



Culinaire

INSTALLATION, OPERATION &

Culinaire Glass Washer Model AT40ST



Culinaire Glass Washer Model: AT40ST

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



Table of Contents

| | |
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| Table of Contents..... | 1 |
| General Recommendations | 2 |
| Handling..... | 3 |
| Unpacking | 3 |
| Disposal | 3 |
| Technical Data..... | 3 |
| Connection Diagram..... | 4 |
| Water Connection | 5 |
| Electrical Connection | 5 |
| Operating Environment | 5 |
| Noise Level..... | 5 |
| Rating Plate..... | 6 |
| Installation | 7 |
| Water Supply Connections..... | 7 |
| Drain Connections..... | 8 |
| Electrical Connection | 8 |
| Detergent Installation and Adjustment. | 9 |
| Rinse Aid Installation and Adjustment. | 11 |
| Operation | 14 |
| General Recommendations | 14 |
| Suggestions Before Using The Dishwasher..... | 15 |
| Starting / Wash Cycles | 15 |
| Starting the Machine | 16 |
| Washing Cycle | 17 |
| Thermo Stop | 17 |
| Final Cold Rinse | 18 |
| Daily Cleaning and Shutdown | 20 |
| Draining the Water from the Machine..... | 20 |
| Cleaning the Filters | 21 |
| Cleaning the External Surfaces..... | 22 |
| Turning off the Machine- Shutdown | 22 |
| Maintenance | 23 |
| Control Panel Warning Messages | 23 |
| Trouble shooting..... | 23 |
| Machine Events following a Warning Error | 24 |
| Safety Thermostat | 24 |
| Maintenance Schedule..... | 26 |
| Electrical Diagram | 27 |
| Hydraulic Diagram | 28 |
| Warranty | 29 |
| Appendix 1 – Australian Warranty and Contact Details | 29 |
| Australian Warranty Policy & Procedure..... | 29 |

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General Recommendations

ATTENTION

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.

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

WARNING!

- **The manufacturer cannot be held responsible for injuries or damages of any kind occurred to persons, machine or others, due to lack of conformity with the operation instructions indicated in this documentation and for abuse, misuse and lack of conformity with the instructions indicated in this documentation as well as installation, uninstal, service, tune-up, maintenance requiring the removal of the safety barriers not performed BY TRAINED AND AUTHORISED SPECIALISTS, will result in the IMMEDIATE LOSS OF THE WARRANTY.**
- **Loss of warranty will result from any service performed to the machine, when:**
 - **Safety barriers are removed without disconnecting the power line and the water supply. When any safety provision of the machine has been bypassed, removed or excluded.**
 - **Machine is installed in provisional, improper or unsafe conditions for lack of compliance with safety provisions (fuses, main breaker, ground line, or water inlet and discharge valves).**

When unauthorised modifications or unauthorised additions of devices are made, which modify the operation cycles, indicated on the data chart delivered with the machine.

- **When non-genuine spare parts are used.**
- **Installation or storage in inadequate spaces according to the indications of manufacturer.**
- **Machine utilization different from the scope foreseen as written in the documentation (ex. Dishes of type or sizes different from specified).**
- **Utilization of dispensers with corrosive products.**

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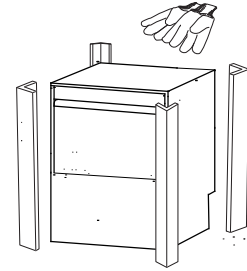
Handling

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).

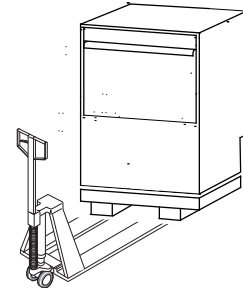
Unpacking

Check the machine for damage before and after unpacking. If machine is damaged, contact the dealer.

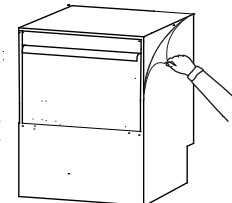
Wear protective gloves to unpack the appliance from the boxing.



Lift the appliance using a lift truck



Remove the protective film from the appliance.



Disposal

This appliance is marked according to the European directive 2002/96/EC on Waste Electrical and Electronic Equipment (WEEE). By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health, which could otherwise be caused by inappropriate waste handling of this product. The symbol (left) on the product, or on the documents accompanying the product, indicates that this appliance may not be treated as household waste. Instead it shall be handed over to the applicable collection point for the recycling of electrical and electronic equipment. Disposal must be carried out in accordance with local environmental regulations for waste disposal. For more detailed information about treatment, recovery and recycling of this product, please contact your local city office or your household waste disposal service.



Technical Data

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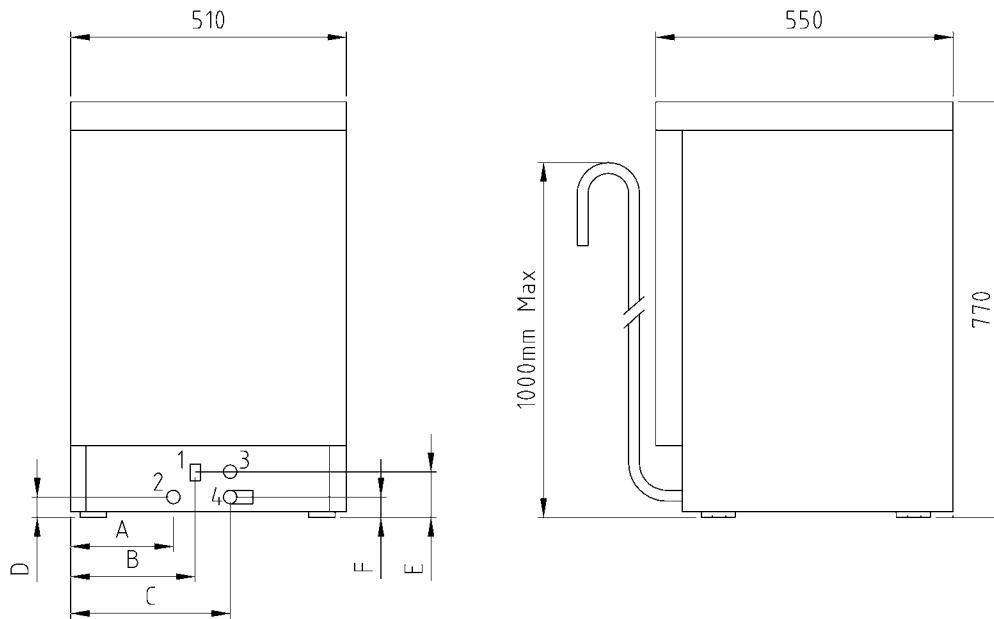


WARNING!

This machine must be installed in accordance with AS/NZS 3500.1

This machine must be operated on potable water. If the water has a high mineral content, pretreatment will be necessary or warranty may be voided.

Connection Diagram



- (1) Electrical connection
- (2) Hot water connection
- (3) Cold water connection
- (4) Drain

| Model | A | B | C | D | E | F |
|--------|-----|-----|-----|----|----|----|
| AT40ST | 190 | 230 | 295 | 38 | 85 | 38 |

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WARNING!

The following data must be complied with otherwise poor washing results will occur and warranty may be voided.

Water Connection

| | | |
|-------------------------|--------|---------|
| Temperature | °C | 50 |
| | °F | 122 |
| Pressure | KPA | 200-500 |
| | Bar | 2-5 |
| | PSI | 29-72 |
| Flow | Lt/min | 20-30 |
| Hardness | °F | 7-14 |
| | °DH | 4-7.5 |
| | °E | 5-9.5 |
| | Ppm | 70-140 |
| Mineral residues | Mg/l | 300/400 |
| Conductivity | µS/cm | 300/400 |

Electrical Connection

| | | |
|--------------------|----|------|
| Voltage | V | ± 6% |
| Frequency | Hz | ± 1% |
| Wash Cycle | °C | 55 |
| Rinse Cycle | °C | 85 |

Operating Environment

| | | |
|------------------------------|----|--------|
| Operating Temperature | °C | 5-35 |
| | °F | 41-95 |
| Storage Temperature | °C | 10-70 |
| | °F | 50-158 |

Noise Level

The noise of the machine, measured at the manufacturer site, is less than 70dB

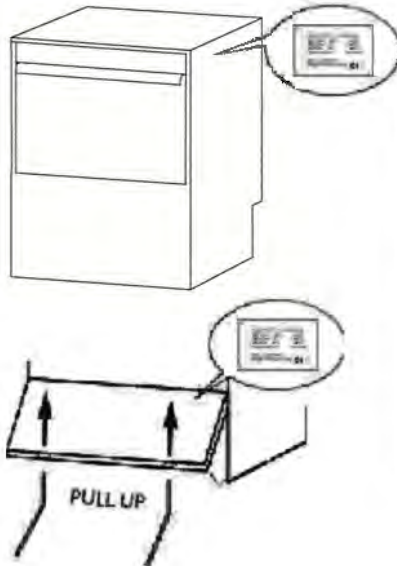
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Rating Plate

The rating plate of the appliance contains identification and technical data and is located as per diagrams below.

To access the lower front panel extract the front panel with an Allen key tool or similar by inserting it inside the holes on the under side of the panel. Pull the panel up carefully.



| | |
|--|--|
|  Culinaire | Imported and Distributed 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: AT40ST Description: Culinaire U/C Glass Washer Date of Manufacture: 5/11/2010 |
| Voltage: 220v- 240v 50 Hz Rated Current: 14.5Amps Protection: IPX1 |   AT55200.101 Lic xxxxx  |

Sample Only

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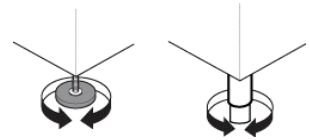


Installation

ATTENTION

**Ensure that a trained person installs this machine.
Ensure the customer is trained on how to use the machine.
Ensure the customer is given the manual**

- Position the dishwasher and level the appliance by turning the relative height-adjustable feet.



ATTENTION

Water Hardness

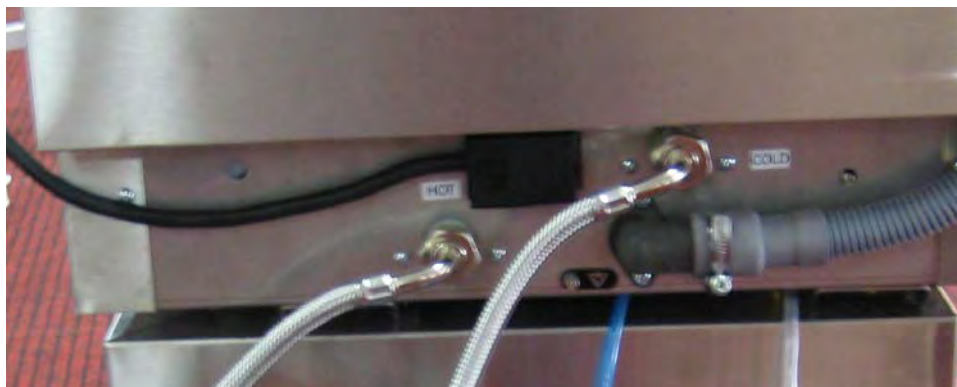
If the water hardness is higher than specified in the technical data section a water softener of adequate size must be installed before the inlet solenoid valve.

If not installed wash results will be poor.

If not installed warranty could be voided

Water Supply Connections

- Connect one flexible hose (supplied) to the cold water valve connection.
- Connect the other flexible hose (supplied) to the hot water valve connection.



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Drain Connections

- Connect the drain hose (supplied) to a suitable drainage point. Typically, this will be the dishwasher connection spigot on a P or S Trap.



Electrical Connection

WARNING!

This machine must be installed in accordance with AS/NZS 60335.1

The electrical supply shall comply with the rating plate data. (15amp)

The machine is supplied with a plug and lead.

The machine must be plugged directly into the power outlet. The use of extension leads or power boards are not to be used.

If the supply cord is damaged, it **MUST** be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard. Power cable cannot be stretched kinked, pressed, during normal operation, service or anytime.

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Detergent Installation and Adjustment.

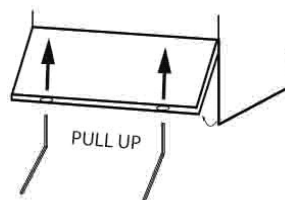
- Locate the correct hose/tube on the rear of the machine.



Detergent
Hose (Clear)

- Place the correct hose/tube into the detergent bottle.
- Open the front panel with Allen tool or similar by inserting it inside the holes on the under side of the panel. Pull up the panel carefully.

Before removing the front panel make sure the machine is disconnected from the main breaker.

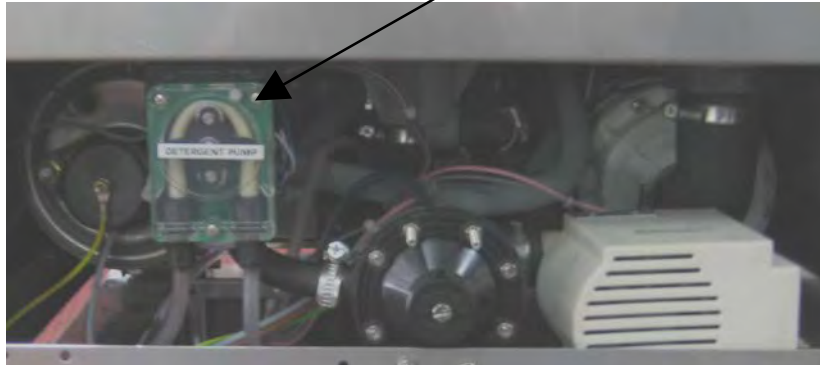


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- Locate the peristaltic detergent pump.

Detergent Pump
Adjustment Screw



- Locate the adjustment screw as in the photo below.



- Reduce the amount of detergent by screwing the needle valve anticlockwise.
- Increase the amount of detergent by screwing the needle valve clockwise.

WARNING!

For optimal washing results as well as to extend the life of the machine, ensure correct detergent and dosage is used.

Always follow the instructions of the manufacturer for correct cleaning agents. Improper dosages result in unsatisfactory washing results and excess pollution.

Do not use corrosive or pollutant products to protect and maintain the machine and never exceed dosages indicated by detergent manufacturer. Never leave the dispenser dry or charged with corrosive or foreign products, as it will result in loss of warranty.

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Rinse Aid Installation and Adjustment.

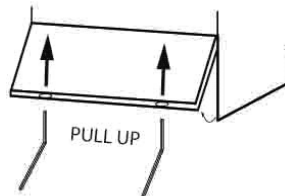
- Locate the correct hose/tube on the rear of the machine.



Rinse Aid
Hose (Blue)

- Place the correct hose/tube into the rinse aid bottle.
- Open the front panel with Allen tool or similar by inserting it inside the holes on the under side of the panel. Pull up the panel carefully.

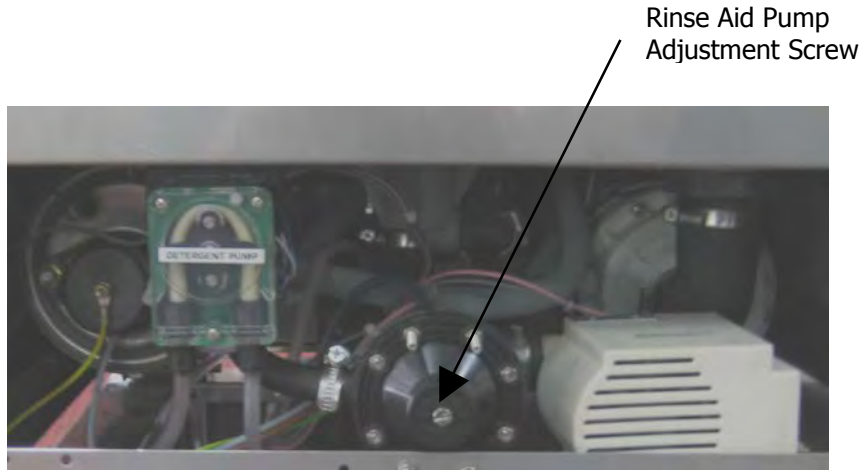
Before removing the front panel make sure the machine is disconnected from the main breaker.



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- Locate the rinse aid pump.



- Locate the adjustment screw as in the diagram above.



- Reduce the amount of rinse aid by screwing the needle valve anticlockwise.
- Increase the amount of rinse aid by screwing the needle valve clockwise.

Suggestion

To check the effectiveness of the rinse aid, look at a freshly washed glass against a well illuminated background.

If there are drops of water remaining on the glass – then the rinse aid should be increased.

If there are streaks on the glass – decrease the amount of rinse aid.

Note:

If changing to a different detergent or rinse aid type (even one by the same manufacturer), you must rinse the suction and pressure hoses with fresh water before connecting the new detergent or rinse aid container. Otherwise, the mixing of different types of detergent or rinse aid will cause cristallisation, which may result in a breakdown of the dosing pump. Failure to observe this condition will invalidate the guarantee and product liability.

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INSTALLER REMARKS

INSTALLATION DATE: _____

INSTALLATION PLACE: _____

INSTALLATOR NAME: _____

MACHINE SERIAL NUMBER: _____

SIGNATURE: _____

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Operation

General Recommendations

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, i.e. for washing of dishes with water and specific detergent. Any other use is to be considered improper.

WARNING!

Before any cleaning or maintenance operation, disconnect the dishwasher by switching off the electricity at the mains or pulling the plug out.

Do not leave the dishwasher switched on unnecessarily.

If any fault is detected, disconnect the dishwasher from the mains, close the main water supply and call the service agent.

Do not use the dishwasher in an explosive atmosphere.

Do not wash or clean the machine with a hose or harmful materials.

Avoid exposure to direct heat and/or humidity sources.

Do not use the machine if the supply cable is damaged.

The manufacturer declines any liability for damages to persons and/or things due and to an improper/wrong and/or unreasonable use of the machine.

Never close the water cock while the machine is working.

Use only professional detergents and rinse aid and store them in a cool and dry place, out of the reach of children.

The machine is equipped with safety micro switch to stop the operation in case the door would be opened during the wash process. The pump motor is equipped with a terminal probe, 160°C (320°F) to avoid overheating.

To avoid vibration, the machine is equipped with adjustable feet.

This appliance 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 use of the appliance by a person responsible for their safety.

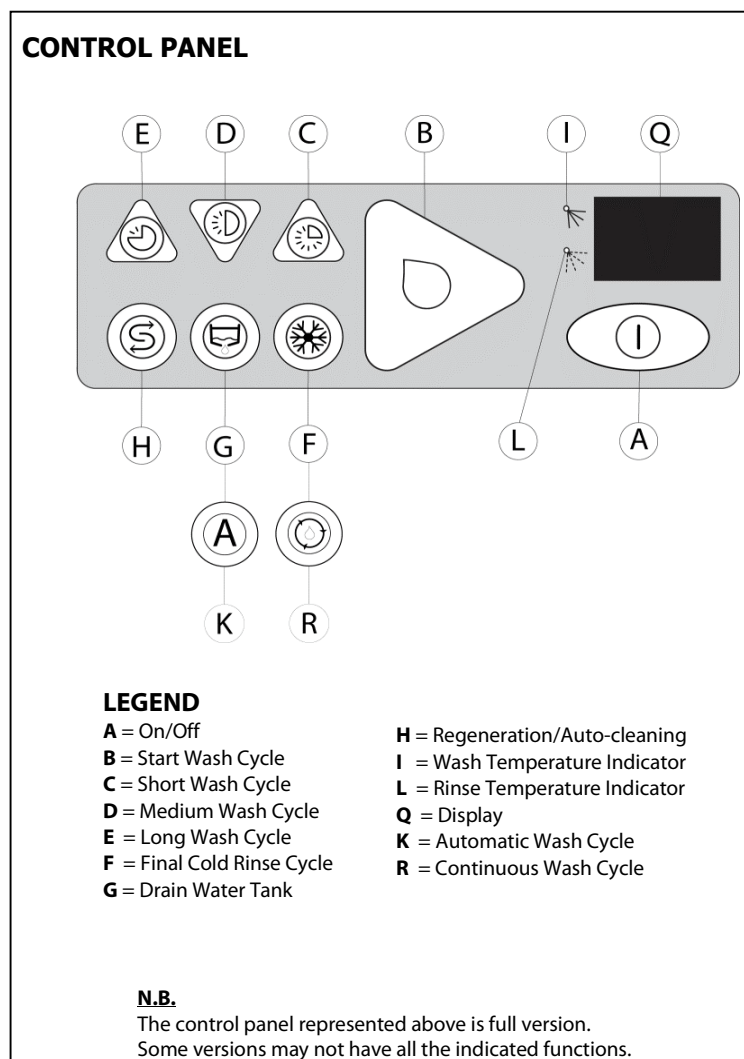
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Suggestions Before Using The Dishwasher

- Do not allow food to dry on the dishes before washing.
- Remove large food scraps from the dishes to prevent clogging the filters.
- Pre-wash the dishes by spraying them with cold or lukewarm water, without using any detergent.
- To have best washing results place all cutlery in the cutlery basket with the handles downwards paying attention to avoid potential injuries.
- Do not allow silverware to come in contact with other metals.
- Take care when washing decorated or fragile dishes.

Starting / Wash Cycles



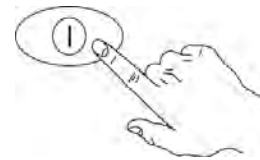
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Starting the Machine

- Open the door and verify that all filters are in the correct position.
- Open main water supply cock.
- Switch on at the mains.

- Close the door and press button "A" to turn ON the machine.



- The machine will start to automatically fill with water. During water filling process the control will display "**FILL**".



- If during this process the door is opened, "**CLOSE DOOR**" is displayed. Close the door.
- During the filling and water heating process button "B". will be an **AMBER** colour.
- After the water-heating process is finished and the temperature is reached, the button "B" will be a **GREEN** colour.
- The machine is now **READY** to use.

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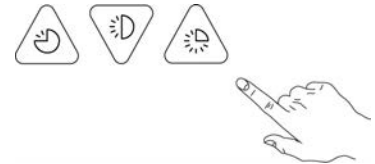


Washing Cycle

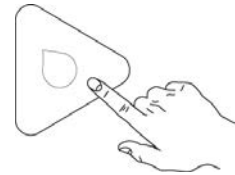
The wash cycle includes one wash with hot water and detergent at 60°C (140°F) and one rinse cycle with hot water and rinse aid at 85°C (185°F).

To start a wash cycle follow the steps below.

- Open the door.
- Insert dirty loaded dishes basket.
- Close the door.
- Choose one of the available wash cycles:
 - Button "C" - Short Cycle
 - Button "D" - Medium Cycle
 - Button "E" – Long Cycle



- Press button "B" to start the washing cycle.



- During washing cycle button "B" will blink GREEN and the time remaining is displayed.
- Wait until is the control displays "**END**". The wash cycle is now finished, open the door and remove the clean dishes basket.



- If during wash cycle the door is opened, the washing cycle is stopped and "**CLOSE DOOR**" is displayed on the control panel.

Thermo Stop

The machine is configured with "THERMO STOP" enabled. This function ensures the rinse water temperature is maintained at the correct temperature to ensure the correct final sanitization rinsing conditions.

The temperature is calibrated to the requirement of the local authorities.

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In the event that the rinse water temperature is below the required temperature, the machine will continue to wash until the rinse water temperature reaches the correct level.

- During thermo stop-washing cycle the control panel will display "SAFE" until final rinse temperature is reached and the cycle is finished.



Final Cold Rinse

The machine is capable of a short final cold rinse. If the cold-water hose has been connected during installation.

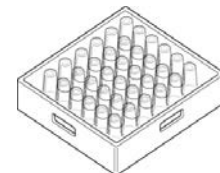
To active the final cold rinse

- Press button "F" short cold final rinse before or during the washing cycle.



Correct Loading of Glass Racks

- Load glasses upside down in the supplied basket.
- Slide the basket in to the machine.
- Carefully close the front door of the machine.





WARNING!

The appliance will not remove burnt food deposits from dishes. Dishes with burnt-on food deposits should be cleaned mechanically/chemically (for example, pre-wash under running water) before putting them in the dishwasher.

The use of "foaming" and not specific detergents or in any case detergents used in different ways from that prescribed by the manufacturer or failure to remove the residuals of detergent possibly used for manual prewash can cause malfunctioning of the dishwasher and compromise washing results.

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Daily Cleaning and Shutdown

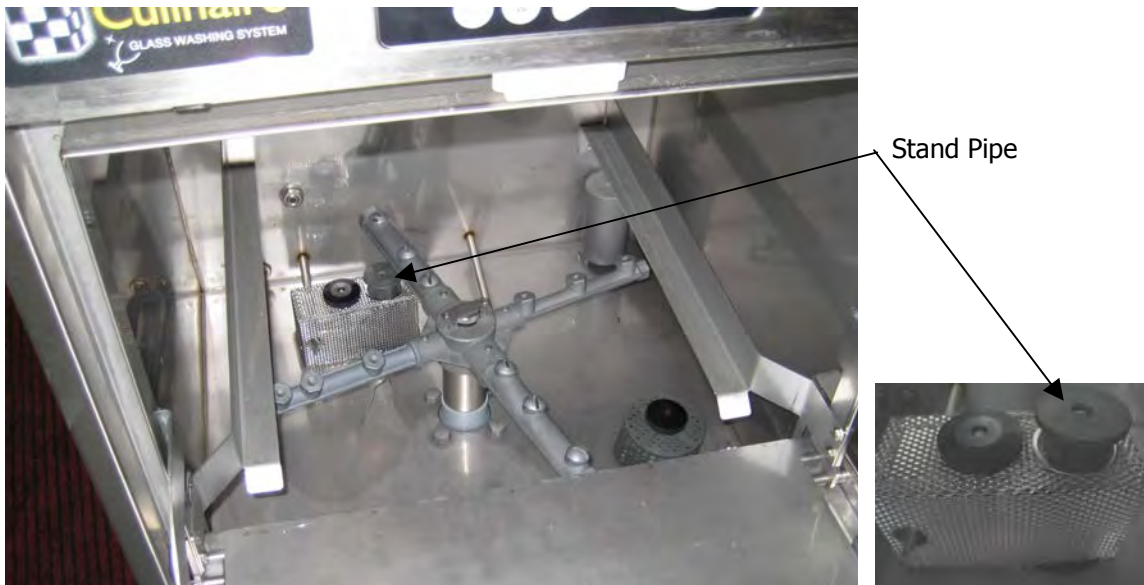
In order to have excellent washing results, it is recommended to change the water in the machine at least twice a day and properly clean all the filters inside the tank.

WARNING!

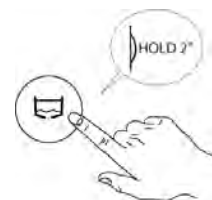
Only remove the wash tank filters when all the water has drained from the machine.
Failure to follow this instruction leads to the possibility of solid matter entering the pump and causing major damage.
This may void the warranty.

Draining the Water from the Machine.

- Turn OFF the machine by pressing button "A" On/Off.
- Open the door and remove the stand pipe by gently pulling up.



- Hold button "G" drain water' until it starts drain process.

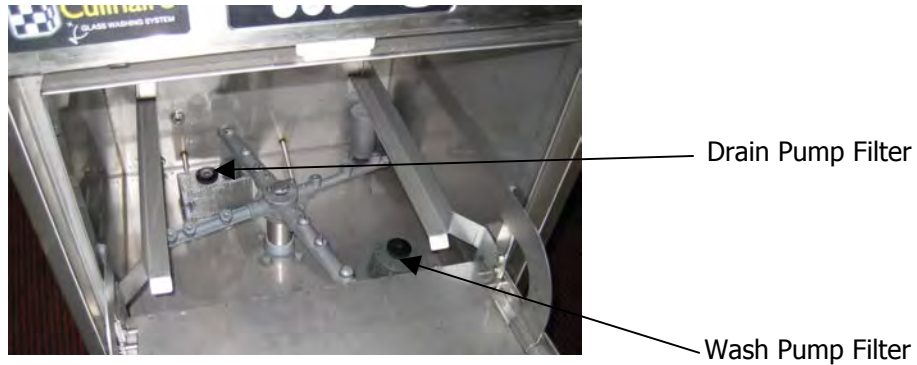


- Wait until all the water is completely drained out from the tank. The machine will turn OFF automatically after completing drain process.

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Cleaning the Filters



- Turn OFF the machine by pressing button "A" On/Off.
- Manually remove the drain pump filter in the rear of the washing chamber by unscrewing the plastic retainer knob.



- Manually remove the wash pump filter in the front right hand position of the washing chamber by unscrewing the plastic retainer knob.



- Wash and clean the filters under a tap with fresh water.
- Carefully replace all filters inside the machine.

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Cleaning the External Surfaces

- Turn off the power at the mains.
- Wipe the external surfaces of the machine with a damp soft cloth rinsed in warm soapy water.
- Care should be taken to avoid wetting the electronic controller.

WARNING!

Clean stainless steel surfaces by using warm soapy water; never use detergent containing abrasive substances nor steel scrapers, common wire wool, brushes or scrapes; rinse thoroughly using a wet cloth and carefully wipe dry.

Do not wash the appliance by using direct or high-pressure water jets.

Turning off the Machine- Shutdown

- Drain all water from the tank.
- Turn OFF the machine by pressing button "A" On/Off.
- Remove and clean the tank filters.
- Close the door and turn off the power at the mains.

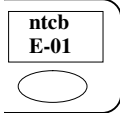
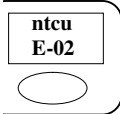
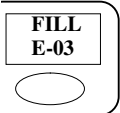
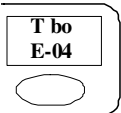
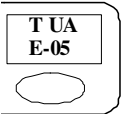


Maintenance

Control Panel Warning Messages


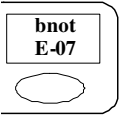
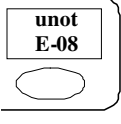

WARNING!
Messages will be only be displayed with the machine turned on.

Trouble shooting

| Message | Error | Fault | Check |
|---|---------------------------------|--|--|
|  | Booster Temperature Probe Error | Booster temperature probe not connected or faulty. | Verify that the probe is correctly and well connected to the electronic board. Verify that the probe is correctly positioned inside the booster and there is not presence of limestone on it. |
|  | Tank Temperature Probe Error | Tank temperature probe not connected or faulty. | Verify that the probe is correctly and well connected to the electronic board. Verify that the probe is correctly positioned inside the tank and there is not presence of limestone on it. |
|  | Water Fill Error | Water fill not completed during the available maximum time (10min). N.B. If water fill timing expires or in case of water level signal is not detected solenoid valve is automatically interrupted. To restart solenoid valve press any button on the control panel. | Verify that water supply is correctly connected, opened and free of obstructions. Verify that solenoid valve filter is free of possible obstructions and deposits. Verify that water supply pressure is adequate. Verify that machine's door is completely closed and the overflow device is correctly positioned inside the tank. |
|  | Booster Temperature Limit Error | Booster temperature maximum set point reached (set point +14°C / 57°F). | Substitute The Electronic Board |
|  | Tank Temperature Limit Error | Tank temperature maximum set point reached (set point +7°C / 44°F). | Substitute The Electronic Board |

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| Message | Error | Fault | Check |
|---|-----------------------------------|--|--|
|  | Drain Anomaly | Drainage not completed on the maximum programmed timing. | Verify that the overflow device is completely removed and no obstructions are present on the water drain line. Verify that drain wires are correctly connected to the electronic board. |
|  | Booster Heating | Maximum booster heating time reached (15min). | Verify that heater element wires are correctly connected to the electronic board. Verify that heater element works correctly and there is not presence of limestone on it. |
|  | Tank Heating | Maximum tank heating time reached (30min). | Verify that heater element wires are correctly connected to the electronic board. Verify that heater element works correctly and there is not presence of limestone on it. |
|  | Parameters Error Or Damaged Board | Memory parameters error or damaged board. | Substitute The Electronic Board |

Machine Events following a Warning Error

- Booster and tank heating elements are interrupted
- All loads are stopped, the electronic board displays the warning code.
- The control panel is inactivated.
- All control panel leds are Off.
- Cycle is interrupted in a "hold mode" until the breakdown is restarted.
- The power to the appliance is controlled by the power button.

Safety Thermostat

All machines are provided with a safety thermostat that shuts the machine off in the event of overheating (120°C/248°F). To reset the safety thermostat press the push-button located behind the control panel. Before opening control panel, power MUST be disconnected from the machine.

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



Trouble Shooting

| | |
|--|---|
| <p>The Dishwasher Does Not Work?</p> | <p>Verify inlet main water supply is correctly connected, open and free from any obstructions.</p> <p>Verify main electrical supply is working.</p> <p>Verify the door is properly closed.</p> |
| <p>Dishwasher Does Not Wash Well?</p> | <p>Verify if the filters are cleaned, in case not, clean them.</p> <p>Verify if the washing water jets on the washing arms are not obstructed by any solid residues.</p> <p>Verify if used a correct amount and quality of detergent and rinse aid.</p> <p>Verify if the dishes are correctly loaded on the dishwasher.</p> <p>Washing cycle used is too short. Use another cycle (if available) or repeat the washing cycle.</p> |
| <p>The Dishes Are Not Rinsed Well?</p> | <p>Verify if the rinse water jets on the washing arms are not obstructed by any solid residues.</p> <p>Verify solenoid valve filter is free from any obstructions such as lime or scale.</p> <p>The inlet water pressure is inferior of 2 bar – 200 KPA. Install an external pressure device to ensure and increase the inlet water pressure inside the machine.</p> |
| <p>The Dishes Are Not Dried Well?</p> | <p>Ask the service agent to verify the instruction for the rinse aid dosing.</p> <p>Verify if the rinse aid container is empty. If yes, fill it with rinse aid product.</p> <p>Verify the quality and the quantity of the rinse aid used and check with the service agent.</p> <p>Verify the rinsing temperature is between 80°C (176°F) to 90°C (194°F) degrees.</p> |
| <p>Condensation On Glasses?</p> | <p>Verify if the rinse aid container is empty. If yes, fill it with rinse aid product.</p> <p>Verify the quality and the quantity of the rinse aid used and check with the service agent.</p> <p>Download the glasses rack immediately after the end of each cycle.</p> |
| <p>Stains On Glasses?</p> | <p>Use only non-foaming products for professional dishwashers.</p> |
| <p>Excessive Foam In The Tank?</p> | <p>Verify washing water temperature is not less than 50°C (122°F) degrees.</p> <p>Ask the service agent to verify the instruction for the rinse aid dosing.</p> |

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| | |
|---------------------------------|--|
| | <p>Ensure the tank has not been cleaned with unsuitable cleaners. Drain the tank and rinse thoroughly before new wash cycles.</p> <p>If foaming detergent has been used, drain and refill the tank with water until the foam disappears.</p> |
| Smears Or Spots On The Glasses? | Ask the service agent to verify the instruction for the rinse aid dosing. |
| In EMERGENCY! | <p>In case of fire a powder extinguisher must be used.</p> <p>In case of danger turn off the power immediately.</p> |

Maintenance Schedule

| Daily | Monthly | Yearly |
|---|---|--|
| <p>Empty the wash tank</p> <p>Remove and clean the filters</p> <p>Wipe the front of the machine</p> <p>Check detergent and rinse aid levels</p> | <p>Descalc the rinse and wash jets every month using vinegar or a descaling agent</p> | <p>Descalc the boiler, the internal surface of the tank and the appliance water piping once or twice a year.</p> <p>The internal hose of the rinse aid and detergent peristaltic dispenser should undergo periodic maintenance (once or twice a year).</p> <p>Clean solenoid valve filter by extracting it from the inside of the valve and by unplugging the water inlet tube</p> |

UNINSTALL (Long period of inactivity)

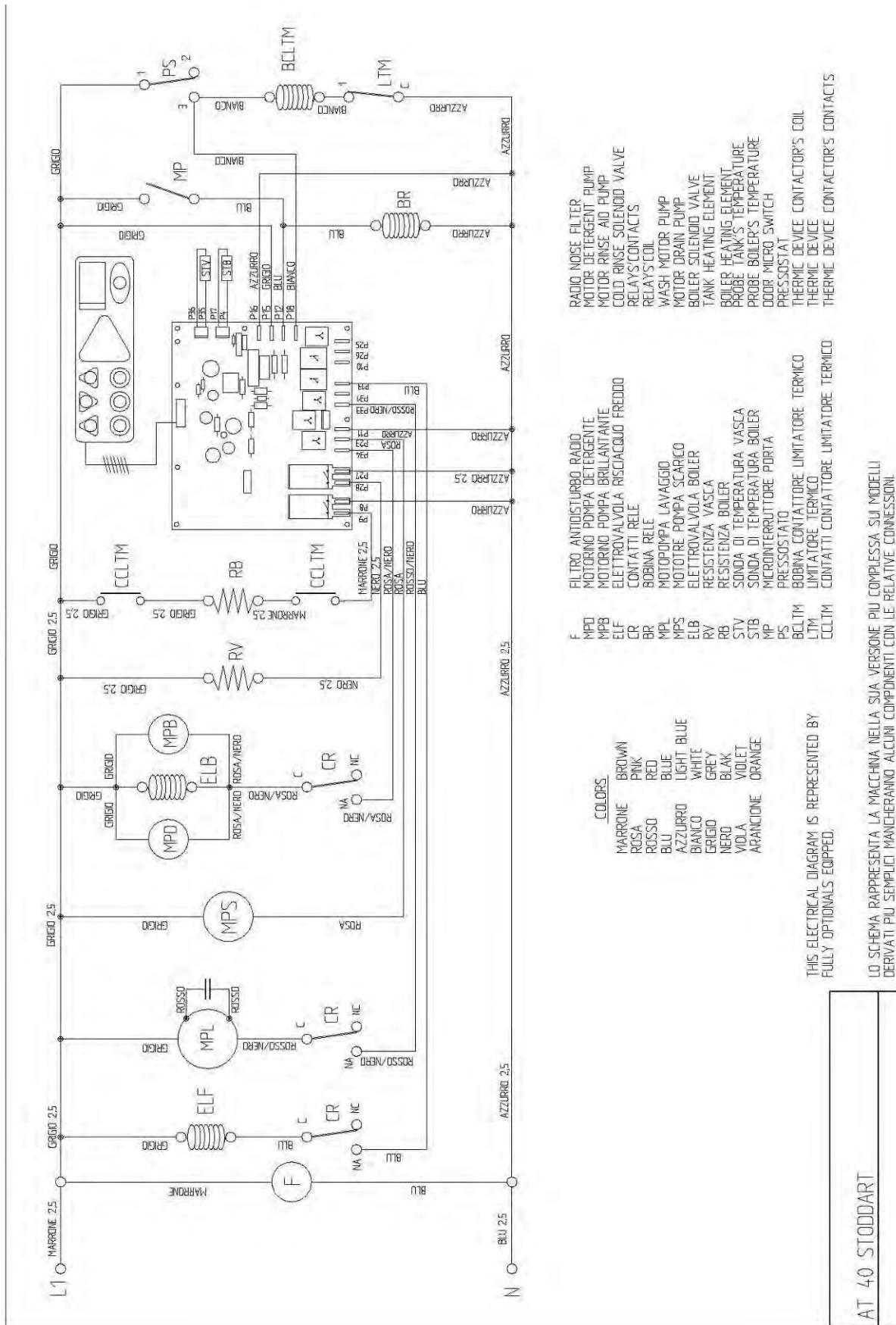
Only qualified technicians can take the machine out of operation:

- Shut water line off (water valve) and electric supply (main breaker).
- Completely drain the tank.
- Remove and carefully clean the filters.
- Completely drain the incorporated dispenser hoses, removing them from the containers.
- Drain the detergent and rinse aid nozzles with fresh water first and after with water and glycerine (50% - 50%) taking care that nozzles remain clean and lubricated inside.
- Drain the booster completely by removing the screw located under the machine.
- Spread a thin film of vaseline oil over all the stainless steel surfaces.

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Electrical Diagram

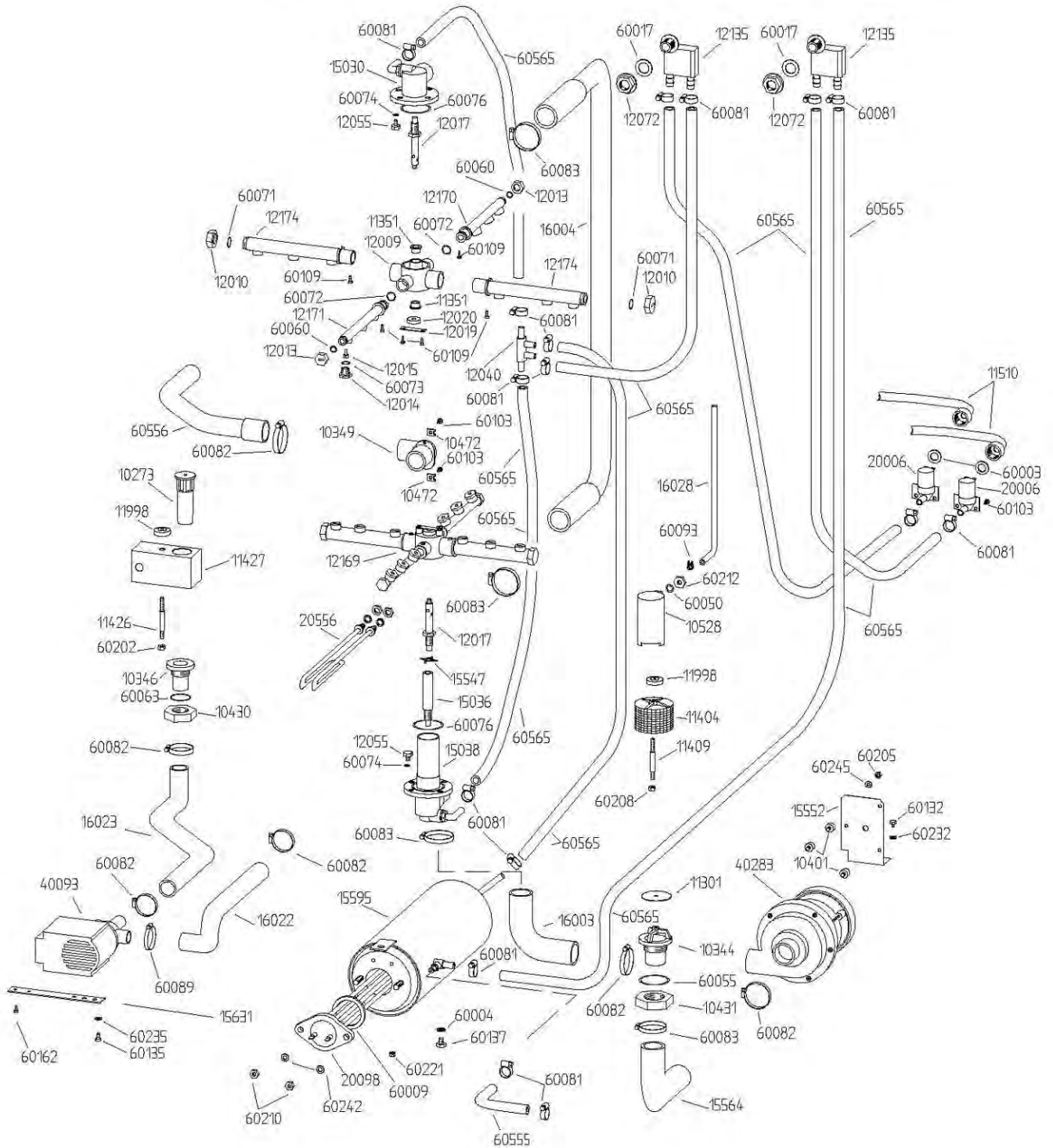


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Hydraulic Diagram

TAV. No 426 AT 40 STODDART



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Warranty

Appendix 1 – 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).

1.0 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.

2.0 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.

3.0 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;

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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:

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 authorized 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.

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4.0 Warranty Claim Procedure

- a) The following procedure must be followed to claim under Stoddart's warranties:
- b) 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.
- c) 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.
- d) 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.
- e) Stoddart will not arrange a warranty call out until it receives the above information from you in writing.
- f) 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.
- g) Customer must quote the official authorisation number on all correspondence and invoices relating to a warranty claim to ensure prompt processing by Stoddart.
- h) 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.

5.0 Timing of Warranty Services

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

6.0 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

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