



Owner's Manual

FOR THE COOKTEK 36" PLANCHA

36" PLANCHA

MODEL NUMBER

PL362CR – 200/230/400

PL362CRG – 200/230/400

PL362CS – 200/230/400

PL362CSG – 200/230/400



CAUTION: Read the instructions before using the equipment.

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For further information, call
800.90TURBO
or
+1 214.379.6000

Original Instructions

The information contained in this manual is important for the proper installation, use, maintenance, and repair of this equipment. Follow these procedures and instructions to help ensure satisfactory results and years of trouble-free service.

Errors – descriptive, typographic, or pictorial – are subject to correction. Specifications are subject to change without notice.

Please carefully read this manual and retain it for future reference.

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IMPORTANT SAFETY INSTRUCTIONS

 **WARNING:** When operating this equipment, strictly adhere to the following safety precautions to reduce the risk of burns, electric shock, fire, injury, damage to equipment or property near the equipment.

GENERAL SAFETY INFORMATION

- ✓ Read all instructions before using this equipment.
- ✓ This equipment must be grounded. Connect only to a properly grounded outlet. See “Grounding Instructions” on page ii and “Electrical Specifications” on page 4 of this manual. Do not use an extension cord.
- ✓ Install or locate this equipment only in accordance with the provided installation instructions on page 4 of this manual.
- ✓ Keep equipment away from person(s) with reduced physical, sensory, or mental capabilities unless supervised/instructed on how to properly use the equipment.
- ✓ Keep children 8 years and younger away from the equipment when in operation. Children 8 years and above may use the equipment with proper adult supervision. **DO NOT** allow children to clean or perform maintenance on this equipment without adult supervision. **DO NOT** allow children to play with this equipment.
- ✓ This product may only be serviced by an authorized service agent or by CookTek personnel. Do not attempt to open the unit or perform service of any kind. For service information, contact CookTek at +1 (214) 379-6000.
- ✓ The 36” Plancha top may get hot to the touch after hours of continuous use.
- ✓ To disconnect the equipment, press the POWER button and wait for the LED to no longer be illuminated. You may then remove the plug from the outlet.
- x **DO NOT** use the CookTek 36” Plancha for anything other than its intended use as described in this manual. This unit is designed to heat food and is not intended for laboratory or industrial use.
- x **DO NOT** use any equipment that has a damaged cord or plug, or one that has malfunctioned or been damaged. Consult the warranty on page 10 and follow instructions for service.
- x **DO NOT** use any accessories or attachments that are not recommended by the manufacturer. Use of unapproved accessories may cause injuries and void the warranty.
- x **DO NOT** let the power cord touch hot surfaces or hang over the edge of the counter.
- x **DO NOT** move the 36” Plancha when electric power is connected.
- x Never immerse cords, plugs, or the equipment in water.
- x **DO NOT** leave the equipment unattended while in use.

GROUNDING INSTRUCTIONS

The unit must be properly grounded. In the event of an electrical short circuit, grounding reduces the risk of electric shock by providing a safe path for the electric current. If the unit has a power cord with a 4 or 5-prong grounding plug, a compatible and properly grounded outlet must be used. It is the owner’s responsibility to connect the unit to an appropriate wall receptacle, or have a qualified electrician connect the equipment to the power supply. Continued on next page...

SAVE THESE INSTRUCTIONS

For your safety, never cut, remove, or disable the electrical (ground) connection from the plug. Never use an adapter plug or an extension cord with the unit.

 **WARNING:** Electric shock can result from an improperly grounded plug. Please consult a qualified electrician if you have any questions about these grounding instructions.

Every installation site has different electrical wiring. Because many different local codes exist, it is the Owner and Installer's responsibility to comply with those codes. CookTek is not responsible for any consequential damages as a result of failure to comply with installation requirements.

ELECTRICAL INSTALLATION REQUIREMENTS

Wire the Plancha unit into a grounded, three-phase receptacle. Check the rating plate on the unit to verify the specified voltage and wattage match the supplied power. Incoming voltages lower than what is specified on the rating plate can result in less-than-rated power and slower heating times.

NOTE: For proper operation, an independent, dedicated circuit should be used in all installations.

Wiring connection:

- Black–Phase A
- Black–Phase B
- Brown–Phase C
- Yellow/Green–Ground

ALL WIRING MUST BE PERFORMED BY A LICENSED ELECTRICIAN.

SAVE THESE INSTRUCTIONS

Electrical Specifications 3-Phase

UNITED STATES/CANADA

PL362CR-200/240-Chrome Top	680101	208/240V, 39A, 14kW, 50/60Hz
PL362CRG-200/240-Chrome/Half-grooved Top	680201	208/240V, 39A, 14kW, 50/60Hz
PL362CS-200/240-Steel Top	680301	208/240V, 39A, 14kW, 50/60Hz
PL362CSG-200-Steel/Half-grooved Top	680401	208/240V, 39A, 14kW, 50/60Hz

UK AND SAUDI ARABIA

PL362CR-400-Chrome Top	681102	380-415V, 14kW, 20.5A, 50/60Hz
PL362CRG-400-Chrome/Half-grooved Top	681202	380-415V, 14kW, 20.5A, 50/60Hz
PL362CS-400-Steel Top	681302	380-415V, 14kW, 20.5A, 50/60Hz
PL362CSG-400-Steel/Half-grooved Top	681402	380-415V, 14kW, 20.5A, 50/60Hz

INTERNATIONAL

PL362CR-400-Chrome Top	681103	380-415V, 14kW, 20.5A, 50/60Hz
PL362CRG-400-Chrome/Half-grooved Top	681203	380-415V, 14kW, 20.5A, 50/60Hz
PL362CS-400-Steel Top	681303	380-415V, 14kW, 20.5A, 50/60Hz
PL362CSG-400-Steel/Half-grooved Top	681403	380-415V, 14kW, 20.5A, 50/60Hz

AUSTRALIA

PL362CR-400-Chrome Top	681104	380-415V, 14kW, 20.5A, 50/60Hz
PL362CRG-400-Chrome/Half-grooved Top	681204	380-415V, 14kW, 20.5A, 50/60Hz
PL362CS-400-Steel Top	681304	380-415V, 14kW, 20.5A, 50/60Hz
PL362CSG-400-Steel/Half-grooved Top	681404	380-415V, 14kW, 20.5A, 50/60Hz

JAPAN

PL362CR-400-Chrome Top	680106	200-240 V, 14kW, 39A, 50/60Hz
PL362CRG-400-Chrome/Half-grooved Top	680206	200-240 V, 14kW, 39A, 50/60Hz
PL362CS-400-Steel Top	680306	200-240 V, 14kW, 39A, 50/60Hz
PL362CSG-400-Steel/Half-grooved Top	680406	200-240 V, 14kW, 39A, 50/60Hz

SOUTH AFRICA

PL362CR-400-Chrome Top	681107	380-415V, 14kW, 20.5A, 50/60Hz
PL362CRG-400-Chrome/Half-grooved Top	681207	380-415V, 14kW, 20.5A, 50/60Hz
PL362CS-400-Steel Top	681307	380-415V, 14kW, 20.5A, 50/60Hz
PL362CSG-400-Steel/Half-grooved Top	681407	380-415V, 14kW, 20.5A, 50/60Hz

ISRAEL

PL362CR-400-Chrome Top	681108	380-415V, 14kW, 20.5A, 50/60Hz
PL362CRG-400-Chrome/Half-grooved Top	681208	380-415V, 14kW, 20.5A, 50/60Hz
PL362CS-400-Steel Top	681308	380-415V, 14kW, 20.5A, 50/60Hz
PL362CSG-400-Steel/Half-grooved Top	681408	380-415V, 14kW, 20.5A, 50/60Hz

No configurations include a cord or plug.

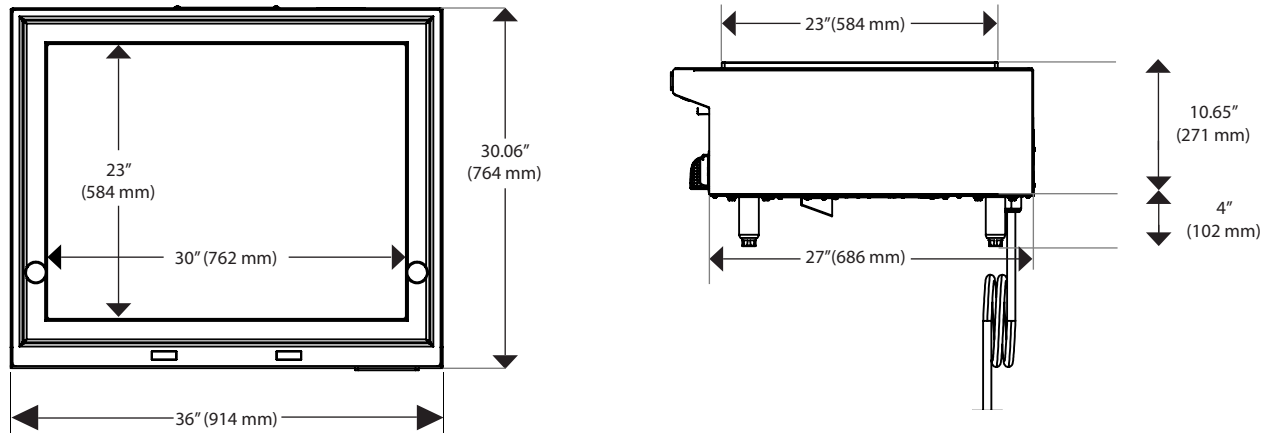


Figure 1: 36" Plancha Dimensions

Features

- 14,000 watts (7,000 watts per zone)
- Stainless steel housing with easy-to-clean polished steel or chrome surface top (half-grooved top available)
- Two control knobs with 10 power settings
- Low radiant heat provides for a comfortable kitchen environment
- Grease moat surrounds the entire cooking surface keeping the sides of the unit cool to the touch, and empties into two convenient removable drawers
- Near instantaneous recovery for consistent temperatures cook to cook
- Ability to set two zones at different, constant temperatures
- Microprocessor monitors vital components to check for overheating, power supply issues, and more
- Automatic shut-off feature prevents internal overheating
- Advanced cooling system provides best-in-class internal component temperatures
- Integral fans keep internal components cool

Dimensions

Height:	14.84"	(377 mm)
Width:	36"	(914 mm)
Overall depth:	30"	(764 mm)
Footprint depth:	27"	(686 mm)
Weight:	160 lb.	(72.6 kg)

Cooking Surface Dimensions

Width:	30"	(762 mm)
Depth:	23"	(584 mm)

Certifications



Installation

Install or locate this equipment only in accordance with the instructions below.

Unpacking Instructions

1. Remove the unit carefully from the carton.
2. Before discarding packaging, check the packaging thoroughly for accessories and literature.
3. Read all installation instructions carefully before starting the installation.

Prepare the Plancha for Use

Before operating your Plancha:

- Keep the unit away from other heat sources and allow at least 2" (51 mm) inches clearance for air circulation at sides, front, and rear of the unit. If either the air intake or exhaust outlet is blocked, the internal temperature will rise, causing an error code to occur.
- It is the responsibility of the installer to comply with all federal, state, and local codes.
- Every installation site has different electrical wiring. Because many different local codes exist, it is the owner and installer's responsibility to comply with each applicable code. CookTek is not responsible for any consequential damages that may result from failure to comply with installation requirements and local codes. See page ii for more details.
- Any installation not matching the specifications discussed in this manual automatically voids the product's warranty.

Operation

User Interface

The user interface on a CookTek Plancha unit consists of two knobs for adjusting the setting, a 4-digit display for visual verification of the setting, and a button to change between power and temperature control modes.

The 4-digit display on the top of the unit will show the power setting or temperature setting. If temperature mode is selected, the "F" or "C" character will flash when the cooking surface is below the set temperature. It will stop flashing when the cooking surface has reached the set temperature.

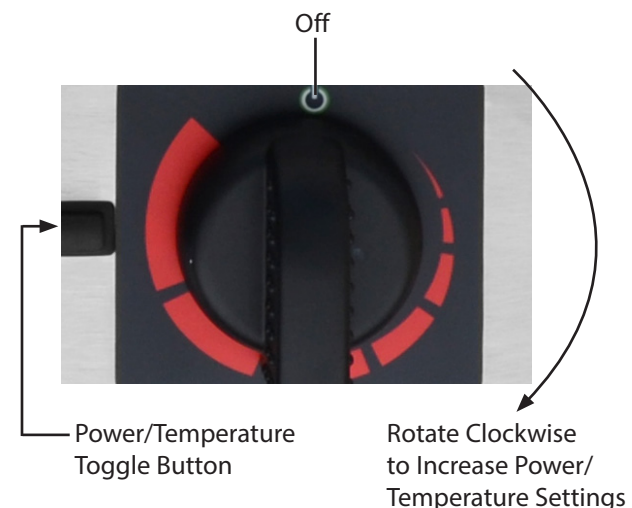
The display will also show an error code in the event of a failure.

Knob

When the knob is pointing up, the unit is off. Rotate the knob clockwise. At 45 degrees, a detent will indicate the lowest power or temperature setting. Continue rotating the knob clockwise; each detent indicates the next power or temperature setting.

Press the button to change from Power mode to Temperature mode, or to change the Temperature mode from Fahrenheit to Celsius.

The temperature setting range is 300-525°F in 25-degree increments (150-260°C in varying increments).



Care and Cleaning

1. Clean the plancha surface often to prevent sticking and poor food product quality (see the adjacent steps for instructions pertaining to specific cooking surfaces.) Scrape the plancha plate regularly with a griddle scraper intended for your type of plancha surfaces to remove all surface grease and food debris.

 **WARNING:** Hot surfaces can cause serious personal injury.

2. Clean and wipe out the grease chutes.
3. Wipe down the exterior, sides, and front of the plancha. Any stainless steel cleaner can be used to clean these surfaces.
4. Remove and empty grease box(es) of any and all debris, and also wipe down the inside of the grease box compartment for food particles that may have come free from the grease box.

NOTE: The grease box is designed to contain grease run off from the plancha surface. The grease box should NEVER be allowed to overfill, and should be emptied accordingly and grease disposed of properly.

Plancha Surface Cleaning, End Of Shift

 **WARNING:** Hot surfaces can cause serious personal injury.

Plain Steel Cooking Surface

1. Scrape the plancha surface completely with a griddle scraper to remove grease and food debris.
2. Use a grill brick or grill screen to clean any heavy build-up of carbon from the plancha surface.

 **CAUTION:** Never use steel wool pads as small fibers may be left behind on the cooking surface.

3. When the plancha surface is cool, polish the surface with non-abrasive, non-caustic cleaners that are approved for stainless steel.
4. It may be necessary to season the grill again after this cleaning.

Chrome Plated Cooking Surface

NOTE: Do not use grill bricks, grill screens, or any other type of abrasive material on the chrome plancha surface. Using abrasive materials will void your warranty.

1. Scrape the plancha surface completely with a griddle scraper to remove grease and food debris.
2. When the plancha surface is cool, scrub the chrome surface with a palmetto cleaning brush and cool water.
3. Shine the chrome plancha cooking surface with non-abrasive, non-caustic cleaners that are approved for stainless steel, water, and a soft cloth.
4. Rinse the surface with clean water and wipe away any residue with a dry cloth.

Error Codes

In the event of a possible malfunction, the unit will display an Error Code on the segmented display. Please consult the following table when encountering an Error code.

Error	Error Description	Potential Cause	Action Required
1	Broken Temperature Sensor	E-01	Service required.
2	Broken Temperature Sensor	E-02	Allow unit to cool for 30 minutes and try again. If error persists, service is required.
3	Over Current (peak)	E-03	Verify electrical supply is within operating parameters. Service may be required.
4	Overheat	E-04	Turn off. Let unit cool for 15 minutes. Make sure the surrounding air temperature is below 115°F/46°C. Clean the air filter.
6	High Line Voltage	E-06	To reset, unplug the unit, wait 5 seconds, and plug it in again. If the problem persists, have an electrician monitor the line voltage.
7	Hardware Failure	E-07	Service required.
9	Hardware Failure	E-09	Service required.

Troubleshooting

The following is a list of issues, along with the possible cause(s), that the unit may be experiencing. Please attempt the recommended resolution before calling Customer Support (800.90TURBO, +1 214.379.6000) or your Authorized Distributor.

Issue	Possible Cause(s)	Resolution
No power (No lights or fan noise).	• Unit is unplugged. • No power to receptacle.	• Plug in the unit. • Plug a different electronic device into the receptacle to make sure that power is present. • Check wall switches. • Check the circuit breaker.
Plancha unit suddenly stops heating.	• Possible power brown out. • Circuit shared with another electrical device. • Safety shut-off engaged.	• Verify the supplied voltage/power levels match the specifications on the unit rating plate. • Make sure the unit is not sharing a circuit with other electrical devices. • The safety shut-off will engage if the unit reaches an unsafe temperature. This can occur when the unit is used in power cook mode. The display will read “OH” and the unit will not heat until the temperature of the cooking surface has cooled to a safe level.
Cooking surface does not get hot enough even though the power is set to maximum.	• Extension cord in use. • Circuit shared with another electrical device. • A cold air draft is present around the unit.	• DO NOT use extension cords. Extension cords may affect the power levels reaching the equipment. • Make sure that the Plancha unit is not sharing a circuit with other electrical devices. • Locate the source of the cold air draft and redirect it, or relocate the Plancha if required.

North America Limited Warranty

One (1) Year North America Limited Warranty for “Non-portable” CookTek Products

CookTek Product Models Covered Under this Limited Warranty

“Non-portable” CookTek products shall mean all Silenzio warming buffet models, SinAqua waterless food warmer models, Incogneeto under-counter warming models, Stock Pot range models, four (4) and six (6) burner range models, and Plancha models.

Limited Warranty

CookTek warrants to you, the purchaser, that under normal use the CookTek Induction System you have purchased (the “Equipment”) will be free from defects in material and workmanship during the Warranty Period, subject to the terms and conditions set forth herein. The “Warranty Period” is fifteen (15) months from the date the Equipment is shipped from CookTek’s U.S. factory or distribution center in Carrollton, Texas. This warranty is conditioned upon you promptly notifying CookTek of any claims, as provided in the paragraph entitled “Warranty Claims” below, and providing CookTek with all data and information requested by CookTek or its service agents in connection with such claims as well as all necessary access to your premises and the Equipment. This warranty is made only to the initial purchaser of the Equipment from CookTek or its authorized dealer; it is not assignable to subsequent purchasers unless CookTek consents to such assignment in writing.

Disclaimer of Warranties

Except as provided in the Limited Warranty above, the Equipment is provided “as-is”. CookTek disclaims all other warranties, express, statutory or implied, including without limitation, the implied warranties of title, non-infringement, merchant- ability and fitness for a particular purpose. CookTek does not warrant that the Equipment will meet your specifications or needs. You acknowledge that you are solely responsible for the selection of the Equipment and determining the suitability of the Equipment for your needs.

Warranty Exclusions and Limitations

Improper Installation, Operation or Maintenance: Equipment that is not installed, operated and maintained in accordance with CookTek’s manual (as may be updated by CookTek from time to time, the “Manual”), a copy of which is provided to you with the Equipment or otherwise will be furnished to you upon request, is excluded from this warranty. This warranty does not apply to damage or failure which results, in CookTek or its service agent’s sole opinion, from failure to provide a suitable installation and operating environment (including power and HVAC) and facilities as prescribed by the Manual, misuse, abuse, accident, neglect, power failure or power surges (over or under voltage), or to damage or failure from flood, fire, lightning or other natural or man-made disasters, or other Acts of God, or to Equipment that has missing or altered serial numbers.

Modifications and Repair: Equipment that has been modified or altered by persons other than CookTek or its service agents, or Equipment that has had non-approved devices or connection items attached thereto, is excluded from coverage under this warranty. Repair of the Equipment by anyone other than CookTek or its authorized service agents will void all warranties on the Equipment.

Accessories: All accessories and parts (collectively “Accessories”) such as pans, bags, ceramic cooking platters, paddles, approved cleaning chemicals, and other non-electrical devices are warranted against defects in

materials and workmanship for a period of 90 days from the date of shipment from CookTek's factory. Failure of or damage to Equipment or components from the use of non-approved cleaning chemicals, devices or processes is excluded from this warranty.

Outstanding Invoices: If the full invoiced amount for Equipment purchased has not been paid within forty-five (45) days from the invoice date, then CookTek will have no obligation to honor this or any other warranty on the Equipment until payment is received in full, including any accrued interest or other charges, has been satisfied, at which time warranty coverage will be reinstated, but the Warranty Period will not be extended.

Warranty Service, Exclusive Remedy

CookTek will be solely responsible for determining whether or not the Equipment or any component thereof is defective. Defective components covered by this warranty will be repaired or replaced at CookTek's option without charge to you and such repaired or replacement components will be covered by this warranty for the balance of the Warranty Period. Parts used in the repair of defective components and replacement components may be new, recovered or rebuilt. At its sole option, CookTek may decide to replace defective Equipment covered by this warranty with new, recovered or rebuilt Equipment of equal or greater capability, and such Equipment will be covered by this Limited Warranty for the balance of the Warranty Period. Defective Equipment and components will become the property of CookTek. This paragraph states CookTek's sole and exclusive obligation and liability and your sole and exclusive remedy under this warranty. CookTek shall not be responsible for a failure to provide warranty services due to causes beyond CookTek's or its service agents' control.

Warranty Claims

Claims under this warranty must be reported to CookTek during our normal working hours at 800.90TURBO, or such other reporting service as CookTek may designate. Upon receipt of the claim and related information and preliminary verification that the claim is valid, CookTek will promptly notify an authorized service agent to contact you and arrange for an on-site repair visit during the service agent's normal working hours. Any costs incurred by CookTek or its service agent associated with a service agent being refused or unable to gain access to the Equipment on your premises, or a claim not covered by this warranty, will be charged to you.

Disclaimer of Damages

CookTek disclaims all incidental, special and consequential damages, including but not limited to loss of use, lost revenue or profits, or substitute use, suffered by you or any third party, whether arising in contract, tort (including negligence), or otherwise, resulting from any breach by CookTek or its service agents of this warranty, or resulting from the manufacture, use, or defects, of or in the Equipment, even if CookTek was apprised of the possibility of such damages.

Customer Indemnity

You agree to indemnify, defend and hold CookTek harmless from all third party claims, demands, judgments, fees and costs directly or indirectly arising out of or related to your use of the Equipment. You further agree to indemnify and hold CookTek harmless from any incidental, consequential or special damages suffered by you, including lost revenue or profits, loss of use, or substitute use, during periods of Equipment failure or loss of use.

Territory

This warranty is valid in the United States of America, Canada and Puerto Rico.

Governing Law, Entire Warranty

This warranty shall be governed and construed in accordance with the laws of the State of Texas, USA (except with respect to its provisions regarding conflicts of laws). The warranty described herein is the complete and only warranty for Equipment and supersedes all prior oral or written agreements and understandings that may have existed between us relating to Equipment warranties. The terms of this warranty may not be altered, amended or modified except by a signed writing from CookTek. Any purported alteration, amendment or modification by a service agent or anyone else will not be enforceable against CookTek.

CookTek Induction Systems, LLC • www.cooktek.com

In the USA, Tel: (800) 908-8726

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For service or information:

WITHIN NORTH AMERICA CALL

Customer Support *at* 800.90TURBO

OUTSIDE NORTH AMERICA CALL

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Part Number: CT-104447 / Revision A / October 2018
Country Code: NA/EU

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