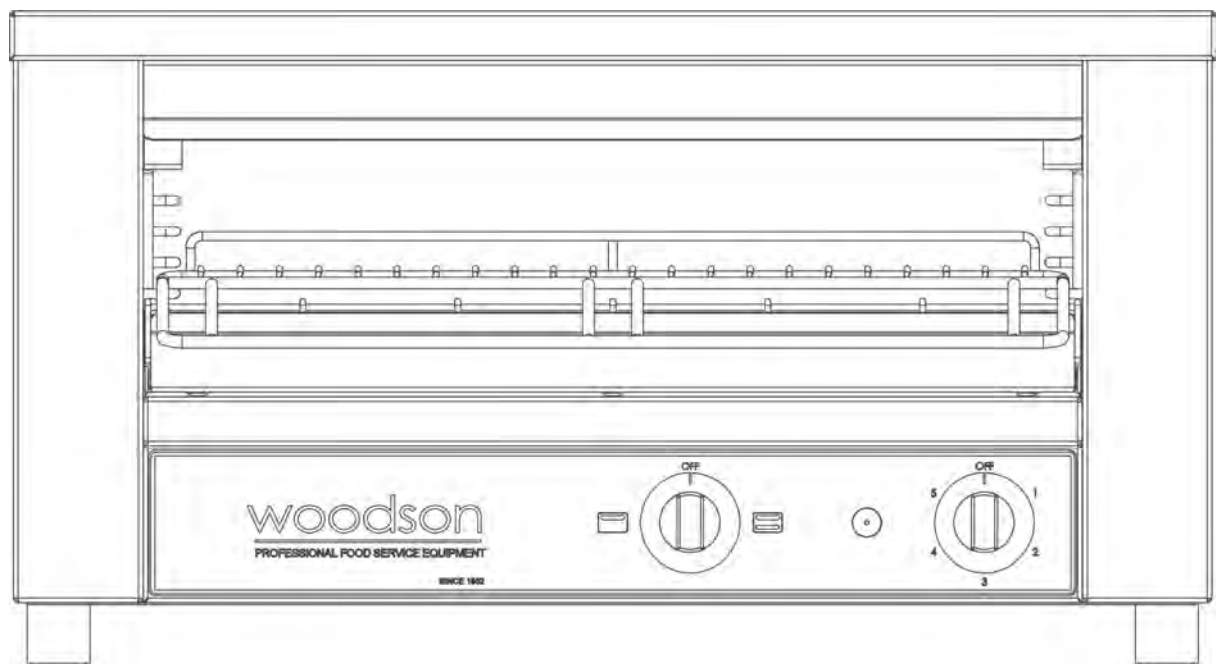




# **Instruction and Maintenance Manual for the Quartz Infrared Toaster Series**

**W.GTQI.4, W.GTQI.8, W.GTQI.15 &  
W.GTSQI.15**



**(W.GTQI.4 Shown)**

**Manufactured by:**

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## Your New Woodson Product

Thank you for choosing this quality Woodson product. All our products are designed and made to meet the needs of food service professionals. By using, caring and maintaining your product according to these instructions, your Woodson product should give you many years of reliable service.

Woodson is a wholly Australian owned company, which has manufactured quality commercial catering equipment since 1954. All Woodson products are engineered and manufactured to give excellent results whilst offering-value-for-money, ease-of-use and reliability.

Woodson manufacture a comprehensive range of equipment for kitchens, food preparation and presentation. Our range includes toasters, griddles, food warmers, fryers, hot and cold food display cabinets and many other quality products.

For details of your nearest dealer contact our head office.

### Woodson

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## Compliance

At the time of manufacture Woodson products are designed and made to comply with all relevant Australian Standards.

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## 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.

All persons operating this unit must read these instructions carefully and retain for future reference

- All units **MUST** be installed according to the procedures stated in the installation section of this manual.
- 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.
- 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.
- The surfaces of this unit are **HOT** when in operation. Signage should be displayed for personnel and customers to warn of this.
- Keep fingers out of "**pinch point**" areas.
- This unit is **NOT** waterproof. Do **NOT** use jet sprays or hoses to the exterior of the appliance.
- If the power supply cord becomes damaged, it must be replaced by the manufacturer, an authorised service agent or similarly qualified persons to avoid a hazard.
- Be careful not to touch moving parts.
- Do **NOT** use sharp objects to activate controls.
- If any fault is detected, disconnect the unit from the mains and call a service agent.
- Do **NOT** use the unit in an explosive atmosphere.
- Avoid exposure to direct heat and/or humidity sources.
- 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.

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## Contents and packaging

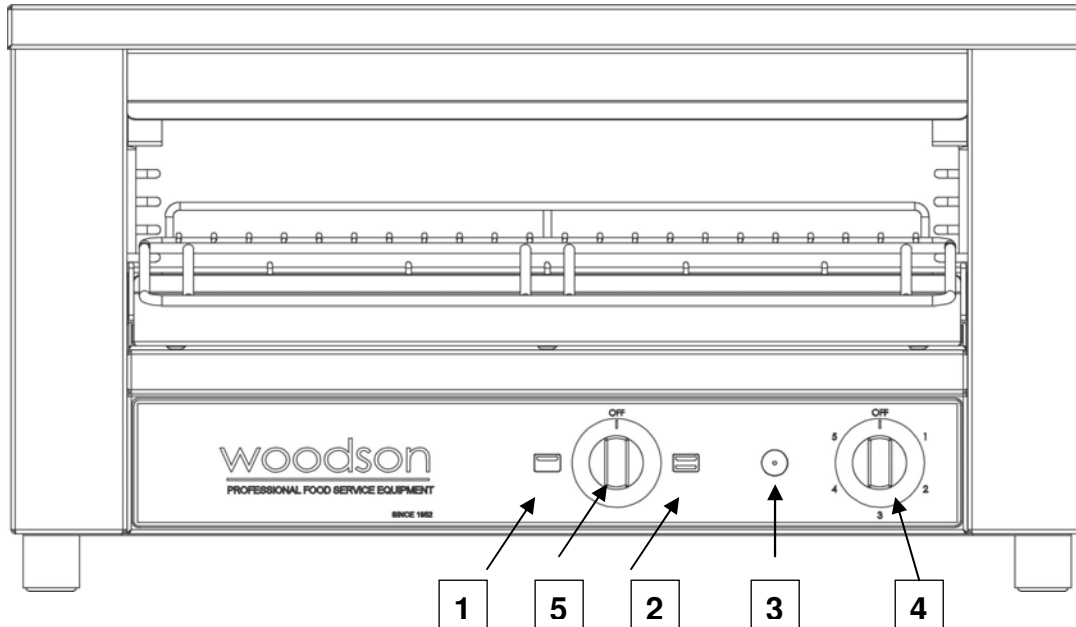
- Check the packaging for damage before and after unpacking. If unit is damaged, contact whoever you purchased the unit from
- The unit is supplied fully assembled.
- Unpack and visually inspect the unit for damage or missing parts. Report any problems to the distributor or manufacturer.
- Remove all 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.

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## Installation

- Place the unit on a level and firm work surface. Do not position the unit in a wet area or near inflammable substances.
- Allow an air gap between the unit and other objects or surfaces. We recommend a minimum gap of 100mm for normal operational use (if the unit is near any heat sensitive material we suggest you allow additional space). Please consult national and local standards to ensure that your unit is positioned in accordance with any existing requirement.
- Plug the unit into an appropriate sized and RCD protected power source.
- Your Woodson product is now ready for use.

## Operating Instructions W.GTQI.4/8/15



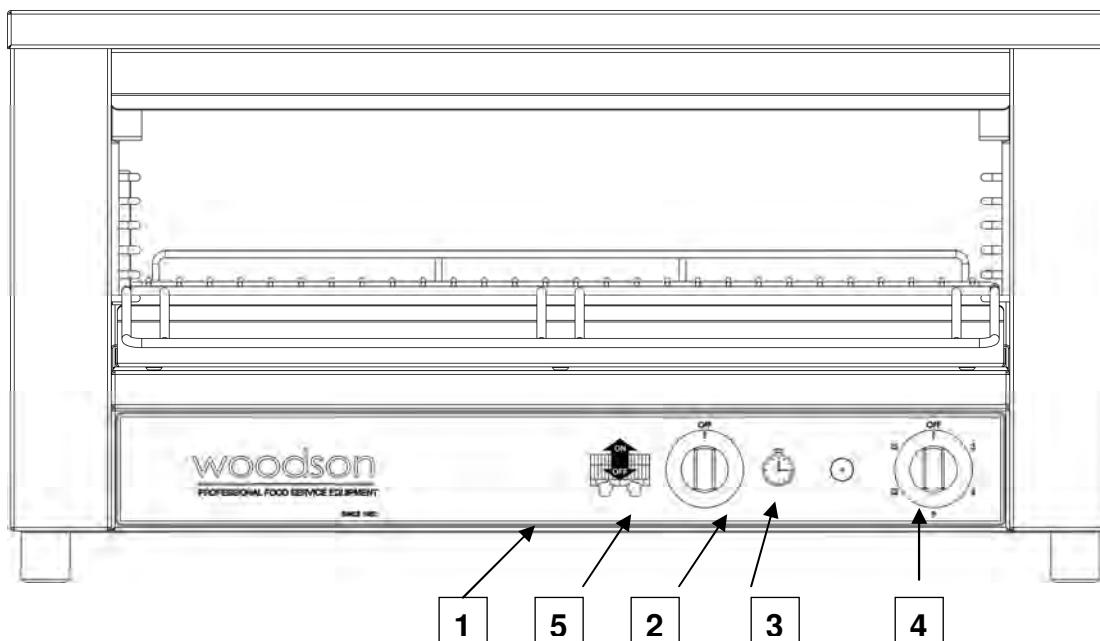
### Component Identification

1. Top element only
2. Top and bottom element heating
3. Indicator Light
4. 5 minute Timer (W.GTQI.4/8) 15 minute timer (W.GTQI.15)
5. Selector Dial

### How To Operate

- Adjust the rack height to suit the product
- Turn the control knob selector dial (5) left or right to select the mode of operation:
  - (1) top element only operation
  - (2) top and bottom element operation
- Turn the timer knob (4) clockwise and set the required time for the product being cooked, the unit will instantly start to heat.
- When the timer is finished it will switch off automatically.

## Operating Instructions W.GTSQI.15



### Component Identification

1. Manual Mode
2. Timer Mode
3. Indicator Light
4. 15 minute Timer
5. Selector Dial

### How To Operate

- Adjust the rack height to suit the product
- Turn the control knob selector dial (5) left or right to select the mode of operation:
  - (1) manual mode: The heating elements are switched on and off manually by using the grilling rack. When the rack is fully pushed in the elements switch on, and when the rack is pulled out the elements switch off. NB The elements will not switch off automatically so the cooking of the product needs to be monitored
  - (2) timer mode: The heating elements are switched on and off by the timer. Turn the timer knob (4) clockwise to set the required cooking time, and the elements will switch on. When the timer cycle expires the elements will switch off.

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## Maintenance & Cleaning

### Maintenance

- To clean stainless steel use warm soapy water and a soft cloth or sponge
- Always ensure the power cable is not pushed against the hot part of the food warmer when in use
- Regular cleaning of the inside (especially the crumb tray) is essential

### Cleaning

Whilst stainless steel is a very hardy and long lasting material, it must be cleaned regularly and according to the instructions below to prevent deterioration.

Always make sure the product is disconnected from the power source and has completely cooled down prior to cleaning.

- Wipe the external surfaces down with warm soapy water using a damp sponge or cloth.
- Do not immerse the unit in water or allow the ingress of water into the interior of the unit or any electrical components.

**Note:** Some cleaning agents can damage stainless steel. For this reason we recommend cleaning with soapy water. Woodson do not take any responsibility for damage caused by the use of inappropriate cleaning agents.

In some areas, particularly seaside environments, stainless steel can be subject to surface discolouration or “tea staining”. This can be removed with an appropriate cleaning agent which contains 10% sodium citrate. Ask your supplier of cleaning chemicals for a suitable brand.

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## Troubleshooting

If the unit is not heating up correctly, check the following before calling out your authorised service agent:

- That the unit is plugged in correctly
- That the power is turned on
- That the power point is not faulty
- That the thermostat knob is not loose (this may prevent the unit from operating)
- That the pilot light is operating

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## Specifications

Model	W.GTQI.4	W.GTQI.8	W.GTQI.15	W.GTSQI.15
Power Source	240 Volts AC	240 Volts AC	240 Volts AC	240 Volts AC
Power Consumed	2200w	3300w	3500w	3500w
Plug Size	10 AMP	15 AMP	15 AMP	15 AMP

This product may be subject to change without notice due to product improvement.

### **Caution**

**These units contain glass elements. These are designed for use in a commercial environment but obvious care should still be taken to avoid hitting them.**

**Glass elements breakage is not covered under warranty**



## Safety

All Woodson products are manufactured and tested according to relevant national and regional standards. All products comply to our test requirements.

**This unit contains no user serviceable parts.**

Only Woodson, one of our accredited service agents, or a similarly qualified and licensed person(s) should carry out any repairs. Do not attempt to remove any cover panels, open the unit or access any internal parts.

The stainless steel manufacturing process used in the construction of this unit may result in sharp edges. We take every effort to remove any such edges, however be careful when contacting any raw edges of the product.

**Hot Food Displays:** This unit can get hot. Ensure everyone is aware that the unit is operating and take care to avoid contact with hot surfaces.

Under no circumstances should the unit be immersed in water. Do not allow any electrical components including cables and plugs to come into contact with water.

If the electrical cables, plug or other connections show any signs of physical damage or wear do not use the unit. In such instances contact Woodson for details of your local repair agents (see page 1). We also recommend regular testing of unit by a trained and qualified technician to ensure it is working effectively and safely.

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## Appendix 1 – Australian Warranty and Importer/Distributor Contact Details

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

- a) Repaired without charge; or
- b) 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 authorised service agent and service agent's reasonable travel costs must be paid by Customer prior to the commencement of the repairs;
- (viii) Additional labour costs will apply for service outside standard business hours of 8.00am to 4:30pm, Monday to Friday and on public holidays;
- (ix) 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
- (x) 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:

- a) The matters acknowledged by Customer in clause 3.1;
- b) 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;

- c) Any consequential loss, damage or expense arising directly or indirectly from use of the equipment otherwise than in accordance with the Instructions;
- d) Any damage or malfunction arising from, or relating to, Customer's failure to properly maintain or clean the equipment in accordance with the Instructions;
- e) Damage caused to equipment during transportation, which is outside Stoddart's standard delivery conditions.
- f) Breakage or replacement of lamps, fluorescent tubes, light bulbs, glass, silicone seals, gaskets and plastic components.;
- g) Maintenance, repair or other works not undertaken by a Stoddart authorised service agent
- h) 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.
- i) Transportation costs associated with transporting the equipment to a Stoddart authorised service agent where Stoddart considers (acting reasonably) that repairs cannot be undertaken on-site; and
- j) 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**

The following procedure must be followed to claim under Stoddart's warranties:

- a) 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.
- b) If step (a) does not overcome the issue, you should report the fault with the equipment to our service department (phone 1300 307 289 or fax 07 3344 6166). 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 fax (fax 07 3344 6166) or email (service@stoddart.com.au) it to us.
- c) 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.

Stoddart will not arrange a warranty call out until it receives the above information from you in writing.

- d) 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.

- e) Customer must quote the official authorisation number on all correspondence and invoices relating to a warranty claim to ensure prompt processing by Stoddart.
- f) 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 Fax: 07 3344 1000 email: [service@stoddart.com.au](mailto:service@stoddart.com.au)

# WARRANTY REQUEST FORM



Phone: (07) 3440 7600 Int: +617 3440 7600  
Phone: 1300 307 289  
Fax: (07) 3344 1000 Int: +617 3344 1000  
Email: service@stoddart.com.au

To ensure we can provide the best possible service we require you to complete this form. Make, model and serial number, along with other essential information. To secure a call, you must also have an account with Stoddart or complete the credit card details below.

**THIS FORM MUST BE COMPLETED OR WARRANTY CANNOT BE PROCESSED**

Name of contact person on site: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Business/Organisation name: \_\_\_\_\_

Street Address: \_\_\_\_\_

Suburb: \_\_\_\_\_ State: \_\_\_\_\_ Post Code: \_\_\_\_\_

Phone (Site): \_\_\_\_\_ Mob: \_\_\_\_\_

Equipment Type: \_\_\_\_\_ Brand: \_\_\_\_\_

Model/PNC no.: \_\_\_\_\_ Serial no.: \_\_\_\_\_

Location (large sites only): \_\_\_\_\_ Open: \_\_\_\_\_ Close: \_\_\_\_\_

Date of purchase: \_\_\_\_\_

Company purchased from: \_\_\_\_\_

(please provide a copy of your tax invoice or delivery docket as proof of purchase)

Description of fault: \_\_\_\_\_

Has the following been checked (tick box if appropriate and checked)?

Electrical power supply ☐

Gas ☐

Water Supply ☐

Name of person requesting warranty (please print): \_\_\_\_\_

**CREDIT CARD DETAILS** – Required as security against chargeable work (see note below)

Card type: Visa ☐ Mastercard ☐

Cardholder name: \_\_\_\_\_ Card no.: \_\_\_\_\_

Signature: \_\_\_\_\_ Expiry Date: \_\_\_\_\_

**PLEASE NOTE:** Warranty call-outs take place Mondays to Fridays between 8.00 and 16.30 (except public holidays). Any calls outside these times will be subject to penalty rates. Certain items such as glass components and light fittings are not covered under warranty. Claims for non-covered parts, no faults found, travel over 50km or other items outside our standard terms and conditions will be chargeable. Any chargeable items will be COD terms – payable onsite.

**CREDIT CARD INFORMATION MUST BE PROVIDED AS SECURITY AGAINST FALSE WARRANTY CALL-OUTS. FAILURE TO DO SO WILL RESULT IN REQUEST BEING UNATTENDED. NORMAL BUSINESS HOURS ARE 8AM – 4.30PM MONDAY TO FRIDAY**