

## **Flat Electric Chrome Griddle (Countertop)**

**GR-1000**

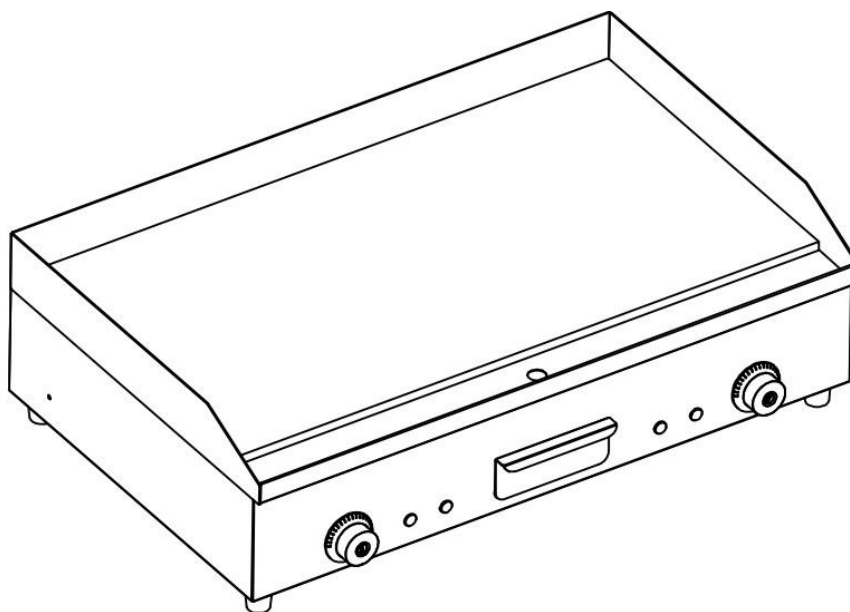
### **INSTRUCTION MANUAL**



Read this manual carefully prior to use.  
Technology is subject to change without notice.

## MAIN TECHNICAL PARAMETERS

<b>CODE</b>	291010
<b>Model</b>	GR-1000
<b>Finish</b>	Chrome-plated, 16 mm thick
<b>Dimensions</b>	1000 x 520 x 305 mm
<b>Plate Size</b>	996 x 398 mm
<b>Temperature</b>	50-300°C
<b>Weight</b>	66 KG
<b>Power</b>	3 + 3 kW (3 pin plugs fitted)
<b>Rated Input</b>	220-240V 50Hz



## FEATURES

The GR Electric Chrome Griddle series combines high-quality stainless steel construction with an elegant, durable design, making it perfect for the rigorous demands of a busy kitchen. Its chrome-plated grilling surface offers a naturally non-stick finish, reducing the need for excess oils while being corrosion-resistant and easy to maintain. The chrome surface also minimizes carbon buildup and food residue, ensuring effortless cleaning.

This griddle ensures even heat distribution while reflecting heat inward, significantly reducing heat radiation into the kitchen environment. This feature keeps the workspace cooler and more comfortable compared to traditional griddles. With its spacious flat cooking surface, it accommodates multiple items simultaneously, making it ideal for high-volume cooking. The thermostatic controls allow precise temperature adjustments from 50°C to 300°C, ensuring consistent results for various dishes like pancakes, eggs, and burgers.

Additionally, the chrome surface's excellent heat retention reduces energy consumption by minimizing reheating times, and its quick recovery ensures minimal downtime between batches.

The GR Electric Chrome Griddle is the top choice for hotels, bars, restaurants, fast food outlets, and other foodservice establishments.

## SAFETY PRECAUTIONS AND WARNINGS



READ THIS INSTRUCTION MANUAL BEFORE USING THIS DEVICE AND KEEP DOCUMENT AVAILABLE AT ALL TIMES.

All the information and instructions in this manual consider standard safety regulations, current levels of technical engineering as well as the expertise and experience we have developed over the years.

If the delivery consists of a special model, the actual scope of delivery may differ from the descriptions and illustrations in this manual. This is also the case for special orders or when the device has been modified in line with new technology. Should you have any questions, please contact the manufacturer.

For safety purpose and efficient operation, please read the manual carefully before any operation to the appliance, especially when starting up the device. Install the machine in accordance with this manual and the local related rules.

Please note that this manual is not applicable for those who have physiological, perceptual or psychological barrier or disability, as well as those who are lack necessary knowledge or experience, including children.

**NOTICE!** Read the instruction manual carefully before using the device. The manufacturer does not accept liability for any damage or malfunction resulting from not following the instructions for use.

We reserve the right to make technical changes for purposes of developing and improving the useful properties.



### WARNING!

1. Any modification, incorrect installation, adjustment, repairs or maintenance may result in property loss or casualties. If necessary, the modification or maintenance should be conducted by trained professionals **ONLY**.
2. For your safety, please do not store or use inflammable and explosive gases, liquids or articles near this product.
3. Please be careful to store operating instructions. If the device is used by a third party, please submit the operating instructions to use. All users of the device must adhere to the operating instructions and safety guidelines.
4. Flammable and explosive gases, liquids or articles should not be stored or used near usage areas.
5. Do not place the power cord in a hard-pressed or high-temperature facility, especially in a metal-extrusion area, with sharp edges where it is easy to break the power cord. Do not lay the power cord on the channel.
6. Please replace the power cord immediately once finding it damaged or scratched, otherwise it may cause an electric shock or fire risk.
7. If appliances are located close to walls, partitions, kitchen equipment and trim panel, it is recommended that the equipment and facilities be made of non-combustible materials, otherwise they should be covered with appropriate non-combustible insulation materials and pay close attention to fire protection regulations.
8. If the electric griddle breaks down, including the damage of the power cord, do not dismantle it by yourself.
9. Do not open the control box cover without authorisation. Please ask a qualified electrician if you need to open it. Otherwise, it may cause injury or death.

10. The power supply voltage used by the device must match the voltage on the product nameplate. Voltage fluctuations is allowed in range of +5%-10%. Ignoring this, this fryer will not work properly.
11. The power plug should be in good contact when plugged into the socket. The middle pole of the three plugs must be well grounded, otherwise it may cause an electric shock.
12. To prevent accidents, unplug the power cord when thunderstorms occur or when it is not in use.
13. Pull the plug with a dry hand. DO NOT pull the power cord, otherwise the cord will be pulled and separated from the plug.
14. When connecting, removing or unplugging, you must disconnect the external mains supply first.
15. Check whether the connection or control of each electrical component is normal before starting the machine.
16. Only personnel holding electrical operation certificates should install, electrically connect and repair it.
17. Do not place griddle in a corrosive environment. This should be protected from severe vibration and should not be inverted.

## **TRANSPORTATION AND STORAGE**

When transporting the electric griddle, handle the machine with care to avoid any shaking or impact. Use the original packaging or equivalent sturdy materials, including foam padding or shock-absorbing materials, to protect the griddle during transit. Ensure the following guidelines are followed during storage:

- Ensure the chrome surface is covered with a soft, protective layer to prevent scratches or dents.
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- DO NOT store the griddle outdoors or expose it to the elements.
- Store the griddle in a well-ventilated area. Avoid environments with corrosive gases.
- Always keep the griddle upright; do not place it upside down to avoid damage to the grease tray or thermostat controls.
- Ensure the power cord is safely coiled and secured to prevent tangling or damage.

If outdoor storage is necessary for a short period, make sure to take protective measures to shield the electric griddle from rain and moisture.

## **INSTALLATION PRECAUTIONS**

Please do not install or store the device in the following locations to avoid malfunctions:

1. Unstable table or counter.
2. Where there are flammable and explosive items around.
3. Places where the temperature is too high, the humidity is too high, and the dust is too much.
4. Location where the power supply voltage is unstable.
5. Where there is no good grounding device.
6. Persons who are vulnerable, minors or have sensory impairments, should not be in direct contact with the device.

## INSTALLATION INSTRUCTIONS

1. Before use, ensure the electric griddle's operating voltage matches the supplied voltage before installation.
2. Place the unit on a stable, level surface or stand designed to hold its weight. Ensure the surface is non-combustible, such as stainless steel or heat-resistant material. Do not place flammable items, such as towels or clothing, on top of the griddle.
3. Always disconnect the power supply before cleaning the griddle. Do not use towels with corrosive cleaners and avoid cleaning the unit with a water jet.
4. Install a suitable power switch and breaker switch near the electric griddle for easy access. Use a dedicated circuit to avoid overloading the electrical system.
5. Ensure the griddle is properly grounded to prevent electrical shocks and meet safety regulations.
6. Keep all flammable objects away from the griddle.
7. Installation of the griddle must be carried out by a qualified professional.
8. Install the griddle away from areas with high humidity, excessive grease, or potential water splashes to avoid electrical hazards and corrosion.
9. Ensure the area around the power switch remains free from obstructions for easy operation.
10. Install in a well-ventilated area with appropriate exhaust or ventilation systems to remove heat, smoke, and grease-laden air.

**NOTICE!** This equipment must only be operated by trained professionals or experienced cooks.

- Be cautious of electric shock hazards. Water can conduct electricity, and any electrical leakage may cause accidental shock.
- DO NOT connect the griddle to a power supply with a voltage different from the specified requirements.
- Ensure that the main power switch complies with safety regulations before use.
- In the event of a thunderstorm, turn off the main power switch to protect the griddle from potential damage caused by lightning strikes.
- DO NOT use sharp or abrasive objects on the surface of the griddle, as they may cause damage.

## OPERATIONAL USE

### 1. Power On and Set Temperature

Connect the griddle to the power supply, ensure the temperature controller is at the 0°C position, then turn on the power switch. Adjust the thermostat knob to the desired temperature based on the requirements of the food being cooked. The orange indicator light will illuminate, and the plate will start to heat up.

### 2. Add food for Cooking

Once the set temperature has been reached, the orange heating indicator will turn off, and the griddle will automatically enter the constant temperature state, at this time, the cooking can be started. When the temperature of the griddle plate surface drops slightly, the electric griddle furnace will automatically enter the heating state to ensure that the temperature of the griddle plate surface is within the set temperature range.

Although the chrome surface is non-stick, a light coating of oil can improve the cooking process and flavour. Avoid excessive oil, which can create smoke and mess.

This griddle has two temperature controls. The left temperature controller controls the heating of the left half of griddle panel, and the right temperature controller controls the heating of the right half of griddle panel. Users can use all or part of it according to their needs. Leave space between food items to allow even cooking and proper heat distribution.

### 3. Remove Cooked Food

Once the food is fully cooked, turn off the power switch. Remove food with a wooden clip or bamboo clip. Avoid using metal sharp tools to roll or take-out food and scratch the surface of griddle plate. If you are cooking multiple food, place the next food on the griddle surface and repeat the process.

### 4. Shutting Down the Griddle

After you have finished all cooking tasks, turn the temperature controller clockwise to 0°C, turn off the power switch and disconnect the griddle from the power supply. Ensure the griddle is completely turned off and cooled down before cleaning or storing it. This step ensures safety and extends the lifespan of the equipment.

### Additional Tips for Safe Use:

- Ensure the griddle is clean, dry, and free from debris before use.
- Position the griddle so that all controls are easily accessible for safe operation and maintenance.
- Confirm the grease tray or trough is empty and securely in place. Periodically empty to ensure it does not overflow.  
Always monitor the temperature and cooking time to avoid overcooking or burning the food.
- Use heat-resistant gloves when handling hot trays or tools.
- Periodically scrape grease and food debris into the grease tray using a soft, non-abrasive scraper.
- Regularly check the thermostat and power switches to ensure they are functioning properly.
- High Temperature Warning: The griddle operates at very high temperatures. Avoid touching the surface during and immediately after use, as they may cause severe burns.
- Confirm that the exhaust or ventilation system is operational and in compliance with local fire and health codes.

## **CLEANING AND MAINTENANCE**

### 1. Disconnect Power Before Cleaning

Always cut off the power supply before beginning any cleaning to prevent accidents or electrical hazards.

### 2. Proper Cleaning Methods

Use a damp, non-corrosive cloth to clean the chrome plate, the exterior surface of the griddle, and the power cord. Never use excessive water or spray the griddle directly, as this could damage its electrical components and affect its functionality. Do not use steel wool, scouring pads, or harsh chemicals on the chrome surface. Clean the griddle completely after use to remove food residues, grease, and oils. Dry it thoroughly to prevent rust or stains.

### 3. Power Off When Not in Use

When the griddle is not in use, ensure both the thermostat and the main power switch are turned off to conserve energy and prevent unnecessary wear. Allow the griddle to cool completely before storing to avoid warping or heat damage to nearby materials. Use a soft, lint-free cloth or a dedicated griddle cover to protect the chrome surface from dust, moisture, and scratches.

### 4. Long-Term Storage

If the unit will not be used for an extended period, clean it thoroughly and store it in a well-ventilated area that is free of corrosive gases. This helps maintain the equipment's longevity and prevents damage while in storage. Keep the griddle in a clean, dry area

away from humidity or direct sunlight to prevent rust and deterioration of electrical components. Do not stack heavy objects on top of the griddle.

## NOTICE!

- DO NOT attempt to replace any parts yourself. All repairs or servicing must be carried out by a qualified technician.
- Ensure the power cord is coiled neatly and stored in a way that prevents kinking or fraying.
- If the power cord is damaged, contact the manufacturer, service department, or a licensed professional for replacement to avoid potential hazards.
- For long-term storage, periodically check the griddle for any signs of corrosion, pests, or environmental damage.

## DAILY CHECKS

Every day take note of the machine and its surroundings before, during and after use. Performing these daily checks helps ensure the safe and efficient operation of your electric chrome griddle and prolongs its lifespan.

<b>BEFORE USING</b>	Confirm that the main power switch is functioning correctly.
	Is the machine tilted or on a solid, stable surface?
	Is the power cord old, broken or damaged?
	Check the chrome surface for scratches, cracks, or residue from previous use
	Inspect the grease trough or tray to ensure it is empty and properly positioned.
	Ensure the unit has proper clearance from walls or flammable objects as specified in the installation instructions.
	Confirm that the unit is properly grounded, and the outlet matches the griddle's voltage and amperage requirements.
	Is the control panel damaged?
<b>DURING USE</b>	Observe the griddle's performance to ensure it maintains the set temperature.
	Adjust the thermostat as needed to achieve consistent cooking results.
	Check for excessive grease or residue buildup during cooking
	Use a non-abrasive scraper to clear food debris into the grease trough as needed.
	Monitor the grease tray to ensure it does not overflow. Empty it when it is about two-thirds full.
	Ensure only proper tools (e.g., silicone, plastic, wooden spatulas) are used to avoid damaging the chrome surface.
	Confirm the exhaust or ventilation system is functioning correctly to remove smoke and heat
<b>AFTER USING</b>	Is there a strange smell?
	Wipe the surface with a damp sponge or cloth to remove grease. For stubborn residue, use manufacturer-recommended cleaning solutions.

	Remove and thoroughly clean the grease trough or tray. Ensure it is dry before reinserting.
	Check for any signs of wear or damage to the knobs, power cord or heating elements after each use.
	Inspect the chrome surface for any scratches, discoloration, or residue build-up.
	Confirm that the ventilation remains free of obstructions after use to maintain airflow and prevent overheating.
	Cover the unit with a protective cover or cloth to keep it clean during storage.
	Ensure all switches are turned off, and the unit is disconnected from the power supply if not in use for an extended period.

## TROUBLESHOOTING

This table covers common operational issues and provides straightforward solutions to help troubleshoot problems effectively.

ISSUE	POSSIBLE CAUSE	SOLUTION
Griddle does not heat up	- Power supply is not connected or faulty.	- Ensure the power cord is securely plugged into a grounded outlet. - Inspect and replace the cord if damaged.
	- Faulty thermostat or heating element	- Test the thermostat and heating element; replace if necessary.
	- Blown fuse or tripped circuit breaker.	- Check the breaker panel and reset if tripped. - Avoid overloading the circuit.
Uneven cooking surface	- Griddle not level	- Use a spirit level and adjust the feet of the griddle to ensure it is even.
	- Build-up of grease or residue under food	- Clean the surface thoroughly to remove any build-up.
	- Heating element malfunction	- Inspect the heating elements and replace faulty ones.
Food sticking to the surface	- Griddle not preheated properly	- Allow the griddle to preheat fully before cooking.
	- Lack of oil for certain foods	- Apply a thin layer of cooking oil or non-stick spray as needed.
	- Chrome surface damaged or dirty	- Clean and inspect the surface; avoid abrasive tools. Replace the plate if severely damaged.
Temperature not consistent	- Thermostat out of calibration	- Calibrate the thermostat according to the manufacturer's instructions.
	- Faulty thermostat	- Replace the thermostat if calibration does not resolve the issue.



	- Heating element issue	- Inspect and replace the heating element if it is not functioning correctly.
Grease overflowing	- Grease tray not emptied	- Empty the grease tray regularly during use.
	- Grease trough misaligned	- Ensure the grease trough is properly installed and aligned with the drain.
	- Excessive grease from food	- Monitor grease-heavy foods and adjust cooking practices to manage grease levels.
Excessive smoke during cooking	- Cooking temperature too high	- Lower the cooking temperature to avoid burning food or oils.
	- Residual grease or food debris on surface	- Clean the griddle surface before cooking to prevent burning residues.
	- Incorrect oil usage	- Use oils with a higher smoke point (e.g., canola or peanut oil).
Griddle surface discoloration	- Prolonged high temperatures	- Avoid overheating the griddle; use only the recommended temperature range.
	- Using abrasive cleaners or tools	- Use non-abrasive cleaning tools and manufacturer-approved cleaners.
Unusual noises (e.g., clicking)	- Normal thermostat operation	- Clicking sounds may be normal as the thermostat cycles; check the manual to confirm.
	- Loose or faulty electrical connection	- Inspect and secure any loose wires; contact a technician if the problem persists.
Unit trips the circuit breaker	- Overloaded electrical circuit	- Ensure the griddle is on a dedicated circuit and does not share with high-power devices.
	- Internal short circuit	- Have the unit inspected by a qualified technician; replace faulty components.
	- Incorrect voltage	- Verify the power supply matches the griddle's voltage requirements.

## DISPOSAL OF OLD MACHINE

When your electric chrome griddle reaches the end of its useful life, it must be disposed of in an environmentally responsible manner. Follow these steps for proper disposal:

1. Disconnect from Power Supply  
Ensure the unit is completely disconnected from the power supply. Remove the plug from the outlet and, if necessary, cut the power cord to prevent accidental reuse.
2. Consult Local Regulations  
Check your local regulations regarding the disposal of electrical appliances. Most regions have specific guidelines or designated facilities for recycling or safely disposing of electric equipment to minimise environmental impact.

### 3. Recycling

Many components of the unit, such as metal parts, wiring, and certain electronic components, can be recycled. Contact a certified e-waste recycling centre or your local waste management facility to ensure the unit is properly dismantled and recycled.

### 4. Hazardous Materials

The unit may contain electronic components or other materials (such as insulation) that could be hazardous if not disposed of correctly. Ensure these parts are handled by a professional or through an authorized recycling program.

### 5. Avoid Landfills

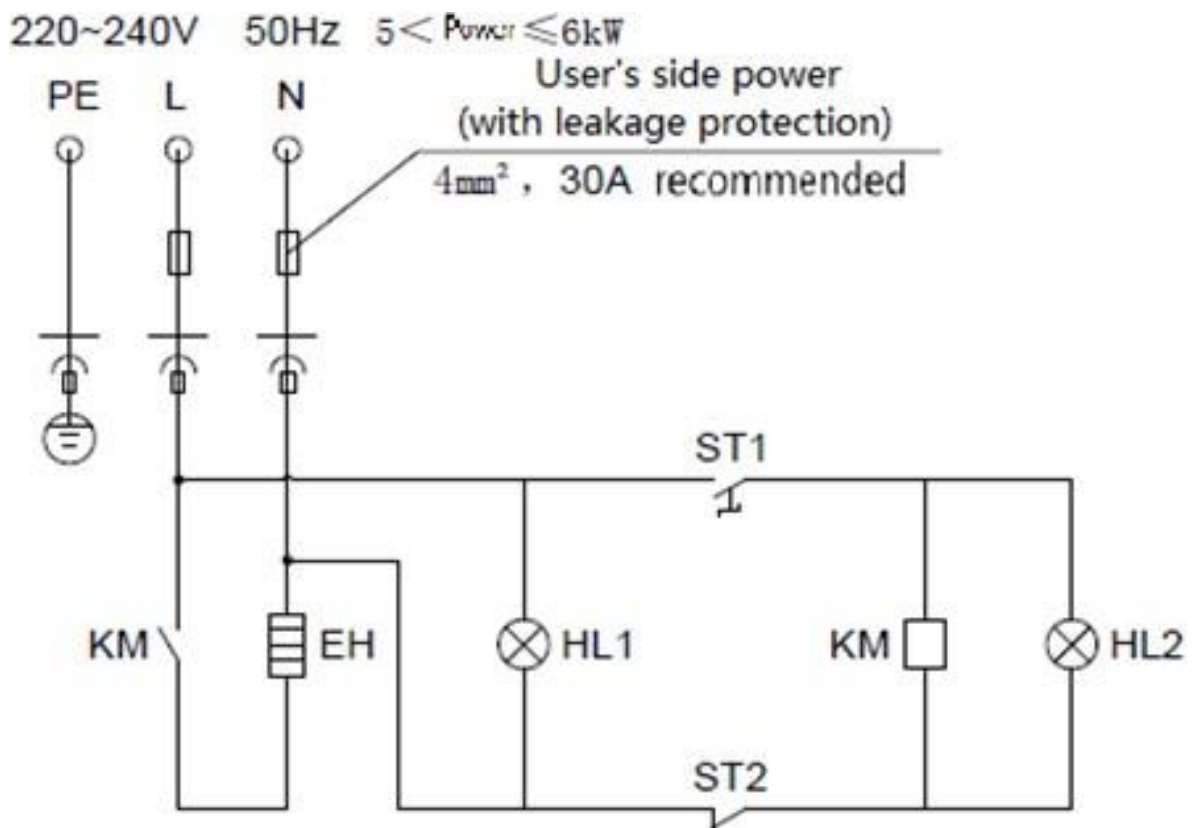
Do not dispose of the unit in general household waste or send it to a landfill. Improper disposal can contribute to environmental pollution, as certain materials may not decompose and could release harmful substances.



Equipotential



Ground Wire



ST1: Temperature Controller ST2: Temperature Limiter HL1: Power Indicator  
HL2: Heating Indicator EH: Electric Heating Pipe KM: Relay

## **WARRANTY**

Hamoki Ltd warrants the original purchaser of every new product (under normal and proper use and maintenance service as specified by Hamoki Ltd and upon proper installation and start up in accordance with the instruction packet supplied with each unit) a one-year parts warranty.

Hamoki Ltd.'s obligation under this warranty is limited to a period of one (1) year from the date of original installation.

The warranty is applicable to parts only and does not cover labour or servicing costs associated with the replacement or repair of defective parts.

The manufacturer shall not be liable for any incidental or consequential damages arising from the use of the product, including but not limited to loss of use, loss of time, or any other losses incurred.

## **WARRANTY CLAIMS:**

All claims for parts must be made directly through the retailer in the first instance. All claims raised with the retailer should include:

- Your name
- Your company
- Model number
- Serial number of the product
- Delivery address
- Date of purchase
- Email
- Proof of purchase
- Phone number
- Information supporting the alleged defect/failure (video/photo)
- Photo of the dataplate

## **EXCLUSIONS!**

This warranty does not cover:

- Damage caused by misuse, neglect, accidents, or unauthorised repairs.
- Normal wear and tear, including but not limited to cosmetic damage, scratches, or dents.
- Damage caused by external factors such as fire, water, or natural disasters.
- Any parts or accessories not included in the original purchase.



**Hamoki Limited**

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