CONTENDER

STEP UP TO THE PLATE



CONTENDER HEATED DISPLAY CASE

HDC001 | HDC002 | HDC005



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1. INTRODUCTION

THANK YOU FOR PURCHASING OUR HEATED DISPLAY CASE (MODELS HDC001, HDC002 AND HDC005). THESE UNITS ARE DESIGNED TO KEEP COOKED FOOD PRODUCTS WARM AND VISUALLY APPEALING FOR CUSTOMERS IN COMMERCIAL CATERING ENVIRONMENTS SUCH AS CAFÉS, TAKEAWAYS, RESTAURANTS AND BAKERIES.

PLEASE READ THIS MANUAL CAREFULLY BEFORE INSTALLING OR USING THE EQUIPMENT. CORRECT INSTALLATION, OPERATION AND MAINTENANCE WILL ENSURE SAFE USE, RELIABLE PERFORMANCE AND A LONG SERVICE LIFE.

IMPORTANT: THE USE OF THIS MACHINE MUST CONFORM TO THE INSTRUCTIONS IN THIS MANUAL. THE MANUFACTURER WILL NOT ACCEPT RESPONSIBILITY FOR ANY ACCIDENTS OR DAMAGE CAUSED BY INCORRECT OPERATION.

2. SAFETY WARNINGS

- THE APPLIANCE MUST BE SAFELY EARTHED (GROUNDED) BEFORE USE.
- THIS APPLIANCE MUST NOT BE CLEANED WITH A WATER JET OR HIGH-PRESSURE HOSE.
- DO NOT IMMERSE THE UNIT, POWER CORD OR PLUG IN WATER OR ANY OTHER LIQUID.
- DO NOT USE THE APPLIANCE IF THE POWER CORD OR PLUG IS DAMAGED.
- KEEP THE APPLIANCE AWAY FROM FLAMMABLE MATERIALS AND VAPOURS.
- DO NOT ALLOW CHILDREN OR UNAUTHORISED PERSONS TO OPERATE THIS APPLIANCE.
- ALWAYS SWITCH OFF AND DISCONNECT FROM THE MAINS SUPPLY BEFORE CLEANING, MAINTENANCE OR MOVING THE UNIT.
- ENSURE THE APPLIANCE IS PLACED ON A STABLE, LEVEL, HEAT-RESISTANT SURFACE.



WARNING

IF THE SUPPLY CORD IS DAMAGED, IT MUST BE REPLACED BY THE MANUFACTURER, ITS SERVICE AGENT OR SIMILARLY QUALIFIED PERSONS IN ORDER TO AVOID A HAZARD.

3. PRODUCT DESCRIPTION

THE HEATED DISPLAY CASES HDC001, HDC002 AND HDC005 ARE DESIGNED TO KEEP COOKED FOOD WARM AND MOIST WHILE PRESENTING IT ATTRACTIVELY TO CUSTOMERS. KEY DESIGN FEATURES INCLUDE:

- NEW, MODERN STYLING WITH SPECIAL DESIGN AND ARC (CURVED) FRONT GLASS
- FOUR-SIDED GLASS CONSTRUCTION FOR EXCELLENT PRODUCT VISIBILITY
- ADJUSTABLE 3-TRAY DISPLAY SYSTEM (THREE TIERS/SHELVES)
- BUILT-IN THERMOSTAT AND TEMPERATURE MONITOR TO KEEP INTERNAL TEMPERATURE EVEN
- INTEGRATED HUMIDITY SYSTEM USING A WATER TRAY TO HELP KEEP FOOD FROM DRYING OUT

THESE APPLIANCES ARE SUITABLE FOR HOLDING PRODUCTS SUCH AS PASTRIES, PIES, FRIED FOODS AND OTHER PRE-COOKED ITEMS THAT REQUIRE TEMPERATURE MAINTENANCE (NOT COOKING).

4. FUNCTIONS

THE PRIMARY FUNCTIONS OF THE HEATED DISPLAY CASES ARE:

- HEAT PRESERVATION: KEEPING PRE-COOKED FOOD AT A SAFE SERVING TEMPERATURE.
- HUMIDITY PRESERVATION: PROVIDING GENTLE HUMIDITY TO HELP PREVENT FOOD FROM DRYING OUT, BY MEANS OF A WATER TRAY UNDERNEATH THE CABINET.

5. INSTALLATION AND SETUP

BEFORE USING THE APPLIANCE FOR THE FIRST TIME, PLEASE FOLLOW THE STEPS BELOW.

I. CHECK ELECTRICAL SUPPLY

- ENSURE THE MAINS VOLTAGE CORRESPONDS TO THE RATED VOLTAGE SHOWN ON THE PRODUCT RATING LABEL.
- THE UNIT MUST BE CONNECTED TO A PROPERLY EARTHED SOCKET OUTLET.

2. POSITIONING THE APPLIANCE

- PLACE THE HEATED DISPLAY CASE ON A STABLE, LEVEL, NON-FLAMMABLE SURFACE.
- ENSURE ADEQUATE SPACE AROUND THE APPLIANCE FOR VENTILATION AND SAFE OPERATION.
- KEEP THE APPLIANCE AWAY FROM DIRECT WATER SOURCES AND EXCESSIVE STEAM.

3. WATER TRAY PREPARATION

- BEFORE EACH USE, ADD APPROXIMATELY 0.6 LITRES OF CLEAN WATER TO THE WATER TRAY LOCATED UNDERNEATH THE APPLIANCE.
- THIS WATER CREATES HUMIDITY INSIDE THE CABINET, HELPING TO KEEP FOOD MOIST.

4. FINAL CHECKS BEFORE USE

- MAKE SURE ALL GLASS PANELS, TRAYS AND SHELVES ARE CORRECTLY FITTED.
- ENSURE THE POWER SWITCH IS IN THE OFF POSITION BEFORE PLUGGING IN.

6. OPERATING INSTRUCTIONS

I. CONNECTING TO POWER

- PLUG THE HEATED DISPLAY CASE INTO A SUITABLE MAINS SOCKET.
- THE POWER INDICATOR LIGHT WILL ILLUMINATE WHEN THE UNIT IS ENERGISED.

2. HEATING AND TEMPERATURE SETTING

- TURN ON THE HEATING SWITCH TO BEGIN WARMING.
- USE THE THERMOSTAT TO SELECT THE DESIRED TEMPERATURE FOR KEEPING FOOD WARM.
- AIR CONVECTION INSIDE THE CABINET HELPS TO MAINTAIN A CONSTANT AND EVEN TEMPERATURE THROUGHOUT THE INTERIOR.

3. LIGHTING (IF FITTED)

- IF INTERIOR LIGHTING IS PROVIDED, SWITCH ON THE LIGHT SWITCH TO ILLUMINATE THE DISPLAY.
- THE TOP LIGHT ENHANCES THE APPEARANCE OF FOOD INSIDE THE WARMER AND IMPROVES PRODUCT VISIBILITY FOR CUSTOMERS.

4. DURING USE

- MONITOR THE WATER LEVEL IN THE WATER TRAY AND REFILL CAREFULLY WHEN NECESSARY (ALLOW THE UNIT TO COOL IF NEEDED TO AVOID STEAM BURNS).
- KEEP THE DOORS CLOSED AS MUCH AS POSSIBLE TO MAINTAIN TEMPERATURE AND HUMIDITY.

5. SWITCHING OFF

- TURN THE HEATING SWITCH TO OFF.
- TURN OFF ANY INTERIOR LIGHTS.
- SWITCH OFF AND UNPLUG THE APPLIANCE FROM THE MAINS.
- ALLOW THE UNIT TO COOL DOWN BEFORE CLEANING OR MOVING.

6 IF ABNORMALITIES OCCUR

- IF ANY UNUSUAL NOISE, SMELL, SMOKE, OR OTHER ABNORMAL CONDITION APPEARS, STOP USING THE APPLIANCE IMMEDIATELY, SWITCH OFF AND DISCONNECT FROM THE MAINS.
- CONTACT A QUALIFIED PROFESSIONAL OR AUTHORISED SERVICE AGENT BEFORE USING THE APPLIANCE AGAIN.

7. CLEANING AND MAINTENANCE

- ALWAYS SWITCH OFF AND DISCONNECT THE APPLIANCE FROM THE MAINS SUPPLY BEFORE CLEANING.
- ALLOW THE UNIT TO COOL COMPLETELY.
- NEVER CLEAN WITH A WATER JET.

7.1. DAILY CLEANING

I. EXTERIOR CLEANING

- WIPE THE EXTERNAL SURFACES WITH A SOFT CLOTH AND A MILD DETERGENT SOLUTION.
- DO NOT USE ABRASIVE CLEANERS OR SCOURING PADS THAT MAY DAMAGE SURFACES OR GLASS.
- DRY THOROUGHLY WITH A CLEAN CLOTH.

2. INTERIOR CLEANING

- REMOVE THE TRAYS AND CLEAN THEM IN WARM SOAPY WATER. RINSE AND DRY THOROUGHLY BEFORE REPLACING.
- WIPE THE INTERIOR SURFACES AND GLASS PANELS WITH A SOFT CLOTH AND MILD DETERGENT.
- AVOID EXCESSIVE WATER INSIDE THE CABINET TO PROTECT ELECTRICAL COMPONENTS.

3. WATER TRAY

- EMPTY THE WATER TRAY AT THE END OF EACH DAY.
- CLEAN WITH WARM SOAPY WATER, RINSE AND DRY, THEN REFIT.

7.2. PERIODIC MAINTENANCE

- REGULARLY CHECK THAT THE POWER CORD AND PLUG ARE IN GOOD CONDITION, WITH NO CUTS OR DAMAGE.
- INSPECT THE GLASS AND DOOR COMPONENTS FOR CRACKS OR LOOSENING AND HAVE ANY DAMAGE REPAIRED BY AUTHORISED SERVICE PERSONNEL.
- ENSURE THE THERMOSTAT KNOB AND SWITCHES OPERATE SMOOTHLY.
- CHECK VENTILATION OPENINGS AND ENSURE THEY ARE CLEAN AND UNOBSTRUCTED.

8. TROUBLESHOOTING

IF THE HEATED DISPLAY CASE DOES NOT OPERATE CORRECTLY, CHECK THE FOLLOWING BEFORE CALLING FOR SERVICE:

ISSUE	POSSIBLE CAUSE	ACTION/SOLUTION
UNIT DOES NOT HEAT	NOT CONNECTED TO POWER	CHECK PLUG AND SOCKET; ENSURE POWER IS SWITCHED ON
INCORRECT VOLTAGE	-	CONFIRM SUPPLY MATCHES RATING LABEL
INDICATOR LIGHT NOT ILLUMINATED	POWER SWITCH OFF / BLOWN FUSE	TURN SWITCH ON; CHECK PLUG FUSE OR CIRCUIT
POOR TEMPERATURE MAINTENANCE	DOORS OPENED TOO FREQUENTLY	REDUCE DOOR OPENINGS; KEEP DOORS CLOSED WHERE POSSIBLE
WATER TRAY EMPTY (DRY FOOD)	-	REFILL WATER TRAY AS INSTRUCTED
ABNORMAL NOISE OR SMELL	INTERNAL FAULT	SWITCH OFF IMMEDIATELY, UNPLUG AND CONTACT SERVICE

IF PROBLEMS PERSIST AFTER CARRYING OUT THESE CHECKS, STOP USING THE APPLIANCE AND CONTACT A QUALIFIED TECHNICIAN OR AUTHORISED SERVICE AGENT.

9. TECHNICAL INFORMATION

REFER TO THE RATING PLATE ON THE APPLIANCE FOR EXACT MODEL DATA, INCLUDING:

- MODEL NUMBER: HDC001 / HDC002 / HDC005
- VOLTAGE AND FREQUENCY (E.G. 220–240 V ~ 50 HZ)
- OWER RATING (WATTAGE)
- MANUFACTURER / DISTRIBUTOR DETAILS
- COMPLIANCE MARKS (E.G. CE / UKCA WHERE APPLICABLE)

DO NOT REMOVE, DAMAGE OR OBSCURE THE RATING PLATE.

THE INFORMATION ON THIS PLATE IS REQUIRED FOR SERVICE AND WARRANTY CLAIMS.

10. SERVICE AND SUPPORT

IF YOU EXPERIENCE ANY PROBLEMS WITH THE HEATED DISPLAY CASE THAT YOU CANNOT RESOLVE USING THIS MANUAL:

1. SWITCH OFF THE APPLIANCE AND UNPLUG IT FROM THE MAINS.
2. DO NOT ATTEMPT TO DISMANTLE OR REPAIR THE APPLIANCE YOURSELF.
3. CONTACT YOUR SUPPLIER OR AN AUTHORISED SERVICE AGENT.

I F THE SUPPLY CORD IS DAMAGED, IT MUST BE REPLACED BY THE MANUFACTURER, ITS SERVICE AGENT OR SIMILARLY QUALIFIED PERSONS IN ORDER TO AVOID A HAZARD.

IMPORTANT NOTES

- THE MANUFACTURER IS NOT RESPONSIBLE FOR ANY ACCIDENTS OR DAMAGE CAUSED BY INCORRECT INSTALLATION, IMPROPER USE, OR UNAUTHORISED REPAIR.
- ONLY USE THE APPLIANCE FOR ITS INTENDED PURPOSE: DISPLAYING AND KEEPING PRE-COOKED FOOD WARM.
- ALWAYS FOLLOW BASIC SAFETY RULES AND THE INSTRUCTIONS IN THIS MANUAL.

11. WARRANTY TERMS

11.1. COVERAGE

THIS PRODUCT IS COVERED BY A 24-MONTH PARTS-ONLY WARRANTY FROM THE DATE OF PURCHASE FOR DEFECTS IN MATERIALS OR WORKMANSHIP.

10.2. VALID CONDITIONS

- THE UNIT MUST BE INSTALLED AND OPERATED AS DESCRIBED IN THIS MANUAL.
- THE RATING PLATE MUST REMAIN LEGIBLE AND INTACT.
- REPAIRS MUST BE CARRIED OUT BY AUTHORISED TECHNICIANS.

11.3. EXCLUSIONS

- DAMAGE DUE TO MISUSE, IMPACT, LIQUID INGRESS, OR UNAUTHORISED REPAIR.
- NORMAL WEAR OF CUTTING COMPONENTS.
- FAILURES DUE TO ELECTRICAL FAULTS IN THE INSTALLATION.

11.4. MAKING A CLAIM

1. STOP USING THE APPLIANCE AND UNPLUG.
2. CONTACT RG DISTRIBUTORS LTD: 0333 358 3678 OR SALES@ECATERING.CO.UK.
3. PROVIDE MODEL & SERIAL NUMBERS WITH PROOF OF PURCHASE.
4. AUTHORISED SERVICE WILL ADVISE ON RETURN OR PARTS REPLACEMENT.

HDC001 · CONTENDER 3 SHELF HOT FOOD DISPLAY 600MM WIDE

HDC002 · CONTENDER HEATED DISPLAY 3 SHELF 900MM WIDE - INCLUDES HUMIDITY TRAY

HDC005 · CONTENDER 1200MM WIDE HEATED DISPLAY 3 SHELF

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