CLEVELAND

# SteamCraft

## Gas Convecton Steamer

## Installation Manual

This manual is updated as new information and models are released. Visit our website for the latest manual.

**MODEL**:

24CGA10

*For your future reference.*

Model # _____

Serial # _____

***Read the manual thoroughly. Improper installation, operation or maintenance can cause property damage, injury or death.***

WELBILT®

Part # - KE004036-7 B

**FOR YOUR SAFETY**
**Do not store or use gasoline or other flammable vapors or liquids in the vicinity of this or any other appliance.**

## ⚠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.

## ⚠ DANGER

**ELECTRIC SHOCK HAZARD**
**DEATH, INJURY, or EQUIPMENT DAMAGE can result from touching any component inside this appliance when the power is connected.**
**Whenever possible disconnect the power while installing, servicing, or testing.**
**When installation, service, or tests require power to be connected; use extreme caution and every possible precaution and safety measure while installing, servicing, or testing this appliance.**

Post instructions to be followed if the user smells gas.
Display the instructions in a prominent location.
Obtain the instructions from the local gas supplier.

## ⚠WARNING

**Do not connect the drain connection to any drain material that cannot sustain 180° Fahrenheit.**
**Using drain material that cannot withstand 180° Fahrenheit can result in injury, equipment damage, and property damage.**

**ALL SERVICE MUST BE PERFORMED BY A QUALIFIED CLEVELAND RANGE AUTHORIZED TECHNICIAN**

## KEEP THIS MANUAL FOR REFERENCE

This manual may be subject to new technical developments, modifications, and unforeseen errors.

**DO NOT INSTALL OR OPERATE OR ATTEMPT TO INSTALL OR OPERATE THIS APPLIANCE OR ANY ACCESSORIES WITHOUT READING COMPLETELY AND FULLY UNDERSTANDING THIS MANUAL**

**Cleveland Range appliances are intended for other than household use.**

# INSTALLATION MANUAL
# SteamCraft 24CGA10

## Table of Contents

# CHAPTER 1 PRODUCT INFORMATION

## A. Product Information

- This manual covers the installation of 24CGA10 SteamCraft Steam Cookers (steamers), and covers the standard features and options available on this model appliance.
- Other than selection of options, there are presently no significant design, parts, or operating differences among appliances with this model number.
- Figures 2-1 and 2-2 illustrate the dimensions, clearances, and major external features of 24CGA10's.

## B. Product Information Plate

The Product Information Plate on the left side of the appliance lists:

- Model
- Serial Number
- Clearances
- Power and Wiring Requirements
- Fuel Gas Type and Requirements

## C. Heat Standby Feature

The steamer has a Heat Standby Feature to keep the Steam Generator near steaming temperature between cooking operations. When timed models have the timer set to zero or ON/OFF models are set to OFF, the Heat Standby Feature will turn the burners on every 6 minutes for 20 seconds as long as the steamer is ON and has water in it.

- **Do not work near or above the exhaust flue whenever power is on.**
- **There is no warning to Heat Standby burner ignition.**

# CHAPTER 2 GENERAL INSTALLATION INFORMATION

**A. Laws, Codes, and Regulations**

This equipment should be installed only by qualified, professional plumbers, pipe fitters, and electricians.

1. The installation of this appliance must conform with:
   a. The National Fuel Gas Code, ANSI Z223.1 / NFPA 54 (latest edition), or the Natural Gas and Propane Installation Code CSA B149.1, or local codes, as applicable.
   b. The National Electrical Code, ANSI/NFPA 70 (latest edition), or the Canadian Electrical Code, CSA C22.2, or local codes, as applicable.
      - When installed, the appliance must be electrically grounded in accordance with the above.
      - NOTE: This appliance is not GFI (GFCI) compatible.
   c. The *Food Code* (latest edition) of the Food and Drug Administration (FDA).
2. This equipment is to be installed to comply with the applicable federal, state, or local plumbing codes.
3. Installation instructions must be read in their entirety before starting installation of this appliance.
4. Install this appliance according to the policies and procedures outlined in this manual.
5. Installation must comply with all local fire and health codes.

**⚠ DANGER**

Improper installation, adjustment, alteration, service, or maintenance of this appliance, or installation of a damaged appliance can result in DEATH, INJURY, EQUIPMENT DAMAGE, and void the warranty.

**NEVER** install damaged appliances, equipment, or accessories.
**ALWAYS** have installation and service performed by qualified Cleveland Range authorized personnel.

**B. Inspect for Shipping Damage**

- If the appliance is damaged or damage is suspected:
  1. Submit a Damage Claim to the Shipper immediately.
  2. Inform your dealer at once.
  3. Inform Cleveland Range in writing within three (3) days.

**⚠ DANGER**

Operating this appliance out of level can cause DEATH, INJURY, and EQUIPMENT DAMAGE.
This appliance must be level both front-to-back and side-to-side in all installations.
NEVER operate this appliance out of level.
If this appliance is suspected to be out of level, shut it down at once and call your qualified Cleveland Range authorized service agency immediately.

## C. Product Views

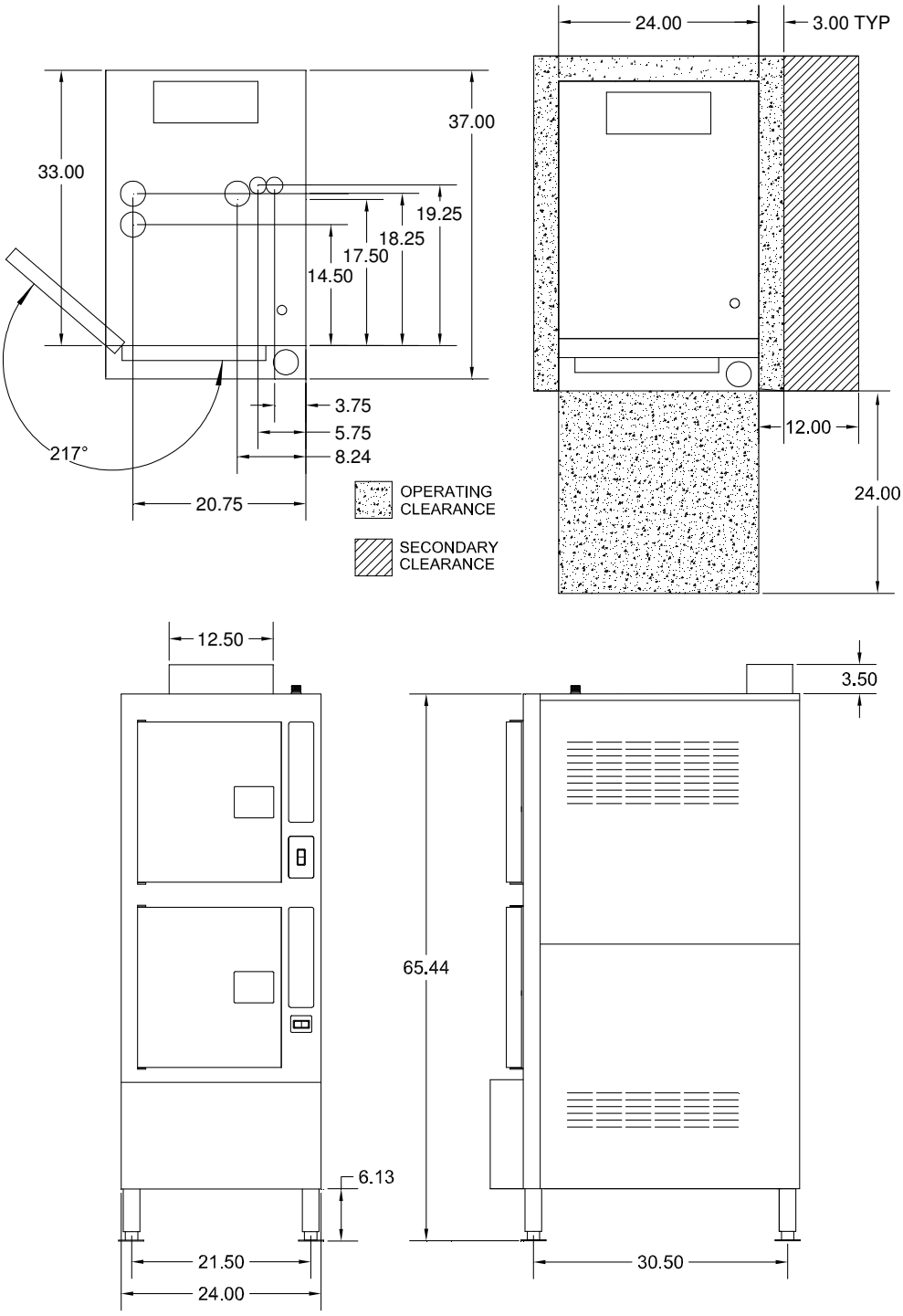
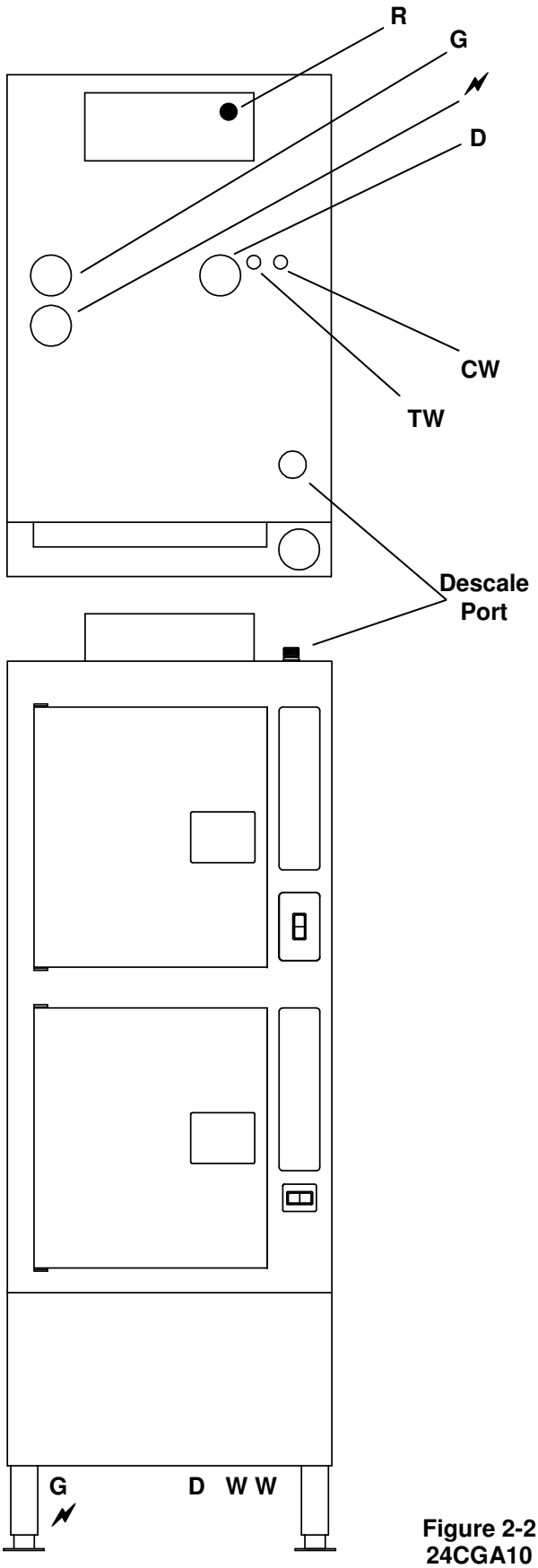



**Figure 2-1**
**24CGA10 PRODUCT VIEWS**
**Plan, Front, and Side Views**
**Dimensions in Inches**




**Key to Connections**

| | |
|---|---|
| **R** | **Pressure Relief (Pop) Valve** |
| **G** | **GAS, 3/4" NPT** |
| **D** | **DRAIN CONNECTION, 1 1/2" NPT. This is the connection point for the drain line. NOTE: The drain MUST NOT be located beneath the steamer itself.** |
| **CW** | **COLD WATER, 3/8" NPT** |
| **TW** | **TREATED WATER, 3/8" NPT** |
| ↯ | **ELECTRICITY** |

**Note: The Pressure Relief Valve is located on top of the appliance. Make NO connections to or from the Pressure Relief Valve.**

**Note: The utility connections are on the bottom of the appliance.**

**Note: The Descale Port is located on top of the appliance.**

**Figure 2-2**
**24CGA10**
**Utility Locations**

# CHAPTER 3 INSTALLATION

## ⚠ DANGER

Operating this appliance out of level can cause DEATH, INJURY, and EQUIPMENT DAMAGE.
This appliance must be level both front-to-back and side-to-side in all installations.
NEVER operate this appliance out of level.
If this appliance is suspected to be out of level, shut it down at once and call your qualified Cleveland Range authorized service agency immediately.

**A. Select a Location**

1. For safe and efficient operation:
   a. Installation must comply with all local fire and health codes.
   b. The location selected must be capable of supporting this appliance.
      - The operating weight of a 24CGA10 is 780 lbs.
   c. Position the appliance so it will not tip or slide.
   d. The operating surface must be level enough to allow leveling with the adjustable legs. This appliance **MUST** be level both front to back and side to side before operation.
   e. A suitable drain must be available within 12 feet of this appliance. Do NOT install the appliance directly over a drain.
   f. The location must include space for Operating and Service/Secondary Clearances and the Exhaust Hood. See Figure 2-1.

## ⚠WARNING

All clearance requirements above, below, and around this appliance are the same for non-combustible locations as for combustible locations.
Failure to maintain required clearances and additional distances as needed can result in INJURY and EQUIPMENT DAMAGE.
Consult manufacturers' literature, and sales and service agencies as needed.

   g. KEEP THE APPLIANCE AREA FREE AND CLEAR OF COMBUSTIBLES.
   h. Proper air supply for ventilation and combustion is REQUIRED for and CRITICAL to safe, efficient operation of this appliance.
   i. Make sure the air vents of this appliance are not blocked with or by anything.
   j. Allow for sufficient extra distance if a "high heat source," e.g. a broiler, is located next to this appliance. Contact Cleveland Range at 216-481-4900 or 1-800-338-2204 for recommendations.
   k. Do NOT install this appliance directly over a drain. Steam rising up out of the drain will adversely affect operation, hamper cooling air circulation, and damage electrical and electronic components.

**B. Exhaust Hood Requirements**

1. This gas fired appliance must be installed under a suitable ventilation hood as required by the National Fuel Gas Code, ANSI Z223.1/NFPA 54 and ANSI Z83.11-2004 / CSA 1.8-2004.

2. The ventilation hood system must include an interlock to prevent the operation of this appliance without the operation of the ventilation hood.
3. The exhaust hood must extend over the gas flue opening and meet the following requirements:
   a. This gas fired appliance must be vented in accordance with all local, state and national codes for venting gas fired appliances.
   b. The exhaust hood must be sized for the cumulative ventilation requirements of all the gas-fired appliances in the area under the hood, including this appliance.
      - The BTU/HR for a 24CGA10 is 125,000.
   c. If an existing hood does not meet all specifications, a new one must be constructed.
   d. When determining hood size, include operating clearances. See Figure 2-1.

**C. Position and Level the Appliance**

1. Move the appliance into position.
2. Place a level along the bottom edge of the appliance.
3. Use the adjustable legs of the appliance to level it front-to-back and side-to-side.

**D. Slide Racks (Pan Racks)**

1. Refer to Figure 3-1. Each rack has four loops: two top, and two bottom. Hold the slide rack so the ends of the hanger loops are towards compartment wall, as shown in Figure 3-1.
2. Slide one rack into compartment with the loop side closest to the compartment wall and rack slots horizontal.
3. Hook the loops over the top and bottom pins
4. Repeat steps a, b, c for the other racks.

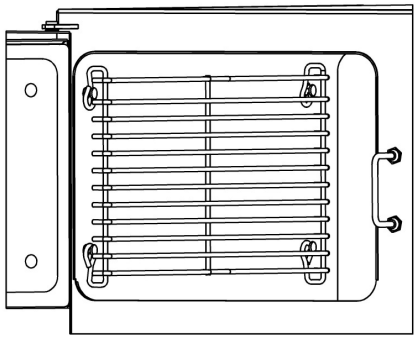


**Figure 3-1**
Slide Rack Installation

**E. Gas Supply**

| |
|---|
| Post instructions to be followed if the user smells gas.<br>Display the instructions in a prominent location.<br>Obtain the instructions from the local gas supplier. |

1. Gas Supply Requirements
   - Gas supply type MUST match the type of gas shown on the rating plate.
   - Gas supply pressure must NOT exceed 14” water column (1/2 psi), and fall within the pressure range shown below when using 3/4” NPT line and a 1/2” NPT connection
     - Natural gas pressure at 1000 BTU/CF must be 7” – 14” water column.
     - Propane gas pressure must be between 11” – 14” water column.
   - If the gas or propane supply pressure exceeds 14” water column, a pressure regulating valve (pressure regulator) must be installed in the gas supply line to reduce pressure to this appliance. See Figure 3-2.

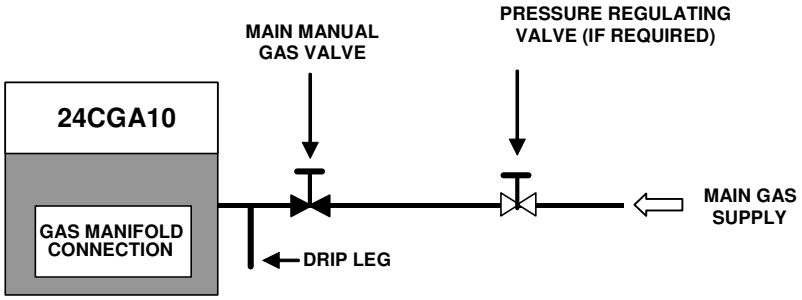
2. Gas Supply Line Requirements

   The Installer/Owner is responsible for furnishing and installing gas supply lines, valves, regulators, and accessories.

   When installing gas supply lines and accessories, observe the following:

   a. Refer to Figure 3-2 for the recommended layout of the gas supply lines.
   b. Use non-hardening pipe thread sealant resistant to LP gas.
   c. The ¾" NPT gas inlet is on the bottom of the 24CGA10. See Figure 2-1.
   d. Install main manual shut off valve between the gas supply and the appliance. See Figure 3-2. This main manual shut off valve is called the "Main Manual Gas Valve."
   e. Install a sediment trap (drip leg) in gas supply line. See Figure 3-2.

**Gas Supply Line Layout**
**Figure 3-2**




3. Test Gas Supply Lines

   a. Check all connections for proper tightness.
   b. Remove the control side panel to inspect internal gas connections. Do not replace the panel until installation is complete.
   c. Open the gas supply valves.
   d. Check all lines and connections for leaks, both inside and outside this appliance, with soap and water solution.
   e. All leaks must be corrected before attempting to operate this appliance.

4. Pressure Test Gas Supply Lines

   If pressure testing is required, this appliance must be disconnected or isolated from the gas supply piping system during pressure testing as follows:

   - The appliance and its individual shutoff valve (Main Manual Gas Valve) must be **disconnected** from the gas supply piping system during any pressure testing of that system at test pressures in excess of 1/2 psi (14" water column or 3.45 kPa).
   - The appliance must be **isolated** from the gas supply piping system by closing its individual manual shutoff valve (Main Manual Gas Valve) during any pressure testing of the gas supply piping system at test pressures equal to or less than 1/2 psi (14" water column or 3.45 kPa).

**F. Water Supply**

1. Water Supply Quality Requirements

| **NOTICE** |
| --- |
| The use of good quality feed water as listed in the Cleveland Range Limited Warranty is the responsibility of the Owner-User.<br>See Water Quality Recommendations as listed in the Cleveland Range Limited Warranty.<br>THE USE OF POOR QUALITY FEED WATER WILL VOID EQUIPMENT WARRANTIES. |

a. Contact Cleveland Range for details on how to provide water per Minimum Water Quality Requirements in the Warranty, or how to increase the frequency of maintenance, cleaning, and descaling.

b. Poor water supply quality degrades performance.

c. Check the quality of supply water before designing the water supply by contacting a local water treatment specialist for on-premises water analysis.

d. Softened or chlorinated water damages the steam generator by increasing corrosion. Carbon type filters are required before water enters the steam generator if supply water is softened or chlorinated.

e. If a water treatment system must be installed to achieve acceptable water quality, install it **BEFORE** connecting the water supply lines.

f. If analysis shows that supply water is below Minimum Water Quality:

- a water treatment system and/or carbon filter must be installed in the line feeding the steam generator.

2. Connect the Water Supply Lines

- The Installer/Owner is responsible for the water connection of this appliance.
- This appliance is to be installed to comply with all applicable federal, state, or local plumbing codes.
- **Connect this appliance to COLD WATER** The condenser system and steam generator will not work properly if they are connected to HOT or WARM water.

**a. Water supply must have a minimum dynamic (flow) pressure of 35 psi (2.4 kg/cm²) and a maximum static pressure of 60-psi (4.1 kg/cm²).**

**b. If the static pressure is above 60 psi, a pressure regulator must be used and set at approximately 50 psi. Pressure above 60 psi can damage solenoid valves. See Figures 3-3 and 3-4.**

c. If the supply water meets the requirements shown in the Warranty, then the Single Water Supply Arrangement shown in Figure 3-3 may be used.

1) If using the single water supply arrangement: The supply piping to the tee fitting must be at least the next larger size of pipe than the connection provided on the appliance.

d. If the water supply fails to meet the requirements shown in the Warranty, then use the Separate Feed Water Supply Arrangement shown in Figure 3-4.

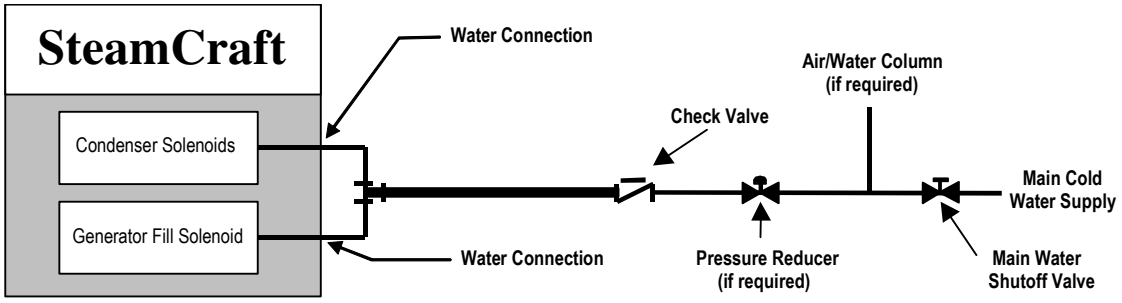



**Figure 3-3 Cleveland Range Single Water Supply Arrangement**

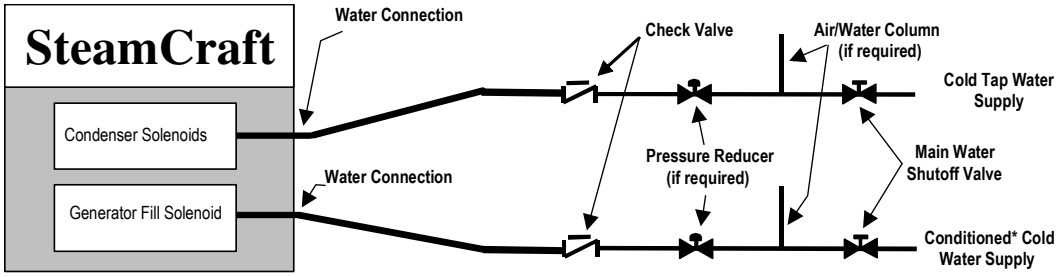



**Figure 3-4 Cleveland Range Separate Water Supply Arrangement**
*** "Conditioned" indicates water that has been filtered or treated by a Cleveland Range approved method to meet or exceed the water quality standards in the Warranty.**

e. Installation Requirements:

- Apply non-hardening pipe thread sealant to threaded connections.
- The 24CGA10 has two 3/8" NPT female fittings its underside: one for the Steam Generator (treated water) and one for the condenser (cold water). See Figure 2-2.
- Install a manual water shut-off valve (Main Water Shutoff Valve) (not provided) between the cold water supply line(s) and the appliance.
- The National Sanitation Foundation (NSF) requires installation of a check valve (or other approved anti-backflow / anti-siphon device) (not provided) in all supply lines in accordance with and as required by local, state, and national health, sanitation and plumbing codes.
- One (1) 50 mesh water strainer (dirt filters), Cleveland Range Part Number 106684, is provided.
- When using the Separate Water Supply Arrangement, use two water strainers. Order extra water strainers from Cleveland Range or your Authorized Sales Representative.
- Flush the water supply lines before connecting the lines to the appliance.

1) Test Water Supply Lines
   a. Check all connections for proper tightness.
   b. Inspect the water connections inside the appliance. (Remove side panels if not already off.)
   c. Open the water supply valves.
   d. Check all lines and connections for leaks, both inside and outside the appliance.

## G. Electric Power Supply

- The electric supply must match all electrical and wiring requirements specified on the rating plate.
- NOTE: This appliance is **NOT** Ground Fault Interrupter (GFI or GFCI) compatible.
- NOTE: The 24CGA10 Electrical Diagram is located inside of the Condensate Drip Trough.

The connection must be made as follows:

1. Install a main disconnect switch and a separate fuse or breaker for this appliance as shown in Figure 3-9. The fused disconnect switch is referred to as the "Main External Power Switch."
2. Do not use a GFI (GFCI) circuit. This appliance is not GFI compatible.
3. **Do NOT use a power cord.**
4. Make the electrical connection using flexible conduit, per local code. See Figure 3-10.

| ⚠WARNING |
| --- |
| This appliance is not GFI (GFCI) compatible.<br>Do not use a GFI (GFCI) circuit.<br>Using a GFI (GFCI) circuit can result in injury, equipment damage, and property damage. |

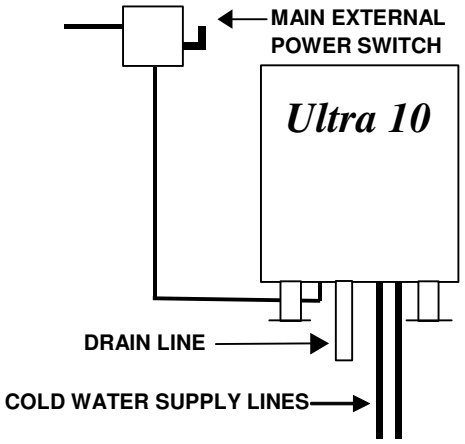



**Figure 3-9**
**Electrical Layout**

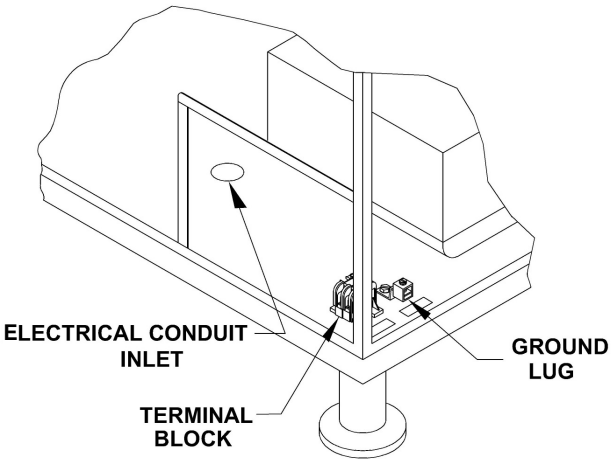



**Figure 3-10**
**Hardwire Connection**

## H. Free Air Vented Drain Line

**⚠ DANGER**

**DEATH, INJURY, EQUIPMENT and PROPERTY DAMAGE will result from improper installation of drain outlet lines. Install free air vented drain lines as described in this manual.**

**NOTICE:** Furnishing and installing drain lines and drainpipe is the responsibility of the Installer/Owner.

**The following restrictions and requirements are critical to the safety of personnel and equipment, and must not be violated under any circumstances:**

1. The drain lines must be installed in compliance with the *Food Code* (latest edition) of the Food and Drug Administration (FDA), and any other applicable national, state, or local codes and regulations.
2. The drain line must be free air vented, have gravity flow from the appliance, and terminate outside the perimeter of the appliance.
3. Free air venting requires a minimum 1" clearance between the end of the drain line and the top of the floor drain. See Figure 2-13.
4. Do NOT install the appliance directly over a drain. Steam rising up out of the drain will adversely affect operation, hamper cooling air circulation, and damage electrical and electronic components.
5. Do NOT connect the appliance's drain connection to any drain material that cannot sustain 180° F.
6. Do NOT connect any other drain from any other equipment to the drain line of this appliance.
7. Do NOT connect the drain outlet extension line directly into a floor drain or a sewer line.
8. Do NOT connect this appliance's drain directly to drains or to the plumbing of any other equipment.
9. Do NOT install a trap or shutoff in the drain line.
10. **Drainpipe Size and Length Guidelines:**
    - **Do NOT make a drainpipe outlet extension more than 12 feet long.**
    - **Do NOT use more than three elbows.**
    - **Up to 6' pipe:** 1 1/2-inch pipe and fittings are acceptable.
    - **Up to 2 elbows:** 1 1/2-inch pipe and fittings are acceptable.
    - **6' to 12' pipe:** 2-inch pipe and fittings are required.
    - **3 elbows on any extension:** 2-inch pipe and fittings are required.
11. Refer to Figure 1-3 and 2-13: Connect the drain to the appliance.
    a. While assembling the pipes and fittings of the drain outlet extension, use non-hardening pipe thread sealant.
    b. Thread fittings together FINGER TIGHT ONLY! DO NOT USE A WRENCH!

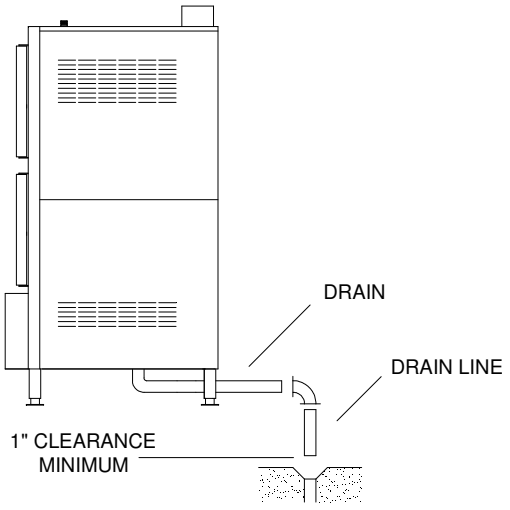



**Figure 2-13**
**Typical Drain Layout**

## I. Installation Checklist

| Installation Check List | | |
|---|---|---|
| **TASK** | **REFERENCE Page Number** | **COMPLETED (Initial and Date)** |
| **Preparation** | | |
| Check Operating Location Clearances | Figure 2-1, Pg. 5 | |
| Test Supply Water Quality | Warranty, Pg. 8 | |
| Water Supply Requirements Met | Pg. 8 | |
| Electric Power Requirements Met | Rating Plate, Pg. 11 | |
| Gas Supply Requirements Met | Rating Plate, Pg. 6 | |
| Exhaust Hood Requirements Met | Pg. 5, Figure 2-1 | |
| | | |
| **Installation** | Pg. 5 | |
| Check Level Front-to-Back and Side-to-Side | Pg. 5,6 | |
| Check Drain Line Connection | Pg. 5, 12 | |
| Check Exhaust Hood Function | Pg. 5 | |
| Check Electrical Supply Connection | Pg. 11 | |
| Check Water Supply Connection | Pg. 8 | |
| Leak Test Water Supply Lines | Pg. 8 | |
| Check Gas Supply Connection | Pg. 6 | |
| Leak Test Gas Supply Connection | Pg. 7 | |

**Notes:**

# CHAPTER 4 STARTUP PROCEDURE

## ⚠ DANGER

**DO NOT TRY TO LIGHT BURNERS WITH A FLAME.**

This appliance has an electronic ignition system, which automatically lights burners, senses flame, and controls gas flow.

Burners cannot be lit with a flame.

DEATH, INJURY, OR EQUIPMENT DAMAGE may result from trying to light burners with a flame.

## ⚠ DANGER

Without power, there is NO safe method of operation of this appliance.

DO NOT ATTEMPT TO START OR OPERATE this appliance during a power failure.

DEATH, INJURY, AND/OR EQUIPMENT DAMAGE may result.

## ⚠ DANGER

**BURN and SCALD HAZARD**

Exposure to steam, condensate, and hot surfaces can cause death, burns, and scalds.

To help avoid injury:

- Do NOT breathe steam or condensate.
- Stand on the hinge side and away from the appliance and slowly open the cooking compartment door.
- Open the door slightly to allow steam, condensate, and heat to vent before looking or reaching into the cooking compartment.
- Always wear DRY heatproof gloves when reaching into the cooking compartment or handling hot items. Wet or damp gloves conduct heat and may cause burns when handling hot items.

Failure to follow these precautions can result in death, burns, and scalds.

**Problems? See the Installer's Troubleshooting Guide at the end of this manual.**

**Burner Ignition Test (Lighting and Shutdown Instructions)**

**NOTE: Perform this test before Startup Test Procedure**

**NOTE:** For new installations, or when air in gas lines is suspected, it may be necessary to bleed the air from the gas lines. Bleed air as close as possible to the inlet of the automatic gas valve.

**A. Lighting Instructions** (Test of function of pilot light and burner ignition system.)

1. If not already done:
   a. Test the water supply lines. (Leaks and pressure.)
   b. Test the gas supply lines. (Leaks and pressure.)
   c. Check that the ON/OFF valve of automatic gas control valve is in the ON position.
   d. Open the Main Manual Gas Valve.
2. Turn the Main External Power Switch OFF.

3. Control Panel Settings:
    a. ON/OFF Switch: OFF. (If ON/OFF model.)
    b. MANUAL/TIMED Switch: TIMED. (If dial timer model.)
    c. TIMER DIAL: 0 minutes. (If dial timer model.)
4. Turn ON the electrical power to the appliance at the Main External Power Switch.
    a. When initial power is supplied to the appliance with the ON/OFF switch in the OFF position, a 3-minute automatic blowdown cycle starts.
    b. This cycle stops after 3 minutes OR when the ON/OFF switch is changed to the ON position.
5. Turn ON the electrical power to the appliance at the ON/OFF switch.
    a. The red indicator in the ON/OFF switch lights.
    b. The steam generator fills with water.
    c. The burner does NOT light.
6. Turn ON the ON/OFF switch.
    a. The igniter initiates a spark and gas is supplied to the pilot for 90 seconds.
    b. If the pilot does not light in 90 seconds then the ignition system locks out.
        - Reset system by waiting 5 minutes OR
        - Turn the ON/OFF switch OFF and back ON.
        - **If the burner does NOT light after two attempts, go to Step 8.**
7. When the burner lights, the steam generator begins heating.
    a. The Heat Standby feature cycles the burners on and off to maintain operating temperature if the cooking compartments are not in use.
        - The Heat Standby Feature will turn the burners on every 6 minutes for 20 seconds as long as the steamer is ON and has water in it and the cooking compartments are off or the appliance is in Timed mode with the Timers at 0.
        - **Do not work near or above the exhaust flue whenever power is on.**
        - **There is no warning to Heat Standby burner ignition.**
    b. The appliance is ready to cook.
        1) End this test here and go to the Shutdown Instructions.
8. If the burner does not light: Wait 5 minutes and then repeat Steps 2-6 up to three more times.
    - **EITHER:** If the burner does NOT light after repeating Steps 2-6 four times, go to the Shutdown Instructions and call a qualified Cleveland Range authorized service representative to adjust the burner controls.
    - **OR:** If the burner lights in four or less tries of Steps 2-6, go to Step 7.

**B. Shutdown Instructions**

1. Turn OFF the electrical power to the appliance, at both the ON/OFF Switch and the Main External Power Switch.
2. Turn OFF the gas supply at Main Manual Gas Valve.

# CHAPTER 5 OPERATING TESTS

**Startup Test Procedure for the 24CGA10**

This procedure evaluates the function of the operating controls of this appliance.

- This appliance will have one of three control panels: manual dial timer, electronic with a keypad timer control, or ON/OFF. There are some operating differences between these control panels.
- Differences in cooking operation of the three types of timer controls are explained in the separate Operator's Manual.
- After successfully performing the Startup Procedure, perform the test procedure for the type of control panel on the appliance being installed.

**A. Startup Procedure with the Appliance De-Energized.**

1. Start with or the Main External Power Switch OFF.
2. Check the fuses or circuit breakers for proper size.
3. Make sure the water supply line valves are open.
4. Make sure the Main Manual Gas Valve is open.
5. Open the cooking compartment doors.
   - Check for proper installation of drain screens, slide racks, and door gasket assemblies.
   - Check that the drains are not blocked.
6. Shut the cooking compartment doors.
7. Control panel settings:
   a. ON/OFF switch OFF.
   b. TIMED/MANUAL switch to TIMED and the Timer at 0.
8. Go to B. "Generator Drain and Rinse Cycle Inspection."

**⚠WARNING**

**BURN and SCALD HAZARD**

If the drain is blocked, hot water can collect inside the cooking compartment and spill out when the door is opened.
Water leaking from the door gasket can be a sign of a blocked drain.
When checking inside the steamer: always open the door slowly and stand to the hinge side and away from the steamer.
BURNS and SCALDS can result from hot water spilling out.

# ⚠ DANGER

ELECTRIC SHOCK HAZARD
DEATH, INJURY, or EQUIPMENT DAMAGE can result from touching any component inside this appliance when the power is connected.
Whenever possible disconnect the power while installing, servicing, or testing this appliance.
**When installation, service, or tests require power to be connected to this appliance: use extreme caution and every possible precaution and safety measure while testing or servicing this appliance.**

**B. Generator Drain and Rinse Cycle Inspection (3-minute Blowdown Cycle)**

1. Turn OFF the Main External Power Switch.
2. Turn OFF the ON/OFF switch.
3. Turn ON the Main External Power Switch start the 3-Minute Blowdown Cycle.
   a. Watch for plumbing leaks:
   b. If there are leaks:
      1) Turn OFF the Main External Power Switch.
      2) Repair leaks.
      3) Start this test over.
4. The automatic blowdown cycle opens the fill and rinse valves.
5. The drain valve remains open.
6. The drain valve and water column float assembly are flushed with fresh water.
7. Stop the blowdown cycle before it is complete by turning the ON/OFF switch ON.
   a. The operating controls energize
   b. The red ON indicator in the ON/OFF switch lights.
   c. Blowdown stops
   d. The steam generator fills.
8. Start a 3-minute blowdown cycle by turning the ON/OFF switch OFF.
9. A steady stream of water flows from drainpipe into the floor drain.
10. No water flows into the cooking compartment.
11. After the 3-minute blowdown cycle ends, no water flows into the float column or out of the drainpipe.
12. **Go to C**. “Operating Test Procedures.”

**C. Operating Test Procedures**

1. Turn OFF the Main External Power Switch.
2. Turn OFF the ON/OFF switch.
3. Turn ON the Main External Power Switch.
   a. The 3-minute blowdown cycle starts.
   b. Turn the ON/OFF switch ON.
      - The red ON indicator in the ON/OFF switch lights.
      - The automatic blowdown cycle stops.
   c. Start a manual steaming cycle.
      1) ON / OFF MODELS: Set the COMPARTMENT STEAM selector switch to ON.
      2) TIMER or KEYPAD MODELS: Set the TIMED/MANUAL selector switch to MANUAL.

3) The condenser solenoid clicks open, condenser flow starts, and water flows from the drainpipe.
    - If no water flows from the drain: make sure the condenser water supply valve is open and the water lines are connected properly.

d. Water rises in the sight glass.
e. When water reaches the safety level sensor, steam enters the cooking compartment after 5 to 7 minutes.
    - Water may drip from the nozzles until steam clears the lines.
f. The cooking compartments steam until turned OFF or set to TIMED mode with the timer zeroed.
g. Check for steam leaks around the door gasket.
h. Leave the ON/OFF switch in the ON position.
i. Set the controls to stop steaming:
    - TIMER MODELS: Set the Timer to 0 (zero) minutes.
    - ON/OFF MODELS: Set the COMPARTMENT STEAM selector switch to OFF.
j. If the control panel **does not have a timer**, complete Step l.
    - If the control panel **has a timer or a Door Interlock Switch,** skip Step 2. and go to the appropriate test(s).

    1) Turn the appliance OFF using the ON/OFF switch:
        - The red indicator in the ON/OFF switch turns OFF.
        - Automatic blowdown starts and runs for 3 minutes.
    2) After blowdown ends:
        a) Turn OFF the Main External Power Switch.
        b) Replace all panels and sheeting.
        c) Turn ON the Main External Power Switch.

**D. Timer Test for <u>Dial Timer</u> Control Panel**

1. Set the TIMED/MANUAL switch to MANUAL and let the appliance continue steaming.
2. Zero the Timer by turning the dial counterclockwise until it points to 0 (zero).
   Note: The buzzer will NOT sound in Manual Mode.
3. Set the TIMED/MANUAL switch to TIMED.
    a. The buzzer sounds for 3 seconds.
    b. Steaming stops.
    c. Condenser flow stops.
4. Open the cooking compartment doors, and
    a. Let the steam vent.
    b. Let the cooking compartments cool for 3 minutes.
5. Close the cooking compartment doors.
6. Turn the timer dial to 10 minutes.
    - The cooking compartments begin to heat.
7. The condenser solenoid clicks open, condenser flow starts, and water flows from the drainpipe.
8. The Boiler makes steam, and
    - The fill valve solenoid clicks and the fill valve opens and closes.
    - The water in the sight glass rises and falls as the Boiler and the fill valve operate.

9. The Timer counts down to 0 (zero), and
    a. Condenser flow stops.
    b. The buzzer sounds for 3 seconds.
    c. Steaming stops.
10. Turn the ON/OFF switch to OFF:
    a. The red indicator turns OFF.
    b. The automatic blowdown cycle starts.
    c. The automatic blowdown cycle ends after 3 minutes.
    d. After blowdown ends:
        (1) Turn OFF the Main External Power Switch.
        (2) Replace all panels and sheeting.
        (3) Turn ON the Main External Power Switch.

**E. Timer Test for <u>Keypad</u> Control Panel**

1. Set the TIMED/MANUAL switch to MANUAL and let the appliance continue steaming.
2. Zero the timer: Press and hold the CLEAR key until the timer reads 00:00
3. Set the TIMED/MANUAL switch to TIMED.
    a. Open the cooking compartment doors, and let the steam vent.
    b. Let the cooking compartments to cool for 3 minutes.
4. Close the cooking compartment doors.
5. Set the TIMED/MANUAL switch to TIMED.
    a. Press the number keys 1, 0, 0, 0
    b. The display reads 10:00 (ten minutes and zero seconds).
6. Press the START/STOP key.
    - The timer reads “PAUS” (pause).
    - The cooking compartments begin to heat.
7. The timer reads “PAUS” (pause) until cooking temperature is reached (193°F).
8. The steam generator makes steam and
    - The fill valve solenoid clicks the fill valve open and closed.
    - The water in the sight glass rises and falls as the steam generator and the fill valve operate.
9. The condenser solenoid clicks open, condenser flow starts, and water flows from the drainpipe.
10. The timer counts down to 00:00 (zero), and
    a. Condenser flow stops.
    b. The buzzer sounds until the START/STOP key is pressed.
    c. Steaming stops.
11. Turn the ON/OFF switch OFF.
    a. The red indicator in the ON/OFF switch turns OFF.
    b. The automatic blowdown cycle starts.
    c. The automatic blowdown cycle ends after 3 minutes.
    d. After blowdown ends:
        (1) Turn OFF the Main External Power Switch.
        (2) Replace all panels and sheeting.
        (3) Turn ON the Main External Power Switch.

**F. General Information about the optional Steam Shut Off Switch**

- The cooking compartments of the 24CGA10 equipped with Steam Shut Off Switches (automatic steam cutoff switches) turn OFF the production of steam to a cooking compartment when the door to that compartment is opened.

**⚠ DANGER**

BURN AND SCALD HAZARD WARNING FOR STEAMERS WITH OPTIONAL COMPARTMENT DOOR STEAM SHUT OFF SWITCH (SCS):

**COMPARTMENT DOOR STEAM SHUT OFF SWITCHES ARE NOT INSTANT OFF!!!**

- Even though the release of steam from the boiler ends as soon as a door is opened, residual steam in the system may take up to a minute to clear from the steam lines and the cooking compartment.
- To help prevent injury, follow all the standard precautions for opening the cooking compartment door and reaching into the cooking compartment.

Failure to do so can result in death, burns, and scalds.

- If a cooking compartment is opened and the other left closed, the closed cooking compartment continues to steam as normal.

**⚠WARNING**

**BURN and SCALD HAZARD**

Residual steam in the system may take up to a minute to clear from the steam lines and the cooking compartment.
Always wait until this residual steam has cleared before reaching into the cooking compartment.
Reaching into a cooking compartment while steam is being released or clearing the steam lines can cause BURNS and SCALDS.

**G. Function Test for the optional Steam Shut Off Switch**

- Perform this test after the appliance passes Initial Setup, Blowdown Inspection, and Operating Test, and the appliance is ready for use.

1. Start the appliance with both cooking compartments in MANUAL mode.
2. Wait for the cooking compartments to reach cooking temperature.
3. Stand to the hinge side and back from the upper door and carefully open the upper door.
4. Steaming stops within a minute.
5. If steaming does not stop within a minute: Shut down the appliance and call your qualified Cleveland Range authorized service representative.
6. Leave the upper door open and let the cooking compartment cool for three minutes.
7. Close the upper compartment door. Steaming starts and the cooking compartment reaches cooking temperature, and “PAUS” disappears from the Timer Display (Keypad models).
8. If steaming does not start: Shut down the appliance and call your qualified Cleveland Range authorized service representative.
9. Repeat this test with the lower cooking compartment door.
10. Repeat this test with both cooking compartment doors at the same time.

# CHAPTER 6 INSTALLER'S TROUBLESHOOTING GUIDE

The Troubleshooting Guide is a list of symptoms of problems that may occur during routine operation.

- "Problem" (left column) lists common operating problems.
- "Possible Cause" (center column) lists causes of problems in the order they should be checked.
- "Remedy / Reference" (right column) lists fixes for problems from easiest to hardest.
- "Notes" in "Remedy / Reference column are at end of the Troubleshooting Guide.

**ATTEMPTING TO REPAIR OR CORRECT PROBLEMS REQUIRING A QUALIFIED CLEVELAND RANGE AUTHORIZED SERVICE REPRESENTATIVE VOIDS THE WARRANTY**

**Trouble Shooting Guide**

| PROBLEM | POSSIBLE CAUSE | REMEDY/REFERENCE |
|---|---|---|
| Power indicator light does not turn ON when ON/OFF switch is in the ON position | Power turned OFF at main external power switch or breaker | Turn ON power at main external power switch or breaker |
| | Inoperative controls or failed light | See Note 1 |
| Power ON but steam generator does not fill | Water supply to steamer shut off | Open water supply valves |
| | Water line strainer and/or external filter system is clogged | Clean water supply strainer and/or filter system |
| | Inoperative solenoids or controls | See Note 1 |
| Control panel POWER indicator light ON and steamer does not make steam in MANUAL or TIMED modes | Water supply to steamer shut OFF | Open water supply valves |
| | Door interlock switch not engaged or has failed (if unit has this option) | Close door completely If problem persists, see Note 1 |
| | Water line strainer and/or external filter is clogged | Clean water supply strainer and/or external filter system |
| | Gas supply valve is closed | Open gas supply valve |
| | Inoperative controls or solenoid | See Note 1 |
| Abnormal amount of steam coming from drain | Hot water instead of cold water connected to condenser fitting | Make proper connections See section on Water Supply |
| | Water supply to condenser turned OFF | Open water supply valve |
| | Condenser water line strainer and/or nozzle clogged | Clean out condenser water supply strainer and/or nozzle |
| | Water supply line to condenser blocked, broken, or leaking | Repair or replace water supply line See Note 1 |
| | Inoperative controls or solenoids | Turn OFF electricity at main external power switch See Note 1 |
| Power light is ON, but timer does not light (Electronic Timer models only), no display | Timer transformer has failed | See Note 1 |
| | Inoperative controls | See Note 1 |
| Compartment bottom dirty with food drippings | Juices and/or food leaking from pans | Put a solid pan under perforated pans to catch drippings, or put less food in pans and clean daily |
| Reduced Steam flow into cooking compartment | Steam generator scale buildup | Descale steam generator with Cleveland Range approved descaler |
| | Gas inlet pressure low | See Note 2 |
| | Inoperative or improperly adjusted controls | See Note 1 |

**(Continued On Next Page)**

**Trouble Shooting Guide**
**(Continued)**

| PROBLEM | POSSIBLE CAUSE | REMEDY/REFERENCE |
|---|---|---|
| Water leaking from bottom of cabinet | Broken or loose plumbing inside steamer cabinet | Turn OFF electricity at main external power switch and close water supply valve(s) See Note 1 |
| Steam and / or water draining around compartment door<br><br>**See Warning under Note 9** | A small amount of water condensing around the door is normal | No action necessary |
| | External drain not properly installed, should be free-air vented and pitched down. | See Notes 2 and 3 |
| | External drain is blocked or restricted | Clean external drain<br>See Note 3 |
| | Door gasket or door parts worn | See Note 1 |
| | Inoperative controls inside cabinet | Turn OFF power at main external power switch See Note 1 |
| Water leaking from water pipes or drain lines | Plumbing needs repair | See Note 3 |
| ON/OFF Indicator ON but steamer does not make steam in timed mode | Inoperative timer control or damaged wiring | See Note 1 |
| Water is flowing out of steam ports into cooking compartment<br>**See Warning under Note 9** | Water probes are dirty | Turn OFF water supply to steamer and descale steamer manually with Cleveland Range approved descaler See Operators Manual for instructions If condition persists see Note 1 |
| | Inoperative controls or solenoid | See Note 1 |
| Water coming from drain even when not cooking | Unit is equipped with mineral purge cycle option | If only a small amount of water is coming intermittently from drain, this is normal operation |
| | Condenser valve is bad | See Note 1 |
| | Drain solenoid is stuck partway open | Turn OFF power to blowdown steamer. If problem persists, see Note 1 |
| Steam flow does not stop when TIMER stops. | Operating in manual mode. | Switch to timed mode for timer to control steam flow. |
| | Inoperative controls inside cabinet. | Turn OFF power at ON/OFF lever / switch See Note 1 |
| Food takes too long to cook<br><br>**To verify steamer's proper operation see Note 8** | Pans too close to bottom of cabinet | Put pans in racks near top of cabinet |
| | Compartment overloaded with too much food | Put less food into pan<br>Use fewer pans |
| | Food is being cooked in covered solid pans | Remove covering<br>Steam must have direct access to food for cooking to take place |

**(Continued On Next Page)**

**Trouble Shooting Guide**
**(Continued)**

| PROBLEM | POSSIBLE CAUSE | REMEDY/REFERENCE |
|---|---|---|
| Food takes too long to cook (continued)<br><br>**To verify steamer's** | Food is frozen | Increase cooking times for frozen food |
| | Suggested cooking times are usually listed for cooking at sea level | Extend cooking times for altitudes above 2000 feet |

| | | |
|---|---|---|
| **proper operation see Note 8** | Hot water connected to condenser line | Make proper connections See section on Water Supply. See Note 3 |
| | Condenser water is turned OFF | Turn ON water to condenser |
| | Condenser water line strainer and/or nozzle is clogged | Clean out condenser water supply strainer and/or nozzle |
| | Steam generator scale buildup | Descale steam generator with Cleveland Range approved descaler |
| | Inoperative or improperly adjusted controls | See Note 1 |
| Water comes out of descale port | Descale cap is missing | Install descale cap. Descale port must be closed tightly for steamer to operate properly. If missing see Note 10 |
| | Descale cap is loose | Tighten descale cap. Descale port must be closed tightly for steamer to operate properly |
| | Descale cap and/or gasket is damaged | See Note 10 |

**NOTES**

1. If the problem is inside the appliance, call a qualified Cleveland Range authorized service representative or Cleveland Range. (Please have the model number and serial number ready when calling.) Cleveland Range will not pay for warranty repairs by unauthorized maintenance and repair centers.
2. Proper installation of the appliance is the responsibility of the Owner-User. Refer to the Warranty.
3. Repairs to external plumbing should be done by a Licensed Plumber.
4. To restart the unit, follow the Lighting (Start-Up) instructions in this manual.
5. Repairs to external wiring should be done by a Licensed Electrician.
6. For more information on products and services, contact your nearest Authorized Sales Representative
7. Call Cleveland Range at 216-481-4900 for preventative maintenance programs, descaling kits, descaling information, and water treatment systems.
8. To evaluate whether this appliance operating at normal cooking performance, conduct the Egg Test. NOTE: this test is not valid for pressure steamers.
   a. Place a perforated steam table pan in the middle rack position in the cooking compartment.
   b. Turn ON the appliance, and set the selector switch to the Manual Mode (or for ON/OFF models set the selector to the ON position) to start steaming.
   c. Preheat the cooking compartment for 10 minutes.
   d. After the compartment is preheated, follow the instructions below.
      1) Place a fresh egg in a perforated pan and slide the pan into the cooking compartment.
      2) Close the door and set the timer as directed by the size chart.

| **EGG SIZE CHART** | |
|---|---|
| Egg Size | SteamCraft Steamer |
| Medium | 10 minutes |

| | |
|---|---|
| Large | 12 minutes |
| Extra Large | 12 minutes |

3) When time is complete, carefully remove the egg and place it in a container
4) Run cold water over the egg for 5 minutes
5) After cooling, crack the eggshell and peel the egg
6) The result is a perfect hard-boiled egg – the appliance is operating normally.

9. When opening a cooking compartment door, especially when water or steam leaks around gasket, heed the warning below:

**⚠WARNING**

**BURN, SCALD AND EQUIPMENT DAMAGE HAZARD**

If the drain is blocked, hot water can fill the cooking compartment and spill out when the cooking compartment door is opened.
Signs of blocked drains include steam or water leaks around the cooking compartment door, and reduced cooking performance.
To help avoid injury:

- Stand on the hinge side and away from the appliance and slowly open the cooking compartment door.
- Inspect the drain(s) before each use and clean them if needed.

Failure to follow these precautions can cause burns, scalds, and equipment damage.

10. Order replacement descale caps and gaskets from a Cleveland Range authorized maintenance and repair center.

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