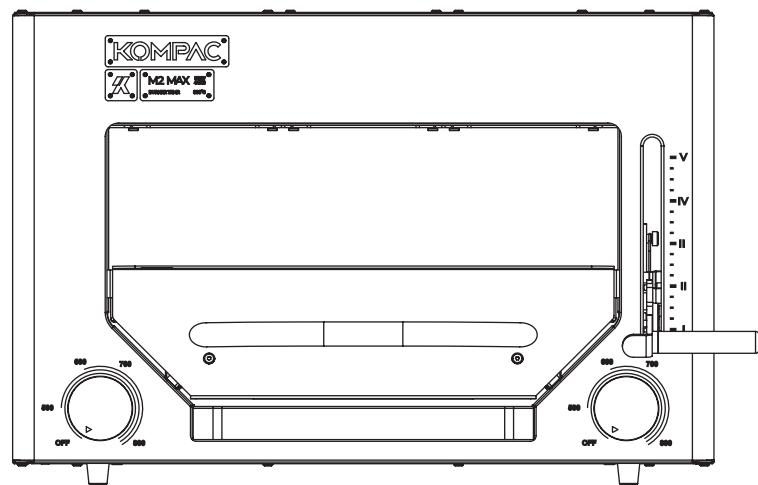




## M2 MAX MASTER SERIES



ULTRA-HEAT  
GRILLING



## MD-3S USER GUIDE

Thank you for purchasing our KOMPAC M2 MAX Master Series E-Steak Grill Chef! Do not use the product until you fully understand its functions! This manual contains important safety information! Please read it carefully and keep it properly.

# Precautions

Before installing and operating this equipment, ensure that everyone involved in the operation has received adequate training and understands the precautions. Failure to follow basic rules and precautions may lead to accidents and problems.

The following symbols are used in this manual to alert you to potential hazardous situations that operators, maintenance personnel, or the equipment may encounter:

- ⚠ DANGER** This symbol warns of immediate dangers that may cause severe personal injury or death.
- ⚠ WARNING** This symbol indicates potential hazards or unsafe operations that may cause personal injury or death.
- ! CAUTION** This symbol refers to potential hazards or unsafe operations that may cause personal injury, damage, or property loss.
- NOTE** This symbol indicates information that requires special attention or full understanding, though it is not dangerous.

**⚠ WARNING**

**Fire Hazard**

Do not store or use flammable gas and liquids inside or near this equipment. Keep the area around the equipment free of combustible materials.

The purchaser of the equipment must post detailed operating instructions in a prominent location for reference in case of malfunctions.

**⚠ WARNING**

**Electric Shock Hazard**

Disconnect the power supply before cleaning, maintaining, or repairing the equipment. Do not remove panels that require tools for disassembly.

**⚠ WARNING**

**Burn Hazard**

Touch the high-temperature areas of the equipment may cause burns.

Always take precautions against burns and handle with care when operating the equipment for cooking.

**NOTE**

Please keep this user manual and related important documents for future reference.

For the safety of your life and property, please read and follow the instructions below:

Failure to follow these instructions may lead to:

<b>⚠ WARNING</b>	Could result in serious injury or death
<b>! CAUTION</b>	Could cause minor injuries or damage to appliances

Required compliance items are differentiated and explained as follows

<b>⚠ WARNING</b>	May result in serious personal injury!
<b>! CAUTION</b>	May cause personal injury and property damage!

**⚠ WARNING** Do not store or use gasoline or other flammable liquids or vapors in the vicinity of this or any other appliance. Any Gas Canister not connected for use shall not be stored in the vicinity of this or any other appliance.

**! CAUTION** For commercial use only. Do not use for residential cooking.

**⚠ Warnings**

- ⚠ Use by individuals with physical, sensory, or mental disabilities or under 18 is prohibited.
- ⚠ Add proper amount of water or vegetables in the tray when using, do not dry burn.
- ⚠ Avoid heating oils directly in high-temperature zones (grill rack V, IV, III) or heating inside the appliance for long time as it may cause fire.
- ⚠ Do not touch the device during heating or after use. Always wear heat-resistant gloves when handling.
- ⚠ If the power cord or other components are damaged, they must be replaced by the manufacturer or authorized professionals to avoid hazards.
- ⚠ Ensure the grounding wire is properly connected during use.
- ⚠ Do not crush, damage, bend, pull, twist, or tie the power cord, as this may cause wire breakage, leading to short circuits or electric shock.
- ⚠ When unplugging, hold the insulated part of the plug, not the cord. Do not unplug with wet hands to avoid electric shock.
- ⚠ Do not touch the internal parts during or after use due to high temperatures, which may cause burns.
- ⚠ Do not rinse the device directly with water during cleaning, as this may damage internal components.
- ⚠ Do not disassemble, repair, or modify the device yourself, as this may cause damage and endanger safety.
- ⚠ Do not use the device in excessively humid or wet environments to prevent damage, leakage, or short circuits.
- ⚠ Do not use near flammable or explosive materials (e.g., gas, fuel) to avoid fire or explosion risks.
- ⚠ Do not use on flammable surfaces like carpets or plastic tablecloths to prevent fire.
- ⚠ Do not place heavy objects on the device, as this may damage internal components.
- ⚠ Always unplug the device before cleaning, maintaining, or moving it to avoid electric shock, injury, or damage.
- ⚠ Place the device horizontally with at least 10cm clearance from walls to ensure proper ventilation and prevent overheating.
- ⚠ If the power cord is damaged, contact us for professional repair or replacement to avoid hazards.

Congratulations! You now own one of the industry's leading heavy-duty commercial high-temperature grilling equipment. You will find that your new equipment, like all KOMPAC equipment, has been carefully designed to meet the strictest industry standards, and has been validated by KOMPAC laboratory testing and on-site installation.

With proper maintenance and care, our equipment will provide you with long-lasting, reliable, and fault-free new grilling experiences.

To achieve the optimal results, please read this manual carefully.

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- 01 Product Introduction
- 02 Product Specifications
- 03 Product Diagram
- 04 Installation Instructions
- 05 Usage Instructions
- 06 Grilling Recommendations
- 07 Cleaning and Maintenance
- 08 Troubleshooting

Before attempting installation, read these instructions carefully. Installation and initial startup must be performed by qualified installers. The manufacturer's warranty terms will be invalid, and any form of product quality guarantee commitment will not apply unless the product is installed by qualified technical service personnel (with experience and knowledge in installing commercial cooking equipment) in accordance with the instructions.

If you have any questions about the installation, use, maintenance, or service of the product, please contact our customer service.

# 01 Product Introduction

KOMPAC is the leading expert in high-temperature grilling equipment with over 20 years of experience in the grilling equipment. Our products are widely used in major restaurants and steak houses in the world, consistently earning excellent reputations.

The M2 MAX Master Series E-Steak Grill Chef was developed in parallel with the ULTRA Chef Series high-performance flagship model, sharing the same technical standard. It is equipped with CERAMAXX heating technology, specially developed for high-temperature grilling, inspired by the famous New York steak houses. Its core temperature can be stable to 800° C and can work continuously for 5,000+ hours, giving the M2 MAX high efficiency serving speed and a consistent master-level standard.

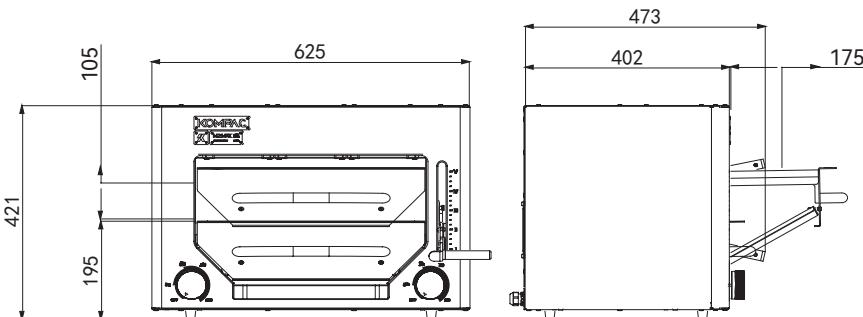
At the same temperature efficiency conditions, its power is 40% and 30% lower than that of ordinary electric heating tubes and carbon fiber heating tubes, respectively\*. Its safety and energy-saving effects fully meet the strict requirements of various commercial customers, making it the best solution for environments with gas pipeline restrictions. Additionally, the product features an all-stainless steel structure, allowing the M2 MAX to operate stably for a long time even in high-intensity environments, helping your restaurant cope with any challenges. The pioneering industrial design language will also make your restaurant and kitchen more professional.

\*Data source: KOMPAC Laboratory

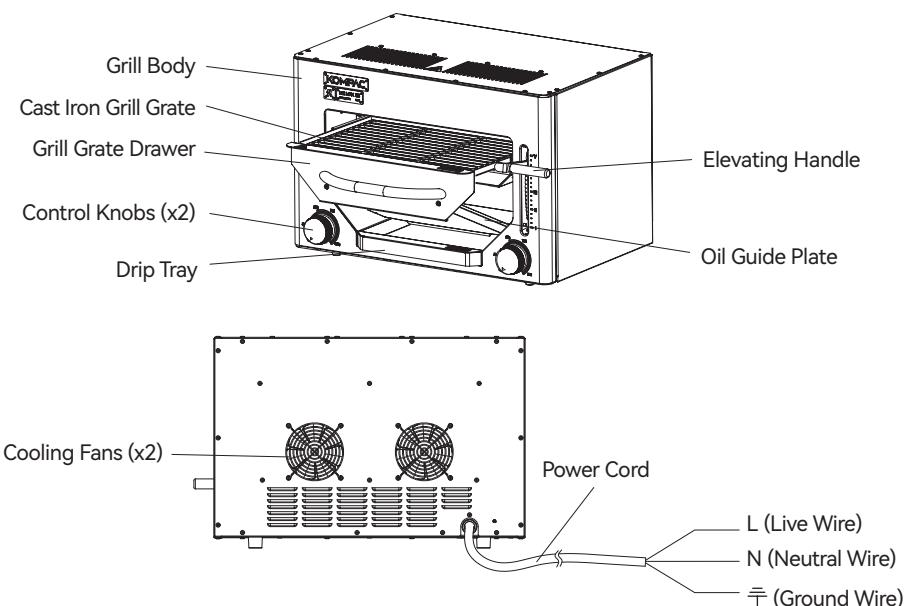
# 02 Product Specifications

## KOMPAC M2 MAX E-STEAK GRILL CHEF

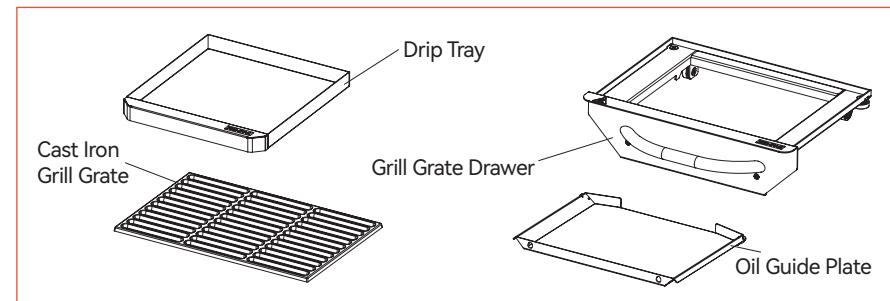
Model	MD-3S
Rated Voltage	220V~
Rated Power	5.1kW
Number of Burners	3
Dimensions	625*473*421mm (handle included)
Grill Grate Size	415*275mm
Heater Temperature	800° C
Net Weight	41KG
Recommended Preheating Time	10 minutes
Ventilation Requirement	1500 m <sup>3</sup> /h
Recommended Hood Depth	At least 800mm (considering the size when the tray is pulled out)



# 03 Product Diagram



## Accessories



# 04 Installation Instructions

## NOTE

The installation requirements vary by region, and installations should comply with all relevant local regulations.

KOMPAC reserves the right to change specifications and product designs without prior notice. The buyer has no right to request corresponding modifications, supplements, or replacements for previously purchased equipment.

This product is for commercial use only, not for home use.

## Installation Clearance

### ! WARNING

Minimum distance from combustibles.  
Adequate clearance must be provided around the equipment to meet basic maintenance and operation needs.

Location	Clearance
Side	5cm
Back	10cm
Bottom	5cm

## Ventilation Requirements

### ! WARNING

Inadequate ventilation may harm the user's health.

When designing and installing the exhaust hood, consider the distance the grill grate or tray extends out of the equipment during actual operation, and ensure that the hood can cover the grill grate range in this state. It is recommended that the hood extends 250mm beyond the pulled-out grill grate range and 500mm beyond the bottom edge of the equipment. The air volume of the exhaust fan must be at least 1500 m<sup>3</sup>/h.

The filter screen in the hood should be at an angle of 45° or more from the horizontal plane; this position can prevent grease dripping and facilitate the collection of excess grease from the filter screen using a drip pan.

## NOTE

Ensuring proper ventilation is the owner's responsibility. Our company will not assume warranty liability for any problems caused by inadequate ventilation. Be sure to inspect and clean the ventilation system according to the ventilation equipment manufacturer's instructions.

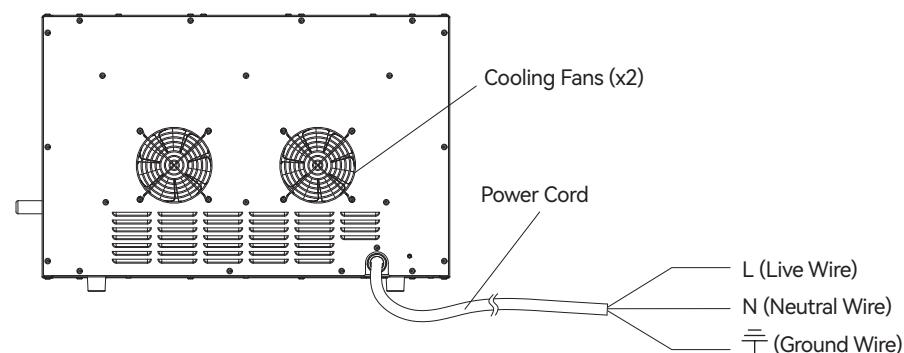
## Power Supply Requirements

### ! WARNING

For electrical safety, the equipment must be reliably grounded in accordance with GB/T 16895.3-2017.

This device uses single-phase Ac 220V and does not come with an electrical plug.

The device provides a three-core power cord for users to connect to an independent leakage protection switch, with the rated current of the switch must  $\geq 32A$  to ensure electrical safety, the equipment must be connected to an independent leakage protection switch.



## Installation Preparation

### Step 1 Unpacking and Inspection

Before confirming receipt, the product should be unpacked to check for transportation damage or product damage. If any transportation damage or product damage is found, contact KOMPAC after-sales service immediately upon receipt for handling.

\*Do not remove any labels or tags from the equipment, and keep the packaging box and all packaging materials intact until the equipment is installed and functioning properly.

### Step 2 Connecting the Power Supply

The cable marked "L" on the power cord is connected to live wire, the cable marked "N" is connected to the neutral wire, and the cable marked "⏚" is connected to the ground wire.

### Step 3 Installation Inspection

1. Check that all screws and bolts are tightened;
2. Check the power connection;
3. Move the equipment to its final operating position;
4. Check if the equipment is level; if not, adjust it to a level state;
5. Check if the appropriate minimum clearances are met (see page 21);
6. Pull out the grate to test for sufficient operating space;
7. Check for adequate ventilation conditions.

### Step 4 Status Check

1. Turn on the independent residual current protective switch to connect the power supply;
2. Turn on the machine (see the operation section of this manual) and check if the fan is working normally;
3. Check if the control knobs can operate normally;
4. Set the temperature and check if the heater is working properly;
5. Turn off the power, check if the heater stops heating, and if the fan is working normally;
6. Unless you need to use it immediately, please turn off the power supply;
7. Ensure that personnel operating and maintaining the equipment has access to this manual.

# 05 Usage Instructions

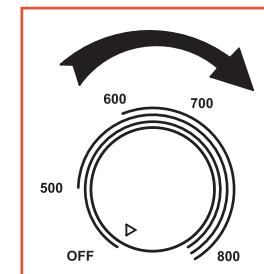
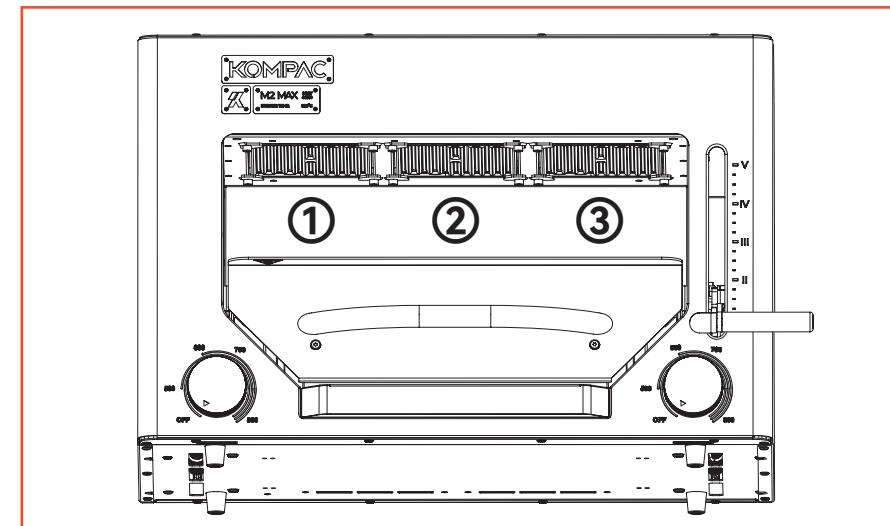
### ! WARNING

This equipment is not suitable for use by persons with decreased physical, sensory, or mental abilities, or lack of experience and knowledge (including minors).

Measures should be taken to supervise and protect children to ensure they do not come into contact with the equipment.

### NOTE

Cooking with the KOMPAC steak grill saves a lot of time compared to using traditional ovens, so you need to adjust your cooking schedules accordingly.



The left knob controls heater ①, and the right knob controls heaters ② and ③.

Gently rotate the knob clockwise to turn on the heater.

## Power On

Turn on the leakage protective switch; the equipment will be powered on with a "beep" sound, indicating that the equipment has been energized.

## Startup

Rotate the knob clockwise; the knob will make a "click" sound followed by a "beep" tone, and the heater in the corresponding working area will start working.

## Temperature Setting

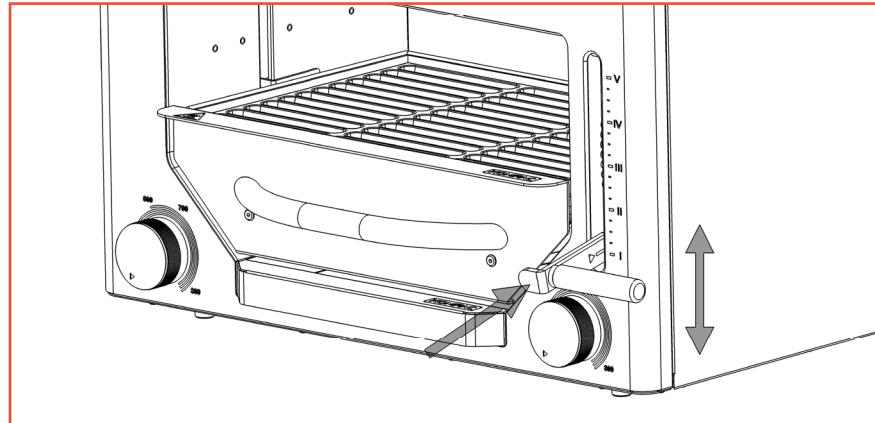
In the startup state, point the arrow on the knob to the number of the desired temperature; the heater will start heating until it reaches the set temperature and maintain it. The maximum set temperature of the equipment is 800°C.

## Shutdown

### ! WARNING

It is strictly prohibited to turn off the main power switch immediately after shutting down the equipment, as this can cause damage to the equipment.

Rotate the control knob counterclockwise to align the arrow on the knob with "OFF"; the heater will stop working.



After shutdown, the cooling fan will continue to work to reduce the equipment temperature, and the cooling fan will automatically shut down for 15 minutes. Wait for the cooling fan to stop working before turning off the main power supply (Note: Turning off the main switch directly after shutdown will affect the service life of the whole machine).

## Power Off

When not in use for a long time, turn off the independent leakage protective switch.

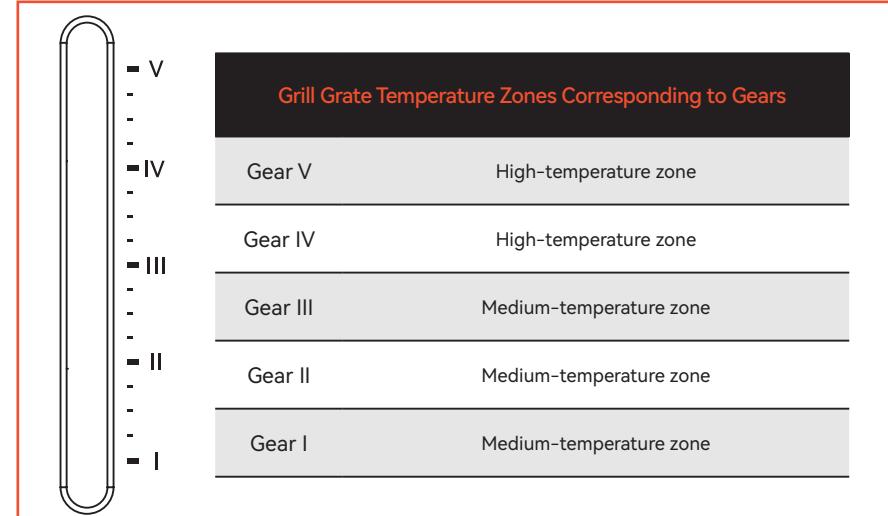
## Adjusting Grill Grate Height

### NOTE

Using combinations of different set temperatures and grill grate positions can achieve the optimal cooking temperature for different ingredients.

1. Press the button on the side of the handle inward to unlock the internal locking mechanism. (Left diagram)

2. Move the handle up or down, adjust the grill grate to the appropriate height, and then release the button.



# 06 Grilling Recommendations

## Adjusting Grill Grate Position

Press the button next to the lift handle to unlock the lifting mechanism, then adjust the grill grate to the appropriate position. The position of the grill grate can be chosen based on the thickness of the steak. For optimal Maillard reaction and charring effect, the ingredients should be as close to the heater as possible, but never touch it.

## Preheating

Preheat the equipment before grilling and wait for it to reach the set temperature.

The recommended preheating time is 10 minutes.

### WARNING

To avoid burns, please wear heat-resistant gloves throughout the process when operating the equipment during cooking.

## Grilling Preparation

Before grilling, remove the steak from the refrigerator and let it warm up at room temperature for at least 2 hours.

## Recommended Grilling Time

Generally, the grilling time for one side of a steak does not exceed one minute. For example, for a 2.5cm steak:

- For perfect medium-rare, the recommended grilling time is 3 minutes;
- For medium, 3 minutes and 30 seconds;
- For medium-well, 4 minutes to 4 minutes and 30 seconds.

## Grilling Methods and Precautions

Pull out the grill grate drawer, place the steak on the preheated grill grate, then push the grill grate drawer back into the grill.

Place the steak in the center below the heater to ensure even heating. When flipping the steak, pull out the grill grate drawer, flip the steak, and push it back into the grill.

It is recommended to use food tongs instead of sharp utensils to avoid juice leakage.

If you want to stop the grilling process midway, for example, to change the set temperature or turn off the equipment, directly rotate the control knob to adjust the temperature setting or press and hold the control knob to shut down.

## Resting Recommendations

The 800°C high temperature ensures rapid Maillard reaction, and the surface of the steak will form a uniform brown charred layer. After grilling, it is recommended to take out the steak and let it rest at room temperature for 3-5 minutes.

# 07 Cleaning and Maintenance

## Cast Iron Grill Grate

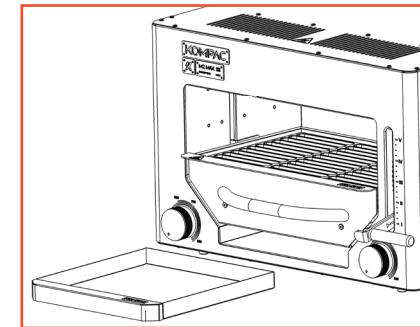


1. Pull out the grill grate drawer and directly take out the grill grate.

2. For cleaning, add KOMPAC Cloud-Feel Mousse Heavy-Duty Grease Cleaner to hot water, soak for 10-15 minutes to soften surface dirt. Then use a steel wire brush or steel wool to clean the surface. Note: Avoid bumping the grill grate during cleaning to prevent damage to the coating.

3. Recommended cleaning frequency: Daily.

## Drip Tray

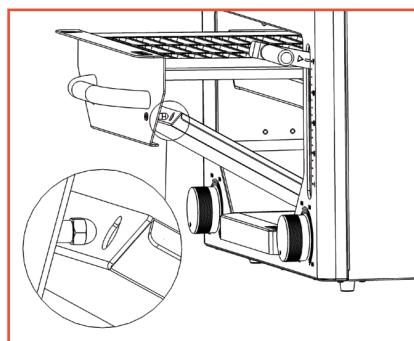


1. The drip tray is located at the bottom of the equipment; pull it outwards to remove it.

2. For cleaning, add KOMPAC Cloud-Feel Mousse Heavy-Duty Grease Cleaner to hot water, soak for 10-15 minutes to soften surface dirt. Then use a steel wire brush or steel wool to clean the surface.

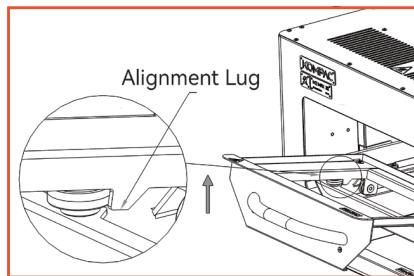
3. Recommended cleaning frequency: Daily.

## Oil Guide Plate



1. Lift the grill grate to the highest level and pull out the grill grate drawer. As shown in the figure, remove the oil guide plate from the two hanging rods behind the drawer panel. Then take out the follow-up oil guide plate.
2. For cleaning, add **KOMPAC Cloud-Feel Mousse Heavy-Duty Grease Cleaner** to hot water, soak for 10-15 minutes to soften surface dirt. Then use a steel wire brush or steel wool to clean the surface.
3. Recommended cleaning frequency: Daily.

## Grill Grate Drawer



1. Lower the grill grate drawer to the lowest level and pull it out completely. Hold the handle, lift the grill grate drawer upward to disengage the positioning protrusions at the bottom of the drawer. Continue to lift and pull out the grill grate drawer to remove the entire drawer.
2. The grill grate drawer is equipped with bearing components; it is not suitable for immersion cleaning. For stubborn dirt, spray **KOMPAC Cloud-Feel Mousse Heavy-Duty Grease Cleaner** to soften surface dirt, then use a steel wire brush or steel wool with running hot water to clean the surface. Note: Bearing components must not be soaked for a long time; after cleaning, dry the moisture, otherwise, the bearings may fail! (After cleaning, put the components back into the equipment, turn it on and heat for 5 minutes, then turn off the equipment to dry)

3. Recommended cleaning frequency: Weekly.

## Equipment Interior

1. Disconnect the power supply to ensure the equipment is in a power-off state;
2. Uniformly spray **KOMPAC Cloud-Feel Mousse Heavy-Duty Grease Cleaner** on oil stains on the inner panels and let it stand for 5-10 minutes;
3. Use a damp towel to wipe off the oil stains promptly. (Note: The damp towel must be wrung out to remove excess water)

Note: For stubborn stains, use a damp cloth or sponge dipped in a special stainless steel cleaning paste to wipe, then wipe clean with water; do not spray excessive foam cleaner, only spray on oil-stained areas.

# 08 Troubleshooting

Before requesting technical support, please confirm the following items.

If the product is not used correctly according to the usage method, it may not function properly even if there is no fault.

If the product performance is abnormal, please first check according to the following checklist; if the problem cannot be resolved, please contact customer service.

Phenomenon	Cause Analysis	Handling Method
No "beep" prompt when the main switch is turned on	No power input	Check if the wiring is secure and the power supply line is normal
	Circuit board damage	Contact after-sales service
"Beep" prompt when the main switch is turned on, but the heater does not heat after startup	Circuit board damage	Contact after-sales service
	Heater damage	
Heater is half on and half off	Heater damage	Contact after-sales service
Cooling fan does not work after startup, but the heater works	Cooling fan damage	Contact after-sales service
Heater remains heating after shutdown	Circuit board damage	Contact after-sales service

### NOTE

It is strictly prohibited to disassemble, repair, or modify the equipment without authorization. Contact customer service promptly if the equipment malfunctions.