

# Victor

## OPERATOR/INSTALLATION MANUAL: HOT HOLDING UNIT

MODEL NUMBER: BC21



**CAUTION:** This manual must be read and understood before your appliance is installed, and operated.

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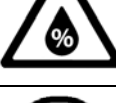


PLEASE USE THE BOX PROVIDED BELOW TO RECORD YOUR MODEL AND SERIAL NUMBER FOR FUTURE REFERENCE, THIS CAN BE FOUND ON PRODUCT DATA LABEL

Model Number:

Serial Number:

**Thank you** for buying a Victor product. You can expect many years of reliable use from your purchase, providing the operating, cleaning and maintenance instructions are followed. Failure to follow these instruction may affect the warranty.

Following this manual will ensure the safe installation, operation and maintenance of the Victor product. Check that the model number of your product, as printed on the data label, matches to one of the model numbers listed on the instructions.

<b>SYMBOLS USED IN VICTOR PRODUCT MANUALS</b>	
	<b>Read instruction manual</b>
	<b>WARNING: Electrical danger</b>
	<b>WARNING: Fire prevention</b>
	<b>WARNING: Hot Surfaces</b>
	<b>WARNING: Read instruction alongside this symbol</b>
	<b>CAUTION: Air vent, Do not obstruct</b>
	<b>WARNING: Heat source</b>
	<b>CAUTION: Strong draughts</b>
	<b>CAUTION: Humidity</b>
	<b>WARNING: Do not jet wash or steam clean</b>
	<b>Refrigeration operation specification</b>
	<b>Recommended PPE. Gloves, Dust mask, Safety glasses</b>

## 1. UNPACKING AND ASSEMBLY

All protective coating used on stainless steel surfaces of the Hot Holding 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 the cleaning section of this manual.

## 2. INSTALLATION

### SITING

- Ensure the area is clean, level and clear of obstructions.
- Move the unit into the required position.
- Ensure all points in this section, with regards to siting, have been considered.

### BURN OFF

Before first use, the unit must be “burnt off”, by running on full power for 1 hour to burn off any grease and dust that may have accumulated during manufacturing. During this time some smoke and burning smells may be experienced, this not a cause for alarm.



**WARNING: Fire prevention** - Where this 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.

**Combustible materials must not be stored on and/or around this appliance.**



**WARNING: Hot Surfaces**

During operation the metal parts of this appliance will get hot, this must be taken into consideration when positioning this appliance.



**WARNING: Strong draughts** – When siting the unit avoid positioning in strong draughts (above 2m/s), this will cause a reduction in temperature holding performance and in severe draughts cause a loss of holding product at temperature.



**WARNING: Electrical supply voltage** - The appliance is fitted with a 13Amp plug, and must be connected to socket with 13Amp protection. This model is suitable for 220 – 240V A.C. supply only. Ensure that the electricity supply is as stated on the model’s data plate

**WARNING: Electrical earthing**

This unit must be earthed, do not touch internal wiring.

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

<b>Green and Yellow</b>	-	<b>Earth (E)</b>
<b>Blue</b>	-	<b>Neutral (N)</b>
<b>Brown</b>	-	<b>Live (L)</b>

### 3. USE AND BEST PERFORMANCE

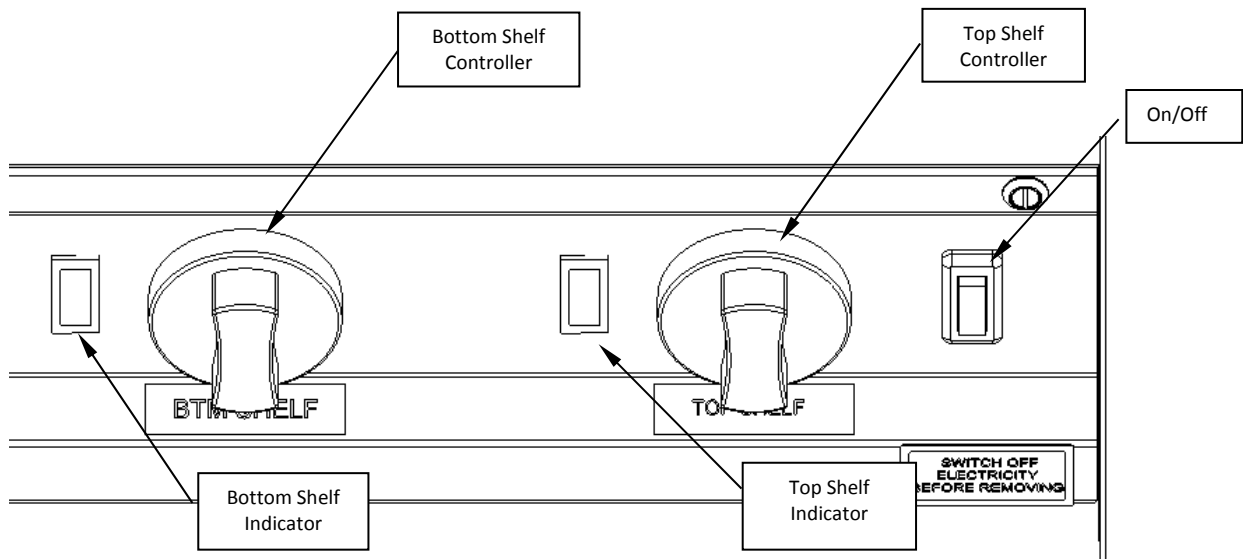


**CAUTION: Operator:**

This appliance must only be operated by suitably trained or qualified persons aged 16 years and above who have read and understood this manual. An operator is defined as the person who is responsible for switching the appliance on, adjusting the temperature and its safe use.

**Children shall not play with the appliance.**

**This unit is only to be used to hold ready cooked products at a temperature to comply with the Food Hygiene Regulations.**



**The Controllers are shown with the covers removed.**

**The controllers are pre-set to a factory set to ensure safe and efficient performance. These settings should not be altered.**

To obtain the best performance, follow the procedure below,

#### TURNING ON

- (a) Ensure the unit is connected to the power supply.
- (b) Turn the unit on using the On/Off Switch. This switches on and off all power to the unit.
- (c) The heat lamps, inside the unit, remain on while the unit is switched on.

#### PREHEATING

- (d) Before placing any food inside, the unit needs to be preheated for 30 minutes.
- (e) Ensure all the cover flaps are closed.
- (f) The Indicator lamps will be illuminated when power is being supplied to the heating element. Once the shelf has reached its set temperature the lamp will cycle on and off.

#### OPERATING (NORMAL OPERATION)

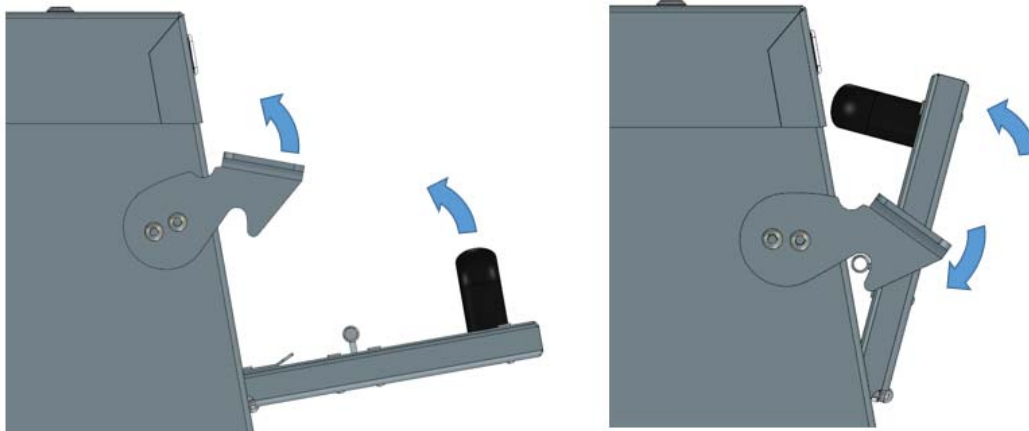
- (g) As required, lift the flaps on either side to load or unload the unit.

**OPERATING (BUSY PERIODS)**

- (h) The flaps can be latched in to an open position to allow easy access (see below).
- (i) With one or more flaps latched open the internal unit temperature will fall.
- (j) Wherever possible, the unit should only be operated in this way for as short a time as possible.

**LATCHING THE FLAPS OPEN**

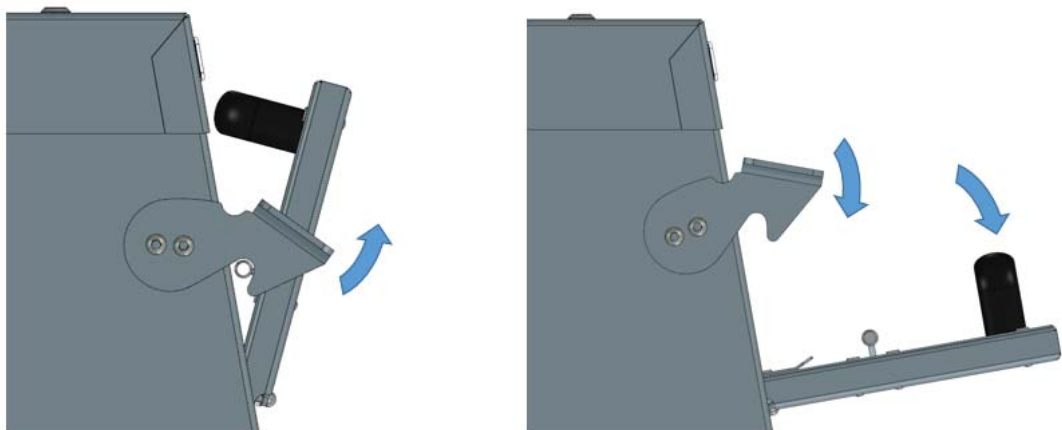
- (k) Lift the latch to the top of its travel.
- (l) Lift the flap fully open.



- (m) Let the latch fall onto the pin to secure the door in position.




**UNLATCHING THE FLAPS**

- (n) To close the flap, lift the latch fully.



- (o) Close the flap, once the pin is clear of the latch allow it to fall back to its closed position.

## 4. CLEANING

	<b>CAUTION: Child Safety</b> Cleaning and user maintenance shall not be made by children.
	<b>WARNING: Do not jet wash or steam clean</b> This appliance must not be cleaned with a jet wash or steam cleaner.
	<b>WARNING: Switch off and unplug</b> The unit must be switched off and unplugged from the electrical supply 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, soap, or similar cleaner. To remove any residue, wipe over with a cloth, rinsed well with clean water, and dry the surfaces 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 will scratch the steel. Do take care when handling sharp objects as they can scratch the surface of the 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 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 bleach is used inadvertently, remove with a cloth rinsed in clean water.

**Do not splash the appliance with bleach when cleaning around the counter.** If you do, wipe the surface immediately with a cloth, rinsed in 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.

## 5. MAINTENANCE



### CAUTION: Child Safety

Cleaning and user maintenance shall not be made by children.



### WARNING: Switch off and unplug

You must switch off and disconnect the appliance from the electrical mains supply before carrying out maintenance or removing any covers or components which have been fastened using screws.



### Yearly Safety Check

You should have your appliance inspected and tested for electrical safety at least once a year as required by the Electricity at Work Regulations.



### Electrical Mains Lead

If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

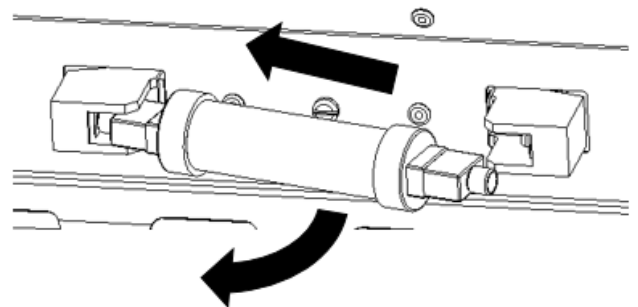
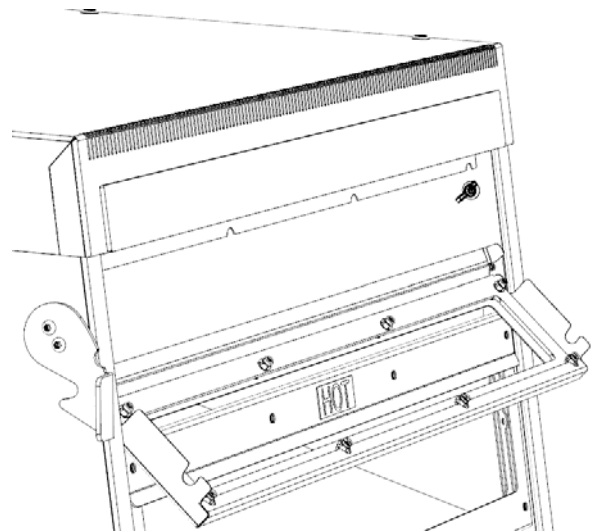
**DO NOT USE IF THE SUPPLY CORD IS DAMAGED.**

### CHANGING LAMPS

If a lamp requires replacement follow the procedure below.

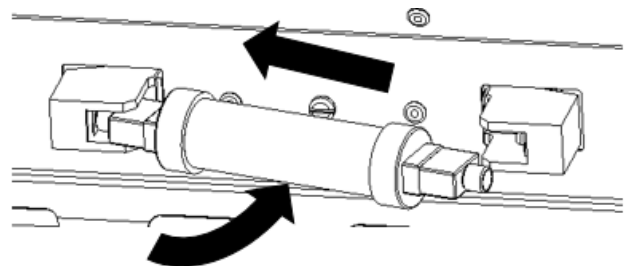
#### Removing the lamp.

- (a) Ensure all power is turned off to the unit and the unit has cooled.
- (b) The panel in front of the lamps drops down to allow access.
- (c) Reach in through the flap and loosen the wing screws on each side of the cover, and lower the panel forward.
- (d) Push the bulb to one side of the sprung loaded holder, swing the free end out of the holder, and remove the bulb.
- (e) Please note that only Jacketed Lamps, of the correct power rating, should be used (see Spare Parts section for access to replacement parts).



#### Replacing the lamp

- (f) Carefully unwrap the new lamp.
- (g) Push the bulb to one side of the sprung loaded holder, ensuring it is correctly located on the contact in the holder.
- (h) Swing the lamp into the holder, so that both ends of the lamp are located correctly in the holder.
- (i) When released the lamp should be located securely in the holder.
- (j) Close the Cover back and secure in place by j) tightening the Wing screws on each side.



## 6. WARRANTY

Victor Manufacturing Ltd is renowned for the quality and reliability of its catering equipment and offers warranty on all goods manufactured by the company and supplied by its United Kingdom Distributors.

On-site warranty in case of failure is included in the purchase price, which covers the costs of spare parts and labour from the date of invoice for a period of 12 months.

The Victor Manufacturing Ltd warranty does not affect any legal rights you have against the person who supplied our 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, 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 units. 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. For all areas outside the United Kingdom mainland, warranty applies to parts only.

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. ENVIRONMENTAL CONDITIONS

This appliance contains electrical components and should be used and stored indoors only under the conditions listed in the table below.

Environmental	
Temperature	5°C – 35°C
Relative Humidity	Max. 80% up to 31°C decreasing linearly to 50% at 40°C
Altitude	Not exceeding 2000m
Electrical Supply	Voltage fluctuation not exceeding 10%

## 8. SPECIFICATION

Specification	
Size	800mm(W) x 601mm(D) x 767mm(H)
Weight (unloaded)	62 Kg
Supply Voltage	220-240V A.C
Max Current	10.1A
Power	2.5kW
Fuse	13A

## 9. TROUBLESHOOTING

A.	<b>Appliance not heating up</b>	
	The Rocker Switch lamp is off	Check the unit is plugged into a live socket.
		Check the socket is turned on.
		Check the appliance Rocker Switch in the ON position.
The Rocker Switch lamp is on	Check the controller temperature setting is set correctly.	
B.	<b>The unit is not maintaining the food temperature</b>	
	The controller temperature setting is set too low	Increase the controller temperature setting.
C.	<b>The food is getting too hot</b>	
	The controller temperature setting is set too high	Reduce the controller temperature setting.
D.	<b>No Light/Lights.</b>	
	All Lights are off	Check the unit is plugged into a live socket.
		Check the socket is turned on.
		Check the appliance Rocker Switch in the ON position.
	One Light is off	Check the lamps is located in the holder correctly.
Change the lamp.		

## 10. SPARE PARTS

Spare parts are available for all models of equipment. These can be obtained by contacting either your distributor or Victor Manufacturing Ltd.

When ordering any spare parts always quote the model and serial number. This can be found on the data label affixed close to the mains lead connection point to your product. It is also advisable to make a note of these numbers in the space provided on the front cover of this manual.

The most common spare parts and their order codes are listed in the follow table.

<b>Spares order codes</b>	
	<b>BC21</b>
HEATING ELEMENT 1000W	21-0235
ELEMENT COMPRESSION FITTING	40-0260
MOULDED PLUG & LEAD 2.5M	23-0140
ROCKER SWITCH	24-0026
THERMOSTAT	24-0321
INDICATOR NEON	26-0075
QUARTZ LAMP (JACKETED)	26-0126
LAMP HOLDER	26-0132
FOOT	53-0050
FRONT HANDLE	53-0082
KNOB CONTROL BLACK 6mm SPINDLE	53-0264
OUTER COVER SCREW /CUP WASHER	76-0397 / 74-0115
FLAP ASSEMBLY	A0000476Q
LATCH RETURN SPRING	70-0185
LATCH ASSEMBLY (FRONT)	A0000485Q
LATCH ASSEMBLY (REAR)	A0000616Q

## NOTES

A series of horizontal dashed lines for taking notes.

## IN THE UNLIKELY EVENT YOUR EQUIPMENT FAILS:

Refer to the instruction manual to ensure the appliance is being operated correctly and review the troubleshooting information to see if your fault is listed.

If the problem still cannot be resolved contact us with the following information,

- The model number (from the data label on the unit)
- The serial number (from the data label on the unit)
- A brief description of the fault you have.
- Your location and postcode.

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:

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

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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Lonsdale Works, Gibson Street, Bradford, BD3 9TF  
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