



10615 / 10616 / 10617  
BM3 / BM4 / BM5

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Pan Bain Marie



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# Specification

## Product Description

The KuKoo Bain Marie is perfect for keeping food hot at events, restaurants and cafés, which means your guests and customers can taste your delicious hot food the way it should be.

This is a wet well Bain Marie, so water is required. The simple design means you can begin using immediately. With the temperature range of 30 to 110°C, food can remain warm whilst also staying safe. You can keep pre-cooked food warm and at a consistent temperature.

The included sneeze guard will help to keep your food free from contamination whilst also providing a clear display to entice your customers.

## Item Contents

3-5 x Pans and Lids  
1 x Bain Marie  
1 x Sneeze Guard

## Monster Guarantee

If you wish to return a product in perfect working order, we provide a 30 day returns policy as long as the item is unopened and in a resalable condition.

A 12 month warranty applies to all of our electrical products; we will cover the cost of labour and parts. Our policy is to try and repair the item before arranging an exchange or refund.

If for any reason a part is missing please get in touch with us within 7 days on receipt of your order. You can contact our friendly and helpful Customer Support Team via email or call. For full terms and conditions contact our Support Department via the details on the Contact Us page.

Monster Group UK Limited's liability will be limited to the commercial value of the product only.

# Specification

## Technical Information

### BM3

Power: 1.5kW

Voltage: 220-240V

Temperature range: 30-110°C

Dimensions: 92cm wide x 31cm deep x 35cm high

### BM4

Power: 1.5kW

Voltage: 220-240V

Temperature range: 30-110°C

Dimensions: 118cm wide x 31cm deep x 35cm high

### BM5

Power: 1.8kW

Voltage: 220-240V

Temperature range: 30-110°C

Dimensions: 145cm wide x 31cm deep x 35cm high

## Pans and Lids Specification

Each Bain Marie includes:

1/2 Gastronorm Pans and Lids

Each Pan:

Dimensions: 33cm L x 27cm W x 10cm D

Capacity: Approximately 5.5 Litres

## Before You Begin

Ordinarily, all of our products will come ready for quick and easy assembly. However, sometimes during transit nuts and bolts can become loose and, if not spotted, can become a nuisance. We recommend you actively check every nut and bolt before you begin assembly. Tighten every nut that is loose. If the elements are not firmly fitted, follow these steps:

- 1) Turn over the Bain Marie and unscrew the bottom panel beneath the Water Well.
- 2) Notice the two bolts that connect with the elements and tighten.
- 3) Replace the bottom panel and firmly tighten.

For any other similar issues, seek advice through the 'Troubleshooting' guide or call our Customer Support Team.

# Specification

## Product Features

- 1) Drain Tap
- 2) Stainless Steel Gastronomes & Lids
- 3) Sneeze Guard
- 4) Control Panel
- 5) Water Well
- 6) Green Power Indicator
- 7) Orange Temperature Indicator
- 8) On/Off Switch
- 9) Temperature Dial



Please note: the power cable exits the appliance at the front below the control panel.



# User Guide

## Assembly Instructions

Please follow these simple instructions for assembling the following bain maries:

BM3 3 Pan Bain Marie

BM4 4 Pan Bain Marie

BM5 5 Pan Bain Marie

1) Remove all packaging from the Bain Marie.

2) You will need to assemble the sneeze guard. It is very simple and only requires:

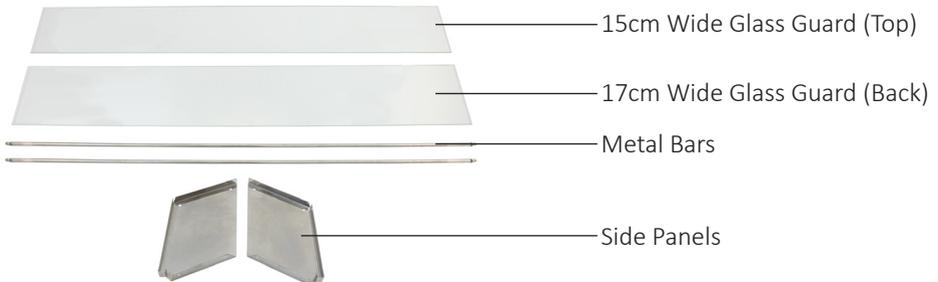
2 x Side Panels

1 x 17cm Wide Glass Guard (Back)

1 x 15cm Wide Glass Guard (Top)

4 x Screws

2 x Metal Bars



3) Using the 4 screws, attach the side panels (2 screws per panel).

4) Add the first metal bar. To do this, first unscrew the attached nuts. Push the bar into the two holes located towards the back of the side panels. Secure into place using the nuts.

5) Slide the 17cm wide glass guard into place. It will create the back.

4) Add the second metal bar, with the same technique, but locating at the front of the side panels.

5) Slide the 15cm wide glass guard sheet into place. This will create the top.

# User Guide

## Operation Instructions

1) Ensure the drain tap is closed. Fill the water well with water. Fill approximately 1/2 of the way up. Ensure the water covers the element, and the bottom 25mm of the pans when they are in place.

**Please Note:** Do not fill water to the top. Do not switch on without water in the well.

2) Plug the machine into a compatible mains power socket. Turn the machine on via the On/Off power switch and the green indicator light will turn on.

3) Twist the temperature dial clockwise to the required temperature. The orange indicator light will turn on to show that the bain marie is beginning to heat up.

4) When the bain marie has reached the temperature set by the temperature dial, the orange indicator light will switch off. This light will turn on and off whilst the bain marie is switched on, as the thermostat maintains an even temperature on your food.

5) Now that the bain marie has reached temperature you can add your pre-cooked food into the stainless steel gastronomes. This appliance should not be used for cooking food; it can only be used for heating and maintaining food temperature.

6) The lids can be placed on top of the gastronomes to help keep the food warm, be sure to use heat proof gloves when removing the lids or gastronomes.

7) When you have finished using the bain marie, turn the temperature dial to 0 and flick the On/Off switch to the off position. Be sure to use heat proof gloves when removing the gastronomes from the bain marie.

8) Allow the water and element to cool. Drain the water using the tap on the side.

# Troubleshooting

## Resolution Guide

Please read through the guide below if you have any issues or faults with your device. The information covers and resolves the majority of frequently asked questions.

**Q: The bain marie is switched on at the power source but the indicator lights are not turning on.**

A: Check the fuse, if it has blown verify that the voltage of the power input is the same as required for this bain marie. If this isn't the case, then the thermostat may have stopped registering what temperature the machine is at. In this case you will need to contact our Customer Support team via the details on the Contact page.

**Q: The bain marie is switched on and the indicator lights are working but the appliance is not heating up.**

A: Before switching on, check the bain marie has water in the well. The food temperature may be too high for the appliance or the amount of food is too much for the machine. Remove the food until it cools down or reduce the amount of food in the containers. If this doesn't resolve the problem there may be a fault with the element, customers still within their warranty can gain a replacement from our Customer Support team via the details on the Contact page.

**Q: The indicator lights are constantly flickering red and green.**

A: The orange indicator light will turn on and off as the thermostat regulates the temperature of the bain marie. But if either of the lights are flickering or blinking the sensor wiring may be poorly connected, damaged or tangled with other cables.

Turn off the machine at the main power source, unplug the power cable and remove the gastronomes. Wait until the element and wires are cool then untangle or tighten the connections. If they are damaged or the issue continues contact our Customer Support team via the details on the contact page.

**Q: The element is hissing and won't keep my food warm.**

A: Ensure the element is covered with water, if the problem continues contact our Support team via the details on the Contact page.

For all other issues please contact our Customer Support team via the details on the Contact page.

# Safety Advice

## Safe Working Practice

Please read through the safe working practice to ensure prevention of injury or damage to the device.

Do not operate the device in areas of high temperature or humidity as the machine may not function correctly.

Do not use the machine if the adaptor wire is frayed or damaged.

When the device is not in use ensure that the power plug is removed from the socket. This will prevent damage to the appliance through power surges.

Check that the voltage and power of the appliance correlates with your own power source or sockets.

Add water before switching on. Allow water to cool before draining. The water will potentially be boiling.

Keep hands out of water, only drain when cooled.

Please give the bain marie a deep clean once every two weeks to keep it in excellent condition. When cleaning it be sure to turn off the machine and disconnect the power cable.

Use a none abrasive damp cloth with a sterilising cleaning agent to ensure that the product is cleaned to food hygiene standards.

After cleaning, allow the gastronomes and lids to dry completely before returning to the bain marie.

Do not immerse the machine in water or use excessive water when cleaning the machine. This can cause electrical shocks and short circuits.

Do not allow this appliance to be used by children as there is risk of burning when used incorrectly.

Always remove the stainless steel lids and gastronomes with a insulated glove as they can be hot, even after the machine has been turned off.



# Contact Us

## Sales Department

For information regarding this device or other products from our Monster divisions please use the following details below.

Tel: 01347 878888

Email: [hello@monstershop.co.uk](mailto:hello@monstershop.co.uk)

## Support Department

For queries about this device, warranty, returns or reporting faults please use the following details below.

Tel: 01347 878887

Email: [help@monstershop.co.uk](mailto:help@monstershop.co.uk)

## Website

To view our product range and fantastic offers in the Monster Chef division please visit our website

[www.monstershop.co.uk](http://www.monstershop.co.uk)

## Address

To visit our office Monster House and view our products, send postal correspondence or return items our address is provided below.

Monster House, Alan Farnaby Way, Sheriff Hutton  
Industrial Estate, Sheriff Hutton, York YO60 6PG



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