



FOR QUESTIONS, CONTACT THE  
SERVICE DEPARTMENT AT:  
[service@servware.com](mailto:service@servware.com) or  
800-768-5953

## Gas Cheesemelter

### Service, Installation and Care Manual

Please read this manual completely before attempting to install or operate this equipment.  
Notify carrier of damage! Inspect all components immediately.



← SGCM-36

**IMPORTANT INFORMATION  
ABOUT YOUR SERV-WARE™ UNIT ENCLOSED.  
PLEASE READ BEFORE USE!**

*Save These Instructions!*

Parts & Service Manuals Available at:

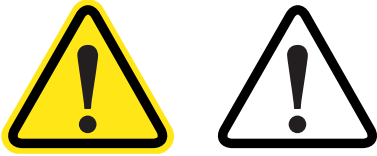
[www.servware.com](http://www.servware.com)

**800-768-5953**

## COMMERCIAL GAS CHEESEMELTER SAFETY

*Your safety and the safety of others are very important.*

We have provided many important safety messages in this manual and on your appliance. Always read and obey all safety messages.



This is the Safety Alert Symbol. This symbol alerts you to potential hazards that can kill or injure you and others. All safety messages will follow the Safety Alert Symbol and either the words "**DANGER**", "**WARNING**" or "**CAUTION**".



**DANGER** means that failure to heed this safety statement may result in severe personal injury or death.



**WARNING** means that failure to heed this safety statement may result in extensive product damage, serious personal injury, or death.



**CAUTION** means that failure to heed this safety statement may result in minor or moderate personal injury, or property or equipment damage.

All safety messages will alert you to what the potential hazard is, tell you how to reduce the chance of injury, and let you know what can happen if the instructions are not followed.

If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard. This appliance is not intended for use by persons with lack of experience and knowledge regarding this type of equipment, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Cleaning and user maintenance shall not be made by inexperienced persons without supervision.

Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance. The appliance uses flammable insulation blowing gas C5H10, disposal of the appliance shall be in accordance with the regulations of federal, state and local authorities.

## COMMERCIAL GAS CHEESEMELTER SAFETY

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### WARNINGS

- Improper installation, adjustment, alteration, service or maintenance can cause property damage, injury or death.
- Read the installation and maintenance instructions thoroughly before installing or servicing this equipment.
- Have the equipment installed by a qualified installer in accordance with all federal, state and local codes.
- This equipment is for use in non-combustible locations only.
- Do not obstruct the flow of combustion and ventilation air.
- Do not spray controls or the outside of the equipment with liquids or cleaning agents
- Allow for hot parts to cool before cleaning or moving.
- This equipment should only be used in a flat, level position.
- Do not operate unattended.
- Any loose dirt or metal particles that are allowed to enter the gas lines on this equipment will damage the valve and affect its operation.
- If you smell gas, follow the instructions provided by the gas supplier. Do not touch any electrical switch; do not try to light the burner; do not use a telephone within close proximity.
- Never attempt to move grates while cooking.

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### IMPORTANT FOR YOUR SAFETY



THIS MANUAL HAS BEEN PREPARED FOR PERSONNEL QUALIFIED TO INSTALL GAS EQUIPMENT, WHO SHOULD PERFORM THE INITIAL FIELD START-UP AND ADJUSTMENTS OF THE EQUIPMENT COVERED BY THIS MANUAL.

POST IN A PROMINENT LOCATION THE INSTRUCTIONS TO BE FOLLOWED IN THE EVENT THE SMELL OF GAS IS DETECTED. THIS INFORMATION CAN BE OBTAINED FROM THE LOCAL GAS SUPPLIER.

### IMPORTANT



IN THE EVENT A GAS ODOR IS DETECTED, SHUT DOWN UNITS AT THE MAIN SHUTOFF VALVE AND CONTACT THE LOCAL GAS COMPANY OR GAS SUPPLIER FOR SERVICE.

### FOR YOUR SAFETY



DO NOT STORE OR USE GASOLINE OR OTHER FLAMMABLE VAPORS OR LIQUIDS IN THE VICINITY OF THIS OR ANY OTHER APPLIANCE.

## SET UP

1. Remove all packing material and tape, as well as any protective plastic from the equipment.
2. Place the equipment in the desired position and height.
3. Clean and dry the equipment thoroughly before using.

## INSTALLATION

The installation of this equipment must conform with local codes, or with the National Gas Code, ANSIZ223.1/NFPA 54, or the Natural Gas and Propane Installation Code, CSA B149.1, as applicable.

- The equipment and its individual shutoff valve must be disconnected from the gas supply piping system during any pressure testing of that system at test pressures in excess of  $\frac{1}{2}$  psi (3.5 kPa).
- The equipment must be isolated from the gas supply piping system by closing its individual manual shutoff valve during any pressure testing of the gas supply piping system at test pressures equal to or less than  $\frac{1}{2}$  psi (3.5 kPa).

### Clearance and positioning:

This equipment must be installed adjacent to non-combustible surfaces only with a minimum spacing of 6" from all sides. This equipment must be a distance of 6" from other equipment. The equipment must have the 4" legs installed and be placed on a noncombustible surface.

### Air Supply and Ventilation:

The area in front and around the equipment must be kept clear to avoid any obstruction of the flow of combustion and ventilation air.

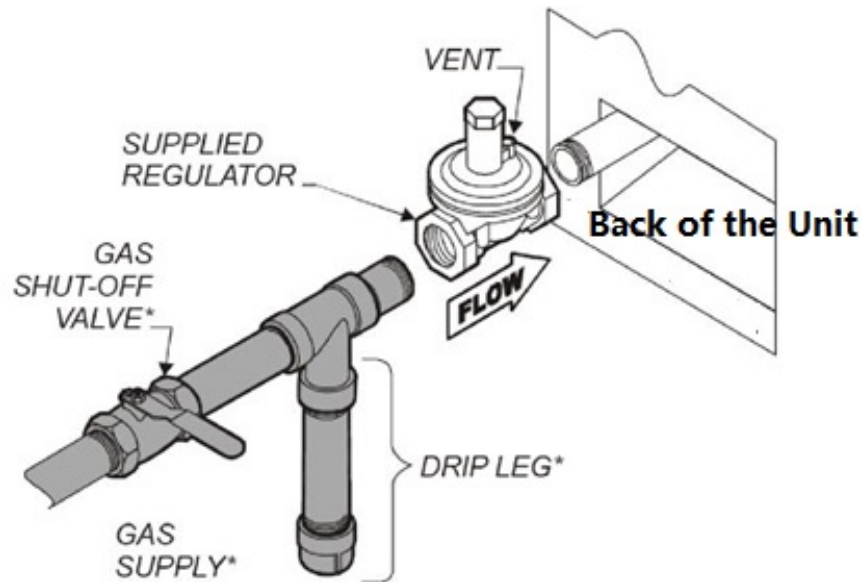
Adequate clearance must be maintained at all times in front of and at the sides of the equipment for servicing and proper ventilation.

### Pressure Regulator:

All commercial cooking equipment must have a pressure regulator on the incoming service line for safe and efficient operation. The regulator provided for this equipment is adaptable for both Natural gas and LP gas.

Regulator specifications:  $\frac{3}{4}$ " NPT inlet and outlet, factory adjusted for 4" WC Natural Gas standard and may be converted by qualified personnel to be used for Propane at 10" WC.

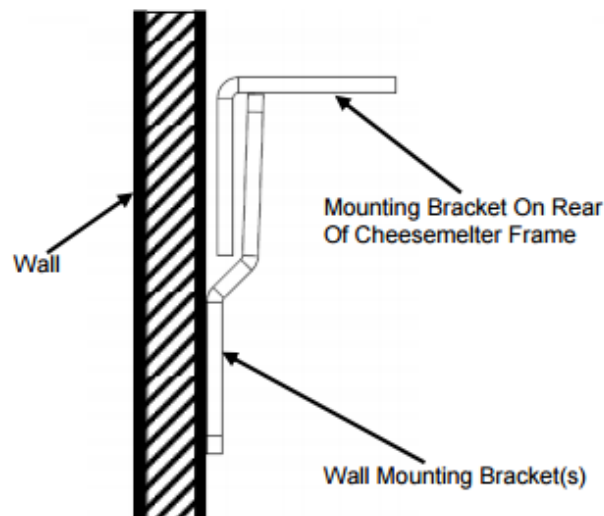
## INSTALLATION



Prior to connecting the regulator, check the incoming line pressure. The regulator can only withstand a maximum pressure of  $\frac{1}{2}$  PSI (14" WC). If the line pressure is beyond this limit, a step down regulator before the regulator provided will be required. The arrow above (FLOW) shows gas flow direction and should point downstream to the equipment.

### Wall Mounting:

1. Make sure the wall bracket(s) are level and properly spaced on the wall so that they will align with the mounting bracket on the rear of the cheesemelter frame.
2. Attach the wall mount bracket(s) to the wall with suitable fasteners (not supplied) to match the on site construction. 48, 60 and 72 models will have two wall mount brackets.
3. Hang the cheesemelter from its built-in mounting bracket onto the wall mounting brackets.

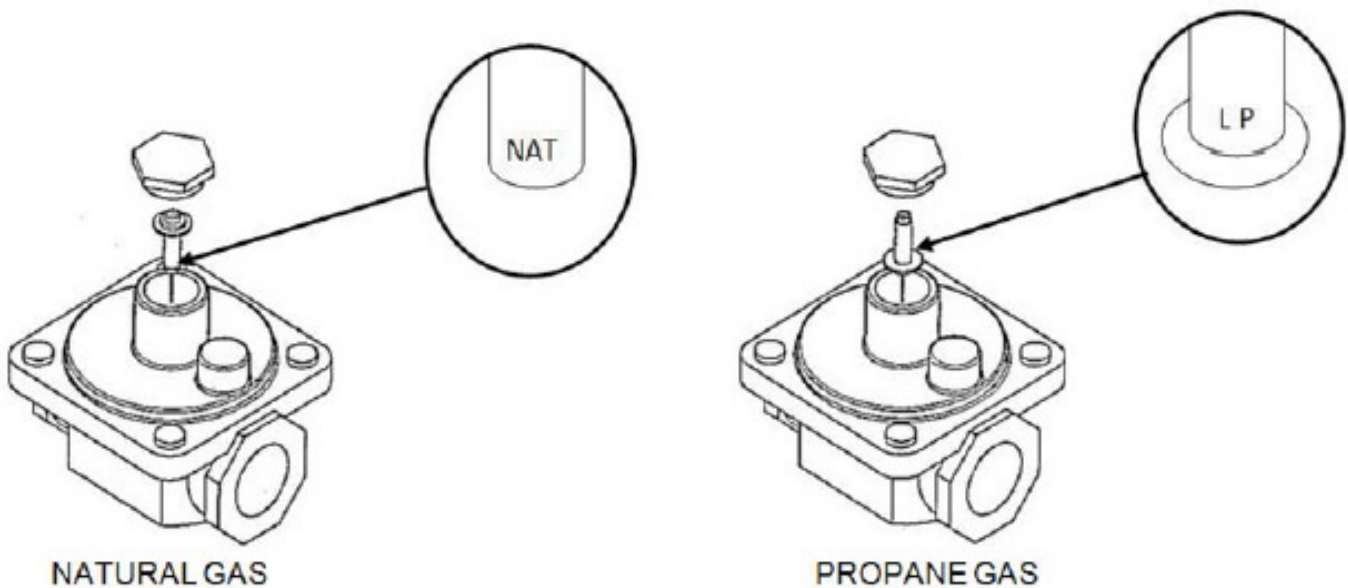


## GAS CONVERSION

Please check the rating plate for the gas type to be connected for operation. If the available gas is different from the gas type specified on the rating plate. A gas conversion procedure should be performed by a qualified technician. It is recommended that a trained gas service technician with the necessary tools, instruments and skills perform the conversion.

To convert the gas, following steps must be completed:

1. Remove all gas burner orifices and install the provided conversion kits.
2. Set the regulator to same type of gas by inverting the regulator spring plug like below pictures.





## LIGHTNING THE PILOT

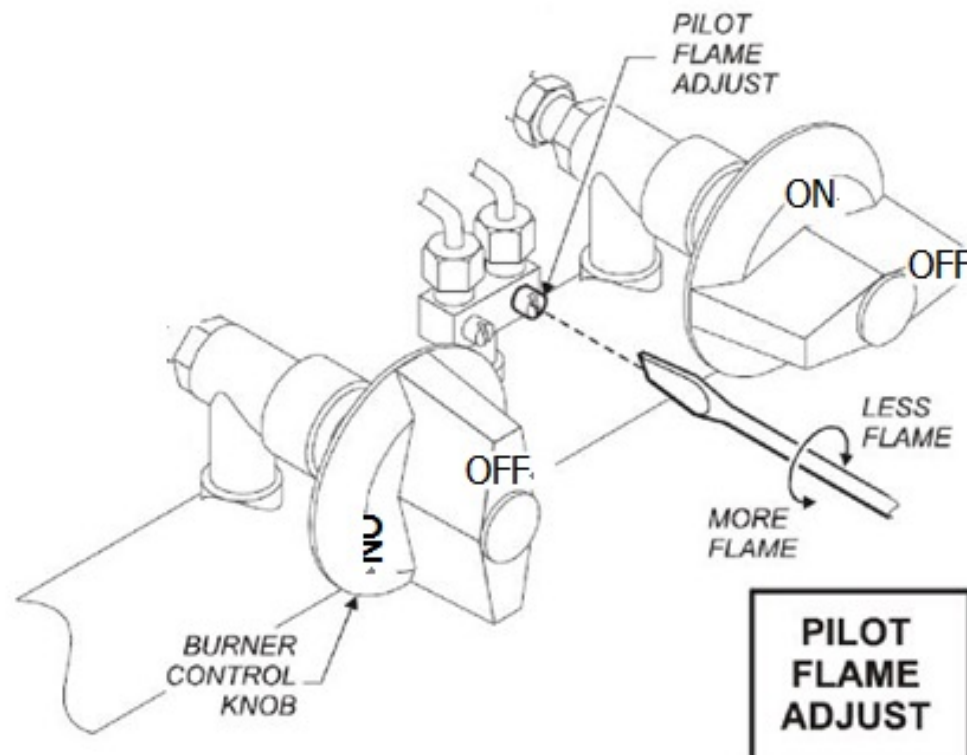
The manifold units are equipped with standing pilots and each should be lit immediately after the gas is supplied to the equipment.

1. Before attempting to light the pilots, turn off the main gas valve to the equipment and wait 5 minutes to clear the gas.
2. Turn off all gas control knobs.
3. Turn on control valve and light all pilots.
4. The pilot burner must be lit from the top. Hold an ignition source and light the pilot. When the flame is stable, remove ignition source.
5. Turn off the main gas valve to shut down the equipment.

Smoke appearing on initial start of the equipment is normal. This is a result of the painted coating burning off. Allow the equipment to “burn in” for at least 20 minutes before the first use.

### Pilot Flame Height Adjustment:

- The pilot flame on the equipment has been factory adjusted. When adjustment is necessary, adjust the pilot flames as small as possible but high enough to light the burner immediately when the burner valve is turned to the highest setting. Access to the pilot flame adjustment screw is obtained through the holes in the front panel.



## OPERATION

**Before initial use, turn the gas control knob to the maximum setting and allow the equipment to burn-in for 20 minutes. Seeing smoke coming from the cooking chamber is normal during burn-in. After 20 minutes of burn-in, equipment is ready for use.**

1. To ignite the burners, depress and turn the gas control knob to high position
2. The valve should always be set at maximum positions. If it is set in the middle positions, this might cause pressure drop after the nozzle, thus leading to poor mixing of gas and air. The burners might have strong yellow tips of flame.
3. After cooking is done, please turn the valve to off position.

## CLEANING

**To maintain the appearance and increase the service life, clean your equipment daily. DO NOT clean equipment with steel wool.**

1. Allow the equipment to cool completely before cleaning.
2. Using a wire brush, scrape the grill grate(s) to remove any food residue.
3. To clean equipment, use either a damp cloth, sponge with soapy water or a metal scraper.
4. Dry grates thoroughly to prevent rusting.
5. Empty and clean the drip tray.

## MAINTENANCE

- A qualified service company should check the unit for safe and efficient operation on an annual basis.
- Gas piping shall be a certain size and installed to provide a supply of gas sufficient to meet the full gas input of the equipment.
- A manual shut off valve should be installed upstream from the manifold within 4 ft. (1.2m) of the equipment and in a position where it can be reached in the event of an emergency.
- Check entire gas piping system for leaks every so often. Using a gas leak detector or soapy water solution is recommended.
- Install equipment under efficient exhaust hood with flameproof filters with a distance of no less than 4 feet between the top of the equipment and the filters or any other combustible materials.

\*Shipped setup for Natural Gas and includes a kit for conversion to LPG.

**TROUBLESHOOTING CHART**

<b>PROBLEM</b>	<b>POSSIBLE CAUSES &amp; SOLUTIONS</b>
<b>Burner does not come on when the control knob is turned on</b>	<ul style="list-style-type: none"> <li>• Problem with gas valve. (Call for service)</li> <li>• Pilot burner not lit.</li> <li>• Low gas pressure. (Call for service)</li> </ul>
<b>Too much heat</b>	<ul style="list-style-type: none"> <li>• Burner valves adjusted too high.</li> <li>• Faulty ventilation.</li> <li>• Overrated gas pressure.</li> <li>• Improperly adjusted burner.</li> </ul>
<b>Uneven heat side to side</b>	<ul style="list-style-type: none"> <li>• Burner valves improperly adjusted.</li> <li>• Appliance is not level side to side.</li> <li>• Improperly adjusted burner.</li> </ul>
<b>Uneven heat front to back</b>	<ul style="list-style-type: none"> <li>• Appliance is not level front to back.</li> <li>• Faulty ventilation.</li> <li>• Improperly adjusted burner</li> </ul>
<b>Pilot burner will not stay lit</b>	<ul style="list-style-type: none"> <li>• Pilot flame is set too low. Adjust pilot to allow for gas flow.</li> <li>• Obstruction in pilot orifice.</li> <li>• Low gas pressure. (Call for service).</li> </ul>

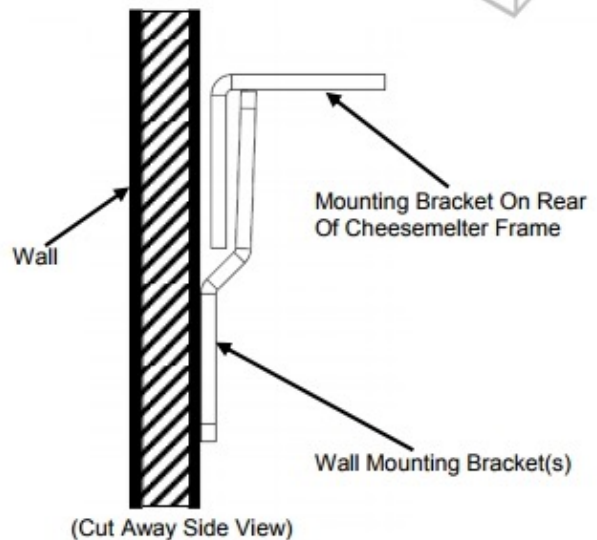
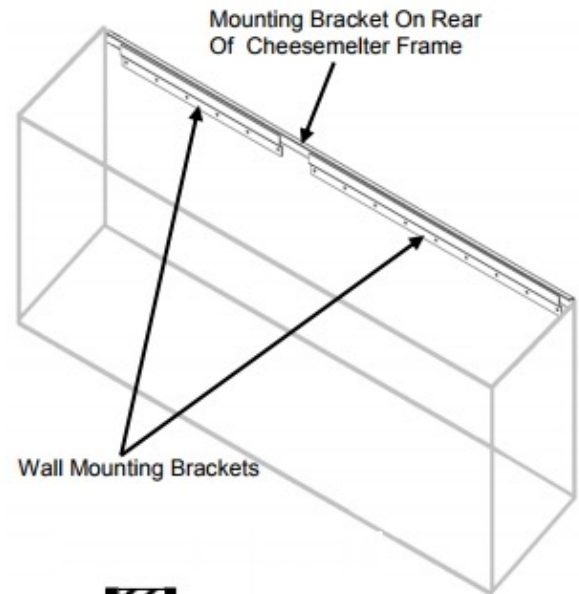
## PRODUCT SPECIFICATION SHEET

MODEL	STYLE	GAS TYPE	MANIFOLD PRESSURE	Total BTU per Hour
SGCM-36	Single Burner	Natural/ Propane Gas	NG 2000PA/ LPG 2800PA	20,000

## MOUNTING BRACKET

### WALL MOUNTING BRACKETS

- Are included
- Need to purchase the expansion bolts locally



## SERV-WARE PRODUCTS LIMITED LABOR AND PARTS WARRANTY CHEESEMELTERS

Serv-Ware Products warrants to the original owner/user that any Cheesemelter manufactured by Serv-Ware Products (“the products”) shall be free of defects in material or workmanship under normal and proper use and maintenance service as specified by Serv-Ware Products and upon proper installation and start-up as well as for a period of one (1) year from the original installation date or a maximum of eighteen (18) months after the shipment date from Serv-Ware Products. ***The obligation of Serv-Ware Products and the rights and remedies of the owner/ user under this warranty are exclusively limited to (1) the repair or replacement, including labor charges, of parts or assemblies that in Serv-Ware Products opinion are defective within one year after the original date of installation;*** The labor warranty shall include standard straight time labor charges at the product location only and shall exclude charges for travel time, mileage or other premium charges. Any labor service required to fulfill the warranty obligation must be performed by a service company qualified and accepted by Serv-Ware Products.

***(See Specification sheets for warranty period details.)***

**This warranty does not include parts or labor coverage for component failure or other damage resulting from:**

- External electrical power failure or miswiring to Product for any reason.
- Adverse operating conditions as set forth in the owner/user manual for the Product.
- Failure to clean and/or maintain Product as set forth in the owner/ user manual for the Product.
- Equipment use in a non-commercial setting.

All claims for labor or parts must be made through Serv-Ware Products. The defective part for which labor reimbursement is claimed, together with the service invoice, must be returned to the Serv-Ware Products within fifteen days from the date of service to be eligible for labor and parts warranty coverage. All replacement parts must be approved Serv-Ware Products parts. Incidents of failure that do not require replacement of a part shall be explained in sufficient detail on the service invoice to identify the failure. All claims shall include the product model number, serial number, original date of installation and customer identification.

The foregoing warranty shall not apply to (1) any part or assembly (a) that has been altered, modified, or changed, (b) that has been subjected to misuse, abuse, neglect or accidents, or (c) any Product on which the serial or model number has been removed or altered, or (2) any Product that has been installed and /or maintained inconsistent with Serv-Ware Product’s technical publications, or (3) any Product that has been installed or is located outside the standard warranty coverage area. Warranty valid in United States only. Contact factory for warranty in other countries.

### **“LIMITATION OF LIABILITY AND OTHER WARRANTIES”**

Serv-Ware Products assumes no liability for misuse or inadequate maintenance of the Product. **In no event shall the user be entitled to recover incidental or consequential damages, including but not limited to, damages for inconvenience, food loss, rental or replacement equipment, loss of profits, or other commercial loss.** Warranties stated above are the only warranties made in connection with the sale and distribution of the Products. ANY AND ALL OTHER EXPRESSED, STATUTORY AND IMPLIED WARRANTIES APPLICABLE TO THE PRODUCT INCLUDING, WITHOUT LIMITATION, ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR USE ARE EXPRESSLY DISCLAIMED. The warranty information set forth above shall be governed by and construed in accordance with the laws of the State of North Carolina and, if applicable, the laws of the United States of America. The warranty, as stated, is extended only to the original owner/user and is not assignable.







**SERV-WARE<sup>TM</sup> Products LLC.**

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Parts & Service Manuals Available at:

**[www.servware.com](http://www.servware.com)**

**800•768•5953**

Prop. 65 Warning for California Residents



WARNING: This product may contain chemicals known to the State of California to cause cancer, birth defects, or other reproductive harm.