

**Commercial Pro**



**Model CPG36 Shown**

Serial #: \_\_\_\_\_



## **Instruction Manual for the Electric Countertop Griddles Model CPG24 & CPG36**

### **For Service on Your Griddle:**

Call the Service Department at:

Phone: 800-347-5423

Or: 866-298-625

and ask for contact information for your local service company.

### **- IMPORTANT SAFETY NOTICE -**

This manual contains important safety instructions which must be strictly followed when using this equipment.





Tentative Interim Amendment

## NFPA 96

# Standard for Ventilation Control and Fire Protection of Commercial Cooking Operations

2004 Edition

Reference: 2.1.2.3, 4.3.1  
TIA 04-2 (NFPA 96)  
SC# 05-1-14/Log 801

Pursuant to Section 5 of the NFPA Regulations Governing Committee Projects, the National Fire Protection Association has issued the following Tentative Interim Amendment to NFPA 96, *Standard for Ventilation Control and Fire Protection of Commercial Cooking Operations*, 2004 edition. The TIA was processed by the Venting Systems for Cooking Appliances Committee, and was issued by the Standards Council on January 14, 2005, with an effective date of February 3, 2005.

A Tentative Interim Amendment is tentative because it has not been processed through the entire standards-making procedures. It is interim because it is effective only between editions of the standard. A TIA automatically becomes a proposal of the proponent for the next edition of the standard; as such, it then is subject to all of the procedures of the standards-making process.

1. Add new section 2.3.1 and renumber 2.3.1 and 2.3.2 as 2.3.2 and 2.3.3.

2.3.1 ASTM Publications.

ASTM International, 100 Barr Harbor Drive, West Conshohocken, PA 19428-2959

ASTM E2336-04 Standard Test Methods for Fire Resistive Grease Duct Enclosure Systems.

2. Revise section 4.3.1 to read:

4.3.1 Field-applied grease duct enclosures and factory-built grease duct enclosures shall be listed in accordance with UL 2221, *Standard for Tests of Fire Resistive Grease Duct Enclosure Assemblies*, or ASTM E2336 Standard Test Methods for Fire Resistive Grease Duct Enclosure Systems, and installed in accordance with the manufacturer's instructions and the listing requirements.

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## Attention Owners and Operators

Commercial Pro products are designed to provide safe and productive processing, cooking and warming of food products as long as the equipment is used in accordance with the instructions in this manual and is properly maintained. Unless the operator is adequately trained and supervised there is a possibility of serious injury. Owners of this equipment bear the responsibility to make certain that this equipment is used properly and safely, and to strictly follow all of the instructions contained in this manual and the requirements of local, state or federal law.

Owners should not permit anyone to touch this equipment unless they are over 18 years old, are adequately trained and supervised, and have read and understood this manual. Owners should also ensure that no customers, visitors or other unauthorized personnel come in contact with this equipment. Please remember that we cannot anticipate every circumstance or environment in which its equipment will be operated. It is the responsibility of the owner and the operator to remain alert to any hazards posed by the function of this equipment. If you are ever uncertain about a particular task or the proper method of operating this equipment, ask your supervisor.

This manual contains a number of precautions to follow to help promote safe use of this equipment. Throughout the manual you will see additional warnings to help alert you to potential hazards.

**Warnings affecting your personal safety are indicated by:**



or



**Warnings related to possible damage to the equipment are indicated by:**



If any warning labels or this manual are misplaced, damaged, or illegible, or if you require additional copies, please contact your nearest representative or call the service number listed on the front of this manual directly for these items at no charge.

Please remember that this manual or the warning labels do not replace the need to be alert, to properly train and supervise operators, and to use common sense when using this equipment.

# Installation

## UNPACKING

Unpack the griddle immediately after receipt. If the machine is found to be damaged, save the packaging material and contact the carrier within fifteen (15) days of delivery. Immediately contact service or your local dealer of the equipment. **You have no recourse to damage after fifteen (15) days.**



### **TO AVOID SERIOUS PERSONAL INJURY:**

- **ALWAYS** install equipment in a work area with adequate light and space.
- **ONLY** operate on a solid, level, nonskid surface that is nonflammable and away from sinks and water hazards.
- **NEVER** bypass, alter or modify this equipment in any way from its original condition. Doing so may create hazards and will void warranty.
- **NEVER** operate the griddle without all warnings attached to it.



### PROPER GROUNDING

**THIS MACHINE IS PROVIDED WITH A THREE-PRONG GROUNDING PLUG. THE OUTLET TO WHICH THIS PLUG IS CONNECTED MUST BE PROPERLY GROUNDED. IF THE RECEPTACLE IS NOT THE PROPER GROUNDING TYPE, CONTACT AN ELECTRICIAN. DO NOT, UNDER ANY CIRCUMSTANCES, CUT OR REMOVE THE THIRD GROUND PRONG FROM THE POWER CORD OR USE ANY ADAPTER PLUG (Fig. 6-1 and Fig. 6-2).**



Fig. 6-1 Correct



Fig. 6-2 Incorrect

1. Complete the warranty card and place it in the mail.
2. Griddle and outside covering/containment unit may become HOT after use. Use caution when touching the unit.

## INSTALLATION

NOTE: The CPG36 is a hard wire unit only to be installed by a qualified electrician who is familiar with electrical procedures and codes. Do NOT attempt to wire this unit with yourself.

1. Read this manual thoroughly before installation and operation. DO NOT proceed with installation and operation if you have any questions or do not understand anything in this manual. Contact your local representative or call the service number on the front of this manual.
2. Remove the griddle from the box. Once your griddle has been removed from the packaging, be certain that all protective plastics and residues are removed from all surfaces.
3. Select a location for the griddle that has a level, solid, nonskid surface that is nonflammable and away from water hazards or sinks, and is in a well-lighted work area away from children and visitors.

# Installation

4. Inspect the griddle to ensure all parts have been provided (i.e. - catch tray and feet x4).
5. The installation of the Griddle must conform to the NATIONAL ELECTRIC CODE AND ALL LOCAL ELECTRIC CODES AND ORDINANCES AND ALL THE LOCAL ELECTRICAL COMPANY RULES AND REGULATIONS. ***Additionally we recommend that the Griddle is allowed a 4" spacing surrounding the unit in order to provide adequate ventilation.***

**NOTICE:** Local codes regarding installation vary greatly by area. The National Fire Protection Association, Inc, states in its NFPA 96 latest edition (see NFPA page at the beginning of this manual) that local codes are “authority having jurisdiction” when it comes to requirements for installation of equipment. Therefore, installation should comply with all local codes.

6. For your protection we recommend that a qualified electrician install this griddle. They should be familiar with electrical installations and all electrical codes.
7. Proper connections and power supply are essential for efficient performance.
8. The external wiring should be in conduit or an approved type of flexible cable suitable for operation at temperature indicated at the conduit hole, and in a proper size to carry the load.
9. The supply circuit should be properly fused and equipped with a means of disconnecting, as required by the local electrical code. For griddle with plugs and leads set, simply provide a suitable power point and connect.



This equipment gets **EXTREMELY HOT** so make sure all flammable/combustible materials are set away from this equipment.

## **Feet**

Install feet by screwing each foot into the threaded openings on the bottom of the Griddle. Failure to use feet will void warranty and could cause unsafe conditions.

## **Leveling**

Level unit by adjusting the four feet and tighten securely. The adjustable feet have an adjustment of one inch for lineup with other Commercial Pro countertop lines. Check the feet every 60 days to ensure they are tight.

## **Assembly**

Take the catch tray and slide into the runners below the elements and place into the rack. Once in position, the catch tray will catch any food product crumbs, grease or drippings.

## **COMMISSIONING:**

Commissioning of your new Griddle is of the utmost importance. Commissioning is the thorough and methodical testing of the equipment, sub systems, and systems to ensure that the final product functions properly and safely at the work site. By identifying any potential problems (i.e.: Equipment location, ventilation, local fire/ electrical codes, installation, operator training and certification) prior to equipment being placed into service, costly outages and potential damages may be avoided.

**SAFETY ALWAYS.**

# Safeguards & Safety Instructions



## WARNING

TO AVOID SERIOUS PERSONAL INJURY:

- **DO NOT** operate the griddle before reading the instruction manual first.
- **ALWAYS** disconnect or unplug electrical power before cleaning, servicing or adjusting any parts or attachments.
- **NEVER** bypass, alter, modify or attach any unauthorized parts to this equipment. Doing so may create hazards and will void warranty.
- **NEVER** operate griddle with a damaged power cord or plug.
- **NEVER** leave the griddle on overnight or for prolonged periods of non-use.
- **NEVER** use the griddle as a heating source for your kitchen, space, or room.
- **ALWAYS** keep hands, hair and clothing away heating elements.



## CAUTION

### IMPORTANT SAFEGUARDS & SAFETY INSTRUCTIONS

When using electrical food equipment, basic safety precautions should always be followed, including the following:

- Do not touch hot surfaces. Use handles or knobs.
- To protect against risk of electrical shock, do not put in water, dishmachine or liquid.
- Never directly touch the heating elements while the griddle is on.
- Unplug from power outlet when not in use, before putting on or taking off parts, and before cleaning.
- Do not operate any equipment with a damaged cord or plug or after the appliance malfunctions or is dropped or damaged in any manner. Call for service.
- The use of attachments not recommended or sold by the manufacturer may cause fire, electrical shock or injury.
- Do not use outdoors.
- Do not let power cord or the extension cord hang over edge of table or counter or touch hot surfaces.
- Do not place on or near a hot gas or electric burner, or in a heated oven.
- Do not use this equipment for any use other than the use intended by the manufacturer.
- Do not yank on any cord to disconnect.
- Never plug equipment in where water floods the area.
- Place the appliance on a firm, stable surface.
- The griddle does not contain **any** user-serviceable parts. Commercial Pro product dealers or recommended qualified technicians should carry out repairs. Do not remove any components or service panels on this product.
- We take every care to ensure that all products are safe. Steel cutting procedures used to manufacture these items result in sharp edges. These sharp edges are removed to the best of our ability; however, we insist the operator take care when in contact with this piece of equipment.
- During operation the griddle reaches high temperatures, in turn, heating any stainless steel surfaces. Take extreme care when operating.
- Switch off power to and disconnect from the main / plug from wall for cleaning.
- Allow the griddle to cool down after use and before dismantling for cleaning; the unit will be too hot to handle immediately after use.
- The griddle is equipped for the voltage indicated on the nameplate mounted on the rear of the unit. This griddle is designed for use on alternating current (AC) only.





# Operating Instructions

## Operating the Griddle

Before operating griddle, it should be checked to see that it is sitting level. Adjust the feet to level the griddle. Be sure the catch tray has been assembled correctly. Please see diagram figure 9-1.

**NOTE: Upon first use, griddle may produce a metal-burning smell.  
This is normal and smell will regress with use.**

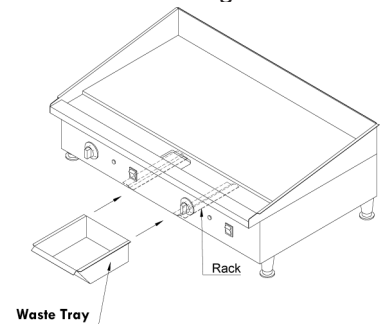


Fig. 9-1

## Season the surface:

1. Clean the griddle surface thoroughly. After the griddle has been thoroughly cleaned, it should be seasoned to prevent food from sticking. Before using, and after each thorough scouring, season the griddle by heating the surface in the following manner:
2. Turn on the griddle switch and adjust the temperature control dials to 350°F
3. Using a clean cloth (not a spatula) spread a thick film of cooking oil or fat over the griddle cooking surface. This film should remain on the hot griddle for 30 minutes.
4. Remove the excess fat and wipe clean. (CAUTION - the griddle surface will be HOT)
5. Apply another film of cooking oil over the hot cooking surface for another 30 minutes and again remove the excess fat and wipe clean. The griddle surface will be ready to use.

**EVEN WITH CAREFUL SEASONING, FOOD MAY STICK TO THE GRIDDLE COOKING SURFACE UNTIL THE GRIDDLE PLATE IS "BROKEN IN".**

## Temperature Control

The temperature is thermostatically controlled. Be sure the On/Off switch is switched on and adjust the thermostats dial to the desired setting. The set point of each thermostat is marked on the front panel with a – in the 9 o'clock position. Your griddle is equipped with one thermostat per various cooking service interval. For the 24" griddle - every 12" and for the 36" griddle - every 18".

## Cooking

Switch the on/off switch to on and adjust the thermostat dial knob to the desired temperature. After a short pre-heating period, the thermostat will automatically maintain the selected temperature. When the set temperature is reached, the signal light will go off.

# Cleaning Instructions



- **ALWAYS** unplug the griddle before cleaning.
- **DO NOT** use any cleaning fluids that can be harmful to humans.
- **DO NOT** hose down, immerse or pressure wash any part of the griddle, excluding the catch tray.
- **NEVER** use a scrubber pad, steel wool or abrasive material to clean the griddle.



**ALWAYS DISCONNECT OR UNPLUG THE ELECTRICAL POWER FROM THE GRIDDLE BEFORE CLEANING.**

## RECOMMENDED CLEANING

It takes very little time and effort to keep the Griddle attractive and performing at top efficiency. If grease is permitted to accumulate, it will form a gummy cake and then carbonize into a hard substance that is extremely difficult to remove. To prevent this condition, please follow the cleaning steps below:

PART	REQUIRED ACTION	FREQUENCY
Scraping	Scrape the griddle with a scraper or flexible spatula to remove excess fat and food. A catch tray is provided for the scrapings.  If there is an accumulation of burned fat and food, the griddle should be thoroughly scoured and re-seasoned.  Use pumice or griddle stone, while the griddle is warm, to remove excess fat and food. <b><i>Do not use steel wool because of the danger of steel slivers getting into the food.</i></b>	After Each Use
Body	Use a clean cloth and a non-abrasive cleaner to clean the stainless steel body of the griddle.  Wipe the polished areas with a soft cloth.	Daily
Controls	Unit should be turned off when not in use.  It is recommended that the unit be disconnected from the power supply by shutting off power disconnect switch.  Use a clean cloth to wipe down controls and knobs	Daily
Catch tray	Once the unit has cooled, remove the catch tray from the unit and discard the waste, debris and crumbs.  CAUTION: If the grease drawer is permitted to fill too high, the excess grease will run out of the overflow hole at the front of the drawer.  The drawer is removed by pulling forward. <b>USE CAUTION WHEN FILLED WITH HOT GREASE!</b>	per Use or at least Daily

# Troubleshooting

ISSUE	CAUSE	SOLUTION
Griddle not working	Power supply	Check power source
	Power switch has not been turned on	Check the unit is correctly plugged in and turned on
	Plug/cord, set or external wiring is damaged	Call for service
	Internal wiring fault	Call for service
Indicator light is on, but unit is not heating up	Faulty elements	Call for service
	Operation of thermostat	Ensure thermostat is set correctly and ensure that dial is not spinning on the thermostat, giving the wrong reading
	All thermostats are not turned on	Call for service
Indicator light is not on, but the unit <i>IS</i> heating up	Faulty thermostat	Call for service
	The indicator bulb has burned out	Call for service. Replace the indicator light
Cooking surface is heating up slowly	The unit has not been turned on	Turn on and adjust the settings
	Carbon build up	Ensure that the plates are kept clean and free from carbon build up/debris
	Thermostat setting	Ensure thermostat is set correctly and ensure that dial is not spinning on the thermostat, giving the wrong reading
Food sticking	Faulty elements	Call for service
	Carbon build up	Ensure that the plates are kept clean and free from carbon build up/debris
	Not seasoned	Season grill, see cleaning and maintenance

If problems persist and the assigned solution does not remedy the issue, please call our Service Department at: 866-299-8625.

## Limited Warranty

Commercial Pro products are warranted to the original purchaser of new equipment that said equipment, when installed in accordance with our instructions within North America and subjected to normal use, is free from defects in material or workmanship for a period of 1 year. The labor warranty is one year from original installation or 18 months from actual factory shipment date whichever date occurs first. Warranty includes onsite service calls within 60 miles of an authorized service company. End user is responsible for all extra travel and mileage at prevailing rates.

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED. WE EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY OR EXPRESSED OR IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE.

COMMERCIAL PRO'S PRODUCT OBLIGATION AND LIABILITY UNDER THIS WARRANTY IS EXPRESSLY LIMITED TO REPAIRING AND REPLACING EQUIPMENT WHICH PROVES TO BE DEFECTIVE IN MATERIAL OR WORKMANSHIP WITHIN THE APPLICABLE WARRANTY PERIOD. All repairs pursuant to this Warranty will be performed by an Authorized Designated Service Location during normal working hours. This warranty does not cover services performed at overtime or premium labor rates. End user is responsible for the difference between normal service rates and premium service rates. IN NO EVENT SHALL WE BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES TO BUYER OR ANY THIRD PARTY, INCLUDING, WITHOUT LIMITATION, LOSS OF PROPERTY, PERSONAL INJURY, LOSS OF BUSINESS OR PROFITS OR OTHER ECONOMIC LOSSES, OR STATUTORY OR EXEMPLARY DAMAGES, WHETHER IN NEGLIGENCE, WARRANTY, STRICT LIABILITY, OR OTHERWISE.

This warranty is given only to the first purchaser from a retail dealer. No warranty is given to subsequent transferees.

This warranty does not cover product failures caused by: failure to maintain, neglect, abuse, damage due to excess water, fire, normal wear, improper set up and use. Periodic maintenance, not covered.

This warranty is not in force until such time as a properly completed and signed installation/warranty registration form has been received within 30 days from the date of installation.

Proof of purchase is required to extend warranty more than 1 year from date of shipment from the factory.

THE FOREGOING WARRANTY PROVISIONS ARE A COMPLETE AND EXCLUSIVE STATEMENT BETWEEN THE BUYER AND SELLER. WE NEITHER ASSUMES NOR AUTHORIZES ANY PERSONS TO ASSUME FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH SAID EQUIPMENT.

Example of items not covered under warranty, but not limited to just these items:

1. Acts of God, fire, water damage, burglary, accident, theft.
2. Freight damage.
3. Improper installation or alteration of equipment.
4. Use of generic or after market parts.
5. Repairs made by anyone other than a designated servicer.
6. Lubrication.
7. Expendable wear parts, adjustable feet, blown fuses, lamps, etc.
8. Cleaning of equipment.
9. Misuse or abuse.