

# OWNER'S MANUAL

## CAMBRO® ELECTRIC HOT HOLDING ULTRA PAN CARRIER® H-SERIES ULTRA CAMCART® H-SERIES AND HEATED REPLACEMENT DOORS

This owner's manual applies to all of the following product models:

### Ultra Pan Carrier® H-Series

*UPCH400*  
*UPCH4002*  
*UPCHW400*  
*UPCHW4002*

### Ultra Camcart® H-Series

*UPCH800*  
*UPCH8002*  
*UPCHT800*  
*UPCHT8002*  
*UPCH1600*  
*UPCH16002*  
*UPCHT1600*  
*UPCHT16002*  
*UPCHTR1600*  
*UPCHTR16002*

**Heated Replacement Doors ONLY**  
**For Replacement**  
**Or Retrofit Non-Electric Ultra Pan Carriers or Ultra Camcarts**

### Ultra Pan Carrier® H-Series

*UPCHD400*  
*UPCHD4002*

### Ultra Camcart® H-Series

#### **TOP DOORS**

*UPCHTD800, UPCHTD8002*  
*UPCHTD1600, UPCHTD16002*

#### **BOTTOM DOORS**

*UPCHBD800, UPCHBD8002*  
*UPCHBD1600, UPCHBD16002*

**Note:** All models ending in "2" indicate 220V.  
All instructions in this manual refer to both  
110V and 220V models.



# CAMBRO®

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

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## I. Introduction

Congratulations on the purchase of your new Cambro Electric Hot Holding Ultra Pan Carrier or Ultra Camcart. This Owner's Manual provides you with a step-by-step guide to operating and maintaining your new insulated transporter. If you have any further questions, please contact your Cambro Sales Representative, visit [www.cambro.com](http://www.cambro.com) or call our Customer Service Department at 800 833 3003 (International customers please call 714-848-1555).

## II. Safety Instructions

**IMPORTANT:** Read all instructions prior to use and save for future reference.

- Follow all warnings marked on unit.
- Use only type of power supply (voltage, phase, frequency) indicated on the heater unit label.
- Do not use if power cord is frayed or damaged.
- Connect unit to properly grounded power source.
- Use only manufacturer authorized power cord and replacement parts.
- **Warning!** Do not use this equipment in wet or damp conditions.
- **Warning!** Unplug unit prior to cleaning or service.
- **Warning!** Remove power cord from heater prior to cleaning. Clean with damp cloth only.
- **Warning!** Do not submerge heater in water and never spray water on or near it.
- **Warning!** Unplug the power cord before removing the heater from the door.
- **Warning!** Only Cambro Authorized Service Agent or qualified foodservice equipment technician should open the inner cover of the heater for servicing.
- During normal operation, check the heater thumbscrews for tightness at least once a week.
- Any operating problems not identified and corrected by instructions in this manual should be referred to qualified service personnel (electrician or foodservice equipment technician).

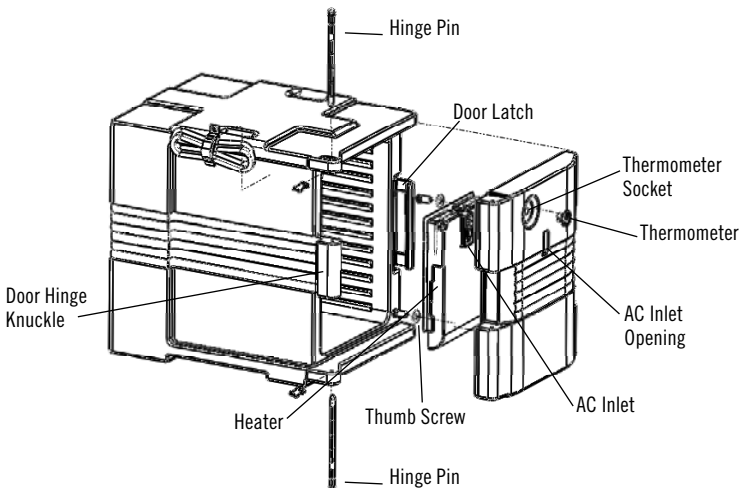


**NOTE:** For service please contact Cambro at 800-854-7631 X4118. Units under warranty should be serviced by Cambro Authorized Service Agent Only.

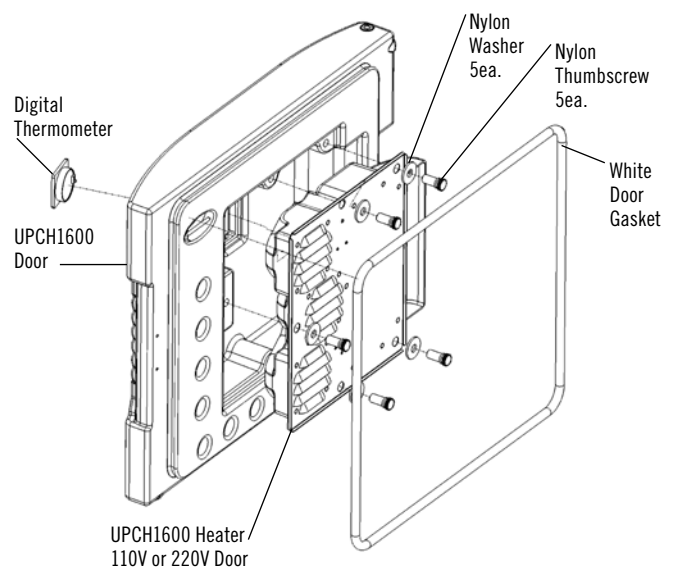
## III. Assembly and Exploded Product Views

All UPCH400, UPCH800 and UPCH1600 products are factory assembled for your convenience. No assembly is required.

**NOTE:** Remove packing tape, tags or documents from inside compartments before operating.



UPCH400 Diagram



UPCH1600 Door Diagram

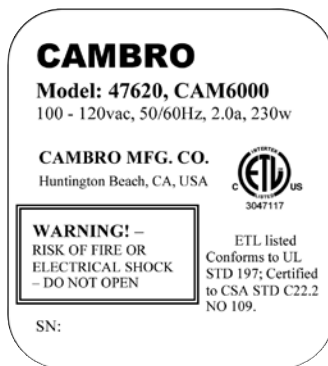
## IV. Operating Instructions

**NOTE:** Units are designed to hold pre-heated hot food only. NEVER use to pre-heat or re-heat food.

**WARNING!** Never use in wet or damp conditions. Refer to Section II for Safety Instructions and Warnings.

1. Plug into main power supply 100-120 VAC (UPCH400/800/1600 models) or 200-230VAC (UPCH4002/8002/16002 models) 50/60 HZ. Product label located on the heating unit inside each door clearly indicates power supply information (see label samples below).
2. Red light on front of heated door indicates power ON for UPCH400 and UPCH800 models – there is no power switch, unit turns on automatically when plugged into outlet. Power is activated on UPCH1600 models by flipping power switch on front of heated door and will turn red when power is ON. An amber light on the same switch indicates heater is active. This will remain on until heater reaches factory set temperature and then will turn off. NOTE – heater will switch on and off as necessary during operation to maintain factory set temperatures.
3. Pre-heat compartment(s) empty with door(s) closed for 45 minutes prior to loading hot food. When inside door thermometer reads 150°F (65°C), insert pans of hot food into the carrier or cart and latch door(s) to close tightly. NOTE: Cool metal pans or sheet pans to 250°F (121.1°C) prior to placing onto plastic rails.
4. When transporting carrier/cart filled with hot food, unplug cord(s) and store on cord strap(s) located on side of carrier or cart prior to moving. Insulated units will hold hot food hot for 4+ hours unplugged\*.
5. If necessary, open pop vent located in door to release moisture/steam (UPCH400 and UPCH800 doors only.). Firmly grasp and pull outward until it clicks. To close vent, push in until it clicks. UPCH1600 models have built in passive vent.

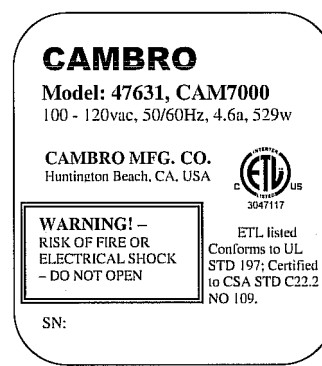
\*Based on test with 6" (10 cm) each deep H-Pans with GripLids® filled with approx. 15 qts. (14,2 L) of 190°F (87,7°C) water held in compartment with door shut. Water temperature dropped to 183°F (87,7°C) in 4 hours.



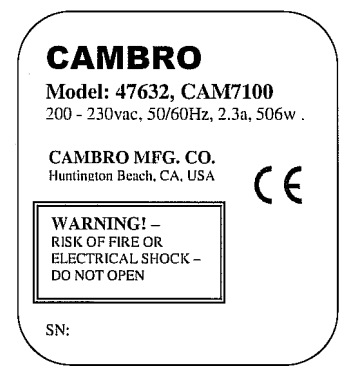
UPCH400, UPCH800 (110V)



UPCH400, UPCH800 (220V)



UPCH1600 (110V)



UPCH1600 (220V)

## V. Care and Maintenance

### A. Heater and Door

**WARNING:** Completely cool heater unit prior to cleaning or maintenance.

**WARNING:** Do not submerge heater in water or spray water on it.

**WARNING:** Unplug heater from grounded power source and from door heater prior to cleaning.

1. Carefully remove five nylon thumbscrews and washers from heater with one hand while holding heater with your other hand. CAUTION! Once you start loosening the thumbscrews, the heater may fall unless you are firmly holding it. You can also remove the door and lay face down on a flat surface to remove the heater. (Sec. VI)
2. Once heater is removed from the door, clean components and door with mild detergent, hot water and a soft cloth.
3. Rinse using soft cloth and clean hot water to remove soap and dirt.
4. Completely air dry all components or wipe with dry, clean soft cloth before re-assembling and using the heater.
5. Carefully place heater into the recessed area of the inner face of the door. Align AC inlet for power connection with rectangular hole through the door.
6. Use washers and thumbscrews to reattach heater to door. Tighten thumbscrews firmly but not excessively. Do not use pliers or tools. During normal operation, periodically check thumbscrews for tightness.
7. Inspect plug blades and cord and replace power cord if frayed or blades are missing, bent or broken.
8. If door has been removed for cleaning or maintenance, re-install following directions in Section VI.



Fig. 1



Fig. 2

## B. Carrier/Cart Body

1. Clean with mild detergent, hot water and a soft cloth. DO NOT use detergents or cleaners containing ammonia or bleach.
2. Hand wash using a soft cloth or brush to clean all interior and exterior surfaces. DO NOT use steel wool or abrasive scrub pads or brushes.
3. Rinse product with warm or hot water to remove soap and dirt.
4. Clean gaskets by placing them into a container or sink with hot soapy water, wipe with soft cloth or brush, rinse in hot water and air dry.
5. Air dry or dry carrier/cart outside and inside with clean, dry, soft cloth.

## C. Casters

Caster maintenance should be performed after every cleaning.

1. Grease swivel raceway of caster using a lubricant such as Lubriplate #930-AA, Keystone #84EPXLT multi-purpose grease or equivalent. Apply grease using a grease gun with a needle nose adapter or a tube-type applicator such as Sta-lube Moly-graph Assembly Lube (Fig.6). These can be obtained at most auto parts stores.
2. Use a light oil such as WD-40 on the hub (Fig.7). Check caster for damage and test caster spin and swivel rotation before returning to service.



Fig. 6



Fig. 7

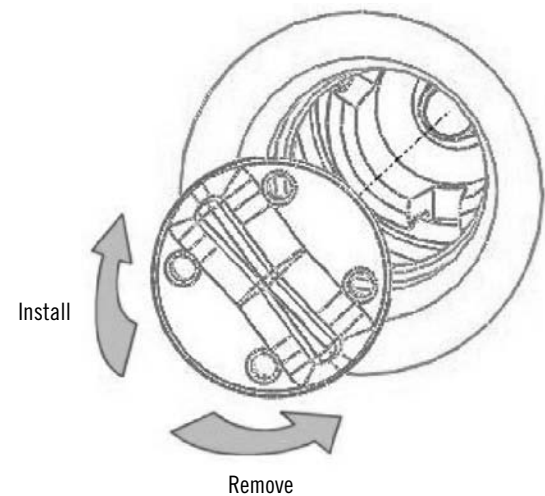
## D. Pop- Up Vent Cap and Anchor (UPCH400/UPCH800 Models ONLY)

### To remove:

1. Push vent cap down into non-venting position.
2. From the bottom or inner side of the lid or door, unscrew anchor component in a counterclockwise direction. Hold cap on the "outside" side of the door to stop it from turning.
3. Once anchor component is disconnected from the cap, pull up on the cap until it comes completely out of the vent opening.
4. Soak and/or clean in warm soapy water (mild detergent only) and allow to air dry or dry with soft clean cloth.

### To install:

1. Place cap component into vent opening from top or outer surface of the lid or door, pushing it fully into the opening until it stops (in the non-venting position).
2. From the bottom or inner side of the lid or door, screw in the anchor component in a clockwise direction. You may need to hold the cap on the opposite side of door to stop it from turning. When the two components are fully connected, stop turning. **Do not over tighten.**



Pop-up Vent Diagram

## VI. H-Series Heated Door Kit Installation Instructions

### Replace existing H-Series Heated Doors or convert existing non-electric UPC400, UPC800, UPC1600 models to electric UPCH400, UPCH800 or UPCH1600 units

Before replacing and/or installing, ensure you have the following:

- 1 Door with Heater  
**NOTE:** These doors are designed to fit the top OR bottom cabinet and are NOT interchangeable. Be sure to confirm you have the correct model prior to installation. The word TOP DOOR or BOTTOM DOOR is molded on the inside face of the door on the hinge knuckle. The heater model number and serial number are located on the heater label.
- 1 detachable power cord (110V or 220V, depending upon model).
- 1 cord strap and 1 each screw and finishing washer and location template.  
Tools required for assembly - (#2) Phillips Screwdriver for cord strap.

1. Lay cabinet or carrier on back with door(s) facing up. Locate and remove hinge pin clip(s). On UPC400 single door models, one is located at the top and another is located at the bottom of the door hinge knuckles (Fig. 1). On the UPC800/UPCH800 and UPC1600/UPCH1600, a hinge pin is located at the top of the top door and one is located at the bottom of the bottom door and there is a pivot pin located at the bottom of the top door and the top of the bottom door.
2. While rotating the door back and forth, pull hinge pins out (Fig. 2). Remove pivot pins.  
**Warning!** Hold onto the door at all times until door comes loose and can be removed.
3. Pull door from the body (Fig. 3). This may be tight and can require some manipulation to remove.
4. Place the new door as shown into place for installation (Fig. 4), lining up hinge knuckles.
5. Place hinge pins in hinge holes first, aligning holes of body and holes of the door (Fig. 5). Adjust door position as needed for all of the pins to go in. For UPC800/UPCH800 and UPC1600/UPCH1600 models, next place the pivot pins in the hinge holes. Adjust the door position or rotate it as needed to allow the pins to go completely into place.
6. After all pins are fully seated and the groove is visible between the door and the body (Fig. 6a), snap the “U” shaped end of the hinge pin clip onto the groove of the pin. Rotate the door so you can push the “V” shaped end of the hinge clip over the molded-in rib, just behind the hinge hole towards the food storage area of the carrier/cart (Fig. 6b). Do this at the top and bottom position of the door hinge.
7. Using the location template, mark and install the cord strap on the side of the unit and fasten the cord strap with the screw and finishing washer provided (Figs. 7a and 7b).
8. Plug in the detachable cord (Fig. 8a) to the heater door and secure any extra cord in the cord strap (Fig. 8b).



Fig. 1



Fig. 2



Fig. 3



Fig. 4



Fig. 5



Fig. 6a



Fig. 6b



Fig. 7a



Fig. 7b



Fig. 8a



Fig. 8b

## VII. Troubleshooting Guide

**Warning!** Hazard of Electric Shock — Disconnect power supply before servicing. Any operating problems not identified and corrected by instructions in this manual should be referred to qualified service personnel (electrician or foodservice equipment technician). No user-serviceable items under the inner cover of the heater. Only qualified service personnel should ever open the inner cover of the heater.

Problem	Possible Causes	Possible Solutions
Unit is plugged in but does not heat up at all.	<ul style="list-style-type: none"> <li>• There is no power or an inadequate amount of power.</li> <li>• Power cord is not fully connected to the power source or to the heater.</li> <li>• Power cord is damaged.</li> <li>• Heating unit is damaged.</li> </ul>	<ul style="list-style-type: none"> <li>• Check the power supplied to the unit. It should match the requirements on the heater label.</li> <li>• Make sure both ends of the power cord are connected securely.</li> <li>• Always replace damaged power cords with Cambro authorized power cords.</li> <li>• Replace the heater unit.</li> </ul>
Unit operates for more than 1 hour but does not achieve the minimum 150°F (64°C) temperature.	<ul style="list-style-type: none"> <li>• Door is not fully closed or the gasket is missing.</li> <li>• Power cord is damaged and is causing intermittent power to the heating unit.</li> <li>• Thermometer is damaged or not working properly.</li> <li>• Heating unit is not working properly.</li> </ul>	<ul style="list-style-type: none"> <li>• Make sure the door is fully closed and the gasket is in place. Small gaps are ok and will not affect the performance.</li> <li>• Always replace damaged power cords with Cambro authorized power cords.</li> <li>• Check the heat inside the unit with a verified thermometer, located at center inside the unit.</li> <li>• Check fans for obstructions. If none found, replace heating unit.</li> </ul>

## VIII. Replacement Parts

Please visit [www.cambro.com](http://www.cambro.com) for a complete list of replacement parts. The model number of the Cambro cart or carrier and/or heater is required to determine the correct replacement part. The carrier or cart model number can be found on the inside of the door or molded into the bottom of the body. Each heater has a label marked with a serial number and heater model number.

### TO ORDER REPLACEMENT PARTS:

- Call Cambro Customer Service at 800 854 7631 or
- Fax your order to 714 842 3430 or
- Call your local Cambro Representative or Distributor

## IX. Cambro Warranty And Product Liability

### LIMITED ORIGINAL COMMERCIAL ELECTRICAL EQUIPMENT WARRANTY

**Cambro Manufacturing warrants its new product(s) to be free from defects in material and workmanship for a period of one (1) year from the date of shipment from authorized CAMBRO distribution locations.**

**This Warranty is subject to the following conditions and limitations:**

1. This warranty is limited to product(s) sold by Cambro Manufacturing to the original user in the continental United States and Canada. For International Warranty Claims contact your local Cambro Representative.
2. The Liability of Cambro Manufacturing is limited to the repair or replacement of any part found to be defective. Parts and labor required for preventative maintenance or cleaning are not covered under this warranty.
3. Cambro Manufacturing will bear normal charges incurred in the repair or replacement of a warranted piece of equipment within 50 miles (80 kilometers) of an authorized service agency. Time and travel charges in excess of 50 miles (80 kilometers) will be the responsibility of the person or firm requesting the service. All labor to repair and/or service the warranted unit(s) shall be performed during regular working hours. Overtime premium will be charged to the buyer and is NOT covered by this warranty.
4. Charges incurred by delays or operating restrictions that hinder the service technician's ability to access or perform service to equipment in question are NOT covered by this warranty. This includes Institutional, Correctional, Military, and Marine facilities.
5. Cambro Manufacturing will bear no responsibility or liability for any product(s) which have been mishandled, abused, misapplied, misused, subjected to harsh chemical action, damaged by flood, fire, or other acts of nature, field modified by unauthorized personnel or which have altered or missing serial numbers.
6. Cambro Manufacturing does not recommend or authorize the use of any product(s) in a non-commercial application, including but not limited to residential use. The use or installation of any product(s) in non-commercial applications renders all warranties, express or implied, including the warranties of MERCHANTABILITY and FITNESS FOR A PARTICULAR PURPOSE, null and void, including any responsibility for damage, costs and legal actions resulting from use or installation of product(s) in any non-commercial setting.
7. Adjustments such as calibrations, leveling, tightening of fasteners or utility connections normally associated with the original installation are the responsibility of the dealer or installer and not that of Cambro Manufacturing. Improper installation includes, but is not limited to, use of inadequate electrical wiring and/or insufficient or improper voltage.
8. Replacement part(s) which are replaced in the field by CAMBRO authorized service technicians ONLY will be warranted for the duration of the equipment warranty or 90 days effective from date of installation, whichever is greater. This warranty is for part(s) cost only and does not include freight or labor charges.
9. This states the exclusive remedy against Cambro Manufacturing relating to the product(s), 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. Cambro Manufacturing shall not be liable, under any legal theory, for loss of use, revenue or profit, or for substitute use of or performance, or for incidental, indirect, or special or consequential damages or for any other loss or cost of a similar type.
10. THIS WARRANTY AND THE REPRESENTATIONS AND TERMS SET FORTH HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES AND LIABILITIES, INCLUDING BUT NOT LIMITED TO, OTHER WARRANTIES, EXPRESS OR IMPLIED, OF MERCHANTABILITY AND FITNESS FOR PARTICULAR USE AND CONSTITUTES THE ONLY WARRANTY OF CAMBRO MANUFACTURING WITH RESPECT TO THE PRODUCT(S).

**RETURN POLICY:** Cambro Manufacturing products cannot be returned without prior written factory authorization (RMA). The restocking charge is 15% plus any costs required to recondition the equipment. No returns accepted after 90 days from date of invoice. Electrical components returned are subject to inspection prior to credit being issued. Electrical components which have been installed by an operator or non-approved service agent are not returnable for credit.

# CAMBRO®

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