BENCHFOODS

PREMIUM COMMERCIAL GRADE DEHYDRATOR

28CUDG USER MANUAL

BENCHFOODS.COM

BENCHFOODS

BenchFoods is the largest manufacturer of Commercial & Industrial Food Dehydrators worldwide. BenchFoods also now provides food production equipment.

We ship direct to your door offering free domestic shipping or affordable international shipping options, a 5-Year Comprehensive Warranty, and provide full end-to-end customer service. All of this, combined with up to 50% off retail, saving you thousands.

Our commercial food dehydrators are built for ongoing commercial use and are perfect for dog treats, dog jerky, beef jerky, biltong, fish & seafood, fruit, nuts, herbs and so much more!

Disclaimer - Due to constant factory improvements, the product pictured might differ slightly from the product in this box.

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28CUDG MANUAL INTRODUCTION

Thank you for choosing BenchFoods 28CUDG premium stainless steel model. We are excited to offer an advanced solution to the dehydration process by providing options to make your journey simpler and more convenient. The 28CUDG premium commercial dehydrator can preserve fresh fruits, vegetables, meats and your favorite foods by using the latest dehydration technology.

This machine enables you to extend the shelf life of food and fresh produce and enhances taste by the concentration of natural flavors as they are dried. Please take a few moments to read the instructions prior to use of the food dehydrator for the first time and keep them safely for future reference.

COMPONENT LIST

Below, you will find a list of the various components and their corresponding SKU numbers for your dehydrator. While it is quite uncommon for any of these parts to experience a malfunction, in the rare event that this occurs, please provide the relevant part SKU to your BenchFoods representative.

28CUDG PARTS	QUANTITY	SKU
32H/32V/28-CUD Control Board/Panel Set V4	1	CUD:CB|CP:32|28:V4
Thermal Fuse Limiter Small (120C)	2	CUD:TFL:120
28-CUD Heating Coil	6	CUD:HC:28
28-CUD Fan Motor	12	CUD:FM:6025
28-CUD Fan Blade	12	CUD:FB:28
Thermal Sensor Set	1, 1	CUD:TS:28|116R_TOP, CUD:TS:28|116R_LOW
Power Terminal Block	N/A	N/A
Power Transformer	N/A	N/A

GENERAL SAFETY RULES

Read and fully understand all instructions and warnings prior to using this unit. Your safety is most important! Failing to comply with procedures and safe guards may result in serious injury or property damage. Remember: Your personal safety is your responsibility!

IMPORTANT SAFEGUARDS!

PLEASE FOLLOW THE GIVEN SAFETY INSTRUCTIONS BEFORE USING THE COMMERCIAL DEHYDRATOR.

1. Make sure that the electricity supply is according to the electrical requirements shown on the appliance. Do not use the dehydrator in the case where the power cord or plug show any sign of damage, or if the appliance is working incorrectly, or has been dropped.
2. Place the dehydrator in a dry and well-ventilated area, permitting at least 12" (30.5cm) of space from the ventilation slits at the rear of the unit to allow for proper air circulation. Do not let the power cord touch the hot surfaces or hang over the edge of your worktop.
3. Do not operate the dehydrator in an outdoor environment or near any flammable or combustible materials, such as carpeting. Indoor use only. Keep the dehydrator away from wall cabinets, curtains, tea towels, clothing, etc.
4. Do not place the dehydrator on or near a hot gas or electric burner or near a heated oven.
5. Ensure the dehydrator is in a stable position prior to operating. All four feet/wheels must be in contact with a secure level surface and brakes applied, if applicable. Dehydrator must not be moved during operation.
6. Do not immerse dehydrator in liquid or water. Ensure the dehydrator is away from all water services and never use the machine with wet hands or bare feet.
7. Always disconnect the dehydrator from the power source before servicing, changing accessories or cleaning the unit. The unit should be completely dry before operating. Removal of rear safety mesh must only be done by a certified technician.
8. Electrical repair must be done by an authorized dealer. Use only factory original parts and accessories. Modification of the dehydrator voids the warranty.
9. Keep out of reach of children. Monitor the dehydrator while in use.
10. Avoid touching the food dehydrator during or immediately after use due to the heat produced while in operation. Allow food to cool before handling.
11. Do not place any appliances on top of the dehydrator.
12. Do not use any accessories that are not recommended by the manufacturer as it may cause fire, electric shock, or injury.
13. Do not put any external items/appliances such as spoons, knives or forks inside the dehydrator while it is operating.
14. Caution! Corners or edges may be sharp.
15. Do not use while under the influence of drugs or alcohol.

GROUNDING INSTRUCTIONS

The appliance must be grounded while in use to protect the operator from electric shock. The appliance is equipped with a 3-conductor cord containing live, neutral and ground wires (Figure A). The unit is fitted with the appropriate N6-50P plug (Figure B) which requires a dedicated wall receptacle (Figure C). Alternatively it can be hard-wired in, according to the electrical requirements below. IMPORTANT: ONLY A QUALIFIED ELECTRICAL TECHNICIAN IS PERMITTED TO PERFORM WIRING INSTALLATION.

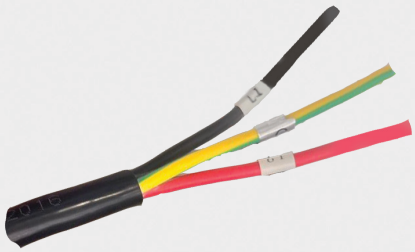


Figure A

Figure B

Figure C

WIRING AND INSTALLATION

Thank you for purchasing our 28CUDG dehydrator. To ensure a proper and safe installation, please follow the instructions provided in this wiring installation guide. In the case of the 16CUD Dehydrator model, please disregard the wiring instructions detailed below. To begin operation, simply plug the dehydrator into an available household wall outlet and initiate the dehydration process.
Our dehydrators are designed to operate at 220V, which can be achieved by connecting two 110V lines from opposite phases. The power cable provided with your dehydrator comes with a plug tip which has three wires: black (L1), red (L2), and green/yellow (ground).

Please read the entire guide before proceeding with the installation, and make sure to adhere to all local electrical codes and regulations. As the installation involves high voltage connections, a licensed electrician must perform the installation.

Step 1: Prepare the Electrical Supply *Disregard below instructions for the 16CUD Model.
Before connecting the dehydrator, make sure that the electrical supply at the installation site meets the following requirements:

1. Two 110V circuits that are on opposite phases (to act as each other's neutral).
2. A separate grounding wire.
3. A circuit breaker or fuse rated for the amperage required by the dehydrator (refer to the product specifications).

Step 2: Choose Your Installation Method

You can either plug-in or hardwire your commercial dehydrator. Choose the method that best suits your needs and inform the licensed electrician to proceed with the corresponding steps:

OPTION A: PLUG-IN INSTALLATION

Step A1: Install a 220V Receptacle
The licensed electrician should install a suitable 220V receptacle if one is not already available. This should be a 4-wire receptacle (with two hot, one neutral, and one ground connection) that matches the amperage requirements of your dehydrator. The receptacle should be installed according to local electrical codes. Our dehydrators do not require a neutral wire so you will only be using 3 of these wires.

Step A2: Wire the Plug - Disregard if plug already installed
The electrician should purchase a plug that matches the 220V receptacle and wire it as follows:

1. Connect the black wire (L1) to one of the hot terminals on the plug.
2. Connect the red wire (L2) to the other hot terminal on the plug.
3. Connect the green/yellow wire (ground) to the ground terminal on the plug.

Ensure all connections are secure and properly insulated.

Step A3: Connect the Dehydrator
The electrician should plug the wired plug into the 220V receptacle, making sure it is fully inserted and secure.

Step A4: Power On and Test
Turn on the circuit breaker or replace the fuse for the dehydrator's electrical supply. Switch on the dehydrator and ensure that it is functioning correctly.

OPTION B: HARDWIRED INSTALLATION

Step B1: Install a Junction Box and Double-Pole Switch
The electrician should install a junction box and a double-pole switch. The double-pole switch should be rated for the amperage required by your dehydrator and should match local electrical codes. The junction box will house the wire connections between the dehydrator and the electrical supply.

Step B2: Connect the Dehydrator to the Junction Box
The electrician should route the power cable from the dehydrator to the junction box and connect the wires as follows:

1. Connect the black wire (L1) from the dehydrator to one of the hot wires from the electrical supply.
2. Connect the red wire (L2) from the dehydrator to the other hot wire from the electrical supply.
3. Connect the green/yellow wire (ground) from the dehydrator to the ground wire from the electrical supply.

The electrician should ensure all connections are secure and properly insulated. They should use wire nuts or other approved connectors to make the connections, and cover the junction box with an appropriate cover.

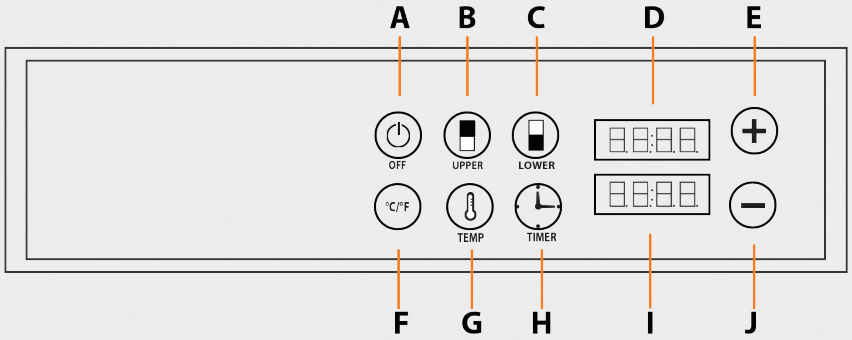
Step B3: Wire the Double-Pole Switch
Following the manufacturer's instructions and adhering to local electrical codes, the electrician should wire the double-pole switch to control both hot wires (L1 and L2) from the electrical supply. The switch should be installed between the circuit breaker and the junction box, allowing you to control the power to the dehydrator.

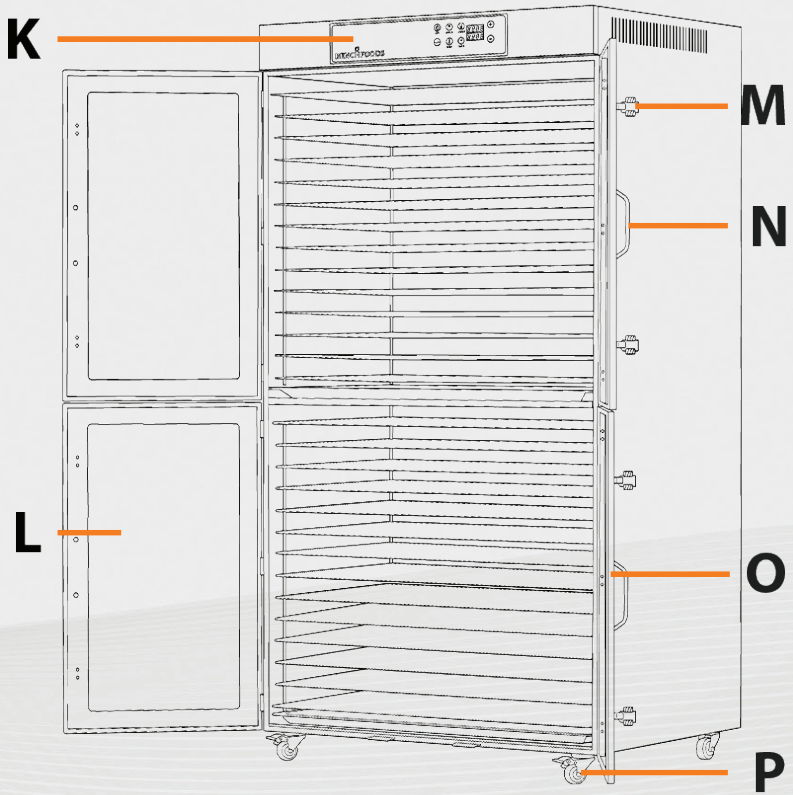
Step B4: Power On and Test
The electrician should turn on the circuit breaker for the dehydrator's electrical supply. They should then switch on the double-pole switch and the dehydrator to ensure that it is functioning correctly.

Conclusion:
By following this wiring installation guide and enlisting the help of a licensed electrician, you should now have your commercial dehydrator properly connected to a 220V electrical supply using either a plug-in or hardwired installation method. Remember to always prioritize safety and consult with a licensed electrician if you have any questions or concerns. Enjoy your new dehydrator!

PARTS DIAGRAM

KEY	DESCRIPTION
A	On/Off Power Button
B	Upper Chamber Control
C	Lower Chamber Indicator
D	Time Display
E	Increase Time / Temperature
F	Toggle Unit Display (° C/ ° F)
G	Adjust Temperature Button
H	Adjust Timer Button
I	Termperature Display
J	Decrease Time / Temperature
K	Control Panel
L	Display Window
M	Door Latch
N	Door Handle
O	Doors
P	Wheels





CLEANING INSTRUCTIONS

WARNING! BEFORE CLEANING OR SERVICING THE DEHYDRATOR, MAKE SURE IT IS UNPLUGGED AND DISCONNECTED FROM ANY POWER SOURCE.

Clean the racks and the interior of the cabinet before using the dehydrator for the first time, and after each use.

1. Clean the dehydrator after each use. Ensure the machine has been turned off and the cool-down period has been completed. Disconnect the electrical cord from the power outlet or ensure the electrical connection is disabled.
2. Allow the dehydrator to cool completely before cleaning.
3. Remove the racks from the dehydrator cabinet before cleaning.
4. Wipe the dehydrator cabinet inside and out with a damp washcloth or sponge. DO NOT splash water on the heating element (located behind the wire mesh at the rear of machine) as it may damage the electrical components and increase the risk of electrical shock. DO NOT immerse the dehydrator in water.
5. Clean the dehydrator racks with warm, soapy water; rinse with clean water and dry immediately. Racks are dishwasher-safe.

OPERATING INSTRUCTIONS

SAVE THESE INSTRUCTIONS!

Refer to them often and use them to instruct others.

BEFORE USING FOR THE FIRST TIME:

Carefully unpack and remove the packaging of the food dehydrator. Before using your dehydrator for the first time it is highly recommended to perform the “burn-in” process on your machine. This will allow for any oils left behind during the manufacturing process to burn off and not affect your first batch of food. To do this, ensure your dehydrator is in a well-ventilated area, then increase the temperature to the maximum level. Run your machine at this level for up to 2 hours. Once you no longer smell oil or a burning odor, allow the dehydrator to fully cool and thoroughly wash all the walls and food trays with warm soapy water, rinse and dry.to 0.

1. Operate the food dehydrator on a clean, dry and level surface.
2. Position the dehydrator at least 12” (30.5 cm) away from the wall, other appliances, or furniture to allow adequate air circulation.
3. Remove the racks from the dehydrator. Place food on each tray as per the instruction manual.
   - Cut the food into even slices.
   - Use one tray for each type of food. Do not cross-contaminate.
   - Lay the food in rows on the food tray with at least a 1/4” (6mm) gap in between each slice of food so that each piece does not overlap onto the next, allowing for proper air circulation.
   - You may dehydrate up to 28 trays simultaneously.
4. Plug into an outlet of 220-240V/50-60Hz, Single Phase/32A (N6-50P Dedicated Outlet). This appliance must be grounded while in use to protect the operator from electric shock. This appliance is fitted a 3-conductor cord and a 3-prong grounding type plug (Figure B) which requires a dedicated wall receptacle (Figure C). Alternatively it can be hard-wired in, according to the electrical requirements above. IMPORTANT: ONLY A QUALIFIED ELECTRICAL TECHNICIAN IS PERMITTED TO PERFORM WIRING INSTALLATION.
5. Preheat the dehydrator for 5-10 minutes before loading the racks into the dehydrator.
6. Select the chamber that you wish to use by pressing the relevant button. This will cause the ‘Temp’ and ‘Timer’ buttons to illuminate.

7. To adjust the temperature for this chamber, press the 'Temp' button and then use the increase or decrease button to set the desired temperature. Wait until the temperature display stops flashing to confirm the temperature*.
8. To adjust the timer, select the chamber button, select the 'Timer' button and then use the increase or decrease button to set the desired dehydration time. Wait until the timer display stops flashing to confirm the time.
9. Repeat these steps for any other chambers required.
10. Change the temperature scale from °F to °C and vice versa by pressing the relevant chamber button and then using the °C/°F button.
11. Using heat-resistant gloves, load the racks into the dehydrator carefully. Hold the tray in the horizontal position and push the tray into the proper slots. Close and latch the door, and leave the product to dry.
    - Double-check all the trays are correctly loaded.
12. To turn each chamber off, press the 'chamber' button and then press the 'Off' button. All chambers are off when the control panel buttons are illuminated blue and screen display turns off.
13. Formation of water droplets during the dehydration process is possible, depending on how much moisture is within the product being dehydrated. This can be minimized by blotting the product with a clean cloth or paper towel.
    Use CAUTION as the dehydrator becomes hot.
14. Please note: there is a 3 minute cool down session after the machine has been switched off in which your machine will run the fans. They will turn off automatically after this time period.

*To set the unit to use the ambient air mode, which runs fans only with no heat, set the temperature to 0.

FOOD SAFETY

THERE ARE BASIC RULES TO FOLLOW WHEN HANDLING FOOD: COOK, SEPARATE, CLEAN, CHILL.

COOK

It is crucial to cook food at a safe internal temperature to destroy bacteria that is present in the food. Safety of food items like hamburgers and other foods with ground meat content are considered higher risk because of the mixing of the bacteria on the surface of the meat throughout the mixture. Ground meat should be cooked at least at 160°F to 165°F (71°C) to (74°C) to destroy bacteria. Similarly, solid pieces of meat, like steaks and chops, in the absence of bacteria such as E. coli, can be served rare. Beef can be cooked at the internal temperature of at least 145°F (63°C) and poultry at 180°F (82°C). Solid cuts of pork can be cooked at 160°F (71°C); eggs should be thoroughly cooked. It is recommended to buy specially pasteurized eggs or use prepared meringue powder if you are making a meringue or similar recipes which contain raw eggs.

SEPARATE

Always separate the cooked food from the uncooked. Mixing of these food items may occur when food items like eggs and meat are mixed together, contaminating the product and further resulting in food poisoning. Follow the given steps while cooking different food items:

- Always double-wrap raw meat.
- Place raw meat on the lowest shelf in the refrigerator to avoid dripping of juices.
- Use raw meats within 1-2 days of purchase.
- Defrost frozen meat in a refrigerator, not on a kitchen counter.

In case of grilling or cooking raw meats:

- Make sure to place the cooked meat on a clean platter.
- Do not use the same platter to carry the food out to the grill.
- Wash the utensils used in grilling after the food is turned for the last time on the grill.
- Clean the spatulas and spoons used for stir-frying or turning meat while cooking.

CLEAN

- Always wash your hands with clean water while handling the raw meats or raw eggs with soap and water or by using a pre-moistened antibacterial towelette to avoid cross-contamination.
- Make sure all cooking utensils, plates, dishes and accessories are cleaned after each use. Ensure all equipment used on raw product is cleaned before being used on cooked product.
- Thoroughly clean the trays and the dehydrator chamber after each use.

CHILL

Bacteria will multiply between the temperature range of 40°F and 140°F (4°C and 60°C). Thus, the freezer's ideal temperature should be 0°F (-17°C). To avoid multiplication of bacteria:

- Serve food while it is hot.
- Never let food items sit at room temperature for more than 2 hours or 1 hour if the ambient temperature is 90°F (32°C)
  or above.
- Cover foods after they are cooled.
- Defrost frozen meat in a refrigerator, not on a kitchen counter.
- Place hot, cooked food in shallow containers immediately and refrigerate them to cool them rapidly.

ALWAYS CONSULT WITH LOCAL FOOD AUTHORITIES FOR UP-TO-DATE FOOD SAFETY INFORMATION.

CHOOSING FOODS

USE THE BEST QUALITY FOODS

Fruit and vegetables when in peak season have more nutrients and more flavor. Meats, fish, and poultry should be lean and fresh.

DO NOT USE FOOD WITH BRUISES OR BLEMISHES

Bad fruits and vegetables may spoil the entire batch.

ALWAYS USE LEAN MEATS

Remove as much fat as possible before dehydrating.

PRE-TREATMENT OF FOODS

As with most types of cooking, proper preparation is essential for successful results. Adhering to a few guidelines will greatly increase the quality of your dried foods and decrease the amount of time necessary to dry them.

Pre-treated foods often taste better and have better appearance than non-treated foods. There are several methods to pre-treat food to prevent oxidation. (Oxidation will darken apples, pears, peaches and bananas while drying.)

- Remove any pits, skin, or cores
- For best results, slice food items to a uniform thickness to ensure they dry at the same rate. Fruits and vegetables should be sliced no more than 1/4" (0.7 cm) thick, while meat should be sliced no more than 3/16" (0.5 cm) unless otherwise specified by a recipe.
- Drying fish into jerky requires a lot of attention. It must be cleaned and de-boned properly and rinsed thoroughly to ensure that all the blood is washed away. Steam or bake the fish at 200°F (93°C) until flaky before dehydrating.
- To help prevent browning, if desired, soak cut fruit in either lemon or pineapple juice for a few minutes before placing on the dehydrating racks alternatively you can also use an ascorbic mix which can be purchased in most health food stores or pharmacies. It may come in either powder or tablet form. Dissolve approximately 2-3 tablespoons into 1 quart (1 litre) of water. Soak the fruit slices into the solution for 2-3 minutes, then place onto the dehydrating racks.
- Fruits with a wax coating (figs, peaches, grapes, blueberries, prunes, etc) should be dipped in boiling water to remove the wax. This allows the moisture to escape easily when dehydrating.

For some vegetables, water or steam blanching is recommended to stop enzymatic action. Blanching does not destroy beneficial enzymes and helps retain nutrients.There are two ways to blanch food:

1. Water blanching: Use a large pan and fill it halfway with water. Bring water to a boil. Place food directly into boiling water and cover. Remove after three minutes. Arrange food on the dehydrating racks.
2. Steam blanching: Using a steamer pot bring 2-3" (5-7 cm) of water to a boil. Place the food in the steamer basket and steam for 3-5 minutes. Remove the steamed food and arrange on the dehydrator racks.

DEHYDRATING TIPS

- Do not overlap foods. Lay foods flat on the dehydrating racks.
- Check dryness after 6 hours, then check every 2 hours until crisp, pliable or leathery depending on your desired outcome.
- Check foods to make sure they are completely dry before removing. Open or cut down the middle of a few samples to check internal dryness. If the food is still moist, dehydrate longer.
- To ensure safety, it's important to heat meat to an internal temperature of 160°F (71°C) and poultry to 165°F (74°C) to achieve the "kill step" temperature. By reaching this temperature you will have killed any harmful bacteria that may have been in your meat. Your dehydrator has a maximum temperature of 195°F (90°C), providing a comfortable margin to reach the "kill step" temperature and ensure the elimination of harmful bacteria in the meat products being dehydrated.
- Label each container with the food name, date of drying and the original weight. Keep a journal to help improve drying techniques.
- Lean meat is better for dehydration than fatty meat, and marinating before heating and dehydrating will enhance flavor. Keep in mind that food will shrink by more than during dehydration, so don't cut pieces too small.

- Remember, foods will shrink approximately 1/4 to 1/2 their original size and weight during the dehydration process, so pieces should not be cut too small. One pound (500g) of raw meat will yield approximately 1/3 lb (0.2kg) to 1/2 lb (0.25kg) of jerky.
- For optimal preservation of dried food items, it is recommended to store them in an airtight container in a cool, dark, and dry location. The ideal storage temperature range is between 50°F and 60°F (10°C and 16°C), as this helps to maintain food quality for an extended period of time.
- For prolonged storage, we recommend utilizing vacuum-sealing along with an oxygen absorber and placing the product in a mylar bag, to be stored in a cool and dark area or even in the freezer for optimal longevity.
- Use the drying guide on the control panel as a reference for proper temperature settings. If the heat is set too high, food may harden and dry on the outside, yet be moist on the inside. If the temperature is too low, the drying time will increase.
- Remember, the actual time needed to dry a food depends on many factors, including moisture content, fat content, thickness, and temperature, as well as ambient humidity and temperature. Occasionally blotting the surface of meat and other items to remove water droplets can help prevent spoilage. Blanching isn't required for all vegetables, so be sure to check the recipe or a drying guide. With these simple tips, you'll be on your way to delicious, dehydrated success!

ACCESS OUR 350+ RECIPES



MACHINE TROUBLESHOOTING

SYMPTOM	PROBABLE CAUSE	REMEDY
Heater is working & Fans NOT working	• Fan motor lodged • Fan motor broken	• Unplug machine • Remove safety mesh • Turn the fan one full revolution clockwise
Fans are working & Heater is NOT working	• Temperature not set above ambient room temperature • Heating coil broken	• Adjust the temperature settings as directed in the user manual • Contact us for a replacement part
Machine does not turn on	• No electricity to the outlet • Loose connector cable in control board	• Test another appliance in the power outlet • Contact customer service for further instructions
Unit is heating above or below set temperature	• Malfunctioning thermostat or thermostat sensor	• Contact customer service for replacement parts
Foods are not evenly dehydrating	• The thickness of food is not consistent across pieces • Food is overlapping or not spaced out properly	• Evenly slice the food • Spread out the food evenly over all racks to ensure airflow remains consistent

ERROR CODE	FAILURE MESSAGE
E0-1	Zone 1 - Sensor malfunction
E1-1	Zone 1 - Sensor disconnected
E2-1	Zone 1 - Over temperature >250°F
E0-2	Zone 2 - Sensor malfunction
E1-2	Zone 2 - Sensor disconnected
E2-2	Zone 2 - Over temperature >250°F
E0-4	Control board malfunction
E1-4	Control board disconnected
E2-4	Control board over temperature >185°F

5 YEAR COMPREHENSIVE WARRANTY

This Comprehensive Warranty applies to all physical goods (product/s) purchased from an official reseller of BenchFoods product line.

1. WHAT DOES THIS WARRANTY COVER?

This Comprehensive Warranty covers any defects in material or workmanship under normal commercial use during the Warranty Period. During the Warranty Period, BenchFoods will repair, at no charge, products or parts of a product/s that prove defective under normal commercial use.

2. WHAT WILL WE DO TO CORRECT PROBLEMS?

BenchFoods will action 1 of 3 scenarios based on the defect and the product purchased;

1. Send a brand-new replacement of the defective product. *Does not apply for custom industrial orders
2. If the defective part of the product can be identified, we will ship the replacement part and have a service technician come on-site to replace and install it once it has arrived.
3. Send out a service technician to investigate the defect. Once the issue has been identified, the technician will either fix the defect immediately or notify BenchFoods of replacement parts needed. If the latter, BenchFoods will ship the required replacement parts to the service address. The technician will then return on-site to service and fix the product.

3. HOW LONG DOES THE COVERAGE LAST?

The Warranty Period for Commercial and Industrial Dehydrators, as well as their accessories, is 5 years from the original date of purchase. *Excluding refurbished dehydrators which carry a 3 year warranty.

Individual Dehydrator Parts purchased are not covered by warranty unless they are received through a warranty claim on a previously purchased product. In this case, a replacement product or part/s assumes the remaining warranty of the original Physical Good or 180 days from the date of replacement or repair, whichever is longer

4. WHAT DOES THIS WARRANTY NOT COVER?

This Comprehensive Warranty does not cover defects or malfunction caused by misuse, abuse or improper maintenance, failure to follow operating instructions, or use with equipment with which it is not intended to be used. It doesn't cover cosmetic or incidental damages. Also, the warranty will not apply to damage caused by unauthorized alteration, modification or repair of the product.

5. WHAT DO YOU HAVE TO DO?

To obtain warranty service, firstly contact us to determine the problem and the most appropriate solution for you. In most cases, technical problems can be corrected over the phone. Tech support can be reached via telephone or email.

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