

# Victor

## MODEL NUMBERS

CU SPM75 UED10100  
HEATED MERCHANDISER

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

UNPACK CAREFULLY and check for any parts packed loose in or around the unit. Remove and protective coating used on stainless steel and wipe clean with a damp cloth using soap or mild detergent.

## DO NOT USE ANY ABRASIVE CLEANING MATERIAL OR FORM OF BLEACH

## 2. INSTALLATION

Where the appliance is to be positioned in close proximity to a wall, partition, kitchen furniture, decorative finishes, etc., it is recommended that they be made of a non combustible material or clad in a suitable non-combustible heat insulating material and that the closest attention be paid to fire preventative 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:

<b>Green and Yellow</b>	-	<b>Earth</b>
<b>Blue</b>	-	<b>Neutral</b>
<b>Brown</b>	-	<b>Live</b>

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 sign  $\perp$ .
- (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.

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

### 3. USER GUIDE

To obtain the best performance preheat the unit empty for at least 20 minutes at full heat. This will provide a temperature suitable for keeping pies etc. hot and ready to serve. In order to ensure a safe serving temperature it is advisable to first preheat the product in an oven or microwave where a much higher temperature can be obtained before placing in your Victor Pie Heater. However, if pies etc. are to be heated from cold the pie heater should first be preheated empty for 20 minutes at full heat and then pies should be placed on the fast heating base shelf. When pies etc. are hot (above 63°C) then they can be placed on the upper shelves for serving and the unit turned down to maintain a satisfactory temperature.

### 4. CLEANING AND MAINTENANCE

Disconnect the electricity supply and empty the unit. Remove doors and shelves. While the unit is still warm, wipe down the interior with a damp cloth. (Do not use excessive water which could harm the electrical components.) Dry thoroughly. After cleaning, replace shelves and doors and reconnect to the mains supply. To ensure trouble-free use, however, it is recommended that a qualified electrician should periodically check the unit, making any necessary minor repairs.

#### Removing and replacing doors

Lift the outer door to release the bottom edge from the track and hinge outwards lowering to remove the top of the door. Repeat the process for the inner door. To refit the doors reverse the process ensuring the correct door is fitted first.

### 5. MAINTENANCE & SPARES

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

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 callout 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.

## 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 Telephone No:	01274 722125 (Office Hours)
Warranty Desk Fax No:	01274 307082 (Office Hours)
Warranty Desk Email address:	<a href="mailto:service@victormanufacturing.co.uk">service@victormanufacturing.co.uk</a>
Emergency Warranty Telephone No:	07876 898114 (All Other Times)

Warranty repairs are carried out between 9:00 a.m. and 5:00 p.m. Monday – Friday. Access required outside normal working hours may incur charges.

Registered Office:

Victor Manufacturing Ltd  
Lonsdale Works, Gibson Street, Bradford, BD3 9TF  
Tel: 01274 722125 Fax: 01274 307082  
[email@victormanufacturing.co.uk](mailto:email@victormanufacturing.co.uk)