



AMERICAN RANGE

A **HATCO** COMPANY

OWNER'S MANUAL, INSTALLATION, USE AND CARE

Model: ARW-13, ARW - 16

BEFORE USING YOUR APPLIANCE, PLEASE READ THIS MANUAL, PAYING SPECIAL ATTENTION TO THE IMPORTANT SAFETY INSTRUCTIONS LOCATED IN THIS MANUAL

Shipping Damage Claim Procedure

The equipment is crafted and inspected carefully by skilled personnel before leaving the factory. The transportation company assumes full responsibility for the safe delivery upon acceptance of the equipment.

If you receive a damaged product, immediately contact your delivery company, your dealer, your builder or installer. Do not install or attempt to operate a damaged appliance.

1. Note on the freight bill or express delivery any visible loss or damage and have the note signed by the person making the delivery.
2. File claim for damages immediately regardless of the extent of damages.
3. For damage noticed after unpacking (concealed loss or damage), notify the transportation company immediately and file a "Concealed Damage" claim with them. This must be done within five (5) days from the date that delivery is made to you.
4. Retain the shipping container for inspection.



WARNING!

Improper installation, adjustment, alteration, service, or maintenance can cause property damage, injury, or death. Read the installation, operating and maintenance instructions thoroughly before installing or servicing this equipment.

FOR YOUR SAFETY

Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.



WARNING!

CA PROPOSITION 65: The burning of gas cooking fuel generates some chemical by-products which may expose you to chemicals including benzene, carbon monoxide, formaldehyde, and soot, which are known to the state of California to cause cancer and birth defects or other reproductive harm. To minimize exposure to these substances, always operate this unit.

IMPORTANT - PLEASE READ AND FOLLOW!

Instructions to be followed in the event the user smells gas must be posted in a prominent location.. This information must be obtained by consulting the local gas supplier.

- Before beginning, please read all the instructions carefully.
- **DO NOT** remove permanently affixed labels, warnings, or plates from product. This may void the warranty.
- All local and national codes and ordinances must be observed; installation must conform with local codes.
- The Installer must leave these instructions with the consumer who must retain for local inspectors' use and for future reference.

RETAIN THIS MANUAL FOR FUTURE REFERENCE

This equipment is design engineered for commercial use only.



Intertek



Intertek

INSTALLATION CODES AND STANDARDS

American Range equipment must be installed in accordance with:

United States of America:

State and local codes.

National Fuel Gas Code, ANSI-Z223.1/NFPA #54 (latest edition).
This shall include but not be limited to: NFPA #54 Section 10.3.5.2
for Venting. Copies may be obtained from The American Gas
Association Accredited Standards Committee Z223, @ 400 N.
Capital St. NW, Washington, DC 20001 or the Secretary Standards
Council, NFPA, 1 Batterymarch Park Quincy, MA 02169-7471.

NOTE: In the Commonwealth of Massachusetts All gas
appliances vented through a ventilation hood or exhaust
system equipped with a damper or with a power means
of exhaust shall comply with 248 CMR.

NFPA Standard # 96 Vapor Removal from Cooking Equipment,
latest edition, available from the National Fire Protection
Association, Batterymarch Park, Quincy, MA 02269.

Canada:

Local codes.

CAN/CSA-B149.1 Natural Gas Installation (latest edition)

CAN/CSA-B149.2 Propane Installation Code (latest edition),
available from the Canadian Gas Association, 178 Rexdale
Blvd., Etobicoke, Ontario, Canada M9W 1R3

The above are available from the Canadian Standard Association,
5060 Spectrum Way, Suite 100, Mississauga, Ontario, Canada L4W 5N6.

INSTALLATION

INSTALLATION

- Installation of the equipment should be performed by qualified, certified, licensed and/or authorized personnel who are experienced in state/local installation codes. Have the technician show you the exact location of the gas shut-off valve on the incoming gas line so you know how to turn off the gas if necessary.
- Operation of the equipment should be performed by qualified or authorized personnel who have read this manual and understand and are familiar with the functions of the equipment.
- Service of the equipment should be performed by qualified and licensed personnel who are knowledgeable with American Range products.
- **In the Commonwealth of Massachusetts, installation must be performed by a licensed plumber or gas fitter.**
- Rating label - The information on the rating plate defines the model, serial number, gas type (natural or liquid propane), operating pressures and burner BTU Ratings. Keep this information for future reference. It is essential for proper identification of the unit when requesting additional information or factory support. Appliances must be connected only to the type of gas specified on the rating plate

Check with the factory, a factory representative, or local service company to perform maintenance and repairs.

GAS CONNECTION

Local codes or, in the absence of local codes, with the National Fuel Gas Code, ANSI Z223.1/NFPA 54, or the Natural Gas and Propane Installation Code, CSA 149.1 as applicable, including:

- The appliance and its individual shut-off valve must be disconnected from the gas supply piping system during any pressure testing of that system at test pressure in excess of 1/2 psi (3.45 kPa).
- The appliance must be isolated from the gas supply piping system by closing the individual manual shut-off valve during any pressure testing of the gas supply piping system at test pressure, equal to or less than 1/2 psi (3.45 kPa).

Do not store or use gasoline or other flammable vapors or liquids in the vicinity of this or any other appliance. » Provisions for adequate clearances for servicing and proper operation must be planned during installation. Keep the appliance area free and clear from combustible material. » Please observe all local and national codes and ordinances. » Do not remove any permanent warning labels or plates from this product. » Consumers must

VENTILATION HOODS

- The ventilation of this equipment should be in accordance with local codes. In absence of local codes, refer to the national ventilation code titled, Standard for the Installation of Equipment for the Removal of Smoke and Grease Laden Vapors from Commercial Cooking Equipment, NFPA-96 – Latest Edition.
- Means must be provided for any commercial, heavy-duty cooking appliance to exhaust combustion waste products to the outside of the building. Usual practice is to place the unit under an exhaust hood. Filters and drip troughs should be part of any industrial hood. Consult local codes before constructing and installing a hood.
- Room air movement should be monitored during installation. Strong exhaust fans in the hood or in the overall air conditioning system can produce a slight vacuum in the room and/or cause air drafts – either may interfere with the pilot or main burner performance and can also be hard to diagnose. If pilot burner or main burner outage problems persist – make up air openings or baffles may have to be provided in the room.

INSTALLATION

- Provisions shall be incorporated in the design of the kitchen to ensure adequate supply of fresh air and adequate clearance for air openings into the combustion chamber, for proper combustion and ventilation. For proper operation of the appliance, **do not obstruct the flow of combustion and ventilation air**

This is a vented appliance. The appliance is not to be installed in conjunction with an air curtain, range hood, or ventilation systems which operate by blowing air downward towards the appliance. This type of ventilation system may cause ignition and combustion problems with the gas cooking appliance resulting in personal injury or unintended operation.

LEVELING

- To level the unit, place a carpenter's level on the range top and check leveling of the unit side to side and front to rear. Achieve leveling by turning each foot section of the unit's leg as needed. Turning the foot in a counter clockwise direction will increase height and clockwise will decrease.

WHAT TO DO IF YOU SMELL

- » Do not try to light any appliance
- » Do not touch any electrical switch
- » Do not use any phone in your building
- » Using a neighbor's phone, immediately call your gas company.
- » Follow the gas supplier instructions.
- » If you cannot reach your gas supplier, call the Fire Department

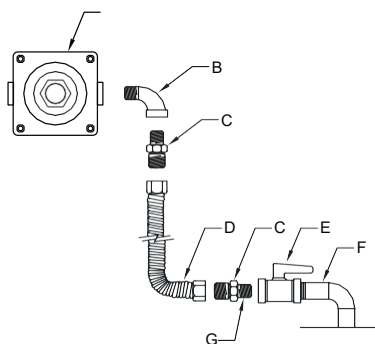
GAS CONNECTION

The unit requires one gas connection. The gas inlet line size of this appliance is 3/4" NPT. For proper operation, the gas service supply line must be the same size or greater than the inlet line size of the appliance. The gas line must not be reduced at any point along the supply line.

MANUAL SHUT-OFF VALVE

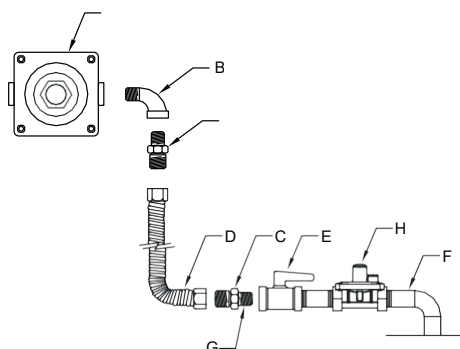
A gas pressure regulator and a contractor-supplied shut-off valve must be plumbed in the gas service line ahead of the appliance – in a physical location where it can be reached quickly in the event of an emergency.

INSTALLATION



NATURAL GAS

- A. Gas pressure regulator
- B. 90° Street elbow
- C. Adapter (must be 3/4" male pipe thread)
- D. Flexible connector
- E. Manual gas shut-off valve
- F. 3/4" gas supply
- G. Use pipe-joint compound



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- B. 90° Street elbow
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- E. Manual gas shut-off valve
- F. 3/4" gas supply
- G. Use pipe-joint compound
- H. Step down regulator

PRESSURE REGULATOR must be installed in the gas line – **failure to install a pressure regulator will void the equipment warranty.**

- The regulators supplied with the unit has 3/4" NPT connections; the regulator is adjusted at the factory for 5" W.C. (water column) manifold gas pressure (natural gas) or 10" W.C. manifold gas pressure for propane gas operation.
- Before connecting the regulator, check the incoming line pressure – as these regulators can only withstand a maximum inlet pressure of 14" W.C. (1/2 PSI); exceeding this pressure will damage them
- Please check installer supplied intake pipes visually and / or blow them with compressed air to clear any dirt particles, threading chips, or any other foreign matter before installing a service line. When gas pressure is applied, these particles could clog orifices.
- All connections must be sealed with a joint compound suitable for liquid propane and natural gas, and all connections must be tested with a soapy water solution before lighting any pilots.
- A gas flow direction arrow is cast into the body of the regulator to minimize installation error – it should point downstream to the appliance. The blue air vent cap on the top of the regulator is part of the regulator and should not be removed.

INSTALLATION

SPECIFICATIONS

MODEL	ARW-13		ARW-16	
# of Burners	1		1	
Gas Type	Liquid Propane	Natural Gas	Liquid Propane	Natural Gas
Intake Tube Pressure	10" W.C.	5" W.C.	10" W.C.	5" W.C.
BTU per Burner	125,000 BTU	125,000 BTU	125,000 BTU	125,000 BTU
BTU Total	125,000 BTU	125,000 BTU	125,000 BTU	125,000 BTU
Ignition Type	Manual	Manual	Manual	Manual
Valve Types	Pilot Light	Pilot Light	Pilot Light	Pilot Light
Wok Hole	13"		16"	16"
Non-Combustible Clearance	0" Rear, 0" Sides	0" Rear, 0" Sides	0" Rear, 0" Sides	0" Rear, 0" Sides

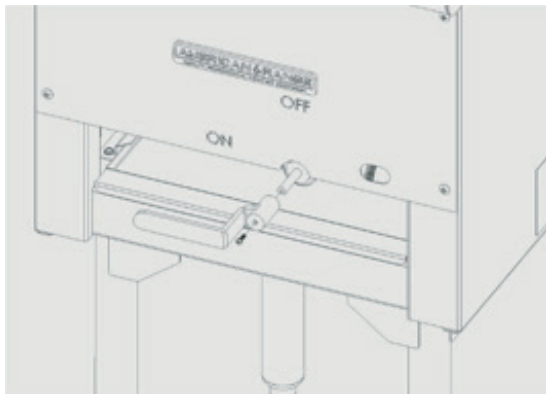
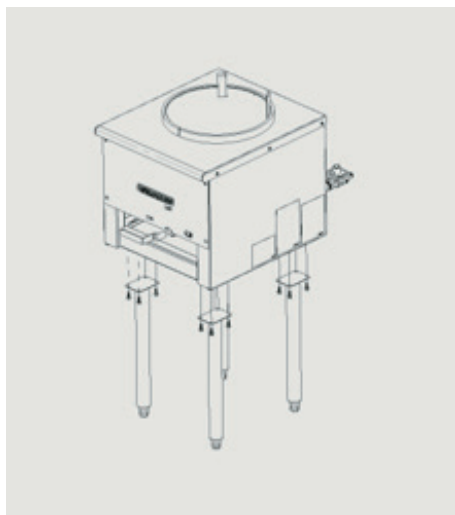
WOK bowl not included.

Recommended Wok Bowl Size

- ARW-13 wok pan size 15"
- ARW-16 wok pan size 18"

Assembly Instructions

- Attach all (4) legs to the unit using (4) of the provided screws in each. For units with caster screw into bottom of the leg
- Attach the control valve handle to the front of the unit with the provided screw



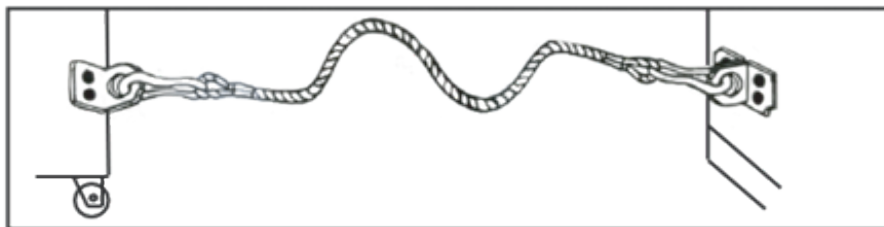
INSTALLATION

When an appliance is equipped with casters, instructions that: the installation shall be made with a connector that complies with the Standard for Connectors for Movable Gas Appliances, ANSI Z21.69 • CSA 6.16, and a quick disconnect device that complies with the Standard for Quick-Disconnect Devices for Use With Gas Fuel, ANSI Z21.41 • CAS 6.9; adequate means must be provided to limit the movement of the appliance without depending on the connector and the quick-disconnect device or its associated piping to limit the appliance movement; and the location(s) where the restraining device or its associated piping to limit the appliance movement: and the locations(s) where the restraining means may be attached to the appliance shall be specified.

When an appliance is supplied on casters and is connected to the supply piping by means of a connector for movable appliances, a statement making the operator aware there is a restraint on the appliance and, If disconnection of the restraint is necessary, to reconnect this restraint after the appliance has been returned to its originally installed position.

WOKS WITH CASTERS

In order to be able to service this appliance, it must be installed with the locking front casters, a flexible connector complying with ANSI Z21.69.CGA6.16 and a quick disconnect device complying with ANSI Z21.41CGA 6.9. Adequate means must be provided to limit the movement of the appliance without depending on the connector and the quick disconnect device or it's associated piping to limit the appliance's movement.



If the kitchen floor is relatively smooth and level, the unit may be leveled by turning the "foot" section of the leg, since casters are not adjustable. Identify the high corner and level the unit if the adjustment required exceeds the 1-1/4" limit use metal shims.

INSTALLATION

LIGHTING INSTRUCTIONS



CAUTION

When lighting the gas unit, **DO NOT** stand with your face close to the combustion chamber.

All American Range Corporation appliances are adjusted and tested before leaving the factory, effectively matching them to appropriate atmospheric conditions. We recommend that adjustments and calibrations are performed upon installation to assure proper operation of the unit and avoid possible problems caused by rough handling or vibration during shipment. This work must be performed only by qualified service personnel. These adjustments are the responsibility of the customer and/or dealer and are not covered by warranty.

Check all gas connections for leaks with a soapy water solution before lighting the unit. **DO NOT USE AN OPEN FLAME TO CHECK**



WARNING!

Prior to lighting check all joints in the gas supply line for leaks.(**DO NOT USE OPEN FLAME TO CHECK FOR LEAKS! Use soap and water solution.**)

After piping is checked for leaks, all piping receiving gas should be purged to remove air.

1. Turn the control valve to position OFF.
2. Make sure all knobs are in a closed state.
3. Wait for 5 minutes.
4. Turn pilot valve(s) by adjusting the screw counterclockwise, then light standing pilot and adjust flame ¼" high, pilot flame might take a few minutes to light in order to bleed air out of the gas lines

NOTE: If it does not light immediately, wait 5 minutes for existing gas in pipe to disperse and try again.

TO CHECK FOR GAS LEAKS USING A SOAPY WATER SOLUTION

1. Turn pilot valves to OFF position by turning adjustment screws clockwise.
2. Turn ON the manual gas valve at the inlet side of the gas supply line.
3. Check for gas leaks at the flexible coupling or gas connector fitting using a solution of one part soap and three parts water.
4. Sparingly spray or brush the soapy solution at the gas fittings; active bubbling indicates location of gas leak.
5. If a gas leak is detected, turn off the manual gas valve at the inlet side of the gas line. Call your certified and licensed service technician.

SHUTDOWN INSTRUCTIONS

- For complete shutdown, shut OFF gas valve(s) and turn pilot valve(s) by adjusting the screw clockwise to shut off gas to the pilot(s).
- Wait 5 minutes before next use.

Do not pressure wash any portion of the equipment.

DAILY MAINTENANCE

1. All stainless steel body parts should be wiped regularly with hot soapy water during the day and with a liquid cleaner designed for this material at the end of each day
DO NOT USE steel wool, abrasive cloths, or powders to clean stainless surfaces.
2. If it is necessary to scrape stainless steel to remove encrusted materials, soak in hot water to loosen the material, then use a wood or nylon scraper.
DO NOT USE a metal knife, spatula, or any other metal tool to scrape stainless steel.
3. Pull catch tray from front body, wipe away residue, and clean with mild detergent.

TROUBLE SHOOTING

TROUBLE SHOOTING	CAUSES/ACTION
Pilot not lighting	Insufficient gas pressure in/Call Service
	Problem with gas valve/ Call Service
Pilot ignited, but not the main burner	Insufficient gas pressure in pipe/Call Service
	Gas control valve broken/Replace control valve
	Low flame distance/Adjust pilot height
Inconsistent burning	Insufficient gas pressure in pipe/Call Service
	Faulty ventilation/Call HVAC Technician
	Flow of connection pipe is not adequate/ Use 3/4 NPT gas inlet connection for proper burner operation
	Gas spikes and floats/Use only wok pan for this unit

IMPORTANT SERVICE NOTICE!

Using any part other than genuine American Range factory supplied parts relieves the manufacturer of all liability. American Range reserves the right to change specifications and product design without notice. Such revisions do not entitle the buyer to corresponding changes, improvements, additions or replacements for the previously purchased equipment.

COMMERCIAL WARRANTY

Last Updated: August 22, 2023

LIMITED WARRANTY; EXCLUSIVE REMEDY: THIS LIMITED WARRANTY GIVES THE PERSON OR ENTITY BUYING THE PRODUCTS (DEFINED BELOW) DIRECTLY FROM SELLER (DEFINED BELOW) (SUCH PERSON OR ENTITY, "CUSTOMER") SPECIFIC LEGAL RIGHTS AND CUSTOMER MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE. American Range Corporation ("Seller") warrants its products (the "Products") to be free from defects in material and workmanship under normal use and service and when stored, maintained, and installed in strict accordance with factory recommendations. Seller's sole obligation to Customer under this warranty is the repair or replacement by Seller or a Seller-authorized service agency, at Seller's option, of any Product or any part thereof deemed defective upon Seller's examination, for a period of: (i) if Customer or any end-user customer is an individual consumer (a "Consumer"), the Warranty Duration from the date of delivery of the Products to Customer or such end-user customer, (ii) if Customer is not a Consumer, the Warranty Duration from the date of manufacture of the Products, and (iii) if any end-user customer is not a Consumer, the Warranty Duration from the date of purchase of the Products by such end-user customer from Seller's Distributor/Dealer, not to exceed (30) months from date of manufacture. A Consumer MUST provide proof of purchase of the Products from Seller or Seller's Distributor/Dealer, including the delivery date, to a Seller authorized service agency. If no product invoice or product registration is provided showing the date of delivery of the Products to a Consumer, Seller warrants the Products to be free from defects in material and workmanship for the Warranty Duration effective from the date of purchase by Consumer. A Customer or end-user customer that is not a Consumer MUST provide proof of purchase of the Products from Seller or Seller's Distributor/Dealer to a Seller authorized service agency. If no product invoice or product registration is provided showing the date of purchase of the Products to a Customer or end-user customer that is not a Consumer, Seller warrants the Products to be free from defects in material and workmanship for the Warranty Duration effective from the date of manufacture of the Products.

The "Warranty Duration" shall mean the specific periods and coverages set forth below for specific Product components, or, to the extent not listed below, twenty-four (24) months. Credit for Products or parts returned with the prior written permission of Seller will be subject to the terms shown on Seller's material return authorization form. PRODUCTS OR PARTS RETURNED WITHOUT PRIOR WRITTEN PERMISSION OF SELLER WILL NOT BE ACCEPTED FOR CREDIT. Expenses incurred by Customer or any end-user customer in returning, replacing or removing the Products will not be reimbursed by Seller. If the defect comes under the terms of this limited warranty, the Products will be repaired or replaced and returned to the Customer and the cost of return freight will be paid by Seller. The remedy of repair or replacement provided for herein is Customer's and any end-user customer's exclusive remedy. Any improper use, alteration, repairs, tampering, misapplication, improper installation, application of improper voltage or any other action or inaction by Customer, an end-user customer or others (including the use of any unauthorized service agency) that in Seller's sole judgment adversely affects the Product shall void this warranty. The warranty expressly provided herein may only be asserted by Customer and may not be asserted by Customer's customers or other users of the Products; provided, however, that if Customer is an authorized equipment dealer of Seller, Customer may assign the warranty herein to Customer's customers, subject to all of the limitations of these Terms, and in such case, the warranty shall be exclusively controlled by Seller in accordance with these Terms.

The Warranty Duration for broiler burners, lower and upper grates and radiants is 90 days.

The Warranty Duration for replacement parts is 90 days.

TO THE EXTENT NOT PROHIBITED BY LAW, THIS LIMITED WARRANTY IS EXCLUSIVE AND IS IN LIEU OF ANY OTHER WARRANTY, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF NONINFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE EXPRESSLY DISCLAIMED.

THE FOLLOWING PARAGRAPH SHALL APPLY ONLY IF YOU ARE AN INDIVIDUAL CONSUMER: THE DISCLAIMERS OF IMPLIED WARRANTIES DISCUSSED ABOVE DO NOT APPLY TO YOU. HOWEVER, TO THE EXTENT NOT PROHIBITED BY LAW, WE LIMIT THE DURATION AND REMEDIES OF ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, TO THE DURATION OF ONE YEAR STARTING ON THE DATE OF DELIVERY OF YOUR PRODUCTS TO YOU. THE LIMITED WARRANTY DURATION IS NOT EXTENDED IF WE REPAIR OR REPLACE A WARRANTED PRODUCT. SELLER MAY CHANGE THE AVAILABILITY OF THIS LIMITED WARRANTY AT SELLER'S DISCRETION, BUT ANY CHANGES WILL NOT BE RETROACTIVE. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. NEITHER ANY PERFORMANCE OR OTHER CONDUCT, NOR ANY ORAL OR WRITTEN INFORMATION, STATEMENT OR ADVICE PROVIDED BY SELLER OR ANY OF SELLER'S SUPPLIERS, AGENTS OR EMPLOYEES WILL CREATE A WARRANTY, OR IN ANY WAY INCREASE THE SCOPE OR DURATION OF THIS LIMITED WARRANTY.

LIMITATIONS and EXCLUSIONS: This limited warranty is non-transferable and is limited to the following Products: ranges, counter hot plates, griddles, char-broilers, teppanyaki griddles, over-fired salamander broilers, cheesemelters, custom combo ranges, convection ovens, and counter equipment. Products purchased and installed for use outside the continental United States are excluded from this limited warranty. In addition, notwithstanding anything herein to the contrary, this limited warranty does not cover any product which has been modified by unauthorized personnel or changed from its original design, nor normal parts wear and tear and maintenance. Additionally, notwithstanding anything herein to the contrary, the limited warranty herein will not cover components in Seller's sole discretion such as, but not limited to, the following: coated incandescent light bulbs, fluorescent lights, heat lamp bulbs, coated halogen light bulbs, halogen heat lamp bulbs, xenon light bulbs, LED lights, porcelain components, glass components, thermostats, tubes, glass components, fuses, or Product or part product failure in booster tanks, fin tube heat exchangers, or other water heating equipment caused by liming, sediment buildup, chemical attack, or freezing.

WARRANTY REGISTRATION INSTRUCTIONS: Product registration must be submitted within 90 days from the date of shipment from our factory to qualify for additional coverage. Registration may be submitted through the form on this webpage, through the form accessible through the QR code on the Product (where available), or by calling our Customer Service with the required information at Phone (818) 897-0808 Monday-Friday, 7:00 am - 4:30 pm PST.

See our full **Terms of Sale** at: [<https://www.americanrange.com/terms-of-sale>]

INSTALLATION CHECKLIST



REGISTER ONLINE AT

<https://www.americanrange.com/warranty-registration/>

REGISTRATION CARD TO VALIDATE YOUR WARRANTY, YOU MUST MAIL, EMAIL OR REGISTER ONLINE WITH A COPY OF YOUR RECEIPT TO:

AMERICAN RANGE CUSTOMER SERVICE,
13592 DESMOND STREET, PACOIMA, CA 91331
EMAIL: service@americanrange.com

Model Number: _____

Installation Date: _____

Serial Number: _____

Installation Company: _____

Gas Type: _____

Installation Rep's Name: _____

Electrical Information: _____

Installer's Address: _____

Purchase Date: _____

Installer's Phone: _____

Dealer: _____

▪ As specified on appliance Rating Plate - see page 4 for reference.

WARRANTY REQUIREMENT

For reliable operation and for your own safety, this professional cooking equipment must be installed by a certified/licensed contractor.

Failure to comply will void any written or implied warranty.

In the event the equipment requires service during the standard warranty period, the receipt proving certified installation must be made available to American Range for verification.

If installation was not performed by a certified/licensed contractor, be prepared to submit a major credit card for payment for proper installation prior to service.