

STAINLESS STEEL DEHYDRATOR

28CUD USER MANUAL



MANUAL

INTRODUCTION

Thank you for choosing Commercial Dehydrators 28CUD premium stainless steel model. We are excited to offer an advanced solution to the dehydration process by providing options to make your journey simpler and more convenient. The 28CUD premium commercial dehydrator can preserve fresh fruits, vegetables, meats and your favourite foods by using the latest dehydration technology.

This machine enables you to extend the shelf life of food and fresh produce and enhances taste by the concentration of natural flavours as they are dried. Please take a few moments to read the instructions prior to use of the food dehydrator for the first time and keep them safely for future reference.



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GENERAL SAFETY RULES

Read and fully understand all instructions and warnings prior to using this unit. Your safety is most important! Failing to comply with procedures and safe guards may result in serious injury or property damage. Remember: Your personal safety is your responsibility!

IMPORTANT SAFEGUARDS!

PLEASE FOLLOW THE GIVEN SAFETY INSTRUCTIONS BEFORE USING THE COMMERCIAL DEHYDRATOR.

1. Make sure that the electricity supply is according to the electrical requirements shown on the appliance. Do not use the dehydrator in the case where the power cord or plug show any sign of damage, or if the appliance is working incorrectly, or has been dropped.
2. Place the dehydrator in a dry and well-ventilated area, permitting at least 12" (30.5cm) of space from the ventilation slits at the rear of the unit to allow for proper air circulation. Do not let the power cord touch the hot surfaces or hang over the edge of your worktop.
3. Do not operate the dehydrator in an outdoor environment or near any flammable or combustible materials, such as carpeting. Indoor use only. Keep the dehydrator away from wall cabinets, curtains, tea towels, clothing, etc.
4. Do not place the dehydrator on or near a hot gas or electric burner or near a heated oven.
5. Ensure the dehydrator is in a stable position prior to operating. All four feet/wheels must be in contact with a secure level surface and brakes applied, if applicable. Dehydrator must not be moved during operation.
6. Do not immerse dehydrator in liquid or water. Ensure the dehydrator is away from all water services and never use the machine with wet hands or bare feet.
7. Always disconnect the dehydrator from the power source before servicing, changing accessories or cleaning the unit. The unit should be completely dry before operating. Removal of rear safety mesh must only be done by a certified technician.
8. Electrical repair must be done by an authorised dealer. Use only factory original parts and accessories. Modification of the dehydrator voids the warranty.
9. Keep out of reach of children. Monitor the dehydrator while in use.
10. Avoid touching the food dehydrator during or immediately after use due to the heat produced while in operation. Allow food to cool before handling.
11. Do not place any appliances on top of the dehydrator.
12. Do not use any accessories that are not recommended by the manufacturer as it may cause fire, electric shock, or injury.
13. Do not put any external items/appliances such as spoons, knives or forks inside the dehydrator while it is operating.
14. Caution! Corners or edges may be sharp.
15. Do not use while under the influence of drugs or alcohol.

GROUNDING INSTRUCTIONS

The appliance must be grounded while in use to protect the operator from electric shock. The appliance is equipped with a 3-conductor cord containing live, neutral and ground wires (Figure A). The unit can be fitted with an appropriate plug and wall receptacle or it can be hard-wired in, according to the electrical requirements above. **IMPORTANT: ONLY A QUALIFIED ELECTRICAL TECHNICIAN IS PERMITTED TO PERFORM WIRING INSTALLATION.**

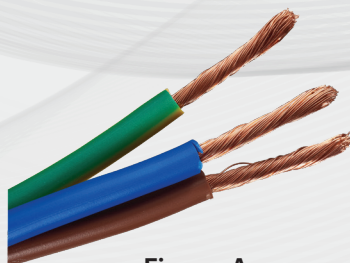


Figure A

OPERATING INSTRUCTIONS

BEFORE USING FOR THE FIRST TIME:

Carefully unpack and remove the packaging of the food dehydrator. Before using your dehydrator for the first time it is highly recommended to perform the "burn-in" process on your machine. This will allow for any oils left behind during the manufacturing process to burn off and not affect your first batch of food. To do this, ensure your dehydrator is in a well-ventilated area, then increase the temperature to the maximum level. Run your machine at this level for up to 2 hours. Once you no longer smell oil or a burning odour, allow the dehydrator to fully cool and thoroughly wash all the walls and food trays with warm soapy water, rinse and dry.

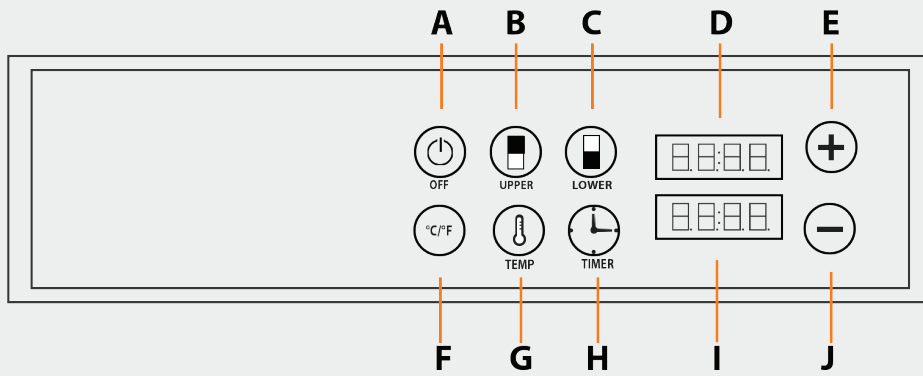
1. Operate the food dehydrator on a clean, dry and level surface.
2. Position the dehydrator at least 12" (30.5 cm) away from the wall, other appliances, or furniture to allow adequate air circulation.
3. Remove the racks from the dehydrator. Place food on each tray as per the instruction manual.
 - Cut the food into even slices.
 - Use one tray for each type of food. Do not cross-contaminate.
 - Lay the food in rows on the food tray with at least a 1/4" (6mm) gap in between each slice of food so that each piece does not overlap onto the next, allowing for proper air circulation.
 - You may dehydrate up to 28 trays simultaneously.
4. Wire into a circuit of 200-240V/50-60Hz, Single Phase/32A amp capacity. This appliance must be grounded while in use to protect from electric shock and is equipped with a 3 conductor cord, containing live, neutral and ground wires (Figure A). The unit can be fitted with an appropriate plug and wall receptacle or it can be hard-wired in, according to the electrical requirements above.
IMPORTANT: ONLY A QUALIFIED ELECTRICAL TECHNICIAN IS PERMITTED TO PERFORM WIRING INSTALLATION.
5. Preheat the dehydrator for 5-10 minutes before loading the racks into the dehydrator.
6. Select the chamber that you wish to use by pressing the relevant button. This will cause the 'Temp' and 'Timer' buttons to illuminate.
7. To adjust the temperature for this chamber, press the 'Temp' button and then use the increase or decrease button to set the desired temperature. Wait until the temperature display stops flashing to confirm the temperature*.
8. To adjust the timer, select the chamber button, select the 'Timer' button and then use the increase or decrease button to set the desired dehydration time. Wait until the timer display stops flashing to confirm the time.
9. Repeat these steps for any other chambers required.
10. Change the temperature scale from $^{\circ}\text{C}$ to $^{\circ}\text{F}$ and vice versa by pressing the relevant chamber button and then using the $^{\circ}\text{C}/^{\circ}\text{F}$ button.
11. Using heat-resistant gloves, load the racks into the dehydrator carefully. Hold the tray in the horizontal position and push the tray into the proper slots. Close and latch the door, and leave the product to dry.
 - Double-check all the trays are correctly loaded.
12. To turn each chamber off, press the 'chamber' button and then press the 'Off' button. All chambers are off when the control panel buttons are illuminated blue and screen display turns off.
13. Formation of water droplets during the dehydration process is possible, depending on how much moisture is within the product being dehydrated. This can be minimised by blotting the product with a clean cloth or paper towel.
Use CAUTION as the dehydrator becomes hot.
14. Please note: there is a 3 minute cool down session after the machine has been switched off in which your machine will run the fans. They will turn off automatically after this time period.

*To set the unit to use the ambient air mode, which runs fans only with no heat, set the temperature to 0.

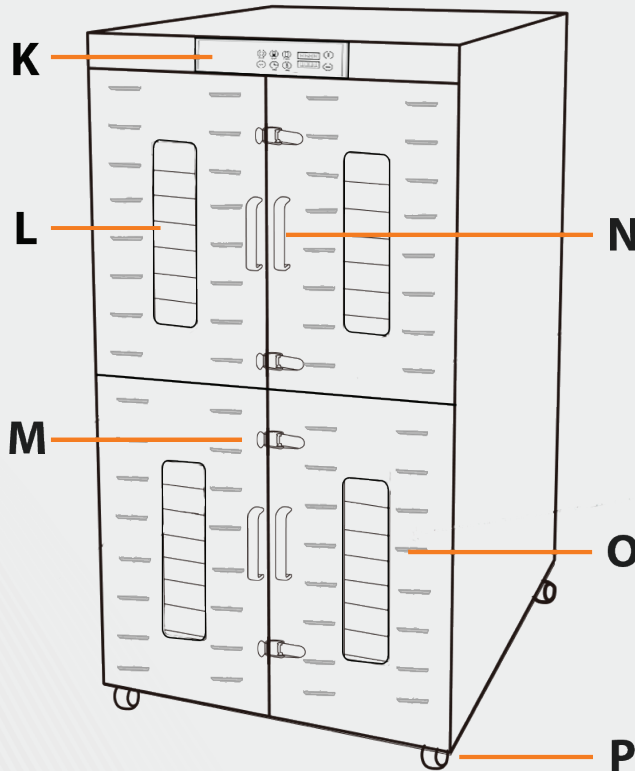
SAVE THESE INSTRUCTIONS!

Refer to them often and use them to instruct others.

PARTS DIAGRAM



Key	Description
A	On/Off Power Button
B	Upper Chamber Control
C	Lower Chamber Control
D	Time Display
E	Increase Time / Temperature
F	Toggle Unit Display (°C/°F)
G	Adjust Temperature Button
H	Adjust Timer Button
I	Temperature Display
J	Decrease Time / Temperature
K	Control Panel
L	Display Window
M	Door Latch
N	Door Handle
O	Doors
P	Wheels



CLEANING INSTRUCTIONS

WARNING! BEFORE CLEANING OR SERVICING THE DEHYDRATOR, MAKE SURE IT IS UNPLUGGED AND DISCONNECTED FROM ANY POWER SOURCE.

Clean the racks and the interior of the cabinet before using the dehydrator for the first time, and after each use.

1. Clean the dehydrator after each use. Ensure the machine has been turned off and the cool-down period has been completed. Disconnect the electrical cord from the power outlet or ensure the electrical connection is disabled.
2. Allow the dehydrator to cool completely before cleaning.
3. Remove the racks from the dehydrator cabinet before cleaning.
4. Wipe the dehydrator cabinet inside and out with a damp washcloth or sponge. **DO NOT** splash water on the heating element (located behind the wire mesh at the rear of machine) as it may damage the electrical components and increase the risk of electrical shock. **DO NOT** immerse the dehydrator in water.
5. Clean the dehydrator racks with warm, soapy water; rinse with clean water and dry immediately. Racks are dishwasher-safe.

FOOD SAFETY

THERE ARE BASIC RULES TO FOLLOW WHEN HANDLING FOOD: COOK, SEPARATE, CLEAN, CHILL.

COOK

It is crucial to cook food at a safe internal temperature to destroy bacteria that is present in the food. Safety of food items like hamburgers and other foods with ground meat content are considered higher risk because of the mixing of the bacteria on the surface of the meat throughout the mixture. Ground meat should be cooked at least at 160°F to 165°F (71°C) to (74°C) to destroy bacteria. Similarly, solid pieces of meat, like steaks and chops, in the absence of bacteria such as E. coli, can be served rare. Beef can be cooked at the internal temperature of at least 145°F (63°C) and poultry at 180°F (82°C). Solid cuts of pork can be cooked at 160°F (71°C); eggs should be thoroughly cooked. It is recommended to buy specially pasteurized eggs or use prepared meringue powder if you are making a meringue or similar recipes which contain raw eggs.

SEPARATE

Always separate the cooked food from the uncooked. Mixing of these food items may occur when food items like eggs and meat are mixed together, contaminating the product and further resulting in food poisoning. Follow the given steps while cooking different food items:

- Always double-wrap raw meat.
- Place raw meat on the lowest shelf in the refrigerator to avoid dripping of juices.
- Use raw meats within 1-2 days of purchase.
- Defrost frozen meat in a refrigerator, not on a kitchen counter.

In case of grilling or cooking raw meats:

- Make sure to place the cooked meat on a clean platter.
- Do not use the same platter to carry the food out to the grill.
- Wash the utensils used in grilling after the food is turned for the last time on the grill.
- Clean the spatulas and spoons used for stir-frying or turning meat while cooking.

CLEAN

- Always wash your hands with clean water while handling the raw meats or raw eggs with soap and water or by using a pre-moistened antibacterial towelette to avoid cross-contamination.
- Make sure all cooking utensils, plates, dishes and accessories are cleaned after each use. Ensure all equipment used on raw product is cleaned before being used on cooked product.
- Thoroughly clean the trays and the dehydrator chamber after each use.

CHILL

Bacteria will multiply between the temperature range of 40°F and 140°F (4°C and 60°C). Thus, the freezer's ideal temperature should be 0°F (-17°C). To avoid multiplication of bacteria:

- Serve food while it is hot.
- Never let food items sit at room temperature for more than 2 hours or 1 hour if the ambient temperature is 90°F (32°C) or above.
- Cover foods after they are cooled.
- Defrost frozen meat in a refrigerator, not on a kitchen counter.
- Place hot, cooked food in shallow containers immediately and refrigerate them to cool them rapidly.

ALWAYS CONSULT WITH LOCAL FOOD AUTHORITIES FOR UP-TO-DATE FOOD SAFETY INFORMATION.

CHOOSING FOODS

USE THE BEST QUALITY FOODS

Fruit and vegetables when in peak season have more nutrients and more flavour. Meats, fish, and poultry should be lean and fresh.

DO NOT USE FOOD WITH BRUISES OR BLEMISHES

Bad fruits and vegetables may spoil the entire batch.

ALWAYS USE LEAN MEATS

Remove as much fat as possible before dehydrating.

PRE-TREATMENT OF FOODS

As with most types of cooking, proper preparation is essential for successful results. Adhering to a few guidelines will greatly increase the quality of your dried foods and decrease the amount of time necessary to dry them.

Pre-treated foods often taste better and have better appearance than non-treated foods. There are several methods to pre-treat food to prevent oxidation. (Oxidation will darken apples, pears, peaches and bananas while drying.)

- Remove any pits, skin, or cores
- Shred, slice, or dice the food uniformly. Slices should be between 1/4"(0.6cm) and 3/4"(1.9cm) thick. Meats should be cut no more than 3/16"(0.5cm) thick.
- The temperature of the dehydrator must be maintained at 130°F-140°F (55°C-60°C) throughout the drying process.
- Drying fish into jerky requires a lot of attention. It must be cleaned and de-boned properly and rinsed thoroughly to ensure that all the blood is washed away. Steam or bake the fish at 200°F (93°C) until flaky before dehydrating.
- To help prevent browning, if desired, soak cut fruit in either lemon or pineapple juice for a few minutes before placing out on the dehydrating racks or you can also use an ascorbic mix which can be purchased in most health food stores or pharmacies. It may come in either powder or tablet form. Dissolve approximately 2-3 tablespoons into 1 quart (1litre) of water. Soak the fruit slices into the solution for 2-3 minutes, then place on the dehydrating racks.
- Fruits with a wax coating (figs, peaches, grapes, blueberries, prunes, etc) should be dipped in boiling water to remove the wax. This allows the moisture to escape easily when dehydrating.
- Blanching can pre-treat food for dehydrating. Blanching does not destroy beneficial enzymes and helps retain nutrients.

There are two ways to blanch food:

1. **Water blanching:** Use a large pan and fill it half way with water. Bring water to a boil. Place food directly into boiling water and cover. Remove after three minutes. Arrange food on the dehydrating racks.
2. **Steam blanching:** Using a steamer pot bring 2-3" (5-7cm) of water to a boil. Place the food in the steamer basket and steam for 3-5 minutes. Remove the steamed food and arrange on the dehydrator racks.



FRUIT ROLL-UPS

1. Select ripe or slightly over-ripe fruits. Wash and remove blemishes, pits and skin.
2. Purée in blender. Add yoghurt, sweeteners, or spices as desired. The purée should be thick in consistency.
3. Cover the dehydrator racks with plastic wrap.
4. Pour 1½ - 2 cups of the purée onto the covered racks. Carefully place the racks in the dehydrator.
5. The average drying time for the fruit roll-ups is 4-6 hours.
6. Once the fruit roll-ups are shiny and non-sticky to the touch, remove them from the dehydrator and allow them to cool.
7. Peel the fruit roll-up from the plastic wrap and roll into cylinders.

DRYING FLOWERS & CRAFTS

- The flowers should be dry to start with and best if picked after the dew has dried and before night fall.
- Dry the flowers as soon as possible after picking.
- Dry the flowers in a dry, warm, dark, clean and well-ventilated area, which makes a dehydrator an ideal setting. Flowers will retain the best colour and condition when dried quickly.
- Use a low temperature to retain the natural oils.
- Strip off the leaves or, if you prefer to keep the foliage, discard any brown or damaged leaves.
- Place on the dehydrator tray in a single layer, avoiding overlapping.
- Drying times will vary considerably depending on the size of the flower and the amount of foliage.
- Dry at 100°F (38°C)

IMPORTANT!

IT IS IMPORTANT TO MONITOR THE DEHYDRATOR WHILE IN USE. NEVER LEAVE THE DEHYDRATOR UNATTENDED. READ AND FULLY UNDERSTAND ALL INSTRUCTIONS AND WARNINGS PRIOR TO USING THIS UNIT. USE IN A WELL-VENTILATED AREA. DO NOT BLOCK THE AIR VENTS AT THE REAR OR ON THE DOOR OF THE DEHYDRATOR.

MAKING JERKY

- Meat should be as lean as possible. Using lean meat will help the meat dry faster and aid in cleanup by decreasing fat drippings. Beef is the most common meat used in jerky production. However other meat such as turkey, venison, buffalo and elk can make for excellent jerky. Ground meat should be 80% - 90% lean.
- Jerky seasonings are available for all tastes, or make your own. Wherever making jerky, you should cure the mixture prior to dehydrating. Using either salt or an acidic marinade, such as vinegar, let the meat cure. Recommended curing time is 24 hours for stripped meat and 12 hours for ground meat. The curing process helps to reduce water activity in the meat and helps to prevent bacteria from multiplying.
- Keep raw meats and their juices away from other foods. Marinate meats in the refrigerator. Do not leave meats un-refrigerated. Prevent cross-contamination by storing dried jerky away from raw meat. Always wash your hands thoroughly with soap and water before and after working with meat products. Use clean equipment and utensils.
- Keep meat and poultry refrigerated at 40°F (5°C) or slightly below; use or freeze ground beef and poultry within 2 days; whole red meats, within 3 to 5 days. Defrost frozen meat in a refrigerator, not on a kitchen counter.
- Special considerations must be made when using venison or other wild game, as it can become heavily contaminated during field dressing. Venison is often held at temperatures that could potentially allow bacteria to grow, such as when it is being transported. Refer to your governmental and local authorities for further questions or information on meat and food safety.
- The minimum recommended temperature for drying meats is 145°F (63°C). Temperatures below 145°F (63°C) are not recommended.

IMPORTANT: It is highly recommended to heat the meat to 160°F (71°C) before the dehydrating process. This step assures that any bacteria present will be destroyed by wet heat. After heating to 160°F (71°C), maintaining a constant dehydrator temperature of 130°F-140°F (55°C-60°C) during the drying process is important because:

1. The process must be fast enough to dry food before it spoils; and
2. It must remove enough water so that microorganisms are unable to grow.

- If you are using a marinade, shake of excess liquid before placing meat in evenly spaced single layers approximately 1/4" (0.6cm) apart on the dehydrator racks.
- Dry meat at 145°F-150°F (63°C-66°C) for 4-7 hours. You may need to blot fat droplets from the surface of the meat occasionally using a paper towel. Drying times vary based on many circumstances including but not limited to: the relative humidity of the room, the temperature of the meat at the beginning of the drying process, the amount of meat in the dehydrator, leanness of meat etc. Always allow jerky to cool before taste testing.

JERKY MARINADE

HAWAIIAN JERKY MARINADE

1 tsp salt
1 Tbsp brown sugar
1 crushed garlic clove
1 lb. (0.5kg) lean meat, sliced into 1/8 - 1/4" (0.3-0.6cm) thin strips

1 tsp ground ginger
1/4 tsp pepper
1/4 cup soy sauce

1/4 cup pineapple juice
1/8 tsp cayenne pepper

CAJUN JERKY MARINADE

1/3 cup tomato juice
1 1/2 tsp dried thyme
1 tsp white pepper
1 lb. (0.5kg) lean meat, sliced into 1/8 - 1/4" (0.3-0.6cm) thin strips

1/2 tsp garlic powder
1 1/2 tsp basil
2 tsp cayenne pepper

1/4 tsp ground black pepper
1 1/2 tsp onion pepper

HOT JERKY MARINADE

1/3 cup teriyaki sauce
1 tsp ground horseradish
1/2 tsp chili powder
1/4 tsp tabasco sauce
1 lb. (0.5kg) lean meat, sliced into 1/8 - 1/4" (0.3-0.6cm) thin strips

2 tsp brown sugar
1 tsp salt
1 tbsp olive oil
2 tbsp seeded & finely chopped jalapeño peppers

2 tsp ground black pepper
1/2 tsp paprika
1 tbsp minced garlic

BURGUNDY JERKY MARINADE

2 cups burgundy wine
3 tbsp molasses syrup
1 lb. (0.5kg) lean meat, sliced into 1/8 - 1/4" (0.3-0.6cm) thin strips

1/2 cup soy sauce
1 tbsp ground black pepper

3 cloves garlic, chopped,

TURKEY JERKY MARINADE

1/4 cup soy sauce
1/4 tsp pepper
1 lb. (0.5kg) lean meat, sliced into 1/8 - 1/4" (0.3-0.6cm) thin strips

1 tbsp fresh lemon juice
1/8 tsp ginger

1/4 tsp powdered garlic

VENISON JERKY MARINADE

1/3 cup soy sauce
1/2 tsp minced garlic
1 lb. (0.5kg) lean meat, sliced into 1/8 - 1/4" (0.3-0.6cm) thin strips

1 tbsp brown sugar
1/2 tsp ground black pepper

1 tsp salt

INSTRUCTIONS

- In a small glass bowl, combine all of the ingredients except the meat/poultry. Mix thoroughly.
- Place a layer of meat/poultry into a glass baking dish. Spoon sauce mixture over each layer.
- Repeat until the meat/poultry is 3-4 layers deep in the pan.
- Cover tightly and marinate for 6-12 hours in the refrigerator or overnight. Stir occasionally to keep the meat/poultry coated in marinade. The longer the meat/poultry stays in the marinade, the more flavour will be absorbed.
- Remove the meat/poultry from the marinade, removing excess marinade.
- Lay the meat/poultry evenly onto the dehydrator racks, leaving 1/4" (0.6cm) space between each strip of meat/poultry.
- Dry meat poultry at 145°F-150°F (63°C) for 4-7 hours or until thoroughly dry.

NOTE: When using a dehydrator, check the temperature of the dehydrator with a dial thermometer before drying jerky. The minimum recommended temperature for drying meats is 145°F (63°C). Temperatures below 145°F (63°C) are not recommended.

IMPORTANT!

It is highly recommended to heat the meat to 160°F (71°C) before the dehydrating process. This step assures that any bacteria present will be destroyed by wet heat. After heating to 160°F (71°C), maintain a constant dehydrator temperature of 130°F-140°F (55-60°C) during the drying process. You may need to blot fat and water droplets from the surface of the meat occasionally using a paper towel. Drying times may vary based on many circumstances including but not limited to: the relative humidity of the room, the temperature of the meat at the beginning of the drying process, the amount of meat in the dehydrator, leanness of the meat, etc. Always allow the jerky to cool before taste-testing.

STORING JERKY

Wrap jerky/snack sticks in aluminum foil and store in a thick plastic food storage bag, or place jerky/snack in a jar with a tight lid. Avoid storage in a plastic container or bags without first wrapping in aluminum foil or wax paper. Jerky/snack sticks should be stored in a dark, dry place between 50°F-60°F (10°C-16°C). You can store properly dried jerky/snack sticks at room temperature for 1-2 months. To extend the shelf life up to 6 months, store jerky /snack sticks in the freezer. Be sure to label and date all packages.

TIPS

- Do not overlap foods. Lay foods flat on the dehydrating racks.
- Check dryness after 6 hours, then check every 2 hours until crisp, pliable or leathery depending on your desired outcome.
- Check foods to make sure they are completely dry before removing. Open or cut down the middle of a few samples to check internal dryness. If the food is still moist, dehydrate longer.
- Label each container with the food name, date of drying and the original weight. Keep a journal to help improve drying techniques.
- Proper storage is essential to maintain quality food. Package the food when cool. Foods can be kept longer if stored in a cool, dark, dry place. The ideal storage temperature is 60°F (16°C) or lower.
- Place dried foods in plastic freezer bags before storing in metal or glass containers. Remove as much air as possible before sealing.
- Vacuum-sealing is ideal for keeping dried foods.
- Remember, foods will shrink approximately 1/4 to 1/2 their original size and weight during the dehydration process, so pieces should not be cut too small. One pound (500g) of raw meat will yield approximately 1/3 lb (0.2kg) to 1/2 lb (0.25kg) of jerky.
- Use the drying guide on the control panel as a reference for proper temperature settings. If the heat is set too high, food may harden and dry on the outside, yet be moist on the inside. If the temperature is too low, the drying time will increase.



REHYDRATING DRIED FOODS

While it is not necessary to reconstitute your dried foods, you can do so with ease. Vegetables can be used as a side dish or in recipes very effectively after being reconstituted in the following way:

- Dehydrated food can be rehydrated by soaking in cold water for 3-5 minutes. Use 1 cup of water for 1 cup of dehydrated food. Once re-hydrated, the food can be cooked normally. Soaking foods in warm water will speed of the process. However it may result in loss of flavour.
- Dehydrated fruits and vegetables can be soaked in cold water for 2-6 hours in the refrigerator. **WARNING!** Soaking at room temperature allows harmful bacteria to grow.
- Do not add seasoning. Adding salt or sugar during rehydration may change the flavour of the food.
- To make stewed fruits or vegetables, add 2 cups of water and simmer until tender.
- Consume dehydrated foods as soon as possible once the storage container is opened, keep any unused portions in the refrigerator to avoid contamination.

TROUBLESHOOTING

SYMPTOM	PROBABLE CAUSE	REMEDY
Heater is working & Fans NOT working	<ul style="list-style-type: none"> • Fan motor lodged • Fan motor broken 	<ul style="list-style-type: none"> • Unplug machine • Remove safety mesh • Turn the fan one full revolution clockwise
Fans are working & Heater is NOT working	<ul style="list-style-type: none"> • Temperature not set above ambient room temperature • Heating coil broken 	<ul style="list-style-type: none"> • Adjust the temperature settings as directed in the user manual • Contact us for a replacement part
Machine does not turn on	<ul style="list-style-type: none"> • No electricity to the outlet • Loose connector cable in control board 	<ul style="list-style-type: none"> • Test another appliance in the power outlet • Contact customer service for further instructions
Unit is heating above or below set temperature	<ul style="list-style-type: none"> • Malfunctioning thermostat or thermistor sensor 	<ul style="list-style-type: none"> • Contact customer service for replacement parts
Foods are not evenly dehydrating	<ul style="list-style-type: none"> • The thickness of food is not consistent across pieces • Food is overlapping or not spaced out properly 	<ul style="list-style-type: none"> • Evenly slice the food • Spread out the food evenly over all racks to ensure airflow remains consistent

ERROR CODE	FAILURE MESSAGE
E0-1	Zone 1 - Sensor malfunction
E1-1	Zone 1 - Sensor disconnected
E2-1	Zone 1 - Over temperature >120°C
E0-2	Zone 2 - Sensor malfunction
E1-2	Zone 2 - Sensor disconnected
E2-2	Zone 2 - Over temperature >120°C
E0-4	Control board malfunction
E1-4	Control board disconnected
E2-4	Control board over temperature >85°C

3-YEAR COMMERCIAL WARRANTY

This Commercial Warranty applies to all physical goods (product/s) purchased from the company Commercial Dehydrators Australia.

1. WHAT DOES THIS WARRANTY COVER?

This Commercial Warranty covers any defects in material or workmanship under normal commercial use during the Warranty Period. During the Warranty Period, Commercial Dehydrators Australia will repair, at no charge, products or parts of a product/s that prove defective under normal commercial use.

2. WHAT WILL WE DO TO CORRECT PROBLEMS?

Commercial Dehydrators Australia will action 1 of 3 scenarios based on the defect and the product purchased;

1. Send a brand-new replacement of the defective product. **Does not apply for custom industrial orders*
 2. If the defective part of the product can be identified, we will ship the replacement part and have a service technician come on-site to replace and install it once it has arrived.
 3. Send out a service technician to investigate the defect. Once the issue has been identified, the technician will either fix the defect immediately or notify Commercial Dehydrators Australia of replacement parts needed. If the latter, Commercial Dehydrators Australia will ship the required replacement parts to the service address. The technician will then return on-site to service and fix the product.
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3. HOW LONG DOES THE COVERAGE LAST?

The Warranty Period for Commercial and Industrial Dehydrators, as well as their accessories, is 3 years from the original date of purchase. Individual Dehydrator Parts purchased are not covered by warranty unless they are received through a warranty claim on a previously purchased product. In this case, a replacement product or part/s assumes the remaining warranty of the original Physical Goods or 180 days from the date of replacement or repair, whichever is longer.

4. WHAT DOES THIS WARRANTY NOT COVER?

This Commercial Warranty does not cover defects or malfunction caused by misuse, abuse or improper maintenance, failure to follow operating instructions, or use with equipment with which it is not intended to be used. It doesn't cover cosmetic or incidental damages. Also, the warranty will not apply to damage caused by unauthorised alteration, modification or repair of the product.

5. WHAT DO YOU HAVE TO DO?

To obtain warranty service, firstly contact us to determine the problem and the most appropriate solution for you. In most cases, technical problems can be corrected over the phone. Tech support can be reached via telephone or email.

Tel (07) 3184 4335

Email info@commercialdehydrators.com.au



COMMERCIAL DEHYDRATORS

AUSTRALIA