

First in Cooking, Built to Last.

southbend

A MIDDLEBY COMPANY

IMPORTANT FOR FUTURE REFERENCE

Please complete this information and retain this manual for the life of the equipment:

Model #: _____

Serial #: _____

Date Purchased: _____

OPERATOR'S MANUAL

FOR MODEL EZ-3 and EZ-5

Simple Steam COUNTERTOP STEAMERS



Model EZ-3



Model EZ-5

! WARNING

Improper installation, operation, service, or maintenance can cause property damage, injury, or death. Read this manual thoroughly before installing and operating this equipment.

1100 Old Honeycutt Road, Fuquay-Varina, NC 27526
(800) 348-2558 or (919) 552-9161 • FAX (800) 348-2558 or (919) 552-9798



SAFETY PRECAUTIONS

Before installing and operating this equipment, be sure everyone involved in its operation is fully trained and aware of precautions. Accidents and problems can be caused by failure to follow fundamental rules and precautions.

The following symbols, found throughout this manual, alert you to potentially dangerous conditions to the operator, service personnel, or to the equipment.



This symbol warns of immediate hazards which will result in severe injury or death.



This symbol refers to a potential hazard or unsafe practice which could result in injury or death.



This symbol refers to a potential hazard or unsafe practice which could result in injury, product damage, or property damage.



This symbol refers to information that needs special attention or must be fully understood, even though not dangerous.

WARNING **FIRE HAZARD**

For your safety, do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.

Keep area around appliances free and clear of combustibles.

WARNING **SHOCK HAZARD**

Do not open panels that require use of tools.

Unit must be cleaned daily and properly maintained to reduce chances of unsafe operating conditions.

WARNING **BURN HAZARD**

Watch for clogged drain - can create burn hazard when door is opened.

Stand back when opening doors - hot steam or hot water may escape from steamer.

NOTICE

Be sure this Operator's Manual and important papers are given to the proper authority to retain for future reference.

Congratulations! You have purchased one of the finest pieces of heavy-duty commercial cooking equipment on the market.

You will find that your new equipment, like all Southbend equipment, has been designed and manufactured to meet the toughest standards in the industry. Each piece of Southbend equipment is carefully engineered and designs are verified through laboratory tests and field installations. With proper care and field maintenance, you will experience years of reliable, trouble-free operation. **For best results, read this manual carefully.**

RETAIN THIS MANUAL FOR FUTURE REFERENCE.

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Read these instructions carefully before attempting installation. Installation and initial startup should be performed by a qualified installer. Unless the installation instructions for this product are followed by a qualified service technician (a person experienced in and knowledgeable with the installation of commercial gas an/or electric cooking equipment) then the terms and conditions on the Manufacturer's Limited Warranty will be rendered void and no warranty of any kind shall apply.

In the event you have questions concerning the installation, use, care, or service of the product, write to:

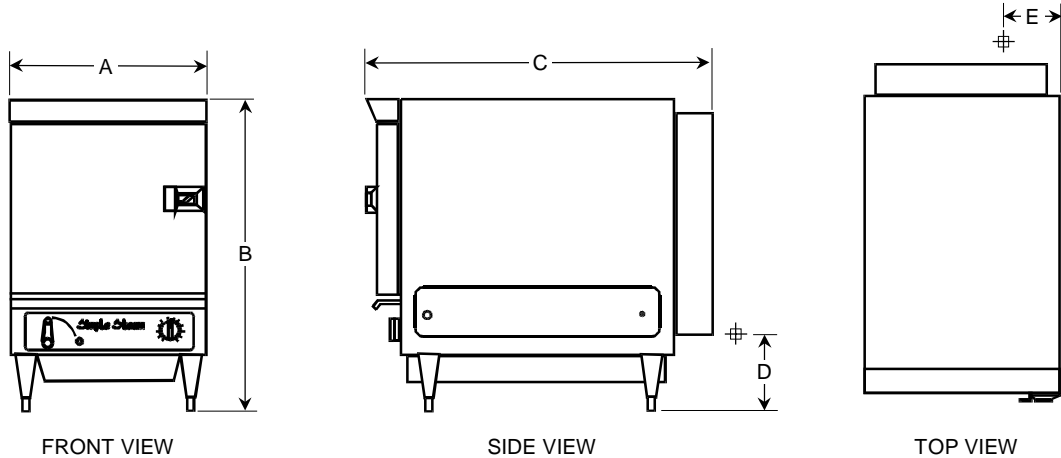
Technical Service Department
 Southbend
 1100 Old Honeycutt Road
 Fuquay-Varina, North Carolina 27526 USA

The serial plate is located on the right side of the unit near the back and top (see Figure 2 on page 7).



SPECIFICATIONS

DIMENSIONS



⊕ = Electrical Connection Terminal Block

Model	Width	Height	Depth	Electrical Connection		Crate Size				Crated Weight
	A	B	C	D	E	Width	Depth	Height	Volume	
EZ-3	16.375" 416 mm	24.25" 616 mm	30.25" 768 mm	6" 153 mm	2.44" 62 mm	20" 508 mm	34" 864 mm	37" 940 mm	14.6 cu. ft. 0.41 cu. m.	150 lbs. 68 kg.
EZ-5	16.375" 416 mm	30.25" 762 mm	30.25" 768 mm	6" 153 mm	2.44" 62 mm	20" 508 mm	34" 864 mm	37" 940 mm	14.6 cu. ft. 0.41 cu. m.	175 lbs. 79 kg.

Internal Dimensions: EZ-3: 13.5" W x 22" D x 9.5" H; EZ-5: 13.5" W x 22" D x 15.5" H

UTILITY INFORMATION

One electric connection is required.

IMPORTANT: UNIT MUST BE LEVEL FOR PROPER OPERATION. WARRANTY WILL BE VOIDED FOR IMPROPER INSTALLATION.

All units shipped per customer order, three phase or single phase.

Kit available for field conversion to three phase or single phase.

Total Connected Amps	Max. Amps per Line			
	EZ-3		EZ-5	
	1 Phase	3 Phase	1 Phase	3 Phase
208 V 60 Hz	40	24	57	33
220 V 50/60 Hz	38	23	54	31
240 V 60 Hz	35	21	49	29
380/220 V 50 Hz	23	14	31	19
415/240 V 50 Hz	21	13	29	17
480 V 60 Hz	18	13	25	15

Circuit must be wired for maximum amps at required voltage.



INSTALLATION

WARNING

DO NOT CONNECT 3/4" ID GREY HOSE IN REAR OF UNIT TO ANYTHING. THESE ARE VENT HOSES AND MUST BE ALLOWED TO DRAIN INTO PAN. FAILURE TO COMPLY COULD CAUSE A DANGEROUS PRESSURE RISE INSIDE OF THE STEAMER.

CAUTION

Do not locate unit adjacent to any high heat or grease producing piece of equipment, such as a range top, griddle, fryer, etc., that could allow radiant heat to raise the exterior temperature of the steam body above 130°F (54°C). DO NOT MOUNT ABOVE OTHER COOKING EQUIPMENT.

NOTICE

These installation procedures must be followed by qualified personnel or warranty will be void.

Local codes regarding installation vary greatly from one area to another. The National Fire Protection Association, Inc. states in its NFPA 96 latest edition that local codes are the "authority having jurisdiction" when it comes to installation requirements for equipment. Therefore, installations should comply with all local codes.

The unit, when installed, must be electrically grounded and comply with local codes, or in the absence of local codes with the National Electrical Code ANSI/NFPA 70-latest edition.

Canadian installation must comply with CSA-Standard (C22.2 No. 109-M1981 General Requirements-Canadian Electrical Code, Part II. 109-M1981) Commercial Cooking Appliances.

Step 1: Unpacking

IMMEDIATELY INSPECT FOR SHIPPING DAMAGE

All containers should be examined for damage before and during unloading. The freight carrier has assumed responsibility for its safe transit and delivery. If damaged equipment is received, either apparent or concealed, a claim must be made with the delivering carrier.

Apparent damage or loss must be noted on the freight bill at the time of delivery. The freight bill must then be signed by the carrier representative (Driver). If the bill is not signed, the carrier may refuse the claim. The carrier can supply the necessary forms.

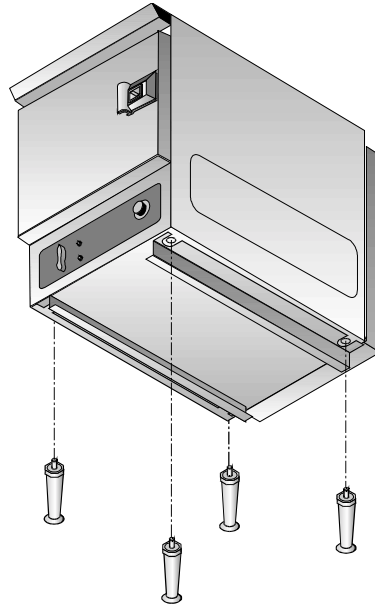
A request for inspection must be made to the carrier within 15 days if there is concealed damage or loss that is not apparent until after the equipment is uncrated. The carrier should arrange an inspection. Be certain to hold all contents plus all packing material.



Step 2: Install the Legs

1. Uncrate carefully. Report any hidden damage to the freight carrier IMMEDIATELY.
2. Do not remove any tags or labels until unit is installed and working properly.
3. Remove placeholder bolts holding bottom cover onto unit and discard.
4. Screw legs into the bottom of the unit until approximately 1/4" of thread is showing. The legs with rubber suction cups go on the back of unit.
5. Slip drain pan guides into place between legs and bottom of steamer, as shown in Figure 1, making sure that pan stops are toward the rear of the unit.
6. Tighten legs, making sure that the pan guides stay seated against the leg threads.
7. To level the unit, adjust the base of unit's legs.
8. Place custom drain pan under unit.

Figure 1



NOTICE

Unit must be level to assure maximum performance. Improper leveling may void warranty.

! CAUTION

WATER FROM A FULL CAVITY CANNOT BE HELD IN A 12" x 20" X 2½" PAN..



Step 2: Electric Connection

A field connection Fuse Block is located at the rear of the unit, lower left side. A hole is provided for a 3/4" conduit fitting (solid or flex). Rear cover and fuse block cover must be removed to gain access to fuse block. Refer to Figure 2.

Be sure that the input voltage matches the requirement on the serial plate. The unit is factory wired per customer order.

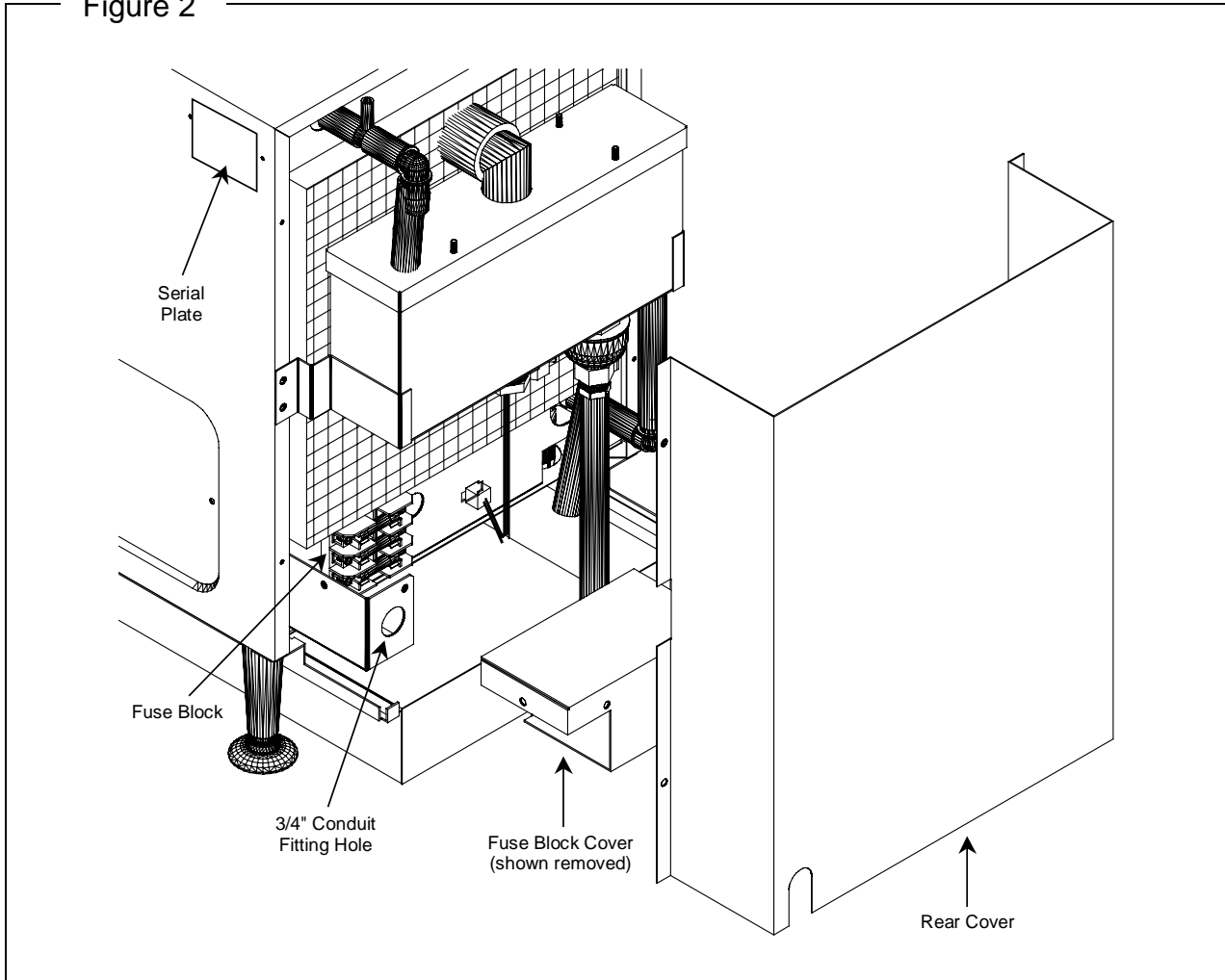
! WARNING

A POSITIVE GROUND CONNECTION IS ESSENTIAL. DO NOT ALLOW ANY TAMPERING OR ADJUSTMENT OF ANY CONTROL OR WIRING. THE UNIT IS FACTORY SET. ADJUSTING ANY INTERNAL COMPONENT OTHER THAN THE MAIN FUSE BLOCK CAN VOID THE WARRANTY.

THIS UNIT REQUIRES A KIT TO BE FIELD CONVERTED FROM THREE-PHASE TO SINGLE-PHASE OR VICE-VERSA. CONSULT FACTORY FOR PHASE CHANGES.

All 208-220-240 and 480 volt units will have three fuse block sections, "L1-L2-L3", for use with either 3-wire 3-phase or 2-wire, single-phase, 50 or 60 Hz. All 380V and 415V units will have four fuse block sections, "L1-L2-L3-N," for use with European style 4-wire 3-phase with neutral.

Figure 2



INSTALLATION

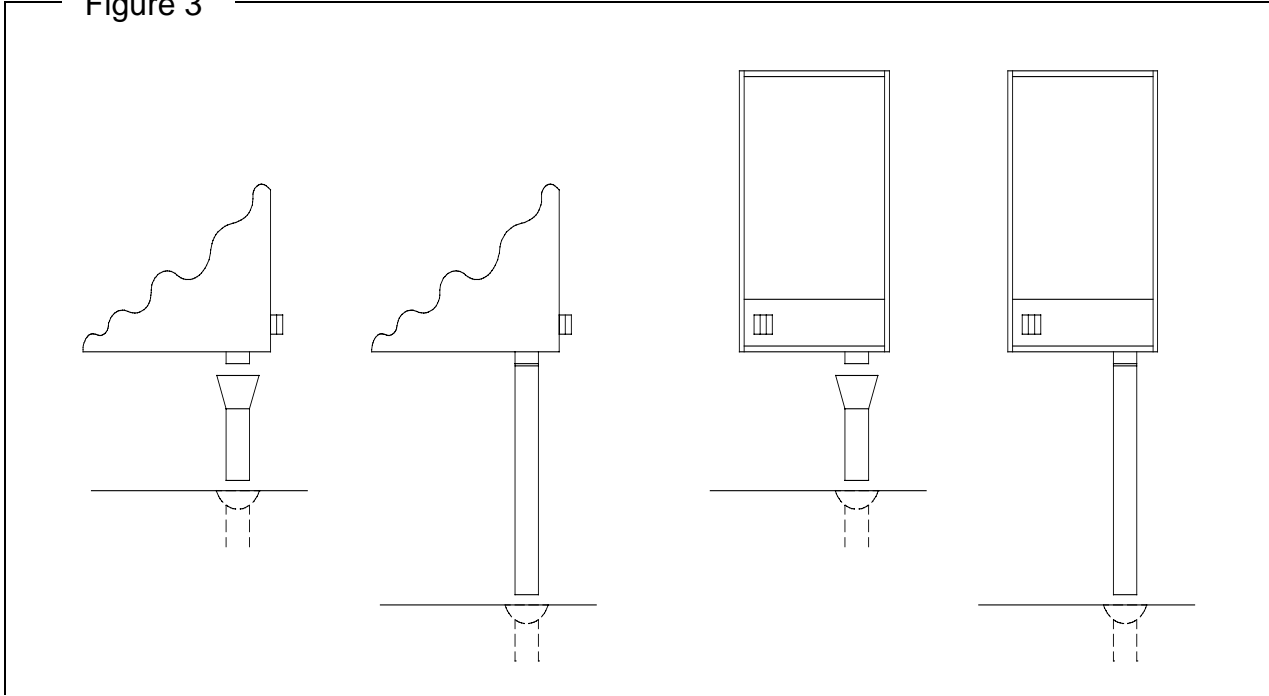


Step 3: Optional Floor Drain

The drain valve is 1/2" NPT. Position the unit near, but not on top of, an open floor drain. Allow at least a 1" air gap.

DO NOT directly plumb to the unit unless you also install an "open funnel" downstream of this connection in the drain system. The "open funnel" is intended to eliminate any water from entering the steamer because of a blocked drain. Any connection that allows the build-up of back pressure in the unit (such as a reduction in pipe size to a line smaller than 1/2" or a 90 degree angle in the line prior to the "open funnel" drain discharge point) may cause personal or property damage and will therefore void the warranty. (See Figure 3)

Figure 3



PERFORMANCE CHECK

The following items should be checked within the first 30 days of operation by a qualified service technician.

1. Check doors for proper alignment.
2. Ensure proper opening and closing of doors.
3. Open door and remove cavity bottom cover, if present.
4. Ensure that the light comes on when lever is set to the "ON" position.
5. An audible "click" should be heard when the door switch actuator rod is depressed and held. This indicates proper functioning of the contactor as it closes. You should hear a second audible "click" (in less than 75 seconds) as the contactor opens. Release rod.
6. Pour approximately 2 gallons of water into trough, ensuring that the cavity bottom is covered.
7. Depress and hold the door switch for 2 minutes. The contactor should close when the switch is first depressed and stay closed during this period.
8. Close the door and wait approximately 12 minutes until the contactor closes, indicating the unit has reached operating temperature.



OPERATION

STARTUP

1. If the cavity bottom cover is present, open door and remove.
2. Turn lever to "ON" position with door open.
3. **Important:** Pour water into trough above the door until water is observed passing through the fill / drain opening at left rear corner of cavity bottom.
4. Add additional water through trough or through door up to "-WATER LEVEL-" mark.

NOTICE: WATER SPECIFICATION

To meet warranty requirements, supply water must meet the following specification:

Total Dissolved Solids (TDS)	60 PPM
Hardness	2 Grains or 35 PPM
pH Factor	7.0 to 7.5

5. Replace cavity bottom cover (if present).
6. Unit will be ready for cooking in approximately 12 minutes.

OPERATION

1. Suggested cooking times for various foods are shown in the table in the following section.
2. Pan specifications are shown on specifications page (page 4).
3. The door may be opened or closed at any time.
4. Unit will automatically idle at operating temperature when and if the door is closed and there is no food in the cavity.
5. Timer can be used as desired. However, it has no effect on unit operation.
6. Add proper amount of water through the trough (above the door) or directly through the door when water level is low.
7. If unit runs out of water the "CHECK WATER LEVEL" light will illuminate. Follow step # 6, above.

SHUTDOWN

1. The custom drain pan or a 12"x 20"x 4" non-perforated stainless steel pan should be located under the unit at all times.
2. Turn lever to the "OFF" position.
3. Empty drain pan after allowing water to cool.
4. Remove pan guides and cavity bottom cover (if present).
5. Wipe out steamer (with Lime-A-Way or equivalent deliming solution as necessary), RINSE THOROUGHLY WITH CLEAN WATER.
6. Ensure drain opening is clear.
7. Replace pan guides and cavity bottom cover (if present).
8. Leave the door open at night after cleaning.
9. DO NOT USE high-chlorine or bleach solution for cleaning the door gasket.
10. DO NOT USE steel wool or other metallic pads in the steamer.

OPERATION



COOKING HINTS

COOKING TIPS

Schedule cooking of fresh vegetables so that they will be served soon after they are cooked. If it is necessary to prepare them in advance, they can be plunged into cold water, drained thoroughly and held under refrigeration until needed for service.

Five pounds of cold cooked vegetables can be reheated in the steamer in 5 to 10 minutes, depending upon the variety.

SUGGESTED COOKING TIMES

Timer settings are for general guidance only. Differences in food quality, size, shape, freshness, load size, and desired degree of doneness must be taken into consideration and adjustments made in time, if necessary.

COOKING HINTS

Product	Weight	Portions	Cooking Time (minutes)	Pan Used
Asparagus				
Fresh	3½ lbs.	14 (4 oz.)	8-10	Full/Perforated
Frozen Spears (Thawed)	5 lbs.	20 (4 oz.)	9	Full/Perforated
Beans				
Green - Frozen, Cut	5 lbs.	20 (4 oz.)	12	Full/Perforated
Green - Fresh	5 lbs.	20 (4 oz.)	15-17	Full/Perforated
Wax - Frozen	5 lbs.	20 (4 oz.)	13	Full/Perforated
Lima - Frozen	5 lbs.	20 (4 oz.)	10	Full/Perforated
Broccoli				
Spears - Fresh	4 lbs.	16 (4 oz.)	10-12	Full/Perforated
Spears - Frozen (Thawed)	5 lbs.	20 (4 oz.)	8	Full/Perforated
Brussel Sprouts				
Fresh	5 lbs.	20 (4 oz.)	15-17	Full/Perforated
Fresh	5 lbs.	20 (4 oz.)	13	Full/Perforated
Carrots				
Frozen - Whole Baby	5 lbs.	20 (4 oz.)	12	Full/Perforated
Fresh - ¼-inch Bias Cut	5 lbs.	20 (4 oz.)	12	Full/Perforated
Cabbage				
Green, Cut Into Wedges		24	15	Full/Perforated
Red, Cut Into Wedges		16	18-20	Full/Perforated
Cauliflower				
Fresh, Whole	2 lbs.	8 (4 oz.)	9-10	Full/Perforated
Fresh, Whole	2 lbs. 12 oz.	11 (4 oz.)	15	Full/Perforated
Frozen, Flowerettes	5 lbs.	20 (4 oz.)	10-12	Full/Perforated
Corn				
Fresh, Cob, 4-5 Inch Ears	5½ lbs.	15	13-15	Full/Perforated
Frozen - Whole Kernel	5 lbs.	20 (4 oz.)	8	Full/Perforated
Frozen - Cob, 6 Inch Ears	9 lbs.	14	12-14	Full/Perforated

Table continues on next page.



Table continuing from previous page.

Product	Weight	Portions	Cooking Time (minutes)	Pan Used
Mixed Vegetables				
Frozen	5 lbs.	20 (4 oz.)	12	Full/Perforated
Peas				
Frozen	5 lbs.	20 (4 oz.)	8	Full/Perforated
Potatoes				
Red Bliss - Whole	7 lbs.	28	35	Full/Perforated
Russetts - Whole	8 lbs.	20	25-35	Full/Perforated
Russetts - Peeled	5 lbs.	12	20	Full/Perforated
Russetts 1-Inch Cubes	5 lbs.	20 (4 oz.)	17	Full/Perforated
Spinach				
Fresh, Leaf	2½ lbs.	10 (4 oz.)	5	Full/Perforated
Frozen, Chopped	6 lbs.	24 (4 oz.)	35	Full/Perforated
Zucchini				
Fresh - Slices ¼-inch Thick	5 lbs.	20 (4 oz.)	6-8	Full/Perforated
Broccoli				
Spears - Fresh	4 lbs.	16 (4 oz.)	10-12	Full/Perforated
Spears - Frozen (Thawed)	5 lbs.	20 (4 oz.)	8	Full/Perforated
Eggs				
Large - Hard Cooked	12 lbs.	12	15-16	½ Perforated
Meats				
Corned Beef	6¾ lbs.	18 (6 oz.)	2 hours	Full
Hot Dogs, Thawed	5 lbs.	40 (2 oz.)	5	Full/Perforated
Hot Dogs, Frozen	5 lbs.	40 (2 oz.)	10	Full/Perforated
Fowl				
Boneless Chicken Breast	4½ lbs.	12 (6 oz.)	15	Full/Perforated
Tamales, Frozen	3 lbs.	12 (4 oz.)	20	Full/Perforated
Tortilla, Frozen 8-Inch	4 Tortillas	4	45 Seconds	Half/Perforated
Beef Ravioli, Frozen	48 Ravioli (1 lb. 8 oz.)	8	5-6	Full/Perforated
Elbow Macaroni	2 lbs. Uncooked	32 (2 oz.)	7	In Perforated Pan Nested in Solid Pan
Spaghetti	2 lbs. Uncooked	32 (2 oz.)	14	In 4-Inch Full/Perforated
Egg Noodles	2 lbs. Uncooked	32 (2 oz.)	10	Full/Perforated
Converted Rice	2 lbs. 2½ Qts. Water + Oil & Salt		25	Full/Perforated
Navy Beans	2 lbs.			Full/Perforated
Place beans in pan and cover with 3-quarts hot tap water. Steam for 2 minutes; remove from steamer and cover for 1 hour. Remove cover and place back in steamer for 40 minutes.				

Table continues on next page.

COOKING HINTS



Table continuing from previous page.

Product	Weight	Portions	Cooking Time (minutes)	Pan Used
Black Eyed Peas Place beans in pan and cover with 3-quarts hot tap water. Steam for 2 minutes; remove from steamer and cover for 1 hour. Remove cover and place back in steamer for 35 minutes.	2 lbs.			Full/Perforated
Oysters	5 lbs.	16 Count	12	Perforated Pan Nested in Full Pan 2½-Inch Deep
Shrimp, Fresh, Medium, Heads Removed	5 lbs.		6-7	Full/Perforated
Shrimp, Frozen, Large, Peeled & Deveined	5 lbs.		8	Full/Perforated
Lobster	1¾ lbs.		8	Full/Perforated
Alaskan King Crab Legs	1 lb.		4-5	Full/Perforated
Cherrystone Clams	5 lbs.	12	7	Full/Perforated
Fish Fillets	7½ lbs.	12 (10 oz.)	18	Full/Perforated Nested in Full Hotel Pan

COOKING HINTS

- For eggs cooked in the shell, adding salt to the cooking water increases cooking efficiency and decreases cooking time. If the egg cracks, the white is cooked at the crack and is sealed right away.
- To avoid green yolk (which is a deposit of iron sulfide) chill the eggs immediately after removing from the steamer by plunging them into a cold water bath (preferably containing ice).
- A quick and easy way to cook eggs for a salad mixture is to crack them directly into a solid steam table pan which has been lightly coated with salad oil. Do not mix. Steam until they are hard cooked. Remove and chop as you would for egg salad. The job of peeling is eliminated.
- Transfer steamed hot chicken to deep pan, cover with Cacciatore Sauce and finish in oven. Bake 20 to 30 minutes. May be held on steam table.
- Chicken, sausage, and/or fish may be browned in Infra-Red or Radiant Broiler after steaming by brushing with melted margarine mixed with salad oil to give a golden brown color.
- Save juices from steamed chicken or turkey to make soups, sauces, or casserole dishes.
- Chicken may be steamed in advance and refrigerated for next day's use. Be sure to bring product back to 180°F before serving.
- Save the juice from the corned beef. After the cabbage has been steamed, place it in a solid pan and add the juice for flavoring and holding on a steam table.
- Steaming brisket is a definite time saver. Boiling in water takes 40 to 50 minutes per pound. Using the Simple Steam can save 50% in cooking time.
- Cabbage, when steamed, retains its color and wedge identity. It will not break apart as it does when boiled in an open pot.
- When removing items prepared in a perforated pan, place a solid pan underneath the perforated pan with the cooked food in order to prevent dripping on the floor.
- The Simple Steam is designed to accept standard 12 x 20 pans. Fractional size pans and dishes can be used as well with the optional perforated shelf.
- For stirring, the pan does not have to be removed from the steamer. Pull pan 1/3 way out of the cavity and the entire surface is accessible.
- The door may be opened at any time during operation to remove or add food.



CLEANING

Southbend equipment is constructed with the best quality materials and is designed to provide durable service when properly maintained. To expect the best performance, your equipment must be maintained in good condition and cleaned daily. Naturally, the frequency and extent of cleaning depends on the amount and degree of usage.

Following daily and more extensive periodic maintenance procedures will increase the life of your equipment. Climatic conditions (i.e., salt air, seasonings, and water quality) may result in the need for more thorough and more frequent cleaning in order to keep equipment performing at optimal levels.



WARNING: BURN HAZARD

For proper and safe operation, this steamer must be cleaned daily as described in this manual. Failure to do so could result in serious injury or damage.

Drains must be kept clean and clear of debris.



WARNING: SHOCK HAZARD

DO NOT GET WATER IN THE CONTROLS.
This could result in expensive repairs and/or electrical shock.

De-energize all power to equipment before cleaning the equipment.

CLEANING

DAILY CLEANING

- Remove pan guides and cavity bottom cover (if present).
- Wipe out steamer (with Lime-A-Way or equivalent deliming solution as necessary) and rinse thoroughly with clean water.
- Make sure drain opening is clear.
- Replace pan guides and cavity bottom cover (if present).
- Leave the door open at night after cleaning.
- Do not clean the door gasket with a high-chlorine solution or bleach.
- Do not use steel wool or other metallic pads in the steamer.

PERIODIC CLEANING

- If lime or mineral deposit starts to build up in the interior, clean the unit by using Southbend “descaler” or other non-caustic deliming solution. Follow manufacturer’s recommended procedures. Thoroughly rinse out unit with clean water.
- To remove normal dirt, grease, or product residue from stainless steel, use ordinary soap and water applied with a sponge or cloth. Dry thoroughly with a clean cloth. **Never use vinegar or any corrosive cleaner.**
- Occasionally drain rear water box. To remove grease and food splatter or condensed vapors that have baked on the equipment, apply cleanser to a damp cloth or sponge and rub cleanser on the metal in the direction of the polishing lines on the metal. Rubbing cleanser as gently as possible in the direction of the polished lines will not mar the finish of the stainless steel. **NEVER RUB WITH A CIRCULAR MOTION.** Soil and burnt deposits which do not respond to the above procedure can usually be removed by rubbing



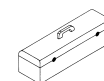
the surface with SCOTCH-BRITE scouring pads. DO NOT USE ORDINARY STEEL WOOL, as any particles left on the surface will rust and further spoil the appearance of the finish. NEVER USE A WIRE RUSH, STEEL SCOURING PAD, SCRAPER, FILE OR OTHER STEEL TOOLS. Surfaces which are marred collect dirt more rapidly and become more difficult to clean. Marring also increases the possibility of corrosive attack. Refinishing may then be required.

SEMIANNUAL CLEANING

At least twice a year, have your Southbend Authorized Service Agency or another qualified service technician clean and adjust the unit for maximum performance. Semiannual cleaning should include the following:

1. Remove rear cover.
2. Place a (1) gallon container under the water seal box drain valve (see Figure 12 on page 29).
3. Open drain valve, and close valve when box is finished draining.
4. Add one gallon of deliming solution to the trough above the door.
5. Add two gallons of deliming solution through the door into the cavity
6. Turn unit on, let run for 30 minutes.
7. Turn unit off and drain all solution from the cavity.
8. Drain solution from water seal box as in steps 2 and 3.
9. Fill unit with clean water THROUGH THE TROUGH and drain. Repeat 2 times.

Consult the Southbend Authorized Parts/Service Distributor list for the Authorized Service Representative in your area or contact Southbend at 1-800-348-2558 for this information.



TROUBLESHOOTING

This section contains a troubleshooting key and referenced flowcharts to assist a qualified service technician in the servicing of a EZ-3 or EZ-5 Countertop Steamer.

TROUBLESHOOTING KEY

Find the symptom below that corresponds to the malfunction, then turn to the corresponding figure and page. Follow the flowchart on that page until the problem is solved.

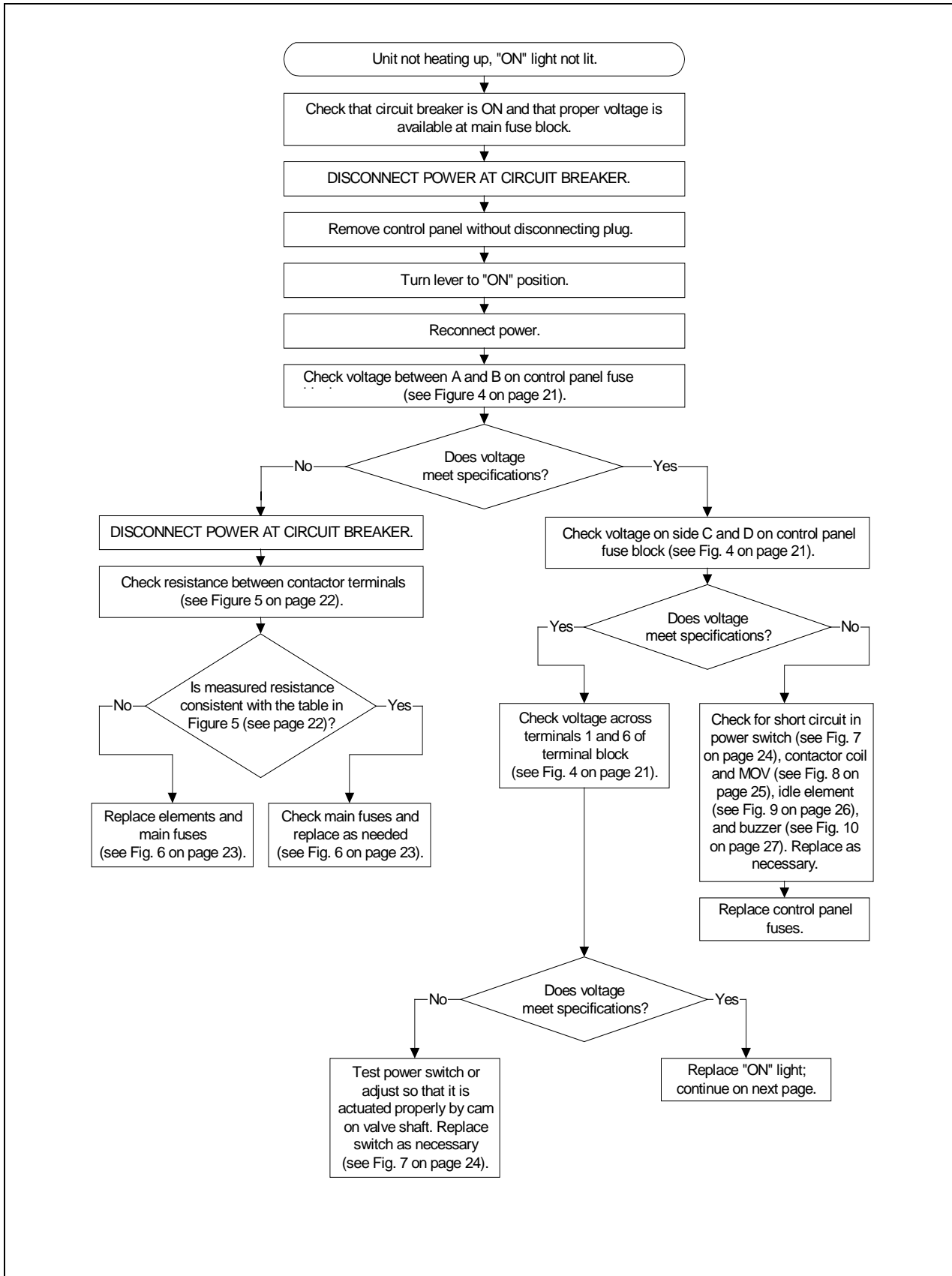
Symptom	Page
Unit Not Heating Up, "ON" Light Not Lit	16
Unit Not Heating Up Properly or Not Cooking As Fast, "ON" Light Lit	17
Unit Using Excessive Amount of Water and/or Excessive Steam Coming from Vent Tube	18
"Check Water Level" Light Does Not Come On When Unit Runs Out of Water	19
Buzzer Does Not Come On	20

TROUBLESHOOTING FIGURES AND PROCEDURES

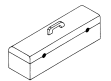
Figure and/or Procedure	Page
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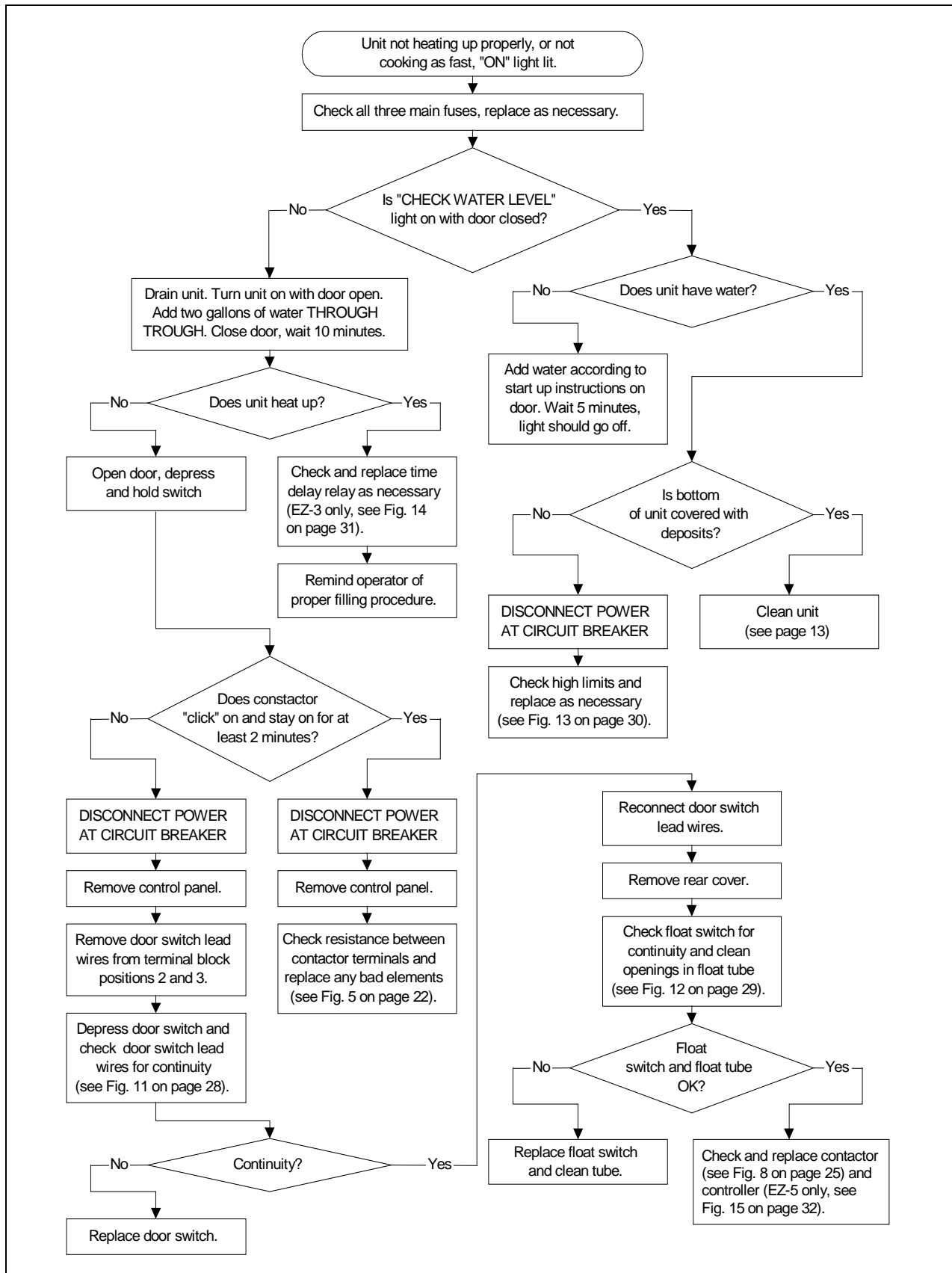
Unit Not Heating Up, "ON" Light Not Lit



TROUBLESHOOTING



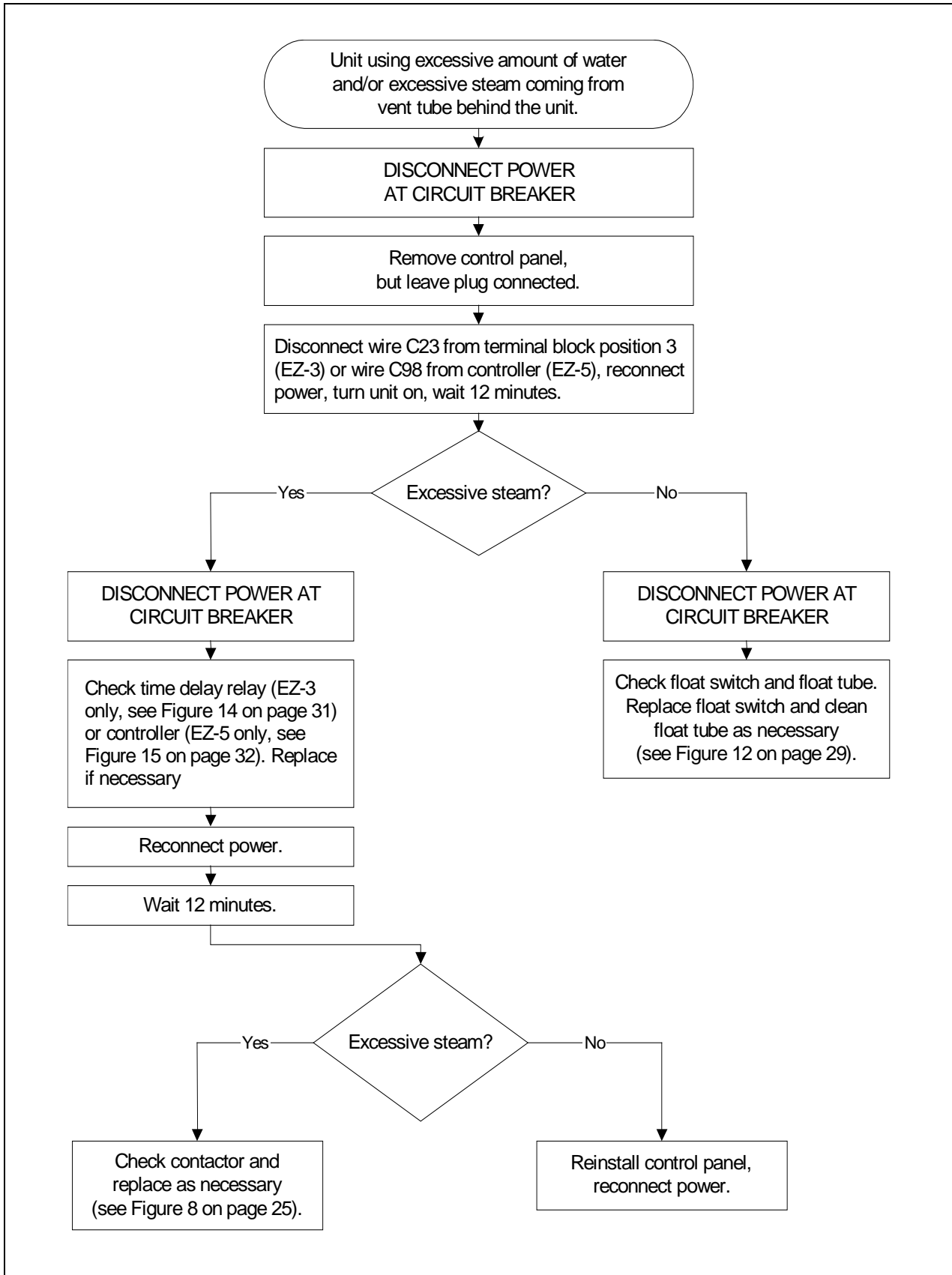
Unit Not Heating Up Properly or Not Cooking As Fast, "ON" Light Lit



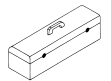
TROUBLESHOOTING



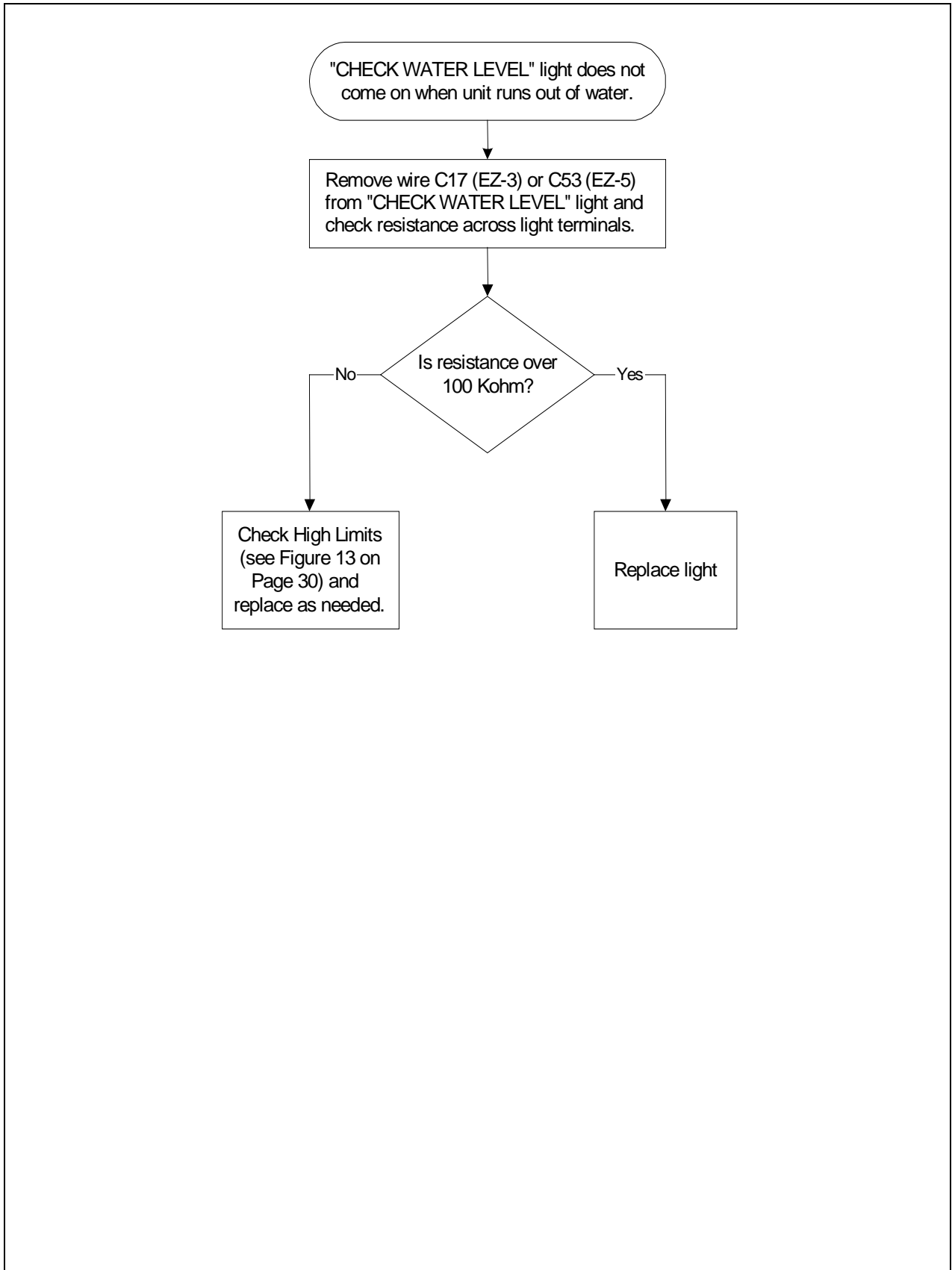
Unit Using Excessive Amount of Water and/or Excessive Steam Coming from Vent Tube



TROUBLESHOOTING



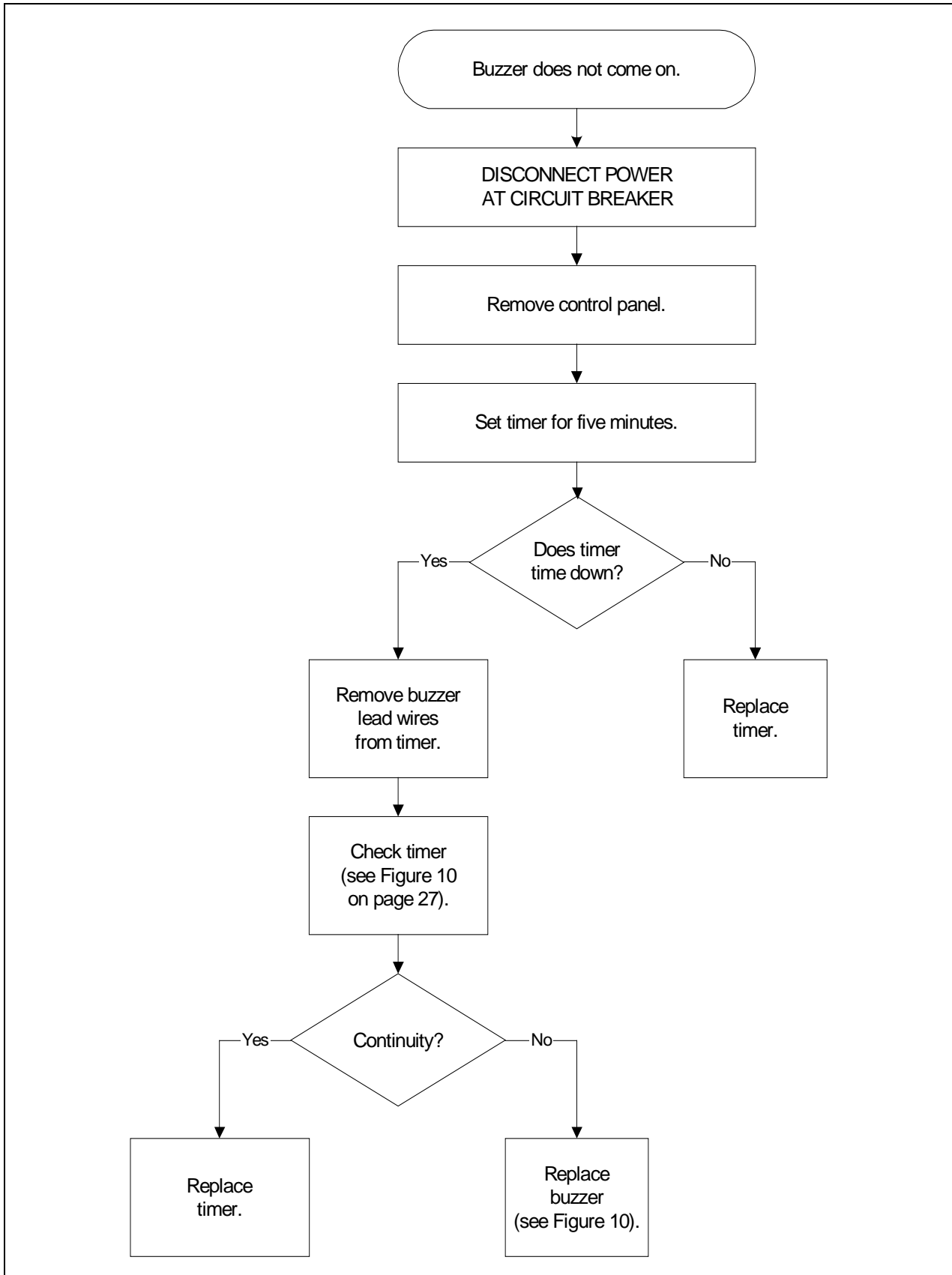
"Check Water Level" Light Does Not Come On When Unit Runs Out of Water



TROUBLESHOOTING



Buzzer Does Not Come On



TRUBLESHOOTING

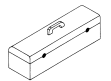
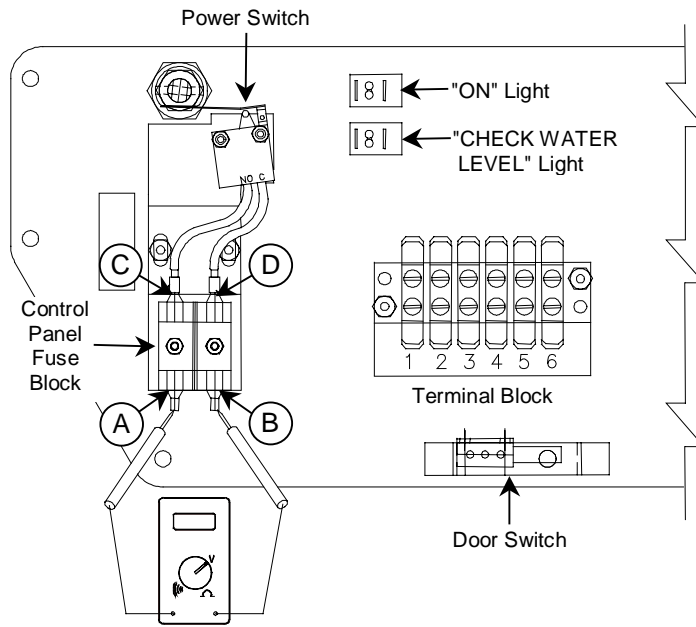


Figure 4

Voltage Check at Control Panel Fuse Block

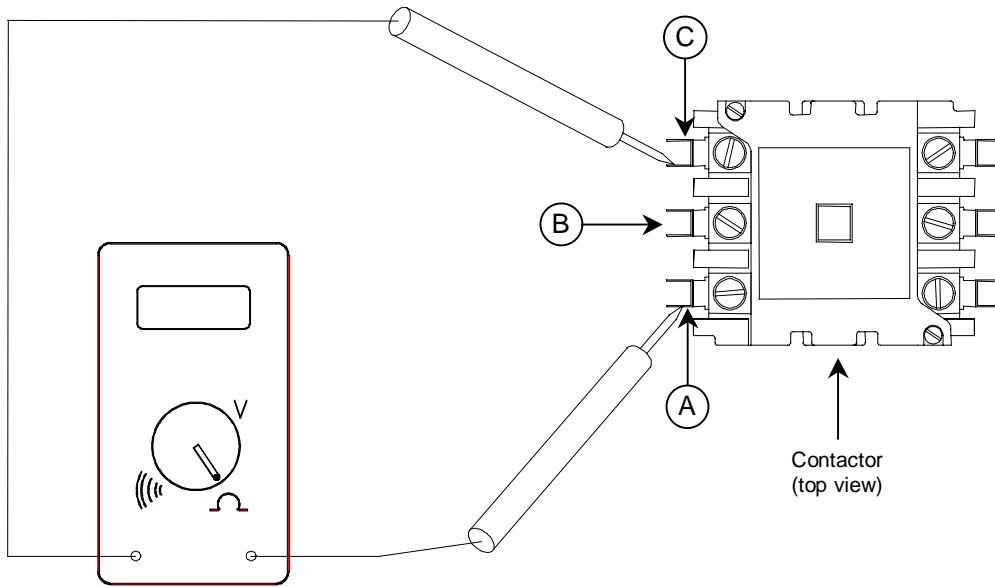


1. Disconnect power at circuit breaker.
2. Remove control panel without disconnecting plug.
3. Turn lever to "on" position.
4. Reconnect power.
5. Place leads as shown.
6. Check voltage.



Figure 5

Heating Element Resistance Check (at contactor)



1. Disconnect power at circuit breaker.
2. Remove control panel.
3. Place test leads between terminals A and C on left side of contactor.
4. Check the resistance and compare to the allowable range in the following table:

Voltage	Model EZ-3 Allowable Resistance (Ohms)	Model EZ-5 Allowable Resistance (Ohms)
208	8 to 16	6 to 12
220	9 to 18	7 to 13
240	11 to 21	8 to 15
380	28 to 53	21 to 39
415	34 to 63	24 to 46
480	45 to 84	33 to 61

5. Check resistance between terminals A and B and between terminals B and C similarly.

TRUBLESHOOTING

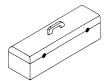
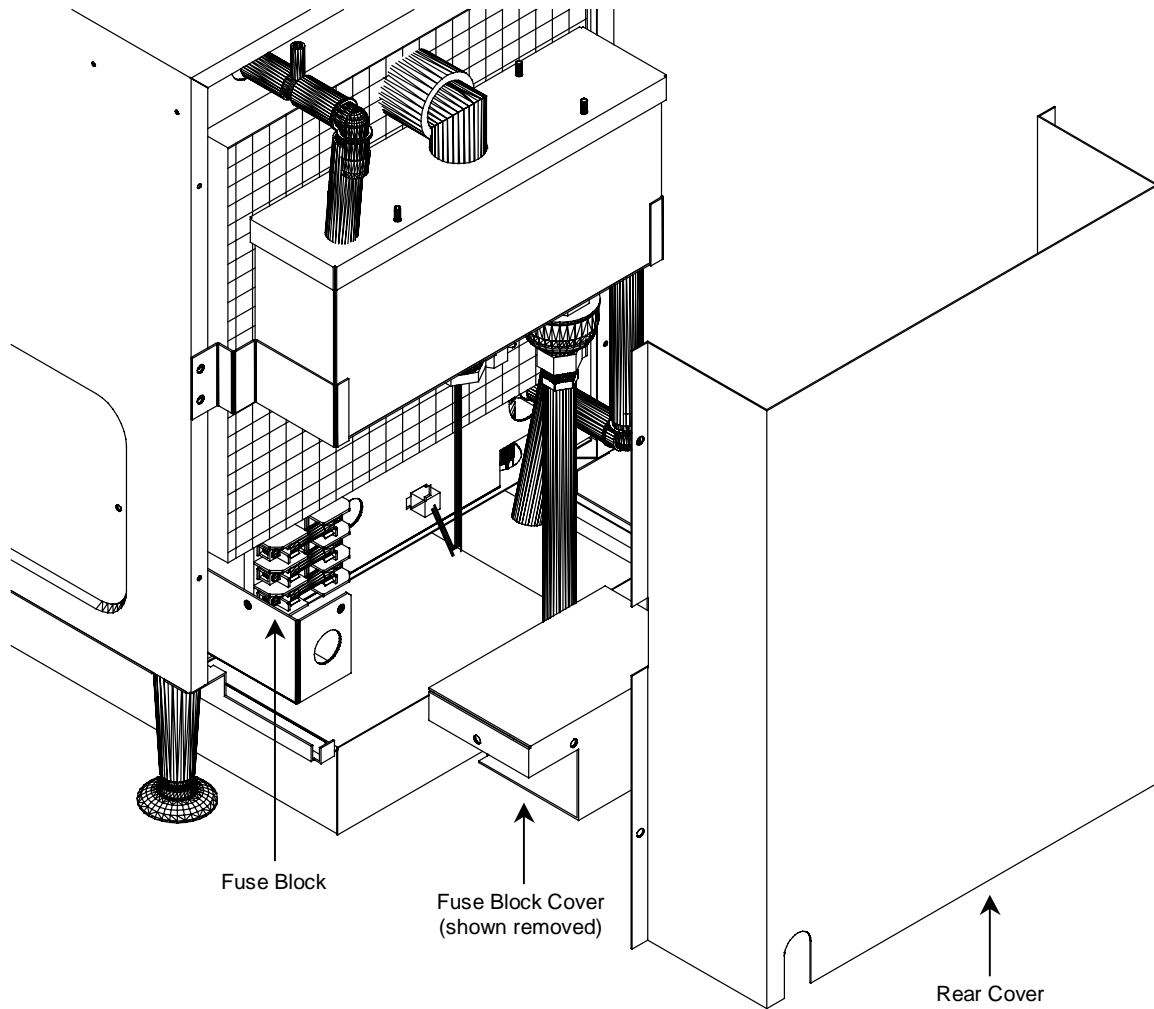


Figure 6

Main Fuse Replacement



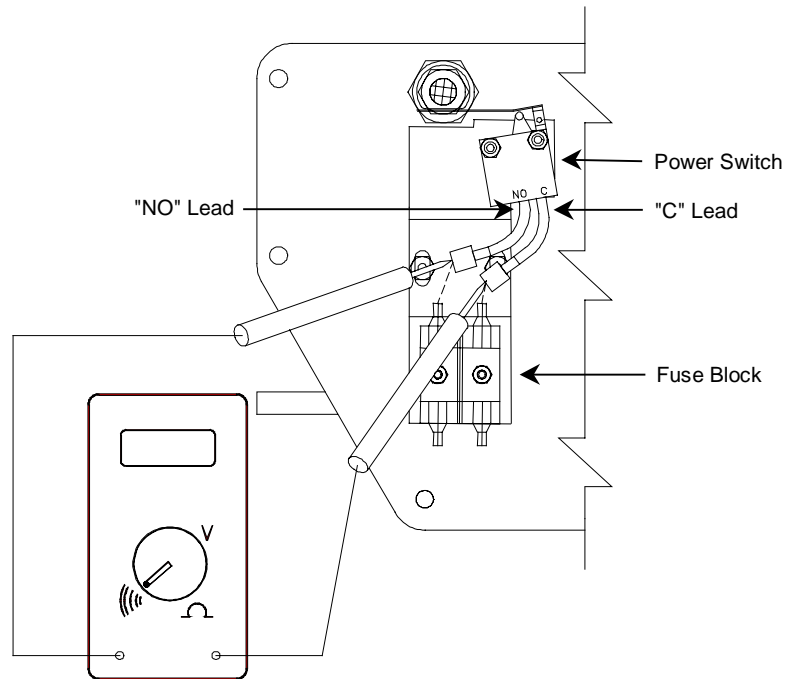
1. Disconnect power at circuit breaker.
2. Remove rear cover from unit.
3. Remove fuse block cover.
4. Check fuses for continuity.
5. Replace as necessary.

TROUBLESHOOTING



Figure 7

Power Switch Continuity Check



1. Disconnect power at circuit breaker.
2. Remove control panel.
3. Turn Lever to "ON" from "OFF" and to "OFF" from "ON" ensuring that the power switch is properly actuated.
4. Remove power switch lead wires from fuse block (note wire locations).
5. Place test leads on "C" and "NO" lead wires as shown.
6. Check for continuity with lever in "OFF" position (there should be no continuity).
7. Check for continuity with lever in "ON" position (there should be continuity).
8. Repeat steps 5 - 7 with test leads between other pair of "C" and "NO" lead wires.
9. Place test lead on "NO" lead wire and other test lead on other "NO" lead wire.
10. Check for continuity with lever in "ON" position (there should be no continuity).
11. Reconnect wires or replace switch as necessary.

TROUBLESHOOTING

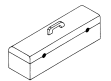
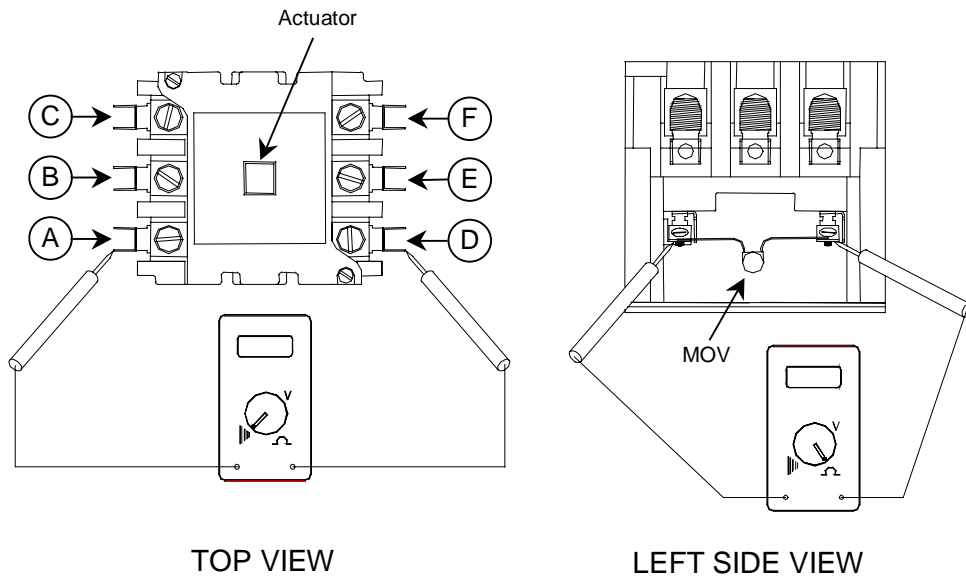


Figure 8

Contactor Coil and MOV Check

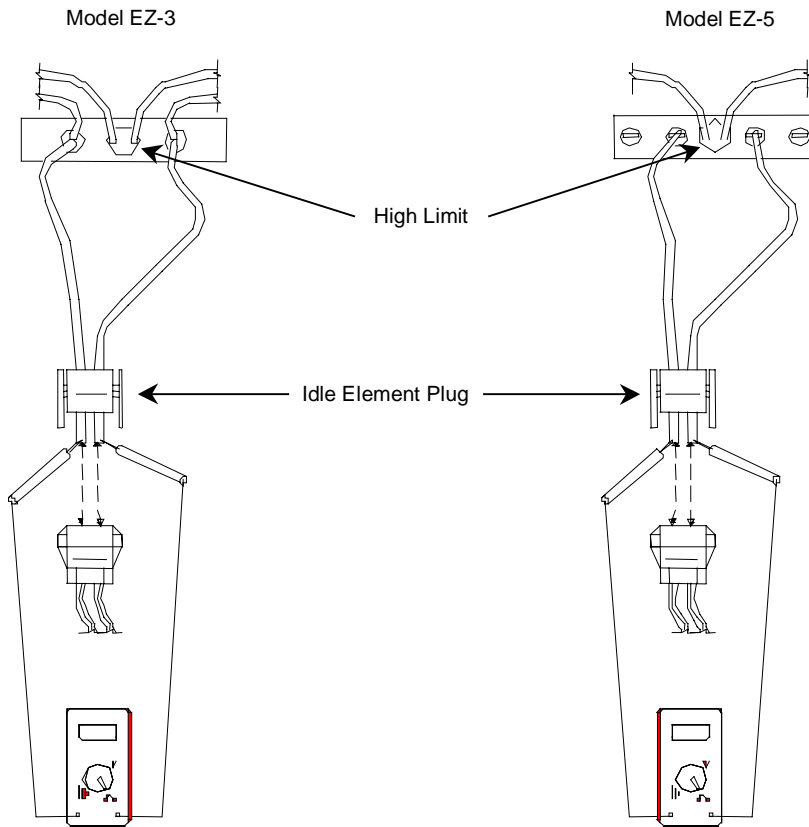


1. Disconnect power at circuit breaker.
2. Remove control panel and disconnect nine-pin plug PL1.
3. Depress actuator on top of contactor. Actuator should travel freely and spring back when released.
4. Check for continuity between contacts A and D as shown in top view. There should be no continuity.
5. Repeat Step 4 for contacts B and E and for contacts C and F.
6. Place test leads on contactor coil terminal as shown in left side view.
7. Check resistance.
8. If resistance is not approximately 390 (+/- 40) ohms, remove MOV and recheck coil resistance. If resistance is now approximately 390 (+/-40) ohms, replace MOV, otherwise replace contactor.
9. Reconnect all wires.



Figure 9

Idle Element Resistance Check



1. Disconnect power at circuit breaker.
2. Remove control panel.
3. Disconnect idle element plug (PL3).
4. Place test leads as shown above.
5. Check to see if resistance is within +/- 10% of values in the following table:

Voltage	Model EZ-3 Resistance (Ohms)	Model EZ-5 Resistance (Ohms)
208	115	87
220	129	97
240	154	115
380	385	289
415	459	344
480	614	461

6. Remove one test lead, place on ground, check for short circuit.

TROUBLESHOOTING

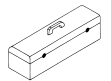
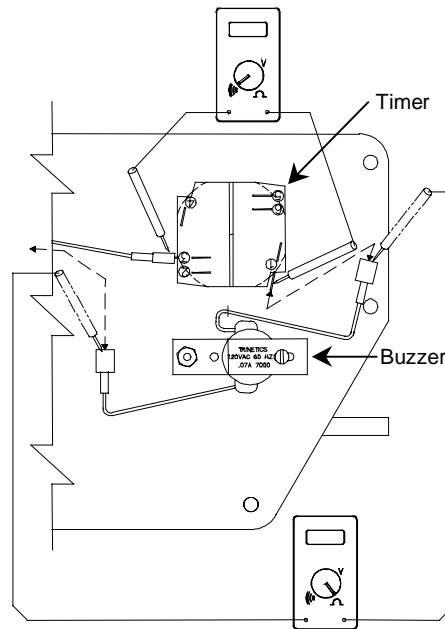


Figure 10

Timer and Buzzer Check

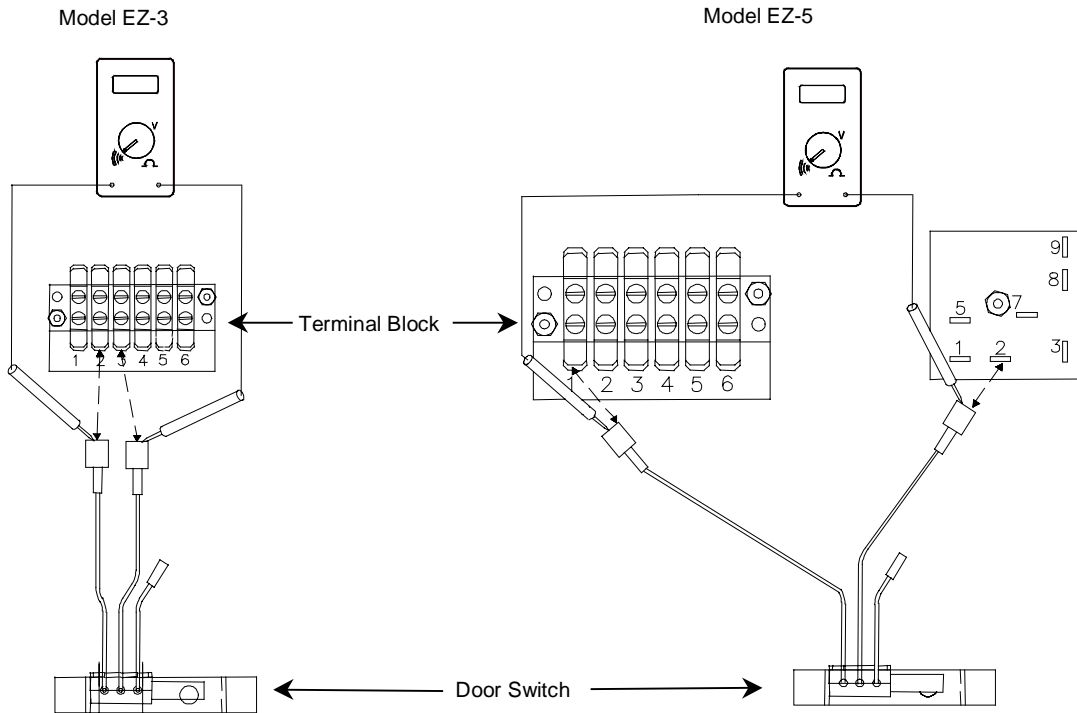


1. Disconnect power at circuit breaker.
2. Remove control panel.
3. Set timer for one minute and allow to time out. If timer does not run, then replace.
4. Remove buzzer lead wires from timer and terminal block position 6, as shown.
5. Place test leads between positions 1 and 3 on the timer.
6. Check for continuity. If no continuity, replace timer.
7. Place test leads in terminals of buzzer lead wires.
8. Check physical condition of buzzer.
9. Check that resistance is approximately 3.4Kohms. Otherwise, replace buzzer.



Figure 11

Door Switch Continuity Check



1. Disconnect power at circuit breaker.
2. Remove control panel.
3. Depress and release door switch actuator rod to make sure door switch is properly actuated.
4. EZ-3: Remove door switch lead wires from terminal block positions 2 and 3, or
EZ-5: Remove door switch lead wires from terminal block position 1 and terminal 2 of the controller.
5. Place test lead as shown inside the terminal connectors of the lead wires.
6. Check for continuity - (there should be NO continuity).
7. Depress door switch actuator rod and check for continuity - (there should be continuity).

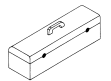
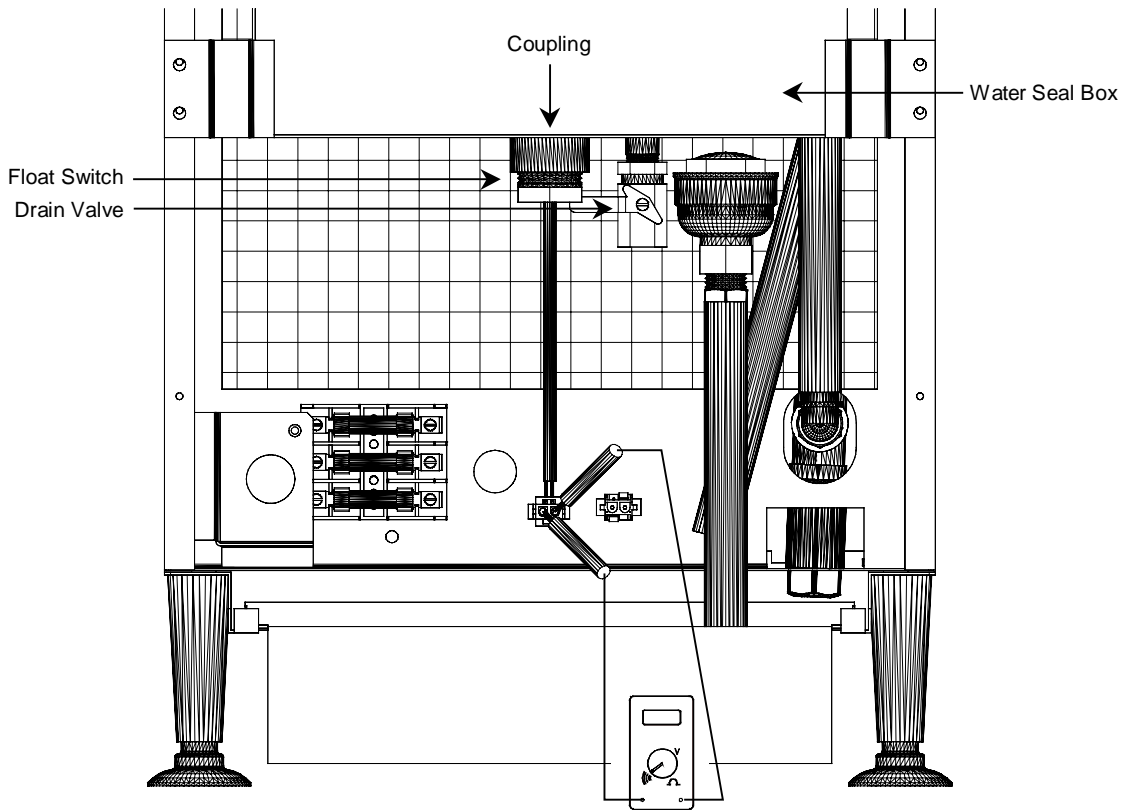


Figure 12

Float Switch Continuity Check



Rear View of Unit with Back Cover Removed

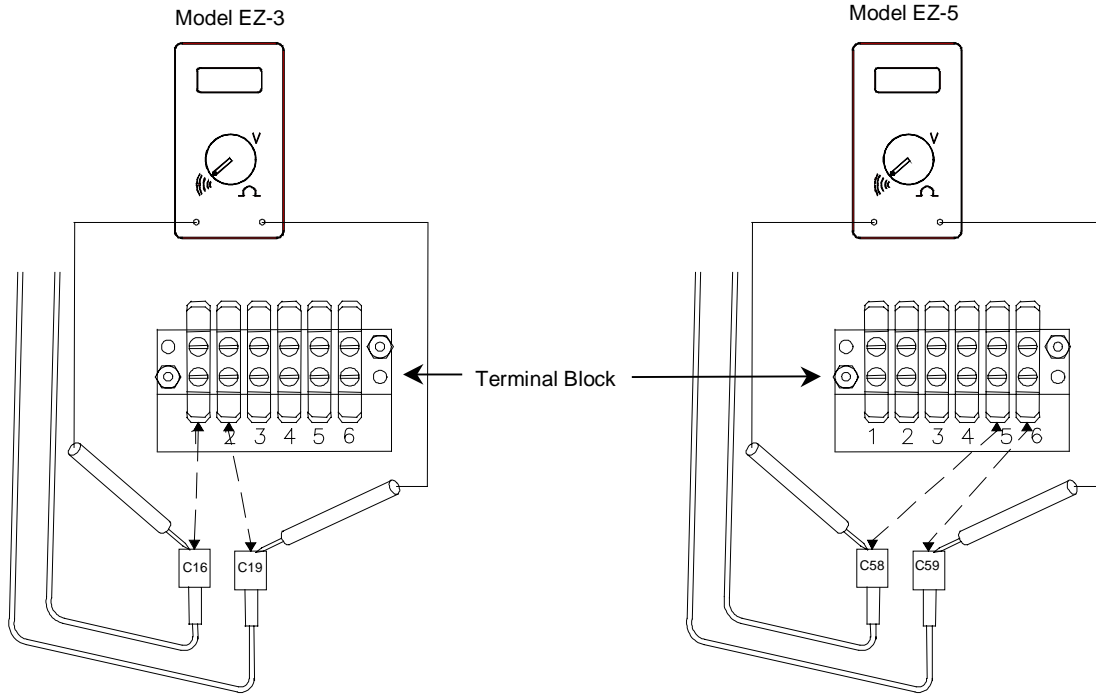
1. Disconnect power at circuit breaker.
2. Remove rear cover from unit.
3. Disconnect 2 pin float switch plug from mating plug on back of unit (PL2).
4. Drain water seal box by opening 3/8" drain valve on box.
5. Remove float switch from box by removing float switch fitting from coupling on box.
6. Make sure float travels freely along stem.
7. Place test leads in float switch connector as shown.
8. Hold float switch in same orientation as when installed.
9. Check continuity. There should not be continuity.
10. Flip float switch over.
11. Check for continuity. There should be continuity. Replace as necessary.
12. Check 0.060 passages in float tube. Clean if necessary.

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Figure 13

High Limit Continuity Check



1. Turn unit off.
2. Wait for cavity bottom to cool to touch.
3. Disconnect power at circuit breaker.
4. Remove control panel without disconnecting plug.
5. EZ-3: Remove wires C16 and C19 from terminal block positions 1 and 2, as shown; *or* EZ-5: Remove wires C58 and C59 from terminal block positions 5 and 6, as shown.
6. EZ-3: Place test leads as shown inside the terminal connectors of wires C16 and C19, *or* EZ-5: Place test leads as shown inside the terminal connectors of wires C58 and C59.
7. Check for continuity.
8. If no continuity, disconnect each high limit switch individually and check for continuity. Replace switches that do not have continuity. (See Figure 9 for typical high limit switch location).
9. EZ-3: Reconnect wires C16 and C19; *or* EZ-5: Reconnect wires C58 and C59.
10. Reconnect power at circuit breaker.
11. Dry cavity bottom with cloth.
12. Turn unit on with door closed.
13. Wait 6 minutes.
14. Disconnect power at circuit breaker.
15. EZ-3: Remove wires C16 and C19; *or* EZ-5: Remove wires C58 and C59.
16. Remove wires from each high limit switch individually and check for continuity. Replace switches that have continuity.

TROUBLESHOOTING

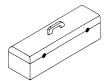
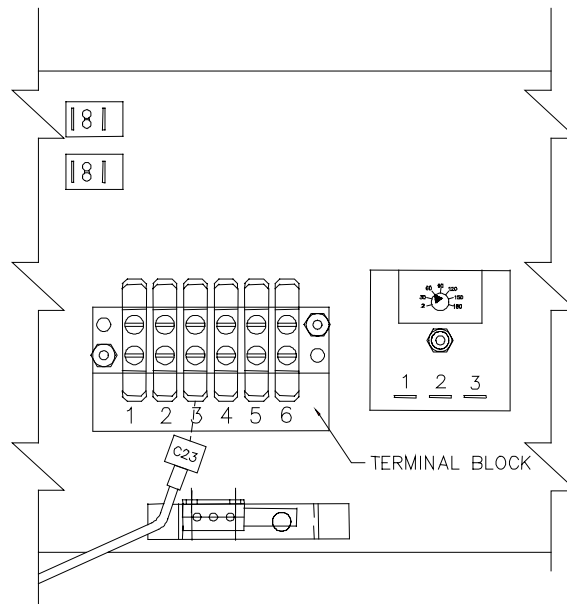


Figure 14

Time Delay Relay Check (EZ-3 only)

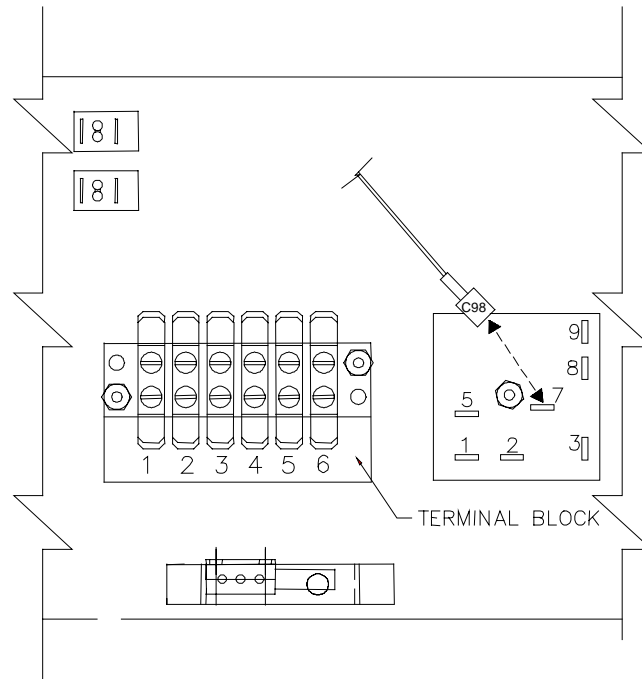


1. Disconnect power at circuit breaker.
2. Remove control panel, but leave plugged in.
3. Disconnect wire C23 from terminal block position 3.
4. Reconnect power.
5. Depress and hold door switch. Contactor should actuate and then deactuate in approximately 60 seconds.
6. If contactor fails to actuate or actuates but fails to deactuate, check potentiometer on top of time delay relay. Make sure potentiometer is seated properly on time delay relay terminal and make sure it is set to 60.
7. Depress door switch again. If contactor still fails to actuate and deactuate properly, replace time delay relay.



Figure 15

Controller Check (EZ-5 only)



1. Disconnect power at circuit breaker.
2. Remove control panel, but leave plugged in.
3. Disconnect wire C98 from controller.
4. Reconnect power.
5. Use a spacer to hold door switch in closed position. Contactor should actuate and then deactuate in less than 60 seconds.
6. If contactor fails to actuate (or actuates but fails to deactuate), replace controller.
7. With spacer still in place and door open, momentarily reconnect wire C98 and then disconnect.
8. Controller should actuate, then deactuate 10 seconds after C98 is disconnected.
9. If contactor fails to actuate (or actuates but fails to deactuate), replace controller.

TROUBLESHOOTING

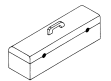
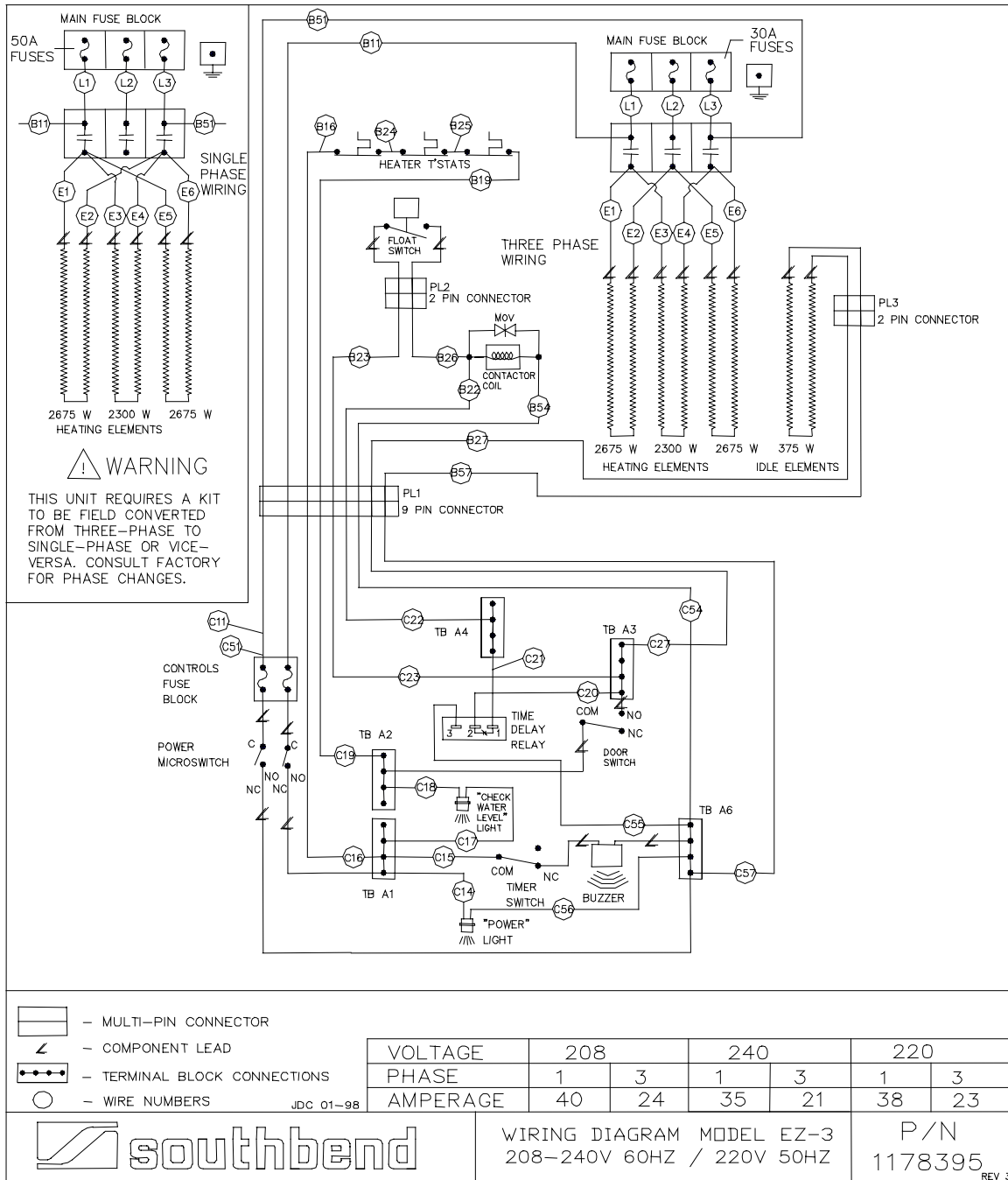


Figure 16

Electric Schematic for 208-240 Volt 60 Hz or 220 Volt 50 Hz Model EZ-3

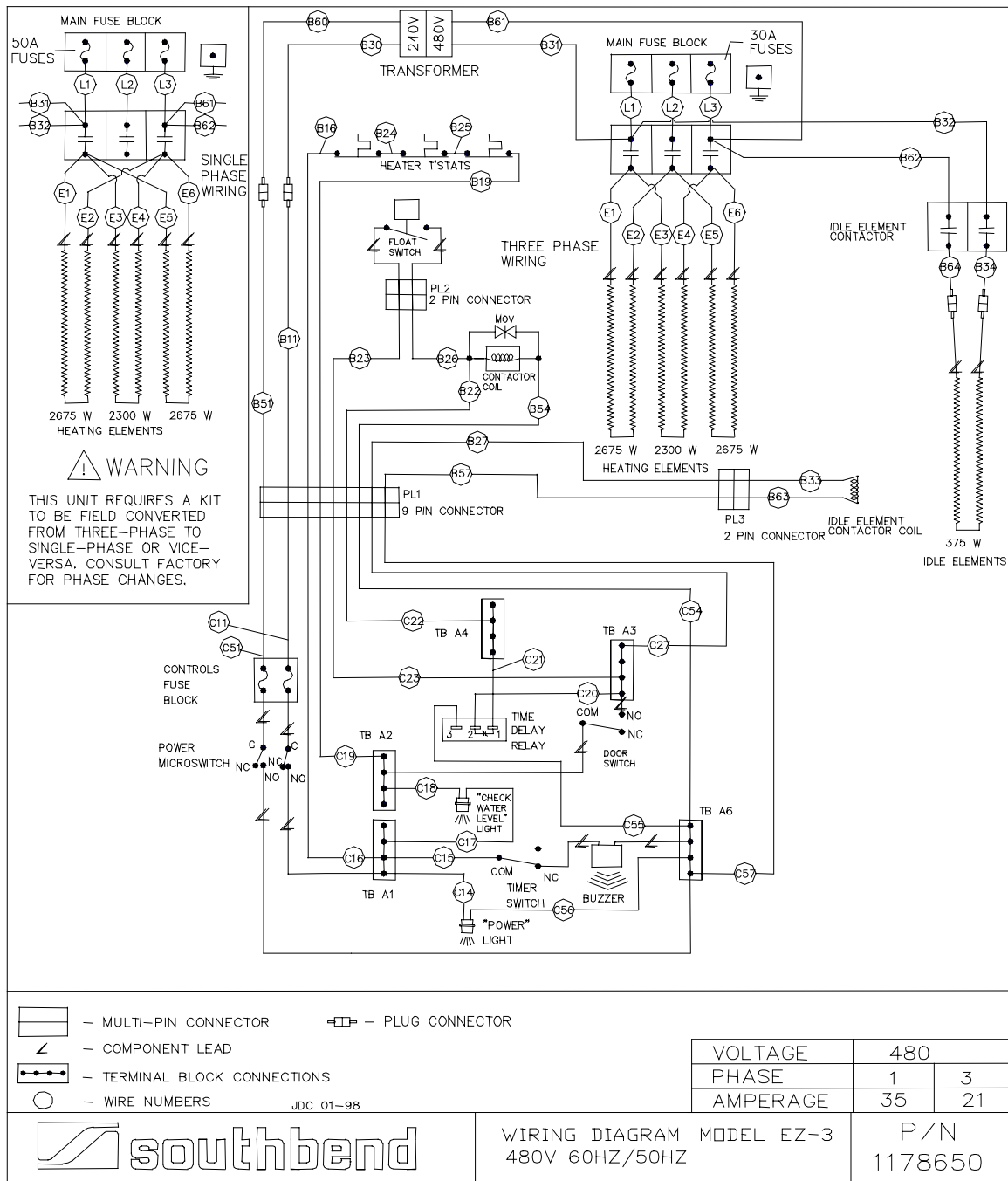


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Figure 17

Electric Schematic for 480 Volt Model EZ-3



TROUBLESHOOTING

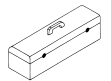
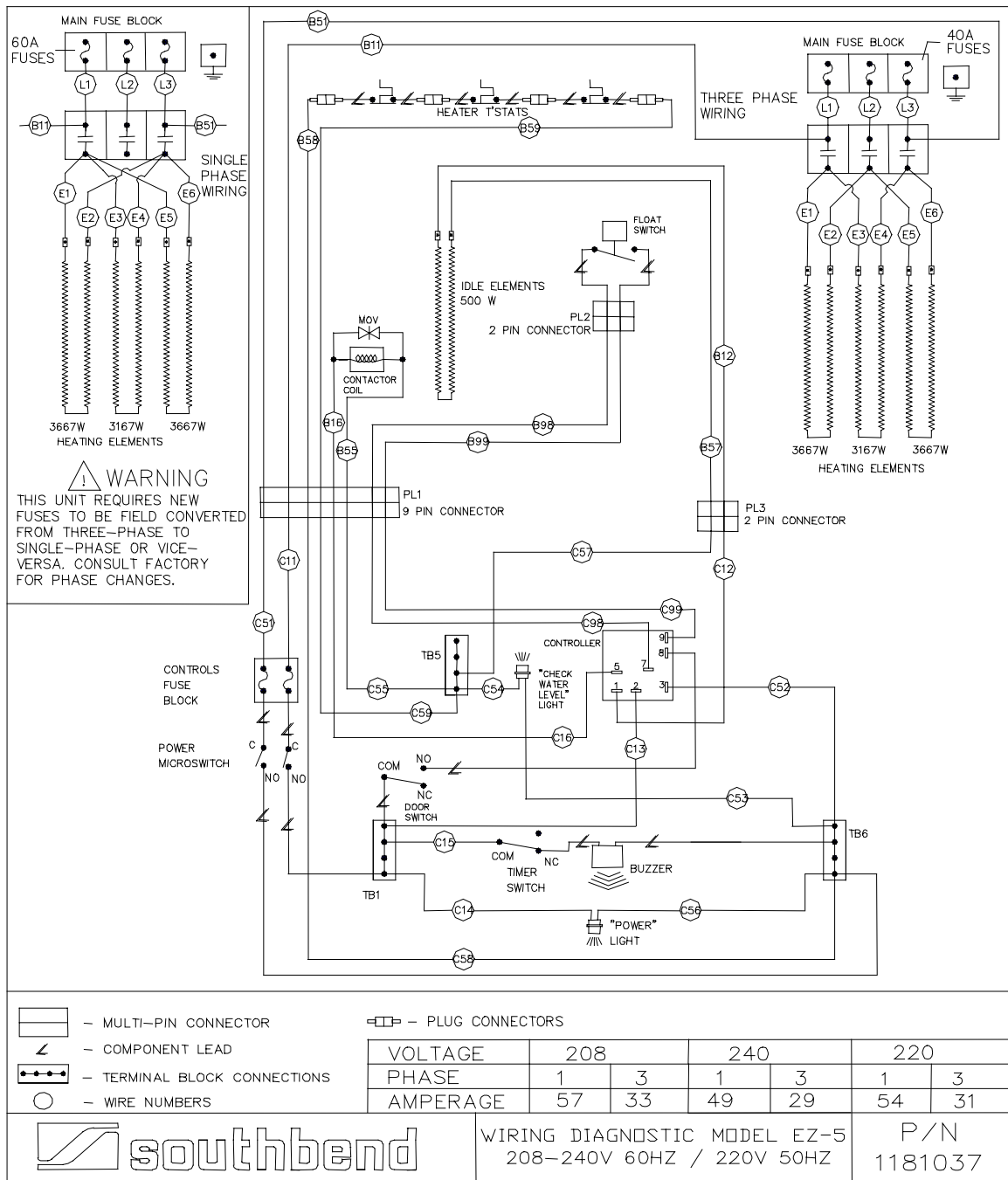


Figure 18

Electric Schematic for 208-240 Volt 60 Hz or 220 Volt 50 Hz Model EZ-5

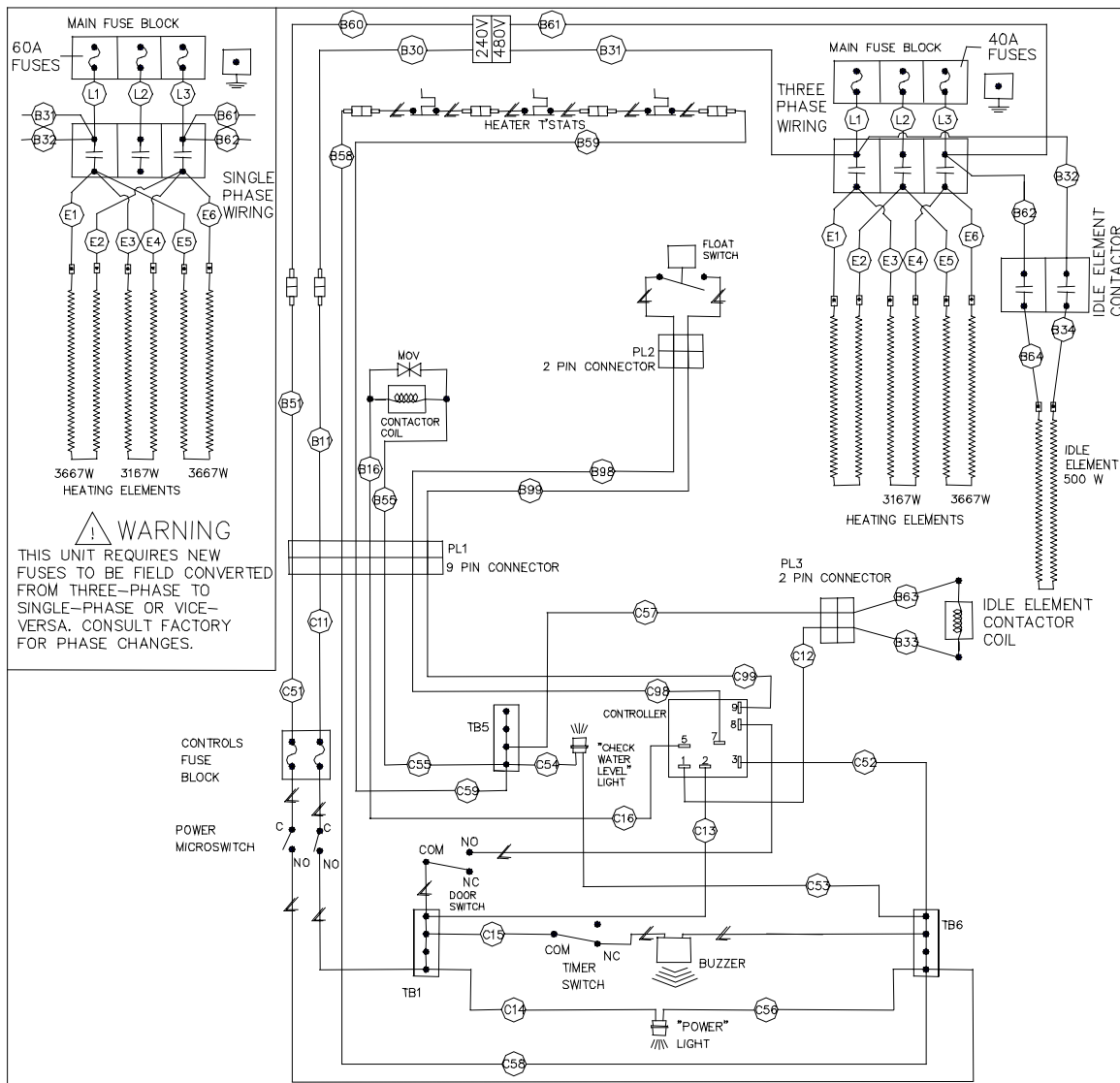


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Figure 19

Electric Schematic for 480 Volt Model EZ-5



WARNING
 THIS UNIT REQUIRES NEW FUSES TO BE FIELD CONVERTED FROM THREE-PHASE TO SINGLE-PHASE OR VICE-VERSA. CONSULT FACTORY FOR PHASE CHANGES.

- MULTI-PIN CONNECTOR
- COMPONENT LEAD
- TERMINAL BLOCK CONNECTIONS
- WIRE NUMBERS
- PLUG CONNECTORS

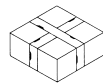
VOLTAGE	480	
PHASE	1	3
AMPERAGE	25	15



WIRING DIAGNOSTIC MODEL EZ-5
 480V 60Hz/50Hz

P/N
 1181040

TROUBLESHOOTING



PARTS

NOTICE

INSTALLATION OF OTHER THAN GENUINE SOUTHBEND PARTS WILL VOID THE WARRANTY ON THIS EQUIPMENT.

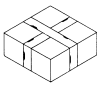
The serial plate with voltage, model, and serial information is located on the right side of the steamer cavity on the upper rear corner. On single units a second tag is located on the face of the door which will show only model and serial number. On tandem units, a second tag is on the right side of the right unit and the left side of the left unit.

Replacement parts may be ordered either through a Southbend Authorized Parts Distributor or a Southbend Authorized Service Agency.

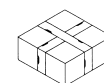
When ordering parts, please supply the Model Number, Serial Number, Part Number, Description, Finish, and Electrical Characteristics as applicable.

For parts not listed, consult a Southbend Authorized Parts Distributor or Southbend Authorized Service Agency. Consult the Southbend Authorized Parts/Service Distributor list for the Authorized Parts supplier in your area. If this list is not available, call Southbend at 1-800-348-2558 to obtain this list.

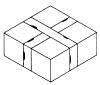
Parts for Simple Steam Countertop Steamer		
EZ-3 Part Number	EZ-5 Part Number	Description
PH-422	PH-422	BELLEVILLE WASHER, 1/4 ID
1332076	1332076	BLANK, DOOR HINGE
1178266	1178266	BOX WELD ASM.,REAR
1178651	1178651	BRACKET, COMPONENT SIMPLE
1178534	1178534	BRACKET, ON/OFF SWITCH
1178525	1178525	BRACKET, VENT TUBE
1178411	1178411	BRACKET,WIRE HANGER
1177770	1177770	BUSHING, VALVE LEVER MOUN
1178389		BUSSMAN FUSE BLOCK,30A
1178494	1178494	BUSSMAN FUSE BLOCK,60A 48
1175708	1175708	BUZZER, ADJUSTABLE, 220V,
1178276	1178276	CAM ACTUATOR, STEAMER
1178370		CAVITY INSULATION
1178299	1181019	CAVITY WELD ASM
1178256	1178256	CLAMP, HEATER
1176561		CLEANING INSTRUCTIONS,RS-
1161525	1161525	CONTACTOR, 2-POLE,240V,30
1173448		CONTACTOR, 63A,240V COIL
	1181032	CONTACTOR, DP, 60 FLA
1178397	1181042	CONTROL PANEL S/A
1178311	1178311	CONTROL PANEL W/A
	1181038	CONTROLLER, EZ-5
1178442	1178442	COVER ASM.,POOL
1178524	1178524	COVER W/A, DRAIN BOX
1178552	1178552	COVER W/A, DRAIN



Parts for Simple Steam Countertop Steamer		
EZ-3 Part Number	EZ-5 Part Number	Description
1178265	1178265	COVER, BOTTOM
1178527	1181000	COVER, REAR STEAMER
1178255	1181009	COVER, EXTERIOR
	1178657	COVER, EXTERIOR, STACKED
1179962	1179962	COVER, REMOVABLE BUSS
1176797		DESCALER, 3.5OZ PKG (100G)
1178167	1181015	DOOR ASSEMBLY COMPLETE
1178171		DOOR INSUL. BLOCK
1178522	1178522	DRAIN BOX WELD ASM.
1178410	1178410	DRAIN PAN WELD ASM.
1333045		DRAIN VENT TUBE (AIR VEN
1178353		DUAL HEATING ELEMENT
1178359		DUAL HEATING ELEMENT
1178526		ELBOW, 90 DEG. 1"NPT FEM,
1178656	1178670	ELBOW, 90 DEG, STR. 1/2"
1178354		ELEMENT BLOCK, 220V, CENTE
1178360		ELEMENT BLOCK, 220V, OUTER
1178355		ELEMENT BLOCK, 240V, CENTE
1178361		ELEMENT BLOCK, 240V, OUTER
1178358		ELEMENT BLOCK, 480V, CENTE
1178364		ELEMENT BLOCK, 480V, OUTER
1178332	1178332	FITTING, 3/4 HOSE ID X 1/2
1178423		FITTING, 3/4" KYNAR HOSE, E
1178422	1178422	FITTING, FLOAT SWITCH
PH-423	PH-423	FLANGE BUSHING, 1/4ID BRO
1178318	1181020	FRONT FRAME WELD ASM
1178317	1178317	FRONT TOP CROSSMEMBER W/A
1178545	1178545	FUSE, 10 AMP
1178392		FUSE, 2.5 AMP
1178390		FUSE, 30 AMP
	1181024	FUSE, 35 AMP
1178495		FUSE, 50 AMP, CLASS G
	1181026	FUSE, 60 AMP
1178391	1178391	FUSEBLOCK, CONTROLS
1178096	1181010	GASKET, DOOR
1178227		GASKET, SIDE PANEL
1178325	1178325	GASKET, CONTROL PANEL
1180953	1180953	HANGER, HOSE
1332048-1	1332048-1	HINGE, LT DOOR
1332048-2	1332048-2	HINGE, RT DOOR
	1181041	HARNESS, WIRE, EZ-5
	1178560	HEAT ELEMENT, DUAL COIL, 20
	1178561	HEAT ELEMENT, DUAL COIL, 22
	1178565	HEAT ELEMENT, DUAL COIL, 48
	1178562	HEAT/ELEMENT, 240V, DUAL CO
	1178554	HEATING ELEMENT, 208V, EZ
	1178555	HEATING ELEMENT, 220V, EZ
	1178556	HEATING ELEMENT, 240V
	1178559	HEATING ELEMENT, 480V, EZ



Parts for Simple Steam Countertop Steamer		
EZ-3 Part Number	EZ-5 Part Number	Description
1178483		HOSE, 1 1/2"ID,SILCONE
1178386	1178386	HOSE,3/4" ID SILCONE
	1178685	HOSE, OVERFLOW, 28"
1178369	1181021	INSULATION, BACK PANEL
1178371	1178371	INSULATION, BOTTOM
	1181022	INSULATION,CAVITY,EZ-5
	1181018	INSULATION, DOOR, EZ-5
1178418	1178418	INSULATION,FRONT CAVITY
4440478	4440480	KIT, DRAIN BOXES,STACK
1170337	1170337	KNOB
1175168	1175168	KNURLED INSERT, 3/8"
1177079	1177079	LATCH ARM, CAST
1177317	1177317	LATCH ASSEMBLY, STEAMERS
1177078	1177078	LATCH COVER PLATE, CAST
	1181039	LEAD, ELEMENT EZ-5
1178485	1178485	LEG,4" S/S, EZ (FRONT)
1178486	1178486	LEG,4" S/S,EZ (REAR)
	1179930	LEVER, VALVE
1178329	1178329	LIGHT,INDICATING,AMBER
1178330	1178330	LIGHT,INDICATING,RED
1175547	1175547	LUG, GROUNDING
1178374	1178374	MAIN POWER LEADS
1178387	1178387	MANUAL, EZ-3&5 STEAMER
1178367	1178367	METAL OXIDE VARISTOR
1178643	1178643	NIPPLE, CLOSE, 1/2" NPT
	1146402	NUT 1/4-20, HEX HEAD
	1177865	NUT, HEX, 5/8 -18, BRASS
1178351		NYLON INSERT NUT
PH-292	PH-292	NYLON WASHER
1178342	1178342	O-RING, VALVE SHAFT
1178344	1178344	PAN Z-BRACKET,LEFT
1178345	1178345	PAN Z-BRACKET,RIGHT
1178169	1181017	PANEL ASM.,DOOR
1178105	1181016	PANEL ASM.,INNER DOOR
1178106	1181001	PANEL, GASKET RETAINER
1177081	1177081	PIN, .250 DIA, SS, CAST L
	1178393	PIN,COTTER,SS,1/8"X 1 1/4
1172949		PIPE ALUM,1" SCHEDULE 40
PM-141	PM-141	PLUG BUTTON, 1/4 NYLON
1178319	1178319	POLYPANEL W/TIMER
1178684	1178684	POT FILLER
1178352		POTENTIOMETER,TDR
1333041	1333041	RACK MOUNTING STUDS,1/4-2
1178337		RELAY, TIME DELAY, 120V
1177086	1177086	RETAINER, CAST LATCH
1178338	1178338	RETAINING RING
6600402	6600402	RING,RETAINING S.S.
1178343		ROLL PIN
1175712	1175712	S/A BUZZER, 220V



Parts for Simple Steam Countertop Steamer		
EZ-3 Part Number	EZ-5 Part Number	Description
1178347	1178347	SEAL,SHAFT
	1178275	SHAFT, VALVE LEVER
1178373	1178373	SHIELD,HEAT TRANSFER
1177318	1177318	SHIM, CAST STRIKER
1178234		SIDE PANEL,SIMPLE STEAM
	1181045	SIDE, RACK W/A
1172951	1172951	SLEEVE, RUBBER 1 1/4"ID X
1178113		SLIDE RACK, 3 PAN STEAMER
1178644		SLIDE RACK, 5 POS. 3 PAN
1179932	1179932	SPRING
1177082	1177082	SPRING, DOOR HANDLE
1178654	1178654	STAND W/DRAIN, EZ
1178655	1178655	STAND, EZ
1178379	1178379	STEAM TRAP
1177080	1177080	STRIKER, CAST
1178270	1178270	SWITCH ACTUATOR ROD
1178340	1178340	SWITCH, FLOAT
1178533	1178533	SWITCH, POWER S/A
1178430	1178430	SWITCH,DOOR S/A,SIMPLE ST
	1181013	THERMOSTAT ASSEMBLY, F/F
	1181012	THERMOSTAT ASSEMBLY, M/M
1174302		THERMOSTAT, ELEMENT, 2001
1178341	1178341	TIMER, MECHANICAL
1176388	1176388	TRANSFORMER, 480 TO 240,7
1178439	1178439	TROUGH SCREEN ASM.
1178261	1178261	TUBE & BOX TOP W/A
1178376	1178376	TUBE, VALVE ACTUATOR
1178388	1178388	VALVE LEVER WELD ASM
1178425	1178425	VALVE, 1/2" DRAIN,MODIFIE
1178444	1178444	VALVE, 3/8" BALL,NSF/FDA
1176878		VENT PIPE, 1" NIPPLE
	1178683	VENT PIPE, 1" X 24.375"
1180460		WASHER, SEALING, #10
1178324	1178324	WATER TROUGH W/A
1178652	1181043	WIRE HARNESS SUPPL., 480V
1178394		WIRE HARNESS W/DISC TSTAT
1178650	1181040	WIRING, DIAGNOSTIC, 480V
1178395	1181037	WIRING, DIAGNOSTIC,208/22

LIMITED WARRANTY

Southbend warrants that the equipment, as supplied by the factory to the original purchasers, is free from defects in materials and workmanship. Should any part thereof become defective as a result of normal use within the period and limits defined below, then at the option of Southbend such parts will be repaired or replaced by Southbend or its Authorized Service Agency. This warranty is subject to the following conditions:

Repairs under this warranty are to be performed by a **Southbend Authorized Service Agency**. Southbend cannot be responsible for charges incurred or service performed by non-Southbend Authorized Agencies. In all cases the closest Southbend Authorized Service Agency must be used.

TIME PERIOD:

One year labor, one year parts effective from the date of original purchase. The authorized service agency may at his option require proof of purchase.

Exceptions to standard warranty, effective within above limitations:

- Glass Windows, Door Seals, Rubber Seals, Light Bulbs, Ceramic Bricks,
- Sight Glasses, Cathodic Descalers or Anodes, Broiler, Briquettes and Drip Shields 90 days material and labor
- Stainless Steel Fry Pot.....4 years extended material warranty on fry pot only—no labor
- Stainless Steel Open Top Burners..... 4 years extended material warranty on burners only—no labor
- Pressure Steam Boiler Shell Prorated 4 years extended warranty on boiler shell only—no labor
Boiler shells which have not been properly maintained will not be covered by warranty.

In all cases, parts covered by a five year warranty will be shipped FOB the factory after the first year.

EXCLUSIONS:

- Equipment failure relating to improper installation. Examples are: improper utility connection, improper utilities supply and problems due to ventilation.
- Equipment that has not been properly maintained. Examples are: calibration of controls, adjustments to pilots and burners, damage from improper cleaning, and water damage to controls.
- Equipment that has not been used in an appropriate manner, or has been subject to misuse or misapplication, neglect, abuse, accident, damage during transit or delivery, fire, flood, riot, or act of God.

If the equipment has been changed, altered, modified or repaired by other than a qualified service technician during or after the one year limited warranty period, then the manufacturer shall not be liable for any damages to any person or to any property which may result from the use of the equipment thereafter.

Equipment failure caused by inadequate water quality is not covered under warranty. WATER QUALITY must not exceed the following limits: *Total Dissolved Solids (TDS) - 60 PPM (Parts Per Million). Hardness - 2 Grains or 35 PPM, PH Factor - 7.0 to 7.5. Water pressure 30 PSI minimum, 60 PSI maximum. Boiler maintenance is the responsibility of the owner and is not covered by warranty.*

This warranty does not cover services performed at overtime or premium labor rates nor does Southbend assume any liability for extended delays in replacing or repairing any items in the equipment beyond the control of Southbend. "Southbend shall not be liable for consequential or special damages of any nature that may arise in connection with such product or part." Should service be required at times which normally involve overtime or premium labor rates, the owner shall be charged for the difference between normal service rates and such premium rates.

This warranty only covers product shipped into the 48 contiguous United States and Hawaii. There will be no labor coverage for equipment located on any island not connected by roadway to the mainland.

This equipment is intended for commercial use only. Warranty is void if equipment is installed in other than commercial application.

Warranty on all replacement parts which are replaced in the field by Southbend Authorized Service Agencies will be limited to three months on labor, six months on materials (parts) effective from the date of installation. See LIMITED WARRANTY - REPLACEMENT PARTS for conditions and limitations.

"THE FOREGOING WARRANTY IS IN LIEU OF ANY AND ALL OTHER WARRANTIES EXPRESSED OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS, AND CONSTITUTES THE ENTIRE LIABILITY OF SOUTHBEND. IN NO EVENT DOES THE LIMITED WARRANTY EXTEND BEYOND THE DURATION OF ONE YEAR FROM THE EFFECTIVE DATE OF SAID WARRANTY."

COUNTERTOP STEAMER

A product with the Southbend name incorporates the best in durability and low maintenance. We all recognize, however, that replacement parts and occasional professional service may be necessary to extend the useful life of this unit. When service is needed, contact a Southbend Authorized Service Agency, or your dealer. To avoid confusion, always refer to the model number, serial number, and type of your unit.



SOUTHBEND
REGISTERED TO ISO 9001
CERTIFICATE NO. A2062



Certification No. FM25780



Southbend Registered to ISO 9001

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