



# User Manual

## Quesadilla / Pizza Maker

MODEL: CHQP12R

1. READ these instructions carefully before installing and operating the appliance. Keep them for further reference.
2. Record in the space below the “SERIAL/MODEL NUMBER” found on the back or bottom of your appliance and retain this information for future reference.

SERIAL NUMBER:

MODEL NUMBER:

DATE OF PURCHASE:

Save and staple your sales receipt to your manual for warranty coverage.



## SAFETY INFORMATION



### **DANGER**

**DANGER** - Immediate hazards which **WILL** result in severe personal injury or death



### **WARNING**

**WARNING** - Hazards or unsafe practices which **COULD** result in severe personal injury or death



### **CAUTION**

**CAUTION** - Hazards or unsafe practices which **COULD** result in minor personal injury

# IMPORTANT SAFETY INSTRUCTIONS



## **WARNING**

When using electrical appliances, basic safety precautions should be followed, including the following

1. READ ALL INSTRUCTIONS BEFORE USE
2. Do not touch hot surfaces. Use handles or knobs.
3. To protect against risk of electric shock, do not immerse cord, plug or unit in water or other liquid.
4. Close supervision is necessary when any appliance is used by or near children.
5. Unplug from outlet when not in use and before cleaning. Allow to cool before putting on or taking off parts, and before cleaning appliance.
6. Do not operate any appliance with a damaged cord or plug or after the appliance malfunctions or has been damaged in any manner. Return appliance to the nearest authorized service facility for examination, repair or adjustment.
7. The use of accessory attachments not recommended by the manufacturer may cause injuries.
8. Do not use outdoors.
9. Do not let cord hang over the edge of the table or counter, or touch hot surfaces.
10. Do not place on or near a hot gas or electric burner or heated oven.
11. Extreme caution must be used when moving an appliance containing hot oil or other hot liquids.
12. To disconnect, remove plug from the wall outlet.
13. Do not use appliance for other than intended use.

**SAVE THESE INSTRUCTIONS**  
**HOUSEHOLD USE ONLY**

# SAFETY INFORMATION

## ELECTRICAL REQUIREMENTS

This appliance has a polarized plug (one blade is wider than the other). To reduce the risk of electric shock, this plug is intended to fit into a polarized outlet only one way. If the plug does not fit into the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. Do not attempt to modify the plug in any way.

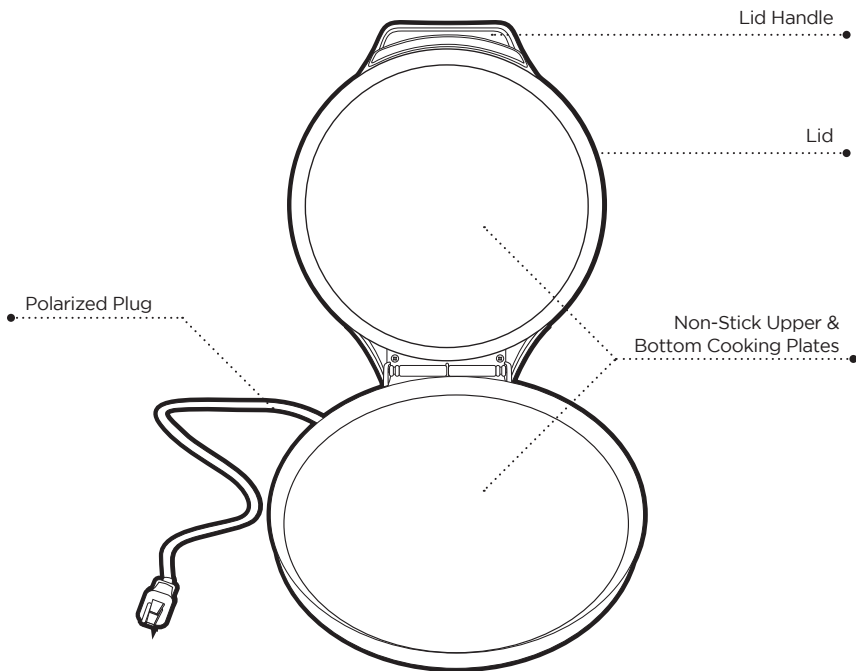
## POWER SUPPLY CORD

1. A short power supply cord is provided to reduce the risk of becoming entangled in or tripping over a longer cord.
2. If the power supply cord is too short, do not use an extension cord. Have a qualified electrician or serviceman to install an outlet near the appliance.
3. If it is absolutely necessary to use longer cord sets or an extension cord, extreme care must be exercised.
  - a) The marked electrical rating of the cord set or extension cord must equal to or be greater than the electrical rating of the appliance. The longer cord should be arranged so that it will not drape over the counter top or table top where it can be pulled on by children or tripped over unintentionally.

**NOTE:** Neither Commercial Chef nor the dealer can accept any liability for damage to the product or personal injury resulting from failure to observe the electrical connection procedures.

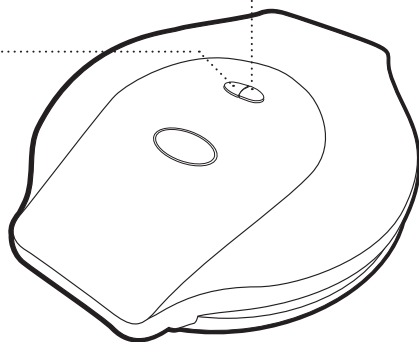
# SET UP & USE

## PARTS & FEATURES



● Ready Light (GREEN)

● Power On (RED)



# SET UP & USE

## BEFORE USING FOR THE FIRST TIME

1. Carefully unpack and remove all packaging materials.
2. Before using for the first time, wipe the cooking plates with a damp cloth to remove all dust and then dry. Wipe outer surfaces with a slightly damp soft cloth or sponge.

**CAUTION:** Take care to prevent water from entering into the appliance.

3. Set the quesadilla / pizza maker on a dry, clean and flat surface and keep closed until ready to use.

## OPERATING INSTRUCTIONS

1. Use the lid handle to lift the top lid to the open position.
2. Before baking the pizza of the day, pour a teaspoon of vegetable oil on to both the top and bottom plate. Spread with paper towel and wipe off any excess oil.
3. Plug into a 120v AC electrical outlet to preheat. The red POWER ON light indicator will illuminate. Close the lid.

**NOTE:** When your quesadilla / pizza maker is heated for the first time, it might emit slight smoke and/or odor. This is normal and should disappear after one or two uses.

This does not affect the safety or use of the appliance. However, it may affect the flavor so it is recommended that the first pizza prepared in the quesadilla / pizza maker be discarded.

4. While the quesadilla / pizza maker is preheating, prepare the pizza for baking.
5. After approximately 2 to 3 minutes, the green READY light will illuminate, indicating that the quesadilla / pizza maker is ready for use.

**NOTE:** Recipes may vary in cooking time and browning. Fresh pizza will brown quicker than frozen pizza. Thin crust will take less time than thick crust. Keep track of the perfect bake time for each recipe for future use.

6. Once quesadilla / pizza maker is preheated, place the pizza directly on to the cooking plate.
7. Use the handle to lower the top lid.

8. Allow to cook approximately 10-25 minutes or until cheese is melted and crust is golden brown.

**NOTE:** Check to see if pizza is done by inserting a dry toothpick into the center of the pizza. If it comes out dry, the pizza is ready.

9. If necessary, continue cooking for 1 to 2 minutes or until cheese bubbles and crust is golden brown.

**NOTE:** The green READY light will cycle on and off as the unit maintains proper baking temperature.

10. At the end of cooking, use the handle to lift the top lid.

## SET UP & USE

- Using oven mitts, remove the pizza from the cooking plate using a non-metallic spatula or heat-resistant utensil. Place on to dish or tray, cut into slices and serve immediately.

**NOTE:** If you are baking additional pizzas, after removing pizza close the top lid to retain heat and then wait for READY light to come on before starting to bake again.

Additional pizzas may bake faster because extra heat has been retained so it may be necessary to adjust to a shorter cooking time.

- When baking is complete, unplug the power cord from electrical outlet, lift the top lid to expose the cooking plates and allow unit to cool.

**CAUTION:** Do not attempt to clean until unit has fully cooled.

## CARE AND CLEANING

This appliance requires little maintenance and contains no serviceable parts. Do not attempt to repair yourself but rather contact the customer service department mentioned in this manual for assistance.

**CAUTION:** Unplug from electrical outlet and allow to cool thoroughly before cleaning. Never immerse appliance in water or any other kind of liquid and never place in dishwasher.

**NOTE:** The quesadilla / pizza maker cannot be disassembled for cleaning.

- Brush cooking plates with a clean, soft pastry brush or cloth. To condition plates, lightly coat the cooking surfaces with solid vegetable shortening or vegetable oil. Carefully follow cleaning procedures below and after time if pizza shows signs of sticking, reconditioning is necessary.

**NOTE:** To protect the non-stick surface, use only plastic, nylon or wooden utensils.

- To remove any pizza dough from the cooking plates, pour a small amount of cooking oil on to the hardened pizza dough. Allow to set for 5 minutes then wipe softened pizza dough off with a paper towel or soft cloth.
- Remove stubborn stains with a plastic mesh puff or pad. A clean, round kitchen brush or a toothbrush works well to remove baked-on pizza dough from the plates. For best results, use only products with directions stating that they are safe for use on non-stick cooking surfaces.

**NOTE:** Do NOT use steel wool or coarse scouring pads.

- The exterior can be cleaned with a non-abrasive cleaner and a soft, damp cloth. Dry thoroughly.

## STORAGE

- Always unplug the quesadilla / pizza maker before storage.
- Always make sure the quesadilla / pizza maker is cool and dry before storing.
- To minimize storage space in your kitchen, the quesadilla / pizza maker can be stored vertically.

# TROUBLESHOOTING & WARRANTY

## BEFORE YOU CALL FOR SERVICE

IF THE APPLIANCE FAILS TO OPERATE:

- A) Check to make sure that the appliance is plugged in securely. If it is not, remove the plug from the outlet, wait 10 seconds and plug it in again securely.
- B) Check for a blown circuit fuse or a tripped main circuit breaker. If these seem to be operating properly, test the outlet with another appliance.

IF NONE OF THE ABOVE SOLVES THE PROBLEM, CONTACT A QUALIFIED TECHNICIAN. DO NOT TRY TO ADJUST OR REPAIR THE APPLIANCE YOURSELF.

## CUSTOMER SERVICE

# IMPORTANT

### **DO NOT RETURN THIS Appliance TO THE STORE**

If you have a problem with this appliance, please contact the W Appliance Co. Customer Satisfaction Center at 1-855-855-0294.

**DATED PROOF OF PURCHASE, MODEL # AND DATE CODE  
REQUIRED FOR WARRANTY SERVICE**



# TROUBLESHOOTING & WARRANTY

## TROUBLESHOOTING

Troubleshoot your problem by using the chart below. If the appliance still does not work properly, contact W Appliance Co. customer service center or the nearest authorized service center. Customers must never troubleshoot internal components.

TROUBLE	POSSIBLE CAUSE	POSSIBLE REMEDY
Appliance does not turn on	Appliance is not plugged in	Check that appliance is plugged into a working outlet

## SPECIFICATIONS

- Unit Dimensions (WxDxH): 13.4" x 15.3" x 4.7"
- Unit Weight: 5.29 lbs.

# TROUBLESHOOTING & WARRANTY

## LIMITED WARRANTY

Commercial Chef brand is used under license. Any repair, replacement, or warranty service, and all questions about this appliance should be directed to W Appliance Co. at **1 (855) 855-0294** from the USA or Puerto Rico.

W Appliance Co. warrants to the original purchaser that the appliance will be free from defects in material, parts and workmanship for the period designated for this appliance. The warranty commences the day the appliance is purchased and covers up to a period of **1 year (12 months) for labor/1 year (12 months) for parts (manufacturing defects only)/carry in service.** W Appliance Co. agrees that it will, at its option, replace the defective appliance with either a new or remanufactured appliance equivalent to your original purchase during the warranty period.

**Exclusions:** This warranty does not apply to the below:

1. If the appearance or exterior of the appliance has been damaged or defaced, altered or modified in design or construction.
2. If the appliance original serial number has been altered or removed or cannot be readily determined.
3. If there is damage due to power line surge, user damage to the AC power cord or connection to improper voltage source.
4. If damage is due to general misuse, accidents or acts of God.
5. If repair attempts are done by unauthorized service agents, use of parts other than genuine parts or parts obtained from persons other than authorized service companies.
6. On units that have been transferred from the original owner.
7. On appliances that have been purchased as refurbished, like new, second-hand, in a "As-Is" or "Final Sale" terms.
8. To appliances used in a commercial or rental setting.
9. To appliances used in settings other than ordinary household use or used other than in accordance with the provided instructions.
10. To damages for service calls for improper installations.
11. To glass parts and other accessory items that are included with the unit.

12. Transportation and shipping costs associated with the replacement of the unit.
13. Food loss for loss due to appliance failure or delay in service, repair or replacement.
14. Service calls to instruct you how to use your slow cooker.
15. Service calls to repair or replace the house fuse, reset the circuit breaker or correct the wiring in the house.

REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CUSTOMER; W Appliance Co. SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS Appliance, EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW. ANY IMPLIED WARRANTY OF MERCHANTABILITY OF FITNESS FOR A PARTICULAR PURPOSE ON THIS Appliance IS LIMITED TO THE DURATION OF THE WARRANTY.

Some states do not allow the exclusion or limitations of incidental or consequential damages, or limitations on how long the warranty lasts. In these cases the above exclusions or limitations may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

**Obtaining Service:** To obtain service, appliance literature, supplies or accessories please call **1 (855) 855-0294** to create a ticket for exchange/repair. Please make sure to provide the date of purchase, model number and a brief description of the problem. Our customer service representative will contact you or send detailed return instructions.

W Appliance Co. does not warrant that the appliance will work properly in all environmental conditions, and makes no warranty and representation, either implied or expressed, with respect to the quality, performance, merchantability, or fitness for a particular purpose other than the purpose identified within this user's manual. W Appliance Co. has made every effort to ensure that this user's manual is accurate and disclaims liability for any inaccuracies or omissions that may have occurred. Information in this user's manual is subject to change without notice and does not represent a commitment on the part of W Appliance Co.. W Appliance Co. reserves the right to make improvements to this user's manual and/or to the appliances described in this user's manual at any time without notice. If you find information in this manual that is incorrect, misleading, or incomplete, please contact us at **1-855-855-0294**.

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