



**C24GG**



Serial #: \_\_\_\_\_

**Instruction Manual for the  
Chefmate™ Gas Countertop Griddle Models:  
Manually Controlled: C24GG & C36GG**

**For Service on Your Gas Griddle:**

1. Visit our website at [www.globefoodequip.com](http://www.globefoodequip.com)
2. Or call the Globe Service Department at 937-299-8625 and ask for contact information for your local service company.

Visit our website for information on additional products available from Globe.

**[www.globefoodequip.com](http://www.globefoodequip.com)**

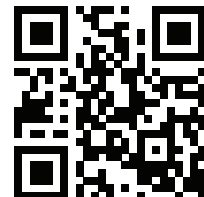
***Slicers, Mixers, Countertop Cooking Equipment, Meat Choppers & Scales***

**- IMPORTANT SAFETY NOTICE -**

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

WARRANTY REGISTRATION  
SCAN THE QR CODE WITH YOUR MOBILE DEVICE OR GO TO  
[WWW.GLOBEFOODEQUIP.COM](http://WWW.GLOBEFOODEQUIP.COM)  
TO FILL OUT AND SUBMIT YOUR WARRANTY REGISTRATION.

[www.globefoodequip.com/support/warranty-registration-form](http://www.globefoodequip.com/support/warranty-registration-form)



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# Attention Owners and Operators

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

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

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

**Warnings affecting your personal safety are indicated by:**



**Warnings affecting your possible damage to the equipment and property are indicated by:**



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

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

# Unpacking & Installation

## **WARNING**

### TO AVOID SERIOUS PERSONAL INJURY AND PROPERTY DAMAGE:

- **ALWAYS** install equipment in a work area with adequate light and space.
- **ONLY** operate on a solid, level, nonskid surface that is nonflammable and away from sinks and water hazards.
- **NEVER** bypass, alter or modify this equipment in any way from its original condition. Doing so may create hazards and will void warranty.

### GAS and GAS PRESSURE

## **CAUTION**

**This unit is factory supplied in Natural Gas.** This unit can be converted to L.P. gas by a licensed and certified gas technician. Documentation may be necessary for warranty issues. Failure to comply with this instruction, will void warranty.

***See the included L.P. conversion kit for gas conversion parts and instructions.***

## **WARNING**

Unit installation must conform with the National Fuel Gas Code, ANSI Z223.1/NFPA 54, the National Gas Installation Code, CSA-B149.1, or the Propane Installation Code, CSA-B149.2 as applicable and in accordance with local codes.

## **WARNING**

The appliance and its individual shutoff valve (to be supplied by user) must be disconnected from the gas supply piping system during any pressure testing of that system at test pressures in excess of ½ psi (3.45 kPa).

These models are designed, built, and sold for commercial use only.

Instructions must be posted in a prominent location. All safety precautions must be taken in the event the user smells gas. Safety information can be obtained from your local gas supplier.

### UNPACKING

Unpack the griddle immediately after receipt. Remove the gas griddle from the crate; remove all packaging on and surrounding the unit and be certain to remove all protective plastic and residue from all surfaces. Make sure that all parts provided, including the L.P. gas conversion kit, are located. Equipment must have the legs properly installed before use.

If the machine is found to be damaged, save the packaging material and contact the carrier within fifteen (15) days of delivery. Immediately contact Globe or your local dealer of the equipment. **You have no recourse to damage after fifteen (15) days.**

# Unpacking & Installation

## **INSTALLATION**

1. Read this manual thoroughly before installation and operation. DO NOT proceed with installation and operation if you have any questions or do not understand everything in this manual. Contact your local representative or Globe first.
2. Select a location for the griddle that has a level, solid, nonskid surface that is nonflammable and away from water hazards or sinks, and is in a well-lighted work area away from children and visitors.
3. Equipment must be installed under proper ventilation as required per local code.

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

4. Screw legs into the permanently fastened nuts on the four corners of the unit and tighten by hand. Legs must be installed to provide proper ventilation to the unit.
5. Level unit by adjusting the four feet and tighten securely. The feet have an adjustment of one inch to line up with other Globe countertop equipment. Do not slide unit with legs mounted; if necessary lift to move unit.
6. The supplied gas pressure regulator is factory set at 4" Natural gas W.C. or 10" for L.P.
7. THESE UNITS ARE SUITABLE FOR INSTALLATION ON NON-COMBUSTIBLE SURFACES ONLY.  
Noncombustible clearances: 6" sides (152 mm) 6" rear (152 mm) 4" floor (102 mm)
8. Do not obstruct the flow of combustion and ventilation air under the unit by the legs or behind the unit by the flue. Do not place objects between the bottom of the unit and the countertop.
9. There must be adequate clearance for removal of the front panel. All major parts except the burners are removable through the front if the gas line is disconnected.
10. It may be necessary to adjust the balance of gas volume and air supply to each burner. This must be done by an authorized service technician.
11. Pipe threading compound must be resistant to the action of liquefied petroleum gases.



DO NOT use an open flame to check for leaks. Check all gas piping for leaks with a soap and water solution before operating unit.

### **COMMISSIONING:**

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

**SAFETY ALWAYS.**

# Warnings and Safeguards for Operation

## **WARNING**

### TO AVOID SERIOUS PERSONAL INJURY AND PROPERTY DAMAGE:

#### **WARNING**

For your safety, do not store or use gasoline or other flammable vapors or liquids in the vicinity of this or any other appliances. Keep the area free and clear of combustibles. ( See ANSI Z83. 14B, 1991).

#### **WARNING**

Improper installation, adjustment, alteration, service or maintenance of this equipment can cause property damage, personal injury, or death and voids the warranty. Read the installation operating and maintenance instructions thoroughly before installing or operating this equipment.

#### **WARNING**

Instructions must be posted in a prominent location. All safety precautions must be taken in the event the user smells gas. If you smell gas, immediately shut off the main gas valve, extinguish all heat and flames, and call 911. Safety information can be obtained from your local gas supplier.

### IMPORTANT SAFEGUARDS & SAFETY INSTRUCTIONS

#### **CAUTION**

When using gas cooking equipment, basic safety precautions should always be followed, including the following:

The griddle outside surfaces may become HOT after use. Use caution when touching the unit.

- Never directly touch the cooking surface while the griddle is on.
- Always turn off the unit when not in use for servicing or adjusting any parts or attachments, and before cleaning.
- Never leave the griddle on overnight.
- Do not operate any equipment with a damaged or leaking gas line, ignitor or valves or if the unit is dropped or damaged in any manner. Call for service.
- The use of attachments not recommended or sold by the manufacturer may cause fire, injury or even death.
- Do not use outdoors.
- Do not use this equipment for anything other than the use intended by the manufacturer.
- Never use the griddle as a heating source
- The Globe griddle does not contain user-serviceable parts. Globe dealers or recommended qualified technicians should carry out repairs. Do not remove any components or service panels on this product.
- Never bypass, alter, modify or attach any unauthorized parts to this equipment. Doing so may create hazards and will void warranty
- Globe takes every care to make sure that all products are safe. Steel cutting procedures used to manufacture these items result in sharp edges. These sharp edges are removed to the best of our ability; however, we insist the operator take care when in contact with this piece of equipment.
- Always keep hands, hair and clothing away from heating source.
- Allow the griddle to cool down after use and before dismantling for cleaning; the unit will be too hot to handle immediately after use.

Complete the warranty registration online at [www.globefoodequip.com/support/warranty-registration-form](http://www.globefoodequip.com/support/warranty-registration-form).

# Operating Instructions

## Operating the Griddle - Pilot Lighting Instructions for MANUALLY CONTROLLED Griddles

Before operating griddle, it should be checked to see that it is sitting level. Adjust the feet to level the griddle. Be sure the catch tray has been properly placed.

The pilot lights on the appliance have been set at the factory. Each burner has a pilot light.

1. Make sure all knobs are in the "OFF" position.
2. The main gas valve should be "OFF/Closed" for five (5) minutes before lighting pilots to clear any existing gas. (Main gas valve is supplied by your local gas company.)
3. Turn "ON/OPEN" the main gas valve to the unit.
4. Light and hold an ignition source (match) at the pilots. When the flame is established, remove the ignition source. Repeat this step for each burner as each burner has its own individual pilot.

The pilot can be reached through the holes in the front of the unit.

5. Turn each burner knob "ON". If the burners do not ignite promptly, turn the knobs "OFF". From the opening in the front panel, use a screwdriver and turn the pilot valve screw counterclockwise which will increase the flame heights; then repeat step 4.

If the pilot flame appears larger than necessary, turn it down and reset the burner ignition. The pilot flame should be as small as possible but large enough to guarantee reliable ignition of the burners when the knobs are turned to "ON". The holes located in the front panel are pilot valve adjustments. Use a screwdriver to turn the valve to adjust the flame height to your desired level.



All burners are lit from constantly burning pilots. Turning the valve to the desired flame height is all that is required to put the unit in service.

Shutdown:

Turn the unit off by rotating the gas control knob clockwise to the "OFF" position.

The pilot light will remain lit.

To extinguish the pilot light completely, verify the gas control knob is "OFF" and turn OFF/Close the main gas line connection to the unit.

To reignite pilot lights, repeat the above steps.

# Operating Instructions

## **Igniting the Burner**

To ignite the burner, turn knob to the "ON" position. Then back off to the desired flame level. The range of adjustment is virtually infinite between "ON" and "OFF".

The space between the legs at the bottom admits combustible air. DO NOT BLOCK THIS SPACE.

All burners are lit from constantly burning pilots. Turning the valve to the desired flame height is all that is required to put the unit in service.

Do not permit fans to blow directly at the unit. Wherever possible, avoid open windows next to the unit's sides or back. Avoid wall type fans which create air cross-currents within a room.

It is also necessary that sufficient air should be allowed to enter the room to compensate for the amount of air removed by any ventilating system. Otherwise, a subnormal atmospheric pressure will occur, affecting operation and causing undesirable working conditions.

A properly designed and installed hood will act as the heart of the ventilating system for the room or area in which the unit is installed, and will leave the unit independent of changing draft conditions.

NOTE: It may be necessary to adjust the balance of gas, volume and air supply to each burner. This must be done by an authorized service technician.

## **Seasoning the Griddle**

Heat to low temperature (300 - 350 F/150-180C) and pour a small amount of cooking oil on the griddle plate (about one ounce (30cc) per square foot of surface). Spread the oil over the entire griddle surface with a cloth to create a thin film. Wipe off any excess oil with a cloth. Repeat this procedure 2 to 3 times until the griddle has a slick, mirror-like surface.

## **Operating the Griddle**

Turn the burners on about 15-20 minutes before cooking for preheating. Set the knobs to the desired flame height or temperature. Each valve controls the gas flow to the burner to bring that area of the unit up to the set temperature. If different temperature settings are to be used, adjoining areas should be set at progressively higher temperatures using the lowest temperatures on the outside burners. A uniform and systematic approach to the loading of the unit will produce the most consistent product results.



# Cleaning Instructions

## ⚠ CAUTION

- **DO NOT** use any abrasive or flammable cleaning fluids.
- **DO NOT** hose down, immerse or pressure wash any part of the griddle, excluding the catch tray.
- **NEVER** use a scrubber pad (on all exterior surfaces, except the griddle plate), steel wool or abrasive material, or cleaners containing chlorine, iodine and ammonia or bromine chemicals as these will deteriorate the stainless steel and shorten the life of the unit.



**IF CLEANING ALL THE GRIDDLE'S SURFACES, THE MAIN GAS VALVE MUST BE SWITCHED TO THE CLOSED POSITION. AFTER CLEANING, THE GAS LINE CAN BE SWITCHED BACK TO THE OPEN POSITION. PLEASE FOLLOW THE LIGHTING INSTRUCTIONS IN THIS MANUAL TO RELIGHT THE GRIDDLE'S PILOT LIGHTS AS NEEDED.**

### RECOMMENDED CLEANING

It takes very little time and effort to keep the griddle attractive and performing at top efficiency. Wait until the griddle is cool after the unit has been turned off. Please follow the cleaning steps below:

PART	REQUIRED ACTION	FREQUENCY
Body	Use a clean cloth and a non-abrasive cleaner to clean the stainless steel body of the griddle.  Wipe the polished areas with a soft cloth.	Daily
Back and Side Splashes	Thoroughly clean. Wipe with clean, warm, mildly soapy water then rewipe splashes with a damp cloth.	Daily
Controls	Unit should be turned off when not in use.  It is recommended that the unit be disconnected from the gas supply by closing the main gas valve.  Use a clean cloth to wipe down controls and/or knobs.	Daily
Griddle Plate	Clean surface with wire brush or metal spatula.  Clean the griddle surface thoroughly. If necessary, use a griddle stone, wire brush or steel wool on the surface. <ul style="list-style-type: none"> <li>• Rub with the grain of the metal while the griddle is still warm. A mild soap may be used on the plate surface to help clean it.</li> <li>• Remove all soap and debris thoroughly; wipe with a clean, damp cloth.</li> <li>• The plate should then be covered with a thin film of oil to prevent rusting. Clean stainless surfaces with a damp cloth and polish with a soft dry cloth. To remove discoloration, use a nonabrasive cleaner. After each "weekly" cleaning, the griddle must be seasoned again. If the griddle usage is very high, the "weekly" cleaning procedures may be done more often than once a week.</li> </ul> <p><b>DO NOT</b> put ice on the griddle plate as this may damage the plate.</p>	After each use  Weekly

# Cleaning Instructions

## RECOMMENDED CLEANING (CONTINUED)

PART	REQUIRED ACTION	FREQUENCY
Catch Tray	<p>Once the unit has cooled, remove the catch tray and discard the waste, grease/debris and crumbs.</p> <p>CAUTION: If the catch tray is permitted to fill too high, grease/debris is likely to accumulate under the unit.</p> <p>The catch tray/drawer is removed by pulling forward. USE CAUTION WHEN REMOVING!</p>	per Use or at least Daily

# Troubleshooting

ISSUE	CAUSE	SOLUTION
Griddle not lighting.	Main gas line is closed.	Open valve.
	Pilot light is not lit.	Ignite pilot light.
	Cause unknown.	Call for service.
Flame is too high or too low.	Adjustment knob is turned up or down.	Adjust flame with control knob.
Pilot light not staying lit.	Flame is too low.	Adjust pilot light flame height.
	Pilot tube clogged.	Replace pilot tube. Call for service.
Strong smell of gas in cooking area.	Main gas line leak.	Turn off main gas valve. DO NOT LIGHT FLAME, ignite anything, or turn/switch on anything electrical.  Call fire department if needed and call for service.
Cooking surface is heating up slowly.	Carbon build up.	Clean unit.
	Cause unknown.	Call for service.
Gas type of unit needs to be converted.	Unit ships from the factory Natural gas. Conversion from Natural Gas to L.P. is possible for this unit.	Contact an authorized servicer or Globe. Do not attempt conversion on your own.

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

## Limited Warranty

Globe Food Equipment Company (“GFE”) warrants to the original purchaser of new equipment that said equipment, when installed in accordance with our instructions within North America and subjected to normal use, is free from defects in material or workmanship for a period of one year. One year parts (excludes wear items) and one year onsite labor warranty from original installation date or factory shipment date (not to exceed 18 months) whichever occurs first. Onsite warranty: normal business hours Monday through Friday (no overtime), within 60 miles of an Globe-authorized service company (extra mileage charged to owner/operator).

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED. GFE EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY OR EXPRESSED OR IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE.

GFE’S OBLIGATION AND LIABILITY UNDER THIS WARRANTY IS EXPRESSLY LIMITED TO REPAIRING AND REPLACING EQUIPMENT WHICH PROVES TO BE DEFECTIVE IN MATERIAL OR WORKMANSHIP WITHIN THE APPLICABLE WARRANTY PERIOD. All repairs pursuant to this Warranty will be performed by an Authorized Designated GFE Service Location during normal working hours. This warranty does not cover services performed at overtime or premium labor rates. End user is responsible for the difference between normal service rates and premium service rates. IN NO EVENT SHALL GFE BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES TO BUYER OR ANY THIRD PARTY, INCLUDING, WITHOUT LIMITATION, LOSS OF PROPERTY, PERSONAL INJURY, LOSS OF BUSINESS OR PROFITS OR OTHER ECONOMIC LOSSES, OR STATUTORY OR EXEMPLARY DAMAGES, WHETHER IN NEGLIGENCE, WARRANTY, STRICT LIABILITY, OR OTHERWISE.

This warranty is given only to the first purchaser from a retail dealer. No warranty is given to subsequent transferees. Warranty does not cover product failures caused by: failure to maintain, neglect, abuse, damage due to excess water, fire, normal wear, improper set up and use. Periodic maintenance is not covered.

This warranty is not in force until such time as a properly completed and signed installation/warranty registration or an online registration form has been received by GFE within 30 days from the date of installation. Register online at [www.globefoodequip.com/support/warranty-registration-form](http://www.globefoodequip.com/support/warranty-registration-form).

Proof of purchase is required to extend warranty more than one year from date of shipment from the factory.

THE FOREGOING WARRANTY PROVISIONS ARE A COMPLETE AND EXCLUSIVE STATEMENT BETWEEN THE BUYER AND SELLER. GFE NEITHER ASSUMES NOR AUTHORIZES ANY PERSONS TO ASSUME FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH SAID EQUIPMENT.

Examples of items not covered under warranty, but not limited to just these items:

1. Acts of God, fire, water damage, burglary, accident, theft.
2. Freight damage.
3. Improper installation or alteration of equipment.
4. Use of generic or after market parts.
5. Repairs made by anyone other than a GFE designated servicer.
6. Lubrication.
7. Expendable wear parts, adjustable feet, blown fuses, lamps, etc.
8. Cleaning of equipment.
9. Misuse or abuse.

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