



RG30



Serial #: _____



Instruction Manual for the Globe Roller Grill Model RG30

For Service on Your Roller Grill

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.

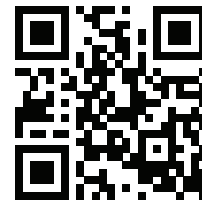
Visit our website for information on additional products available from Globe.

www.globefoodequip.com

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

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



Index

ATTENTION OWNERS AND OPERATORS.....	5
INSTALLATION	6-7
SAFEGUARDS & SAFETY INSTRUCTIONS	8
OPERATING INSTRUCTIONS.....	9
CLEANING INSTRUCTIONS	10
TROUBLESHOOTING	11
LIMITED ROLLER GRILL WARRANTY	12



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Attention Owners and Operators

Globe 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 old, are adequately trained and supervised, and have read and understand 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:



or



Warnings related to possible damage to the equipment are indicated by:



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

Please remember neither the manual nor the warning labels replace the need to be alert, to properly train and supervise operators, and to use common sense when using this equipment.

Installation

UNPACKING

Unpack the roller grill immediately after receipt. If the 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 of damage after fifteen (15) days.**

⚠️ WARNING

TO AVOID SERIOUS PERSONAL INJURY:

- **ALWAYS** install equipment in a work area with adequate lighting 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 roller grill without all warnings attached to it.

NOTICE: Local codes regarding installation vary greatly by area. The National Fire Protection Association, Inc, states in its NFPA 96 latest edition that local codes are “authority having jurisdiction” when it comes to requirements for installation of equipment. Therefore, installation must comply with all local codes.

⚠️ WARNING 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. 6-1 and Fig. 6-2).



Fig. 6-1 Correct



Fig. 6-2 Incorrect

1. Complete the warranty registration online at www.globefoodequip.com/support/warranty-registration-form.
2. Roller grill and outside covering/containment unit can become HOT after use. Use caution when touching the unit.

Electrical

The installation of the roller grill must conform to the NATIONAL ELECTRIC CODE AND ALL LOCAL ELECTRIC CODES AND ORDINANCES AND ALL THE LOCAL ELECTRICAL COMPANY RULES AND REGULATIONS. Additionally we recommend that the roller grill is allowed 4” spacing surrounding the unit in order to provide adequate ventilation.

Installation

ASSEMBLY AND INSTALLATION OF ROLLER GRILL

1. Read this manual thoroughly before installation and operation. DO NOT proceed with installation and operation if you have questions or do not understand everything in this manual. Contact your local representative or Globe first.
2. Remove roller grill from the box. Once roller grill has been removed from the packaging, be certain that all protective plastic and residue is removed from all surfaces.
3. Inspect roller grill to make sure all parts have been provided (i.e. catch tray).
4. Select a location for placement of roller grill which has a level, solid, nonskid surface that is nonflammable and away from water hazards and sinks, and is in a well-lighted work area away from children and visitors.
5. For your protection we recommend a qualified electrician install the roller grill. They must be familiar with electrical installations and all electrical codes.
6. Proper connection and power supply are necessary for satisfactory performance.
7. The external wiring must be in conduit or an approved type of flexible cable suitable for operation at temperature indicated at the conduit hole and in a proper size to carry the load.
8. The supply circuit must be properly fused and equipped with a means of disconnecting, as required by the local electrical code. For roller grill with plugs and leads set, simply provide a suitable power point and connect.



This equipment gets **EXTREMELY HOT**. Make sure all flammable/combustible materials are set away from roller grill.

Leveling

The roller grill comes standard with rubber non-slip feet. Roller grill must be on a firm, level surface.

Assembly

Make sure catch tray is installed before each use. The use of the catch tray will help keep roller grill clean and hygienic and enable easy cleaning.


COMMISSIONING:

Commissioning of your new roller grill is of the utmost importance. Commissioning is the thorough and methodical testing of the equipment, sub systems, and systems to make sure 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 can be avoided.

SAFETY ALWAYS.


Safeguards & Safety Instructions

WARNING TO AVOID SERIOUS PERSONAL INJURY:

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

IMPORTANT SAFEGUARDS & SAFETY INSTRUCTIONS

WARNING When using electrical food equipment, basic safety precautions must always be followed, including the following:

- Do not touch hot surfaces. Use handles or knobs.
- To protect against risk of electrical shock, do not put roller grill in water or other liquid; do not put the roller grill into a dishmachine for cleaning. 
- Never directly touch the heated, moving rollers while the grill is on.
- Unplug from power outlet when not in use, before putting on or taking off parts, and before cleaning.
- Do not operate equipment with a damaged cord or plug; after the appliance malfunctions or is dropped or damaged. Call for service.
- The use of attachments not recommended or sold by the manufacturer can cause fire, electrical shock or injury.
- Do not use outdoors.
- Do not let power cord or extension cord hang over edge of table or counter or touch hot surfaces.
- Do not place on or near a hot gas or electric burner, or in a heated oven.
- Do not use this equipment for anything other than the use intended by the manufacturer.
- Do not yank on cord to disconnect.
- Never plug equipment in where water floods the area.
- Place the appliance on a firm, stable surface.
- The Globe roller grill does not contain **any** user-serviceable parts. Globe dealers or recommended qualified technicians must carry out repairs. Do not remove components or service panels on this product.
- Globe takes every care to make sure that all products are safe. Steel cutting procedures used to manufacture these items result in sharp edges. These sharp edges are removed to the best of our ability; however, we insist the operator take care when in contact with this piece of equipment.
- During operation roller grill reaches high temperatures, in turn, heating stainless steel surfaces. Take extreme care when operating.
- Turn power off, and remove plug from the wall for cleaning.
- Allow roller grill to cool down after use and before dismantling for cleaning. Roller grill will be too hot to handle immediately after use.
- The Globe roller grill is equipped for the voltage indicated on the nameplate mounted on the rear of the unit. Roller grill is designed for use on alternating current (AC) only.

Operating Instructions

Operating Roller Grill

Before operating roller grill, it must be checked to see that it is sitting level. Make sure the roller grill is level, the unit is clean, and all parts are installed correctly including the catch tray . Please allow 8-10 minutes for warm up time. Cooks product in 3-10 minutes.

NOTE: Upon first use, roller grill may emit a burning-metal smell. This is normal and smell will dissipate with use.

1. The main On/Off switch is located on front panel in line with the control dials.
2. Switch the On/Off switch "ON".
3. The On/Off switch will activate rollers, but heat will *not* be supplied to the elements.

The heat setting is controlled by dials also located on front panel:

Cooking Selection:

The roller grill has dual controls allowing you to isolate the front and back sections of the unit. Each section can be adjusted to the following:

OFF:	Heating Elements are "OFF" - 0°F
LOW:	Low Power to heated section selected. Power save when unit is on standby 110°F-125°F
2:	5% power 135°F-155°F
3:	50% power 170°F-210°F
4:	70% power 220°F-260°F
High:	Full power to heating section selected 250°F-350°F

NOTE: The light(s) on the front panel indicate the elements are active. If the indicator light is OFF, the unit has reached cooking temperature or has been turned off.

Cleaning Instructions

⚠ WARNING

- **ALWAYS** unplug roller grill and allow to cool before cleaning.
- **DO NOT** use cleaning fluids that can be harmful to you, others around you, or to the environment.
- **DO NOT** hose down, immerse or pressure wash any part of roller grill, excluding the catch tray.
- **NEVER** use a scrubber pad, steel wool or abrasive material to clean roller grill.



ALWAYS DISCONNECT OR UNPLUG ELECTRICAL POWER FROM ROLLER GRILL BEFORE CLEANING.

RECOMMENDED CLEANING

It takes very little time and effort to keep roller grill attractive and performing at top efficiency. Please allow the unit time to cool before cleaning.

PART	REQUIRED ACTION	FREQUENCY
Rollers	Use a clean cloth and clean warm soapy water to clean the rollers i roller grill.	Daily
Body	Use a clean cloth and a non-abrasive cleaner to clean the stainless steel body of roller grill. Wipe the polished areas with a soft cloth.	Daily
Controls	Unit must be turned OFF when not in use. It is recommended that roller grill be disconnected from power supply by shutting off power disconnect switch. Use a clean cloth to wipe down controls and knobs.	Daily
Catch tray	Once roller grill has cooled, remove catch tray from roller grill and discard the waste, debris, and crumbs. Wipe clean with a dry cloth. For detailed cleaning, use a non-abrasive cloth and warm soapy water; wash, rise and dry. NOTE: After prolonged use of cleaning agents, use can damage stainless steel.	per Use or at least Daily

Once roller grill is clean and completely dry, plug roller grill back in.

Troubleshooting

ISSUE	CAUSE	SOLUTION
Rollers are not heating up	Power supply	Check power source
	Function control has not been turned on	Check to see if roller grill is properly plugged in and turned on
	Internal wiring fault	Call for service
	Element fault	Call for service
Indicator light is not on, but the roller grill /S heating up	The indicator bulb has burned out	Call for service. Replace indicator light
	The roller grill has not been turned on	Turn on and adjust the settings
Cooking surface is heating up slowly	Warm up	Allow 5 minutes for roller grill to warm up
	Lower element off	Refer to operating instructions
	Faulty elements	Call for service
Rollers are not rotating	The roller grill has not been turned on	Turn roller grill on Adjust the function setting
	Motor fault	Call for service
	Gears and chain fault	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 or 18 months from actual factory shipment date whichever date occurs first. Warranty includes onsite service calls within 60 miles of an authorized service company. End user is responsible for all extra travel and mileage at prevailing rates.

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 AND REPLACING 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 an Authorized Designated GFE Service Location during normal working hours. This warranty does not cover services performed at overtime or premium labor rates. End user is responsible for the difference between normal service rates and premium service rates. 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.

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. Complete warranty registration at:
www.globefoodequip.com/support/warranty-registration-form.

Proof of purchase is required to extend warranty 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 PERSON TO ASSUME FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH SAID EQUIPMENT.

Example 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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