

GHPSU636G

Serial #:_____

Instruction Manual for the Globe Gas Countertop Step-up Hot Plate with Manual Control Models: GHPSU212G, GHPSU424G, & GHPSU636G

For all after sales support, visit www.globefoodequip.com

- **Complete the Warranty Registration**
- **Find an Authorized Servicer**
- **View Parts Catalogs**

For additional Technical Support call Globe at 1-866-260-0522.

- IMPORTANT SAFETY NOTICE -

This manual contains important safety instructions which must be strictly followed when using this equipment.

Maintain and use this manual as a reference for training.

Index

ATTENTION OWNERS AND OPERATORS....4

UNPACKING & INSTALLATION....5-6

WARNINGS & SAFEGUARDS FOR OPERATION....7

OPERATING INSTRUCTIONS....8

CLEANING INSTRUCTIONS....10

TROUBLESHOOTING....12

GLOBE FOOD EQUIPMENT COMPANY
2153 DRYDEN RD.
DAYTON, OH 45439
PHONE: 937-299-5493
TOLL FREE: 800-347-5423
E-MAIL: info@globefoodequip.com
WEBSITE: www.globefoodequip.com

© Globe Food Equipment Company, 2025

980199 Ver. 1 Rev. 1 6-2025

Attention Owners and Operators

Globe's equipment is designed to provide safe and productive processing, cooking and warming of food products as long as the equipment is used in accordance with the instructions in this manual and is properly maintained. 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 and/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. Do not attempt to repair or convert any gas types on your own. Repairs and conversions are to be made solely by an authorized Globe servicer. Owners should also ensure that no customers, visitors or other unauthorized personnel come in contact with this equipment. Please remember that Globe cannot anticipate every circumstance or environment in which this equipment will be operated. It is the responsibility of the owner and the operator to remain alert to any hazards posed by the function of this equipment. If you are ever uncertain about a particular task or the proper method of operating this equipment, ask your supervisor.

This manual contains a number of precautions to follow to help promote safe use of this equipment. Throughout the manual you will see additional warnings to help alert you to potential hazards.

Warnings affecting your personal safety indicated by:



Warnings related to possible damage to the equipment are indicated by:



If any warning labels or this manual are misplaced, damaged, or illegible, or if you require additional copies, please contact your nearest representative or Globe for these items available at no charge.

Please remember that this manual nor 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 & Installation

⚠WARNING

TO AVOID SERIOUS PERSONAL INJURY AND PROPERTY DAMAGE:

- **ALWAYS** install equipment in a work area with adequate light and space.
- **ONLY** operate on a solid, level, nonskid surface that is nonflammable and away from sinks and water hazards.
- **NEVER** bypass, alter or modify this equipment in any way from its original condition. Doing so may create hazards and will void warranty.

GAS and GAS PRESSURE

⚠CAUTION

This unit is factory supplied in Natural Gas. This unit can be converted to L.P. gas by a licensed and certified gas technician. Documentation may be necessary for warranty issues. Failure to comply with this instruction will void warranty.

See the included L.P. conversion kit for gas conversion parts and instructions.

⚠WARNING

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.

⚠WARNING

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).

These models are designed, built, and sold for commercial use only.

Instructions must be posted in a prominent location. All safety precautions must be taken in the event the user smells gas. Safety information can be obtained from your local gas supplier.

UNPACKING

Unpack the step-up hot plate immediately after receipt. If the machine is found to be damaged, immediately contact us at help@globefoodequip.com or call 1-800-347-5423 ext. 256. Please include your name, serial #, item that is damaged, explanation of the damage and photographs if possible. The damage must be reported to Globe within 7 days from the time of shipment. Refer to Globe's Freight Damage policy for more information. https://globefoodequip.com/support/order-return-policy.html

Remove the step-up hot plate from the crate; remove all packaging on and surrounding the unit, and be certain to remove protective plastic and residue from all surfaces. Make sure that all parts, including the L.P. gas conversion kit, are provided.

Unpacking & Installation

INSTALLATION

1. Read this manual thoroughly before installation and operation. DO NOT proceed with installation and operation if you have any questions or do not understand everything in this manual. Contact your local representative or Globe first.

2. Select a location for the step-up hot plate that has a level, solid, nonskid surface that is nonflammable and away from water hazards or sinks, and is in a well-lit work area away from children and visitors.

3. Equipment must be installed under proper ventilation as required per local code.

   NOTICE: Local codes regarding installation and ventilation vary greatly by area.

4. Screw four legs into the permanently fastened nuts on the four corners of the unit and tighten by hand. Legs must be installed to adequately provide proper ventilation to the unit.

5. Level unit by adjusting the four feet and tighten securely. The feet have an adjustment of one inch for line up with other Globe countertop products. Do not slide unit with legs mounted, lift if necessary to move unit.
   a. To raise the unit height to line up with other Globe countertop products, turn bottom portion of feet clockwise (Figure 6-1).
   b. To lower the unit height to line up with other Globe countertop products, turn bottom portion of feet counter-clockwise.

6. The supplied gas pressure regulator is factory set at 6" Natural gas W.C. or 10" for L.P.



Figure 6-1

7. THESE UNITS ARE SUITABLE FOR INSTALLATION ON NON-COMBUSTIBLE SURFACES ONLY.
   Non-combustible clearances: 6" sides (152 mm) 6" rear (152 mm) 4" floor (102 mm)

8. Do not obstruct the flow of combustion and ventilation air, under the unit by the legs or behind the unit by the flue. Do not place objects between the bottom of the unit and the countertop.

9. There must be adequate clearance for removal of the front panel. Most major parts, except the burners, are removable through the front if the gas line is disconnected.

10. It may be necessary to adjust the balance of gas volume and air supply to each burner. This must be done by an authorized service technician.

11. Pipe threading compound must be resistant to the action of liquefied petroleum gases.

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

COMMISSIONING:
Commissioning of your new step-up hot plate is of the utmost importance. Commissioning is the thorough and methodical testing of the equipment, sub systems, and systems to ensure that the final product functions properly and safely at the work site. By identifying any potential problems (i.e. equipment location, ventilation, local fire/electrical codes, installation, operator training and certification) prior to equipment being placed into service, costly outages and potential damages may be avoided.

SAFETY ALWAYS.

Warnings and Safeguards for Operation

⚠WARNING

TO AVOID SERIOUS PERSONAL INJURY AND PROPERTY DAMAGE:

⚠WARNING For your safety, do not store or use gasoline or other flammable vapors or liquids in the vicinity of this or any other appliances. Keep the area free and clear of combustibles.

⚠WARNING Improper installation, adjustment, alteration, service or maintenance of this equipment can cause property damage, personal injury, or death and voids the warranty. Read the installation, operating, and maintenance instructions thoroughly before installing or operating this equipment.

⚠WARNING Instructions must be posted in a prominent location. All safety precautions must be taken in the event the user smells gas. If you smell gas, immediately shut off the main gas valve, extinguish all heat and flames, and call 911. Safety information can be obtained from your local gas supplier.

IMPORTANT SAFEGUARDS & SAFETY INSTRUCTIONS

⚠CAUTION When using gas cooking equipment, basic safety precautions should always be followed, including the following:

The step-up hot plate, burners, cooking grates, and outside surfaces will become HOT after use. Use caution when touching the unit.

- Never directly touch the burners or cooking grates while the step-up hot plate is on.
- Always turn off the unit when not in use, when servicing or adjusting any parts or attachments, and before cleaning.
- Never leave the step-up hot plate on overnight.
- Do not operate any equipment with a damaged or leaking gas line, ignitor or valves or if the unit is dropped or damaged in any manner. Call for service.
- The use of attachments not recommended or sold by the manufacturer may cause fire, injury or even death.
- Do not use outdoors.
- Do not use this equipment for any use other than the use intended by the manufacturer.
- Never use the step-up hot plate as a heating source
- The Globe step-up hot plate does not contain **any** user-serviceable parts. Globe recommends that qualified technicians should carry out repairs. Do not remove any components or service panels on this product.
- Never bypass, alter, modify or attach any unauthorized parts to this equipment. Doing so may create hazards and **will** void the warranty
- Globe takes every care to ensure that all products are safe. Steel cutting procedures used to manufacture these items result in sharp edges. These sharp edges are removed to the best of our ability; however, we insist the operator take care when in contact with this piece of equipment.
- Always keep hands, hair and clothing away from heating source.
- Allow the step-up hot plate to cool down after use, and before dismantling for cleaning as unit will be too hot to handle immediately after use.

Complete the warranty registration online at www.globefoodequip.com/support/warranty-registration-form.

Operating Instructions

Step-Up Hot Plate Trivets

The step-up hot plate trivets can be used for cooking with pots or woks.

1. Make sure all knobs are in the “OFF” position.

Never touch trivets while step-up hot plate is in use or immediately after use. Doing so will cause severe burns.

2. Remove the trivet from the step-up hot plate.
3 To change the cooking surface on the step-up hot plate in order to use with a wok, turn trivet upside-down.
4. Install the upside-down trivet in the step-up hot plate (Figure 8-1).

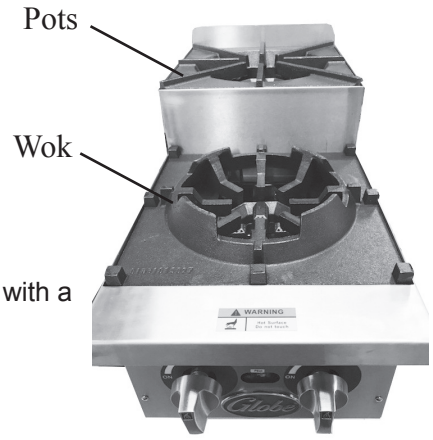


Figure 8-1

Operating the Step-Up Hot Plate - Pilot Lighting Instructions

Be sure the drip tray has been properly placed in the step-up hot plate.

Before operating the step-up hot plate, it should be checked to see that it is sitting level. Adjust the feet to level the step-up hot plate.

1. To raise the unit height to line up with other Globe countertop products, turn bottom portion of feet clockwise (Figure 8-2).
2. To lower the unit height to line up with other Globe countertop products, turn bottom portion of feet counter-clockwise.



Figure 8-2

The pilot lights on the appliance have been set at the factory. Each burner has a pilot light.

1. Make sure all knobs are in the “OFF” position.
2. The main gas valve should be “CLOSED/OFF” for five (5) minutes prior to lighting pilots to clear any existing gas.
3. Turn the main gas valve to “ON/OPEN”.
4. Light and hold an ignition source (match) at the pilot. When the flame is established, remove the ignition source. Repeat this step for each burner as each burner has its own individual pilot.
   NOTE: The pilot can be reached through the top of the trivets on the unit.
5. Turn each burner knob “ON”. If the burners do not ignite promptly, turn the knobs “OFF”. From the opening in the front panel, use a screwdriver and turn the pilot valve screw counterclockwise which will increase the flame height, and then repeat step 4.

   The pilot flame should be as small as possible, but large enough to guarantee reliable ignition of the burners when the knobs are turned to “ON”. The holes located in the front panel are pilot valve adjustments. Use a screwdriver to turn the valve to adjust the flame height to your desired level.

Igniting the Burner

To ignite the burner, turn knob to the “ON” position. Then back off to the desired flame level. The range of adjustment is virtually infinite between “ON” and “OFF”.

The space between the legs at the bottom admits combustion air. DO NOT BLOCK THIS SPACE.

All burners are lit from constantly burning pilots. Turning the valve to the desired flame height is all that is required to put the unit in service.

Do not permit fans to blow directly at the unit. Wherever possible, avoid open windows next to the unit’s sides or back. Avoid wall type fans which create air cross-currents within a room.

It is also necessary that sufficient air be allowed to enter the room to compensate for the amount of air removed by any ventilating system. Otherwise, a subnormal atmospheric pressure will occur, affecting operation and causing undesirable working conditions.

A properly designed and installed hood will act as the heart of the ventilating system for the room or area in which the unit is installed, and will leave the unit independent of changing draft conditions.

NOTE: It may be necessary to adjust the balance of gas, volume and air supply to each burner. This must be done by an authorized service technician.

Cleaning Instructions

⚠ CAUTION

- **DO NOT** use any abrasive or flammable cleaning fluids.
- **DO NOT** hose down, immerse or pressure wash any part of the step-up hot plate, excluding the drip tray.
- **NEVER** use a scrubber pad, steel wool or abrasive material, or cleaners containing chlorine, iodine and ammonia or bromine chemicals as these will deteriorate the stainless steel and shorten the life of the unit.

IF CLEANING THE BURNER OF THE STEP-UP HOT PLATE, THE MAIN GAS VALVE MUST BE SWITCHED TO THE CLOSED POSITION. AFTER CLEANING, THE GAS LINE CAN BE SWITCHED BACK TO THE OPEN POSITION. PLEASE FOLLOW THE LIGHTING INSTRUCTIONS IN THIS MANUAL TO RELIGHT THE STEP-UP HOT PLATE'S PILOT LIGHTS.

RECOMMENDED CLEANING

It takes very little time and effort to keep the step-up hot plate attractive and performing at top efficiency. Please follow the cleaning steps below:

PART	REQUIRED ACTION	FREQUENCY
Grates	Wash with soap and water.	Daily
Body	Use a clean cloth and a non-abrasive cleaner to clean the stainless steel body of the step-up hot plate. Wipe the polished areas with a soft cloth.	Daily
Controls	Unit should be turned off when not in use. It is recommended that the unit be disconnected from the gas supply by closing the main gas valve. Use a clean cloth to wipe down controls and/or knobs	Daily
Drip tray	Once the unit has cooled, remove the drip tray and discard the waste, debris and crumbs. CAUTION: If the drip tray is permitted to fill too high, debris is likely to accumulate under the unit. The drip tray/drawer is removed by pulling forward. USE CAUTION WHEN REMOVING!	per Use or at least Daily
Burner Air Shutter Openings	Main burner ports must be kept clean. Close the gas valve to the unit shutting off the gas and extinguishing the pilot light. Clean in place with a wire brush or clean gas ports with a sharp-pointed metal instrument. The burners may be removed and washed in soapy water for 15-20 minutes.	As needed
Regulator	Make sure the vent opening is open and not blocked in any way. Failure to do so will cause variations in pressure. Your unit will not function as well and it could shorten the life of the product.	Monthly

Troubleshooting

ISSUE	CAUSE	SOLUTION
Step-up hot plate not lighting	Main gas line is closed	Open valve
	Pilot light is not lit	Ignite pilot light
	Cause unknown	Call for service
Flame is too high or too low	Adjustment knob is turned up or down	Adjust flame with control knob
Pilot light not staying lit	Flame is too low	Adjust pilot light flame height
	Pilot tube clogged	Replace pilot tube. Call for service
Strong smell of gas in cooking area	Main gas line leak	Turn off main gas valve. DO NOT LIGHT FLAME, ignite anything, or turn/switch on anything electrical Call fire department if needed and call for service
Cooking surface heating up slowly	Carbon build up	Ensure the burners are kept clean and free from carbon build up/debris
Gas type of Unit needs to be converted	Unit ships from the factory Natural gas. Conversion from Natural Gas to L.P. is possible for this unit	Contact an authorized servicer or Globe. Do not attempt conversion on your own

If problems persist and the assigned solution does not remedy the issue, please call Globe's Service Department at: 866-260-0522.