

User Manual

351GUCPG24M | 351GUCPG36M | 351GUCPG48M



**ULTRA
SERIES**

Electric Countertop Griddles



Intertek
5013731



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5013731

CONFORMS TO UL STD. 197
CONFORMS TO NSF/ANSI STD. 4

REVISED 09/2022

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Congratulations on your purchase of Cooking Performance Group commercial cooking equipment! At Cooking Performance Group, we take pride in the design, innovation, and quality of our products. To ensure optimal performance, we have outlined the following instructions and guidelines in this manual carefully for your review. Cooking Performance Group declines any responsibility in the event users do not follow the instructions or guidelines stated here.

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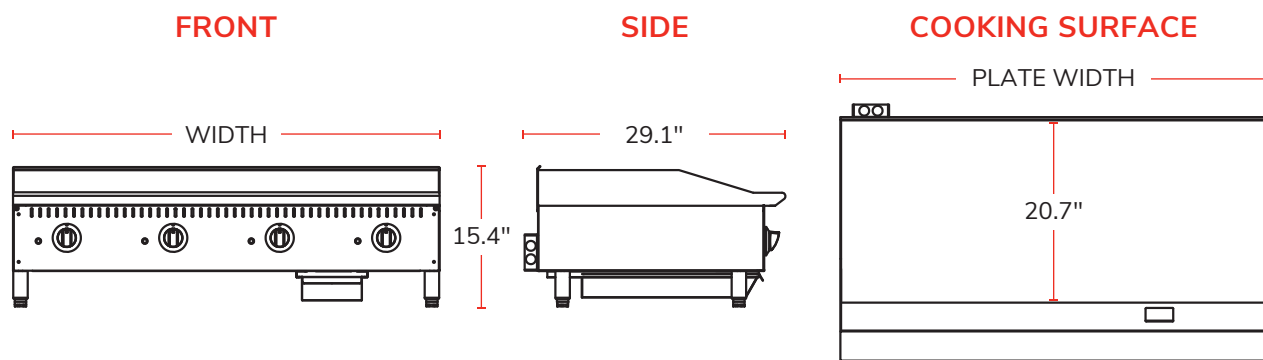


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Features & Specifications

- 1" thick chrome plated griddle for enhanced heat distribution and quick recovery
- Snap-action thermostat from 150 - 450°F
- 3000/4000W (208/240V) element per each 12" of cooking surface
- 20.7" deep plate provides greater cooking surface
- 4" back and side splash guards fully welded to griddle plate
- Full width grease trough
- Easy to remove and clean 4.5 quart grease drawer
- All stainless steel cabinet
- Adjustable heavy-duty stainless steel non-skid feet

Model	Voltage	Wattage	Dimensions			Plate Dimensions		Net Weight	Gross Weight
			W	D	H	W	D		
351GUCPG24M	208/240V	6000/8000W	24"	29.1"	15.4"	24"	20.7"	189 lb.	242 lb.
351GUCPG36M	208/240V	9000/12000W	36"	29.1"	15.4"	36"	20.7"	264 lb.	364 lb.
351GUCPG48M	208/240V	12000/16000W	48"	29.1"	15.4"	48"	20.7"	398 lb.	521 lb.



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Safety Precautions

CAUTION:

- Equipment is designed to provide safe and productive processing, cooking and warming of food products as long as the equipment is used in accordance with the instructions in this manual and is properly maintained.
- Failure to comply with the following operation instructions could lead to potential hazards and/or unsafe practice and could result in injury and damage to product and property.
- Owners of this equipment bear the responsibility to make certain that this equipment is used properly and safely, and to strictly follow all of the instructions contained in this manual and the requirements of local, state or federal law.
- Owners should not permit anyone to touch this equipment unless they are over 18 years old, are adequately trained and supervised, and have read and understood this manual.
- Owners should also ensure that no customers, visitors or other unauthorized personnel come in contact with this equipment.
- Please remember that vender cannot anticipate every circumstance or environment in which its equipment will be operated.
- It is the responsibility of the owner and the operator to remain alert to any hazards posed by the function of this equipment.
- If you are ever uncertain about a particular task or the proper method of operating this equipment, ask your supervisor.
- This manual contains a number of precautions to follow to help promote safe use of this equipment. Throughout the manual you will see additional warnings to help alert you to potential hazards.

NOTICE:

- This product is intended for commercial use only. Not for residential use.


WARNING:

- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other equipment.
- Improper installation, adjustment, alteration, service or maintenance could lead to property damage, injury or death. Read the installation, operating and maintenance instructions thoroughly before installing or servicing CPG equipment. This manual must be retained for future reference.
- A factory authorized agent must handle all maintenance and repair.

Serial Plate

NOTE: The serial plate is located on the right side of the unit.

36" Ultra Countertop Griddle • Chrome Plated




Lancaster, PA

Item: 351GUCPG36M
Voltage: 208/240V Wattage: 9012/12000W
Phase: 1 Phase Hertz: 60 Hz
Amperage: 43.3/50A

NOTE: This unit may be wired for operation in the field for either 1-PHASE or 3-PHASE power supplies. Please see the loading chart and/or manual.

Serial #:



CONFORMS TO NSF STD. 4
CONFORMS TO UL STD. 197
MADE IN CHINA

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.

WARNING! Disconnect from electric supply before adjustment, alteration, service, or maintenance.

WARNING! Commercial use only, not intended for household use.

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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 equipment is received damaged, 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. It must then be signed by the carrier representative (ie: driver). If this is not done, the carrier may refuse the claim. The carrier can supply the necessary forms.
- Concealed damage or loss if not apparent until after equipment is uncrated, a request for inspection must be made to the carrier as soon as possible. Please confirm the time frame with the carrier as this can vary. The carrier should arrange an inspection. Be certain to hold all contents and packaging material.
- Installation and service should be performed by an authorized service agency. All CPG griddles should also be installed under an approved hood. CPG Limited Warranty does NOT cover equipment that fails to follow these guidelines or has been altered, modified, or repaired by anyone other than an authorized service agency. If you have questions concerning the installation, operation, maintenance, or service of your equipment, visit CPG's website at www.CookingPerformanceGroup.com.
- Make sure that the stand or countertop where you plan to locate the commercial griddle is capable of supporting its weight along with any accessories. Adequate clearance should be provided for proper operation and servicing. Level the commercial griddle once you've uncrated it in your facility using the adjustable feet.
- Proper ventilation is crucial to safe and optimum performance. Ensure that the griddle is installed underneath a ventilation hood according to all applicable local and national codes.

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Installation

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.

THESE UNITS ARE SUITABLE FOR INSTALLATION ON NON-COMBUSTIBLE SURFACES ONLY.

DO NOT INSTALL NEAR ANY COMBUSTIBLE SURFACES OR ANY OTHER EQUIPMENT.

DO NOT STORE OR USE GASOLINE OR OTHER FLAMMABLE VAPORS AND LIQUIDS IN THE VICINITY OF THIS OR ANY OTHER EQUIPMENT.

Combustible Clearance Requirements: 8" Sides, 8" Back

LOCATING AND LEVELING THE UNIT

- For non-combustible surfaces, do not install the unit closer than 1" from a side wall and/or closer than 1" from a rear wall.
- Your griddle includes four adjustable feet. Ensure that all feet are installed correctly before the operation of this griddle.
- Level unit by adjusting the (4) feet which have an adjustment of 1¾" (43.75mm) for accurate leveling and perfect line-up with other CPG series units.

EXHAUST CANOPY

- **This product conforms to UL-197 standards and is required to be installed under a ventilation hood in accordance with all applicable codes.**
- A vertical distance of not less than 48" shall be provided between the top of the appliance and filters or any other combustible material.
- Exhaust installation must conform to local codes.
- The griddles are designed to operate only for the voltages indicated on the data plate attached to this griddle, and for alternating current (AC) only.
- 208/240V service for all models. All units must be hard-wired at installation for 1-phase and 3-phase service. For supply connections use copper wire only, suitable for at least 90°C (194°F). For 48" griddle, 3-phase parallel supply on 3-phase, dual supply on single phase.
- The unit is required to have at least 1" of clearance on the sides and back from non-combustible surfaces, or at least 8" of clearance on the sides and back from combustible surfaces. Ensure that all four 4" adjustable legs are installed correctly before the operation of this griddle. The unit is required to be installed on a non-combustible surface with 4" legs, or a combustible floor with a stand.

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WARNING:

- Do not connect to direct current (DC).
- The installation of the electric griddle should conform to the national electric code and all local electric codes and ordinances and the local electric company rules and regulations.
- A qualified electrical installer must install this griddle. Improper installation will void the manufacturers warrantee.
- External wiring should be in conduit or an approved type of flexible cable suitable for operation at the temperature indicated on the wiring diagram, and of a proper size to carry the load.
- The supply circuit should be properly fused and equipped with a means of disconnecting, as required by local electrical code.
- This device should be safely and adequately grounded in accordance with local codes, or in the absence of local codes, with the National Electrical code, ANSI/NFPA 70, Latest Edition to protect the user from electrical shock. It requires a grounded system and a dedicated circuit, protected by a fuse or circuit breaker of proper size and rating. Canadian installation must comply with the Canadian Electrical Code, CSA C22.2, as applicable.

CONNECTING POWER SUPPLY

NOTE: Appliances are not internally fused. They must be connected to a suitable disconnect box in accordance with local code.

NOTE: CPG Series electric griddles may be wired for operation in the field for either 1-phase or 3-phase power supplies by making line connections at the junction box(es) located at the rear of the unit.

NOTE: A qualified electrical installer must install this griddle. Improper installation will void the manufacturer's warranty.

- Open cover on junction box at rear of unit.
- Pigtail leads must be connected to supply power as per the diagrams in this manual.

SUGGESTED WIRE SIZES

NOTE: Use wire size shown or larger (AWG).

Model	208V 1-Phase	208V 3-Phase			240V 1-Phase	240V 3-Phase		
		L1	L2	L3		L1	L2	L3
351GUCPG24M	#10	#16	#12	#16	#8	#14	#10	#14
351GUCPG36M	#6	#12	#12	#12	#6	#10	#10	#10
351GUCPG48M	#10	#6	#6	#8	#8	#6	#6	#8

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General Operation

COOKING WITH A CHROME PLATED GRIDDLE

CAUTION: CHROME PLATED GRIDDLES ARE DELICATE PIECES OF EQUIPMENT.

DO NOT hit, chop, hack, or cut on the griddle plate. **DO NOT** use a griddle stone, brick, or screen. Damage caused by these utensils is irreparable.

- Your new CPG chrome plated griddle has excellent heat retention and heat transfer as well as minimal flavor transfer. CPG has created a griddle that offers a reduction in energy costs and clean up time, translating into a great deal of profit savings.
- Since the chrome plated griddle has such a high level of heat retention, it acts as a heat shield that does not allow as much upward radiation, creating a cooler work environment. The significant amount of heat retained on the chrome griddle also allows for a rapid heat transfer, which produces faster cook times at lower temperatures.
- Unlike steel plate griddles, the chrome plate on the griddle prevents food particles from getting trapped on the cooking surface, thus preventing flavor transfer. In other words, your pancakes for breakfast will not taste like last night's salmon.
- The finish on chrome-plated griddles is delicate and must be handled with care. Be sure to follow suggested guidelines for care and maintenance to prevent voiding the warranty.

SEASONING THE GRIDDLE COOKING SURFACE

NOTE: Seasoning is not required for chrome plated griddles, but the below procedure may be done to improve the non-stick qualities of the cooking surface.

- Clean the griddle surface thoroughly.
 - After the griddle has been thoroughly cleaned, it should be seasoned to prevent food from sticking.
 - Before using and after each thorough scouring, season the griddle heating surface in the following manner.
1. Turn temperature control dials to 350°F (177°C), and pour on a small amount of cooking oil or shortening, about 1 oz. (30cc) per square foot of surface.
 2. Using a clean cloth, not a spatula, spread a thin film of cooking oil or shortening over the griddle cooking surface. This film should remain on the hot griddle surface for half an hour.
 3. Remove the excess oil and wipe clean.
 4. Repeat this procedure twice more. The griddle surface should now be ready for use.

TEMPERATURE CONTROL

- The temperature controls are thermostatic.
- Turning the thermostatic knob turns ON the 12" section and automatically maintains the selected heat range.
- The CPG griddle line has one thermostat for every 12" section of griddle.
- Each thermostat independently controls the temperature of a 12" wide griddle section.

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COOKING

- Set the thermostat dial knob at the temperature desired.
- After a short pre-heating period (15-20 minutes), the thermostat will automatically maintain the selected temperature. We recommend the operating temperature for a chrome griddle to be 10-15°F LOWER than standard griddles. Start with lower temperatures and increase as necessary.
- Each 12" section is a separate cooking zone, and allows cooking a wide variety of products over a single griddle plate. When zone cooking, it is suggested that you start with your lowest temperature setting at either side of the griddle, increasing the zone temperature as you move up the zone line.
- Upon completion of each batch of food, scrape the work area of the griddle clean with a blade scraper.

SUGGESTED TEMPERATURE SETTINGS

Bacon	Eggs (Over easy/medium & scrambled)	Grilled Cheese	Hamburger Patty	Pancakes	Salmon	Sausage
325°F	250-275°F	325°F	325-350°F	360-370°F	325°F	315-325°F

INDICATOR LIGHT

- When each thermostat is turned ON, the corresponding indicator light will illuminate to indicate that the elements are ON for that section.
- When the griddle plate reaches the desired temperature set point, the elements will be turned off for that section and the indicator light will go off. Indicator lights will cycle OFF and ON as the thermostats turn the corresponding heating elements off and on to maintain the set temperatures.
- At the end of each day, you must turn all thermostat knobs to the OFF position to turn off the unit.

USEFUL ACCESSORIES

Item #	Description
247HHTRNSD63	Vigor 6" x 3" Black High Heat Nylon Solid Turner
247HHTRNSL63	Vigor 6" x 3" Black High Heat Nylon Slotted Turner
147GRIDDLKLN	Noble Chemical 32 oz. Liquid Grill/Griddle Cleaner
181GS6	Garde Heavy-Duty Aluminum Grill Scraper
579GRILLGEAR	Griddle Gear Cleaning Kit

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Cleaning Procedure

CAUTION: CHROME PLATED GRIDDLES ARE DELICATE PIECES OF EQUIPMENT.

- DO NOT use any abrasive or flammable cleaning fluids.
- DO NOT hose down, immerse, or pressure wash any part of the griddle, excluding the catch tray.
- NEVER USE A SCRUBBER PAD, STEEL WOOL, OR ABRASIVE MATERIAL ON EXTERIOR SURFACES.
- NEVER USE STEEL WOOL PADS TO CLEAN THE GRIDDLE, AS SMALL FIBERS MAY BE LEFT BEHIND ON THE COOKING SURFACE.
- NEVER use cleaners containing chlorine, iodine, ammonia, or bromine chemicals as these will deteriorate the stainless steel and shorten the life of the unit.
- USE recommended accessories on following page.
- DO NOT use a griddle stone, brick or screen. Damaged caused by these utensils is irreparable.
- DO NOT use ice to cool the surface of the griddle. This may cause warping.
- DO NOT use a power washer, jet, hose, or steam cleaner.
- DO NOT hit, chop, hack, or cut on the griddle plate.
- Prior to cleaning the body of the appliance, always be sure to turn off the griddle and allow to cool completely before attempting to clean.
- After each use, be sure to clean griddle with a wire brush or flexible spatula.

INITIAL CLEANING

1. Prior to operating your new griddle, heat the griddle to 200-300°F to loosen and melt any protective coating that was applied to the griddle at the factory.
2. Add water or Noble Chemical Griddle Kleen cleanser to the surface and use the blade scraper to remove the oil residue.
NOTE: The only scraper that should be used is the razor blade style provided. Other types may nick the surface.
3. Rinse and dry with a lint free cloth.

AFTER EACH USE

1. Scrape the griddle with the appropriate scraper or flexible spatula to remove the excess grease and food.
2. Scrape drippings into the grease tray and dump.

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DAILY CLEANING

1. Clean plate while still hot between 300-350°F.
2. Scrape griddle plate with blade scraper ONLY.
3. Pour room temperature water (or for heavy duty cleaning, Noble Chemical Griddle Kleen cleanser (#147GKCHROME) on the surface and immediately scrub the griddle with a natural non-scratching stiff bristle brush. Repeat as needed.
4. Sweep the water or cleanser into the trough drain at the front of the griddle. Wipe off and polish the surface with a clean lint free cloth and polish solution suitable for chrome griddles (Noble Chemical Griddle Kleen Polish Powder (#147GKPOWDER)).
5. Rinse with room temperature water to remove any excess polish.
6. Prior to cleaning the body of the unit, always be sure to turn off the griddle and allow it to cool completely before attempting to clean. Thoroughly clean the backsplash, sides, and front of the griddle with a non-abrasive sponge and cleaning solution.
7. Remove the grease tray, empty it, and thoroughly clean.
8. Apply a light coat of cooking shortening to prevent rust on the griddle plate.



RECOMMENDED CLEANING PRODUCTS



#147GRIDDLKLN
Griddle Kleen
Liquid Grill/Griddle
Cleaner

- Fast-acting formula quickly removes grease and other buildup.
- Can be used on a pre-heated surface for even greater results.
- Non-flammable for the best in safety and peace of mind.
- Easy application helps ensure effective cleaning by even inexperienced workers.
- Available in 32 oz. bottles and 3 oz. QuikPacks



#579GRILLGEAR
Griddle Gear
Griddle Cleaning Kit

- Has everything you need to keep your griddle clean without damaging the plating
- Improves cooking performance of griddle
- Caddy keeps this kit organized and makes it easy to transport
- Includes Cleaning Pads, Scraper, Noble Chemical Blast Oven & Griddle Cleaner, and a Tote Box

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Troubleshooting

NOTE: These examples are provided for your reference. Provided a failure occurs, stop using the griddle immediately and contact an authorized service agency. All maintenance should be done with the power supply shut off.

Problem	Possible Causes	Solutions
Fat appears to smoke excessively	Heat is set too high	Turn heat down
	Moisture in the food is turning into steam	This is normal, no solution necessary
Food sticks to the griddle or burns around edges	Heat is set too high	Turn heat down
	Griddle surface needs to be cleaned and/or re-seasoned	Clean griddle surface (page 10)
Food is undercooked inside	Heat is set too high or too low	If food is cooked on the outside, turn heat down and increase cook time
		If food is not cooked on the outside, turn heat up
	Food may have not been cooked for long enough time	If undercooked on the outside, turn heat up and increase cook time
Griddle with no heat	Circuit breaker off or tripped	Reset the circuit breaker
Indicator light will not illuminate	No power, thermostat OFF, or thermostat failure	Check power and ensure the thermostat is set to the desired temperature. If problem persists, contact service agent.

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Electrical Diagrams

LOAD CHARTS

351GUCPG24M	Phase	Three Phase						Single Phase	
	Voltage	208			240			208	240
	Rated Wattage	6000			8000			6000	8000
	Wire Connect	X	Y	Z	X	Y	Z	-	-
	Nominal Amps Per Line	14.4	25	14.4	16.7	28.9	16.7	28.88	33
	Use Wire Size or Larger	AWG #16	AWG #12	AWG #16	AWG #14	AWG #10	AWG #14	AWG #10	AWG #8

351GUCPG36M	Phase	Three Phase						Single Phase	
	Voltage	208			240			208	240
	Rated Wattage	9000			12000			9000	12000
	Wire Connect	X	Y	Z	X	Y	Z	X-Y	X-Y
	Nominal Amps Per Line	25	25	25	28.9	28.9	28.9	43.3	50
	Use Wire Size or Larger	AWG #12			AWG #10			AWG #6	AWG #6

351GUCPG48M	Phase	Three Phase Parallel Supply						Single Phase Dual Supply			
	Voltage	208			240			208		240	
	Rated Wattage	12000			16000			6000	6000	8000	8000
	Wire Connect	X	Y	Z	X	Y	Z	X-Y	X-Y	X-Y	X-Y
	Nominal Amps Per Line	38.2	38.2	25	44.2	44.2	29	28.9	28.9	33.3	33.3
	Use Wire Size or Larger	AWG #6	AWG #6	AWG #8	AWG #6	AWG #6	AWG #8	AWG #10	AWG #10	AWG #8	AWG #8

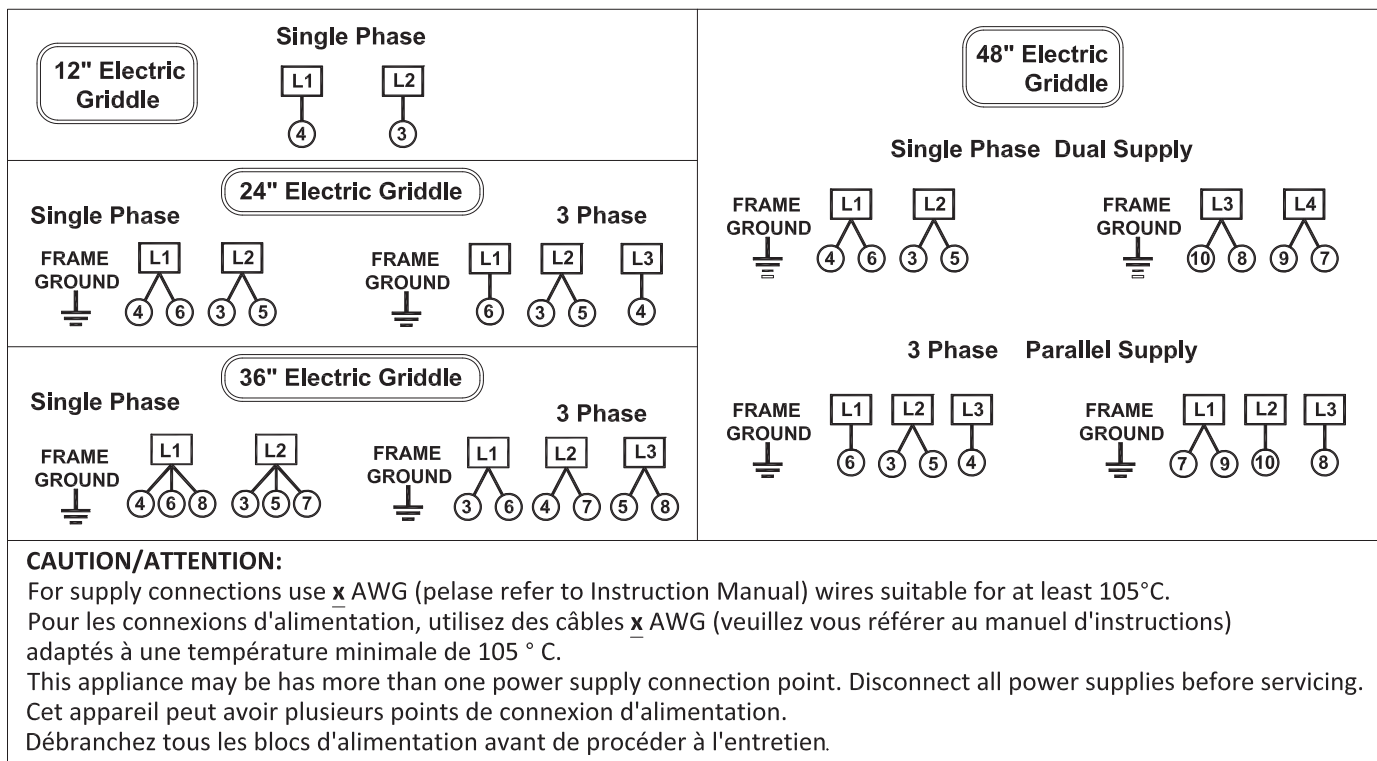
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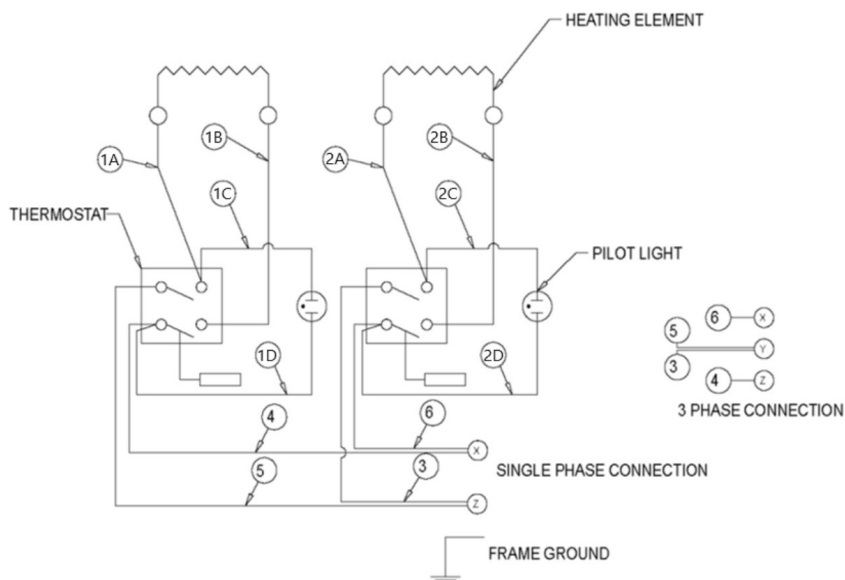


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Electrical Diagrams



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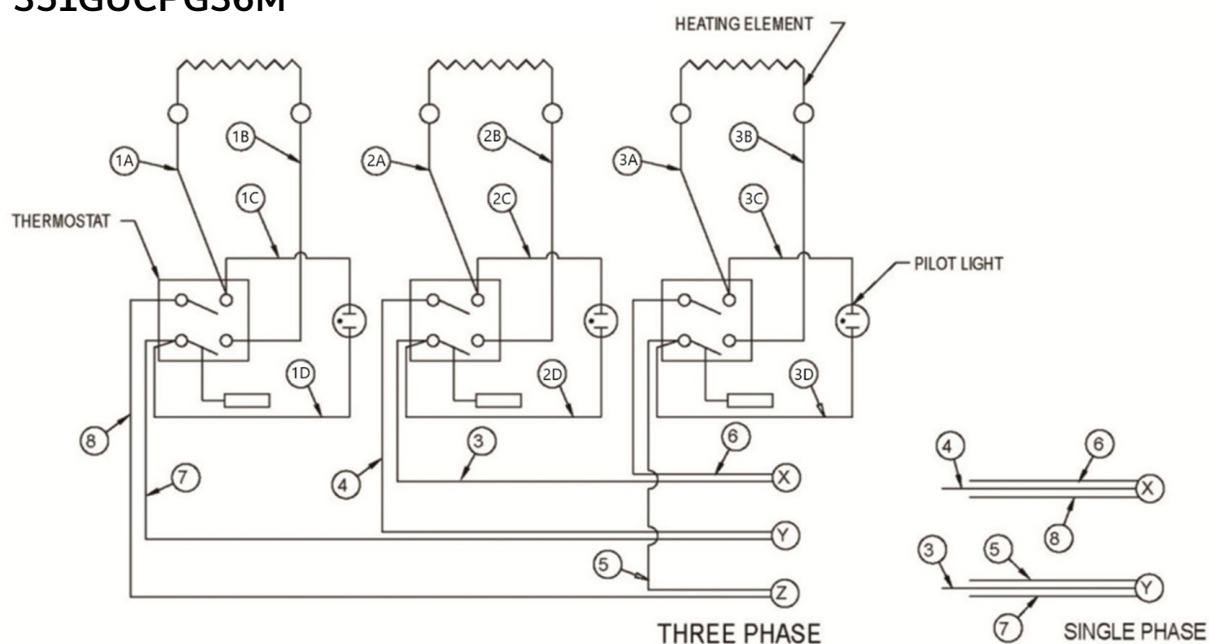
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Electrical Diagrams

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