

## HOT FOOD MERCHANDISING UNIT

### MODEL NUMBERS

**HMU50 • HMU50PIZM • HD75RU2 • HMU50PIZA**

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

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:

**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

The Hot Food Merchandising Unit is operated by a rocker switch and control knob located 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) Turn the unit on via the rocker switch on the rear of the appliance, the internal light will come on.
- (c) Turn the control knob to the full position and pre-heat empty for 30 minutes.
- (d) Load the Heated Display Unit as required; avoid double stacking of produce on the same shelf as this will slow down the heating up time of the produce. We suggest locating high density products on the lower shelf and low density products on the higher shelves.
- (e) Once loaded operate the Hot Food Merchandiser on full for 45 to 60 minutes.
- (f) Determine core temperature of the produce within the display with a calibrated food temperature probe, it is good practice to allow the core temperature to rise to 70°C to 72°C for at least two minutes.
- (g) Turn the control knob down to the desired temperature. To comply with food hygiene regulations, hot food must be held above 63°C. Many factors will determine the best control knob position, such as the turnover of produce loaded, location of the unit and the frequency of the opening and shutting of the door. Experience from using the Hot Food Merchandising Unit will soon show the best setting for any given occasion.
- (h) When replenishing move reheated food to the top shelf and place the replenishment product on the lower shelf.

Pizza units are fitted with a door micro switch (where purchased), which will stop the pizza rack rotating when the door is opened. Do not turn the rack by hand to load or unload as this can damage the motor; simply shut the door until the rack is in the required position and open the door again.

A removable water tray is provided in the base of the appliance, which may be filled as required with hot water, in order to increase the humidity inside the unit. The water tray should be emptied and cleaned after each use.

A crumb tray is provided, which may be removed and cleaned.

**Please remember: The Hot Food Merchandising Unit is only to be used to re-heat and hold ready cooked products.**

### 4. CLEANING

**Switch off the unit at the mains before cleaning.**

The Rack, water tray and crumb tray are all removable for cleaning.

Pizza racks are removed by lifting them up into the unit to release the bottom from the pivot hole, once out, tilt the

bottom towards the door and remove from the top pivot hole or motor drive (if purchased). To replace the pizza rack, engage the top of the pizza rack into the pivot hole or motor drive (if purchased) at the top of the unit and allow the bottom pin to fall into the pivot hole at the bottom of the unit.

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.

**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.*

The internal lamp is replaceable, to access the lamp, remove the wire rack and unscrew the lamp.

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 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:

Victor Manufacturing Ltd  
Prospect Works, Off South Street, Keighley BD21 5AA  
Tel: 01274 722125  
Email: [sales@victormfg.co.uk](mailto:sales@victormfg.co.uk)



TELEPHONE  
01274 722125

EMAIL  
[sales@victormfg.co.uk](mailto:sales@victormfg.co.uk)

WEBSITE  
[www.victoronline.co.uk](http://www.victoronline.co.uk)