



Serial #: _____

Model PG24E Shown



Instruction Manual for the Globe Electric Countertop Griddles Model PG24E & PG36E

For Service on Your Griddle:

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

- IMPORTANT SAFETY NOTICE -

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

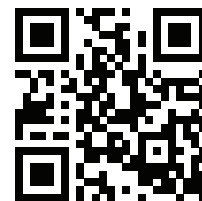
Visit our website for information on additional products available from Globe.

www.globefoodequip.com

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

WARRANTY REGISTRATION
SCAN THE QR CODE WITH YOUR MOBILE DEVICE OR GO TO
WWW.GLOBEFOODEQUIP.COM
TO FILL OUT AND SUBMIT YOUR WARRANTY REGISTRATION.

www.globefoodequip.com/support/warranty-registration-form



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GLOBE FOOD EQUIPMENT COMPANY
2153 DRYDEN RD.
DAYTON, OH 45439
PHONE: 937-299-5493
TOLL FREE: 800-347-5423
FAX: 937-299-4147
E-MAIL: info@globefoodequip.com
WEBSITE: www.globefoodequip.com

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 or federal law.

Owners should not permit anyone to touch this equipment unless they are over 18 years of age, are adequately trained and supervised, and have read and understand this manual. Owners should also make sure 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 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:



or



Warnings related to possible damage to the equipment are indicated by:



If 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 for these items at no charge.

Please remember that 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.

Installation

UNPACKING

Unpack the griddle immediately after receipt. 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.**

⚠️ WARNING

TO AVOID SERIOUS PERSONAL INJURY:

- **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 can create hazards and will void warranty.
- **NEVER** operate the griddle without all warnings attached to it.

NOTICE: Local codes regarding installation 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.

⚠️ WARNING PROPER GROUNDING

THIS MACHINE IS PROVIDED WITH A THREE-PRONG GROUNDING PLUG. THE OUTLET TO WHICH THIS PLUG IS CONNECTED MUST BE PROPERLY GROUNDED. IF THE RECEPTACLE IS NOT THE PROPER GROUNDING TYPE, CONTACT AN ELECTRICIAN. DO NOT, UNDER ANY CIRCUMSTANCES, CUT OR REMOVE THE THIRD GROUND PRONG FROM THE POWER CORD OR USE ANY ADAPTER PLUG (Fig. 6-1 and Fig. 6-2).



Fig. 6-1 Correct

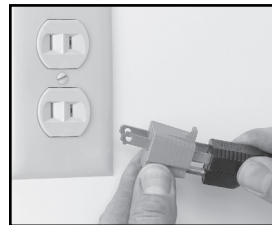


Fig. 6-2 Incorrect

1. Complete the online warranty registration at:
www.globefoodequip.com/support/warranty-registration-form.
2. Griddle and outside covering/containment unit can become HOT after use. Use caution when touching the griddle.

ELECTRICAL

The installation of the Griddle must conform to the NATIONAL ELECTRIC CODE AND ALL LOCAL ELECTRIC CODES AND ORDINANCES AND ALL THE LOCAL ELECTRICAL COMPANY RULES AND REGULATIONS. ***Additionally we recommend that the Griddle is allowed 4” spacing surrounding the unit in order to provide adequate ventilation.***

Installation

INSTALLATION

NOTE: The PG36E is a hard wire griddle which must be installed by a qualified electrician who is familiar with electrical procedures and codes. Do NOT attempt to wire this griddle yourself.

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. Remove griddle from box. Once your griddle has been removed from the packaging, be certain that all protective plastic and residue is removed from all surfaces.
3. Inspect griddle to make sure all parts have been provided (i.e. - catch tray and feet x4).
4. Select a location for 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.
5. For your protection we recommend that a qualified electrician install this griddle. They must be familiar with electrical installations and all electrical codes.
6. Proper connections and power supply are necessary for satisfactory performance.
7. The external wiring must be in conduit or an approved type of flexible cable suitable for operation at temperature indicated at the conduit hole, and in a proper size to carry the load.
8. The supply circuit must be correctly fused and equipped with a means of disconnecting, as required by the local electrical code. For griddle with plugs and leads set, simply provide a suitable power point and connect.



This equipment gets EXTREMELY HOT so make sure all flammable/combustible materials are set away from this equipment.

Feet

Install feet by screwing each foot into the threaded openings on the bottom of the Griddle. Failure to use feet will void warranty and could cause unsafe conditions.

Leveling

Level unit by adjusting the four feet and tighten securely. The adjustable feet have an adjustment of one inch for lineup with other Globe countertop lines. Check the feet every 60 days to make sure they are tight.

Assembly

Take the catch tray and slide into the runners below the elements and place into the rack. Once in position, the catch tray will catch food product crumbs, grease or drippings.


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 make sure that the final product functions properly and safely at the work site. By identifying potential problems (i.e.: Equipment location, ventilation, local fire/electrical codes, installation, operator training and certification) before equipment is placed into service, costly outages and potential damages can be avoided.


SAFETY ALWAYS.

Safeguards & Safety Instructions

WARNING TO AVOID SERIOUS PERSONAL INJURY:

- **DO NOT** operate griddle before reading the instruction manual first.
- **ALWAYS** disconnect or unplug electrical power before cleaning, servicing or adjusting parts or attachments. 
- **NEVER** bypass, alter, modify or attach unauthorized parts to this equipment. Doing so can create hazards and will void warranty.
- **NEVER** operate griddle with a damaged power cord or plug.
- **NEVER** leave the griddle on overnight or for prolonged periods of non-use.
- **NEVER** use griddle as a heating source for your kitchen, space, or room.
- **ALWAYS** keep hands, hair and clothing away from heating elements.

WARNING **IMPORTANT SAFEGUARDS & SAFETY INSTRUCTIONS** When using electrical food equipment, basic safety precautions must always be followed, including the following:

- Do not touch hot surfaces. Use handles or knobs.
- To protect against risk of electrical shock, do not put in water, dishmachine or liquid. 
- Never directly touch heating elements while the griddle is on.
- Unplug from power outlet when not in use, before putting on or taking off parts, and before cleaning.
- Do not operate equipment with a damaged cord or plug or after the appliance malfunctions or is dropped or damaged in any manner. Call for service.
- The use of attachments not recommended or sold by the manufacturer can cause fire, electrical shock or injury.
- Do not use outdoors.
- Do not let power cord or the extension cord hang over the edge of table or counter or touch hot surfaces.
- Do not place on or near a hot gas or electric burner, or in a heated oven.
- Do not use this equipment for use other than the use intended by the manufacturer.
- Do not yank on any cord to disconnect.
- Never plug equipment in where water floods the area.
- Place the appliance on a firm, stable surface.
- The Globe griddle does not contain **any** user-serviceable parts. Globe dealers or recommended qualified technicians must carry out repairs. Do not remove components or service panels on this product.
- Globe takes every care to make sure that all products are safe. Steel cutting procedures used to manufacture these items result in sharp edges. Take care when in contact with this piece of equipment.
- During operation griddle reaches high temperatures, in turn, heating stainless steel surfaces. Take extreme care when operating.
- Switch OFF power and disconnect from main/plug wall for cleaning.
- Allow griddle to cool down after use and before cleaning. Griddle will be too hot to handle immediately after use.
- The Globe griddle is equipped for the voltage indicated on the nameplate mounted on the rear of griddle. This griddle is designed for use on alternating current (AC) only.

Operating Instructions

Operating the Griddle

Before operating the griddle, it must be checked to see that it is sitting level. Adjust the feet to level the griddle. Be sure the catch tray has been assembled correctly (Figure 9-1).

NOTE: Upon first use, griddle can produce a metal-burning smell. This is normal and smell will decrease with use.

Season the surface:

1. Clean griddle surface thoroughly. After griddle has been thoroughly cleaned, it must be seasoned to prevent food from sticking. Follow the steps below for the correct heating method to season the griddle before use and after scouring.

2. Switch to ON and adjust the thermostat dial knob to 350°F.

3. Use a clean cloth (not a spatula), to spread a thick film of cooking oil or fat over the griddle cooking surface. Film must remain on hot griddle for 30 minutes.

⚠️ WARNING GRIDDLE SURFACE WILL BE HOT

4. Remove the excess fat and wipe clean.

5. Apply another film of cooking oil over hot cooking surface for another 30 minutes.

⚠️ WARNING GRIDDLE SURFACE WILL BE HOT

6. Remove the excess fat and wipe clean. Griddle surface is ready to use.

EVEN WITH CAREFUL SEASONING, FOOD CAN STICK TO THE GRIDDLE COOKING SURFACE UNTIL GRIDDLE PLATE IS “BROKEN IN”.

Temperature Control

The temperature is thermostatically controlled. Be sure On/Off switch is ON and adjust thermostat dial knob to the desired setting. The set point of each thermostat is marked on the front panel with a – in the 9 o'clock position. Griddle is equipped with one thermostat per various cooking service interval. For the 24" griddle - every 12" and for the 36" griddle - every 18".

Cooking

Switch griddle to ON and adjust the thermostat dial knob to the desired temperature. After a short pre-heating period, the thermostat will automatically maintain the selected temperature. When the set temperature is reached, the signal light will go OFF.

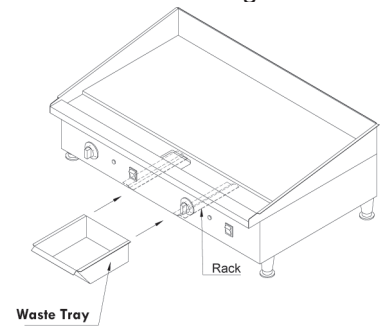


Fig. 9-1

Cleaning Instructions



- **ALWAYS** unplug griddle before cleaning.
- **DO NOT** use cleaning fluids that can be harmful to you, others around you, or to the environment.
- **DO NOT** hose down, immerse or pressure wash any part of the griddle, excluding the catch tray.
- **NEVER** use a scrubber pad, steel wool or abrasive material to clean the griddle.



ALWAYS DISCONNECT OR UNPLUG ELECTRICAL POWER FROM THE GRIDDLE BEFORE CLEANING.

RECOMMENDED CLEANING

It takes very little time and effort to keep the Griddle attractive and performing at top efficiency. If grease is allowed to accumulate, it will form a gummy cake and then carbonize into a hard substance that is extremely difficult to remove. To prevent this condition, please follow the cleaning steps below:

PART	REQUIRED ACTION	FREQUENCY
Scraping	<p>Scrape the griddle with a scraper or flexible spatula to remove excess fat and food. A catch tray is provided for the scrapings.</p> <p>If there is an accumulation of burned fat and food, griddle must be thoroughly scoured and re-seasoned.</p> <p>While the griddle is warm, use pumice or griddle stone, while the griddle is warm, to remove excess fat and food. <i>Do not use steel wool because of the danger of steel slivers getting into the food.</i></p>	After Each Use
Body	<p>Use a clean cloth and a non-abrasive cleaner to clean the stainless steel body of griddle.</p> <p>Wipe the polished areas with a soft cloth.</p>	Daily
Controls	<p>Griddle must be turned OFF when not in use.</p> <p>Switch griddle to OFF to disconnect power supply from griddle.</p> <p>Use a clean cloth to wipe down switches and thermostat dial knobs.</p>	Daily
Catch tray	<p>Once griddle has cooled, remove catch tray from griddle and discard the waste, debris and crumbs.</p> <p>CAUTION: If catch tray is permitted to fill too high, the excess grease will run out of the overflow hole at the front of catch tray.</p> <p>The catch tray is removed by pulling forward. USE CAUTION WHEN FILLED WITH HOT GREASE!</p>	per Use or at least Daily

Troubleshooting

ISSUE	CAUSE	SOLUTION
Griddle not working	Power supply	Check power source
	Power switch has not been turned on	Check griddle is correctly plugged in and turned on
	Plug/cord, set or external wiring is damaged	Call for service
	Internal wiring fault	Call for service
Indicator light is on, but griddle is not heating up	Faulty elements	Call for service
	Operation of thermostat All thermostats are not turned on	Make sure thermostat is set correctly and make sure dial is not spinning on the thermostat, giving the wrong reading
	Faulty thermostat	Call for service
Indicator light is not on, but the griddle <i>IS</i> heating up	Faulty indicator light	Call for service
Cooking surface is heating up slowly	Carbon build up	Make sure that the plates are kept clean and free from carbon build up/debris
	Thermostat setting	Make sure thermostat is set correctly and make sure dial is not spinning on the thermostat, giving the wrong reading
	Faulty elements	Call for service
Food sticking	Carbon build up	Make sure that plates are kept clean and free from carbon build up/debris
	Not seasoned	Season grill, see Cleaning and Operating Instructions

If problem persists and the assigned solution does 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 1 year. The labor warranty is one year from original installation or 18 months from actual factory shipment date which ever date occurs first. Warranty includes onsite service calls within 60 miles of an authorized service company. End user is responsible for all extra travel and mileage at prevailing rates.

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 digitally signed Installation/Warranty Registration has been received by GFE within 30 days from the date of installation. Register online at www.globefoodequip.com/support/warranty-registration-form.

Proof of purchase is required to extend warranty more than 1 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.

Example 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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