

SURFACE OF HEATING PLATE– visualization of not cleaned & maintenance surface [out of warranty]

Identification of problem: If surface of heating plate is not cleaned regularly and as recommended, it may start to accumulate dirt and leftover food. This can cause scorching and peeling of the accumulated layer of dirt. This should be treated as out of warranty claim due to neglect of the cleaning and maintenance process.

Reminder: Standard process is described in manual.

5. CLEANING AND MAINTENANCE

- Pull the main plug (pull the plug, not the cable) and let the unit cool down.
- Remove crumbs and residues from grids and edges.
- Clean the unit only with a damp cloth.
- Do not use any aggressive detergents.
- Never immerse the unit into water!

Solution:

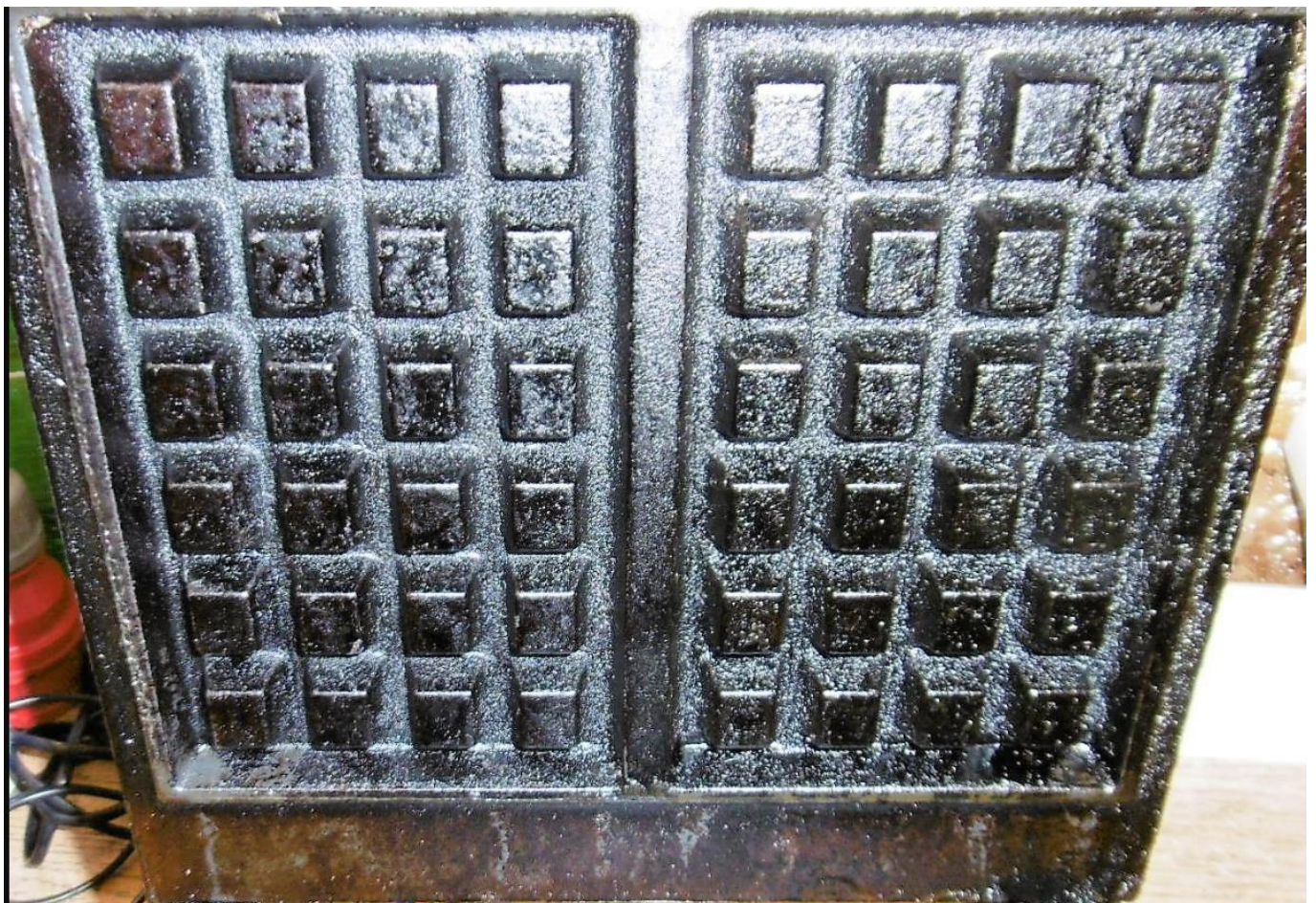
The solutions we should offer to the customer should be:

- 1) purchase of new heating plates and self replacement
- 2) paid repair in our service and replacement of plates by technician (if plates available in stock)

VISUALIZATION:



SURFACE OF HEATING PLATE– visualization of not cleaned & maintenance surface [out of warranty]



SURFACE OF HEATING PLATE– visualization of not cleaned & maintenance surface [out of warranty]



SURFACE OF HEATING PLATE– visualization of not cleaned & maintenance surface [out of warranty]



SURFACE OF HEATING PLATE– visualization of not cleaned & maintenance surface [out of warranty]

