

Version 2025-38

ScanBox

Bringing your food with care



User Manual

Ergo Line | Banquet Line | Banquet Master | Under Counter | Bakery Line

Neutral | Hot | Cooling



Engelska / English

This user manual is translated from Swedish to English.



**CAUTION: READ THE USER MANUAL
BEFORE USING THE PRODUCT**



Read Operator's Manual



May not be put in household waste



CAUTION

Congratulations...

...on your selection of a new ScanBox banqueting cart. We are pleased that you have chosen one of our products and we hope that you will enjoy our equipment for years to come.

Safety Instructions



This manual should be read before using the product. The manufacturer can not be held liable for personal injury or any other damage caused by improper use of the product. For future reference, always keep the user manual together with the product.

Safety for children and persons with disabilities

This product may be used by children aged 8 years and older, and by persons with reduced physical, sensory, or mental capabilities, or with limited experience and knowledge, provided they are supervised or instructed on how to use the product safely and understand the hazards involved.

Keep all packaging materials out of the reach of children due to the risk of suffocation.

Do not allow children to play with the product.

General Safety Instructions

This product is designed for professional, temporary storage and distribution of food for up to eight hours. It must not be used for any other purpose.

The box must stand on a level surface with castors in a locked position before it is connected to the electric mains.

For products with cooling functionality to operate optimally, the box must be placed at least thirty centimeters from the wall.

This product must be connected to the electric mains through a properly grounded socket.

When unplugging the box from the wall socket, always pull the plug by the handle. Do not disconnect it by pulling the power cord.

The product must be disconnected from the electric mains before troubleshooting or maintenance.

Replacement of the spiral cord and plug must only be carried out by the manufacturer, its service agent, or personnel with equivalent competence to avoid risk of damage.

Parts of the product will become hot during use. Avoid touching these hot surfaces.

Do not store flammable or explosive substances, such as flammable liquids, inside the product.

Where applicable, ensure that ventilation openings are not blocked.

Be aware of the risk of tipping. Load GN pans from the bottom up, and unload from the top down. Place heavy pans at the bottom. Avoid placing or transporting the product on sloping surfaces.

Follow the cleaning and maintenance instructions provided elsewhere in this manual.

Do not use a pressure washer for cleaning.

If your product is equipped with a humidifier, it must be filled with fresh water before heating up the unit.

Banquet Master is equipped with a holder for the roll-in rack handle on the outside of the box. Place it here when the box is hot. Please be aware that the handle of roll-in rack might be hot.

Table of Content

Congratulations.....	3	Ergo Line, Banquet Line, Banquet Master, Bakery Line &	
Safety Instructions.....	3	Under Counter – Hot	14
Safety for children and persons with disabilities	3	Product Description.....	14
General Safety Instructions	3	Overview	14
Table of Content.....	5	Control Panel	15
Advice	6	Before using the product for the first time	15
Maintenance & Cleaning	6	Transport	15
General Information Before Cleaning	6	Unpacking.....	16
Cleaning of Runners	6	Recycling of Packaging Materials	16
Cleaning of Pan Stop.....	6	First Cleaning	16
Cleaning of Fiberglass Plastic Parts	6	Commissioning	16
Cleaning of Castors.....	6	Daily Use	16
Cleaning of Anodized Aluminum Surfaces	7	Declaration of Conformity with CE.....	16
General	7	Chart – Technical Data	17
Cleaning Methods	7	Notes.....	18
Detergents	7		
Fixed Waste	7		
Scratches	7		
Cleaning of Stainless Steel Surfaces.....	7		
General	7		
Detergent	8		
Cleaning of Fans	8		
General	8		
Cleaning Method	8		
If your box does not work	8		
Environmental protection	8		
Packaging.....	9		
Warranty	9		
The warranty does not Apply if:	9		
The following parts are not covered by the warranty: ..	9		
Manufacturer's Address	9		
Ergo Line, Banquet Line & Bakery Line – Cooling.....	10		
Product Description.....	10		
Overview	10		
Control Panel	11		
Before using the product for the first time	11		
Transport	11		
Unpacking.....	12		
Recycling of Packaging Materials	12		
First Cleaning	12		
Commissioning	12		
Daily Use.....	12		
Declaration of Conformity with CE.....	12		
Chart – Technical Data	13		

Advice

- ScanBox recommends users to put sealed lids on G/N pans and other types of pans to reduce spillage and to make cleaning easier.
- **Note:** GN pans or trays must meet the EN 631 standard.
- The door must always be closed during transport.
- Cleaning gradually removes lubricating oil. Therefore, the door lock & castors must be oiled regularly.
- If the boxes are cleaned daily, ScanBox recommends using stainless steel castors with sealed ball bearings.

Maintenance & Cleaning

The product must be cleaned and serviced regularly. Moving parts must be lubricated and tightened.

General Information Before Cleaning

- Disconnect the product from the electric mains by unplugging it from the wall socket.
- Make sure the product has cooled down before cleaning to reduce the risk of burns to hands or arms.
- Have a certified electrician inspect the product every six months.
- **Note:** Do NOT clean the product with a pressure washer.

Cleaning of Runners

- Remove detachable runners and clean them manually or place them in a dishwasher.
- Products with pressed runners should be cleaned manually from the inside.

Cleaning of Pan Stop

Some models are equipped with a removable pan stop or cooling air duct located on the inner back wall of the box. The pan stop can be removed for cleaning by unhooking it from the keyhole mounts. Be sure to lock the castors before removing or reinstalling the part.

Cleaning of Fiberglass Plastic Parts

Clean plastic parts such as side panels, door panel, back panel, fiberglass plastic cases and door gasket with a mild detergent diluted with warm water. After cleaning, wipe the surfaces dry with a soft cloth.

Cleaning of Castors

Use the same procedure as “Cleaning of Fiberglass Plastic Parts” when cleaning the castors, but make sure that the lubricant of the castors does not leak out when cleaning.

Cleaning of Anodized Aluminum Surfaces

General

Anodized aluminum surfaces must be cleaned if food has been spilled and/or is stuck in order to keep the product hygienic. Cleaning must be completed before the product is reheated or cooled down.

Avoid spills whenever possible, and clean them before they dry, as dried residue is more difficult to remove. Beware of hot surfaces.

Cleaning Methods

Cleaning can be carried out using a hose nozzle or with squeegees and cloths. A bucket of hot water with a mild detergent and a brush is recommended. Rinse with a low-pressure water hose and wipe dry with a soft cloth.

Verify your products IP rating on the CE label located on the side of the unit. Information on how to interpret the IP rating is available at <http://www.sp.se/en>.

The manual cleaning method allows the use of wax-based cleaners and polishing/wiping with a soft cloth. The thin wax layer reduces the risk of food spillage getting stuck on the surface thus prolonging time between cleaning.

Detergents

The anodized aluminum surfaces are sensitive to strong acids and, in particular, to strong alkalis, e.g. sodium hydroxide. Therefore, detergents with such content should NOT be used as they may cause stains and discoloration. Soft clean water in combination with a neutral detergent (pH 6-8) is recommended. The anodized surface is not sensitive to organic solvents and so can be cleaned using, e.g. mineral turpentine. Do not use aggressive detergents, such as spray cleaners.

Fixed Waste

Dried food residue on the inside of the box can be scraped away with a plastic scraper. The surface can be polished with a sponge (3M) or equivalent.

Scratches

Scratches that have penetrated the anodized layer and expose the underlying aluminum are considered purely cosmetic and do not pose a risk of further corrosion. This is due to the excellent adhesion of the anodized surface and the inherent protective properties of aluminum.

Scratches on the fiberglass plastic laminate on the outside of the box can be polished with a gel coating, which will improve minor surface damage and turn it into a glassy surface. Larger damages such as holes and deep scratches in the plastic laminate can be spackled with fiberglass putty and repainted.

Please contact ScanBox Thermo Products AB at: +46 454-30 83 00 or info@scanbox.se if you have further questions.

Cleaning of Stainless Steel Surfaces

General

Stainless steel surfaces soiled with food residue must be cleaned to remain hygienic. Cleaning must be completed before each use or once a day. Avoid food spillage, if possible. Clean food residue before it dries to facilitate cleaning.

Beware of hot surfaces.

Detergent

- Use only detergents for stainless steel. Detergents may not contain chlorides.
- Contact your supplier of cleaners and detergents for recommendations regarding stainless steel detergents.

Stainless steel can begin to corrode and discolor after prolonged exposure to liquids containing salt.

Cleaning of Fans

General



CAUTION: Only qualified personnel may clean the fans.

The fans must be cleaned every three months, or if there is food stuck in the fan. After each transport, the fan should be inspected to determine if there is food stuck in the fan. If so, it must be cleaned before the box is started.

Cleaning Method

Before you start cleaning, the box must be disconnected from the wall socket. Remove the screws that hold the element cover. Start cleaning the fan from dust and other residues.

Compressed air, a brush or a wet cloth can be used to clean the fan and the cooling flanges.

Note: Do not use running water to clean the fan.

Note: The boxes should not be cleaned with a high pressure washer.

If your box does not work

Only approved spare parts from ScanBox may be used. Otherwise, the warranty will not apply. Only qualified personnel may perform repairs that affect the box's electrical system. This also applies to the change of spiral cord and plug.

Environmental protection



This symbol  on the product indicates that the product can not be handled as household waste. It should, instead, be submitted to a recycle station for electrical and electronic components. When ensuring that the product is handled correctly, you help prevent negative environmental effects. For further information, contact your local authorities, waste collection service or the retailer who sold the product to you.

Packaging

Our packaging material is environmentally friendly and recyclable. Sort and discard the material in suitable containers at the recycling station.

Warranty

All ScanBox products have a 12 month warranty from the date of the invoice. In case of complaints or warranty cases, a warranty form must be filled in. It is mandatory to fill in both the article number and serial number when submitting the warranty form. The warranty form can be completed on our website via the following link: www.scanbox.se/en/warranty-report.

The warranty does not Apply if:

- You are not following the instructions in this manual.
- You use the product for other purposes than it is intended for.
- You change some settings in the control panel.
- You make functional changes to the product.
- You use non-original spare parts.

The following parts are not covered by the warranty:

- Spiral Cord
- Castors
- Rubber cladder on the chassis
- Doors Gasket

Manufacturer's Address

ScanBox Thermo Products AB

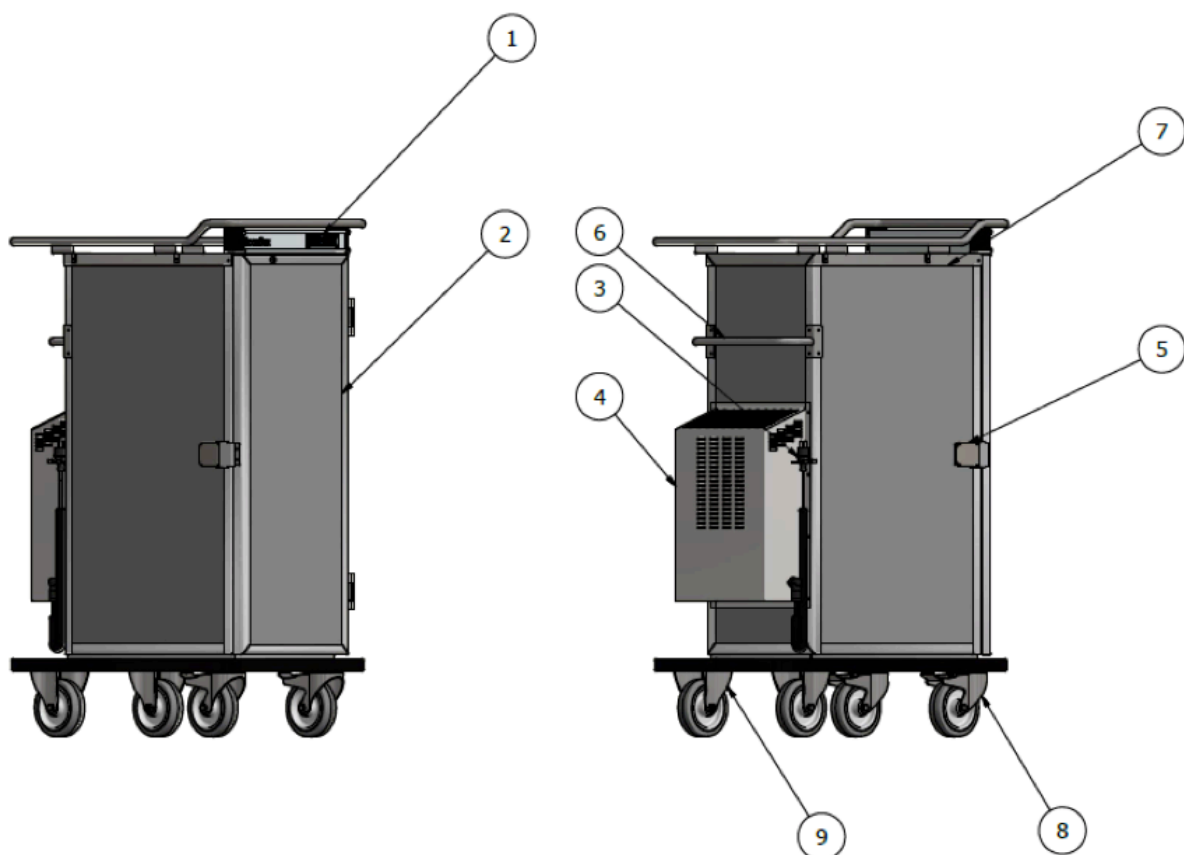
Ekängsvägen 1
293 40 Olofström
SWEDEN

+46 (0) 454 30 83 00
info@scanbox.se
www.scanbox.se

Ergo Line, Banquet Line & Bakery Line – Cooling

Product Description

Overview



Number	Parts
1	Control Panel - Temperature Controller
2	Door
3	Plug
4	Protective cover over cooling compressor
5	Door Lock
6	Push/Pull Handle
7	Extra Loading Space
8	Front Castors with Brake and Swivel
9	Rear Castors

Control Panel



Up Arrow

Press this button to increase the temperature in the box.



Down Arrow

Press this button to decrease the temperature in the box.



Show Temperature Button

Displays the current temperature in the box.



Power Button

To start the box or put it in standby mode, press and hold the power button for three seconds.



Before using the product for the first time



Transport

- Inspect the boxes on arrival. In particular, ensure that no transport damage has occurred.
- If the goods are damaged during transport, do not sign the carrier's documentation without noting and claiming the transport damage.

Unpacking

Do not scratch the boxes when unpacking.

Recycling of Packaging Materials

ScanBox packaging materials can be returned to the recycling station.

First Cleaning

The boxes are cleaned by ScanBox personnel before they are transported, but you should always clean them once more before using them.

Commissioning

ScanBox products meet relevant electrical specifications. Before using the boxes for the first time, please follow below instructions:

- Make sure that the mains voltage is in accordance with the box's specification.
- The wall socket must be easily accessible making sure the box can be disconnected by hand without pulling the cord.
- Boxes with compressor cooling should not be transported while lying down. If the box has been laying down during transport, allow it to stand up for at least two hours before switching it on. This to ensure the compressor oil flows back into place.

Daily Use

The box should be connected to a grounded 220-240V single phase wall socket for 40-60 minutes before loading the box. The box comes with a spiral cable to be plugged into a wall socket at the appropriate height. The spiral cable is located on the back of the box.

After loading the food into the box, connect the box to a wall socket for another 10-15 minutes for best results. This allows the temperature to be restored after the frequent door openings during loading.

- Note: The purpose of a box with cooling is to hold and transport cold food, not to cool down food.

Boxes with compressor cooling meet climate class 4. This means that the boxes can keep an inside temperature of 3-8°C in an ambient environment with a temperature of 30°C and a humidity of 55% RH.

Boxes with peltier cooling meet climate class 0. This means that the boxes can keep an inside temperature of 3-8°C in an ambient environment with a temperature of 20°C and a humidity of 50% RH.

Declaration of Conformity with CE

This product meets the safety requirements of the Machinery Directive 2006/42/EC. In addition, the product complies with the EMC Directive 2014/30/EU and the 2011/65/EU Directive on the Use of Certain Hazardous Substances in Electrical and Electronic Equipment ("RoHS2"). Furthermore, the manufacturer fulfills the requirements of Regulation 1907/2006/EC on the Registration, Evaluation, Authorization and Restriction of Chemical Substances ("REACH").

For the latest updates regarding "EU Declaration of Conformity", visit www.scanbox.se/en/terms-conditions.

Chart – Technical Data

Name	Tare	Max Weight	Capacity GN 1/1	Width	Depth	Height
Ergo Line CP08	55 kg	127 kg	8	540 mm	810 mm	1120 mm
Ergo Line CP10	59 kg	149 kg	10	540 mm	810 mm	1280 mm
Ergo Line CP12	65 kg	173 kg	12	540 mm	810 mm	1440 mm
Ergo Line CP14	68 kg	194 kg	14	540 mm	810 mm	1600 mm
Ergo Line CC08	55 kg	137 kg	8	540 mm	870 mm	1120 mm
Ergo Line CC10	59 kg	159 kg	10	540 mm	870 mm	1280 mm
Ergo Line CC12	65 kg	183 kg	12	540 mm	870 mm	1440 mm
Ergo Line CC14	68 kg	204 kg	14	540 mm	870 mm	1600 mm
Ergo Line Combo CF44	68 kg	137 kg	8	540 mm	870 mm	1277 mm
Ergo Line Combo CF46	68 kg	159 kg	10	540 mm	870 mm	1437 mm
Ergo Line Combo CF48	68 kg	183 kg	12	540 mm	870 mm	1597 mm
Ergo Line Combo CF66	68 kg	183 kg	12	540 mm	870 mm	1597 mm
Ergo Line Duo CC08	125 kg	274 kg	16	1100 mm	870 mm	1065 mm
Ergo Line Duo CC12	140 kg	366 kg	24	1100 mm	870 mm	1385 mm
Ergo Line Duo CC14	150 kg	408 kg	28	1100 mm	870 mm	1545 mm
Ergo Line Duo CF08	100 kg	274 kg	16	1100 mm	870 mm	1065 mm
Ergo Line Duo CF12	120 kg	366 kg	24	1100 mm	870 mm	1385 mm
Ergo Line Duo CF14	125 kg	408 kg	28	1100 mm	870 mm	1545 mm
Banquet Line CC12	91 kg	307 kg	24	740 mm	990 mm	1440 mm
Banquet Line CC16	99 kg	387 kg	32	740 mm	990 mm	1760 mm
Banquet Line CF66	108 kg	307 kg	24	740 mm	990 mm	1545 mm
Banquet Line Duo CC12	180 kg	614 kg	48	1525 mm	990 mm	1385 mm
Banquet Line Duo CC16	196 kg	774 kg	64	1525 mm	990 mm	1705 mm
Banquet Line Duo CF12	159 kg	614 kg	48	1525 mm	990 mm	1385 mm
Banquet Line Duo CF16	179 kg	774 kg	64	1525 mm	990 mm	1705 mm

CP = Cooling Peltier

CC = Cooling Compressor

CF = Cooling Compressor and Heating Fan

Maximum weights are based on the following weight per runner:

Ergo Line = 9 kg (GN1/1)

Banquet Line = 9 kg (GN1/1) or 18 kg (GN2/1)

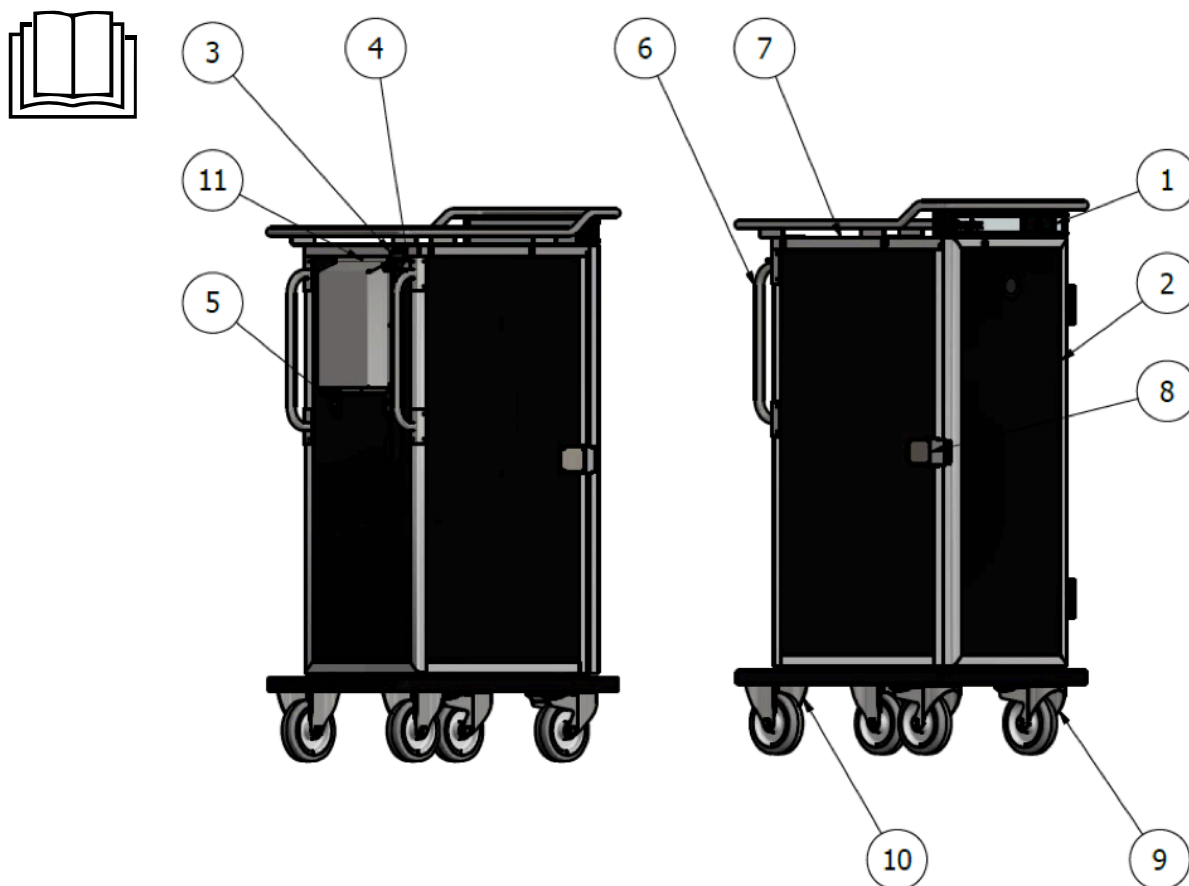
Maximum permitted weight per pan = 9 kg (GN1/1) or 18 kg (GN2/1)

The products' emission sound pressure is lower than 70 dB (A).

Ergo Line, Banquet Line, Banquet Master, Bakery Line & Under Counter – Hot

Product Description

Overview



Number	Parts
1	Control Panel - Temperature Controller
2	Door
3	Plug
4	Suspension for spiral cord and plug
5	Spiral Cord
6	Handle / Impact Protection
7	Extra Loading Space
8	Door Lock
9	Front Castors with Brake and Swivel
10	Rear Castors
11	Protective Cover

Control Panel



Up Arrow

Press this button to increase the temperature in the box.



Down Arrow

Press this button to decrease the temperature in the box.



Show Temperature Button

Displays the current temperature in the box.



Power Button

To start the box or put it in standby mode, press and hold the power button for three seconds.



Before using the product for the first time



Transport

- Inspect the boxes on arrival. In particular, ensure that no transport damage has occurred.
- If the goods are damaged during transport, do not sign the carrier's documentation without noting and claiming the transport damage.

Unpacking

Do not scratch the boxes when unpacking.

Recycling of Packaging Materials

ScanBox packaging materials can be returned to the recycling station.

First Cleaning

The boxes are cleaned by ScanBox personnel before they are transported, but you should always clean them once more before using them.

Commissioning

ScanBox products meet relevant electrical specifications. Before using the boxes for the first time, please follow below instructions:

Make sure that the mains voltage is in accordance with the box's specification.

The wall socket must be easily accessible making sure the box can be disconnected by hand without pulling the cord.

Daily Use

Hot boxes should be connected to a grounded 220-240V single phase wall socket for 40-60 minutes before loading the box. If the box is equipped with convection heating, 20 minutes is enough to heat up the box to the desired level. The box comes with a spiral cable to be plugged into a wall socket at the appropriate height. The spiral cable is located on the back of the box.

After loading the food into the box, connect the box to a wall socket for another 10-15 minutes for best results. This allows the temperature to be restored after the frequent door openings during loading.

- Note: The purpose of boxes with heat is to hold and transport hot food, not to heat up food.

Banquet Master - the roll-in rack for the combi oven must always cool down before rolling it into a Banquet Master. That is because the trolley and the food are very hot, which causes the temperature to rise above the desired level for hot holding.

Neutral boxes can be used to make shorter transports of hot food. Also, they can be used as cold boxes by cooling them down in refrigerated rooms or with eutectic plates.

Declaration of Conformity with CE

This product complies with the safety requirements of the Low Voltage Directive 2014/35/EU (for non-fan products) or the Machinery Directive 2006/42/EC (for products with a fan). In addition, the product complies with the EMC Directive 2014/30/EU and the 2011/65/EU Directive on the Use of Certain Hazardous Substances in Electrical and Electronic Equipment ("RoHS2"). Furthermore, the manufacturer fulfills the requirements of Regulation 1907/2006/EC on the Registration, Evaluation, Authorization and Restriction of Chemical Substances ("REACH").

For the latest updates regarding "EU Declaration of Conformity", visit www.scanbox.se/en/terms-conditions.

Chart – Technical Data

Name	Tare	Net Weight	Capacity GN 1/1	Width	Depth	Height
Ergo Line NE08	48 kg	120 kg	8	540 mm	810 mm	1070 mm
Ergo Line NE10	51 kg	141 kg	10	540 mm	810 mm	1230 mm
Ergo Line NE12	55 kg	163 kg	12	540 mm	810 mm	1390 mm
Ergo Line NE14	59 kg	185 kg	14	540 mm	810 mm	1550 mm
Ergo Line HF08	50 kg	122 kg	8	540 mm	810 mm	1120 mm
Ergo Line HF10	54 kg	144 kg	10	540 mm	810 mm	1280 mm
Ergo Line HF12	59 kg	167 kg	12	540 mm	810 mm	1440 mm
Ergo Line HF14	63 kg	189 kg	14	540 mm	810 mm	1600 mm
Ergo Line Combo NN66	56 kg	163 kg	12	540 mm	810 mm	1545 mm
Ergo Line Combo FF66	63 kg	167 kg	12	540 mm	810 mm	1600 mm
Ergo Line Combo NF44	52 kg	122 kg	8	540 mm	810 mm	1280 mm
Ergo Line Combo NF46	58 kg	144 kg	10	540 mm	810 mm	1440 mm
Ergo Line Combo NF48	60 kg	167 kg	12	540 mm	810 mm	1600 mm
Ergo Line Combo NF66	60 kg	167 kg	12	540 mm	810 mm	1600 mm
Ergo Line Duo FF08	93 kg	244 kg	16	1100 mm	810 mm	1065 mm
Ergo Line Duo FF12	110 kg	334 kg	24	1100 mm	810 mm	1385 mm
Ergo Line Duo FF14	120 kg	378 kg	28	1100 mm	810 mm	1545 mm
Banquet Line NE12	68 kg	284 kg	24	740 mm	910 mm	1390 mm
Banquet Line NE16	76 kg	292 kg	32	740 mm	910 mm	1710 mm
Banquet Line HF12	75 kg	291 kg	24	740 mm	910 mm	1440 mm
Banquet Line HF16	83 kg	371 kg	32	740 mm	910 mm	1760 mm
Banquet Line Combo FF66	96 kg	371 kg	24	740 mm	910 mm	1545 mm
Banquet Line Duo FF12	134 kg	582 kg	48	1525 mm	910 mm	1385 mm
Banquet Line Duo FF16	154 kg	742 kg	64	1525 mm	910 mm	1705 mm
Banquet Master HF20	80 kg	205 kg	-	770 mm	1040 mm	1915 mm
Banquet Master HF40	97 kg	347 kg	-	970 mm	1160 mm	1996 mm
Under Counter HF5	44 kg	89 kg	5	540 mm	810 mm	816 mm
Under Counter HF5 Banquet	61 kg	151 kg	10	740 mm	910 mm	816 mm

NE = Neutral

HF = Hot Fan

NF = Neutral and Hot Fan

Maximum weights are based on the following weight per runner:

Ergo Line = 9 kg (GN1/1)

Banquet Line = 9 kg (GN1/1) or 18 kg (GN2/1)

Maximum permitted weight per pan = 9 kg (GN1/1) or 18 kg (GN2/1)

The products' emission sound pressure is lower than 70 dB (A).

Notes

[illegible]