

SYNERGY DROP-IN PLATE DISPENSER

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

Important:

For heated units - This appliance should be installed in accordance with local regulations and should be protected by its own RCD (Residual Current Device) or RCBO (Residual Current Breaker with Overload protection).

Prepare the cut outs in the counter and the electrical supply in accordance with local regulations, where necessary. Drawings are available from the dealer detailing installation dimensions and electrical requirements. Consider future servicing requirements.

Adjust the dispenser to suit the crockery as follows:

- (a) The springs can be accessed when the dispenser is removed from the counter and / or outer casing.
- (b) To lower crockery level, detach springs from lower spring ring to reduce spring tension. Unused springs may be left connected to the upper spring ring.
- (c) To raise crockery level, connect additional springs to upper and lower spring rings to increase spring tension. Additional springs can be provided by the dealer.

When spring tension is correctly adjusted the top of the crockery is level with the top of the dispenser guides. All installed springs are connected during assembly of the dispenser.

Ensure there is clearance between the crockery and the guides and that items of crockery cannot become trapped under the flange of the dispenser.

Position the dispenser and / or the outer casing in the counter and connect heated dispensers to the electrical supply in accordance with local regulations.

The appliance is fitted with a 13 Amp fused plug and only requires connection to a suitable 13 Amp socket outlet. This model is suitable for 230 - 240V A.C. supply only. Ensure that the electricity supply is as stated on the model's data plate.

Important:

Wires in the mains lead are coloured in accordance with the following code:

Green and Yellow (Earth) • Blue (Neutral) • Brown (Live)

Warning: This appliance must be earthed, do not touch internal wiring.

As the colours of the wires in the mains lead on this appliance may not correspond with the coloured markings identifying the terminals in your plug, proceed as follows:

- (a) The wire which is coloured green and yellow must be connected to the terminal in the plug, which is marked with **letter E** or the **⏏** symbol.
- (b) The wire which is coloured blue must be connected to the terminal which is marked with the letter **N** or is **coloured black**.
- (c) The wire which is coloured brown must be connected to the terminal which is marked with the letter **L** or is **coloured red**.

3. USE AND BEST PERFORMANCE

Place crockery in the dispenser, small stacks at a time.

Ensure the electrical supply is connected to heated units. Press the green switch (where fitted) so the neon is illuminated. Turn the thermostat knob (where fitted) to the desired temperature. The thermostat position (when adjustable), time, type of crockery and the use of a lid will influence the temperature of the crockery. Experiment with thermostat (where fitted) position to determine the satisfactory level for the application.

Start heating plates 2 to 3 hours before service. Use a lid at all times to maximise heating efficiency and to keep plates and the dispenser clean. Lids can be ordered separately from the dealer.

The heating element automatically switches off when fitted with a built in pre-set thermostat. The dispenser will achieve an average plate temperature of 55°C when used as directed. The heating element may be controlled by a variable thermostat if this has been specified. The bottom 3 or 4 plates in the stack, those closest to the heating element will be hotter than the other plates in the stack, though it can be expected that these will cool as they reach dispensing height.

Minimise spillage into the dispenser by ensuring crockery is removed from the dispenser before food is placed on the crockery.

4. CLEANING

Switch off the unit at the mains before cleaning.

Remove spillage from the lid, flange, casing and platforms of the dispenser daily with a moist cloth. Any object dropped in to the dispenser should be removed immediately, following steps 1- 4 below. Remove spillage from inside the dispenser regularly, as follows:

1. Press green switch so the neon is not illuminated.
2. Remove plug from the power supply.
3. Allow dispenser to cool down.
4. Remove the crockery from the dispenser.
5. The dispenser mechanism may be removed from the casing.
6. Vacuum the inside of the cabinet and clean with a moist cloth.
7. Replace the dispenser mechanism in the cabinet, dependent on the model.
8. Reconnect to the power supply.

Steps 1- 3 and 8 apply to heated models only. Consider the use of appropriate protective clothing when cleaning the dispenser. Do not clean with a high pressure hose.

Wash all surfaces before use:

You should use a damp cloth and a mild detergent or soap, or similar cleaner. Always rinse well with clean water and dry the surface with a soft cloth. Clean regularly when in use. Do use soft cloths, nylon or bristle brushes.

Do not use:

Metal scrapers, wire brushes or wire wool pads as they can scratch the steel. Do take care when handling sharp objects as they can scratch the surface of stainless steel. Any scratches on stainless steel will blend together over a period of time and become less noticeable with age. There is no detriment to the corrosion resistance or general performance of the material.

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 splash the unit with bleach when cleaning around the counter:

If you do, rinse the surface immediately with clean water thoroughly.

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.

Do not leave:

Steel objects or utensils standing on the stainless steel surfaces for long periods. They can rust and leave marks.

After cleaning with detergent always remove residues with a wet cloth and wipe dry, if left they can have an etching effect on the surface.

Correctly applied the instructions will result in continuous good looks!

5. MAINTENANCE & SPARES

Important: You must disconnect the appliance from the mains before removing any components which have been fastened using screws, etc.

Maintenance and repairs should only be performed by qualified persons using original parts.

Adjust the spring tension as described in 'Installation and adjustment of the dispenser at least twice a year.

Check the condition of the electrical parts at least twice a year.

1. Press green switch so the neon is not illuminated.
2. Remove plug from the power supply.
3. Allow dispenser to cool down.
4. Remove the crockery from the dispenser.
5. Remove the dispenser, outer casing and control panel (where fitted), from the counter.
6. Remove the terminal cover from the base plate of the outer casing. All electrical parts are accessible.
7. Replace any defective parts.

Reassembly is the reverse of dismantling procedure.

You should have the various items in your unit tested for electrical safety at least once a year as required by the Electricity at Work Regulations.

Spare parts are available for all models of equipment. These can be obtained by contacting your distributor.

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
- 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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