

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.

E. CLEANING AND MAINTENANCE

1. Cut off electricity when cleaning equipment.
2. Use cleaner without corrosive to clean surface.
3. Dry all parts well after cleaning, before the device is used again.
4. Store the unit in a dry, cool location, free from moisture and direct exposure of sunlight.

IMPORTANT

ALWAYS WARM UP THE DEVICE BEFORE MAKING PANCAKES!

- The device should be heated at the highest level (300 °C). The desired temperature can be set after about 15 minutes.
- After setting the desired temperature, the orange control lamp is on. This means that the device is heating up.
- When temperature reaches the setting degree, the indication light is off. When the temperature drops off, the control light will turn on and the device starts heating to the desired temperature.
- The dough should be distributed on a hot plate with a spatula
- Make sure the dough does not flow out to the sides and is evenly distributed across the hotplate.
- The cake will be always smoothly distributed if the spatula was soaked in water.
- To turn the pancake on a plate, please use the knife for pancakes (dough turncutter).

CLEANING

- Do not use corrosive cleansers and always make sure that water does not enter inside the device.
- It is forbidden to use water or water jet to directly clean the device.
- The device should be cleaned at least one time every day.
- Cut off the power supply before cleaning (pull out the plug!) and let the device to cool down before cleaning.
- Yet warm baking residues should be removed with a paper towel or a soft damp cloth
- Clean the heating plate with a dry paper towel or slightly damp cloth. Make sure that the moisture, oil or grease does not penetrate the inside of the device.
- The housing should be cleaned with a soft cloth and a mild detergent.
- The spatula and the pancakes knife should be cleaned regularly with warm water and with mild detergent.
- Never use metal or sharp objects for cleaning the device. Please note that the scratches in the coating of the heating plate have negative effect on the properties of the device.
- Always use a soft cloth for cleaning and never use any harsh cleaners that may scratch the surface.

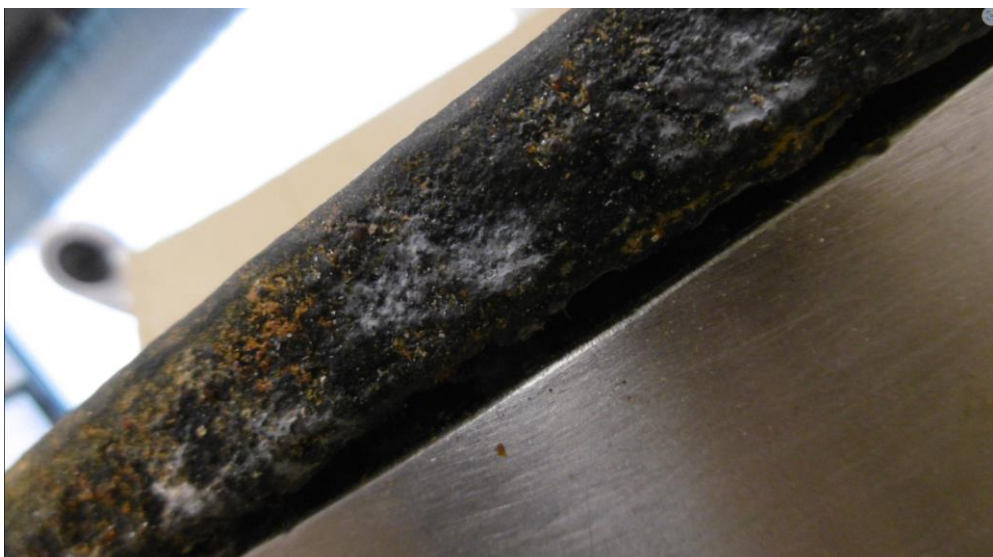
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Solution:

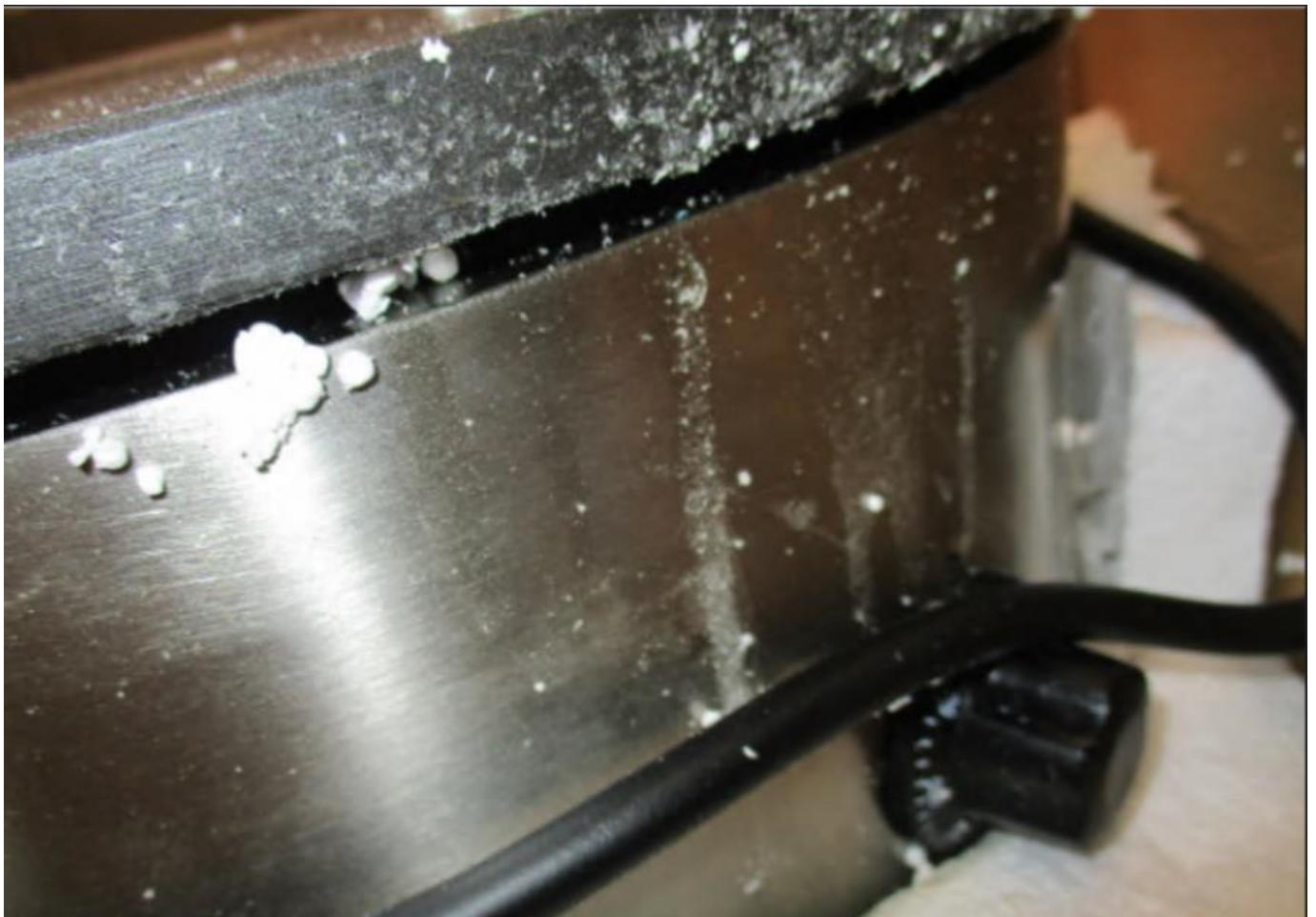
The solutions we should offer to the customer should be:

- 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:



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