



# User, Installation, and Servicing Instructions

## Mobile Servery Units

### FC2, FC2N, FC3, FC3N, FC4, FC4N

Read these instructions before use

DATE PURCHASED:  
\_\_\_\_\_

MODEL NUMBER:  
\_\_\_\_\_

SERIAL NUMBER:  
\_\_\_\_\_

DEALER:  
\_\_\_\_\_

SERVICE PROVIDER:  
\_\_\_\_\_

T101046

Rev No 8

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.



- 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.
  - **IMPORTANT;**
    - The Installer must ensure that the installation of the appliance is in conformity with these instructions, and National Regulations in force at the time of installation.
    - Particular attention must be paid to;
      - BS7671 IEE. Wiring Regulations
      - Electricity at Work Regulations
      - Health and Safety at Work etc. Act
      - 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 only be used by qualified persons.
- The installer must instruct the responsible person(s) of the correct operation, cleaning 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.
- If the supply cord (*Mains Cable*) is damaged, it must be replaced by the Manufacturer, its service agent, or similarly qualified persons in order to avoid a hazard.
- These appliances are to be used for Commercial applications ie. Hospitals etc, but not for the continuous mass production of food.
- These appliances are to be used solely for keeping food and crockery warm, and not intended for household and similar use.



### **Warning**

**In the event of accident or breakdown, remove plug or otherwise isolate from Mains before touching appliance.**

## **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.

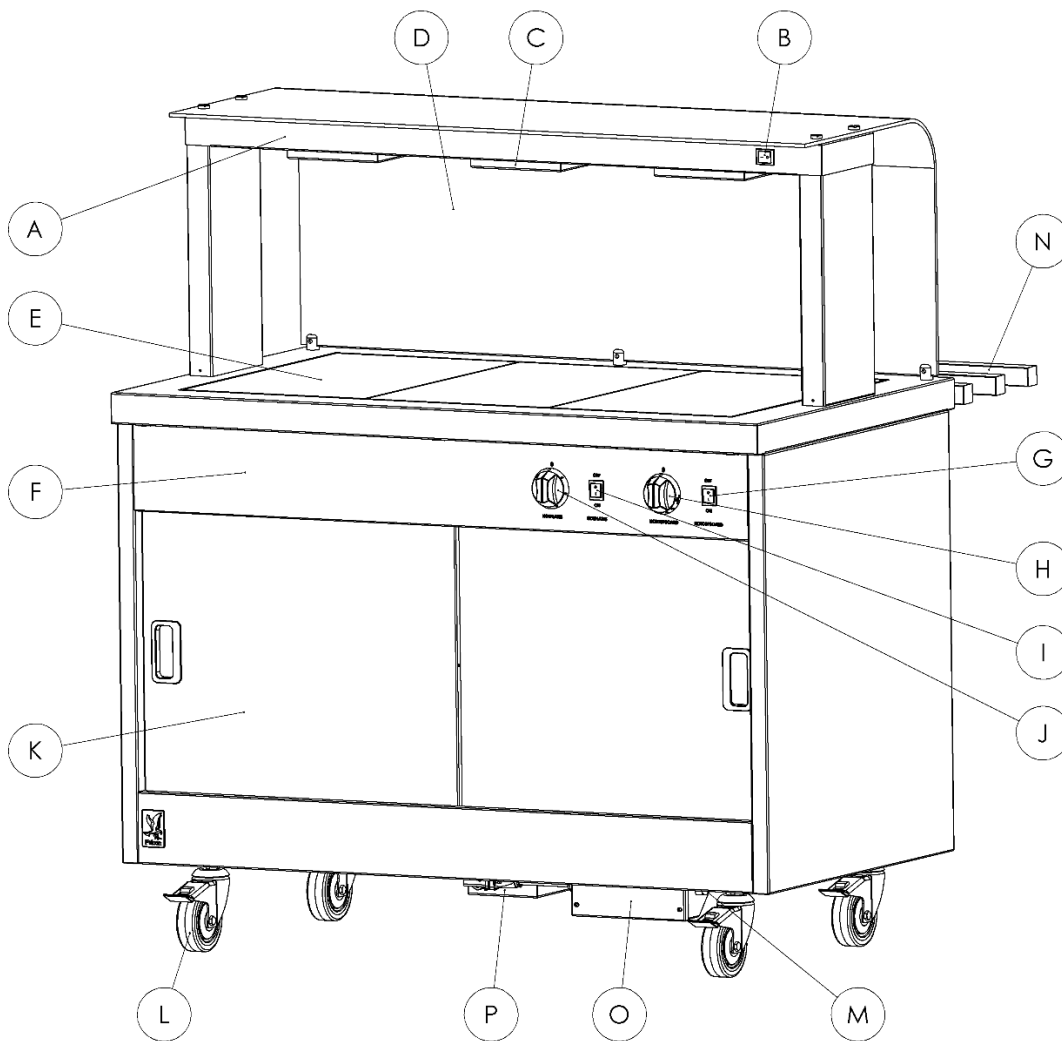
|  |                      |            |            |                   |                  |
|--|----------------------|------------|------------|-------------------|------------------|
| <br><b>Falcon</b><br>Foodservice Equipment | STD                  | MODEL      | SERIAL NO. | GAS TYPE          |                  |
|  | SUPPLY PRESS         | COUNTRY    | PIN/CE     | CAT               |                  |
|  | CE                   | I P RATING |            |                   |                  |
|  | INJECTOR MARKING     | HEAT INPUT | kW         | GAS RATE          | ADJ PRESS        |
|  |                      |            | kW         | m <sup>3</sup> /h | SET PRESS OVEN   |
|  |                      |            | kW         | kg/h              | SET PRESS BOILER |
|  | RATED ELECTRIC INPUT |            | kW         | VOLTS             | OUTPUT FREQ      |
|  | PHASE LOADING        |            | L1         | L2                | L3               |
|  |                      | -A         | -A         | -A                | Hz               |
|  |                      |            |            |                   | EXT FUSE         |
|  |                      |            |            | INT FUSE          |                  |
|  |                      |            |            | A                 |                  |

**Note: These appliances are controlled and heated with Electricity. No Gas is used for operation.**

- A** - Serial No
- B** - Model No
- C** - Gas Category
- D** - Gas Supply Pressure
- E** - Gas Type
- F** - Gas Rate
- G** - Total Heat Input
- H** - Electrical Rating
- I** - Total Electrical Power
- J** - Magnetic Field Frequency
- K** - Electrical Phase Loading
- L** - Adjustment Pressure

## 2.0 OPERATION

### 2.1 COMPONENT PARTS (FIG 1).



- A- Gantry
- B- Gantry Control Panel Light Switch
- C- Gantry Quartz Lamp
- D- Clear Glass Screen
- E- Hotplates
- F- Main Control Panel
- G - Fan and Hot cupboard On/Off switch
- H- Hot cupboard Thermostat Control
- I- Hotplates On/Off switch
- J- Hotplates Regulator (1 – 6) control)
- K- Sliding Doors
- L- Castor Brakes
- M- Mains Cable Entry / Exit Point
- N- Tray Slide
- O- Main Terminal Block Housing Box
- P- Element/Fan casing assembly

## 2.2 CONTROLS. (REFER TO FIG 1)

### Gantry lights On/Off switch (Fig 1B);

Controls all Gantry Lights Together.

### Hot cupboard and Fan On/Off switch (Fig 1G);

On/ Off Control of the Circulating Fan and the Hot Cupboard Heating Element.

### Hot cupboard Thermostat control (Fig 1H);

Controls Hot Cupboard internal temperature between 70c and 100c.

### Hotplates On/Off switch (Fig 1I);

On/ Off Control of the Hotplates.

### Hotplates Regulator (1-6) control (Fig 1J);

Control for all Hotplates working together, with varying surface temperature, up to approximately 130°c max, on setting six.

## 2.3 USING THE APPLIANCE.



**Warning: This appliance is not suitable for transportation of food!**

### Potential misuse:

Do not use the appliance to transport food.

Do not use appliance if any component or fitting appears damaged.

Do not drop heavy containers on to hotplate surface. Place containers onto hotplate surface with care.

Do not use Top of gantry as a shelf when serving food.

Do not pull appliance using coiled mains cable.

Do not overload hot cupboard shelves.

Do not stand on any part of this appliance.

Wipe up floor spillages immediately.

### 2.3.1 HOT CUPBOARD CAPACITY;

| Maximum Hot cupboard Capacity: |                      |                      |
|--------------------------------|----------------------|----------------------|
| Appliance                      | Capacity Per Shelf.  | Total Capacity.      |
| FC2, FC2N                      | 2 off 1/1 Gastronorm | 4 off 1/1 Gastronorm |
| FC3, FC3N                      | 3 off 1/1 Gastronorm | 6 off 1/1 Gastronorm |
| FC4, FC4N                      | 4 off 1/1 Gastronorm | 8 off 1/1 Gastronorm |

### Before use, ensure coiled Mains cable is undamaged.



**Important: This appliance must not be left unsupervised when in use.  
Always switch off at end of service.**


**Caution:** Shelves are not fitted with stops, and care must be taken when removing contents of hot cupboard.



2.3.1 Before use, ensure that all the castor brakes are on, and that the appliance is stable and secure.

**Fixed appliance:** Ensure that Anti Tilt Bracket located at front of Appliance is engaged with the Floor bracket. (Page 14: Fig3)

**Mobile Appliance:** When moved to another location, ensure that the adjustable anti tilt foot at the appliance Tray slide side, is adjusted down until touching the floor. (Page 14: Fig4)

|   |   |
|---|---|
|  | <p><b>Important: When moving the appliance, take care. Do not push the appliance using the glass screen or gantry uprights.</b></p> <p><b>Do not allow Mains cable to drag.</b></p> <p><b>Do not manoeuvre appliance by pulling on Mains cable.</b></p> |
|---|---|

2.3.2 Ensure Gantry light switch (*fig1-B*), Fan / Hot cupboard switch (*fig 1-G*) and Hotplate(s) switch (*fig 1-I*) are in the OFF position.

2.3.3 Ensure Hot cupboard Thermostat control (*fig1-H*) and Hotplates Regulator control (1 – 6) (*fig1-J*), are in the OFF position.

2.3.4 Switch power supply to appliance on if connected to permanent fixed wiring – Otherwise Plug the trolley into a 13Amp electric socket, and switch mains power on.

### 2.3.5 Operation of Individual Heated Units;

#### **GANTRY LIGHTS;**

All Gantry lights (*fig 1-C*) are switched on together when Gantry switch (*fig 1-B*) is switched ON (I).

Note: Gantry lights do not operate individually.

Press Gantry Switch (*fig 1-B*) to (O) position to switch all lights OFF.

#### **HOTPLATES;**

**FC2, FC3, FC4.** All Hotplates (*fig 1-E*) are switched on together when Hotplates On/Off switch (*fig 1-I*) is switched ON (I) and Regulator control (*fig1-J*) is set from 1 to 6.

**FC2:** 2 Hotplates together. **FC3:** 3 Hotplates together. **FC4:** 4 Hotplates together.


To Switch Hotplates OFF – Turn Hotplates Regulator control knob (*fig1-J*) to the “O” position and press Hotplate On/Off (*fig 1-I*) to (O).


#### **HOT CUPBOARD; On/Off Switch and Thermostat positions.**

| Switch Positions  | Result   |
|---|--|
| Fan and Hot cupboard On/Off switch ( <i>fig 1-G</i> ) “OFF”:  | Both fan and Hot cupboard are OFF.   |
| Fan and Hot cupboard On/Off switch ( <i>fig 1-G</i> ) “ON”, Hot cupboard Thermostat control ( <i>fig1-H</i> ).OFF   | Fan only operating, Cupboard not heating.<br><b>Hint:</b> This setting can be used to cool Hot cupboard compartment with doors open. |
| Fan and Hot cupboard On/Off switch ( <i>fig 1-G</i> ) “ON”, Hot cupboard Thermostat control ( <i>fig1-H</i> ) set <b>between 70 – 100.</b>  | Fan and Hot cupboard both working.<br><b>Hint:</b> Set Thermostat control from 70 to 100c for desired Hot cupboard temperature.      |
| <b>Hint:</b> Ensure both doors are closed to allow cupboard to reach working temperature, and reduce running costs. Always close doors when appliance is in use, and after removing food. |  |

### 3.0 CLEANING AND MAINTENANCE: GENERAL NOTES.

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|  |  |
|--|--|
| <p><b>Important!</b></p>  | <p>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.</p> <p>For further help and information on manual handling and associated risk assessment we would refer you to you the Health and Safety Executive website; <a href="http://www.hse.gov.uk">www.hse.gov.uk</a> document ref: manual handling at work INDG143. International customers should default to the health and safety guidelines provided by your government body.</p> <p>Other useful references for health and safety issues:</p> <ul style="list-style-type: none"><li>• <a href="http://www.hse.gov.uk">www.hse.gov.uk</a></li><li>• Essentials of health and safety at work ISBN978</li><li>• Noise at work INDG362</li><li>• Safe systems of work</li><li>• Other notes added to the body of the instructions</li></ul> |
|--|--|

|  |  |
|--|--|
| <p><b>Important!</b></p>  | <p><b>BEFORE ANY CLEANING IS UNDERTAKEN!</b></p> <p><b>ISOLATE THE APPLIANCE FROM MAINS POWER SUPPLY and <i>Unless fixed wiring</i>, REMOVE PLUG FROM SOCKET.</b></p> <p><b>TO AVOID BURNS, ENSURE APPLIANCE IS COOL.</b></p> <p><b>SUITABLE PROTECTIVE CLOTHING MUST BE WORN WHEN CLEANING THIS APPLIANCE.</b></p> <p><b>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.</b></p> <p><b>FAILURE DUE TO LACK OF CLEANING IS NOT COVERED BY WARRANTY.</b></p> |
|--|--|

### 3.1 CLEANING AND MAINTENANCE: APPLIANCE SECTIONS.

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 supply into an adaptor or extension lead. Do not plug any other appliance along with this appliance into a double socket.

Only use Falcon approved spare parts, including 13A plug.

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

Do not use excessive water. **Do not use a Water jet.**

It should be noted that certain scouring pads including nylon types can easily mark stainless steel and especially the clear screen.

Care should be exercised during cleaning process. When rubbing stainless steel with a cloth, always rub in the direction of the grain.

Do not use abrasive scourers, cleaners or creams on the clear screen.

3.1.1 Switch off appliance, remove plug (*unless fixed wiring*), isolate from mains and Ensure appliance is cool.

3.1.2 **Gantry**, Wipe with a soft damp cloth and mild detergent.


3.1.3 **Hot cupboard chamber**, Wipe with a damp cloth and a mild detergent. Badly stained removable shelves should be placed into hot water with an approved detergent. Using nylon or scotch cleaning pads will provide good results on shelves. Note Doors can easily be removed without tools for better access to the chamber. (*Refer to section 7.1 for details*)

3.1.4 **Clear Screen**: Wipe with a soft cloth and a mild detergent. Do not use abrasive scouring pads, cleaners or creams, as these will cause unsightly scratches to the screen. A Glass cleaner specifically designed for this purpose can also be used.

3.1.5 **Hotplates**: Wipe with a soft damp cloth and a mild detergent.

## 4.0 SPECIFICATION

### 4.1 TECHNICAL DATA TABLE;

| Model   | Full Appliance Current Amps  | POWER (kW) @ 230V N~ |
|---|--|----------------------|
| FC2   | 9.9  | 2.27kW               |
| FC3   | 11.52  | 2.65kW               |
| FC4   | 12.3   | 2.83kW               |
| FC2N  | 6.5  | 1.5kW                |
| FC3N  | 6.5  | 1.5kW                |
| FC4N  | 6.5  | 1.5kW                |
| <br>Important: | If any current is outside the above, the cause must be investigated and rectified. |                      |

### 4.2 APPLIANCE WEIGHT TABLE

| Model | Maximum allowable weight. Per shelf | Weight (kg) Without Glass Screen | Weight (kg) including Glass Screen | Glass Screen | Packed Weight (kg) including Glass Screen |
|-------|-------------------------------------|----------------------------------|------------------------------------|--------------|---|
| FC2   | 15 kg                               | 92 Kg                            | 101 Kg                             | 9.25 Kg      | 121 Kg                                    |
| FC3   | 15 kg                               | 114 Kg                           | 128 Kg                             | 13.85kg      | 148.5 Kg                                  |
| FC4   | 15 kg                               | 136 Kg                           | 154 Kg                             | 17.8 kg      | 183.6 Kg                                  |
| FC2N  | 15 kg                               | 87 Kg                            | N/A                                | N/A          | 107 Kg                                    |
| FC3N  | 15 kg                               | 108 Kg                           | N/A                                | N/A          | 128.5 Kg                                  |
| FC4N  | 15 kg                               | 130 Kg                           | N/A                                | N/A          | 159.6 Kg                                  |

## 5.0 DIMENSIONS / CONNECTION LOCATIONS

| 5.1.1 Appliance Dimensions - Millimetres |       |                |   |  |  |            |   |
|--|-------|----------------|---|--|--|------------|---|
| Model                                    | Width | Hob only Depth | Total Depth mm<br>(Tray slide not in use) | Total depth to knob,<br>(Tray slide not in use). | Full depth Tray slide in use,<br>(excluding knob). | Hob Height | Total Height including Gantry, <b>excluding glass screen.</b><br>(Note:+11.5mm with glass screen fitted). |
| FC 2                                     | 830   | 680            | 780                                       | 795  | 980  | 900        | 1324  |
| FC 3                                     | 1160  | 680            | 780                                       | 795  | 980  | 900        | 1324  |
| FC 4                                     | 1490  | 680            | 780                                       | 795  | 980  | 900        | 1324  |
| FC 2N                                    | 830   | 680            | 780                                       | 795  | 980  | 900        | N/A   |
| FC 3N                                    | 1160  | 680            | 780                                       | 795  | 980  | 900        | N/A   |
| FC 4N                                    | 1490  | 680            | 780                                       | 795  | 980  | 900        | N/A   |

5.1.2 Appliance is complete with fixed coiled mains cable and fused three pin plug. Mains cable exits the appliance on the mid right hand side\* (\*as viewed from front, Fig 1-M).

## 6.0 INSTALLATION

---

### **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**

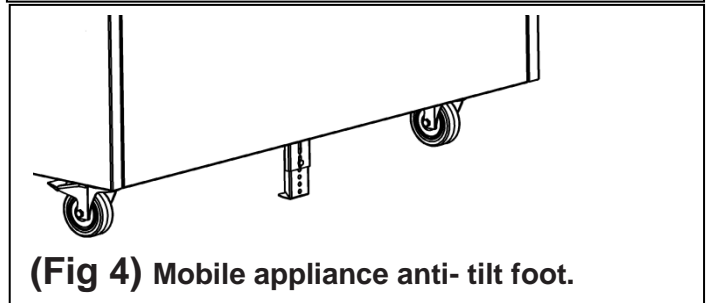
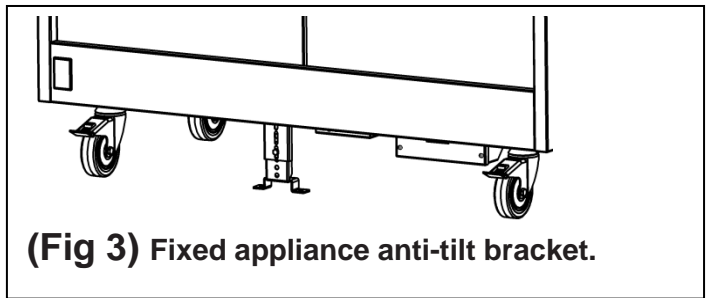
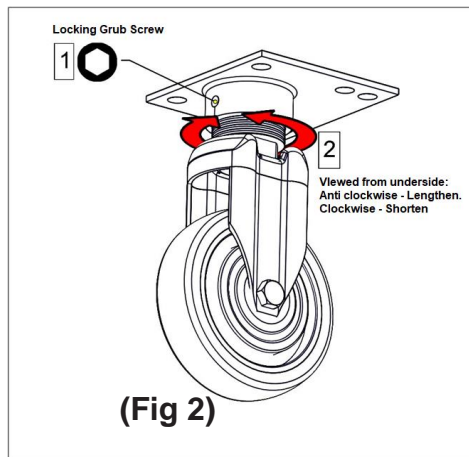
The appliance should be used in well lit positions on firm, level, and Non-combustible floors.

Where appliance is to be positioned in close proximity to a wall, partition, kitchen furniture, decorative finishes etc, it is recommended that these are constructed of a non-combustible material.

Where this is not possible they should be clad in a suitable non-combustible, heat insulating material. If this is not possible the appliance should be sited 150mm from the combustible material.

If the appliance is to be installed with and against fixed appliance/s, the Earth Equipotential point should be used.

## 6.2 ASSEMBLY



6.2.1 The Servery is supplied fully assembled. Please ensure that all packaging is removed and disposed of accordingly, taking into account good recycling practice.  
Check all gantry lamps are correctly located within the lamp holders.  
Ensure that cupboard doors slide freely, and that no impediment to their operation is present.

6.2.2 Position and level the appliance by adjusting castors as shown (Fig 2).

**Fixed appliance:** Ensure that Anti Tilt Bracket located at front of Appliance is engaged with the Floor bracket. (Fig 3)

**Mobile Appliance:** When moved to another location, ensure that the adjustable anti tilt foot at the appliance Tray slide side, is adjusted down until touching the floor. (Fig 4)

|                         |  |
|-------------------------|--|
| <p><b>Important</b></p> | <p>When Moving the appliance, Take Care. Do not push the appliance using the glass screen or gantry uprights.<br/><b>Do not allow Mains cable to drag.</b></p> |
|-------------------------|--|

## 6.3 ELECTRIC SUPPLY & CONNECTION

This unit is suitable for AC supplies only.  
All Variants: Single phase (230V N~).

|         |              |
|---------|--------------|
| Live    | Brown        |
| Neutral | Blue         |
| Earth   | Yellow/Green |

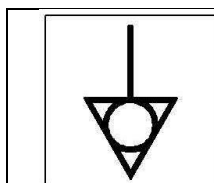
The appliance is fitted with a fixed coiled cable and fused plug, and only requires connection to a suitable 13 Amp socket outlet. This model is rated at 230V A.C. supply. Ensure that the electricity supply is as stated on the model data plate.

|                         |  |
|-------------------------|--|
| <p><b>Important</b></p> | <p><b>THIS APPLIANCE MUST BE EARTHED</b></p> |
|-------------------------|--|

## 6.4 COMMISSIONING. (REFER TO SECTION 2 FOR OPERATION)

Check that no damage has occurred to the appliance or supply cord during transit. If damage has occurred, do not use this appliance.

- 6.4.1 Ensure that all the castor brakes are on, and that the appliance is level, stable and secure.
- 6.4.2 Ensure Gantry light switch (*fig1-B*), Fan / Hot cupboard switch (*fig 1-G*) and Hotplate(s) switch (*fig 1-I*) are in the OFF position.
- 6.4.3 Ensure Hot cupboard Thermostat control (*fig1-H*) and Hotplates Regulator control (1 – 6) (*fig1-J*), are in the OFF position.
- 6.4.4 Check that all rocker switches operate smoothly and cleanly. Check that control knobs operate smoothly.
- 6.4.5 Check smooth and secure operation of Tray slide.
- 6.4.6 Switch mains power on.
- 6.4.7 Operate Gantry light switch (*fig1-B*) and ensure switch illuminates and that gantry lights operate. Switch OFF.
- 6.4.8 Operate Fan / Hot cupboard switch (*fig 1-G*) and ensure that only Hot cupboard fan operates.
- 6.4.9 With switch (*fig 1-G*) still on, turn Hot cupboard thermostat control (*fig1-H*) to 100. Fan should still be running and Hot cupboard should now be heating up. Hotplates should not operate. Turn Thermostat control and Fan / Hot cupboard switch back to OFF.
- 6.4.10 Operate Hotplate(s) switch (*fig 1-I*) and turn Hotplate(s) Regulator Control (*fig1-J*), to number 6. Hotplates should begin to heat up.
- 6.4.11 Turn all switches and control knobs back to OFF and unplug appliance from mains electric supply.



This appliance is also provided with a terminal for connection of an external equipotential conductor. This terminal is an effective electrical contact with all fixed exposed metal parts of the appliance, and shall allow the connection of conductor having a nominal cross-section area of up to 10mm<sup>2</sup>. It is located at the base of the unit and identified by the following label and must only be used for bonding purposes.

**6.4.12 If the appliance does not operate correctly please refer to section 9.0 and rectify the problem.**





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

## 6.5 INSTRUCTION TO USER.

- 6.5.1 After installation and commissioning is completed, please hand the user instructions to the user and ensure that the person/s responsible understand the instructions regarding correct operation, cleaning and disconnection of the appliance.

## 7.0 SERVICING

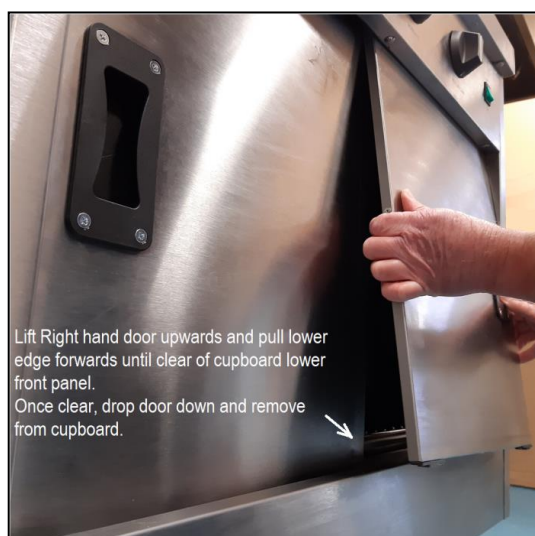
|  |   |
|--|---|
| <p><b>Important!</b></p>  | <p><b>BEFORE ATTEMPTING ANY MAINTENANCE, ISOLATE THE APPLIANCE AT THE MAINS AND TAKE STEPS TO ENSURE THAT IT IS NOT INADVERTENTLY RE-CONNECTED TO MAINS. Check Cable for Damage.</b></p> <p><b>Maintenance should only be undertaken by a qualified and competent Engineer.</b></p>   |
|                           | <p><b>MAINTENANCE CHECK</b></p> <p>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.</p> <p>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.</p> |

### 7.1 DOOR: REMOVAL.

To remove doors (*Tools not required*): **Firstly, Lift Right Hand (As viewed from front) door upwards** until the lower edge clears the lower front panel.

Pull door forward from the lower edge, whilst clearing the lower front panel. Once clear from the panel, drop the top edge of the door down and clear of the top track channel.

Repeat for Left hand door (*As viewed from front*).



**Replace doors on to cupboard as follows:**

**Left door (with tabs facing forwards) first.**

Place top edge of door up into the top channel groove, until the bottom edge clears the cupboard lower front panel.

Push door bottom edge back towards back of cupboard and lower down into the base track channel. Once located, ensure door slides freely from side to side.

When Left door is in place at left of cupboard, repeat the above for the Right door (*with tabs facing back*). Once located, ensure door slides freely from side to side.





## 7.2 HOT CUPBOARD ELEMENT, FAN, CONTACT THERMOSTAT: REMOVAL.

7.2.1 Remove doors as outlined in 7.1

7.2.2 Remove shelves.

7.2.3 Remove bottom centre shelf support rail, by removing 2 x screws at each end.

7.2.4 From inside cupboard, remove four fixings securing Element/Fan casing assembly to cupboard base.

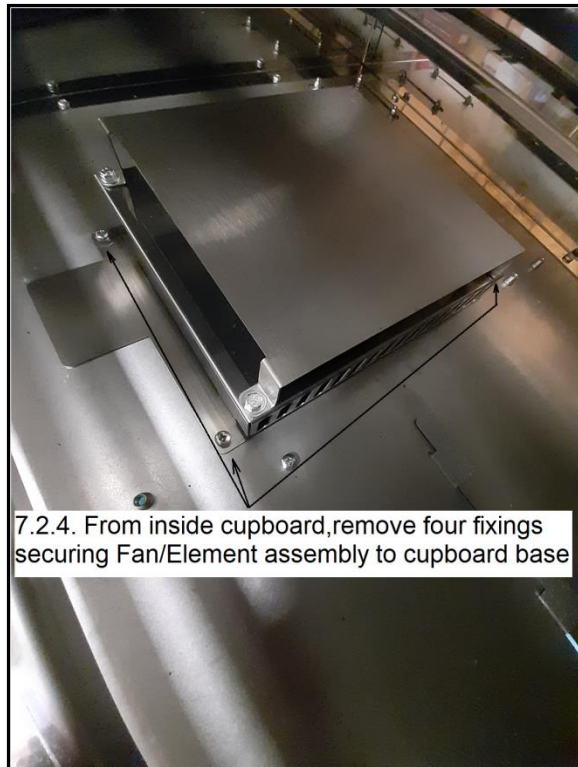
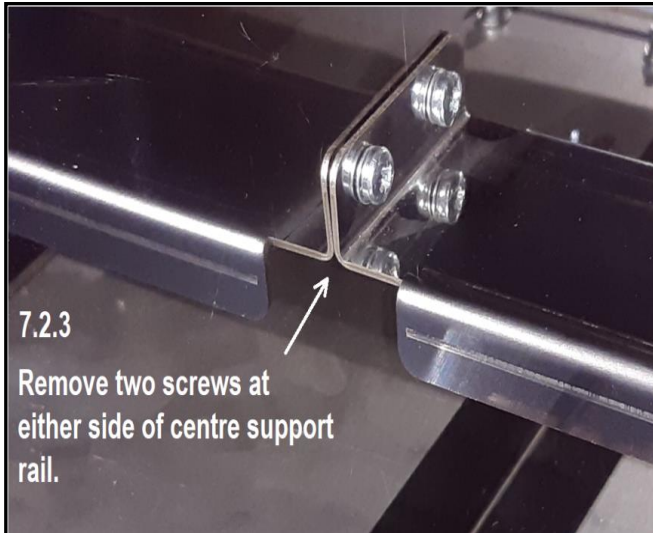
7.2.5 Unclip and disconnect Element/ Fan power supply plug (*under Hot cupboard base*), from assembly.

7.2.6 From inside cupboard, lift Element/ Fan casing assembly clear of cupboard base, by tilting from rear edge first and easing up through base cavity.

Ensure electric socket is not forced or damaged during removal.

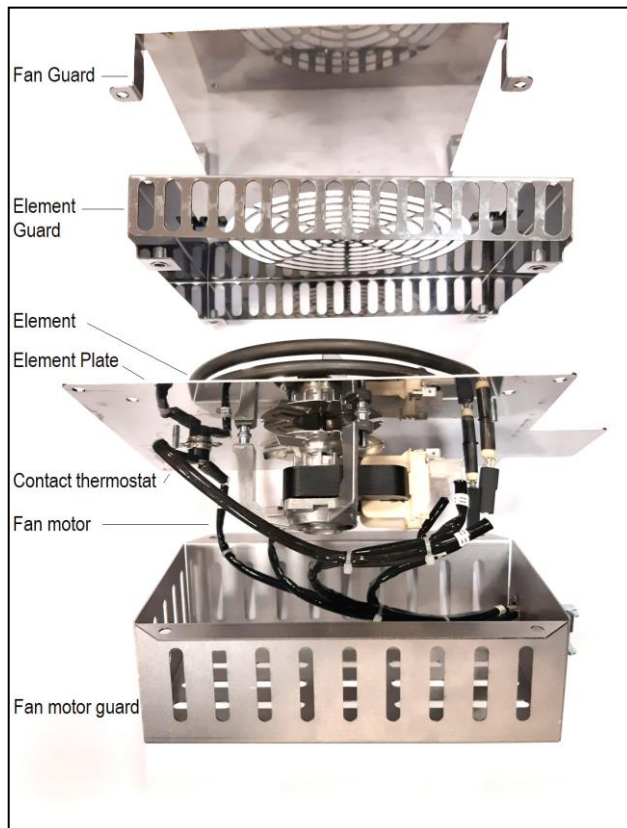
Fan casing assembly may now be disassembled for access to Element and Contact thermostat.

Section 7.2.3 to 7.2.6;  
Hot cupboard Element, Fan, Contact  
thermostat: Removal.



### 7.2.7 Fan / Element assembly Disassembly .

Remove Fan / Element assembly from hot cupboard as in steps 7.2.1 to 7.2.6 above. Remove four screws and remove Element and Fan guards connected together. Element and Fan guards can now be separated. Components (*element, contact thermostat*) can now be separated from element plate. Remove fixing and separate Fan rotor from Fan motor. Fan motor can now be separated from element plate.



### 7.3 HOT CUPBOARD AND HOTPLATE CONTROLS: REMOVAL.

7.3.1 The following controls are located in the Main controls compartment underneath the hob.

Fan and Hot cupboard On/Off switch (*fig 1-G*).

Hot cupboard Thermostat control (*fig1-H*).

Hotplate(s) On/Off switch (*fig 1-I*).

Hotplate(s) Regulator control (*fig1-J*).

7.3.2 To access these controls, remove top and bottom fixings securing Main Control Panel (*fig1-F*), and place panel on to hob, whilst exercising care not to strain or damage internal wiring.

a) To remove either On/Off switch: Record wire/ terminal positions and remove wires. Apply pressure to side fixing lugs of switch and push switch body out of its locating hole. Replace in reverse order.

b) To remove Hot cupboard Thermostat control, or Hotplates Regulator control: Remove control knob. Record wire/ terminal positions and remove wires. Remove two fixing screws from front of control panel. Replace in reverse order.

### 7.4 GANTRY LIGHT SWITCH, LAMP HOLDER AND GANTRY BULB: REMOVAL AND REPLACEMENT. (INCLUDING GLASS SCREENS)

#### 7.4.1 To Replace Gantry Light Bulb;

Support the bulb cover with one hand, to prevent it dropping on to the hotplates, whilst removing the two cover fixing screws.

Holding bulb at one end, push towards opposite end and gently pull downwards.

Replace bulb, ensuring positive location of end terminals.

Replace only with enclosed bulbs.



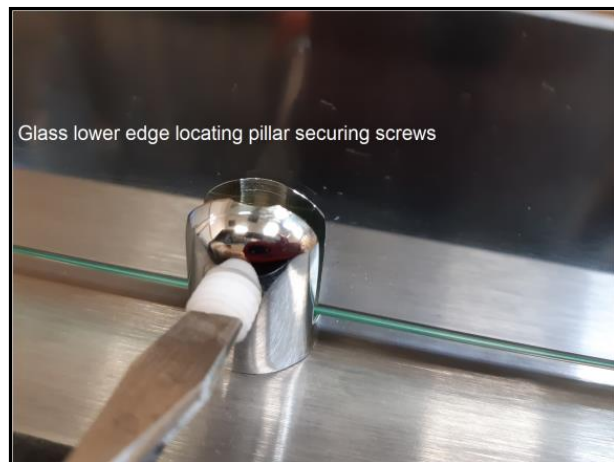
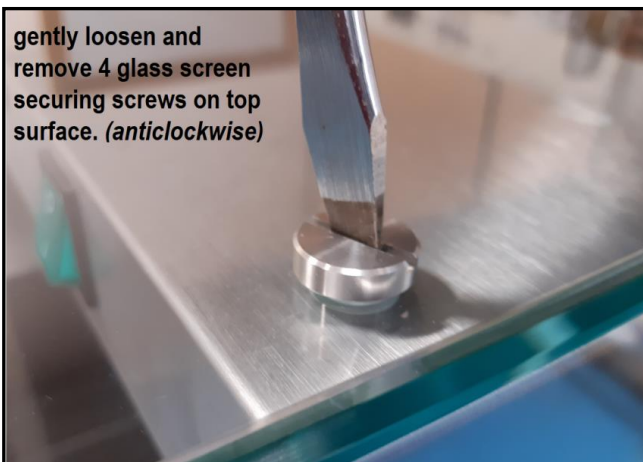
## 7.4.2 Gantry Glass Screen Panels:

### A) Full Length Screen;

Remove fixing screws in top surface of screen, and gently loosen the glass lower edge locating pillar securing screws. Gently lift glass lower edge clear of locating pillars. Replace in reverse order.

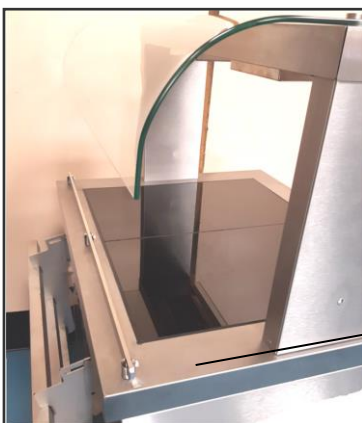


**Caution: Lifting / removing the glass screen should be done using two people, for safety. Care must be taken whilst handling to avoid breakage. Weight of Glass Screen =FC2: 9.25kg, FC3: 13.85kg, FC4:17.8kg**

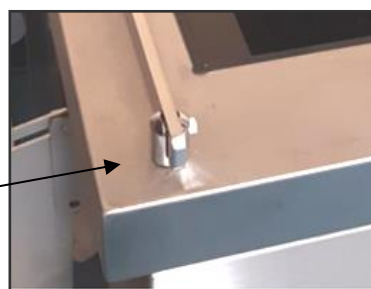


### B) Half length Screen with Tray Stop Rail;

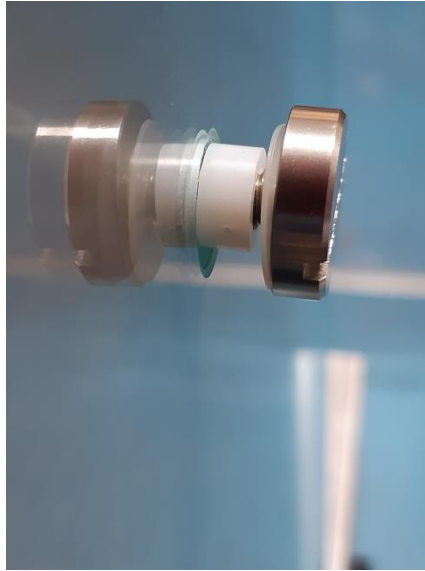
Remove fixing screws in top surface of screen, and gently lift glass clear of gantry. To remove tray stop rail, loosen pillar screws fixing stop rail and gently lift clear.



Half Length Screen with Tray Stop Rail – Pillar Fixing Screws.



### C) Side Screens (*Optional Extra*)



Attach Side screens to bushes in Gantry Uprights, using glass screen securing screws as shown.

To protect glass, all glass should be secured using screws fitted with plastic sleeve and plastic washer.

### 7.4.3 Gantry Light Switch;

To access the Gantry Light switch, remove Glass Screen as in 7.4.2 above.

Undo the Lamp holder panel fixing screws on the bottom front edge of the Gantry top panel.

The Gantry panel complete with lamps should now hinge back to allow access to the lamp holders and the Gantry Light switch.

Record Gantry Light Switch wire/ terminal positions and remove wires. Apply pressure to side fixing lugs of switch and push switch body out of its locating hole. Replace in reverse order. Taking care not to trap any wires.



#### **7.4.4 Gantry Lamp holders;**

Remove bulb as in 7.4.1 above.

Remove curved reflector panel by removing centre screw.

Undo the two lamp holder fixing screws.

Access gantry lamp holder panel as in section 7.4.3 above.

Remove wires from lamp holder terminal blocks and note their positions.

Pull lamp holder free from front of panel.

Replace in reverse order. Taking care not to trap any wires.

#### **7.5 HOTPLATES REMOVAL;**

Remove Silicon sealant from around the hotplate. Gently lift the hotplate clear of the surrounding hob. Remove wires and note their positions.

Replace in reverse order.

Silicon sealant used: Novasil S56. Temperature rating -40°C to +250°C.

Supplied with order for hotplates.

#### **7.6 PLUG, FUSE AND COILED MAINS CABLE: REMOVAL AND REPLACEMENT.**

**Important: If the supply cord (*Mains Cable*) is damaged, it must be replaced by the Manufacturer, its service agent, or similarly qualified persons in order to avoid a hazard.**

##### **7.6.1 Plug Fuse:**

Replace fuse in moulded plug by levering out fuse carrier with a small screwdriver. Fuse can now be removed from holder and replaced. Replace with fuse of same rating.

##### **7.6.2 Coiled Mains Cable:**

Remove two fixing screws in front of Main Terminal Block Housing Box (*Fig 1-0*).

Remove Mains Cable ring terminals from Terminal Block.

Undo Cable securing Gland and gently remove cable from gland.

Pull cable through cabinet securing clip.

Replace cable in reverse order, remembering to feed replacement through cabinet securing clip first.

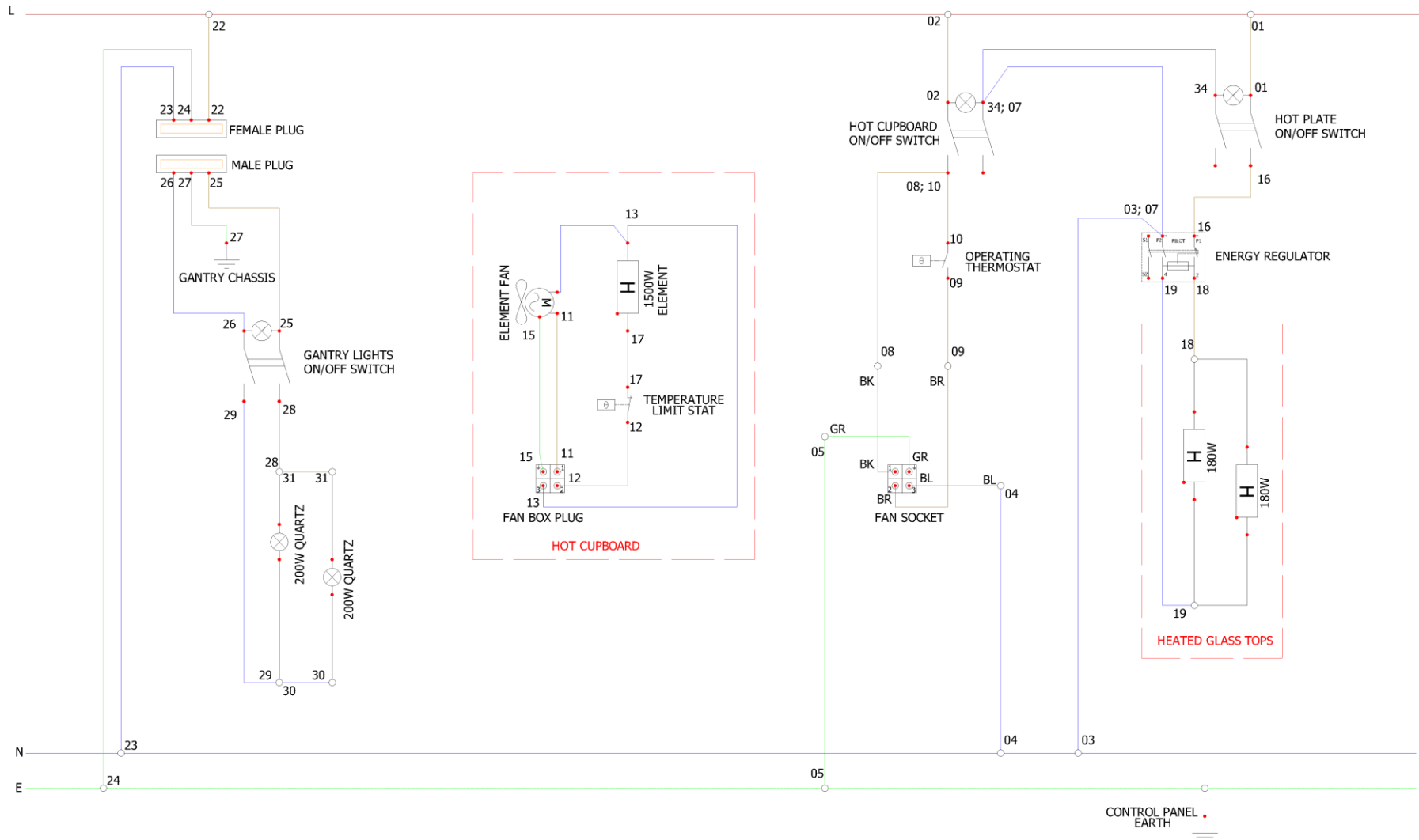
#### **7.7 TRAY SLIDE REMOVAL.**

Remove upper screws holding Tray slide brackets to appliance back panel. Access lower fixing screws by lifting up Tray slide.

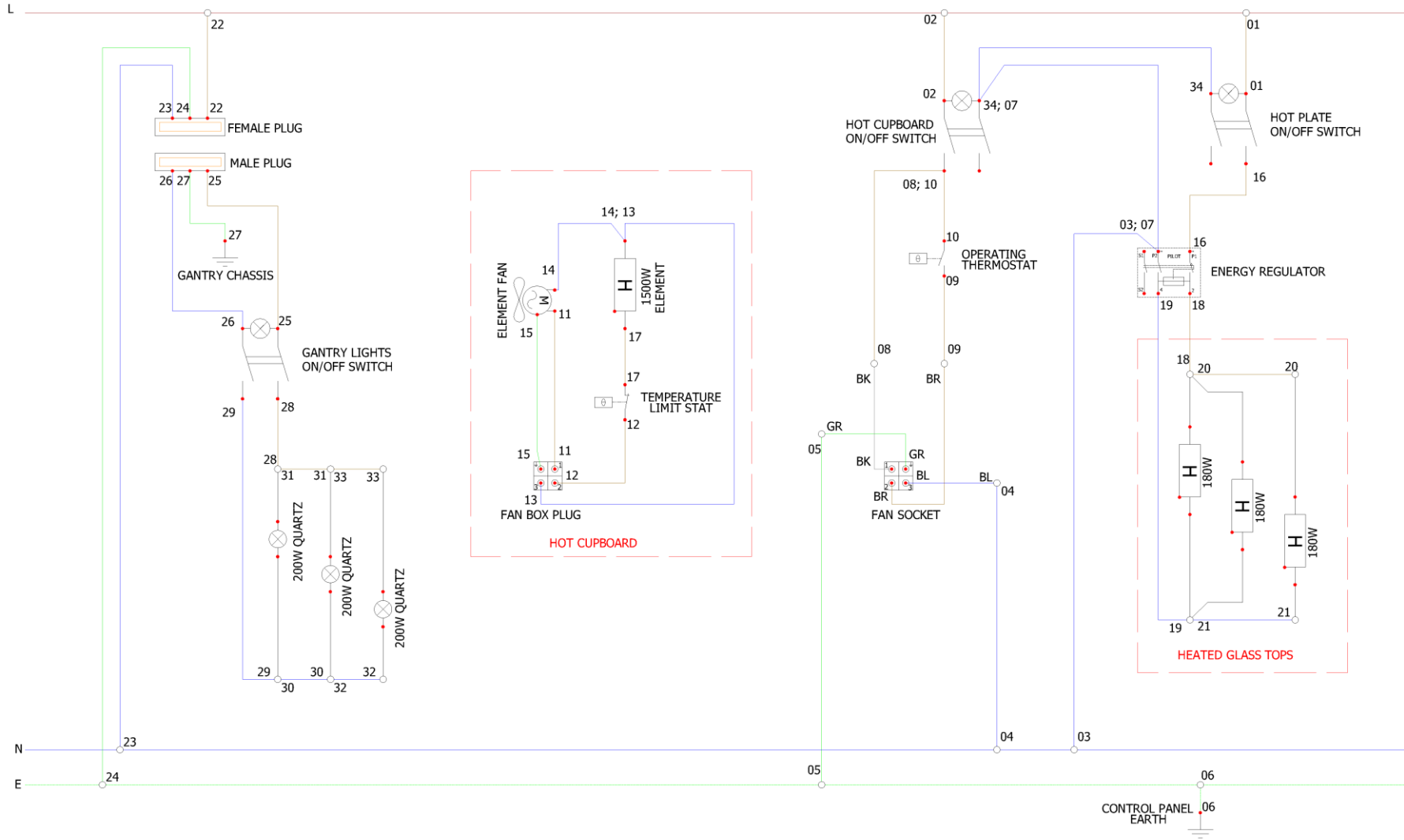
Replace in reverse order.

# 7.8.1 CIRCUIT DIAGRAMS

FC2 Circuit Diagram;

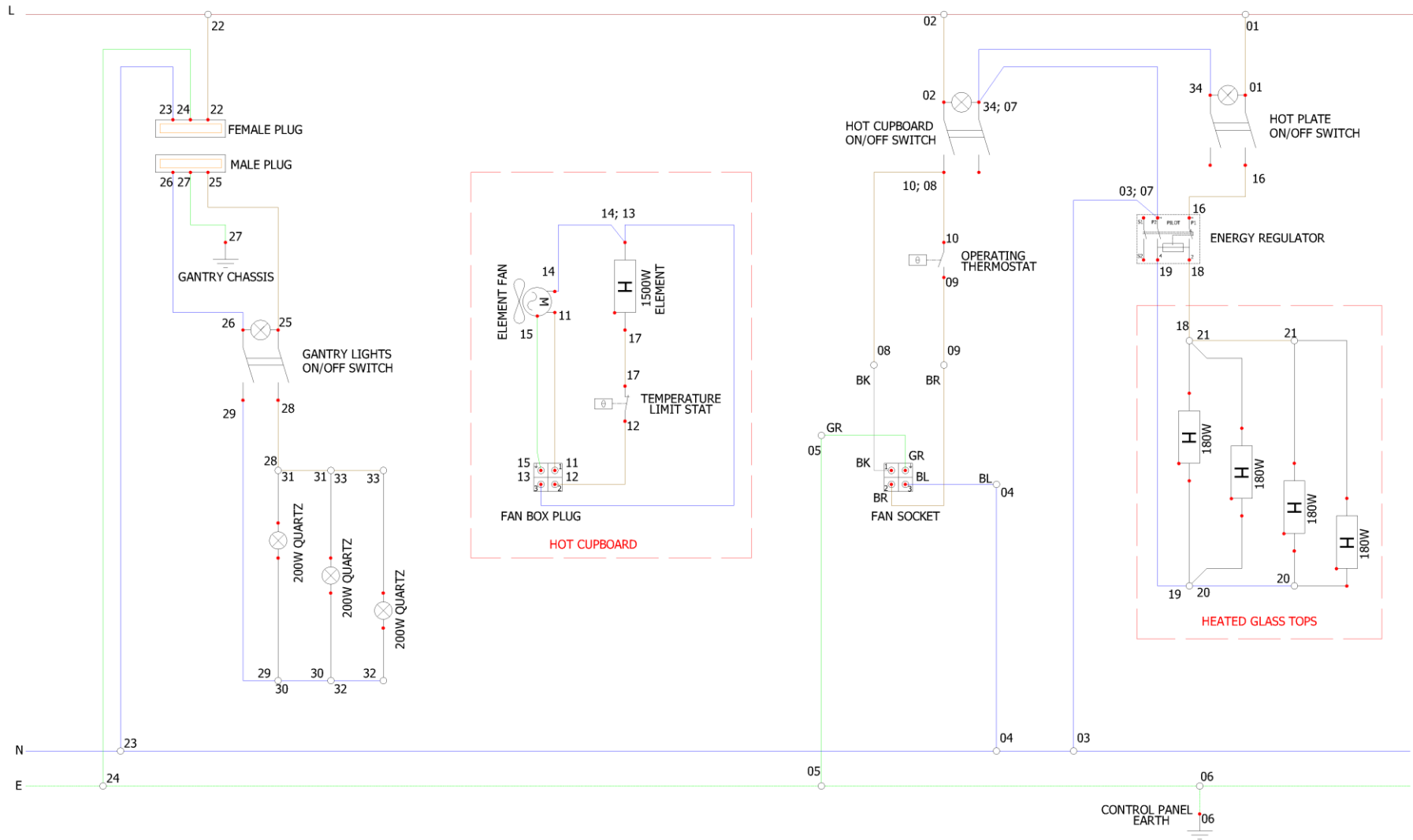


# FC3 Circuit Diagram;

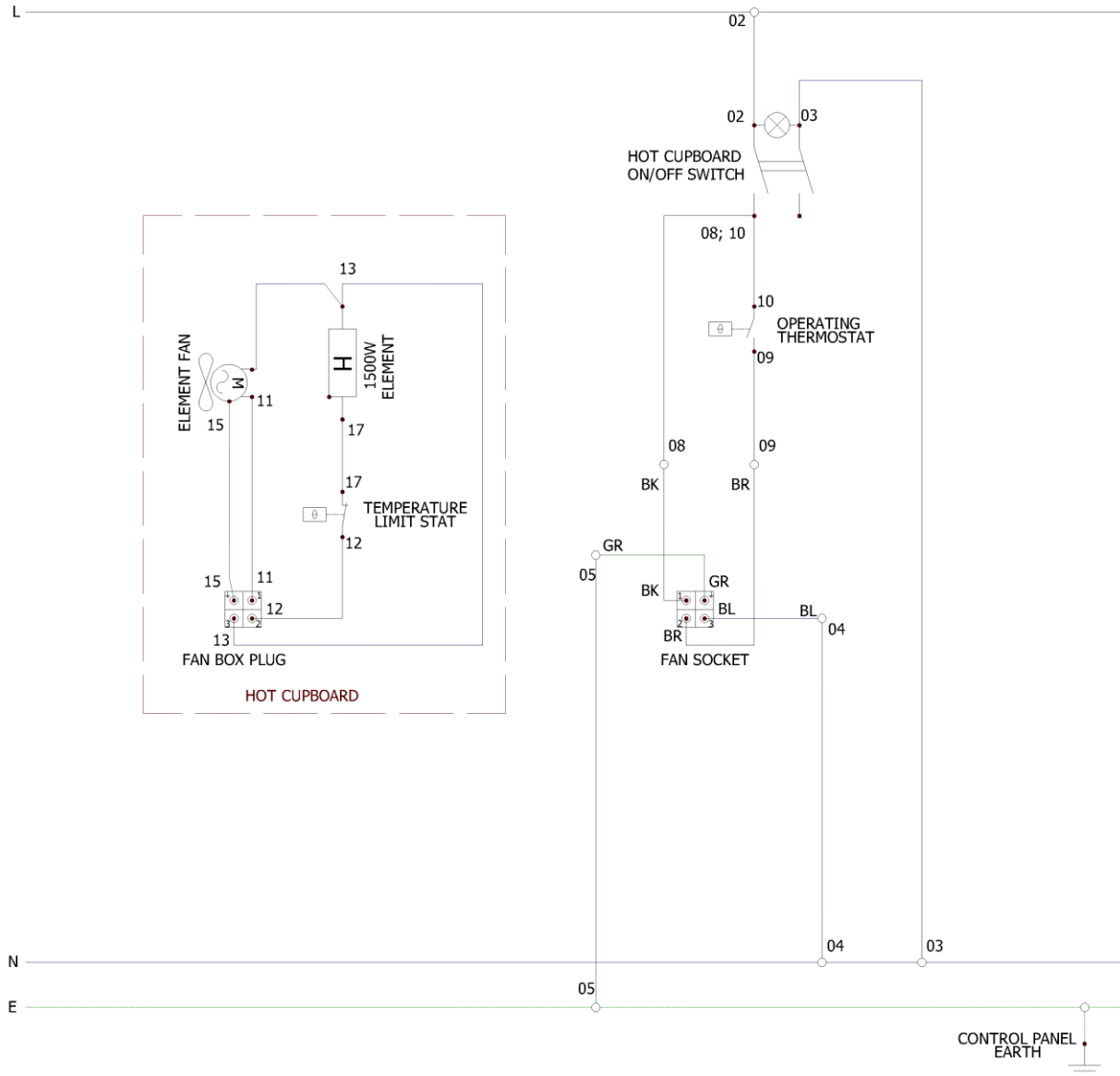




# FC4 Circuit Diagram;

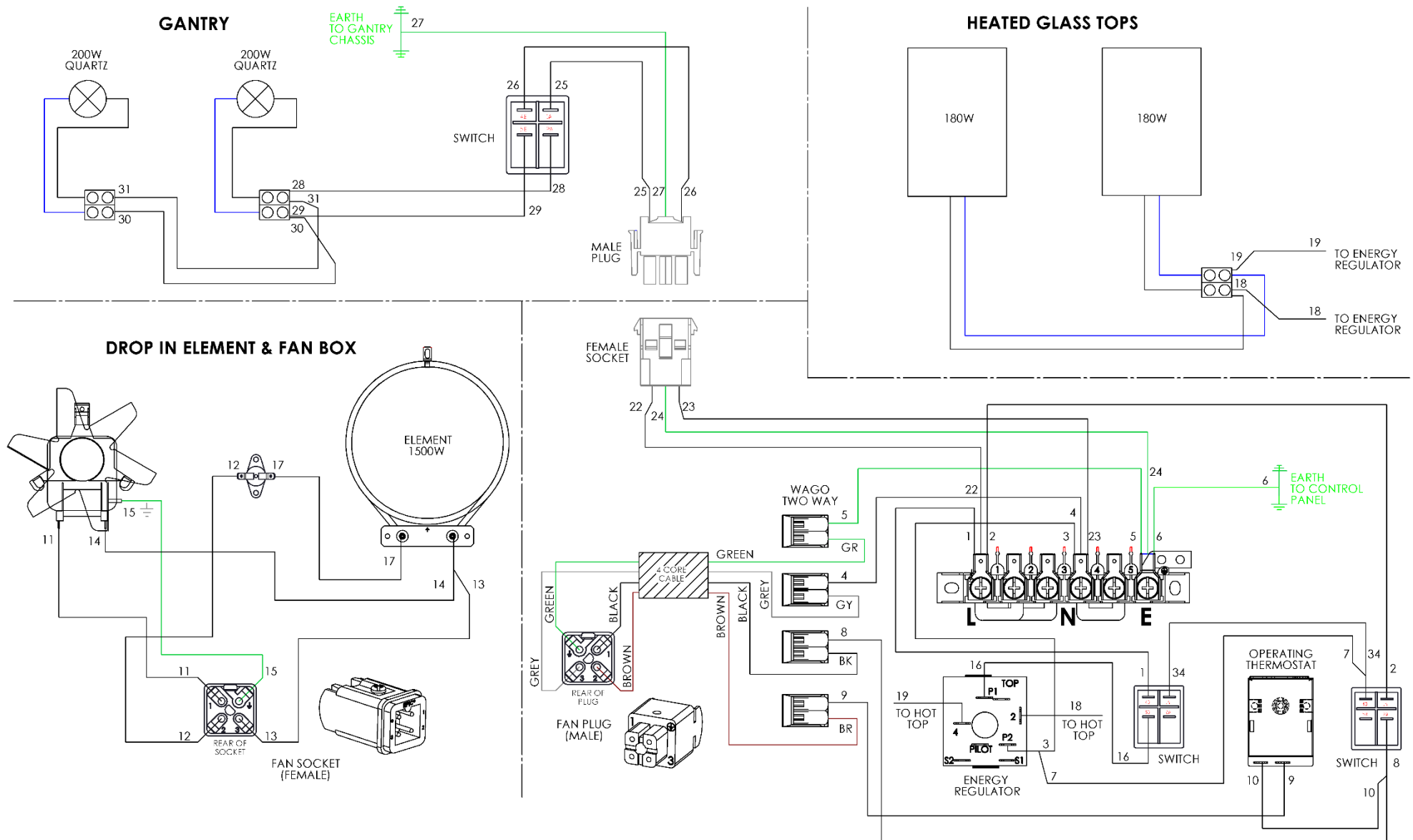


FC2N, FC3N, & FC4N Circuit Diagram;

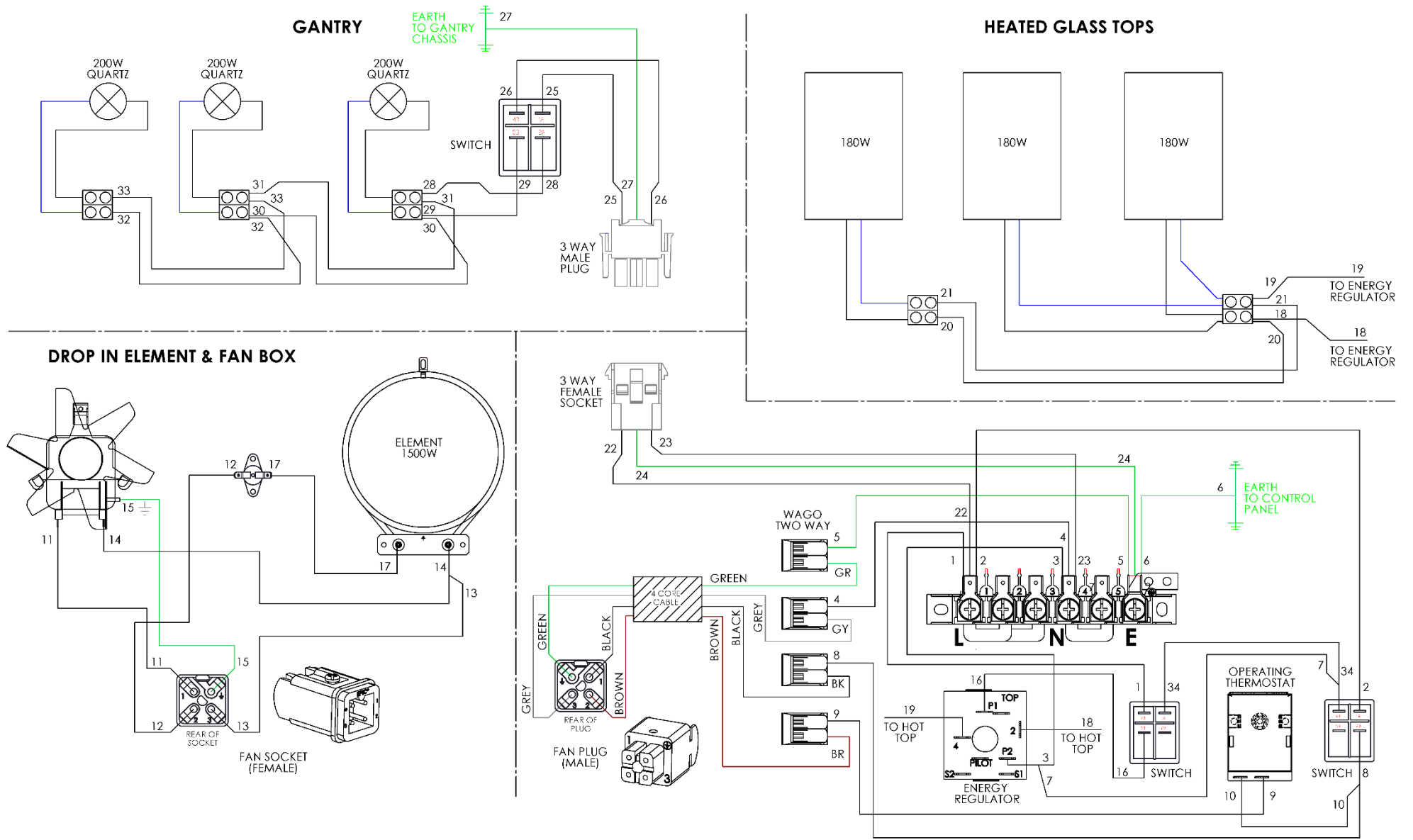


## 7.8.2 WIRING DIAGRAMS

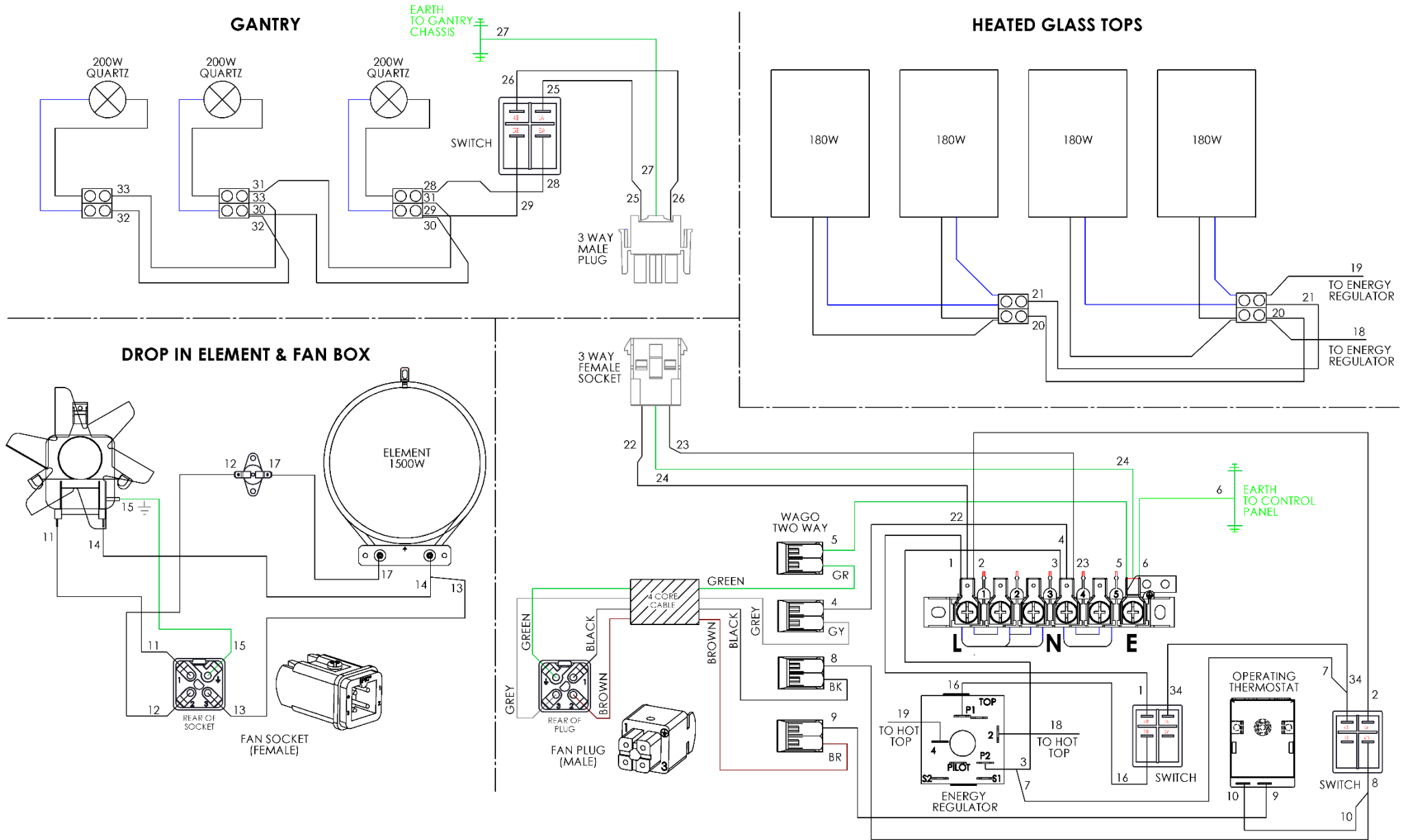
FC2 Wiring Diagram;



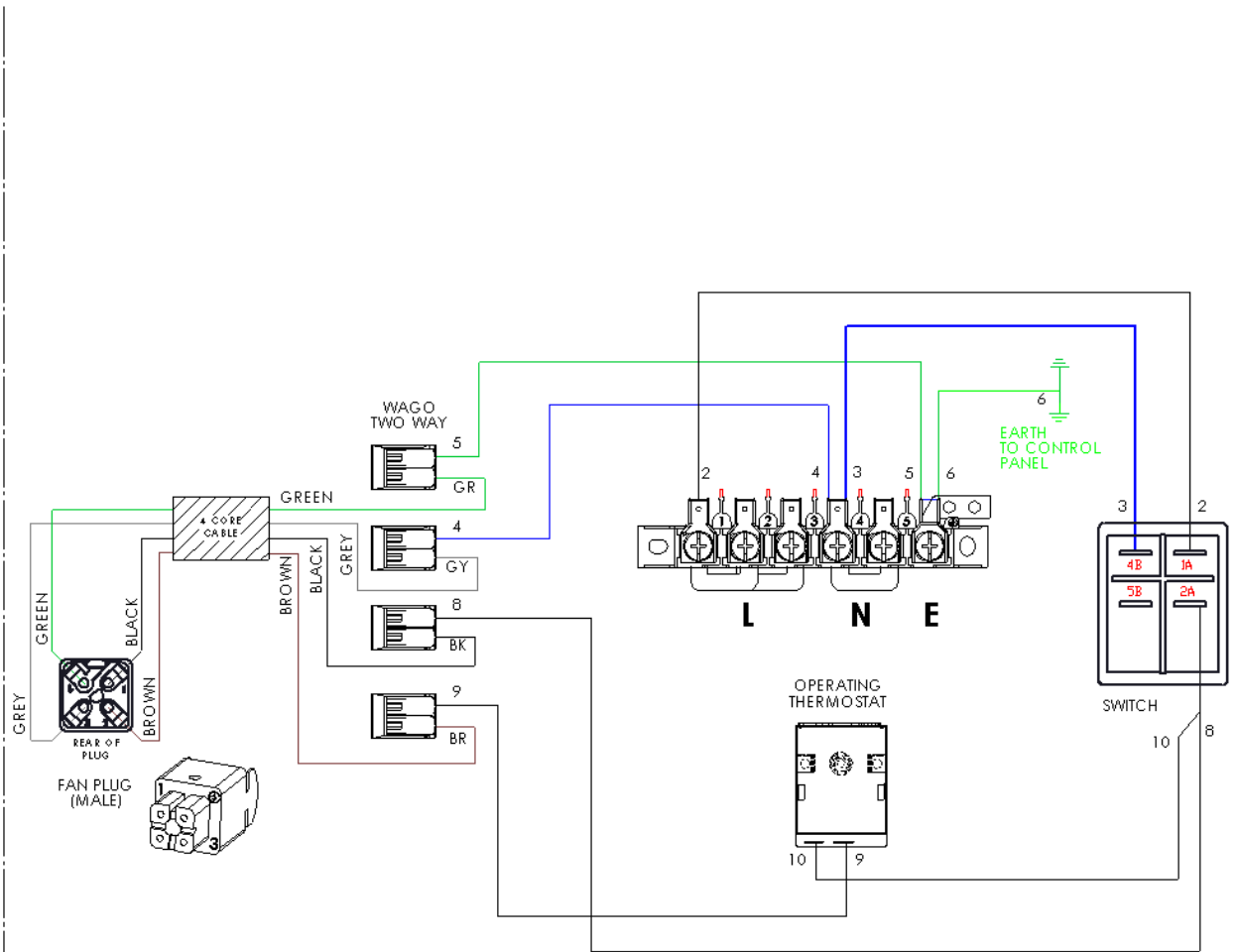
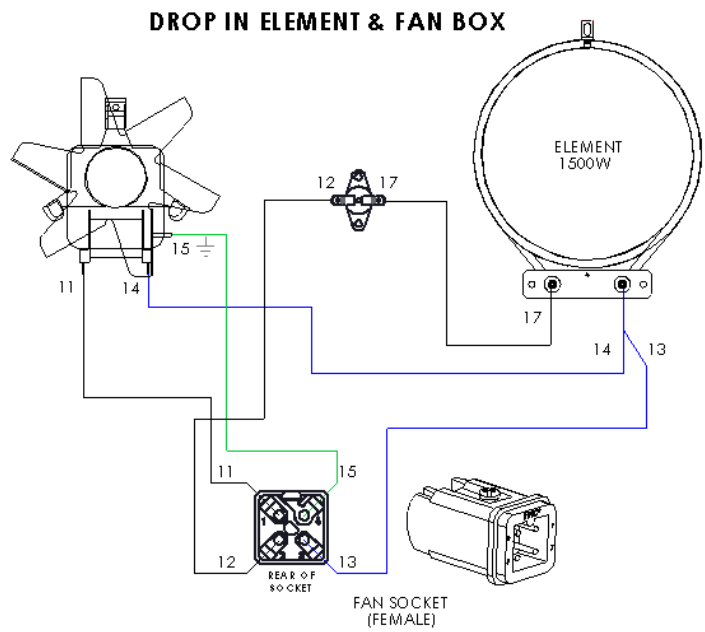
FC3 Wiring Diagram;



# FC4 Wiring Diagram;



FC2N, FC3N, FC4N Wiring Diagram;



## 8.0 ACCESSORIES

Glass Side Screens are available for this product. (see 7.4.2 section C for fitting instructions)

## 9.0 FAULT FINDING



**IMPORTANT:**  
**BEFORE ATTEMPTING ANY MAINTENANCE, ISOLATE THE APPLIANCE AT THE MAINS BY REMOVING PLUG FROM SOCKET AND TAKE STEPS TO ENSURE THAT IT IS NOT INADVERTENTLY SWITCHED ON. Maintenance should only be undertaken by a qualified and competent Engineer.**

| FAULT   | POSSIBLE CAUSES  | REMEDY  |
|---|--|---|
| <b>Gantry</b>   |  |   |
| On / Off Switch not lighting.   | No power to unit   | 1) Ensure power reaching appliance.<br>2) Check Fuse in plug. |
| One Gantry lamp will not light.   | Bulb faulty  | Replace Bulb. If still not lighting, Check wiring to holder.  |
| All Gantry Lights not lighting  | Faulty switch or supply wiring   | Replace switch and or fault find wiring.                      |
| <b>Hot cupboard and Circulating Fan.</b>  |  |   |
| Fan and Hot cupboard On/Off switch only not lighting.   | Faulty switch or supply wiring   | Replace switch and or fault find wiring.                      |
| Fan and Hot cupboard On/Off switch lighting, Fan not operating.   | Faulty Switch, Fan or supply wiring (including connector plug and socket).   | Inspect for fault, replace if necessary.                      |
| Fan and Hot cupboard On/Off switch lighting, Fan operating, Cupboard not heating.                         | 1) Faulty switch<br>2) Contact thermostat open circuit.<br>3) Element Faulty<br>4) Thermostat open circuit.<br>5) Supply wiring (including connector plug and socket). | Inspect for fault, replace if necessary.                      |
| Fan and Hot cupboard On/Off switch lighting, Fan operating, Cupboard not maintaining correct temperature. | 1) Faulty Thermostat.  | Replace thermostat.   |
| <b>Hotplates.</b>   |  |   |
| Hotplates Regulator knob at settings 1 – 6, but hotplates not heating.                                    | Faulty Regulator, Hotplate element or supply wiring.   | Inspect for fault, replace if necessary.                      |

## 10.0 SPARE PARTS

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| PART DESCRIPTION                 |
|----------------------------------|
| Hotplate Regulator               |
| Hot Cupboard Thermostat          |
| Element & Fan assembly           |
| Control Knob- Hotplate Regulator |
| Control Knob- Hot cupboard       |
| On /Off switch                   |
| Hotplate                         |
| Quartz lamp                      |
| Mains Cable                      |

When ordering spare parts please quote the following:

**Model Number**

**Serial number**

This information will be found on data plate attached to the appliance  
Visit our website for further spares information.



## 11.0 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.