

## GLASS INSERTS

### MODEL NUMBERS

#### DHCP1 • DHCP2 • DHCP3

Thank you for buying a Victor Unit. We hope and expect that you will get many years of satisfactory use from your purchase.

In order to achieve the best results from your equipment please read, and follow, the installation, operating, cleaning and maintenance instructions below. *Failure to follow them may affect the warranty.*

### 1. UNPACKING AND ASSEMBLY

All protective coating used on stainless steel surfaces of the hot cupboard must be removed. The exposed surfaces can then be wiped clean with a damp cloth, using a mild detergent or soap if necessary.

*Do not use any abrasive material or form of bleach for cleaning purposes.* Please see cleaning section of these instructions.

### 2. INSTALLATION

For single inserts, place each insert in a bain marie aperture. For larger inserts place the insert over the relevant apertures.

### 3. USE AND BEST PERFORMANCE

#### Please remember:

Glass inserts are not designed to heat up or cook food, but are designed to maintain it at a satisfactory temperature before serving.

Glass inserts work best when used in association with a dry heat bain marie or wet or dry bain marie in dry mode.

Pre-heat the glass insert(s) on full heat for approximately 30 minutes before putting containers and their contents on top.

### 4. CLEANING

Stainless steel and glass surfaces will give you many years of trouble-free use as long as you follow a few simple rules.

#### Never:

Put glass inserts into a dishwasher. This can cause the enamel blackening on the rear of the glass to flake off.

#### Do not use:

Bleach for cleaning purposes (remember dishwasher powders, sterilising agents and similar products all contain chlorides). If used, black pit marks, large brown patches or other such effects may appear and permanent damage may be caused. If used inadvertently rinse immediately with clean water.

#### Do not allow:

Corrosive foodstuffs such as fruit juices, vinegar, mustards, pickles, mayonnaise, etc., to remain on stainless steel for long periods. Wash and rinse away.

#### Cleaning the glass surface:

Firstly remove all spilt food with a scraper blade then clean the

glass with a suitable cleaner (see below) and paper towel. Rinse the glass and dry with a paper towel.

Suitable cleaners: COLLO Luneta, HOB BRITE, Hob Clean, RPM Hob Cleaner, Sainsbury Hob and Sink Cleaner.

*Correctly applied the instructions will result in continuous good looks!*

### 5. MAINTENANCE & SPARES

When ordering any spare parts always quote the model and serial number.

*Please use the box provided below to record your model and serial number for future information, this can be found on the data label on the appliance.*

Model number:

Serial number:

### 6. WARRANTY

As a manufacturer of catering equipment, Victor Manufacturing Ltd offers warranty on all goods manufactured by the company and supplied by its United Kingdom Distributors.

Victor Manufacturing Ltd is renowned for its reliability and Victor Manufacturing Ltd provides on-site warranty in case of failure included in the purchase price, which covers the costs of spare parts and labour on your Victor Manufacturing Ltd goods from the date of invoice for a period of 24 months.

The Victor Manufacturing Ltd warranty does not affect any legal rights you have against the person who supplied your Victor Manufacturing Ltd goods or any other legal right against Victor Manufacturing Ltd under the laws of the United Kingdom - it is an addition to those rights.

All goods sold by Victor Manufacturing Ltd are subject to the Company's standard conditions of sale, a copy of which is available upon request.

Where the goods and components supplied by Victor Manufacturing Ltd are of the company's design and manufacture, Victor Manufacturing Ltd will make good any defects in those goods provided Victor Manufacturing Ltd liability will be limited to the following:

**It is the purchaser's responsibility to prove that the unit is under warranty, e.g. receipt of purchase, invoice number, serial number, etc.**

**Damaged in transit claims must be reported in writing to the company within 3 days of receipt for your claim to be validated. Damaged goods will not be replaced or repaired if they have been used.**

Victor Manufacturing Ltd must authorise all warranty repairs prior to the commencement of work. Work carried out on goods prior to authorisation will not be covered nor will any resultant damage.

All warranty will be immediately invalidated if in the reasonable opinion of Victor Manufacturing Ltd, unauthorised repairs or modifications have been made to the goods, in the case of accident, misuse, or damage caused by improper installation and altered or missing serial numbers. Victor Manufacturing Ltd will not provide warranty repairs if in our opinion the problem resulted from externally caused damage, use outside the goods specification, faults caused by inexperienced or non-approved repairers. All warranty will be immediately invalidated if installation of equipment is not in accordance with Victor Manufacturing Ltd installation instructions supplied.

Customer adjustments explained in the operating manual are not covered by Victor Manufacturing Ltd on-site warranty. Assistance can be received by contacting the warranty desk.

The liability of Victor Manufacturing Ltd and its appointed engineers are limited to the cost of repairs (parts and labour only) of the unit under warranty. Loss of food or other damages caused by faulty goods are not covered by the warranty.

No fault found warranty calls and installation errors are not covered under Victor Manufacturing Ltd warranty and will result in a charge being made for the call-out and on-site labour for our appointed engineer. The Victor Manufacturing Ltd warranty does not cover the replacement of used consumables, or parts that require period adjustment or lubrication, unless the part is faulty.

You must have evidence that routine maintenance has been carried out by a qualified engineer in accordance with the instruction manual. This is of particular importance with refrigerated and gas fuelled appliances. Work made necessary by lack of routine maintenance or cleaning is not covered by this warranty and will be chargeable.

Victor Manufacturing Ltd parts and labour warranty is valid for the United Kingdom Mainland only. (Parts only all areas outside the United Kingdom Mainland.)

Some parts are automatically not covered by the Victor Manufacturing Ltd warranty (e.g. panels, glass, lamps, shelves, etc.) Many surface finishes including paint and plastic coated steel can be scratched and damaged if not properly cared for; such damage is not covered by the Victor Manufacturing Ltd warranty.

## 7. IF YOUR EQUIPMENT FAILS

Refer to the instruction manual. If the problem still cannot be resolved, prepare a description of the fault you have.

Make sure you have your proof of purchase document (Invoice number or serial number) and the model number of the equipment that has failed.

Contact the warranty department on the following numbers:

- Warranty Desk Tel No: 01274 722125 (Office hours)
- Warranty Desk Fax No: 01274 307082 (Office hours)
- Warranty Desk Email: [service@victormfg.co.uk](mailto:service@victormfg.co.uk)
- Emergency Warranty Tel No: 07876 898114 (All other times)

Warranty repairs are carried out between 9.00am and 5.00pm Monday - Friday.

Access required outside normal working hours may incur charges.

### Registered Office:

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