



# PUC HEATED PICK-UP CABINET PUCH-22, PUCH-23 & PUCH-24 OWNER / OPERATOR'S MANUAL

MANUFACTURED BY:

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## ORIGINAL INSTRUCTIONS



**Read entire manual before operating this cabinet.**



**CAUTION: EQUIPMENT ELECTRICAL DAMAGE**  
Do not plug in or use this appliance until all Installation Instructions are read and followed.

This manual is considered to be a permanent part of this appliance and must remain with the appliance if it is sold or moved to another location

## GENERAL INFORMATION

- This appliance is intended for use in commercial establishments, where all operators are familiar with the appliance use, limitations and associated hazards.
- Operating instructions and warnings must be read and understood by all operators and users.
- Cleanliness of this appliance is essential to good sanitation. Read and follow all included cleaning instructions and schedules to ensure the safety of the food product.
- All included instructions, component views and parts lists are included for general reference, and are intended for use by qualified service personnel.
- Knowledge of proper installation, operation and maintenance procedures is essential to ensure the safe operation of this cabinet.

## SERVICE / SAFETY

- Always have dry hands prior to using the piece of equipment.
- Turn OFF the unit anytime the cabinet is not in use.
- If an electrical shock is felt when touching the cabinet, disconnect the power immediately and call Carter-Hoffmann Technical Service for assistance.
- If the power cord is frayed or the plug damaged, DO NOT plug into the electrical power receptacle. If it is already plugged in, turn off the main circuit breaker, usually located in the building's breaker box, then disconnect the plug.
- Disconnect the power cord before attempting any repairs to the cabinet.
- Repairs to this unit must be by qualified personnel.
- DO NOT SPRAY WITH WATER OR CLEANING SOLUTIONS, or submerge the appliance. Components and wiring present a high shock hazard when wet.

International Units Only: When servicing units, any sealed seams that are cut or damaged during servicing must be resealed after repairs are complete.

## TABLE OF CONTENTS

<b>SAFETY PRECAUTIONS</b>	<b>2</b>
<b>SPECIFICATIONS</b>	<b>3</b>
<b>UNPACKING AND INSTALLATION</b>	<b>4-5</b>
<b>NETWORK CONNECTION</b>	<b>6-8</b>
<b>START UP AND MANUAL OPERATION</b>	<b>7-10</b>
<b>PROGRAMMING THE TEMPERATURE</b>	<b>11-12</b>
<b>CLEANING</b>	<b>13</b>
<b>SERVICE AND SHIPPING DAMAGE PROCEDURE</b>	<b>14</b>
<b>WARRANTY</b>	<b>15</b>

## SAFETY PRECAUTIONS



### WARNING!

This symbol highlights hazards, which could lead to injury. Please follow the instructions very carefully and proceed with particular attention in these cases



### CAUTION!

This symbol highlights instructions, which should be followed to avoid any risk of damage, malfunctioning and/or breakdown of the device.



### NOTE!

This symbol highlights tips and information, which have to be followed for an efficient and trouble-free operation of the device.



### DANGER! Electrical Shock Hazard!

This symbol draws attention to potential electrical hazards (dangerous voltage). If you do not follow the safety instructions, you may risk injury or death



### CAUTION! Hot Surface!

This symbol is a warning that the device surface is hot when in use. Ignoring this warning shall result in burns!



### WARNING! Scalding Hazard!

To avoid scalding, do not use loaded containers with liquids or cooking goods which become fluids by heating in higher levels than those which can be easily observed.

**These appliances are intended to be used for commercial applications, for example, in kitchens of restaurants, canteens, hospitals and in commercial enterprises such as bakeries, butcheries, etc., but not for continuous mass production of food.**

**This appliance can be used by children from 8 years and above, and persons with reduced physical, sensory or mental capabilities or lack of experience, if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.**

**Children shall not play with the appliance.**

**Cleaning and user maintenance shall not be made by children without supervision**

**CAUTION: In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.**

## 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 use as described in this manual.
  - a. This equipment is specifically designed to hold pre-cooked food at temperature.
  - 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 accessories is 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) **Only qualified service personnel should service this appliance.**
- 9) 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.

# SPECIFICATIONS



## FEATURES

- Capacitive touchscreen tablet with QR code scanner  
one tablet on PUCH-22 front-access  
two tablets on PUCH-22-PT pass-through
- 19.5"H x 24"D x 15"W (495mm x 610mm x 381mm) compartments with product sensors
- Heated lockers: programmable temperature to 176°F: can be turned off for ambient holding
- Pop-latch, auto-open doors; manual close
- Stainless steel construction with powder-coated exterior; standard color is black
- Front loading cabinets have stainless steel back
- Pass-through cabinets are open in back
- Add-on cabinets require connection to master cabinet for control interface; up to 3 cabinets of any style
- Software includes order management, programmable residence time alarm, customer and cleaning cycle notifications
- Two (2) Ethernet jacks for network connection and optional add-on cabinets
- Ethernet connection required (customer provided)

## OPTIONS AND ACCESSORIES

- Integration of software to existing POS system
- Custom colors and/or logos for large orders
- 220-240 volt operation
- Stand (PUC-S-27): 27" tall with four swivel polyurethane casters; front casters with locks (PUCH-22 only)
- Add-on cabinets: ambient, heated, heated pizza

## Electrical Characteristics

Model	Volts	Amps	Hz	Phase	Plug
PUCH-22	120	8	60	Single	NEMA 5-15P
PUCH-23	120	12	60	Single	NEMA 5-20P
PUCH-24	120	16	60	Single	NEMA 5-20P

## European Ratings

Model	Volts	Amps	Hz	Phase	Plug Receptacle	Cord/Plug Type
PUCH-22	230	4	50	Single	C, E, F, G	C, E, F, G
PUCH-23	230	6	50	Single	C, E, F, G	C, E, F, G
PUCH-24	230	8	50	Single	C, E, F, G	C, E, F, G

Model Number	Number of Cubbies	Loading Style	Height		Depth		Width		Shipping weight	
			in	mm	in	mm	in	mm	lbs	kg
PUCH-22	4	Front-Load	44	1118	25 <sup>1/2</sup>	648	47	1213	418	190
PUCH-22PT	4	Pass-Thru	44	1118	25 <sup>1/2</sup>	648	47	1213	408	185
PUCH-22AO*	4	Front-Load	44	1118	25 <sup>1/2</sup>	648	47	1213	413	187
PUCH-22AO-PT*	4	Pass-Thru	44	1118	25 <sup>1/2</sup>	648	47	1213	403	183

Model Number	Number of Cubbies	Loading Style	Height		Depth		Width		Shipping weight	
			in	mm	in	mm	in	mm	lbs	kg
PUCH-23	6	Front-Load	71 <sup>1/16</sup>	1805	25 <sup>1/2</sup>	648	47	1193	455	206
PUCH-23PT	6	Pass-Thru	71 <sup>1/16</sup>	1805	25 <sup>1/2</sup>	648	47	1193	440	199
PUCH-23AO*	6	Front-Load	71 <sup>1/16</sup>	1805	25 <sup>1/2</sup>	648	47	1193	450	204
PUCH-23AO-PT*	6	Pass-Thru	71 <sup>1/16</sup>	1805	25 <sup>1/2</sup>	648	47	1193	435	197

Model Number	Number of Cubbies	Loading Style	Height		Depth		Width		Shipping weight	
			in	mm	in	mm	in	mm	lbs	kg
PUCH-24	8	Front-Load	71 <sup>1/16</sup>	1805	25 <sup>1/2</sup>	648	47	1193	452	205
PUCH-24PT	8	Pass-Thru	71 <sup>1/16</sup>	1805	25 <sup>1/2</sup>	648	47	1193	437	198
PUCH-24AO*	8	Front-Load	71 <sup>1/16</sup>	1805	25 <sup>1/2</sup>	648	47	1193	457	207
PUCH-24AO-PT*	8	Pass-Thru	71 <sup>1/16</sup>	1805	25 <sup>1/2</sup>	648	47	1193	342	200

\* Add-on cabinets are available only as an option; they are not stand-alone must be connected to a master cabinet.

# UNPACKING AND INSTALLATION



## **DANGER: Electric Shock Hazard**

All servicing requiring access to non-insulated components must be performed by qualified service personnel. Do not open any access panels which require the use of tools. Failure to heed this warning can result in electrical shock. Disconnect this appliance from electrical power before performing any maintenance or servicing.



## **WARNING: Injury Hazard**

All installation procedures must be performed by qualified personnel with full knowledge of all applicable electrical codes. Failure could result in property damage and personal injury.



## **WARNING Electric Shock Hazard**

Appliance must be plugged into a properly grounded receptacle to prevent possible shock hazard. Electrical shock will cause death or serious Injury.



## **WARNING:**

### **Risk of personal injury**

Installation procedures must be performed by a qualified technician with full knowledge of all applicable electrical codes. Failure can result in personal injury and property damage.



## **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:**

Power cord is 9' long (15A cabinets) or 6' long (20A cabinets). If necessary, contact a licensed electrician to install an appropriate electrical circuit and proper receptacle. DO NOT use an extension cord.



## **IMPORTANT:**

Damage to unit due to being connected to the wrong voltage or phase is **NOT** covered by warranty.



## **IMPORTANT:**

Place the cabinet in a space that is 80°F (27°C) or below. Temperatures above 80°F (27°C) may affect performance.

## UNPACKING

Unpack the appliance and any accessories according to the instructions below. Ensure that all packing materials and protective plastic has been removed from the unit. Inspect all components for completeness and condition.

**NOTE: DO NOT** discard the carton or other packing materials until you have inspected the appliance for hidden damage and tested it for proper operation. Refer to *SHIPPING DAMAGE CLAIM PROCEDURE* on PAGE 14.

### Tools Required:

**Box cutter or knife to cut plastic**

**Tin snips to cut banding material**

**Forklift, pallet jack or other appropriate lifting device**

1) Using box cutter or knife, remove plastic that is wrapped around the unit. Take care not to slice through the cardboard as this could damage the finish on the cabinet.

2) Using tin snips, remove and dispose of metal banding. Then, remove the cardboard and shipping foam.



## UNPACKING AND INSTALLATION (continued)



**INSTALLATION CLEARANCES:** Allow at least 2" ventilation gap at the top, sides and rear of the cabinet. Allow at least 36" clearance at the front of the cabinet. Pass through cabinets require 36" at the front and rear of the cabinet.



**CAUTION:**

In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.



**CAUTION:**

Maximum load of product, per door, is 4 pounds (1.8 kg). Do not overload.

**NOT PERFORMANCE TESTED FOR THE STORAGE, DISPLAY OR HOLDING OF POTENTIALLY HAZARDOUS FOODS (Label Part Number 18312-0698)**



3) Using an appropriate device, such as forklift or pallet jack, lift the unit off of the pallet, remove the pallet, and then lower the cabinet to the ground.

4) Move the cabinet to the desired location.

5) Lock the front two casters to hold the cabinet in place.

Appliance should be thoroughly cleaned before use. See CLEANING INSTRUCTIONS, page 13.



**Before using, familiarize yourself with the appliance controls. Read entire manual before operating**

### INSTALLATION

Plug the cabinet into a properly grounded, dedicated 120 volt electrical receptacle with supplied power cord.

European units will need an appropriate 230 volt power plug installed to the supplied cord by a licensed electrician.

See charts below and verify electrical information for your cabinet by consulting the serial tag on the cabinet. **DO NOT MODIFY CORD PLUG.**

#### ELECTRICAL INFORMATION

Model	Volts	Amps	Hz	Phase	Plug
PUCH-22	120	8	60	Single	NEMA 5-15P
PUCH-23	120	12	60	Single	NEMA 5-15P
PUCH-24	120	16	60	Single	NEMA 5-20P

#### EUROPEAN RATINGS

Model	Volts	Amps	Hz	Phase	Plug Receptacle	Cord/ Plug Type
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PUCH-23	230	6	50	Single	C, E, F, G	C, E, F, G
PUCH-24	230	8	50	Single	C, E, F, G	C, E, F, G

#### **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 electrical 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.

## UNPACKING AND INSTALLATION (continued)



### CAUTION:

In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.



### CAUTION:

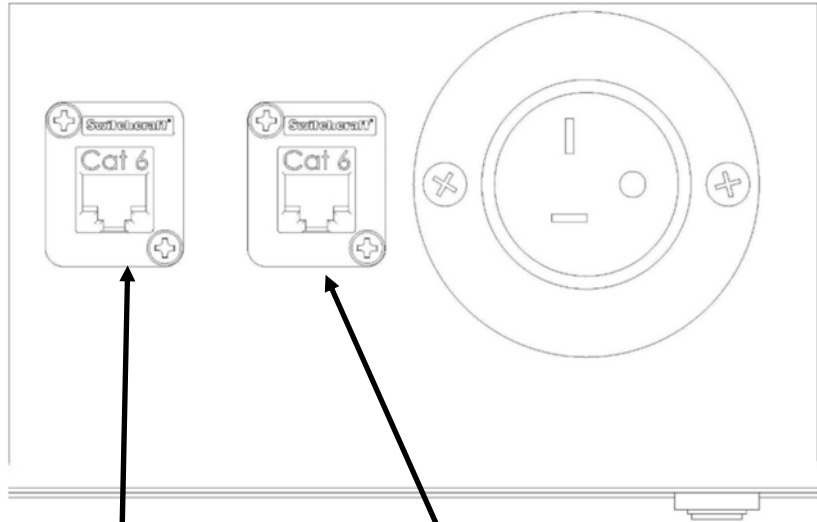
Maximum load of product, per door, is 4 pounds (1.8 kg). Do not overload.

**NOT PERFORMANCE TESTED FOR THE STORAGE, DISPLAY OR HOLDING OF POTENTIALLY HAZARDOUS FOODS (Label Part Number 18312-0698)**

## NETWORK CONNECTION

- 1) Plug network connection into the Ethernet jack, located at the rear top of the cabinet. (Figure 1.1 or 1.2, depending on the style of cabinet)
- 2) If adding an ADD-ON cabinet, connect the ADD-ON cabinet with an Ethernet cable to the unused jack on the MASTER CABINET and to any unused Ethernet jack on the ADD-ON cabinet.
- 3) Proceed with the start-up procedure (page 7).

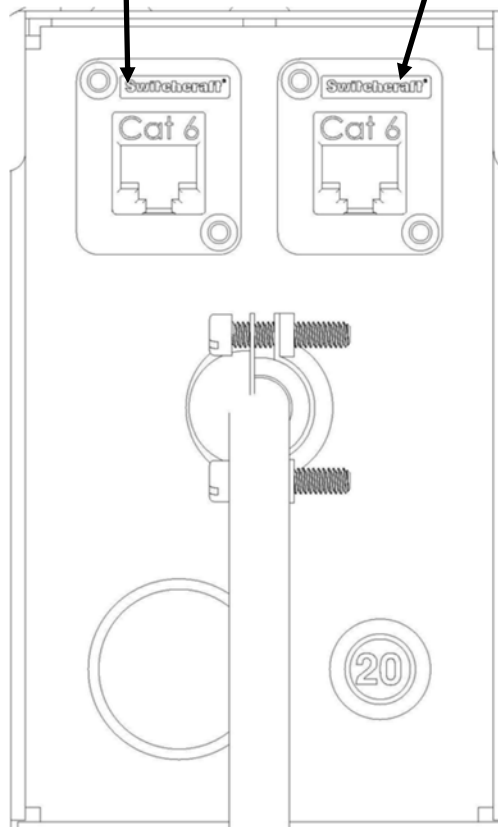
Figure 1.1



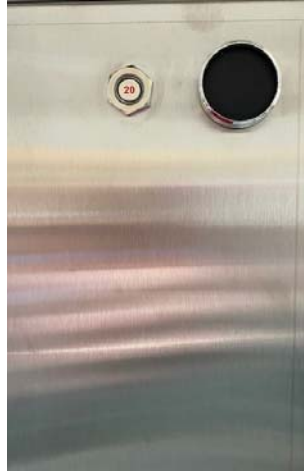
Optional add-on cabinets are connected to this jack

Plug Network connection into this jack.

Figure 1.2



## START-UP: OPERATION



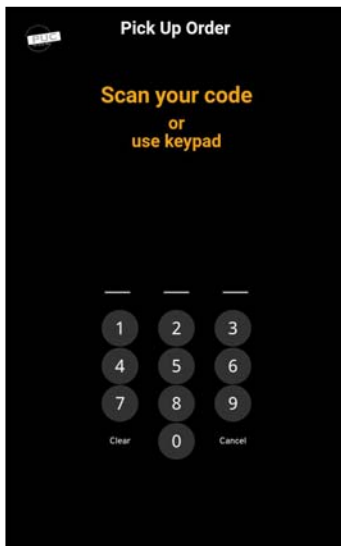
**NOTE: If the unit is equipped with add-on cabinets, the add-ons must be powered up before powering ON the master cabinet.**

Push in ON/OFF switch located at rear of cabinet.

The cabinet will turn on and boot up to the HOME SCREEN.

## MANUAL OPERATION

### HOME SCREEN



On the HOME Screen, then enter code 008 to access the Order Management Screen.

### ORDER MANAGEMENT SCREEN



To load an order, On the ORDER MANAGEMENT SCREEN, press the **+** icon.

## MANUAL OPERATION (continued)

### NEW ORDER SCREEN

The screenshot shows the 'New Order' screen with the title 'New Order' and 'Available Lockers: 16'. Below the title is the heading 'Enter Customer Info:'. There are two input fields: 'Name' and 'Mobile Phone', both of which are currently empty. At the bottom of the form are two buttons: 'CANCEL' and 'NEXT'. A standard QWERTY keyboard is visible at the bottom of the screen.

At the NEW ORDER screen, type in the name and phone number for the order.

The screenshot shows the 'New Order' screen with the 'Enter Customer Info' form. The 'Name' field now contains 'Carter Hoffmann' and the 'Mobile Phone' field contains '(847) 362-5500'. The 'NEXT' button is now highlighted in green, indicating it is the active option. The 'CANCEL' button remains white. A numeric keypad is visible at the bottom of the screen.

After entering the information, press NEXT

The screenshot shows the 'New Order' screen with a confirmation dialog box overlaid on the form. The dialog box has a yellow background and contains the text 'Confirm mobile phone' and '(847) 362-5500'. Below this text are two buttons: 'CHANGE' and 'CONFIRM'. The 'CONFIRM' button is highlighted in black. The background form is dimmed, showing the name 'Carter Hoffmann' and the numeric keypad at the bottom.

The screen will display the mobile phone number for the customer. If it is correct press CONFIRM. The screen gives you an opportunity to change the number if it is not correct.



## MANUAL OPERATION (continued)

### LOAD ORDER SCREEN



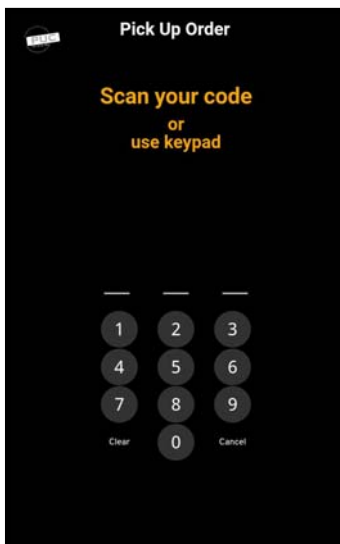
The LOAD ORDER screen will appear and the next available locker will open.

If more than one locker is needed, press the ADD LOCKER button and another available locker will open.

Load order into indicated locker(s). PUC will not allow you to move past this screen if the order is not loaded or if it is placed into the incorrect locker.

On front-loading units, close the door(s) after loading.

### HOME SCREEN



The cabinet will revert to the HOME SCREEN.

The customer receives a text with a 3 digit numerical and QR code for pick up.

When the customer arrives, they can enter the 3 digit code on the HOME screen OR scan the QR code using the scanner above the HOME screen.

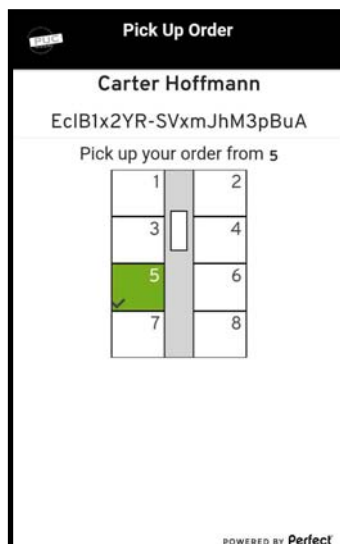
The locker door(s) containing their order will open and the PICK UP ORDER SCREEN will indicate the location(s) of their order.

Code 928.

Hi, Joe. Your PUC order is ready for pickup. Look for the Pickup Cabinet in the lobby, then scan the QR code or enter your code 928. You're picking up from 1551 McCormick Avenue, Mundelein, IL 60060, phone [847-362-5500](tel:847-362-5500). Thanks!



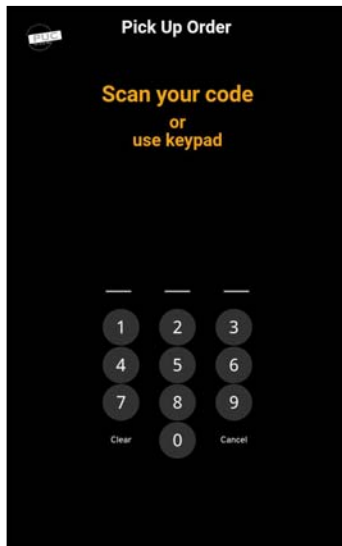
### PICK UP ORDER SCREEN



The customer can retrieve their order from the locker(s) and then close the door(s).

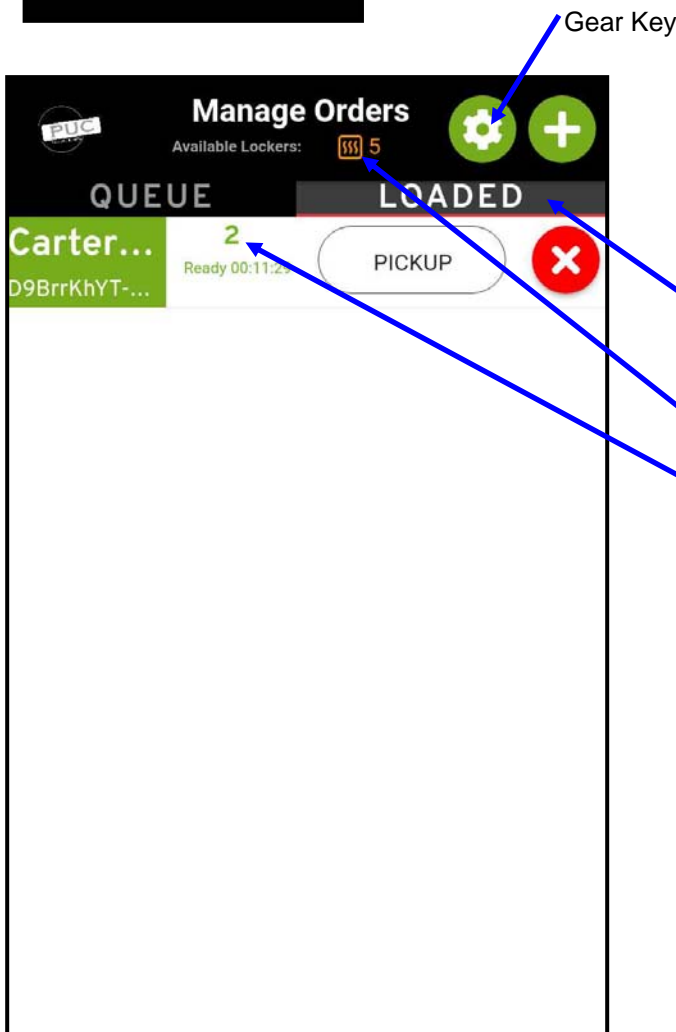
## MANUAL OPERATION (continued)

### HOME SCREEN



### TO VIEW CURRENT ORDERS AND OCCUPIED LOCKERS

To view current orders that are loaded, Enter Code 008 on the HOME screen



The cabinet will show the ORDER MANAGEMENT SCREEN.

Press the LOADED tab.

The screen will display:

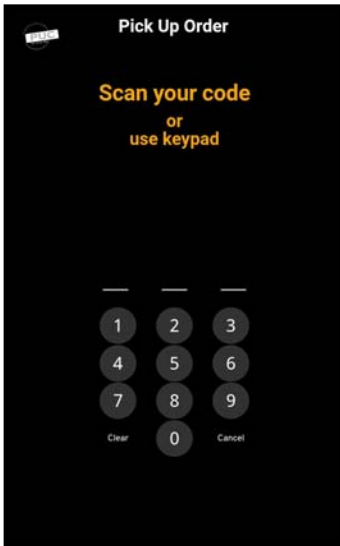
-Available lockers

-Current lockers that are filled

Press the gear key to return to the home screen

# PROGRAMMING THE TEMPERATURE

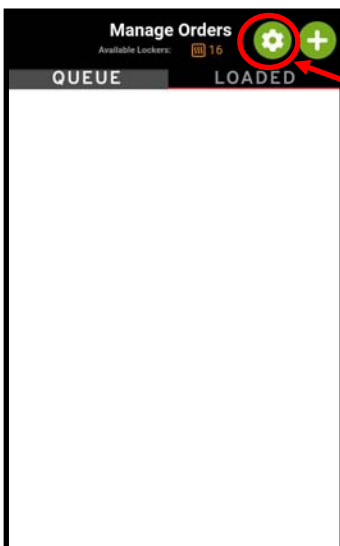
## HOME SCREEN



These cabinets can operate with or without heat. To turn the heat ON or OFF and adjust the temperature setting, follow this procedure:

On the HOME SCREEN, enter code 008.

## MANAGE ORDERS



On the MANAGE ORDERS screen, press the “gear” symbol to go to the CONFIGURE screen.

“Gear” symbol

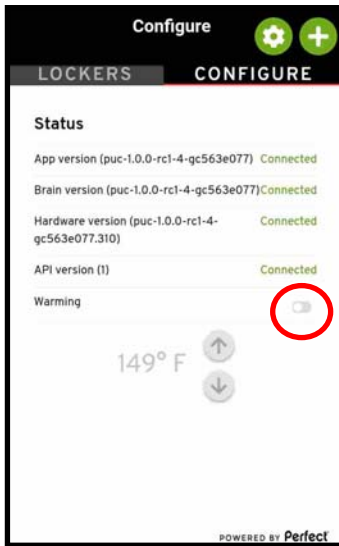
## CONFIGURE



On the CONFIGURE screen, press CONFIGURE

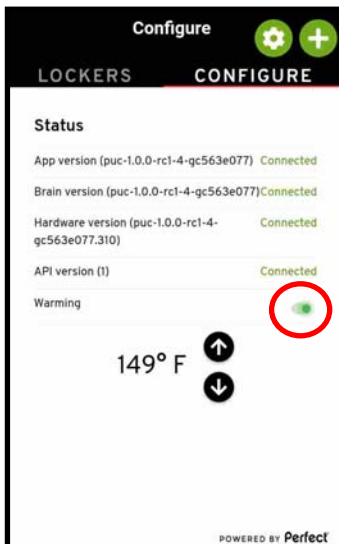
## PROGRAMMING THE TEMPERATURE (continued)

### CONFIGURE SCREEN

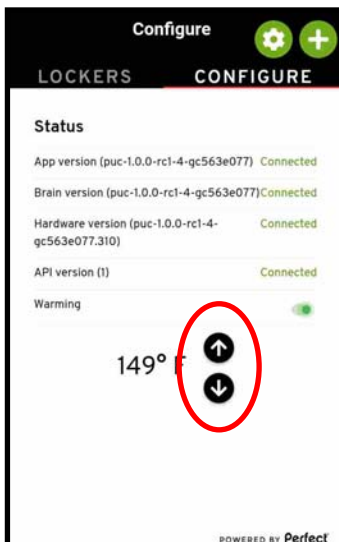


To turn on heat in the lockers, swipe the **Warming** button to the right.

Warming button off



Warming button on



To adjust the temperature setting:

Press the UP arrow to increase the temperature.

Press the DOWN arrow to decrease the temperature.

The temperature setting appears on the left side of the arrows.

Minimum setting: 68°F

Maximum setting: 176°F

To confirm your changes and exit the CONFIGURE screen, press the **+** icon on the upper right side of the screen.

## CLEANING



### WARNING: ELECTRIC SHOCK HAZARD

Unplug the unit from electric power before performing cleaning or maintenance.



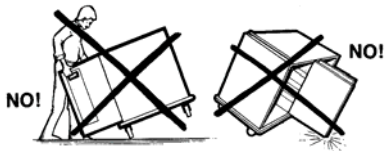
### WARNING: ELECTRIC SHOCK HAZARD

DO NOT spray or splash water on the control panel or wiring.



### CAUTION: CABINET DAMAGE

Do not tip cabinet to drain excess water. Permanent damage to the cabinet will result. This is also dangerous and may cause personal injury. Use a clean dry cloth to mop any excess water inside cabinet after cleaning.



### CAUTION! Hot Surface!

Allow cabinet to cool completely prior to cleaning.



### WARNING:

#### Risk of personal injury

Caution must be taken when using, cleaning and servicing the appliance. Liquids may spill creating a slip hazard on the floor.

Routine cleaning on a regular basis is vital to the proper operation and overall performance of your cabinet. Follow these procedures to keep your cabinet sanitary and running at peak performance.

For ALL cleaning procedures, turn the main power switch OFF and unplug the cabinet to before cleaning. DO NOT spray or splash water on the electrical components, tablet, control panel, or wiring. Cleaning should be performed when cabinet is cool and empty.

1. Clean the interior and exterior with a clean, moist soapy towel. Rinse with clean damp towel.
2. To clean stainless steel surfaces use only cleansers, detergents, degreasers, or sanitizers that are certified to be "chloride-free" and "phosphate-free," and cleansers, degreasers, or sanitizers only in the recommended concentrations\*. DO NOT exceed recommended concentrations or mixing ratios. After cleaning and sanitizing, rinse all exposed surfaces thoroughly with large amounts of clean, clear water. Wipe off any standing liquid or residue from all surfaces, corners and rear edges.
3. Vinyl trim should be washed with a chlorine-free detergent and water. Rinse thoroughly with clear water and allow to dry. Never use abrasive cleaners, waxes, car polish, or substances containing strong aromatic solvents or alcohol. Use of **direct steam / hot water** cleaning at temperatures above **190°F** may result in "bubbling" or loosening of vinyl adhesive.

**\*IMPORTANT:** Cleansers, detergents, degreasers, sanitizers or bleaching agents that contain **chlorides or phosphates will cause permanent damage** to stainless steel products. This damage appears as pits, eruptions, voids, small holes, cracks, severe discolorations or dulling of the metal finish. Water with a high chlorine 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 WARRANTY.**

## SERVICE EXPECTATIONS

### SERVICE PHILOSOPHY

***Carter-Hoffmann has a reputation for manufacturing rugged, dependable foodservice equipment that permits foodservice professionals serve more food products to more people, and thus, to grow their business.***

Our goal is not only to provide the best food service equipment for the price, but also to back it up with after-sale service that is responsive fast, efficient and professional. To ensure a clear understanding of our goals, expectations, and responsibilities, we have prepared this brief document.

Carter-Hoffmann products are innovative and efficient. They are easy to use, easy to clean and easy to maintain. Although the products are quite reliable they are also designed for easy repair. We believe that a malfunction to a Carter-Hoffmann product should cause as little inconvenience to the customer as possible. Our aim is to provide "same day"/first time fix" repair service on all of our products. We are dedicated to making every aspect of our customer service the standard by which others are judged.

### END-USER RESPONSIBILITIES

**While we all strive to serve our mutual customers as well as possible that does not mean that the end-user (including his employees) does not share some responsibilities.**

1. All shipping damage must be noted on the freight bill when the shipment is received. Any freight damages must be collected from the Freight Company, NOT Carter-Hoffmann.
2. The end-user should be advised beforehand to carefully unpack and inspect all products when they are received **BEFORE SIGNING THE SHIPPER'S RECEIPT OF DELIVERY.**
3. The end-user must provide a safe, dry, level surface for the equipment to be placed upon.
4. The end-user must provide the proper electrical supply. All in-wall electrical modifications are to be completed by a licensed electrician. All building modifications are the responsibility of the end-user.
5. The end-user must operate, clean and maintain the equipment in accordance with the procedures described in the Operation Manual.
6. Carter-Hoffmann is NOT responsible for any loss of the customer's income, loss of food product, extra labor charges, or any other incidental or consequential costs as a result of the malfunction of our product.
7. The end-user shall allow for on-premises repair of the equipment to be completed at a mutually convenient place and time.

### WARRANTY SERVICE

1. Warranty service is to be **initiated** by authorized Carter-Hoffmann personnel only.
2. The service provider is **NOT** authorized to change or extend any of the terms or conditions of our warranty.
3. Initial freight damage is **NOT** covered by the product warranty.

### CONFIDENTIALITY

1. The end user and all his employees and sub-agents shall protect and keep confidential Carter-Hoffmann's proprietary designs, information, and knowledge.
2. All literature and informational materials provided by Carter-Hoffmann are to be considered confidential; they remain Carter-Hoffmann's property; and are not to be reproduced without our prior written consent.

### SHIPPING DAMAGE CLAIM 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 the damage.
3. **CONCEALED LOSS OR DAMAGE:** if damage is unnoticed until the merchandise is unpacked, notify the transportation company or carrier immediately, and file "CONCEALED DAMAGE" claim with them. This should be done within ten (10) days from the date the delivery was made to you. **Be sure to retain the container for inspection.**
4. Carter-Hoffmann cannot assume liability for damage or loss incurred in transit. We will, however, at your request, supply you with the necessary documents to support your claim.

## WARRANTY

### ***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 and VAPORPRO 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**

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