

# HOSPITALITY SERIES SELF-LEVELING PLATE DISPENSER CARTS OWNERS / OPERATORS MANUAL



MANUFACTURED BY:

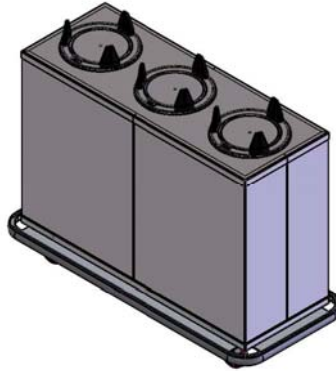
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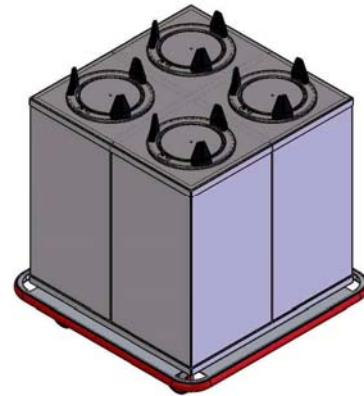
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**EPD**  
Enclosed Plate Dispenser  
2-silo



**EPD**  
Enclosed Plate Dispenser  
3-silo



**EPD**  
Enclosed Plate Dispenser  
4-silo

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This appliance should be thoroughly cleaned prior to use.

See the **CLEANING INSTRUCTIONS** in this manual.

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**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.

## UNPACKING AND INSPECTION

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). Plate size, design and weight determine how many springs should support your plates. Self-leveling units are shipped with all springs attached to prevent loss off springs, 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.

## OPERATION

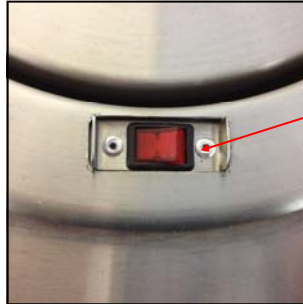


**CAUTION:** If you have a heated dispenser, exposed surfaces of the dispenser can be hot and may cause burns



**CAUTION: PINCH HAZARD**

- Hold dinnerware by the sides when loading the dispenser
- Holding dinnerware by the bottom can allow fingers to become trapped between the plates and dispenser wall



ON/OFF switch (heated carts only)

- 1) Load the dispenser with the appropriate sized dinnerware
  - Dinnerware which is way too large may be broken or may jam the carriage
  - Dinnerware which is too small cannot be safely dispensed, and may be broken or may jam the carriage
- 1) Load no more than a 6" stack of dinnerware at a time
- 2) Dispensers are designed for EMPTY dinnerware only
- 3) For heated dispensers, each dispenser is individually controlled. Heating elements are located at the bottom of the silo. Turn the power switches for each tube to ON. When the switch is on the red switch will illuminate. When not in use, make sure the switches are turned OFF.

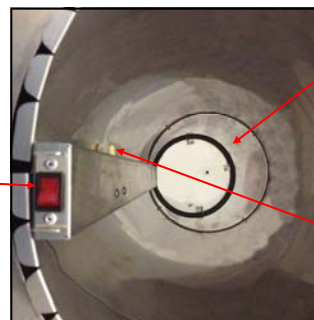
## THERMOSTAT ADJUSTMENT—Heated Dispensers



**CAUTION:** Unplug cabinet and allow to cool before performing any type of service or adjustment.

Each heated plate dispenser tube is individually controlled. The electrical components include a thermostat, ON/OFF switch and heat element. The heat element is located at the bottom of the silo.

The thermostat is factory preset to about 120°F, but the temperature can be increased by rotating the thermostat clockwise, or decreased by rotating the thermostat counter-clockwise.



Heat Element

ON/OFF switch

Thermostat

## 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.



**CAUTION:** If you have a heated dispenser, be sure the dispenser tubes are turned OFF and the cabinet is unplugged from the power source prior to cleaning. The heating element and electrical components must not be exposed to direct contact with water or other cleaning sprays. Permanent damage to the electrical components will result.

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 the 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.

## PLATE LOADING AND SPRING ADJUSTMENT



**CAUTION:** If you have a heated dispenser, unplug cabinet and allow to cool before adjusting spring tension.

The tension on the self-leveling carriage is adjustable for differing types of dinnerware, by connecting or disconnecting the tension springs. As you are loading plates, observe the plate 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 all four sides of the tube. This is done by connecting or disconnecting the springs from the bottom retainer bracket.



Lift entire tube out of cabinet to adjust springs



Springs

Spring Hooks

Bottom Retainer Bracket

- 1) Remove the open tube assembly from the cabinet. Stand the open tube upright and secure it to prevent tipping.
- 2) Test the spring tension by stacking 10 pieces of dinnerware (approximately 6" high) on the platform and note the position of the top pieces.
- 3) Disconnect or connect tension springs until the right combination is found to allow the top piece of dinnerware to be raised just high enough to be easily picked from the dispenser. In order to allow the platform to stay level and operate smoothly, be sure to make the same changes to all four sections of the carriage springs.
- 4) Disconnect unused springs from the bottom retainer bracket and allow them to dangle. They will remain out of the way, but available later adjustments, if needed.
- 5) Once the proper adjustment has been achieved, place the self-leveling tube back into the cart.

## REPLACEMENT PARTS

### ALL DISPENSERS

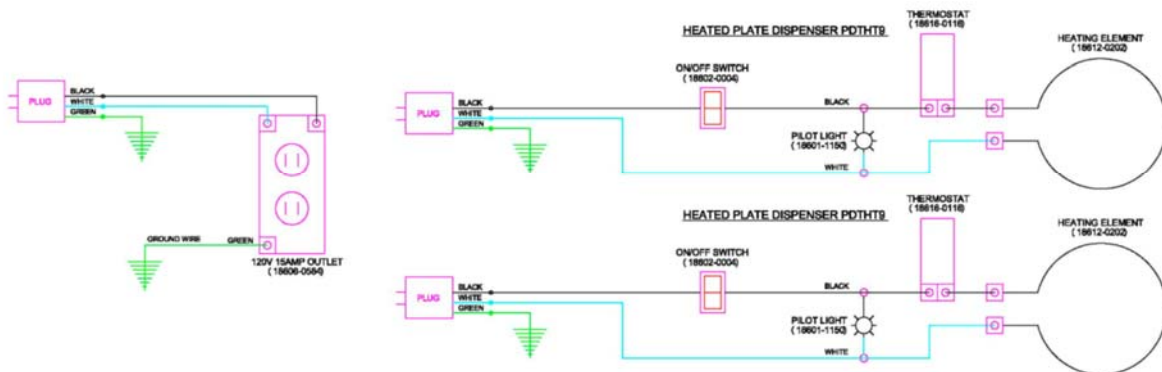
DESCRIPTION	PART NUMBER
Dish guide, black	18617-0488
Fine tension spring	18400-2011
Coarse tension spring	18400-2012
9" Top collar	18406-0052
10" Top collar	18406-0053
12" Top collar	18406-0054
9" top polished spinning	18405-0061
10" top polished spinning	18405-0062
12" top polished spinning	18405-0063
9" base non-polished spinning	18406-0075
10" bases non-polished spinning	18406-0074
12" base non polished spinning	18406-0073
5" Performa swivel caster w/brake	18301-5222

### HEATED DISPENSERS ONLY

DESCRIPTION	PART NUMBER
Fine tension spring	18400-2011
Coarse tension spring	18400-2012
9" Top collar w/ switch holes	18406-0115
10" Top collar w/ switch holes	18406-0116
12" Top collar w/ switch holes	18406-0117
Element, 120V, 300W	18612-0202
Adjustable thermostat	18616-116
Rocker switch	18602-0004
Power cord, 10" 14/3 HSJO	18605-0025
Plug assembly	18606-0221

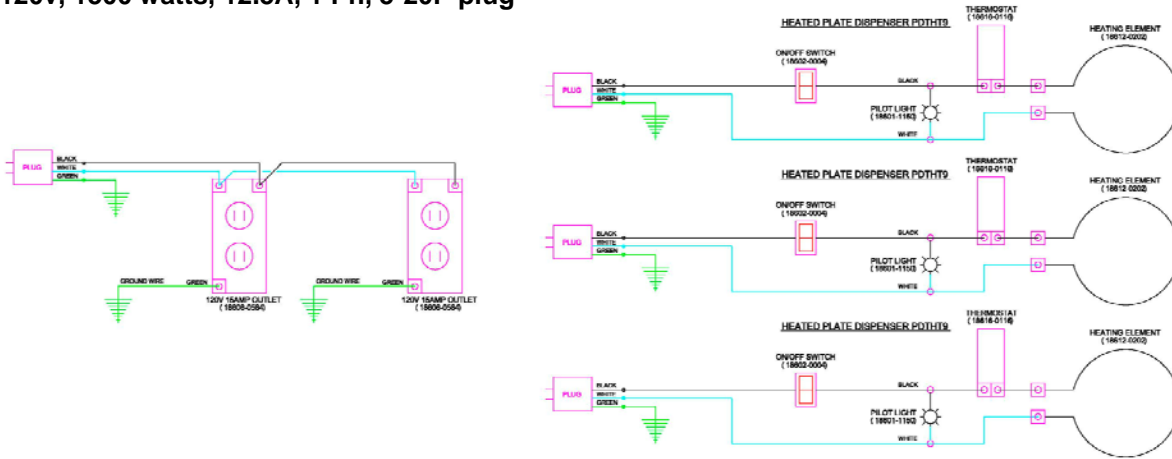
## WIRING DIAGRAM—2-Silo Heated Carts

120v, 1000 watts, 8.4A, 1 Ph, 5-15P plug



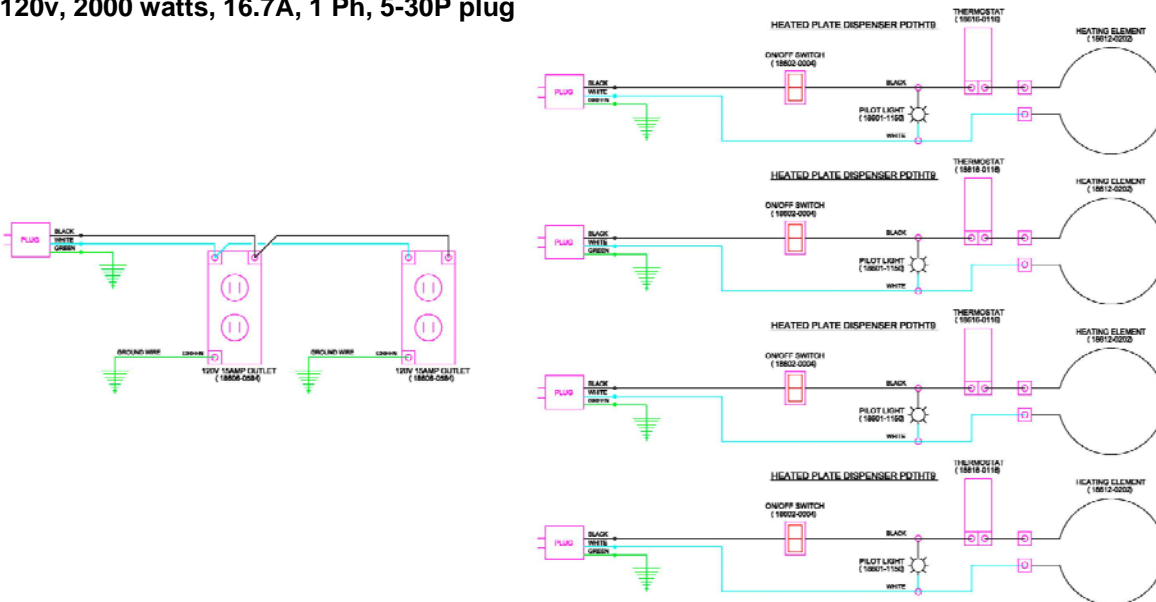
## WIRING DIAGRAM—3-Silo Heated Carts

120v, 1500 watts, 12.5A, 1 Ph, 5-20P plug



## WIRING DIAGRAM—3-Silo Heated Carts

120v, 2000 watts, 16.7A, 1 Ph, 5-30P plug



## 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.

## 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.