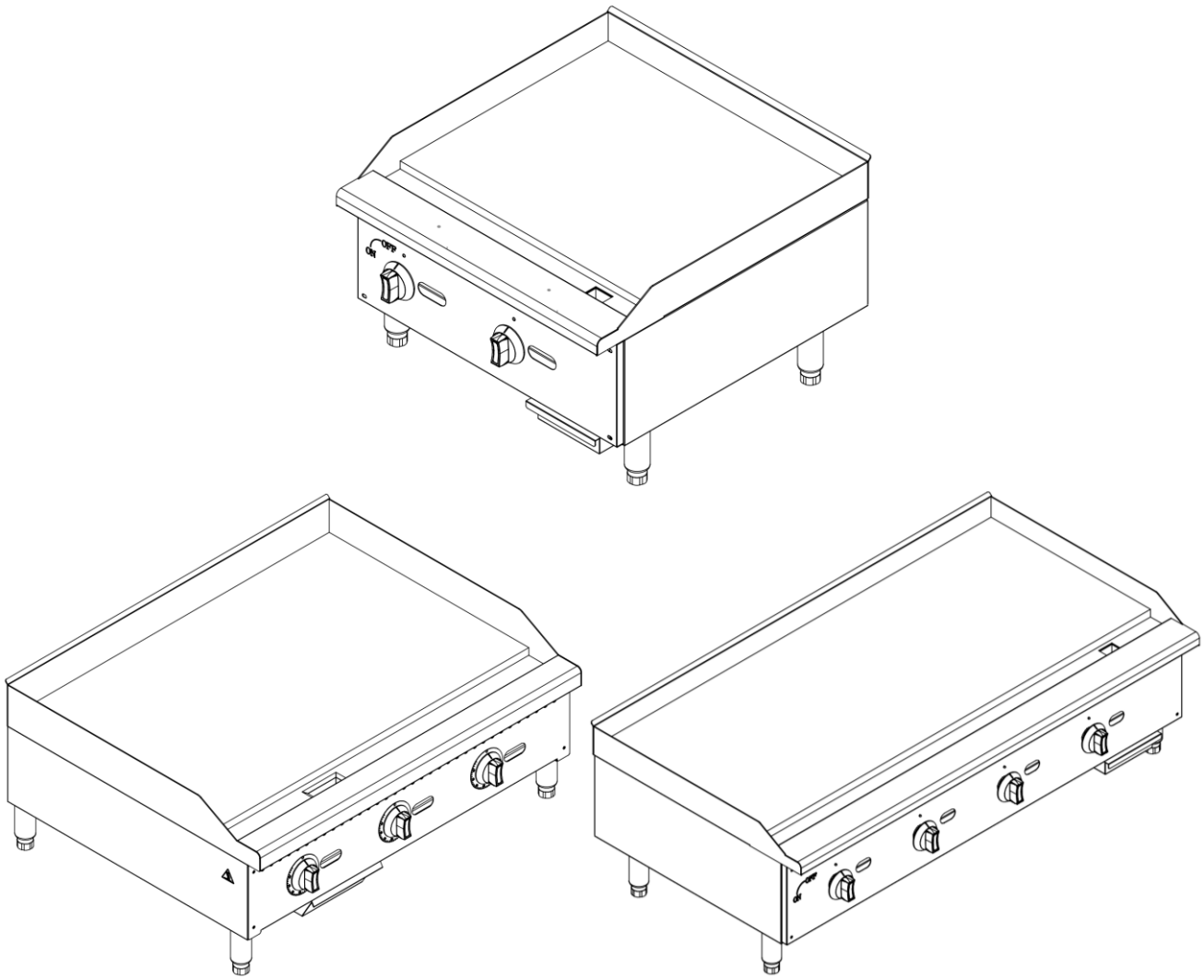
N O R I O T A

INSTALLATION AND INSTRUCTION MANUAL



GRID, TGRID, NMG, AND NTG SERIES
GAS COUNTERTOP GRIDDLES, MANUAL AND THERMOSTATIC CONTROLS

Made in China
Version 1.0 | 2026-04

OPERATOR SAFETY AND OPERATING TIPS

Quick Reference Only - Follow Full User Manual

NOTICE!	This guide highlights important safety and operating reminders only. It does not replace the full Installation and Instruction Manual. Read and follow the full manual before installing, operating, cleaning, or servicing this unit.

WARNING!	Improper installation, gas connection, ventilation, or operation can cause fire, explosion, carbon monoxide exposure, serious injury, or death. Only **qualified personnel** should install or service this equipment.

Before Each Use

- Confirm the unit is level, stable, and installed under a properly operating ventilation hood.
- Confirm the gas shutoff valve is accessible.
- Confirm the grease tray is installed and properly seated and grease trough is clear and not blocked.
- Confirm nothing is blocking airflow at the front, underside, rear, or flue area of the unit.

Do not operate if installation, ventilation, gas supply, or grease management conditions are not correct.

Critical Safety Reminders

WARNING!	If gas odor is present, shut down the unit if safe to do so, evacuate the area, and follow site gas emergency procedures. Do not attempt to relight or resume operation until the condition is corrected and the area has been declared safe.

WARNING!	For abnormal flame, ignition failure, grease overflow, or abnormal operation, shut down the unit immediately by turning all control knobs to **OFF** and closing the manual gas shutoff valve, and contact **qualified service personnel**.

- This unit does not include an automatic flame failure safety shutoff device. Confirm pilots are lit and stable before opening burner controls.
- Never use an open flame to check for gas leaks.
- Never store or use flammable liquids near this equipment.
- Do not leave the griddle unattended during operation.
- Keep hands, clothing, towels, utensils, and packaging away from hot surfaces.
- Do not move, empty, or handle the grease tray while grease is hot.
- Do not use water on a grease fire.

Cooking, Operating, and Cleaning Tips

- Allow proper preheat before loading food.
- Do not overload the griddle surface with cold or frozen product.
- Scrape food debris and excess grease toward the grease trough during use.
- Do not allow grease to overflow from the grease tray.
- Do not strike, gouge, or aggressively scrape the griddle surface.
- Do not use ice, excessive water, or hose-down cleaning methods on the griddle.

Normal Operation

- Burner pilots remaining lit
- Light smoke or odor during first use or seasoning
- Surface temp. dropping after loading cold food
- Heat discoloration of the griddle surface over time

These are normal operating characteristics.

Need Help

For product support, manuals, or service assistance:

Website	Phone	Email
www.noriota.ca	1-877-NORIOTA	support@noriota.ca

Please have your model and serial number available when contacting support.

TABLE OF CONTENTS

INTRODUCTION

This manual provides installation, operation, cleaning, and maintenance instructions for NORIOTA commercial gas countertop griddles. These units are designed for professional use in commercial kitchens, foodservice operations, and similar environments. Proper installation, operation, and maintenance are essential for safe use, consistent cooking performance, and long service life.

This manual applies to NORIOTA gas countertop griddle models including NMG12, NMG18, NMG24, NMG36, NMG48, NMG60, NMG72, GRID12, GRID18, GRID24, GRID36, GRID48, GRID60, GRID72, NTG24, NTG36, NTG48, NTG60, TGRID24, TGRID36, TGRID48, and TGRID60, in both natural gas and propane configurations. Model-specific specifications and control systems may vary between manual-control and thermostatic-control models. Always refer to the unit rating label for exact technical information including gas type, input rating, pressure requirements, and clearance requirements.

Commercial gas griddles are high-performance cooking appliances designed for direct-contact cooking on a heated steel surface. Unlike residential appliances, commercial griddles operate at higher heat output, require properly sized gas supply, depend on adequate combustion air and ventilation, and are designed for continuous or heavy-duty use. Because of this, proper installation, gas supply, ventilation, operator technique, cleaning, and daily operating practices are critical to achieving safe operation, consistent cooking results, and long equipment life.

Improper installation or operation can result in reduced performance, uneven heating, excessive smoke, carbon buildup, unsafe conditions, or equipment damage. Particular attention must be given to gas supply, ventilation, griddle surface condition, grease management, cleaning practices, and proper startup and shutdown procedures. Understanding how the griddle operates, including heat zones, burner behavior, and surface heat retention, will help reduce operator error and unnecessary service calls.

Important Information for Owners and Operators

- Read this manual completely before installing or operating the equipment.
- Installation, gas connection, and servicing must be performed by **qualified personnel** in accordance with applicable local codes and regulations.
- This equipment is intended for commercial foodservice use only. It is not intended for household, residential, or other non-commercial use.
- Improper installation, use, or maintenance may result in personal injury, fire hazard, equipment damage, or reduced performance.
- Do not operate the unit if burners do not ignite properly, flame appears unstable, or ventilation is not operating correctly.
- Griddle surface condition, cleaning practices, grease management, and proper preheating directly affect cooking performance, food quality, and equipment life.
- Keep this manual in a readily accessible location for reference by operators and service personnel.

Following these guidelines will help ensure safe operation, consistent performance, and long equipment life. Failure to follow these instructions may result in unsafe conditions, equipment damage, or voiding of warranty.

Intended Use

NORIOTA commercial gas countertop griddles are designed and manufactured for commercial foodservice environments, including restaurants, cafés, catering operations, institutional kitchens, and similar applications. These units are intended for cooking food directly on a heated steel griddle plate using manual or thermostatic gas controls depending on the model.

The equipment is designed for indoor use only and must be installed in a location that meets all requirements for gas supply, ventilation, clearance, combustion air, and safe operation as outlined in this manual. The griddle is intended to be operated by trained personnel familiar with commercial kitchen equipment, hot cooking surfaces, grease management, and basic gas equipment safety practices.

This equipment must not be used for any purpose other than commercial food preparation. It must not be used for space heating, drying materials, heating non-food items, processing chemicals, or any application inconsistent with the instructions provided in this manual.

Use outside of intended application may result in unsafe conditions, equipment damage, fire hazard, poor performance, or voiding of warranty coverage.

Residential Installation Considerations

NORIOTA commercial gas countertop griddles are designed and manufactured for commercial foodservice use only. They are not intended for residential or household use.

Commercial gas griddles differ materially from residential cooking appliances in heat output, surface temperature, grease production, ventilation requirements, clearance requirements, duty cycle, and overall safety considerations. These units are designed for installation and operation in commercial kitchens or similar professional environments where appropriate gas supply, commercial ventilation, fire safety measures, trained operators, and code-compliant installation conditions are in place.

Residential or household installation or use is not recommended and may be prohibited by local code, insurance requirements, or authority having jurisdiction. Use of this equipment in a residential or non-commercial setting may create unsafe operating conditions, increase fire risk, result in improper ventilation, and may affect warranty coverage.

This equipment must be installed and operated only in suitable commercial environments and only in accordance with this manual and all applicable local codes and regulations.

Manual Scope and Updates

This manual contains important safety, installation, operation, and maintenance instructions. Following these instructions will help ensure safe operation, consistent cooking performance, and long equipment life.

This manual is intended to provide guidance for normal operation and routine maintenance. Advanced service procedures, gas system adjustments, burner adjustment, thermostat calibration, and internal component repairs must be performed by **qualified service personnel** only.

NORIOTA reserves the right to update product design, specifications, and documentation without notice. While reasonable efforts are made to ensure accuracy, users must always follow applicable local codes and regulations and consult **qualified professionals** when required.

Failure to follow the instructions and guidelines in this manual may result in personal injury, equipment damage, unsafe operating conditions, or reduced performance.

RECEIVING AND INSPECTING THE EQUIPMENT

Carefully inspect the equipment immediately upon delivery and before signing the carrier's delivery receipt.

Inspect the exterior packaging for visible signs of damage, including dents, punctures, crushed corners, broken components, pallet damage, or other evidence of mishandling in transit. If visible damage is observed, note the damage clearly on the delivery receipt and request that the carrier acknowledge it. Retain a copy of the signed delivery receipt for your records.

After the unit has been delivered and unpacked, inspect the unit itself for concealed damage. Check the exterior panels, griddle plate, control knobs, grease trough, removable grease tray, burners, and all visible components for freight-related damage or missing parts. If concealed damage is discovered, notify the delivering carrier promptly and request an inspection. All freight damage claims must be filed with the carrier, as shipping damage is the responsibility of the carrier and is not covered under warranty.

Do not install, connect gas, or place the unit into service until the inspection process is complete. Retain all packaging materials until any freight damage claim has been resolved or carrier inspection has been waived.

Important Handling Notes

- Keep the unit upright during handling at all times. Do not tip, drop, or subject the unit to impact.
- Do not remove the unit from the delivery area or proceed with installation before completing the inspection.
- Do not use the control knobs, grease tray, gas manifold, or front ledge to lift or move the unit.
- The unit is heavy. Use appropriate material-handling equipment and sufficient personnel to move, lift, or position safely.
- If the carrier is unable or unwilling to allow adequate inspection time, note this clearly on the delivery receipt before signing.
- Retain all packaging materials until the inspection process is complete.

Reporting Damage

- **Visible damage:** Must be noted on the delivery receipt at the time of delivery.
- **Concealed damage:** Must be reported to the carrier immediately upon discovery.

Failure to follow these procedures may affect the ability to file a freight damage claim.

Before Installation

Confirm the following before proceeding:

- The rating label is present and legible.
- The model number matches your purchase order.
- The gas type shown on the rating label matches the installation site requirements.
- The unit has not been damaged during transit.
- All shipped accessories and components are present.
- Griddle plate, burners, grease tray, control knobs, legs (if applicable), and other supplied parts are present and undamaged.
- The manual gas shutoff valve and site gas connection requirements have been reviewed by qualified installation personnel before installation begins.

Serial Number Information

The model and serial number are located on the unit rating label. Always have the model number and serial number available when contacting NORIOTA or an authorized service provider for parts, service, or technical support.

Final Receiving Reminder

Do not proceed with installation until the unit has been fully inspected and any shipping damage, missing parts, or documentation issues have been identified and addressed. Early inspection is the owner's best protection against freight disputes, installation delays, and avoidable service issues.

SAFETY INFORMATION

Commercial gas griddles operate at high temperatures and involve open gas combustion, hot surfaces, and grease production. Improper installation, operation, or maintenance may result in fire, burns, explosion, equipment damage, or unsafe operating conditions. Read and follow all safety instructions in this manual before installing, operating, cleaning, or servicing this equipment.

This is the Safety Alert Symbol. This symbol alerts you to potential hazards that can injure or kill you and others. All safety messages will follow the Safety Alert Symbol and either the words **"DANGER", "WARNING" or "CAUTION".**

This symbol indicates a hazardous situation which will result in death or serious injury.

This symbol indicates a hazardous situation or unsafe practice which, if not avoided, could result in death or serious injury.

This symbol indicates a potential hazard or unsafe condition that may result in injury, equipment damage, or property damage.

This symbol indicates important information related to proper use, installation, or maintenance of the equipment that does not involve a personal injury hazard.

All safety messages identify the hazard, explain how to reduce the risk, and describe the possible consequences if instructions are not followed.

Fire Hazard - For Your Safety

- Keep the area around the unit free and clear of combustible materials.
- Do not store or use gasoline or other flammable vapors or liquids near this or any other appliance.
- The operator must ensure that instructions to be followed in the event of a gas odor are posted in a prominent location. Obtain these instructions from the local gas supplier.

Burn Hazard

- Contact with the griddle plate, grease trough, grease tray, front ledge, flue area, cookware, or metal surfaces can cause severe burns.
- Use caution when operating the griddle, scraping the cooking surface, handling hot grease, removing the grease tray, or cleaning hot components.
- Always use appropriate protective equipment when handling hot cookware, hot grease, tools, or cooking accessories.
- Do not touch hot surfaces, flue components, grease areas, or metal parts during or immediately after operation.

If Gas Odor Is Detected

- Do not attempt to light any appliance.
- Shut off the gas supply at the manual gas shutoff valve if it is safe to do so.
- Do not operate electrical switches or create ignition sources.
- Do not use a telephone in close proximity to the unit.
- Evacuate the area, follow site emergency procedures, and contact the local gas supplier immediately from a safe location. Do not return to the area until it has been declared safe.

WARNING!

Hot Surface and Grease Safety

- Do not operate if burners do not ignite properly or flame appears unstable, lifting, yellow, or sooty.
- Do not leave the griddle unattended during operation.
- Keep combustible materials, towels, paper products, packaging, utensils, and loose clothing away from the griddle surface and hot metal surfaces.
- Do not use the griddle as a storage surface.
- Do not place sealed containers, aerosol cans, or flammable materials on or near the unit.
- Keep the grease trough and grease tray clean and do not allow grease to overflow.

NOTICE!

- This equipment is intended for commercial foodservice use only. It is not intended for household, residential, or other non-commercial use.
- Installation, gas connection, and service must be performed by **qualified personnel** in accordance with all applicable local codes and regulations.
- Use of non-approved parts, improper installation, or unauthorized service may result in unsafe conditions and may affect warranty coverage.

General Safety Instructions

- This equipment must be installed, operated, and maintained in accordance with this manual.
- Do not operate the unit unless all components are properly installed, including burners, griddle plate, grease trough, and grease tray.
- Do not operate the unit if it has been damaged, is not functioning properly, or shows signs of unsafe operation.
- This equipment is heavy. Use appropriate lifting equipment and sufficient personnel when moving or positioning the unit. Improper handling may result in injury or equipment damage.
- Keep the area around the unit free of combustible materials, including paper, cardboard, cloth, plastics, and flammable liquids.
- Do not store or use gasoline or other flammable vapors or liquids in the vicinity of this or any other gas appliance.
- Never leave the unit unattended while in operation.
- Ensure adequate ventilation is provided at all times during operation. Do not operate the unit if the ventilation system is not functioning properly.

Gas Safety

WARNING! Incorrect gas type, improper connection, gas leaks, or incorrect conversion may result in fire, explosion, carbon monoxide exposure, equipment damage, serious injury, or death. Verify gas type and perform leak testing before operation.

WARNING! This unit does not include an automatic flame failure safety shutoff device. Operators must ensure the pilot flame is lit and stable before opening the corresponding burner control. Opening a burner control without a stable pilot flame may allow unburned gas to accumulate and may result in fire, explosion, serious injury, or death.

WARNING! Never use an open flame to check for gas leaks. Use approved leak-testing methods only.

- Verify that the gas type supplied matches the gas type indicated on the rating label.
- This unit may be field convertible between Natural Gas and LP Gas only by **qualified service personnel** using approved components and procedures.
- Do not attempt gas conversion, regulator adjustment, burner adjustment, pilot adjustment, thermostat calibration, or pressure adjustment unless qualified to do so.
- All gas connections must be leak tested before placing the unit into operation.
- Use only approved gas supply components and installation practices.
- Ensure the manual gas shutoff valve is accessible at all times.
- Do not operate the unit if gas connections are loose, damaged, or leaking.

- Use a soap-and-water solution or other approved leak-testing method only.
- If a pilot goes out, ignition fails, or any gas control has been turned **OFF**, wait at least 5 minutes before attempting to relight. This waiting period allows unburned gas to dissipate.

Cooking Fire Hazard

⚠ **WARNING!**	Hot cooking surfaces, grease, food debris, and flammable materials can create a fire hazard. Improper response can cause serious injury, death, or extensive property damage.

If a cooking fire occurs:

- Turn off the gas supply at the shutoff valve if it is safe to do so.
- Use the fire suppression system or an appropriate fire extinguisher for the type of fire.
- Do not use water on a grease fire.
- Do not attempt to move the unit or remove the grease tray during a fire.
- Follow site emergency procedures and contact emergency services if required.

Never attempt to move the unit during a fire.

Installation Safety

⚠ **WARNING!**	Improper installation may result in fire, tipping, gas leakage, poor combustion, carbon monoxide exposure, or unsafe operation. Installation must be performed by **qualified personnel** in accordance with applicable codes and this manual.

⚠ **WARNING!**	Do not install or operate the unit without all legs properly installed. Operating the unit without legs may result in unstable conditions, improper clearance, poor combustion air supply, and increased risk of fire or injury.

- Install the unit only on a level, stable, non-combustible surface capable of supporting the equipment and normal cooking load.
- The unit must be level front-to-back and side-to-side.
- Legs must be properly installed before operation.
- Maintain required clearances from combustible and non-combustible materials at all times.
- Install the unit under a properly designed commercial ventilation system.
- Do not block or restrict flue or ventilation openings.
- The unit must not be installed in areas exposed to water, outdoor conditions, or excessive moisture.

Ventilation and Airflow Safety

⚠ **WARNING!**	Inadequate ventilation or blocked airflow can result in overheating, poor combustion, carbon monoxide exposure, or dangerous operating conditions. This unit must be installed under a properly functioning commercial ventilation system.

- Do not connect the flue outlet directly to any duct or exhaust system.
- Maintain proper clearance between the flue outlet and hood filters.
- Ensure adequate airflow to support combustion and heat removal.
- Ensure adequate make-up air is available so the exhaust system does not create strong negative pressure in the kitchen.
- Do not block the front, underside, rear flue area, or combustion air openings of the unit.
- Do not place hands, arms, or other body parts directly above the flue outlet while the unit is operating. Hot exhaust can cause burns.
- Avoid conditions that create strong drafts or downdrafts around the unit.

Cooking Operation Safety

⚠ **WARNING!**	Hot cooking surfaces, hot grease, cookware, food spills, and operator contact can cause burns, fire, or unsafe operating conditions.

- Do not leave the unit unattended during operation.
- Confirm the grease tray is installed before operation.
- Monitor grease accumulation during use and empty the grease tray as needed after the unit has cooled to a safe handling temperature.
- Use appropriate utensils and cookware for griddle cooking.
- Do not cut directly on the griddle plate.
- Do not strike, gouge, or damage the griddle plate with spatulas, scrapers, or other tools.
- Do not use the griddle plate for storage.
- Do not leave the unit at high heat during long idle periods.

- Turn controls down or **OFF** when not actively cooking.
- Keep the griddle surface, grease trough, grease tray, and surrounding areas clean and free of excessive grease or food debris.

Cleaning and Maintenance Safety

⚠ **WARNING!**	Improper cleaning of hot surfaces, grease areas, burners, or control areas may result in burns, fire risk, equipment damage, or unsafe operation. Allow the unit to cool to a safe temperature before cleaning.

⚠ **CAUTION!**	Do not use ice, excessive water, or hose-down cleaning methods on the griddle plate or cabinet. Sudden cooling, water intrusion, or improper cleaning may damage the griddle plate, burners, pilots, controls, or gas components.

- Shut the unit down properly before beginning any cleaning or maintenance procedure.
- Allow the griddle plate, grease trough, grease tray, flue components, and metal surfaces to cool before cleaning.
- Use only cleaning agents suitable for commercial cooking equipment and the surface being cleaned.
- Do not use corrosive, chlorine-based, or highly abrasive cleaners on stainless steel surfaces.
- Do not use ordinary steel wool, wire brushes, or carbon-steel tools on stainless steel surfaces.
- Do not spray controls, burners, pilots, gas components, or the outside of the unit with liquids or cleaning agents.
- Do not immerse any part of the unit in water or any other liquid.
- Ensure burners, pilots, grease tray, and removable parts are dry and correctly installed before returning the unit to operation.

Regular cleaning and maintenance are required to ensure safe operation and prevent buildup that may affect performance.

Service and Repair Safety

⚠ **WARNING!**	Servicing this equipment without proper training may result in serious injury, death, gas leakage, fire, explosion, carbon monoxide exposure, or equipment damage. All service and repairs must be performed by **qualified personnel** only.

- Shut off the gas supply before performing any service or maintenance.
- Do not attempt to repair or adjust gas components without proper training.
- Do not attempt to adjust pilots, burners, air shutters, regulators, thermostats, or gas valves unless qualified to do so.
- Use only approved replacement parts.
- Do not operate the unit with panels removed or safety components bypassed.

Unauthorized service or modification may result in unsafe conditions and may affect warranty coverage.

IMPORTANT SAFEGUARDS

This section outlines critical requirements for safe installation, operation, and long-term use of this equipment. These safeguards supplement the Safety Information section and must be followed at all times.

Gas Connection Requirements

⚠ **WARNING!**	Improper gas connection, incorrect gas type, incorrect pressure, or improper gas conversion may result in fire, explosion, carbon monoxide exposure, equipment damage, serious injury, or death.

- Verify that the gas type shown on the rating label matches the gas supply before connection.
- This unit may be field convertible between Natural Gas and LP Gas only by **qualified service personnel** using approved components and procedures.
- Do not attempt gas conversion, regulator adjustment, burner adjustment, or pressure adjustment unless qualified to do so.
- All gas connections must be installed and tested by **qualified personnel**.
- Install a manual gas shutoff valve in an accessible location.
- Ensure gas supply pressure meets the requirements specified on the unit rating label.
- All gas connections must be leak tested prior to operation using approved methods only.
- Never use an open flame to check for gas leaks.
- Ensure all connections remain secure and free from damage during operation.
- Follow all gas supply pressure testing and isolation requirements during system testing.

Ventilation and Fire Code Compliance

⚠ **WARNING!**	Improper ventilation may result in fire, overheating, poor combustion, carbon monoxide exposure, or unsafe operating conditions.

- This unit must be installed under a properly designed commercial ventilation system.
- Do not connect the flue outlet directly to any duct or exhaust system.
- Maintain adequate clearance between the flue outlet and hood filters.
- Ensure adequate combustion air is available at all times.
- Do not obstruct airflow or block ventilation openings at the front, rear, underside, or flue area.
- Keep the area around the griddle clear of grease buildup, food debris, packaging, towels, paper products, and combustible materials.
- Installation must comply with all applicable local fire and building codes.

Griddle Surface and Grease Safety

⚠ **WARNING!**	Hot griddle surfaces, grease, food debris, and improper cleaning may result in burns, fire, smoke, equipment damage, or unsafe operation.

- Confirm the grease tray is installed before operating the griddle.
- Do not allow grease to overflow from the grease trough or grease tray.
- Empty and clean the grease tray regularly, after the unit has cooled to a safe handling temperature.
- Do not use the griddle plate as a storage surface.
- Do not place sealed containers, aerosol cans, towels, paper products, packaging, or combustible materials on or near the griddle.
- Do not use ice, excessive water, or hose-down cleaning methods on the griddle plate or cabinet.
- Do not strike, gouge, cut on, or aggressively scrape the griddle plate.
- Maintain the griddle surface according to the cleaning and seasoning instructions in this manual.

Unit Disposal

⚠ **CAUTION!**	Improper disposal of gas equipment may result in environmental harm, unsafe handling, or regulatory non-compliance.

- Ensure the gas supply has been shut off and professionally disconnected before moving or disposing of the unit.
- Dispose of this equipment in accordance with applicable local regulations.
- Remove or properly handle any components that may require special disposal procedures.
- Ensure all gas connections are safely disconnected prior to disposal.
- Remove the grease tray and clean grease residue before disposal or storage awaiting disposal.
- Follow applicable guidelines for recycling or disposal of metal and other materials.

INSTALLATION

Installation must be performed by **qualified personnel** in accordance with this manual and all applicable local codes and regulations. Proper installation is essential for safe operation, correct combustion, consistent performance, and long equipment life.

Installation Responsibility and Code Compliance

⚠ **WARNING!**	Improper installation may result in fire, explosion, gas leakage, carbon monoxide exposure, equipment damage, serious injury, or death.

- Installation must be performed by **qualified personnel** only.
- Installation must comply with all applicable local codes and regulations.
- Where local codes are not available, installation must conform to:
  - Natural Gas and Propane Installation Code, CSA B149.1 (Canada)
  - National Fuel Gas Code, ANSI Z223.1 (USA)
  - The installer is responsible for verifying gas type, pressure, ventilation, and site conditions before placing the unit into service.

Pre-Installation Checklist

Before installation, confirm the following:

- ☐ The model number and gas type on the rating label match your order and the site requirements.
- ☐ The installation location meets all clearance, ventilation, and utility requirements.
- ☐ The gas supply is available and sized correctly for the equipment.
- ☐ The counter, stand, or support surface is level, stable, and capable of supporting the equipment and normal cooking load.
- ☐ All components and accessories as well as rating label are present.
- ☐ The manual gas shutoff valve and site gas connection requirements have been reviewed by qualified installation personnel before installation begins.

Do not proceed with installation if any issues are identified.

Location and Placement Requirements

⚠ **WARNING!**	Improper placement may result in fire hazard, poor combustion, overheating, or unsafe operating conditions.

- Install the unit on a stable, level, non-combustible surface capable of supporting the weight of the equipment and normal cooking load.
- The unit must be level front-to-back and side-to-side.
- Do not place objects between the bottom of the unit and the counter or equipment stand.
- Do not install the unit in areas exposed to water, outdoor conditions, or excessive moisture.
- Maintain required clearances from combustible and non-combustible surfaces.
- Do not block access to the gas shutoff valve.
- Do not install where fans, open windows, supply air outlets, or strong drafts may blow directly across the pilot or burner flames.

Clearance Requirements

⚠ **WARNING!**	Failure to maintain required clearances may result in fire hazard or unsafe operation. Maintain minimum clearances from combustible materials as specified below.

Minimum clearances:

- **Combustible construction:** Not approved for installation against combustible construction. This unit is for use in non-combustible locations only.
- **Non-combustible construction:**
  Left: 6 in (15.2 cm) Rear: 6 in (15.2 cm) Right: 6 in (15.2 cm)
- **Counter surface:** Install only on a level, stable, non-combustible counter or equipment stand capable of supporting the unit and normal cooking load with all legs installed.

Do not install the unit directly against combustible surfaces. Always follow the unit rating label, certification markings, and applicable local code requirements. Improper clearances can result in excessive heat buildup, poor combustion, and increased fire risk.

Ventilation and Hood Requirements

⚠ **WARNING!**	Inadequate ventilation may result in overheating, poor combustion, carbon monoxide exposure, or unsafe operating conditions.

- This unit must be installed under a properly designed commercial ventilation system.
- Ventilation and fire protection systems must comply with applicable local codes and NFPA 96 where adopted.
- Do not connect the unit directly to a flue or exhaust duct.
- Maintain proper clearance between the flue outlet and hood filters.
- Ensure adequate airflow for combustion and heat removal.
- Ensure adequate make-up air is available so that the exhaust system does not create excessive negative pressure in the kitchen.
- Do not block or restrict airflow at the front, rear, underside, or flue area of the unit

Leveling the Unit

⚠ **WARNING!**	Do not install or operate the unit without all legs installed. Operating the unit without legs may result in unstable conditions, improper clearance, and increased risk of fire or injury.

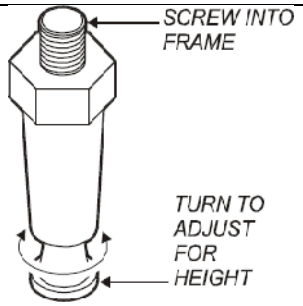


Figure A - Adjustable leg height adjustment

- Thread each leg securely into the base of the unit.
- Tighten each leg securely and confirm all legs are fully seated before placing the unit upright.
- Adjust the legs as needed to achieve proper leveling. Turn the foot clockwise or counterclockwise to raise or lower the unit as required.
- After installation, verify the unit is stable, does not rock, and is level front-to-back and side-to-side.
- Do not slide the unit with the legs installed. Lift the unit using appropriate equipment or sufficient personnel. Do not lift by legs.

Proper leveling helps maintain even heat distribution, proper grease flow toward the grease trough, and consistent cooking performance.

Gas Supply Requirements

⚠ **WARNING!**	Incorrect gas type, improper pressure, or inadequate gas supply may result in fire, explosion, or improper operation.

- Verify that the gas type matches the rating label on the unit.
- This unit may be field convertible between Natural Gas and LP Gas only by **qualified service personnel** using approved components and procedures.
- Do not attempt gas conversion, regulator adjustment, burner adjustment, or pressure adjustment unless qualified to do so.
- Gas supply pressure must meet the requirements specified on the rating label.
- The gas supply system must be sized to provide sufficient flow for the unit at full input.
- For new installations, replacement installations, or installations with multiple gas appliances on the same line, the installer should verify that the gas meter and supply piping are adequately sized for the total connected load.
- A manual gas shutoff valve must be installed in an accessible location.
- Installation at elevations above 610 m (2,000 ft) may require verification by **qualified service personnel** to ensure proper combustion and performance.

Gas Supply Pressure Testing Requirement

- The unit and its individual manual gas shutoff valve must be disconnected from the gas supply piping system during any pressure testing of that system at test pressures in excess of 1/2 PSI (3.45 kPa).
- The unit must be isolated from the gas supply piping system by closing its individual manual gas shutoff valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 1/2 PSI (3.45 kPa).

Gas Connection Procedure

WARNING! Improper gas connection may result in fire, explosion, gas leakage, carbon monoxide exposure, equipment damage, serious injury, or death. All gas connections must be installed by **qualified personnel**.

- Connect the unit to the gas supply using approved fittings and piping.
- Ensure gas supply piping is clean and free of dirt, metal particles, debris, and excess joint compound before connection.
- Ensure the gas pressure regulator is installed correctly, in the proper flow direction, and is not positioned in a way that places stress on the gas connection.
- Ensure a manual gas shutoff valve is installed in an accessible location.
- A sediment trap (drip leg) must be installed in the gas supply line upstream of the gas pressure regulator. The sediment trap helps prevent dirt, debris, and moisture from entering the regulator and gas components.
- Ensure all threaded connections are properly sealed using materials approved for gas type being used.
- Do not apply excessive force to gas fittings, valves, regulator, or controls.
- After connection, perform leak testing before placing the unit into operation.

Gas Pressure Regulator

WARNING! Improper installation, incorrect pressure, or missing regulator may result in fire, explosion, poor combustion, or unsafe operation.

- The supplied gas pressure regulator must be installed before the unit is placed into operation.
- The regulator must be installed in correct orientation with the gas flow arrow pointing toward the unit.
- The regulator vent opening must remain unobstructed. Do not block, plug, cover, or seal the regulator vent opening. Install the regulator so the vent is protected from grease, debris, cleaning liquids, and physical damage.
- The regulator connection size is 3/4" NPT inlet and outlet.
- The regulator is factory set for:
    - Natural Gas: 4 in. W.C. manifold pressure
    - Propane (LP): 10 in. W.C. manifold pressure
        - Maximum allowable inlet pressure to the regulator is 14 in. W.C. (1/2 PSI).
        - If incoming gas pressure exceeds this limit, a step-down regulator must be installed upstream of the unit regulator.
- Installation and any adjustment of regulator must be performed by **qualified service personnel** only.

Leak Testing Procedure

WARNING! Gas leaks may result in fire, explosion, carbon monoxide exposure, serious injury, or death. All gas connections must be leak tested by **qualified personnel** before operation.

- After gas connection, confirm all control knobs are in the **OFF** position.
- Open the manual gas shutoff valve.
- Apply a soap-and-water solution or approved leak-detection solution to all joints and connections.
- Check for bubbles or other signs indicating a leak.
- If a leak is detected, shut off the gas supply immediately. The connection must be corrected and retested by **qualified personnel** before operation.
- Never use an open flame to check for leaks.

Pilot and Burner Verification During Installation

WARNING! This unit does not include an automatic flame failure safety shutoff device. Gas will not be automatically shut off if a pilot flame goes out. Opening a burner control without a stable pilot flame may allow unburned gas to accumulate and may result in fire, explosion, serious injury, or death.

Pilot and burner verification must be performed by qualified installation or service personnel before the unit is released for operation.

- Confirm the ventilation hood is operating before lighting.
- Confirm all control knobs are in the **OFF** position before opening the manual gas shutoff valve.
- Confirm each pilot lights through the front pilot lighting access opening only.
- Confirm each pilot flame is stable.
- Confirm one pilot serves only one burner.

- Confirm each burner ignites promptly from its corresponding pilot.
- Confirm burner flames are stable and predominantly blue.
- Confirm burners shut off properly when control knobs are turned **OFF**.
- Confirm pilots extinguish when the manual gas shutoff valve is closed during complete shutdown.
- If a pilot will not light, will not remain lit, does not reliably ignite its burner pair, or flame behavior is abnormal, shut down the unit by turning all control knobs **OFF** and closing the manual gas shutoff valve. Do not release the unit for operation until the condition has been corrected by **qualified personnel**.

Do not instruct operators to adjust pilots, burners, air shutters, regulators, valves, or gas components.

Final Installation Checks

Before opening the gas supply and lighting the unit, confirm the following:

- ☐ The unit is installed in the correct location and meets all clearance requirements.
- ☐ The unit is level front-to-back and side-to-side.
- ☐ Legs are properly installed and secured.
- ☐ The counter or support surface is stable and suitable for the unit and normal cooking load.
- ☐ The gas type matches the rating label.
- ☐ The gas supply is connected securely and has been leak tested.
- ☐ The gas pressure regulator is installed correctly and oriented in the direction of gas flow.
- ☐ The regulator vent opening is unobstructed and protected from grease, debris, cleaning liquids, and physical damage.
- ☐ The manual gas shutoff valve is accessible to the operator.
- ☐ The ventilation system is installed, operational, and unobstructed.
- ☐ The flue outlet is not blocked and has proper clearance to hood filters.
- ☐ The grease tray is installed and properly seated.
- ☐ All protective films, packaging, and shipping materials have been removed.
- ☐ All control knobs are in the **OFF** position before opening the gas supply.

Do not attempt to light or operate the unit until all installation checks have been completed.

Installation Responsibility and Warranty Conditions

Installation must be performed in accordance with this manual and all applicable local codes and regulations. Improper installation may result in reduced performance, equipment damage, unsafe operating conditions, fire hazard, carbon monoxide exposure, or affected warranty coverage. The following conditions are not covered under warranty:

- Damage resulting from improper unpacking, handling, or installation.
- Problems caused by installation with the wrong gas type, improper gas conversion, or gas supply pressure not matching the rating label.
- Problems caused by improper gas connection, failure to leak test, use of non-approved gas supply components, failure to install the supplied regulator correctly, or failure to install an accessible manual gas shutoff valve where required.
- Performance or safety issues caused by inadequate ventilation, restricted combustion air, blocked flue discharge, improper hood installation, insufficient make-up air, strong drafts, or failure to maintain required clearances.
- Damage, instability, or performance issues caused by improper leveling or failure to install legs correctly.
- Problems caused by installation in unsuitable environments, including outdoor installation, water exposure, excessive moisture, or other conditions inconsistent with this manual.
- Damage or unsafe conditions resulting from unauthorized modification, non-approved parts, improper service, or unauthorized gas system adjustment.

OPERATION

This section provides instructions for safe startup, operation, and shutdown of NORIOTA gas countertop griddles. Read and follow all instructions before operating the unit.

Improper operation may result in burns, fire hazard, poor cooking performance, excessive smoke, equipment damage, or unsafe conditions.

Control System Overview

NORIOTA gas griddles are available in two control configurations:

Manual Control Models

Manual control models regulate heat output by adjusting gas flow to the burners.

- Each control knob operates a dedicated burner zone.
- Heat output is adjusted manually from low to high flame.
- Surface temperature is not directly controlled and will vary based on preheat time, food load, grease buildup, and operating conditions.
- Operator technique and heat management are required for consistent cooking results.

Thermostatic Control Models

- Thermostatic control models regulate surface temperature using a temperature control valve.
- Each control knob sets a target temperature for its cooking zone.
- Burners will cycle on and off automatically to maintain the selected temperature.
- Surface temperature may fluctuate during operation, especially under heavy load.
- Recovery time is required when cold food is placed on the griddle.

How the Griddle Works

Understanding how the griddle operates will improve performance and reduce operator error.

- Each burner heats a specific zone of the griddle plate.
- Larger units have multiple independently controlled heat zones.
- The steel plate absorbs and retains heat, distributing it across the cooking surface.
- When food is placed on the surface, heat is transferred from the plate to the food, reducing surface temperature.
- Heat recovery depends on burner output, preheat time, and food load.

Manual models require active adjustment of burner controls to maintain desired cooking conditions. Thermostatic models regulate temperature automatically but still require proper preheating and load management.

Before First Use

⚠ **CAUTION!**	Failure to properly prepare the griddle before first use may result in poor cooking performance, excessive sticking, smoke, or damage to the griddle surface.

Before using the unit for food preparation:

1. Confirm installation is complete and all installation checks have been performed.
2. Remove all packaging materials, protective film, labels not intended to remain on the unit, and shipping restraints.
3. Clean the griddle plate and removable components with warm water and mild detergent, then rinse and dry thoroughly.
4. Confirm the grease tray is installed and properly seated.
5. Perform initial burn-off and seasoning procedures before cooking food.

Do not cook food on the griddle until the surface has been properly cleaned and seasoned.

Initial Burn-Off Procedure

During first use, it is normal for some odor or light smoke to occur as manufacturing residue and protective oils burn off.

- Ensure the ventilation system is operating.
- Turn burners on to a medium setting.
- Allow the griddle to heat for 20 to 30 minutes.
- Allow any initial odor or smoke to dissipate before cooking food.

If strong or persistent gas odor is detected, shut the unit down immediately and follow gas safety procedures.

Seasoning the Griddle Plate

Seasoning creates a protective layer on the griddle surface and improves cooking performance.

1. After burn-off, allow the griddle to cool to a safe temperature.
2. Apply a thin, even layer of cooking oil across the entire surface.
3. Heat the griddle at a medium setting until the oil begins to smoke lightly.
4. Allow the oil to bake onto the surface.
5. Repeat as needed to build a protective layer.

Proper seasoning helps reduce sticking, improve cooking results, prevent rust and corrosion, and extend griddle life. Re-seasoning may be required after deep cleaning or if performance declines.

Lighting the Pilots

⚠ WARNING!

Improper lighting may result in fire, explosion, gas accumulation, burns, or unsafe operation. If ignition does not occur, turn all controls **OFF**, shut off the manual gas shutoff valve, wait at least 5 minutes, and retry only after gas has dissipated. Do not allow unburned gas to accumulate.

This unit is equipped with standing pilots. Each burner has one pilot. The pilots must be lit immediately after the manual gas shutoff valve is opened. There is no automatic flame failure safety shutoff device.

Figure B – Pilot lighting location, front access

1. Confirm the ventilation hood is operating.
2. Confirm all burner control knobs are in the **OFF** position.
3. Confirm the manual gas shutoff valve is closed.
4. Wait at least 5 minutes to allow any accumulated gas to dissipate.
5. Open the manual gas shutoff valve.
6. Using a suitable ignition source, light each pilot through the pilot lighting hole in the front panel. The pilot burner is located at the end of the pilot tube.
7. When the pilot flame is established, remove the ignition source.
8. Repeat for each pilot as required by the model.
9. After all required pilots are lit, turn the applicable burner control knob to the desired setting and verify that the burner ignites promptly. Do not open burner controls unless the corresponding pilot is lit and stable.
10. If a burner does not ignite within a few seconds, turn all burner controls **OFF**, close the manual gas shutoff valve, wait at least 5 minutes, and retry only after gas has dissipated.
11. If the pilot will not light, will not remain lit, or burner ignition remains delayed or unstable, turn all control knobs **OFF**, close manual gas shutoff valve, discontinue use, and contact **qualified service personnel**.

During initial startup or after extended shutdown, several lighting attempts may be required because air may be present in the gas line. Do not allow unburned gas to accumulate.

Some smoke or odor may occur during first use as factory-applied protective coating or manufacturing residue burns off. This is normal during initial burn-off. If the odor smells like gas, shut the unit down immediately and follow site gas emergency procedures.

Flame Appearance

- Burner flames should be steady and predominantly blue.
- Yellow, orange, lifting, rolling, unstable, noisy, or sooty flames may indicate poor combustion, dirty burners, incorrect gas supply conditions, blocked airflow, improper ventilation, or a service issue.

If abnormal flame conditions are observed, turn all control knobs **OFF**, close the manual gas shutoff valve, refer to the **Troubleshooting Guide**, or contact **qualified service personnel**.

Pilot Flame Adjustment

⚠ WARNING!	Pilot adjustment must be performed by **qualified service personnel** only. Improper pilot adjustment may result in delayed ignition, unstable flame, gas accumulation, poor combustion, or unsafe operation.

Pilot flames are factory adjusted. If a pilot flame is too small to reliably ignite the burner, too large, unstable, or repeatedly goes out, shut down the unit and contact **qualified service personnel**. Do not remove the front panel or attempt to adjust pilot flame unless qualified to do so.

Burner Adjustment

⚠ WARNING!	Burner adjustment must be performed by **qualified service personnel** only. Improper burner adjustment may result in yellow flame, lifting flame, poor combustion, carbon monoxide exposure, fire hazard, or unsafe operation.

Burners are factory adjusted for the gas type shown on the rating label. If burner flames appear yellow, lifting, unstable, noisy, sooty, or do not ignite promptly from the pilot, shut down the unit and contact **qualified service personnel**.

Do not remove the front panel, adjust air shutters, adjust mixing rings, change orifices, or modify gas components unless qualified to do so.

Burner Controls - Manual Control Griddles

Each burner is controlled by an individual manual gas valve. Burner output is adjusted by rotating the control knob between the **OFF** position and the maximum flame setting.

Figure C – Control knob of manual griddle in OFF position

Control Knob Position

Indicator Points UP – **OFF**

Indicator Points LEFT – ON/MAX Flame

Indicator Between UP and LEFT – Intermediate Flame

Control Positions

- **OFF** - Knob in the upward position
- **ON / MAX** - Knob rotated fully to the left (counterclockwise)
- **Intermediate Settings** - Any position between **OFF** and MAX provides a proportional flame level

Note: The **OFF** and ON markings are embossed on the face of the unit and may not appear next to each individual knob. Always use the knob indicator position to confirm the setting.

Lighting and Burner Operation

1. Confirm the manual gas shutoff valve is open and the pilot flame is lit and stable.
2. Select the desired burner control knob.
3. Turn the knob counterclockwise (to the left) from **OFF** toward the ON / MAX position.
4. Continue turning until the burner ignites.
5. Once ignition is confirmed, adjust the flame to the desired level.

Flame Adjustment

- Flame level is continuously adjustable between **OFF** and MAX.
- Use higher settings for preheating and heavy loads.
- Reduce flame for holding or lower-temperature cooking.

Important Operating Notes

- Do not turn **ON** a burner control unless the corresponding pilot flame is lit and stable.
- If burner does not ignite within a few seconds, turn the knob to **OFF**, wait at least 5 minutes, and retry.
- Do not force the control knob beyond its normal rotation range.
- Always return the control knob to **OFF** when the burner is not in use.

- If any pilot flame goes out during operation, shut down the unit immediately by turning all control knobs to **OFF** and closing the manual gas shutoff valve. Do not operate any burners until the pilot has been safely relit according to the **Lighting the Pilots** section and is stable.

Burner Controls - Thermostatic Control Griddles

Each cooking zone is controlled by a thermostatic gas valve that regulates burner operation to maintain a selected surface temperature.

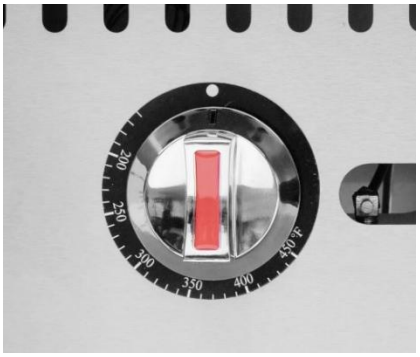


Figure D – Control knob of thermostatic griddle in OFF position

Control Knob Position

Indicator Points UP – **OFF**

Indicator Between UP/**OFF** and Max Temperature – Griddle will Maintain Setpoint Temperature

Control Positions and Temperature Selection

- **OFF** - Knob in the upward position
- **Temperature Settings** - Rotate the knob counterclockwise (to the left) to select the desired temperature
- Temperature scale is shown on the control dial

Lighting and Burner Operation

1. Confirm the manual gas shutoff valve is open and the pilot flame is lit and stable.
2. Select the desired thermostatic control knob.
3. Turn the knob counterclockwise (to the left) from **OFF** to the desired temperature setting.
4. Confirm the burner ignites shortly after the control is turned on.

Temperature Control and Cycling

- The thermostat will automatically cycle the burner ON and **OFF** to maintain the selected temperature.
- Burner cycling during operation is normal.
- Surface temperature will drop when food is loaded and recover as the burner cycles.

Operating Guidance

- Use higher temperature settings for preheating and heavy cooking loads.
- Reduce temperature as needed during operation to maintain consistent results.
- Each zone operates independently and can be set to a different temperature.

Important Operating Notes

- Do not open a control unless the corresponding pilot flame is lit and stable.
- If the burner does not ignite shortly after turning the control on, turn the knob to **OFF**, wait at least 5 minutes, and retry.
- Do not force the control knob beyond its normal rotation range.
- Always return the control knob to **OFF** when the unit is not in use.
- If any pilot flame goes out during operation, shut down the unit immediately by turning all control knobs to **OFF** and closing the manual gas shutoff valve. Do not operate any burners until the pilot has been safely relit by following **Lighting the Pilots** section, and is stable.

Startup Procedure

⚠ **WARNING!**	Improper startup may result in fire, gas accumulation, burns, poor combustion, or unsafe operation. Do not operate the unit unless installation is complete, ventilation is operating, pilots are lit, and the grease tray is installed.

Before startup:

1. Confirm the unit is installed correctly and all installation checks are complete.
2. Confirm the ventilation hood is operating.
3. Confirm the unit is level and stable.
4. Confirm the griddle plate is clean and properly seasoned.
5. Confirm the grease tray is installed and properly seated.
6. Confirm the grease trough is clear and free of obstruction.

7. Confirm all control knobs are in the **OFF** position.
8. Follow the Lighting the Pilots section.
9. Confirm all required pilots are lit and stable.
10. Open burner controls only after the corresponding pilots are lit and stable.
11. Preheat the unit before loading food.

After these checks are complete, follow the appropriate control section:

- **Burner Controls - Manual Control Griddles**
- **Burner Controls - Thermostatic Control Griddles**

Typical preheat time is approximately 15 to 30 minutes depending on model size, control type, gas supply, ventilation, ambient conditions, and desired cooking temperature. Do not begin cooking until the griddle surface has reached the desired operating condition.

If ignition does not occur within a few seconds, turn all burner controls **OFF**, close the manual gas shutoff valve, wait at least 5 minutes, and retry only after gas has dissipated. If ignition continues to fail, discontinue use of the unit and contact **qualified service personnel**.

Normal Operation

During normal operation, the griddle plate absorbs heat from the burners and transfers that heat to food through direct contact. Cooking performance depends on preheat time, surface condition, food load, grease buildup, heat zone use, and operator technique.

The following conditions are normal:

- Standing pilots remain lit during operation.
- Burners ignite from the pilot flame when controls are turned on.
- Surface temperature drops when cold food is loaded.
- Recovery time is required after heavy loading.
- Some heat variation occurs across the griddle surface.
- Surface discoloration may occur over time.
- Light smoke or odor may occur during first use or after seasoning.

The griddle should be monitored during use. Adjust controls, loading pattern, and cleaning frequency as needed to maintain safe operation and consistent cooking results. Do not leave the griddle unattended during operation.

Temperature and Heat Zone Management

Each burner heats a specific zone of the griddle plate. Wider griddles have multiple zones that can be used for different cooking tasks. Good heat zone management is critical for consistent results.

Heat Zones

- Use higher heat zones for searing, browning, or high-volume cooking.
- Use medium heat zones for general cooking.
- Use lower heat zones for finishing, holding briefly, or delicate foods.
- Avoid loading the entire surface with cold product at one time unless the griddle has been fully preheated and recovery time is expected.
- Use a consistent loading pattern for repeatable cooking results.

Surface Temperature Behavior

Manual control models do not automatically maintain a selected surface temperature. Surface temperature depends on flame setting, preheat time, food load, grease condition, airflow, and cooking pattern.

Thermostatic controls improve consistency, but they do not eliminate normal surface temperature variation. Temperature may vary during preheat, cycling, loading, recovery, cleaning condition changes, and heavy-use.

Surface temperature may drop when:

- cold or frozen food is loaded
- large batches are placed on the plate
- wet product is added
- food is crowded
- excessive grease or carbon buildup reduces heat transfer
- the unit has not been fully preheated
- ventilation or gas supply is not correct

Surface temperature may rise excessively when:

- the unit is left on high with no food load

- the griddle is overheated during idle periods
- controls are set too high for the cooking task
- grease and debris are allowed to carbonize on the plate

For best results, preheat properly, load food consistently, use zones intentionally, and adjust controls based on actual cooking conditions.

Griddle Operation Best Practices

Proper operating practices are essential for safe operation, consistent food quality, and long equipment life.

Before Cooking

- Confirm the grease tray is installed and properly seated.
- Confirm the surface is clean and lightly seasoned.
- Preheat the griddle before loading food.
- Use the correct zones for the cooking task.
- Confirm ventilation is operating.

During Cooking

- Do not overcrowd the griddle surface.
- Scrape loose food debris and excess grease toward the grease trough during use.
- Do not allow grease to pool excessively on the plate.
- Do not allow grease tray overflow.
- Use utensils suitable for griddle cooking.
- Do not cut directly on the griddle plate.
- Do not strike the griddle surface with spatulas, scrapers, pans, or utensils.
- Do not knock food off utensils by tapping them against the griddle edge or surface.
- Reduce heat during idle periods.
- Do not use the griddle as a storage shelf.

Surface Care During Operation

The griddle surface can be damaged by misuse.

- Do not gouge, dent, or scrape aggressively.
- Do not use ice on the hot griddle surface.
- Do not flood the hot griddle with water.
- Do not use corrosive chemicals on the cooking surface.
- Maintain a light oil film as appropriate for the cooking task.
- Re-season the surface if sticking increases or after deep cleaning.

Carbonized grease reduces heat transfer, causes uneven browning, increases smoke, and can make food stick. Regular scraping, cleaning, and seasoning are part of normal griddle operation.

Abnormal Operating Conditions

Stop using the unit, turn all control knobs to **OFF**, close manual gas shutoff valve, and refer to the **Troubleshooting Guide** or contact **qualified service personnel** if any of the following conditions occur:

- gas odor
- pilot will not light or will not remain lit
- pilot flame goes out during operation or is not stable before burner use
- burner does not ignite within a few seconds
- delayed ignition or popping sound
- yellow, lifting, rolling, unstable, noisy, or sooty flame
- excessive smoke not related to normal cooking, first-use burn-off, or seasoning
- grease overflow or repeated flare-up conditions
- griddle surface overheats during normal use
- thermostatic zone does not cycle normally
- manual control does not respond normally
- control knob sticks, binds, feels loose, or does not shut off normally
- unusual vibration, noise, or visible damage
- water, cleaning solution, or grease has entered burner, pilot, control, or gas component areas
- the unit has been moved, dropped, damaged, or exposed to excessive water

If any pilot flame goes out, shut down the unit immediately by turning all knobs to **OFF** and closing the manual gas valve. Do not operate any burners until the pilot has been safely relit and is stable. Wait at least 5 minutes before attempting to relight. This waiting period allows unburned gas to dissipate. Do not continue operation if unsafe conditions are present.

Shutdown Procedure

⚠ **WARNING!**	Do not begin cleaning, servicing, or handling grease components until the unit has been shut down and cooled to a safe temperature. Hot griddle surfaces and hot grease can cause severe burns.

The unit may be shut down in one of two ways depending on how long it will remain out of use:

- **Standby shutdown** - for short idle periods when the unit will remain attended and may be returned to operation shortly
- **Complete shutdown** - for end of day, cleaning, maintenance, extended idle periods, or whenever the unit is not intended to remain ready for immediate use

Standby Shutdown

Use standby shutdown only for short periods when the unit will remain attended.

1. Turn all burner control knobs to the **OFF** position.
2. Confirm that all burners are off and that only pilots remain lit.
3. Confirm no food, grease buildup, utensils, towels, packaging, or combustible materials are left on or near the griddle surface.
4. Monitor the unit while pilots remain lit.

In standby mode, pilots remain lit but burners will not operate until the controls are turned on again.

Complete Shutdown

1. Use complete shutdown for end of day, before cleaning, during maintenance, after pilot outage, during abnormal operation, or whenever the unit will not be used for an extended period.
2. Turn all burner control knobs to the **OFF** position.
3. Confirm all main burners are off.
4. Shut off the manual gas shutoff valve.
5. Confirm that all burners are off and that pilot flames are extinguished.
6. Allow the griddle plate, grease trough, grease tray, flue area, and metal surfaces to cool to a safe temperature.
7. Empty and clean the grease tray once it can be handled safely.
8. Clean the griddle according to the **Cleaning and Maintenance** section.

Power Outage Shutdown

⚠ **WARNING!**	If power loss prevents proper ventilation, turn all controls **OFF**, shut off the manual gas shutoff valve if required by site procedure, and do not resume operation until required ventilation and normal operating conditions have been restored. Do not use the unit during a power outage if the ventilation hood or required building systems are not operating.

Gas Conversion

⚠ **WARNING!**	Improper gas conversion may result in fire, explosion, carbon monoxide exposure, poor combustion, equipment damage, serious injury, or death.

This griddle may be configured for use with Natural Gas or LP Gas as indicated on the rating label. Gas conversion must be performed only by **qualified service personnel** using approved components and procedures.

- Do not attempt to convert the gas type of this griddle.
- Do not attempt to change orifice sizes, adjust regulators, modify burners, adjust pilots, or alter gas components.
- Gas conversion requires specialized knowledge, tools, and verified procedures.
- Incorrect conversion may result in unstable flame, poor combustion, overheating, delayed ignition, gas leakage, or unsafe operation.
- After conversion, gas type, manifold pressure, burner operation, pilot operation, and leak testing must be verified by **qualified service personnel**.

Detailed gas conversion instructions are intentionally not included in this manual. Conversion procedures are provided separately to qualified service technicians.

If gas conversion is required, contact NORIOTA or a **qualified service provider** to obtain the correct instructions and components.

CLEANING AND MAINTENANCE

Regular cleaning and preventive maintenance are essential to maintaining safe operation, consistent cooking performance, food quality, and long equipment life. Accumulation of grease, food debris, carbonized oil, or residue may result in uneven heating, excessive smoke, poor browning, sticking, corrosion, increased fire risk, or unnecessary service calls.

Only routine cleaning and basic operation should be performed by the operator. All adjustments, repairs, and internal servicing must be performed by **qualified service personnel**.

Cleaning and Maintenance Safety

⚠ **WARNING!**	Improper cleaning of hot surfaces or grease areas may result in burns, fire hazard, or unsafe operation. Shut the unit down properly and allow all surfaces to cool to a safe temperature before cleaning or maintenance.

⚠ **CAUTION!**	Do not use ice, excessive water, or hose-down cleaning methods on the griddle plate or cabinet. Sudden cooling, water intrusion, or improper cleaning may damage the griddle plate, burners, pilots, controls, or gas components.

- Shut the unit down in accordance with the **Complete Shutdown** Procedure before cleaning.
- Allow the griddle plate, grease trough, grease tray, flue area, and exterior surfaces to cool to a safe handling temperature.
- Use appropriate protective equipment when handling warm surfaces, grease, or cleaning tools.
- Apply cleaning solution to a cloth, pad, or approved tool. Do not spray directly into control, burner, pilot, or ventilation areas.
- Keep all gas components dry.
- Confirm all cleaned areas are dry before returning the unit to operation.
- If water, cleaner, or grease enters burner, pilot, control, or gas component areas, discontinue use until the condition has been corrected by **qualified service personnel**.

General Maintenance Guidance

Carbonized grease is one of the biggest enemies of griddle performance. It reduces heat transfer from the griddle plate to food, causes uneven browning, increases smoke, and can make food stick to the cooking surface.

Routine cleaning and preventive maintenance help to maintain consistent cooking performance, improve food quality and consistency, reduce sticking and carbon buildup, reduce smoke and odor, prevent grease and carbon buildup, support proper burner ignition and flame stability, reduce corrosion risk, preserve stainless steel appearance, reduce unnecessary service calls, and extend equipment life.

Do not:

- use corrosive, chlorine-based, sulfate-based, sulfide-based, or harsh cleaners not intended for commercial griddle surfaces
- use oven cleaner, degreaser, or chemical products unless confirmed suitable for the griddle plate and stainless steel surfaces being cleaned
- use ordinary steel wool, carbon-steel wire brushes, files, or carbon-steel tools on stainless steel surfaces
- use tools that gouge, dent, cut, or damage the griddle plate
- strike the griddle surface or griddle edge with spatulas, scrapers, pans, or utensils
- use ice on the hot griddle surface
- flood the hot griddle surface with water
- spray water, cleaners, or sanitizers into burners, pilots, controls, gas components, or ventilation openings
- immerse the unit in water or any other liquid
- allow water, detergent, or cleaning solution to remain on the griddle plate after cleaning
- bypass shutdown, cooling, drying, or re-seasoning procedures

Cleaning frequency depends on product type, cooking volume, grease load, seasoning, ventilation conditions, and operating conditions. Heavy-use operations, greasy cooking, and frequent spills may require more frequent cleaning than the minimum intervals listed in this manual.

During-Use Cleaning

Cleaning during operation helps maintain cooking consistency and reduces end-of-day buildup.

- Scrape loose food debris and excess grease toward the grease trough as needed during cooking.
- Use a scraper or spatula suitable for steel griddle surfaces.
- Do not gouge, dent, or cut into the griddle plate.
- Do not knock food off utensils by striking the griddle plate or front edge.
- Keep grease moving toward the grease trough and do not allow grease to pool excessively on the cooking surface.
- Monitor the grease tray during heavy use and do not allow it to overflow.
- Wipe or scrape carbon buildup before it becomes hard and difficult to remove.
- Reduce heat if grease begins smoking excessively during idle periods.

End-of-Day Griddle Plate Cleaning

End-of-day cleaning should remove food debris, grease, and light carbon buildup while preserving the cooking surface.

1. Turn all controls **OFF**, close the manual gas shutoff valve**,** and allow the griddle plate to cool before cleaning. For best results, clean while the surface is warm enough to soften residue but not hot enough to create a burn, steam, or splatter hazard. Do not touch the griddle surface with bare hands.
2. Scrape food debris and grease toward the grease trough using an appropriate griddle scraper or flexible spatula.
3. Remove remaining residue using an approved griddle pad, griddle screen, or cleaning method suitable for steel griddle plates.
4. Wipe the surface clean with a damp cloth or approved cleaning pad. Use only the minimum moisture needed.
5. If mild detergent is used, remove all detergent residue completely.
6. Wipe the surface dry.
7. Apply a thin, even coating of cooking oil to the griddle plate after cleaning to help protect the surface and maintain seasoning.

Do not leave the griddle plate wet after cleaning. Exposed steel can rust if moisture remains on the surface.

Weekly Deep Cleaning

⚠ **CAUTION!**	Deep cleaning may remove seasoning from the griddle plate. Re-season the plate before returning the unit to normal cooking service.

Perform deep cleaning when carbon buildup, sticking, uneven browning, excessive smoke, or difficult cleaning conditions develop.

1. Shut the unit down and allow the griddle to cool to a safe working temperature.
2. Remove the grease tray and clean it separately.
3. Scrape the griddle surface to remove heavy food debris and grease.
4. Clean the plate using an approved griddle stone, griddle screen, griddle pad, or other method suitable for steel griddle plates.
5. Rub with the grain of the metal where practical.
6. If detergent or griddle cleaner is used, remove all cleaner residue completely.
7. Wipe the plate clean.
8. Dry the plate thoroughly.
9. Re-season the griddle plate before cooking food.

Re-Seasoning After Cleaning

Re-season the griddle plate after deep cleaning, after detergent cleaning, if the surface becomes dry, if food begins sticking, or if rust appears.

1. Confirm the griddle plate is clean and dry.
2. Heat the griddle at a low to medium setting.
3. Apply a thin, even film of cooking oil over the cooking surface.
4. Allow the oil to heat and bond to the surface.
5. Wipe away excess oil.
6. Repeat as needed until the surface develops a smooth, lightly seasoned finish.

Some discoloration of the steel surface may occur during seasoning and normal use. This is expected and does not indicate a defect.

Grease Trough and Grease Tray Cleaning

⚠ **WARNING!**	Hot grease can cause severe burns. Use extreme care when handling the grease tray. Do not remove, empty, or clean the grease tray while grease is at an unsafe temperature.

The grease trough and grease tray must be cleaned regularly to reduce fire risk, smoke, odor, overflow, and sanitation problems.

During operation:

- Monitor grease accumulation and do not allow the grease tray to overflow.
- Do not push solid food debris into the grease tray in quantities that may block grease flow.
- If grease does not flow correctly, reduce load, check leveling, and clean the trough when safe.

Daily or more often during heavy use:

1. Confirm the unit has been shut down.
2. Allow grease to cool to a safe handling temperature.
3. Carefully remove the grease tray.
4. Empty grease according to site procedures and applicable regulations.
5. Wash the grease tray using warm water and mild detergent.
6. Rinse and dry thoroughly.
7. Clean the grease trough and remove any blocked debris.
8. Reinstall the grease tray fully before returning the unit to operation.

Do not operate the griddle unless the grease tray is fully installed and properly seated.

Exterior and Stainless Steel Cleaning

Exterior cabinet surfaces should be kept clean and free of grease, food residue, and soil accumulation. If routine cleaning is neglected, grease and residue can bake onto hot surfaces and become much harder to remove.

⚠ **CAUTION!**	Improper cleaning tools or chemicals may damage stainless steel surfaces and increase future staining or corrosion risk.

Cleaning Procedure

- Use warm water and a mild soap or detergent on a soft cloth.
- Rinse with clean water and dry thoroughly.
- Do not allow water, cleaner, or sanitizer to remain on stainless steel surfaces.
- For grease or stubborn residue, use a non-abrasive cleaner suitable for stainless steel.
- Always rub in the direction of the stainless steel grain.
- Dry with a soft cloth after cleaning.

Do not use:

- ordinary steel wool
- carbon-steel wire brushes
- carbon-steel scrapers, files, or other carbon-steel tools
- abrasive methods that scratch the finish
- circular scrubbing patterns on polished stainless steel surfaces
- chlorine-based, iodide-based, ammonia-based, bromine-based, or corrosive cleaners unless specifically approved for the surface

Darkened heat-tint areas on stainless steel may occur from repeated exposure to heat. This may be normal near hot cooking areas, but these areas should be cleaned using appropriate stainless-safe methods only.

Burner and Pilot Area Inspection

⚠ **WARNING!**	Burner, pilot, air shutter, regulator, valve, thermostat, and gas component adjustment must be performed by **qualified service personnel** only. Do not remove panels or disassemble gas components unless qualified to do so.

Burner and pilot areas should be kept free of grease, lint, and debris to support proper ignition, stable flame, and safe operation.

Operator-level inspection:

- Inspect only when the unit is **OFF**, cool, and the manual gas shutoff valve is closed.
- Check accessible areas for grease buildup, loose debris, or signs of obstruction.
- Keep the front, underside, rear flue area, and combustion air openings clear.
- Do not spray water or cleaning chemicals into burner or pilot areas.
- Do not remove the front panel for cleaning unless qualified to do so.
- Do not attempt to clean burner orifices, adjust pilots, adjust air shutters, or tune burners.

Contact **qualified service personnel** if:

- pilot flame is weak, unstable, too large, or repeatedly goes out

- burner flame is yellow, lifting, rolling, noisy, delayed, or sooty
- ignition is delayed or inconsistent
- burner performance changes after cleaning
- grease or cleaning solution enters burner, pilot, control, or gas component areas

Flue and Ventilation Area Inspection

The flue area should be inspected regularly for obstruction, grease, or abnormal heat exposure. Blocked flue discharge or restricted airflow can affect safety, combustion, and performance.

- Inspect only when the unit is **OFF**, cool, and the manual gas shutoff valve is closed.
- Check for obstruction, grease buildup, debris, corrosion, or signs of abnormal heat exposure.
- Do not place objects on, over, behind, or around the flue outlet.
- Do not block the front, underside, rear, or flue area of the unit.
- Do not operate the unit if the flue area is blocked.
- Verify the ventilation hood is clean, operating, and unobstructed according to site procedures.

If flame behavior changes when the ventilation system operates, the issue may be related to kitchen airflow, make-up air, or strong drafts. Contact **qualified service personnel** or a **ventilation professional** if the condition persists.

Temperature Verification and Calibration Check

Manual Control Models

Manual control models do not hold a selected plate temperature automatically. Surface temperature varies based on flame setting, preheat time, food load, grease buildup, plate condition, ventilation, and operating conditions.

Operators may use a suitable griddle surface thermometer to understand zone behavior and improve cooking consistency. Do not treat temperature variation on manual models as a defect unless the unit shows abnormal flame, ignition, gas supply, or heating behavior.

Thermostatic Control Models

Thermostatic control models regulate burner operation based on the selected temperature setting, but surface temperature may still vary during cycling, loading, recovery, and heavy-use operation.

Operators may verify surface temperature periodically using a suitable contact-style griddle surface thermometer or surface probe. Infrared thermometers may be unreliable because readings can be affected by surface color, oil film, carbon buildup, angle, and distance.

If a thermostatic zone consistently overheats, undershoots, fails to cycle, or produces unstable results after proper preheat and normal loading, contact **qualified service personnel**. Thermostat calibration and adjustment must be performed by **qualified service personnel** only. Do not remove knobs, panels, thermostat components, or attempt to recalibrate the unit unless qualified to do so.

Reassembly and Drying

After cleaning or maintenance:

- Confirm the griddle plate and exterior surfaces are dry.
- Confirm burner, pilot, control, and gas component areas are dry.
- Confirm the grease trough is clear.
- Confirm the grease tray is clean, dry, fully installed, and properly seated.
- Confirm no cleaning tools, towels, packaging, or combustible materials remain on or near the unit.
- Confirm all control knobs are in the **OFF** position before restarting.

Do not operate the unit with wet components, missing grease tray, blocked grease trough, residual cleaner, or water in burner, pilot, control, or gas component areas.

Area Around and Beneath the Unit

Grease and debris accumulation around the unit increases sanitation problems, cleaning difficulty, pest risk, and fire risk.

- Clean around the unit daily.
- Clean behind and beneath the unit on a scheduled basis appropriate to the operation.
- Keep the surrounding area free of grease accumulation, food debris, packaging, towels, paper products, and combustible clutter.

- Do not store items on, behind, beneath, or against the unit.
- Do not block airflow under or around the unit.

Preventive Maintenance and Service Boundary

Preventive maintenance is a documented program of routine checks and cleaning intended to support safe, sanitary, and efficient equipment operation.

Operators may perform:

- during-use scraping and debris removal
- daily griddle surface cleaning
- grease trough cleaning
- grease tray removal and cleaning
- exterior stainless steel cleaning
- griddle plate seasoning and re-seasoning
- basic visual inspection of surface condition, grease buildup, flame appearance, and flue obstruction
- basic surface temperature observation for cooking consistency

Qualified service personnel should perform:

- pilot adjustment
- burner tuning or air shutter adjustment
- regulator adjustment or replacement
- gas valve adjustment, servicing, or replacement
- thermostat calibration or replacement
- burner orifice inspection, replacement, or cleaning beyond routine external access
- internal gas system inspection
- pressure verification and adjustment
- gas conversion between Natural Gas and LP Gas
- repair of leaking, stripped, damaged, unstable, or unsafe components
- service involving panel removal or internal disassembly

Improper servicing may result in unsafe operation, equipment damage, reduced performance, gas leakage, poor combustion, carbon monoxide exposure, or affected warranty coverage.

Recommended Maintenance Schedule

Use the schedule below as a baseline. Increase frequency as required by daily volume, grease load, product type, spills, debris, seasoning condition, or site conditions.

Task	Recommended Frequency
Scrape food debris and excess grease from griddle surface	During operation as needed
Monitor grease trough and grease tray	During operation
Reduce idle heat when not actively cooking	During operation
Clean griddle surface	End of day
Clean grease trough	End of day
Remove, empty, wash, rinse, dry, and reinstall grease tray	Daily or more often during heavy use
Wipe exterior stainless steel surfaces	Daily
Clean surrounding area around unit	Daily
Apply light oil film after cleaning	Daily
Inspect griddle surface for sticking, rust, carbon buildup, or damage	Daily
Deep clean griddle surface	Weekly or as needed
Re-season griddle plate	After deep cleaning, detergent cleaning, sticking, or rust
Clean behind and beneath unit	Weekly or as site conditions require
Inspect accessible burner and pilot areas for grease, lint, or debris	Weekly visual check
Inspect flue area for grease, obstruction, or abnormal heat exposure	Weekly visual check
Verify burner flames are stable and predominantly blue	Weekly
Verify thermostatic zone performance with suitable surface probe, thermostatic models only	Monthly or as needed

Inspect gas connections and visible components for wear or damage	Monthly visual check by operator; formal inspection by **qualified personnel** as required
Have unit inspected by **qualified service personnel**	At least annually, or more often in heavy-use applications

Final Maintenance Reminder

Regular inspection, cleaning, re-seasoning, grease management, and prompt correction of minor issues will help prevent costly repairs, reduce downtime, improve cooking consistency, reduce smoke and sticking, and extend the operating life of the unit.

Maintenance Log

Record all cleaning, inspection, and maintenance performed on this unit in the log below. Maintaining accurate records supports safe operation, helps identify recurring issues, and may assist in service planning or warranty evaluation.

For best results, include observations such as burner ignition performance, flame appearance, griddle surface condition, sticking, carbon buildup, grease tray condition, temperature behavior, unusual odors, or smoke. Refer to the **Cleaning and Maintenance** section of this manual for procedures and guidance.

Date	Cleaning/Maintenance Performed	Notes / Observations	Performed By (Initials)

TROUBLESHOOTING GUIDE

If the griddle does not appear to be operating correctly, review the **Operation**, **Shutdown Procedure**, and **Cleaning and Maintenance** sections first. Many issues are caused by startup sequence, gas supply, ventilation, preheating, loading practices, surface condition, grease buildup, seasoning, or cleaning needs and can often be corrected without service.

Use the guide below to identify common symptoms, likely causes, and recommended corrective actions. If the issue persists after completing the recommended steps, discontinue use and contact **qualified service personnel**.

⚠ WARNING!	If the issue involves gas odor, visible leakage, unstable flame, delayed ignition, excessive flare-ups, uncontrolled flames, overheating, or any other unsafe condition, turn all control knobs **OFF**, close the manual gas shutoff valve, and do not resume operation until the problem has been corrected.

⚠ WARNING!	Shut the unit down by turning all control knobs **OFF** and closing the manual gas shutoff valve. Allow the unit to cool before inspection, cleaning, or maintenance. Do not attempt to adjust, repair, disassemble, or modify gas, burner, pilot, regulator, or control components unless qualified to do so.

Before Calling for Service

Before troubleshooting specific issues, confirm the following:

- The gas supply is turned on.
- The manual gas shutoff valve is open during operation and accessible for emergency shutdown.
- The gas type matches the rating label.
- The gas pressure regulator is installed and oriented correctly.
- The required pilot flame is lit and stable before the corresponding burner control is opened.
- Burner controls have not been opened unless the corresponding pilot flame is lit and stable.
- Burner and pilot areas are dry and have not been exposed to water, cleaner, or grease.
- Control knobs are in the correct position.
- The ventilation hood is operating and unobstructed.
- Make-up air is available and strong drafts are not affecting the unit.
- The unit is level front-to-back and side-to-side.
- The griddle plate has been cleaned and seasoned properly and is free of excessive carbon buildup.
- The grease trough is clear and the grease tray is installed, properly seated, and not full.
- The griddle has been allowed to preheat properly.
- If other gas appliances connected to the same gas supply are also not operating correctly, the issue may be related to the building gas supply rather than the griddle.

Many apparent equipment problems are resolved by correcting one of the above conditions.

Symptom	Possible Cause	Corrective Action
Power, Gas, and Ignition		
Pilot will not light	Gas supply is turned off	Verify gas supply is on and available.
	Manual gas shutoff valve is closed	Open the manual gas shutoff valve if safe to do so.
	Control knob or gas valve is not in the correct lighting position	Follow the Lighting the Pilots procedure exactly as written.
	Air in gas line during first startup or after extended shutdown	Shut off gas valve, wait at least 5 minutes, then repeat the Lighting the Pilots procedure. Initial lighting may take several attempts.
	Ignition source is not reaching the pilot	Use a suitable ignition source and light through the pilot lighting hole as described in the **Operation** section.
	Pilot opening or pilot assembly is blocked, dirty, wet, or misaligned	Shut down the unit immediately by turning all control knobs to **OFF** and closing the manual gas shutoff valve and contact **qualified service personnel**.
Pilot lights but will not stay lit	Pilot flame is weak or unstable	Repeat the Lighting the Pilots procedure. If the problem continues, contact **qualified service personnel**.
	Operator continues attempting burner ignition before pilot is stable	Turn the unit **OFF**, close the manual gas shutoff valve, wait at least 5 minutes, and then repeat the Lighting the Pilots procedure. Do not continue ignition attempts with an unstable pilot.

Symptom	Possible Cause	Corrective Action
	Pilot is affected by draft or ventilation imbalance	Verify hood operation and eliminate strong drafts where possible.
	Gas supply interruption or unstable gas supply	Verify gas supply is available and stable. If the issue continues, contact **qualified service personnel** or gas supplier.
	Pilot, or gas valve issue	Shut down the unit by turning all control knobs to **OFF** and closing the manual gas shutoff valve and contact **qualified service personnel**.
Burner does not ignite	Corresponding pilot is not lit or not stable	Turn all control knobs **OFF** immediately and close the manual gas shutoff valve. Light and verify the pilot before opening the burner control. Wait at least 5 minutes before retrying if gas may have accumulated.
	Corresponding control knob is **OFF** or not opened correctly	Turn the correct control knob according to the Startup Procedure.
	Air in gas line during first startup or after extended shutdown	Turn controls **OFF**, close the manual gas shutoff valve, wait at least 5 minutes, and repeat startup. Do not allow unburned gas to accumulate.
	Burner, pilot, or gas component is wet after cleaning	Allow components to dry fully. If ignition remains unreliable, contact **qualified service personnel**.
	Burner, valve, pilot, or internal gas component issue	Shut down the unit immediately by turning all control knobs to **OFF** and closing the manual gas shutoff valve and contact **qualified service personnel**.
Repeated ignition failure	Startup sequence not followed correctly	Turn all controls **OFF**, close the manual gas shutoff valve, wait at least 5 minutes, and then repeat the Lighting the Pilots procedure. Do not continue ignition attempts with an unstable pilot.
	Required pilot is not stable	Shut down the unit by turning all control knobs to **OFF** and closing the manual gas shutoff valve and contact **qualified service personnel**.
	Gas supply, ventilation, or draft issue	Verify gas supply, hood operation, and make-up air conditions.
	Internal gas system fault	Shut down the unit by turning all control knobs to **OFF** and closing the manual gas shutoff valve and contact **qualified service personnel**.
Gas odor is present	Leak or unsafe gas condition	Shut down the unit immediately by turning all control knobs to **OFF** and closing the manual gas shutoff valve, shut off gas supply if safe to do so, do not relight, and follow site gas-odor emergency procedures. Contact the gas provider or **qualified service personnel** as appropriate.
Flame Appearance and Burner Performance		
Burner flame is yellow, orange, or sooty	Dirty burner, grease buildup, or blocked burner area	Shut down the unit by turning all control knobs to **OFF** and closing the manual gas shutoff valve and allow to cool. Clean only accessible areas. If condition remains, contact **qualified service personnel**.
	Incorrect gas type or pressure condition	Shut down the unit by turning all control knobs to **OFF** and closing the manual gas shutoff valve and contact **qualified service personnel**.
	Poor ventilation or restricted combustion air	Verify hood operation, make-up air, and unobstructed airflow around the unit.
	Blocked flue discharge	Remove obstruction if accessible and safe. If condition continues, contact **qualified service personnel**.
	Burner adjustment or air mixture issue	Do not adjust burners or air shutters. Contact **qualified service personnel**.
Flame lifts, rolls, floats, or appears unstable	Draft condition or excessive air movement	Eliminate strong drafts where possible and verify ventilation system is operating correctly.
	Restricted exhaust or blocked flue area	Check that rear flue outlet and hood area are unobstructed.
	Incorrect gas pressure, air mixture, or internal gas issue	Shut down the unit by turning all control knobs to **OFF** and closing the manual gas shutoff valve and contact **qualified service personnel**.
Flame is low on all	Gas supply valve not fully open	Verify manual gas shutoff valve is fully open.

Symptom	Possible Cause	Corrective Action
burners	Gas supply volume is insufficient	Contact **qualified service personnel** or gas supplier to verify supply capacity.
	Incorrect gas pressure or regulator issue	Do not adjust regulator. Contact **qualified service personnel**.
	Incorrect gas type	Shut down the unit by turning all control knobs to **OFF** and closing the manual gas shutoff valve and confirm rating label and gas supply.
Flame is low on one burner	Corresponding control is set too low	Adjust control setting as appropriate for the task.
	Burner, valve, or orifice issue	Contact **qualified service personnel**.
Delayed ignition or popping sound	Air in gas line during startup	Shut down the unit by turning all control knobs to **OFF** and closing the manual gas shutoff valve, wait at least 5 minutes, and repeat startup.
	Pilot flame is weak, unstable, or not positioned correctly	Shut down the unit by turning all control knobs to **OFF** and closing the manual gas shutoff valve and contact **qualified service personnel**.
	Burner ports, pilot area, or gas path affected by grease, debris, or moisture	Shut down the unit by turning all control knobs to **OFF** and closing the manual gas shutoff valve and allow to cool. Clean accessible areas and dry fully. If condition continues, contact **qualified service personnel**.
	Gas pressure, pilot, burner, or control issue	Shut down the unit by turning all control knobs to **OFF** and closing the manual gas shutoff valve and contact **qualified service personnel**.
Excessive carbon deposits around burner area	Poor combustion	Shut down the unit by turning all control knobs to **OFF** and closing the manual gas shutoff valve and verify ventilation and burner cleanliness.
	Incorrect gas type or pressure	Contact **qualified service personnel**.
	Restricted airflow or dirty burner area	Clean accessible areas and verify airflow. If condition continues, contact **qualified service personnel**.
Control Operation		
Control knob sticks, binds, feels loose, or does not turn normally	Damaged or contaminated control valve	Shut down the unit by turning all control knobs to **OFF** and closing the manual gas shutoff valve and contact **qualified service personnel**.
Control knob does not shut off normally	Valve or control fault	Shut off gas supply if safe and contact **qualified service personnel**.
Manual Control Griddle Performance		
Manual-control griddle heats too slowly	Food load is too heavy or uneven	Reduce load, distribute food evenly, and allow recovery time.
	Insufficient preheat	Allow adequate preheat before loading food.
	Grease or carbon buildup affecting heat transfer	Clean griddle surface and re-season if needed.
	Insufficient preheat time	Allow 15 to 30 minutes of preheat depending on model size and conditions.
	Control setting too low	Increase setting gradually as appropriate for the cooking task.
	Heavy food load or frozen product	Reduce load and allow recovery time.
	Carbonized grease on surface	Clean griddle surface thoroughly and re-season if needed.
	Gas supply, burner, or ventilation issue	If performance remains poor under normal use, contact **qualified service personnel**.
Manual-control griddle gets too hot	Control setting too high	Reduce flame setting.
	Unit left at high heat during idle period	Reduce heat during idle periods.
	Control valve or gas issue	If heat cannot be controlled normally, shut down the unit by turning all control knobs to **OFF** and closing the manual gas shutoff valve and contact **qualified service personnel**.
Thermostatic Control Griddle Performance		
Thermostatic zone does not reach set	Insufficient preheat time	Allow the zone to preheat fully before evaluating.
	Heavy or cold food load	Reduce load and allow recovery time.

Symptom	Possible Cause	Corrective Action
temperature	Surface probe reading taken too soon	Allow burner to cycle and zone to stabilize before measuring.
	Carbon buildup affecting heating	Clean griddle surface and re-season if needed.
	Thermostat, burner, gas pressure, or calibration issue	If issue continues after proper preheat and normal loading, contact **qualified service personnel**.
Thermostatic zone overheats	Setting too high	Reduce thermostat setting.
	Surface not loaded and left at high setting	Reduce temperature during idle periods.
	Incorrect temperature measurement method	Use a suitable contact-style surface probe. Do not rely only on infrared readings.
	Thermostat calibration or control issue	Shut down the unit by turning all control knobs to **OFF** and closing the manual gas shutoff valve and contact **qualified service personnel**.
Thermostatic zone does not cycle	Burner not igniting or pilot issue	Verify pilot is lit and burner ignites. If not, follow ignition troubleshooting.
	Thermostat, valve, or control issue	Contact **qualified service personnel**.
Temperature reading seems inaccurate	Infrared thermometer affected by surface color, oil film, carbon, angle, or distance	Use a contact-style griddle surface probe for better verification.
	Zone not stabilized	Allow the burner to cycle and the surface to stabilize.
	Probe placed too close to edge, trough, or adjacent zone	Measure at a representative point in the cooking zone.
Heat Zones and Cooking Results		
Food cooks unevenly	Griddle not fully preheated	Preheat before loading food.
	Uneven loading pattern	Load food evenly and use consistent zone patterns.
	Surface overloaded	Reduce load and avoid crowding.
	Food load is too cold or frozen	Allow additional recovery time or reduce batch size.
	Too much carbon buildup	Clean surface thoroughly.
	Unit not level	Re-level unit front-to-back and side-to-side.
	Burner, gas, or thermostat issue	If uneven heating is severe or persistent under normal loading, contact **qualified service personnel**.
One zone cooks differently than another	Different control settings	Confirm each zone is set correctly.
	Different loading pattern/food type	Use consistent loading and allow recovery.
	Burner, thermostat, or gas issue	If one zone remains abnormal after normal checks, contact **qualified service personnel**.
Recovery is slow after loading	Heavy food load	Reduce batch size and allow recovery.
	Insufficient preheat	Preheat longer before loading food.
	Frozen or wet product	Reduce load or adjust cooking process.
	Carbonized grease buildup	Clean surface.
	Gas supply or ventilation issue	Verify gas supply, hood operation, and make-up air. Contact **qualified service personnel** if unresolved.
Food Sticking and Surface Condition		
Food sticks to griddle	Griddle not seasoned or seasoning has worn off	Clean and re-season the griddle plate.
	Surface is dry	Apply and maintain a light oil film as needed.
	Carbon buildup on cooking surface	Clean surface thoroughly and re-season if needed.
	Insufficient preheat	Allow griddle to preheat before loading food.
	Food loaded too early or moved too soon	Allow proper searing time before turning product.
	Surface damaged, gouged, or rough	Use appropriate tools and contact service if damage affects performance.
Surface rust appears	Surface left wet after cleaning	Dry thoroughly after cleaning.
	Insufficient oil film	Apply light coating of cooking oil after cleaning.
	Unit idle or stored without protective oil	Clean, dry, and apply light protective oil film before extended non-use.
Surface discoloration appears	Normal heat exposure or seasoning development	Discoloration of steel during use is normal and does not affect performance.
	Residue burned onto surface	Clean using approved griddle cleaning methods.

Symptom	Possible Cause	Corrective Action
Surface is scratched, gouged, or dented	Improper scraper, knife, pan, or utensil use	Do not cut, strike, or gouge the griddle plate. Use appropriate tools.
Smoke, Odor, and Carbon Buildup		
Excessive smoke during first use	Protective coating, manufacturing residue, or initial seasoning	Complete initial burn-off and seasoning procedure with ventilation operating.
	Gas odor mistaken for burn-off odor	If odor smells like gas, shut down the unit immediately by turning all control knobs to **OFF** and closing the manual gas shutoff valve and follow gas emergency procedures.
Excessive smoke during normal use	Excess grease or food debris	Scrape and clean surface more frequently.
	Carbonized grease on plate	Deep clean and re-season.
	Heat setting too high for food load	Reduce heat setting.
	Grease tray full or grease trough blocked	Empty tray and clear grease path after shutdown and cooling.
	Improper oil or cleaning residue on surface	Clean surface and remove residue completely.
Heavy carbon buildup	Infrequent scraping or cleaning	Increase during-use and end-of-day cleaning frequency.
	High grease load, sugary marinades, sauces, or breading	Increase cleaning frequency based on product mix.
Persistent odor during operation	Grease, food debris, or carbon buildup	Clean griddle plate, grease trough, grease tray, flue area, and surrounding surfaces.
	Cleaner residue not removed	Remove cleaning residue and re-season plate if needed.
	Gas odor	Shut down the unit immediately by turning all control knobs to **OFF** and closing the manual gas shutoff valve and follow site gas-odor emergency procedures.
Grease System and Drainage		
Grease does not flow into grease tray	Unit not level	Re-level unit according to Installation section.
	Grease trough blocked by debris	Shut down the unit by turning all control knobs to **OFF** and closing the manual gas shutoff valve, allow to cool, and clean grease trough.
Grease does not collect properly	Grease tray missing, full, or not seated correctly	Shut down the unit by turning all control knobs to **OFF** and closing the manual gas shutoff valve and allow to cool. Empty, clean, dry, and reinstall the grease tray before operation.
Grease tray overflows	Tray not emptied frequently enough	Increase monitoring and emptying frequency.
	High grease product load	Empty tray more frequently during heavy use.
	Solid debris blocking tray or trough	Clean grease path and tray after shutdown and cooling.
Grease leaks or accumulates under unit	Grease tray missing, full, misaligned, or damaged	Shut down the unit by turning all control knobs to **OFF** and closing the manual gas shutoff valve, allow to cool, clean area, and reinstall or replace grease tray.
	Grease trough blocked	Clean trough and verify grease flow.
Grease fire or flare-up risk	Excess grease buildup	Shut down the unit by turning all control knobs to **OFF** and closing the manual gas shutoff valve if safe, follow site fire procedures, and clean only after the unit is safe and cool.
	Tray overflow or debris buildup	Increase cleaning frequency and do not operate with grease overflow.
Cleaning and Post-Cleaning Issues		
Griddle does not operate correctly after cleaning	Burner, pilot, control, or gas component area exposed to water or cleaner	Do not operate if unsafe. Allow to dry fully and contact **qualified service personnel** if condition persists.
	Controls, pilots, or burners affected by cleaning residue	Shut down the unit by turning all control knobs to **OFF** and closing the manual gas shutoff valve and contact **qualified service personnel**.
Ignition problems after cleaning	Water or cleaning solution entered pilot or burner area	Allow components to dry fully. If ignition remains unreliable, contact **qualified service personnel**.
	Pilot area disturbed during cleaning	Do not adjust pilot. Contact **qualified service personnel** if problem continues.
Surface rust after cleaning	Plate left wet	Dry thoroughly immediately after cleaning.
	Oil film not applied after cleaning	Apply a thin protective oil film after cleaning.

Symptom	Possible Cause	Corrective Action
Food sticks after deep cleaning	Seasoning was removed	Re-season griddle plate before cooking.
Burned-on stains on stainless steel	Grease allowed to bake onto hot surfaces	Clean daily using non-abrasive stainless-safe methods.
Stainless steel staining or corrosion	Chlorine, iodine, ammonia, bromine, or harsh cleaner exposure	Stop using improper cleaner. Clean and rinse thoroughly with approved methods.
Scratches on stainless steel	Wrong tool or scrubbing direction	Use non-abrasive cleaners and rub with the grain of the stainless steel.
Ventilation, Flue, and Installation-Related Issues		
Burner flame becomes unstable when hood operates	Strong draft or make-up air imbalance	Verify hood and make-up air operation. Eliminate strong drafts where possible.
	Poor kitchen air balance	Contact **qualified ventilation professional** if condition continues.
Poor recovery or overheating	Flue outlet obstructed	Clear obstruction if accessible and safe. Verify hood clearance.
	Restricted ventilation or insufficient make-up air	Verify hood operation and make-up air.
	Heavy food load or improper use	Reduce load and allow recovery time.
Unit operates poorly after being moved	Gas connection disturbed	Shut down unit by turning all control knobs to **OFF** and closing the manual gas shutoff valve until installation and gas connection are verified by **qualified personnel**.
	Unit no longer level	Re-level unit front-to-back and side-to-side.
Unit seems unstable	Legs not installed correctly or counter not stable	Shut down the unit by turning all control knobs to **OFF** and closing the manual gas shutoff valve until installation is corrected.
Excessive heat around nearby surfaces	Improper clearance, blocked ventilation, or unsuitable location	Verify required clearances and ventilation.
	Unit used near combustible or heat-sensitive materials	Remove materials and verify installation is suitable.

When to Stop and Call for Service

Stop using the unit, turn all control knobs **OFF**, close the manual gas shutoff valve, and contact **qualified service personnel** if any of the following occur:

- gas odor is present
- pilot repeatedly will not light or will not stay lit
- pilot flame goes out during operation
- burner does not ignite after normal startup checks
- delayed ignition, popping, soot, or repeated unstable flame occurs
- yellow, lifting, rolling, noisy, or sooty flame continues after cleaning and airflow checks
- griddle surface overheats during normal use
- thermostatic zone repeatedly overheats, undershoots, fails to cycle, or does not control normally
- manual control cannot regulate flame normally
- control knob sticks, binds, feels loose, or will not shut off normally
- burner remains on when the knob is **OFF**
- grease overflow, repeated flare-ups, or grease fire risk continues after cleaning and normal operating corrections
- visible gas line damage, loose fitting, or suspected leak is present
- unit has been damaged, dropped, moved improperly, or exposed to excessive water
- water, cleaning solution, or grease has entered burner, pilot, control, or gas component areas
- gas conversion, pressure adjustment, regulator service, pilot adjustment, burner tuning, thermostat calibration, or internal gas-system work is needed

If troubleshooting points to gas system adjustment, pilot adjustment, burner tuning, regulator service, thermostat calibration, internal component repair, or any condition involving panel removal or internal disassembly, turn all controls **OFF**, close the manual gas shutoff valve, discontinue use, and contact **qualified service personnel**.

WARRANTY

For full warranty terms, conditions, limitations, and exclusions, please visit:

https://noriota.ca/pages/warranty-policy

To register your product online, visit:

https://noriota.ca/pages/warranty-registration

Please have your model number and serial number available when registering your product or requesting warranty support.

Scan to register your product online:

SPARE PARTS AND SERVICE INFORMATION

Spare Parts Identification

Replacement parts diagrams and component lists for NORIOTA equipment are available online to support service, maintenance, and parts ordering.

These diagrams are provided for reference and identification purposes only and are intended for use by **qualified service personnel** and authorized dealers when identifying replacement components.

Accessing Spare Parts Diagrams

Current spare parts diagrams and part identification resources can be found at:

www.noriota.ca

Search by model number to locate the appropriate parts documentation. Ensure you are referencing the correct model and revision before selecting parts.

Important Notes Regarding Spare Parts

Spare parts diagrams illustrate component locations and assemblies but do not replace professional service training.

Parts availability may vary by model, production run, or revision.

Always verify the model number and serial number before ordering replacement parts.

Use of non-genuine replacement parts may affect performance, safety, and warranty coverage.

Service and Parts Ordering Guidance

For parts ordering, warranty inquiries, or service assistance, contact your authorized NORIOTA dealer, email support@noriota.ca, or visit www.noriota.ca.

Only **qualified service personnel** should install replacement components, especially gas system, burner, pilot, thermostat control, regulator, or safety-related parts. Improper installation may result in equipment damage, unsafe operation, gas leakage, poor combustion, or affected warranty coverage.

Rating Label Information

The rating label contains important technical and identification information for the unit, including:

- model number
- serial number
- gas type
- control type
- input rating
- manifold pressure requirements
- clearance requirements
- certification information, including applicable safety and sanitation standards

Always verify that the gas type, control type, input rating, manifold pressure, clearance requirements, and installation requirements shown on the rating label match the installation site and utility supply before placing the unit into service.

Rating Label Location

The rating label is located on the unit in a visible service-access location. The exact location may vary by model.

Do not remove, cover, deface, or paint over the rating label. The rating label must remain legible for the life of the equipment.

COMMISSIONING RECORD

Record the information below at the time of installation. This record helps confirm proper installation conditions, supports future service, and may assist in warranty evaluation. Retain this page for your records.

UNIT AND PURCHASE INFORMATION

Model Number: _____

Serial Number: _____

Date of Purchase: _____

Purchased From (Dealer / Supplier): _____

Dealer Contact (if available): _____

INSTALLATION DETAILS

Installation Date: _____

Installation Location (Site / Address): _____

Installed By (Company / Technician Name): _____

Installer Contact (if available): _____

GAS SUPPLY VERIFICATION

Gas Type (Natural Gas/LP Gas): _____

Supply Pressure (measured): _____
☐ Verified matches range on rating label or manual

Manifold Pressure (measured): _____
☐ Verified matches rating label specification

Gas Pressure Regulator Installed Correctly:
☐ Yes ☐ No

Gas Connection Leak Checked: ☐ Yes ☐ No

Manual Shutoff Valve Accessible: ☐ Yes ☐ No

UNIT SETUP AND CONDITIONS

Unit Level Confirmed: ☐ Yes ☐ No

Legs Installed Properly: ☐ Yes ☐ No

Clearances Verified: ☐ Yes ☐ No

Ventilation / Hood Operation Verified: ☐ Yes ☐ No

Flue Area Unobstructed: ☐ Yes ☐ No

Packaging, Protective Film, and Shipping Materials Removed: ☐ Yes ☐ No

Grease Tray Properly Seated: ☐ Yes ☐ No

INITIAL OPERATION CHECK

Pilots Light and Remain Stable: ☐ Yes ☐ No

Burners Ignite and Operate Correctly: ☐ Yes ☐ No

Burner Flames Stable and Predominantly Blue:
☐ Yes ☐ No

Control Knobs Operate Smoothly and Shut Off Properly: ☐ Yes ☐ No

Gas Odor Present: ☐ Yes ☐ No - if yes, do not operate

Griddle Plate Cleaned and Seasoned Before First Use: ☐ Yes ☐ No

Initial Burn-Off Completed: ☐ Yes ☐ No

Active Zones Heat and Respond Normally:
☐ Yes ☐ No

Ambient Temperature at Installation: _____

Abnormal Noise or Vibration: ☐ Yes ☐ No

NOTES / OBSERVATIONS

_____

_____

INSTALLER CONFIRMATION

Installer Name: _____

Signature: _____

Date: _____

NOTES

Use this page to record service notes, settings, or observations for future reference.

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6 Loring Drive, Bolton, Ontario L7E 1H5 | 1-877-667-4678 (1-877-NORIOTA)
support@noriota.ca
www.noriota.ca