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FLOW HEATING UNIT MANUAL



Flow Heating Unit Manual

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¹ General

^{1.1} Information about the instruction manual

This manual describes the installation, operation and maintenance of the device and serves as an important source of information and reference.

The knowledge of all safety and handling instructions contained in the manual creates the conditions for the safe and proper operation of this device.

In addition, you must comply with all relevant local accident prevention regulations and safety regulations concerning the permitted uses of the device.

The manual is part of the product and must be accessible at all times in the immediate vicinity of the device for the installation, operation, maintenance and cleaning staff.

^{1.2} Explanation of symbols

Important safety and technical notes regarding the device are marked in this manual by symbols. The instructions must be followed to prevent accidents, personal injury and property damage.

**WARNING!**

This symbol indicates hazards that may cause serious injury.

Please follow the instructions for occupational safety very carefully and exercise particular caution in these cases.

**WARNING! Risk of electrocution!**

This symbol draws attention to dangerous situations relating to electrical current.

Failure to observe the safety instructions results in danger of injury or death.

**ATTENTION!**

This symbol indicates instructions which, if ignored could lead to damage, malfunctioning and/or breakdown of the device.

**NOTE!**

This symbol highlights tips and information, which are to be followed for the efficient and trouble-free operation of the device.

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¹ General

^{1.3} Liability and warranty

All information and instructions in this manual have been compiled in accordance with current regulations, the current state of engineering technology and our many years of knowledge and experience.

The actual scope of delivery may differ for special designs, utilisation of additional order options or due to the latest technical changes to the explanations and representations described herein. In case of questions, please contact the manufacturer.

**NOTE!**

This manual should be read carefully before starting work on and with the device, in particular before commissioning! The manufacturer accepts no liability for damage and faults that arise from non-compliance with the operating instructions.

The manual must be kept directly on the device and accessible to all persons working on or with the device. We reserve the right to make technical changes to the product in the context of improving the usage properties and further development.

^{1.4} Copyright

The instruction manual, including any text, drawings, images and other depictions, is protected by copyright. Reproduction in any manner and form - including excerpts - as well as the utilisation and/or communication of the content is forbidden without permission in writing from the manufacturer. Any non-compliance is liable for damages. All other rights are reserved.

**NOTE!**

The graphical representations in this manual may differ slightly from the actual design of the device.

^{1.5} Declaration of Conformity

The device corresponds to the latest standards and EU directives.

We certify this in the EC Declaration of Conformity.

If necessary, we will gladly send you the according Declaration of Conformity.

A copy of the Declaration of Conformity is provided on page 22.

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² Safety

This section provides an overview of all important safety aspects.

In addition, each chapter provides precise safety instructions for the prevention of dangers which are marked with symbols. Moreover, the pictograms, signs and labels found on the device are to be observed and kept in legible condition.

The observance of all safety information enables optimal prevention of all hazards and ensures safe and trouble-free operation of the device.

^{2.1} General

The device is built according to the state-of-the-art technology. However, dangers may arise from this device if it is improperly used or not used according to its purpose.

Knowing the contents of the manual is a prerequisite in order to protect yourself from danger, as well as avoid mistakes and thus operate the device safely and without interference.

To avoid danger and to assure optimum performance, no modifications or alterations may be made to the device that are not expressly approved by the manufacturer.

The device may only be operated in a technically perfect and reliable condition.

^{2.2} Safety instructions for use of the device

The specifications regarding operational safety are based on the regulations of the European Union valid at the time of manufacturing of the device.

If the device is used commercially, the operator is obliged, during the entire period of use, to determine the compliance of the designated occupational safety measures with the current state of regulations and take note of new regulations. Outside the European Union, work safety laws and regional regulations applicable at the place where the device is used must be observed.

Besides the industrial safety instructions in this manual, the generally valid safety and accident prevention regulations for the application of the device, as well as environment protection regulations, must be observed and complied with.



ATTENTION!

- This device is not intended for use by individuals (including children) with reduced physical, sensory, or mental capabilities. It may also not be used by individuals who lack experience and/or knowledge unless they are supervised by a person responsible for their safety or have received instructions on how to use the device from any such authorised person.
- Children should be supervised to ensure that they do not play with the device.
- Keep this manual in a safe place. If the device is passed on to a third party, the manual must be handed over.
- All persons using the device must comply with the specifications in the instruction manual and follow the safety instructions.
- Only operate the machine in enclosed spaces.

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² Safety

2.3 Intended use

The reliability of the device is only guaranteed if used properly in accordance with the specifications in the user manual.

Any technical interventions, assembly and maintenance are to be made by qualified service personnel.

The “HOT” Plate is for **keeping dishes warm** (not for **warming**) of prepared dishes).



ATTENTION!

Any and all use diverting from and/or going beyond the limits of the device is forbidden and is considered to be improper.

Any claims against the manufacturer and/or its agents for damages resulting from improper use of the device are excluded.

The operator is liable for all damages resulting from improper use.

2.4 Caution

This product gets hot – **warning signs must be used** and be visible to guests when the product is in use.

This product has warning labels on the plug and underside of the unit.

These warning labels **must not be removed**.

All staff must be trained in use of the product - this product will remain hot after use and must be handled carefully and not put away until it is back at ambient temperature.

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³ Transport, packaging and storage

^{3.1} Transport inspection

The delivery must be checked immediately upon receipt for completeness and transport damage.

In case of visible transport damage, do not accept the delivery, or only do so conditionally.

Mark the extent of the damage on the transport documents / delivery note. Initiate complaint.

Make a complaint regarding hidden damage immediately after discovery, as claims for damages can only be asserted within the effective period for complaints.

^{3.2} Packaging

Do not throw away the cardboard packaging of your device. It might be useful for storage purposes, when moving or if you need to send the device to our service centre in case of damage. Remove the outer and inner packing material from the device before use.



NOTE!

If you want to dispose of the packing, consider the regulations applicable in your country. Recycle re-usable packing materials.

Please check that the device and its accessories are complete. If any part is missing, please contact our customer service centre immediately.

^{3.3} Storage

Keep the package closed until installation, under consideration of the indicated positioning and storage markings.

Store the packages under the following conditions:

- Do not store outdoors.
- Keep dry and free of dust.
- Do not expose to aggressive media.
- Protect from direct sunlight.
- Avoid mechanical vibrations.

For longer storage (>3 months) check the general condition of all parts and packaging regularly.

If required, refresh or renew.

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4 Technical data

4.1 Technical specifications

		
Flow Oak Heating Unit	Flow Walnut Heating Unit	Flow Black Heating Unit
BU_FH1101 Plug UK Plug, cable included Power 230v 50Hz 500w	BU_FH1201 Plug UK Plug, cable included Power 230v 50Hz 500w	BU_FH1301 Plug UK Plug, cable included Power 230v 50Hz 500w
BU_FH1104 Plug US Plug, cable included Power 110v 60Hz 500w	BU_FH1204 Plug US Plug, cable included Power 110v 60Hz 500w	BU_FH1304 Plug US Plug, cable included Power 110v 60Hz 500w
BU_FH1102 Plug EU (2 pin) Plug, cable included Power 230v 50Hz 500w Mat Oak, Dekton Dim 530 × 325 × 61 mm 20.8 × 12.8 × 2.4” Note 20 °C to 140 °C, continuously adjustable	BU_FH1202 Plug EU (2 pin) Plug, cable included Power 230v 50Hz 500w Mat Walnut, Dekton Dim 530 × 325 × 61 mm 20.8 × 12.8 × 2.4” Note 20 °C to 140 °C, continuously adjustable	BU_FH1302 Plug EU (2 pin) Plug, cable included Power 230v 50Hz 500w Mat Black Lacquered, Dekton Dim 530 × 325 × 61 mm 20.8 × 12.8 × 2.4” Note 20 °C to 140 °C, continuously adjustable

Flow Heating Unit Manual

⁵ Installation and operation

^{5.1} Safety information



WARNING! Risk of electrocution!

The device may only be operated when connected to a properly installed single socket with protective contact.

Do not pull the plug from the socket by the cable.

The power cord must not come into contact with hot parts.

- Make sure that the cable does not come into contact with heat sources or sharp edges. Do not hang the cable off the table or counter.



WARNING! Hot surface!

During operation, some parts of the device become very hot. To avoid burns, do not touch hot parts!

- Do not use this device if it is not working properly, is damaged or has been dropped.
- Do not use any accessories and spare parts which are not recommended by the manufacturer. These could pose a hazard to the user or cause damage to the device and cause personal injury, and also void the warranty.
- Do not lay the cable over carpets or other heat insulation. Do not cover the cable. Keep the cable away from work areas and do not immerse it in water.
- Do not move the device during operation and do not tip it over.
- Never heat food or liquids in sealed containers or bottles. This builds up a pressure which can cause the container or bottle to explode.
- The combo plates must not be used as a storage area. Accidental activation or residual heat can cause objects left there to melt or burn.



WARNING! Risk of electrocution!

Device may cause injuries due to improper installation!

Before installation, check the data of the local power grid with the technical specifications of the unit (see nameplate).

Connect the device only if they match! Follow the safety instructions!

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⁵ Installation and operation

^{5.2} Installation and connection

Setting up the hot plate

- Set the device on a flat, safe surface which supports its weight.

Electrical connections

- The socket circuit must be secured to at least 16A.
- Install the device so the plug is accessible, so that the appliance can be quickly disconnected from the mains if necessary.



ATTENTION!

The device must be installed by qualified professional.

^{5.3} Operation

- Clean the device prior to use as described in chapter 6.2 “Cleaning”.
- Connect the device to a grounded single outlet.

^{5.3.1} Operating panel

The hot plate can be set and operated via the touch control panel mounted on the front. The five buttons are used for adjusting settings, quick choice between pre-set values, as well as parameterisation, and may not be operated with sharp objects.

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Key Up

Press and hold for 3 seconds to turn unit on or off.

Pressing this key you can increase the parameter value or scroll the parameter list.



Key Down

Pressing this key you can decrease the parameter or parameter value or scroll the parameter list. At alarm the buzzer function can be switched off with this key.



Key SET

Holding this key, the set point is indicated, additionally this key is used for setting parameters.

35.5

Digital display

Display of temperature, or the set values.

AUS or OFF indicates the product is turned off.

(Display language dependent on model purchased).

Please contact Craster if you require instructions to modify the display language).

Pressing and holding up and down will display Adr indicates that you have entered parameter modification mode.

This mode should only be used with explicit instruction from the manufacturer for modifications to the display.



Press **Key Up** and hold for 3 seconds to turn unit on or off.

AUS or OFF indicates the product is turned off

Pressing and holding **Key Up + Key Down** will display Adr indicates that you have entered parameter modification mode.

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5.3.3 Control parameter settings

- The setpoint is selectable directly by pressing the button **Key Set** and can be adjusted by additionally pressing the buttons **Key Up** or **Key Down**.



ATTENTION!

A change in the preset parameters should only be carried out by customer service.



WARNING!

The residual heat indicator indicates whether the combination plate is still hot. As long as the combination plate is still hot (above 40 °C) after switching off the heating element, the temperature display will continue to flash.

Do not touch the combination plate or place any heat sensitive objects on it.

If power is interrupted, the blinking signal will disappear even if the combination plate is still hot.

- Do not place food directly on the surface. All foods, whether hot or cold, should always be placed in appropriate containers on the surface of the Cold/Hot Plate.
- Use only suitable tableware. Do not use plastic tableware.
- Do not use pots or pans with a bottom which has ridged edges or is unevenly enameled. This can cause permanent scratches.

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⁶ Cleaning and maintenance

^{6.1} Safety instructions for cleaning

- Before cleaning and before repairing, disconnect the device from the outlet (pull the plug!) and allow it cool.
- Do not use caustic cleaning agents and make sure that no water seeps into the device.
- To protect yourself from electric shock, do not immerse the device, cable or socket in water or other liquids.



ATTENTION!

The device is not suited for direct washing with a water jet. Therefore, do not use a pressure water jet to clean the device!

^{6.2} Cleaning

- Clean the device regularly.
- Before cleaning the device, switch it off and disconnect from the electrical outlet (pull the plug!).
- Leave the device to cool.
- Finally, wipe it down with a cleaning agent or with a squirt of dishwashing detergent in water. All household and commercial cleaners can be used for cleaning.
- Do not use abrasives that could scratch the surface of the combination plates.
- **Never** scrape the painted surface of the combination plate with a knife, fork, metal scrapers or other sharp objects. (Damage to the coating possible).
- Do not use abrasives, steel wool or similar.
- Do not clean the joint between the frame and combination plate with sharp objects.
- After cleaning, use a soft cloth to dry and polish the surface.

^{6.3} Safety instructions for maintenance

- Check the mains cable for damage from time to time. Do not use the device if the cable is damaged. If the cable is damaged, it must be replaced by customer service or a qualified electrician to avoid risks.
- In case of damage or malfunction, please contact your dealer or our customer service department. Keep in mind the information on troubleshooting in section 7.
- Maintenance and repair work may only be performed by qualified professionals using original spare parts and accessories. **Never try to carry out repairs to the device yourself.**

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⁷ Possible malfunctions

Problem	Cause	Remedy
NO FUNCTION	<ul style="list-style-type: none">• Mains plug not plugged in properly• Electricity supply fuse has blown	<ul style="list-style-type: none">• Pull out the plug and insert it correctly• Check fuse, test device at another outlet
NO HEATING	<ul style="list-style-type: none">• Power supply interrupted• Heating element is defective• Temperature controller defective	<ul style="list-style-type: none">• Check power supply• Contact the seller

The problems listed above are for guidance and must be seen as examples. Should these or similar problems occur, immediately turn off the device and discontinue use. Contact a qualified specialist or the manufacturer immediately.

Flow Heating Unit Manual

⁸ Disposal

Old equipment

Your old device must be disposed of at the end of its service life in accordance with local regulations. It is advisable to contact a specialised waste management company, or to contact the local disposal service in your community.



WARNING!

To avoid misuse and the associated dangers, make sure the old device is unfit for use before disposal. For this purpose, disconnect the device from the mains supply and remove the power cord from the unit.



NOTE!

For the disposal of the device, pay attention to the regulations which apply in your country and region.



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