

# Terms and Conditions

## Claims

No claim shall be entertained by the Company unless made in writing. Claims arising from damage or partial loss in transit must reach the Company within 7 days from the date of delivery. Claims for non-delivery must reach the Company within 10 days from the date of dispatch. All other claims must reach the Company within 7 days. Damaged goods must be retained for inspection/collection.

## Returns

The Company does not operate a returns policy unless the goods are defective:

In circumstances where the Company agrees to accept return of goods, a charge of 25% of the invoice value will be made.

## Assembly Instructions

1. Carefully remove the two sections of the *Vizu Warmer* from the carton. You will need a Philip's type screwdriver to assemble them. Care is needed when handling the hood/light gantry section as lamps are fragile.
2. Along with the hood/light gantry section and the pan support section you should find a plastic bag containing: 2-M5 x 40 stainless steel pozi screws.
3. The M5 x 40 screw now locates through the two holes on the upright part of hood/light gantry section and will screw into the bushes in the pan support section.

## Installation

Position the *Vizu Warmer* in desired position, preferably close to a suitable electrical supply and connect.

## Operating instructions

1. Switch the heat lamp 'ON' using the red rocker switch.
2. Place Gastronome pan and wire into position.
3. Allow the unit to pre-heat for 20 minutes.
4. Load food into pan ready for service.

## Cleaning instructions

1. Disconnect the unit from its power supply.
2. Remove the gastronome pan, wire and wash in hot soapy water.
3. Clean all stainless steel surfaces with proprietary stainless steel cleaner, such as Sheila Shine and a soft lint free cloth. **Note: Do NOT use abrasive cleaners or pads and do NOT bleach.**
4. Dry all surfaces thoroughly removing all moisture.
5. Re-connect to power supply.