

# Operation & Maintenance Manual

*Vision Heated Drop-in Displays*



# IMPORTANT

Counterline Ltd cannot be held responsible for any accidents or injuries sustained through misuse or improper operation / maintenance of its products. Please follow our guidelines set out within this handbook for safe working practice. At the design stage, please ensure that the counter understructure can take the weight of the display(s), and that adequate provision has been made for lifting and positioning the display, to avoid risk of damage or injury.

# SAFETY INFORMATION

**It is essential that this Vision unit is provided with an electrical supply by a qualified electrician and installed by a competent person.**

The presence of liquids on the display and risk of spillage must be taken into account in designing the electrical installation around the unit. For additional safety we strongly recommend the fitting of a 30ma trip RCD protection device to the electrical supply.

Vision display units are heavy. We strongly recommend the use of mechanical lifting equipment when handling the units and positioning them in counters. If no such lifting equipment is available then sufficient personnel must be available to handle each unit without contravening Company or site Health and Safety Policies.


Before commencing any cleaning or maintenance operation the Vision unit must be isolated from the mains supply by either removing the supply plug from its socket or switching off at the local isolator.

**NB: Switching off using the power switch on the control panel does not fully isolate the unit. These instructions must be implemented in conjunction with your own Company's Health and Safety instructions.**


# WARRANTY

All Counterline products are guaranteed against faulty materials and workmanship for 12 months from the date of invoice provided that they have been installed, operated, cleaned and maintained in accordance with these instructions.

This guarantee specifically excludes damage caused by misuse, scratched or broken glass, fluorescent lights and electronic starters.




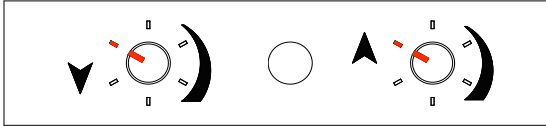
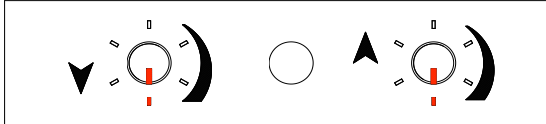
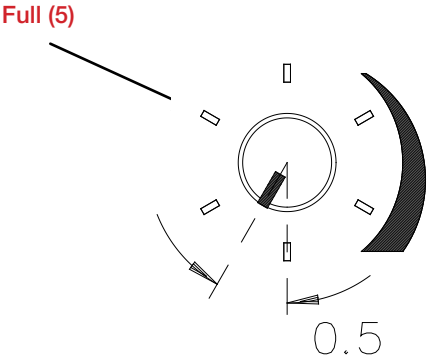
**WARNING**



**POWER**

***BEFORE CARRYING OUT ANY MAINTENANCE OR CLEANING OPERATIONS SET OUT IN THIS MANUAL, PLEASE ENSURE THAT THE ELECTRICAL POWER SUPPLY IS ISOLATED AND SWITCHED OFF AT THE MAINS.***

**Start up procedure and operating instructions (For Vision heated displays)**

<p>Power up the unit by pressing the power button on the front of the unit until the button illuminates. The internal lights will also be on.</p> <p>Note! If the button light is flashing the unit is on standby.</p>	 <p><b>Power button</b></p>
<p>Turn the control dials to the 'FULL' position</p>	 <p><b>Lower heat 'Full'</b>                      <b>Upper heat 'Full'</b></p>
<p>Pre-heat the unit for at least 45 MINUTES before entering your produce. This is to allow the unit to 'warm up'.</p>	<p><b>PRE-HEAT UNIT FOR MINIMUM OF 45 MINUTES</b></p>
<p>Once 45 minutes has passed the unit should be at operating temperature. Now reduce the control dials to the position of '3'.</p> <p><b>DO NOT PLACE COLD PRODUCE INTO THE UNIT.</b></p> <p><b>DO NOT PLACE PRODUCE INTO A COLD UNIT.</b></p>	 <p><b>Lower heat '3'</b>                      <b>Upper heat '3'</b></p>
<p>Place produce from the oven into the unit at the desired positions. Allow unsold produce temperature to settle for at least 1 HOUR once inside the unit. Monitor the produce core temperatures; this will indicate if adjustments are required.</p>	<p><b>ENTER PRODUCE AND MONITOR AFTER 1 HOUR</b></p> <p><b>(MINIMUM ACCEPTABLE CORE TEMPERATURE OF 63°C)</b></p>
<p>Increase heat: Clockwise</p> <p>Decrease heat: Anti Clockwise</p> <p><b>IMPORTANT! ADJUSTMENT WILL DEPEND ON PRODUCE USED AND AMBIENT ROOM TEMPERATURES.</b></p> <p>Once correct core temperatures are met, further adjustments should be unnecessary.</p> <p><b>DO NOT ADJUST THE CONTROL MORE THAN 0.5 AT A TIME</b></p>	

# Index

## 1. OPERATION

- 1.0 Introduction
- 1.1 Switching your Vision heated display unit on
- 1.2 Loading with food
- 1.3 Heated Ceramic Glass Hotplate (Optional Extra)
- 1.4 Dry Heat Bain Marie's (Optional Extra)
- 1.5 Shelf adjustment
- 1.6 Replacing fluorescent lights and starters

## 2. CLEANING

- 2.0 Cleaning Safety Note
- 2.1 Sliding Rear Doors
- 2.2 Perspex Guards
- 2.3 Stainless Steel Cleaning
- 2.4 Ceramic Hotplate cleaning
- 2.5 Heated Shelf cleaning
- 2.6 Vision glass

## 3. TROUBLE-SHOOTING

- 3.0 Self Help Guide

# OPERATION

These instructions will guide you through the testing, operation, cleaning and maintenance of your Vision heated display.

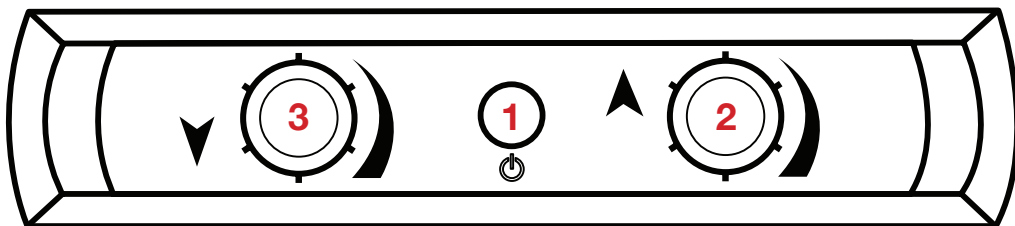
Vision countertop and drop in food display units are designed for simple operation and will give many years of trouble free service provided that these instructions are adhered to.

**It is essential that you read the instructions carefully and follow all of the cleaning and maintenance instructions. Failure to do so can result in premature failure that will not be covered by warranty.**

## 1.1 Switching Your Heated Display Unit On

### Vision Gantry Control Panel

Check that your Vision unit has been connected to a mains supply by your installer, and that this supply is live. You can now operate both the lower heat and where relevant upper heat controls.



<b>1</b>	Centre button = ON/OFF switch. Illuminates when on. Flashes slowly when off. Flashes rapidly on overheat/ cutout. When cooled after approximately 15 minutes, switch ON/ OFF switch back on again . If rapid flashing continues seek advice.
<b>2</b>	Right hand control = upper heat. Turn clockwise to increase illumination and heat settings.
<b>3</b>	Left hand control = Base heat. Turn clockwise to increase base temperature.

### Operating Conditions

It is recommended that the display is situated in a draught free environment with a surrounding ambient temperature of no less than 16 deg C. Where ambient temperatures are below 16 deg C or draughty conditions exist, the display will not maintain food temperatures at required levels.

## 1.2 Loading With Food

Vision heated display units are designed to merchandise food that is already at a temperature of around 70 deg C. They are not designed to heat food from ambient temperature.

It is essential that all food has been heated to at least this temperature before being placed in the display.

### **1.3 Heated Ceramic Glass Hotplate (Optional Extra)**

The temperature of Vision hotplates is controlled by the same control as in 1.1 and adjusted accordingly.

The Hotplate is not designed to heat food. All food placed on hotplates for service must be already at or above the desired service temperature.

### **1.4 Dry Heat Bain Marie (Optional Extra)**

The temperature of Vision Bain-Marie's is controlled by a rotary thermostat located on the main control panel and labelled lower heat. The thermostat is turned from the off position clockwise through 180 degrees and the Bain Marie will reach operating temperature in about 20 to 30 minutes. The setting may be adjusted up or down to alter the food display temperature. Satisfactory temperatures will only be obtained if all apertures are filled with containers or fitted with lids.

The Bain-Marie is not designed to heat food. All food placed in containers for service must be already at or above the desired service temperature. Each Vision Bain-Marie is supplied with element cover plates, which spread the heat from the elements evenly over the bases of the containers. These plates must be in position at all times when the unit is in use; some discolouration due to the high temperatures achieved is normal.

### **1.5 Shelf Adjustment**

On delivery the shelves are set in positions that will meet the needs of most applications. The shelves are however, adjustable for both spacing and inclination. They are quite heavy and we would recommend that this adjustment is best carried out by a service engineer. If, however, you wish to alter the shelf position yourself please contact our service department for advice.

### **1.6 Replacing Fluorescent Lights & Starters**

The lights fitted are standard 25mm slimline fluorescent tubes (colour ref: White 35), and a competent maintenance engineer (who need not be a qualified electrician) can change them.

If a tube is not illuminating properly or flickering it is usually worth changing the starter first to see if this solves the problem.

To remove a starter first isolate the supply then simply grip the top between finger and thumb whilst turning anti-clockwise, the starter will then pull out. Replacement is the reverse; gently push the starter into the hole left by the old one whilst turning clockwise at the same time. If this doesn't solve the problem you must replace the tube.

To remove the old tube, firstly isolate the supply and allow it to cool and then turn it through 90 degrees when viewed from its end. It doesn't matter which way you turn it. If you then pull gently away from the fitting it will come clear of its connectors.

To replace it with a new tube first remove the protective packaging and then locate the two connector pins at each end of the tube into the slots in the connector blocks. Gently press the tube into place and then turn through 90 degrees.

In all cases when a fluorescent tube is changed it is recommended that the reflector is cleaned with methylated spirits on a pad of tissue to remove any dirt or grease. This is done most easily after removing the old tube and before inserting the new one. If the light still doesn't work you must call your installer or our service department for help.

# CLEANING

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## 2.0 Cleaning Safety Note

Before commencing any cleaning operation the Vision unit must be isolated from the mains supply by either removing the supply plug from its socket or switching off at the local isolator.

**NB: Switching off using the power switch on the control panel does not fully isolate the unit. Under no circumstances must a pressure washer or hose pipe be used in the vicinity of this unit.**

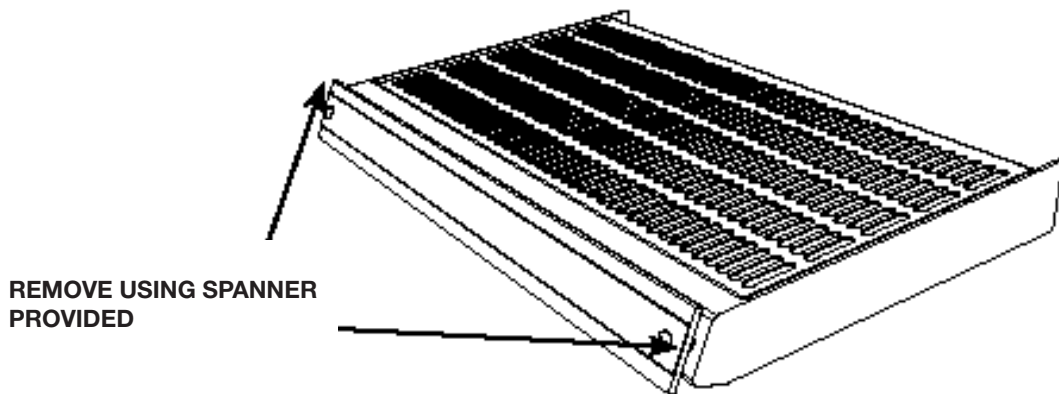
## 2.1 Sliding Rear Doors

- The glass doors should be removed weekly for cleaning.
- To remove a door, slide it to the center of the unit and grip it firmly about half way up with one hand on each side.
- Lift the door about 10mm and gently pull away from the unit.
- The bottom edge of the door should now be free and if the door is now lowered 20mm or so the top edge will also come free.
- The door can then be set-aside on a flat surface protected by a soft cloth.
- The doorframes can be cleaned with a non-abrasive proprietary odourless cleaner on a soft cloth.
- The glass should be cleaned on both sides of the doors using a proprietary glass cleaner and clean cloth.
- Again care should be taken to select a cleaner with minimum odour to avoid food tainting.
- Replacement of the doors is the reverse of the above procedure:
- Take hold of the door in both hands as you did for removal, ensuring that the edge with the two rollers is at the bottom. Offer the top edge of the door into the top track and gently push it up as far as it will go.
- Move the lower edge of the door away from you until the rollers are over the track and then lower it back into position.
- Check that the door slides freely.

**Note that the doors are handed and must be replaced in the same orientation as they were on delivery. It is essential that safety glasses are worn when removing any pieces of glass.**

## 2.2 Perspex Guards

Along the front edge of each shelf is a Perspex strip that serves two purposes. It protects customers against accidental contact with hot metal components and it provides an attachment point for ticket strips. It should be cleaned daily or as required in situ using a proprietary glass cleaner and clean cloth. Care should be taken to select a cleaner with minimum odour to avoid food tainting. From time to time it should be removed from its mountings by unscrewing its fixings, removing it and then cleaning as above.



## 2.3 Stainless Steel Cleaning

Stainless steel should be cleaned daily using a suitable proprietary stainless steel polish applied in accordance with the manufacturer's instructions.

A list of recommended cleaning products is available from our service department.

**Do not use harsh abrasives or cleaning pads such as Scotchbrite.**

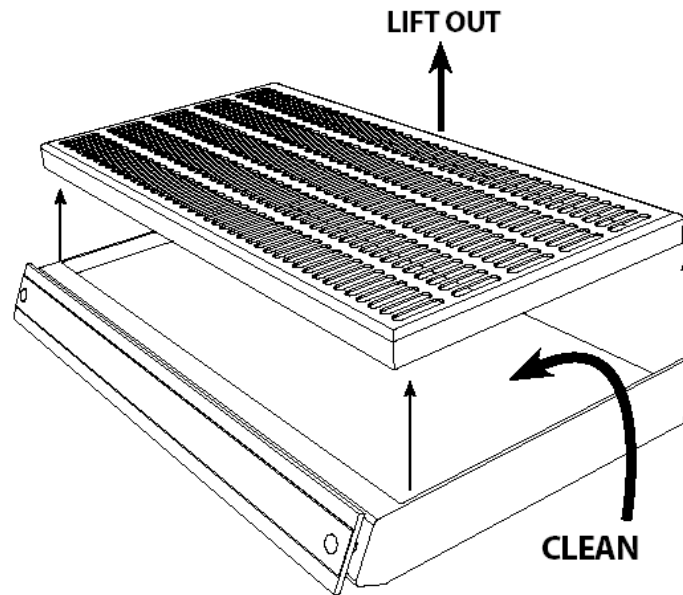
## 2.4 Ceramic Glass Hotplate Cleaning (Optional Extra)

Ceramic glass hotplates should be cleaned using a proprietary glass/ceramic hotplate cleaner, normally available from your installer or a domestic kitchen appliance retailer. Wire wool, Scotchbrite and similar abrasives must not be used. The hotplates should be cleaned after every food service period, otherwise deposits of burnt on food waste may build up and damage may be caused in attempting to remove them. Cleaning should be carried out when the hotplate is still warm after use.

## 2.5 Heated Shelf Cleaning

Heated Vision units have perforated shelves mounted above the heating elements at all shelf levels. These should be removed daily or as required by simply lifting clear of the locating pegs, there are normally four of these per shelf. The black heat emitter can then be wiped clean with a soft cloth and detergent. The perforated shelves can be washed in a sink or dishwasher.

**Under no circumstances should any abrasives be used on either the shelf or the heat emitter. In assisted service units access to the shelves can be gained by opening the front glass.**



## 2.6 Vision Glass

- Glass should be cleaned daily or as required using a proprietary glass cleaner and clean cloths.
- Care should be taken to select a cleaner with minimum odour to avoid food tainting.
- Assisted service units will be provided with a full height curved glass sneeze screen and fully glazed ends.
- The front glass is supported along its lower edge in a full-length hinge, so that the glass can be opened forwards towards the customer side for access to clean its inner face.
- To open the glass, stand in front of the counter, take hold of both ends of the glass at the top and pull it upwards and towards you.
- The glass has a restraining device built into its hinge. This is just a restraining device and is not designed to support the full weight of the glass. When cleaning ensure that you hold the glass with one hand and refrain from putting any additional weight on the glass or hinge.
- After cleaning, the glass is returned to its normal position.
- The ends are located by sliding into black plastic guide channels.
- Normally the ends can be cleaned in situ, but occasionally they should be removed to allow for more thorough cleaning.
- To remove the glass ends you must first remove the front sneeze screen, if fitted, by carefully lifting it out of the hinge channel along its lower edge. This should be carried out by two people.
- After removal the glass should be set-aside on a flat surface protected by soft cloths.
- The glass ends can then be slid forward until they release from the channels, when they can be lifted clear of the unit and set aside on a flat surface protected by soft cloths. They can then be cleaned on both sides.

**It is essential that safety glasses are worn when removing any pieces of glass.**

**3.0**

**Self Help Guide For Vision Heated Drop-In Displays**

Problem	Action
<p><b>Nothing is working</b></p>	<p>Ensure the power lead is properly plugged into a socket outlet</p> <p>If unsure that socket outlet is live, plug into another appliance to confirm power outlet</p> <p>Check all plugs are securely fitted into EPCM</p> <p>Check fuse in plug top and on control panel</p> <p>Check MCB for non 13 Amp units</p>
<p><b>The lights do not work</b></p>	<p>Check that the other switches/ control knobs are turned on</p> <p>Make sure power/ main switch is on</p>
<p><b>The Hot Shelves do not work</b></p>	<p>Check that the other switches/ control knobs are turned on</p> <p>Check that control is switched on, and On/Off switch is illuminated.</p>
<p><b>The display unit does not keep temperature</b></p>	<p>Check that the control knobs are turned on</p> <p>Ensure all glass panels are correctly sited</p> <p>Ensure all doors are closed and all controls are on</p> <p>Ensure unit is free from draughts/ air conditioning vents</p>
<p><b>Neon on gantry is flashing but nothing works</b></p>	<p>Call your installer for help</p>

If your problem is not listed or persists please contact our service department for help.

**IMPORTANT:** Please ensure you have your serial number before calling. This will be situated to the right hand side of the gantry controller fascia plate.

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