

# HOSPITALITY SERIES OPEN, ENCLOSED AND CANTILEVER TRAY DISPENSERS OWNERS / OPERATORS MANUAL



MANUFACTURED BY:

**CARTER-HOFFMANN**  
1551 McCormick Avenue  
Mundelein, IL 60060 U.S.A.

Phone: 847-362-5500  
Fax: 847-367-8981  
Toll Free: 800-323-9793

Email: [technicalservice@carter-hoffmann.com](mailto:technicalservice@carter-hoffmann.com)



**OTD**  
Open Tray Dispenser



**ETD**  
Enclosed Tray Dispenser



**CTD**  
Enclosed Tray Dispenser

## TABLE OF CONTENTS

UNPACKING, INSPECTION & FREIGHT DAMAGE.....	2
DAILY CLEANING.....	3
TIPS FOR CLEANING STAINLESS STEEL.....	3
TRAY SLIDE & TRAY RACK POSITION CHANGES.....	4
MAINTENANCE.....	5
WARRANTY.....	5

## 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.
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. Cabinet should be thoroughly cleaned before use. See **CLEANING INSTRUCTIONS** in this manual.
8. Adjust spring tension (see page 4). Tray size, design and weight determine how many springs should support your trays. Self-leveling units are shipped with all springs attached to prevent loss of spring, therefore, some of the springs may have to be disconnected for proper operation.

## 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.

## DAILY CLEANING PROCEDURES



**CAUTION:** Beware of sharp edges with sheet metal during cleaning process.



**CAUTION:** Do not use steel wool pads as they will result in rusting from the ferrous metal in the pads.

1. Self-leveling mechanism may be cleaned with soap and water or stainless steel polish.
2. Springs may be removed for cleaning, if desired. Removal of springs can be done by hand, without the use of tools.
3. To clean stainless steel surfaces, use only cleansers, detergents, degreasers, or sanitizers that are certified to be chloride-free and phosphate-free, and only in recommended concentrations or mixing ratios. After cleaning and sanitizing, rinse all exposed surfaces thoroughly with large amounts of clear water. Wipe off any standing liquid or residue from all horizontal surfaces in corners, or near edges.
4. Vinyl trim, if present, should be washed with a chlorine-free detergent and water. Rinse thoroughly with clear water and allow to dry. Do not use abrasive cleaners, waxes, car polish or substances containing strong aromatic solvents or alcohol. Caution: when using solvents, it is essential that proper precautionary measures be observed. Refer to solvent manufacturer's instructions. Use of direct steam/hot water cleaning at temperatures above 190°F may result in bubbling or loosening of vinyl adhesive.



**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, cracks, 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.

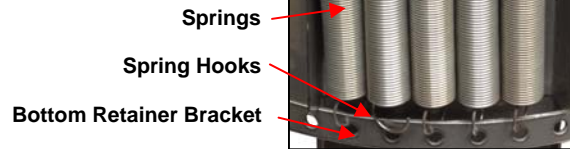
Use of cleaning agents that are not recommended for stainless steel may cause permanent damage to the cabinet. **THIS DAMAGE IS PERMANENT, COSTLY TO REPAIR AND IS NOT COVERED BY THE WARRANTY.**

## RECOMMENDED TIPS FOR CLEANING STAINLESS STEEL

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

## TRAY LOADING AND SPRING ADJUSTMENT

As you are loading trays, observe the tray level. The top of the stack should be maintained at a comfortable height. If the level is too high or too low, springs will have to be added or removed to attain the desired height. To ensure smooth operation, use a similar number of springs on both sides of the platform. This is done by connecting or disconnecting the springs from the bottom retainer bracket.



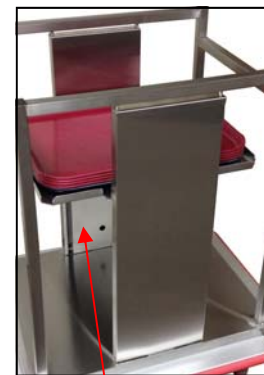
**OPEN TRAY RACK:** Access the springs by removing panels on the inside of each side panel of the cart. Remove center tray platform, then lift out and remove elevator, Open panels on inner walls of the uprights to access springs.

**CANTILEVER TRAY RACK:** Access the springs by removing the screws (Phillips screwdriver required) and then remove the panel on the back of the upright on the cart.

**ENCLOSED TRAY RACK:** Access the springs by lifting the entire tray lowerator assembly out of the cabinet.

- 1) Place 12 trays in the unit. The top tray should self-level one or two trays above the top edge.
- 2) If the top tray is below the top edge, remove all the trays. Attach one or more springs to the bottom bracket. If two springs are attached (enclosed and open dispensers), be sure to attach one to each side. Replace trays and check tray level. Repeat if needed.
- 3) If the top tray is more than two trays above the top edge, remove trays, and detach one or two springs to the bracket. If two springs are detached (open and enclosed dispensers), be sure to detach one from each side. Replace the trays and check tray level. Repeat if needed.
- 4) When the dispenser is fully loaded with trays, the top tray will be several inches above the top edge of the dispenser. When the dispenser has only a few trays left, the top tray will be about even with the top edge.

After adjustment, replace panels (cantilever and open tray racks) or re-insert the tray lowerator assembly back into the cabinet (enclosed tray racks)



**Open dispenser—access panels on inside of each upright**



**Cantilever dispenser—removed screws from access panel on front or back of upright**



**Enclosed cabinet—lift entire lowerator assembly out of cabinet to access the springs**



## MAINTENANCE



### CAUTION:

Do not move cabinet unless door is securely closed. Serious damage to hinges and door may result if bumped into tables, walls, or other equipment when the doors are open.



### CAUTION:

Use only OEM original equipment manufacturer replacement parts. Using unauthorized parts may cause serious injury. Replacement parts should be installed by a qualified service technician.

### CASTERS

Some carts may have caster bearings that are equipped with Zerk grease fittings so that they may be easily lubricated with a grease gun. Lubricate bearings at least once every six months. Lubrication will be required more often if cabinet is cleaned with a hot water or steam cleaning system. Casters with special sealed bearings are recommended for frequent cart wash or steam cleaning systems.

### PERIMETER BUMPERS

Vinyl which has been dislodged from the channel due to severe bumping or scraping can be pried back into place with a common screwdriver.

### TENSION SPRINGS

The springs provided with our dispensers are designed to provide years of use. If replacement springs are needed, they may be ordered from Carter-Hoffmann. Contact our parts department at 800.323.9793.

### PARTS LIST

DESCRIPTION	PART NUMBER
Caster, 5" swivel with brake	18301-5288
Caster, 5" swivel, no brake	18301-5289
Corner bumper (cantilever tray rack)	18305-0037
Tension spring, fine	18400-2011
Tension spring, coarse	18400-2012
Lowerator roller	29038-0457

### CARTER-HOFFMANN WARRANTY

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 one year; to refrigeration compressor unit for one year (limited to replacement of the unit only-not to include the labor for removal, repair or replacement). Repair or replacement 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, express or implied, which extend beyond the description on the face thereof.

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 use, 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.

**Note: Due to our continuous process of product improvement and innovation, all listed specifications subject to change.**