



AlluservTM

Redefining Healthcare Food Service

Plate Heater Service Manual

Models CPH2 & CPH3



888-892-2213 | alluserv.com



Redefining Healthcare Food Service

Plate Heater Service Manual

Models CPH2 & CPH3



Table of Contents

Introduction	2
Freight Claims	3
Electrical Information	3
Operation	4
Installation & Start-up	4
Spring Adjustment	5
Cleaning	5
Troubleshooting	6
Service Access Information	7
Replacement Parts List	7
Replacement Parts Diagram CPH2	8
Replacement Parts Diagram CPH3	9
Replacement Parts Diagram Dispensing Mechanism	10
Electrical Schematic	10
Warranty	11

INTRODUCTION

This manual contains installation instructions, operational instructions, replacement parts lists, wiring schematics and troubleshooting information. It should be retained for future reference. Should you have any questions concerning this equipment call **888-892-2213**.

IMPORTANT: FOR YOUR SAFETY, READ AND FOLLOW ALL INSTRUCTIONS, WARNINGS, CAUTIONS AND OPERATIONAL INSTRUCTIONS.

FREIGHT DAMAGE CLAIMS

Alluserv cannot assume responsibility for loss or damage suffered in transit. The carrier assumes full responsibility of delivery in good order when shipment is accepted and signed for by you the customer.

This equipment was carefully inspected and packed prior to leaving the factory. Alluserv cannot assume responsibility for damage or loss incurred in transit. At the time of delivery, visible damage or loss must be noted on the freight bill or express receipt and signed by the carrier's agent. Failure to adequately describe such external evidence of loss or damage may result in the carrier refusing to honor a damage claim. The form required to file such a claim will be supplied by the carrier. It is your responsibility, the customer, to file the claim.

Concealed loss or damage means loss or damage that does not become apparent until the merchandise has been unpacked. The contents may be damaged in transit due to rough handling even though the carton may not show external damage. When the damage is discovered during the unpacking of the product, make a written request for inspection by the carrier within fifteen (15) days of the delivery date. The carrier will provide you with the proper form. It is very important to keep all cartons, packing materials and skids for the agent's inspection. **DO NOT RETURN DAMAGED MERCHANDISE TO ALLUSERV. FILE YOUR CLAIM WITH THE CARRIER.**

WARNINGS:

1. Installation of this equipment should be performed only by persons qualified or licensed to install electrical equipment.
2. Adjustments and service work should be performed only by a qualified service technician. Service is available thru Alluserv Authorized Parts & Service network.
3. This equipment is intended for commercial use only. Not for household use.
4. Use of other than genuine Alluserv replacement parts during the warranty period will invalidate the equipment warranty. To maintain the equipment warranty, all service work must be performed by an Alluserv authorized service agent.
5. Never use corrosive cleaners. Use only cleaners approved for stainless steel.
6. To prevent an electrical shock hazard, prior to performing service and internal cleaning of the unit, the main power switch(s) must be turned to the "Off" position and the unit unplugged from the electrical source.
7. This unit must not be allowed to run continuously. This will cause the hi-limit thermostat to cycle and shut down electrical power to the heating element. The unit **MUST** be turned off at night.

ELECTRICAL INFORMATION FOR ALL MODELS

VOLTAGE:208/240 Volts Single Phase 60 cycle

TOTAL AMPERAGE:16.3

NEMA PLUG CONFIGURATION:6-20P

TOTAL HEATER WATTAGE:3200

WARNING: THE UNIT IS EQUIPPED WITH A GROUNDED POWER CORD AND PLUG MUST BE CONNECTED TO A PROPERLY GROUNDED RECEPTACLE AND A DEDICATED CIRCUIT BREAKER RATED 20 AMPS.

OPERATION

The unit comes equipped with an adjustable thermostat that is adjustable from 175 to 215° F. Once the temperature inside the cabinet is reached the preset thermostat setting, the thermostat will cycle on and off to maintain the preset temperature. The motor and fan will operate continuously as long as the lighted "On-Off" switch is in the "On" position.

IMPORTANT: The internal cabinet temperature will vary. Once the internal temperature has stabilized, the internal temperature will be at the preset setting (175 to 215° F.) at the thermostat sensing disc. However, internal temperatures will vary within the heated compartment. From a cold start, two (2) hours is recommended to heat the plates to the proper temperature. If warm plates are inserted for heating, allow one and one half (1 ½) hours for the subsequent cycles.

To maintain proper operation, the lids must be kept closed except when inserting or removing plates.

INSTALLATION AND START-UP

1. Carefully remove all external packaging material and carefully roll the unit off of the wooden skid. If damage is discovered, retain all packing materials and immediately file a concealed shipping damage claim with the transportation company.

2. Remove all tape and protective coatings from the unit.

3. **IMPORTANT:** Lift out the self leveling dispenser mechanisms and remove the corrugated packing materials from the cabinet.

4. Connect the unit to a proper electrical power source.

5. Load the unit with plates. Since plates vary in height and weight, the quantity will vary.

6. Close the lids and turn the "On-Off" switch "On". When the switch is on, the switch will light up.



SPRING ADJUSTMENT DISPENSING MECHANISM

IMPORTANT: SPRING ADJUSTMENT IS NOT COVERED UNDER WARRANTY!

The dispensing springs are preset for Alluserv bases. If spring adjustments are required:

1. **CAUTION:** Turn the unit off, open the lids and allow for the internal temperature of the cabinet to cool down to room temperature. **CAUTION:** The bases will remain hot for a long period of time. To remove them use heat resistant gloves or a suction lifter. Use insulated gloves to remove plates.

2. Open the lids, remove the lift out divider located between the dispensing mechanisms.



3. Lift the dispensing mechanism out of the dispenser by grasping the handles located on each side of the dispenser.



4. Place the dispensing mechanism upright on the floor

5. Place ten (10) each bases into the silo. Adjust spring by reconnecting or disconnecting springs. Important, to maintain even dispensing of the bases, there must be an even amount of springs connected on each side of the dispensing mechanism. If bases or plates come up too high, remove an even amount of springs on each side of the dispenser mechanism. If more tension is required, connect springs or add new springs as needed.



6. To confirm the adjustment, insert a full complement of bases and adjust accordingly. **IMPORTANT:** The bases will come up to within 2 to 3 inches of the top of the silo.

7. Once springs have been adjusted, remove all of the bases from the dispensing mechanism and place it back into the dispenser.

THERMOSTAT ADJUSTMENT

IMPORTANT: Thermostat adjustment is not covered under warranty.

CAUTION: Prior to making any adjustments, turn both "On-Off" switches to the "Off" position and unplug unit from electrical power source. Units have an adjustable thermostat with a range of 175 to 215° F. To adjust the thermostat, once switches have been turned off and the unit has been unplugged, remove the back panel by removing two (2) screws at the top (See "Service Access" section of this manual). Locate the "Plate" side adjustable thermostat and turn the pointer to a higher or lower temperature. Install back panel, plug unit into electrical power source and continue with the operation.

CLEANING

CAUTION: Prior to cleaning, turn the "On-Off" switch to the "Off" position and unplug the unit from the electrical power source.

DANGER: NEVER SPRAY WASH OR USE EXCESSIVE WATER DURING CLEANING. THIS COULD SHORT OUT ELECTRICAL COMPONENTS, CAUSE AN ELECTRICAL SHOCK HAZARD AND DAMAGE THE UNIT.

EXTERIOR CLEANING:

Clean using a mild, non-chlorinated cleaner approved for stainless steel. Wipe dry with a soft cloth.

Periodically check the casters for proper operation and remove mop strings and other obstructions.

INTERIOR CLEANING:

Open lids and remove the dispensing mechanism. Clean the dispensing mechanism and interior of the unit using a mild, non-chlorinated cleaner. Wipe dry with a soft cloth.

TROUBLESHOOTING

CAUTION: Prior to performing any service repair, turn the "On-Off" switch to the "Off" position and unplug the unit from the electrical power source!

	COMPLAINT	PROBLEM	SOLUTION
A	Unit does not heat but the fan operates	<ol style="list-style-type: none"> 1. Open Hi-Limit thermostat. 2. Loose wiring. 3. Defective heating element. 	<ol style="list-style-type: none"> 1. Reset Hi-Limit or replace if faulty 2. Repair loose wiring 3. Replace defective heating element
B	Unit heats but fan does not blow	<ol style="list-style-type: none"> 1. Defective motor. 2. Jammed or loose fan blade. 3. Loose wiring 	<ol style="list-style-type: none"> 1. Replace motor. 2. Replace or tighten fan blade. 3. Repair loose wiring
C	Unit does not operate and light does not come on	<ol style="list-style-type: none"> 1. No electrical power to unit 2. Faulty power switch. 3. Loose wiring 	<ol style="list-style-type: none"> 1. Make sure that unit is plugged in. Check power at receptacle. 2. Replace "On-Off" switch. 3. Repair loose wiring
D	Base temperature too low	<ol style="list-style-type: none"> 1. Lids left open. 2. Cycle time too short. 3. Loose fan blade. 	<ol style="list-style-type: none"> 1. Close lids 2. Allow proper cycle time 3. Tighten or replace fan blade.
E	Base temperature too high	Faulty operating thermostat	Replace operating thermostat
F	Cabinet not easy to roll/move	<ol style="list-style-type: none"> 1. Debris on wheel of axel 2. No lubrication 	<ol style="list-style-type: none"> 1. Remove debris 2. Lubricate/grease casters
G	Bases do not dispense properly	<ol style="list-style-type: none"> 1. Faulty springs 2. Not enough springs 3. Faulty bushings 4. Debris on guide rods 	<ol style="list-style-type: none"> 1. Replace springs 2. Add springs as needed 3. Replace bushings 4. Clean out debris

SERVICE ACCESS INFORMATION

Access to the motor, thermostats and "On-Off" switch:

CAUTION: Prior to performing any service, turn the "On-Off" switch "Off" and unplug the unit from the electrical receptacle.

To access these components, remove the back panel by removing two (2) screws at the top of the panel.



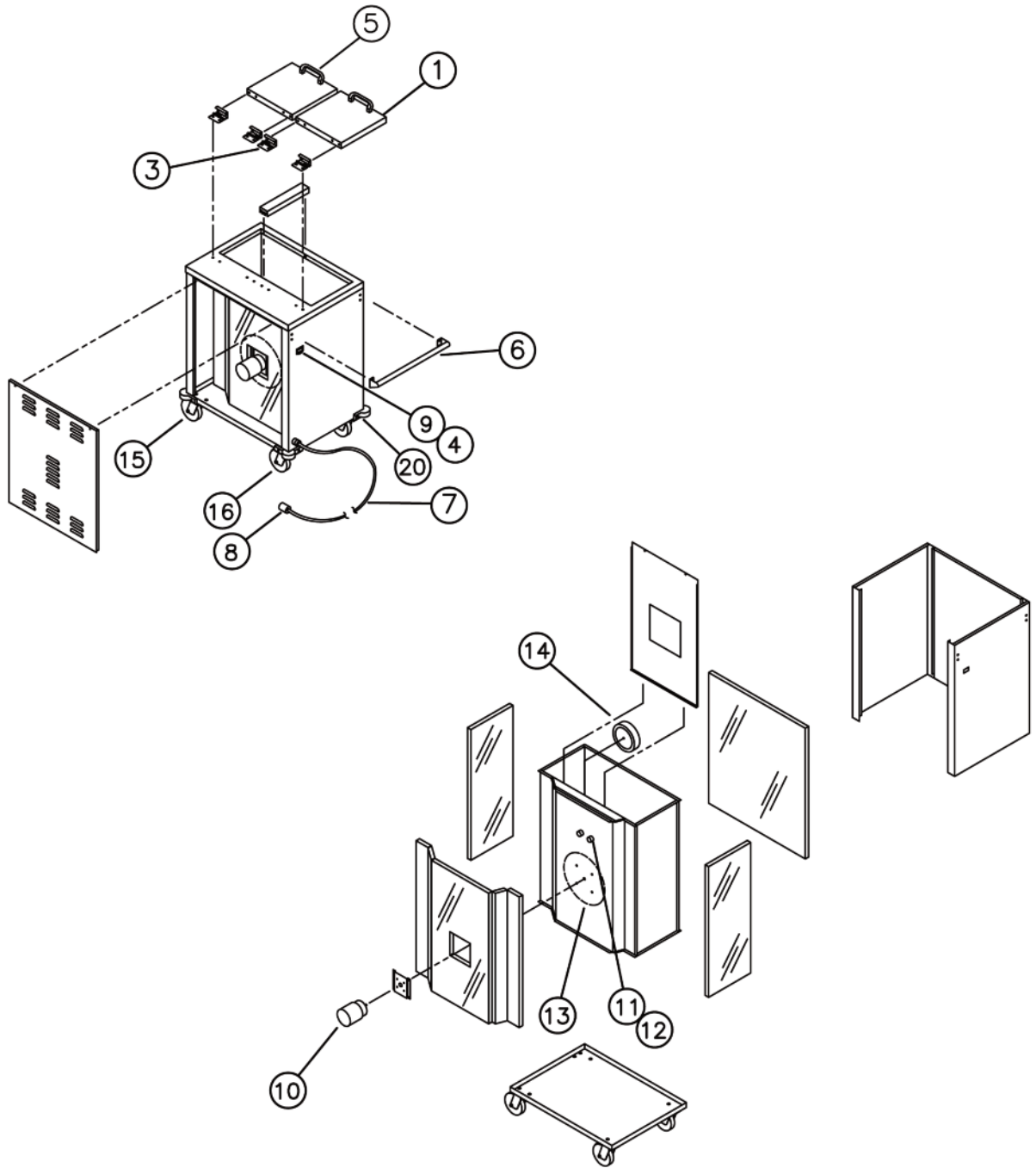
Motor, blower wheel and heating element access:

To access the blower wheel and motor, remove the back panel by removing two (2) screws at the top of the panel (see above). Open the lids and remove the lift out filler panel located between the dispensing mechanisms. Lift the dispensing mechanisms out of the unit. Next remove the internal access panel that guards the fan blade and heating element. This will provide access to the motor, blower wheel and heating element.

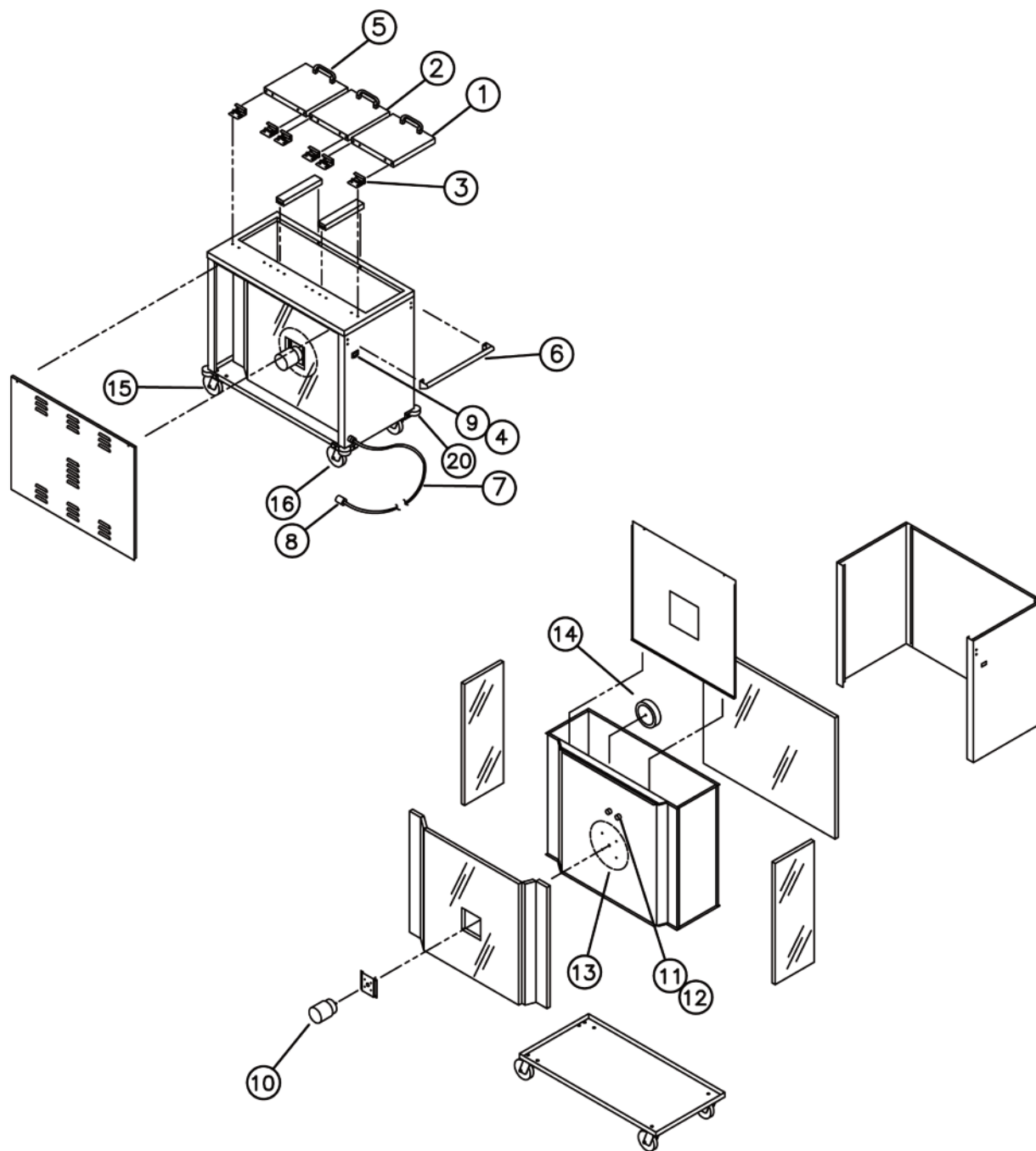


REPLACEMENT PARTS

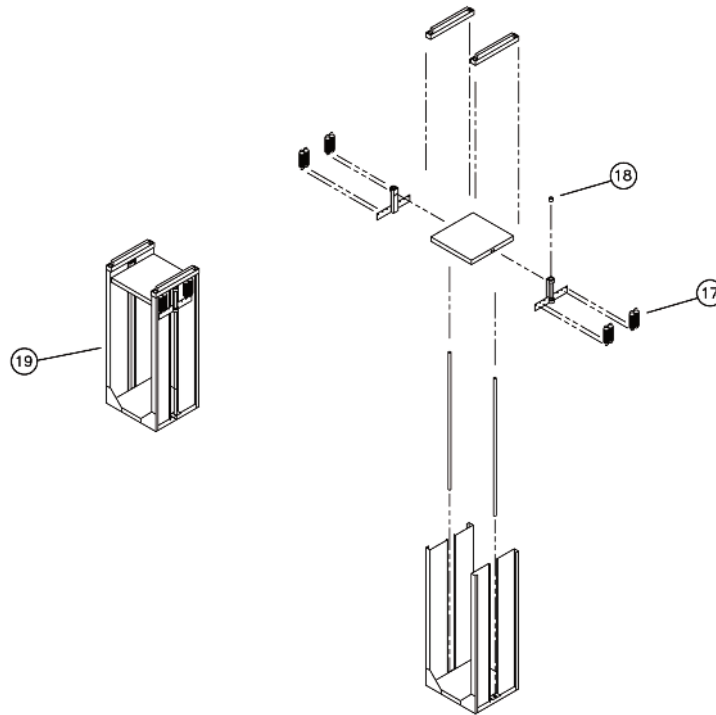
No	Description	Part Number	CBH2 Qty.	CBH3 Qty.
1	Lid Assembly (End)	5036	2	2
2	Lid Assembly (Center)	5037	—	1
3	Hinge	5055	4	6
4	Switch Guard	5056	1	1
5	Lid Handle	5049	2	3
6	Push/Pull Handle	5038	1	1
7	Cord-10 Ft.	—	1	1
8	Plug 20 Amp (NEMA 6-20P)	5042	1	1
9	On/Off Switch	5043	1	1
10	Motor 208/240 V 3200 RPM	5033	1	1
11	Thermostat Adjustable 175 to 215 F	5048	1	1
12	Thermostat Hi-Limit (350 F)	5045	1	1
13	Heating Element 208/240 V.3200 Watt	5039	1	1
14	Blower Wheel	5034	1	1
15	Caster-Swivel No Brake	5031	2	2
16	Caster-Swivel With Brake	5032	2	2
17a	Spring - Standard	5051	20	30
17b	Spring - Heavy Duty	5052	As Needed	As Needed
18	Bushing - Dispenser	5050	8	12
19	Dispensing Mechanism Complete	5057	2	3
20	Corner Bumpers	5053	4	4



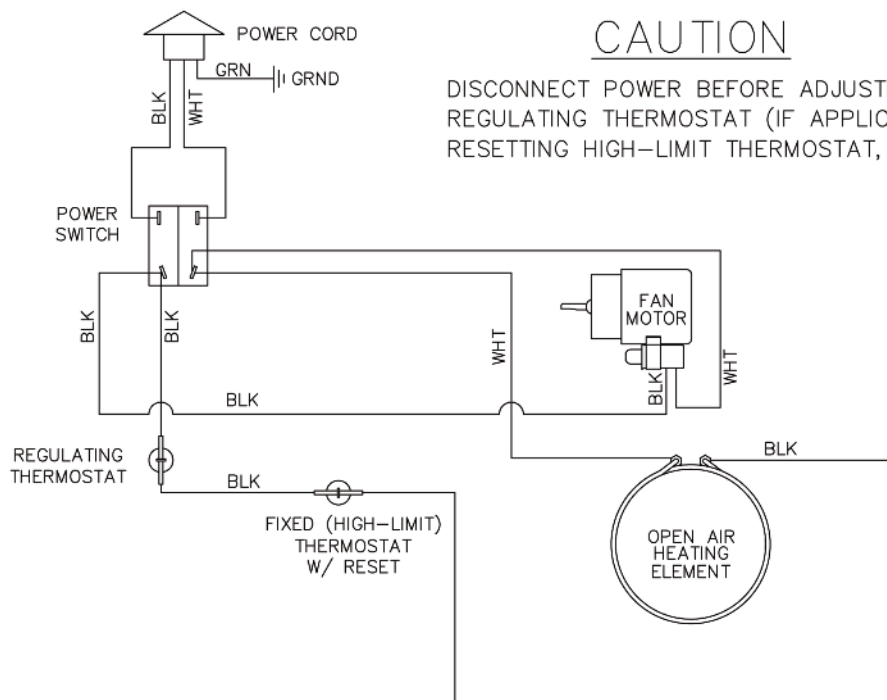
MODEL CPH2



MODEL CPH3



DISPENSING MECHANISM (SILO)



CAUTION

DISCONNECT POWER BEFORE ADJUSTING
REGULATING THERMOSTAT (IF APPLICABLE),
RESETTING HIGH-LIMIT THERMOSTAT, OR SERVICING UNIT

ELECTRICAL SCHEMATIC

ALLUSERV, LLC WARRANTY

STANDARD ONE YEAR LABOR/ TWO YEAR PARTS LIMITED WARRANTY

Alluserv provides a one (1) year labor limited warranty that its products will be free from defects in materials and workmanship under normal use and that the equipment will perform in accordance with the equipment specifications for twelve (12) months from date of shipment. This warranty is non-transferable and applies only to the original purchaser (the customer) who purchased the Alluserv product(s). Alluserv's warranty does not apply to products or labor supplied by third parties and installed in our products.

On equipment shipped in the United States, labor is warranted for twelve (12) months and parts are warranted for twenty four (24) months from the date of shipment.

Warranty Limits and Exclusions:

This Expressed Limited Warranty does not apply to; shipping damage, improper storage of the equipment prior to and after installation, misuse of the equipment (use of the equipment for purposes for which the equipment was not designed), abuse, improper voltages, electrical power spikes, improper environmental conditions, improper installations, normal wear, alterations to the equipment not approved by Alluserv, improper cleaning, failure to maintain the equipment in accordance with Alluserv's preventative maintenance requirements, acts of God or terrorism or other causes beyond the control of Alluserv. No claims can be made under this warranty agreement for direct, special, incidental, or consequential damages, including but not limited to spoilage of products for any reason, or system failure. Preventative maintenance and adjustments are not covered under warranty, include, but are not limited to, cleaning of refrigeration coils, lubrication of casters, spring adjustments and thermostat adjustments. Warranty repairs will be performed during regular working hours. Overtime premiums will be charged back to the customer.

Alluserv's warranty is limited to repair or replacement at Alluserv's discretion.

All warranty calls must be pre-approved by Alluserv. To place a warranty call for service, contact Alluserv's service department and provide the following information:

1. Facility name and address including floor, room number, etc.
2. Facility contact person(s). Provide contact's business phone number, cell phone number and, if applicable, a back-up persons phone numbers
3. Hours that the equipment will be available for service
4. Model number
5. Serial number
6. Manufacture date, if applicable. This date is located on the rating tag.
7. **IMPORTANT:** A detailed description of the issue/failure

To place a parts only warranty request provide the following information:

1. Facility name and shipping address
2. Contact person for receipt of the part along with their phone number
3. Model number
4. Serial number
5. Description of the issue
6. Alluserv's part number

This warranty is exclusive and in lieu of all other warranties whether oral, written, expressed, implied or statutory, including the implied warranties of merchantability and fitness.



ALLUSERV, LLC
901 West 14th Street, Suite 200
Washington, MO 63090
888-892-2213

alluserv.com

