

**COOK & HOLD CABINETS**  
**MODELS: CH6, CH9, CH18**  
**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: Service@Carter-Hoffmann.com



**CH18**



READ THIS MANUAL COMPLETELY  
BEFORE OPERATING THIS APPLIANCE



**CH6**

**TABLE OF CONTENTS**

SAFETY PRECAUTIONS.....	2
FEATURES & SPECIFICATIONS.....	3
UNPACKING, INSPECTION & FREIGHT DAMAGE.....	4
INSTALLATION & STARTUP .....	5
CONTROL PANEL LAYOUT.....	6
NORMAL OPERATION.....	7-9
REGULAR CLEANING PROCEDURES.....	10
WIRING DIAGRAMS.....	11-12
TROUBLESHOOTING GUIDE .....	13
WARRANTY STATEMENT.....	14

## SAFETY PRECAUTIONS



### WARNING: ELECTRIC SHOCK HAZARD

All service requiring access to non-insulated components must be performed by qualified service personnel. 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 service.



### CAUTION: BURN HAZARD

Exposed metal surfaces can be hot to the touch and may cause burns.



### CAUTION: STEAM HAZARD

This cabinet may produce steam and may cause burns. Use caution when opening the doors for escaping steam.

## IMPORTANT SAFETY INSTRUCTIONS

When using electrical appliances basic safety precautions should be adhered to, including the following:

- 1) 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) This appliance must be grounded. Connect only to properly grounded outlet.
- 3) Use this appliance only for its intended purpose as described in the manual.
  - a. This equipment is specifically designed to slow cook and hold products such as roasts, ribs, whole turkeys, etc.
  - b. This equipment is intended for use in commercial establishments only.
  - c. This equipment is not designed for industrial or laboratory use.
- 4) Cleanliness of this appliance and its accessories are essential to good sanitation.
- 5) 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.
- 6) 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.
- 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) DO NOT cover or block any openings on the appliance.

**NOTE:** The technical content of this manual, including any wiring diagrams, schematics, parts breakdown illustrations and/or adjustment procedures, is **intended for use by qualified technical personnel** and is subject to change without notice.

## FEATURES & SPECIFICATIONS



- **NEW** electronic controls with digital display!
- Gentle air circulation caramelizes meat and seals in juices for perfect roasts and more portions
- Browning occurs naturally, without the use of gravies and sauces to colorize meats
- Easy-to-use controls: dial in cook temperature, hold temperature and cook time
- Lift-off heating system with precision engineered heat duct system for optimal air flow and even heating
- Hoods not required in most areas—makes installation easy and inexpensive (check local codes)



### Cook and Hold Cabinets

Model Number	Tray Capacity 18" x 26"	Tray Spacing in (mm)	Approx. Meat Capacity lbs (kg)	Inside Working Height in (mm)	Overall Dimensions			Caster Diameter in (mm)	Class 100 Shipping Weight lbs (kg)
					Height	Depth	Width		
CH6	6	3 (76)	80 (36)	18-1/8 (460)	38-1/2 (978)	35-1/4 (895)	24 (610)	5 (127)	312 (142)
CH9	9	3 (76)	120 (54)	27-1/4 (692)	47-1/2 (1207)	35-1/4 (895)	24 (610)	5 (127)	344 (156)
CH18	18	3 (76)	240 (109)	54-1/2 (1384)	78 (1981)	35-1/4 (895)	24 (610)	5 (127)	460 (209)

Electrical Information NEMA Plug Type	
4100 watts 240 volts 17.1 Amps 60 Hz Single Phase	NEMA 6-20P

CH6 & CH9

Electrical Information NEMA Plug Type	
6100 watts 240 volts 25.4 Amps 60 Hz Single Phase	NEMA 6-30P

CH18

CH6 & CH9: Optional 2000 watts, 120 volts, 16.7Amps, 60 Hz, single phase

Optional 230 volt, 5510 watt, 24 Amp CE electrical configuration available. Plug type determined by destination country.

**APPROVALS :**



## 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.

### 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. Appliance should be thoroughly cleaned before use. See **CLEANING INSTRUCTIONS** 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.

## INSTALLATION and STARTUP



### **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 10' long

If necessary, contact a licensed electrician to install an appropriate electrical circuit with correct NEMA receptacle. See table on this page.

**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 and counter 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.

Unit must be on a solid level surface.

### **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.

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:



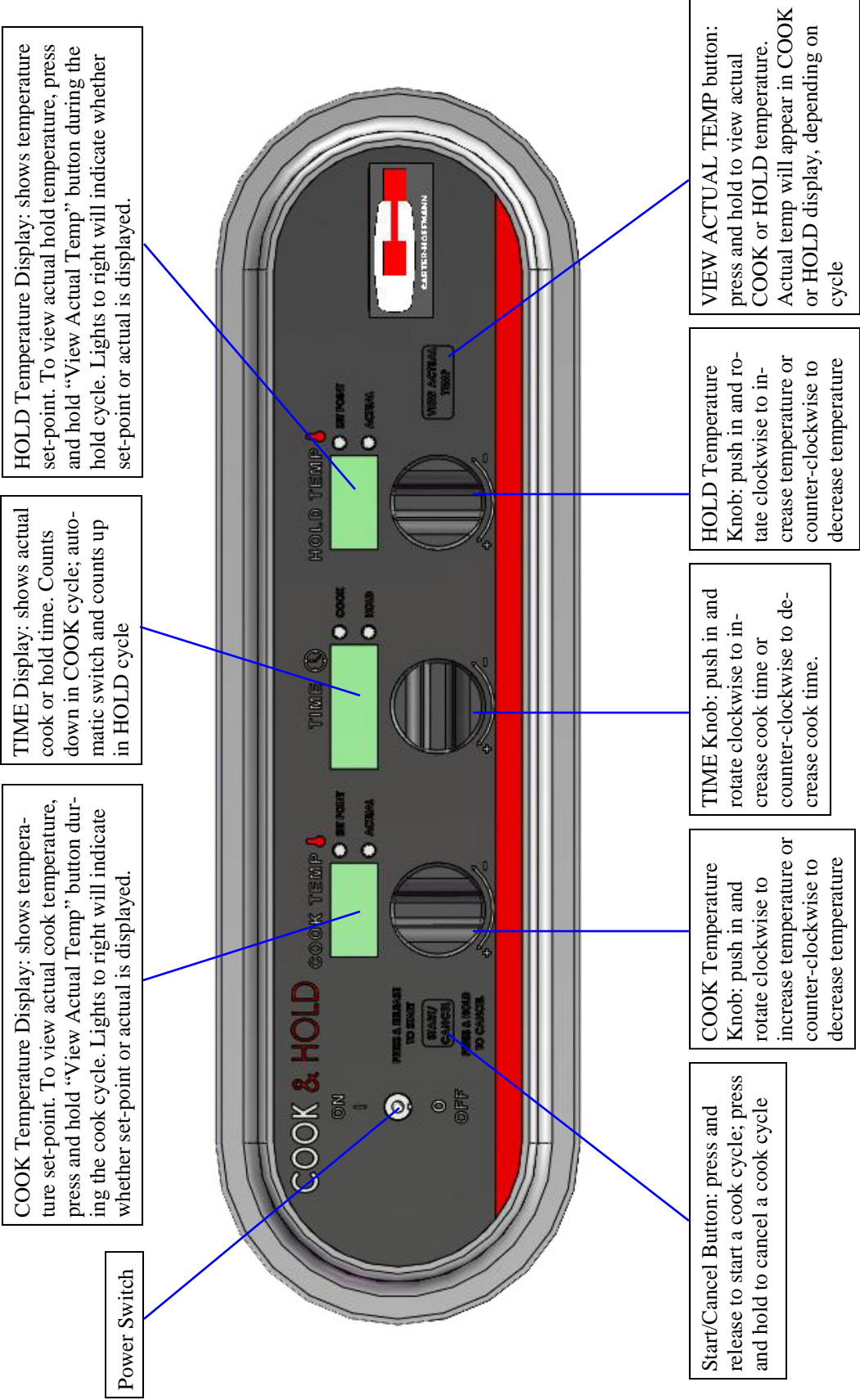
### INITIAL START-UP

1. Prior to use, thoroughly clean the interior of the unit, per the instructions in this manual.
2. Plug the power cord of the cabinet into a grounded outlet according to the voltage and amperage specified on the serial tag on the heating module. This can be located on the top right rear corner of the heating unit.
3. Set POWER switch to the "ON" position.
4. 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 hours of operation.

Specifications for Electrical Options that May Be on Your Cabinet			
Watts	Volts	Amps	Plug
2000	120	16.7	NEMA 5-20P
4100	240	17.1	NEMA 6-20P
6100	240	25.4	NEMA 6-30P
3100	208	14.9	NEMA 6-15P
4600	208	22.1	NEMA 6-30P
5510	230	24.0	*Contact Factory

\*Plug type dependent on destination country.

# Control panel layout



## NORMAL OPERATION

### Factory default setpoints:

- cook: 325°F
- hold: 200°F
- timer: 1 hour

### Operating ranges:

- cook temp: 100°F-325°F
- hold temp: 100°F-200°F
- timer: 10 min. -18 hours



**CAUTION:**  
**HOT SURFACE**

Inner surfaces of the unit will be very hot during and after operation.

Avoid touching the cabinet when loading or removing product.



**CAUTION:**  
**STEAM HAZARD**

This unit produces steam, use caution when cleaning or opening the doors.



**CAUTION:**

To avoid damage to the electrical components, do not unplug cabinet while cooling fans are operating.



**WARNING:**  
**HIGH CONTROL  
COMPARTMENT  
TEMPERATURE**

If the temperature in the control compartment exceeds safe operating limits, an audible alarm will sound and the TIME display will scroll "CALL CUSr SErV". Should this condition occur, turn off and unplug the cabinet and then call for service. Prolonged operation of the cabinet in this condition WILL result in electrical component failures.

### FIRST USE

Turn the cabinet on using the power switch located on the far left side of the control panel. Once the switch is turned on, the control display will illuminate.

When the cabinet is first turned on, the time display will show the current hardware / software revision, for example "F107". Then the display will display the factory default settings.



### PROGRAMMING THE CONTROLLER

1. Make sure the unit is turned "ON".
2. To set COOK temperature, push "COOK TEMP" knob in and rotate clockwise to increase temperature or counter-clockwise to decrease temperature.
3. To set COOK time, push "COOK TIME" knob in and rotate clockwise to increase time or rotate counter-clockwise to decrease cook time. NOTE: For cook times of 10 minutes to two hours, timer will increase/decrease in 5 minute increments. For cook times over 2 hours, timer will increase/decrease in increments of 15 minutes.
4. To set HOLD temperature, push "HOLD TEMP" knob in and rotate clockwise to increase temperature or counter-clockwise to decrease temperature.

## NORMAL OPERATION

### Factory default setpoints:

- cook: 325°F
- hold: 200°F
- timer: 1 hour

### Operating ranges:

- cook temp: 100°F-325°F
- hold temp: 100°F-200°F
- timer: 10 min. -18 hours



### CAUTION: HOT SURFACE

Inner surfaces of the unit will be very hot during and after operation.

Avoid touching the cabinet when loading or removing product.



### CAUTION: STEAM HAZARD

This unit produces steam, use caution when cleaning or opening the doors.



### CAUTION:

To avoid damage to the electrical components, do not unplug cabinet while cooling fans are operating.



### WARNING: HIGH CONTROL COMPARTMENT TEMPERATURE

If the temperature in the control compartment exceeds safe operating limits, an audible alarm will sound and the TIME display will scroll "CALL CUSr SErV". Should this condition occur, turn off and unplug the cabinet and then call for service. Prolonged operation of the cabinet in this condition WILL result in electrical component failures.

### CABINET OPERATION

1. Turn power switch "ON". Unit will heat to "HOLD" setting and will stay in "HOLD" mode until cook cycle is started. "HOLD" LED light adjacent to the timer display will illuminate.
2. Program desired settings according the controller programming instructions on page 7.
3. Press and release the "START/CANCEL" button to begin COOK cycle. The colon in the TIME display will flash and the LED lights adjacent to the TIME display will switch from "HOLD" to "COOK". The colon will continue to flash as long as the timer is active.
4. Timer will count down by one minute increments for the entire COOK cycle.
5. Upon completion of the COOK cycle and audible alert will sound and the cabinet will automatically switch to the HOLD mode. The LED light adjacent to the TIME display will switch from "COOK" to "HOLD".
6. The TIME display will now count up until the cycle is canceled.
7. Cycle can be canceled by:
  - Push and hold the "START/CANCEL" button until audible alarm sounds (about 5 seconds)
  - Turn master switch to "OFF".

NOTE: Settings for the cook and hold cycle will be saved in the controller for the next cook cycle. Refer to programming instructions to change the settings.

NOTE: To protect electrical components, the cooling fans inside the heating unit will operate whenever the interior temperature of the heater rises above 120°F. They will operate, even if the master ON/OFF switch is turned to "OFF." Do not unplug cabinet unless cooling fans have turned off.



### Cooking Suggestion

For best product integrity, we recommend the use of the humidity water pan at all times. This pan is located inside the cabinet and is attached to the base of the heating unit at the top of the cabinet. The pan should be checked and filled periodically.

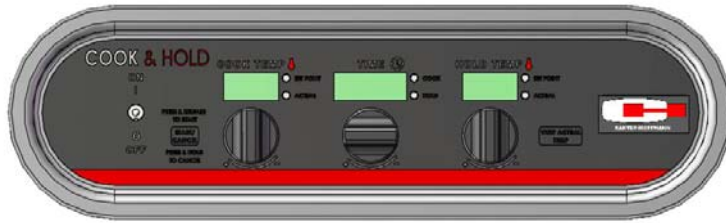
## NORMAL OPERATION

### Factory default setpoints:

- cook: 325°F
- hold: 200°F
- timer: 1 hour

### Operating ranges:

- cook temp: 100°F-325°F
- hold temp: 100°F-200°F
- timer: 10 min. -18 hours



### CAUTION: HOT SURFACE

Inner surfaces of the unit will be very hot during and after operation.

Avoid touching the cabinet when loading or removing product.



### CAUTION: STEAM HAZARD

This unit produces steam, use caution when cleaning or opening the doors.



### CAUTION:

To avoid damage to the electrical components, do not unplug cabinet while cooling fans are operating.



### WARNING: HIGH CONTROL COMPARTMENT TEMPERATURE

If the temperature in the control compartment exceeds safe operating limits, an audible alarm will sound and the TIME display will scroll “CALL CUSt SErV”. Should this condition occur, turn off and unplug the cabinet and then call for service. Prolonged operation of the cabinet in this condition WILL result in electrical component failures.

### Changing the Settings Mid-Cycle

1. Settings may be changed mid-cycle. Refer to programming instructions on page 7.
2. Upon completion of the cycle, settings will revert back to initial setpoints.

### Viewing Actual Temperatures

Press and hold “VIEW ACTUAL TEMP” button.

-If cabinet is in COOK mode, temperature will appear in the “COOK” display

-If cabinet is in the HOLD mode, temperature will appear in the “HOLD” display

## DAILY CLEANING PROCEDURES



**CAUTION:  
ELECTRIC SHOCK  
HAZARD**

Disconnect appliance from electric power before cleaning.



**CAUTION:  
HOT SURFACE**

Exposed surfaces can be hot to the touch and may cause burns. Allow appliance to cool before cleaning.



**IMPORTANT:**

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



**CAUTION:**

Cabinet may generate steam, use caution when opening doors to clean unit.



**CAUTION:**

Beware of sharp edges with sheet metal during cleaning process.

1. After all food products have been removed from the cabinet, turn the power switch to "OFF" and allow the cabinet to cool.
2. Unplug the unit prior to any cleaning.
3. Racks may be removed for cleaning. Lift up and pull out. Hand wash with chloride/phosphate-free soap or detergent. DO NOT exceed recommended concentrations or mixing ratios. Never use abrasive cleaners, waxes, car polish, or substances containing strong aromatic solvents or alcohol.
4. Clean the inside of the unit as well as the removed parts. Rinse racks and cabinet interior with clear water. Wipe off any standing liquid or residue from all surfaces, corners, or near edges and allow to dry. Reinstall when all parts are dry and clean.
5. Inspect and clean the areas where there are vents or filters, making sure no water gets into the internal controls or electrical areas of the cabinet.
6. For a thorough cabinet cleaning, remove the heater module from the top of the cabinet and store in a dry place. Note; It will require at least two people to remove the heater.



**CAUTION:**

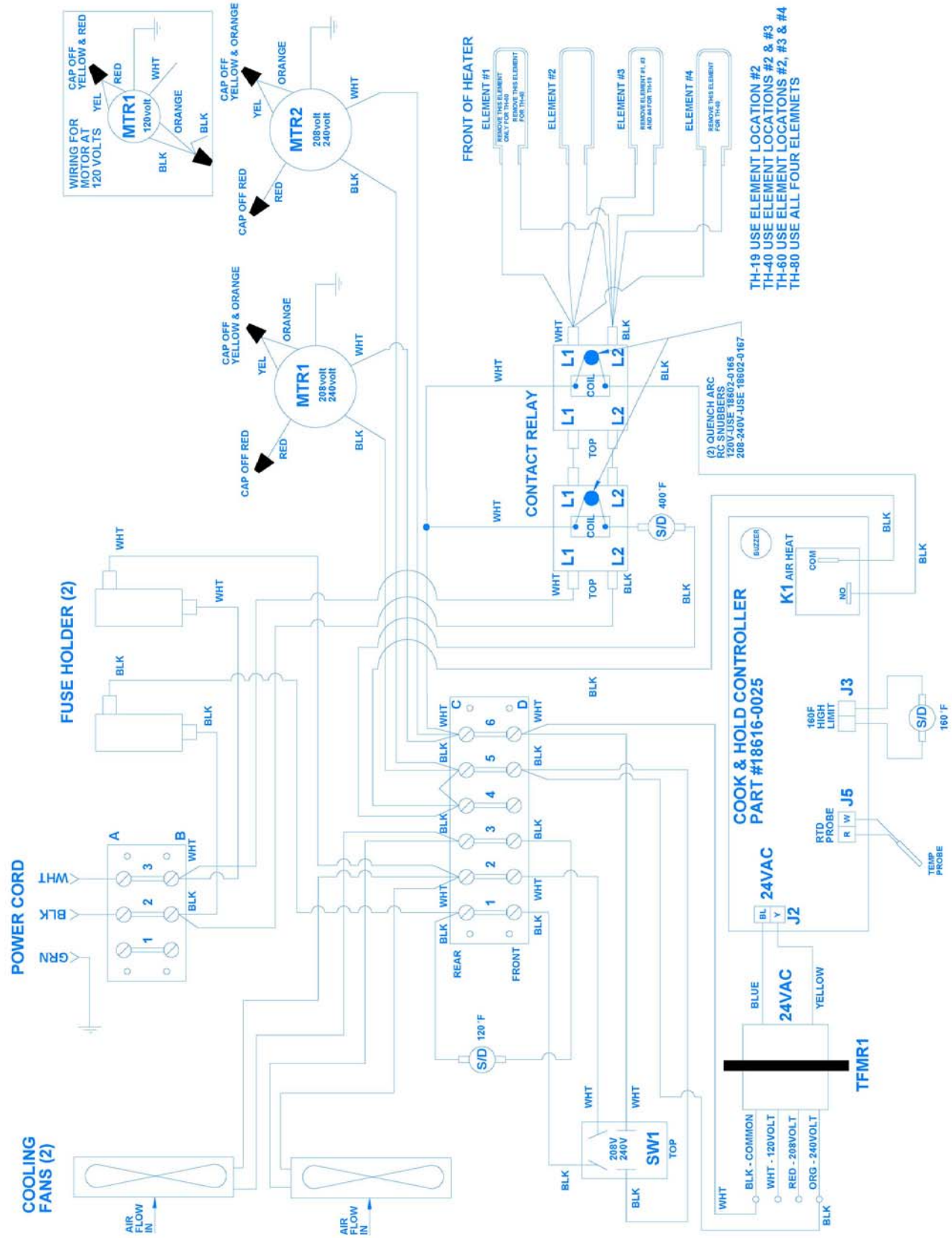
Cleansers, detergents, degreasers, sanitizers, or bleaching agents that contain chlorides or phosphates will cause permanent damage to stainless steel products. The damage appears as pits, eruptions, voids, small holes, severe discoloration or dulling of the metal finish.

Water with high chloride content can also damage stainless steel. If unsure of your water quality, we recommend you have it tested. **THIS DAMAGE IS PERMANENT, COSTLY TO REPAIR, AND IS NOT COVERED BY THE WARRANTY.**

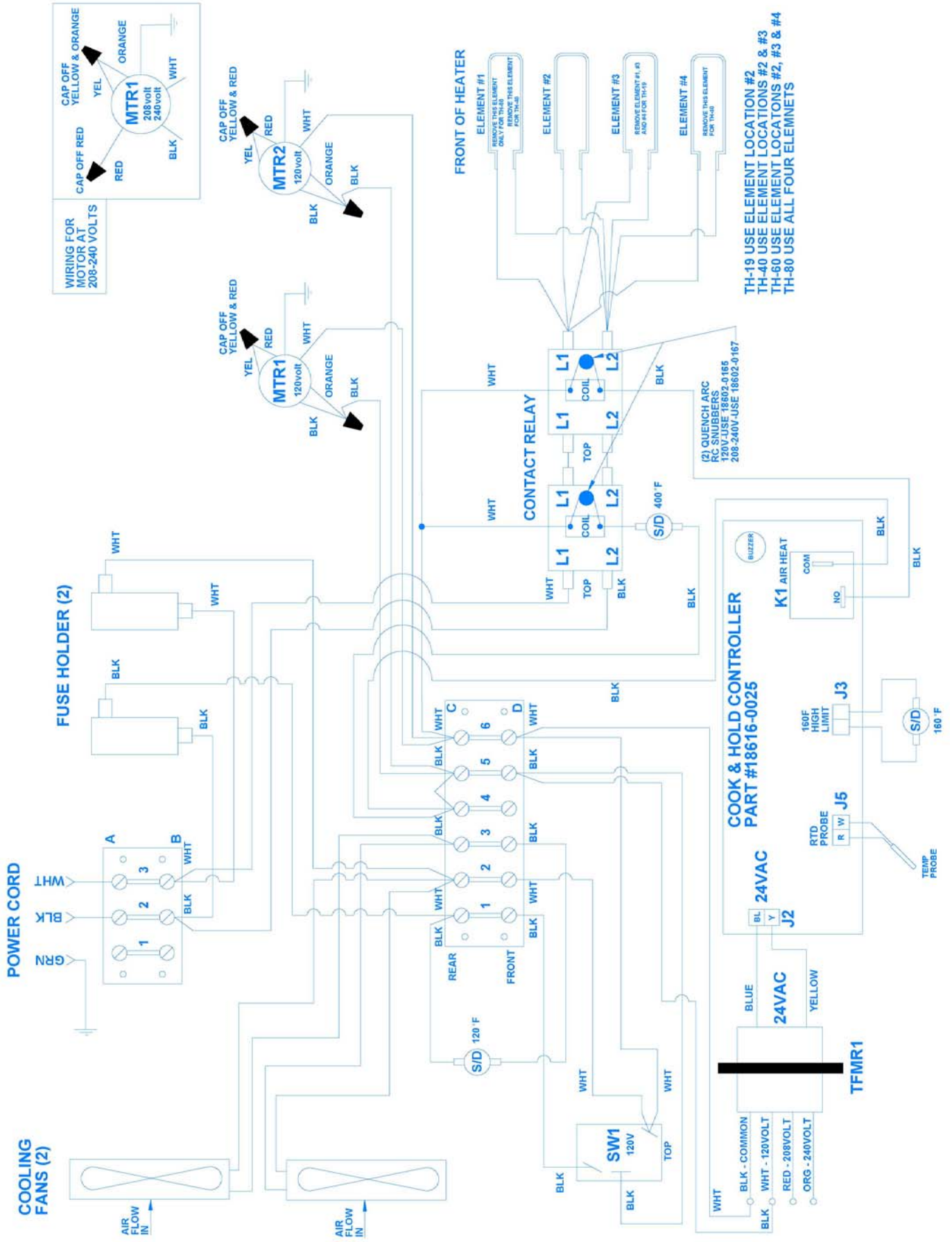
### RECOMMENDED TIPS FOR CLEANING STAINLESS STEEL

<u>Purpose</u>	<u>Frequency</u>	<u>Cleaning Agent</u>	<u>Method of Application</u>
Routine cleaning	Daily	Soap, ammonia detergent and water	Sponge with cloth, rinse with clear water and wipe dry.
Smears/ Fingerprints	As needed	Stainless steel cleaner or similar products	Rub with soft cloth as directed on package. Rub in direction of grain of stainless steel. Do not use on vinyl trim.
Stubborn spots and stains	Daily as needed	Any chloride-free or phosphate-free cleaner	Apply with damp sponge or cloth. Rub in direction of grain of stainless steel. Rinse thoroughly, especially if cleaner contains chlorine bleach, do not use on vinyl trim.
Hard water spots	Daily as needed	Vinegar	Swab with cloth. Rinse with water and wipe dry.

# 208-240 VOLT Wiring Diagram



# 120 VOLT Wiring Diagram



## TROUBLESHOOTING GUIDE

SYMPTOM	POSSIBLE CAUSE	SUGGESTED REMEDY
No power on display	Not plugged in or circuit breaker tripped	Check or reset circuit breaker Connect to proper receptacle
	Power cord damaged	Check - replace if required
	Power switch damaged or defective	Check - replace if required
Alarm sound, display reads "CALL, CUST, SErV"	Temperature inside heater module is above 160°F	Call service technician
Unit is on, motors are running but no heat	Internal wiring error	Call service technician
	Element hi-limit trip / defective	Call service technician
Takes too long to get to temperature	Improper voltage	Call service technician to verify incoming voltage matches cabinet specifications.
Unit is hot but low or no airflow	Internal wiring error	Call service technician
	Circulation motor has quit	Call service technician
	Improper voltage	Call service technician to verify incoming voltage matches cabinet specifications.

**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.**

**NOTE:**

For warranty service, call Carter-Hoffmann direct at 800-323-9793 for authorization, we will dispatch the nearest authorized service agency.

### 3-YEAR WARRANTY on COOK & HOLD CABINETS

#### ***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 (36 months on hotLOGIX holding cabinets and cook & hold cabinets); to refrigeration compressor unit for one year (limited to replacement only - not to include labor for removal, repair or replacement).***

*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 subject to change through product improvement and innovation.***

#### ***Carter-Hoffmann***

**1551 McCormick Ave.**

**Mundelein, Illinois, 60060 USA**

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

**Sales and Marketing E-mail: [sales@carter-hoffmann.com](mailto:sales@carter-hoffmann.com)**

**Service E-mail: [service@carter-hoffmann.com](mailto:service@carter-hoffmann.com)**

**Company Website: [www.carter-hoffmann.com](http://www.carter-hoffmann.com)**

**CFESA**

**Proud Member**

**NAFEM**  
North American Association of  
Food Equipment Manufacturers