

# Service Manual

CHEF SYSTEM

Cook & Hold Oven - CS2 Series

Models: CS2-5, CS2-5S, CS2-10  
and CS2-10S

**For Service Information, Call 800-544-3057**

Please provide the following information:

- Model number
- Serial number
- Date of purchase
- Part description and number as shown in parts list

**Piper Products, Inc.  
300 South 84th Avenue  
Wausau, WI 54401  
Phone: 715-842-2724 / Fax: 715-842-3125**

Congratulations: You have just purchased one of the finest pieces of equipment on the market today. Before installing or operating your new Piper Products, Inc. equipment, you should read through this manual. This manual should be retained for further reference as it contains installation and operating instructions, service tips, part lists and warranty information.

For your safety, read and follow all cautions and warnings.

### **Freight Damage Claims:**

Your Piper Products equipment was carefully inspected and packed before leaving our factory. The transportation company assumes full responsibility for safe delivery of this equipment. Piper Products cannot assume responsibility for damage or loss incurred in transit. Visible damage or loss should be noted on the freight bill and signed by the person making the delivery.

A freight claim should be filed immediately with the transportation company. If damage is unnoticed or concealed until equipment is unpacked, notify the transportation company immediately and tell them you want to file a concealed damage claim. This must be done within ten (10) days after delivery was made. Be sure to retain all packing material and cartons.

## **WARNING**

Installation of this equipment should be done only by persons qualified or licensed to install electrical equipment.

Adjustments and service work should be performed only by a qualified service technician. Service is available through Authorized Piper Products Parts and Service Distributors throughout the United States. For a complete listing of these call or write Piper Products, Inc. for the name of the nearest distributor.

This equipment is intended for commercial use only. Not for household use.

Use of other than genuine Piper Products replacement parts or service work performed by other than an authorized Piper Products service agent will void the warranty.

Do not use any corrosive cleaners. Use only cleaners approved for stainless steel.

## INTRODUCTION

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The Piper Chef System Cook & Hold Ovens are designed to prepare and hold foods for prolonged periods of time while maintaining the “just made” quality. Piper Cook & Hold Ovens provide the best environment for food products by regulating the air temperature. The use of controlled heat maintains serving temperature and texture longer than conventional holding equipment.

The Chef System Cook & Hold Ovens keep all foods at optimum serving temperatures without affecting quality. The exclusive Roast-Air process uses radiant and convection heat to brown meats naturally without artificial coloring. Food costs are lowered because meat cooked in a Chef System shrinks as little as 7% to 10% compared to 25% in conventional ovens. In addition, Chef System uses 50% less energy than that required by conventional ovens.

This manual provides the installation, safety and operating instructions for the Chef System Cook & Hold Ovens. We recommend all installation, operating and safety instructions appearing in this manual be read prior to installation or operation of your Chef System. Safety instructions that appear in this manual after the words **WARNING** or **CAUTION** printed in bold face are important. Warning means there is the possibility of personal injury to yourself or others. Caution means there is the possibility of damage to the unit.

Your Piper Chef System Cook & Hold Oven is a product of extensive research and field testing. The materials used were selected for maximum durability, attractive appearance and optimum performance. Every unit is thoroughly inspected and tested prior to shipment.

## IMPORTANT SAFETY INSTRUCTIONS

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### WARNING

Read the following important safety instructions to avoid personal injury and/or damage to the equipment.

- 1. To prevent electric shock, always unplug the unit before performing cleaning or maintenance.**
- 2. Some exterior surfaces on the unit will get hot. Use caution when touching these areas to avoid injury.**
- 3. The unit must be transported in an upright position.**
- 4. For safe and proper operation, the unit must be located a reasonable distance from combustible walls and materials. If safe distances are not maintained, discoloration or combustion could occur.**
- 5. Locate the unit in an area that is convenient for use and where the room temperature is between 60<sup>0</sup>F (16<sup>0</sup> C) and 105<sup>0</sup>F (40<sup>0</sup>C). The location should be level to prevent the unit or its contents from accidentally falling, and strong enough to support the weight of the unit and food product.**

## MODEL DESCRIPTION

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Chef System ovens come in 5 pan or 10 pan models and are available as smoker units or non-smoker units. The ovens are constructed of easy-to-clean stainless steel with a fully welded interior cavity. All models come fully equipped with a 250°F (121°C) thermostat, product probe, power interruption alert, adjustable vented door, locking door handle, 4" (10 cm) locking casters, chrome wire racks, drip pan and 6 ft. (183 cm) attached cord with plug standard. Non-smoking units can be configured with a 350°F (177°C) maximum temperature. Consult the factory.

The Cooking Guide and Operating Video included with your Chef System makes it even easier to achieve fabulous cooking results. The Cooking Guide features operating procedures, recipes, helpful hints and cleaning instructions. The video provides step-by-step visual aids for fast, efficient training of personnel.

### MODEL CS2-5

The Chef System Cook & Hold Oven Model CS2-5 includes two wire racks and one drip pan. The unit is capable of holding 5 wire racks and has a 90 lb. (41 kg) product capacity and is designed to fit under a standard height counter.

### MODEL CS2-5S

The Chef System Cook & Hold Oven Model CS2-5S is constructed the same as the CS2-5 but also includes a smoker box and expanded control panel for combined smoking and cooking benefits.

*NOTE: 5-pan models can be ordered as a stacked unit. Consult the factory. See Installation for stacking instructions.*

### MODEL CS2-10

The Chef System Cook & Hold Oven Model CS2-10 includes four wire racks and one drip pan. The unit will hold up to 10 wire racks and one drip pan and has 180 lbs. (82 kg) of product capacity.

### MODEL CS2-10S

The Model CS2-10S is identical to the Model CS2-10 model but also includes a smoker box and expanded control panel for combined smoking and cooking benefits.

*NOTE: Smoking should be done near an exhaust hood.*

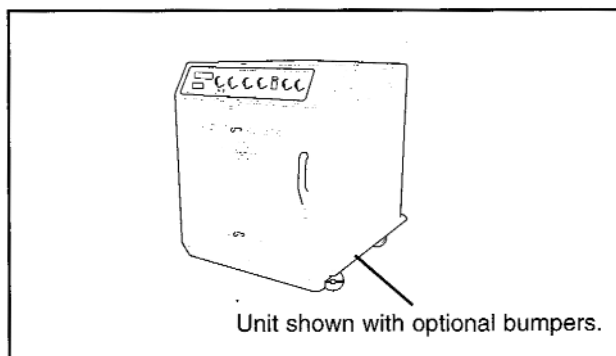


Figure 1. Cook & Hold Model CS2-5S

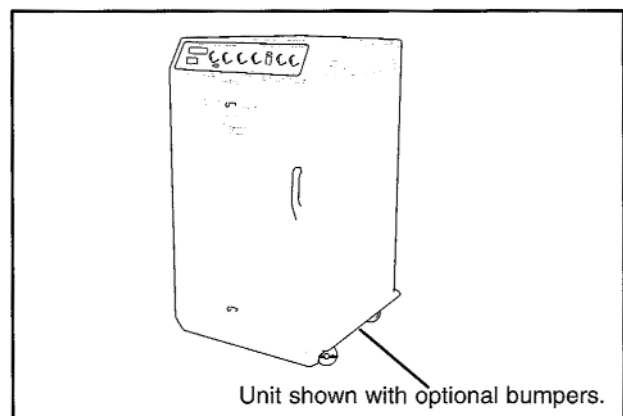


Figure 2. Smoke & Hold Model CS2-10S

# SPECIFICATIONS

## ELECTRICAL RATING CHART

	Model	Voltage	Hertz	Watts	Amps	Plug Configuration	Shipping Weight
COOK	CS2-5L	120	60	1795	14.9	NEMA 5-15P/5-20P*	265 lbs. (120 kg)
	CS2-5	208	60	2170	10.4	NEMA 6-15P	265 lbs. (120 kg)
	CS2-5	240	60	2170	9.0	NEMA 6-15P	265 lbs. (120 kg)
	CS2-5	220	50/60	2170	9.9	CEE 7/7 Schuko	265 lbs. (120 kg)
	CS2-5	240	50/60	2170	9.0	BS-1363	265 lbs. (120 kg)
SMOKE	CS2-5SL	120	60	1945	16.2	NEMA 5-20P/5-30P*	265 lbs. (120 kg)
	CS2-5S	208	60	2320	11.2	NEMA 6-15P	265 lbs. (120 kg)
	CS2-5S	240	60	2320	9.7	NEMA 6-15P	265 lbs. (120 kg)
	CS2-5S	220	50/60	2320	10.5	CEE 7/7 Schuko	265 lbs. (120 kg)
	CS2-5S	240	50/60	2320	9.7	BS-1363	265 lbs. (120 kg)
COOK	CS2-10	208	60	2870	13.8	NEMA 6-15P	360 lbs. (163 kg)
	CS2-10	240	60	2870	12.0	NEMA 6-15P	360 lbs. (163 kg)
	CS2-10	220	50/60	2870	13.0	CEE 7/7 Schuko	360 lbs. (163 kg)
	CS2-10	240	50/60	2870	12.0	BS-1363	360 lbs. (163 kg)
SMOKE	CS2-10S	208	60	3020	14.5	NEMA 6-15P	360 lbs. (163 kg)
	CS2-10S	240	60	3020	12.6	NEMA 6-15P/6-20P*	360 lbs. (163 kg)
	CS2-10S	220	50/60	3020	13.7	CEE 7/7 Schuko	360 lbs. (163 kg)
	CS2-10S	240	50/60	3020	12.6	BS-1363	360 lbs. (163 kg)

\*For Canada

The electrical information in the shaded areas pertains to **Export models only**.

### PLUG CONFIGURATIONS

Units are supplied from the factory with an electrical cord and plug installed on the back of the unit. See Figure 3.

### CAUTION

**Plug cabinet into an electrical outlet of the correct voltage, size and plug configuration. If the plug and receptacle do not match, contact a qualified electrician to determine the proper voltage and size and install the proper electrical outlet.**

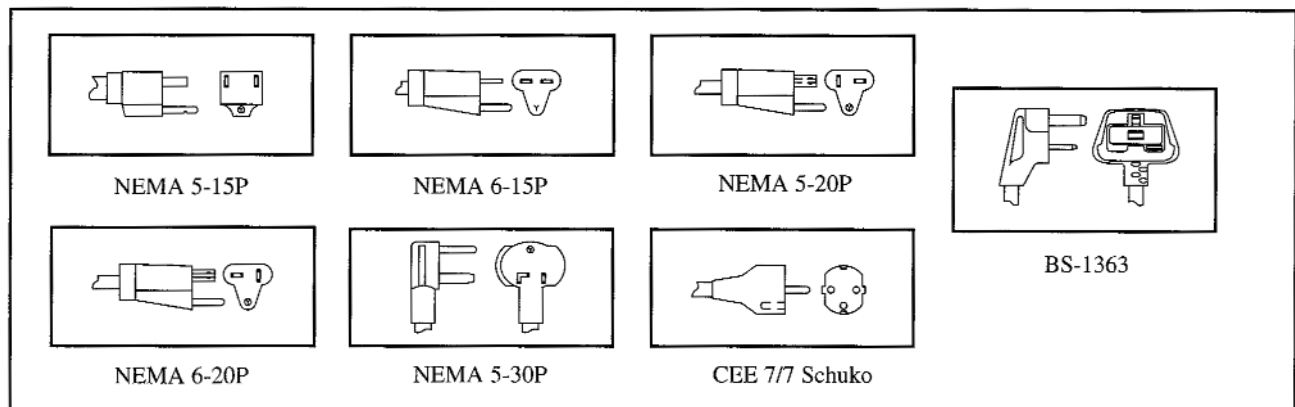


Figure 3. Plug Configurations.

# SPECIFICATIONS

## DIMENSIONS

*Note: Optional bumpers add 2" (5 cm) to width of oven and 1" (3 cm) to depth.*

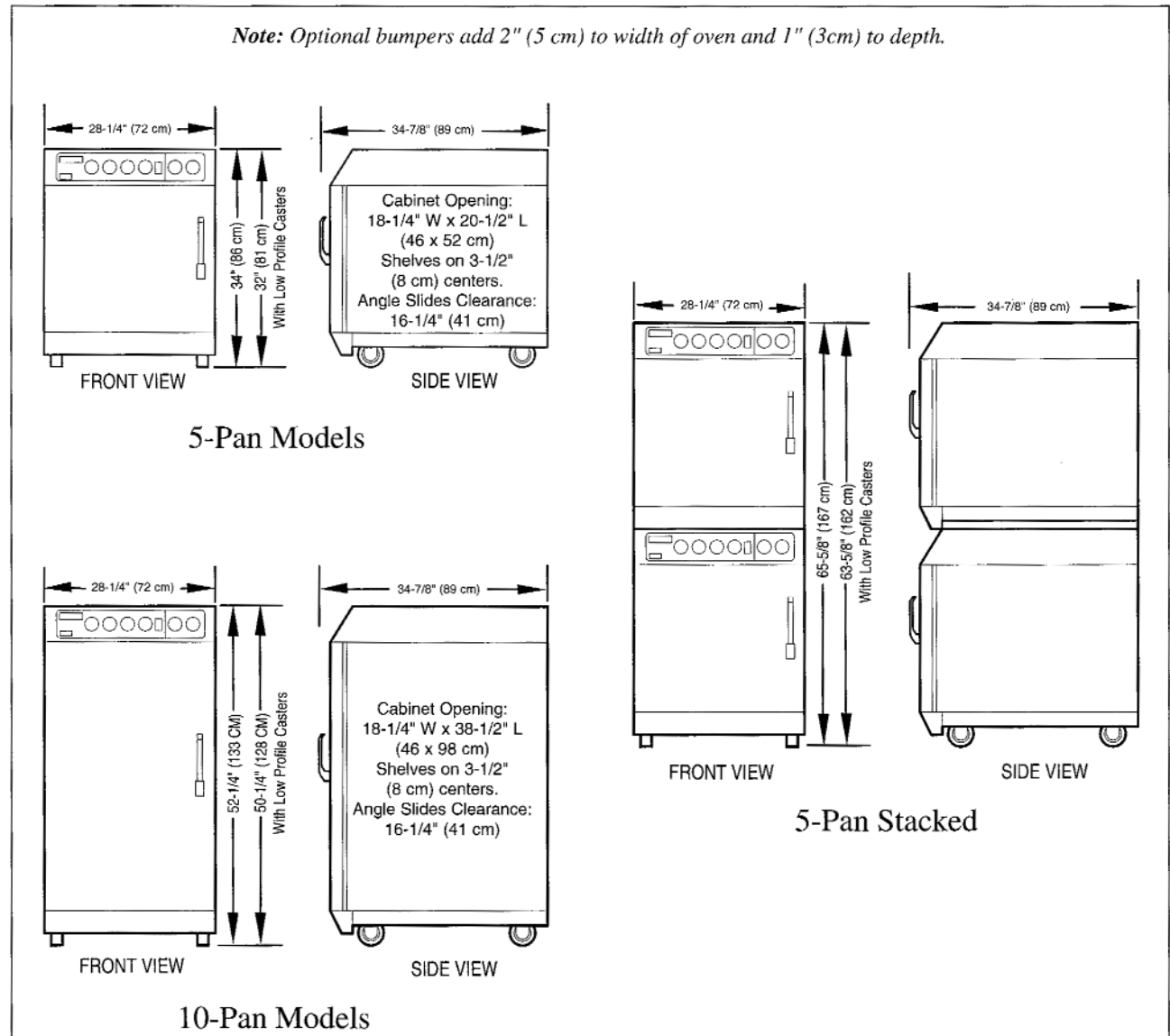


Figure 4. Dimensions.

# INSTALLATION

## UNPACKING

1. Remove tape and protective film from all outside surfaces of unit.
2. Remove tape and protective film from all internal parts and surfaces.
3. Install parts as shown in Figure 5.

## LOCATION

Locate the unit in an area that is convenient for use. The location should be level to prevent the unit or its contents from accidental falling.

*NOTE: All Smoke & Hold Ovens, and ovens equipped with the 350°F thermostat, should be located underneath an exhaust hood. Consult your local codes.*

**CAUTION: For safe and proper operation, the unit must be located a reasonable distance from combustible walls and materials. If safe distances are not maintained, discoloration or combustion could occur.**

**CAUTION: Locate the unit in an area that is convenient for use and where the room temperature is between 60°F and 105°F. The location should be level to prevent the unit or its contents from accidentally falling, and strong enough to support the weight of the unit and food product.**

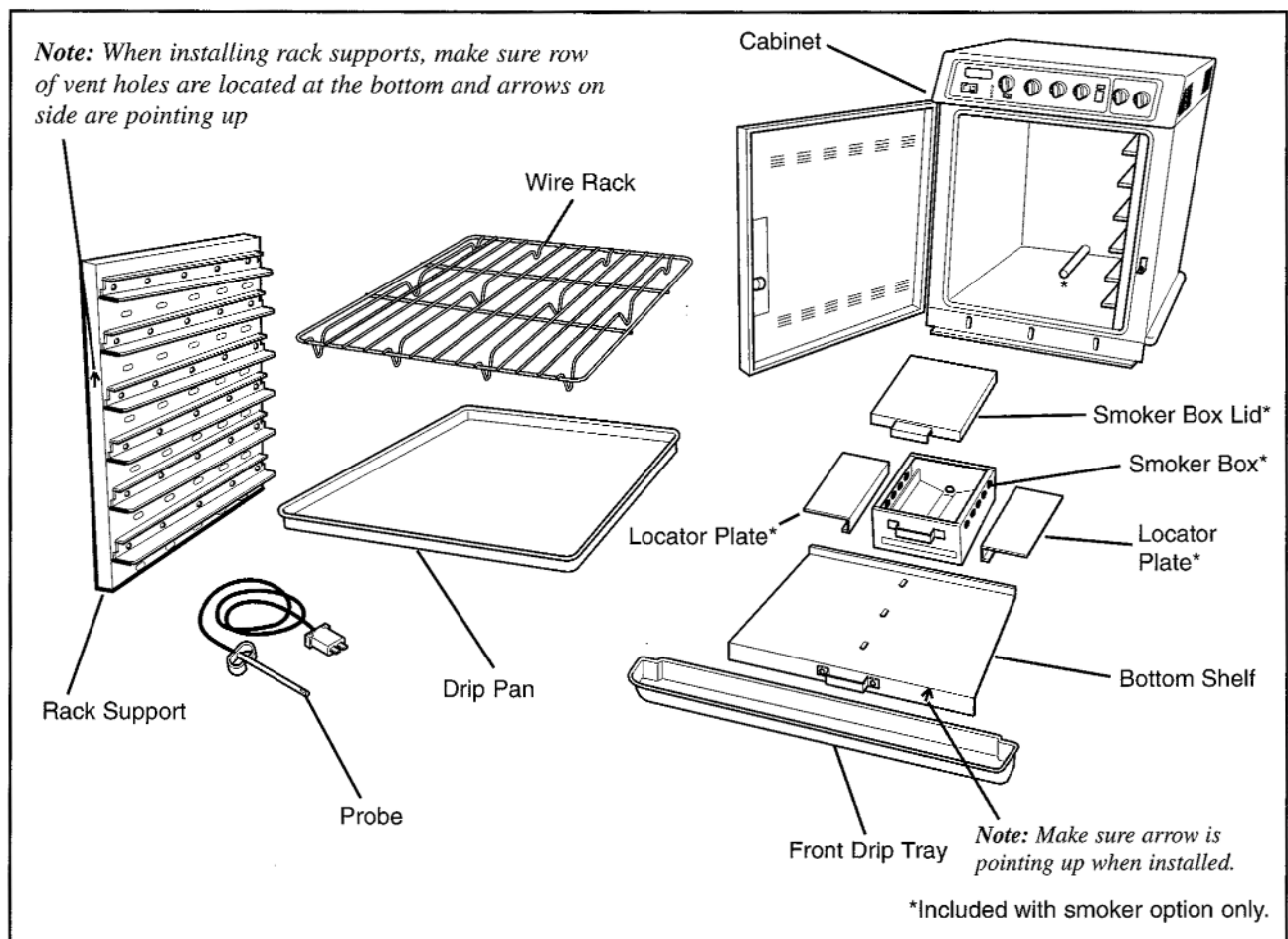


Figure 5. Exploded View - CS2-5S Shown

# INSTALLATION

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## 5-PAN STACKED

**NOTE:** When stacking ovens and one of them is a smoker oven, install the smoker oven on top.

1. See Figure 6. The top unit intended for stacking has a mounting bracket attached to the bottom in place of casters.
2. Remove the two outer screws from the top rear of the bottom unit.
3. Place the top oven (at least two people required) on top of the bottom oven and secure in place using the original screws removed in step 2.

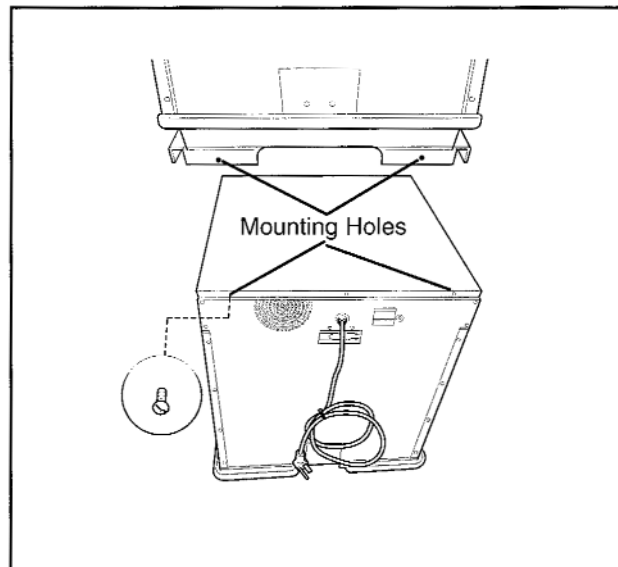


Figure 6. Model 5-Pan Stacking Ovens

# OPERATION

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## GENERAL

Refer to Cooking Guide for specific recipes and helpful hints. Oven door is equipped with vents that can be adjusted to desired setting. See Cooking Guide for details.

## OVEN OPERATION

1. Plug unit into an electrical outlet of the correct voltage, size and plug configuration. See Specifications for details.

**NOTE:** Set oven controls from left to right.

2. Turn the ON/OFF Switch to the ON position. See Figure 7.



3. Select one of the following cooking modes first by adjusting Cooking Mode Selector Dial:
  - \*Cook by time (TIMED COOK & HOLD)
  - \*Cook by product internal temperature (PROBE COOK & HOLD)
  - \*Cook with manual timer (MANUAL TIMER)

*No Hold cycle in this mode.*
4. Adjust Cook Time, Probe Temperature, or Manual Timer (depending on mode selected) by adjusting Time/Probe Temperature Dial.
5. Adjust Cook Temperature Dial to desired setting.
6. Adjust Hold Temperature Dial to desired setting.

**NOTE:** *No Hold cycle in Manual Timer mode.*

7. Press Start Button to begin preheat.
 

Oven will automatically preheat ten degrees over cook temperature setting. When the oven is preheated, an audible beep will sound and the visual display will indicate that preheat is complete and product should be placed in the oven.
8. Load oven with food product.
9. Press Start Button to begin cooking cycle.

**NOTE:** *Failure to push Start Button will keep oven in the preheat mode.*

**THE FOLLOWING STEPS APPLY TO SMOKER OVENS ONLY.**

10. After starting preheat adjust Smoke Delay. Smoke Delay feature allows operator to delay smoking for as long as 20 hours after Cooking cycle begins. See Cooking Guide for smoking recommendations and instructions.
 

The smoke delay interval will begin when the Start Button is pushed to initiate the cook cycle. Adjustments are in 15 minute increments.
11. Adjust Smoke Timer. Timer is programmable in 5 minute increments, from 5 minutes to 4 hours. Continuous smoking is also available by turning the dial counterclockwise to the continuous setting.

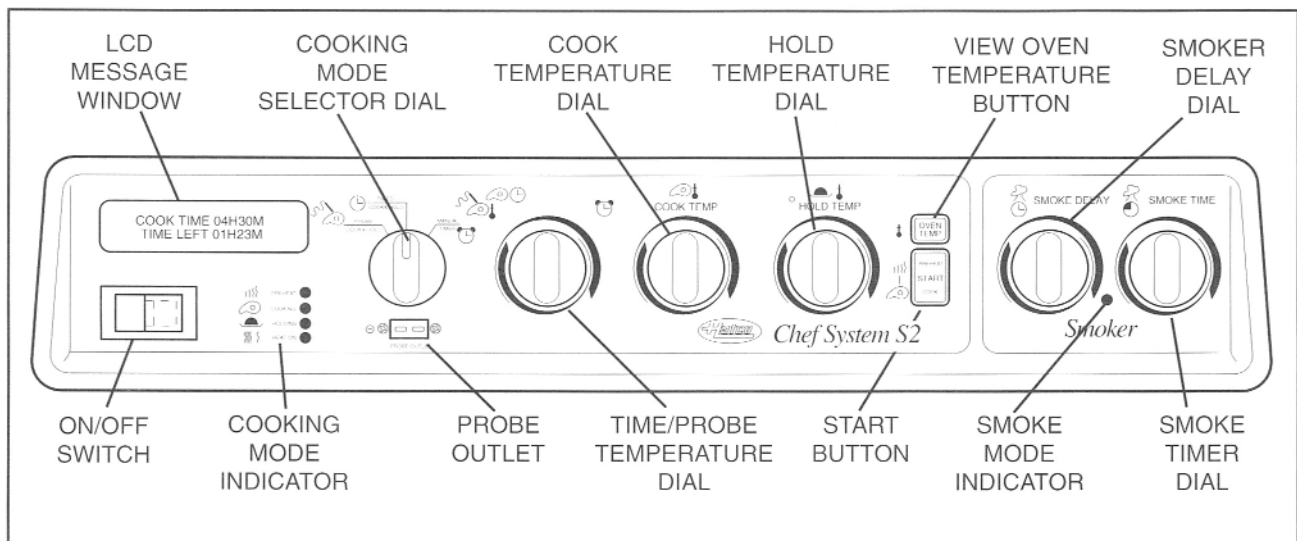


Figure 7. Control Panel

**Timed Cook & Hold Mode:** When set time has elapsed, unit shifts to HOLD automatically and HOLD display indicates total time product has been in Hold mode. Refer to Cooking Guide for minimum Hold times.

**Probe Cook & Hold Mode:** After preset internal product temperature is reached, unit shifts to HOLD mode automatically and HOLD display indicates total time product has been in Hold mode. Refer to Cooking Guide for minimum Hold times.

***NOTE:** Make sure probe is plugged into front of control panel, aligning the red dot on the probe with red dot on control panel (wider prong to the left side), and inserted into meat product.*

**Manual Timer Mode:** When set time has elapsed, unit gives an audible signal and displays a message in the LCD window. Product should be removed if done. Oven will not go into Hold mode. Cook temperature will be maintained.

Program cycle can be repeated by pressing Start again.

***NOTE:** All oven cycles will retain its program until a change is made, even if the oven has been turned off.*

***NOTE:** Adjustments to the dial settings on the control panel can be made at any time during the Preheat, Cooking or Holding process.*

***NOTE:** Unit is equipped with a power failure indicator feature. In the event that power is interrupted for more than 10 minutes, display will indicate total interruption time.*

***NOTE:** Push the View Oven Temperature Button at any time to observe actual oven temperature in LCD message window.*

## **MAINTENANCE**

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### **GENERAL**

The Piper Chef System Cook & Hold Ovens are designed for maximum durability and performance, with minimum maintenance.

**WARNING: To avoid any injury, turn the power switch off, unplug the unit from the power source and allow to cool before performing any maintenance.**

### **CLEANING**

To preserve the bright finish of the Chef System Cook & Hold Oven, it is recommended that the exterior and interior surfaces be wiped daily with a damp cloth.

Food pans and wire racks should be removed and washed. Rack support wall panels and bottom shelf should also be removed for periodic cleaning. Refer to Figure 5 for proper installation.

Stubborn stains may be removed with a good stainless steel cleaner or a non-abrasive cleaner. Hard to reach areas should be cleaned with a small brush and mild soap.

**CAUTION: Abrasive cleaners could scratch the finish of your Cook & Hold Oven.**

**Do not steam clean the interior or flood with water or liquid solution.**

## **ACCESSORIES**

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### **PERIMETER BUMPERS**

The Perimeter Bumpers protect the Chef System oven from the heavy-duty use of food service operations. The bumpers add 2" (5cm) to the width of the unit and 1" (3 cm) to the depth.

### **HEAVY-DUTY 5" (13 cm) CASTERS**

These heavy-duty casters enhance the portability of the oven. These casters add 1" (3 cm) to the standard height.

### **LOW PROFILE CASTERS**

Low profile casters are also available as an option. When mounted on the unit, they lower the standard height by 2" (5 cm).

### **RIB RACK - STAINLESS STEEL**

The stainless steel rib rack keeps ribs upright for perfect cooking every time. Holds 13 slabs of baby back ribs.

### **WIRE RACKS**

Additional wire racks are available from the factory or your local authorized dealer.

### **SHEET PANS**

Additional sheet pans are available from the factory or your local authorized dealer.

### **STAINLESS STEEL LEGS**

Stationary stainless steel legs are available for added stability.

## **PIPER PRODUCTS, INC LIMITED WARRANTY**

All Piper products are warranted to be free of defects in material and workmanship for a period of 12 months from date of purchase on all parts and labor.

Piper Products, Inc. warrants to the original purchaser that its equipment will be free from defects in the materials and/or parts for a period of 12 months from date of shipment and reported to the factory.

The purchaser is responsible for having equipment properly installed, operated under normal conditions with proper supervision and to perform periodic preventative maintenance. Equipment failure caused by inadequate water quality, improper cleaning, harsh chemicals, or acids are not covered under warranty.

The manufacturer's obligation under this warranty shall be the replacement or repair of defective parts within the warranty period. Excessive labor (more than 1/2 hour) required to access Piper equipment built into cabinets, tables or structures by others, is NOT covered under labor warranty. Example: Piper multiple- or single-hot food wells. All labor shall be performed during regular working hours. Overtime premium will be charged to buyer. After thorough examination, the decision of the Piper Products Service Department shall be final.

Any defective parts to be repaired or replaced must be returned to Piper Products, Inc., 300 South 84th Avenue, Wausau, WI 54401, transportation charges prepaid, and they must be properly packed and tagged. The serial and model number of the equipment and date of original installation of such equipment must be given. However, after one year we will not assume any responsibility for any expenses (including labor) incurred in the field incidental to the repair or replacement of equipment covered by this warranty. Our obligation hereunder to repair or replace a defective part is the exclusive remedy for breach of this warranty; and we will not be liable for any other damages or claims, including consequential damages.

If, upon inspection by Piper Products, Inc. or its Authorized Service Agency, it is determined that this equipment has not been properly installed or has not been used in an appropriate manner, has been modified, has not been properly maintained, the warranty will be void. Also, if the nameplate or other identifying marks have been removed, defaced or changed or the unit has been repaired or altered by persons other than expressly approved by Piper Products, Inc., the warranty will be void. If the equipment has been subjected to misuse or misapplication, neglect, abuse, accident, damage during transit or delivery, fire, flood, riot or acts of God, then this warranty shall also be void. When any situation occurs which voids the warranty the manufacturer shall not be liable for any damage to any person or any property which may result from the use of the equipment thereafter.

Warranty is limited to Piper manufactured products only and does not apply to other equipment which may be connected to or installed within.

No representative, dealer, distributor or any other person is authorized or permitted to make any other warranty or obligate Piper Products, Inc. to any liability not strictly in accordance with this policy.

This warranty is in lieu of all other warranties expressed or implied, including any warranty of merchantability, and fitness for a particular purpose. Piper Products does hereby exclude and shall not be liable to purchaser for any consequential or incidental damages including but not limited to damages to property, damages for loss of use, loss of time, loss of profits or income, resulting from any breach of warranty.