

# User Manual



**ULTRA  
SERIES**

## Gas Countertop Chrome Plated Griddles with Thermostatic Controls



351GTUCPG24(L/N), 351GTUCPG36(L/N), 351GTUCPG48(L/N), 351GTUCPG60(L/N),  
351GTUCPG72(L/N),



REVISED 02/2022

Congratulations on your purchase of Cooking Performance Group commercial cooking equipment! At Cooking Performance Group, we take pride in the design, innovation, and quality of our products. When used as intended and with proper care and maintenance, you will experience years of reliable operation from your Cooking Performance Group equipment. To ensure optimal performance, we have outlined the following instructions and guidelines in this manual carefully for your review.

## Contents

Features & Specifications .....	2
Safety Precautions .....	3
Serial Plate .....	3
Installation Instructions .....	4
Gas Connection .....	5
Cooking with a Chrome Plated Griddle .....	6
Lighting Instructions .....	6
Seasoning Griddle .....	7
Operating Instructions .....	7
Temperature Guide & Useful Accessories .....	7
Cleaning & Maintenance .....	8
Troubleshooting .....	9

## Features & Specifications

- Durable stainless steel construction
- 3/4" thick chrome plated cooking surface
- Independent, controlled cooking zones
- 30,000 BTU stainless steel "U" shape burners
- Each burner has a continuous pilot for instant ignition
- Full 20" depth plate provides greater cooking surface
- Removable, full width waste tray
- Heavy duty adjustable feet
- 3/4" rear gas connection

MODEL	DIMENSIONS (W x D x H)	PLATE THICKNESS	# OF BURNERS	POWER	PRESSURE (") W.C.	NET WEIGHT	GROSS WEIGHT
351GTUCPG24(L/N)	24" x 29.3" x 16.3"	3/4"	2	60,000 BTU	6" NG/10" LP	159 lb.	189 lb.
351GTUCPG36(L/N)	36" x 29.3" x 16.3"	3/4"	3	90,000 BTU	6" NG/10" LP	226 lb.	269 lb.
351GTUCPG48(L/N)	48" x 29.3" x 16.3"	3/4"	4	120,000 BTU	6" NG/10" LP	299 lb.	359 lb.
351GTUCPG60(L/N)	60" x 29.3" x 16.3"	3/4"	5	150,000 BTU	6" NG/10" LP	363 lb.	441 lb.
351GTUCPG72(L/N)	72" x 29.3" x 16.3"	3/4"	6	180,000 BTU	6" NG/10" LP	430 lb.	522 lb.

**NOTE:** Depth DOES NOT include regulator (3.25") size.

## Safety Precautions

### CAUTION:

- Failure to comply with the following operation instructions could lead to potential hazards and/or unsafe practice and could result in injury and damage to product and property.

### NOTICE:

- Local codes regarding installation vary greatly from one area to another. The National Fire Protection Association, Inc., states in its NFPA96 latest edition that Local codes are “Authority Having Jurisdiction” when it comes to requirement for installation of equipment. Therefore, installation should comply with all Local codes.
- This product is intended for commercial use only. Not for residential use. Use in residential applications will void warranty.

### WARNING:

- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other equipment.
- Improper installation, adjustment, alteration, service or maintenance could lead to property damage, injury or death. Read the installation, operating and maintenance instructions thoroughly before installing or servicing CPG equipment. This manual must be retained for future reference.
- A factory authorized agent must handle all maintenance and repair.

## Gas Pressure

- The appliance and its individual shutoff valve (to be supplied by user) must be disconnected from the gas supply piping system during any pressure testing of that system at test pressures in excess of ½ PSI (3.45 kPa).
- The appliance must be isolated from the gas supply piping system by closing its individual manual shut-off valve during any pressure testing of the gas supply piping system at test pressures equal to or less than ½ PSI (3.45 kPa).

## Serial Plate

**NOTE:** The serial plate is located on the right side of the unit.



Made in China  
Item # 351GTUCPG24N  
Model # G24T  
GRILL COUNTER 24" THERM  
Total BTU: 60,000  
Gas Type: Natural gas  
Manifold Pressure: 6 in.w.c  
Orifice Size: # 41  
CLEARANCE REQUIREMENTS:  
Combustible Sides: 6"  
Combustible Back: 6"  
Serial # 1101000001  
Conforms to ANSI STD Z83.11-2016 and certified to CSA 1.8 STD- 2016  
Conforms to NSF / ANSI STD. 4



## Installation Instructions

THESE UNITS ARE SUITABLE FOR INSTALLATION ON NON-COMBUSTIBLE SURFACES ONLY. DO NOT INSTALL NEAR ANY COMBUSTIBLE SURFACES.

COMBUSTIBLE CLEARANCE REQUIREMENTS: 6" Sides • 6" Back

### IMMEDIATELY INSPECT FOR SHIPPING DAMAGE:

All containers should be examined for damage before and during unloading. The freight carrier has assumed responsibility for its safe transit and delivery. If equipment is received damaged, either apparent or concealed, a claim must be made with the delivering carrier.

Apparent damage or loss must be noted on the freight bill at the time of delivery. It must then be signed by the carrier representative (ie: driver). If this is not done, the carrier may refuse the claim. The carrier can supply the necessary forms.

Concealed damage or loss if not apparent until after equipment is uncrated, a request for inspection must be made to the carrier within 15 days. The carrier should arrange an inspection. Be certain to retain all contents and packaging material.

Installation and service should be performed by an authorized service agency. If you have questions concerning the installation, operation, maintenance, or service of your equipment, visit CPG's website at [www.CookingPerformanceGroup.com](http://www.CookingPerformanceGroup.com).

Make sure that the floor where you plan to locate the griddle is capable of supporting its weight along with any accessories. Adequate clearance should be provided for proper operation and servicing. Level the griddle once you've uncrated it in your facility using the adjustable feet.

Proper ventilation is crucial to safe and optimum performance. Ensure that the griddle is installed underneath a ventilation hood according to all applicable local and national codes. Keep adequate clearance for air openings into the combustion chamber.

## Gas Connection

**NOTE:** This griddle ships from the factory configured for areas with an altitude that is lower than 6,500 feet.

1. Ensure gas supply and gas type, as shown on unit serial plate agree. Unit installation must conform with the National Fuel Gas Code, ANSI Z223.1/NFPA 54, the National Gas Installation Code, CSA-B149.1, or the Propane Installation Code, CSA-B149.2 as applicable and in accordance with local codes.
2. A manual gas shut-off valve must be installed in the gas supply line ahead of the appliance and gas pressure regulator for safety and ease in servicing.
3. The gas pressure regulator supplied must be installed on the appliance prior to connecting the equipment to the gas line. Failure to install a regulator could be potentially hazardous and will void limited equipment warranty.
4. Pipe threading compound must be resistant to the effects of liquefied petroleum gases.

### **CAUTION:**

DO NOT use an open flame to check for leaks. Check all gas piping for leaks with a soap and water solution prior to operating unit.

## Cooking with a Chrome Plated Griddle

Your new CPG chrome plated griddle has excellent heat retention and heat transfer as well as minimal flavor transfer. CPG has created a griddle that offers a reduction in energy costs and clean up time, translating into a great deal of profit savings.

Since the chrome plated griddle has such a high level of heat retention, it acts as a heat shield that does not allow as much upward radiation, creating a cooler work environment. The significant amount of heat retained on the chrome griddle also allows for a rapid heat transfer, which produces faster cook times at lower temperatures.

Unlike steel plate griddles, the chrome plate on the griddle prevents food particles from getting trapped on the cooking surface, thus preventing flavor transfer. In other words, your pancakes for breakfast will not taste like last night's salmon.

## Lighting Instructions

The pilot light on the griddle has been pre-set at the factory. A screwdriver may be required for the initial lighting to adjust the flame for your elevation.

### ADJUSTING PILOT LIGHT

1. Turn off the manual valve and wait 5 minutes to clear gas.
2. Turn all knobs to "OFF" position.
3. Hold an ignition source (match) at pilot. When the flame is established, remove ignition source.
4. Turn burner knobs to "ON". If the burner does not ignite, promptly open pilot valve more.  
If pilot flame appears larger than necessary, turn it down and reset burner ignition.  
The pilot flame should be as small as possible but large enough to guarantee reliable ignition of burners when knobs are turned to "ON".

### LIGHTING PILOT LIGHT

1. Select the burner required, depress and turn the corresponding gas control knob counter-clockwise to "PILOT" position.
2. With the gas control knob depressed, manually light pilot burner.
3. Release gas control knob approximately 10-20 seconds after lighting pilot burner.
4. Pilot burner should stay lit. Provided it does not, repeat steps 2 and 3.
5. Rotate gas control knob counter-clockwise to desired temperature mark.
6. The main burner will now be ignited automatically.

**NOTE:** If you want the pilot to remain ON:  
DO NOT move the knob back towards "OFF" from the pilot.  
**If you want to extinguish the pilot:**  
Turn the knob back to the "OFF" position.



## Seasoning Griddle

**NOTE:** Seasoning is not required, but the below procedure may be done to improve the non-stick qualities of the cooking surface.

1. Heat the griddle to a 300-350°F (150-180°C) and pour on a small amount of cooking oil, about 1 oz. (30cc) per square foot of surface.
2. Spread the oil over the entire griddle surface with a cloth to create a thin film.
3. Wipe off any excess oil with a clean lint free cloth.
4. Repeat this procedure 2 times.

## Operating Instructions

- The finish on chrome-plated griddles is delicate and must be handled with care. Be sure to follow suggested guidelines for care and maintenance to prevent voiding the warranty.
  - Please note that the griddle is NOT intended for use where the surface will be hacked, hit, cut, or chopped on. DAMAGE CAUSED BY THIS IS IRREPARABLE.
1. Turn the burners on to the desired temperature for about 15-20 minutes before cooking for preheating. We recommend the operating temperature for a chrome griddle to be 10-15°F lower than standard griddles. Start with lower temperatures and increase as necessary.
  2. If different temperature settings are to be used, adjoining areas should be set at progressively higher temperatures using the lowest temperatures on the outside burners.
  3. Upon completion of each batch of food, scrape the work area of the griddle clean with the blade scraper.

## Temperature Guide

Bacon	Eggs (over easy/medium & scrambled)	Grilled Cheese	Hamburger Patty	Pancakes	Salmon	Sausage
325°F	250-275°F	325°F	325-350°F	360-370°F	325°F	315-325°F

## Useful Accessories

ITEM #	DESCRIPTION
470M35110BK	12" Black High Temperature Slotted Turner
92284120BK	13½" High Heat Nylon Slotted Turner
147GRIDDLKLN	32 oz. Liquid Grill/Griddle Cleaner
181GS6	Heavy-Duty Aluminum Grill Scraper
407WDWB020	Natural Non-Scratching Stiff Bristled Brush

## Cleaning & Maintenance

### CAUTION: CHROME PLATED GRIDDLES ARE DELICATE PIECES OF EQUIPMENT

- USE Recommended accessories (page 7).  
DO NOT use a griddle stone, brick, or screen.  
Damage caused by these utensils is irreparable.
- DO NOT use ice to cool the surface of the griddle. This may cause warping.
- DO NOT use a power washer, jet, hose, or steam cleaner.
- DO NOT hit, chop, hack, or cut on the griddle plate.

### INITIAL CLEANING:

1. Prior to operating your new griddle, heat the griddle to 200-300°F to loosen and melt any coating that was applied to the griddle at the factory.
2. Add water or Noble Chemical Griddle Kleen cleanser to the surface and use the blade scraper to remove the oil residue.

**NOTE:** The only scraper that should be used is the razor blade style provided.  
Other types may nick the surface.

3. Rinse and dry with a lint free cloth.

### DAILY CLEANING:

1. Clean the plate while still hot between 300-350°F.
2. Scrape griddle plate with blade scraper.
3. Pour water (or for heavy duty cleaning, Noble Chemical Griddle Kleen cleanser) on the surface and immediately scrub the griddle with a natural non-scratching stiff bristle brush.
4. Sweep the water or cleanser into the trough drain at the front of the griddle.
5. Wipe off and polish the surface with a clean lint free cloth and polish solution suitable for chrome griddles.
6. Rinse with water to remove any excess polish.



## RECOMMENDED CLEANING AGENTS



#147GRIDDLKLN  
**Griddle Kleen**  
Liquid Grill/Griddle Cleaner

- Fast-acting formula quickly removes grease and other buildup.
- Can be used on a pre-heated surface for even greater results.
- Non-flammable for the best in safety and peace of mind.
- Easy application helps ensure effective cleaning by even inexperienced workers.
- Available in 32 oz. bottles and 3 oz. QuikPacks



## Troubleshooting

SYMPTOM	CAUSES	SOLUTIONS
Heat does not come on when the thermostat or burner valve is on.	<ol style="list-style-type: none"> <li>1. Pilot burner not lit.</li> <li>2. Griddle shut-off valve not in ON position.</li> <li>3. Gas valve malfunction.</li> </ol>	<ol style="list-style-type: none"> <li>1. Light and adjust pilot burner (pg. 6).</li> <li>2. No solution necessary.</li> <li>3. Replace the gas valve.</li> </ol>
Pilot burner will not light.	<ol style="list-style-type: none"> <li>1. Pilot valve turned off.</li> <li>2. Obstructed pilot orifice.</li> <li>3. Pilot gas turned off at the pilot.</li> </ol>	<ol style="list-style-type: none"> <li>1. Turn the pilot valve on (pg. 6).</li> <li>2. Clear obstructions from the pilot orifice.</li> <li>3. Adjust pilot to permit gas flow.</li> </ol>
Pilot burner will not stay lit.	<ol style="list-style-type: none"> <li>1. Obstructed pilot orifice.</li> <li>2. Gas supply is not purged of air.</li> <li>3. Air is blowing pilot light out.</li> </ol>	<ol style="list-style-type: none"> <li>1. Clear obstructions from the pilot orifice.</li> <li>2. Purge gas supply of air (pg. 5).</li> <li>3. Turn any fans away from the broiler or move to a less breezy location.</li> </ol>
Fat appears to smoke excessively.	<ol style="list-style-type: none"> <li>1. Heat is set too high.</li> <li>2. Moisture in the food may be turning into steam.</li> </ol>	<ol style="list-style-type: none"> <li>1. Turn heat down.</li> <li>2. No solution necessary.</li> </ol>
Food sticks to the griddle, or burning around edges.	<ol style="list-style-type: none"> <li>1. Heat is set too high.</li> <li>2. Griddle surface needs to be cleaned and/or re-seasoned.</li> <li>3. Griddle surface needs to be oiled.</li> </ol>	<ol style="list-style-type: none"> <li>1. Turn heat down.</li> <li>2. Clean and/or re-season griddle surface (pg. 7).</li> <li>3. Oil griddle surface with appropriate food oil.</li> </ol>
Food is undercooked inside.	<ol style="list-style-type: none"> <li>1. Heat is set too high or too low.</li> <li>2. Food may not have been cooked for long enough time.</li> </ol>	<ol style="list-style-type: none"> <li>1. If cooked on the outside, turn heat down and increase cook time.</li> <li>If undercooked on the outside, turn heat up and increase cook time.</li> <li>2. Increase cook time.</li> </ol>
Food tastes greasy or has an objectionable off-flavor.	<ol style="list-style-type: none"> <li>1. Food itself may have off flavor.</li> <li>2. Food may have been stored improperly before cooking.</li> <li>3. Too much fat used.</li> <li>4. Heat is set too low.</li> </ol>	<ol style="list-style-type: none"> <li>1. Check raw product for freshness.</li> <li>2. Check storage containers and use by dates.</li> <li>3. Use less fat.</li> <li>4. Turn heat up.</li> </ol>

**NOTICE:** The above examples are provided for your reference. Provided a failure occurs, stop using, and consult an authorized service agency. All maintenance should be done after the power supply and gas supply are shut off.