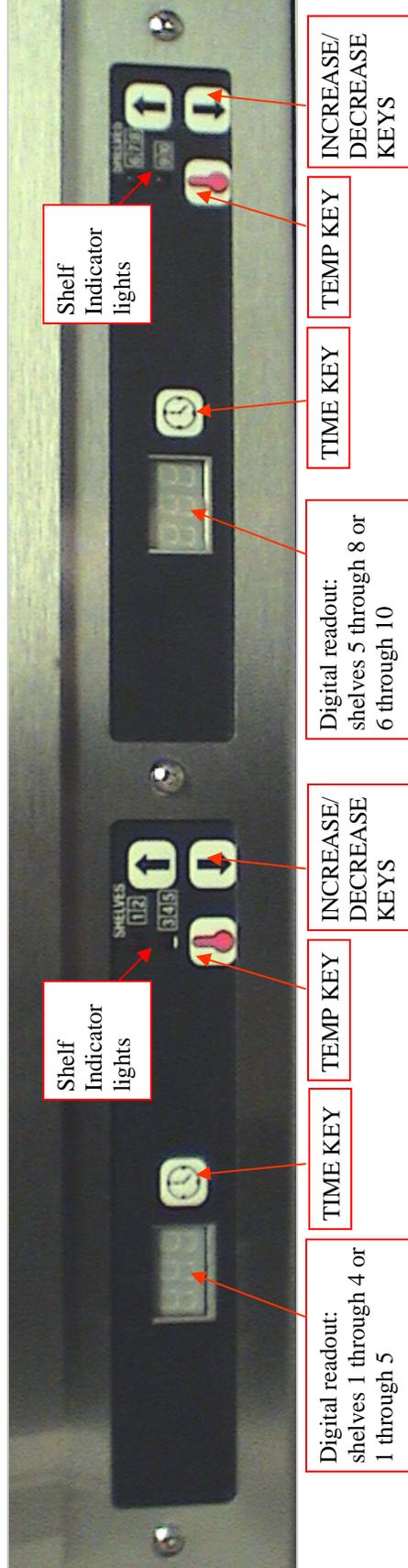
Control panel layouts

CABINETS WITH 4 OR 5 SHELVES



Controls for shelves 1-4 or 1-5 (depending on model)

CABINETS WITH 8 OR 10 SHELVES



Controls for shelves 5-8 or 6-10 (depending on model)

NORMAL OPERATION

Refer to page 6 for names and locations of components and controls.

Cavity temperature setpoint range is between 122°F and 225°F.



Temperature is LOW



Typical temperature reading



Cabinet is READY

Half-size cabinets with four or five shelves will have one controller for all shelves. Full size cabinets will have two controllers, one for the top 4 or 5 shelves and one for the bottom 4 or 5 shelves (depending on model number).

1. Press the POWER SWITCH, located at the top front panel, to ON. Illuminated portion of switch will glow, indicating power is ON. Pre-heat cabinet for 20 minutes. When first turned on, digital readout will display "LO" until the cabinet reaches 122°F. After the cabinet reaches 122°F, the digital readout will display the current temperature, until the temperature reaches the setpoint. Once the cabinet reaches setpoint, the digital readout will display "P 1". This indicates the cabinet is ready to hold product.

NOTE: Press and release the appropriate TEMP KEY to view or verify setpoint. Setpoint will display briefly. If temperature setpoint needs to be changed, refer to Programming Instructions, page 9.



NOTE: Timer cannot be started until the cabinet is preheated.

Select the desired timer program by pressing the UP / DOWN ARROW KEYS. Each controller has six programmable timers ("P 1", "P 2", "P 3", "P 4", "P 5" and "P 6") for each group of cavities. NOTE: controller 1 controls all shelves on 1/2 size (four and five-shelf) units and top 4 (on eight-shelf units) or top 5 (on 10-shelf units) on full-size units with eight or ten shelves; controller 2, on full size eight or ten shelf units only, controls the bottom 4 (on eight-shelf units) or bottom 5 (on 10-shelf units).

2. Different program times can be used for different parts of the day (breakfast, lunch, dinner) or for alternate products.

NOTE: Program timer defaults to "P 1" each time the cabinet is turned OFF and ten back ON.

NOTE: To select other timer programs ("P 2" - "P 6"),

press the INCREASE KEY  or DECREASE KEY  until the digital readout displays the desired program.

3. After pre-heat, the digital readout will display the current selected timer (e.g. "P 1"), indicating that the cabinet is ready to hold product.
4. Load cooked product into pans and place pans on shelves.
5. Press TIME key  to start the timer. Refer to *Programming Instructions* (page 9) to change programmed time.

NORMAL OPERATION (continued)

Refer to page 6 for names and locations of components and controls.



Typical *Time Remaining* reading



Timed Cycle *Completed*



Cavity is **READY**

5. The digital readout will count down, displaying the remaining time. The digital readout is displayed in hours and minutes until less than one minute remains. Once the remaining time is less than one minute, the digital readout counts down in seconds.
6. At the end of the timed cycle, the digital readout will flash "0.00" and an alarm will sound until the TIME KEY is pressed.

NOTE: Timer can be cancelled at any time during the cycle by pressing and holding the TIME KEY for two seconds. Digital readout will display the currently selected timer (e.g. "P 1")

7. Remove product from cabinet.
8. At the end of the day, or if the cabinet will not be used for an extended period of time, press the POWER SWITCH to OFF.

PROGRAMMING INSTRUCTIONS

Refer to page 6 for names and locations of components and controls.

TEMP setpoint range:
122°F to 225°F.



SETPOINT
TEMPERATURE
(Program Mode)

PROGRAM TEMPERATURE SETPOINT

1. Press and hold TEMP KEY  until digital readout flashes.
2. Press INCREASE KEY  to raise setpoint temperature. Each time key is pressed, setpoint is increased by 1°F.
3. Press DECREASE KEY  to lower setpoint temperature. Each time key is pressed, setpoint is decreased by 1°F.
4. Press TEMP KEY  to save changes.

NOTE: If no key is pressed for 5 seconds, display returns to previous function. Changes will be saved.

SETTING INDIVIDUAL HEATER TEMPERATURE SETPOINTS (in programming mode using P1 thru P6)

TIMER range:
1 minute to 9 hours, 59 min.



TIMER
(Program Mode)

1. With appropriate P# selected, press and hold the TEMP KEY  for approximately 2 seconds, the display will flash the current setting for the lower heater and the lower heat indicator light will be ON.
2. Press either INCREASE KEY  or DECREASE KEY  to change the temperature.
3. To select the upper heater setting, press and release the TEMP KEY . The display will flash the current setting for the upper heater and the upper heat indicator light will be on.
4. Press either INCREASE KEY  or DECREASE KEY  to change the temperature.
5. When done, press and hold the TEMP KEY  for 2 seconds. Changes will be saved. If no button is pressed, controller will automatically exit and changes will be saved.

NOTE: Timers cannot be programmed for less than 1 minute.

PROGRAMMING INSTRUCTIONS

Refer to page 6 for names and locations of components and controls.

TEMP setpoint range:
122°F to 225°F.



SETPOINT
TEMPERATURE
(Program Mode)

TIMER range:
1 minute to 9 hours, 59 min.



TIMER
(Program Mode)

NOTE: Timers cannot be programmed for less than 1 minute.

PROGRAM TIMER (P1 through P6)

1. Press and hold TIME KEY  until digital readout flashes.
2. Press INCREASE KEY  to add time. Each time key is pressed, timer is increased by 1 minute. Hold the key to scroll faster.
3. Press DECREASE KEY  to subtract time. Each time key is pressed, timer is decreased by 1 minute. Hold the key to scroll faster.
4. Press TIME KEY  to save changes and return to P1.
5. To program timers P2 through P6:
 - A. Press INCREASE KEY  or DECREASE KEY  to select the desired program.
 - B. Repeat steps 1 through 4 above for each program.

TO CANCEL TIMER

Press and hold TIME KEY for 2 seconds.



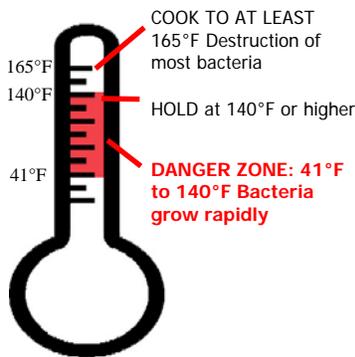
NOTE: If no key is pressed for 5 seconds, display returns to "P 1". Changes will be saved.

FOOD HOLDING GUIDE



**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 re-heat food. Food must be at appropriate temperature before being placed into cabinet.



NOTE: Times and temperatures observed in a test kitchen environment. Times and temperatures may vary, depending on initial food quality, initial cooked temperature and user expectations of acceptable food quality.

PRODUCT (Covered Food, except where noted)	SET TEMPERATURE (°F / °C)	MAXIMUM TIME (MINUTES)
Bacon, Canadian	180°F / 82°C	30
Bacon, Crisp (uncovered)	180°F / 82°C	30
Baked Potato	180°F / 82°C	60
Biscuits	170°F / 77°C	60
Casseroles	175°F / 79°C	90
Chops, Sliced Meats	160°F / 71°C	60
Chicken, Fried (uncovered)	170°F / 77°C	30
Chicken, Boneless Breasts	175°F / 79°C	60
Chicken Nuggets, Deep Fried (uncovered)	190°F / 88°C	25
Chicken, Pre-Cooked Grilled Boneless Patties	150°F / 66°C	90
Coffee Cakes (uncovered)	170°F / 77°C	60
Cookies (uncovered)	175°F / 79°C	90
Crab Legs	160°F / 71°C	45
Croissants	170°F / 77°C	45
Eggs	160°F / 71°C	45
Fish, Deep-Fried (uncovered)	170°F / 77°C	30
Fish, Baked	155°F / 68°C	45
Fish, Broiled	155°F / 68°C	45
French Toast	165°F / 74°C	60
Gravies / Sauces	170°F / 77°C	45
Hamburgers / Ground Meat Patties	180°F / 82°C	45
Hot Dogs	180°F / 82°C	90
Muffins	170°F / 77°C	60
Omelets	160°F / 71°C	30
Pancakes	180°F / 82°C	30
Pasta	175°F / 79°C	60
Pastries	165°F / 74°C	30
Pizza (uncovered)	180°F / 82°C	15
Pizza (boxed)	180°F / 82°C	60
Poppers, Deep Fried (uncovered)	190°F / 88°C	25
Poultry, Whole, bone-in	175°F / 79°C	60
Poultry, Cut-up, bone-in	175°F / 79°C	60
Ribs	175°F / 79°C	90
Rice	175°F / 79°C	30
Roasts / Bone-in Meats	165°F / 74°C	90
Sausage	180°F / 82°C	90
Shrimp / Shellfish	150°F / 66°C	60
Soups (broth)	185°F / 85°C	90
Tortillas (soft)	180°F / 82°C	60
Vegetables	175°F / 79°C	45

DAILY CLEANING PROCEDURES



**CAUTION:
ELECTRIC SHOCK
HAZARD**

Disconnect appliance from electric power before cleaning.



**CAUTION:
HOT SURFACE**

Exposed surfaces can be hot to the touch and may cause burns. Allow appliance to cool before cleaning.



IMPORTANT:

DO NOT spill or pour water into controls, control panel or wiring. Water damage is **not** covered by warranty.



CAUTION:

Beware of sharp edges with sheet metal during cleaning process.

1. After all food products have been removed from the cabinet, turn the power switch to "OFF" and allow the cabinet to cool.
2. Unplug the unit prior to any cleaning.
3. If applicable, remove product covers from each shelf.
4. Hand wash covers and cabinet with chloride/phosphate-free soap or detergent. Clean the inside of the unit as well as the removed parts. **DO NOT** exceed recommended concentrations or mixing ratios. Do not use abrasive cleaners, waxes, car polish, or substances containing strong aromatic solvents or alcohol.
5. Rinse covers and wipe cabinet interior with clean damp cloth. Wipe off any standing liquid or residue from all surfaces, corners, or near edges and allow to dry.
6. Inspect and clean the areas where there are vents or filters, making sure no water gets into the internal controls or electrical areas of the cabinet.
7. Reinstall product covers when they are thoroughly dry.



CAUTION:

Cleansers, detergents, degreasers, sanitizers, or bleaching agents that contain chlorides or phosphates will cause permanent damage to stainless steel products. The damage appears as pits, eruptions, voids, small holes, severe discoloration or dulling of the metal finish.

Water with high chloride 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 THE WARRANTY.**

RECOMMENDED TIPS FOR CLEANING STAINLESS STEEL

<u>Purpose</u>	<u>Frequency</u>	<u>Cleaning Agent</u>	<u>Method of Application</u>
Routine cleaning	Daily	Soap, ammonia detergent and water	Sponge with cloth, rinse with clear water and wipe dry.
Smears/ Fingerprints	As needed	Stainless steel cleaner or similar products	Rub with soft cloth as directed on package. Rub in direction of grain of stainless steel. Do not use on vinyl trim.
Stubborn spots and stains	Daily as needed	Any chloride-free or phosphate-free cleaner	Apply with damp sponge or cloth. Rub in direction of grain of stainless steel. Rinse thoroughly, especially if cleaner contains chlorine bleach, do not use on vinyl trim.
Hard water spots	Daily as needed	Vinegar	Swab with cloth. Rinse with water and wipe dry.

CABINET MAINTENANCE



WARNING:

DO NOT perform these procedures while the cabinet is turned on or heated. Turn off the power and wait for the cabinet to cool to room temperature.

CASTERS

Caster bearings may be equipped with Zerk grease fittings so that they may be easily lubricated with a grease gun. Lubricate bearings at least once every six months.

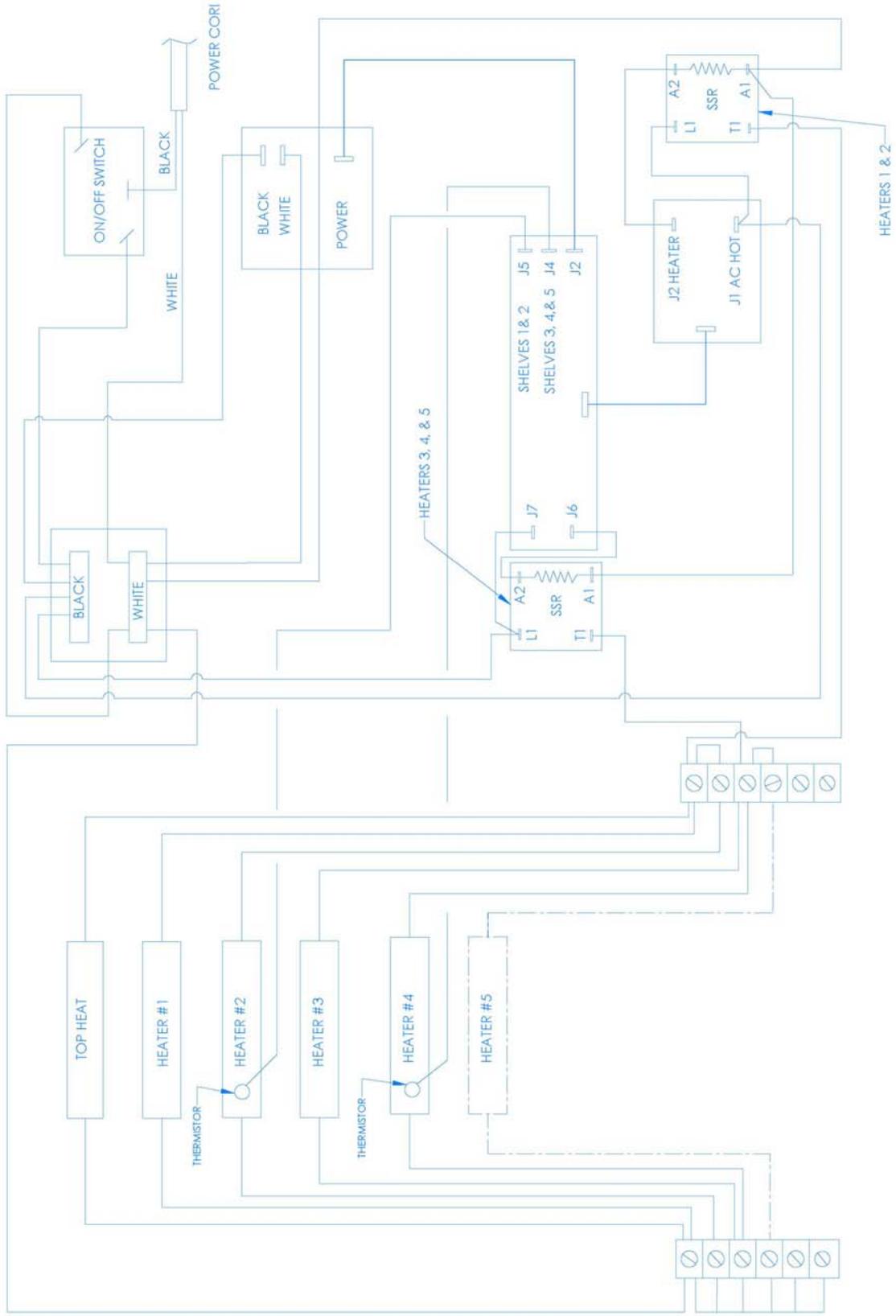
STACKING FOUR- AND FIVE-SHELF UNITS

This task takes about 30 minutes & requires two people.

1. Using a screwdriver, remove the screws that attach the top on the unit that you wish to be on the bottom of the stack (unit #1). Remove the cover and set aside.
2. Place a large piece of cardboard, moving blanket or other protective material on the floor. For the other unit (unit #2), carefully tip it onto one of its sides (not the front or the rear). Then, using a wrench, remove the bolts that attach the casters to the bottom of the unit #2. Set casters aside.
3. Tip unit #2 back to an upright position. Lift and place unit #2 so it nests in the open top of unit #1, taking care to line up the holes where the screws were removed.
4. Replace screws into the top edge of unit #1, securing it to the bottom of unit #2.
5. Keep extra top and casters on hand for spare parts, or if you should ever wish to separate the units.

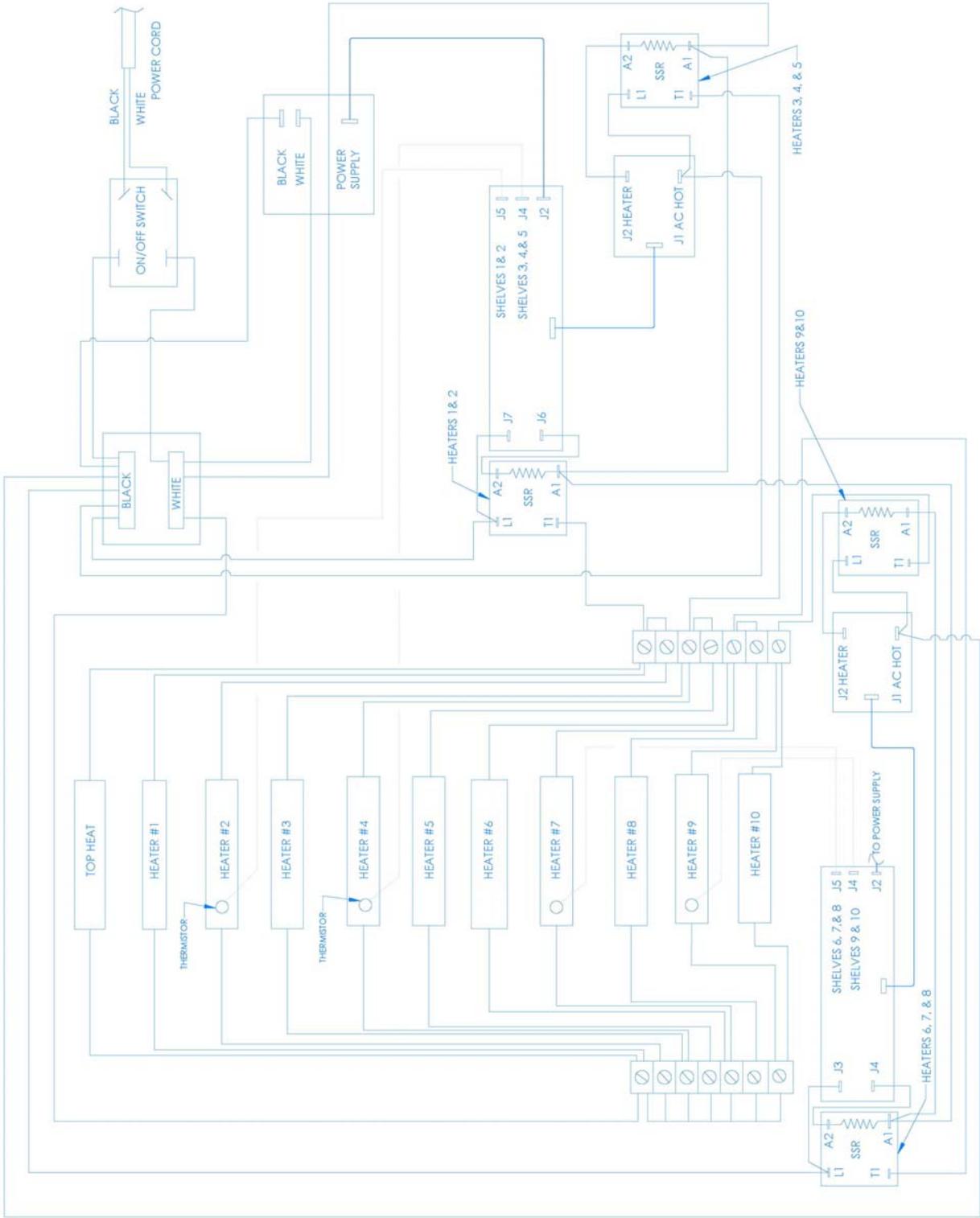
DF Series Cabinets with Four or Five Shelves
**120 VOLT, 1000 WATT, 8.3 AMP; 120 VOLT, 1200 WATT, 10.0 AMP; 120VOLT, 1250 WATT, 10.4AMP
120 VOLT, 1500 WATT, 12.5 AMP; 120 VOLT 1800 WATT, 15.0 AMP; ALL UNITS IPH, 60HZ**

WIRING DIAGRAM



WIRING DIAGRAM

DF Series Cabinets with Ten Shelves
208 VOLT, 2200 WATT, 10.6 AMP, 1 PH; 208 VOLT, 2750 WATT, 13.2 AMP, 1PH, 60HZ;
208 VOLT 3300 WATT, 15.9AMP, 1PH, 60HZ



REPLACEMENT PARTS

Use only (OEM) original equipment manufacturer replacement parts. Using unauthorized parts may cause serious injury or damage to the cabinet. Replacement parts should be installed by a qualified service technician.

Contact Carter-Hoffmann with your model and serial number for replacement parts.

Call: 800-323-9793 or

Email: TechnicalService@Carter-Hoffmann.com

Part Number	DF Cabinets
18616-0253	Temperature Controller
18603-9086	Temperature Sensor (4 & 5 Shelf)
18603-9093	Temperature Sensor (8 & 10 Shelf)
18605-0017	Cord & 5-20P Plug
18606-0590	L6-20P Twist Lock Plug
27080-0188	Heater 120 volt DF1220
27080-0190	Heater 120 volt DF1818
27080-0192	Heater 120 volt DF2012
27080-0194	Heater 120 volt DF1826
27080-0196	Heater 120 volt DF2620
27080-0200	Heater 208 volt DF1220
27080-0201	Heater 208 volt DF1818
27080-0202	Heater 208 volt DF2012
27080-0203	Heater 208 volt DF1826
27080-0199	Heater 208 volt DF2620

TROUBLESHOOTING GUIDE

SYMPTOM	POSSIBLE CAUSE	SUGGESTED REMEDY
No power on display	Not plugged in or circuit breaker tripped	Check or reset circuit breaker Connect to proper receptacle
	Power cord damaged	Check - replace if required
	Power switch damaged or defective	Check - replace if required
Food dries out too quickly	Operation where product temp is too high	Check product temps going into holding cabinet
	Control incorrectly set or defective	Check proper operation or calibration of control
	Moist operation without pan cover in place	Install pan cover
Unit is on, but no heat	Internal wiring error	Call service technician
	Element hi-limit trip / defective	Call service technician
Food gets soggy	Dry operation with pan cover in place	Remove pan cover
Takes too long to get to temperature	Improper voltage	Call service technician to verify incoming voltage matches cabinet specifications.
Cannot set time and/or temp (ready mode)	Damaged controller	Call service technician

NOTE:

The technical content of this manual, including any wiring diagrams, schematics, parts breakdown illustrations and / or adjustment procedures, is **intended for use ONLY by qualified technical personnel.**

NOTE:

For warranty service, call Carter-Hoffmann direct at 800-323-9793 for authorization, we will dispatch the nearest authorized service agency.

WARRANTY

Carter-Hoffmann Warranty:

Carter-Hoffmann ("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 12 months; to refrigeration compressor unit for one year** (limited to replacement only - not to include labor for removal, repair or replacement).*

Repair or replacements 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, expressed or implied, which extend beyond the description on the face hereof. 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 business or profits, or other matters not specifically covered) arising in connection with the use of, inability to use, or failure of these products.

Specifications subject to change through product improvement and innovation.

Carter-Hoffmann

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