



# COMMERCIAL SINGLE PANINI GRILL

## Operating Instruction Manual



EPG-1C



Model	Description - Electric Grills	Voltage ~ Hz	Power/W	Amperage	Dimensions
					Grill Surface
EPG-1C	Single Panini Grill, Ribbed Plates	120V ~ 60Hz	1750W	14.5A*	(1) 14"W x 12"D
					Unit Overall
					16-1/8"L x 14-3/4"D x 9-3/4"H

\* One (1) dedicated 20 Amp circuit with a single outlet is required for each grill head.

### BEFORE OPERATING ANY EQUIPMENT, READ AND FAMILIARIZE YOURSELF WITH THESE USE AND SAFETY INSTRUCTIONS

Congratulations on your purchase of this WINCO® commercial equipment. WINCO takes pride in the quality of its products. When used as intended and with proper care and maintenance, you will experience years of reliable operation from this equipment. To ensure best results, it is important that you read and follow the instructions in this manual carefully. **It's important to save these instructions for future reference.**

## Commercial Single Panini Grill

### Important For Future Reference

Please complete the following information and retain this manual for the life of the product. This information is required for Warranty Service and/or parts. Please see Page 10 for more information on your Warranty and How to Register.

**EPG-1C**

**EPG1C010000001**

Model Number

Serial Number

Date Purchased



**WARNING: IMPROPER INSTALLATION, ADJUSTMENT, ALTERATION, SERVICE OR MAINTENANCE CAN CAUSE PROPERTY DAMAGE, INJURY, OR DEATH. READ THE INSTALLATION, OPERATION, AND MAINTENANCE INSTRUCTIONS THOROUGHLY BEFORE INSTALLING OR SERVICING THIS EQUIPMENT.**

**AVERTISSEMENT: TOUTE INSTALLATION, RÉGLAGE, MODIFICATION, RÉPARATION OU ENTRETIEN INCORRECT PEUT OCCASIONNER DES DOMMAGES MATÉRIELS, DES BLESSURES GRAVES OU LA MORT. LIRE LES INTRUCTIONS D'INSTALLATION, D'UTILISATION ET D'ENTRETIEN ATTENTIVEMENT AVANT D'INSTALLER OU DE RÉPARER CET APPAREIL.**



**CAUTION: THESE MODELS ARE DESIGNED, BUILT, AND SOLD FOR COMMERCIAL USE ONLY. IF THESE MODELS ARE POSITIONED SO THE GENERAL PUBLIC CAN USE THE EQUIPMENT, MAKE SURE THAT CAUTION SIGNS, WARNINGS, AND OPERATING INSTRUCTIONS ARE CLEARLY POSTED NEAR EACH UNIT SO THAT ANYONE USING THE EQUIPMENT WILL USE IT CORRECTLY AND NOT INJURE THEMSELVES OR HARM THE EQUIPMENT.**

**ATTENTION: CES MODÈLES SONT CONÇUS, FABRIQUÉS, ET VENDUS POUR UN USAGE COMMERCIAL SEULEMENT. SI CES MODÈLES SONT PLACÉS POUR QUE LE GRAND PUBLIC PUISSE LES UTILISER, ASSUREZ-VOUS QUE LES CONSIGNES D'ATTENTION, D'AVERTISSEMENT, ET LES INSTRUCTIONS D'UTILISATION SOIENT CLAIREMENT AFFICHÉES PRÈS DE CHAQUE UNITÉ DE SORTE QUE N'IMPORTE QUEL UTILISATEUR DE L'APPAREIL L'EMPLOIE CORRECTEMENT ET NE SE BLESSE PAS OU N'ENDOMMAGE PAS L'APPAREIL.**



**WARNING: A FACTORY AUTHORIZED SERVICE PROVIDER SHOULD HANDLE ALL MAINTENANCE AND REPAIR. BEFORE DOING ANY MAINTENANCE OR REPAIR, FOLLOW SERVICE SET UP ARRANGEMENT ON PAGE 9.**

**AVERTISSEMENT: UN TECHNICIEN AUTORISÉ PAR L'USINE DEVRA EFFECTUER TOUT L'ENTRETIEN ET LES RÉPARATIONS. AVANT DE FAIRE TOUT ENTRETIEN OU RÉPARATION, VEUILLEZ CONTACTER WINCO.**

### Introduction

Congratulations on the purchase of your WINCO® countertop equipment. Please take the time to carefully read through this manual to ensure the machine is operated and maintained properly, to ensure the best possible performance from this product for many years.

WINCO will not accept liability if:

- The instructions in this manual have not been followed correctly.
- Non-authorized personnel have tampered with the machine.
- Non-original spare parts are used.
- The machine has not been handled and cleaned correctly.
- There is any use damage to the unit.

## Commercial Single Panini Grill

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### Package Contents

All units come with an Operating Instruction Manual and the following:

- EPG-1C Single Panini Grill
- Removable Catch Tray
- Cleaning Brush

WINCO® prides itself on quality and service, ensuring that at the time of packing, all products are supplied fully functional and free of damage. Should you find any damage as result of freight, please contact your WINCO® dealer immediately.

### Function and Purpose

This unit is intended to be used in commercial food-service operations only. It is not intended for household, industrial or laboratory use.

Before using this equipment all surfaces should be cleaned and **dried thoroughly** (see "Cleaning" section on page 7). Failure to clean surfaces before using the unit could cause food contamination.

This unit is a medium duty appliance capable of a wide variety of grilling applications.

### NOTE

**Please remember that this manual and the warning labels do not replace the need to be alert, to properly train and supervise operators, and to use common sense when using this equipment.**

### Unpacking the Equipment

#### **DISPOSE OF ALL PACKAGING MATERIALS IN AN ENVIRONMENTALLY RESPONSIBLE MANNER.**

1. Remove all packing materials and tape, as well as any protective plastic and cardboard from the unit.
2. Clean any glue residue left over from the plastic or tape.
3. Place the unit in the desired position and height.

#### **SAVE THE ORIGINAL BOX AND PACKAGING FOR USE IN PACKAGING AND SHIPPING THE EQUIPMENT IF SERVICES ARE NEEDED.**

## Important Safeguards

To ensure safe installation and operation, please carefully read and understand the following statements.

Unless the operator is adequately trained and supervised there is a possibility of serious injury. Owners of this equipment bear the responsibility to make certain that this equipment is used properly and safely, and to strictly follow all of the instructions contained in this manual and the requirements of local, state or federal law.

Owners should not permit anyone to touch this equipment unless they are over 18 years old, are adequately trained and supervised, and have read and understood this manual.

Owners should also ensure that no customers, visitors or other unauthorized personnel come in contact with this equipment. It is the responsibility of the owner and the operator to remain alert to any hazards posed by the function of this equipment.

If there is ever uncertainty about a particular task or the proper method of operating this equipment, ask an experienced supervisor.

## Safety Warnings

This manual contains a number of precautions to follow to help promote safe use of this equipment.

Improper installation, adjustment, alteration, service or maintenance can cause property damage, injury or death. Read the installation, operation and maintenance instructions thoroughly before installing or servicing this equipment.

### FOR YOUR SAFETY

Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.

### WARNING

Improper installation, adjustment, alteration, service or maintenance can cause property damage, injury or death. Read these installation, operating and maintenance instructions thoroughly before installing or servicing this equipment.

### TO PURCHASER

Contact your local gas supplier and ask instructions in the event the user smells gas. This information should be posted in a prominent location.





### CAUTION

This appliance is hot when in use. Do not let bare skin touch hot surfaces! Always keep flammable/combustible materials such as curtains, napkins, flammable cleaners, etc., away from the unit.



### WARNING

Power must be disconnected at the power source prior to cleaning, or performing any service procedure or repairs.

 <b>HOT</b>	<b>WARNING</b>  <b>AVERTISSEMENT</b>
	<b>USE CAUTION WHEN TOUCHING THE UNIT.</b> Ne touchez pas le liquide chaud ou les surfaces de chauffage lorsque l'appareil chauffe ou en fonctionnement.




## Warning

Improper installation, adjustment, alteration, service or maintenance can cause property damage, injury or death. Read all instructions thoroughly before installing or servicing this equipment.

## Caution Before Using Appliance

1. Read all instructions carefully. Do not use this appliance for anything other than its intended use.
2. Do not touch surfaces that may be hot - be sure to always use handles or knobs.
3. Unplug from outlet when not in use, prior to installing or when removing parts, and before cleaning. **DO NOT CLEAN THE UNIT WHEN IT IS HOT. DO NOT** pull by the cord to disconnect.
4. To protect against the risk of electrical shock, do not immerse the appliance, cord or plug in water or other liquids.
7. The use of accessory attachments not recommended by WINCO® may cause fire, electric shock or injury.
8. Not intended for outdoor installation.
9. Do not let the cord hang over the edge of a table or counter, or touch hot surfaces.
10. Do not run the power cord under carpeting, runners or in high-traffic areas to avoid a tripping hazard.

<b>WARNING ⚠️ AVERTISSEMENT</b>	
 <p><b>Electrical Shock Hazard</b> Keep water and other liquids from entering the inside of the unit. Liquid inside the unit could cause an electrical shock.</p> <p>Do not spray water or cleaning products. Liquid could contact the electrical components and cause a short circuit or an electrical shock. Do not use unit if power cord is damaged or has been modified.</p>	<p><b>Risque de choc électrique</b> Conserver l'eau et d'autres liquides de pénétrer à l'intérieur de l'appareil. Liquide à l'intérieur de l'appareil pourrait provoquer un choc électrique.</p> <p>Ne pas pulvériser de l'eau ou des produits de nettoyage. Le liquide pourrait contacter avec les composants électriques et causer un court-circuit ou un choc électrique. Ne pas utiliser l'appareil si le cordon d'alimentation est endommagé ou a été modifié.</p>

5. Do not use an adapter or extension cord. Do not remove ground.
6. Do not operate this device or any other electrical equipment with a damaged cord or plug, or after the unit malfunctions, is dropped or damaged in any manner. Return to the nearest WINCO® Authorized Service Center for examination, repair, and/or adjustment.


### Proper Grounding

This machine is provided with a three-pronged grounding plug. The outlet to which this plug is connected must be properly grounded. If the receptacle is not the proper grounding type, contact an electrician. **DO NOT**, under any circumstances, cut or remove the third ground prong from the power cord or use any adapter plug.



<b>CAUTION</b>	<b>WARNING</b>
 <b>HOT</b>	<p><b>Burn Hazard.</b> The grill plate surfaces and outside covering/containment unit may become HOT after use.</p>
<b>USE CAUTION WHEN TOUCHING THE UNIT.</b>	

11. Do not place on or near a heat source.
12. This appliance should always be on a stable, steady, non-slip countertop or table, away from flammables or water-sources.
13. This appliance is not intended for use by individuals (including children) with reduced or impaired physical, sensory, or mental capabilities, or lack of experience or knowledge, unless they have been given proper supervision or instruction concerning the use of this appliance by a person responsible for their safety.
14. Children should be supervised at all times to ensure that they do not play with or near this appliance.
15. Do not store any item on top of this unit when in operation.
16. Never place easy-to-burn or melt materials in, on or near the unit, such as paper, cardboard, plastic, etc. Make sure all packing material has been removed before using.
17. **NOTE: A SUITABLE GREASE-COLLECTING MEANS MUST BE IN PLACE BEFORE OPERATING GRILL.**

<b>WARNING ⚠️ AVERTISSEMENT</b>	
 <p><b>Fire Hazard.</b> Correct installation precautions, procedures and regulations must be followed. Operation and safety training is necessary for all users of this equipment.</p>	<p><b>Risque d'incendie</b> La surchauffe des vapeurs d'huile ou de l'huile peut s'enflammer et provoquer un incendie. Surveillez la température, la qualité et le niveau d'huile. Utilisez et entretenez le système d'élimination des vapeurs d'huile.</p>

## Operation

*Upon first use, grill may emit a metallic burning odor. This is normal and the odor will dissipate with use.*

1. Make sure the unit is on a level surface and a catch-tray is in place.
2. Plug the power cord into a receptacle, turn the POWER switch to the ON position and set the thermostat dial to the appropriate cooking temperature.
3. Allow the grill plates to heat up. The HEAT indicator should light up when on and turns off when temperature is reached.
4. Lift up on handle to open, place food to cook on bottom grill plate, pull down on handle to lower top plate on top of the food.
5. Once the food is grilled to required doneness, raise the top grill plate to remove.
6. After each time the grill is loaded, it is recommended to push excess grease and food particles into the catch tray using a nylon bristle brush or coarse rag (DO NOT use steel bristle brush). If necessary, empty the grease from the catch tray before continuing to grilling.
7. Turn the POWER switch to the OFF position to turn off when not in use. ALLOW TO COOL BEFORE CLEANING.

## Season the Surface for Best Results

All panini / sandwich grills have a cast iron cooking surface. Once the cooking surface has been cleaned thoroughly, it should be seasoned with (vegetable) oil to prevent food from sticking. Before and after each use, thoroughly clean **and** season the cooking surface by heating in the following manner:

1. Turn the POWER switch to the "ON" position and adjust the temperature control dial (B) to 350° F.
2. Using a CLEAN CLOTH, spread a thin film of (vegetable) oil over the grill cooking surface and leave on the hot grill for at least 30 minutes.
3. Carefully remove the excess oil and wipe clean. Repeat steps 2 and 3 before and after each use.

***EVEN WITH PROPER SEASONING, FOOD MAY STICK TO THE GRILL COOKING SURFACE UNTIL THE GRILL PLATE IS "BROKEN IN". USE A MEDIUM-HARD STAINLESS STEEL BRUSH TO REMOVE REMAINING FOOD PIECES. Before***

### CAUTION: HOT!



***The unit will be HOT after use!  
Let cool before cleaning.***



### CAUTION: ELECTRIC SHOCK!



### **WARNING**

#### **Electrical Shock Hazard.**

Keep water and other liquids from entering the inside of the unit. Liquid inside the unit could cause an electrical shock.

Do not spray water or cleaning products. Liquid could contact the electrical components and cause a short circuit or an electrical shock. Do not use unit if power cord is damaged or has been modified.

## Cleaning & Maintenance

**Before using this equipment it must be cleaned and dried thoroughly. Clean all surfaces before use. Failure to clean surfaces before using the unit could cause food contamination.**

1. **ALWAYS** unplug the grill before cleaning
2. **DO NOT** use any cleaning fluids that can be harmful to humans.
3. **DO NOT** hose down, immerse or pressure wash any part of the grill, excluding the catch tray.
4. **NEVER** use a scrubber pad, steel wool or abrasive material to clean the grill.
5. **NEVER** spray any type of cleaning solution directly onto unit. Spray on soft cloth and wipe unit clean.

**Always disconnect or unplug the electrical power from the grill before cleaning.**

## Recommended cleaning

It takes very little time and effort to keep the grill clean and performing at top efficiency. If grease is permitted to accumulate, it will form a gummy cake and then carbonize into a hard substance that is extremely difficult to remove. To prevent this condition, please follow the cleaning steps below:

PART	REQUIRED ACTION	FREQUENCY
Cast Iron Plates	Scrape the grill to remove excess oil/fat and food - a cleaning brush is provided. The included catch tray can be used to catch scrapings.  If there is an accumulation of burned fats and food, the grill should be thoroughly scoured and re-seasoned.  Use pumice or grill stone, while the grill is warm, to remove excess fat and food. <b>Do not use steel wool because of the danger of steel slivers getting into the food.</b>	After Each Use
Body	Use a clean cloth and a non-abrasive cleaner to clean the stainless steel body of the grill.  Wipe the polished areas with a soft cloth. <b>Avoid spraying any cleaner into the controls or switches of the unit.</b>	Daily
Controls	Unit should be turned off when not in use.  It is recommended that the unit also be unplugged.  Use a clean cloth to wipe down any controls and/or knobs	Daily
Catch Tray	Once the unit has cooled, remove the catch tray and discard the waste, debris and crumbs. <b>CAUTION:</b> If the catch tray is permitted to fill too high, the excess grease will run out of the overflow hole at the front of it.  The catch tray/drawer is removed by pulling forward. <b>USE CAUTION WHEN FILLED WITH HOT GREASE!</b>  The catch tray is dishwasher safe.	Per Use or at least Daily

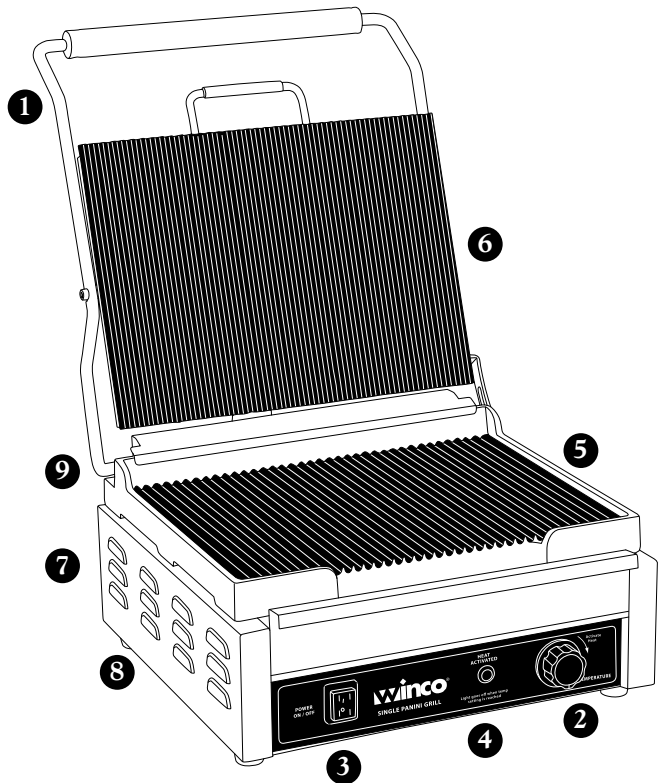
**NOTE:**

**Proper cleaning instructions must be followed; otherwise, operation of the unit may be seriously impaired. Do not wash parts in an automatic dishwasher.**

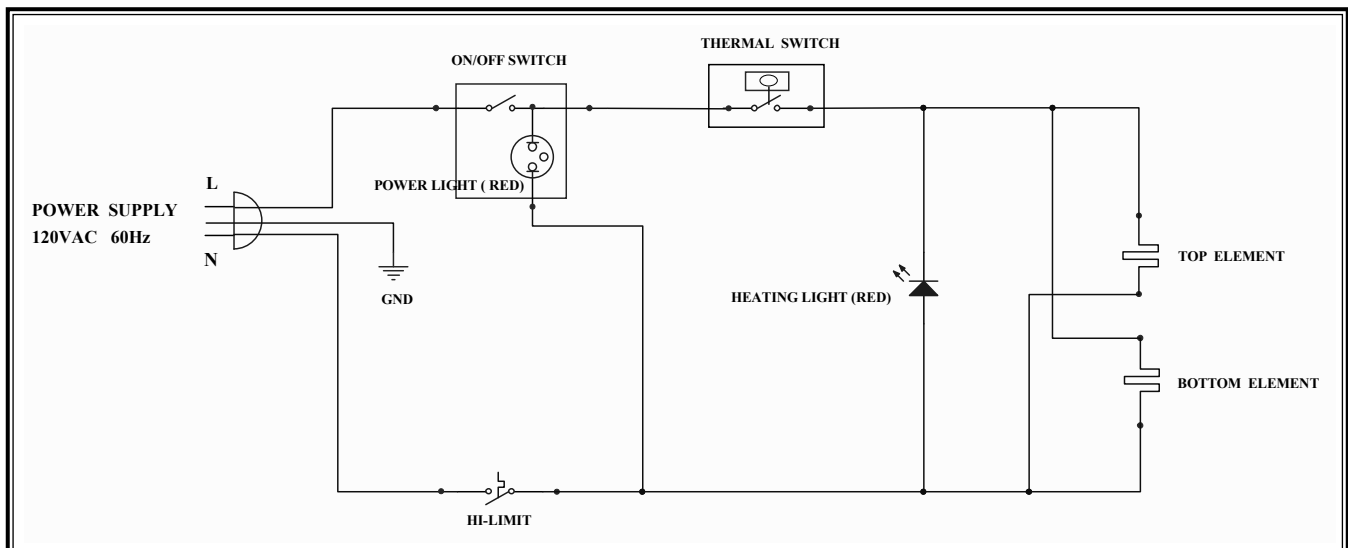
WINCO authorized service personnel must perform any other servicing.

## Model EPG-1C

- ❶ **UPPER GRILL HANDLE BAR** Lower and raise the grill plate(s).
- ❷ **THERMOSTAT CONTROL DIALS** Set or adjust the temperature of the corresponding right or left side of grill plate. The numbers on the dial correspond with the grill plate temperature. The "0" position is off.
- ❸ **POWER ON/OFF SWITCHES** Separate switches turn power to the unit on/off for corresponding left or right side.
- ❹ **TEMPERATURE READY LIGHT** This light indicates that the element is heating. Once the temperature has been reached the light will go out. Unit will continue to maintain heat and temperature with light cycling on and off. **This is not an "ON/OFF" light.**
- ❺ **BOTTOM (RIBBED) GRILL PLATE**
- ❻ **TOP (RIBBED) GRILL PLATE**
- ❼ **SIDE VENTS**
- ❽ **FEET** One on each corner under the unit
- ❾ **HINGE** Allows plate to adjust to the height of the food being grilled.



## Wiring Diagram



EPG-1C has 2 circuits (Two heated plates: 1 top and 1 bottom)



## Safety

A WINCO® Approved Service Technician should carry out repairs if necessary. Do not remove any components or service panels on this product.

If the power cord is damaged, it must be replaced by a WINCO Approved Service Technician in order to avoid a hazard.

## Service and Repair

There are no user serviceable parts within this appliance. To avoid serious injury or damage, **NEVER** attempt to repair the unit yourself.

To initiate warranty service contact: support@winco.com or call: 973-295-3899.

DO NOT send unit to WINCO without first contacting our customer service department.

See "Limited Warranty" section on page 10 for details.

## Troubleshooting

If your WINCO Panini Grill does not operate, please check the following prior to placing a service call.

PROBLEM	MIGHT BE CAUSED BY	COURSE OF ACTION
Grill not working	Power supply	Check power source
	Power switch has not been turned on	Check that the unit is correctly plugged in and turned on
	Plug/cord, set or external wiring is damaged	Call Winco to make service arrangements through their service provider network
	Internal wiring fault	Call Winco to make service arrangements
Indicator light is on, but unit is Not heating up	Faulty elements	Call Winco to make service arrangements
	Operation of thermostat All thermostats are not turned on	Ensure thermostat is set correctly and that the temperature select knob is firmly secured to the thermostat shaft (not spinning independently)
	Faulty thermostat	Call Winco to make service arrangements
Indicator light is Not on, but the unit is heating up	The indicator bulb has burned out	Call for service. Replace the indicator light
Cooking surface is heating up too slowly	Carbon build up	Ensure that the plates are kept clean and free from carbon build up / debris
	Thermostat setting	Ensure thermostat is set correctly and that the temperature select knob is firmly secured to the thermostat shaft (not spinning independently)
	Faulty elements	Call Winco to make service arrangements
Food sticking	Carbon build up	Ensure that the plates are kept clean and free from carbon build up/debris
	Not seasoned	Season grill, see Operating Instructions



## Limited Warranty

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WINCO® warrants to the original purchaser of new equipment that said equipment, when installed in accordance with our instructions within North America and subjected to normal use, is free from defects in material or workmanship for a period of 1 year. The labor warranty is one year from original installation or 18 months from actual factory shipment date, whichever date occurs first.

**THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED. WINCO EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY OR EXPRESSED OR IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE.**

**WINCO'S OBLIGATION AND LIABILITY UNDER THIS WARRANTY IS EXPRESSLY LIMITED TO REPAIRING AND REPLACING EQUIPMENT THAT PROVES TO BE DEFECTIVE IN MATERIAL OR WORKMANSHIP WITHIN THE APPLICABLE WARRANTY PERIOD.**

**IN NO EVENT SHALL WINCO BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES TO BUYER OR ANY THIRD PARTY, INCLUDING, WITHOUT LIMITATION, LOSS OF PROPERTY, PERSONAL INJURY, LOSS OF BUSINESS OR PROFITS OR OTHER ECONOMIC LOSSES, OR STATUTORY OR EXEMPLARY DAMAGES, WHETHER IN NEGLIGENCE, WARRANTY, STRICT LIABILITY, OR OTHERWISE.**

This warranty is given only to the first purchaser from a retail dealer. No warranty is given to subsequent transferees.

Warranty does not cover product failures caused by: failure to maintain, neglect, abuse, damage due to excess water, fire, normal wear, improper set up and use. Periodic maintenance is not covered.

This warranty is not in force until such time as a properly completed and digitally signed Installation/Warranty Registration has been received by WINCO within 30 days from the date of installation.

### **WARRANTY SERVICE**

To initiate warranty service contact: [support@wincous.com](mailto:support@wincous.com)  
or call: 973-295-3899

DO NOT send unit to WINCO® without first contacting our customer service department.

### **REGISTER ONLINE AT:**

<http://support.wincous.com>

Proof of purchase is required to extend warranty more than 1 year from date of shipment from the factory.

**THE FOREGOING WARRANTY PROVISIONS ARE A COMPLETE AND EXCLUSIVE STATEMENT BETWEEN THE BUYER AND SELLER. WINCO® NEITHER ASSUMES NOR AUTHORIZES ANY PERSONS TO ASSUME FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH SAID EQUIPMENT.**

## Limited Warranty

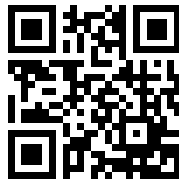
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Examples of items not covered under warranty, but not limited to just these items:

1. Acts of God, fire, water damage, burglary, accident, theft.
2. Freight damage.
3. Improper installation or alteration of equipment.
4. Use of generic or after-market parts.
5. Repairs made by anyone other than a WINCO® designated service provider.
6. Lubrication.
7. Expendable wear parts, adjustable feet, blown fuses, lamps, etc.
8. Cleaning of equipment.
9. Misuse or abuse.

### **WARRANTY REGISTRATION**

***SCAN THE QR CODE WITH YOUR MOBILE DEVICE***



or go to

<http://support.wincous.com>

**TO FILL OUT AND SUBMIT YOUR WARRANTY REGISTRATION.**

***Please keep this manual in a safe place for future use!***



**winco®**

Model: EPG-1C

[www.wincous.com](http://www.wincous.com)