



**SMOKELESS GRILL OPERATIONAL MANUAL**



**SERW-UL**



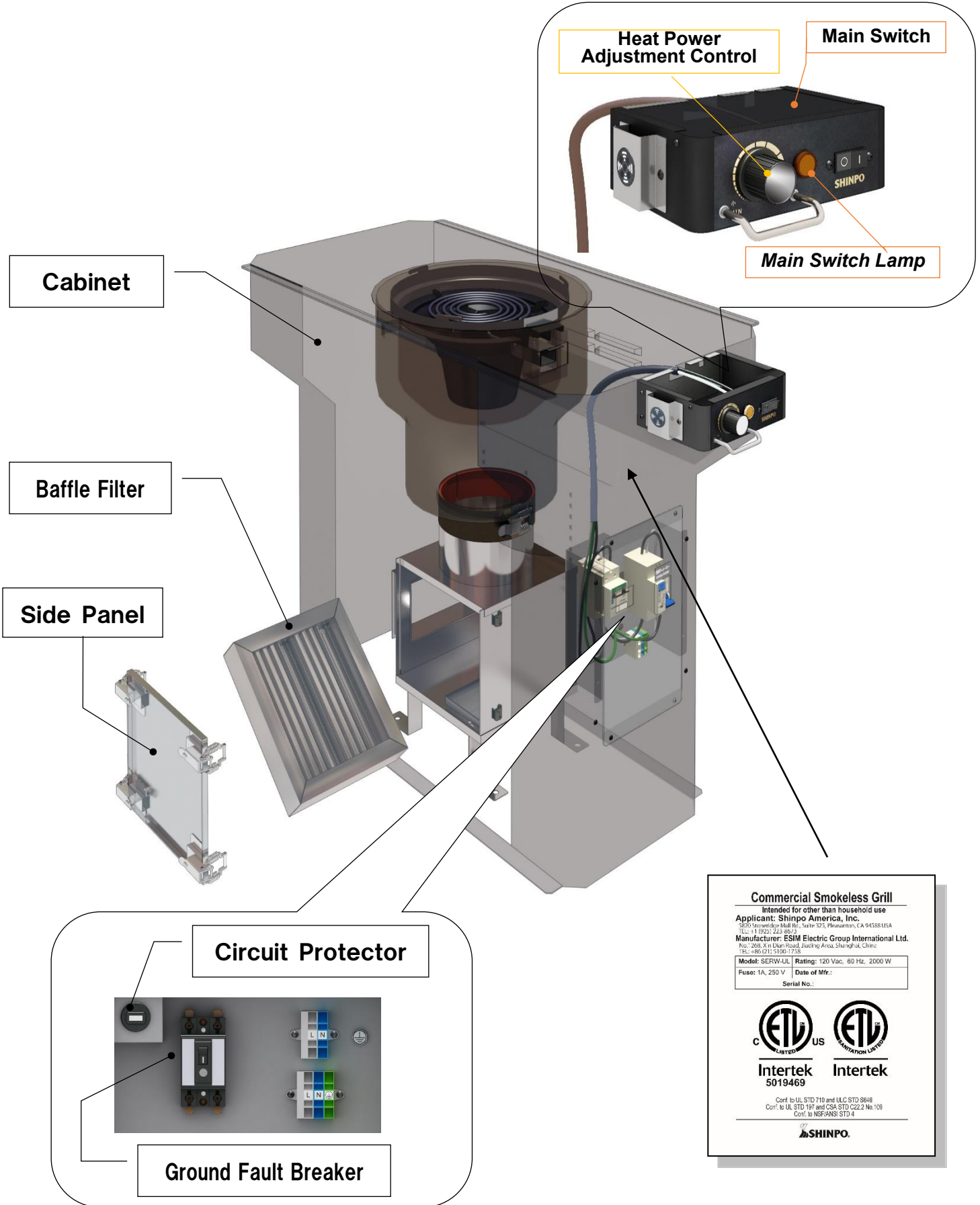
**Thank you for purchasing SHINPO Smokeless Grill.**

1. Before operating this product, please read and understand the instructions contained in the manual.
2. Keep this manual in a place where it can be reached for immediate references.
3. If necessary, please contact your distributor from whom you have purchased the product or us for clarification and/or further instructions.
4. Check your local building codes for the proper method of installation. Use professional, qualified and licensed contractors and service persons to install and maintain products.
5. Installation needs to be in accordance with NFPA 96 (USA). For installation in Canada, please refer to the Authority Having Jurisdiction for requirements on installation of commercial cooking equipment.
6. Exhaust air flow rate: 230 CFM. The exhaust air flow rates were established under controlled laboratory conditions.
7. Greater exhaust air is required for complete vapor and smoke removal in specific installations.
8. Do not use any container with oil on a griddle always keep drain pan filled with clean water.
9. This product is designed for commercial use. For indoor use only.

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The printed installation guide can be downloaded:  
<http://www.shinpo-en.com/Instruction.html>

# 1. Parts Identification-Main Unit



**Commercial Smokeless Grill**  
 Intended for other than household use  
 Applicant: Shinpo America, Inc.  
 3520 Stonewood Mill Rd., Suite 325, Pleasanton, CA 94588 USA  
 Tel: +1 (925) 223-8923  
 Manufacturer: ESIM Electric Group International Ltd.  
 No. 208, X in Dun Road, Jiuchang Area, Shanghai, China  
 Tel: +86 (21) 51001-1738

Model: SERW-UL | Rating: 120 Vac, 60 Hz, 2000 W  
 Fuse: 1A, 250 V | Date of Mfr: \_\_\_\_\_  
 Serial No.: \_\_\_\_\_

**ETL** LISTED US  
**ETL** INTERNATIONAL LIMITED

**Intertek** 5019469 | **Intertek**

Conf. to UL STD 710 and ILC STD 8646  
 Conf. to UL STD 197 and CSA STD C22.2 No. 109  
 Conf. to NSF/ANSI STD 4

**SHINPO.**

## 2 . Parts Identification-Parts & Accessories



### 3. Safety Precautions




We are providing these instructions with illustrations for clarity and easy understanding in order to avoid any harm to the users or damage to the properties. Insure proper installation and servicing. Have the product installed and grounded by a qualified technician. Please make sure to understand fully the meaning of each illustration before you proceed further.

The lightning flash with arrowhead symbol, within equilateral triangle, is intended to alert the user to the presence of uninsulated “dangerous voltage” within the products enclosure that might be of sufficient magnitude to constitute a risk of fire or electric shock to the person.



The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.










 <b>DANGER</b>	Failure to observe this instruction may result in a situation where death or serious injury (Note 1) is imminent.
 <b>WARNING</b>	Failure to observe this instruction may result in a situation where death or serious injury (Note 1) may occur.
 <b>Caution</b>	Failure to observe this instruction may result in a situation where injury (Note 2) to the user or damage to the property (Note 3) may occur.

Note1: Serious injury means loss of eyesight, injury, burn (low/high temperature), electric shock, broken bone or poisoning which require hospitalization or long term outpatient treatment.

Note2: Injury means injury, burn or electric shock which does not require hospitalization of long-term outpatient treatment.

Note3: Property damage means damage to buildings, livestock or pet animals.

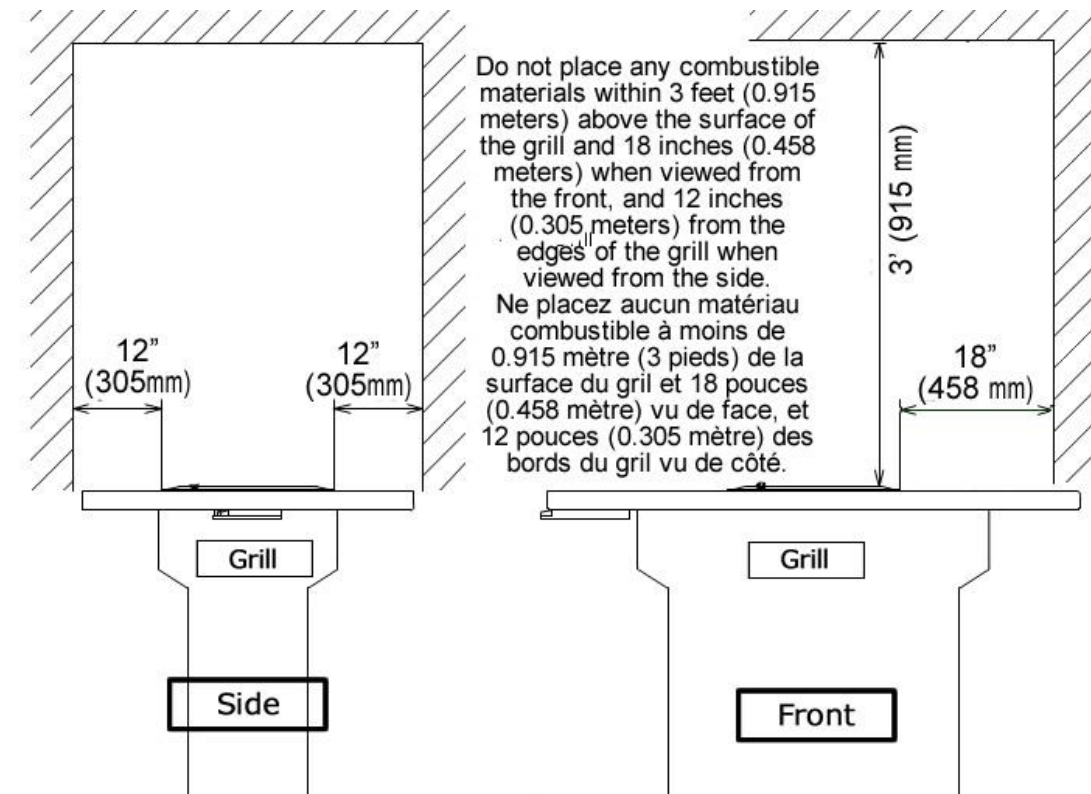
The illustrations denote the following precautions:

 <b>General Caution</b>	 <b>Fire Prohibited</b>	 <b>Contact prohibited</b>	 <b>Disassembly Prohibited</b>
 <b>General Prohibition</b>	 <b>Must Do</b>	 <b>Unplug from Outlet</b>	

- (1) This product is designed for residential and commercial use. For indoor use only.
- (2) This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

### Interval

▽ The appliances must be installed as below.







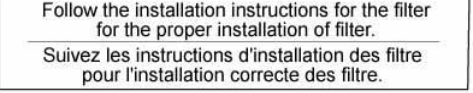


# Safety and Warning labels

Please note when operating the SERW-UL unit: Specific safety and warning labels have been affixed to the appropriate places on the unit to ensure that both restaurant staff and restaurant patrons are able to operate the unit in a safe manner.

Employees should take care to follow all of the warning labels on the unit. Restaurant staff should inform customers prior to their use to heed the warning labels and to notify a staff member in case of any trouble with the unit. Failure to follow the warning labels could result in electric shock, electric leakage etc., and cause unexpected injury or accidents.

Operations such as resetting the circuit breaker, replacing the fuse, etc., should be performed only by a qualified technician. Regardless of their familiarity with the unit, employees should never attempt to enter the unit to perform repairs. Please use only qualified technicians for this type of work.

1	 <p><b>WARNING ATTENTION</b></p> <p>Electrical shock hazard. Do not open. No user serviceable parts inside. Refer servicing to qualified service personnel.</p> <p>Risque de choc électrique. Ne pas enlever ou ouvrir le couvercle. Aucune pièce à l'intérieur n'est réparable par l'utilisateur. Confier toute réparation à un technicien qualifié.</p>	<p>When you need to reset the circuit breaker or to exchange a fuse, please ask a professional to perform the service. Never open the enclosure by yourself.</p>
2	 <p><b>WARNING ATTENTION</b></p> <p>Risk of Fire. Do not place any combustible materials within 3 feet (0.915 meters) above the surface of the grill and 18 inches (0.458 meters) when viewed from the front, and 12 inches (0.305 meters) from the edges of the grill when viewed from the side.</p> <p>Risque d'incendie. Ne placez aucun matériau combustible à moins de 0.915 mètre (3 pieds) de la surface du grill et 18 pouces (0.458 mètre) vu de face, et 12 pouces (0.305 mètre) des bords du grill vu de côté.</p>	<p>Risk of Fire. Do not place any combustible materials within 3 feet (0.915 meters) above the surface of the grill and 18 inches (0.458 meters) when viewed from the front, and 12 inches (0.305 meters) from the edges of the grill when viewed from the side.</p>
3	 <p><b>WARNING ATTENTION</b></p> <p>For continued protection against fire and electric shock, replace with same type and rating of fuse servicing.</p> <p>Pour une protection continue contre les incendies et les chocs électriques, remplacez le fusible par le même type et le même calibre.</p>	<p>When you replace the fuse, please ask a qualified professional to replace it with the same type and rating of fuse. This will ensure continued protection from electric shock.</p>
4	 <p><b>WARNING ATTENTION</b></p> <p>Disconnect from power supply before servicing.</p> <p>Débranchez l'alimentation électrique avant de procéder à l'entretien.</p>	<p>When you perform service such as cleaning, maintenance or replacing of filters, please disconnect unit from power supply.</p>
5	 <p><b>CAUTION! ATTENTION!</b></p> <p>Hot surface Do not touch</p> <p>Surface chaude Ne pas toucher</p>	<p>Please avoid contact with any hot component such as the heating coil or top ring, etc.</p>
6	 <p><b>CAUTION! ATTENTION!</b></p> <p>Disconnect the power supply before replacing fuses</p> <p>Couper l'alimentation électrique avant de remplacer les fusibles</p>	<p>Please turn off the power supply when you replace a fuse or any other electric parts in order to avoid electric shock or to cause electrical problems.</p>
7	 <p>Follow the installation instructions for the filter for the proper installation of filter.</p> <p>Suivez les instructions d'installation des filtre pour l'installation correcte des filtre.</p>	<p>Please purchased factory-authorized filters only. Never use unauthorized filters because they may cause technical problems with the safety system.</p>



## WARNING Before Using Grill

### 1. Ventilation

- (a) Make sure to keep an exhaust fan(s) of appropriate capacity operating while using the smokeless electric grill.
- (b) Failure to do so may cause incomplete combustion due to reduced oxygen in the surrounding area.
- (c) It may also lower the quality of the air within your establishment.



### 2. Power Source

- (a) If the power cord is damaged, it must be replaced by the manufacturer in order to hazard.
- (b) Use only the power source specified for this product.
- (c) Failure to do so may result in fire or explosion.



### 3. Fire Prevention

- (a) Don't place flammables, except food items to be cooked, near the heating surface.
- (b) Do not use any flammable substance such as gasoline, benzene or sprays.
- (c) Failure to do so may result in fire or burn.



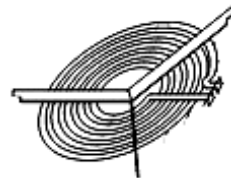
### 4. Disassembling

- (a) Do not disassemble this grill, except the removable parts. (See the removable parts in p.3 "Parts & Accessories".)
- (b) Failure to do so may result in damage to the product, electric shock, and/or injury.



### 5. Consumable Parts

- (a) Do not use an unauthorized heating element.
- (b) Failure to do so may result in a heating element with an inappropriate power rating and may damage the grill due to a current surge or overloading..



### 6. Emergencies

- (a) In an emergency such as earthquake or fire, immediately stop use of this product. Before using the product again, contact Shinpo for inspection and, if necessary, repairs. Failure to do so may result in fire or an explosion.
- (b) If lightning started, unplug the power code or turn off the breaker. Failure to stop use of the grill may result in damage to the product by reversed current flow due to severe lightning.



### 7. Proper Use









- (a) Children should be supervised to ensure that they do not play with the appliance.
- (b) Use this product to heat and cook food ONLY. Failure to do so may result in an accident.
- (c) Do not sit, stand, or place heavy objects over 100Kg on the grill. Failure to do so may result in damage to the grill or an accident.
- (d) Place or install this grill on a level and secure surface only. Failure to do so may result in a fire or burn.





## WARNING

### Pre-grilling







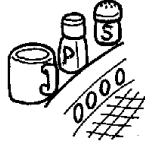





- (1) At the beginning of business hours, please do not forget to turn on the power for ventilation and exhaust ducts.
- (a) Failure to do so may result in oily smoke rising in the restaurant and venting functions deteriorating, leading to an uncomfortable environment for guests and staff. 
- (2) At the beginning of business hours, please do not forget to put water in the Heating Element Mount.
- (a) Failure to do so may result in the Heating Element Mount heating up since they were not cooled by water. A hot Heating Element Mount will heat the main part of the grill, which may cause a fire. 
- (3) Please do not forget to install Grease Tray inside the C-Box.
- (a) Failure to do so may result in grease being generated at the time of grilling and flowing into duct(s). Filter elimination function can deteriorate and a lot of grease can flow into duct(s) in the form of oily smoke, and start a fire in the duct(s). 
- (4) Please properly install the Grease Tray, Inner Casing, and Heater Mount.
- (a) Failure to do so may result in the absorption of oily smoke. The eliminating capacity of oily smoke decreases, and greasy, oily smoke may flow into duct(s). As grease adheres to duct(s), fire may break out. 
- (b) Failure to do so may result in the cast iron grill and grill cracking or deforming. This may damage the cast iron grill and grill during grilling; food items may fall on the heater and burn. This may lead to fire.
- (5) Please properly install the Top Ring.
- (a) Failure to do so may result in the Top Ring becoming tilted or not fixed properly. Oily smoke is not sucked in properly and the grill cooks unevenly. 
- (6) Please advise guests not to put their hands over the grill.
- (a) Failure to do so may result in the heater warming up and hot air radiating outward. Guests who put their hands over the grill to check the temperature and may get burned. 
- (7) Please do not use a hot pot with an uneven bottom and place it on the grill.
- (a) Failure to do so may result in heating the hot pot in a tilted position; the hot pot may fall over while grilling. 
- (8) Please be advised that as dust accumulates on the power plug or inside the outlet, the grill will not work normally.
- (a) Failure to be aware of this may result in short-circuits and electrocution, which can result in burns and fire. 



## WARNING

### While-grilling

#### Prevention of Burn and Fire

- (1) Do not use this grill when it is not clean and without an appropriate amount of water in the Heater Mount.
  - (a) Failure to do so may result in fire.

- (2) Do not touch the heating surface or smoke holes.
  - (a) The heating surface and smoke holes get extremely hot. Touching these parts may cause a severe burn.
- (3) Do not touch any of the heated parts of the product immediately after use.
  - (a) Make sure that all the heated parts have cooled down to prevent a burn.
- (4) Do not use food items that may crack or burst open while cooking or being heated. (Make necessary preparations for food items with high water content such as squid to reduce risk.)
  - (a) Failure to do so may result in water inside the squid squirting out while grilling and splattered on the faces and arms of guests, causing burns.

- (5) Please do not leave condiment containers and tableware near the grilling surface for a long time while grilling.
  - (a) Failure to do so may result in condiment containers and tableware becoming hot due to radiation from the heater. Guests who unknowingly touch the hot condiment containers and tableware may get burned.

- (6) Please do not leave meat and vegetables in flames or lit cigarettes near the suction opening.
  - (a) Failure to do so may result in food items such as meat, vegetables, and others hindering the suction of the smoke, degrading the capability of the grill. Oily smoke and heat that could not be drawn off by the suction opening will spread in the restaurant. This may cause a poor air environment and headaches as well as make guests and employees sick; guest clothing will pick up the greasy odor.
- (7) Please advise guests not to pick up grilled food items with wooden or plastic chopsticks.
  - (a) Failure to do so may result in wooden (plastic) chopsticks getting burned; hands using the chopsticks may also get burned.
- (8) Please advise guests not to leave cigarette lighters near the grilling surface for a long time while grilling.
  - (a) Failure to do so may result in a lighter left near the grilling surface being heated for a long time. This is a dangerous situation and such a lighter is likely to ignite or explode due to heat from the grilling surface. Guests may be burned or a fire could break out in the restaurant.
- (9) If the Heater surface is cracked, immediately disconnect the appliance or appropriate part of the appliance from the supply.
 









## **WARNING**

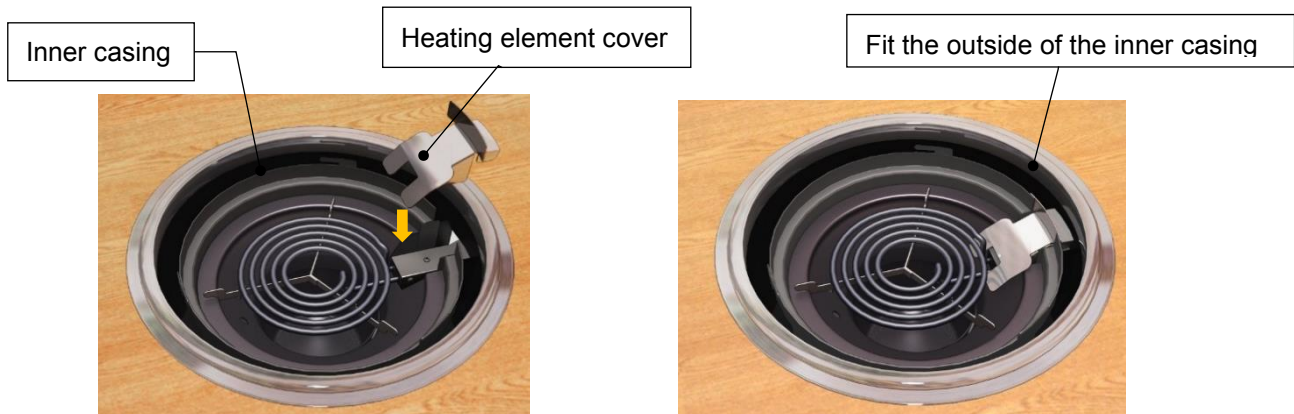
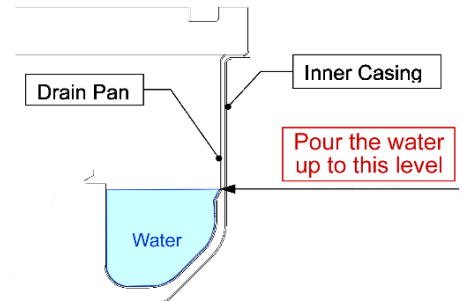
### **After-grilling**

#### **Prevention of Burns and Fire**

- (1) Please check if the slim slide control panel is turned off after dining, because guests may forget to turn this off. 
  - (a) Failure to do so may result in the heater staying on and flammable items around the heater may catch fire, resulting in a fire in the restaurant.
- (2) Please do not start cleaning when the grill is still hot. 
  - (a) Failure to do so may result in restaurant staff touching the still-hot Heater and Top Ring and getting burned.
- (3) Please do not forget to turn off the grill after guests have left. 
  - (a) Failure to do so may result in the Heater staying on; flammable items around the heater may catch fire, resulting in a fire in the restaurant.
- (4) Please don't yank the plug out of the outlet. 
  - (a) Failure to do so may result in damage to the power plug. Also, electrocution can result in burns and fire.

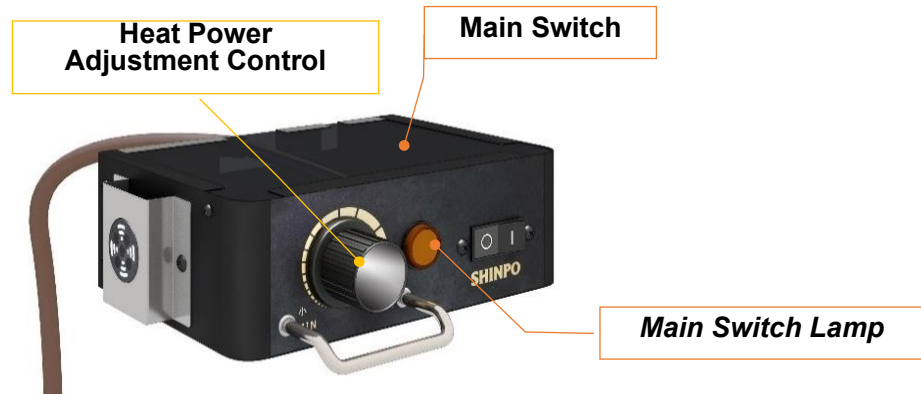
## 4. Preparation before use

- (1) Please insert the inner casing into the outer casing.
- (2) Install the heating element mount to the inner casing.
  - (a) Note: The heating element mount is designed to rest on the upper surface of the inner casing and the heating element mount.
- (3) Maintaining the Proper Water Level in the Grill.
  - (a) It is of critical importance to the correct operation of the SERW-UL grill that the proper water level in the grill be maintained at all times.
  - (b) A restaurant employee should inspect the water level after 10 minutes of continued use or between customer turns, whichever comes first.
  - (c) Place water to the indicated water level line (not to exceed the white line).
  - (d) The appropriate amount is approximately 1.0 liters (1.1 quarts).
  - (e) If the water level is low, please turn off the unit, remove the grill net, and slowly add more water, carefully pouring it between the heating element and the water receptacle. Please make sure that the element is cool before adding water, and be careful not to exceed the white fill line.
- (4) Place the heating element on the heating element mount and set it correctly.
- (5) Install the heating element cover.



- (6) Install the top ring.
  - (a) After installation, please rotate the top ring several times and check whether it is seated properly.
  - (b) If the top ring is askew or tilted, the cooking exhaust may not be vented properly and incomplete heat coverage may occur.
- (7) Install the grill plate using the Grill plate gripper.
  - (a) Please use genuine Shinpo parts in all our grills.
- (8) Timing of changing the grill net.
  - (a) After 15 - 20 minutes of continuous use, or if there is an excess of burned material adhering to it.
  - (b) After cooking food which causes oil flare ups; if there is excessive smoke; or if the surface becomes caked with burnt material. Failure to change out the grill net will make the dislodging of burnt materials more difficult during cleaning.

## 5. Control Box



- (1) Turn [ON] the Main Switch.
- (2) Main Power Lamp will be illuminated.
- (3) Turn [ON] the Heat Power Adjustment Control to position "MAX", and heat up the Heater. It will take about 5 minutes to heat up













- (4) After 5 minutes, start cooking.
  - (a) Normally set the Heat Power Adjustment Control at position up to 3/4 of "MAX".
  - (b) Use caution, even if the Heat Power Adjustment Control position is "MIN", the Heater is hot.



- (5) After the operation, make sure to turn off the Main Switch.
  - (a) Main Power Lamp will go out.

## 6. Recommended Cooking Times

- (1) The Shinpo SERW-UL Smokeless Grill was developed for optimum use based on the suggested cooking times, below. By recommending that your customers follow these suggested cooking times, the quality of the food they grill will be enhanced and the grill's smoke-removing exhaust system will operate at peak performance.
- (2) Cooking time will vary due to the thickness of meat and the heat of the grill. Please inform customers to consume what they have cooked immediately and not to leave items on the grill.
- (3) Note: The cooking times are a rough estimate of the number of seconds it takes to cook for one side. The cooking time for both sides is doubled.

				
Beef Toro 50~90 sec.	Sirloin Flap 50~90 sec	NY Steak 60~120 sec	Beef Tongue 50~90 sec	Beef Prime Hanger 60~90 sec
				
Pork Belly 50~70 sec	Prime Top Sirloin 60~120 sec	Beef Filet Mignon 60~120 sec	Chicken Breast 60~90 sec	Pork 50~70 sec

### Non-recommended item

- (1) Please do not use this grill to cook hamburgers or other types of beef patties. Due to the dispersed fat content of hamburger, the heat from the grill will release the fat too quickly, or the burger may crumble and fall through to the cooking element, both causing flare-ups as a result. In this case, the resulting smoke will exceed the capacity of the exhaust system, and smoke will enter the ambient environment.



Beef Patty / Hamburger

## 7. Daily Inspections & Maintenance

- (1) For safe operation of this product, make sure to carry out daily inspections and maintenance.
- (2) Make sure to turn off the power, ensure that the Exhaust Fan is not operating, and allow the appliance to cool down before attempting any inspections or maintenance.

### ◆Inspections

- (1) Is every part or component clean?
- (2) Is any part or component damaged or marred?
- (3) Is any part or component rusted or corroded?
- (4) Is every part of the Grill in working order?

### ◆Maintenance

- (1) Clean the Top Ring after use with a piece of cloth. Make sure to clean the back side too.
- (2) Clean the Heating Element Mount and Inner Casing at the close of the business.
- (3) Clean the Outer Casing at the close of the business.
- (4) Clean the Heating Element at least once a day.
  - (a) Important: Refer to next page for Heating Element cleaning.
- (5) Clean and wash the Grease Tray using a dishwasher once a week. Make sure the Grease Tray is completely dry before use.

### ◆Heating Element Cleaning

- (1) Turn the Heat Power Adjustment Control to position "MAX", and burn off the dirty oil.



- (2) Turn the Switch off. After 5 minutes, spray water with sprayer.



- (3) Then brush the heater with a brush that is wetted with warm water.



## ◆C-Box and Baffle Filter Cleaning

(1) The C-Box should be wiped with a dry cloth every week.



(2) The Baffle filter and the Grease tray in the C-Box should be washed with soap and warm water every week.



C-Box



Baffle filter



Grease tray

## 8. Safety Devices

### (1) Overheat Warning Device

(a) This is a device which sounds an alarm to alert the user of a problem of internal overheating of the unit. Causes of an alarm can be the following:

- ① No water in the Heater Mount.
- ② Internal components are soiled with grease, and flames are sucked into the exhaust holes.
- ③ Exhaust Fan is not operating properly.
- ④ The exhaust air volume is low due to filter clogging, etc.

(b) If you hear a warning sound, the power switch shuts OFF immediately and stops cooking.

(c) Once the appliance has cooled down for a few minutes, the warning sound will stop.

(d) After cleaning and checking, the grill can be used.

**(2) Current Overload Prevention Device**

(a) To prevent current overload, the circuit protector will shut off automatically.

**(3) Electrical leakage Device**

(a) Prevents electrical shock automatically in case of an electrical leak.

### The Warning Alarm: How to Stop it and Other Considerations

When the alarm sounds, immediately turn off the unit and stop cooking.

Make sure to turn the Alarm Switch on again when normal operating conditions are restored (all the causes for overheating have been removed and the appliance has cooled down to an acceptable level).

When the unit is ready for use, turn the power switch to ON.

If the circuit protector turns off power, turn on power after pushing the reset button.

Allow the appliance to cool down before servicing.

If the above directions do not solve your problem(s), please contact your distributor or Shinpo's Service Center. Do not attempt to disassemble or repair the grill unless you are properly trained and licensed to do so. Disassembling or repairs by untrained individual(s) may result in appliance malfunction, injury, or electric shock.

## 9. Specifications

Model	SERW-UL
Product	Smokeless Electric grill
Rated Voltage	120 Vac
Frequency	60Hz
Power Consumption	2000W
Operating Temperature	0-35 degC
Safety Features	Overheat Warning Device Current Overload Prevention Device Electrical Leakage Device

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The printed installation guide can be downloaded:  
<http://www.shinpo-en.com/Instruction.html>