

# Victor

## GENERAL PURPOSE HOTCUPBOARDS & BAINS MARIE

### MODEL NUMBERS

HC20MSY	HC30MSY	HC40MSY	HC20MSGY	HC30MSGY	HC40MSGY
BM20MSY	BM30MSY	BM40MSY	BM20MSGY	BM30MSGY	BM40MSGY
BM22MS	BM32MS	BM22MSG	BM32MSG	HC31MS	HC21MS

### BM21MS

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 this manual.

MOBILE MODELS: Four Castors are fitted, two of which are braked

STATIC MODELS: Position the unit where it is to be used and ensure that it is level. This is done by adjusting the feet, turning clockwise to raise the unit and anticlockwise to lower the unit.

### 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>

**Warning:** **This appliance must be earthed, do not touch internal wiring.**  
**Switch the appliance off before removing the plug from the socket**

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.

### **3. USE AND BEST PERFORMANCE**

#### **BAIN MARIE**

The temperature of the Bain Marie section is adjusted by a control knob located on the control panel. To obtain the best performance, the following procedure is suggested:

#### **DRY HEAT WELL**

**WARNING:** **It is essential that models which are dry heat only are not filled with water.**

Heating is by hot air. The element which heats the air is adjusted by a control knob, located on the control panel, which may be varied to meet the individual requirements.

- (a) Pre-heat the well on full for approximately 15 minutes before use. Place empty containers with lids in each of the apertures to prevent heat loss.
- (b) Many factors will determine the best control knob position, such as the amount and temperature of the food loaded. Experience from using the Bain Marie will soon show the best setting for any given occasion.

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

## **WET WELL**

Some models of Bain Marie can be used wet or dry; this means the Bain Marie well can hold water or be used dry. The element which heats the water or air is adjusted by a control knob, located on the control panel, which may be varied to meet individual requirements.

The following model numbers are wet / dry heat: BM22 & BM32

Wet or dry heat Bains Marie can be used either wet or dry, best performance is achieved by using the Bain Marie well wet.

### **USING THE WELL WET (WET / DRY HEAT MODELS ONLY):**

- (a) Fill the well with hot water to the depth indicated on the inside of the well, approximately 1 ½ inches / 38 mm deep.
- (b) Pre-heat the well on full for approximately 30 minutes before use. Place containers with lids in each aperture to prevent heat loss.
- (c) Many factors will determine the best control knob position, such as the amount and temperature of the food loaded. Experience from using the Bain Marie will soon show the best setting for any given occasion.
- (d) Top up the water, to the depth indicated, as required during service with hot water.
- (e) In the interest of hygiene, empty and clean the well regularly. The water may be drained off using the drain valve provided. Any residual water will need to be wiped toward the drain using a cloth. **(Please wait until the water is cool!)** Clean thoroughly once empty, taking care to wipe off any cleaner used.

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

### **HOT CUPBOARD** (also applicable to Hot cupboard section of Bain Marie units)

This section is thermostatically controlled and operated by a control knob, located on the control panel. The digital display is a thermometer only and it indicates the air temperature in the hot cupboard. To obtain the best performance, the following procedure is suggested:

- (a) Pre-heat the Hot cupboard empty for 30 minutes, with the control knob turned on full.
- (b) Load the Hot cupboard as required. Many factors will determine the best control knob position, such as the amount and temperature of the food loaded, and the frequency of the opening and shutting of the doors. Experience from using the hot cupboard will soon show the best setting for any given occasion.
- (c) Set the thermostat at the required temperature, No further adjustment is necessary.

Stacked plates take a long time to heat through completely.

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

#### **GANTRY** (Where purchased)

Depending on your purchase of gantry or shelf you may have quartz heat lamps, these are controlled by an on/off switch or dimmer switch located on the gantry or control panel, which enables the lamps to be switched on or off or varied between. Quartz lamps are replaceable. Please proceed as follows:

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.

- (a) Turn off power to the unit.
- (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.

#### **TRAY SLIDE** (Where purchased)

Your appliance may be fitted with a tray slide which can be either fixed or drop down. If the drop down style has been purchased, it can be lowered to enable easy repositioning of the unit. To lower the trayslide, proceed as follows:

- (a) Lift the tray rails up and then allow them to hinge down.
- (b) To replace, hinge up then lower vertically.

## **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, 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.

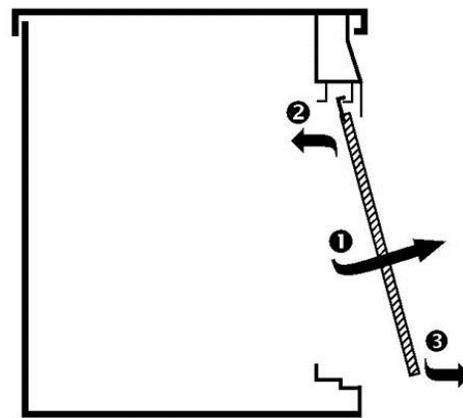
**Do not allow** corrosive foodstuffs such as fruit juices, vinegar, mustards, pickles, mayonnaise, etc., to remain on stainless steel for long periods. Wash and rinse away.

**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.

### REMOVING AND REPLACING TOP HUNG DOORS

- (a) Remove the door bar from the bottom of the doors, by lifting one end up and removing.
- (b) Grip the sides of the outer door and hinge out (1) until the door can be lifted off the track (2) and removed from the cupboard (3), repeat with the second door.
- (c) Reverse the process to reattach the doors ensuring that the correct door is refitted first, ensure the doors are fitted correctly by sliding them left to right.



Simplified cutaway drawing of Hot Cupboard

**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.

It is advisable to lubricate the doors once or twice a year with petroleum jelly in order to keep them sliding smoothly.

Remove the doors (as above in cleaning) and put a small amount of lubricant on the wheel / track that is fixed to the door. Replace the door and slide from side to side for an even distribution of the lubricant.

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 12 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 230 000 (Office Hours)
Warranty Desk Fax No:	01274 230 020 (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:

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)