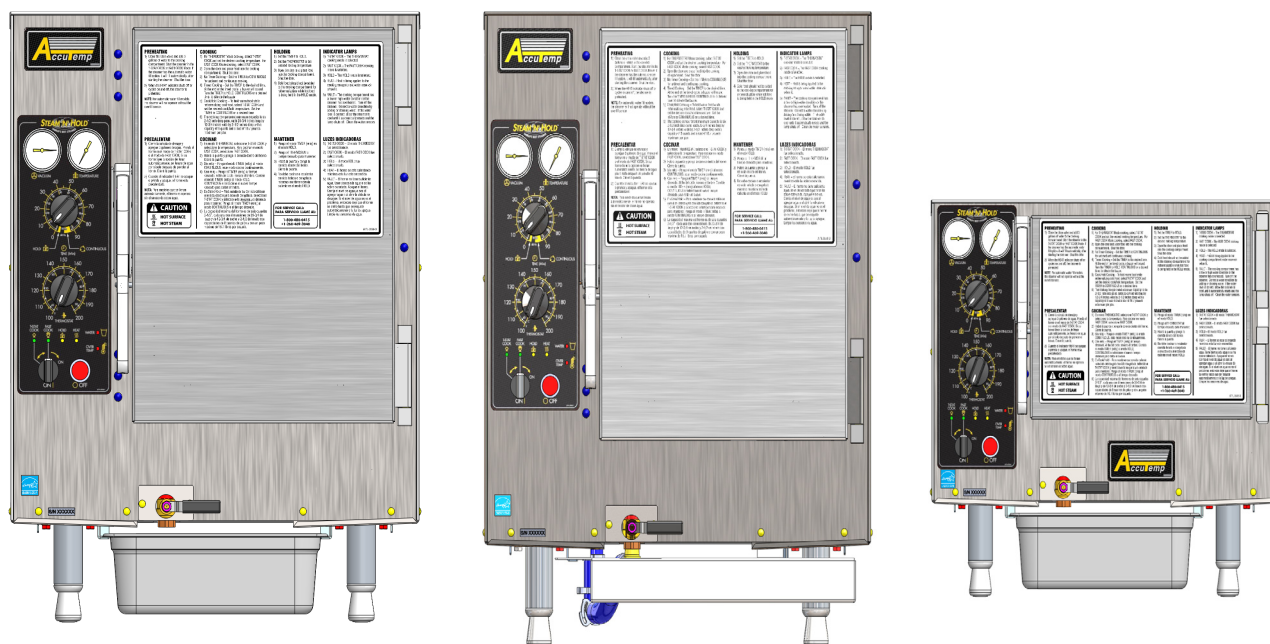




# INSTALLATION & OWNERS MANUAL

S/N 35389 & HIGHER



## IMPORTANT WARRANTY INFORMATION:

- ☐ For product warranty activation, the Product Registration Form must be submitted to AccuTemp Products, Inc. after installation of the appliance.

**Product Registration Form For Serial No.**

Registration of your product is very important as it:

- ✓ Validates your product warranty protection.
- ✓ Enables us to serve you better in the event you call us for service.
- ✓ Places you on our mailing list to receive important product information.

Contact Name

Company or Institution

Mailing Address

City, State, Zip

Telephone (  )

ATST-3033-1 REV - 12-29-04



MP4002-1103

**TABLE OF CONTENTS**

Table of Contents .....2

Document History .....2

Safety Warnings .....3

Warranty .....4

Control & Component Identification .....5-7

Installation .....8-10

Initial Start-Up .....10-11

Operation-Cooking .....11-12

Daily & Weekly Cleaning .....13-14

Basic Troubleshooting .....15-16

Service Information .....17

---

**DOCUMENT HISTORY**

Current revision: MP4002-1103      Date:03/11

Prior revision: MP4002-0503      Date: 03/05

Changes

Operational changes due to new configuration changes.

## **SAFETY WARNINGS**

### **DANGER**

Only personnel qualified to work with electricity should install this appliance. Improper installation can cause personal injury or damage. This appliance must be properly grounded. Failure to properly ground could result in electrocution and/or death.

### **WARNING**

1. When using a stand that is equipped with the casters, the surface must be level. Failure to do so can result in a “tipping” situation and could result in serious injury.
2. Direct contact with steam can result in serious burns.
3. When accessing the cooking compartment, be sure to always stand back while slowly opening the door, allowing the compartment to vent the steam. Never look or reach into the cooking compartment before the steam has completely vented.
4. Never reach into the cooking compartment or handle hot items without wearing proper protective equipment.
5. Never use wet or damp gloves, as moisture can conduct heat quickly and could result in severe burns.

### **CAUTION**

1. Be sure all operators read, understand and follow the information contained in this manual, including caution warnings, operating instructions, and safety instructions.
2. Use caution when operating the steamer as direct contact with steam can result in severe burns.
3. Please use caution when emptying the appliance drain pan as the contents of the pan could cause severe burns.
4. Keep the floor in front of the appliance clean and dry.
5. Do not use pressurized water to clean the appliance.
6. Use of replacement parts other than those supplied by AccuTemp can cause injury to the operator, damage to the appliance and will void all warranties.
7. This appliance is extremely heavy and use of appropriate material handling equipment to install the appliance maybe required. Remove the packaging and move it into its final location or employ additional help as required for safe handling.
8. Do not use the low water warning indicator or buzzer as a substitute for checking the water level in the cooking compartment of the appliance periodically. Failure to properly maintain the water level may result in improperly cooked product and over time may result in a premature service problem that may void the warranty of the appliance.
9. Failure to complete the suggested operating, cleaning and preventive maintenance procedures may cause slow cooking or premature service problems that may void the warranty of the appliance.

## **WARRANTY**

### **LIMITED WARRANTY**

One Year - Parts & Labor - U.S. & Canada Only

AccuTemp Products, Inc. (AccuTemp) warrants that your AccuTemp equipment will be free of defects in material and workmanship under normal use for a period of twelve (12) months from installation or fifteen (15) months from date of shipment from AccuTemp, whichever date first occurs (the Warranty Period). Registration of AccuTemp equipment is required at the time of installation. Damage to AccuTemp equipment that occurs during shipment must be reported to the carrier, and is not covered under this warranty. The reporting of any damage during shipment is the sole responsibility of the commercial purchaser/user of such AccuTemp equipment.

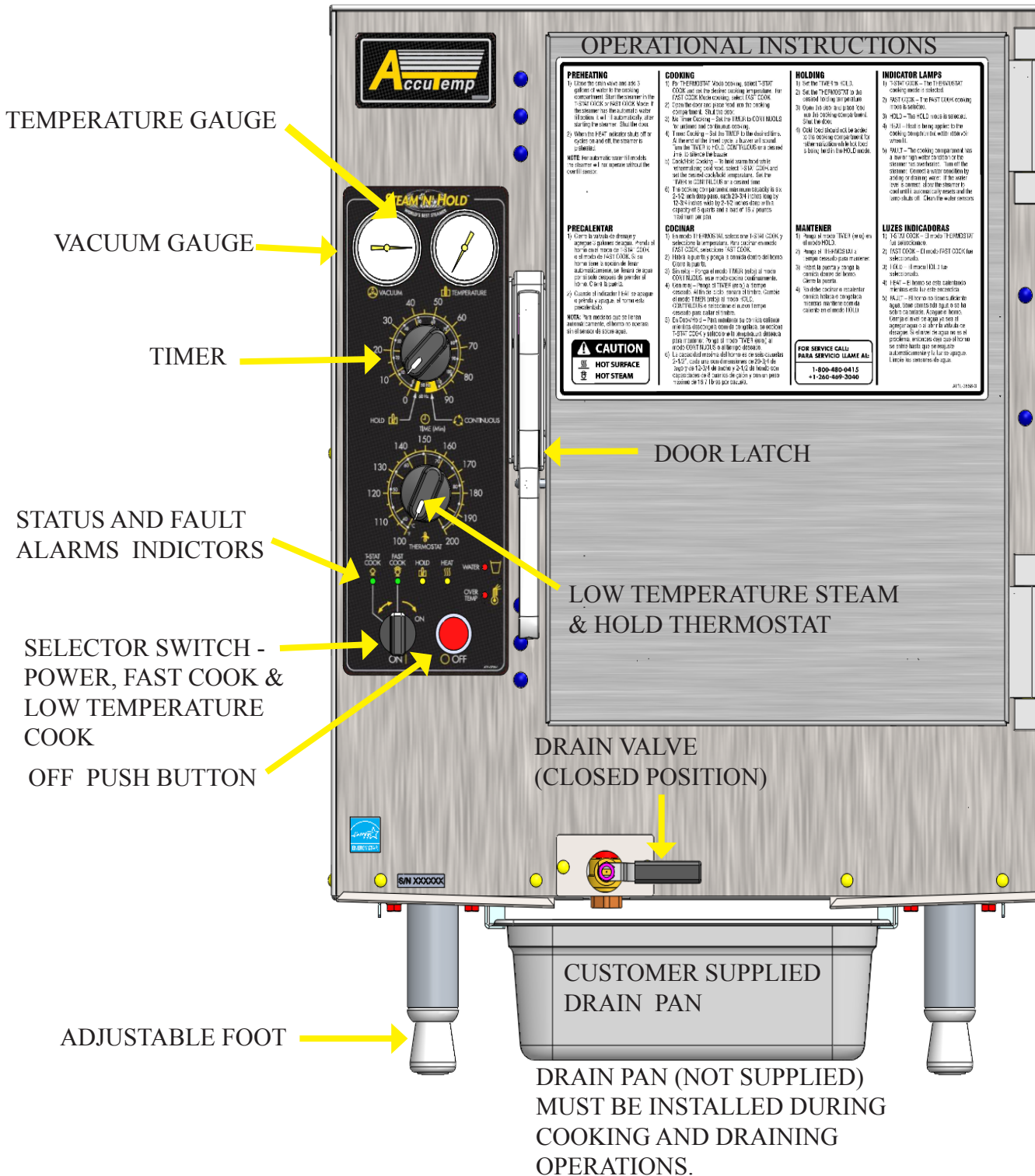
AccuTemp provides an active service department, which should be contacted and advised of service issues, regardless of the warranty period. During the warranty period, AccuTemp agrees to repair or replace, at its option, F.O.B. factory, any part which proves to be defective due to defects in material or workmanship, provided the equipment has not been altered in any way and has been properly installed, maintained, and operated in accordance with the instructions in the AccuTemp Owners Manual. During the warranty period, AccuTemp also agrees to pay for any factory authorized equipment service agency (within the continental United States and Canada) for reasonable labor required to repair or replace, at our option, F.O.B. factory, any part which proves to be defective due to defects in materials or workmanship, provided the service agency has received advance approval from AccuTemp factory service to perform the repair or replacement. This warranty includes travel time not to exceed two hours and mileage not to exceed 50 miles (100 miles round trip), but does not include post start-up assistance or training, tightening of loose fittings or external electrical connections, minor adjustments, maintenance, gaskets or cleaning. AccuTemp will not reimburse the expense of labor required to replace parts after the expiration of the warranty period.

Proper installation is the responsibility of the dealer, owner-user, or installing contractor and is not covered by this warranty. Improper installation can affect your warranty. Installation is the responsibility of the Dealer, Owner/User or the Installation Contractor. See the Installation section of the Owners Manual. While AccuTemp products are built to comply with applicable standards for manufacturers, including Underwriters Laboratories (UL) and Underwriters Laboratories Sanitation requirements, it is the responsibility of the owner and the installer to comply with any applicable local codes that may exist.

AccuTemp makes no other warranties or guarantees, whether expressed or implied, including any warranties of performance, merchantability, or fitness for any particular purpose. AccuTemp liability on any claim of any kind, including negligence, with respect to the goods and services covered hereunder, shall in no case exceed the price of the goods and services, or parts thereof, which gives rise to the claim. In no event shall AccuTemp be liable for special, incidental, or consequential damages, or damages in the nature of penalties.

This constitutes the entire warranty, which supersedes and excludes all other warranties, whether written, oral, or implied.

# STEAM'N'HOLD™-CONNECTIONLESS

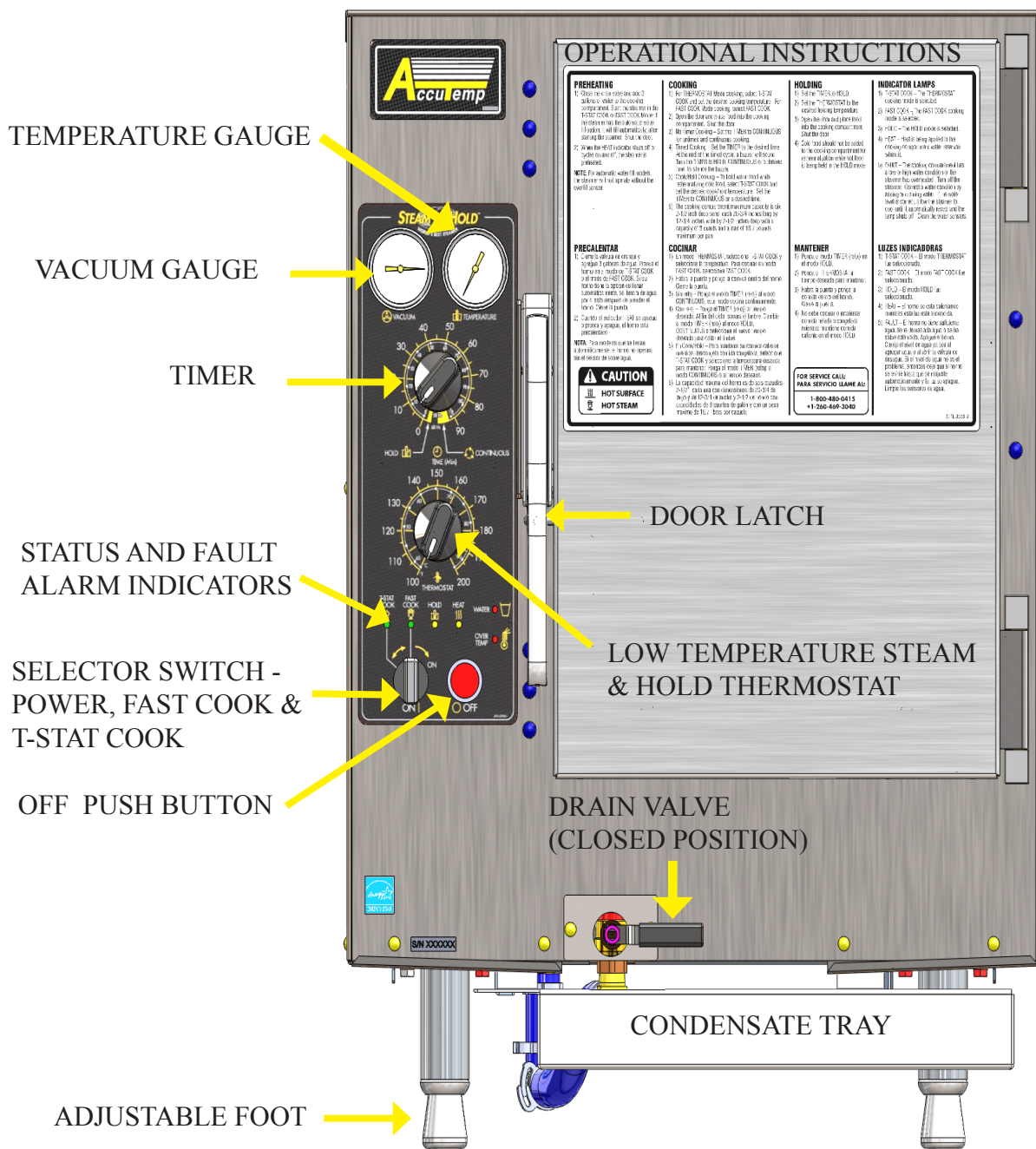


CONTROLS AND HARDWARE LOCATIONS ARE THE SAME FOR THE S3 AND S6 MODELS

FIG. 1



# STEAM'N'HOLD™-CONNECTED



CONTROLS AND HARDWARE LOCATIONS ARE THE SAME FOR THE S3 AND 6 PAN MODELS

FIG. 2

# STEAM'N'HOLD™-CONNECTED

## REAR VIEW

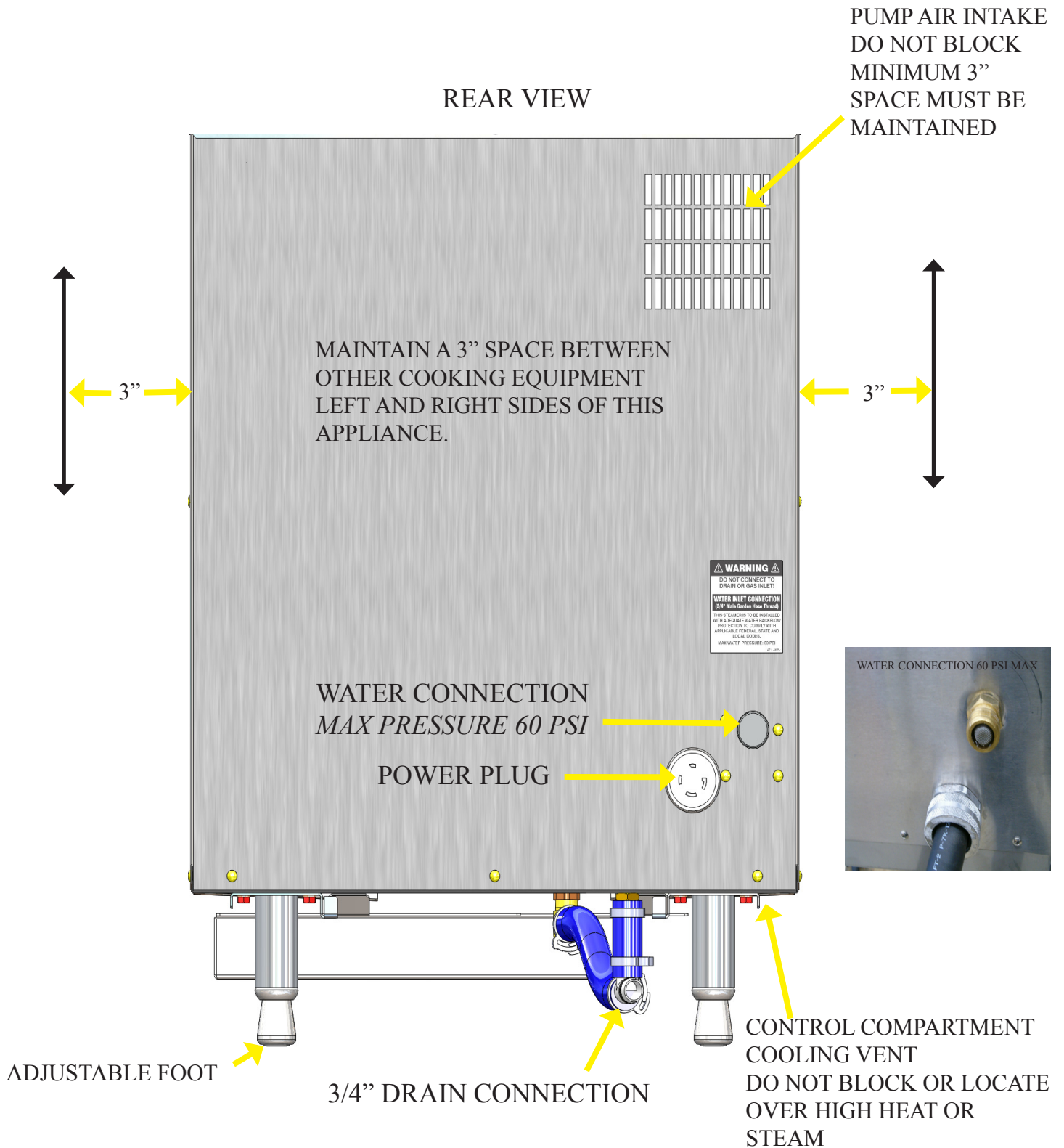


FIG. 3

## **INSTALLATION**

### **BUILDING CODES AND STANDARDS**

The appliance must be installed in accordance with the following building codes:

USA: National Electric Code, ANSI/NFPA-70, state and local codes. International Plumbing Code 2003, ICC or Uniform Plumbing Code 2003, IAMPO. Canada: Canadian Electric Code, CSA C22.2 and state and local codes.

### **UNPACKING**

This appliance was inspected before shipment from the factory. The shipping company accepts full responsibility for safe delivery. Immediately after unpacking, check the appliance for possible shipping damage. If damage is identified, save the packaging material and contact the shipping carrier within 15 days.

### **LOCATION AND PLACEMENT**

To insure maximum benefit of your warranty; location, placement and leveling are critical. The AccuTemp STEAM'N'HOLD™ is designed for installation on either a commercial kitchen counter top or an AccuTemp STEAM'N'HOLD™ stand. Your appliance is equipped with vents to allow the proper ventilation of air through the electrical compartment. The vents are located on the bottom and rear panel. To ensure these vents work properly a minimum 3" (77 mm) clearance from these vents must be allocated. It is also recommended that the appliance not be placed under other wet equipment or locations.

### **LEVELING**

This appliance must be installed in a level condition. An out-of-level condition may cause improper operation and possible damage. Damage caused by improper leveling is not covered by warranty. Use a spirit level, resting on the top of the appliance cabinet surface, to ensure it is level front-to-back and left-to-right. If this is a counter-top installation, be sure to install the rubber foot tips provided with your appliance onto each foot

adjuster of each of the legs. This will keep the appliance from sliding on the counter-top under normal use. Once the rubber foot tips have been installed, rotate the foot adjusters up or down as needed to level the appliance

### **SINGLE STAND INSTALLATION**

The AccuTemp SNH10 single stand is equipped with adjustable height feet and the AccuTemp SNH11 single stand is equipped with non-adjustable height casters. Both can be used with either a single S3 or S6 model STEAM'N'HOLD™. Before mounting the appliance on the SNH11 stand, engage the brakes on the two front locking casters, pressing on the "ON" handle of the brake mechanism. To mount the appliance, carefully lift and place it on the horizontal mounting brackets, ensuring that the (4) mounting holes on the underside of the appliance is lined up with the mounting holes on the brackets. Then, using a 7/16" wrench, fasten one pair of the 1/4"-20 hex bolts and 1/4" split lock washers through the underside of each stand bracket mounting hole into the appliance and tighten securely. With the SNH10 stand, level the appliance by adjusting the feet found at the ends of each stand leg, either up or down as needed.

### **DOUBLE STAND INSTALLATION**

The AccuTemp SNH20 double stand is equipped with adjustable height feet and the AccuTemp SNH21 double stand is equipped with non-adjustable height casters. Both stands can accommodate either two S6 models or two S3 models or a single S3 model on the top and a single S6 model on the bottom.

Before mounting a appliance on the SNH21 stand, engage the brakes on the two front locking casters, pressing on the "ON" handle of the brake mechanism. To mount the appliance, carefully lift and place it on the bottom horizontal mounting brackets, ensuring that the (4) mounting holes on the underside of the appliance are lined up with the mounting holes



## **INSTALLATION-CONT.**

on the brackets. Then, using a 7/16" wrench, fasten one pair of the 1/4"-20 hex bolts and 1/4" split lock washers through the underside of each stand bracket mounting hole into the appliance and tighten securely. Once the "bottom unit" has been installed, carefully lift and place the "top unit" on the top horizontal mounting brackets, ensuring that the (4) mounting holes on the underside of the appliance are lined up with the mounting holes on the brackets. Then, using a 7/16" wrench, fasten one pair of the 1/4"-20 hex bolts and 1/4" split lock washers through the underside of each stand bracket mounting hole and tighten securely. With the SNH20 stand, level the appliance by adjusting the feet found at the ends of each stand leg, either up or down as needed.

### **WARNING!**

When using a stand that is equipped with casters, the floor surface must be level and flat. Failure to do so can result in a "tipping" situation that could result in serious injury.

### **NOTE:**

**SCHEMATIC LOCATED INSIDE THE CONTROL PANEL (LEFT SIDE)**

## **ELECTRICAL SUPPLY**

The AccuTemp STEAM'N'HOLD™ appliance has been designed, manufactured and tested to meet or exceed the Underwriters Laboratories safety standards. To ensure safety is maintained in your installation, it is important that the following paragraphs are understood before attempting to apply power to your STEAM'N'HOLD™. If there is any doubt as to whether your supply receptacle is of the correct voltage, amperage, or is properly grounded, consult a qualified electrician or authorized service agent.

## **POWER REQUIREMENTS**

AC power requirements are listed on the data plate located on the left side access panel of the appliance. This appliance should never be connected to a circuit

operating at more than 150 VAC to ground and should always be connected to an individual branch circuit. Make sure the voltage at the supply receptacle is within  $\pm 10\%$  of the voltage listed on the appliance data plate. Connection to any other voltage may permanently damage your STEAM'N'HOLD™ or cause premature component failure. Damage of this type is not covered under the product warranty. Each appliance comes equipped with a connected 6 foot power cord and plug, rated for the power requirements of each appliance. Damage caused by removal or modification of factory standard plug is not covered by product warranty.

## **GROUNDING**

To reduce the risk of serious shock or death in the event of an electrical short circuit, this appliance must be grounded. The STEAM'N'HOLD™ is equipped with a cord having a grounding wire and plug, which must be plugged into a receptacle that is properly installed and grounded. Under no circumstance should the grounding plug be cut or bent to fit a receptacle other than the one specified.

## **WATER SUPPLY-CONNECTED**

Installation Requirements:

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.

The United Laboratories Sanitation (UL) 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.

## **INSTALLATION-CONT.**

### **WATER SUPPLY -CONNECTED**

Check local codes to determine exactly what type of anti-backflow / anti-siphon device is necessary to meet local requirements.

- ❑ Design the water supply line so the unit can be moved for service. Install a manual water valve between the water supply line and the appliance supply line.
- ❑ The Garden Hose Thread (GHT) connector used must be NSF or UL rated for food grade service.
- ❑ Do not apply pipe thread sealant to GHT connections.
- ❑ Install a manual water shut-off valve (Main Water Shutoff Valve) (not provided) between the cold water supply line and the appliance.
- ❑ Flush the water supply lines before connecting the lines to the appliance.
- ❑ Connect the water supply lines to the appliance connection.

### **DRAIN LINE-CONNECTIONLESS**

These models do not include a drain connection and a full size steam table pan or a 1/1 gastronome pan with a minimum depth of 4 inches is required. The 4" drain pan, part number SH-DP can be ordered as an accessory .Optionally a 2 1/2" drain pan with an elbow for a drain connection, part number AT1A-3155 is available.

### **DRAIN LINE-CONNECTED**

These models have a 3/4" drain connection at the rear of the appliance. See FIG. 3 for location.

Accessory parts are available from our authorized service parts groups for material to complete this drain connection.

PART NUMBER	DESCRIPTION
AT0P-3477-83000	3/4" Silicone Hose - Order per Foot
AT0P-2714-3	3/4 Hose Clamp

### **DRAIN HOSE SPECIFICATION**

Material is a silicone inner tube with high temperature resistant braided plies and silicone outer cover.

Must meet SAE20R3 HT Class A performance requirements; 350°F operating temperature

### **WARNING!**

All drain lines from the appliance must maintain a 1" air gap between the drain line and the drain.

Drain lines from the appliance should not be hard plumbed to the drain

### **HOOD VENTILATION**

Some local building codes require the this appliance to be under an exhaust hood. Please check local building code requirements before completing installation of this appliance.

### **INITIAL START-UP**

#### **INTRODUCTION**

The AccuTemp STEAM'N'HOLD™ takes the time-proven method of cooking with steam and adds the advantage of control. This is accomplished by reducing the internal atmospheric pressure of the cooking compartment, thereby lowering the temperature at which the water begins to boil. This allows the operator to control the temperature of the steam for cooking. Controlling the steam temperature gives the operator the ability to cook the food to the desired temperature without over-cooking, resulting in a more tender, juicier, nutritious product and with less shrinkage than was previously possible. Once the cooking time expires, the appliance automatically enters the "HOLD" mode. In this mode, the thermostat regulates the internal temperature. At this time, steam is no longer generated and the cooking compartment is held at the desired temperature at a relative humidity of 100%. This eliminates food from drying out by suppressing the evaporation of the products' natural moisture. As

## **INITIAL START-UP-CONT.**

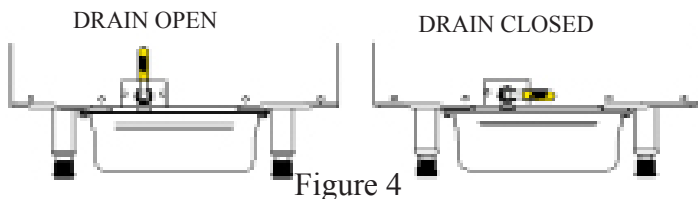
a result, most food products can be held in a ready-to-serve state for several hours after cooking, with no appreciable loss in taste, appearance or consistency.

### **DAILY PREP-CONNECTIONLESS**

Preparing the STEAM'N'HOLD™ for use each day requires very little time and effort: simply fill the appliance with water and preheat.

### **CAUTION!**

Before filling the cooking compartment with water, ensure that the drain valve on the front of the appliance is in the closed position. Ensure that a full size steam table pan or a 1/1 gastronome



pan with a minimum depth of 4 inches, has been positioned on the pan rail brackets under the appliance. Although the mineral content of the water is not that important, the appliance should always be drained and cleaned at the end of each day to prevent food or mineral buildup.

At the beginning of each day, open the door of the appliance and pour 3 gallons (11 liters) of ordinary tap water into the bottom of the cooking compartment. Daily water usage will depend on several factors: cooking temperature, the products being cooked and the length of time the door is open. In most cases, 3 gallons (11 liters) of water will last several hours or more. If the appliance does run out of water, the “Low Water” warning indicator light and buzzer will turn on. Should this occur, simply turn the appliance off, refill it with water and restart the appliance. If the shutdown occurred during cooking, the cycle will resume at the point it stopped. Time adjustment may be necessary, depending on the temperature of the water the appliance was re-filled with.

## **DAILY PREP-CONNECTED**

With the water supply turned on, Turn the selector switch to “ON” and then to “T-STAT COOK” OR “FAST COOK”.

1. The appliance will power up with the pump operating.
2. The appliance will start to fill with water via a water fill port located in the rear lower left corner.
3. The thermostat will be turned off for the initial fill to prevent damage to the heater elements.
4. The cooking compartment water reservoir will continue to fill with water until the both water probes sense that the water level is correct.
5. The heater is then turned on and normal operation begins.

## **OPERATION-COOKING**

### **LOW TEMPERATURE COOKING**

**[160°F (71°C) – 200°F (93°C)]**

Did you know that with the AccuTemp STEAM'N'HOLD™ you could cook and hold food all at the same time? With its patented vacuum cooking technology, the STEAM'N'HOLD™ offers you the versatility of cooking and holding different types of food product all at the same time when cooking with low temperature steam.

### **CAUTION:**

Maximum recommended food load for the S6 model is 100 lbs (45Kg) & The maximum recommended food load for the S3 is 50 lbs (23Kg).

To begin low temperature cooking, set the thermostat to the desired cooking temperature, set the timer to the desired cooking time and turn the selector switch to “ON”, if the steamer has to be started, and then select “T-STAT COOK”. Try using perforated pans were applicable for the best results in cooking. This allows steam to

## **OPERATION-COOKING-CONT.**

penetrate from all directions, perforated pans will maximize heat transfer and give you the shortest cooking times.

### **HIGH TEMP COOKING (212°F/100°C)**

To begin high temperature cooking,, set the timer to desired cooking time, and turn the selector switch to “ON”, if the steamer has to be started, and then select “FAST COOK”.

### **CONTINUOUS COOK**

This feature gives you the flexibility of cooking independently of the cooking timer and can be utilized in either “T-STAT COOK” or “FAST COOK”.

Follow either low temperature or high temperature cooking guidelines but instead of selecting a time period, rotate the timer knob clockwise until the white indicator on the timer knob lines up with the yellow “CONTINUOUS” position.

### **CHECKING FOOD WHILE COOKING**

To maximize efficiency, while minimizing cooking time, it is always recommended to allow food to finish it’s cook cycle before opening the cooking compartment door. However, if the door is opened during a cooking cycle, a time adjustment may be necessary, depending on how long and often the compartment door was opened.

Press the “OFF” button, stand back while slowly opening the door, allowing the cooking compartment to vent its steam. Once steam has vented, carefully check the food and turn the appliance back “ON” and set for “T-STAT COOK” or “FAST COOK”.

### **HOLDING**

The STEAM’N’HOLD™ will automatically enter the “HOLD” mode once the set time has expired, the buzzer will sound, alerting the operator that the food is ready. A slight counterclockwise manual adjustment to the “HOLD” position on

the timer knob is needed to turn off the buzzer. The “HOLD” temperature is determined by the thermostat setting. It is recommended to preheat the cooking compartment to the desired holding temperature if the cooking compartment is in a cool state. To hold food independently of cooking, rotate the timer counter clockwise until the white indicator on the timer knob lines up with the yellow “HOLD” position. Select the desired “HOLD” temperature and turn the selector switch to “ON”.

## **CLEANING**

### **DAILY CLEANING-CONNECTIONLESS**

At the end of each day, the Steam’N’Hold should be drained and cleaned.

Turn the steamer off.

1. Allow the cooking compartment water to cool. Ensure that a full size steam table pan or a 1/1 gastronome pan with a minimum depth of 4 inches (101 mm) has been placed beneath the appliance.
2. Use caution while opening the drain valve. Empty the water into the drain pan and discard the water.
3. Remove the steam director (FIG. 5.1) and pan rails (FIG. 5.1) and clean with mild dish detergent and water. Rinse and dry.
4. Clean the inside of the cooking compartment with mild dish detergent and water. Make sure to clean the 2 water sensors (FIG. 5.3) located on the lower left hand side inside the cooking compartment thoroughly.
5. Rinse and dry the inside of the cooking compartment, including the two low water sensors (Fig 5.3)
6. Clean the door gasket and inner door with a mild dish washing detergent and clean water, rinse with a wet clean towel and dry.
7. Leave the door open to allow the cooking compartment to dry overnight.



## **CLEANING-CONT.**

### **WEEKLY CLEANING-CONNECTIONLESS**

Once a week, the STEAM'N'HOLD™ should be drained and cleaned more thoroughly than the daily cleaning.

1. Fill the cooking compartment with 2 gallons (7.6 liters) of water and one cup (8 ounces or 0.24 liters) of white vinegar.
2. Turn the appliance on and operate for 15 minutes at the maximum temperature in the T-STAT mode (200°F/93°C) or set the Switch to the FAST COOK position. (212°F/100°C @ Sea Level)
3. Allow the water and vinegar mixture to cool. Ensure that a full size steam table pan or a 1/1 gastronome pan with a minimum depth of 4 inches (101 mm) has been placed beneath the appliance. Use caution while opening the drain valve. Empty the water into the drain pan and discard the water.
4. Rinse the cooking compartment thoroughly with clean water. Empty the water and vinegar mixture into the drain pan (FIG. 1) and discard the mixture.
5. Remove the pan rails (FIG. 5.1) and steam director (FIG. 5.1) and clean with a soapy towel rinse and dry
6. Dry the inside of the cooking compartment and the two low water sensors (FIG 5.2).
7. Replace the steam director and pan rails
8. Leave the door open overnight.

### **DAILY CLEANING-CONNECTED**

At the end of each day, the STEAM'N'HOLD™ should be drained and cleaned.

1. Turn the appliance off and wait for it to cool. Open the drain valve and allow the cooking compartment to drain completely.
2. Remove the pan racks, steam director, overflow sensor and condensate tray for cleaning.
3. Wipe the inside of the cooking compartment, water sensors, pan rails, steam director, overflow sensor, overflow float ball and condensate tray

with a clean cloth.

4. Clean the door gasket, inside of door and front face of the cooking compartment.
5. Re-install the overflow float ball, steam director, pan rails and condensate tray.
6. Leave the door open overnight.

### **WEEKLY CLEANING-CONNECTED**

Close the drain valve and add 1 cup (8 ounces or 0.24 liters) of white vinegar to the cooking compartment. Close the door and set the TIMER for 15 minutes and turn the appliance on at the maximum temperature in the T-STAT mode (200°F/93°C) or set the Switch to the FAST COOK position. (212°F/100°C @ Sea Level) The cooking compartment will automatically fill with water.

1. After 15 minutes, turn the appliance off and allow the it to cool. Then open the drain valve and allow the water in the cooking compartment to drain completely.
2. To rinse close the drain valve. Set the TIMER to 15 Minutes and turn the appliance on at the maximum temperature in the "T-STAT COOK" (200°F/93°C) or set the Switch to the "FAST COOK" position. (212°F/100°C @ Sea Level) The cooking compartment will automatically fill with water.
3. After 15 minutes turn the appliance off and allow it to cool. Open the drain valve and let it drain completely.
4. Remove the pan rails (FIG.5.1), steam director (FIG. 5.1), overflow float ball (FIG. 5.3) and condensate tray (FIG. 1) for cleaning.
5. Clean the water sensors (FIG. 5.2) with mild detergent and a non-metallic cleaning pad.
6. Wipe down the inside of the cooking compartment and water sensors
7. Install the overflow sensor, the steam director , pan rails and condensate tray.

## **CLEANING - CONT.**

### **WEEKLY CLEANING-CONNECTED**

8. Leave the door open overnight.

#### **COOKING COMPARTMENT**



**FIG 5.1**

#### **WATER SENSORS**



**FIG. 5.2**

#### **OVERFILL FLOAT BALL**



**FIG. 5.3**

**CONNECTED  
MODELS ONLY**

## **BASIC TROUBLESHOOTING**

### **Appliance Will Not Turn On**

- Make sure the unit is plugged in and filled with water. The appliance will not operate without water.
- Check the facility circuit breaker (or fuses) supplying the unit.
- Call AccuTemp Products Technical Service Toll Free at 800 480-0415 or at 260 469-3040.

### **Appliance “Low-Water” Light and Alarm**

- Check level of water in cooking compartment and add accordingly.
- If cooking compartment is full (3 gallons/11 liters), water sensors may have a film across them. Clean sensors by draining unit of water and wiping sensors off with a towel and mild detergent and then rinse thoroughly. If mineral or food deposits are evident, clean with a cloth scratch pad to remove the deposits. Never use a metal scraper or stainless steel pads to clean
- Call AccuTemp Products Technical Service Toll Free at 800 480-0415 or at 260 469-3040.

### **Food Is Over Cooked**

- Check that the proper cook temperature is being used. (Excess time will cause over-cooking only when the temperature setting is moderately higher than the desired final product temperature).
- Call AccuTemp Products Technical Service Toll Free at 800 480-0415 or at 260 469-3040.

### **Food Is Under Cooked**

- Make sure you are using adequate time and temperature settings. Extra time may be required if pans are covered or if product is left in plastic bags or similar packaging.

- Try distributing the product more evenly within the steamer and or pans, if possible.
- Make sure the water drain valve on the front of the Steam‘N’Hold is tightly closed. The steamer may appear to be cooking normally if the valve is slightly open but efficiency may be compromised.
- Check the door seal for food debris. Food debris on the face of the door seal or under flap may cause steamer to appear to be cooking normally but efficiency may be compromised. Nicks or cuts in the door seal may also cause inefficient cooking.
- Call AccuTemp Products Technical Service Toll Free at 800 480-0415 or at 260 469-3040.

### **Low Vacuum Gauge Readings**

- The higher the temperature setting, the lower the vacuum gauge reading. When operating at 212°F (Fast Cook), the gauge will read near or at zero.
- Verify that the door has been closed securely.
- Check to make sure there is no food debris on the face of the door seal or behind its flap. Also check the door seal for damage such as nicks or cuts.
- Call AccuTemp Products Technical Service Toll Free at 800 480-0415 or at 260 469-3040.

### **Appliance Will Not Turn Off**

- This symptom, which is extremely rare, indicates a serious control malfunction.
- Turn off the steamer’s electrical supply at the source.
- Call AccuTemp Products Technical Service Toll Free at 800 480-0415 or at 260 469-3040.

## **BASIC TROUBLESHOOTING**

### **CONNECTED MODELS ONLY**

#### Failure Events and Safety Control

##### **Appliance Does Not Turn On.**

- ☐ Check to ensure the steamer is plugged into the correct receptacle.
- ☐ Check the branch circuit breaker to insure it is in the “ON” position.
- ☐ The mechanical over flow level control has been removed. The steamer will not start up until the mechanical level control is reinstalled.
- ☐ Call AccuTemp Products Technical Service Toll Free at 800 480-0415 or at 260 469-3040.

##### **No/Low Water Pressure or No/Low Flow of Water into the Reservoir.**

- ☐ Check the supply water pressure
- ☐ Check for dirty inlet screen.
- ☐ Check for dirty probes.
- ☐ Call AccuTemp Products Technical Service Toll Free at 800.480.0415 or 260.469.3040.

##### **Appliance Shuts Down During Operation.**

- ☐ Check conditions listed above for no/low water pressure or no/low flow of water into the reservoir.
- ☐ If the water level control valve is stuck “on”, the mechanical overflow level control will shut down the whole Steamer and the water supply by turning off the master water control valve.
- ☐ If the water level sensing control board becomes faulty, the mechanical over flow level control will shut down the Steamer.
- ☐ Call AccuTemp Products Technical Service Toll Free at 800 480-0415 or at 260 469-3040.

### **WARNING**

1. Never leave a deliming agent in contact with the stainless steel longer than 10 minutes before rinsing the cooking compartment thoroughly with water. Longer contact can cause corrosion.
2. Do not use abrasive materials, such as wire brushes, metal scouring pads or scrapers to clean the cooking compartment bottom.
3. Service must be performed only by AccuTemp Products, Inc. Preferred service agents. Service performed by non-preferred service agents will void all warranties.
4. Any in-field modification made without written authorization from AccuTemp will void the warranty.



## GENERAL SERVICE INFORMATION



### **WARNING!**

- ☐ AccuTemp Technical Services must be called for all warranty repair requests.
- ☐ Service must be performed only by AccuTemp Products, Inc. preferred service agents. Service performed by non-preferred service agents will void all warranties. Call AccuTemp Products, Inc. Technical Service Hot line at 800 480-0415 or 260 469-3040 or email us at [service@accutemp.net](mailto:service@accutemp.net) for all warranty repair requests
- ☐ To prevent electrical shock, do not open covers. There are no user serviceable parts inside.

AccuTemp will continue to support your AccuTemp product even after your warranty expires with our 7-7-7 Lifetime Service & Support commitment. AccuTemp will have technicians available from 7:00 AM-7:00 PM EST 7 days week to help diagnosis and guide you to the nearest AccuTemp Authorized Service Agent to for a fast reliable repair. To ensure continued safe and reliable operation of your Steam‘N’Hold™ only AccuTemp Preferred Service Agents should perform any component replacement or major repair. Please contact the AccuTemp Technical Service Department.

Technical Services Toll Free: 800 480-0415

Technical Services: 260 469-3040

Technical Services Fax: 260 469-3045

email: [service@accutemp.net](mailto:service@accutemp.net)

web site: [accutemp.net](http://accutemp.net)

**Check our web site out for additional information including schematics and manuals.  
[accutemp.net](http://accutemp.net)**