

# Terms and Conditions

## Claims

The Company shall entertain no claim 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. Remove all packing from the unit.
2. Peel off all protective plastic covering from metal
3. Wash all removable parts in warm, soapy water and dry them thoroughly.
4. Place trays in position.

## Installation

Position the *Vizu 2 Tier Food Chute* in desired position, close to a suitable electrical supply and connect.

## Operating instructions

1. Switch the red rocker switch to the 'ON' position.
2. The top, middle and bottom sections are controlled independently using the green rocker switches.
3. Allow unit to heat up for 20 minutes.

## Cleaning instructions

1. Disconnect the unit from its power supply.
2. Remove trays and clean.
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. Wipe ceramic elements only when they are cold with a damp clean cloth.
5. Do NOT touch or clean (quartz) heat lamps with fingers, as this will reduce the life of the tubes.
6. Dry all surfaces thoroughly removing all moisture.
7. Replace trays and re-connect to power supply.