

Victor

RETAIL MERCHANDISING UNITS

AMBIENT MODEL NUMBERS	MAGH2W	MAGH3W	MAGH4W
	MAGH2	MAGH3	MAGH4
	MAGL2W	MAGL3W	MAGL4W
	MAGL2	MAGL3	MAGL4
HEATED MODEL NUMBERS	MHPL2W	MHPL3W	MHPL4W
	MHPL2	MHPL3	MHPL4
	MHBM2	MHBM3	MHBM4
	MHBM2W	MHBM3W	MHBM4W

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 Merchandising Unit 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

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: Do not loop the mains cable underneath the heated base of the unit.

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 sign .
- (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

3.1 HEATED UNIT

The Heated Merchandising Units are operated by the control knob on the rear of the appliance. The gantry is operated by the rocker switch on the rear of the appliance. To obtain the best performance, the following procedure is suggested:

- (a) Turn the unit on at the mains.
- (b) Pre-heat the base empty for 30 minutes prior to use, by turning the control knob to the full position. Many factors will determine the best control knob position, such as the amount and temperature of the food loaded. Experience from using the Heated Merchandising Unit will soon show the best setting for any given occasion. **MHBM units are dry heat only NO water should be added to the well**
- (c) Switch the gantry on 5 minutes prior to use, by operating the rocker switch.
- (d) Load the Heated Merchandising Unit as required.

The dole plates on the heated base should be lifted on and off to avoid scratching.

Please remember a Heated Display Unit is not designed to heat up or cook food, but is designed to maintain it at a satisfactory temperature before serving.

3.1 AMBIENT UNIT

The Ambient Merchandising Unit is for displaying produce at room temperature, they do not have a heated base. The appliance should have a suitable electrical supply to power the light, which is operated by the rocker switch on the rear of the appliance.

3.2 GANTRY

The Heated Merchandising Unit gantry has quartz heat lamps; these are replaceable. Please follow the following procedure:

Lamps should be held using a piece of tissue wrapped around the bulb.

They must not be touched with fingers, as this will cause them to fail prematurely.

Replacing quartz lamps:

- (a) Turn off power to the unit and allow to cool down. If the bulb has just failed it may be HOT.
- (b) Remove the lamp guard, by removing the retaining screw and hinging down.
- (c) Push the bulb to one side of the sprung loaded holder, hinge or lower the free end and remove.
- (d) Reverse this process to fit, ensuring that the bulb is held firmly within the sprung loaded holder.

The Ambient Merchandising Unit gantry will be fitted with a fluorescent tube, which is replaceable. Please follow the following procedure:

Replacing Fluorescent Lamp:

- (a) Turn off power to the unit. If the bulb has just failed it may be HOT.
- (b) Grip the bulb at both ends, near the connectors and twist the bulb approximately 90° Degrees.
- (c) Gently pull the bulb out of the connectors.
- (d) Reverse this process to fit, ensuring that the bulb is held firmly and correctly within the connectors before releasing.

4. CLEANING

SWITCH OFF THE UNIT AT THE MAINS BEFORE CLEANING.

Stainless steel surfaces will give you many years of trouble-free use as long as you follow a few simple rules. If it appears to mark do not worry, it is usually not the steel but something deposited on it which has stained.

Do 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 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 ABOVE 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.

You should have the various items in your appliance 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 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:	service@victormanufacturing.co.uk
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:

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