

Owner's Manual Installation And Operation

USE AND CARE OF COOKTEK UNIVERSAL
THERMAL DELIVERY SYSTEM

MODELS: 606700, 606800



CookTek, Inc.
810 W. Washington Blvd.
Chicago, IL 60607
Tel: (888) 266-5835
Fax: (888) 266-5329

 **CookTek**[®]
MagnaWave Systems

103158 (Rev.0)

You are about to revolutionize the way the food is delivered. As you read this manual you will begin to discover all of the benefits the CookTek Universal Thermal Delivery System* (UTDS) has to offer. We believe you will quickly come to appreciate the new level of speed, operational ease, and quality that the cordless CookTek UTDS brings to your delivery business. And we at CookTek are truly proud and happy to bring you this innovation. The UTDS is intended for use in restaurants that provide delivery and should be used solely for the purpose of keeping food hot during regular deliveries.

BEFORE USING YOUR UTDS

PLEASE TAKE TIME TO COMPLETE THE FOLLOWING:

- Read the entire Owner's Manual and Warranty and save it for future reference.
- Be sure to register your UTDS unit(s) by completing and mailing the Consumer Product Ownership Registration Card.
- Record the serial number of your charger unit on the warranty page of this booklet and keep it in a safe place.
- If, upon receipt, your unit appears damaged in any way, please note the following: Before operating your Cooktop, do the following:

Visible Loss Or Damage:

Any visible loss or damage must be noted on the freight bill or express receipt and signed by the person making the delivery. A claim for damages must be filed immediately, regardless of extent of damage.

Concealed Loss Or Damage:

If damage is not visible until merchandise is unpacked, notify the transportation company or carrier immediately, and file a "concealed damage" claim with the carrier. This should be done within fifteen (15) days of delivery date. The shipment container and packing materials must be retained for inspection.

The transportation company assumes full responsibility for the safe delivery upon acceptance of this shipment. **CookTek cannot assume responsibility for damage or loss incurred in transit.** CookTek will, however, provide any assistance and documentation necessary to support your claim.

To save time before requesting service, check the Troubleshooting chart at the end of this manual for possible solutions to your problem. It lists causes of minor operating problems that you can correct yourself without removing the housing or exposing the internal electronics. **Do not, for any reason, attempt to service or open the UTDS charger.** A CookTek authorized service dealer must remove the housing and perform all service to the internal electronics or you will void the warranty.

There are certain safeguards that must always be followed whenever the UTDS is used. To reduce the risk of fire, electrical shock or injury, be sure to read all of the following:

Read and follow all instructions carefully.

- The UTDS charger in the United States is equipped with a three-prong electrical plug. This three-prong plug is part of a system that will protect you from serious injury if something goes wrong with the electrical wiring in the charger. Be sure the three-prong plug is plugged into a matching three-prong socket that's properly grounded. **WARNING! DO NOT** cut or break off the large third prong in this plug, or change the plug or power cord in any way.
- Make sure that incoming voltage matches unit requirements. A product identification label on the bottom of the charger specifies the operating voltage, wattage, current, frequency, and phase of unit. Plugging or wiring the charger into a power source differing from the unit rating may significantly decrease the performance or severely damage electronic components.
- Unplug the charger before cleaning. **Do not submerge the charger in water.** Do not splash or pour water onto the charger's control panel or into intake/outlet vents. Possible shock hazard may result and the unit may be damaged.
- Do not use steel wool or abrasive cleaners on the metal housing or plastic locator tray surface.
- The UTDS chargers and pellets are intended for use with CookTek designed and approved delivery bags only. Do not attempt to use unapproved or damaged delivery bags, trays, or pellets.
- Do not place foreign objects on the charger, or between the delivery bag and charger. Foreign objects placed on the charger or between the charger and bag, or inside the bag may overheat and cause damage to the charger and/or bag.
- Do not use any UTDS charger that has a damaged cord or plug. Consult the warranty statement and follow instructions for service.
- Do not let the UTDS charger cord touch hot surfaces.
- Please do not attempt to open the unit or perform service of any kind. **This product can only be serviced by a CookTek Authorized Service Agent or designated CookTek personnel.** Contact CookTek at (312) 563-9600 for service information.
- The charger top may get hot to the touch after hours of continuous use. Use caution when loading and unloading delivery bags.
- Do not place any objects in the delivery bag while it is on the charger.

Every installation site has different electrical wiring requirement. Because many different local codes exist, **it is the Owner and Installer's responsibility to comply with ALL applicable codes.** CookTek is not responsible for any consequential damages, either expressed or implied, as a result of failure to comply with installation requirements.

A dedicated electrical circuit is recommended for EACH UTDS Unit.

PRIOR TO INSTALLATION

- Read all installation instructions carefully before starting installation.
- Remove charger carefully from carton. Save all packaging materials for subsequent shipment or in case of concealed shipping damage.
- Remove all loose packaging and accessories.
- It is the responsibility of the installer to comply with all federal, state and local codes.
- Any installation not matching the requirements discussed in this manual will automatically void the product's warranty.

INSTALLATION

- The UTDS can be installed on top of, or recessed into a flat, level countertop or shelving unit, being careful to maintain at least two inches of clearance on all sides and nine inches below the unit for cooling. (Nine inches below is not required for top of counter or top of shelf installation)
- When installing the UTDS in a drop in, or recessed application, allow adequate clearance for the air vents and power cord coming out of the bottom.
- UTDS should be plugged into a grounded outlet, single phase 120V or 240V receptacle dependent on model. The UTDS will operate between 208-240V and 100-120V. Check rating plate on unit to verify correct voltage. All models draw up to 2000W. Unit will run at voltages less than 120V or 240V but will result in less than rated power and slower charging times.
- If unit is dropped into an enclosed countertop, there should be an opening near the unit for fresh air to circulate underneath.

NOTE: Each UTDS should be connected to its own DEDICATED circuit. They should not be connected to circuits sharing compressors or other heavy current draw devices.

- Do not move the UTDS when it is electrically connected.

OPERATING INSTRUCTIONS

- Make sure that your UTDS is plugged into an energized circuit as described in the previous section. This should be a dedicated circuit, not shared with any devices utilizing motors, compressors, or components requiring a heavy current draw.
- The UTDS is turned on by pressing the "POWER" button on the front of the membrane panel. An LED will illuminate indicating that the UTDS is turned on and ready for use.
- Place a CookTek approved delivery bag on each UTDS.
- The red "CHARGING" LED will illuminate indicating that the bag is charging.
Do Not Remove the bag from the UTDS while the red LED is illuminated. The bag may not fully charge resulting in a lower delivery temperature. **NOTE: You will hear three loud "BEEPS" if you remove the bag before it is fully charged.**
- Delivery Bags and all other objects should be removed from the UTDS overnight or if the UTDS is not being used for an extended period of time.

- If the red “CHARGING” LED does not illuminate, remove and reposition the bag.
- When the bag has completely charged, the green “READY” LED will illuminate indicating that the bag is fully charged and is now ready for delivery.

Charge time for cold, or room temperature bags will be approximately four minutes thirty seconds.

After the first charge, recharges will take approximately 120 seconds or less, depending on the residual energy in the bag/pellet.

- When an order is ready for delivery, remove a charged bag from any UTDS with an illuminated green “READY” LED, and load food for delivery.
- Each evening before you close your store, turn off all UTDS’s by depressing the “POWER” button. All membrane panel LED’s should turn off.

NOTE: The cooling fan will continue to run and will turn off approximately 20 seconds after the power is turned off.

- Bags must be removed from the charger at night.

TROUBLE-SHOOTING

The CookTek UTDS is a very intelligent device. Built in diagnostics can help you to determine the cause of most problems. The following section explains how to diagnose a problem and what can be done to correct the problem. This information can be very helpful if you are calling our Customer Service department to report any operational difficulties.

- Errors are indicated by a number of audible “beeps” and then repeated flashing of the “RESET” LED.
- If an error occurs, remove the bag from the charger and depress the RESET button. Make sure that the bag is properly positioned on the charger when placed back on.
- When the “POWER” LED illuminates, place the bag back on the unit to continue charging.
- If an error persists, remove the bag from the charger, turn the power off and unplug the unit. Plug the unit back in and turn the unit on by pressing the “POWER” button.
- When the green “POWER” LED illuminates, place the bag back on the unit to continue charging. Make sure that the bag is properly positioned on the charger.

NOTE: If the UTDS unit does not see any activity for an extended period of time, the UTDS will turn itself off. This is **NOT** an error condition, merely an indication that the unit has entered a power saving “sleep” mode. To exit “sleep” mode press the power button.

ERROR CODES FOR UTDS

Errors will beep according to their corresponding error for example an error 3 will beep three times and pause and then repeat itself. Also the RESET LED will flash during an error condition.

To reset remove the delivery Bag from the charger and cycle power. If unit does not reset, unplug the unit and wait 30 seconds and then try again.

Error Code	Error Description	Potential Cause	Action Required
1	Pellet Failure	Short / open RTD. Temperature rise rate not met.	Replace RFID heating panel.
2	Time Out	Low line voltage. RTD not in proper position for accurate temperature measurement.	Check line voltage/wattage. Inspect RFID heating panel; replace if damaged.
3	Current draw too high	Possible metallic foreign object present. Possible mechanical damage to work coil. RFID Panel not placed properly.	Remove bag and check for foreign objects between the box and the charger. Retry, if problem persist contact service agent. Inspect panel and change if damaged or warping present.
4	Electronics are overheating	Fan broken, air path blocked or intake air too hot.	Check airflow. Clear air vents. Listen for fan operation. If problem persists, call service agent.
6	Overvoltage	Voltage exceeds 264 on 240V model. Voltage exceeds 137 on 120V model.	Verify mains voltage. If problem persist contact service Agent.
7	Hardware failure	Board component failure.	Turn unit off, then on. Unplug & wait 10 seconds. Retry. If problem persists, call service agent.
8	Zero cross error	Bad AC source, board component failure	Verify Line Frequency, if Problem persists contact service agent.
9	RFID Time Failure	Date and time corrupted	Contact service agent.
15	Communication error	RFID and CPU boards not	Contact service agent.
16	Critical system failure	Critical hardware/ software problem.	Unplug charger and wait 5 minutes. Retry. If problem persists, call service agent.

TROUBLESHOOTING

If you have this	Check This
No Power	<ul style="list-style-type: none">• Make sure that the power cord is firmly plugged into your power source• Make sure that your power source is energized• Firmly press the "POWER" button on the front of the UTDS• Try the unit in a different, known good, outlet
"Charge" LED does not turn	<ul style="list-style-type: none">• Make sure there is a CookTek Pellet in the CookTek approved Delivery Bag when the bag is placed on tray.• Make sure that there are no foreign or metallic objects on top of the UTDS top tray, between the UTDS and the bag, or inside the bag.• Make sure that your bag is positioned properly on the UTDS tray.
Bag Not Heating Properly	<ul style="list-style-type: none">• Make sure that the UTDS is plugged into an energized power source and the "POWER" LED is illuminated• Check to make sure that your bag is assembled correctly• Ensure that your bag is on the charger properly

WARRANTY STATEMENT

All commercial cooking equipment manufactured by CookTek is warranted against defects in materials and workmanship for a period of one year from the date of Sale, or 18 months from the date of shipment from our factory, whichever comes first. **IMPORTANT!** Keep a copy of your sales receipt to verify date of purchase. **A valid proof of purchase, indicating Serial Number (s) and date of purchase is required to obtain Warranty Service.** This warranty is for the benefit of the original purchaser and is non-transferable. Any defects in materials or workmanship, which are brought to the attention of CookTek by written notification within the aforesaid warranty period will be repaired or replaced, at CookTek's discretion, with new or recertified products or parts. THIS IS THE SOLE REMEDY FOR ANY BREACH OF THIS WARRANTY. IN NO EVENT WILL COOKTEK BE LIABLE FOR DAMAGES OF ANY KIND, WHETHER DIRECT OR INDIRECT, SPECIAL OR CONSEQUENTIAL.

THIS WARRANTY IS THE COMPLETE AND ONLY WARRANTY, EXPRESS OR IMPLIED IN LAW OR FACT, INCLUDING BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY, SUITABILITY, QUALITY, OR FITNESS FOR ANY PARTICULAR PURPOSE.

This warranty is void if it is determined that upon inspection by an authorized service agent that the equipment has been modified, misused, misapplied, improperly installed, or damaged in transit or by fire, flood or act of God. Warranty will be considered void if the serial nameplate has been removed or if the unit has been opened or modified in any way, or service has been attempted by unauthorized personnel. **IMPORTANT!** Keep a copy of your sales receipt to verify date of purchase. **A valid proof of purchase, indicating Serial Number(s) and date of purchase is required to obtain Warranty Service.** The prices charged by CookTek for its products are based upon the limitations in this warranty. Seller's obligation under this warranty is limited to the repair of covered defects without charge by a CookTek factory authorized service agent or one of its sub-service agencies.

To receive Warranty Service, Please call CookTek at 312-563-9600 to obtain an RA number. This RA number must be printed on the outside of the return shipping container, or on the address label when returning units for service. Units received without an RA number will be refused at our shipping dock and may encounter a delay in service. Units must be taken or shipped to the required authorized service agency with transportation charges prepaid for service. CookTek will provide return freight. In addition to restrictions contained in this warranty, specific limitations are shown in the Service Policy and Procedure Guide. Please save all packaging materials for possible use in shipping. CookTek assumes no liabilities whatsoever for any damages incurred in transit. This warranty is valid in the continental United States only if purchased through an authorized Cooktek Representative or Dealer. This warranty is valid outside of the United States only if purchased through an Authorized Cooktek International Distributor. Warranty Service is provided only through the Authorized Agent from which the unit was purchased.

For additional information and other details concerning warranty, please contact our Service Department at:



In the United States:

CookTek
810 W. Washington Blvd.
Chicago, IL 60607
Tel: (888) 266-5835
Fax: (888) 266-5329

Outside of the United States:

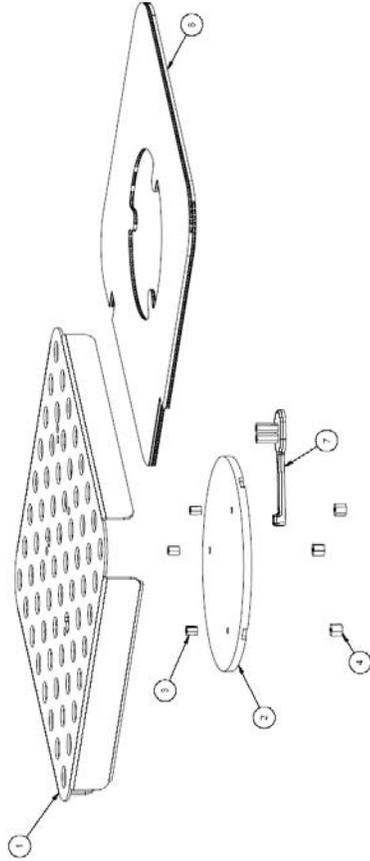
Tel: 1-312-563-9600
Fax: 1-312-432-6220

Worldwide Web:

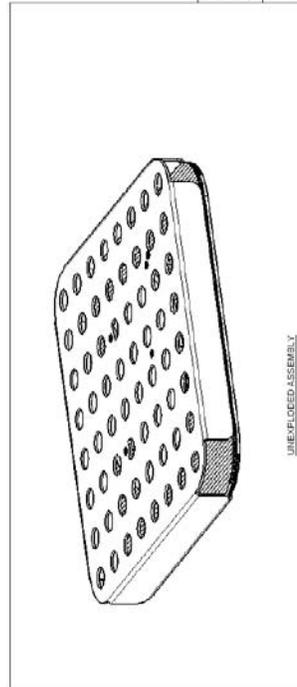
<http://www.CookTek.com>

Rev. 03/06

ITEM NO.	PART NO.	DESCRIPTION	QTY.
1	103537		1
2	301231		1
3	103534		3
4	103535		3
5	103536		3
6	103533		2
7	301211		1
8	301213		1
9	100454		1
		AS REQD	



Only remove part number 8 for washing purposes
 Do not disassemble pellet from the tray
 Tray is not dishwasher safe
 Do not submerge when cleaning



UNEXPLODED ASSEMBLY

UNLESS OTHERWISE SPECIFIED, ALL DIMENSIONS ARE IN INCHES. <small>COOKTEK POLYMERICS INC. XXX # 010 XXX # 005</small>		<small>DO NOT SCALE DRAWINGS. DIMENSIONS SHALL BE TAKEN FROM THE ORIGINAL DRAWING. ALL DIMENSIONS ARE TO CENTER UNLESS OTHERWISE NOTED.</small>									
TITLE: TRAY ASSEMBLY, UTDS		DATE: 01/19/07	REV. NO: 0								
DTPN:		SCALE: 1:1	DESIGNED BY: BILL MISH								
 <small>MagnaWarp Systems</small>		SCALE: 1:1-4	DRAWN BY: BILL MISH								
		SHEET 1 OF 1	PART NO: 301212								
<table border="1"> <thead> <tr> <th>REV.</th> <th>DESCRIPTION</th> <th>BY</th> <th>DATE</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>RELEASE FOR PRODUCTION</td> <td></td> <td>3/9/2007</td> </tr> </tbody> </table>				REV.	DESCRIPTION	BY	DATE	0	RELEASE FOR PRODUCTION		3/9/2007
REV.	DESCRIPTION	BY	DATE								
0	RELEASE FOR PRODUCTION		3/9/2007								