



PARILLA

INSTALLATION, OPERATION & MAINTENANCE

Asado Parilla Grill SPAS.PGA.EL9.xxxx



ASADO PARILLA GRILL

Models SPAS.PGA.EL9.0800, SPAS.PGA.EL9.1200
SPAS.PGA.EL8.0900

FEATURES

- ✓ Grill height adjustable from 1000mm to 1400mm
- ✓ Electric powered elevation of cooking pit
- ✓ Joystick grill height control
- ✓ Cantilevered grill frame folds up for clear access to firebox
- ✓ Removable cooking grids that fit dishwasher racks
- ✓ Convenient cupboard for storage underneath
- ✓ Easy-to-Remove Parts for Cleaning

OPTIONS

- ✓ Available in either 800mm or 1200mm wide units

Due to continuous product research and development, the information contained herein is subject to change without notice



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General Recommendations

Important Information

Carefully read this instruction booklet, as it contains important advice for safe installation, operation and maintenance. Keep this booklet on hand in a safe place for future reference by other operators or service technicians.

All persons operating this appliance **MUST** read the **operation section** of this manual and be instructed by trained personal on the correct use of the appliance. If additional user manuals are needed talk to your distributor.

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

Qualified personnel, specifically trained in the following instructions, can perform installation and service of the machine.

Disclaimer:

The manufacturer and distributor cannot be held responsible or liable for any injuries or damages of any kind occurred to persons, appliances or others, due to abuse and misuse of this appliance in regards to installation, un-installation, operation, servicing or maintenance, or lack of conformity with the instructions indicated in this documentation.

All appliances made by the manufacturer are delivered assembled, where possible, and ready to install. Any installation, un-installation, servicing, maintenance and access or removal of any parts, panels or safety barriers that is not permitted, does not comply in accordance to this documentation, or not performed by a TRAINED AND AUTHORISED SPECIALISTS will result in the IMMEDIATE LOSS OF THE WARRANTY.

The manufacturer cannot be held responsible or liable for any unauthorized modifications. All modifications must be approved by the manufacturer in writing before initiating. All modifications or works performed to this appliance must be performed at all times by a TRAINED AND AUTHORISED SPECIALISTS.

General Safety

Service

Stoddart, one of our agents, or a similarly qualified person(s) should carry out any and all repairs, maintenance and services. Any repair person(s) should be instructed to read the safety warnings within this manual before commencing work on these units.

Do NOT remove any **cover panels** that may be on the appliance.

Sharp Edges

Steel cutting processes such as those used in the construction of this appliance result in sharp edges. Whilst any such edges are removed to the best of our ability it is always wise to take care when in contact with any edge. Particular care should be taken to avoid contact with any internal edge, all repair or maintenance person(s) prior to commencement of any servicing must read the **maintenance section** of this manual.

Power Cables

Ensure that any damaged power cord is replaced before further use.

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Specifications

Introduction

The Asado® Parilla Grill is a high quality commercial kitchen appliance designed to grill or smoke food over solid fuels such as wood or coal. It features an adjustable grill height that allows for control of heat and/or smoke.

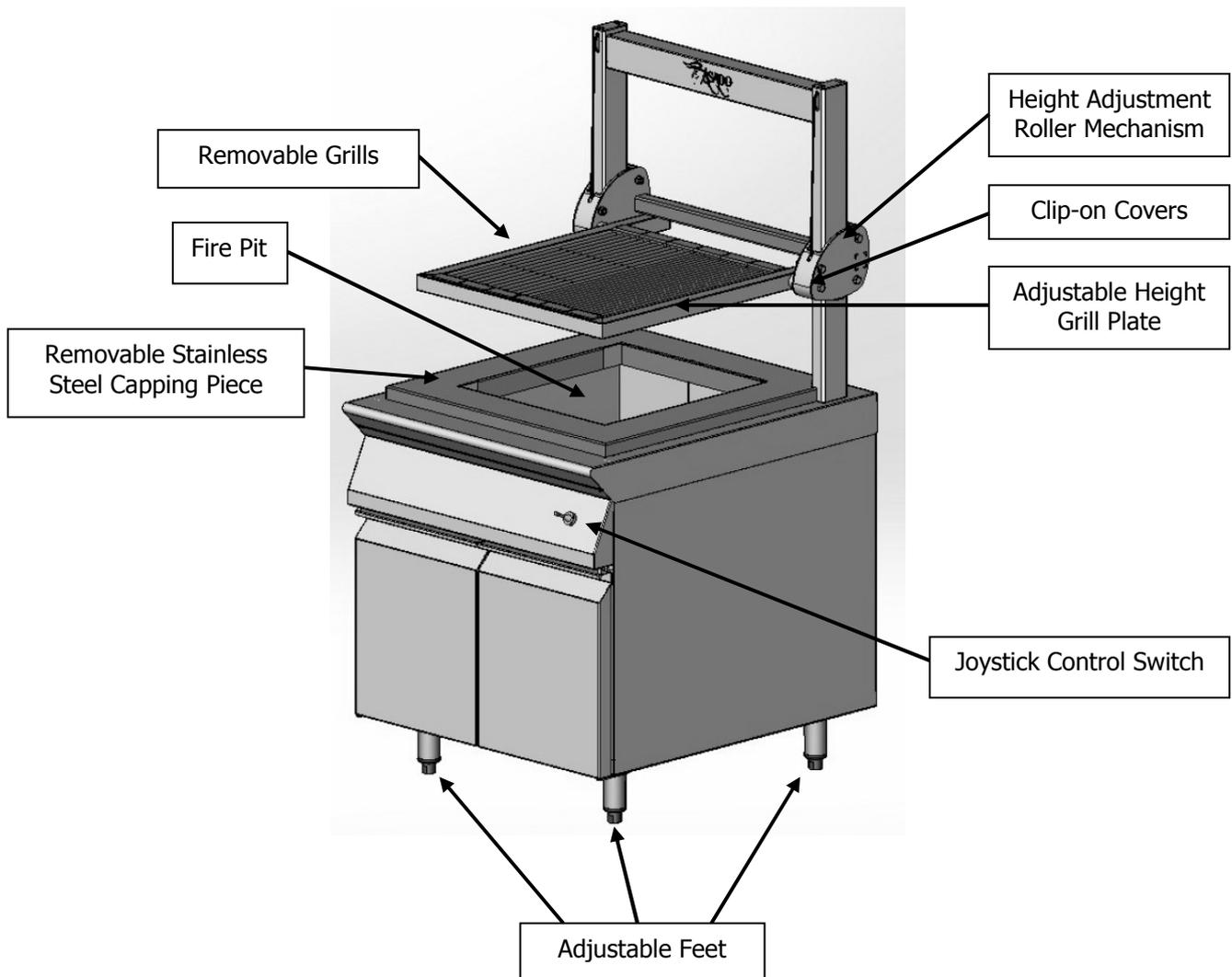
Important!

The Asado® Parilla Grill is designed to be used with solid fuels such as Wood or charcoal. Before use, ensure that a qualified person has certified that the ventilation requirements have been met.

The Building Code of Australia (BCA) & AS1668.1 and AS1668.2 provide controls and guidelines for the ventilation of solid fuel appliances.

Product Overview

Configuration may vary according to model.



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**Technical***Code Explanation*

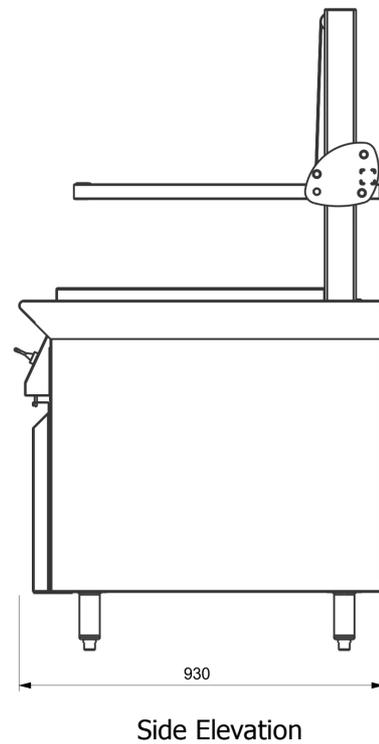
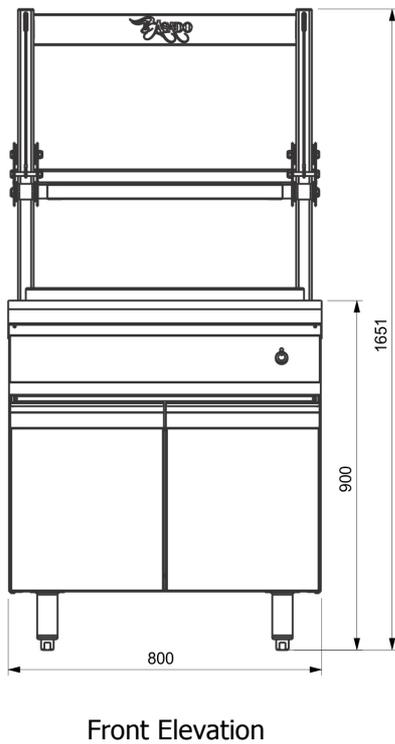
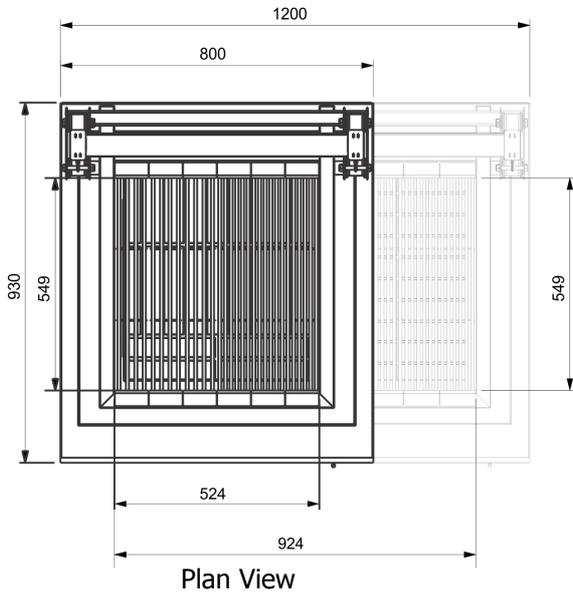
Code	Explanation
SPAS	Stoddart Product Asado
PGA	Parilla Grill - Automatic
EL9	Electrolux 900 Series profile
0800	800mm Width

Technical Specifications

SPECIFICATIONS		
Model	SPAS.PGA.EL9.0800	SPAS.PGA.EL9.1200
Height	1650mm	1650mm
Width	800mm	800mm
Depth	930mm	930mm
Bench Height	900mm	900mm
Voltage	220-240V, 50Hz	220-240V, 50Hz
Power	200W	200W
Current	<1.2 A	<1.2 A
Connection	10 Amps 1 Phase, Neutral, Earth, Plug and Lead (supplied)	
SHIPPING		
Height	1800mm	1800mm
Width	900mm	1300mm
Depth	1000mm	1000mm

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Technical/Connection Diagram

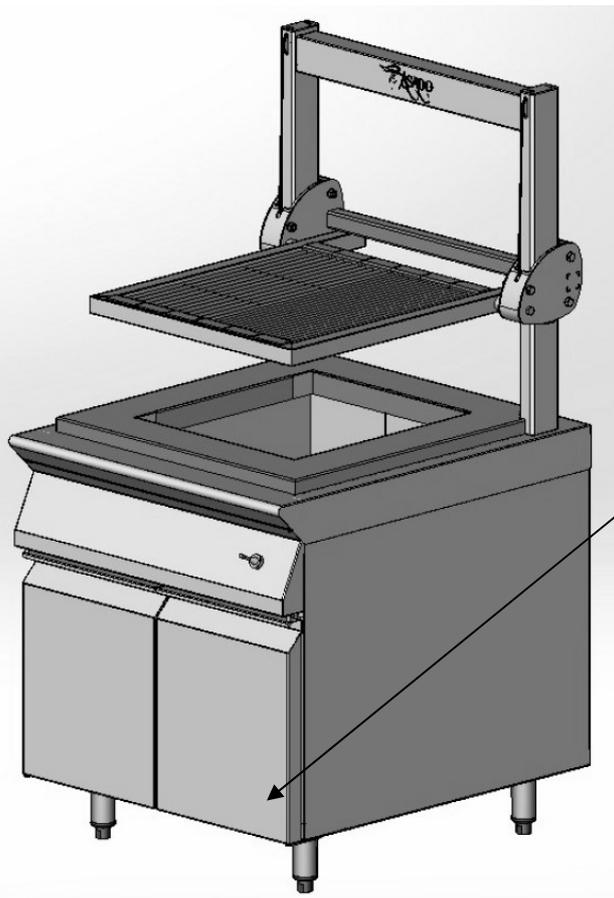


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Rating Plate

The rating plate of the appliance contains identification and technical data. It is located on the inside of the unit, behind the front doors, on the bottom of the right internal side wall panel.

	<p>Made in Australia by: Tom Stoddart Pty Ltd ABN: 16 009 690 251 Phone: +617 3440 7600 service@stoddart.com.au www.stoddart.com.au</p>
<p>Serial No: 123456789 Model No: SPAS.PGA.EL9.0800 Description: Parilla Grill; Automatic; Elux 900 profile; 800mm Date of Manufacture: 25/06/2015</p>	
<p>Voltage: 220v- 240v 50 Hz Rated Current Phase 1: 1.2 Amps Phase 2: Phase 3: Heating Power: Protection: IPX0</p>	



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Installation

General Precautions

WARNING!

Installation must comply with local electrical and health & safety requirements. Improper installation, adjustment, alteration, service or maintenance can cause property damage, injury or death.

- Do **NOT** use this appliance for other than its intended use.
- Do **NOT** store explosive substances such as aerosol cans with a flammable propellant in or near this appliance.
- Regulations require that all units be installed to the appropriate Australian standards.
- Regulations require that authorised persons carry out all electrical work.
- Only use this appliance with voltage specified on the rating label.
- Be careful not to touch moving parts.

Important!

Ensure that a qualified technician sets up and installs this unit.

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Setting Up

Handling

- Use suitable means to move the appliance e.g. a lift truck or fork pallet trucks (the forks MUST reach all the way beneath the appliance).

Site Preparation

- Ensure the site is level and properly cleaned.
- Ensure that all joinery or benches for the unit are made before installation.

Unpacking

- Check the unit for damage before and after unpacking. If unit is damaged, contact the dealer.
- **Wear protective gloves** to unpack the appliance from the box.
- The unit is supplied fully assembled.
- Unpack and visually inspect the unit for damage or missing parts. Report any problems to the distributor or manufacturer.
- Remove polystyrene from the fire pit.
- Remove all protective plastic film, tapes, ties and packers before installing and operating. Clean off any glue residue left over from the protective plastic film.
- Wipe all surfaces with a clean, sanitised cloth.

Positioning

- Position the unit before setting up the power supply
- Ensure the unit is positioned correctly under adequate exhaust ventilation equipment as specified by the BCA, AS1668.1 and AS1668.2.
- Ensure the unit is positioned so that the fire pit and deck are level to ensure that lift mechanism works properly. The unit has been supplied with adjustable feet to this end.

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Electrical

WARNING!

This unit MUST be installed in accordance with AS/NZS 60335.1 and complies with local laws

Power Supply

- The unit is supplied with a 3-core, 240 Volt, 10 Amp, 2.3m flexible power cord with a standard 3 pin plug.
- Before connecting to the power supply, check with a **qualified technician** that the power supply from the wall socket is correct for this unit.
- Electrical ratings for this unit are on the **rating label** located near the power cable.
- Check the power cord and plug for damage before inserting into the wall socket. If damaged, **do NOT switch ON** and contact the distributor or manufacturer for repair or replacement.
- Ensure that the POWER switch is in the **OFF position** before connecting the power supply.
- The power supply should be plugged directly into a dedicated wall socket, **NO extension cords or multi-boxes** should be used.
- Ensure that the power cord is placed out of the harms way and can not be damaged when the unit is in operation.

WARNING!

Do NOT overload the power supply. See the rating label for the power, voltage and current supply.

Grounding

- All wiring is correctly grounded when leaving the factory.
- The plug is supplied with a grounding pin for safety of personal and protection of the unit. Do **NOT cut off** the grounding plug as injury and/or death could occur.
- Ensure that the wall socket is has a grounding socket. If needed, have a **qualified technician** install one.

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Operation

General Recommendations

When using any electrical appliance, safety precautions should always be observed.

Our appliances have been designed to give high performance. Hence, the appliance must be used exclusively for the purpose for which it has been designed.

Read these instructions carefully and retain for future reference.

Important!

This appliance should not be operated by person(s) (including children) with reduced physical, sensory or mental capabilities, or lack of experience or knowledge, unless they have been given supervision or instruction concerning the safe use of the appliance by person(s) responsible for their safety.

- All appliances **MUST** be installed according to the procedures stated in the installation section of this manual.
- In the case of new personnel, training is to be provided in advance.
- Do **NOT** use this appliance for any other purpose than its intended use.
- Do **NOT** store explosive substances such as aerosol cans with a flammable propellant in or near this appliance.
- Keep fingers out of "**pinch point**" areas. Clearances between the doors, pans and panels are necessarily small.
- This appliance is **NOT** waterproof. Do **NOT** use hoses or harmful materials on the appliance.
- If the power supply cord becomes damaged, it must be replaced by the manufacturer, an authorised service agent or similarly qualified persons to avoid a hazard.
- Be careful not to touch moving parts.
- The surfaces of this unit are **HOT** when in operation. Signage should be displayed for personal and customers.
- Do **NOT** use sharp objects to activate controls.
- If any fault is detected, disconnect the appliance from the mains and call the service agent.
- Do **NOT** use the appliance in an explosive atmosphere.
- The manufacturer declines any liability for damages to persons and/or property due and to an improper/wrong and/or unreasonable use of the unit.

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Unit Operation

Moving the Grill

- Before switch ON the unit, ensure the unit is installed correctly.
- The grill is operated by a 3 position joystick controller. It allows for up motion and down motion. The middle position stops the grill from moving.
- The unit has been fitted with limit switches which control the extent of vertical motion for the grill.
- The grill has a load limit of 20kg. Do not exceed the maximum load.

Important!

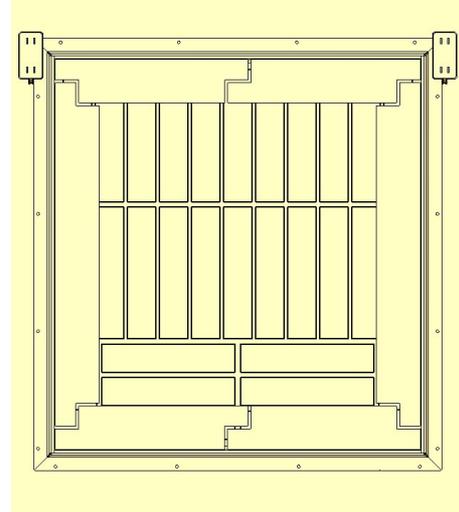
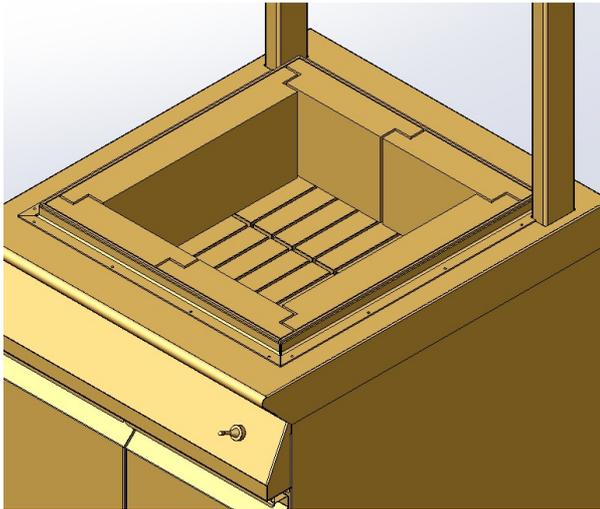
Whilst care has been taken to avoid 'pinch points', please show care with fingers whilst moving the grill up or down.

Important!

Do not exceed the maximum load of 20kg on the grill. Exceeding the load will lead to mechanical and electrical faults.

Fire

- Ensure fire bricks and hebel blocks are correctly positioned in the fire pit as per diagram below.



- Ensure that there is adequate fire prevention before lighting the fire.
- Ensure that the fire is managed by reasonable, competent and trained personnel.
- Ensure that the fire is maintained to a suitable size and level for its surroundings.
- The unit must not be left unattended whilst there is an active fire in the fire pit.
- Surfaces of the unit are hot whilst the fire is active. Take care when using the unit.
- Ensure that the fire is completely extinguished before leaving the unit unattended.

WARNING!

Fires are hazardous. Ensure that there are adequate fire prevention methods in place that are readily available before lighting a fire in this unit.



After Hours

Information

- Ensure that fire is completely extinguished before leaving unit.
- Ensure no smoke or exhaust fumes are emanating from the unit before it is left unattended.

Cleaning

WARNING!

Switch the unit OFF at the main power supply before cleaning.

Schedules

- The unit should be cleaned at the end of **EVERY WORK DAY**.
- The fire pit should have ash and coals removed at the end of **EVERY WORK DAY** to avoid any build-up.
- The fire pit should be completely cleaned out **ONCE EVERY 3 MONTHS**. This includes removing the top capping piece, hebel blocks and fire pavers.

Information

- Cleaning is recommended for health and safety purposes and to prolong the life of the unit.
- All liquids on or around the unit **MUST** be cleaned up **straight away**.
- **Do NOT use abrasive pads or cleaners** on the stainless steel or any other metal parts of the unit.
- **Do NOT use industrial chemical cleaners or caustic based cleaners**, many will damage the metals and plastics used on this unit.
- When drying, metal surfaces should be wiped with a soft cloth in the same direction as grained polish.
- Ensure all due care is taken when cleaning the elements. They can become damaged.
- **Do NOT remove any screw** for cleaning. All internal sections of the unit are to be cleaned by a **qualified technician**.
- For maintenance of stainless stain surfaces, check the maintenance guide for more information.

Important!

Some commercial stainless stain cleaners leave residue or film on the metal that may entrap fine particles of food, thus deeming the surface not FOOD SAFE.



External Surfaces

- Clean the stainless steel and metal parts with warm (not hot) soapy water and a sponge.
- Rinsed the stainless steel and metal parts with clean, fresh water.
- After cleaning, thoroughly wipe the stainless steel and metal parts dry with a soft cloth. Do NOT let water pool on the unit. Check crevices and folds.

WARNING!

The external surfaces of this unit are NOT waterproof, do NOT hose.

Grills

- Grills should be cleaned at the end of **EVERY WORK DAY**.
- Remove the grills from the unit (once cooled).
- Grills can be cleaned as per normal method for kitchen utensils.
- Grills are dishwasher safe.

Fire Pit

- The fire pit should have ash and coals removed at the end of **EVERY WORK DAY** to avoid any build-up.
- The fire pit should be completely cleaned out **ONCE EVERY 3 MONTHS**.
- Remove the top capping piece, hebel blocks and fire pavers.
- Remove any ash, dust or coals that are present.
- Wipe down all surfaces with warm (not hot) soapy water and a sponge.
- Ensure that there is no build-up of scale/grease on the surface of the fire pit.
- Replace all fire pavers, hebel blocks and Stainless steel top capping piece in their correct positions (as per drawing on page 16)

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Maintenance

Routines

Schedules

- To maintain optimal performance cleaning and maintenance schedules must be regular and thorough.
- The unit should be cleaned at the end of the **EVERY WORK DAY**.
- The fire pit should be completely cleaned every **3 MONTHS**.
- It is recommended that servicing is completed **3 MONTHLY**, speak to your technician or the manufacturer about your unit.

Log Books

- Log books should be kept for all cleaning and maintenance of this unit.

Inspection

- Surfaces should be checked at least **once a week** for damage or deterioration.
- As part of the maintenance, a **qualified technician MUST** check the controls, mechanical parts and electrical wiring for damage, deterioration or need of adjustment.

Faults

- Not repairing small faults immediately can cause a complete breakdown. If any small faults occur, have them attended to promptly by a **qualified technician**.
- All faults should be reported to the distributor and manufacturer.

WARNING!

If any electrical wires are damaged, the unit must NOT be switched ON until the parts have been fixed as injury or death can occur.

Lift Mechanism

Information

- The lift mechanism should be checked for any faults on a **weekly basis**. The following would constitute faults:
 - Excessive shaking of the grills or the cantilever grill support tube on up or down motion.
 - Any direct contact between the lift mechanism and the fire pit capping piece or the Asado Brand banner panel.
 - Excessive squealing or galling from rollers (under clip-on covers) on up or down motion.
 - Fraying of the lift mechanism wire.
- The vertical post should be kept clean of any debris or build-up to maintain free movement of the lift mechanism.
- Remove the clip-on covers by pushing down on the tabs at the bottom of the covers. This should require a small amount of force. Check underneath the covers for any build-up of debris, grease or residue. Clean if required. Be sure not to remove any bolts or screws and ensure that the power is switched off before commencing cleaning activities.

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Stainless Steel Protection

Cleaning

- For cleaning the stainless steel, check the cleaning section.
- All metal surfaces should be checked while cleaning for damage, scuffs or scapes as these can lead to rust and further damage to the product.

Corrosion Protection

- Stainless steel exhibits good resistance to corrosion however, if not properly maintained stainless steel can rust.
- Any sign of mild rust or corrosion should be thoroughly cleaned with warm soapy water and dried as soon as possible.
- **NEVER** use abrasive pads or cleaners for cleaning.
- Medium rust or corrosion can be treated with a commercial cleaning agent that contains citric/oxalic/nitric/phosphoric. Do **NOT** use cleaning agents with chlorides or other harsh chemicals as this can cause corrosion. After treatment, wash with warm (not hot) soapy water and dry thoroughly.
- Thoroughly wipe the surfaces dry after cleaning and do NOT let water pool on the unit. Check crevices and folds for pooling.
- If an abrasive product is used while cleaning, thoroughly dry the unit and leave in an open or oxidised area for the stainless steel protective layer to replenish.
- When using, ensure all liquids and moisture is cleaned up straight away. Food liquids such as juices from vegetables and fruits should NOT be left on preparation surfaces.
- Do NOT leave items on the stainless steel such as cutting boards, rubber mats and bottles.

Surface Finish

- To protect the polish, stainless steel should be dried by wiping a dry soft cloth in the same direction as grained polish.
- For **NON**-food contact surfaces, a light oil can be wiped on the surfaces with a cloth to enhance the stainless steel surface. Wipe in the direction of the grain.
- Some commercial stainless stain cleaners can leave residue or film on the metal; this may trap fine particles of food on the surface, thus deeming the surfaces not **food safe**.

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Water Damage

Information

- Water damage to the electrical and mechanical parts of unit can occur through hosing on or around the unit.
- Improper cleaning of the unit can lead to water damage.
- If water damage occurs allow the unit to dry and ensure the unit is checked by a **qualified technician** before switching the unit ON.
- All water damage that is not due to construction or mechanical faults is not covered by warranty.

WARNING!

If any water damage occurs, the unit must NOT be switched ON.

Access to Electrical Wiring and Mechanical Parts (Qualified Technician Only)

Internal Electrical and Mechanical Parts

- The electrical and mechanical parts are located internally near the bottom to the rear of the unit
- They can be accessed by two methods:
 - Unscrew the fixing screws on the rear panel of the unit. Remove panel whilst taking care with sharp edges and notches.
 - Open the doors to the unit. Locate the rear internal panel. Unscrew the fixing screws and remove the panel whilst taking care with sharp edges and notches. Be careful not to scratch the internal panels.

Joystick Control Switch

- Joystick control switch can be accessed by removing the front panel.
- Unscrew the fixing screws on the front panel
- Remove panel slowly.

Grill Plate pulleys and lift mechanisms

- Grill plate pulleys and lift mechanisms can be accessed by removing the clip-on covers. Be sure power is off to the unit first.
- Push down on tabs on the clip-on covers. With a small amount of force these should unclip from the unit.

Top Pulleys

- The top pulley mechanism is held in by the weight of the grill.
- Unscrew the wire from the chain at the rear of the unit.
- The top pulleys should be free to remove.

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Mechanical Parts

Motor and Chain assembly

- Ensure that the chain is sufficiently tensioned
 - To tension the chain, loosen the bolts on the motor mounting bracket. Slide the motor to achieve the desired tension. Tighten the bolts on the motor mounting bracket.
- Ensure there is nothing fouling the motor and chain correct range of motion
- Ensure that the motor and chain move freely
- Ensure that the motor and chain stop correctly and the forward and reverse (up and down) limits as determined by the limit switches.
 - The top of the Height Adjustment Roller Mechanism should stop 40mm from the bottom of the banner panel.
 - The bottom of the Height Adjustment Roller Mechanism should stop 25mm from the bottom of the banner panel.

Pulleys and wire

- Pulleys and rollers should be checked that they are adequately lubricated.
- The wire should be checked for signs of wear and damage.

Sprockets

- The non-drive sprocket has been supplied with a grease nipple. It should be checked that it is adequately lubricated.
- The sprockets should be checked for signs of wear and damage.
- Ensure there is nothing fouling the correct range of motion

Replacements

Hebel Powerblocks and Pavers

- Hebel powerblocks and pavers can be replaced by the manufacturer or others.

Electrical Parts

- All electrical parts can be replaced by the manufacturer or others.
- All electrical parts **MUST** be replaced by a **qualified technician**.

Mechanical Parts

- All mechanical parts can be replaced by the manufacturer or others.
- All mechanical parts **MUST** be replaced by a **qualified technician**.

Servicing and Replacement Information Line

Stoddart Manufacturing:

Sales: 1300 791 954

Customer Service: 1300 307 289

Fax: (07) 3344 1000

Sales: fse@stoddart.com.au

Customer Service: service@stoddart.com.au

Spare Parts: spares@stoddart.com.au

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Troubleshooting

WARNING!

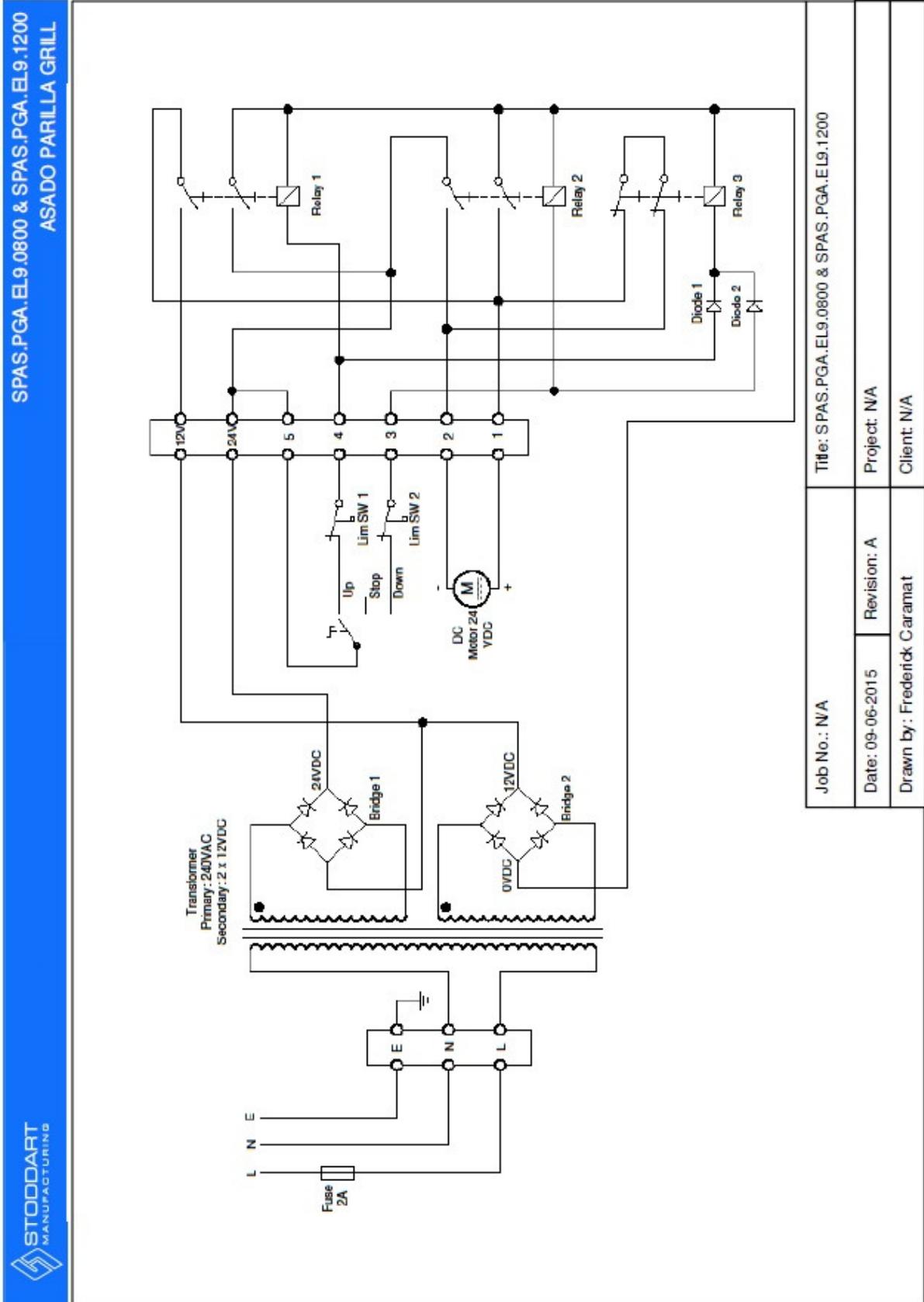
**Technician tasks are only to be completed by qualified service people.
Check faults before calling service technician.**

Task Type - (O) = Operator (T) = Technician Task

Fault	Possible Cause	Task	Remedy
Grill does not move up or down	The mains isolating switch on the wall, circuit breaker or fuses are OFF at the power board.	O	Turn isolating switch, circuit breaker or fuses ON.
	The Grill is at its highest or lowest point on its range of motion	O	Push the Joystick in the other direction.
	Electrical wiring damaged	T	Replace / Fix electrical wiring
	The fuse on the unit has blown	T	Replace Fuse and check wiring for other faults.
	Pulleys, rollers or sprockets have seized	T	Inspect damage. Replace parts if necessary. Lubricate pulleys and rollers.
	Motor failed	T	Replace motor. Inspect other parts. Lubricate pulleys and rollers if necessary.
	Chain assembly	T	Replace chain if needed. Tension chain.
	Wire damaged or disconnected from chain	T	Replace wire if necessary
Grill makes noise or shakes	Pulleys and/or rollers	T	Lubricate pulleys and/or rollers
	Grill assembly out of alignment	T	Lubricate pulleys and/or rollers and check for alignment.
	Wire damaged	T	Replace wire.
	Motor damaged	T	Replace motor. Inspect other parts. Lubricate pulleys and rollers if necessary.
Smoke	Exhaust ventilation system	O/T	Ensure Exhaust ventilation system is on. Ensure exhaust ventilation system meets requirements for this unit as per relevant standards.
	Incorrect positioning under Exhaust ventilation system	O/T	Ensure Exhaust ventilation system is on. Ensure unit is correctly positioned under exhaust ventilation system as per the system's manufacturer's requirements. Ensure exhaust ventilation system meets requirements for this unit as per relevant standards.

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Electrical Diagram



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Spare Parts List/Assembly

ITEM NO.	PART NUMBER	Description	Spare Parts/Qty.
33	SPAS-PGA-EL9-0800-001 A1	Chain Assembly	1
39	CMEL-0075	Cord Grip/Grommet:1.5mm:H2097A	1
40	CMEL-1768	Limit Switch; Omron; Z-15GW-B	2
41	CMEL-1769	Joystick Switch; Schneider; XD4-PA22	1
42	CMEL-1790	Relay; 24VDC-30A Contact; DPDT	3
43	CMEL-1810	Transformer;12V/30V/100VA; 6A MultiTap; Type 2170	1
44	CMEL-1811	Bridge Rectifier; 35A; 400V	2
54	CMGE-1123	Foot Assembly 150 x50 5/8 Plate	4
55	CMGE-1511	Burner/Clear/Seal	2
56	CMGE-1913	Adhesive;Medium;2.2x7.5 dia;	4
57	CMGE-1914 B	Pulley/Machined;Ø45mm Diameter To suit 4mm Cable	4
67	CMGE-1928	Roller Guide; Ø40mm OD; Ø10.2mm ID; 55mm Width	4
68	CMGE-1928	Hebel; Powerblock; 400 x 200 x 75mm; Cut to Size	2
69	CMGE-1928	Hebel; Powerblock; 600 x 200 x 75mm; Cut to Size	2
70	CMMG-0001	Hebel; Powerblock; 400 x 200 x 75mm; Cut to Size	2
71	CMMG-0002	Gearbox;Worm Drive;75:1;Right Angle Drive;MCF4	1
98	CMDSB-0003	Motor; Worm Drive; 200W; 24VDC Bearing; 30mm OD; 10mm Bore; 9mm Width	1
99	CMWP-0011	Wire;Rope 3.2mm;7/19; 2500mm Cut to Length	1
100	CMWP-0011	Wire;Rope 3.2mm;7/19; 2500mm Cut to Length	1
101	CMWP-0012	Thimble;Wire;Rope;4mm	2
102	CMWP-0013	Ferrule Copper NIP Hand Swage 3.2mm	2

NAME	STODDART	DATE	21/04/2015	UNLESS OTHERWISE SPECIFIED DIMENSIONS ARE IN MILLIMETERS
DRAWN	M. Preece	MATERIAL		
APPROV		FINISH		
Scale	As Shown	Weight		
Subcode Area		Blank		

PART No.	SPAS-PGA-EL9-0800 A2
DESCRIPTION	Asado Parilla Grill; Electrolux 900 series; profile: 800mm Width; 920mm Depth
DWG No.	SPAS-PGA-EL9-0800-d01 A2
Rev	1
Sheet	2 of 60

File Location: G:\03_Engineering\Asado\SPAS-PGA-EL9-0800 Parilla Grill Eux\01_20150601

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Warranty

Australian Warranty and Contact Details

As the exclusive manufacturer and distributor of Asado products in Australia, Stoddart Manufacturing (Stoddart) would like to congratulate you on your purchase of an Asado product.

It should be noted by users of the product that it is not designed for household or domestic use and should not be used for this purpose.

This product is intended for commercial use, and in line with Australian electrical safety standards the following warnings are provided:

This product is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the product by a person responsible for their safety. Children should be supervised to ensure that they do not play with the product.

Users should also note that if the supply electricity cord is damaged in any way it should be replaced. Please contact Stoddart for parts and we will advise how to do this in order to avoid any electrical hazard.

Australian Warranty Policy & Procedure

Stoddart is committed to providing a comprehensive and fair warranty for all of its equipment. The warranty incorporates a commercial manufacturers' warranty, together with the consumer warranty provisions of the National Consumer Protection Act (2009).

1. Commercial Warranty

- 1.1. Stoddart warrants to the original purchaser ("Customer") of equipment manufactured or distributed by Stoddart that for 12 months from the date of installation of the equipment by Customer (the "Warranty Period"), any defect in workmanship or material will, subject to clauses 1.2 and 3, be:
 - i. Repaired without charge; or
 - ii. In respect of any Major Failure which cannot be repaired, replaced or the purchase money refunded.
- 1.2. Stoddart will not be liable for any associated loss, damage or compensation claim resulting from any defect in workmanship or material, and such liability is expressly excluded from the operation of clause 1.1.

2. Consumer Warranty

- 2.1. Subject to clause 3, equipment supplied by Stoddart to Customer for personal, domestic or household use or consumption comes with guarantees that cannot be excluded under the Australian Consumer Law. Customer is entitled to a replacement or refund for a Major Failure and compensation for any other reasonably foreseeable loss or damage. Customer is entitled to have the equipment repaired, or replaced if the equipment fails to be of an Acceptable Quality and that failure does not amount to a Major Failure.

3. Warranty Clarification

- 3.1. Customer acknowledges and agrees:
 - i. A Major Failure occurs when the equipment suffers repeated and/or unexpected failure that cannot be repaired to Stoddart's satisfaction (acting reasonably) or which Stoddart considers (acting reasonably) renders the equipment unsafe or inoperable;
 - ii. Stoddart can only warrant the equipment will be of an Acceptable Quality when Customer uses the equipment in accordance with Stoddart's manufacturer's instructions or user manual ("Instructions"). Acceptable Quality does not imply a lifetime guarantee for the equipment;
 - iii. Certain components have a finite expected life, especially in a commercial or high-use environment. For example components such as refrigeration compressors, elements, thermostats/simmerstats, switches, fans, and temperature controllers can be expected to last up to 12 months when used in accordance with the instructions;
 - iv. In a commercial environment, components such as lamps, fluorescent tubes, light bulbs, glass, silicone seals, gaskets and plastic components will require regular replacement. This is not covered by warranty and is at Customer's cost.
 - v. The life of equipment may be adversely affected by misuse, neglect, unauthorised alteration, incorrect installation, power surges, accident, use of inappropriate chemicals, flooding, and acts of God;
 - vi. Proper maintenance and cleaning of equipment in accordance with the Instructions is essential to the equipment's effective operation;
 - vii. On site warranty services are limited to sites within 50km from the nearest Stoddart authorized service agent and service agent's reasonable travel costs must be paid by Customer prior to the commencement of the repairs; Public Holidays
 - viii. Stoddart cannot guarantee the performance of equipment made specifically to Customer's design or specifications. Stoddart will, where reasonably possible, draw any issues arising from Customer's design or specifications to Customer's attention during the commissioning and/or manufacturing process; and
 - ix. Customer must pay additional costs incurred by Stoddart as a result of Customer failing to provide suitable access to the equipment for inspection and service.

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- 3.2. Stoddart's warranty liability under clauses 1 and 2 of these Terms exclude or do not cover:
- i. The matters acknowledged by Customer in clause 3.1;
 - ii. Situations where Stoddart is not satisfied (acting reasonably) the equipment or any part of the equipment has been used in accordance with the Instructions including misuse, neglect, unauthorised alteration, incorrect installation, power surges, accident, use of inappropriate chemicals, flooding, fire or act of God;
 - iii. Any consequential loss, damage or expense arising directly or indirectly from use of the equipment otherwise than in accordance with the Instructions;
 - iv. Any damage or malfunction arising from, or relating to, Customer's failure to properly maintain or clean the equipment in accordance with the Instructions;
 - v. Damage caused to equipment during transportation, which is outside Stoddart's standard delivery conditions.
 - vi. Breakage or replacement of lamps, fluorescent tubes, light bulbs, glass, silicone seals, gaskets and plastic components.
 - vii. Maintenance, repair or other works not undertaken by a Stoddart authorised service agent
 - viii. Where remote refrigeration is connected by a person other than Stoddart to equipment produced by Stoddart, Stoddart cannot accept claims for repair of TX valves and control components, as the fault may arise from the installation of the remote refrigeration lines, equipment, and gas, by a party over which Stoddart has no control.
 - ix. Transportation costs associated with transporting the equipment to a Stoddart authorized service agent where Stoddart considers (acting reasonably) that repairs cannot be undertaken on-site; and
 - x. Unless agreed to by Stoddart in writing to the contrary, warranty is not included in the sale price for goods sold to or installed in an overseas location.

4. Warranty Claim Procedure

- 4.1. The following procedure must be followed to claim under Stoddart's warranties:
- 4.2. Refer to the trouble-shooting section of the Instructions to establish the nature of the fault. Check the equipment is plugged-in, turned-on or has no other valid reason for not operating.
- 4.3. If step (a) does not overcome the issue, you should report the fault with the equipment to our service department (phone 1300 307 289 or fax 07 3344 6166). Our service department will assist you with further trouble-shooting. If our service department is unable to resolve the fault with the equipment they will request you complete a Stoddart Warranty Request Form and fax (fax 07 3344 6166) or email (service@stoddart.com.au) it to us.
- 4.4. To complete a Stoddart Warranty Request Form you will require the following information:
 - i. Proof of purchase stating model number and date of purchase;
 - ii. The serial number of the equipment (this is located on the ratings plate sticker);
 - iii. A description of the fault/problem;
 - iv. Your company details including the exact location of the equipment; and
 - v. Any restrictions on times or methods of access to the equipment.
- 4.5. Stoddart will not arrange a warranty call out until it receives the above information from you in writing.
- 4.6. Upon receipt of a properly completed Stoddart Warranty Request Form, Stoddart will check its records to confirm whether the equipment is eligible for warranty repair. If warranty repair is required, Stoddart will issue an OFFICIAL AUTHORISATION NUMBER and details of work to be carried out by a Stoddart authorised service agent. This authorisation number MUST be obtained before any work is carried out. Stoddart will not accept invoices for work carried out without an official authorisation number or by an unauthorised service agent.
- 4.7. Customer must quote the official authorisation number on all correspondence and invoices relating to a warranty claim to ensure prompt processing by Stoddart.
- 4.8. Customer must pay all costs associated with a call-out for work that is not related to warranty repairs or outside Stoddart's Terms immediately.

5. Timing of Warranty Services

- 5.1. Stoddart will comply with its warranty liabilities contained in these Terms in a timely manner

6. General Maintenance and Repairs

- 6.1. The equipment must be repaired and maintained by a qualified technician. Stoddart's authorised service agents are experienced technicians who understand the equipment and carry commonly used spare parts. Contact Stoddart's national service number listed below for details of your nearest Stoddart authorised service agent.

For Warranty, maintenance, spare parts and repairs, contact:
Tel: 1300 307 289 Fax: 07 3344 1000 email: service@stoddart.com.au

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WARRANTY REQUEST FORM



Phone: (07) 3440 7600 Int: +617 3440 7600
Phone: 1300 307 289
Fax: (07) 3344 1000 Int: +617 3344 1000
Email: service@stoddart.com.au

To ensure we can provide the best possible service we require you to complete this form. Make, model and serial number, along with other essential information. To secure a call, you must also have an account with Stoddart or complete the credit card details below.

THIS FORM MUST BE COMPLETED OR WARRANTY CANNOT BE PROCESSED

Name of contact person on site: _____ Date: ____ / ____ / ____

Business/Organisation name: _____

Street Address: _____

Suburb: _____ State: _____ Post Code: _____

Phone (Site): _____ Mob: _____

Equipment Type: _____ Brand: _____

Model/PNC no.: _____ Serial no.: _____

Location (large sites only): _____ Open: _____ Close: _____

Date of purchase: _____

Company purchased from: _____

(please provide a copy of your tax invoice or delivery docket as proof of purchase)

Description of fault: _____

Has the following been checked (tick box if appropriate and checked)?

Electrical power supply

Gas

Water Supply

Name of person requesting warranty (please print): _____

CREDIT CARD DETAILS – Required as security against chargeable work (see note below)

Card type: Visa Mastercard

Cardholder name: _____ Card no.: _____

Signature: _____ Expiry Date: _____

PLEASE NOTE: Warranty call-outs take place Mondays to Fridays between 8.00 and 16.30 (except public holidays). Any calls outside these times will be subject to penalty rates. Certain items such as glass components and light fittings are not covered under warranty. Claims for non-covered parts, no faults found, travel over 50km or other items outside our standard terms and conditions will be chargeable. Any chargeable items will be COD terms – payable onsite.

CREDIT CARD INFORMATION MUST BE PROVIDED AS SECURITY AGAINST FALSE WARRANTY CALL-OUTS. FAILURE TO DO SO WILL RESULT IN REQUEST BEING UNATTENDED. NORMAL BUSINESS HOURS ARE 8AM – 4.30PM MONDAY TO FRIDAY