



Model **GEG36**



Serial #: _____



**Instruction Manual for *Chefmate*®
Electric Countertop Griddles
Model **GEG24** & **GEG36****

For all after sales support, visit www.globefoodequip.com

- Complete the Warranty Registration
- Find an Authorized Servicer
- View Parts Catalogs

For additional Technical Support call Globe at 1-866-260-0522.

- IMPORTANT SAFETY NOTICE -

This manual contains important safety instructions which must be strictly followed when using this equipment.

Maintain and use this manual as a reference for training.

Index

ATTENTION OWNERS AND OPERATORS.....	5
INSTALLATION	6-7
SAFEGUARDS & SAFETY INSTRUCTIONS	8
OPERATING INSTRUCTIONS.....	9
CLEANING INSTRUCTIONS	11
TROUBLESHOOTING	12



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Attention Owners and Operators

Globe equipment is designed to provide safe and productive processing, cooking and warming of food products as long as the equipment is used in accordance with the instructions in this manual and is properly maintained. Unless the operator is adequately trained and supervised there is a possibility of serious injury. Owners of this equipment bear the responsibility to make certain that this equipment is used properly and safely, and to strictly follow all of the instructions contained in this manual and the requirements of local, state and/or federal law.

Owners should not permit anyone to touch this equipment unless they are over 18 years of age, are adequately trained and supervised, and have read and understand this manual. Owners should also ensure that no customers, visitors or other unauthorized personnel come in contact with this equipment. Please remember that Globe cannot anticipate every circumstance or environment in which its equipment will be operated. It is the responsibility of the owner and the operator to remain alert to any hazards posed by the function of this equipment. If you are ever uncertain about a particular task or the proper method of operating this equipment, ask your supervisor.

This manual contains a number of precautions to follow to help promote safe use of this equipment. Throughout the manual you will see additional warnings to help alert you to potential hazards.

Warnings affecting your personal safety are indicated by:



or



Warnings related to possible damage to the equipment are indicated by:



If warning labels and/or this manual are misplaced, damaged, or illegible, or if you require additional copies, please contact your nearest representative or contact Globe directly for these items at no charge.

Please remember that neither this manual nor the warning labels replace the need to be alert, to properly train and supervise operators, and to use common sense when using this equipment.

Installation

UNPACKING

Unpack the griddle immediately after receipt. If the machine is found to be damaged, immediately contact us at help@globefoodequip.com or call 1-800-347-5423 ext. 256. Please include your name, serial #, item that is damaged, explanation of the damage and photographs if possible. The damage must be reported to Globe within 7 days from the time of shipment. Refer to Globe's Freight Damage policy for more information. <https://globefoodequip.com/support/order-return-policy.html>



TO AVOID SERIOUS PERSONAL INJURY:

- **ALWAYS** install equipment in a work area with adequate light and space.
- **ONLY** operate on a solid, level, nonskid surface that is nonflammable and away from sinks and water hazards.
- **NEVER** bypass, alter or modify this equipment in any way from its original condition. Doing so can create hazards and will void warranty.
- **NEVER** operate griddle without all warnings attached to it.



PROPER GROUNDING

THIS UNIT MUST BE PROPERLY GROUNDED - This unit is 208/240V

1. Complete the warranty registration online at www.globefoodequip.com/support/warranty-registration-form.
2. Griddle and outside covering/containment unit can become HOT during and after use. Use caution when touching the unit.

INSTALLATION

NOTE: The [GEG24](#) & [GEG36](#) are hard wire units only to be installed by a qualified electrician who is familiar with electrical procedures and codes. Do NOT attempt to wire either units yourself.

1. Read this manual thoroughly before installation and operation. DO NOT proceed with installation and operation if you have any questions or do not understand everything in this manual. Contact your local representative or Globe first.
2. Remove griddle from the box. Once griddle has been removed from the packaging, be certain that all protective plastic and residue are removed from all surfaces.
3. Select a location for griddle which has a level, solid, nonskid surface that is nonflammable and away from water hazards or sinks, and is in a well-lighted work area away from children and visitors.
4. Inspect griddle to make sure all parts have been provided (i.e. - catch tray and feet x4).
5. The installation of the griddle must conform to the NATIONAL ELECTRIC CODE AND ALL LOCAL ELECTRIC CODES AND ORDINANCES AND ALL LOCAL ELECTRICAL COMPANY RULES AND REGULATIONS. ***Additionally we recommend that the griddle is allowed 4" spacing surrounding the unit in order to provide adequate ventilation.***

NOTICE: Local codes regarding installation vary greatly by area. The National Fire Protection Association, Inc, states in its NFPA 96 latest edition that local codes are "authority having jurisdiction" when it comes to requirements for installation of equipment. Therefore, installation must comply with all local codes.

6. For your protection we recommend that a qualified electrician install this griddle. They must be familiar with electrical installations and all electrical codes.

Installation

7. Proper connection and power supply are necessary for efficient performance.
8. The external wiring must be in conduit or an approved type of flexible cable suitable for operation at temperature indicated at the conduit hole, and in a proper size to carry the load.
9. The supply circuit must be properly fused and equipped with a means of disconnecting, as required by the local electrical code. For griddle with plugs and leads set, simply provide a suitable power point and connect.

This equipment gets EXTREMELY HOT so make sure all flammable/combustible materials are set away from this equipment.

Feet

Install feet by screwing each foot into the threaded openings on the bottom of the griddle. Failure to use feet will void warranty and could cause unsafe conditions.

Leveling

Level unit by adjusting the four feet and tighten securely. The adjustable feet have an adjustment of one inch for lineup with other Globe countertop lines. Check feet every 60 days to make sure they are tight.

Assembly

Take catch tray and slide into runners below the elements and place into rack. Once in position, catch tray will catch food product crumbs, grease and drippings.



COMMISSIONING:

Commissioning of your new Griddle is of the utmost importance. Commissioning is the thorough and methodical testing of the equipment, sub systems, and systems to make sure that the final product functions properly and safely at the work site. By identifying potential problems (i.e.: equipment location, ventilation, local fire/electrical codes, installation, operator training and certification) prior to equipment being placed into service, costly outages and potential damages can be avoided.

SAFETY ALWAYS.

Safeguards & Safety Instructions



WARNING TO AVOID SERIOUS PERSONAL INJURY:

- **DO NOT** operate griddle before reading the instruction manual.
- **ALWAYS** disconnect or unplug electrical power before cleaning, servicing or adjusting parts or attachments.
- **NEVER** bypass, alter, modify or attach unauthorized parts to this equipment. Doing so can create hazards and will void warranty.
- **NEVER** operate griddle with a damaged power cord or plug.
- **NEVER** leave griddle on overnight or for prolonged periods of non-use.
- **NEVER** use griddle as a heating source for your kitchen, space, or room.
- **ALWAYS** keep hands, hair and clothing away heating elements.



IMPORTANT SAFEGUARDS & SAFETY INSTRUCTIONS

When using electrical food equipment, basic safety precautions must always be followed, including the following:

- Do not touch hot surfaces. Use handles or knobs.
- To protect against risk of electrical shock, do not put griddle in water, dishmachine or liquid.
- Never directly touch heating elements while griddle is on.
- Unplug from power outlet when not in use, before putting on or taking off parts, and before cleaning.
- Do not operate equipment with a damaged cord or plug or after the appliance malfunctions or is dropped or damaged. Call for service.
- Use of attachments not recommended or sold by the manufacturer can cause fire, electrical shock or injury.
- Do not use outdoors.
- Do not let power cord or extension cord hang over edge of table or counter or touch hot surfaces.
- Do not place on or near a hot gas or electric burner, or in a heated oven.
- Do not use this equipment for use other than the use intended by the manufacturer.
- Do not yank on cord to disconnect.
- Never plug equipment in where water floods the area.
- Place the appliance on a firm, stable surface.
- The Globe griddle does not contain **any** user-serviceable parts. Globe dealers or recommended qualified technicians must carry out repairs. Do not remove components or service panels on this product.
- Globe takes every care to make sure that all products are safe. Steel cutting procedures used to manufacture these items result in sharp edges. These sharp edges are removed; however, the operator must take care when in contact with this piece of equipment.
- During operation griddle reaches high temperatures, in turn, heating stainless steel surfaces. Take extreme care when operating.
- Switch OFF power to disconnect griddle from plug for cleaning.
- Allow griddle to cool down after use and before dismantling for cleaning; the unit will be too hot to handle immediately after use.
- Griddle is equipped for the voltage indicated on the nameplate mounted on the rear of the unit. Griddle is designed for use on alternating current (AC) only.



Operating Instructions

Operating the Griddle

Before operating griddle, it must be checked to see that it is sitting level. Adjust the feet to level griddle. Be sure catch tray has been assembled correctly. Please see diagram Fig. 9-1.

NOTE: Upon first use, griddle can produce a metal-burning smell. This is normal and smell will decrease with use.

Wipe all petrolium jelly from the surface before use.

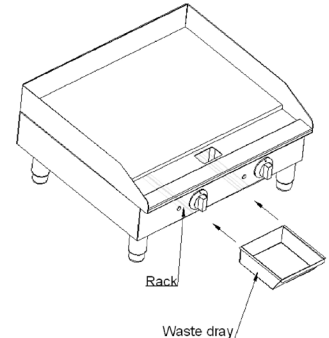


Fig. 9-1

Season the surface:

1. Clean griddle surface thoroughly. After griddle has been thoroughly cleaned, it must be seasoned to prevent food from sticking. Before using, and after each thorough scouring, season griddle by heating the surface in the following manner:
2. Turn on griddle by dialing/adjusting temperature control dial from OFF to 350°F.
3. Using a clean cloth (not a spatula) spread a thick film of cooking oil or fat over griddle cooking surface. This film must remain on the hot griddle for 30 minutes.



Griddle surface will be HOT

4. Remove the excess fat and wipe clean.
5. Apply another film of cooking oil over the hot cooking surface for another 30 minutes and again remove the excess fat and wipe clean. The griddle surface will be ready to use.

EVEN WITH CAREFUL SEASONING, FOOD CAN STICK TO GRIDDLE COOKING SURFACE UNTIL GRIDDLE PLATE IS "BROKEN IN".

Temperature Control

The temperature is thermostatically controlled. Be sure the temperature dial is turned and adjusted to the desired setting. The set point of each thermostat is marked on the front panel with a – in the 9 o'clock position. Griddle is equipped with one thermostat per various cooking service interval. For the 24" griddle and 36" griddle - every 12".

Cooking

Turn the temperature dial to the desired temperature. After a short pre-heating period, the thermostat will automatically maintain the selected temperature. When the set temperature is reached, the signal light will go off.

Cleaning Instructions

WARNING

- **ALWAYS** unplug or disconnect main power to griddle before cleaning.
- **DO NOT** use cleaning fluids that can be harmful to humans.
- **DO NOT** hose down, immerse or pressure wash any part of the griddle, excluding the catch tray.
- **NEVER** use a scrubber pad, steel wool or abrasive material to clean griddle.



ALWAYS DISCONNECT OR UNPLUG THE ELECTRICAL POWER FROM GRIDDLE BEFORE CLEANING.

RECOMMENDED CLEANING

It takes very little time and effort to keep the Griddle attractive and performing at top efficiency. If grease is allowed to accumulate, it will form a gummy surface and carbonize into a hard substance that is extremely difficult to remove. To prevent this, please follow the cleaning steps below:

PART	REQUIRED ACTION	FREQUENCY
Scraping	Scrape the griddle with a scraper or flexible spatula to remove excess fat and food. A catch tray is provided for the scrapings. If there is an accumulation of burned fat and food, griddle must be thoroughly scoured and re-seasoned. Use pumice or griddle stone, while the griddle is warm, to remove excess fat and food. <i>Do not use steel wool because of the danger of steel slivers getting into the food.</i>	After Each Use
Body	Use a clean cloth and a non-abrasive cleaner to clean stainless steel body of griddle. Wipe the polished areas with a soft cloth.	Daily
Controls	Unit must be turned OFF when not in use. It is recommended that the unit be disconnected from power supply by shutting off power disconnect switch. Use a clean cloth to wipe down controls and knobs	Daily
Catch tray	Once the unit has cooled, remove catch tray from the unit and discard the waste, debris and crumbs. CAUTION: If catch tray is permitted to fill too high, the excess grease will run out of the overflow hole at the front of catch tray. The catch tray is removed by pulling forward. ALWAYS USE CAUTION WHEN FILLED WITH HOT GREASE!	per Use or at least Daily

Troubleshooting

ISSUE	CAUSE	SOLUTION
Griddle not working	Power supply	Check power source
	Power switch has not been turned on	Check that griddle is correctly plugged in and turned on
	Plug/cord, set or external wiring is damaged	Call for service
	Internal wiring fault	Call for service
Indicator light is on, but unit is not heating up	Faulty elements	Call for service
	Operation of thermostat All thermostats are not turned on	Make sure thermostat is set correctly and make sure that dial is not spinning on the thermostat, giving the wrong reading
	Faulty thermostat	Call for service
Indicator light is not on, but the unit /S heating up	The indicator bulb has burned out	Call for service. Replace the indicator light
Cooking surface is heating up slowly	Carbon build up	Make sure that the plates are kept clean and free from carbon build up/debris
	Thermostat setting	Make sure thermostat is set correctly and make sure that dial is not spinning on the thermostat, giving the wrong reading
	Faulty element(s)	Call for service
Food sticking	Carbon build up	Make sure that the plates are kept clean and free from carbon build up/debris
	Not seasoned	Season grill, see cleaning and maintenance

If problem persists and the solution above does not remedy the issue, please call Globe's Service Department at: 866-260-0522.