



INSTALLATION & OPERATION MANUAL

GAS RANGES

GAS RANGES WITH GRIDDLES/BROILERS

For Models:

R4-N, R4-P, R4-N-C, R4-P-C

R6-G12-N R6-G12-P
R6-G12-N-C, R6-G12-P-C

R10-N, R10-P,

R10-N-C, R10-P-C

R10-RGB24-N,

R10-RGB24-N-C



R6-N, R6-P, R6-N-C, R6-P-C

R6-G24-N, R6-G24-P

R6-G24-N-C, R6-G24-P-C

R10-G24-N, R10-G24-P

R10-G24-N-C,

R10-G24-P-C

R10-RGB24-P

R10-RGB24-P-C

This manual contains important information regarding your **ENTREE** unit. Please read the manual thoroughly prior to equipment set-up and operation maintenance. Failure to comply with regular maintenance guidelines outlined in the manual may void the warranty. Improper installation, adjustment, alteration, service or maintenance can cause property damage, injury or death. Read this manual thoroughly before installing or servicing this equipment.

MUST READ!

Warranty Service– Technical Support
(704) 900 2068

To insure proper warranty record your information here:

Date of Purchase: _____

Dealer Purchase from: _____

Name of Installer: _____ Phone Number: _____

Model Number: _____

Serial Number: _____

**Warranty Service– Technical Support
(704) 900 2068**

**REGISTER YOUR WARRANTY ON LINE AT
www.entree.biz**

Attached a copy for your proof of purchase here.

Congratulations! You have purchased one of the finest pieces of commercial cooking equipment on the market. You will find that your new equipment, like all Entree equipment, has been designed and manufactured to meet the toughest standards in the industry. Each piece of ENTREE equipment is carefully engineered and designs are verified through laboratory tests and field installations. With proper care and field maintenance, you will experience years of reliable, trouble-free operation. For best results, read this manual carefully.

Thank you for purchasing and using our product. All the information and guidelines of this user's manual comply with certain applicable regulations, which come out from our long-term accumulated knowledge and experience as well as current project development situations. Should you have any question, please do not hesitate to contact as shown in back cover page of this manual.

For safety purpose and efficient operation, please make this document available to users for reference. Do have them to read this manual carefully before they carry out any action on this device, especially when starting.

The manufacturer declines any responsibility in the event users do not follow the instructions or guidelines stated here.

The user's manual should be placed close to the device, in convenience of users' reading before operation. We have the full authority to reserve the further technical changes of the device, in the scope of further performance improvement characteristic development.

FIRE HAZARD FOR YOUR SAFETY
Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
Keep area around appliances free and clear of combustibles.
Purchaser of equipment must post in a prominent location, detailed instructions to be followed in the event the operator smells gas. Obtain the instructions from the local gas supplier

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 **WARNING** 

- ✓ Any self-modification, wrong installation, adjustment or maintenance can lead to property loss or casualty. Please contact the manufacturer for any adjustment or maintenance, and have the work done by a trained & qualified person.
- ✓ For your safety sake, please keep the machine away from any liquid, gas or other object which is flammable or explosive.
- ✓ This appliance should not be operated by those who have physiological, perceptual or mental disabilities or those who have insufficient experience or knowledge (including children). Only in conditions of being given sufficient supervision & guarantee of personal safety, as well as proper instructions & guidance, those who were mentioned above can make some particular operation of this device.
- ✓ Keep children away from the device.
- ✓ Preserve this manual safely. When passing on/selling the device to a third party, the manuals must be handed over along with the device. All users must operate the device complying with the user's manual and related safety guidelines.
- ✓ If the appliance is placed near walls, partitions or kitchen furniture and the like, it is advisable to make these facilities with non-combustible material, otherwise cover them with non-combustible heat-resistant material, and pay attention to fire prevention regulations.
- ✓ The appliance should be installed in a well-ventilated area with exhausting facilities, which may ensure that all burnt gases produced during combustion process are completely exhausted.
- ✓ The appliance is only applicable to low-pressure gas regulating valve. It may lead to loss and casualty if other regulating valves are used.
- ✓ Do not seal the screw on the gas valve with seal welding.
- ✓ **Fire warning:** If you smell the gas, please keep away from fire. Do not light up any device or touch the electronic switch. Do not use any phone in the building either. Close the main gas valve immediately and call the professional personnel to maintain it. Operation or improperly maintained will lead to large gas leakage or deflagration easily. The manufacturer will not bear any responsibility for fire accidents caused by improper operation or maintenance.

CODES AND STANDARDS

This item must be installed in accordance with:

In the United States: State and local codes, or in the absence of local codes, with:

National Fuel Gas Code, ANSI-Z223.1/NFPA #54 (latest edition).

NFPA Standard #96 Vapor Removal from Cooking Equipment

In the commonwealth of Massachusetts all gas appliances vented through a ventilation hood or exhaust system with a damper or with a power means of exhaust shall comply with 248 CMR.

In Canada: Local codes

CAN/CSA-B149.1 Natural Gas Installation (latest edition).

CAN/CSA-B149.2 Propane Installation Code

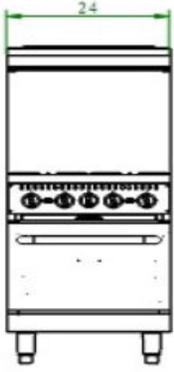
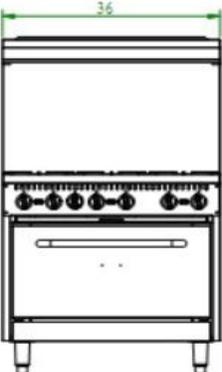
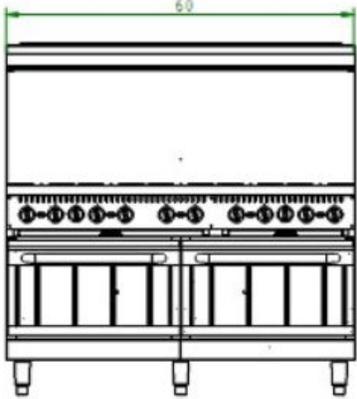
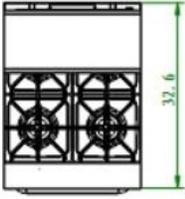
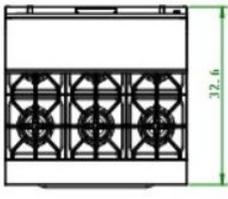
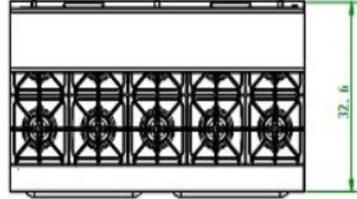
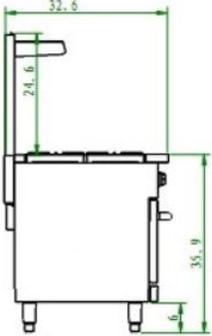
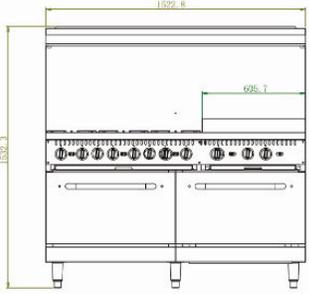
The installer of this unit should be aware of state, county or local code for connecting this equipment to determine if an additional external regulator is required.

 **WARNING** 

FIRE, INJURY or DEATH HAZARD

This equipment must be installed by a qualified installer in accordance with all federal, state and local codes. Failure to install this equipment properly can result in injury or death.

Specification

	R4	R6	R10
			
			
			
Model	R4	R6, R6-24	R10, R10-24
Dimension	24" X 32.5" X 24.75"	36" X 32.5" X 24.75"	60" X 32.5" X 24.75"
Oven Capacity	20.5"W X 26"D X 14"H	26.75"W x 25.75"D x 14"H	(2) 26.75"W x 25.75"D x 14"H
BTU Oven	30,000 BTU	30,000 BTU	30,000 BTU
BTU Burner	4 x 30,000 BTU	6 X 30,000 BTU	10 X 30,000 BTU
BTU Griddle	N/A	-12 1 X 20,000BTU -24 2 X 20,000 BTU	-24 2 X 20,000BTU
GAS PRESSURE	NATURAL 4.0" W/C LPG 10.0" W/C	NATURAL 4.0" W/C LPG 10.0" W/C	NATURAL 4.0" W/C LPG 10.0" W/C

INSTALLATION

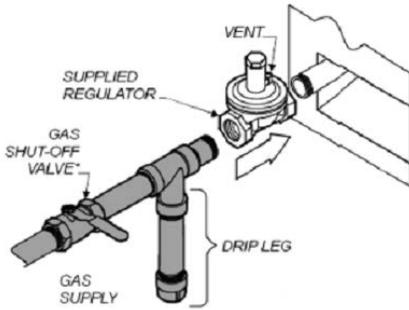
NOTE: it is vital that the purchaser of this equipment post in a prominent location instructions to be followed in the event that the user smells gas. This information shall be obtained by consulting the local gas supplier. The purchaser of this equipment must post in a prominent location.

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 Entrée first.
2. Select a location for the Range that has a level, solid, nonskid surface that is nonflammable and away from water hazards or sinks, and is in a well-lighted work area away from children and visitors.
3. This equipment must be installed under a proper ventilation as required by local code.
***NOTICE:Local codes regarding installation and ventilation vary greatly by area. The National Fire Protection Association states in its NFPA 96 latest edition (see NFPA page at the beginning of this manual) that local codes are “authority having jurisdiction” when it comes to requirements for installation of equipment. Therefore, installation should comply with all local codes.**
4. Level the range with a spirit level on the oven rack. The height can be adjusted by the adjustable feet. The adjustable feet have an adjustment of one inch. Do not slide unit with legs mounted. Lift if necessary to move unit. Do not sway or tilt during operation.
5. The supplied gas pressure regulator is factory set at 4” Natural Gas W.C. or 10” Propane Gas.
6. THESE UNITS ARE SUITABLE FOR INSTALLATION ON NON-COMBUSTIBLE SURFACE ONLY. Noncombustible clearances: 6” sides (152 mm), 6” rear (152 mm), 6” floor (102 mm).
7. Do not obstruct the flow of combustion and ventilation air under the unit by the legs or behind the unit by the flue. Do not place objects between the bottom of the unit and the counter top.
8. There must be adequate clearance for removal of the front panel. All major parts except the burners are removable through the front if the gas is disconnected.
9. A manual gas valve should be installed upstream the device where is easy to be reached before installation in the event of an emergency to shut off the fuel supply to the range.
10. It may be necessary to adjust the balance of gas volume and air supply to each burner. This must be done by and authorized service technician.
11. Pipe threading compound must be resistant to the action of liquefied petroleum gas. DO NOT USE TEFLON TAPE.

The installation of this appliance must conform to local codes, or in the absence of local codes, the National Fuel Gas Code, ANSI Z223.1/NFPA 54, or the Natural Gas and Propane Installation Code, CSA B149.1, as applicable.

- The appliance and its individual shut off valve must be disconnected from the gas supply piping system during any pressure testing of that system at test pressures in excess of ½ PSI (3.5kPa).
- The appliance must be isolated from the gas supply piping system by closing its individual manual shut off valve during any pressure testing of the gas supply piping system at test pressures equal to less than ½ PSI (3.5kPa).

Gas Piping: Gas piping shall be of such size and so installed as to provide a supply of gas sufficient



Connection diagram

to meet the full gas input of the appliance. If the appliance is to be connected to existing piping, it should be checked to determine if it has adequate capacity. Joint compound (pipe dope) should be used sparingly and only on the male threads of the pipe joints. Such compounds must be resistant to the action of Liquefied Propane (LP) gases.

Regulator information: ¾" NPT (National Pipe Thread) inlet and outlet; factory adjusted for four (4") inch Water Column (WC) Natural Gas standard and may be converted by qualified personnel to be used for Propane at ten (10") Water Column pressure.

Prior to connecting the regulator, check the incoming line pressure. The regulator can only withstand a maximum pressure of ½ PSI (14" WC). If the line pressure is beyond this limit, a step down regulator before the regulator provided will be required. The arrow forged into the bottom of the regulator body shows gas flow direction, and should point downstream to the appliance.

CAUTION: Any loose dirt or metal particles, which are allowed to enter the gas lines on this appliance, will damage the valve and affect its operation. When installing this appliance, all pipe and fittings must be free from any internal contaminants. It is recommended that a "drip leg" be installed in-line before the regulator. See diagram above.

Manual Shut Off Valve: A manual shut off valve should be installed upstream from the manifold, within four (4) feet, (1.2M) of the appliance and in a position where it can be reached in the event of an emergency.

Checking For Gas Leaks: Using a gas leak detector or a soapy water solution is recommended for locating gas leaks. Matches, candle flame, or other sources of ignition shall not be used for this purpose. Check entire piping system for leaks.

⚠️WARNING⚠️

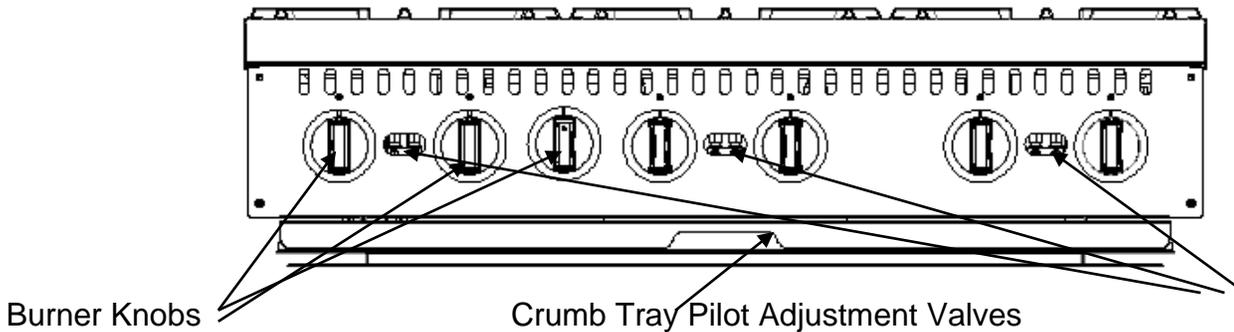
DO NOT use an open flame to check for leaks. Check all gas piping for leaks with a soap and water solution before operating the unit.

Notable Cautions:

- ✓ Installation, operator and maintenance of this device should be operated by professional personnel or qualified people.
- ✓ Please keep the integrity of the appliance and remove the outer packing. If you have any questions, call the manufacturer and stop using the appliance. In case of danger, keep the packing materials away from children. (Plastic bags, nails etc.)
- ✓ Upon first use, the duration of ignition may be a little longer due to the air existing in the new pipe. If the ignition cannot be lit up, turn off the gas valve and wait 3 minutes to allow unused gas to dissipate.
- ✓ Do not use gas that is not applicable for this range. Neither does high pressure regulating valve nor medium pressure regulating valve. Make sure that the gas supply is the same as the gas that the device allows to use. If not, please stop using.
- ✓ During operation, do not leave unattended.
- ✓ This product is a commercial machine that needs to be operated by trained or professional personnel. This unit is not applicable for home or residential use.
- ✓ This device is for commercial use only, not applicable for other usage.
- ✓ Do not sway or tilt during operation.
- ✓ Do not dismantle or self-modify the device. Dismantlement modification may cause damage to the appliance and WILL VOID THE WARRANTY.
- ✓ Do not pat the product or put any heavy objects onto it. Abnormal operation may cause damage and danger.
- ✓ Do not obstruct the exhaust vent, which will cause damage to the appliance and do harm to your health.
- ✓ High surface temperature may cause burns. Do not touch the appliance with hands directly due to high temperature during or after operation. In case of burns, do not move the device if it is still hot.
- ✓ Do not spray the device with water directly. Clean the stainless steel surface regularly to prevent damage caused by surface oxidation and chemical reaction. Always clean with the grain.
- ✓ Do not deface the control panel with hard or sharp objects.
- ✓ If the device is malfunctioning, turn off the gas main valve upstream to the device and contact the manufacturer to repair. For warranty service call (704) 900 2068
- ✓ Do not put any flammable objects (e.g. towel etc.) anywhere of the surface, or it may cause fire.
- ✓ After using, please turn off the gas valve immediately.
- ✓ If any gas leakage is found, please turn off the gas valve and open the window to ventilate. Do not turn the power and switches on or off. Please reuse them after maintenance.

OPERATION

Control Panel:



Top Burners:

1. Connect the gas supply and ignite the pilot flame with a lighter. If the device is stopped using for a long time or first used, it is normal that the duration of ignition may be a little longer (about two or three minutes).
2. Turn the corresponding valve knob of burner counter clockwise, the burner will be ignited. If the knob is aligned with the round dot on the panel, the flame is Max. To set the flame to Min, rotate counterclockwise to the Min flame position.
3. After using, turn off the main burner. To shut down, rotate the knob clockwise to origin position.
4. If not using the device, please turn off all the burner valves.

Off Position



Low Position



High Position



Operating the Griddle – Pilot Lighting Instructions for MANUALLYCONTROLLED GRIDDLES

Before operating Griddle, it should be checked to see that is sitting level. Adjust the feet to level the Griddle. Be sure the catch tray had been properly placed.

Manual Griddle Knob



The pilot light on the appliance has been set at the factory. Each burner has a pilot light.

1. Make sure all knobs are in the "OFF" position.
2. The main gas valve should be "CLOSED/OFF" for five (5) minutes prior to lighting plots to clear any existing gas. (Main gas valve is supplied by others.)
3. Turn "ON or OPEN" the main gas valve to the unit.
4. Light and hold an ignition source (match) at the pilots. When the flame is established, remove the ignition source. Repeat this step for each burner as each burner has its own individual pilot. The pilot can be reached through the holes in the front of the unit.
5. Turn each burner knob "ON". If the burners do not ignite promptly, turn the knobs "OFF". From the opening in the front panel, use a screwdriver and turn the pilot valve screw counterclockwise, which will increase the flame

height and repeat step 4.

If the pilot flame appears large than necessary, turn it down and retest the burner ignition. The pilot flame should be as small as possible but large enough to guarantee reliable ignition of the burners when the knobs are turned to "ON". In the holes located in the front panel are pilot valve adjustments. Use a screwdriver to turn the valve to adjust the flame height to your desired level.

CAUTION All burners are lit from constantly burning pilots. Turning the valve to the desired flame height is all that is required to put the unit in service.

Igniting the Burner

To ignite the burner, turn knob to the "ON" position, then back off to the desired flame level. The range of adjustment is virtually infinite between "ON" and "OFF". On the Thermostat controlled griddle, turn the knob to the desired temperature and allow it to preheat for approximately fifteen (15) minutes. (*Be sure the griddle plate has been properly season before attempting to cook). The space between the legs at the bottom admits combustion air. **DO NOT BLOCK THIS SPACE.**

All burners are lit from a constantly burning pilots. Turning the valve to the desired flame height is all that is required to put the unit in service. Or if thermostatically controlled, simply set to the desired temperature.

Do not permit fans to blow directly at the unit. Whenever possible, avoid open windows next to the unit's sides or back. Avoid wall type fans which create air cross-currents within a room.

It is also necessary that sufficient air should be allowed to enter the room to compensate for the amount of air removed by any ventilation system. Otherwise, a subnormal atmospheric pressure will occur, affecting operation and causing undesirable working conditions.

A properly designed and installed hood will act as the heart of the ventilation system for the room or area in which the unit is installed, and will leave the unit independent of changing draft conditions.

NOTE: It may be necessary to adjust the balance of gas, volume, and air supply to each burner. This must be done by an authorized service technician.

SEASONING THE GRIDDLE

Be sure to start with a clean Griddle surface. Pour small amount of high quality cooking oil to the griddle plate (about one ounce (30 cc) per square foot of surface. Spread the oil over the entire griddle surface with a clean cloth to create a thin film. Turn on the griddle to the lowest flame height or the lowest setting on the dial if it is a thermostatically controlled griddle, and allow to heat for approximately 30 minutes. As the griddle is heating it will be necessary to spread the oil over the griddle surface to prevent it from drying. Repeat this process 2 to 3 times gradually increasing the flame height each, on the burner until the griddle has a slick, mirror-like surface. This process will take 1 ½ to 2 hours.

Note: Each time the griddle is cleaned with SOAP and WATER, the seasoning is removed and this process must be repeated.

Note: If the process occurs too fast the griddle surface may turn a light bluish tint in color. The tint does not hurt the griddle surface. You should allow the surface to cool and start over.

OPERATING THE GRIDDLE

Turn the burners on about 15-20 minutes before cooking for preheating. Set the knobs to the desired flame height.

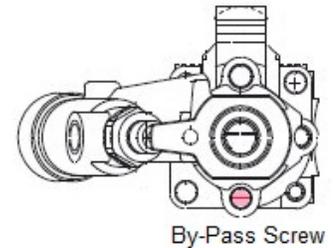
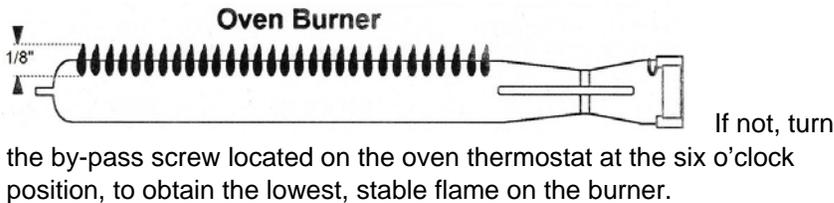
NOTE: *On Manually Operated Griddles there is NO TEMPERATURE CONTROL, you the operator must maintain temperature by increasing or decreasing the flame height as required.*

Each valve controls the gas flow to the burner to bring that area of the griddle up to the desired temperature. If different temperature settings are to be used, adjoining areas should be set to progressively higher temperatures using the lowest

temperature on the outside burners. A uniform and systematic approach to the loading of the unit will produce the most consistent product results.

OPERATING THE OVEN:

1. Before using, please clean the oven and range completely. Remove all the packing materials and film. Before cleaning the stainless steel accessories, please make sure that the used detergent contains no corrosive substance and suits to the stainless steel surface cleaning. Then dry the range with clean cloth.
2. For first use, the duration of ignition may be a little longer due to the air existing in the new pipe. It cannot be ignited until all the air is exhausted.
3. Burn Off Period. When first using, it is normal there is unpleasant odor and smoke. (Make sure that the smell is not caused by gas leakage.) In fact, that is produced by overheating of the insulating material and oil residue during the manufacturing process. Set the temperature to 450°F and allow to heat until the smell is gone and oven stops smoking. Then use as normal.
4. During ignition, please open the kick plate below the door downward, press down the knob and rotate it counter clockwise to , and press down. Ignite the pilot flame with lighter via the ignition hole.
5. After the pilot flame is ignited, press the knob for more than 20 seconds to heat up the thermocouple. If the ignition is out when you loosen the knob, repeat this operation.
6. By-Pass Setting: With the oven cold or at room temperature turn the dial to 300°F and observe the burner flame. Allow to heat for approximately 5 minutes, turn the dial to the lowest setting and observe the burner flame. There should now be a small, but stable flame on the burner, approximately 1/8" high.



7. Keep rotating the temperature control knob counterclockwise to ignite the main burner of the oven. Select appropriate temperature according to food requirement. The oven temperature can be controlled between 250°F and 550°F.

Note: If the gas type needs to be changed from NG to LPG, the nozzles of main burner and pilot flame should be replaced.

Routine Inspection

It is necessary to checking the range daily. Check the range regularly can avoid any serious accident and expensive damage. Stop using if user feels that there are some problems in normal operation of the range. Check the situation of the range before or after each use.

Before using: Is the range tilted? Is the control panel damaged?

During using: Is there a strange smell or vibration noise? Is the burner flame normal? Any flash back in burner or lifting flames?

Cleaning & Maintenance

- ✓ Before cleaning, please turn off the range and the gas valve upstream.
- ✓ Please clean the burners and tray for crumbs and debris regularly.
- ✓ Clean the stainless steel surface with warm soap-suds every day and rinse it completely. (Do not spray the range directly with water. Especially when hot, damage will occur.)
- ✓ During cleaning, do not clean the stainless steel surface with abrasive detergent, brush or scraper etc. The residual iron scale may cause rusting. Scrub it according to direction of grain. Do not clean the surface with chlorine cleanser (bleach, hydrochloric acid etc.) even though these products are diluted.
- ✓ Do not clean the floor where the device locates with corrosive substance (e.g. KCL).
- ✓ Clean the dirt on the burners and baffle regularly.
- ✓ Do not modify the ventilation volume needed during combustion.
- ✓ Accumulation of substances containing acidic ingredient, e.g. vinegar, lemon juice, spices, salt etc. Thus, please keep these substances away from long contacting with the stainless steel accessories. Vapor of acid solution will damage the surface of the device seriously.
- ✓ A complete cleaning every day will ensure a good service and extend the service life of the device. Clean the device with a wet towel containing suds or detergent, rinse it with clear water and dry it with clean cloth. Do not clean the device with steel brush, which may cause rust..
- ✓ Splotch and abrasion of the stainless steel surface: Scrape and black stain can be removed plastic scouring pad such as Scotch Brite. During cleaning, the direction should be the same as the polishing, always rub with the grain on the stainless steel.
- ✓ Rusting on Cast Iron Cooking Grate: To remove the rusting, remove cast iron grate and clean with wire brush. Wash in warm soapy water and immediately dry thoroughly. Lightly coat the cooking grate with food grade cooking oil.
- ✓ To avoid rusting of the device, please make sure that the residual salt inside or outside the device is cleared away.
After cleaning, to avoid short-time incomplete combustion, the fire hole of the burner should be clean and unblocked.
- ✓ If not going to use the device at any period of time, please turn off all gas valve and the gas valve upstream. (Note: the standing pilot will go out.)
- ✓ If not going to use the device for a long time, please clean the stainless steel surface with a stainless steel cleanser and soft cloth.
- ✓ 90% of the device is metals (stainless steel, iron, aluminum, galvanized metal sheet) which can be recycled by an appointed treatment plant according to environmental standards of the equipment installation countries. (No littering!)

Recommended Cleaning of the Griddle

⚠ CAUTION

- **DO NOT** use any abrasive or flammable cleaning fluids.
- **DO NOT** hose down, immerse, or pressure wash any part of the Griddle, excluding the catch tray.

NEVER use a scrubber pad (on all exterior surfaces, except the griddle plate), steel wool or abrasive material, or cleaners containing chlorine, iodine and ammonia, or bromine chemicals as these will deteriorate the stainless steel and shorten the life of the unit.

It takes very little time and effort to keep the Griddle attractive and performing at top efficiency. Wait until the griddle is cool after the unit had been turned off. Please follow the cleaning steps below:

PART	REQUIRED ACTION	FREQUENCY
Body	Use a clean cloth and a non-abrasive cleaner to clean the stainless steel body of the Griddle. Wipe the polished areas with a soft cloth.	Daily
Back and Side Splashes	Thoroughly clean. Wipe with clean, warm medley soapy water then re-wipe splashes with a damp cloth.	Daily
Controls	Unit should be turned off when not in use. It is recommended that the unit be disconnected from the gas supply by closing the main gas valve. Use a clean cloth to wipe any grease or debris from the control knobs.	Daily
Griddle Plate	Clean surface with a grill pad or metal spatula. <ul style="list-style-type: none"> • Clean the griddle surface thoroughly. If necessary, use a griddle stone or grill pad. (If a griddle stone is not used correctly it will damage the Griddle surface). • Rub with the grain of the metal while the griddle is still warm. A mild soap may be used on the plate surface to help clean it. • Remove all soap and debris thoroughly; wipe with a clean, damp cloth. • The plate should then be covered with a thin film of oil to prevent rusting. • Clean stainless surfaces with a damp cloth and polish with a soft dry cloth. To remove discoloration, use a nonabrasive cleaner. • After each “weekly” cleaning, the griddle must be seasoned again. If the griddle usage is very high, the “weekly” cleaning procedures may be done more often than once a week. The use of ice on the griddle plate to cool may damage the plate. 	Daily & Weekly
Catch Tray	Once the unit has cooled, remove the catch tray and discard the waste, grease, debris and crumbs. CAUTION: If the catch tray is permitted to fill too high, grease/debris is likely to accumulate under the unit. This catch tray/drawer is removed by pulling forward. USE CAUTION WHEN REMOVING!	As Needed

Trouble Shooting

Symptoms	Causes	Solutions
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The pilot flame cannot be ignited.	<ol style="list-style-type: none"> 1. The gas pressure is not enough. 2. The nozzle is blocked. 3. Connection of the thermocouple is loose. 4. The thermocouple is defective. 5. The gas control valve is malfunctioning. 	<ol style="list-style-type: none"> 1. Adjust the relieve valve to get a proper pressure. 2. Unblock the nozzle. 3. Tighten the thermocouple. 4. Replace the thermocouple 5. Please replace the gas control valve.
The pilot flame is on but the main burner will not ignite	<ol style="list-style-type: none"> 1. The gas pressure is not adequate. 2. The main burner orifice is blocked. 3. The gas control valve is defective. 	<ol style="list-style-type: none"> 1. With the use of a manometer, adjust the pressure regulator to the proper pressure setting on the data tag. 2. Unblock the burner orifice. 3. Replace the gas control valve.
It has a "Pop" sound when gas supply is turned off.	<ol style="list-style-type: none"> 1. The burner orifice is not the correct size for the type of gas being supplied to the range. 2. The air shutter is not adjust properly. 3. The gas pressure is too low. 4. The gas supply connection is not the correct size. 	<ol style="list-style-type: none"> 1. Check the orifice size to be sure it is correct for the gas supply. 2. Adjust the air shutter on the burner. 3. With the use of a manometer, adjust the pressure regulator to the proper pressure setting on the data tag. 4. Verify that the connection type is at least 3/4" inside diameter and of commercial grade. Check with your installer for correction.
Burners have yellow tips and creating black soot.	<ol style="list-style-type: none"> 1. The burner orifice is not the correct size for the type of gas being supplied to the range. 2. The air shutter is not adjusted properly. 3. The gas pressure is too low. 4. The volume of gas being supplied to too low. 	<ol style="list-style-type: none"> 1. Check the orifice size to be sure it is correct for the gas supply. 2. Adjust the air shutter on the burner. 3. With the use of a manometer, adjust the pressure regulator to the proper pressure setting on the data tag. 4. Verify that the connection type is at least 3/4" inside diameter and of commercial grade. Check with your installer for correction.

The above trouble shooting guide are for reference only. If any failure occurs, please stop using, and inform the professional technicians to check and repair. Safety is first and maintenance should be done after the power supply and gas supply are shut down.

COOKING EQUIPMENT WARRANTY
(NON-TRANSFERABLE)

For Warranty Service Call (704) 900 2068

All new Entrée Gas Cooking Equipment is warranted to be free from defects in material and workmanship under normal use and service for a period of one (1) year from the date of original purchase, or 20 months after shipment date from the manufacturer, whichever occurs first. Any gas cooking equipment installed in a non-permanent structure, such as a mobile kitchen and/or trailer shall have a thirty (30) days limited warranty from the date of purchase. Proof of purchase required. Intended for indoor commercial use only.

This is limited to the repair and replacement, including labor charges of defective parts and/or assemblies. Labor, travel and mileage covered for the first year include straight time labor charges and travel charges within 100 miles, roundtrip.

1. This warranty is limited to original installation of new Entrée Gas Cooking Equipment for the original user in the United States or Canada. This warranty is not transferable.
2. This product MUST be installed per Local and National Codes as described in the Owner's/Installers Manual.
3. This warranty does not apply to any equipment that has not been installed in accordance with the directions published in the appropriate installation and operation manuals.
4. Entrée will bear no responsibility or liability for any equipment which has been mishandled, abused, misapplied, misused, subjected to harsh chemical action, or external causes such as gas fluctuations, field modified without the approval of Entrée, or by unauthorized personnel, improperly installed or maintained, equipment damaged by flood, fire, or other acts of God, or which have altered or missing serial numbers.
5. This warranty applies only to defects in parts and workmanship in equipment and not damage incurred in shipping, handling or excessive incoming gas pressure.
6. If the equipment has been changed, altered, modified, or repaired with parts not authorized or by a nonqualified Entrée Service Technician, then Entrée shall not be responsible for warranty claim.
7. Adjustments such as calibrations, leveling, tightening of fasteners and pipe unions, or utility connections normally associated with original installation are the responsibility of installer and not that of Entrée. Regular maintenance and cleaning shall be the responsibility of the customer.
8. Entrée will bear normal labor charges incurred in the repair or replacement of a warranted piece of equipment within 50 miles of an authorized service agent. Overtime, premium labor charges and travel charges in excess of 100 miles round trip will not be covered by Entrée and will be the responsibility of the person or firm requesting the service.
9. Original purchased replacement parts will be warranted for 90 days from the parts invoice date. This warranty is for parts cost only and does not include freight or labor charges.
10. This warranty provides the exclusive remedy against Entrée relating to all Entrée, whether in contract or in tort or under any other legal theory and whether arising out of warranties, representations, instructions, installations, or defects from any cause. Entrée shall not be liable, under any legal theory, for loss of use, revenue or profit, or for substitute use or performance, or for incidental, indirect, or special or consequential damages, or for any other loss of cost of similar type. The laws of some jurisdictions limit or do not allow the disclaimer of consequential damages. If the laws of such a jurisdiction apply to any claim by or against Entrée, NO limitations and disclaimers contained here shall be the greatest extent permitted by law.
11. The liability of Entrée is limited to the repair or replacement of any part found to be defective.

THIS WARRANTY AND THE LIABILITIES SET FORTH HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OF THEIR LIABILITIES AND WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE AND CONSTITUTES THE ONLY WARRANTY OF ENTRÉE WITH RESPECT TO THE PRODUCT(S). ENTRÉE LIABILITY ON ANY CLAIM, INCLUDING BUT NOT LIMITED TO NEGLIGENCE, SHALL NOT EXCEED THE PRICE OF THE EQUIPMENT THAT GIVES RISE TO THE CLAIM.

WARRANTY CLAIMS

All requests for Warranty Service must be called into (704) 900 2068 to obtain and agree to service dispatch with Warranty Claim Payment Terms. All claims for labor or parts must be made directly through Entrée L.L.C.

All claims should include: Dispatch number, model number of the unit, the serial number of the cabinet, proof of purchase, date of installation, and all pertinent information supporting the existence of the alleged defect.

WHAT IS NOT COVERED BY THIS WARRANTY

Entrée L.L.C. sole obligation under this warranty is limited to either repair or replacement of parts, subject to the additional limitations below. This warranty neither assumes nor authorizes any person to assume obligations other than those expressly covered by this warranty. Travel beyond 50 miles round trip and more than 2 hours round trip.

NO CONSEQUENTIAL DAMAGES. ENTRÉE L.L.C. IS NOT RESPONSIBLE FOR ECONOMIC LOSS; PROFIT LOSS; OR SPECIAL, INDIRECT, OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION, LOSSES OR DAMAGES ARISING FROM FOOD OR PRODUCT SPOILAGE CLAIMS WHETHER OR NOT ON ACCOUNT OF REFRIGERATION FAILURE.

WARRANTY IS NOT TRANSFERABLE. This warranty is not assignable and applies only in favor of the original purchaser/user to whom delivered. ANY SUCH ASSIGNMENT OR TRANSFER SHALL VOID THE WARRANTIES HEREIN MADE AND SHALL VOID ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IMPROPER USAGE. ENTRÉE L.L.C. ASSUMES NO LIABILITY FOR PARTS OR LABOR COVERAGE FOR COMPONENT FAILURE OR OTHER DAMAGES RESULTING FROM IMPROPER USAGE OR INSTALLATION OR FAILURE TO CLEAN AND/OR MAINTAIN PRODUCT AS SET FORTH IN THE OWNER'S MANUAL PROVIDED WITH THE UNIT.

RELOCATION OF EQUIPMENT FOR REPAIR: Entrée L.L.C. is not responsible for the cost to move the unit for any reason from its position of operation on the customer's premises to make a warranty repair.

RESIDENTIAL APPLICATIONS: Entrée L.L.C. assumes no liability for parts or labor coverage for component failure or other damages resulting from installation in non-commercial or residential applications.

ALTERATION, NEGLIGENCE, ABUSE, MISUSE, ACCIDENT, DAMAGE DURING TRANSIT OR INSTALLATION, FIRE, FLOOD, ACTS OF GOD.

Entrée L.L.C. is not responsible for the repair or replacement of any parts that Entrée L.L.C. determines have been subjected after the date of manufacture to alteration, neglect, abuse, misuse, accident, damage during transit or installation, fire, flood, or act of God.

IMPROPER GAS CONNECTIONS. ENTRÉE L.L.C. IS NOT RESPONSIBLE FOR THE REPAIR OR REPLACEMENT OF FAILED OR DAMAGED COMPONENTS RESULTING FROM INCORRECT PRESSURE OR TYPE OF GAS. THIS EQUIPMENT IS INTENDED FOR INDOOR USE ONLY.

NO IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE: THERE ARE NO OTHER WARRANTIES, EXPRESSED, IMPLIED OR STATUTORY, EXCEPT THE ONE (1) YEAR PARTS & LABOR WARRANTY. THESE WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, INCLUDING IMPLIED WARRANTY AND MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

OUTSIDE U.S.: This warranty does not apply to, and Entrée L.L.C. is not responsible for, any warranty claims made on products sold or used outside the United States and Canada.

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INSTALLATION & OPERATION MANUAL

GAS RANGES

GAS RANGES WITH GRIDDLES

Warranty Service– Technical Support

(704) 900 2068

A product with the **ENTREE** name incorporates the best in durability and low maintenance. We all recognize, however, that replacement parts and occasional professional service may be necessary to extend the useful life of this unit. When service is needed, contact a ENTREE Authorized Service Agency, or your dealer. To avoid confusion, always refer to the Model Number, Serial Number, and Type of your unit.



Conforms to ANSI+
STD Z83.11-2016+
Certified to CSA+
STD 1.8-2016+
Conforms to+
NSF/ANSI STD 4+

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