

MODULAR HOLDING CABINET OWNERS OPERATORS MANUAL

All Models Beginning with the Prefix MC
with "P1-P6" program controller



MANUFACTURED BY:

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MC243S-2T



MC112S-2T



MC243GS-2T



MC212S-2T



MC223S-2T



MC1W5H



READ THIS MANUAL
COMPLETELY BEFORE
OPERATING THIS
APPLIANCE

IMPORTANT: DO NOT DISCARD THIS MANUAL

This manual is considered to be part of the appliance and is to be given to the OWNER of MANAGER, or to the person responsible for training operators of this appliance.

**THIS MANUAL IS TO BE UNDERSTOOD BY ALL PERSONS USING
OR INSTALLING THIS APPLIANCE.**

Contact Carter-Hoffmann if you have questions regarding installation, operation or maintenance of this equipment.

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SAFETY

Knowledge of proper installation, operation and maintenance procedures is essential to ensure the safe operation of this oven.

1. Always have dry hands prior to using the ON/OFF switch.
2. Turn OFF the ON/OFF switch anytime the cabinet is not in use, for extended periods of time.
3. If an electrical shock is felt when touching the cabinet, disconnect the power immediately and call Carter-Hoffmann Technical Service for assistance or service.
4. If the power cord is frayed or the plug damaged, DO NOT PLUG INTO THE ELECTRICAL POWER RECEPTACLE. IF IT IS ALREADY PLUGGED IN, SHUT OFF THE MAIN CIRCUIT BREAKER, LOCATED IN THE BREAKER BOX, THEN DISCONNECT THE PLUG.
5. DISCONNECT THE POWER CORD BEFORE ATTEMPTING ANY REPAIRS TO THE CABINET AND/OR CLEANING THE UNIT. REPAIRS TO THIS UNIT MUST BE PERFORMED BY QUALIFIED PERSONNEL.
6. DO NOT SPRAY WITH WATER HOSE OR SUBMERGE THE CABINET. ELECTRICAL COMPONENTS AND WIRING PRESENT A HIGH SHOCK HAZARD WHEN WET.

SAFETY PRECAUTIONS



WARNING: ELECTRIC SHOCK HAZARD

All servicing requiring access to non-insulated components must be performed by qualified service personnel. DO NOT open any access panel that requires the use of tools. 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 servicing.



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) Operators of this appliance must 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. See "Grounding Instructions" found on page 3.
- 3) Use this appliance only for its intended use 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 accessories is essential to good sanitation.
- 5) 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.
- 6) 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.
- 7) Only qualified service personnel should service this appliance. Contact nearest authorized service facility for examination, repair, or adjustment.
- 8) DO NOT cover or block any openings on the appliance.
- 9) 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.
- 10) DO NOT use the appliance for storage. DO NOT store flammable or combustible materials in or near the appliance. Never leave anything in a warming cavity when the appliance is not in use.

SAVE THESE INSTRUCTIONS

UNPACKING AND INSPECTION



This appliance should be thoroughly cleaned prior to use.

See the **CLEANING INSTRUCTIONS** on page 6 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.

1. Remove the cabinet from shipping carton, ensuring that all packing materials and protective plastic have been removed from the unit.
2. Inspect all components for completeness and condition.
 - Pan covers: these may be polycarbonate plastic with metal springs or metal, depending on which model you have. There should be one lid for each cabinet cavity.
 - Pans (if ordered)
1. If any freight damage is present, a freight claim must be filed immediately with the shipping company.
2. **Freight damage is not covered under warranty.**
3. Check to insure all components are included: cabinet, instruction packet and additional accessories: amber water reservoir, stainless steel water trough.
4. Read operation instructions completely.
5. Appliance should be thoroughly cleaned before use. See **CLEANING INSTRUCTIONS** on page 6 in this manual.

FREIGHT DAMAGE 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.

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.

INSTALLATION AND START-UP

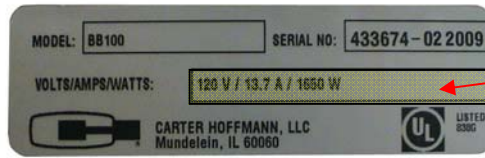
IMPORTANT:

Front and back of cabinet must remain clear for access.

Maintain 2" of clearance on each side of cabinet to allow for adequate cooling.

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.**

1. Check for proper voltage and circuit breaker size. Cabinet requires 120 volt, single phase, 15 Amp circuit. Refer to serial tag on the cabinet for the electrical requirements for your particular cabinet.



Sample serial tag location of electrical specs

2. Ensure receptacle is correctly installed and operating safely. Requires grounded NEMA 5-15R receptacle.
3. Position cabinet on table or counter top. Maintain 2" of clearance on each side to allow for adequate cooling.

Location

For proper operation and maximum performance, locate the unit in an ambient air temperature of less than 80°F (21°C).

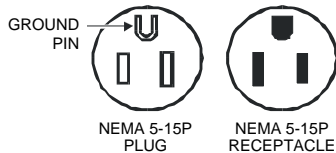
Avoid areas near exhaust fans where there are active air movements.

For safe operation, locate the unit a reasonable distance from combustible walls and materials.

To prevent injury and damage, locate the unit at a proper and safe working height. The location should be level, clean of debris, and strong enough to support the weight of a fully loaded unit.

Counter-top Mounting

To prevent electrical shock, be sure unit is unplugged from an electrical outlet. If unit has been operated, allow unit to cool before installing. For safety reasons, counter-top must be made of a non-combustible material, clean and free of debris.



ELECTRICAL SPECIFICATIONS

The charts below give electrical specifications for the most popular models, but due to the nature of continuing change to the number of configurations we manufacture, may not list your model. Refer to the serial tag on your cabinet for actual electrical specifications.

MODEL	MODULES	WATTS	VOLTS	AMPS
MC1W2H	2	400	120	3.3
MC1W3H	3	600	120	5.0
MC1W4H	4	800	120	6.7
MC1W5H	5	1000	120	8.3
MC2W1H	2	400	120	3.3
MC2W2H	4	800	120	6.7
MC2W3H	6	1200	120	10.0
MC3W1H	3	600	120	5.0
MC3W2H	6	1200	120	10.0
MC4W2H	8	1600	120	13.3
MC2W4H	8	1600	120	13.3
MC112S-2	1	300	120	2.5
MC112S-4	1	300	120	2.5
MC112S-6	1	300	120	2.5

MODEL	MODULES	WATTS	VOLTS	AMPS
MC212S-2	2	600	120	5.0
MC212S-4	2	600	120	5.0
MC212S-6	2	600	120	5.0
MC212S2-2DD	2	600	120	5.0
MC212S-2T	2	600	120	5.0
MC223S-2T	2	400	120	4.2
MC243S-2T	2	600	120	5.0
MC423S-2T	4	1000	120	8.3
MC213S-2T	2	400	120	3.3
MC213GS-2T	2	400	120	3.3
MC223GS-2T	4	500	120	4.2
MC212GS-2T	6	600	120	5.0
MC243GS-2T	8	600	120	5.0
MC423GS-2T	8	1000	120	8.3

Alternate electrical specifications outside the United States by destination country; refer to serial tag on cabinet.

MC SERIES MODULAR HOLDING CABINET SPECIFICATIONS

Carter-Hoffmann MC Modular Holding Cabinets are designed to hold pre-cooked food products at temperature. Holding times and temperatures are controlled by an electronic controller and are individually programmable for each module. Timer can be set in one minute increments up to 99 minutes. Temperature can be set in 1°F increments up to 195°F.



MC243S-2T

MC Series with Bottom Heat for 1/3 Size Pans

Model Number	Pan Capacity 6-7/8" x 12-3/4" x 2-1/2" (1/3 Size Pans)	Electrical Wattage (Amps)
MC213S-2T Single-sided	2 (2 cavities, 2 controls, 2 timers)	400 (3.3)
MC223S-2T Single-sided	4 (2 cavities, 2 controls, 4 timers)	500 (4.2)
MC212S-2T Single-sided	6 (2 cavities, 2 controls, 6 timers)	600 (5.0)
MC243S-2T Single-sided	8 (2 cavities, 2 controls, 8 timers)	600 (5.0)
MC423S-2T Single-sided	8 (4 cavities, 4 controls, 8 timers)	1000 (8.3)
MC213GS-2T Single-sided	2 (2 cavities, 2 controls, 2 timers)	400 (3.3)
MC223GS-2T Single-sided	4 (2 cavities, 2 controls, 4 timers)	500 (4.2)
MC212GS-2T Single-sided	6 (2 cavities, 2 controls, 6 timers)	600 (5.0)
MC243GS-2T Single-sided	8 (2 cavities, 2 controls, 8 timers)	600 (5.0)
MC423GS-2T Single-sided	8 (4 cavities, 4 controls, 8 timers)	1000 (8.3)

Model Number	Pan Capacity 6-7/8" x 12-3/4" x 2-1/2" (1/3 Size Pans)	Electrical Wattage (Amps)
MC1W3H Pass-thru	3	600 (5)
MC1W4H Pass-thru	4	800 (6.7)
MC1W5H Pass-thru	5	1000 (8.3)



MC1W4H



MC243GS-2T



MC213GS-2T

CONSTRUCTION...All stainless steel double wall cabinet construction. Black rubber legs. Modular design with one controller and one pan cavity per module.

CABINET MATERIAL...All stainless steel; 20 gauge polished exterior. Each cavity has a scratch-resistant polymer lower surface with recessed aluminum plate. Angle slides keep plastic lids in place. Lids are removable for holding drier foods and cleaning.

CABINET CAPACITY... Capacity and pan size(s) accepted depend on model (refer to individual specification sheets). Pass-thru or single sided access.

LIDS... Built in floating metal lids. Easily removed, without tools, for easy cleaning or holding uncovered food products. Lids in place provide seals for pans containing moisture-sensitive food products.

CONTROLLER... Electronic temperature controls with countdown timer and audio/visual alarm. One controller per pan cavity. Allows user to program temperature in one degree increments up to 195°F (91°C). Timer can be set for up to 99 minutes, in 1 minute increments. Countdown will convert to seconds when less than one minute is left. Individual pan timers for 1/3 size pans.

HEATING SYSTEM... For each module there is a silicone pad heater vulcanized to bottom of aluminum plate. Programmable controller, with a digital temperature and time display.

ELECTRICAL CHARACTERISTICS... Operates on 120 volts, 60 cycle, single phase, 200 or 300 watts per zone, amperage varies in relation to number of zones. Ten foot 3 wire rubber cord with 3 prong ground-ing plug. NEMA 5-15P.

PERFORMANCE... Capable of heating to 195°F (91°C). Temperature default is 195°F. Preheat to 180°F (82°C) in less than 10 minutes.





**CAUTION:
ELECTRIC SHOCK
HAZARD**

Disconnect appliance from electric power before cleaning.



**CAUTION:
HOT SURFACE**

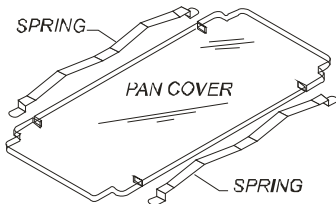
Exposed surfaces can be hot to the touch and may cause burns. Allow appliance to cool before cleaning.



IMPORTANT:

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

TYPES OF LIDS: Your cabinet may have one of three types of lids, illustrated below:



Oldest Models: Polycarbonate plastic lid with metal springs

OR



Newer Models: notched metal lid over pans

OR



Newest Models: metal lid over pans with tabs in front and back

CLEANING

CAUTION: Unplug cabinet and allow to cool before cleaning.

Daily Cleaning:

- 1) Turn off cabinet and remove power cord plug from outlet. Allow cabinet to cool.
- 2) Remove pans and clean them in the sink with mild detergent and allow to dry.
- 3) Wipe cabinet and inside surfaces of warming cavities with a clean towel moistened with cleaning solution.
- 4) Rinse by wiping with a clean towel moistened with clean water. Allow to air dry.
- 5) Connect power cord.

Weekly Cleaning:

- 1) Turn cabinet off and remove power cord plug from outlet. Allow cabinet to cool.
- 2) Remove pans and pan covers. Reach into cavity and push lid up while sliding it toward you.
- 3) Lightly spray cabinet and inside surfaces of warming cavities with cleaning solution.
- 4) Wipe cabinet and inside surfaces of warming cavities with a clean towel until clean. For heavy soils, use a non-scratch or nylon scouring pad.
- 5) Rinse by wiping with a clean towel moistened with clean water. Allow cabinet to air dry.
- 6) Pans may be cleaned in the sink with mild detergent. Rinse and allow to air dry.
- 7) Clean pan covers by wiping with a clean towel moistened with cleaning solution. On plastic lids, springs may be removed for cleaning; be sure springs are properly reinstalled. Rinse by wiping with a clean towel moistened with clean water. Allow to air dry then reinstall in cabinet with springs positioned "UP".
- 8) Connect power cord.



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.

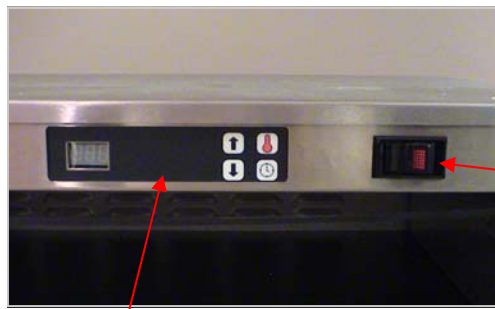
Water with high chloride content can also damage stainless steel. If unsure of your water quality, we recommend you have it tested. **THIS DAMAGE IS PERMANENT, COSTLY TO REPAIR, AND IS NOT COVERED BY THE WARRANTY.**

See next page for tips on cleaning stainless steel.

RECOMMENDED TIPS FOR CLEANING STAINLESS STEEL

<u>Purpose</u>	<u>Frequency</u>	<u>Cleaning Agent</u>	<u>Method of Application</u>
Routine	Daily	Soap, ammonia cleaning 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.

FEATURES & OPERATING CONTROLS



CONTROL PANEL

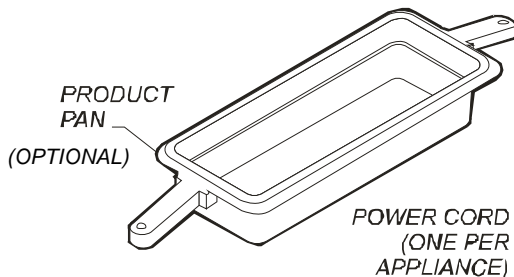
POWER SWITCH
(ONE PER ROW)

PAN COVER SLIDE

WARMING CAVITY

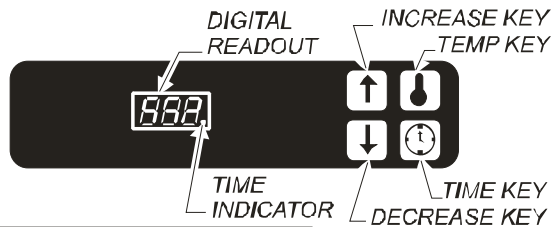
CONTROL PANEL

TYPICAL WARMING MODULE

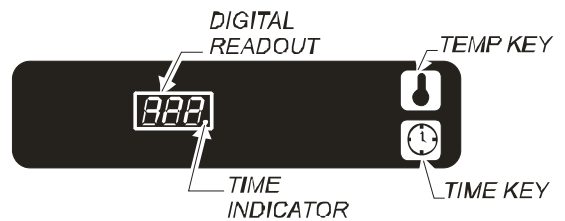


PRODUCT PAN
(OPTIONAL)

POWER CORD
(ONE PER APPLIANCE)



FRONT CONTROL PANEL



REAR CONTROL PANEL
(PASS-THRU MODELS ONLY)


NORMAL OPERATION

 Temperature

 Typical Temperature


 Module is READY

NOTE: Timer can not be started until the cabinet is pre-heated.

NOTE: Press and release the TEMP  key to view or verify a cavity setpoint. Cavity setpoint will be displayed briefly. If the cavity setpoint needs to be changed, refer to *Programming Instructions* on page 9.

NOTE: Program timer defaults to "P1" each time the unit is turned OFF then back ON.

 Typical Time Remaining

NOTE: Timer can be cancelled at any time during the cycle by pressing and holding the TIME KEY  for 2 seconds. Digital readout will display currently selected timer (e.g. "P 1").



 Timed Cycle Completed

1. Press the POWER switch, located on the front panel, to ON. Illuminated portion of the switch will glow, indicating power is ON. Pre-heat the cabinet for 20 minutes. When first turned on, digital readout will display "LO" until the cabinet reaches 122°F (50°C).


Cavity temperature setpoint range is between 122°F (50°C) and 195°F (91°C).

After the cabinet reaches 122°F (50°C), the digital readout will display the current temperature, until the temperature reaches the setpoint. Once the cabinet reaches the setpoint, the digital readout will display "P 1". This indicates the cabinet is ready to hold product.

2. Select the desired timer program by pressing the INCREASE / DECREASE arrow keys. The cabinet has six programmable timers ("P 1", "P 2", "P 3", "P 4", "P 5", and "P 6") for each cavity. Different program timers can be used for different parts of the day (Breakfast, Lunch, Dinner) or alternate products.

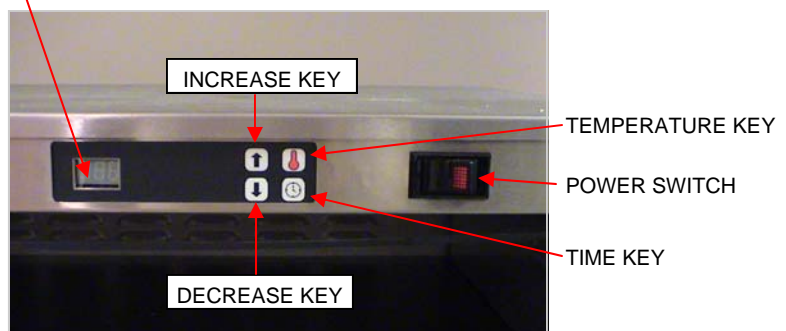
NOTE: To select other time or temperature programs ("P 2" thru "P 6"), press INCREASE KEY  or DECREASE KEY  until the digital readout displays the desired program.

3. After pre-heat, load cooked product into pan(s) and place pan(s) in cavity.

Press the TIME KEY  to start the timer. Refer to *Programming Instructions* to change the programmed time

4. The digital readout will count down, displaying the remaining time. The digital readout is displayed in hours and minutes until the time remaining is less than one minute. Once the time remaining is less than one minute, the digital readout counts down in seconds.
5. At the end of the timed cycle, the digital readout will flash "000" and an alarm will sound until the TIME KEY is pressed.
6. The digital readout will display the currently selected timer (e.g. "P 1"), indicating that the cabinet is ready to hold product.
7. Remove product pan from cavity.
8. At the end of the day, press the POWER switch to OFF.

DIGITAL READOUT



CONTROLLER PROGRAMMING

To enter into program mode, display must be in operating mode and not in a timing cycle .

NOTE: Each module can be programmed individually.

Rear display cannot be programmed.

NOTE:

"P1" must be displayed before temperature scale can be changed. If "P1" is not displayed, press ARROW KEY to display "P1."

TEMPERATURE SETPOINT RANGE:

122°F - 195°F
(50°C - 91°C)

TEMPERATURE DEFAULT SETPOINT:
195°F(91°C)

TIMER RANGE:





1 minute to 9 hours, 59 minutes

NOTE: While in the program mode, if no key is pressed for 10 seconds, any changes will be saved and the control returns to normal operation mode.







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**.

PROGRAM TEMPERATURE SETPOINT (P1 through P6)

1. Press and hold the TEMP KEY  until display flashes.
2. Press INCREASE KEY  or the DECREASE KEY  to raise or lower temperature or time setpoint. Each time the key is pressed, setpoint is changed by 1°.
3. Press TEMP KEY  to save changes


PROGRAM TIMERS (P1 through P6)

1. Press and hold TIME KEY  until display flashes.
2. Press INCREASE KEY  or the DECREASE KEY  to raise or lower time setpoint. Each time the key is pressed, setpoint is changed by one minute. Hold the key to scroll faster.
3. Press the TIME KEY  to save changes and return to "P 1".
4. To program timers "P 2" through "P 6":
5. Press INCREASE KEY  or DECREASE KEY  to select desired timer program number ("P 2" thru "P 6").
6. Repeat steps 1 through 3 above for each program.

TO CANCEL TIMER

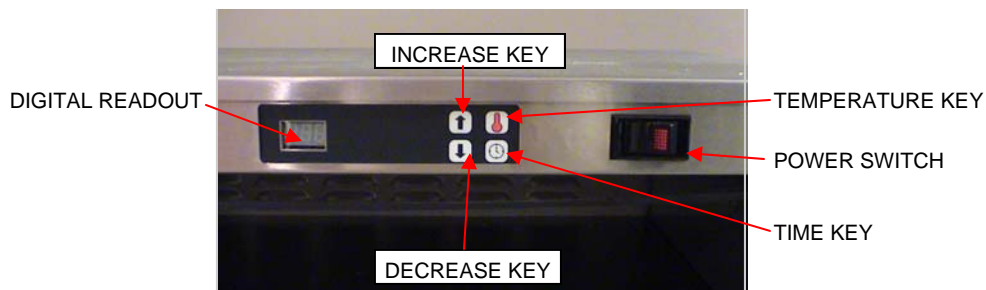
Press and hold TIME KEY  for 2 seconds.

TO CHANGE THE TEMPERATURE SCALE

Press the TEMP KEY  until the temperature starts flashing. Then, press both the up and down arrow buttons (together) until 'F' (Fahrenheit) is displayed.

Press the up or down arrow keys to toggle between °C and °F.

Once selected, press the  TEMP KEY to save and exit.



Modular Food Holding Guide*

Product	Temperature (°F/ °C)	Maximum Recommended Hold Time (minutes)	With Humidity (water layer under trivet)
Hamburger Patties	175 / 79	30	No
Crab Legs / Shrimp	160 / 71	45	Yes
Macaroni & Cheese	175 / 79	120	No
Baked Beans / Chili	180 / 82	120	No
Omelets	175 / 79	45	Yes
Egg Bake / Quiche	165 / 74	120	No
Hash Brown Potatoes	180 / 82	60	No
Sausage Patties	180 / 82	60	No
Biscuits (bottom heat only; no lid)	165 / 74	30	No
Tortillas, Soft	180 / 82	60	No
Croissants	170 / 77	60	No
French Toast	165 / 74	60	No
Pancakes	180 / 82	30	No
Scrambled Eggs	180 / 82	60	No
Hot Dogs	180 / 82	180	Yes
Lasagna	170 / 77	60	No
Pasta	175 / 79	60	No
Rice	175 / 79	30	No
Vegetables	175 / 79	45	No
Bacon, Crisp (top & bottom heat; no lid)	180 / 82	30	No
Bacon, Canadian	180 / 82	30	Yes
Nacho Cheese	165 / 74	240	No
Cut Green Beans / Mixed Vegetables	160 / 71	240	No
Chops, Sliced Meats	160 / 71	60	Yes
Chicken, Fried (top & bottom heat; no lids)	170 / 77	30	No
Chicken, Boneless Breasts	175 / 79	60	Yes
Chicken Breasts, Grilled	170 / 77	150	Yes
Chicken Nuggets, Breaded (top & bottom heat; no lid)	190 / 88	25	No
Chicken, Pre-Cooked Boneless Patties	150 / 66	90	Yes
Fish, Fried (top and bottom heat; no lid)	170 / 77	30	No
Fish, Baked or Broiled	155 / 68	45	Yes
Pork Loin Roast, Whole	180 / 82	60	Yes
Ribs, In Sauce	175 / 79	90	No
Paella	180 / 82	60	No
Gravies, Sauces	170 / 77	45	No
Soups	185 / 85	90	No
Poppers, Fried (top & bottom heat; no lid)	190 / 88	25	No



*NOTE: Times and temperatures observed in a test kitchen environment. Times & temperatures may vary, depending on initial food quality, initial cooked temperature and user expectations of acceptable quality. Holding times/ temps for products with bottom heat and lids, unless otherwise noted.

SERVICE EXPECTATIONS

Service Philosophy

For over sixty years, Carter-Hoffmann has earned a reputation for manufacturing rugged and dependable foodservice equipment that permits foodservice professionals serve better food products to more people, and thus, 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. 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 to be easy to repair when necessary.

We believe that a malfunction to a Carter-Hoffmann product should cause as little inconvenience to the customer as possible. Our goal is to provide the same day service or within 24 hours and strive to fix it the first time. 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, we remind the end-user (and their employees) that they also have 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. Specification literature changes frequently, please verify proper installation is possible.
5. The end-user must operate, clean and maintain the equipment in accordance with the procedures described in this 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, please call Carter-Hoffmann directly and we will take care of everything.
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.

Confidentially

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 remains Carter-Hoffmann's property; and are not to be reproduced without our prior approval

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.**

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.***

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 are subject to change through product improvement and innovation.

Carter-Hoffmann

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