

# HEAT-XPRESS FINISHING CABINET OWNER/OPERATOR MANUAL



MODEL: CGM24 & CGM24-240



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READ THIS MANUAL  
COMPLETELY BEFORE  
OPERATING THIS  
APPLIANCE

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## INTRODUCTION

**Heat-Xpress Finishing Cabinet** is designed to finish pre-cooked food products quickly using high temperature quartz elements in an open chamber. Product employs sensors to add power when food is placed in the cabinet.

## SAFETY

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

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

This unit operates at high temperatures. Do not place hands inside the finishing chamber while unit is in operation. Exposed metal surfaces can be hot to the touch and may cause burns. Failure to take these precautions could result in serious injury.

## 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) Place unit on a non-combustible table or counter capable of supporting the weight of the unit.
- 3) This appliance must be grounded. Connect only to properly grounded outlet. See serial plate on unit for electrical information. See "Grounding Instructions" found on page 4.
- 4) Use this appliance only for its intended use as described in the manual.
  - a. This equipment is specifically designed to finish cooked food products.
  - b. This equipment is intended for use in commercial establishments only.
  - c. This equipment is not designed for industrial or laboratory use.
- 5) Cleanliness of this appliance and accessories is essential to good sanitation.
- 6) 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.
- 7) 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.
- 8) Only qualified service personnel should service this appliance. Contact nearest authorized service facility for examination, repair, or adjustment.
- 9) DO NOT cover or block any openings on the appliance.
- 10) 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.
- 11) DO NOT use the appliance for storage. DO NOT store flammable or combustible materials in or near the appliance. DO NOT place on a combustible surface. Never leave anything in the warming cavity when the appliance is not in use.
- 12) Turn off unit using the power switch. Do not unplug while the unit is hot as it will cut the cooling fan off and cause the high limit to trip. Allow unit to cool completely before unplugging.

**SAVE THESE INSTRUCTIONS**

## UNPACKING AND INSPECTION

This appliance should be thoroughly cleaned prior to use.

See the **CLEANING INSTRUCTIONS** 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 **SHIPPING DAMAGE CLAIM PROCEDURE** on bottom of this page.

1. Remove the cabinet from shipping carton, ensuring that all packing materials and protective plastic has been removed from the unit.
2. Inspect all components for completeness and condition.
3. If any freight damage is present, a freight claim must be filed immediately with the shipping company. See freight damage procedure below.
4. **Freight damage is not covered under warranty.**
5. Check to insure all components are included: cabinet, instruction packet and additional accessories.
6. Read operation instructions completely.
7. 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.

**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.**

## INSTALLATION AND START-UP



### **WARNING:** Risk of personal injury

Installation procedures must be performed by a qualified technician with full knowledge of all applicable electrical codes. Failure could result in personal injury and property damage.



### **IMPORTANT:** Power cord is 6' long

If necessary, contact a licensed electrician to install an appropriate 20 amp electrical circuit with correct NEMA 6-20R receptacle.

### **DO NOT use an extension cord.**



### **CAUTION:** Electrical Shock Hazard

The ground prong of the power cord is part of a system designed to protect you from electric shock in the event of internal damage.

DO NOT cut off the large round ground prong or twist a blade to fit an existing receptacle.



### **IMPORTANT:** Not under warranty

Damage to unit due to being connected to the wrong voltage or phase is **NOT** covered by warranty.



### **WARNING:** Risk of personal injury

Unit is not waterproof, to avoid electrical shock, keep unit from being submerged in water. Do not operate if unit has been in contact with water.

### **LOCATION**

For proper operation and maximum performance, locate the unit in an ambient air temperature of 70°F (21°C). Avoid placement in areas near exhaust fans or where there are active air movements.

For safe operation and maximum performance, locate the unit at least 2" from any wall or combustible material to allow for adequate cooling.

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

To prevent an electrical shock hazard between the appliance and other appliances or metal parts in close vicinity, an equalization-bonding stud is provided. An equalization bonding lead must be connected to this stud and the other appliances/metal parts to provide sufficient protection against potential difference. The terminal is marked with the following symbol:



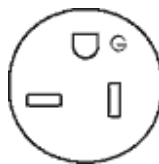
### **GROUNDING INSTRUCTIONS**

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.

### **START UP**

1. Prior to use, thoroughly clean the unit, per the instructions in this manual on page 6. Familiarize yourself with the controls.
2. Check for proper voltage & circuit breaker size. Cabinet requires 208 or 240 volt (depending on model), single phase, 20 Amp circuit.
3. Ensure receptacle is correctly installed and operating safely. Requires properly grounded NEMA 6-20R receptacle.
4. Plug the power cord of the cabinet into a grounded outlet with a electrical service according to the electrical information provided below. **DO NOT MODIFY CORD OR PLUG.**
5. Set POWER switch to the "ON" position.
6. Do not load product into the cabinet. Allow the heat to remove any residual oils which may adhere to inside metal surfaces. A slight emission of smoke is common during the first few minutes of operation.



### **Electrical Specifications**

MODEL	WATTS	VOLTS	AMPS	NEMA
CGM24	2280	208	10.96	6-20P
CGM24-240	2280	240	9.5	6-20P



**Heat-Xpress  
Finishing Cabinet**



Model Number	Cavity Size			Overall Dimensions						Shipping Weight	
				Height		Depth		Width			
	Height (in)	Depth (in)	Width (in)	in	mm	in	mm	in	mm	lbs	kg
CGM24	3-3/8	14	18	10	254	14 3/8	365	23 13/16	605	33.5	15.2
CGM24-240	3-3/8	14	18	10	254	14 3/8	365	23 13/16	605	33.5	15.2

**CONSTRUCTION...**All stainless steel double wall cabinet construction.

**CABINET MATERIAL...**All stainless steel; with polished exterior. Black anodized aluminum shelf. Removable pass-through panel on rear.

**LEGS...** Four adjustable legs mounted to base of cabinet.

**CAPACITY...** 14"D x 18"W x 3.75"H finishing cavity with opening on both sides for dual access.

**CONTROLS...** On/Off rocker switch on operator's side; green illumination when on. Red power indicating lights front and back of unit; illuminate when food is placed in finishing chamber and 100% power is activated.

**HEATING SYSTEM...** Infrared quartz elements protected by guard cage. Idle energy usage at 50% of total power for energy savings. Placement of product inside the finishing chamber boosts power to 100%; red power lights illuminate when activated. Components cooled by fan.

**ELECTRICAL CHARACTERISTICS...** Operates on 208 volts, 60 cycle, 2280 watts, 10.96 amps or 240 volts, 50/60 cycle, 2280 watts, 9.5 amps (depending on model). Six foot 3 wire rubber cord with 3 prong grounding plug. NEMA 6-20P.

**PERFORMANCE...** Capable of heating to 400°F (204°C) almost instantly. No pre-heat needed.



Specifications subject to change through product improvement & innovation.

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## DAILY CLEANING PROCEDURES



### CAUTION: ELECTRIC SHOCK HAZARD

Disconnect appliance from electric power before cleaning.



### DANGER: HOT SURFACES

Exposed surfaces can be hot to the touch and may cause burns. Allow appliance to cool before cleaning. **DO NOT PLACE HANDS INSIDE THE FINISHING CHAMBER WHILE UNIT IS IN OPERATION. FAILURE TO FOLLOW THESE INSTRUCTIONS COULD CAUSE SERIOUS INJURY!**



### IMPORTANT:

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



### CAUTION:

Do not handle heater elements with bare hands. Oil or grease residue on the element may result in failure of the element. Protect element surfaces by using **CLEAN** gloves or cloth during handling.



### CAUTION:

The cleaning instructions on this page must be carried out to insure performance of the cabinet. Failure to follow these instructions may result in reduced reliability and may void the warranty.



**CAUTION:** TURN OFF CABINET AND ALLOW TO COOL COMPLETELY BEFORE CLEANING.

### Daily Cleaning:

- 1) Turn off cabinet and allow to cool. **DO NOT UNPLUG UNTIL THE CABINET IS COOL.** Doing so will cause the cooling fan to stop and high limit to trip. When cool, remove power cord plug from outlet.
- 2) Remove any food or pans from the finishing chamber.
- 3) Use a soft cloth or sponge, dampened with warm soapy water, to wash the inside and outside of the cabinet. Inspect air flow openings and remove any blockage.
- 4) Rinse by wiping with a clean towel moistened with clean water. **DO NOT FLOOD THE CABINET WITH CLEANING SOLUTION OR WATER!** Allow to air dry.



**WARNING:** Do not allow cleaning solution or water to touch the heating elements located on the upper portion of the finishing chamber. The elements do not need cleaning.

- 5) Connect power cord.



### CAUTION:

Do not use strong detergents, alkalis, ammonia solutions or abrasive cleaners. Use only cleaning agents approved for aluminum and only in the recommended manufacturer's concentration. Do not use steel wool pads—ferrous deposits will cause rusting.

Use of cleaning agents that are not recommended for aluminum may cause permanent damage to the cabinet. **THIS DAMAGE IS PERMANENT, COSTLY TO REPAIR AND IS NOT COVERED BY THE WARRANTY.**

## FEATURES & OPERATING CONTROLS

Cabinet Front

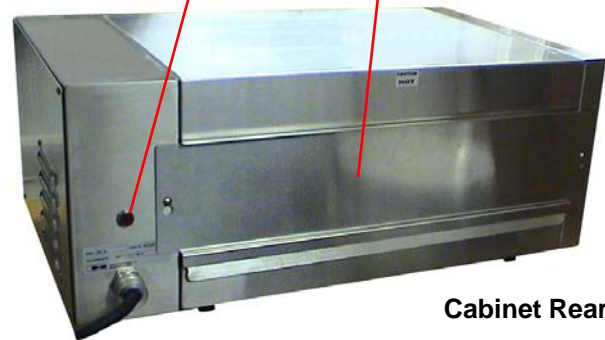


**On/Off Switch**  
(green when ON)

**Full power indicating light**  
(red when food is placed in chamber  
and power automatically boosts to  
100%)

**Finishing Chamber**  
Caution: Extremely hot  
during operation

**Pass-through panel**



Cabinet Rear

### NORMAL OPERATION



#### CAUTION:

Do not leave food unattended while it is in the finishing chamber as elements will continue to heat and could burn items.



#### DANGER: HOT SURFACES

DO NOT PLACE HANDS INSIDE THE FINISHING CHAMBER WHILE UNIT IS IN OPERATION. FAILURE TO FOLLOW THESE INSTRUCTIONS COULD CAUSE SERIOUS INJURY!

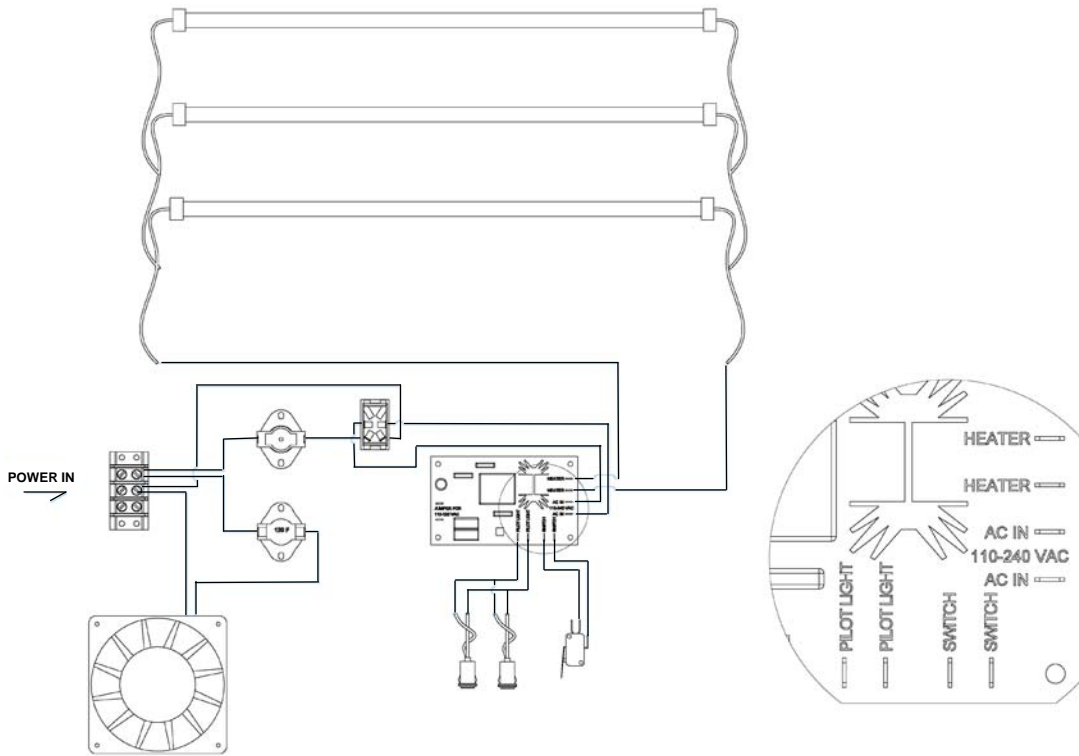
- 1) Plug cabinet into appropriate electrical outlet and turn unit on. Heating elements in finishing chamber will heat to 50% power.
- 2) Place food into finishing chamber. Sensors will activate the heating elements and boost power to 100%. Red full power indicating lights will illuminate. NOTE: Use only dishware that is capable of withstanding temperatures of up to 400°F.
- 3) Watch food and remove when desired finishing result is achieved. **USE EXTREME CAUTION WHEN REMOVING ITEMS FROM FINISHING CHAMBER AS THEY WILL BE EXTREMELY HOT!** It is recommended that a heat pad or paddle be used to remove items from the finishing chamber.
- 3) When you are finished using the cabinet, turn it off using the power switch. Do not unplug while the unit is still hot as it will cut off the cooling fan and cause the hi-limit to trip.

#### PASS-THROUGH OPERATION

The panel on the rear of the cabinet may be removed for pass through operation. Simply remove the screws that hold the panel in place, remove the panel and reinstall the screws.

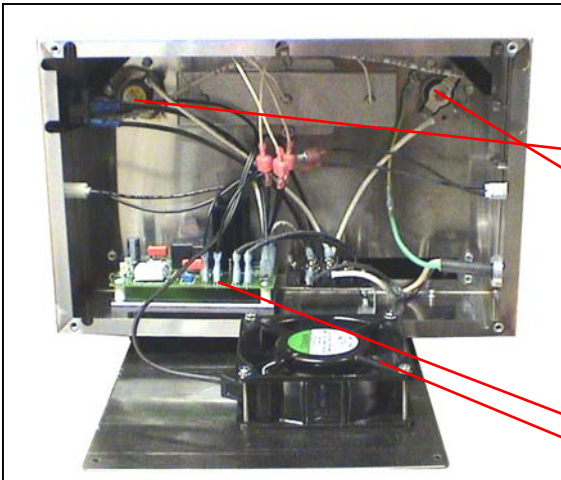
## WIRING DIAGRAM & REPLACEMENT PARTS

**Model CGM24: 208 volt, 2280 watts, 10.96 Amps & CGM24-240: 240 volt, 2280 watts, 9.5 Amps**



### Part Number

### CGM24 Heat-Xpress Finishing Cabinet



16001-4099	Guard wire
16505-1549	Pass-through panel
18309-0083	Leg
18312-0407	Silicone pad
18600-0042	Snap disc (120°F)
18600-0096	Snap disc (250°F)
18601-1150	Red pilot light (250v)
18602-0075	On/Off switch (220v, 20A)
18602-0173	Micro switch
18607-0025	14/3 HSJO wire cord
18606-0669	5-20 Angle head plug
18607-0020	Terminal block: 3 position
18612-0403	Quartz element: 760 watt, 208v
18612-0407	Quartz element: 760 watt, 240v
18616-0113	Circuit board
18614-0315	Muffin fan: 220/240v
18616-9996	Cord grip

Use only (OEM) original equipment manufacturer replacement parts. Using unauthorized parts may cause serious injury or damage to the cabinet. Replacement parts should be installed by a qualified service technician.

Contact Carter-Hoffmann with your model and serial number for replacement parts.

Call: 800-323-9793 or Email: [Service@Carter-Hoffmann.com](mailto:Service@Carter-Hoffmann.com)



## 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 remains Carter-Hoffmann's property; and are not to be reproduced without our prior approval

### ***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.***

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