

# CRASTER FLOW HEATING UNIT MANUFACTURER'S WARRANTY

## Please read this warranty card carefully

Craster, repair or if required, replace without cost to the owner or purchaser either for material or labour for any part of the product that is found to be defective due to fault in manufacture or parts within 12 months from date of purchase.

The serial number and date code on the unit will identify the age and related purchase order.

### **This Warranty does not cover:**

- A. Damage, breakage or product failure caused by misuse or mistreating of the unit
- B. Defects caused to the product by accident, neglect, misuse or act of god
- C. The cost of repairs carried out by non-authorized personnel or the cost of rectifying such repairs

### **Product Details:**

Model .....

Date of purchase .....

Serial number(s) .....

Purchase order number.....

Authorised Signature .....

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## User Care Instructions

1. Never store, transport or operate the unit in a vertical position
2. Do not place food directly onto the top surface of the plate, all foods weather hot or cold, should be placed in appropriate containers
3. Before placing serving dishes on the plate, ensure the surface of the top surface is clean and free of particles and ensure the bottom of the dish is clean and free of and dirt or grit particles
4. Do not slide the serving dishes along the plate, place the serving dishes in position. This will reduce the surface scratching of the top surface
5. During transportation, do not stack anything on top of the top surface. This will cause scratching and possibly cracking
6. During transportation always cover the top surface, however prior to covering ensure both the top surface, and the products you are using to cover the plate are clean.
7. During storage, we recommend that the top surface is cleaned and covered with plastic film, then the unit wrapped in bubble wrap
8. Do not store with the top surface facing downwards

For optimum performance when using the hot plate, we recommend using flat bottom dishes to improve the heat and cool conductivity through the dish and into the food.