



## User, Installation, and servicing instructions

# MOBILE PLATE DISPENSER

PH1 & PH2

Read these instructions before use

DATE PURCHASED:

\_\_\_\_\_

MODEL NUMBER:

\_\_\_\_\_

SERIAL NUMBER:

\_\_\_\_\_

DEALER:

\_\_\_\_\_

SERVICE PROVIDER:

\_\_\_\_\_

Dear Customer

Thank you for choosing Falcon Foodservice Equipment.

This manual can be downloaded from [www.falconfoodservice.com](http://www.falconfoodservice.com) or scan here:



**IMPORTANT:** Please keep this manual for future reference.

## Falcon Foodservice Equipment

### HEAD OFFICE

Wallace View, Hillfoots Road, Stirling, FK9 5PY, Scotland

Phone: 01786 455200



### WEEE Directive Registration No. WEEE/DC0059TT/PRO

At end of appliance life, dispose of appliance and any replacement parts in a safe manner, via a licensed waste handler. Appliances are designed to be dismantled easily and recycling of all material is encouraged whenever practicable.

## SYMBOLS



SCREWDRIVER



SPANNER



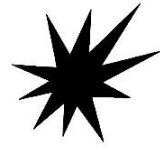
COOKING OIL



GREASE



WARNING



SPARK IGNITION



FLAME



VIEWPORT



ALLEN KEY



IGNITER



C SPANNER



REMOVE DEVICE



PLUG REMOVER



- **This appliance may be discoloured due to testing.**
- **These instructions are only valid if the country code appears on the appliance. If the code does not appear on the appliance, refer to the technical instructions for adapting the appliance to the conditions for use in that country.**
- **Installation must meet national or local regulations. Attention must be paid to: safety (installation & use) regulations, health and safety at work act, local and national building regulations, fire precautions act.**
- **To prevent shocks, this appliance must be earthed.**
- **This appliance has been UKCA/CE marked based on compliance with the relevant Electrical and Electromagnetic Compatibility (EMC) Regulations/Directives for the voltages stated on the data plate.**
- **This equipment is for professional use only and must be used by qualified persons.**
- **The installer must instruct the responsible person(s) of the correct operation and maintenance of the appliance.**
- **Unless otherwise stated, parts which have been protected by the manufacturer must not be adjusted by the installer.**
- **Check that no damage has occurred to the appliance or supply cord during transit. If damage has occurred, do not use this appliance.**
- **Ensure the supply cord is routed free from the appliance to avoid damage.**
- **We recommend supplementary electrical protection with the use of a residual current device (RCD).**

#### **PREVENTATIVE MAINTENANCE CONTRACT**

To obtain maximum performance from this unit regular servicing of the appliance should be undertaken to ensure correct operation, it is functioning as intended, and safe to use. We recommend servicing in accordance with SFG20 Maintenance Schedules and as a minimum, after 2,500 hours of use, or annually, whichever comes first and that a maintenance contract be arranged with an appointed service contact. Visits may then be made at agreed intervals to carry out adjustments and repairs.

## **Training and competence**

To help ensure the safe use of this appliance there is a requirement for you to provide whatever information, instruction, training and supervision as is necessary to ensure, so far as is reasonably practicable, the health and safety of all users.

For further help and information on training and competence we would refer you the Health and Safety Executive website; [www.hse.gov.uk](http://www.hse.gov.uk) document ref: health and safety training INDG345. International customers should default to the health and safety guidelines provided by your government body.

## **Risk assessment**

As part of managing the health and safety of your business you must control any risks identified in your commercial kitchen. To do this you need to think about what might cause harm to people and decide whether you are taking reasonable steps to prevent that harm. This is known as risk assessment. It is important to consider the environment around the product as well as the product itself. For example oil or food spills will present a significant risk so users so the need to immediately clean up such spills must be reflected in staff training.

For further help and information on risk assessments we would refer you to you the Health and Safety Executive website; [www.hse.gov.uk](http://www.hse.gov.uk) document ref: risk assessment INDG163. International customers should default to the health and safety guidelines provided by your government body.

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# 1.0 APPLIANCE INFORMATION

This appliance has been UKCA/CE marked based on compliance with the relevant Electrical and Electromagnetic Compatibility (EMC) Regulations/Directives for the voltages stated on the data plate.

<b>Falcon Foodservice Equipment</b>										P.I.N		STD. EN												
<b>A</b>	Ser No.			<b>B</b> MODEL			<b>C</b> TYPE			I.P														
<b>D</b>	Cat.		I3+		I2E3B/P		I3B/P		I2H3+		I2E		I2H		I3B		I3P							
<b>E</b>	p mbar		20;30;50		28-30/37		20;30;50		30;50		20;28-30/37		20		20		28-30		37					
<b>F</b>	GAS TYPE		G20		G30		G31				EL.				Hz									
<b>G</b>	GAS RATE		m3/h		kg/h		kg/h				<b>J</b> Σ kW		kW		<b>K</b>		kHz							
<b>H</b>	Σ Qn		KW		KW		kW				<b>L</b>		L1		A		L2		A		L3		A	

**A** - Serial No

**B** - Model No

**C** - Flue Type

**D** - Gas Category

**E** - Gas Pressure

**F** - Gas Type

**G** - Gas Rate

**H** - Total Heat Input

**I** - Electrical Rating

**J** - Total Electrical Power

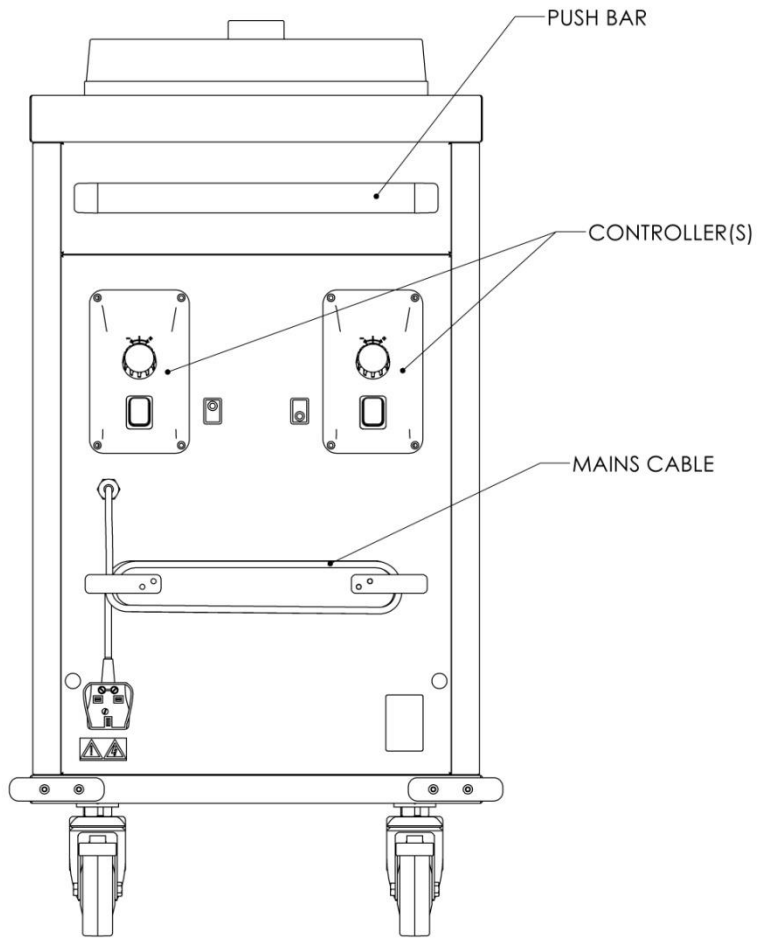
**K** - Magnetic Field Frequency

**L** - Electrical Phase Loading

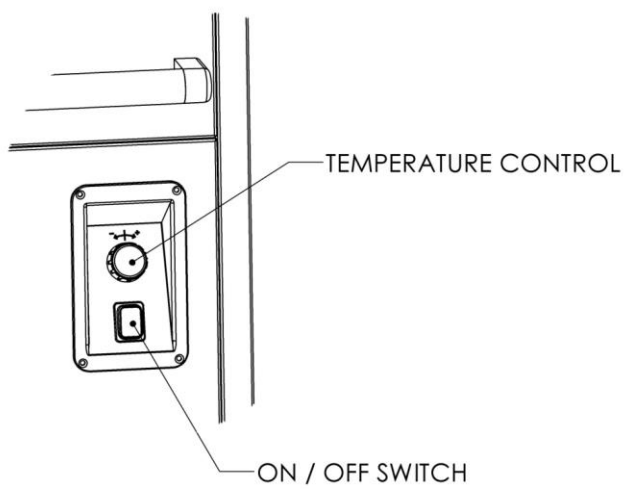
## 2.0 OPERATION

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### 2.1 COMPONENT PARTS



### 2.2 CONTROLS





## 2.3 USING THE APPLIANCE

### 2.3.1 USE AND BEST PERFORMANCE

The plate dispenser is thermostatically controlled by a pre-set thermostat,

Self adjusting springs bring the plates to the top.

To obtain the best performance, the following procedure is suggested::

- Turn the unit on, Press the green switch so the neon is illuminated.
- Turn the thermostat knob to achieve the desired temperature, clockwise to increase the temperature or anti-clockwise to reduce the temperature.
- Pre-heat empty for 15 minutes.
- The heating element automatically switches off when the 'set' temperature of the thermostat is reached and will switch on as the dispenser temperature drops.
- The thermostat adjustment, time, type of crockery and the use of a lid will influence the temperature of the crockery.
- Experiment with thermostat position to determine the satisfactory level for the application
- Load the plate Lowerator with the required amount of crockery. Place crockery in the dispenser, small stacks at a time.
- Be careful not to overload the mechanism, approximately 60 plates is the maximum capacity.
- Cover the plate stack using the lid provided.
- Stacked plates take a long time to heat through completely, please allow sufficient time for them to heat. Start heating plates 2 to 3 hours before service. Use a lid at all times to maximise heating efficiency and to keep plates and the dispenser clean.
- The dispenser will achieve an average plate temperature of 55 °C when used as directed. The bottom 3 or 4 plates in the stack, those closest to the heating element, will be hotter than the other plates in the stack, though it can be expected that these will cool as they reach dispensing height.
- Minimise spillage into the dispenser by ensuring crockery is removed from the dispenser before food is placed on the crockery.

## 3.0 CLEANING AND MAINTENANCE

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When removing heavy items to aid cleaning or maintenance particular care should be taken. A manual handling risk assessment is the best way to determine the level of risk to anyone using or maintaining this equipment. To help with such an evaluation we have included the weights of individual components that may present significant risk.

For further help and information on manual handling and associated risk assessment we would refer you to you the Health and Safety Executive website; [www.hse.gov.uk](http://www.hse.gov.uk) document ref: manual handling at work INDG143. International customers should default to the health and safety guidelines provided by your government body.

The cleaning of fryers or other products that use hot oil present significant risks to end users and particular care should be taken. Cold water and hot oil for example are an explosive mix and should be avoided at all costs.

Other useful references for health and safety issues:

- [www.hse.gov.uk](http://www.hse.gov.uk)
- Essentials of health and safety at work ISBN978
- Noise at work INDG362
- Safe systems of work
- Other notes added to the body of the instructions



**BEFORE ANY CLEANING IS UNDERTAKEN, ISOLATE THE APPLIANCE FROM MAINS POWER**

**SUITABLE PROTECTIVE CLOTHING MUST BE WORN WHEN CLEANING THIS APPLIANCE.**

**THE APPLIANCE MUST NOT BE STEAM CLEANED. DO NOT USE ACID OR HALOGEN-BASED (E.G. CHLORINE) DESCALING LIQUIDS, FLAMMABLE LIQUIDS, CLEANING AIDS OR CLEANING POWDERS.**

**FAILURE DUE TO LACK OF PROPER CLEANING IS NOT COVERED BY WARRANTY.**

**NOTE:** All surfaces are easier to clean if spillages are removed before becoming burnt on, and the appliance is cleaned daily.

It should be noted that certain scouring pads including nylon types can easily mark stainless steel. Care should be exercised during cleaning process. When rubbing stainless steel with a cloth, always rub in the direction of the grain.

## 3.1 CLEANING AND MAINTENANCE



**SWITCH OFF THE UNIT AT THE MAINS BEFORE CLEANING AND COOL DOWN.**

### 3.1.1 CLEANING

Stainless steel surfaces will give you many years of trouble-free use as long as you follow a few simple rules. If it appears to mark do not worry, it is usually not the steel but something deposited on it which has stained.

**Do wash all surfaces before use.** You should use a damp cloth and a mild detergent or soap, or similar cleaners. Always rinse well with clean water and dry the surface with a soft cloth. Clean regularly when in use.

**Do** use soft cloths, nylon or bristle brushes.

**Do not use** metal scrapers, wire brushes or wire wool pads as they can scratch the steel.

**Do** take care when handling sharp objects as they can scratch the surface of stainless steel. Any scratches on stainless steel will blend together over a period of time and become less noticeable with age. There is no detriment to the corrosion resistance or general performance of the material.

**Do not use** bleach for cleaning purposes (remember dishwasher powders, sterilising agents and similar products all contain chlorides). If used, black pit marks or other such effects may appear and permanent damage may be caused. If used inadvertently rinse immediately with clean water.

**Do not splash the unit with bleach when cleaning around the counter.** If you do, rinse the surface immediately with clean water thoroughly.

**Do not allow** corrosive foodstuffs such as fruit juices, vinegar, mustards, pickles, mayonnaise, etc., to remain on stainless steel for long periods. Wash and rinse away.

**Do not** leave steel objects or utensils standing on the stainless steel surfaces for long periods. They can rust and leave marks. After cleaning with detergent always remove residues with a wet cloth and wipe dry, if left they can have an etching effect on the surface.

### 3.1.2 CLEANING OF THE DISPENSER.

Remove spillage from the lid, flange, casing and platforms of the dispenser daily with a moist cloth.

Any object dropped in to the dispenser should be removed immediately, following steps 1-4 below. Remove spillage from inside the dispenser regularly, as follows:

1. Press green switch so the neon is not illuminated.
2. Remove plug from the power supply.
3. Allow dispenser to cool down.
4. Remove the crockery from the dispenser.
5. Vacuum the inside of the cabinet and clean with a moist cloth.
6. Reconnect to the power supply.

Steps 1-3 and 6 apply to heated models only.

Consider the use of appropriate protective clothing when cleaning the dispenser.

Do not clean with a high pressure hose. Do not clean with caustic materials.

## 4.0 SPECIFICATION

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### 4.1 APPLIANCE WEIGHT TABLE

APPLIANCE	UNIT WEIGHT (kg)	PACKED WEIGHT (kg)
PH1	35Kg	42Kg
PH2	50Kg	58Kg

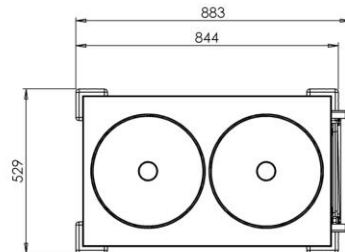
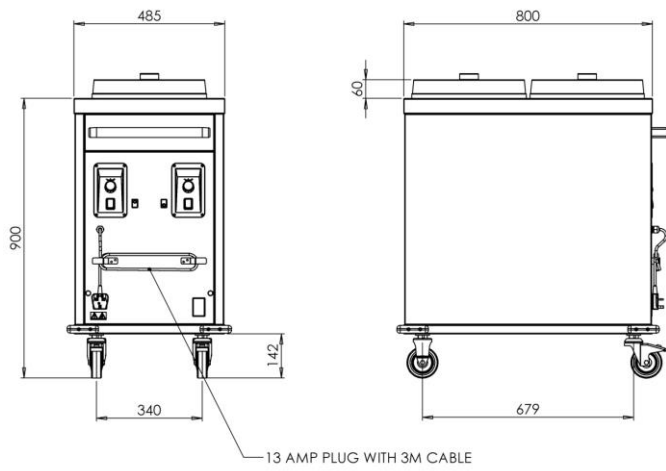
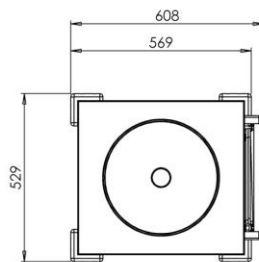
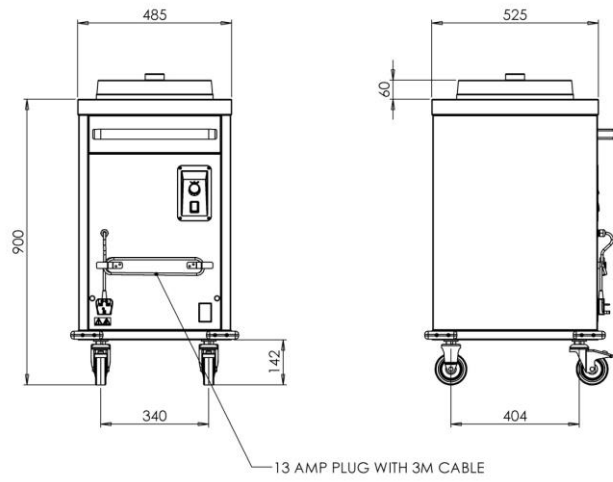
### 4.2 TECHNICAL DATA TABLE

	CURRENT			POWER
	MIN (A) @ 230V	MAX (A) @ 230V	ACTUAL (A) @ 230V	(kW) @ 230V
PH1	1.57	1.83	1.75	0.400
PH2	3.15	3.65	3.50	0.800



**IF ANY CURRENT IS OUT WITH THESE TOLERANCES,  
THE CAUSE MUST BE INVESTIGATED AND RECTIFIED.**

## 5.0 DIMENSIONS / CONNECTION LOCATIONS



## 6.0 INSTALLATION

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### Electrical Safety and Advice Regarding Supplementary Electrical Protection

Commercial kitchens and foodservice areas are environments where electrical appliances may be located close to liquids, or operate in and around damp conditions or where restricted movement for installation and service is evident.

The installation and periodic inspection of the appliance should only be undertaken by a qualified, skilled and competent electrician; and connected to the correct power supply suitable for the load as stipulated by the appliance data label.

The electrical installation and connections should meet the necessary requirements to the local electrical wiring regulations and any electrical safety guidelines.

#### We recommend:-

- Supplementary electrical protection with the use of a type A residual current device (RCD)
- Fixed wiring appliances incorporate a locally situated switch disconnector to connect to, which is easily accessible for switching off and safe isolation purposes. The switch disconnector must meet the specification requirements of IEC 60947.

#### Your attention is drawn to:-

#### **BS 7671:2018—Guidance Note 8 - 8.13 : Other locations of increased risk**

It is recognized that there may be locations of increased risk of electric shock other than those specifically addressed in Part 7 of BS 7671. Examples of such locations could include laundries where there are washing and drying machines in close proximity and water is present, and commercial kitchens with stainless steel units, where once again, water is present.

Where because of the perception of additional risks being likely, the installation designer decides that an installation or location warrants further protective measures, the options available include:

- Automatic Disconnection of Supply (ADS) by means of a residual current device having a residual operating current not exceeding 30mA;
- Supplementary protective equipotential bonding; and
- Reduction of maximum fault clearance time.

The provision of RCDs and supplementary bonding must be specified by the host organization's appointed installation designer or electrical contractor and installed by a suitably qualified and competent electrician so as to comply with Regulations 419.2 and 544.2

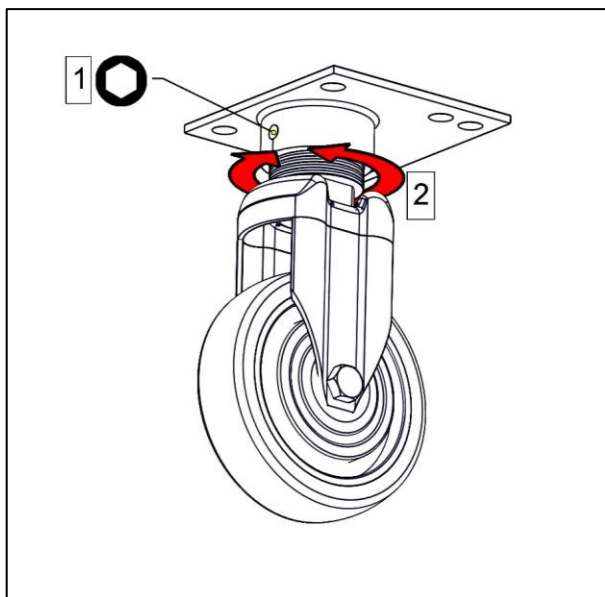
## 6.1 SITING / CLEARANCES



Where the appliance is to be positioned in close proximity to a wall, partition, kitchen furniture, decorative finishes, etc., it is recommended that they be made of a non combustible material or clad in a suitable non-combustible heat insulating material and that the closest attention be paid to fire preventative regulations.

## 6.2 ASSEMBLY

6.2.1 Position the appliance and level using feet adjusters as shown below.



**TAKE CARE WHEN MOVING AN APPLIANCE FITTED WITH CASTORS.**

### 6.3 ELECTRIC SUPPLY & CONNECTION

The location of the electrical inlet is on the front of the appliance this unit is suitable for AC supplies only. The standard terminal arrangement is Single phase (230V~) for all variants.

Live	Brown
Neutral	Blue
Earth	Yellow/Green

The appliance is fitted with a fused plug and only requires connection to a suitable 13 Amp socket outlet. This model is rated 230V A.C. supply Ensure that the electricity supply is as stated on the model's data plate.

Before and after each use, it is good practice to inspect your appliance for any signs of physical damage – should you find anything, please report this to the appropriate onsite person who will then take the necessary action.

As a minimum, we would also advise that the appliance cable & plug are inspected daily. Check for damage to the plug housing, pins and the mains cable is secured to plug with no wires showing.

When checking the plug and cable the wall socket should also be inspected for damage, discoloration or cracks. If there is any damage to the plug, mains cable or socket the appliance MUST NOT be used and it should be reported immediately to the maintenance team/ responsible person, who should then notify the Technical Care Team.

Never plug two supplies into an adaptor, extension lead or a standard 13A double socket. Do not plug any other appliance along with this appliance into a double socket. Only use Falcon approved spare parts, including 13A plug.



**THIS APPLIANCE MUST BE EARTHED**

### 6.4 COMMISSIONING

Refer to section 2.0 for operation. Carry out the following operation:

- 6.4.1 Turn on mains power supply on.
- 6.4.2 Ensure green neon illuminates.
- 6.4.3 Turn temperature control knob to max.
- 6.4.4 Let the appliance heat up.
- 6.4.5 Switch appliance off.



## 6.5 ADJUSTING THE DISPENSER

Adjust the dispenser to suit the crockery as follows:

1. The springs can be accessed from the top of the dispenser.
2. To lower crockery level, detach springs from lower spring ring to reduce spring tension. Unused springs may be left connected to the upper spring ring.
3. To raise crockery level, connect additional springs to upper and lower spring rings to increase spring tension. Additional springs can be provided by the dealer.
4. When spring tension is correctly adjusted the top of the crockery is level with the top of the dispenser guides. Note: All installed springs are connected during assembly of the dispenser.
5. With one or two plates placed centrally in the dispenser, place the adjustable guide rods in the correct position for the crockery by lifting the guide rod and turning it to the required position.
- 6: Lower the guide rod into the nearest locating hole in the base of the dispenser.
- 7: Ensure that all guide rods are located in the same corresponding holes in the base of the dispenser.
- 8: Ensure there is clearance between the crockery and the guide rods.
- 9: Ensure the guide rod is located in its pivot point in the base of the dispenser.



**PLEASE FILL OUT THE INFORMATION TABLE ON THE FRONT COVER AFTER COMMISSIONING.**

## 7.0 SERVICING

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**BEFORE ATTEMPTING ANY MAINTENANCE, ISOLATE THE APPLIANCE AT THE MAINS SWITCH AND TAKE STEPS TO ENSURE THAT IT IS NOT INADVERTENTLY SWITCHED ON.**



### **MAINTENANCE CHECK**

Regular servicing of the appliance should be undertaken to ensure correct operation, it is functioning as intended, and safe to use. We recommend servicing after 2,500 hours of use, or annually, whichever comes first. Any maintenance schedule should be carried out in accordance with SFG20 Maintenance Schedules. Should any issues with the integrity of the components be identified these should be replaced. If the appliance is not considered safe the unit should be removed from service and the responsible person advised why the unit is not safe to use and what remedial action is needed. Contents of the maintenance schedule should be agreed with the maintenance provider.

Maintenance and repairs should only be performed by qualified persons using original parts. Check the condition of the electrical parts at least twice a year

### **7.1 TO ACCESS THE INTERNALS OF THE APPLIANCE**

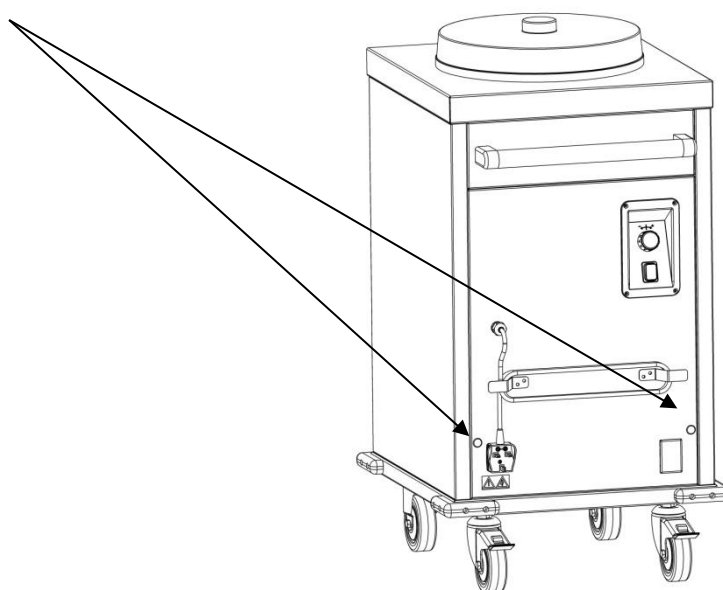
7.1.1 Press green switch so the neon is not illuminated

7.1.2 Remove plug from the power supply

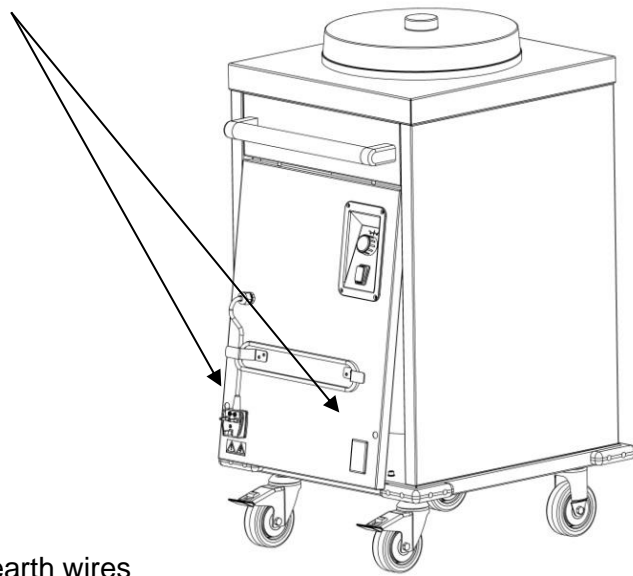
7.1.3 Allow the dispenser to cool down

7.1.4 Remove the crockery from the dispenser.

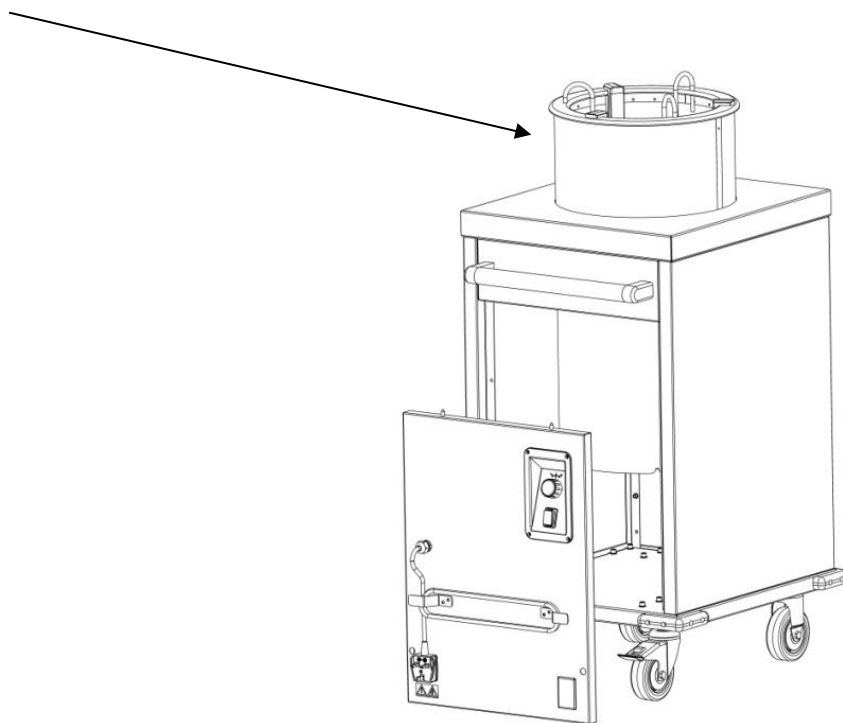
7.1.5 Remove the two black plugs at the bottom of the front panel



7.1.6 Undo the two allen bolts and remove front cover



7.1.7 Remove front panel, disconnect earth wires and lift the dispenser from the appliance



7.1.8 Replace any defective parts.

7.1.9 Reassembly is the reverse of dismantling procedure

## 8.0 SERVICE INFORMATION

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### SERVICE INFORMATION

This unit carries an extensive mainland UK warranty. The warranty is in addition to and does not change your statutory or legal rights.

The warranty policy can be found on our website which details the conditions of the warranty and the exclusions.

<https://www.falconfoodservice.com/info-centre/policy>



Service calls to equipment under warranty will be carried out in accordance with the conditions of sale.

Warranty calls can be made between 8:30 am and 5:00 pm weekdays only.

To ensure your warranty enquiry is handled as efficiently as possible, ensure you have the following appliance information prior to calling us:

1. Model number – found on data plate
2. Serial number – found on data plate
3. Brief description of the issue

To contact Falcon for a warranty issue dial (UK only) 01786 455 200 and select Warranty Issues from the menu.