



Serial #: \_\_\_\_\_



## Instruction Manual for the ***Chefmate***<sup>®</sup> Soup Warmer Model CPSKB1

### For Service on Your Soup Warmer:

1. Visit our website at ***www.globefoodequip.com***
2. Or call the Globe Service Department at 937-299-8625 and ask for contact information for your local service company.

### **- IMPORTANT SAFETY NOTICE -**

This manual contains important safety instructions which must be strictly followed when using this equipment.

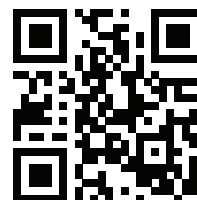
Visit our website for information on additional products available from Globe.

***www.globefoodequip.com***

***Slicers, Mixers, Meat Choppers, Scales & Countertop Cooking Equipment***

WARRANTY REGISTRATION  
SCAN THE QR CODE WITH YOUR MOBILE DEVICE OR GO TO  
**WWW.GLOBEFOODEQUIP.COM**  
TO FILL OUT AND SUBMIT YOUR WARRANTY REGISTRATION.

**WWW.GLOBEFOODEQUIP.COM/SUPPORT/WARRANTY-REGISTRATION-FORM**



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## Attention Owners and Operators

Globe's equipment is designed to provide safe and productive processing, cooking and warming of food products as long as the equipment is used in accordance with the instructions in this manual and is properly maintained. Unless the operator is adequately trained and supervised there is a possibility of serious injury. Owners of this equipment bear the responsibility to make certain that this equipment is used properly and safely, and to strictly follow all of the instructions contained in this manual and the requirements of local, state or federal law.

Owners should not permit anyone to touch this equipment unless they are over 18 years of age, are adequately trained and supervised, and have read and understood this manual. Owners should also ensure that no customers, visitors or other unauthorized personnel come in contact with this equipment. Please remember that Globe cannot anticipate every circumstance or environment in which its equipment will be operated. It is the responsibility of the owner and the operator to remain alert to any hazards posed by the function of this equipment. If you are ever uncertain about a particular task or the proper method of operating this equipment, ask your supervisor.

This manual contains a number of precautions to follow to help promote safe use of this equipment. Throughout the manual you will see additional warnings to help alert you to potential hazards.

**Warnings affecting your personal safety are indicated by:**  
**Avertissements touchant votre sécurité personnelle sont indiqués par:**



or



**Warnings related to possible damage to the equipment are indicated by:**  
**Les avertissements liés à d'éventuels dommages à l'équipement sont indiqués par:**



If any warning labels and/or this manual are misplaced, damaged, or illegible, or if you require additional copies, please contact your nearest representative or Globe directly for these items at no charge.

Please remember that neither this manual or the warning labels replace the need to be alert, to properly train and supervise operators and to use common sense when using this equipment.

## Key Components of the Countertop Soup Warmer



# Installation

## UNPACKING

Unpack soup warmer immediately after receipt. If machine is found to be damaged, save the packaging material and contact the carrier within fifteen (15) days of delivery. Immediately contact Globe or your local dealer of the equipment. **You have no recourse to damage after fifteen (15) days.**



### **TO AVOID SERIOUS PERSONAL INJURY:**

- **ALWAYS** install equipment in a work area with adequate light and space.
- **ONLY** operate on a solid, level, nonskid surface that is nonflammable and away from sinks and water hazards.
- **NEVER** bypass, alter or modify this equipment in any way from its original condition. Doing so can create hazards and will void warranty.
- **NEVER** operate soup warmer without all warning stickers in place, including sticker attached to line/cord.



### **PROPER GROUNDING**

**THIS MACHINE IS PROVIDED WITH A THREE-PRONG GROUNDING PLUG. THE OUTLET TO WHICH THIS PLUG IS CONNECTED MUST BE PROPERLY GROUNDED. IF THE RECEPTACLE IS NOT THE PROPER GROUNDING TYPE, CONTACT AN ELECTRICIAN. DO NOT, UNDER ANY CIRCUMSTANCES, CUT OR REMOVE THE THIRD GROUND PRONG FROM THE POWER CORD OR USE ANY ADAPTER PLUG (Fig. 5-1 and Fig. 5-2).**



Fig. 5-1 Correct



Fig. 5-2 Incorrect

Plug the warmer into a properly grounded outlet only.

1. Complete warranty registration online at [www.globefoodequip.com/support/warranty-registration-form](http://www.globefoodequip.com/support/warranty-registration-form).
2. Soup warmer and outside covering/containment unit will become HOT during and after use. Use caution when touching the unit.

## **SAVE THESE INSTRUCTIONS**

### Power Cord:

- A shorter power cord is provided to reduce risk of someone becoming entangled or tripping.
  - Proper use of extension cord, if required.
1. The extension cord must be a grounding-type 3-wire cord: the marked electrical rating of extension cord must be at least as great as the electrical rating of the appliance
  2. The cord must be arranged so that it will not drape over countertop or tabletop where it can be pulled on by children or tripped over.
  3. Check local fire and safety ordinances before using an extension cord.  
**DO NOT USE** if power cord or extension cord is damaged.

# Installation

## **INSTALLATION**

1. Read this manual thoroughly before installation and operation. DO NOT proceed with installation and operation if you have any questions or do not understand anything in this manual. Contact your local representative or Globe first.
2. Remove soup warmer from box. Once your soup warmer has been removed from packaging, be certain that protective plastic and residue is removed from all surfaces.
3. Inspect soup warmer to make sure all parts have been provided, if applicable.
4. Select a location for soup warmer that has a level, solid, nonskid surface that is nonflammable and away from water hazards or sinks. Soup warmer must be in a well-lighted work area away from children and visitors.
5. Install soup warmer in its location with at least 5" between soup warmer and walls or other objects.
6. Proper connections and power supply are essential for efficient performance.



This equipment gets EXTREMELY HOT so make sure all flammable/combustible materials are set away from this equipment.

## ***COMMISSIONING:***

Commissioning of your new Soup Warmer is of the utmost importance. Commissioning is the thorough and methodical testing of the equipment, sub systems, and systems to ensure that the final product functions properly and safely at the work site. By identifying any potential problems (i.e.: equipment location, ventilation, local fire/ electrical codes, installation, operator training and certification) prior to equipment being placed into service, costly outages and potential damages may be avoided.

***SAFETY ALWAYS.***

# Safeguards & Safety Instructions



## **WARNING** TO AVOID SERIOUS PERSONAL INJURY:

- **DO NOT** operate soup warmer before reading instruction manual.
- **DO NOT** operate soup warmer empty.
- **ALWAYS** disconnect or unplug electrical power before cleaning, servicing or adjusting any parts or attachments.
- **NEVER** bypass, alter, modify or attach any unauthorized parts to this equipment. Doing so can create hazards and will void warranty.
- **NEVER** operate soup warmer with a damaged power cord or plug.
- **NEVER** leave soup warmer on overnight or for prolonged periods of non-use.
- **NEVER** use soup warmer as a heating source for your kitchen, space, or room.
- **ALWAYS** keep hands, hair and cloth away from heated warmer.



## **IMPORTANT SAFEGUARDS & SAFETY INSTRUCTIONS**

When using electrical appliances, basic safety precautions should always be followed. **DO NOT** operate Soup Warmer if unit appears damaged or malfunctions in any manner. Call customer service for assistance.

Including the following:

- Do not touch warmer or lift out inner warming bowl while warmer is on.
- To protect against electrical shock, do not immerse cord, plugs, or appliance in water, dishmachine or in any liquid.
- Close supervision is necessary when soup warmer is being used. Operator must be properly trained on all operational and safety procedures, especially when using near children.
- Unplug unit when not in use and before cleaning. Allow unit to cool before moving or cleaning.
- The use of any accessories or cooking pans which are not recommended by the manufacturer can cause fire or injuries.
- Do not use outdoors. For indoor use only.
- Do not allow power cord to hang over edge of table or counter, or to touch hot surfaces.
- Do not place soup warmer in, on, or near open flames, electric burners, heated ovens, or other high temperature equipment or surroundings.
- To disconnect, turn off all controls then gently remove plug from wall outlet.
- Do not use soup warmer for anything other than warming.
- Do not immerse soup warmer in water, as this will cause permanent damage to unit.
- Use **CAUTION** always when filling or emptying warmer with water. Make sure the unit is unplugged before filling and unplugged before emptying water to avoid risk of electric shock.
- Soup warmer must be unplugged and cool to touch before cleaning.
- Caution - To make sure continued protection against risk of electric shock, connect to properly grounded outlets only.
- Do not heat any pots or pans inside of soup warmer.
- Do not store any part of soup warmer in refrigerator or freezer.
- Allow sufficient space around cooking area and always place unit on level flat surface. Keep unit a minimum of 5" from wall, other equipment or obstructions to avoid fire or heating of other objects.
- Never turn on soup warmer with plastic or foil covering inner warming pot.
- Empty all water before storing. **DO NOT** place any object(s) on top of soup warmer.



FOR COMMERCIAL USE ONLY, SAVE THESE INSTRUCTIONS

# Safeguards & Safety Instructions

## OPERATING SOUP WARMER

Before operating soup warmer, it should be checked to see that it is sitting level.

**NOTE: Always wipe down outer surface of inner pot before placing it inside warmer. Any moisture remaining on inner pot surface may cause a crackling noise while unit is heating up. Except for actual cooking area, keep all surfaces dry to prevent damage to the inner workings of the appliance while it is in operation.**

- Wash inner pot and lid in warm soapy water. Rinse and dry thoroughly.
- Never immerse outer pot in water.
- Always place inner pot inside base before plugging in soup warmer.
- When plugging in soup warmer, always be sure base pot contains at least 2.5 cups of water.

NOTE: When using soup warmer in higher altitudes add more water to soup warmer base.

- Save these instructions and refer to them often.

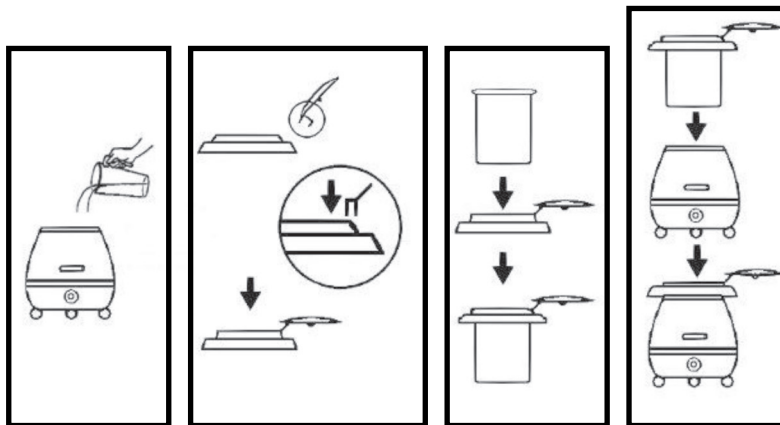
## Operating Instructions

### USE:

1. Connect the appliance to the main power supply. NOTE: NEVER place empty inner warming pot into soup warmer base without water.



**CAUTION** - To make sure continued protection against risk of electric shock, connect to properly grounded outlet only. If the power cord is damaged, it must be replaced by the manufacturer or its service agent or a similarly qualified person in order to avoid a hazard.



This equipment is for COMMERCIAL USE ONLY - See Diagram above for visual instructions.

2. Pour water into base of soup warmer no higher than the maximum water line marked on the inside of the base. Make sure to check the water level of the warmer every 3 hours or so. Turn off unit, let cool and refill as needed.

# Operating Instructions

NOTE: When using soup warmer in higher altitudes, add more water to soup warmer base.

3. Place soup pot into metal ring provided.
4. Slowly lower pot into base using ring to secure.
5. Soup warmer should be placed on a stable, horizontal surface.  
Temperature should be set between 1 and 8. Once food has reached proper temperature, set temperature to the lowest acceptable setting to keep food at a constant temperature.
6. Lid must be in place when soup warmer is on.
7. Turn dial to zero and unplug the unit when not in use.

## **TO ENSURE FOOD QUALITY AND SAFETY -**

### **IMPORTANT FOOD SAFETY INFORMATION ABOUT FOOD / SAUCE / SOUP:**

- Food, Sauce, and Soup should be held at 40° F or lower in a refrigerator.
- Food, Sauce, and Soup must be fully cooked before using this unit.
- Food, Sauce, and Soup held service holding condition must be at a minimum of 135° F. Time is critical in between refrigeration and warming and should not be held at an in between temperature for very long. Soup stored at 40° F, after being fully cooked, will take approximately 2 hours to reach the 135° F temperature benchmark. Other food items may vary in time to temperature ratio.



Points to remember:

1. Do not operate soup warmer with less than 2.5 cups of water in base. (When using soup warmer in higher altitudes, add more water to soup warmer base.)
2. Avoid reaching over soup warmer when it is operating.
3. Use clean water to fill water reservoir before each use.
4. Never move or carry soup warmer when it is hot and/or plugged in.
5. Do not use any parts in microwave oven or on any cooking/heated surface.
6. Do not store any part of soup warmer in refrigerator or freezer.
7. Unplug warmer when not in use.
8. Allow soup warmer to cool before cleaning.

# Cleaning Instructions

## CAUTION

- **ALWAYS** unplug soup warmer before cleaning.
- **DO NOT** hose down, immerse or pressure wash soup warmer.
- **NEVER** use a scrubber pad, steel wool or abrasive material to clean soup warmer.



**ALWAYS DISCONNECT OR UNPLUG THE ELECTRICAL POWER FROM SOUP WARMER BEFORE CLEANING.**

## RECOMMENDED CLEANING

It takes very little time and effort to keep the soup warmer attractive and performing at top efficiency. Clean after each use according to the cleaning schedule below:

PART	REQUIRED ACTION	FREQUENCY
Soup Warmer Inner Warming Pot	Wash thoroughly removing all stuck-on food debris.	After each use
Body	Wipe down unit with a damp cloth  Unplug and after unit has cooled, empty water from warmer and wipe dry.	Daily
Control Knob	Warnings: Unit should be turned off when not in use.  It is recommended that unit be disconnected from power supply by shutting off power disconnect switch.  Use a clean cloth to wipe down controls and knobs	Daily



**NEVER** run water over unit.

## WARNING

An Authorized Servicer should perform any servicing.

## Troubleshooting

ISSUE	CAUSE	SOLUTION
Soup Warmer not working	Power supply	Check power source
	Power switch has not been turned on	Check to see if the unit is correctly plugged in and turned on
	Manual reset breaker has been activated	Manually reset the warmer. Press the push button located on the bottom of the unit to reset the breaker
	Plug/cord damaged	Call for service

If problems persist and the assigned solution does not remedy the issue, please call Globe's Service Department at: 866-260-0522.

## Limited Warranty

Globe Food Equipment Company ("GFE") warrants to the original purchaser of new equipment that said equipment, when installed in accordance with our instructions within North America and subjected to normal use, is free from defects in material or workmanship for a period of one year. The labor warranty is one year from original installation date or factory shipment date (not to exceed 18 months) whichever date occurs first. Unit must be sent prepaid to GFE for repair. No mileage or travel time is paid.

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED. GFE EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY OR EXPRESSED OR IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE.

GFE'S OBLIGATION AND LIABILITY UNDER THIS WARRANTY IS EXPRESSLY LIMITED TO REPAIRING EQUIPMENT WHICH PROVES TO BE DEFECTIVE IN MATERIAL OR WORKMANSHIP WITHIN THE APPLICABLE WARRANTY PERIOD. All repairs pursuant to this Warranty will be performed by GFE Servicer during normal working hours. IN NO EVENT SHALL GFE BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES TO BUYER OR ANY THIRD PARTY, INCLUDING, WITHOUT LIMITATION, LOSS OF PROPERTY, PERSONAL INJURY, LOSS OF BUSINESS OR PROFITS OR OTHER ECONOMIC LOSSES, OR STATUTORY OR EXEMPLARY DAMAGES, WHETHER IN NEGLIGENCE, WARRANTY, STRICT LIABILITY, OR OTHERWISE.

This warranty is given only to the first purchaser from a retail dealer. No warranty is given to subsequent transferees.

This warranty does not cover product failures caused by: failure to maintain, neglect, abuse, damage due to excess water, fire, normal wear, improper set up and use. Periodic maintenance is not covered.

This warranty is not in force until such time as a properly completed, digitally signed installation/warranty registration has been received by GFE within 30 days from the date of installation. Register online at [www.globefoodequip.com/support/warranty-registration-form](http://www.globefoodequip.com/support/warranty-registration-form).

Proof of purchase is required if warranty is extended more than one year from date of shipment from the factory

THE FOREGOING WARRANTY PROVISIONS ARE A COMPLETE AND EXCLUSIVE STATEMENT BETWEEN THE BUYER AND SELLER. GFE NEITHER ASSUMES NOR AUTHORIZES ANY PERSONS TO ASSUME FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH SAID EQUIPMENT.

Examples of items not covered under warranty, but not limited to just these items:

1. Acts of God, fire, water damage, burglary, accident, theft.
2. Freight damage.
3. Improper installation or alteration of equipment.
4. Use of generic or after market parts.
5. Repairs made by anyone other than a GFE designated servicer.
6. Lubrication.
7. Expendable wear parts, adjustable feet, blown fuses, lamps, etc.
8. Cleaning of equipment.
9. Misuse or abuse.

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