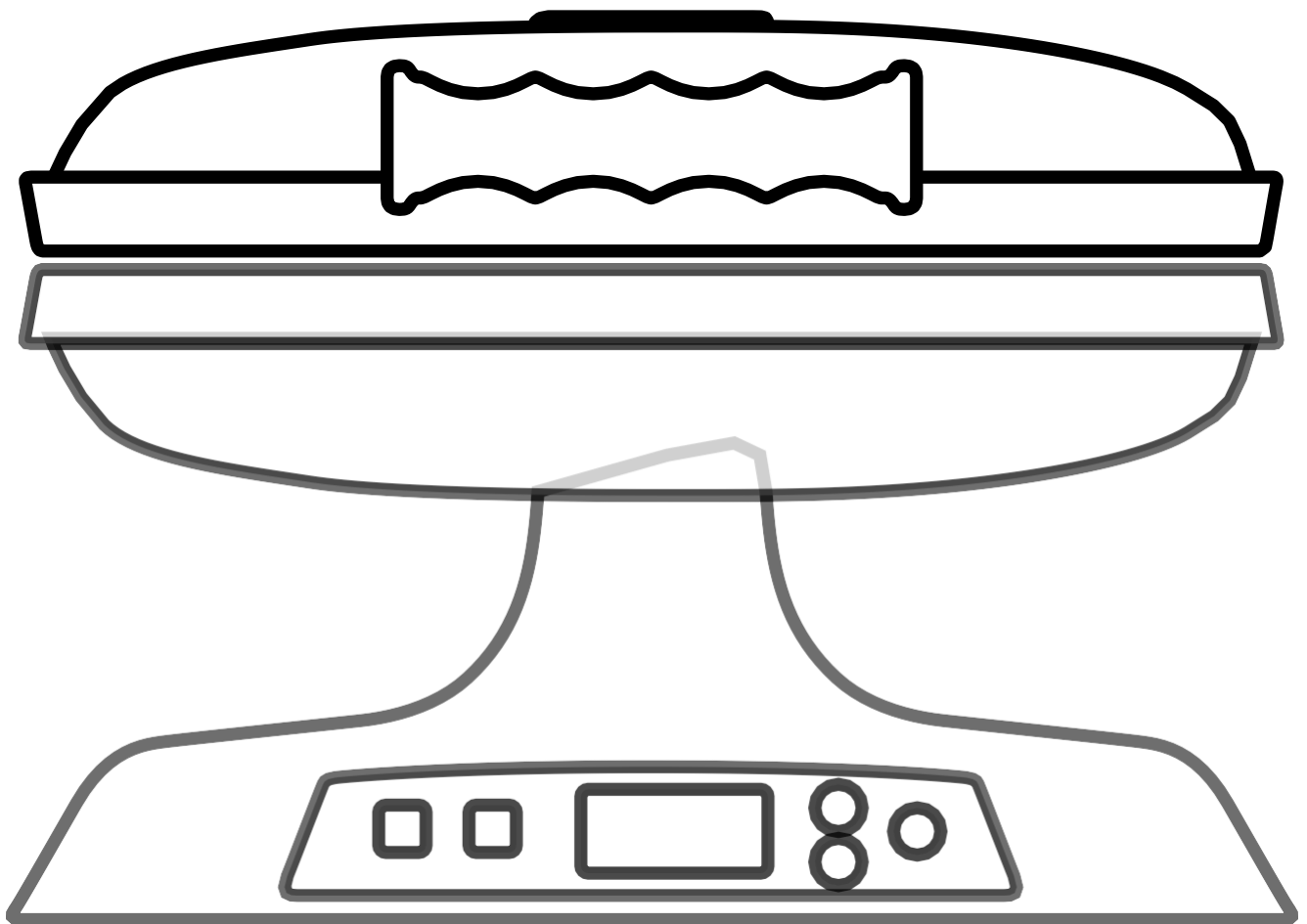


GALAXIA®



OPERATIONS MANUAL

ART.-NR. 12-20203M

Neumärker®
seit 1894

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Table of contents

1. Copyright Protection	4
2. Technical Data	4
2.1 GALAXIA – The Waffle Iron	4
3. Important Basic Information	5
3.1 Scope of Delivery	5
3.2 Responsibilities	5
3.2.1 Responsibilities of the Manufacturer	5
3.2.2 Responsibilities of the Operator	5
3.3 Environmental Information	6
3.4 Legal Information	6
3.5 Documentation	6
3.6 Background Information on Content and Structure	6
3.6.1 Content and Structure	6
3.6.2 Labeling Concept for Integrated Texts and for References	7
3.7 Service Address	7
4. Security	8
4.1 Convention for Safety Instructions	8
4.2 What to do in an Emergency	9
4.3 Intended use of the device	9
4.3.1 Area of Application	9
4.3.2 Requirements for Personnel	9
4.3.3 Safety Environmental Conditions	10
4.3.4 Safety Information for Certain Phases of Life	10
4.4 Possible Misuse	11
4.5 Observation of the Operating Instructions	11
4.6 Safety Markings on the Device	11
4.7 Residual Risks and Protective Measures	11
5. Structure and function	12
5.1 Structure	12
5.1.1 Main components	12
5.1.2 Operator workstations	13
5.2 Functional Description	13
6. Delivery, Internal Transport, Unpacking	15
6.1 Security	15
6.2 Delivery	15
6.3 Internal Transport	15
6.4 Unpacking	15
7. Storage Conditions	16
7.1 Security	16
7.2 Storage	16

8. Installation Conditions	16
8.1 Safety	16
8.2 Installation Plan & Overall Space Requirement	17
8.3 Dimensions and Weights	18
8.4 Environmental Conditions	18
8.5 Supply Connections	18
8.6 Customer-Side Safety Precautions	18
9. Assembly and Installation, Initial Commissioning	18
9.1 Safety	18
9.2 Assembly and Installation	18
9.3 Initial Commissioning	19
10. Operation	19
10.1 Safety	19
10.2 Controls	19
10.3 Electronics	20
10.4 Start-up	20
10.4.1 Start-up of Devices with Cast Aluminum Plates	21
10.5 Operating	21
10.6 Cleaning and Maintenance	23
10.7 Shutdown	24
11. Troubleshooting	25
11.1 Safety	25
11.2 Service Address	25
11.3 Initial Measures for Fault Elimination	26

1. Copyright Protection

The user manual and the contained texts, drawings, images, and other representations are protected by copyright. Reproductions in any form or manner - even in part - as well as the use and/or communication of the content are not permitted without the written consent of the manufacturer. Violations obligate to damages. Further claims are reserved.

2. Technical Data

For safety reasons, the devices are regulated at 200°C.



The graphical representations in this manual may differ from the actual execution. We reserve the right to make technical changes!

The information in this manual is subject to change without notice.

2.1 GALAXIA – The Waffle Iron

Model	Pluto
Number of Waffle Plate Sets	1
Material Hood	Stainless Steel, Chrome-plated
Material Stand	Powder-coated Cast Aluminum
Material Waffle Plates	Cast Aluminum
Colour	Shiny Chrome
Power Supply	230 V / 1,6kW
Dimensions	W 270 x D 370 x H 210 (closed) W 270 x D 340 x H 518 (open)
Weight	7,5kg
Temperature Setting	30-200°C
Timer Setting	10 seconds to 9 minutes 59 seconds
Article Number	12-20203M

3. Important Basic Information

3.1 Scope of Delivery

Included in the scope of delivery are the GALAXIA waffle iron, a waffle tong for removing the finished waffles, and this detailed user manual.

3.2 Responsibilities

3.2.1 Responsibilities of the Manufacturer

The device has been developed according to the currently applicable state of the art. Nevertheless, this device can pose dangers if used improperly or not as intended.

During the manufacture of your device, all safety regulations, especially the VDE and international CE directives, have been observed. Your device has undergone a final inspection before leaving the factory, during which the proper functioning of all electrical parts was also checked. The touch protection according to the VDE regulations must be ensured by proper installation.

Improper use or manipulation will result in the loss of warranty and liability of the manufacturer!

Alteration of the structural nature of the device will invalidate the CE certification, and the manufacturer assumes no liability!

3.2.2 Warning Notices

The manufacturer cannot be held liable if damages occur due to the disregard of the following instructions:

1. When using this device and all electrical devices, you must always follow rules for your own safety.

In particular these are::

- Do not expose the device to weather influences such as rain.
 - This device is not intended to be used by people (including children) with reduced physical, sensory or mental capabilities or a lack of experience and/or knowledge, unless they are supervised or have been given supervision by a person responsible for their safety from her instructions on how to use the device. Children should be supervised to ensure that they do not play with the device.
 - Do not use the device outside closed rooms
2. After unpacking, make sure the device has not been damaged. If in doubt, do not use the device and inform our complaints officer. Keep packaging materials (plastic bags, Styrofoam, nails, etc.) out of the reach of children; these parts represent sources of danger!
 3. Use the device only for the specified purpose.
 4. Before connecting, it must be checked whether the information on the rating plate corresponds to the values of the installation. The basic safety regulations must be strictly adhered to. If in doubt, a qualified specialist must check the installation in more detail.

Electrical safety is only guaranteed if the device is installed correctly and potential equalization is established, as described in the safety regulations for electrical systems.

5. For all care and maintenance work, the device must first be disconnected from the power supply by turning off the main switch and disconnecting the supply cable from the mains.
6. Do not leave the device unattended during operation, do not leave the device switched on for an unnecessarily long time after use, do not use the device as a room heater. Turn off the main switch (3).
7. As soon as a malfunction or error is discovered, the device must be disconnected from the power supply. Repairs may only be carried out by a qualified specialist or our customer service.

3.3 Environmental Information

Disposal of the device

Before disposal, devices must be rendered unusable by removing the power cord. Make sure that the device is disposed of in an environmentally friendly and proper manner.

3.4 Legal Notices

Please read the operating instructions carefully before starting any work, especially before using the device for the first time. The manufacturer assumes no responsibility for improper handling of the device. Check the device for visible damage. If there is any damage, please notify customer service (chapter 3.7). The operating instructions must be freely accessible to all people who work with the device. The manufacturer reserves the right to make technical changes and further developments to its devices without notice.

3.5 Documentation

Congratulations on purchasing your new device. You have therefore chosen a product that combines the highest technical standards with practical ease of use. Your device uses energy particularly economically and was sustainably produced in our factory in the Sauerland. It offers you the opportunity to behave in an environmentally conscious manner while using it responsibly.

We recommend that you read these instructions for use carefully so that you can quickly become familiar with your new device. Knowledge of all safety instructions and handling instructions contained in the manual creates the prerequisites for working safely and correctly with the device. A good device that is treated properly will serve you for many years. Keep the instructions for use and assembly carefully for possible future owners. We hope you enjoy using it!!

3.6 Background Information on Content and Structure

3.6.1 Content and Structure

In the picture in Chapter 5 of these instructions, important components of your device are marked with position numbers. With these position numbers you can reliably identify the displays and controls whose meaning and use we explain to you in these instructions. You will therefore find the corresponding position numbers at the appropriate places in these instructions.

Your new device...

With the GALAXIA you can make crispy hot waffles easily, safely and quickly. Double-walled hoods with a vacuum inside ensure that the temperature outside is significantly reduced. The baking plates are designed so that the waffles bake perfectly and are evenly browned, eliminating the need to turn the waffle pan. The electronics are used to set the baking temperature and the time on the digital timer very precisely.

3.6.2 Labeling concept for integrated texts and for references

How to use this operating manual correctly ...



Caution!

This symbol warns you of possible injuries.



Hot Surface!

This symbol warns you about burns on a hot surface.



Risk of Crushing!

This symbol warns you about the risk of crushing your hands and/or fingers.



Risk of Electric Shock!

This symbol warns you of possible electric shock due to direct and indirect touching of electrical parts of your device.



Danger!

This symbol alerts you to possible damage to your device.



Before opening the device, pull out the power plug!

Never pull on the cable as the cable can be torn out of the plug. **Risk of Electric Shock!**



Notice

This symbol draws your attention to particularly useful information about the use of your device.

3.7 Service Address

Tel.: 02372-9274-0

info@neumaerker.de

4. Security

4.1 Convention for safety instructions

This professional device is primarily designed for commercial use, secondarily for responsible use in hobby kitchens after extensive training and can only be used by catering specialists or by trained people. Use your waffle machine to only bake foods for which the device is intended. Do not use it for any other purposes.

Risk of damage to your new device!

Your device is not waterproof.



Therefore, do not clean it under running water, do not immerse it in water or clean it in the dishwasher.

If your device does come into contact with water: First pull the power plug from the socket and only use the device again after it has been checked by a qualified electrician.

Your device is sensitive to shock.

Do not drop it or leave it in the hands of children.

If your device should fall down:

Remove the power plug from the socket and only use the device again after it has been checked by a qualified electrician.

Your device is sensitive to heat.

Do not expose the device to direct sunlight or place it on hot surfaces..

Only connect the device to the power supply if the electrical data on the device nameplate corresponds to your power supply. Never pull on the power cord. This could damage it.

Danger of short circuit



Do not operate the device outdoors or in damp rooms. Always protect the device from moisture and humidity.

4.2 Behavior in an emergency

- Keep calm, help others out of the danger zone, unplug the device.
- Remove the plug from the socket or remove the fuse.



Never put out fires on and around electrical devices with water.

4.3 Intended use of the device

4.3.1 Area of Application

The operational safety of the device is only guaranteed if it is used as intended and in accordance with the information in the operating instructions. All technical interventions, including assembly and maintenance, must only be carried out by qualified customer service.

The waffle machines are only intended for baking liquid flour and potato pasta.
Do not use the device as a space heater and always use it under supervision.

Any use of the device that goes beyond the intended use and/or any other use is prohibited and is considered improper.

Claims of any kind against the manufacturer and/or its authorized representatives due to damage resulting from improper use of the device are excluded. The operator alone is liable for any damage caused by improper use.

4.3.2 Requirements for Personnel

- This device is not intended to be used by people (including children) with reduced physical, sensory or mental capabilities or a lack of experience and/or knowledge, unless they are supervised by or have been given supervision by a person responsible for safety give you instructions on how to use the device.
- Children should be supervised to ensure that they do not play with the device.
- Keep this operating manual carefully. If the device is passed on to a third person, the operating instructions must also be handed over.
- All people who use the device must adhere to the information in the operating instructions and observe the safety instructions.

4.3.3 Safety Environmental Conditions



Only operate the device in closed and dry rooms.



Do not cover the device.

4.3.4 Safety Information for Certain Phases of Life

Installation conditions

The device must be positioned so that the electrical connection is accessible and maintenance can be carried out. The devices are not suitable for installation. If the device is placed near walls, partitions, kitchen furniture, decorative edges, etc., ensure that these are made of heat-resistant and non-combustible materials, otherwise they must be covered with a suitable material, and the surface must also be made of heat-resistant and non-flammable materials non-combustible material. Local fire safety regulations must be observed. A safe distance must always be maintained from all closed areas.

Connection Conditions

Before connecting, please note the information on the nameplate!

Observe VDE regulations and regulations of the local energy supply company!

As standard, the device is delivered ready to plug in with a 1.5 m long connection cable of type H07RN-F and can be connected to conventional sockets. It is important to ensure that the maximum power of the circuit is not exceeded. Have this checked by a specialist. Provide an accessible, all-pole disconnecting device with a contact distance of at least 3mm on site. Devices with two power cords must also have two separate outlet circuits.

Operation

Some parts of the device become very hot during operation. To avoid burns, do not touch hot parts of the device! Only open and close the device using the handle (6).



Risk of Crushing!

When filling and cleaning, make sure that the upper baking plate (1+8) does not accidentally close. Never place your fingers on the back of the hinge while using it.

Dismantling



Before opening the device, pull out the power plug. Before carrying out any work, switch off the power supply and secure it against being switched on again; wait until the device has cooled down.

Disposal

Before disposal, devices must be rendered unusable by removing the power cable. Make sure that the device is disposed of in an environmentally friendly and proper manner. If you have any further questions about disposal, contact your dealer.

4.4 Possible Misuse

The device is only approved for baking liquid dough and potato products.

4.5 Observation of the operating instructions

Read these operating instructions carefully as they provide you with important information regarding installation safety, use and maintenance. Keep these operating instructions for future reference. To carry out repair work, contact an authorized service center and request the use of original spare parts. Failure to follow the instructions above may compromise the safety of the device and its users. Do not clean the device with a jet of water! The device is intended for professional purposes and may only be used by qualified specialist personnel.

4.6 Safety markings on the device



Before opening the device, pull out the power plug.



Be careful of hot surfaces!

4.7 Residual risks and protective measures

Some parts of the device become very hot during operation. To avoid burns, do not touch hot parts of the device! Do not cover the device. When cleaning the device, wear appropriate protective clothing (glasses, apron, gloves, etc.)

5. Structure and Function

5.1 Structure



5.1.1 Main Components

- 1) Vacuum hood
- 2) Stand
- 3) Power switch 1/0
- 4) LED display
- 5) Electronics control panel
- 6) Non-slip device feet
- 7) Handle
- 8) Baking plate

5.1.2 Operator Workstations

- keep your workplace clean,
- comply with local regulations,
- keep ignition sources away from the work area,
- place the device in a stable position,
- do not smoke in the work area,
- Do not use water to extinguish

5.2 Functional Description

Power Cord and Plug:



Without illustration, pull the power plug out of the socket before carrying out any maintenance or repair work on the device.

1) Vacuum Hood



The hood becomes very hot during operation; never hold or lean on it. MEDIUM RISK OF BURNS.

2) Stand



The base gets very hot in the upper area, never reach there while it is in use. RISK OF BURNS.

3) Power Switch

Each device has its own power switch that can be used to turn the device on or off.



Caution: Risk of electric shock: Even though the switch is switched off, there are live parts in the device. Pull out the mains plug before opening.

4) LED-Display

The LED display shows the temperature of the baking plates and the time of the digital timer. You can find a detailed description of this in Chapter 10.3.

5) Electronic Control Panel

These three buttons are used to set the baking plate temperature and time of the digital timer. You can find a detailed description of this in Chapter 10.3.

6) Non-Slip Feet

The device feet made of thermoplastic elastomer reliably prevent the device from slipping on smooth surfaces and ensure a secure stand.

7) Handle



The device gets hotter than 60°C during operation, so only hold the handle when opening the device.

8) Plates



The baking plate becomes very hot during operation. Never touch it or lean on it. **HIGH RISK OF BURNS.**



The baking plates are made of cast aluminum. The optimized design of the baking plate ensures that the waffles bake perfectly and excess dough solidifies in the overflow zone before it runs down the device.

6. Delivery, Internal Transport, Unpacking

6.1 Security

When using this device and all electrical devices, you must always follow rules for your own safety.

In particular these are

- Do not expose the device to external weather influences such as rain
- This device is not intended to be used by people (including children) with reduced physical, sensory or mental capabilities or a lack of experience and/or knowledge, unless they are supervised or have been given supervision by a person responsible for their safety from her instructions on how to use the device. Children should be supervised to ensure that they do not play with the device.

After unpacking, make sure the device has not been damaged. If in doubt, do not use the device and inform our complaints officer.

Keep packaging materials (plastic bags, Styrofoam, nails, etc.) out of the reach of children. These parts represent sources of danger!

Only use the device for the specified purpose.

6.2 Delivery

The transport route is also crucial for the type of packaging. Unless specifically agreed in the contract, the packaging corresponds to the ADSp packaging guidelines issued by the Federal Association for Forwarding and Logistics e.V..

Upon receipt, check the delivery immediately for completeness and transport damage. If transport damage is visible externally, do not accept the delivery or only accept it with reservations. Note the extent of damage on the freight forwarder's transport documents/delivery note, record the damage with photo documentation, report the damage to Ernst Neumärker GmbH & Co.KG on 02372-92740, and do not return the device without consultation.

6.3 Internal Transport



Always handle the device with care. Particular care must be taken when transporting the device to prevent damage caused by force or careless loading and unloading. Shocks must be avoided during transport. The device itself must be handled with care. If the devices are not assembled immediately after delivery, they must be carefully stored in a protected location. They must be properly covered so that no dust or moisture can penetrate. Do not subject the device to any severe shocks

6.4 Unpacking

After unpacking, check the device for any damage. Before using, remove the protective film. Check all screw connections for tightness.

Electrical protective measures have been implemented and checked for functionality.

The information on the nameplate must match the information on the local supply sub-network.

7. Storage Conditions

7.1 Security

Make sure that you only store the packaged goods in dry rooms and that you do not exceed the maximum number of boxes that can be stacked, in both cases the boxes can give way and endanger your life and that of others.

7.2 Storage

If the devices are not assembled immediately after delivery, they must be carefully stored in a protected location. They must be properly covered so that no dust or moisture can penetrate.



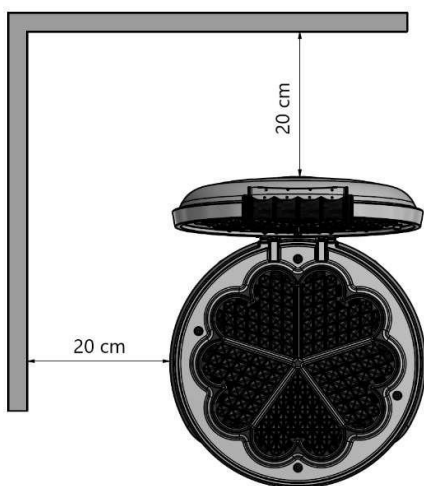
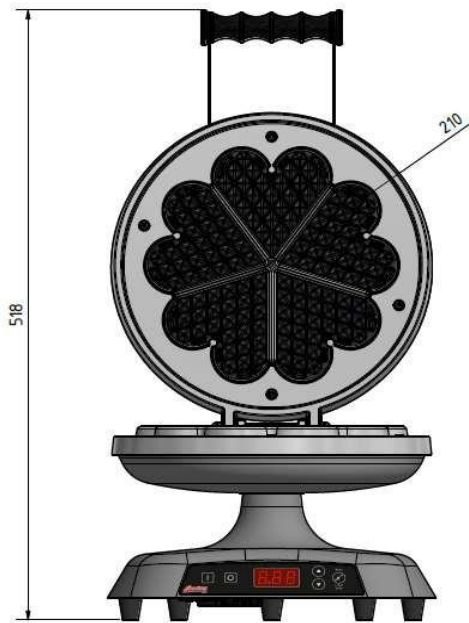
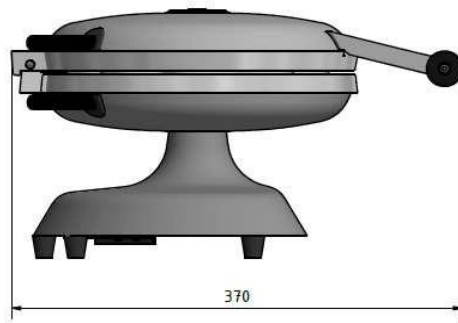
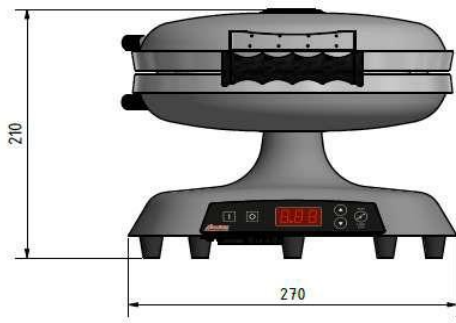
- Protect the device from the effects of the weather.
- Avoid mechanical shocks.
- During long-term storage, regularly check the condition of all parts and packaging. Refresh or replace if necessary.

8. Installation Conditions

8.1 Security

The device must be positioned so that the electrical connection is accessible and maintenance can be carried out. The devices are not suitable for installation. If the device is placed near walls, partitions, kitchen furniture, decorative edges, etc., ensure that these are made of heat-resistant and non-combustible materials, otherwise they must be covered with a suitable material, and the footprint must also be made of heat-resistant and non-combustible material. Local fire safety regulations must be observed. The device must be installed horizontally, at ground level, without a slope.

8.2 Installation Plan & Total Space Requirement



Never cover the device! Distance to the walls at least 20 cm

8.3 Dimensions and Weights

see 2. Technical Data

8.4 Environmental Conditions



Protect the device from the effects of the weather.
Only use the device in closed and dry rooms.

8.5 Supply Connections



Distributors or multiple sockets must not be used.

8.6 Customer Safety Precautions

- Do not place the device on flammable surfaces.
- keep the minimum distance.
- Place the device on a level, safe place that supports the device and the work on it and meets the temperature requirements.
- Do not place the device near other heat sources such as electric or heating stoves.
- Never cover the device.

9. Assembly and Installation, Initial Commissioning

9.1 Security

Hot surface warning!



Hot surfaces arise when using the device. Be aware of the risk of burns



Faulty devices or systems must not be put into operation! Put the device into operation according to the operating instructions (from chapter 9). Explain to the user how the device works and how to use it using the operating instructions.

9.2 Assembly und Installation

The device must be positioned so that the electrical connection is accessible and maintenance can be carried out. The devices are not suitable for installation. If the device is placed near walls, partitions, kitchen furniture, decorative edges, etc., ensure that these are made of heat-resistant and non-flammable materials, otherwise they must be covered with a suitable

Material must be covered, and the footprint must also be made of heat-resistant and non-combustible material. Local fire safety regulations must be observed.

The power cable must not come into contact with hot parts. Maintain a minimum distance, see installation plan in Chapter 8. Please note the information on the nameplate before connecting! Observe VDE regulations and regulations of the local energy supply company! The device comes ready to plug in as standard with a 1.5 m long connection cable

Type H07RN-F and can be connected to conventional sockets.

It is important to ensure that the maximum power of the circuit is not exceeded. Have this checked by a specialist. Provide an accessible, all-pole disconnecting device with a contact distance of at least 3mm on site.

For technical data, please refer to Chapter 2.

9.3 Initial Commissioning

During commissioning, grease, insulation and insulating materials can evaporate and cause a short-term unpleasant odor. Ensure there is enough ventilation. Before using, remove the protective film.

10. Service

10.1 Security

Read these operating instructions carefully as they provide you with important information regarding installation safety, use and maintenance. Keep these operating instructions for future reference. To carry out repair work, contact an authorized service center and request the use of original spare parts. Failure to follow the instructions above may compromise the safety of the device and its users. Do not clean the device with a jet of water! The device is intended for professional purposes and may only be used by qualified specialist personnel.

10.2 Controls

The waffle iron is controlled via electronics. Both the baking temperature and the baking time can be set here. The large on and off switches (left) and the three selection buttons (right) ensure easy operation.



10.3 Electronics

The waffle iron is equipped with electronics and an LED display that can either show the baking temperature or the baking time.

After the timer has started, the remaining baking time until the beep sequence sounds is displayed here.



Display with minutes, seconds and temperature display in °C



Time/Temperature Button +



Time/Temperature Button -




Button start/stop of the timer, as well as switching between temperature/time



By default the temperature is displayed. This can now be done using the buttons




and can be set to the desired temperature. Around the time of

To set the timer, press the button  for 5 seconds. The timer time

(minutes seconds) is now shown in the display. Now you can use the buttons 

and  the time can be set. To view the temperature you can press the button 

again for 5 seconds. The display now shows the temperature (in °C). To start the timer, press the button  short. The expiring timer is now displayed. When the timer time has expired, an acoustic signal sounds and the display flashes for 3 seconds.

The timer can be set up and down in second increments from 10 seconds to 9 minutes and 59 seconds.

The timing can be interrupted at any time and has no influence on the baking process.

The baking temperature can be set in the range from 20°C to 200°C.

10.4 Commissioning

After unpacking and cleaning the device, insert the plug into the designated socket.

Open the waffle iron by pulling the handle

(7) pull up. Switch the device on using the power switch (3).

Three lines --- will now flash in the display. The device now carries out a short self-

test. After a few seconds, the actual temperature of the baking plates will now be displayed. The display flashes. Adjust the baking temperature by pressing the button



(5) to 200°C and heat the device up for approx. 15 minutes when it is open so that the industrial fats can escape. Before each baking process, grease the baking plates with a release spray or a little vegetable oil and a pastry brush

Bake the first 5 waffles and discard them to ensure that any residue from production is removed.



The baking plate becomes very hot during operation. Never touch it or lean on it.
RISK OF BURNS

The first time you heat it up, smoke and odours will develop.

10.4.1 Commissioning of devices with baking plates made of cast aluminum

The device has baking plates made of cast aluminum.

After heating up for the first time, please clean the baking plate with a soft, damp cloth. To protect the surface, do not use pointed or sharp objects.



Avoid using pointed or sharp objects to remove baked goods or caked-on food from the plate. Take a soft, damp cloth and remove residue immediately.



The baking plate becomes very hot during operation. Never touch it or lean on it.
RISK OF BURNS

10.5 Operations

After you have prepared the device, select the desired temperature and set the timer to the desired time (description chapter 10.3). Depending on the batter and desired browning, most waffles are cooked at approx.

Baked at 180°C to 200°C. The baking time depends primarily on the type of waffle batter and the desired degree of browning. The heart waffle needs a baking time of around 2 minutes. To achieve a perfect result, please bake a test.

After the device has reached the set baking temperature, the display stops flashing. Before each baking process, grease the baking pan with a baking release spray, such as our Separation Bake 100 or with a little vegetable oil, which you can apply with a pastry brush. Never use butter or margarine as they leave residue.

Now fill the dough into the bottom baking pan and close the baking pan. Start the timer and finish the baking process. After the baking process, open the iron and remove the finished waffle.



Use precise amounts of dough, otherwise the excess liquid dough will be squeezed out the sides and dirty the device. During the baking process, steam vapors escape which can cause burns if touched closely. Therefore, only open and close the device using the bow handle (6). Use the included waffle tongs to remove the finished baked goods. Do not touch the hot plates with your bare hands.



The device gets hot during operation, do not touch the hot surfaces of the device.



Only open the device using the handle (6) and make sure that the hood (1) is fully open and does not close (risk of crushing).




ALWAYS leave the waffle iron open when it is hot during breaks in baking and when not in use. Even after baking, residue from baking still burns on the hot baking plates. When closed, the resulting gases cannot escape and form a layer of soot on the baking plate. This prevents the non-stick effect of the baking plate and can cause the baking plates to start sticking!

We recommend either leaving the baking plates completely open or placing a spacer made of wood or heat-resistant plastic between the baking plates.

Pour the dough into the middle of the lower baking plate (8). Make sure you use the right amount of dough, otherwise the dough will run out of the baking pan and contaminate the device and the surrounding area.

Close the device carefully.

Now press the  button and the timer starts counting down the preset time.

Press the hood lightly on the handle (7) so that the dough can spread.



RISK OF BURNS! Water vapors escape during the baking process. Do not put your hands near the baking plates.

After the timer has expired, a signal sounds and the waffle is finished baking.



Do not remove the waffle with a fork or other sharp or pointed objects. Remove the waffle with the included waffle tongs.



Avoid using pointed or sharp objects to remove baked goods or caked-on food from the plate. Take a soft, damp cloth and remove residue immediately.



Do not remove the hot waffle with your fingers. Remove the baking residue immediately with a damp cloth or wooden tool.

Crumbs, excess fat and other residues should be removed from the baking plates after each baking process. If these remain on the baking plate, they can burn in and thus prevent the non-stick effect of the baking plate. This can cause the baking sheets to start sticking!

10.6 Cleaning and Maintenance

Clean the device after every working day. Before cleaning or carrying out maintenance work, remove the power plug from the socket and allow the device to cool down until it is lukewarm.



Do not immerse the device in water, make sure that no water gets in, do not put the device in the dishwasher, do not clean the device with a high-pressure cleaner.

Clean the housing and the enamel coating with a dry, soft microfiber cloth, optionally with a damp cloth or mild detergent.

- Before any maintenance work, disconnect the device from the power supply.
- Wait until the device has cooled down before carrying out any maintenance work.
- In order to carry out maintenance, the floor panel must be removed.
- In the event of a fault, the device may only be opened and repaired by qualified personnel.
- Clean the housing regularly with a soft, damp microfiber cloth, optionally with diluted cleaning agent.
- Also carry out a protective conductor test every 6 months.
- The inspection periods must be set in such a way that any defects that are to be expected can be identified in a timely manner.



Check the power cable every day for damage. Under no circumstances should you use the device if the power cable is damaged.

You should always remove any coarse dirt immediately after the baking process with a damp cloth or wooden spatula.

Do not use cleaning agents or sharp objects that will damage the surface.



With aluminum baking plates, it is particularly important to remove excess grease and other residue from the baking plates after each baking process, as they cannot be cleaned aggressively with a wire brush or cleaning products. If these remain on the baking plate, they can burn in and thus prevent the non-stick effect of the baking plate. This can cause the baking sheets to start sticking! Do not use sharp objects as they can destroy the surface of the baking plate. Never use hard brushes to clean the baking plate, these can also destroy the surface.

10.7 Decommissioning

Clean the device immediately and thoroughly of all food residues. Check the electrical parts and the supply cable, replace defective parts if necessary, check that all screws, handles, metal parts and height adjusters are tight. Store the device in a dust-free and dry environment.

Please Note!

According to BGV A3 (formerly VBG4), electrical components may only be replaced by qualified electricians. Maintenance and repair work may only be carried out by qualified specialists using original spare parts and accessories. Do not carry out any repairs on the device yourself.

11. Troubleshooting

Dear Customer,

Unfortunately, approximately 95% of all complaints are due to operator errors and can be resolved without any problems if you contact our customer service by telephone.

We therefore ask you to contact the telephone number listed below before returning the device to your dealer. Here you will get quick help without having to set off.

Malfunction/error message	Possible cause(s)	Remedy
Device does not heat, display does not light up.	Mains plug not plugged in, fuse not switched on, mains switch not switched on Electronics defective	Insert the plug into the socket, switch on the fuse, replace it if necessary, switch on the switch, Replace electronics
Error code: F0	radiator defective, Temperature fuse has tripped	Temperature fuse reset, replace radiator
Error code: F1 to F4	Temperature sensor defective	Replace radiator
FI switch flies out	Device was cleaned too wet or is too damp.	Unplug the device and let it air dry. If the error occurs again, contact your representative Dealer.

11.1 Security

Behavior in the event of a disturbance

Regardless of the following information, the local safety regulations always apply to the operation of the device.

Please note!

According to BGV A3 (formerly VBG4), electrical components may only be replaced by qualified electricians.



Pull out the power plug before opening the device!

11.2 Service Address

Ernst Neumärker GmbH & Co. KG

58675 Hemer

Lohstraße 13

Tel.: +49 2372 / 9274-0

Fax.: +49 2372 / 3304

E-Mail: info(at)neumaerker.de

11.3 Initial Troubleshooting Measures

Unplug the device.

Contact our customer service team and they will tell you how to proceed with the device. Only have the device repaired by an authorized specialist or send the device back to us after consulting our customer service. Any manipulation of the device will void the warranty.