

MODULAR HOLDING CABINET OWNERS OPERATORS MANUAL

M Series (single-sided and pass-through)



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M243S



M343S



**READ THIS MANUAL
COMPLETELY BEFORE
OPERATING THIS
APPLIANCE**

IMPORTANT: DO NOT DISCARD THIS MANUAL

This manual is considered to be part of the appliance and is to be given to the OWNER of MANAGER, or to the person responsible for training operators of this appliance.

THIS MANUAL IS TO BE UNDERSTOOD BY ALL PERSONS USING OR INSTALLING THIS APPLIANCE.

Contact Carter-Hoffmann if you have questions regarding installation, operation or maintenance of this equipment.

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SAFETY

Knowledge of proper installation, operation and maintenance procedures is essential to ensure the safe operation of this oven.

1. Always have dry hands prior to using the ON/OFF switch.
2. Turn OFF the ON/OFF switch anytime the cabinet is not in use, for extended periods of time.
3. If an electrical shock is felt when touching the cabinet, disconnect the power immediately and call Carter-Hoffmann Technical Service for assistance or service.
4. If the power cord is frayed or the plug damaged, DO NOT PLUG INTO THE ELECTRICAL POWER RECEPTACLE. IF IT IS ALREADY PLUGGED IN, SHUT OFF THE MAIN CIRCUIT BREAKER, LOCATED IN THE BREAKER BOX, THEN DISCONNECT THE PLUG.
5. DISCONNECT THE POWER CORD BEFORE ATTEMPTING ANY REPAIRS TO THE CABINET AND/OR CLEANING THE UNIT. REPAIRS TO THIS UNIT MUST BE PERFORMED BY QUALIFIED PERSONNEL.
6. DO NOT SPRAY WITH WATER HOSE OR SUBMERGE THE CABINET. ELECTRICAL COMPONENTS AND WIRING PRESENT A HIGH SHOCK HAZARD WHEN WET.

SAFETY PRECAUTIONS



WARNING: ELECTRIC SHOCK HAZARD

All servicing requiring access to non-insulated components must be performed by qualified service personnel. DO NOT open any access panel that requires the use of tools. Failure to heed this warning may result in severe electric shock.



CAUTION: ELECTRIC SHOCK HAZARD

Disconnect this appliance from electrical power before performing any maintenance or servicing.



CAUTION: BURN HAZARD

Exposed metal surfaces can be hot to the touch and may cause burns.

IMPORTANT SAFETY INSTRUCTIONS

When using electrical appliances basic safety precautions should be adhered to, including the following:

- 1) Operators of this appliance must be familiar with the appliance use, limitations and associated restrictions. Operating instructions must be read and understood by all persons using or installing this appliance.
- 2) This appliance must be grounded. Connect only to properly grounded outlet. See "Grounding Instructions" found on page 3.
- 3) Use this appliance only for its intended use as described in the manual.
 - a. This equipment is specifically designed to hold pre-cooked food at temperature.
 - b. This equipment is intended for use in commercial establishments only.
 - c. This equipment is not designed for industrial or laboratory use.
- 4) Cleanliness of this appliance and accessories is essential to good sanitation.
- 5) DO NOT submerge this appliance in water. This appliance is not jet stream approved. DO NOT direct water jet or steam jet at this appliance, or at any control panel or wiring. DO NOT splash or pour water on, in or over any controls, control panel or wiring. DO NOT use corrosive chemicals or vapors in this appliance.
- 6) DO NOT operate this appliance if it has a damaged cord or plug, if it is not working properly, or if it has been damaged or dropped. Do not immerse cord or plug in water, keep cord away from heated surfaces, and do not let cord hang over edge of table or counter.
- 7) Only qualified service personnel should service this appliance. Contact nearest authorized service facility for examination, repair, or adjustment.
- 8) DO NOT cover or block any openings on the appliance.
- 9) DO NOT store this appliance outdoors. DO NOT use this product near water – for example, near a kitchen sink, in a wet basement, or near a swimming pool, and the like.
- 10) DO NOT use the appliance for storage. DO NOT store flammable or combustible materials in or near the appliance. Never leave anything in a warming cavity when the appliance is not in use.

SAVE THESE INSTRUCTIONS

UNPACKING AND INSPECTION



This appliance should be thoroughly cleaned prior to use.

See the **CLEANING INSTRUCTIONS** on page 6 in this manual.

NOTE: DO NOT discard the carton or other packing materials until you have inspected the appliance for hidden damage and checked it for proper operation.

Refer to **FREIGHT DAMAGE CLAIM PROCEDURE** on bottom of this page.

1. Remove the cabinet from shipping carton, ensuring that all packing materials and protective plastic have been removed from the unit.
2. Inspect all components for completeness and condition.
 - Metal pan covers. There should be six included.
 - Menu programming flash drive (**DO NOT DISCARD**)
3. If any freight damage is present, a freight claim must be filed immediately with the shipping company. **Freight damage is not covered under warranty.**
4. Read operation instructions completely.
5. Appliance should be thoroughly cleaned before use. See **CLEANING INSTRUCTIONS** on page 6 in this manual.

FREIGHT DAMAGE PROCEDURE

NOTE: For your protection, please note that equipment in this shipment was carefully inspected and packaged by skilled personnel before leaving the factory. Upon acceptance of this shipment, the transportation company assumes full responsibility for its safe delivery.

IF SHIPMENT ARRIVES DAMAGED:

1. **VISIBLE LOSS OR DAMAGE:** Be certain that any visible loss or damage is noted on the freight bill or express receipt, and that the note of loss or damage is signed by the delivery person.
2. **FILE CLAIM FOR DAMAGE IMMEDIATELY:** Regardless of the extent of damage. **Contact your dealer immediately.**
3. **CONCEALED DAMAGE:** If damage is unnoticed until the merchandise is unpacked, notify the transportation company or carrier immediately, and then file a "CONCEALED DAMAGE" claim with them. This should be done within fifteen (15) days from the date the delivery was made to you. **Be sure to retain the container for inspection.**

Carter-Hoffmann cannot assume liability for damage or loss incurred in transit, **freight damage is not covered under warranty.** We will, however, at your request, supply you with the necessary documents to support your claim.

GROUNDING INSTRUCTIONS

This appliance is equipped with a cord having a grounding wire with a grounding plug which must be plugged into an outlet that is properly installed and grounded. In the event of an electrical short circuit, grounding reduces the risk of electric shock by providing an escape wire for the electric current.

WARNING—Improper use of the grounding can result in a risk of electric shock. Consult a qualified electrician or service agent if the grounding instructions are not completely understood, or if doubt exists as to whether the appliance is properly grounded.

INSTALLATION AND START-UP

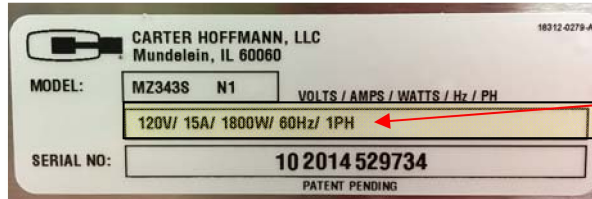
IMPORTANT:

Front and back of cabinet must remain clear for access.

Maintain 2" of clearance on each side of cabinet to allow for adequate cooling.

NOTE: The technical content of this manual, including any wiring diagrams, schematics, parts breakdown illustrations and/or adjustment procedures, is **intended for use ONLY by qualified technical personnel.**

1. Check for proper voltage and circuit breaker size. Cabinet requires 120 volt, single phase, 20 Amp circuit. Refer to serial tag on the cabinet for the electrical requirements for your particular cabinet.



Sample serial tag
location of electrical specs

2. Ensure receptacle is correctly installed and operating safely. Requires grounded NEMA 5-20R receptacle.
3. Position cabinet on table or counter top. Maintain 2" of clearance on each side to allow for adequate cooling.

Location

For proper operation and maximum performance, locate the unit in an ambient air temperature of less than 80°F (21°C).

Avoid areas near exhaust fans where there are active air movements.

For safe operation, locate the unit a reasonable distance from combustible walls and materials.

To prevent injury and damage, locate the unit at a proper and safe working height. The location should be level, clean of debris, and strong enough to support the weight of a fully loaded unit.

Counter-top Mounting

To prevent electrical shock, be sure unit is unplugged from an electrical outlet. If unit has been operated, allow unit to cool before installing. For safety reasons, countertop must be made of a non-combustible material, clean and free of debris.

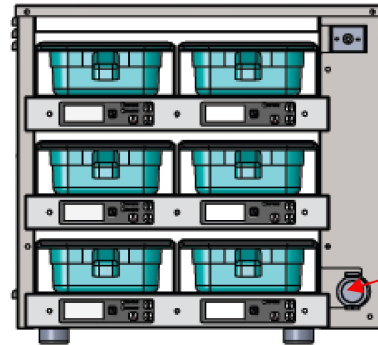
ELECTRICAL SPECIFICATIONS

Model	Volts	Hz	Phase	Watts	Amps	Plug
M223S	120	60	Single	800	6.7	NEMA 5-15P
M212S	120	60	Single	1050	8.8	NEMA 5-15P
M243S	120	60	Single	1200	10.0	NEMA 5-15P
M323S	120	60	Single	1220	10.5	NEMA 5-20P
M343S	120	60	Single	1800	15.0	NEMA 5-20P

SPECIFICATIONS

INTRODUCTION

Carter-Hoffmann Modular Holding Cabinets are designed to hold pre-cooked crispy or moist food products at temperature. Holding times and temperatures are controlled by an electronic controller and are individually programmable for each module. Timer can be set in one minute increments up to 9 hours 59 minutes. Temperature can be set in 1°F increments up to 225°F (107°C) for bottom heaters and 300°F (148°C) for top heaters. Alphanumeric displays with up to 4 characters for programming menu items.



USB Port

M323S

MODEL	Description	DIMENSIONS (H x W x D)	PAN CAPACITY
M223S	Single-sided for 2.5" deep pans; 4 slots with removable covers	11.5 x 18.875 x 16.438	4 ea. 1/3 size pans
M212S	Single-sided for 2.5" deep pans; 6 slots with removable covers	11.5 x 26.125 x 16.438	6 ea. 1/3 size pans
M243S	Single-sided for 2.5" deep pans; 8 slots with removable covers	11.5 x 33.375 x 16.438	8 ea. 1/3 size pans
M323S	Single-sided for 2.5" deep pans; 6 slots with removable covers	17.25 x 19.063 x 16.44	6 ea. 1/3 size pans
M343S	Single-sided for 2.5" deep pans; 12 slots with removable covers	16.125 x 18.875 x 16.438	8 ea. 1/3 size pans

CONSTRUCTION... All stainless steel double wall cabinet construction. Black rubber feet. Modular design with displays for each pan cavity.

CABINET MATERIAL... All stainless steel; 20 gauge polished exterior. Each cavity has a scratch-resistant lower surface with recessed aluminum plate. Lids are removable for holding drier foods and cleaning.

INSULATION... Insulated heater assemblies.

FEET... Rubber feet mounted to base of cabinet.

INTEGRATED PAN COVERS... Built-in removable pan covers, for moist food holding. Easily removed, without tools, for cleaning or holding uncovered food products. Pan covers in place provide seal for pans containing moisture-sensitive food products. Covers for both 2.5" and 4" deep pans. Cut-out opening for ladles.

CONTROLLER... Alpha-numeric display for 5 menu items, with digital temperature and time display for each pan; countdown timer and audio/visual alarm. One controller for each pan. Controllers with independent settings for top and bottom heat. Program temperature in one degree increments up to 225°F (107°C) on the bottom heaters and 300°F (148°C) on the top heaters. Timer can be set for up to 9 hours, 59 minutes, in 1

minute increments. Countdown will convert to seconds when less than one minute is left. Individual pan timers. Pass-through cabinets also have rear displays for temperature and time.

DATA PORT... USB Port for updating menu setpoints. Uploading and downloading capability.

HEATING SYSTEM... Silicone pad heaters vulcanized to bottom of black hard coated anodized aluminum plate. 75 watt top heaters, one for each pan, with programming capability for temperature. M223S has 250 watt bottom heaters, one for each shelf; M212S, M243S and M343S have 300 watt bottom heaters, one for each shelf, with temperature programming capability for each shelf.

FACTORY SETPOINTS... Pre-programmed factory set points for controllers.
TOP HEATERS: 240F (115C)
BOTTOM HEATERS: 195F (91C)
Preset timers for 30 minutes for covered food; 20 minutes for uncovered food.

ELECTRICAL CHARACTERISTICS...

M223S operates on 120 volts, 60Hz, single phase, 800 watts, 6.7 Amps. NEMA 5-15P plug.
M212S operates on 120 volts, 60Hz, single phase, 1050 watts, 8.8 Amps, NEMA 5-15P plug.
M243S operates on 120 volts, 60Hz, single

phase, 1200 watts, 10.0 Amps, NEMA 5-15P plug.

M323S operates on 120 volts, 60Hz, single phase, 1220 watts, 10.5 Amps, NEMA 5-20P plug.

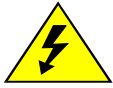
M343S operates on 120 volts, 60Hz, single phase, 1800 watts, 15.0 Amps, NEMA 5-20P plug.

Six 3 wire rubber cord with 3 prong grounding plug. NEMA 5-20P plug.

PERFORMANCE... Capable of heating to 300°F (148°C) on the top heaters and 225°F (107°C) on the bottom heaters. Preheat to 180°F (82°C) in less than 10 minutes. Higher temperatures will take longer—up to 90 minutes.

ACCESSORY PACKAGES...

- Additional pan covers
- Pass-through; includes rear displays for temperature and time: replace suffix "S" with suffix "P".
- 1/3 size amber pans; 2.5 inch deep; specify one handle (for single sided cabinets) or two handles (for pass-through cabinets)
- 1/3 size amber plastic trivets
- 1/3 size wire grates



**CAUTION:
ELECTRIC SHOCK
HAZARD**

Disconnect appliance from electric power before cleaning.



**CAUTION:
HOT SURFACE**

Exposed surfaces can be hot to the touch and may cause burns. Allow appliance to cool before cleaning.



IMPORTANT:

DO NOT spill or pour water into controls, control panel or wiring. Water damage is **not** covered by warranty.

CLEANING

CAUTION: Unplug cabinet and allow to cool before cleaning.

Daily Cleaning:

- 1) Turn off cabinet and remove power cord plug from outlet. Allow cabinet to cool.
- 2) Remove pans, covers, grates & and other accessories and clean them in the sink with mild detergent and allow to dry.
- 3) Wipe cabinet and inside surfaces of warming cavities with a clean towel moistened with cleaning solution.
- 4) Rinse by wiping with a clean towel moistened with clean water. Allow to air dry.
- 5) Connect power cord.

Weekly Cleaning:

- 1) Turn cabinet off and remove power cord plug from outlet. Allow cabinet to cool.
- 2) Remove accessories (pans, pan covers, etc).
- 3) Lightly spray cabinet and inside surfaces of warming cavities with cleaning solution.
- 4) Wipe cabinet and inside surfaces of warming cavities with a clean towel until clean. For heavy soils, use a non-scratch or nylon scouring pad.
- 5) Rinse by wiping with a clean towel moistened with clean water. Allow cabinet to air dry.
- 6) Accessories may be cleaned in the sink with mild detergent. Rinse and allow to air dry.
- 7) Clean pan covers by wiping with a clean towel moistened with cleaning solution. Rinse by wiping with a clean towel moistened with clean water. Allow to air dry then reinstall in cabinet.
- 8) Connect power cord.



CAUTION: Cleansers, detergents, degreasers, sanitizers, or bleaching agents that contain chlorides or phosphates will cause permanent damage to stainless steel products. The damage appears as pits, eruptions, voids, small holes, severe discoloration or dulling of the metal finish.

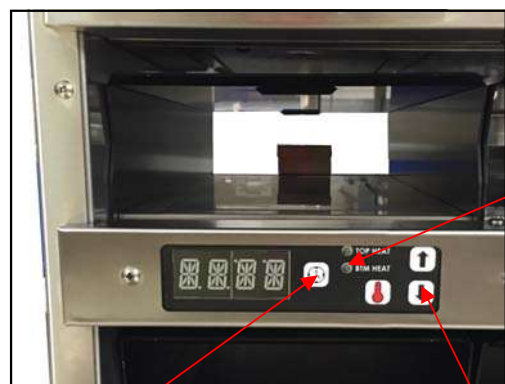
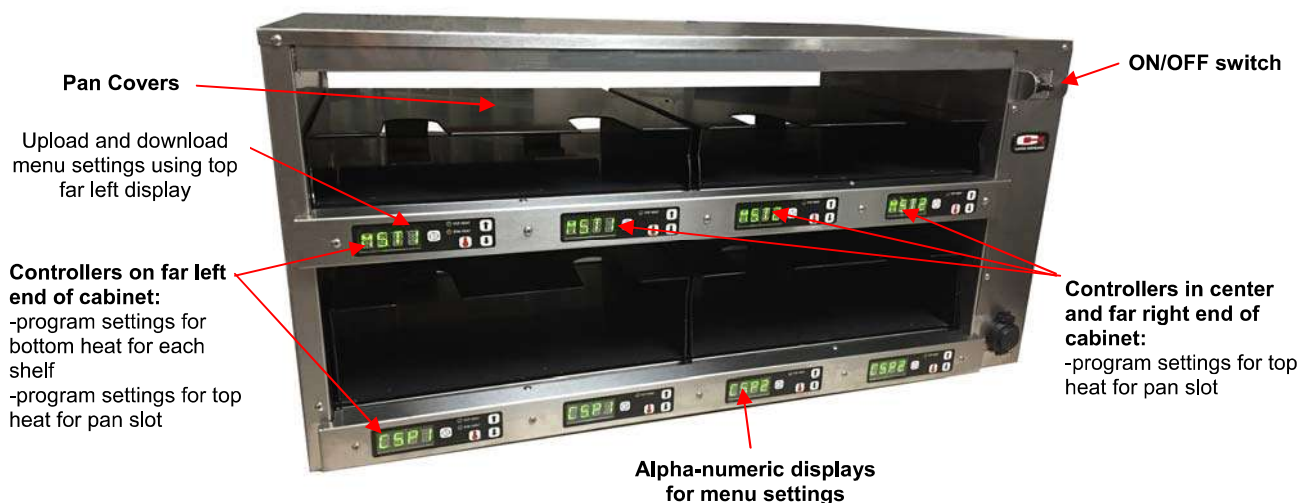
Water with high chloride content can also damage stainless steel. If unsure of your water quality, we recommend you have it tested. THIS DAMAGE IS PERMANENT, COSTLY TO REPAIR, AND IS NOT COVERED BY THE WARRANTY.

See next page for tips on cleaning stainless steel.

RECOMMENDED TIPS FOR CLEANING STAINLESS STEEL

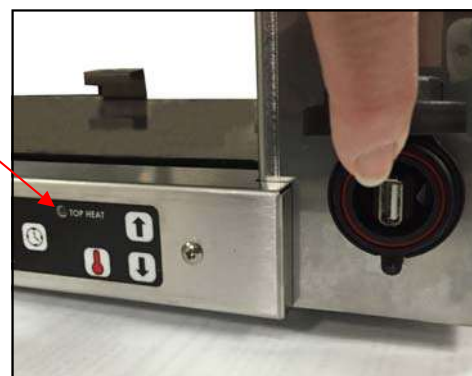
Purpose	Frequency	Cleaning Agent	Method of Application
Routine	Daily	Soap, ammonia cleaning detergent and water	Sponge with cloth, rinse with clear water and wipe dry.
Smears/ Fingerprints	As needed	Stainless steel cleaner or similar products	Rub with soft cloth as directed on package. Rub in direction of grain of stainless steel. Do not use on vinyl trim.
Stubborn spots and stains	Daily as needed	Any chloride-free or phosphate-free cleaner	Apply with damp sponge or cloth. Rub in direction of grain of stainless steel. Rinse thoroughly, especially if cleaner contains chlorine bleach; do not use on vinyl trim.
Hard water spots	Daily as needed	Vinegar	Swab with cloth. Rinse with water and wipe dry.

FEATURES & OPERATING CONTROLS



Top Heat Indicator
 (center and right controllers)

Top and Bottom Heat Indicators (far left controllers only)



NORMAL OPERATION

MOIST FOOD HOLDING: Use top and/or bottom heat with pan cover in place.

CRISPY / FRIED FOOD HOLDING: Use bottom and top heat and remove pan cover.

TEMPERATURE SETPOINT RANGE:

Top Heat: OFF - 300°F (50°C - 148°C)

Bottom Heat: 122°F - 225°F

TIMER RANGE:

1 minute to 9 hours, 59 minutes.

NOTE: Timers cannot be programmed for less than 1 minute.



Temperature is LOW



Typical temperature reading




Typical Time Remaining reading




Timed Cycle Completed

NOTE: Timer cannot be started until the cabinet is pre-heated.



NOTE: Press and release


the TEMP  key to view or verify a cavity setpoint. Cavity setpoint will be displayed briefly. If the cavity setpoint needs to be changed, refer to *Programming Instructions* on page 9-13.

NOTE: Timer can be cancelled at any time during the cycle by pressing and holding the

TIME KEY  for 2 seconds. Digital readout will display currently selected menu item (i.e. "MST1").

1. Turn POWER SWITCH, located at the top front panel, to ON. Pre-heat cabinet for 90 minutes. When first turned on, digital readout will boot up and display the software codes and then "LO" until the cabinet reaches 122°F (50°C). After the cabinet reaches 122°F (50°C), the digital readout will display the current temperature, until the temperature reaches the setpoint. Once the cabinet reaches setpoint, the digital readout will display the current menu item for each pan (i.e. "MST1"). This indicates the cabinet is ready to hold product.

You may change the menu item by pressing the UP  and DOWN  ARROW KEYS. Each controller has five pre-set programs (MST1, MST2, CSP1, CSP2, OFF) for each pan position. In the OFF position, temperature setpoint and time cannot be modified.

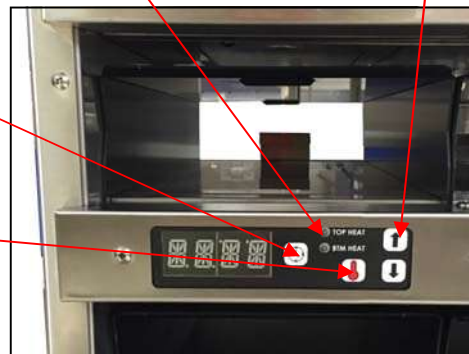
2. Load cooked product into pans and place pans on shelves. For moist food holding MST1 and MST2, use with pan covers in place; bottom heat will be ON and top heat will be OFF. For crispy food holding CSP1 and CSP2, remove pan covers; top and bottom heat will be ON.
3. Press TIME  key to start the timer. Refer to *Programming Instructions* (page 9) to change programmed time.
4. When the timer button is pressed, the display will show the time for 5 seconds and then return to the menu item. LED label top heat will indicate the time remaining as it counts down. The digital readout will count down, displaying the remaining time. The digital readout is displayed in hours and minutes until less than one minute remains. Once the remaining time is less than one minute, the digital readout counts down in seconds. At the end of the timed cycle, the digital readout will flash "0.00" and an alarm will sound until the TIME KEY is pressed.
5. Remove product from cabinet.
6. At the end of the day, or if the cabinet will not be used for an extended period of time, press the POWER SWITCH to OFF.

Heat Indicating Lamps: Indicate whether top or bottom heat is displayed

UP & DOWN Arrows for manual setting of timers, top and bottom heat

Timer Key: display time remaining; turn timer on and off; set timer

Temperature Key: view cavity setpoint, change cavity setpoint



CONTROLLER PROGRAMMING

NOTE: Each module can be programmed individually.

Rear display cannot be programmed.

TEMPERATURE SETPOINT RANGE:

Top Heat: OFF - 300°F
(50°C - 148°C)

Bottom Heat: 122°F - 225°F








TIMER RANGE:

1 minute to 9 hours, 59 minutes.

NOTE: Timers cannot be programmed for less than 1 minute.





NOTE: If changes to the temperature and/or time are saved for a single menu item (i.e. "CSP2"), all shelves for that menu item will be automatically updated.

PROGRAMMING INDIVIDUAL HEATER TEMPERATURE SETPOINTS (Programs: CSP1, CSP2, MST1, MST2)

1. You can change the temperature setting for the lower heat on each shelf on each of the two leftmost controllers. For the shelf you wish to program, press and hold the TEMP KEY  for approximately 2 seconds, the display will flash the current setting for the lower heater; the lower heat indicator light will be ON.
2. Press either INCREASE KEY  or DECREASE KEY  to change the temperature.
3. You can change the setting for the upper heat for each pan with the controller below each pan. To select the upper heater setting, press and release the TEMP KEY  on the controller for the pan you wish to change. The display will flash the current setting for the upper heater and the upper heat indicator light will be on.
4. Press either INCREASE KEY  or DECREASE KEY  to change the temperature.
6. When done, press and hold the TEMP KEY  for 2 seconds. Changes will be saved. If no button is pressed, controller will automatically exit and changes will be saved.

NOTE: If no key is pressed for 5 seconds, display returns will display the menu item. Changes will be saved.

PROGRAM TIMERS (for each menu item)

1. Press and hold TIME KEY  until digital readout flashes.
2. Press INCREASE KEY  to add time. Each time key is pressed, timer is increased by 1 minute. Hold key to scroll faster.
3. Press DECREASE KEY  to subtract time. Each time key is pressed, timer is decreased by 1 minute. Hold key to scroll faster.
4. Press TIME KEY  to save changes and return to the menu item.

NOTE: When a temperature or timer setting is changed for a menu item, all settings for that menu item will automatically update. For example, if you change the time for MST1 on one pan, all other pans set for MST1 will automatically update to the new timer setting.

NOTE:

The technical content of this manual, including any wiring diagrams, schematics, parts breakdown illustrations and/or adjustment procedures, is intended for use **ONLY by qualified technical personnel.**

CONTROLLER PROGRAMMING

TO CHANGE PROGRAM SETTINGS USING USB PORT

The cabinet comes with a USB port and a flash drive equipped with the software to change the menu settings and upload to or download from the cabinet.



1. Insert the USB drive into your computer and locate the **CarterHoffmannAlpha.exe** file.
2. Click on the **CarterHoffmannAlpha.exe** to run the program. If a dialog box asks you if you are sure you want to run, click "yes".
3. A Data input screen will open and you may now change the settings for each pan or each menu item.
4. **Select Model for your cabinet** at the bottom right of the **Drawer Setup** tab. The drawer set-up display should then show two levels. These coincide with pan slots.
5. There are two tabs for the data input screen:

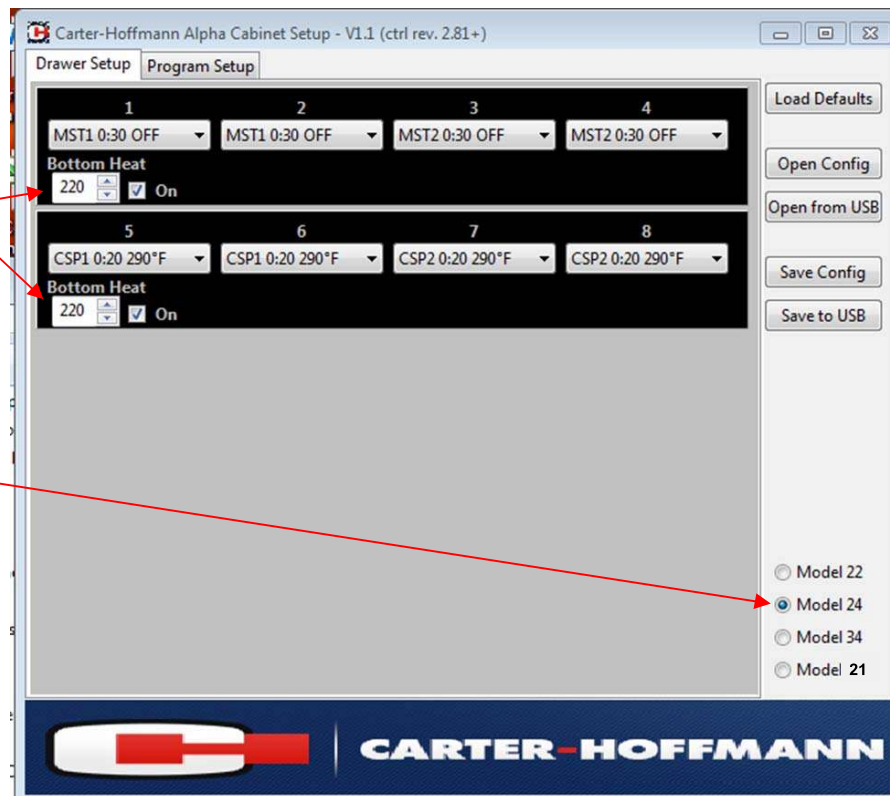
Drawer Setup: This screen allows you to select from the programmed menu items for the cabinet. There are 5 default menu items for each cavity: MST1, MST2, CSP1, CSP2 and OFF. You can program the bottom heat for each shelf.

Program Setup: This screen allows you to change the menu item names, top heat temperature and time for each menu item.

Shown with
Default settings

Program bottom
heat for each
shelf
Default is 220°F.

4) Select Model:
22 for M223
24 for M243
34 for M343
21 for M212



Open Config: Browse to find and open a previously saved menu configuration from your computer.

Open from USB: Browse to find and open a previously saved menu configuration from the USB drive.

Load Defaults: Click to override any menu settings that have been save to the original factory defaults.

Save Config: Save file to a location on your computer

Save to USB: Save file to a USB (USB can then be used to upload new settings using the port on the cabinet)

THE FILE WILL BE A TEXT FILE NAMED CONFIG

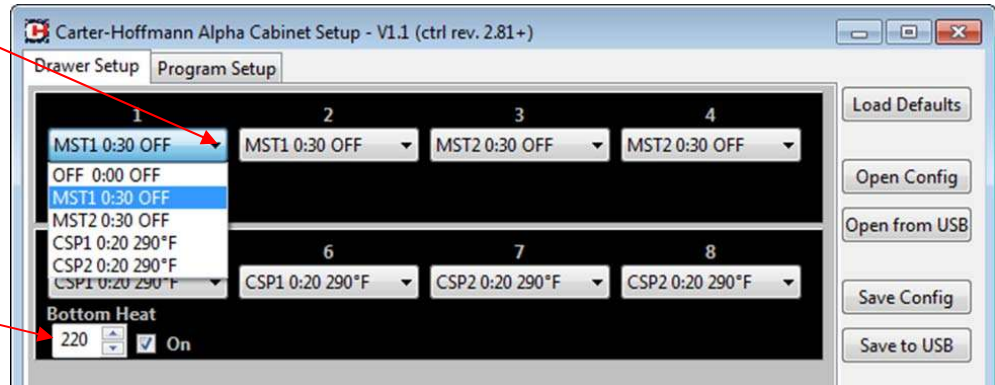
CONTROLLER PROGRAMMING (continued)

TO CHANGE THE MENU ITEM FOR EACH PAN SLOT AND BOTTOM HEAT SETTING FOR EACH SHELF

Each of pan slot has 5 default menu items: MST1, MST2, CSP1, CSP2 and OFF. If you wish to change the menu item, click on the **drop-down arrow** for the pan slot and select a new menu item. You may do this for each pan slot.

Drop Down
Arrow to
select menu
item

Program bottom
heat for each
shelf
Default is 220°F.



TO CHANGE MENU ITEM NAME, TOP HEAT TEMPERATURE SETTING AND OR TIME SETTINGS

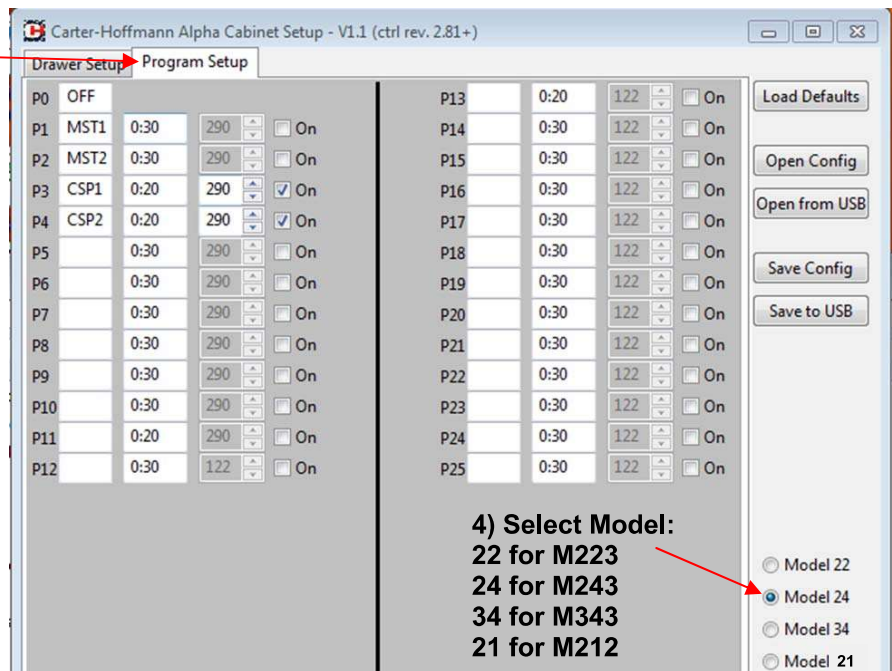
On the data input screen, select the **Program Setup** tab then **Select Model for your cabinet** on the lower right.

On this screen you can see the temperature and time settings for each menu item. There are five default menu items that are preprogrammed, but you can designate settings for up to 25 menu items. P0 (OFF) cannot be changed. P1 through P25 can have unique programmed settings for the menu item name (alphanumeric—up to four characters), time (maximum is 9 hours, 59 minutes), top heat on or off (click box next to On if you wish to have the top heater activated; maximum temperature for top heat is 300°F)

Default Settings

Item	Time	Top Heat Temp	Top Heat
OFF	-	-	-
MST1	0:30	-	-
MST2	0:30	-	-
CSP1	0:20	290	ON
CSP2	0:20	290	ON

Program Setup



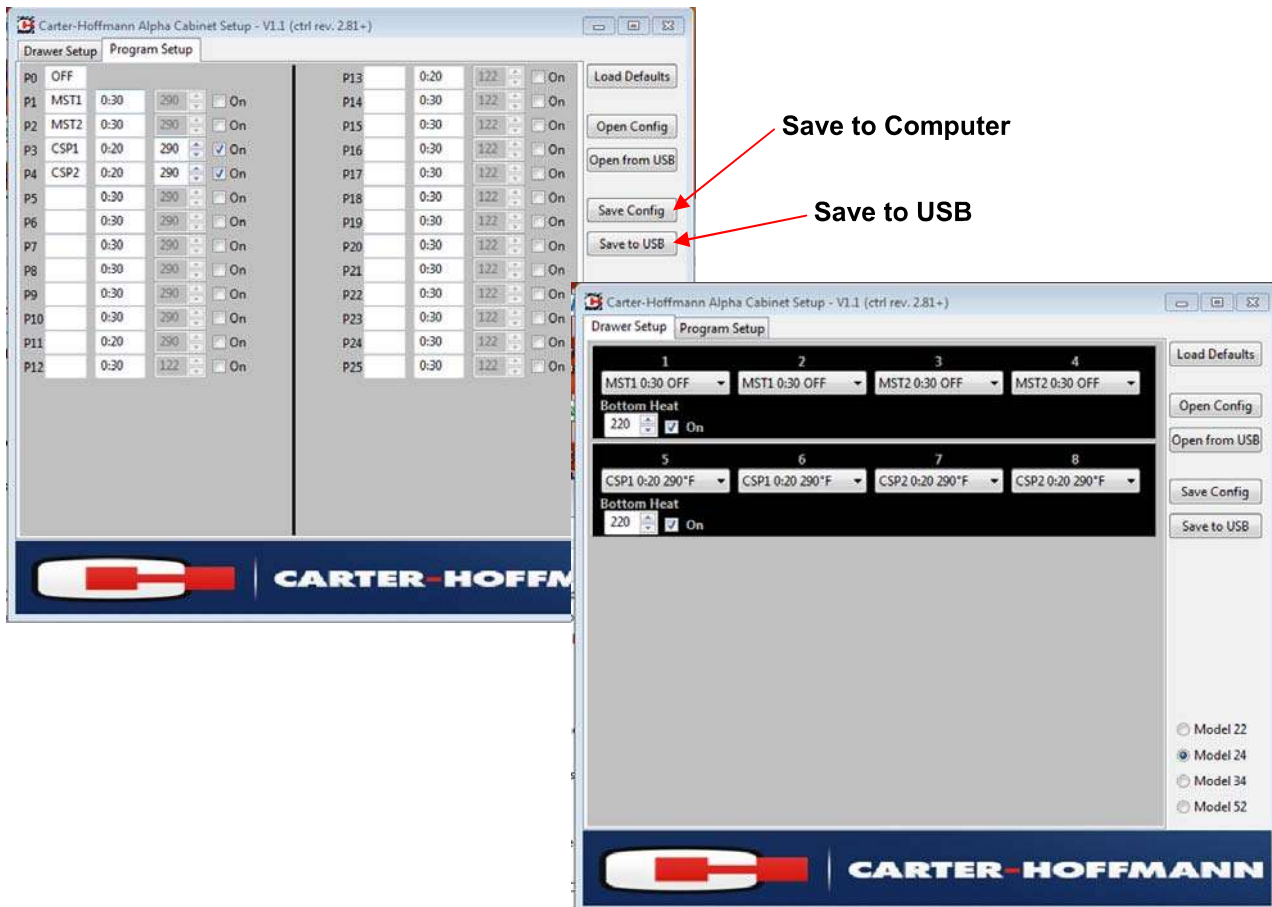
4) Select Model:

22 for M223
24 for M243
34 for M343
21 for M212

- ☐ Model 22
- ☒ Model 24
- ☐ Model 34
- ☐ Model 21

CONTROLLER PROGRAMMING (continued)

SAVING YOUR CHANGES



When you are finished making changes, you may save the new settings to the flash drive and your computer. This can be done from the **Drawer Setup** or **Program Setup** Screen.

Save the new settings to the flash drive by clicking on the **"Save to USB"** button. It is recommended that you save the settings to your computer in a secure spot, for backup just in case the flash drive is lost or destroyed. Save the settings to your computer by clicking on the **"Save Config"** button. This .txt file will be named CONFIG and contains the data settings that you have just programmed, using the **CarterHoffmannAlpha.exe** software.

NOTE: The new settings will overwrite any existing files on your computer and/or the flash drive.

Other options from this screen are:

"Open Config": Opens a previously saved menu configuration from your computer

"Open from USB": Opens a previously saved menu configuration from the flash drive

"Load Defaults": Click to override any menu settings that have been save to the original factory defaults.

CONTROLLER PROGRAMMING (continued)

UPLOADING and DOWNLOADING MENU SETTINGS USING THE USB PORT

UPLOADING FROM FLASH DRIVE VIA USB PORT TO CABINET

1. The unit must be plugged in and the power must be turned OFF prior to beginning this procedure.
2. Insert the flash drive into the USB port and turn the cabinet ON. Observe far top left display.
3. Before the display shows **PUP** **KEY** **CHK** then press and hold **TIMER** and **UP ARROW** buttons.
4. When the display reads **CHEK** **USB** **STIK** the settings have been uploaded.
5. The programming is complete and the settings will read "Lo."
6. Turn the power off and remove the flash drive.

DOWNLOADING FROM THE CABINET TO THE FLASH DRIVE VIA THE USB PORT

1. The unit must be plugged in and the power must be turned OFF prior to beginning this procedure.
2. Insert the flash drive into the USB port and turn the cabinet ON. Observe far top left display.
3. Before the display shows **PUP** **KEY** **CHK** then press and hold **TIMER** and **DOWN ARROW** buttons.
4. When the display **SAVE** **USB** **STIK** reads the settings have been downloaded.
5. The programming is complete and the settings will read "Lo."
6. Turn the power off and remove the flash drive.

NOTE:

If the controller reads:

OFF
nOF iLE

And the settings cannot be downloaded, check your flash drive and make sure the file named **CONFIG** is not placed in a folder.

NOTE:

The technical content of this manual, including any wiring diagrams, schematics, parts breakdown illustrations and/or adjustment procedures, is intended for use **ONLY** by **qualified technical personnel**.


DEFAULT FACTORY SETTINGS

Bottom Heat: 220°F

Top Heat: 290°F

Timers: 30 minutes for MST1 and MST2 menu settings
20 minutes for CSP1 and CSP2 menu settings
N/A for OFF setting

TO CHANGE THE TEMPERATURE SCALE

Press the TEMP KEY  until the temperature starts flashing. Then, press both the up and down arrow buttons (together) until 'F' (Fahrenheit) is displayed.

Press the up or down arrow keys to toggle between °C and °F.

Once selected, press the  TEMP KEY to save and exit.

SERVICE EXPECTATIONS

Service Philosophy

For over sixty years, Carter-Hoffmann has earned a reputation for manufacturing rugged and dependable foodservice equipment that permits foodservice professionals serve better food products to more people, and thus, grow their business.

Our goal is not only to provide the best food service equipment for the price, but also to back it up with after-sale service that is responsive, fast, efficient and professional. Carter-Hoffmann products are innovative and efficient. They are easy to use, easy to clean and easy to maintain. Although the products are quite reliable, they are also designed to be easy to repair when necessary.

We believe that a malfunction to a Carter-Hoffmann product should cause as little inconvenience to the customer as possible. Our goal is to provide the same day service or within 24 hours and strive to fix it the first time. We are dedicated to making every aspect of our customer service the standard by which others are judged.

End-User Responsibilities

While we all strive to serve our mutual customers as well as possible, we remind the end-user (and their employees) that they also have some responsibilities.

1. All shipping damage must be noted on the freight bill when the shipment is received. Any freight damages must be collected from the Freight Company, NOT Carter-Hoffmann.
2. The end-user should be advised beforehand to carefully unpack and inspect all products when they are received BEFORE SIGNING THE SHIPPER'S RECEIPT OF DELIVERY.
3. The end-user must provide a safe, dry, level surface for the equipment to be placed upon.
4. The end-user must provide the proper electrical supply. All in-wall electrical modifications are to be completed by a licensed electrician. All building modifications are the responsibility of the end-user. Specification literature changes frequently, please verify proper installation is possible.
5. The end-user must operate, clean and maintain the equipment in accordance with the procedures described in this Operation Manual.
6. Carter-Hoffmann is NOT responsible for any loss of the customer's income, loss of food product, extra labor charges, or any other incidental or consequential costs as a result of the malfunction of our product.
7. The end-user shall allow for on-premises repair of the equipment to be completed at a mutually convenient place and time.

Warranty Service

1. Warranty service is to be **initiated** by authorized Carter-Hoffmann personnel only, please call Carter-Hoffmann directly and we will take care of everything.
2. The service provider is **NOT** authorized to change or extend any of the terms or conditions of our warranty.
3. Initial freight damage is **NOT** covered by the product warranty.

Confidentially

1. The end user and all his employees and sub-agents shall protect and keep confidential Carter-Hoffmann's proprietary designs, information, and knowledge.
2. All literature and informational materials provided by Carter-Hoffmann are to be considered confidential; they remain Carter-Hoffmann's property; and are not to be reproduced without our prior approval

NOTE:

The technical content of this manual, including any wiring diagrams, schematics, parts breakdown illustrations and/or adjustment procedures, is intended for use **ONLY by qualified technical personnel.**

Carter-Hoffmann Warranty:

Carter-Hoffmann ("CARTER-HOFFMANN") warrants to the initial purchaser of its standard Carter Line Products that CARTER-HOFFMANN will, at its option, repair or replace, during the warranty period set forth below, any part of such products made necessary due to a defect in material or workmanship which is present when the product leaves its factory and which manifests itself during the warranty period under normal use and service.

*This warranty applies only to original equipment owned and possessed by the initial purchaser and the warranty period begins on the date of original shipment from the CARTER-HOFFMANN factory and extends as follows: **to component parts and labor for 12 months.***

Repair or replacements under this warranty will be performed, unless otherwise authorized in writing by CARTER-HOFFMANN, at its factory. All parts or components to be repaired or replaced under this warranty are to be shipped prepaid to CARTER-HOFFMANN, with reimbursement credit for such part or component to be given if found by CARTER-HOFFMANN to be defective.

CARTER-HOFFMANN neither makes nor assumes and does not authorize any other person to make or assume any obligation or liability in connection with its products other than that covered in this warranty. This warranty applies only within the continental United States and Canada. In Alaska and Hawaii, this warranty applies only to and is limited to the supply of replacement parts.

Warranty Exclusions and Limitations:

Any implied warranty of merchantability or fitness for a particular purpose is hereby specifically disclaimed by CARTER-HOFFMANN. There are no warranties, expressed or implied, which extend beyond the description on the face hereof. This warranty does not cover and CARTER-HOFFMANN shall not under any circumstances be liable for any incidental, consequential or other damages (such as injury to persons or property, loss of time, inconvenience, loss of business or profits, or other matters not specifically covered) arising in connection with the use of, inability to use, or failure of these products.

Specifications are subject to change through product improvement and innovation.

Carter-Hoffmann

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CFESA

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