

## Ben's Carts Owners Manual



When your cart arrives you will want to carefully unpack from the surrounding crate. Once unpacked, you will want to remove the protective sheeting from the stainless steel.

To make life easier take razor blade or knife and score the protective sheeting in all areas where the sheeting overlaps. For example, where the top of the cart overlaps the edge of the cart. This will help with removal of the film. If it is real cold outside you may want to warm the protective film first in your garage or with a hair dryer. Sometimes the film will leave a residue on the cart. You can use stainless steel cleaner or paint thinner to remove.

Once done, you will want to install the the bread box, doors and water heater if equipped. See <http://www.benscarts.com/setup.html> for instructions on video.

If equipped, check the cooler compartment for your pans and paperwork. Be careful not to lose the paperwork, this allows you to get your cart registered for plates and titled if required in your state.

Your cart came with a pressurized water system. You will need to connect a 12 volt (small) battery to power the pump. A lawnmower or motorcycle battery will work perfect. One wire will go from the pump to the positive battery post and one to the negative. There is no right or wrong with the wires, just simply run one to the positive and one to the negative. You may need to extend the wires and some users will add gator clips or other fastening device to secure wires to the battery.

There is a switch on one end on most water pumps. Locate the switch and turn it on and test your water system, by adding water to your storage tank and turning on the faucet. If you cart is equipped with a hot water heater then you will need to follow the instructions on the heater to operate. If no hot water heater, then your cart has what's called a passive hot water system. This means that you cart heats water only when your steam table is operating. To test: Put your pans into the steam table, make sure to add water to the pans to avoid ruining your pans. Ignite your burners with a long match or electric match. After about 15 minutes you should have hot water. You will only have a limited amount so turn the hot faucet on very slowly to a trickle, this will give you a small stream of hot water. For more information please visit [http://www.benscarts.com/Hot\\_Water\\_Heater.html](http://www.benscarts.com/Hot_Water_Heater.html) Remember to turn this switch off if you are not using the system to conserve energy and to protect the pump from pressure build up.

## **Cart maintenance and safety \*\*\*READ CAREFULLY\*\*\***

Depending on how far you travel with your cart and how much use it gets, we recommend doing the following inspections:

**WARNING!!!** DO NOT TOW/TRAVEL WITH YOUR HOT DOG CART WITH ITEMS THAT COULD VIBRATE OFF OR LOOSE ITEMS THAT COULD FALL OFF DURING YOUR TRIP!!!

THIS INCLUDES:

- Pans
- Lids
- Condiments
- **GRILL GRATE SHOULD BE REMOVED FROM GRILL AND STORED SAFELY!**
- UMBRELLA
- ANY AND ALL ITEMS SUBJECT TO FALLING OUT OR OFF DURING TRAVEL

American Dreams, Inc. BensCarts.com / HotDogCartStore.com or it's assignees or affiliates shall not be held liable or responsible for any damage, injury or accident while pulling your cart or it's use.

**Check gas lines for leaks.** Simply take a small spray bottle with a water and soap mixture and turn on your tank valve. **Do not** turn on the burner valves as this will allow gas to flow from the burners. Spray the gas lines and fittings from the valves at the front to the connections at the rear with the soapy mixture. If bubbles start forming, turn the gas off immediately and tighten or repair leak. Once repaired or tightened properly, then you can do the test again. Vibrations from traveling can cause loose connections so check your cart once a week.

**Storing and Winterizing** - If equipped your carts water heater has been tested and water will be left in your lines after use. Before storing your cart we advise that you add [RV Antifreeze](#) and follow the flushing instructions on it's label. Make sure you use antifreeze that is labeled SAFE for Potable Water systems. (link above)

**At least every 6 months** or 1000 miles, add a little grease to the grease fittings on the wheels. If you don't have a grease gun, stop by any oil change facility and they will have a lube/grease gun. This doesn't refill the bearings though. If your cart is towed long distances - annual checks on the bearings is necessary. Small tires and wheels turn much faster and more than your vehicle and may require maintenance more frequently. You can have this done at a local tire shop or trailer shop.

**Check your lights**, tail lights, brake lights and blinkers regularly for proper working conditions.

**After each use**, take a soapy mixture and wipe down the cart, you can also use a bleach mixture or other approved disinfectant. I use dish soap and then come back over it all with a bleach water mixture.

**After each use**, turn off the gas tanks and remove the line connection at the tank. Depending on usage, take your battery out and charge it with a trickle charger or most any battery charger.

**Before towing your cart** make sure trailer coupling is fastened properly, safety chains are attached to your vehicle from cart and hitch pins are in place.

**Check your tires before towing** your cart to make sure they are in good condition and have the required air pressure. Just like you would on your vehicle.

**To prevent bread box doors from opening** during travel you may want to secure with a bungee cord from one handle to the other going around the back of the bread box.

**Never tow your cart with** the gas on, burners on or steam pans in place. Check to make sure lug nuts on wheels are tight before each use. Always remove flip tops, roll tops, pans, lids, grill grease tray and any other loose items before towing.

#### **Steam Table Operations:**

See [www.BensCarts.com/setup.html](http://www.BensCarts.com/setup.html) for video instructions

Pan layout can vary according to your individual serving requirements. We have included the steam table with the most popular set up.

Carts with 3 burners and display the NSF certification label have been tested under the following arrangement:

Standing at the front of the cart at the steam table place your largest pan (spillage pan) in place and slide completely to the right of the fire box. This pan holds water 2 inches or less and provides the steam. Next you will insert the pan with the perforations (the holes) inside the spillage pan and slide it to the right. Next insert the 2 smallest pans in the remaining space of the spillage pan. You will have an empty space in your fire box for the remaining two pans. These pans are direct heat pans, place the half size pan, the largest of the 2 remaining pans to the far left and then in the last space place your remaining pan - 1/3rd size.

If your cart contains a full size steam table, with 2 burners, you will insert the spillage pan first followed by the three 1/3rd size pans. Be sure to put water in the spillage pan first, about 2 inches deep. If you want to use direct heat, simply insert the three 1/3rd size pans and leave the spillage pan out. Keep a watchful eye on your temperatures.

#### **DELIVERY EXCEPTIONS/DAMAGES:**

When you meet the delivery driver, your cart will be crated. Remove crating and inspect the cart carefully. You will want to sign off on the delivery once the inspection is done. If

the cart is found to have damages, you can either return the cart by refusing delivery or you can file a claim. This is pretty easy and the freight broker who emailed you can help out with this process.

Although not frequent, a cart can be damaged. Sometimes it can be a dent in the bread box or a broken tail light. These are easy to fix and quicker than refusing delivery we can send you new parts once the claim is completed. If you accept a cart with some damages, please have the driver make a note on the bill of lading and sign it.

If you find major damage, please refuse and we will ship you a brand new cart immediately. We don't even wait for the old one to arrive.

**\*\*\*\*READ THE DELIVERY BELOW OR ON OUR WEBSITE\*\*\*\***

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## **Additional Terms and Conditions**

As we are a small company and base our steel purchases and material on our daily orders we have a strict no-cancellation policy. ALL SALES ARE FINAL. In the event of a catastrophic circumstance we will review on a case by case basis. Thank you for understanding and please feel free to contact Ben with any questions or concerns before ordering.

Changes or alterations to cart or choosing a different cart after ordering is handled on a case by case basis. All order completions are notified via email when the cart is ready for shipping or pick up. If cart is being picked up, balance is to be paid within 10 days of cart being completed. Failure to do so may forfeit any deposit and order will cancel. Once balance is paid, cart must be picked up within 30 days or cart storage fees will incur at at rate of \$15 daily. Any cart shipped and not picked up at terminal within 10 days will be returned to BensCarts and before the cart will be re-shipped or picked up, all fees and charges must be paid in full, after ten days of cart being returned to BensCarts if customer does not pay all fees to BensCarts, then the cart will be forfeited to cover all fees and expenses. Any alteration to these terms and conditions must be accepted by BensCarts in writing. Cart dimensions are subject to change without further notice in the event of significant changes after an order is placed you will be notified.

It is the responsibility of the end user or owner of the cart to keep up with trailer maintenance and to do regular safety checks including, lights, chains, coupler, lug nut, tires, bolts and any and all aspects of the cart. All customers shall make themselves familiar with and practice safe trailering guidelines and inspections found here: [NHTSA SAFETY GUIDE](#)

Our carts are skinned in entirety with stainless steel. It is common to find a few plasma burns/discolorations. These are usually minimal and most are covered by pans. We look over every cart before it is shipped but we too are human and can miss something every now and then. Please contact us if you find a sharp edge that is exposed when all pans and lids are in place. These can usually be removed with a small file. Sometimes a rough corner or edge can be bumped or knocked down with a small mallet. If you have any questions please contact us. We will be glad to help resolve any issue.

The steam table and grill area will become hot and can cause serious burns. Use caution and common sense while operating in these areas. Hot Surfaces can cause severe burns.

We strive to make the best carts on the market, we don't however make the "cadillac" in the industry, we are closer to a "ford or chevy"... but rest assured our carts will last years with very little maintenance.

If your cart is equipped with an on demand heater, please familiarize yourself with the heater manual and video. The cart water system is specifically designed for short usage times such as washing your hands or washing utensils as needed. It is not recommended for washing pans, filling your steam table or other task requiring the heater to run continuously for more than 90 seconds at a time. The heater will run continuously until you have exhausted the water supply, but this is not it's intended use for your hot dog cart. The heater and areas around the heater can become hot with use. Use caution when operating in these areas.

All of our carts have a one year **WARRANTY**, this covers the repair of any item that is a manufacturer defect. For additional details on the warranty [click here](#). By purchasing a cart online in person or by mail, you are agreeing to all terms, conditions and warranties. Ben's Carts, BensCarts or its affiliates shall not be liable for damages caused to person or property. Customer/Buyer/end-user accepts all liability for use, misuse or any and all damages, caused or perceived by usage, towing and storage of hot dog cart and accessories. BensCarts may make changes or minor substitutions that are not reflected on the website. Carts may not be received exactly as pictured. In alterations, substitutions or changes would be minor and not effect the performance or usage.

### **Shipping and Freight Damages:**

Please note: Our carts are stainless steel. It is common to find little scratches in the stainless, this happens during manufacturing and is unavoidable. Some of these scratches are common to the steel manufacturer and are that way before we get the steel. You may find places where the protective covering on the stainless is ripped, this is perfectly normal and does not affect your cart. We strive to take great care in building our carts and packaging them for shipping.

**Important shipping Terms and Conditions:** if you receive a cart that is damaged, you have the right and option to refuse delivery. If there is a minimal



damage, keep the cart and make a note on the freight form with the driver. We will forward you the parts needed to replace. For example, your bread box is bent or maybe a side panel is dented bad; Take a picture, note it on the bill of lading and then let us know. We will ship you the parts to replace the damaged area. You can then still file a claim for the damaged parts and labor and be reimbursed by the freight carrier. For claims contact the freight broker whom sent your email with shipping details and tracking information. **Note: Contact BensCarts before refusing freight.** In the event freight is refused and returned and found to be minimally damaged, you will be responsible for all crating and shipping fees. Light freight damage can be repaired and BensCarts if required and necessary will have all damages repaired and/or replaced at your delivery state and town.

Please note: our carts are stainless steel. It is common to find little scratches in the stainless, this happens during manufacturing and is unavoidable. Some of these scratches are common to the steel manufacturer and are that way before we get the steel. You may find places where the protective covering on the stainless is ripped, this is perfectly normal and does not affect your cart. We strive to take great care in building our carts and packaging them for shipping. BensCarts sees less than .05% damaged freight due to our packaging and carrier selections.

If you refuse freight, call BensCarts, take pictures, note on the bill of lading why being refused and contact the freight broker immediately. If pictures show major damage, we will ship you a replacement cart immediately upon availability. Beware that the white coating on the carts can appear ripped and scratched and there be no underlying damage.

Bottom line: If in doubt, keep the cart and we will make sure that it is repaired.

When your cart is shipped we will notify you by email.

Claims on shipping: When your cart arrives, you will want to un-package it before signing that you received in good condition. Look for obvious damage to crating first. In

the event damage is found, you have the option to accept the cart with damages, while noting that on the paperwork from the shipper or you can refuse acceptance and notify BensCarts so that we can ship a new cart to you. If you accept the cart with damage, please contact [bob.howard@gforcship.com](mailto:bob.howard@gforcship.com) to handle the claim and so he can get you reimbursed for any damages. Note: we now fully crate our carts, this has all but eliminated damages, but every now and then a carrier can be negligent and still damage the cart. We understand you bought a new cart, not a damaged one, so the bottom line is, refuse if damage is extensive, if minimal, like a tail light or something, then please file a claim with Bob at Gforcship so that it can be repaired and reimbursed.

If a coupon is available, it must be used at the time of purchase as we can not reimburse after the sale.

**Financing Terms and Conditions - Customer Using Financing** Financing a purchase through an outside finance company does not alleviate your responsibility to make payment in full to BensCarts. When you receive your cart you must contact the finance company within 24 hours by phone and confirm you have received your cart as ordered. This will initiate the release of funds from the finance company to BensCarts. In the event you fail to confirm receipt and acceptance you will have five (5) days in which to make payment in full to BensCarts. Failure to make payment in full can and may lead to a Felony criminal complaint with the Tennessee State Attorney's office. If you find the cart received to be missing an ordered feature or damaged in some way, this in no way eliviates your obligation to inform the finance company that you have received your cart and to release funds. If you find a problem with the cart, BensCarts will fix, repair or replace and will insure it exactly as ordered according to our Terms and Conditions above. All sales are final.

## **PRIVACY POLICY**

We proudly accept all major credit cards. For your security, we do not process charges from our site, when you click a link to purchase you are taken directly to a 128 bit encrypted site for transactions with MC/Visa/Discover/Amex directly. We do not share your information with anyone, no affiliates or marketing research. We thank you for trusting us and look forward to providing you with a safe, secure transaction.

American Dreams, Inc. / BensCarts reserves the right to cancel any order and refund an payments made.

Terms and conditions apply to all sales regardless of previous agreements, verbal or otherwise.

## **Important Contact Numbers**

**Service / Repairs / Warranty** - If you have an urgent issue, please call 865.216.3330 (you can also text saying: Please call, my cart is \_\_\_\_\_)

If your issue is not urgent, please email [keith@benscarts.com](mailto:keith@benscarts.com) and explain the issue including your contact information.

**General Questions / Sales / Complaints** - Contact Ben  
865.223-1187 Direct Line txt or email  
[ben@benscarts.com](mailto:ben@benscarts.com)

**Shipping status updates** - text 865.216.3330