

# Operator's Manual

## HEAVY DUTY CAYENNE® GAS FLAT TOP GRIDDLE



Item	Model	Description	BTU/hr	Gas Type
924GGM	FTG2024	Gas Flat Top Griddle 24"	60,000	Natural Gas or Propane*
936GGM	FTG2036	Gas Flat Top Griddle 36"	90,000	Natural Gas or Propane*
948GGM	FTG2048	Gas Flat Top Griddle 48"	120,000	Natural Gas or Propane*
960GGM	FTG2060	Gas Flat Top Griddle 60"	150,000	Natural Gas or Propane*
972GGM	FTG2072	Gas Flat Top Griddle 72"	180,000	Natural Gas or Propane*

\*Shipped setup for Natural Gas and includes a kit for conversion to Propane Gas



Thank you for purchasing this Vollrath equipment. Before operating the equipment, read and familiarize yourself with the following operating and safety instructions. **SAVE THESE INSTRUCTIONS FOR FUTURE REFERENCE.** Save the original box and packaging. Use this packaging to ship the equipment if repairs are needed.

## SAFETY PRECAUTIONS

To ensure safe operation, read the following statements and understand their meaning. Please read carefully.

### WARNING

Warning is used to indicate the presence of a hazard that *can* cause *severe* personal injury, death, or substantial property damage if the warning is ignored.

### CAUTION

Caution is used to indicate the presence of a hazard that *will* or *can* cause *minor* personal injury or property damage if the caution is ignored.

### NOTE

Note is used to notify people of installation, operation, or maintenance information that is important but not hazard-related.

### For Your Safety!

These precautions should be followed at all times. Failure to follow these precautions could result in injury to yourself and others.

## FUNCTION AND PURPOSE

This equipment is intended to be used for grilling foods in commercial foodservice operations only. It is not intended for household, industrial or laboratory use.

## UNPACKING THE EQUIPMENT

When no longer needed, dispose of all packaging and materials in an environmentally responsible manner.

1. Remove all packing material and tape, as well as any protective plastic from the equipment.
2. Use caution and assistance from others in lifting and moving this equipment.
3. Clean any glue residue left over from the plastic or tape.
4. Place the equipment in the desired position and height.
5. Install the four (4) legs (A) and feet (B) onto the equipment. See Figure 1.
6. Before using this equipment it must be cleaned and dried thoroughly.

## INITIAL SETUP

NOTE: It is vital that the purchaser of this equipment post in a prominent location instructions to be followed in the event that the user smells gas. This information shall be obtained by consulting the local gas supplier. The purchaser of this equipment must post in a prominent location

**WARNING**  
Read and understand all instructions and warnings before using this equipment. Retain this manual for future reference.

## FOR YOUR SAFETY

Do not store or use gasoline or other flammable vapors or liquids in the vicinity of this or any other appliance.

### WARNING

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

### WARNING

#### FIRE, INJURY or DEATH HAZARD

Have this equipment installed by a qualified installer in accordance with all federal, state and local codes. Failure to install this equipment properly can result in injury or death.

### WARNING

#### FIRE, INJURY or DEATH HAZARD

This appliance must be installed and adjusted by a qualified technician in accordance with all federal, state and local codes. Failure to install, adjust or maintain this equipment properly can result in property damage, injury or death.

### WARNING

#### FIRE HAZARD

Do not install or use without 4" legs. Use of this equipment without legs can cause the appliance to overheat and cause a fire.

### WARNING

#### FIRE, INJURY or DEATH HAZARD

This appliance is for use in non-combustible locations only.

### WARNING

#### FIRE and INJURY OR DEATH HAZARD

Injuries or death can occur if this equipment is not used properly. To reduce risk of injury or death:

- Keep the appliance area free and clear from combustibles
- Do not obstruct the flow of combustion and ventilation air
- Do not spray controls or the outside of the appliance with liquids or cleaning agents
- Let hot appliance cool before cleaning or moving
- The appliance should only be used in a flat, level position
- Do not operate unattended



The installation of this appliance must conform with local codes, or in the absence of local codes, with the National Fuel Gas Code, ANSI Z223.1/NFPA 54, or the Natural Gas and Propane Installation Code, CSA B149.1, as applicable.

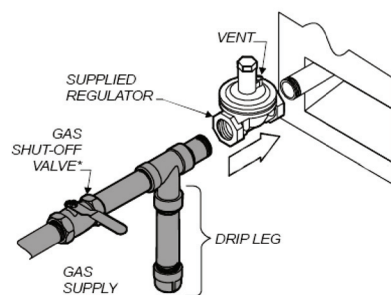
- The appliance and its individual shutoff valve must be disconnected from the gas supply piping system during any pressure testing of that system at test pressures in excess of ½ psi (3.5 kPa).
- The appliance must be isolated from the gas supply piping system by closing its individual manual shutoff valve during any pressure testing of the gas supply piping system at test pressures equal to or less than ½ psi (3.5 kPa).

**Clearance and positioning around the appliance:** This appliance must be installed adjacent to non-combustible surfaces only with a minimum spacing of 6" from all sides. This appliance must be a minimum distance of 6" from another appliance. The appliance must have the supplied 4" legs installed and be placed on a non-combustible surface.

**Air supply and ventilation:** The area in front and around the appliances must be kept clear to avoid any obstruction of the flow of combustion and ventilation air. Adequate clearance must be maintained at all times in front of and at the sides of the appliance for servicing and proper ventilation.

**Pressure regulator:** All commercial cooking equipment must have a pressure regulator on the incoming service line for safe and efficient operation. The regulator provided for this appliance is adaptable for both Natural gas and LP gas. A conversion kit with separate instructions is included explaining this procedure in detail.

Regulator information: ¾" NPT inlet and outlet; factory adjusted for 5" WC Natural Gas standard and may be converted by qualified personnel to be used for Propane at 10" WC.



Connection diagram

Prior to connecting the regulator, check the incoming line pressure. The regulator can only withstand a maximum pressure of ½ PSI (14" WC). If the line pressure is beyond this limit, a step down regulator before the regulator provided will be required. The arrow forged into the bottom of the regulator body shows gas flow direction, and should point downstream to the appliance.

**Gas conversion:** Conversion from Natural Gas to Liquid Propane (LP) or vice versa may only be performed by the factory or its authorized service agent. In the case of troubleshooting, ensure that the correct orifice sizes of the spuds have been provided.

Natural Gas Orifice	#37
LP Gas Orifice	#51

**NOTE:** The orifice size is marked on the spud.

**Gas connection:** The appliance comes fitted with a ¾" N.P.T male adapter for connection to the pressure regulator.

**Maintenance:** A qualified service company should check the unit for safe and efficient operation on an annual basis. Contact the factory representative or local service company to perform maintenance and repairs.

**Gas piping :** Gas piping shall be of such size and so installed as to provide a supply of gas sufficient to meet the full gas input of the appliance. If the appliance is to be connected to existing piping, it shall be checked to determine if it has adequate capacity. Joint compound (pipe dope) shall be used sparingly and only on the male threads of the pipe joints. Such compounds must be resistant to the action of LP gases.

**CAUTION**

Any loose dirt or metal particles, which are allowed to enter the gas lines on this appliance, will damage the valve and affect its operation. When installing this appliance, all pipe and fittings must be free from any internal contaminants. It is recommended that a "drip leg" be installed in-line before the regulator.

**Manual shut off valve:** A manual shut off valve should be installed upstream from the manifold, within 4 ft. (1.2 m) of the appliance and in a position where it can be reached in the event of an emergency.

**Checking for gas leaks:** Using a gas leak detector or a soapy water solution is recommended for locating gas leaks. Matches, candle flame or other sources of ignition shall not be used for this purpose. Check entire piping system for leaks.

**Exhaust canopy:** Cooking appliances inherently create a good deal of heat and smoke and should be installed under an efficient exhaust hood with flame proof filters. A vertical distance of not less than 4 ft. (1.2m) shall be provided between the top of the appliance and filters or any other combustible material.

**WARNING**

**FIRE DEATH HAZARD**

If you smell gas follow the instructions provided by the gas supplier.  
Do not touch any electrical switch; do not try to light the burner; do not use a telephone within close proximity.

**Lighting the pilot:** The manifold units are equipped with standing pilots, and each should be lit immediately after the gas is supplied to the appliance.

1. Before attempting to light pilots, turn off the main gas valve to the appliance and wait 5 minutes to clear the gas.
2. Turn off all gas control knobs (E). See Figure 1.
3. Turn on control valve and light all pilots.
4. The pilot burner must be lit at the end of the tube. Hold an ignition source through the pilot light hole (D) in the front panel at the pilot tube. When the flame is established remove ignition source.
5. To shut down the appliance turn off the main gas valve to the appliance.

**NOTE:** Smoke appearing on initial use of the appliance is normal. This is as a result of the rust preventative coating burning off. Allow the appliance to 'burn in' for at least 15 minutes before the first use.

**Pilot flame regulation:** The pilot flame on the appliance has been factory adjusted. When adjustment is necessary, adjust the pilot flames as small as possible, but high enough to light the burner immediately when burner valve is turned to the 'High' setting. Access to the pilot flame adjustment screw is obtained by removing the front panel.

**Burner adjustment:** Remove the front panel to gain access. Turn burner valve knob to 'High' position. Slowly decrease mixing ring aperture to give a soft blue flame having luminous tips, then slowly increase opening to a point where the yellow tips disappear and a hard blue flame is obtained.

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## FEATURES AND CONTROLS



Figure 1. Features and Controls.

- (A)** LEG. Supports the equipment.
- (B)** ADJUSTABLE FEET. Used to adjust the level of the equipment.
- (C)** DRIP TRAY. A tray that collects grease and oil. This tray can be removed for cleaning.
- (D)** PILOT LIGHT ACCESS HOLE. Allows access to the pilot light.
- (E)** GAS CONTROL KNOB. Used to set or adjust the temperature of the grilling surface.
- (F)** GRIDDLE PLATE. Cooking surface.
- (G)** KNOB GUARD. Helps protect the control knob from damage.

## OPERATION

### WARNING

#### FIRE, INJURY or DEATH HAZARD

Contact the factory or an authorized service agent for any adjustments, maintenance or repairs. This appliance is not user serviceable.

### WARNING

#### BURN HAZARD

Hot liquids and steam can burn skin. Never pour any liquid other than oil to be used for cooking on to hot surfaces.

### WARNING

#### FIRE HAZARD

If you smell gas follow the instructions provided by the gas supplier. Do not touch any electrical switch; do not try to light the burner; do not use a telephone within close proximity.

### WARNING

#### BURN HAZARD

Ensure that the griddle plate has cooled down before touching by hand.

Before initial use, turn the gas control knob to the maximum setting, and allow equipment to burn-in for 15 minutes. You will notice smoke appearing due to the cooking surface burning-in. This is normal. After 15 minute burn in period the equipment is ready for use.

To adjust the leveling feet:

1. Hold the leg (A) and rotate the adjustable feet (B) so the equipment is level. See Figure 1.
2. Check the drip tray (C) frequently.
3. To ignite the burners, depress and turn the gas control knob (E) to 'High' position.
4. Allow the appliance to pre-heat before attempting to use.
5. Adjust the valve set-point to obtain the desired level of heat.

## CLEANING

To maintain the appearance and increase the service life, clean your equipment daily.

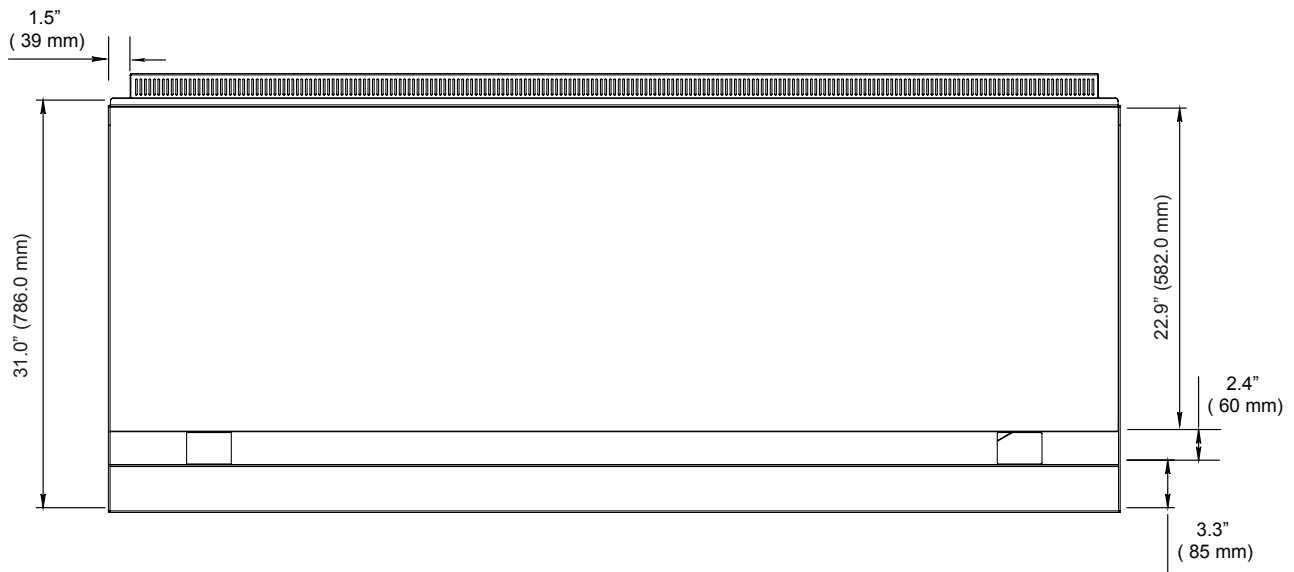
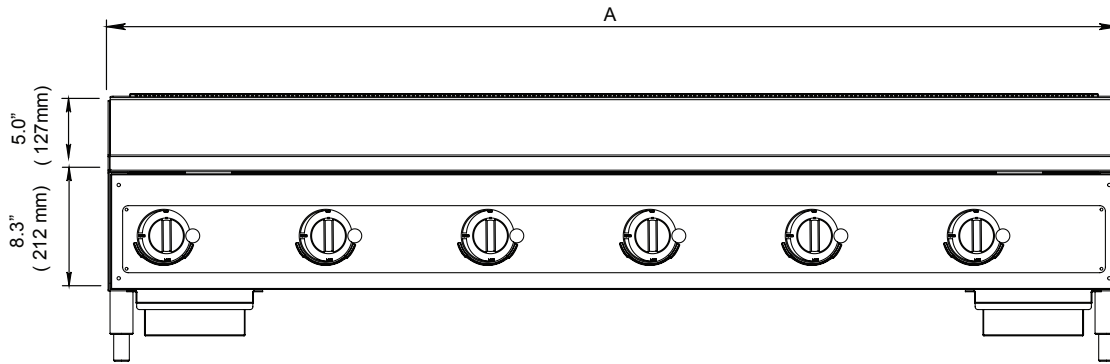
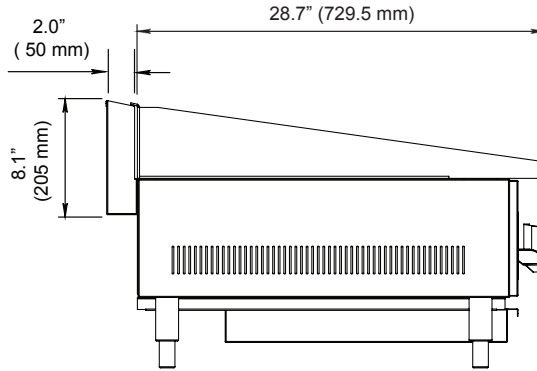
### NOTE:

#### Do not clean the equipment with steel wool.

1. Allow the equipment to cool completely before cleaning.
2. Using a wire brush, scrape the griddle plate (F) to remove any food residue.
3. Using a damp cloth, sponge dipped in soapy water or metal scraper to clean the equipment; rinse and dry thoroughly.
4. Empty and clean the drip tray (C). Place the drip tray (C) into the equipment.



Item	A" (cm)	Burners
924GGM	24" (60.7)	2
936GGM	36" (91.5)	3
948GGM	48" (122.0)	4
960GGM	60" (152.5)	5
972GGM	72" (182.9)	6



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## WARRANTY STATEMENT FOR THE VOLLRATH Co. L.L.C.

The Vollrath Company LLC warrants the products it manufactures and distributes against defects in materials and workmanship for a period of one year, except as specifically provided below. The warranty runs 12 months from the date of original installation. (End user receipt)

1. Refrigeration compressors – The warranty period is 5 years.
2. Replacement parts – The warranty period is 90 days.
3. Fry pans and coated cookware – The warranty period is 90 days
4. EverTite™ Riveting System – The warranty covers loose rivets only, forever.
5. Cayenne® Heat Strips – The warranty period is 1 year plus an additional 1 year period on heating element parts only.
6. Ultra and Professional Induction Ranges – The warranty period is 2 years.
7. Mirage and Commercial Induction ranges - The warranty period is 1 year.
8. ServeWell® Induction Workstations – The warranty period is one year on the workstation table and 2 years on induction hobs.
9. Slicers – The warranty period is 10 years on gears and 5 years on belts.
10. Mixers – The warranty period is 2 years.
11. Extended warranties are available at the time of sale.
12. Vollrath – Redco products – The warranty period is 2 years.
13. Optio / Arkadia product lines – The warranty period is 90 days.
14. All non-stick products (i.e. fry pans and surfaces) are 90 days for the non stick surfaces.

All products in the Jacob's Pride® collection, including the following, have a lifetime warranty:

- NSF Certified One-Piece Dishers
- NSF Certified Spoodle® Utensils
- NSF Certified Heavy-Duty Spoons with Ergonomic Handle
- NSF Certified Heavy-Duty Basting Spoons
- Heavy duty Turners with Ergonomic handle
- One-Piece Tongs\*
- Heavy-Duty One-Piece Ladles\*
- Nylon Handle Whips
- One-Piece Skimmers
- Tribute®, Intrigue®, and Classic Select® Cookware\*

\*Jacob's Pride® warranty does not cover Kool-Touch®, non stick coatings and silicone handles.

### Items sold having no warranty:

- Meat Grinder Knives
- Light Bulbs in Convection Ovens and Hot Food Merchandiser
- Oven Door Seals
- Oven Door Glass
- Hot Food Merchandisers / Display Case Glass
- Calibration and set up of gas equipment
- Slicer / Dicer blades (table top food prep) – Redco and Vollrath

### THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE

As The Vollrath Company LLC's only responsibility and the purchaser's only remedy, for any breach of warranty, The Vollrath Company LLC will repair or, at its option, replace the defective product or part without charge, except as otherwise provided below:

- For refrigeration compressors and the second year of the warranty on Cayenne® Heat Strips and mixers, The Vollrath Company LLC will provide the repaired or replacement part only; and the buyer will be responsible for all labor charges incurred in performing the repair or replacement.
- To obtain warranty service, the buyer will be responsible to return to The Vollrath Company LLC any product (other than gas equipment that is permanently installed) weighing less than 110 lbs. or located outside of a 50-mile radius of a certified technician designated by The Vollrath Company LLC to perform warranty repairs. If a Vollrath Technician cannot be contacted check the website for service contact points. (Please refer to the Product Catalogue for weights and sizes of product)
- No remedy will be available for products that have been damaged by accident, carelessness, improper installation, lack of proper setup or supervision when required, neglect, improper use, installation or operation contrary to installation and operating instructions or other causes not arising out of defects in materials or workmanship. At the buyer's request, The Vollrath Company LLC will repair and or replace such products at a reasonable cost.
- No remedy will be available for slicers where blade has not been sharpened (Refer to owner's manual for sharpening instructions)
- No remedy will be available for mixers damaged by changing gears while unit is running or overloading, in either case as determined by a Vollrath Certified Technician
- Warranty work must be authorized in advance by The Vollrath Company LLC. See the operating and safety instructions for each product for detailed warranty claim procedures.
- No remedy will be available for product returned and found to be acceptable to the product specification.
- No remedy will be available under any warranty not registered as required below.

### LIMITATION OF LIABILITY:

**THE VOLLRATH COMPANY LLC SHALL HAVE NO LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, WHETHER BASED UPON NEGLIGENCE OR OTHER TORT, BREACH OF WARRANTY, OR ANY OTHER THEORY.**



## WARRANTY PROCEDURE

On all warranty calls, the following process and information is required:

- All warranty claims will start with a call to Vollrath Technical Service support line.(800-628-0832).
- A technical support professional will work to diagnose the issues, and provide the details for the service solution.
- Name and phone number of person calling
- Business name, street address, city, state and zip
- Model and serial number
- Date of purchase and proof of purchase (Receipt)
- Name of dealer where unit was purchased

NOTE: Vollrath will not accept products sent without the proper procedure being followed.

**Important:**

TO MAKE A CLAIM FOR ANY REMEDY UNDER THIS WARRANTY, YOU MUST REGISTER YOUR WARRANTY.

## REGISTER TODAY

ONLINE: Register your warranty on-line now at [www.Vollrathco.com](http://www.Vollrathco.com)

NO WEB ACCESS: If you do not have access to the web, kindly register by completing the warranty registration form and faxing it to The Vollrath Co. LLC office in the country of purchase.

<b>WARRANTY REGISTRATION</b>			
BUSINESS NAME			
KEY CONTACT NAME		EMAIL	
STREET ADDRESS			
CITY	STATE	ZIP CODE	
COUNTRY	PHONE	FAX	
MODEL		ITEM NUMBER	
SERIAL NUMBER	<input type="text"/>	-	<input type="text"/>
OPERATION TYPE			
<input type="checkbox"/> Limited Service Restaurant	<input type="checkbox"/> Full Service Restaurant	<input type="checkbox"/> Bars and Taverns	<input type="checkbox"/> Supermarket
<input type="checkbox"/> Convenience Store	<input type="checkbox"/> Recreation	<input type="checkbox"/> Hotel/Lodging	<input type="checkbox"/> Airlines
<input type="checkbox"/> Business/Industry	<input type="checkbox"/> Primary/Secondary School	<input type="checkbox"/> Colleges/University	<input type="checkbox"/> Hospitals
<input type="checkbox"/> Long-Term Care	<input type="checkbox"/> Senior Living	<input type="checkbox"/> Military	<input type="checkbox"/> Corrections
REASON FOR SELECTING OUR PRODUCT			
<input type="checkbox"/> Appearance	<input type="checkbox"/> Full Service Restaurant	<input type="checkbox"/> Availability	<input type="checkbox"/> Sellers Recommendation
<input type="checkbox"/> Ease of Operation	<input type="checkbox"/> Versatility of Use	<input type="checkbox"/> Price	<input type="checkbox"/> Brand
WOULD YOU LIKE TO RECEIVE OUR FULL-LINE CATALOG AND REMAIN ON OUR MAILING LIST?			<input type="checkbox"/> Yes <input type="checkbox"/> No

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[www.vollrathco.com](http://www.vollrathco.com)

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