CULINAIRE GASTRONORM & PLATING SERIES BANQUET CARTS

Models CH.CBC-96, CH.CBC-128, CH.CBC.0611N, CH.CBC.0611NB, CH.CBC-1211, CH.CBC-2011, CH.CBC-2611

FEATURES

- ✓ Keeps food moist & tasty for up to 5 hours with special heating system
- ✓ Fully mobile
- ✓ Adjustable thermostat with digital temperature display, preset to 85ºC from factory, maximum 90ºC
- ✓ Completely 304 grade stainless steel construction
- ✓ Easy-wipe-out base
- ✓ Removable gasket – fitted to main cabinet to prevent damage

SINGLE DOOR FEATURES

- ✓ Includes pairs of GN 2/1 tray/rack slides, 2611 - 13 pairs, 2011 – 10 pairs, 1211 – 6 pairs
- ✓ Includes 4 GN 2/1 chrome plated racks

DOUBLE DOOR FEATURES

- ✓ Includes 4 × tray/rack slides
- ✓ Includes 4 × chrome plate racks

Due to continuous product research and development, the information contained herein is subject to change without notice

Table of Contents

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General Recommendations

Important Information

Carefully read this instruction booklet, as it contains important advice for safe installation, operation and maintenance. Keep this booklet on hand in a safe place for future reference by other operators or service technicians.

All persons operating this appliance MUST read the **operation section** of this manual and be instructed by trained personal on the correct use of the appliance. If additional user manuals are needed talk to your distributor or visit the Culinaire website.

Do NOT store or use gasoline or other flammable vapours or liquids in the vicinity of this or any other appliance.

Qualified personnel, specifically trained in the following instructions, can perform installation and service of the machine.

Disclaimer:

The manufacturer and distributor cannot be held responsible or liable for any injuries or damages of any kind occurred to persons, appliances or others, due to abuse and misuse of this appliance in regards to installation, un-installation, operation, servicing or maintenance, or lack of conformity with the instructions indicated in this documentation.

All appliances made by the manufacturer are delivered assembled, where possible, and ready to install. Any installation, un-installation, servicing, maintenance and access or removal of any parts, panels or safety barriers that is not permitted, does not comply in accordance to this documentation, or not performed by a TRAINED AND AUTHORISED SPECIALISTS will result in the IMMEDIATE LOSS OF THE WARRANTY.

The manufacturer cannot be held responsible or liable for any unauthorized modifications. All modifications must be approved by the manufacturer in writing before initiating. All modifications or works performed to this appliance must be performed at all times by a TRAINED AND AUTHORISED SPECIALISTS

General Safety

Service

Stoddart, one of our agents, or a similarly qualified person(s) should carry out any and all repairs, maintenance and services. Any repair person(s) should be instructed to read the safety warnings within this manual before commencing work on these units.
Do NOT remove any **cover panels** that may be on the appliance.

Sharp Edges

Steel cutting processes such as those used in the construction of this appliance result in sharp edges. Whilst any such edges are removed to the best of our ability it is always wise to take care when in contact with any edge. Particular care should be taken to avoid contact with any internal edge, all repair or maintenance person(s) prior to commencement of any servicing must read the **maintenance section** of this manual.

Power Cables

Ensure that any damaged power cord is replaced before further use.

Specification

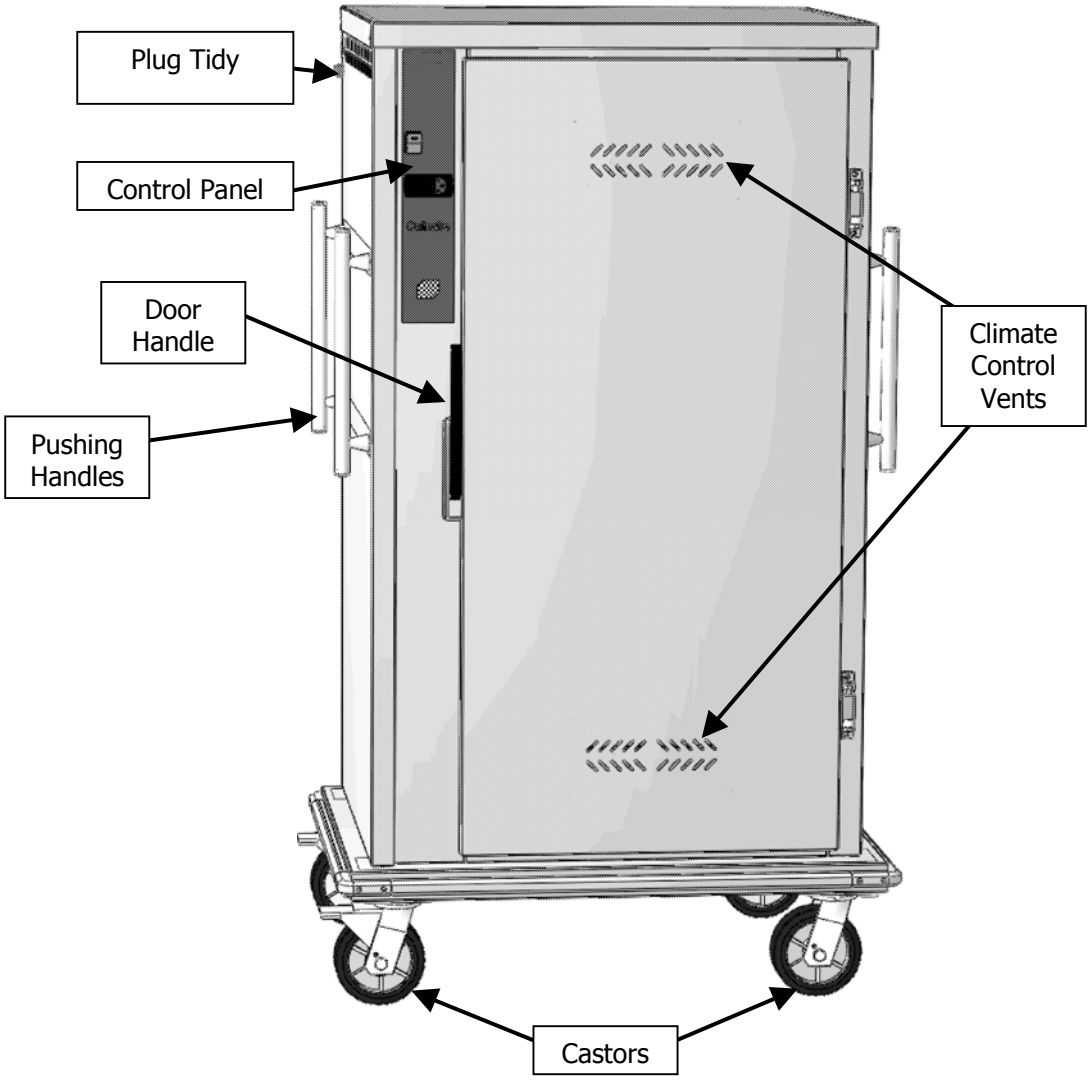
Introduction

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

Each Banquet Cart has been assembled and tested according to Stoddart strict quality standards. The banquet cart has been designed to hold bulk foods above 65°C to meet health department requirements.

Product Overview

Configuration may vary according to model



Technical

Code Explanation

Code	Explanation
CH	Culinaire Heated
CBC	Culinaire Banquet Cart
xxxx	96 = Takes up to 96 x 10" (254mm) plates. 128 = Takes up to 128 x 10" (254mm) plates. 1211 = 12 x 1/1 GN pans 2011 = 20 x 1/1 GN pans 2611 = 26 x1/1 GN pans

Technical Specifications

SPECIFICATIONS					
Model	**CH.CBC-96**	**CH.CBC-128**	**CH.CBC-1211**	**CH.CBC-2611**	**CH.CBC-2011**
Height	1815mm	1815mm	830mm	1345mm	1635mm
Width	1110mm	1310mm	945mm	945mm	945mm
Depth	780mm	780mm	780mm	795mm	795mm
Capacity	96 x 10" Plates.	128 x 10" Plates.	12 x 1/1 Gastronorm Pans	20 x 1/1 Gastronorm Pans	26 x 1/1 Gastronorm Pans
Voltage	220-240V, 50Hz				
Power	1680W	2020W	840W	1680W	1680W
Current	7 A	8.5 A	3.5 A	7 A	7 A
Connection	10 Amp, 1 Phase, Neutral, Earth, Lead and Plug (Supplied)				
Temperature Range	65- 90°C				
SHIPPING					
Height	1915mm	1915mm	930mm	1445mm	1735mm
Width	1210mm	1410mm	1045mm	1045mm	1045mm
Depth	880mm	880mm	880mm	895mm	895mm

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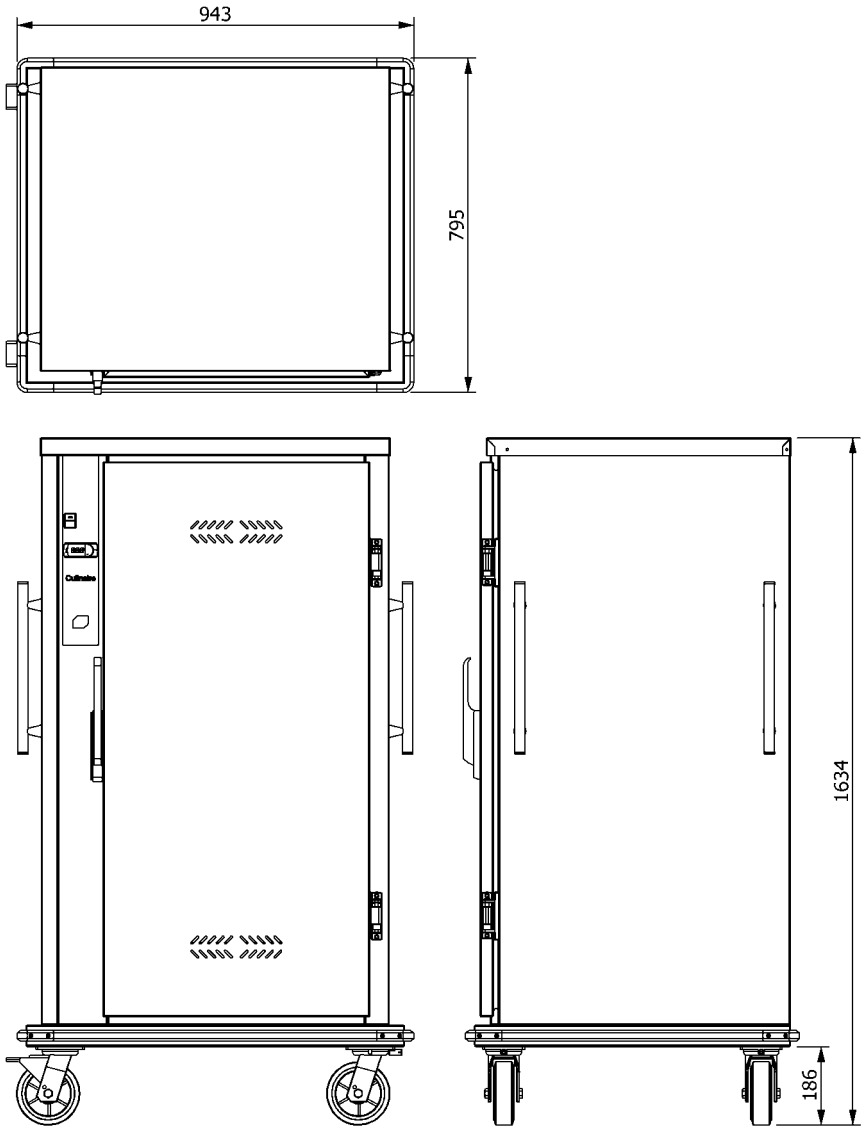
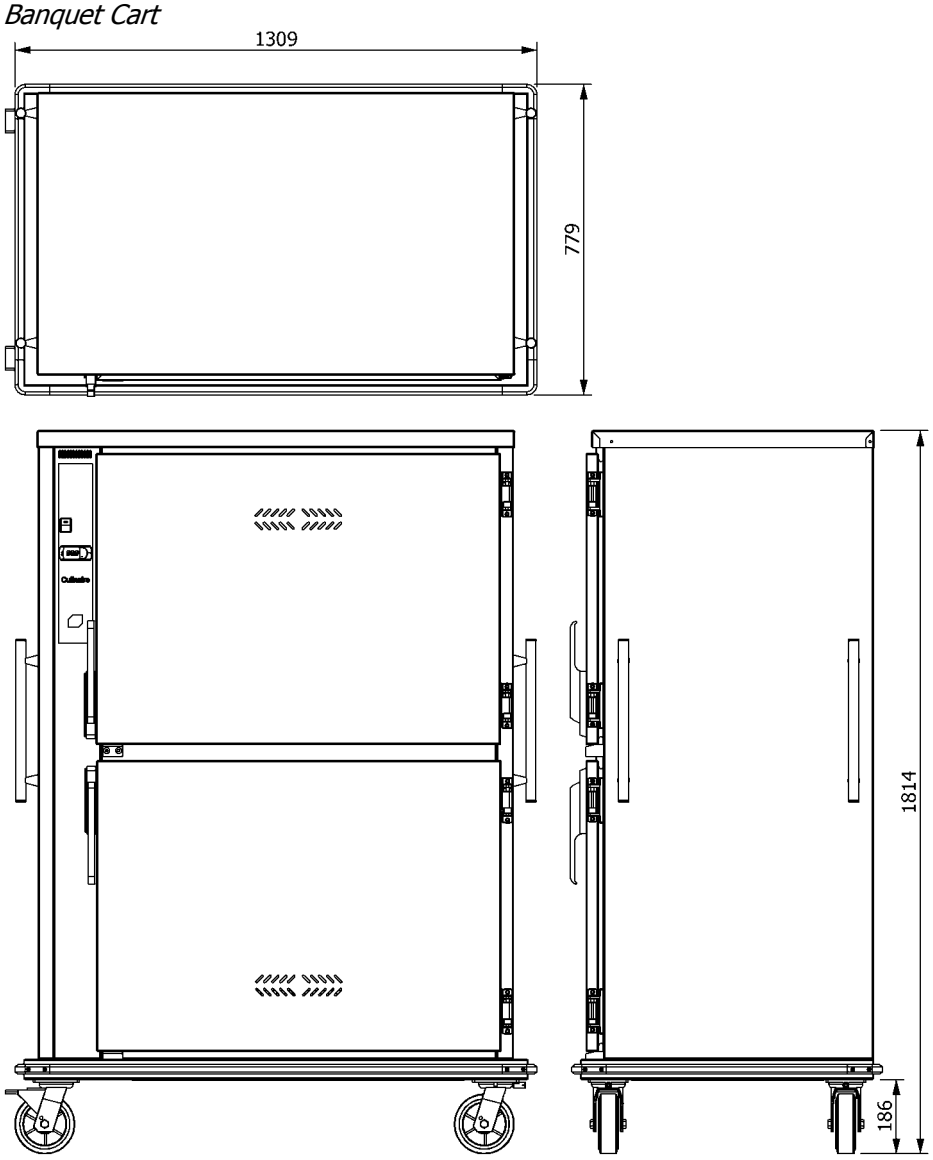
Technical/Connection Diagram

Single Door Gastronorm Banquet Cart



Schematic of CBC.2611

Double Door Plate Banquet Cart



Schematic of CBC.128

Rating Plate

The rating plate of the appliance contains identification and technical data and is located on the back of the Culinaire Banquet Cart next to the power lead.

Culinaire	Made in Australia by: **Tom Stoddart Pty Ltd** ABN: 16 009 690 251 Phone: +617 3345 5011 service@stoddart.com.au www.stoddart.com.au
Serial No: 123456789 Model No: CBM3.U Description: Culinaire Bain Marie Under Bench Date of Manufacture: 5/11/2010	
Voltage: 220v- 240v 50 Hz Rated Current Phase 1: 9.4 Amps Phase 2: Phase 3: Protection: IPX1	WaterMark ATS5200.101 Lic 22270

Sample Only

Installation

General Precautions

WARNING!

Installation must comply with local electrical and health & safety requirements. Improper installation, adjustment, alteration, service or maintenance can cause property damage, injury or death.

- Do **NOT** use this appliance for other than its intended use.
- Do **NOT** store explosive substances such as aerosol cans with a flammable propellant in or near this appliance.
- Regulations require that all units be installed to the appropriate Australian standards.
- Regulations require that authorised persons carry out all electrical and plumbing work.
- Only use this appliance with voltage specified on the rating label.
- Be careful not to touch moving parts.

Important!

Ensure that a qualified technician sets up and installs this unit.

Setting Up

Handling

- Use suitable means to move the appliance: eg. A lift truck or fork pallet trucks (the forks should reach more than halfway beneath the appliance).

Site Preparation

- Ensure the site is level and properly cleaned.
- Ensure that all joinery or benches for the unit are made before installation.

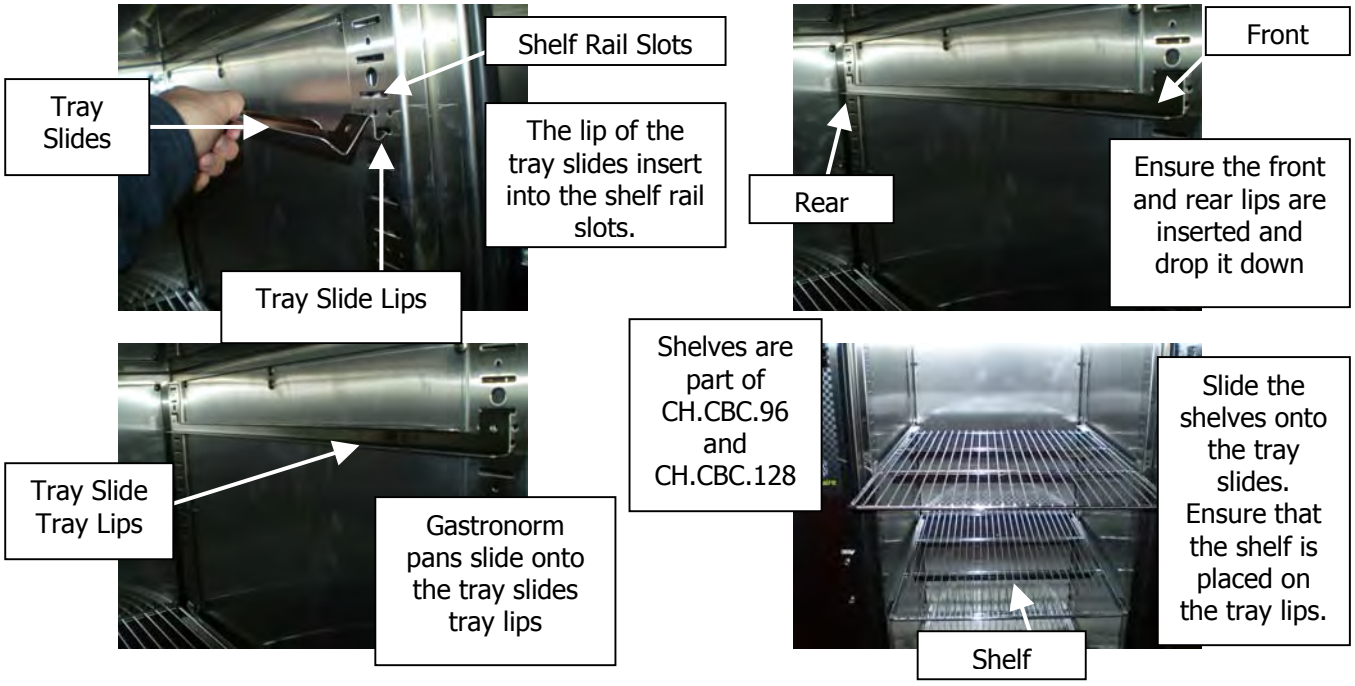
Unpacking

- Check the unit for damage before and after unpacking. If machine is damaged, contact the dealer.
- **Wear protective gloves** to unpack the appliance from the box.
- The unit is supplied fully assembled.
- Gastronorm pans are packed separately.
- Unpack and visually inspect the unit for damage or missing parts. Report any problems to the distributor or manufacturer.
- Remove all protective plastic film, tapes, ties and packers before installing and operating. Clean off any glue residue left over from the protective plastic film.
- Wipe all surfaces with a clean, sanitised cloth.

Positioning

- Ensure the unit is positioned on a **level surface.**
- Do NOT install the operating unit next to any heat source or grease-emitting appliance (i.e. fryers). Allow approximately 300mm gap.

Shelves



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Electrical

WARNING!
This unit MUST be installed in accordance with AS/NZS 60335.1 and complies with local laws

Power Supply

- The appliance is supplied with a 3-core, 240 Volt, 10 Amp, 2.3m flexible power cord with a standard 3 pin plug.
- Before connecting to the power supply, check with a **qualified technician** that the power supply from the wall socket is correct for this unit.
- Check the power cord and plug for damage before inserting into the wall socket. If damaged, **do NOT switch ON** and contact the distributor or manufacturer for repair or replacement.
- Ensure that the POWER switch is in the **OFF position** before connecting the power supply.
- The power supply should be plugged directly into a dedicated wall socket, **NO extension cords or multi-boxes** should be used.
- Ensure that the power cord is placed out of the harms way and cannot be damaged when the unit is in operation.

WARNING!
Do NOT overload the power supply. See the rating label for the power, voltage and current supply.

Grounding

- All electrical wiring in the appliance is correctly grounded when leaving the factory.

Operation

General Recommendations

When using any electrical appliance, safety precautions should always be observed.

Our appliances have been designed to give high performance. Hence, the appliance must be used exclusively for the purpose for which it has been designed.

Read these instrucitons carefully and retain for future reference.

Important!

This appliance should not be operated by person(s) (including children) with reduced physical, sensory or mental capabilities, or lack of experience or knowledge, unless they have been given supervision or instruction concerning the safe use of the appliance by person(s) responsible for their safety.

- All appliances **MUST** be installed according to the procedures stated in the installation section of this manual.
- In the case of new personnel, training is to be provided in advance.
- Do **NOT** use this appliance for any other purpose than its intended use.
- Do **NOT** store explosive substances such as aerosol cans with a flammable propellant in or near this appliance.
- Ensure element covers are installed before switching the elements **ON**.
- Keep fingers out of "**pinch point**" areas. Clearances between the doors, pans and panels are necessarily small.
- This appliance is **NOT** waterproof. Do **NOT** use hoses or harmful materials on the appliance.
- If the power supply cord becomes damaged, it must be replaced the by manufacturer, an authorised service agent or similarly qualified persons to avoid a hazard.
- Be careful not to touch moving parts.
- The surfaces of this unit are **HOT** when in operation. Signage should be displayed for personal and customers.
- Do **NOT** use sharp objects to activate controls.
- If any fault is detected, disconnect the appliance from the mains and call the service agent.
- Do **NOT** use the appliance in an explosive atmosphere.
- The manufacturer declines any liability for damages to persons and/or things due and to an improper/wrong and/or unreasonable use of the unit.

WARNING!

The water in the well and the surfaces of this unit are HOT when operating. Take caution and do NOT place any part of the body in the water.

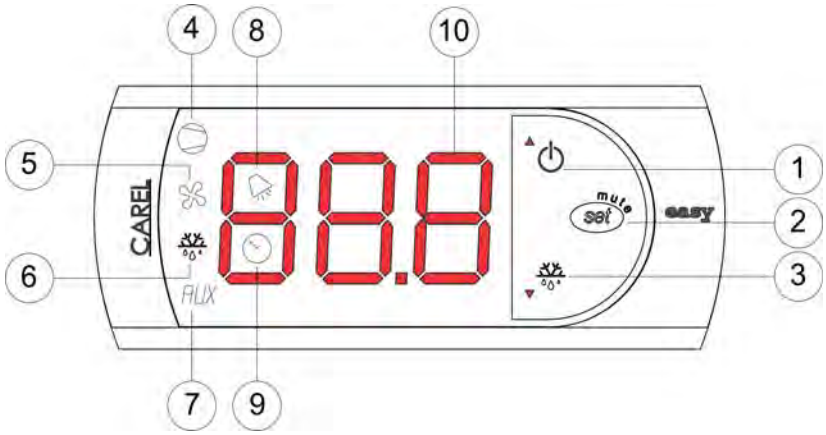
Unit Operation

Power

- The unit can be switched ON or OFF with the **POWER** button on the appliance.
- The POWER button is a protection switch. No other switch can operate if the POWER button is OFF.

Carel Controller

- The temperature can be set between **65°C** and **95°C**, setting the temperature is below. The temperature is factory set at **90°C**.
- Different modes require different temperatures.
- The temperature probe only measures the **temperature of the water / air**, NOT the food temperature.



Set Point Temperature

PRESS "SET" & HOLD For 1 Second “SET POINT" Value will be displayed

PRESS ARROW "UP" or "DOWN” to set the desired value. **

PRESS "SET" to confirm the value

Button	Function	Normal Operation
		Pressing the button alone
1	UP	more than 3 s: switch ON/OFF
2	Set	- 1 s.: display/set the set point - mute audible alarm (buzzer)
3	Down	- more than 3 s: activates/ deactivates the defrost

Dixell Controller

- The temperature can be set between **65°C** and **95°C**, setting the temperature is below.
- Different modes require different temperatures.
- The temperature probe only measures the **temperature of the water / air**, NOT the food temperature.

SET: To display target set point; in programming mode it selects a parameter or confirm an operation.

(DEF): To start a manual defrost.

(UP): To see the max. stored temperature; in programming mode it browses the parameter codes or increases the displayed value.

(DOWN): To see the min stored temperature; in programming mode it browses the parameter codes or decreases the displayed value.

To switch the instrument off, if onF = oFF.

Not enabled

KEY COMBINATIONS:

+	To lock & unlock the keyboard.
SET +	To enter in programming mode.
SET +	To return to the room temperature display.

HOW TO SEE THE SETPOINT

SET

1. Push and immediately release the **SET** key: the display will show the Set point value;
2. Push and immediately release the **SET** key or wait for 5 seconds to display the probe value again.

HOW TO CHANGE THE SETPOINT

1. Push the **SET** key for more than 2 seconds to change the Set point value;
2. The value of the set point will be displayed and the **"°C" or "°F"** LED starts blinking;
3. To change the Set value push the or arrows within 10s.
4. To memorise the new set point value push the **SET** key again or wait 10s.

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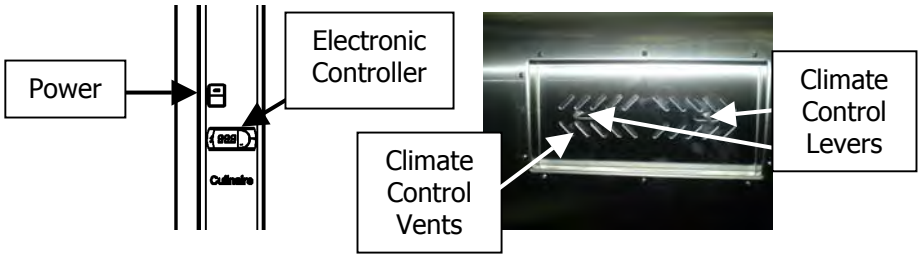
Important!

After switching ON, allow 45 minutes for the unit to reach the operating temperature before placing the PRE-HEATED/COOKED food into the unit.



Banquet Cart Doors

- The cupboard doors are OPENED and CLOSED using the door handles**.** The door is magnetic.
- Ensure that the doors are operated correctly as they become **hot** when the unit is in operation.

Climate Control Vents

- The climate control vents control the temperature within the unit
- To change the settings, use the **lever** inside the door to OPEN and CLOSE the vent.

Plug Tidy Socket

- The 'plug tidy' socket is on the side of the unit next to the electrical cdable. It MUST be used when **moving the unit**.
- There is NO power that flows in the socket and its purpose is to ensure the power cord is NOT damaged or persons cannot be injured when the unit is being moved.

Castors

- To **lock**, push the brake down. To **unlock**, push the brake release down.
- All castors are a hard wearing design, locking and unlocking the brakes should be operated by foot.

Gastronorm Pans

- All gastronorm pans are **sold separately**.
- All food placed in the pans MUST be **pre- cooked or heated above 65°C**.
- Ensure only 1 type of product is placed in each pan to prevent cross contamination. If more pans are needed, contact your distributor or the manufacturer.
- Do NOT replenish food in old pans, replace and clean pans before using again.
- **Each shelf** can hold two 1/1 pans or one 2/1 pan, with all 25mm, 65mm, 100mm and 150mm depths.
- For 1/6 and 1/9 Gastronorm pans, extra dividers needed to be placed.

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Cabinet Operation

Initial Start up

- Before switch ON the unit, ensure the unit is installed correctly.
- Switch ON and check the **cabinet is heating** up. Check the temperature after 45 minutes to ensure the unit has reached operating temperature.
- Leave the unit to operate with water in the well for **1 - 2 hours** to remove any **fumes or odours**.
- Allow the unit to cool. Once cooled, clean the whole unit.
- Your unit is now ready to operate.

Loading and Display

- Ensure that the unit has reached operating temperature before placing any food in the unit.
- All food placed in the unit MUST be **pre-heated/cooked**. Ensure unit is clean before placing food inside.
- Only **two 1/1 or one 2/1 gastronorm pans** can be placed per shelf in the gastronorm pan series (CH.CBC.1211, CH.CBC.2011, CH.CBC.2611). **Twenty four** (CH.CBC.96) **or thirty two** (CH.CBC.128) **10" plates** can be placed per shelf in the plating series. Plate stackers are needed.
- Take caution when opening the cabinet as **hot steam can rise from the food**. Pull the gastronorm pans and shelves out slowly as **hot liquid** can spill and burn.
- When loading, load the lower section of the cart first and work your way up to the top of the cart. Do the reverse to unload.
- Food should be left in the unit **no longer than 3 hours**.

WARNING!

Take extreme care when removing pans or plates to avoid skin burns from hot liquids or vapours.

Food Temperature

- All food MUST be pre-heated/cooked before placing in the unit. Attempting to cook food in this unit can lead to food poisoning.
- Ensure the unit is maintaining the food temperature over **65°C**.
- The temperature reached on the **temperature gauge is the water/air temperature**, NOT the food temperature.
- It is important to **regularly monitor** the food temperature in each pan.

Important!

This unit is not designed to cook products, it only maintains them above the regulated 65°C serving temperature.

Moving the Unit

- The unit MUST be **switched OFF** and **unplugged** when moving. Plug the plug into the 'plug tidy'.
- **Push the unit,** Do **NOT** pull, injuries can occur. Ensure pathway is clear before pushing the unit. Always look where the unit is heading and watch for hazards.
- Push on the **handle** of the unit. Do NOT push the on the body of the unit
- Ensure the castors are **unlocked** before moving and **locked** after moving.
- More than 1 person maybe required to move the unit. Speak to your distributor or manufacturer about the weight of your unit.

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After Hours

Information

- This unit is **NOT** designed to store product after hours. The unit MUST be **switched OFF**.
- All pans and plates should be cleaned and placed in night storage. No pans or plates should be left in the unit.
- If the unit is moved for night storage, ensure the castors are locked

Storage

- All storage of food should comply with local health standards and regulations.

Cleaning

WARNING!
Switch the unit OFF at the main power supply before cleaning.

WARNING!
Ensure the unit has cooled before attempting any cleaning. Allow 30 – 60 minutes.

Schedules

- After use, the gastronorm pans and plates should be cleaned **STRAIGHT AWAY**.
- The unit should be cleaned at the end of the **EVERY WORK DAY**.

Information

- Cleaning is recommended for health and safety purposes and to prolong the life of the unit.
- All liquids in the drawers or around the unit MUST be cleaned up **straight away**.
- **Do NOT use abrasive pads or cleaners** on the stainless steel or any other metal parts of the unit**.**
- **Do NOT use industrial chemical cleaners or caustic based cleaners**, many will damage the metals and plastics used on this unit.
- Remove shelves and trayslide. The gastronorm pans and plates MUST be removed.
- For baked on grease, scrape off with a plastic scraper before cleaning.
- When drying, metal surfaces should be wiped with a soft cloth in the same direction as grained polish.
- **Do NOT remove any screw** for cleaning. All internal sections of the unit are to be cleaned by a **qualified technician**.
- For maintenance of stainless steel surfaces, check the maintenance section for more information.

Important!
Some commercial stainless stain cleaners leave residue or film on the metal that may entrap fine particles of food, thus deeming the surface not FOOD SAFE.

Gastronorm Pans, Tray Slides, Shelves

- Clear of food and/or any food scraps before cleaning.
- All can be cleaned in a kitchen sink with warm soapy water.
- Thoroughly wipe dry after cleaning, do NOT allow to air dry.

Surfaces

- Clean the stainless steel and metal parts with warm (not hot) soapy water and a sponge. Rinsed the stainless steel and metal parts with clean, fresh water.
- After cleaning, thoroughly wipe the stainless steel and metal parts dry with a soft cloth. Do NOT let water pool on the unit. Check crevices and folds.
- If possible, vacuum the inside of unit with a **wet and dry vacuum** cleaner after.

WARNING!
The surfaces of this unit are NOT waterproof, do NOT hose.

Maintenance

Routines

Schedules

- To maintain optimal performance, maintenance and cleaning schedules must be regular and thorough.
- After use, the gastronorm pans and plates should be cleaned **STRAIGHT AWAY**.
- The unit should be cleaned at the end of the **EVERY WORK DAY**.
- It is recommended that servicing is completed **MONTHLY** and **3 MONTHLY**, speak to your technician or the manufacturer about your unit.

Log Books

- Log books should be kept for all cleaning and maintenance of this unit.

Inspection

- Surfaces should be checked at least **once a week** for damage or deterioration.
- As part of the maintenance, a **qualified technician MUST** check the controls, mechanical parts and electrical wiring for damage, deterioration or need of adjustment.

Faults

- Not repairing small faults immediately can cause a complete breakdown. If any small faults occur, have them attended to promptly by a **qualified technician**.
- All faults should be reported to the distributor and manufacturer.

WARNING!

If any electrical wires are damaged, the unit must NOT be switched ON until the parts have been fixed as injury or death can occur.

Water Damage

- Water damage to the electrical and mechanical parts of unit can occur through hosing on or around the unit.
- Improper cleaning of the unit can lead to water damage.
- If water damage occurs allow the unit to dry and ensure the unit is checked by a **qualified technician** before switching the unit ON.
- All water damage that is not due to construction or mechanical faults is not covered by warranty.

WARNING!

If any water damage occurs, the unit must NOT be switched ON.

Stainless Steel Protection

Cleaning

- For cleaning the stainless stain, check the cleaning section of the operation manual.
- All metal surfaces should be checked while cleaning for damage, scuffs or scapes as these can lead to rust and further damage to the product.

Corrosion Protection

- Stainless steel exhibits good resistance to corrosion however, if not properly maintained stainless steel can rust.
- Any sign of mild rust or corrosion should be thoroughly cleaned with warm soapy water and dried as soon as possible.
- **NEVER** use abrasive pads or cleaners for cleaning.
- Medium rust or corrosion can treated by a commercial cleaning agent that contains citric/oxalic/nitric/phosphoric. Do **NOT** use cleaning agents with chlorides or other harsh chemicals as this can cause corrosion. After treatment, wash with warm (not hot) soapy water and dry thoroughly.
- Thoroughly wipe the surfaces dry after cleaning and do NOT let water pool on the unit. Check crevices and folds for pooling.
- If an abrasive product is used while cleaning, thoroughly dry the unit and leave in an open or oxidised area for the stainless steel protective layer to replenish.
- When using, ensure all liquids and moisture is cleaned up straight away. Food liquids such as juices from vegetables and fruits should NOT be left on preparation surfaces.
- Do NOT leave items on the stainless steel such as cutting boards, rubber mats and bottles.

Surface Finish

- To protect the polish, stainless steel should be dried by wiping a dry soft cloth in the same direction as grained polish.
- For **NON**-food contact surfaces, a light oil can be wiped on the surfaces with a cloth to enhance the stainless steel surface. Wipe in the direction of the grain.
- Some commercial stainless stain cleaners can leave residue or film on the metal; this may trap fine particles of food on the surface, thus deeming the surfaces not **food safe**.

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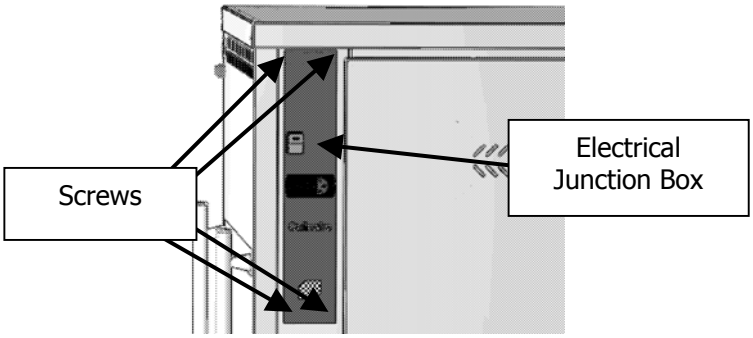
Access to Electrical Wiring and Mechanical Parts (Qualified Technician Only)

WARNING!
Switch the unit OFF at the main power supply before any maintenance or servicing.

Electrical Junction Box

- The electrical junction box has the switches on the face, and contains main wiring to the unit inside.
  1. Unscrew the screws on the electrical junction box.
  2. Pull out panel slowly.



Electronic Controller Removal

1. Access the electrical junction box.
2. Unplug wiring loom.
3. Remove digital controller face panel by gently levering it off.
4. Unscrew on the front of the controller face.
5. Remove the electronic controller.

Doors, Door Handles, Door Hinges

- To remove door hinges unscrew the screws
- Doors are replaceable by unscrewing the hinges.
- Door handles are replaceable by unscrewing the screws that connect to the door.

Heater Pads

- Heater pads are a NON-SERVICEABLE part.

Climate Control Vents

- Climate control vents are a NON-SERVICEABLE part, if broken the doors need to be replaced.

Carel Electronic Controller (Qualified Technician Only)

Button	Function	Normal Operation		
		Pressing the button alone	Start up	
1	Up – ON / OFF	more than 3 s: switch ON/OFF		
2	Set	- 1 s.: display/set the set point - more than 3 s: access parameter setting menu (enter password '22') - mute audible alarm (buzzer)	for 1 s: RESET current EZY set	Pressed together (2 and 3) activates parameter RESET procedure
3	Down	- more than 3 s: activates/ deactivates the defrost	for 1 s: display firmware version code	

Icon	Function	Normal Operation			
		ON	OFF	Blink	Start up
4	Compressor	on	off	request	ON
5	Fan	on	off	request	ON
6	Defrost	on	off	request	ON
7	Auxiliary output (AUX)	-	-	-	-
8	Alarm	all	No Alarm	-	ON
9	Clock (RTC)	-	-	-	-
10	Digits	-	-	-	-

Function

- The electronic controller controls and displays the internal temperature.
- The electronic controller signals problems with the unit.
- Changing settings should be completed by a **qualified technician**.

Operation

- For general operation, the electronic controller requires no initial setup or additional programming.

Parameters

- There are 2 types of parameters frequent (type F) and configuration (type C)
- Type C parameters need a password (default =22) to access to prevent accidental or unauthorised access.

Alarms and Signals

- When an alarm is activated, the display shows the corresponding message that flashes alternating with the temperature; if fitted and enabled, the buzzer and the alarm relay are also activated.
- All the alarms have automatic reset (that is, they stop when the causes are no longer present)
- Pressing the SET button mutes the buzzer, while the code displays and the alarm relay only go off when the causes of the alarm have been resolved. The alarm codes are shown in the table below.

Alarm code	**Buzzer & alarm relay**	**LED**	Description	**Parameters involved**
E0	Active	ON	Probe 1 error =control	-
LO	Not active	ON	Low temperature alarm	[AL] [Ad]
HI	Not active	ON	High temperature alarm	[AH] [Ad]
EE	Not active	ON	Unit parameter error	-
EF	Not active	ON	Operating parameter error	-
EtC	Not active	ON	Clock alarm	If bands active

Programming Instructions for the Controller

Set Point

PRESS "SET" & HOLD For 1 Second “SET POINT" Value will be displayed

PRESS ARROW "UP" or "DOWN” to set the desired value. **

PRESS "SET" to confirm the value

Frequent (F) Parameters

PRESS & HOLD "SET" for approx 5 seconds

"PS" will be displayed

A) PRESS “ARROW UP” or “DOWN” to select the parameter to be changed, eg rd = differential

B) PRESS “SET”
The Value Set for this parameter will be displayed

C) PRESS ARROW “UP" or "DOWN" to set the desired value. **

D) PRESS "SET" to confirm the value
REPEAT A-D Until all desired parameters have been set.

PRESS & HOLD "SET" until temp is displayed (approx 5 seconds)
To confirm all changes

All Parameters

PRESS & HOLD "SET" for approx 5 seconds

"PS" will be displayed

PRESS 'SET" then “ARROW UP" till the password value "22" is displayed

PRESS "SET" to confirm

"PS" will be displayed

A) PRESS “ARROW UP" & "DOWN" to select the code of the parameter to be changed.
eg. rd = differential

B) PRESS "SET”
The Value Set for this parameter will be displayed

C) PRESS “ARROW UP" & "DOWN" to set the desired value.

D) PRESS "SET" to confirm the value

REPEAT A-D Until all desired parameters have been set.

PRESS & HOLD "SET" until temp is displayed (approx 5 seconds) to confirm all changes

Summary of Parameters - PJEZ easy

Code	Parameters	Unit	Type	Min.	Max.	Def.	Changed
PS	Password	-	F	0	200	22	22
/2	Probe measurement stability	-	C	1	15	4	4
/4	Select probe/input displayed (*)	-	F	1	3	1	1
/5	Select ºC/ºF (0 = ºC, 1 = ºF)	-	C	0	1	0	0
/6	Decimal point (0=enabled, 1=disabled)	-	C	0	1	0	0
/C1	Calibration of probe 1	ºC/ºF	F	-50	+50	0	0
St	Temperature set point	ºC/ºF	F	r1	r2	4	70
r1	Minimum set point allowed to the user	ºC/ºF	C	-50	r2	-50	65
r2	Maximum set point allowed to the user	ºC/ºF	C	r1	200	90	90
r3	Mode 0=direct with defrost, 1=direct, 3=reverse	-	C	0	2	0	0
r4	Automatic night-time set point variation	ºC/ºF	C	-50	50	3	3
rd	Control differential (hysteresis)	ºC/ºF	F	0	19	2	4
AO	Alarm and fan differential	ºC/ºF	C	-20	20	2	10
AL	Low temperature alarm threshold/deviation (AL=0 alarm disabled)	ºC/ºF	F	-50	250	0	0
AH	High temperature alarm threshold/deviation (AH=0 alarm disabled)	ºC/ºF	F	50	250	0	0
Ad	Low & high temperature alarm delay	min	C	0	199	0	0
A4	Configuration of digital input 0= input not active 1= ext. alarm, instant (A=0) or delayed (A7>0) 2= enable defrost (open=disabled) 3= start defrost on closing 4= curtain switch or night-time operation (open= normal setpoint) 5= remote ON/OFF (open= OFF) 6= AUX output control (H1=3) (open= AUX de-energ.) 7= AUX output (H1=3) +FAN OFF control (closed) (open = AUX energised) 8= AUX output (H1=3) +FAN OFF (closed) + COMP-OFF control (closed); (open = AUX energised) 9= select direct/reverse operation; r3=0=> open= direct +defrost; closed= reverse r3=1/2=>open=direct; closed= reverse 10= condenser probe 11=product probe	-	C	0	11	0	0
A7	External alarm detection delay	min	C	0	199	0	0
A8	Enable alarm 'Ed' :end defrost by timeout (1=enabled)	-	C	0	1	0	0
Ac	High condenser temperature alarm	ºC/ºF	C	-50	250	70	70
AE	High cond. Temp. alarm differential	ºC/ºF	C	0.1	20	5	5
Acd	High cond. Temp. alarm delay	min	C	0	250	0	0
H0	Serial address	-	C	0	207	1	1
H1	AUX output configuration 0=no function associated with the output 1=alarm output usually energised 2=alarm output usually de-energised 3=auxiliary output driven by dig. Input (A4=6/7/8) Dig. Input OPEN=AUX de-energised Dig. Input CLOSED=AUX energised	-	C	0	3	0	0
H2	Enable keypad (0= disabled, 1= enabled, 2- enabled except for ON/OFF function)	-	C	0	2	1	1
H4	Disable buzzer (0=enabled, 1=disabled)	-	C	0	1	0	0
H5	Key Identification code from supervisor	-	F	0	199	1	-
EZY	Select Easy Set according to the model, see manual (see notes)	-	C	0	4	0	0

Due to continuous product research and development, the information contained herein is subject to change without notice

Dixell Electronic Controller (Qualified Technician Only)

SET: To display target set point; in programming mode it selects a parameter or confirm an operation.

(DEF): To start a manual defrost.

(UP): To see the max. stored temperature; in programming mode it browses the parameter codes or increases the displayed value.

(DOWN): To see the min stored temperature; in programming mode it browses the parameter codes or decreases the displayed value.

To switch the instrument off, if onF = oFF.

Not enabled

KEY COMBINATIONS:

+ To lock & unlock the keyboard.

SET + To enter in programming mode.

SET + To return to the room temperature display.

Function

- The electronic controller controls and displays the internal temperature.
- The electronic controller signals problems with the unit.
- Changing settings should be completed by a **qualified technician**.

Operation

- For general operation, the electronic controller requires no initial setup or additional programming.

Main Functions	
Access to parameter 1 menu	Access to parameter 2 menu
A) Push SET+▼ 3 seconds the °C starts flashing	A) Push SET+▼ 3 seconds the °C starts flashing
B) Push ▲+▼ select parameter	B) Release and then push SET+▼ again for 7 seconds
C) Push SET to see current setting	C) Pr2 will appear you now have access to parameters 1 & 2
D) Push ▲+▼ change the setting	D) Push ▲+▼ to select parameter
E) Push SET to save the new setting and move to next	E) Push SET to see current setting
To Exit: Push SET+▲ wait 15 seconds for time out	F) Push ▲+▼ change the setting
	G) Push SET to save the new setting and move to next
	To Exit: Push SET+▲ wait 15 seconds for time out
	NOTE: Parameter menu times out after 15 seconds
	Change Map NOTE: Default = High Temperature (Ht)
	A) Push ▼ for 5 seconds
	B) All Icons shown (nt = Medium Temp. Ht = High Temp.)

Hot key programming
UPLOAD controller to Hotkey
1) Program one controller from keypad
2) When the controller is powered insert hot key and push ▲
3) The upl message appears followed by end
4) Push SET to End
5) Turn power off and remove the hotkey
DOWNLOAD Hotkey to instrument
1) Turn off power to the controller
2) Insert a programmed Hotkey
3) Turn power on
4) The DoL message appears followed by end
5) After 10 seconds the controller starts working with the new parameters
6) Turn off power and remove hot key from the controller

Alarms and Signals

- When an alarm is activated, the display shows the corresponding message that flashes alternating with the temperature; if fitted and enabled, the buzzer and the alarm relay are also activated.
- All the alarms have automatic reset, that is, they stop when the causes are no longer present.

Alam Code	Cause	Outputs
P1	Room probe failure	Compressor output acc. To par. "Con" and "COF"
P2	Evaporator probe failure	Defrost end is timed
P3	Third probe failure	Outputs unchanged
P4	Fourth probe failure	Outputs unchanged
HA	Maximum temperature alarm	Outputs unchanged
LA	Minimum temperature alarm	Outputs unchanged
HA2	Condenser high temperature	It depends on the "Ac2" parameter
LA2	Condenser low temperature	It depends on the "bLL" parameter
dA	Door open	Compressor and fans restarts
EA	External alarm	Output unchanged
CA	Serious external alarm (i1F=bAL)	All outputs OFF
CA	Pressure switch alarm (i1F=PAL)	All outputs OFF

Programming Instructions for the Controller

HOW TO SEE THE SETPOINT

SET

1. Push and immediately release the **SET** key: the display will show the Set point value;
2. Push and immediately release the **SET** key or wait for 5 seconds to display the probe value again.

HOW TO CHANGE THE SETPOINT

1. Push the **SET** key for more than 2 seconds to change the Set point value;
2. The value of the set point will be displayed and the "**°C**" **or** "**°F**" LED starts blinking;
3. To change the Set value push the ^ or v arrows within 10s.
4. To memorise the new set point value push the **SET** key again or wait 10s.

HOW TO CHANGE A PARAMETER VALUE

To change the parameter's value operate as follows:

1. Enter the Programming mode by pressing the **Set + down** keys for 3s (the "**°C**" **or** "**°F**" LED starts blinking).
2. Select the required parameter. Press the "**SET**" key to display its value
3. Use "**UP**" or "**DOWN**" to change its value.
4. Press "**SET**" to store the new value and move to the following parameter.

To exit: Press **SET + up** or wait 15s without pressing a key.
NOTE : The set value is stored even when the procedure is exited by waiting the time-out to expire.

HOW TO SEE THE MIN TEMPERATURE

1. Press and release the **down** key
2. The "Lo" message will be displayed followed by the minimum temperature recorded.
3. By pressing the **down** key again or by waiting 5s the normal display will be restored.

HOW TO SEE THE MAX TEMPERATURE

1. Press and release the **up** key
2. The "Hi" message will be displayed followed by the maximum temperature recorded.
3. By pressing the **up** key again or by waiting 5s the normal display will be restored.

THE HIDDEN MENU

The hidden menu Includes all the parameters of the instrument.

HOW TO ENTER THE HIDDEN MENU

1. Enter the Programming mode by pressing then **Set + down** keys for 3s **°C**" **or** "**°F**" LED starts blinking).
2. Released the keys, then push again the **Set + down** keys for more than 7s. The Pr2 label will be displayed immediately followed from the HY parameter.

NOW YOU ARE IN THE HIDDEN MENU.

3. Select the required parameter.
4. Press the "**SET**" key to display its value
5. Use **up** or **down** to change its value.
6. Press "**Set**" to store the new value and move to the following parameter.

To exit: Press **SET + up** or wait 15s without pressing a key.

NOTE1: if none parameter is present in Pr1, after 3s the "noP" message is displayed. Keep the keys pushed till the Pr2 message is displayed.

NOTE2: the set value is stored even when the procedure is exited by waiting the time-out to expire.

HOW TO MOVE A PARAMETER FROM THE HIDDEN MENU TO THE FIRST LEVEL AND VICE VERSA.

Each parameter present in the HIDDEN MENU can be removed or put into "THE FIRST LEVEL" (user level) by pressing "**SET + down**"
In HIDDEN MENU when a parameter is present in First Level the decimal point is on.

HOW TO LOCK THE KEYBOARD

1. Keep pressed for more than 3 s the **up** + **down** keys
2. The "POF" message will be displayed and the keyboard will be locked. At this point it will be possible only to see the set point or the MAX o Min temperature stored
3. If a key is pressed more than 3s the "POF" message will be displayed.

TO UNLOCK THE KEYBOARD

Keep pressed together for more than 3s the up and down keys, till the "**Pon**" message will be displayed.

Summary of High Temp Parameters – XR60CX

Parameter	Description	Unit	Vis. Level	Minimum	Maximum	Stoddart (Ht)
Hy	Differential	°C	Pr1	0.1	25.5	3.0
LS	Minimum set point	°C	Pr1	-55.0	85.0	50.0
US	Maximum set point	°C	Pr1	85.0	150.0	100.0
ot	Thermostat probe calibration	°C	Pr2	-12.0	12.0	0.0
P2P	Evaporator probe presence		Pr2			no
oE	Evaporator probe calibration	°C	Pr2	-12.0	12.0	0.0
P3P	Third probe presence		Pr2			no
o3	Third probe calibration	°C	Pr2	-12.0	12.0	0.0
P4P	Fourth probe presence		Pr2			no
o4	Fourth probe calibration	°C	Pr2	-12.0	12.0	0.0
odS	Outputs delay at start up	min	Pr2	0	255	0
AC	Anti-short cycle delay	min	Pr2	0	50	0
CCt	Continuous cycle duration	ora	Pr2			0.00
CCS	Set point for continuous cycle	°C	Pr2	-55.0	150.0	10.0
Con	Compressor ON time with faulty probe	min	Pr2	0	255	15
CoF	Compressor OFF time with faulty probe	min	Pr2	0	255	30
CH	Kind of action: heating cooling		Pr1			Ht
CF	Temperature measurement unit		Pr2			°C
rES	Resolution		Pr1			dE
Lod	Probe displayed		Pr2			P1
dLy	Display temperature delay	min	Pr2			0.00
tdF	Defrost type		Pr2			EL
dFP	Probe selection for first defrost		Pr2			nP
dtE	Defrost termination temperature first defrost	°C	Pr2	-55.0	50.0	0.0
idF	Interval between defrost cycles	ora	Pr2	0	120	0
MdF	(Maximum) length for first defrost	min	Pr2	0	255	0
dSd	Start defrost delay	min	Pr2	0	255	0
dFd	Displaying during defrost		Pr2			rt
dAd	Max display delay after defrost	min	Pr2	0	255	30
Fdt	Draining time	min	Pr2	0	255	0
dPo	First defrost after start-up		Pr2			no
dAF	Defrost delay after fast freezing	ora	Pr2			0.00
FnC	Fan operating mode		Pr2			O_Y
Fnd	Fan delay after defrost	min	Pr2	0	255	0
FCt	Differential of temperature for forced activation of fans	°C	Pr2	0	50	0
FSt	Fan stop temperature	°C	Pr2	-55.0	50.0	50.0
Fon	Fan on time with compressor off	min	Pr2	0	15	0
FoF	Fan off time with compressor off	min	Pr2	0	15	0
FAP	Probe selection for fan		Pr2			nP
FSU	Kind of action of fan		Pr2			Std
ACH	Kind of action for auxiliary relay		Pr2			CL
ALC	Temperature alarms configuration		Pr2			Ab
ALU	Maximum temperature alarm	°C	Pr1	-40.0	150.0	150.0
ALL	Minimum temperature alarm	°C	Pr1	-55.0	150.0	-40.0
AFH	Differential for temperature alarm recovery	°C	Pr2	0.1	25.5	5.0
ALd	Temperature alarm delay	min	Pr2	0	255	15
dAo	Delay of temperature alarm at start up	ora	Pr2			1.30
AP2	Probe selection for condenser temperature alarms		Pr2			nP
AL2	Condenser low temperature alarm	°C	Pr2	-55.0	150.0	0.0
AU2	Condenser high temperature alarm	°C	Pr2	-55.0	150.0	0.0
AH2	Differ. for condenser temp. alarm recovery	°C	Pr2	0.1	25.5	1.0
Ad2	Condenser temperature alarm delay	min	Pr2			15
dA2	Delay of condenser temper. alarm at start up	ora	Pr2			1.30
bLL	Compressor off for condenser low temperature alarm		Pr2			no
AC2	Compressor off for condenser high temperature alarm		Pr2			no
oA2	Second relay configuration		Pr2			AUS
i1P	Digital input polarity		Pr1			CL
i1F	Digital input configuration		Pr1			nt
did	Digital input alarm delay	min	Pr2	0	255	15
nPS	Number of activation of pressure switch		Pr2	0	15	15
OdC	Compress and fan status when open door		Pr2			F-C
rrd	Regulation restart with door open alarm		Pr2			yes
HES	Differential for Energy Saving	°C	Pr2	-30	30	0
Adr	Serial address		Pr2	1	247	1

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Summary of High Temp Parameters – XR60CX

Parameter	Description	Unit	Vis. Level	Minimum	Maximum	Stoddart (Ht)
PbC	Kind of probe		Pr2			PtC
OnF	On/off key configuration		Pr2			nu
dun	Down key configuration		Pr1			Lnt
dP1	Room probe display		Pr2			
dP2	Evaporator probe display		Pr2			
dP3	Third probe display		Pr2			
dP4	Fourth probe display		Pr2			
rSE	Real set point		Pr2			
rEL	Software release		Pr2			
Ptb	Map code		Pr2	0	65535	1
SEt	Set point	°C		50.0	100.0	85.0

Replacements

Gastronorm Pans

- Gastronorm pans and dividers can be replaced by others.

Tray Slides, Shelves,

- The tray slides and shelves can be replaced by the manufacturer.

Doors, Door Handles, Door Hinges

- The doors, handles and hinges can be replaced by the manufacturer.
- All MUST be replaced by a **qualified technician**.

Electronic Controller

- The electronic controller can be replaced by the manufacturer.
- The controller MUST be replaced by a **qualified technician**.

Electrical Parts

- All electrical parts can be replaced by the manufacturer or others.
- All electrical parts MUST be replaced by a **qualified technician**.

Mechanical Parts

- All mechanical parts can be replaced by the manufacturer or others.
- All mechanical parts MUST be replaced by a **qualified technician**.

Servicing and Replacement Information Line

Stoddart Manufacturing:

Sales: 1300 791 954
Customer Service: 1300 307 289
Fax: (07) 3344 6166
Sales: fse@stoddart.com.au
Customer Service: service@stoddart.com.au
Spare Parts: spares@stoddart.com.au

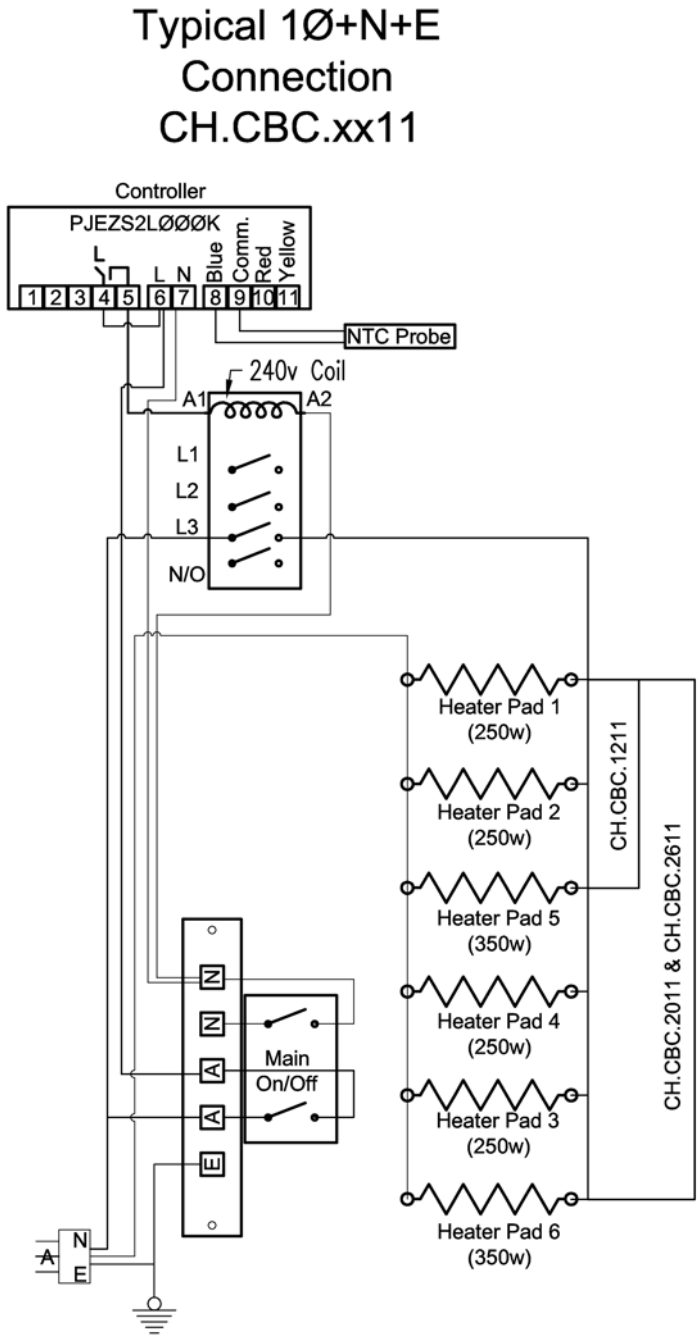
Troubleshooting

WARNING!
Technician tasks are only to be completed by qualified service people.
Check faults before calling service technician.

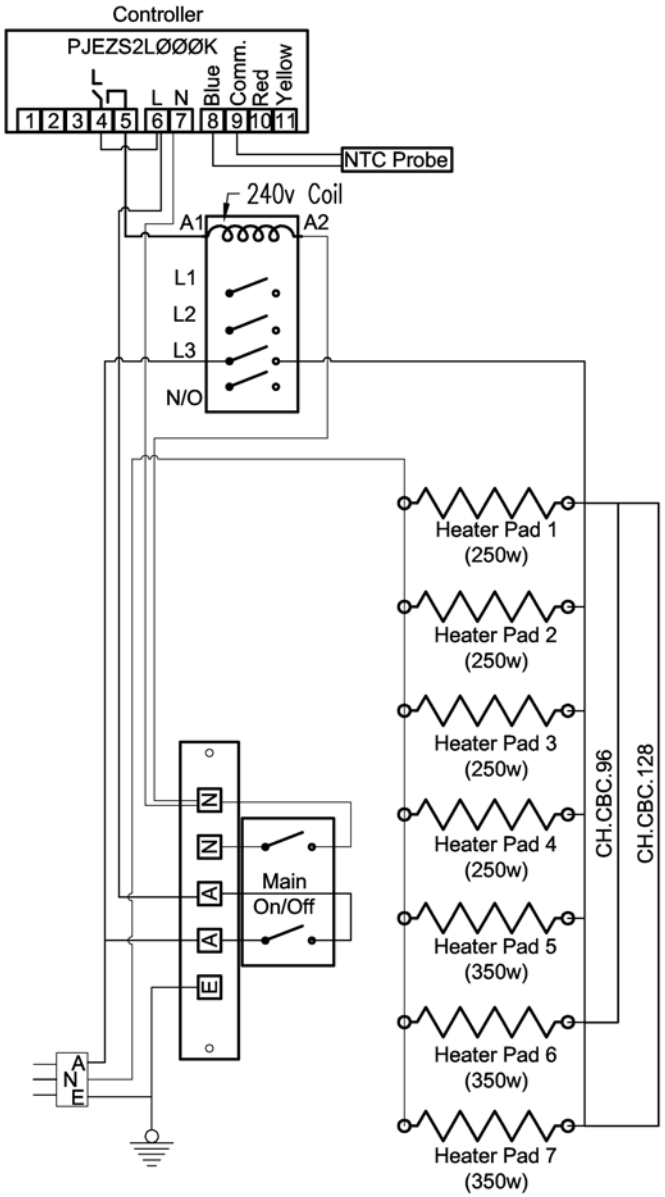
Task Type - (O) = Operator (T) = Technician Task

Problem	Possible Causes	Task	Possible Corrective Action
Not heating	Unit not turned "on" at the isolation switch	O	Turn power "on" at the power isolation switch
	"On/Off" switch on control panel not turned on	O	Switch on power "on/off" switch on the control panel
Food too cold	Thermostat requires adjusting	O	Adjust thermostat (refer Carel set point, page 7)
Food too hot	Thermostat requires adjusting	O	Adjust thermostat (refer Carel set point, page 7)
Unable to adjust temperature	Element/thermostat failure	T	Test and replace the element or thermostat if necessary
No power at unit	Various	T	Replacement of faulty part

Electrical Diagram

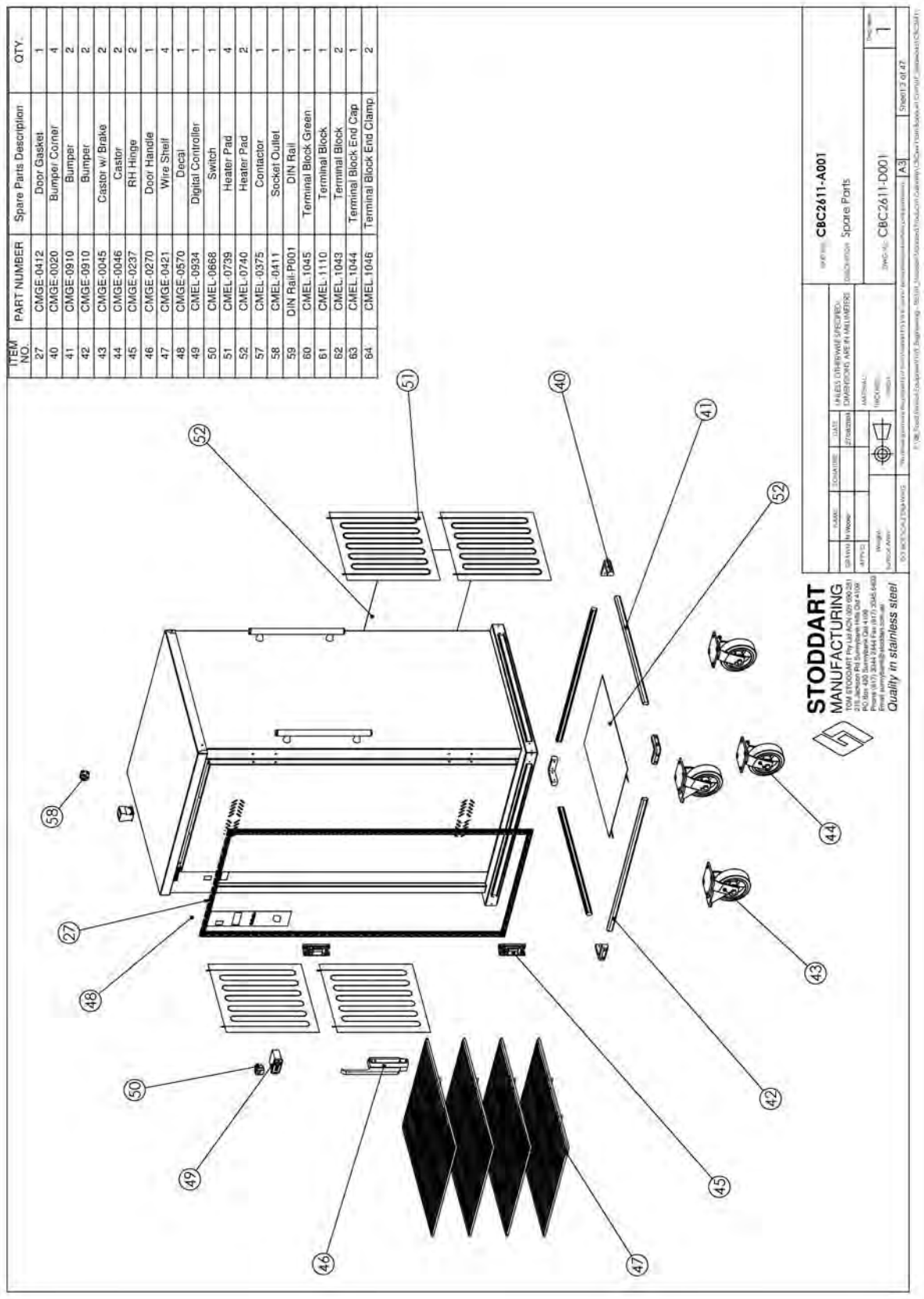


Typical 1Ø+N+E Connection CH.CBC.xxx



Spare Parts/Assembly Diagram

ITEM NO.	PART NUMBER	Spare Parts Description	QTY.
27	CMGE-0412	Door Gasket	1
40	CMGE-0020	Bumper Corner	4
41	CMGE-0910	Bumper	2
42	CMGE-0910	Bumper	2
43	CMGE-0045	Castor w/ Brake	2
44	CMGE-0046	Castor	2
45	CMGE-0237	RH Hinge	2
46	CMGE-0270	Door Handle	1
47	CMGE-0421	Wire Shelf	4
48	CMGE-0570	Decal	1
49	CMEL-0934	Digital Controller	1
50	CMEL-0668	Switch	1
51	CMEL-0739	Heater Pad	4
52	CMEL-0740	Heater Pad	2
57	CMEL-0375	Contactor	1
58	CMEL-0411	Socket Outlet	1
59	DIN Rail-P001	DIN Rail	1
60	CMEL-1045	Terminal Block Green	1
61	CMEL-1110	Terminal Block	1
62	CMEL-1043	Terminal Block	2
63	CMEL-1044	Terminal Block End Cap	1
64	CMEL-1046	Terminal Block End Clamp	2



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Warranty

Australian Warranty and Contact Details

As the exclusive manufacturer and distributor of Culinaire products in Australia, Stoddart Manufacturing (Stoddart) would like to congratulate you on your purchase of a Culinaire product.

It should be noted by users of the product that it is not designed for household or domestic use and should not be used for this purpose.

This product is intended for commercial use, and in line with Australian electrical safety standards the following warnings are provided:

This product is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the product by a person responsible for their safety. Children should be supervised to ensure that they do not play with the product.

Users should also note that if the supply electricity cord is damaged in any way it should be replaced. Please contact Stoddart for parts and we will advise how to do this in order to avoid any electrical hazard.

Australian Warranty Policy & Procedure

Stoddart is committed to providing a comprehensive and fair warranty for all of its equipment. The warranty incorporates a commercial manufacturers' warranty, together with the consumer warranty provisions of the National Consumer Protection Act (2009).

1. Commercial Warranty

1.1. Stoddart warrants to the original purchaser ("Customer") of equipment manufactured or distributed by Stoddart that for 12 months from the date of installation of the equipment by Customer (the "Warranty Period"), any defect in workmanship or material will, subject to clauses 1.2 and 3, be:
   i. Repaired without charge; or
   ii. In respect of any Major Failure which cannot be repaired, replaced or the purchase money refunded.

1.2. Stoddart will not be liable for any associated loss, damage or compensation claim resulting from any defect in workmanship or material, and such liability is expressly excluded from the operation of clause 1.1.

2. Consumer Warranty

2.1. Subject to clause 3, equipment supplied by Stoddart to Customer for personal, domestic or household use or consumption comes with guarantees that cannot be excluded under the Australian Consumer Law. Customer is entitled to a replacement or refund for a Major Failure and compensation for any other reasonably foreseeable loss or damage. Customer is entitled to have the equipment repaired, or replaced if the equipment fails to be of an Acceptable Quality and that failure does not amount to a Major Failure.

3. Warranty Clarification

3.1. Customer acknowledges and agrees:
   i. A Major Failure occurs when the equipment suffers repeated and/or unexpected failure that cannot be repaired to Stoddart's satisfaction (acting reasonably) or which Stoddart considers (acting reasonably) renders the equipment unsafe or inoperable;
   ii. Stoddart can only warrant the equipment will be of an Acceptable Quality when Customer uses the equipment in accordance with Stoddart's manufacturer's instructions or user manual ("Instructions"). Acceptable Quality does not imply a lifetime guarantee for the equipment;
   iii. Certain components have a finite expected life, especially in a commercial or high-use environment. For example components such as refrigeration compressors, elements, thermostats/simmerstats, switches, fans, and temperature controllers can be expected to last up to 12 months when used in accordance with the instructions;
   iv. In a commercial environment, components such as lamps, fluorescent tubes, light bulbs, glass, silicone seals, gaskets and plastic components will require regular replacement. This is not covered by warranty and is at Customer's cost.
   v. The life of equipment may be adversely affected by misuse, neglect, unauthorised alteration, incorrect installation, power surges, accident, use of inappropriate chemicals, flooding, and acts of God;
   vi. Proper maintenance and cleaning of equipment in accordance with the Instructions is essential to the equipment's effective operation;
   vii. On site warranty services are limited to sites within 50km from the nearest Stoddart authorized service agent and service agent's reasonable travel costs must be paid by Customer prior to the commencement of the repairs; Public Holidays
   viii. Stoddart cannot guarantee the performance of equipment made specifically to Customer's design or specifications. Stoddart will, where reasonably possible, draw any issues arising from Customer's design or specifications to Customer's attention during the commissioning and/or manufacturing process; and
   ix. Customer must pay additional costs incurred by Stoddart as a result of Customer failing to provide suitable access to the equipment for inspection and service.

3.2. Stoddart's warranty liability under clauses 1 and 2 of these Terms exclude or do not cover:

i. The matters acknowledged by Customer in clause 3.1;
ii. Situations where Stoddart is not satisfied (acting reasonably) the equipment or any part of the equipment has been used in accordance with the Instructions including misuse, neglect, unauthorised alteration, incorrect installation, power surges, accident, use of inappropriate chemicals, flooding, fire or act of God;
iii. Any consequential loss, damage or expense arising directly or indirectly from use of the equipment otherwise than in accordance with the Instructions;
iv. Any damage or malfunction arising from, or relating to, Customer's failure to properly maintain or clean the equipment in accordance with the Instructions;
v. Damage caused to equipment during transportation, which is outside Stoddart's standard delivery conditions.
vi. Breakage or replacement of lamps, fluorescent tubes, light bulbs, glass, silicone seals, gaskets and plastic components.
vii. Maintenance, repair or other works not undertaken by a Stoddart authorised service agent
viii. Where remote refrigeration is connected by a person other than Stoddart to equipment produced by Stoddart, Stoddart cannot accept claims for repair of TX valves and control components, as the fault may arise from the installation of the remote refrigeration lines, equipment, and gas, by a party over which Stoddart has no control.
ix. Transportation costs associated with transporting the equipment to a Stoddart authorized service agent where Stoddart considers (acting reasonably) that repairs cannot be undertaken on-site; and
x. Unless agreed to by Stoddart in writing to the contrary, warranty is not included in the sale price for goods sold to or installed in an overseas location.

4. Warranty Claim Procedure

4.1. The following procedure must be followed to claim under Stoddart's warranties:
4.2. Refer to the trouble-shooting section of the Instructions to establish the nature of the fault. Check the equipment is plugged-in, turned-on or has no other valid reason for not operating.
4.3. If step (a) does not overcome the issue, you should report the fault with the equipment to our service department (phone 1300 307 289). Our service department will assist you with further trouble-shooting. If our service department is unable to resolve the fault with the equipment they will request you complete a Stoddart Warranty Request Form and email (service@stoddart.com.au) it to us.
4.4. To complete a Stoddart Warranty Request Form you will require the following information:

i. Proof of purchase stating model number and date of purchase;
ii. The serial number of the equipment (this is located on the ratings plate sticker);
iii. A description of the fault/problem;
iv. Your company details including the exact location of the equipment; and
v. Any restrictions on times or methods of access to the equipment.

4.5. Stoddart will not arrange a warranty call out until it receives the above information from you in writing.
4.6. Upon receipt of a properly completed Stoddart Warranty Request Form, Stoddart will check its records to confirm whether the equipment is eligible for warranty repair. If warranty repair is required, Stoddart will issue an OFFICIAL AUTHORISATION NUMBER and details of work to be carried out by a Stoddart authorised service agent. This authorisation number MUST be obtained before any work is carried out. Stoddart will not accept invoices for work carried out without an official authorisation number or by an unauthorised service agent.
4.7. Customer must quote the official authorisation number on all correspondence and invoices relating to a warranty claim to ensure prompt processing by Stoddart.
4.8. Customer must pay all costs associated with a call-out for work that is not related to warranty repairs or outside Stoddart's Terms immediately.

5. Timing of Warranty Services

5.1. Stoddart will comply with its warranty liabilities contained in these Terms in a timely manner

6. General Maintenance and Repairs

6.1. The equipment must be repaired and maintained by a qualified technician. Stoddart's authorised service agents are experienced technicians who understand the equipment and carry commonly used spare parts. Contact Stoddart's national service number listed below for details of your nearest Stoddart authorised service agent.

For Warranty, maintenance, spare parts and repairs, contact:
Tel: 1300 307 289 email: service@stoddart.com.au