MCDONALD'S
DELIVERY FULFILLMENT LOCKERS
OWNER / OPERATOR'S MANUAL
HEATED & AMBIENT MODELS

MANUFACTURED BY:

CARTER-HOFFMANN
1551 McCormick Avenue
Mundelein, IL 60060 U.S.A.



Please read the entire manual before operating this euipment.

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GENERAL INFORMATION

- This appliance is intended for use in commercial establishments, where all operators are familiar with the appliance use, limitations and associated hazards.
- Operating instructions and warnings must be read and understood by all operators and users.
- Cleanliness of this appliance is essential to good sanitation. Read and follow all included cleaning instructions and schedules to ensure the safety of the food product.
- All included instructions, component views and parts lists are included for general reference and are intended for use by qualified service personnel.
- Knowledge of proper installation, operation and maintenance procedures is essential to ensure the safe operation of this cabinet.

SERVICE / SAFETY

- Always have dry hands prior to using the piece of equipment.
- Turn OFF the unit anytime the cabinet is not in use.
- If an electrical shock is felt when touching the cabinet, disconnect the power immediately and call Carter-Hoffmann Technical Service for assistance.
- If the power cord is frayed or the plug damaged, DO NOT plug into the electrical power receptacle. If it is already plugged in, turn off the main circuit breaker, usually located in the building's breaker box, then disconnect the plug.
- Disconnect the power cord before attempting any repairs to the cabinet.
- Repairs to this unit must be conducted by qualified personnel.
- DO NOT SPRAY WITH WATER OR CLEANING SOLUTIONS OR SUBMERGE THE APPLIANCE. Components and wiring present a high shock hazard when wet.
- International Units Only: when servicing units, any sealed seams damaged or cut while servicing unit must be resealed after repairs are complete.

CAUTION: EQUIPMENT ELECTRICAL DAMAGE

Do not plug in or use this appliance until all Installation Instructions are read and followed.

This manual is considered to be a permanent part of this appliance and must remain with the appliance if it is sold or moved to another location

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SAFETY PRECAUTIONS



WARNING!
This symbol highlights hazards, which could lead to injury. Please follow the instructions very carefully and proceed with particular attention in these cases



CAUTION!
This symbol highlights instructions, which should be followed to avoid any risk of damage, malfunctioning and/or breakdown of the device.



NOTE!
This symbol highlights tips and information, which have to be followed for an efficient and trouble-free operation of the device.



DANGER! Electrical Shock Hazard!
This symbol draws attention to potential electrical hazards (dangerous voltage). If you do not follow the safety instructions, you may risk injury or death.



CAUTION! Hot Surface!
This symbol is a warning that the device surface is hot when in use. Ignoring this warning shall result in burns!



WARNING! Scalding Hazard!
To avoid scalding, do not use loaded containers with liquids or cooking goods which become fluids by heating in higher levels than those which can be easily observed.

This appliance can be used by children from 8 years and above, and persons with reduced physical, sensory or mental capabilities or lack of experience, if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.

- **Children shall not play with the appliance.**
- **Cleaning and user maintenance shall not be made by children without supervision.**

CAUTION: In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.

IMPORTANT SAFETY INSTRUCTIONS

When using electrical appliances basic safety precautions should be adhered to, including the following:

1) Be familiar with appliance use, limitations and associated restrictions. Operating instructions must be read and understood by all people using or installing this appliance.
2) This appliance must be grounded. Connect only to properly grounded outlets.
3) Use this appliance only for its intended use as described in this manual.
    a) This equipment is specifically designed to hold pre-cooked food at temperature.
    b) This equipment is intended for use in commercial establishments only.
    c) This equipment is not designed for industrial or laboratory use.
4) Cleanliness of this appliance and accessories is essential to good sanitation.
5) DO NOT submerge this appliance in water. This appliance is not jet stream approved. DO NOT direct water jet or steam jet at this appliance, or at any control panel or wiring. DO NOT splash or pour water on, in or over any controls, control panel or wiring. DO NOT use corrosive chemicals or vapors in this appliance.
6) DO NOT store this appliance outdoors. DO NOT use this product near water – for example, near a kitchen sink, in a wet basement, or near a swimming pool, and the like.
7) DO NOT operate this appliance if it has a damaged cord or plug, if it is not working properly, or if it has been damaged or dropped. Do not immerse cord or plug in water, keep cord away from heated surfaces, and do not let cord hang over edge of table or counter.
8) Only qualified service personnel should service this appliance.
9) DO NOT cover or block any openings on the appliance.

NOTE:
The technical content of this manual, including any wiring diagrams, schematics, parts breakdown illustrations and/or adjustment procedures, is **intended for use by qualified technical personnel** and is subject to change without notice.

MODELS



Carter-Hoffmann's **P**ick **U**p **C**abinets (**PUC**) redefine order pickup with an intelligent locker system designed for precision, security, and seamless flow from kitchen to courier. Built for high-performance environments, the system ensures orders are verified, securely stored, and accurately released through a guided interface and unique access codes-enabling fast, confident retrieval. By reducing incorrect pickups, minimizing wait times, and reinforcing accountability, PUC streamlines operations even during peak demand. Intelligent prompts and adaptive workflows support both crew and courier, maintaining consistency while handling real-world scenarios with ease. The result is a secure, efficient, and elevated pickup experience that protects product integrity and reflects the premium standards of your brand.

MODEL	DESCRIPTION	AMBIENT OR HEATED	NUMBER OF LOCKERS	TOUCHSCREEN LOCATION FROM COURIER SIDE VIEW	INTERIOR OR EXTERIOR	CREW SIDE DOORS	COURIER SIDE HINGE
PUCA-33SL-IIL	PUC,AMB,3W,3H,SLIM,LC,INT,IRD,LH	AMBIENT	8	LEFT	INTERIOR	X	LEFT
PUCA-33SL-IIR	PUC,AMB,3W,3H,SLIM,LC,INT,IRD,RH	AMBIENT	8	LEFT	INTERIOR	X	RIGHT
PUCA-33SL-IL	PUC,AMB,3W,3H,SLIM,LC,INT,LH	AMBIENT	8	LEFT	INTERIOR		LEFT
PUCA-33SL-IR	PUC,AMB,3W,3H,SLIM,LC,INT,RH	AMBIENT	8	LEFT	INTERIOR		RIGHT
PUCA-33SR-IIL	PUC,AMB,3W,3H,SLIM,RC,INT,IRD,LH	AMBIENT	8	RIGHT	INTERIOR	X	LEFT
PUCA-33SR-IIR	PUC,AMB,3W,3H,SLIM,RC,INT,IRD,RH	AMBIENT	8	RIGHT	INTERIOR	X	RIGHT
PUCA-33SR-IL	PUC,AMB,3W,3H,SLIM,RC,INT,LH	AMBIENT	8	RIGHT	INTERIOR		LEFT
PUCA-33SR-IR	PUC,AMB,3W,3H,SLIM,RC,INT,RH	AMBIENT	8	RIGHT	INTERIOR		RIGHT
PUCH-33SL-EIL	PUC,HT,3W,3H,SLIM,LC,EXT,IRD,LH	HEATED	8	LEFT	EXTERIOR	X	LEFT
PUCH-33SL-EIR	PUC,HT,3W,3H,SLIM,LC,EXT,IRD,RH	HEATED	8	LEFT	EXTERIOR	X	RIGHT
PUCH-33SR-EIL	PUC,HT,3W,3H,SLIM,RC,EXT,IRD,LH	HEATED	8	RIGHT	EXTERIOR	X	LEFT
PUCH-33SR-EIR	PUC,HT,3W,3H,SLIM,RC,EXT,IRD,RH	HEATED	8	RIGHT	EXTERIOR	X	RIGHT
PUCA-23SL-IIL	PUC,AMB,2W,3H,SLIM,LC,INT,IRD,LH	AMBIENT	5	LEFT	INTERIOR	X	LEFT
PUCA-23SL-IIR	PUC,AMB,2W,3H,SLIM,LC,INT,IRD,RH	AMBIENT	5	LEFT	INTERIOR	X	RIGHT
PUCA-23SL-IL	PUC,AMB,2W,3H,SLIM,LC,INT,LH	AMBIENT	5	LEFT	INTERIOR		LEFT
PUCA-23SL-IR	PUC,AMB,2W,3H,SLIM,LC,INT,RH	AMBIENT	5	LEFT	INTERIOR		RIGHT
PUCA-23SR-IIL	PUC,AMB,2W,3H,SLIM,RC,INT,IRD,LH	AMBIENT	5	RIGHT	INTERIOR	X	LEFT
PUCA-23SR-IIR	PUC,AMB,2W,3H,SLIM,RC,INT,IRD,RH	AMBIENT	5	RIGHT	INTERIOR	X	RIGHT
PUCA-23SR-IL	PUC,AMB,2W,3H,SLIM,RC,INT,LH	AMBIENT	5	RIGHT	INTERIOR		LEFT
PUCA-23SR-IR	PUC,AMB,2W,3H,SLIM,RC,INT,RH	AMBIENT	5	RIGHT	INTERIOR		RIGHT
PUCH-23SL-EIL	PUC,HT,2W,3H,SLIM,LC,EXT,IRD,LH	HEATED	5	LEFT	EXTERIOR	X	LEFT
PUCH-23SL-EIR	PUC,HT,2W,3H,SLIM,LC,EXT,IRD,RH	HEATED	5	LEFT	EXTERIOR	X	RIGHT
PUCH-23SR-EIL	PUC,HT,2W,3H,SLIM,RC,EXT,IRD,LH	HEATED	5	RIGHT	EXTERIOR	X	LEFT
PUCH-23SR-EIR	PUC,HT,2W,3H,SLIM,RC,EXT,IRD,RH	HEATED	5	RIGHT	EXTERIOR	X	RIGHT
PUCA-13SAOL-I	PUC,AMB,1W,3H,SLIM,ADD-ON,LH,INT	AMBIENT	3		INTERIOR		LEFT
PUCA-13SAOL-II	PUC,AMB,1W,3H,SLIM,ADD-ON,LH,INT,IRD	AMBIENT	3		INTERIOR	X	LEFT
PUCA-13SAOR-I	PUC,AMB,1W,3H,SLIM,ADD-ON,RH,INT	AMBIENT	3		INTERIOR		RIGHT
PUCA-13SAOR-II	PUC,AMB,1W,3H,SLIM,ADD-ON,RH,INT,IRD	AMBIENT	3		INTERIOR	X	RIGHT
PUCH-13SAOL-E	PUC,HT,1W,3H,SLIM,ADD-ON,LH,EXT	HEATED	3		EXTERIOR		LEFT
PUCH-13SAOR-E	PUC,HT,1W,3H,SLIM,ADD-ON,RH,EXT	HEATED	3		EXTERIOR		RIGHT

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SPECIFICATIONS

INTERIOR FACING MODELS

MODEL NUMBER	HEIGHT IN / MM	DEPTH IN / MM	WIDTH IN / MM	SHIPPING WEIGHT LBS / KG	VOLTS	AMPS	HZ	PHASE	PLUG
PUCA-33SL-IIL	55 15/16 / 1420.9	18 / 457.2	57 3/4 / 1466.9	450 / 204	120	1	60	1	NEMA 5-15P
PUCA-33SL-IIR	55 15/16 / 1420.9	18 / 457.2	57 3/4 / 1466.9	450 / 204	120	1	60	1	NEMA 5-15P
PUCA-33SL-IL	55 15/16 / 1420.9	18 / 457.2	57 3/4 / 1466.9	420 / 191	120	1	60	1	NEMA 5-15P
PUCA-33SL-IR	55 15/16 / 1420.9	18 / 457.2	57 3/4 / 1466.9	420 / 191	120	1	60	1	NEMA 5-15P
PUCA-33SR-IIL	55 15/16 / 1420.9	18 / 457.2	57 3/4 / 1466.9	450 / 204	120	1	60	1	NEMA 5-15P
PUCA-33SR-IIR	55 15/16 / 1420.9	18 / 457.2	57 3/4 / 1466.9	450 / 204	120	1	60	1	NEMA 5-15P
PUCA-33SR-IL	55 15/16 / 1420.9	18 / 457.2	57 3/4 / 1466.9	420 / 191	120	1	60	1	NEMA 5-15P
PUCA-33SR-IR	55 15/16 / 1420.9	18 / 457.2	57 3/4 / 1466.9	420 / 191	120	1	60	1	NEMA 5-15P
PUCA-23SL-IIL	55 15/16 / 1420.9	18 / 457.2	38 1/2 / 977.9	310 / 141	120	1	60	1	NEMA 5-15P
PUCA-23SL-IIR	55 15/16 / 1420.9	18 / 457.2	38 1/2 / 977.9	310 / 141	120	1	60	1	NEMA 5-15P
PUCA-23SL-IL	55 15/16 / 1420.9	18 / 457.2	38 1/2 / 977.9	290 / 132	120	1	60	1	NEMA 5-15P
PUCA-23SL-IR	55 15/16 / 1420.9	18 / 457.2	38 1/2 / 977.9	290 / 132	120	1	60	1	NEMA 5-15P
PUCA-23SR-IIL	55 15/16 / 1420.9	18 / 457.2	38 1/2 / 977.9	310 / 141	120	1	60	1	NEMA 5-15P
PUCA-23SR-IIR	55 15/16 / 1420.9	18 / 457.2	38 1/2 / 977.9	310 / 141	120	1	60	1	NEMA 5-15P
PUCA-23SR-IL	55 15/16 / 1420.9	18 / 457.2	38 1/2 / 977.9	290 / 132	120	1	60	1	NEMA 5-15P
PUCA-23SR-IR	55 15/16 / 1420.9	18 / 457.2	38 1/2 / 977.9	290 / 132	120	1	60	1	NEMA 5-15P
PUCA-13SAOL-I	55 15/16 / 1420.9	18 / 457.2	19 1/4 / 489	160 / 73	120	1	60	1	NEMA 5-15P
PUCA-13SAOL-II	55 15/16 / 1420.9	18 / 457.2	19 1/4 / 489	171 / 78	120	1	60	1	NEMA 5-15P
PUCA-13SAOR-I	55 15/16 / 1420.9	18 / 457.2	19 1/4 / 489	160 / 73	120	1	60	1	NEMA 5-15P
PUCA-13SAOR-II	55 15/16 / 1420.9	18 / 457.2	19 1/4 / 489	171 / 78	120	1	60	1	NEMA 5-15P
PUCA-33SL-IIL-240	55 15/16 / 1420.9	18 / 457.2	57 3/4 / 1466.9	450 / 204	240	0.5	50/60	1	E, F, G
PUCA-33SL-IIR-240	55 15/16 / 1420.9	18 / 457.2	57 3/4 / 1466.9	450 / 204	240	0.5	50/60	1	E, F, G
PUCA-33SL-IL-240	55 15/16 / 1420.9	18 / 457.2	57 3/4 / 1466.9	420 / 191	240	0.5	50/60	1	E, F, G
PUCA-33SL-IR-240	55 15/16 / 1420.9	18 / 457.2	57 3/4 / 1466.9	420 / 191	240	0.5	50/60	1	E, F, G
PUCA-33SR-IIL-240	55 15/16 / 1420.9	18 / 457.2	57 3/4 / 1466.9	450 / 204	240	0.5	50/60	1	E, F, G
PUCA-33SR-IIR-240	55 15/16 / 1420.9	18 / 457.2	57 3/4 / 1466.9	450 / 204	240	0.5	50/60	1	E, F, G
PUCA-33SR-IL-240	55 15/16 / 1420.9	18 / 457.2	57 3/4 / 1466.9	420 / 191	240	0.5	50/60	1	E, F, G
PUCA-33SR-IR-240	55 15/16 / 1420.9	18 / 457.2	57 3/4 / 1466.9	420 / 191	240	0.5	50/60	1	E, F, G
PUCA-23SL-IIL-240	55 15/16 / 1420.9	18 / 457.2	38 1/2 / 977.9	310 / 141	240	0.5	50/60	1	E, F, G
PUCA-23SL-IIR-240	55 15/16 / 1420.9	18 / 457.2	38 1/2 / 977.9	310 / 141	240	0.5	50/60	1	E, F, G
PUCA-23SL-IL-240	55 15/16 / 1420.9	18 / 457.2	38 1/2 / 977.9	290 / 132	240	0.5	50/60	1	E, F, G
PUCA-23SL-IR-240	55 15/16 / 1420.9	18 / 457.2	38 1/2 / 977.9	290 / 132	240	0.5	50/60	1	E, F, G
PUCA-23SR-IIL-240	55 15/16 / 1420.9	18 / 457.2	38 1/2 / 977.9	310 / 141	240	0.5	50/60	1	E, F, G
PUCA-23SR-IIR-240	55 15/16 / 1420.9	18 / 457.2	38 1/2 / 977.9	310 / 141	240	0.5	50/60	1	E, F, G
PUCA-23SR-IL-240	55 15/16 / 1420.9	18 / 457.2	38 1/2 / 977.9	290 / 132	240	0.5	50/60	1	E, F, G
PUCA-23SR-IR-240	55 15/16 / 1420.9	18 / 457.2	38 1/2 / 977.9	310 / 141	240	0.5	50/60	1	E, F, G
PUCA-13SAOL-I-240	55 15/16 / 1420.9	18 / 457.2	19 1/4 / 489	160 / 73	240	0.5	50/60	1	E, F, G
PUCA-13SAOL-II-240	55 15/16 / 1420.9	18 / 457.2	19 1/4 / 489	171 / 78	240	0.5	50/60	1	E, F, G
PUCA-13SAOR-I-240	55 15/16 / 1420.9	18 / 457.2	19 1/4 / 489	160 / 73	240	0.5	50/60	1	E, F, G
PUCA-13SAOR-II-240	55 15/16 / 1420.9	18 / 457.2	19 1/4 / 489	171 / 78	240	0.5	50/60	1	E, F, G

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SPECIFICATIONS

EXTERIOR FACING MODELS

MODEL NUMBER	NUMBER OF CABINETS	HEIGHT IN / MM	DEPTH IN / MM	WIDTH IN / MM	SHIPPING WEIGHT LBS / KG	VOLTS	AMPS	HZ	PHASE	PLUG
PUCH-33SL-EIL	8	56 / 1421.8	18 / 457.2	57 3/4 / 1466.9	450 / 204	120	16	60	1	NEMA 5-20P
PUCH-33SL-EIR	8	56 / 1421.8	18 / 457.2	57 3/4 / 1466.9	450 / 204	120	16	60	1	NEMA 5-20P
PUCH-33SR-EIL	8	56 / 1421.8	18 / 457.2	57 3/4 / 1466.9	450 / 204	120	16	60	1	NEMA 5-20P
PUCH-33SR-EIR	8	56 / 1421.8	18 / 457.2	57 3/4 / 1466.9	450 / 204	120	16	60	1	NEMA 5-20P
PUCH-23SL-EIL	5	56 / 1421.8	18 / 457.2	38 1/2 / 977.9	310 / 141	120	12	60	1	NEMA 5-15P
PUCH-23SL-EIR	5	56 / 1421.8	18 / 457.2	38 1/2 / 977.9	310 / 141	120	12	60	1	NEMA 5-15P
PUCH-23SR-EIL	5	56 / 1421.8	18 / 457.2	38 1/2 / 977.9	310 / 141	120	12	60	1	NEMA 5-15P
PUCH-23SR-EIR	5	56 / 1421.8	18 / 457.2	38 1/2 / 977.9	310 / 141	120	12	60	1	NEMA 5-15P
PUCH-13SAOL-E	3	56 / 1421.8	18 / 457.2	19 1/4 / 489	171 / 78	120	6	60	1	NEMA 5-15P
PUCH-13SAOR-E	3	56 / 1421.8	18 / 457.2	19 1/4 / 489	171 / 78	120	6	60	1	NEMA 5-15P
PUCH-33SL-EIL-240	8	56 / 1421.8	18 / 457.2	57 3/4 / 1466.9	450 / 204	240	8	50/60	1	E, F, G
PUCH-33SL-EIR-240	8	56 / 1421.8	18 / 457.2	57 3/4 / 1466.9	450 / 204	240	8	50/60	1	E, F, G
PUCH-33SR-EIL-240	8	56 / 1421.8	18 / 457.2	57 3/4 / 1466.9	450 / 204	240	8	50/60	1	E, F, G
PUCH-33SR-EIR-240	8	56 / 1421.8	18 / 457.2	57 3/4 / 1466.9	450 / 204	240	8	50/60	1	E, F, G
PUCH-23SL-EIL-240	5	56 / 1421.8	18 / 457.2	38 1/2 / 977.9	310 / 141	240	6	50/60	1	E, F, G
PUCH-23SL-EIR-240	5	56 / 1421.8	18 / 457.2	38 1/2 / 977.9	310 / 141	240	6	50/60	1	E, F, G
PUCH-23SR-EIL-240	5	56 / 1421.8	18 / 457.2	38 1/2 / 977.9	310 / 141	240	6	50/60	1	E, F, G
PUCH-23SR-EIR-240	5	55 15/16 / 1420.9	18 / 457.2	38 1/2 / 977.9	310 / 141	240	6	50/60	1	E, F, G
PUCH-13SAOL-E-240	3	56 / 1421.8	18 / 457.2	19 1/4 / 489	171 / 78	240	3	50/60	1	E, F, G
PUCH-13SAOR-E-240	3	56 / 1421.8	18 / 457.2	19 1/4 / 489	171 / 78	240	3	50/60	1	E, F, G

UNPACKING AND INSTALLATION

DANGER: Electrical Shock Hazard
All servicing requiring access to non-insulated components must be performed by qualified service personnel. Do not open any access panels which require the use of tools. Failure to heed this warning can result in electrical shock. Disconnect this appliance from electrical power before performing any maintenance or servicing.

WARNING: Injury Hazard
All installation procedures must be performed by qualified personnel with full knowledge of all applicable electrical codes. Failure could result in property damage and personal injury.

WARNING Electric Shock Hazard
Appliance must be plugged into a properly grounded receptacle to prevent possible shock hazard. Electrical shock will cause death or serious Injury.

WARNING: Risk of Personal Injury
Installation procedures must be performed by a qualified technician with full knowledge of all applicable electrical codes. Failure can result in personal injury and property damage.

CAUTION: Electrical Shock Hazard
The ground prong of the power cord is part of a system designed to protect you from electric shock in the event of internal damage. DO NOT cut off the large round ground prong or twist a blade to fit an existing receptacle.

IMPORTANT:
Power cord is 9' long (15A cabinets) or 6' long (20A cabinets). If necessary, contact a licensed electrician to install an appropriate electrical circuit and proper receptacle.

IMPORTANT:
Damage to unit due to being connected to the wrong voltage or phase is NOT covered by warranty.

IMPORTANT:
Place the cabinet in a space that is 80°F (27°C) or below. Temperatures above 80°F (27°C) may affect performance.

Delivery Fulfillment Lockers from Pallet: Step-by-Step Guide

To ensure a smooth setup, please carefully follow the unpacking instructions outlined in this guide. These step-by-step guidelines, along with the accompanying images, will help you safely and efficiently remove the unit from its packaging.

Important Notice:

Failure to follow the instructions provided may result in damage to the unit, which could void the warranty and/or lead to additional service fees for repairs. Carter-Hoffmann is not responsible for any damage that occurs during the unpacking process. By adhering to these instructions, you can ensure the best possible experience while setting up your new Delivery Fulfillment Lockers.

Proceed with caution and use the proper tools and handling techniques as outlined in the following sections. If you have any questions or concerns, please contact our support team before unpacking.

NOTE: DO NOT discard the carton or other packing materials until you have inspected the appliance for hidden damage and tested it for proper operation. Refer to *SHIPPING DAMAGE CLAIM PROCEDURE* in the Terms and Conditions.

UNPACKING AND INSTALLATION (CONTINUED)

TOOLS REQUIRED:

- Box cutter to cut plastic
- Tin snips to cut banding material
- Screwdriver
- Forklift, pallet jack or other appropriate lifting device

STEP 1: Remove the black exterior wrapping. Clear access to all sides of the pallet.





STEP 2: Remove cardboard corners and pink insulation sheets.



WARNING: Use extreme caution when moving and tipping unit during installation. Size and weight of the unit create significant tip and pinch point hazards. Remain aware and keep clear of the unit/pinch points while tipping to avoid serious injury.

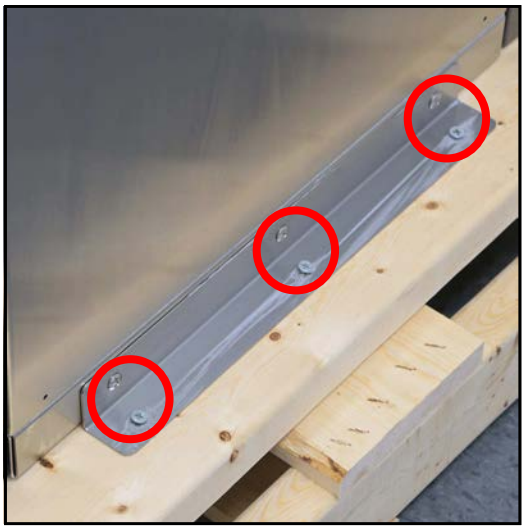
UNPACKING AND INSTALLATION (CONTINUED)

STEP 3: Cut plastic strapping securing unit to pallet and remove protective film.





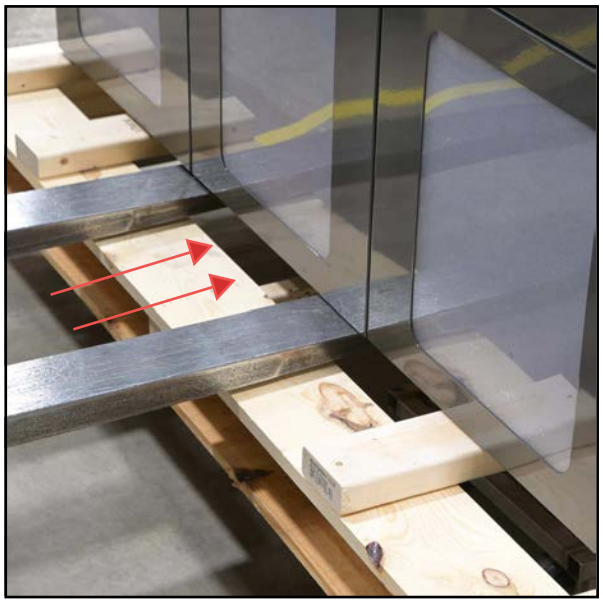
STEP 4: Remove 3 screws securing the angle mounting bracket to the pallet and the 3 screws securing the angle mounting bracket to the side of the Delivery Fulfillment Lockers.
Repeat on other side.





UNPACKING AND INSTALLATION (CONTINUED)

STEP 5: Using a forklift, position the forks underneath the unit as seen in the picture below. Ensure your forks are flat and not tilted forward. The objective is to lift on the base of the unit, be careful not to lift on the bottom of the front doors as this will damage the doors.



STEP 6: After lifting the unit from the pallet with a forklift, set down on a table or cart.



UNPACKING AND INSTALLATION (CONTINUED)

FIELD ASSEMBLY INSTRUCTIONS FOR PUC 2X3 and 3X3 (print in color)

PARTS LIST:

* Top weather trim only included with exterior facing units *

PUC_1455 : Top weather trim, 3W, right hinged units. QTY: 1

PUC_1553 : Top weather trim, 3W, left hinged units. QTY: 1

PUC_1530 : Top weather trim, 2W, right hinged units. QTY: 1

PUC_1548 : Top weather trim, 2W, left hinged units. QTY: 1



PUC_1479 : Front mount trim, vertical. QTY: 2



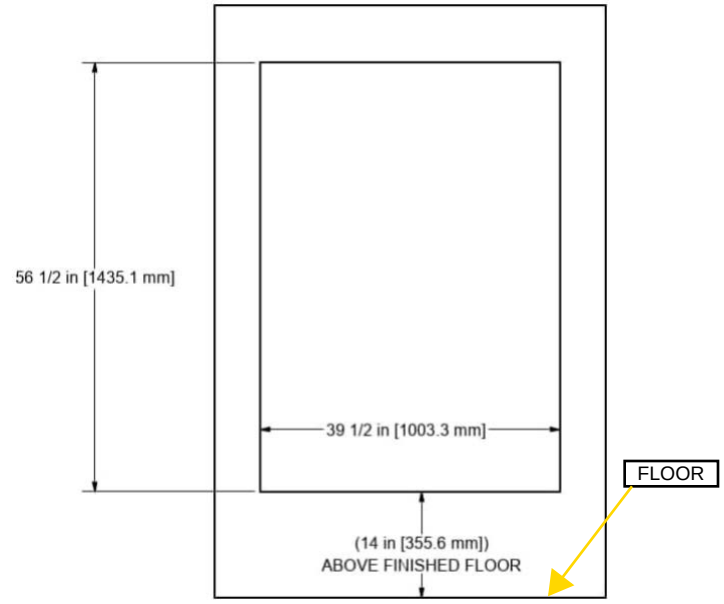
53-0294 : S/S Screw, #8, Self Drilling. QTY: 10



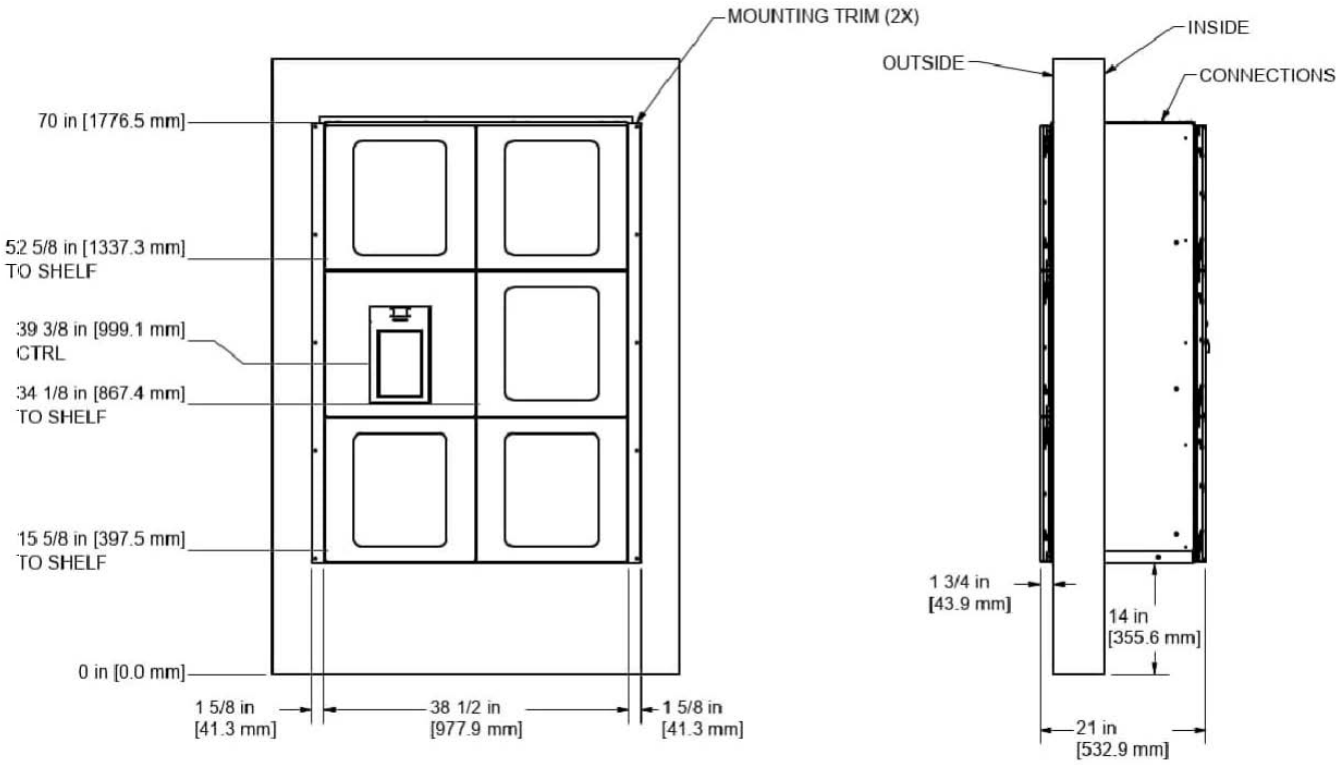
UNPACKING AND INSTALLATION (CONTINUED)

2X3 WALL OPENING DIMENSIONS

*THE BOTTOM DIMENSION IS AS REFERENCE ONLY TO BETTER MEET "ADA" HEIGHT REQUIRMENTS.



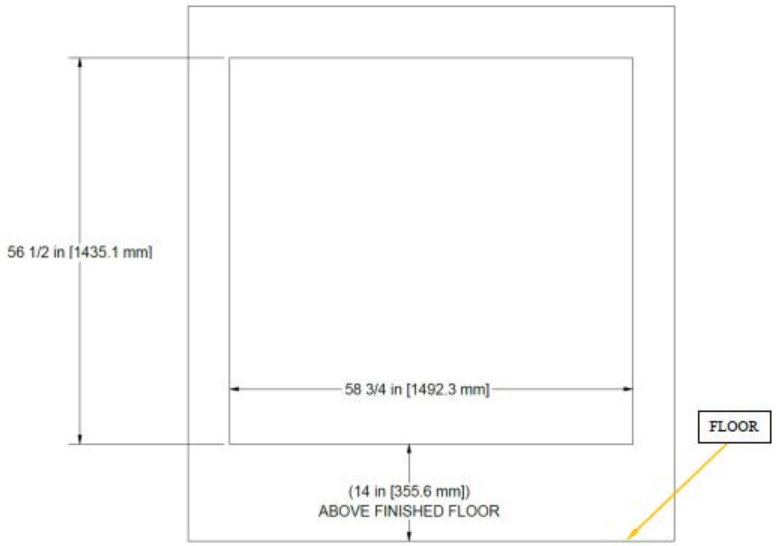
2X3 DIMENSIONS FOR SUGGESTED CUTOUT HEIGHT



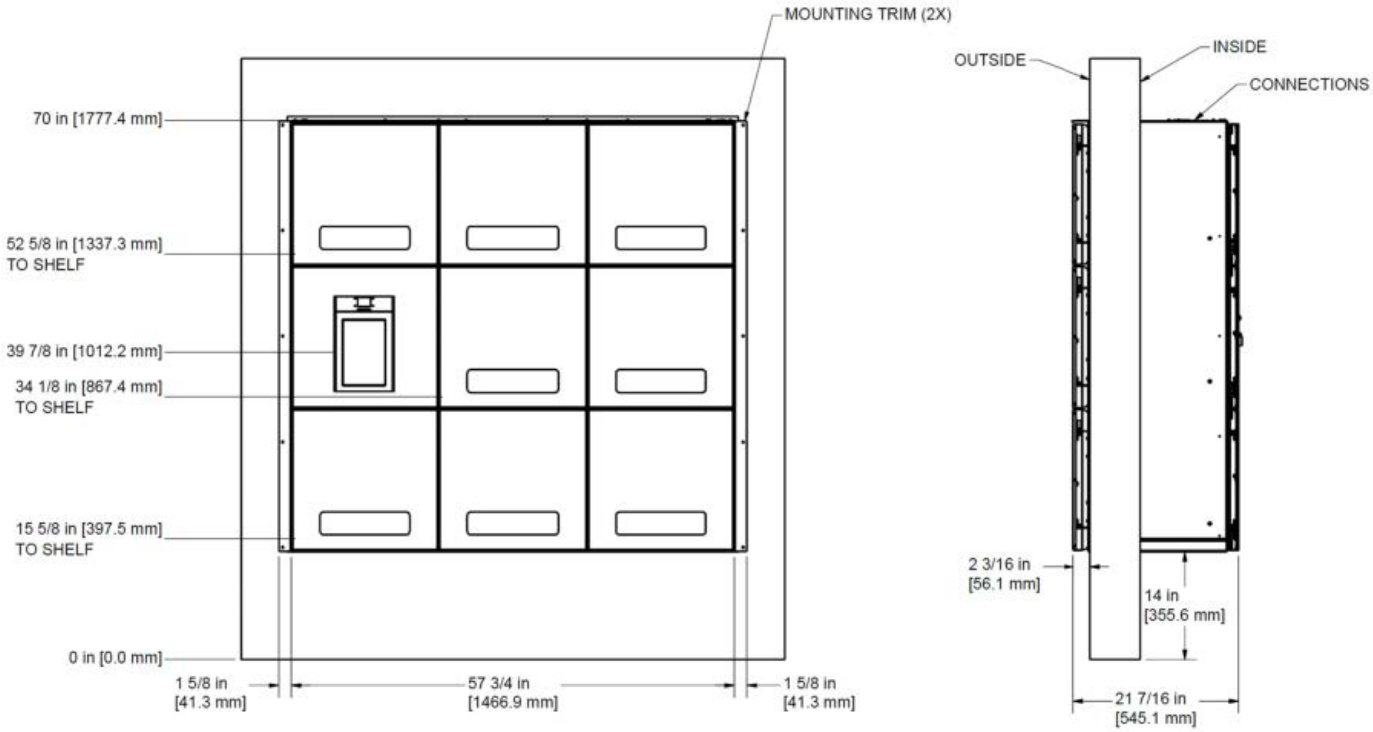
UNPACKING AND INSTALLATION (CONTINUED)

3X3 WALL OPENING DIMENSIONS

*THE BOTTOM DIMENSION IS AS REFERENCE ONLY TO BETTER MEET "ADA" HEIGHT REQUIRMENTS.

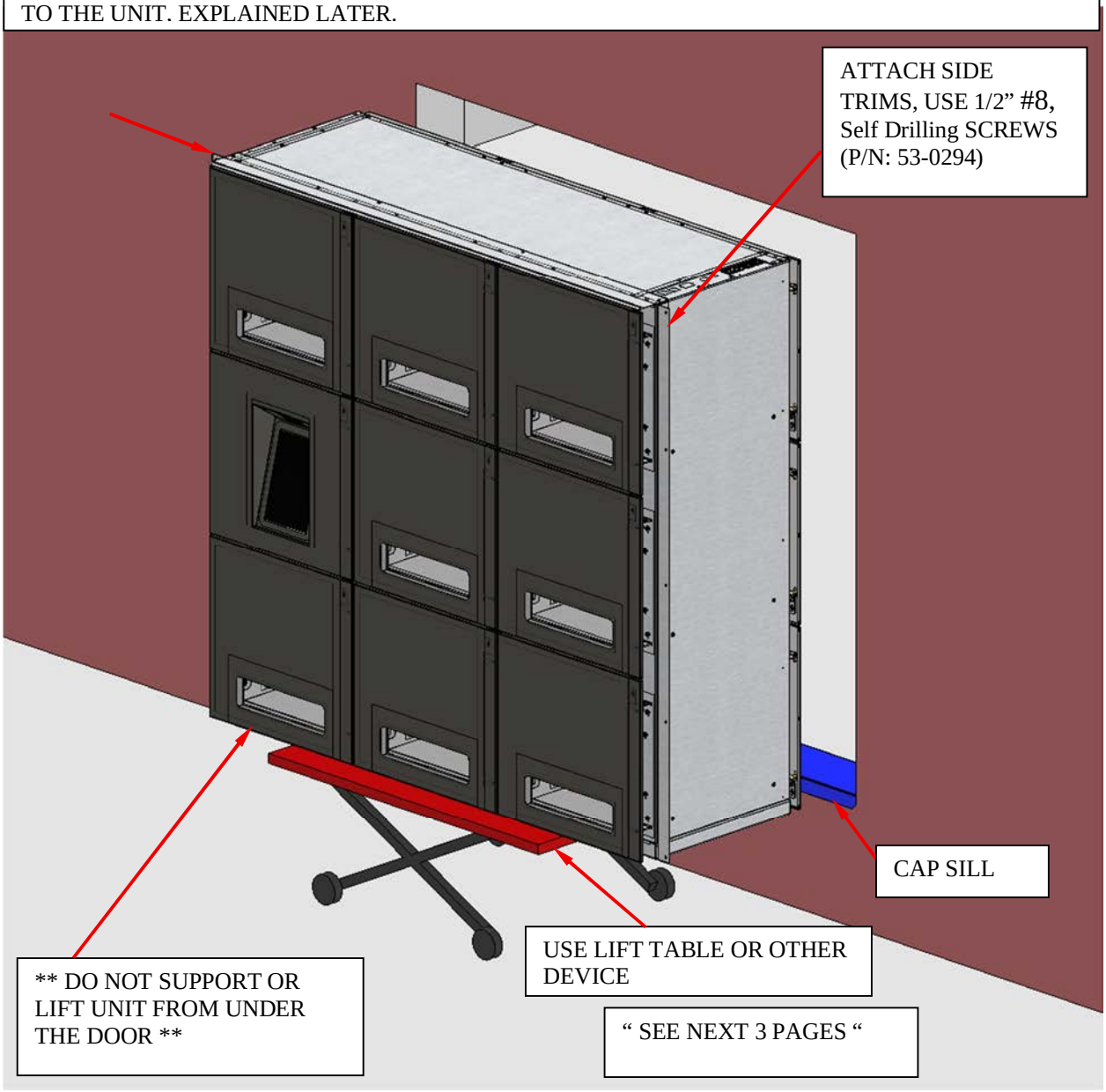


3X3 DIMENSIONS FOR SUGGESTED CUTOUT HEIGHT



UNPACKING AND INSTALLATION (CONTINUED)

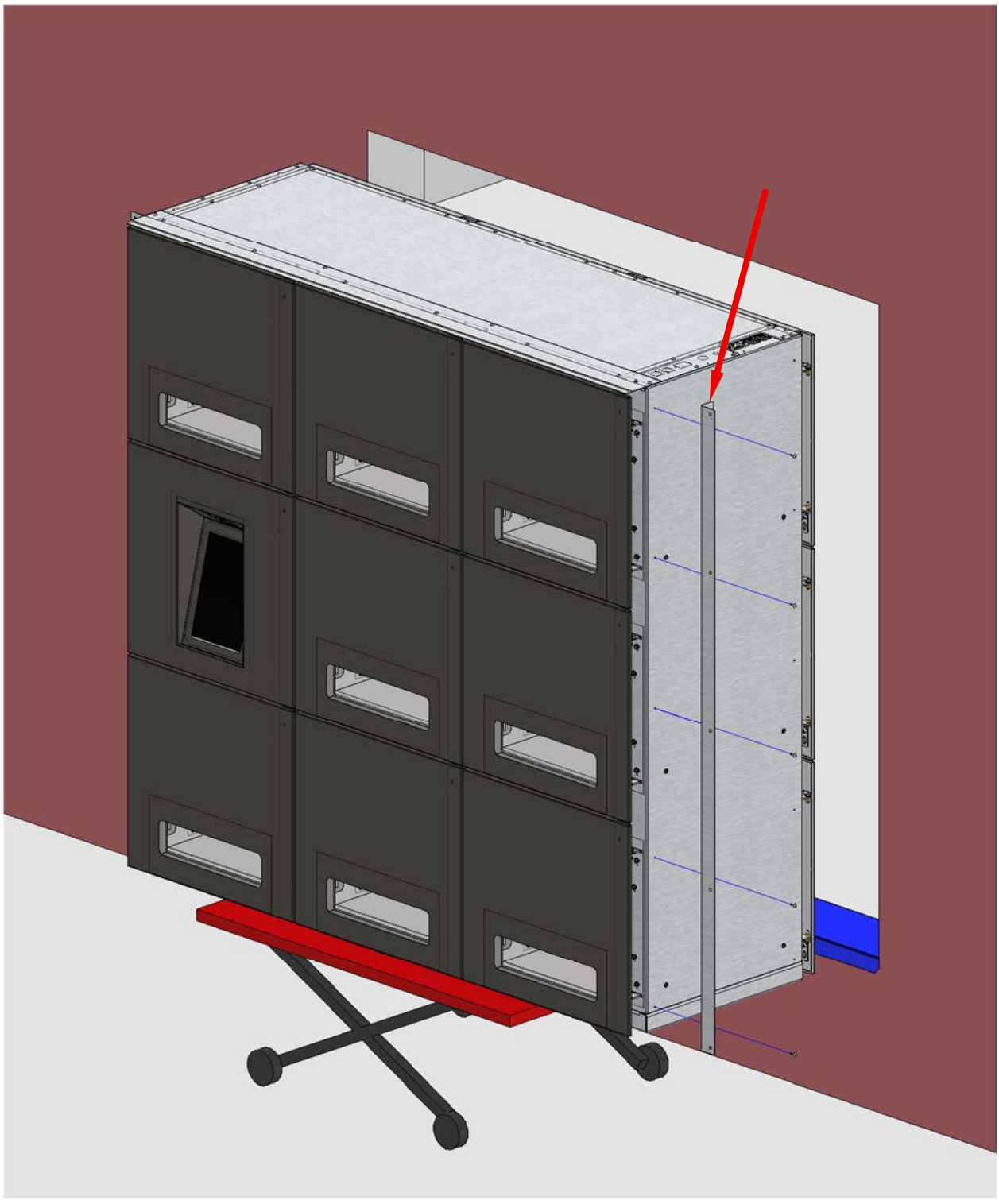
ATTACH SIDE BRACES (2x) TO EACH SIDE OF THE UNIT. CAP WALL OPENING SILL. *NOTE THAT THE TRIMS CAN ALSO BE USED INSIDE THE BUILDING INSTEAD OF OUTSIDE, IN THAT CASE POSITION MOUNTING TRIMS AS DESIRE AND USE SELF DRILLING SCREWS TO ATTACH TO THE UNIT. EXPLAINED LATER.



" SEE NEXT 3 PAGES "

UNPACKING AND INSTALLATION (CONTINUED)

ATTACH SIDE BRACES (2x) TO EACH SIDE OF THE UNIT. (ONE SIDE SHOWN, DO BOTH SIDES)



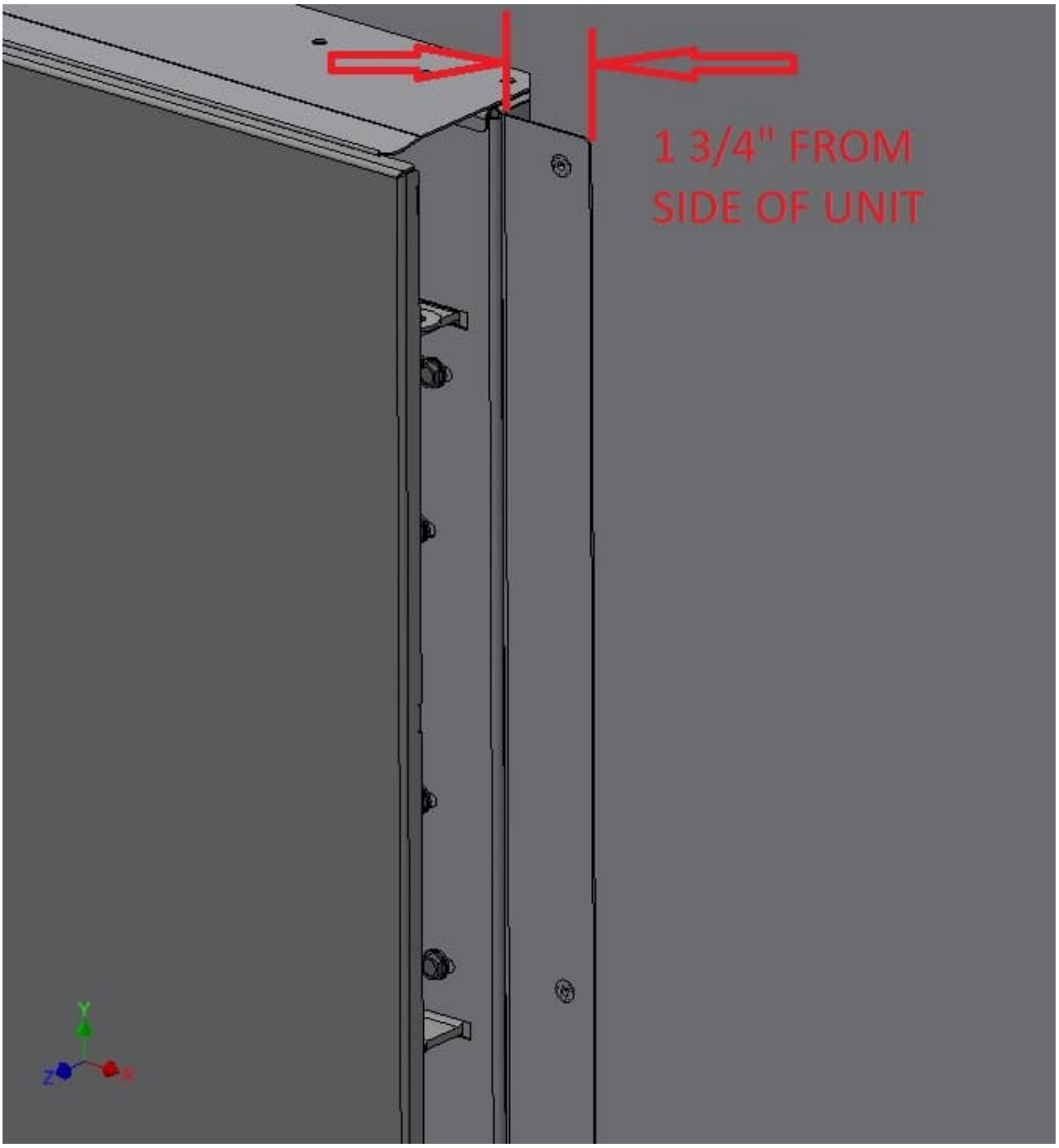
UNPACKING AND INSTALLATION (CONTINUED)

SLIDE UNIT IN PLACE, FLUSH WITH THE WALL AND SECURE TO THE WALL USING THE SIDE MOUNTING TRIMS (2). (ONE SIDE SHOWN, DO LEFT AND RIGHT SIDE OF UNIT)



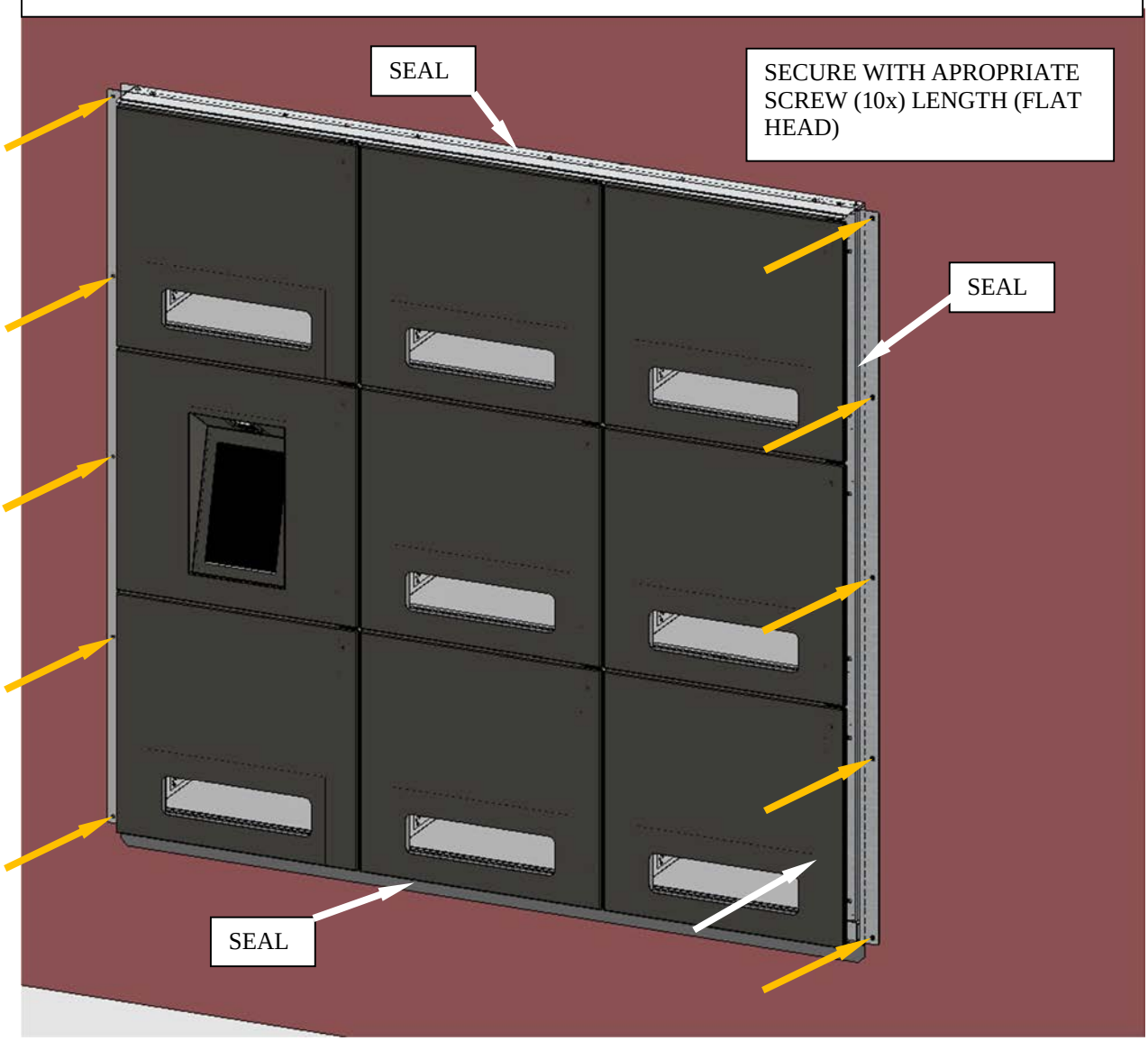
UNPACKING AND INSTALLATION (CONTINUED)

NOTE: DIMENSION OF MOUNTING TRIMS, ONE ON EACH SIDE OF THE UNIT.



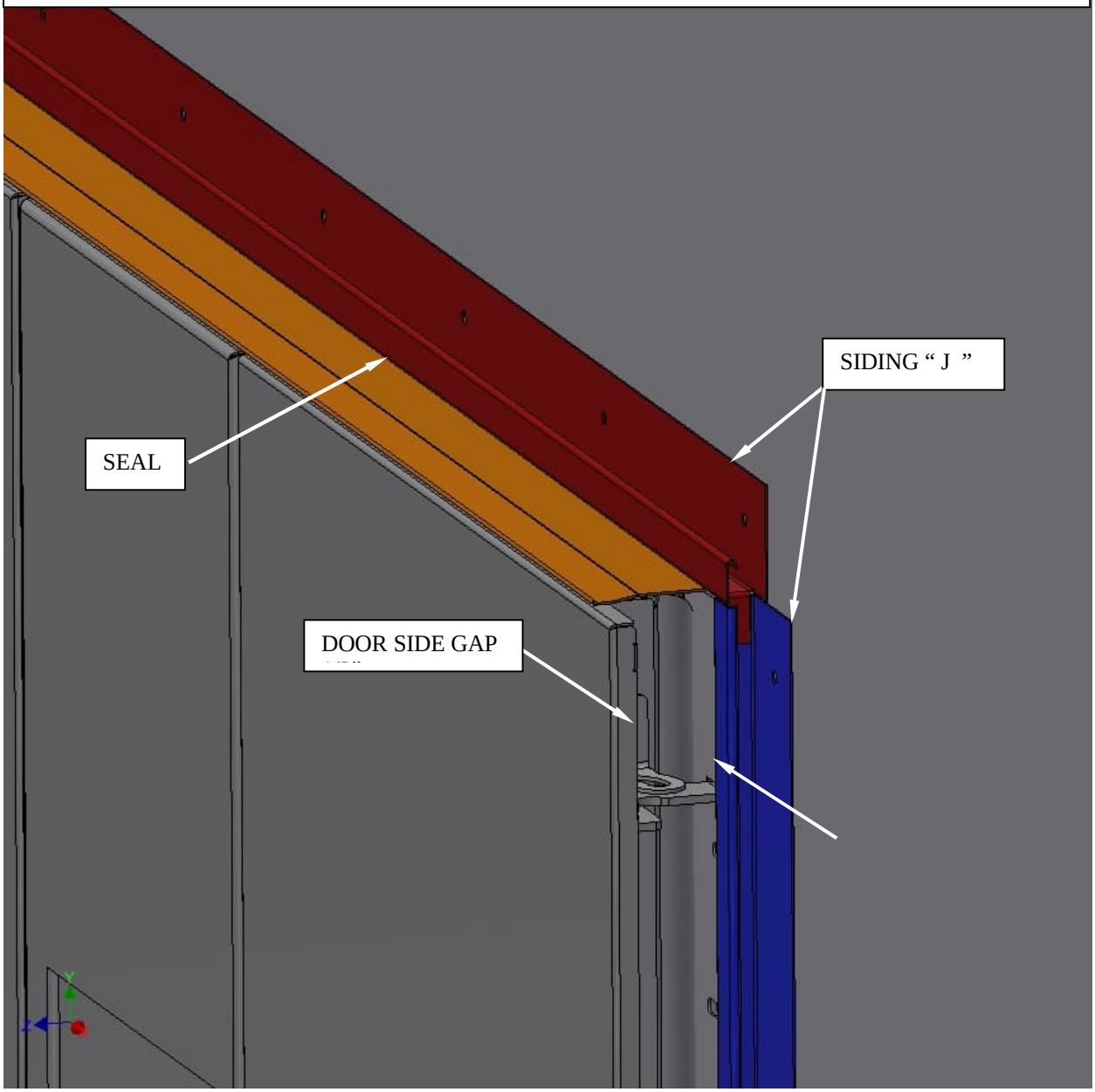
UNPACKING AND INSTALLATION (CONTINUED)

CAULK AND SEAL EVERY GAPS AROUND TRIMS AND UNIT. *NOTE THAT THE TRIMS CAN ALSO BE USED INSIDE THE BUILDING INSTEAD OF OUTSIDE, IF IT'S AN OUTSIDE BRICK WALL FOR EXAMPLE, EXPLAINED LATER.



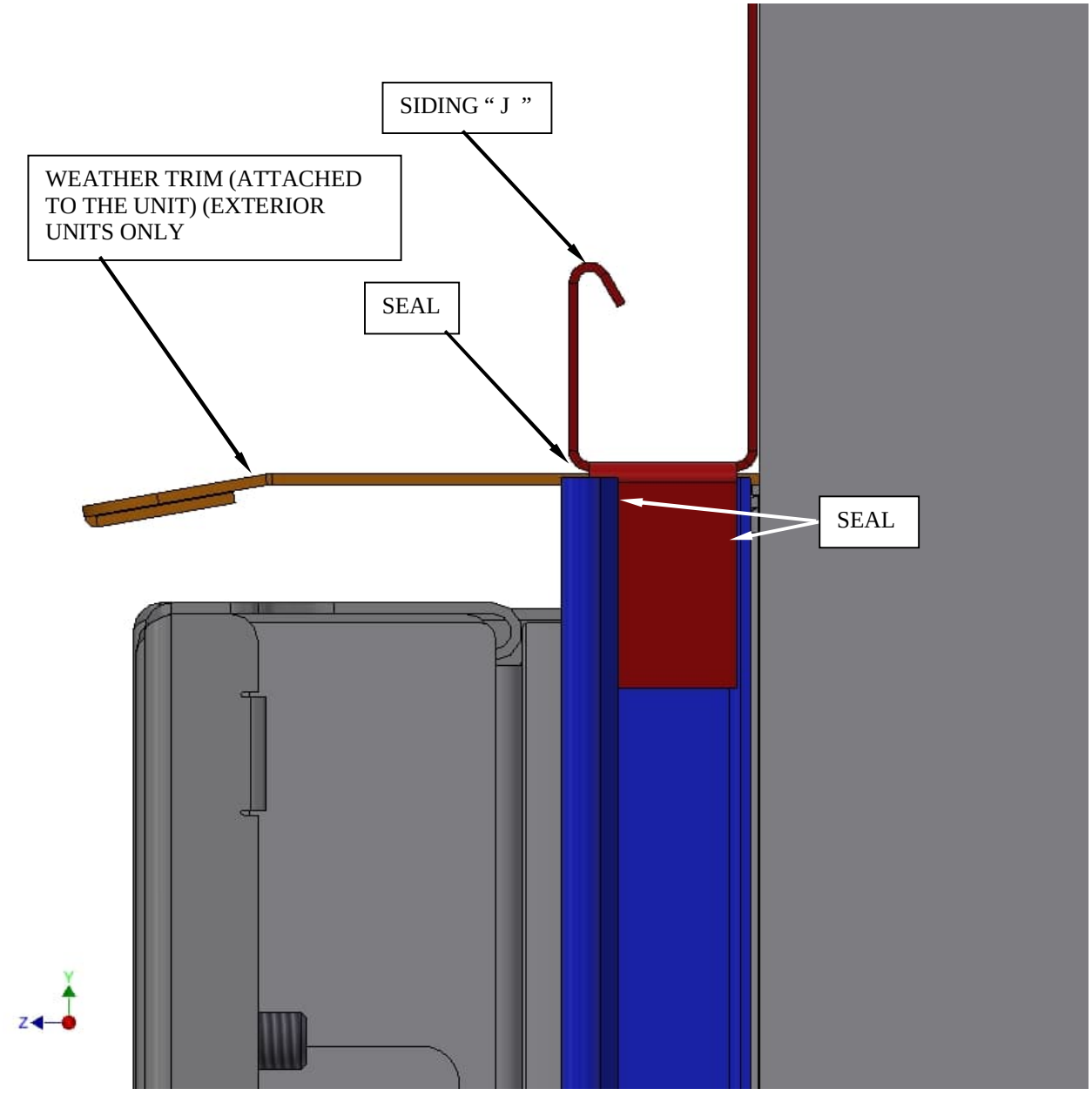
UNPACKING AND INSTALLATION (CONTINUED)

EXAMPLE IF SIDING: PUT “J” TRIMS OVER MOUNTING FLANGES. LEAVE REQUIRED GAP FROM “J” TRIMS TO DOOR SIDE IF NEEDED TO ALLOW CLEARANCE FOR DOOR OPENING. SIT THE TOP “J” ON WEATHER STRIP. *NO GAP NEEDED ON TOP AND CONTROL SIDE. CAULK AND SEAL WHERE NEEDED TO PREVENT WATER INFILTRATION.



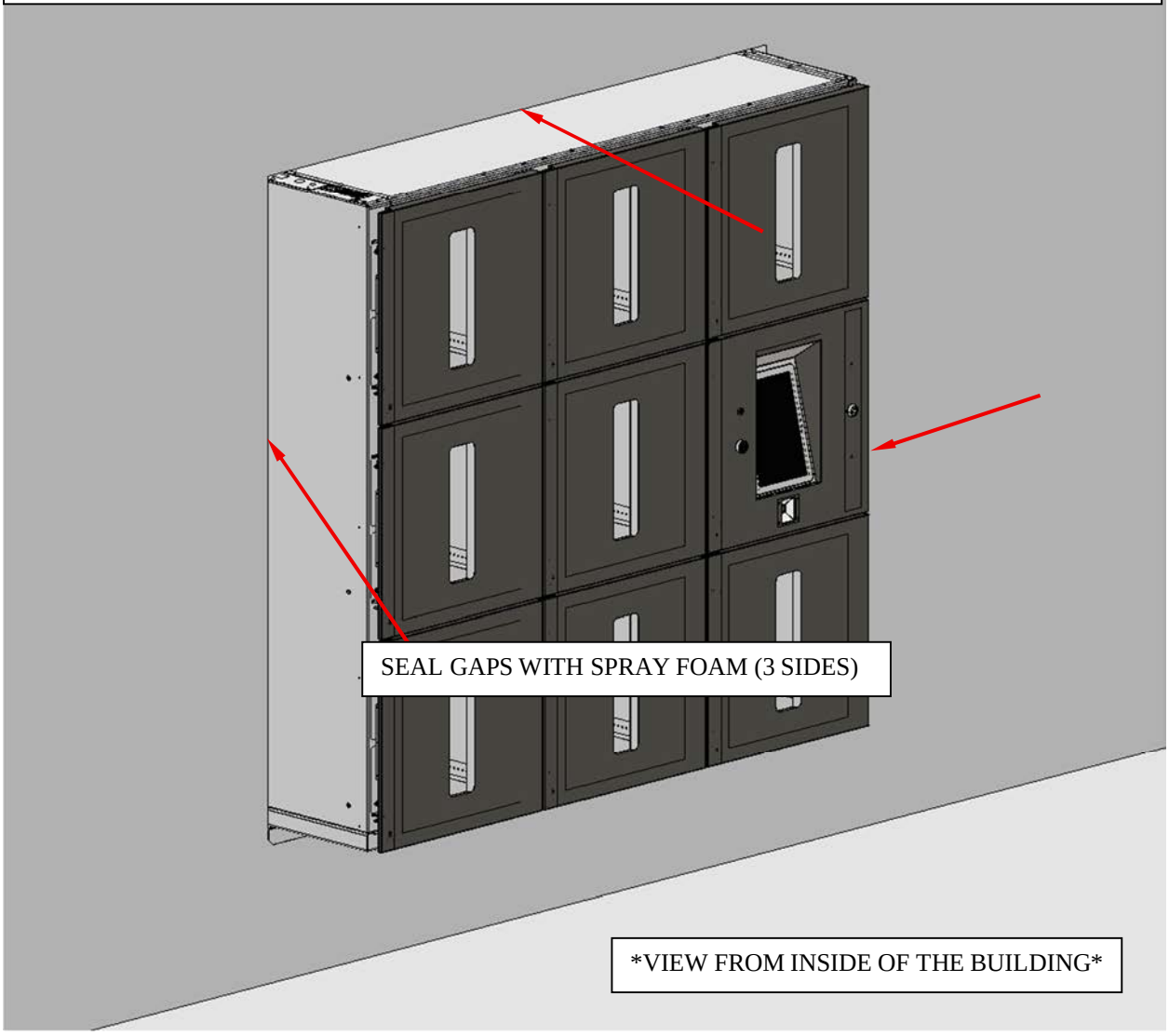
UNPACKING AND INSTALLATION (CONTINUED)

WEATHER TRIM, SIDE VIEW



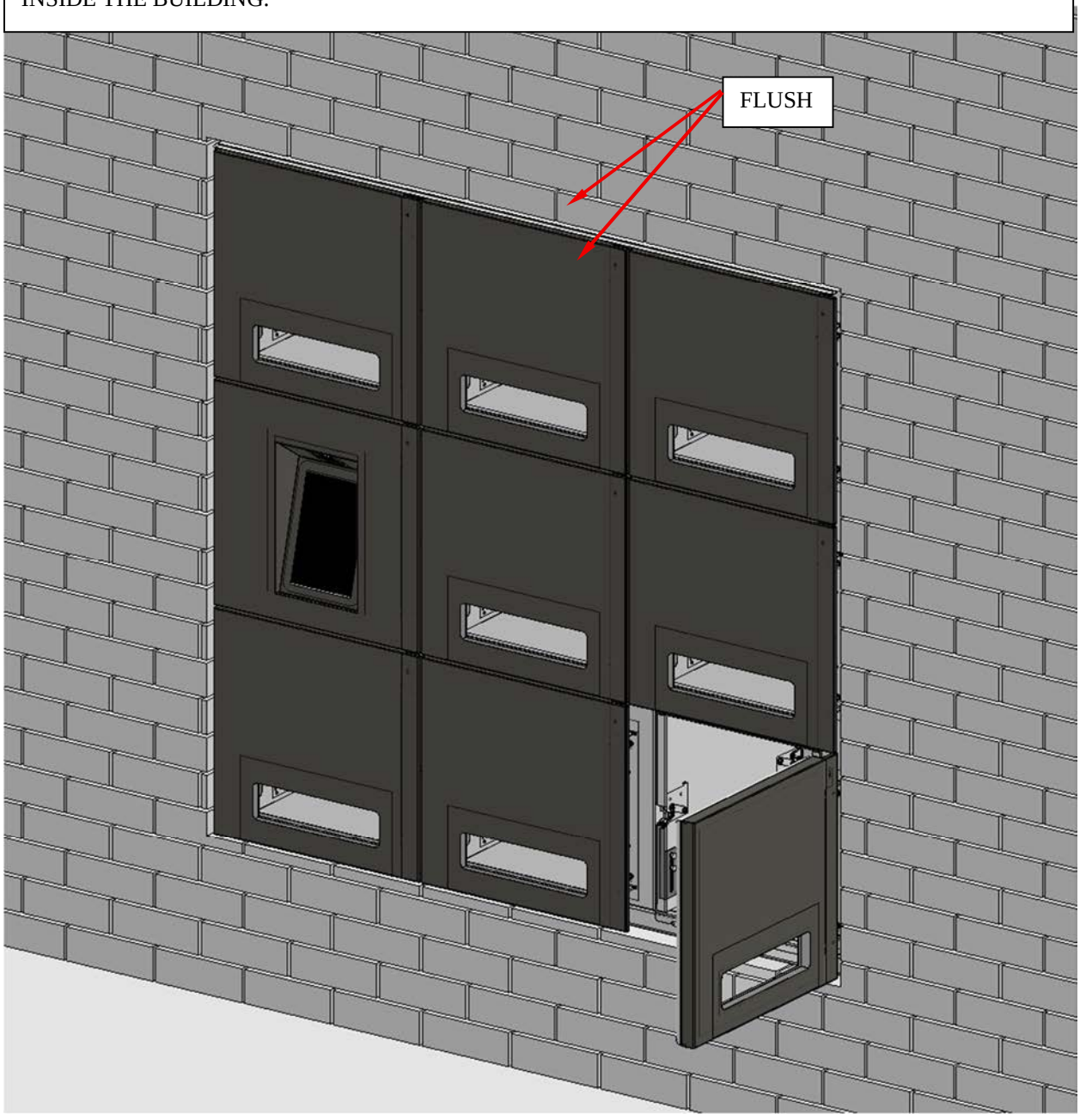
UNPACKING AND INSTALLATION (CONTINUED)

RUN SPRAY FOAM BEAD DEEP IN THE GAPS, REACH IN AS CLOSE AS THE OUTSIDE WALL POSSIBLE.



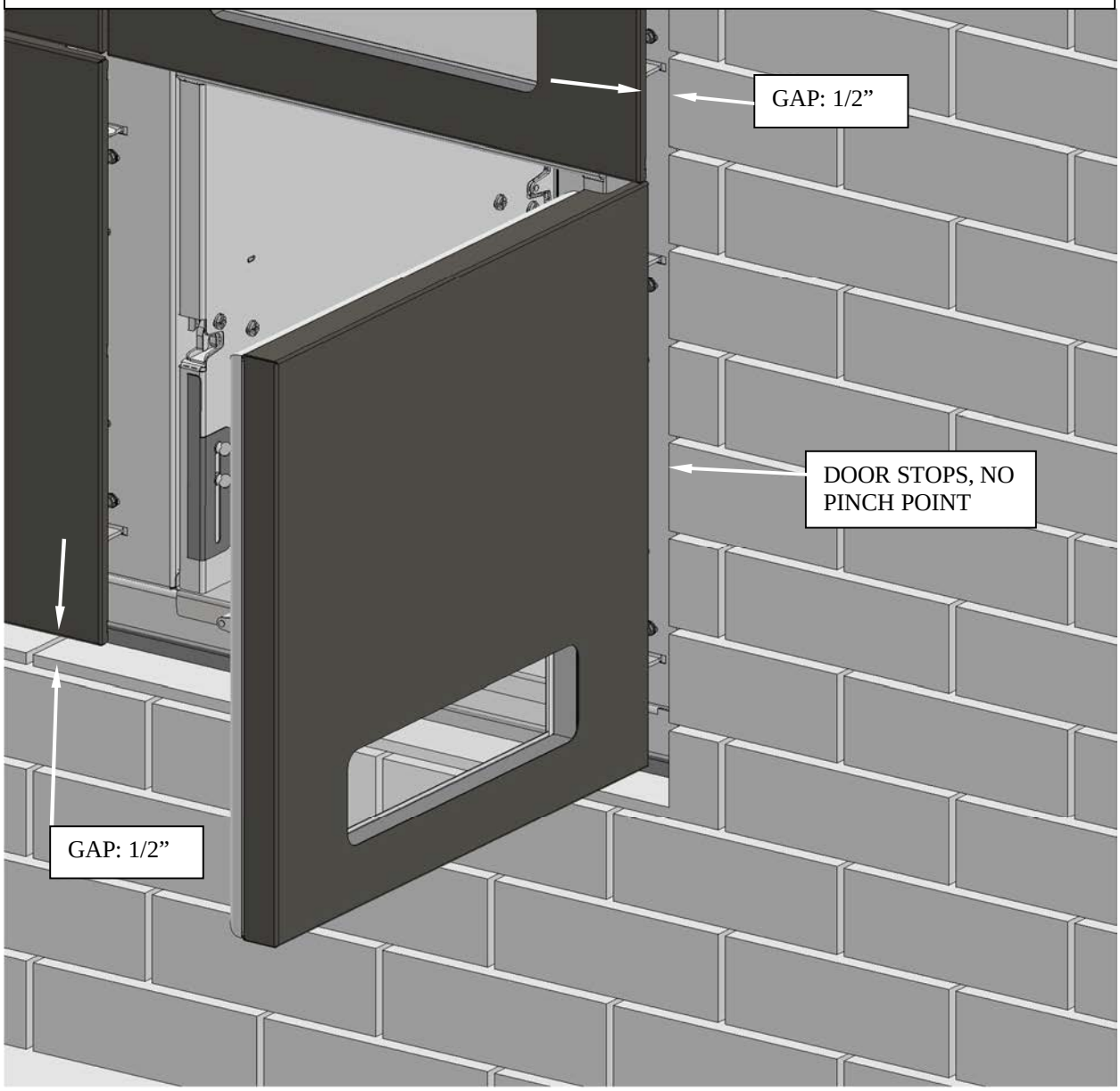
UNPACKING AND INSTALLATION (CONTINUED)

IF BRICK WALL: UNIT CAN BE FLUSH WITH BRICK. *MOUNTING FLANGES WILL BE ATTACHED INSIDE THE BUILDING.



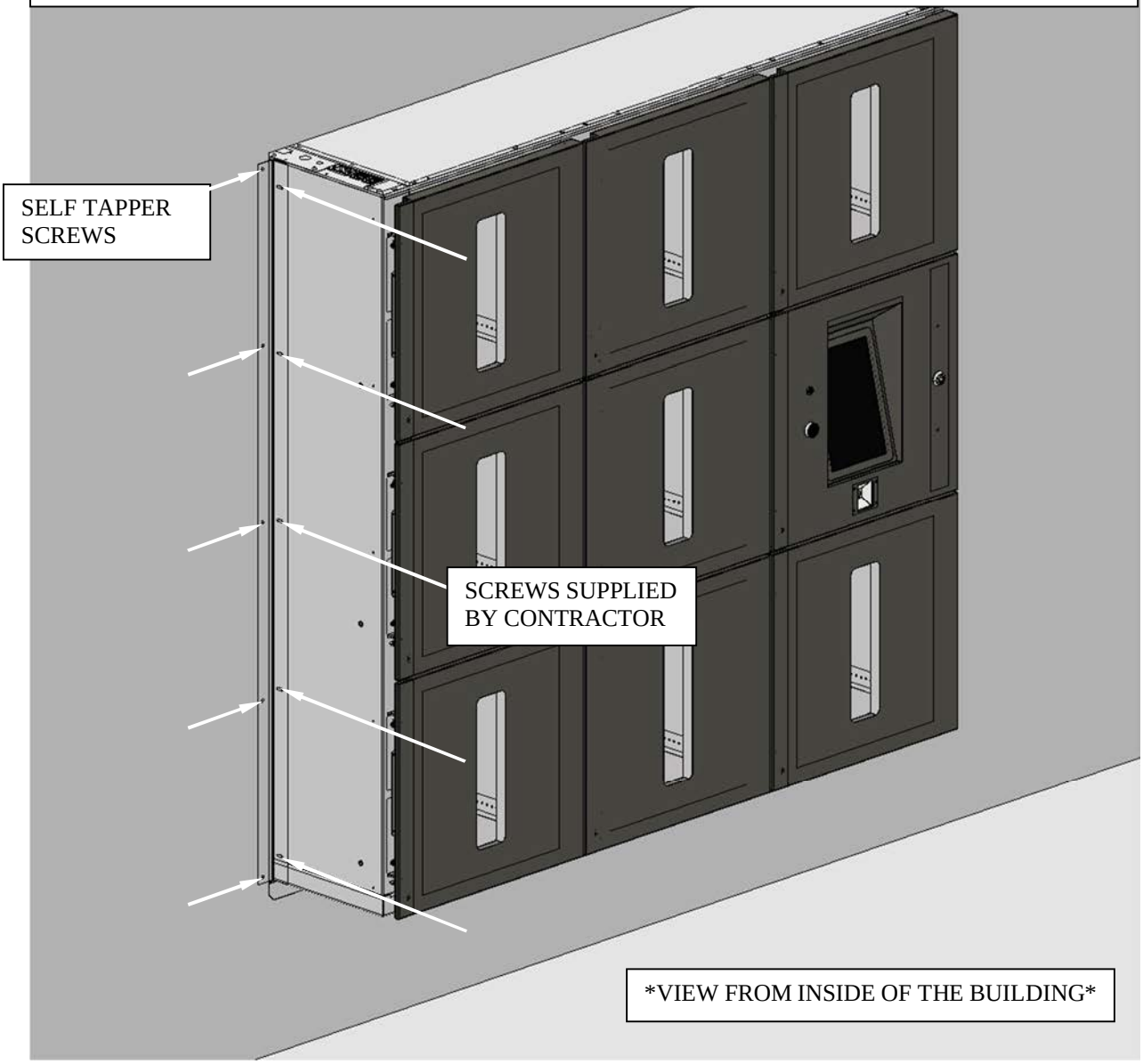
UNPACKING AND INSTALLATION (CONTINUED)

IF BRICK WALL: LEAVE A ±1/2" GAP FROM DOORS TO BRICK, MAKE SURE THE DOOR STOPS BEFORE TOUCHING THE WALL. SPRAY FOAM IN SIDES AND TOP GAPS. CAULK OVER TO COVER THE FOAM AND SEAL ALL GAPS AROUND THE UNIT.



UNPACKING AND INSTALLATION (CONTINUED)

IF PUTTING MOUNTING FLANGES INSIDE THE BUILDING: WITH UNIT IN DESIRED POSITION, SECURE MOUNTING FLANGES TO BOTH SIDE OF THE UNIT USING THE PROVIDED SELF TAPPING SCREWS. THEN SECURE IT TO THE WALL.



INSTALLATION CLEARANCES:

- Allow at least 2" ventilation gap at the top, sides and rear of the cabinet.
- Allow at least 36" clearance at the front and rear of the cabinet.

Before using, familiarize yourself with the appliance controls. Read entire manual before operating this cabinet.

UNPACKING AND INSTALLATION (CONTINUED)

ELECTRICAL CONNECTION

1. Locate the power cord connection at the rear top of the cabinet as seen in the figure below.
2. Connect the power cord to the cabinet.
3. Plug the cabinet into a properly grounded, dedicated 120-volt electrical receptacle with supplied power cord.
4. European units will need an appropriate 230-volt power plug installed to the supplied cord by a licensed electrician.

See charts on the specification pages 6 and 7 and verify electrical information for your specific cabinet by consulting the serial tag on the cabinet for the model number and electrical rating. DO NOT MODIFY CORD PLUG.

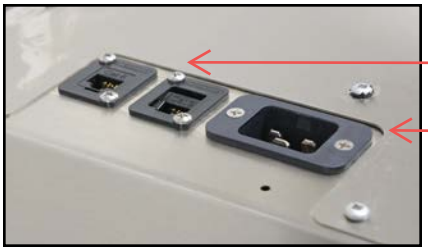
NETWORK CONNECTION

1. Plug network connection into the Ethernet jack, located at the rear top of the cabinet as seen in the figure below.
2. If adding an ADD-ON cabinet, connect the ADD-ON cabinet with an Ethernet cable to the unused jack on the PRIMARY CABINET and to any unused Ethernet jack on the ADD-ON cabinet.
3. Turn on the scanner light(s) using the toggle switch(es) near the cable jacks.
4. Proceed with the start-up procedure.

CAUTION:
To avoid a hazard due to inadvertent resetting of the thermal cutout, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.

CAUTION:
Maximum load of product, per door, is 4 pounds (1.8 kg). Do not overload.

NOT PERFORMANCE TESTED FOR THE STORAGE, DISPLAY OR HOLDING OF POTENTIALLY HAZARDOUS FOODS (Label Part Number 18312-0698)





GROUNDING INSTRUCTIONS

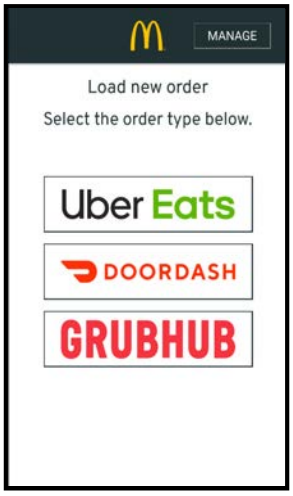
This appliance is equipped with a cord having a grounding wire with a grounding plug which must be plugged into an outlet that is properly installed and grounded. In the event of an electrical short circuit, grounding reduces the risk of electric shock by providing an escape wire for the electrical current.

WARNING-Improper use of the grounding can result in a risk of electric shock. Consult a qualified electrician or service agent if the grounding instructions are not completely understood, or if doubt exists as to whether the appliance is properly grounded.

START UP AND OPERATION (CONTINUED)

OPERATION

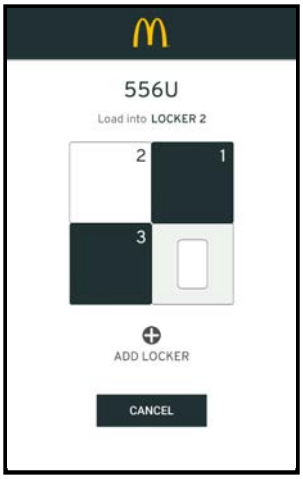
ORDER LOAD SCREEN



TO LOAD A NEW ORDER, SELECT THE ORDER TYPE SHOWN ON THE SCREEN

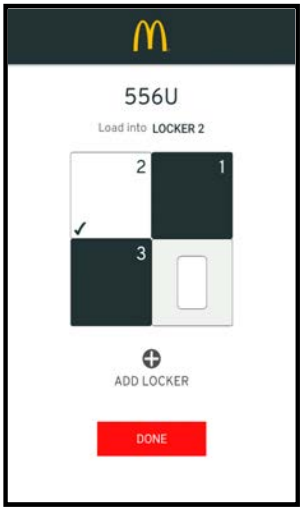


NEXT, SCAN OR ENTER THE LAST 4 DIGITS OF THE ORDER NUMBER YOU ARE LOADING THEN PRESS OK.



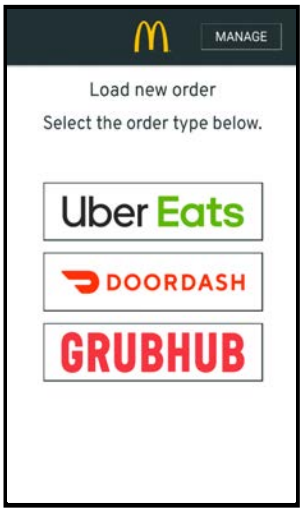
NEXT THE LOCKER WILL INDICATE WHICH POSITION TO LOAD THE ORDER INTO.

START UP AND OPERATION (CONTINUED)



ONCE THE ORDER IS PLACED INTO THE LOCKER YOU WILL SEE A CHECK MARK INDICATING THE ORDER HAS BEEN LOADED.

TO COMPLETE, PRESS DONE.



TO VIEW THE ORDER MANAGEMENT SCREEN PRESS THE MANAGE BUTTON IN THE TOP RIGHT CORNER ON THE HOME SCREEN.

ORDER MANAGEMENT SCREEN



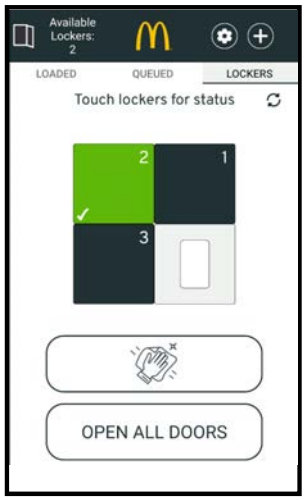
THE ORDER MANAGEMENT SCREEN WILL SHOW ORDERS LOADED AND THE AMOUNT OF TIME SINCE THE ORDER HAS BEEN PLACED INTO THE LOCKERS.

START UP AND OPERATION (CONTINUED)



IF AN ORDER WAS PICKED UP BY A COURIER BUT THE DOOR WAS NOT CLOSED YOU WILL SEE A RED BLINKING OPEN DOOR ICON IN THE TOP LEFT OF THE SCREEN.

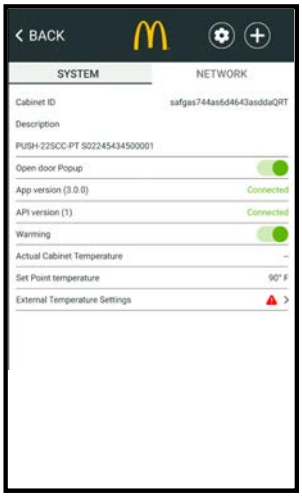
THE ORDER MANAGEMENT SCREEN WILL SHOW ORDERS QUEUED WHICH ARE ORDERS THAT WERE CREATED BUT NEVER PLACED INTO THE DESIGNATED LOCKER.



THE ORDER MANAGEMENT SCREEN WILL SHOW AN OVERVIEW OF THE LOCKERS CURRENT STATUS.

THE ICON WITH A HAND AND TOWEL WILL TEMPORARILY LOCK THE UI TABLET IN ORDER FOR IT TO BE CLEANED.

THE OPEN ALL DOORS BUTTON WILL OPEN ALL CREW AND COURIER DOORS SIMULTANEOUSLY.



FROM THE ORDER MANAGEMENT SCREEN YOU CAN ACCESS THE SYSTEM AND NETWORK SETTINGS BY PRESSING THE GEAR ICON IN THE TOP RIGHT CORNER.

START UP AND OPERATION (CONTINUED)



COURIER HOME SCREEN

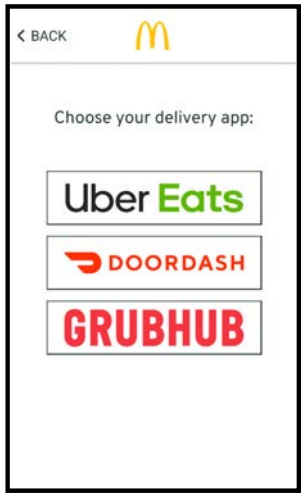
THE NETWORK TAB WILL SHOW THE INTERNET CONNECTION THE THE LOCKERS.

THE RED ICON NEXT TO THE ETHERNET CONNECTION SHOWS THIS UNIT DOES NOT HAVE AN ETHERNET CONNECTION.



WHEN A COURIER ARRIVES THEY WILL BEGIN BY PRESSING THE TAP TO ENTER YOUR CODE OPTION ON THE HOME SCREEN

IF THE COURIER NEEDS TO CHANGE THE LANGUAGE THEY WILL PRESS THE LANGUE BUTTON ON THE BOTTOM OF THE SCREEN.

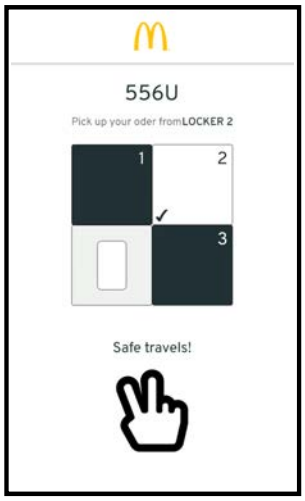


NEXT CHOOSE THEIR DELIVERY APP

START UP AND OPERATION (CONTINUED)



SCAN OR ENTER THE LAST 4 DIGITS OF THE ORDER NUMBER AND PRESS OK.



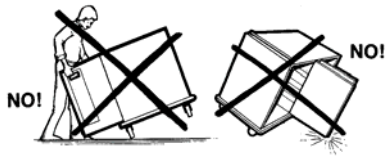
THE SCREEN WILL SHOW WHERE THE OPENED DOOR IS LOCATED ON THE SCREEN FOR THE COURIER TO PICK UP.

CLEANING

WARNING: ELECTRIC SHOCK HAZARD
Unplug the unit from electric power before performing cleaning or maintenance.

WARNING: ELECTRIC SHOCK HAZARD
DO NOT spray or splash water on the control panel or wiring.

CAUTION: CABINET DAMAGE
Do not tip cabinet to drain excess water. Permanent damage to the cabinet will result. This is also dangerous and may cause personal injury. Use a clean dry cloth to mop any excess water inside cabinet after cleaning.



CAUTION! Hot Surface!
Allow cabinet to cool completely prior to cleaning.

WARNING:
Risk of personal injury
Caution must be taken when using, cleaning and servicing the appliance. Liquids may spill creating a slip hazard on the floor.

Routine cleaning on a regular basis is vital to the proper operation and overall performance of your cabinet. Follow these procedures to keep your cabinet sanitary and running at peak performance.

For ALL cleaning procedures, turn the main power switch OFF and unplug the cabinet to before cleaning. DO NOT spray or splash water on the electrical components, tablet, control panel, or wiring. Cleaning should be performed when cabinet is cool and empty.

1. Clean the interior and exterior with a clean, moist soapy towel. Rinse with clean damp towel. Do not use steel wool or scouring pads.
2. To clean stainless steel surfaces use only cleansers, detergents, degreasers, or sanitizers that are certified to be "chloride-free" and "phosphate-free," and cleansers, degreasers, or sanitizers only in the recommended concentrations*. **DO NOT** exceed recommended concentrations or mixing ratios. After cleaning and sanitizing, rinse all exposed surfaces thoroughly with large amounts of clean, clear water. Wipe off any standing liquid or residue from all surfaces, corners and rear edges.
3. To clean windows, use a window cleaner or damp soapy towel. Rinse with clean moist towel. Use only soft towels. Do not use scouring pads, steel wool or any other towel that could scratch the polycarbonate windows. Damage caused by rough towels is permanent.
4. Vinyl trim should be washed with a chlorine-free detergent and water. Rinse thoroughly with clear water and allow to dry. Never use abrasive cleaners, waxes, car polish, or substances containing strong aromatic solvents or alcohol. Use of **direct steam / hot water** cleaning at temperatures above **190°F** may result in “bubbling” or loosening of vinyl adhesive.

***IMPORTANT:** Cleansers, detergents, degreasers, sanitizers or bleaching agents that contain **chlorides or phosphates will cause permanent damage** to stainless steel products. This damage appears as pits, eruptions, voids, small holes, cracks, severe discolorations or dulling of the metal finish. Water with a high chlorine content can also damage stainless steel. If unsure of your water quality, we recommend you have it tested**. THIS DAMAGE IS PERMANENT, COSTLY TO REPAIR, AND IS NOT COVERED BY WARRANTY.**

SERVICE AND SUPPORT GUIDE

For standard hours: Monday – Friday from 8:00AM CST – 5:00PM CST

- 1st Call : McD PUC Support
  - Contact Number: +1 (800) 323-9793 option 3
  - Email: PUCsupport@carter-hoffmann.com

- 2nd Level, Escalation : Heladio Hernandez – Technical Service Manager
  - Contact Number: (847) 573-3651
  - Email: hhernandez@carter-hoffmann.com

- 3rd Level : Stephanie Martin – Project Manager
  - Contact Number: +1 (918) 894-1797
  - Email: smartin@carter-hoffmann.com

After hours: Monday – Thursday from 5:00PM CST – 8:00AM CST and weekends

- On Call designee answers calls and support email.
  - Contact Number: +1 (800) 323-9793 option 3
  - Email: PUCsupport@carter-hoffmann.com

Support Guidelines

- Remote response time: For standard hours, acknowledgement of request received within two hours.
- Issue resolution time: Standard resolution time within 24-48 hours from acknowledgment. Resolution time varies depending on parts and service tech availability.
- Corrected action documentation: As requested per service request.

SERVICE AND SUPPORT GUIDE (CONTINUED)

SERVICE PHILOSOPHY

Carter-Hoffmann has a reputation for manufacturing rugged, dependable foodservice equipment that permits foodservice professionals serve more food products to more people, and thus, to grow their business.

Our goal is not only to provide the best food service equipment for the price, but also to back it up with after-sale service that is responsive fast, efficient and professional. To ensure a clear understanding of our goals, expectations, and responsibilities, we have prepared this brief document.

Carter-Hoffmann products are innovative and efficient. They are easy to use, easy to clean and easy to maintain. Although the products are quite reliable they are also designed for easy repair. We believe that a malfunction to a Carter-Hoffmann product should cause as little inconvenience to the customer as possible. Our aim is to provide "same day"/first time fix" repair service on all of our products. We are dedicated to making every aspect of our customer service the standard by which others are judged.

END-USER RESPONSIBILITIES

While we all strive to serve our mutual customers as well as possible that does not mean that the end-user (including his employees) does not share some responsibilities.

1. All shipping damage must be noted on the freight bill when the shipment is received. Any freight damages must be collected from the Freight Company, NOT Carter-Hoffmann.
2. The end-user should be advised beforehand to carefully unpack and inspect all products when they are received BEFORE SIGNING THE SHIPPER'S RECEIPT OF DELIVERY.
3. The end-user must provide a safe, dry, level surface for the equipment to be placed upon.
4. The end-user must provide the proper electrical supply. All in-wall electrical modifications are to be completed by a licensed electrician. All building modifications are the responsibility of the end-user.
5. The end-user must operate, clean and maintain the equipment in accordance with the procedures described in the Operation Manual.
6. Carter-Hoffmann is NOT responsible for any loss of the customer's income, loss of food product, extra labor charges, or any other incidental or consequential costs as a result of the malfunction of our product.
7. The end-user shall allow for on-premises repair of the equipment to be completed at a mutually convenient place and time.

WARRANTY SERVICE

1. Warranty service is to be **initiated** by authorized Carter-Hoffmann personnel only.
2. The service provider is **NOT** authorized to change or extend any of the terms or conditions of our warranty.
3. Initial freight damage is **NOT** covered by the product warranty.

CONFIDENTIALITY

1. The end user and all his employees and sub-agents shall protect and keep confidential Carter-Hoffmann's proprietary designs, information, and knowledge.
2. All literature and informational materials provided by Carter-Hoffmann are to be considered confidential; they remain Carter-Hoffmann's property; and are not to be reproduced without our prior written consent.

SHIPPING DAMAGE CLAIM PROCEDURE

NOTE: For your protection, please note that equipment in this shipment was carefully inspected and packaged by skilled personnel before leaving the factory. Upon acceptance of this shipment, the transportation company assumes full responsibility for its safe delivery.

IF SHIPMENT ARRIVES DAMAGED:

1. **VISIBLE LOSS OR DAMAGE:** Be certain that any visible loss or damage is noted on the freight bill or express receipt, and that the note of loss or damage is signed by the delivery person.
2. **FILE CLAIM FOR DAMAGE IMMEDIATELY:** Regardless of the extent of the damage.
3. **CONCEALED LOSS OR DAMAGE:** if damage is unnoticed until the merchandise is unpacked, notify the transportation company or carrier immediately, and file "CONCEALED DAMAGE" claim with them. This should be done within ten (10) days from the date the delivery was made to you. **Be sure to retain the container for inspection**.
4. Carter-Hoffmann cannot assume liability for damage or loss incurred in transit. We will, however, at your request, supply you with the necessary documents to support your claim.

WARRANTY

Carter-Hoffmann Warranty:

Carter-Hoffmann ("CARTER-HOFFMANN") warrants to the initial purchaser of its standard Carter Line Products that CARTER-HOFFMANN will, at its option, repair or replace, during the warranty period set forth below, any part of such products made necessary due to a defect in material or workmanship which is present when the product leaves its factory and which manifests itself during the warranty period under normal use and service.

This warranty applies only to original equipment owned and possessed by the initial purchaser and the warranty period begins on the date of original shipment from the CARTER-HOFFMANN factory and extends as follows: ***to component parts and labor for 24 months.***

Repair or replacements under this warranty will be performed, unless otherwise authorized in writing by CARTER-HOFFMANN, at its factory. All parts or components to be repaired or replaced under this warranty are to be shipped prepaid to CARTER-HOFFMANN, with reimbursement credit for such part or component to be given if found by CARTER-HOFFMANN to be defective.

CARTER-HOFFMANN neither makes nor assumes and does not authorize any other person to make or assume any obligation or liability in connection with its products other than that covered in this warranty. This warranty applies only within the continental United States and Canada. In Alaska and Hawaii, this warranty applies only to and is limited to the supply of replacement parts.

Warranty Exclusions and Limitations:

Any implied warranty of merchantability or fitness for a particular purpose is hereby specifically disclaimed by CARTER-HOFFMANN. There are no warranties, expressed or implied, which extend beyond the description on the face hereof. This warranty does not cover and CARTER-HOFFMANN shall not under any circumstances be liable for any incidental, consequential or other damages (such as injury to persons or property, loss of time, inconvenience, loss of business or profits, or other matters not specifically covered) arising in connection with the use of, inability to use, or failure of these products.

Specifications are subject to change through product improvement and innovation.

Carter-Hoffmann
1551 McCormick Ave.
Mundelein, Illinois, 60060 USA

Sales and Marketing E-mail: smartin@carter-hoffmann.com
Service E-mail: PUCsupport@carter-hoffmann.com