

INSTRUCTION FOR USE AND MAINTENANCE

SERVICE WINDOW



Instructions for use and maintenance

In compliance with European Directives

CE

The manufacturer assumes no responsibility for any modifications or technical changes in content or data contained in this user guide. This user guide applies to all equipment supplied by Gastro Production Ltd.

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1. Introduction

1.1 Orientation in the user guide

- This user guide has been designed so that the users can easily and quickly find the information necessary to manage the operation and maintenance of equipment.
- The users should read the entire user guide with utmost attention and make sure they have perfectly understood all information contained in it.
- The user guide also serves for subsequent reference when needed. For this reason this user guide must be always available to the person operating the equipment.
- Searching this user guide is facilitated by the general table of contents, which allows immediately finding a specific location, and also by table of contents at the head of each section.
- In addition, next to some paragraphs, there are signs inserted to emphasize the importance of the information contained in those paragraphs, **which should be read with special attention.**

1.2 Explanation of symbols used in the user guide



Warning - Danger of electrical injury - refers to parts, where there is a danger of electrical injury. Read especially carefully.



Warning - Rotating parts - refers to parts, where there is a danger from rotating parts.



Warning – Risk of injury - refers to parts, where there is a risk of injury while touching the equipment in operation. Read especially carefully.



Warning - Important - refers to parts, where danger might occur, or to parts otherwise important. Read especially carefully.



Do not wash with pressurized water – it is forbidden to wash a part so indicated with pressurized water for risk of damaging the equipment.



Forbidden handling procedures – refers to parts, where there is a risk of damaging the equipment by handling it in a forbidden way.

2. Common Provisions

2.1 Transport and Unpacking

2.1.1 Transport

The client is obliged to check for the completeness and integrity of the packaging in which the equipment is transported, and seek compensation for potential damages caused during transport from the carrier in question. The equipment should be, if possible, transported onto the location designated for its operation in its original packaging.

2.1.2 Unpacking

After transporting the equipment on the location designated for its operation, remove all packaging.



Next remove all protective wrappings from outside and inside of the equipment. The consumer is obliged to dispose of all packaging in accordance with regulations valid in their respective countries! The equipment is delivered fully assembled without the need for further assembly!

2.1.3 Dismantling and Disposal

At the end of its service life, the equipment must be disposed of in accordance with regulations valid in the respective countries.

2.2 Test protocols, Warranty Conditions

2.2.1 Testing

All equipment is factory tested in accordance with applicable laws, technical standards and government regulations. For all equipment, a test report documenting the tests performed is drawn up and kept at the factory. The equipment is sent to the customer

completely ready for use. An exception is equipment placed in a more complex dispensing lines and assembled on-site.

2.2.2 Warranty



Thank you for using our products. Our company will adhere to the relevant provisions of our "Terms and Conditions" and provide you with appropriate services upon submission of the invoice. **We offer a 12-month warranty from the date of purchase (invoice issue date). During the warranty period, our company is responsible for free replacement parts and related services if there is a device malfunction or quality issue during proper operation.**



The free services do not cover the following damages:

- Failure to provide an invoice or alteration of invoice details.
- Damage caused during transportation (it is necessary to inspect the condition of the goods upon receipt from the carrier), installation, or improper connection and handling.
- Damage to components caused by failure to provide power and voltage according to the specifications in the technical data.
- Damage caused by disassembly of the products, modification, or alteration of mechanical and electrical structures without permission.
- Damage caused by improper operation, cleaning, or maintenance.
- Non-human-caused damages such as damage caused by abnormal voltage, fire, building collapse, lightning, floods, and other natural disasters, as well as damage caused by rats and other pests.
- Failure to follow the operating instructions during use.
- Wearable and consumable parts.



If the following conditions are not met, the complaint will not be considered: How to proceed with a complaint for the fastest resolution:

- **Product identification** – by submitting the order, invoice, or inspection label.
- **Description of the defect** – describe as thoroughly as possible why the product is being claimed.
- **Attach photos or video** (used to assess the claim resolution and possibly propose repairs and ensure spare parts needed for the repair).
- **Customer's request** for claim resolution – repair (service) / return, etc.
- **Contact person** and address where the product is located.

2.3 Safety

2.3.1 Safety - electric current

The equipment is equipped with a supply terminal block for connecting the electric cable to a socket with a voltage system of 1, N, PE ~ 230V, 50Hz (EURO socket with protective pin, SHUKO socket with protective contacts).



Only a person with electrical qualifications may interfere with the electrical installation of the product in agreement with the manufacturing plant! Interfering with the electrical installation is life-threatening and there is a risk of electric shock!



It is forbidden to touch the power supply cord plug, the control panel and other electrical components with moist or wet hands, or to wash them with pressurized water. There is a danger of electric injury!



Before carrying out maintenance work, it is necessary to pull the power supply cord plug and to make sure no electric current is flowing through the equipment (e.g. by turning on the main power switch and observing if the equipment remains powered off). If the equipment is connected permanently to the mains, it is necessary to turn off the corresponding circuit breaker, make sure the equipment is not functioning and secure the deactivated circuit breaker, e.g. by putting an “equipment under maintenance” sign on it.

2.3.2 Safety – mechanics



Do not insert fingers or other objects into the lift door and drawer areas while the product is in operation. There is a risk of injury to limbs.

2.3.3 Proper use of Equipment



- The equipment is designed for normal use by an adult.
- It is not designed for rough handling or operation by children! The operators of the equipment must be thoroughly and demonstrably trained in its operation and a user guide must be available to them.
- The equipment must be operated in accordance with the instructions for use. The equipment can be used only for purposes for which it is intended.
- Keep the plate clean.
- Regularly check the equipment and perform maintenance work according to this guide.

SERVICE WINDOW



3. Technical Features

3.1.1 Technical Description

The serving window is made of steel (insulated panels) and features double glazing, LED lighting, lifting door, and a drawer. For dispensing from this product, either the doors or the drawer can be used, with both options operated by a button. On the operator's side, there are three buttons: one for switching on the lighting, one for raising/closing the doors, and the third for the drawer. All electronics are located on the left side and secured against unauthorized access by non-authorized persons. These serving windows must not be used for other purposes without explicit consent and possible structural modifications by Gastro Production s.r.o. The windows have been designed to deliver the best results provided that all instructions in this user manual are followed. To ensure maximum efficiency and maintain them in perfect condition, regular maintenance is recommended. The operator must be thoroughly acquainted with the operating, maintenance, and safety instructions contained in this manual.

3.3 Type Labels

Illustrative example.

	GASTRO PRODUCTION s.r.o. Zemědělská 500, 373 81 Kamenný Újezd	CZ
		
SIN: ZV23_OBF		Type:
Refriger. Capacity: kW		
Input P: kW	V1-000000-0000	
Current load Iv: A	Climatic class "3"	
Cooling medium: Amount:	OBP-.....	
Voltage system:		

4. Installation and Operation

4.1 Setting the Equipment



Always proceed carefully and slowly when handling the equipment to avoid damage or injury! Consider the weight of the equipment. Ideally, four people are required to handle the equipment. After unpacking, place the product in the designated location. Ensure that once positioned, the product is properly secured and fixed into the appropriate opening.

4.2 Connecting to the electric network

The product is equipped with a terminal block for connecting the power cable to a socket with a voltage system of 1, N, PE ~ 230V, 50Hz (EURO socket with protective pin, SHUKO socket with protective contacts). Insert the plug of the power cable into the socket. Make sure the plug remains accessible to the operator. The power cable must be routed visibly without bends. The power cable must not be routed across sharp edges of sheet metal or other components.

4.3 Turning on the Equipment



Switch on the equipment by plugging it into the socket and then operate specific functions using the switches. The upper switch is used to turn on the LED lighting, while the remaining two below it control the doors and the drawer. The middle switch is for opening/closing the doors, and the bottom switch is for extending/retracting the drawer.

5. Maintenance

5.1 General Safety Measures



Before commencing maintenance, study this user guide thoroughly.

Follow the instructions contained in section **2.3 Safety**.



Before carrying out maintenance work, it is necessary to pull the power supply cord plug and to make sure no electric current is flowing through the equipment (e.g. by turning on the main power switch and observing if the equipment remains powered off). If the equipment is connected permanently to the mains, it is necessary to turn off the corresponding circuit breaker, make sure the equipment is not functioning and secure the deactivated circuit breaker, e.g. by putting an “equipment under maintenance” sign on it. During maintenance work, proceed with caution and without haste.



Do not use pressurized water for washing the equipment, there is a risk of damage to the whole equipment!

5.2 Regular Maintenance

5.2.1 Inspection

5.2.1.3 General Product Inspection

- Carefully inspect and clean all surfaces using suitable cleaning agents appropriate for materials such as glass and steel. Maintenance is carried out on the interior and, if necessary, the exterior surfaces depending on the level of contamination; however, no intervention should be made in the internal components of the product. Such tasks must be performed only by certified personnel.
- The doors are operated by electric gas springs. In case of malfunction, a qualified and authorized person must be contacted to ensure repair or replacement depending on the type of defect.
- The LED lighting is located inside the product at the top on each side. Visually inspect it, and if any damage is detected, have it replaced with a new unit.

5.2.1.2 Surface Maintenance – Stainless steel

- To ensure a beautiful and long-lasting stainless steel surface, it is crucial to clean the steel table properly. Correct cleaning can prevent corrosion issues and maintain corrosion protection.
- Any spills should be dried as soon as possible to avoid stains.
- For daily cleaning, use a mild detergent, soapy water, and a soft cloth. Always rinse with clean water afterward. Drying the stainless steel surface with a cloth will prevent water stains from dried residue.
- For thorough cleaning, a suitable stainless steel cleaner is recommended. Lime deposits can be removed with cleaning powder and a soft cloth. Take care to brush in the direction of the steel's grain. Ensure that the cleaner does *not* contain chlorides, ammonia, etc.
- Use a nylon sponge to remove scratches on the surface, brushing in the grain direction.
- The surface can be treated with a spray that provides a protective film.
- Placing hot items on the surface may cause staining.



Never use on stainless steel:

- Abrasive sponges/powder - they leave scratches.
- Cleaners with chlorine if left for a long time - can dull the surface.
- Steel wool sponges - steel particles may get embedded in the surface and cause rust.
- Kitchen salt - must be rinsed off to avoid rust spots.
- Iron-containing items left in a stainless steel sink "overnight" - can cause stains.

5.2.1.3 Cleaning and Maintenance of Powder-Coated Galvanized Steel

To ensure a durable and visually appealing powder-coated galvanized steel surface, proper cleaning and maintenance are essential. Correct care helps prevent damage and extends the lifespan of the coating.

- Clean up spills as soon as possible to prevent staining or discoloration.
- For daily cleaning, use a soft cloth or sponge with mild soapy water. Rinse with clean water and dry thoroughly to prevent water spots.
- For deeper cleaning, use a gentle, non-abrasive cleaner suitable for coated surfaces. Avoid harsh chemicals that can degrade the coating.
- If minor scratches appear, they can often be repaired using touch-up paint specifically designed for powder-coated surfaces.
- Avoid prolonged exposure to standing water, as it can weaken the protective coating over time.
- Protect the surface from excessive heat, as high temperatures may cause discoloration or damage to the coating.
-



Never use on powder-coated galvanized steel:

- Abrasive sponges or powders – they can scratch and wear down the coating.
- Solvent-based cleaners, strong acids, or alkalis – they can cause fading or deterioration.

- Steel wool or metal brushes – they may remove the protective coating and expose the metal underneath.
- Pressure washers with high-intensity jets – excessive force can damage the coating.
- Sharp objects or heavy impacts – they can chip or crack the surface, leading to corrosion.

6.2.2 Maintenance

6.2.2.1 Daily maintenance

- During maintenance work, follow the instructions contained in section **6.1 General Safety Measures**.
- After finishing daily operation, turn off the equipment. Remove the foodstuffs from the equipment, clean the refrigerated space and wipe it dry. Leave the refrigerated space open to prevent any lingering odors.
- When performing maintenance work during continuous operation, turn the equipment off, remove any foodstuffs from it and place them in another refrigerated space. Clean the refrigerated space and wipe it dry. Turn the equipment on and let it cool to the target temperature. After that, put back the foodstuffs.
- **While the equipment is turned off, perform maintenance as detailed in sections 6.2.1.1-6.2.1.6.**

6.2.2.2 Monthly maintenance

- During maintenance work, follow the instructions contained in section **6.1 General Safety Measures**.
- During monthly maintenance perform tasks detailed in sections **6.2.1 Inspection and 6.2.2.1 Daily Maintenance**.

7. Forbidden handling procedures

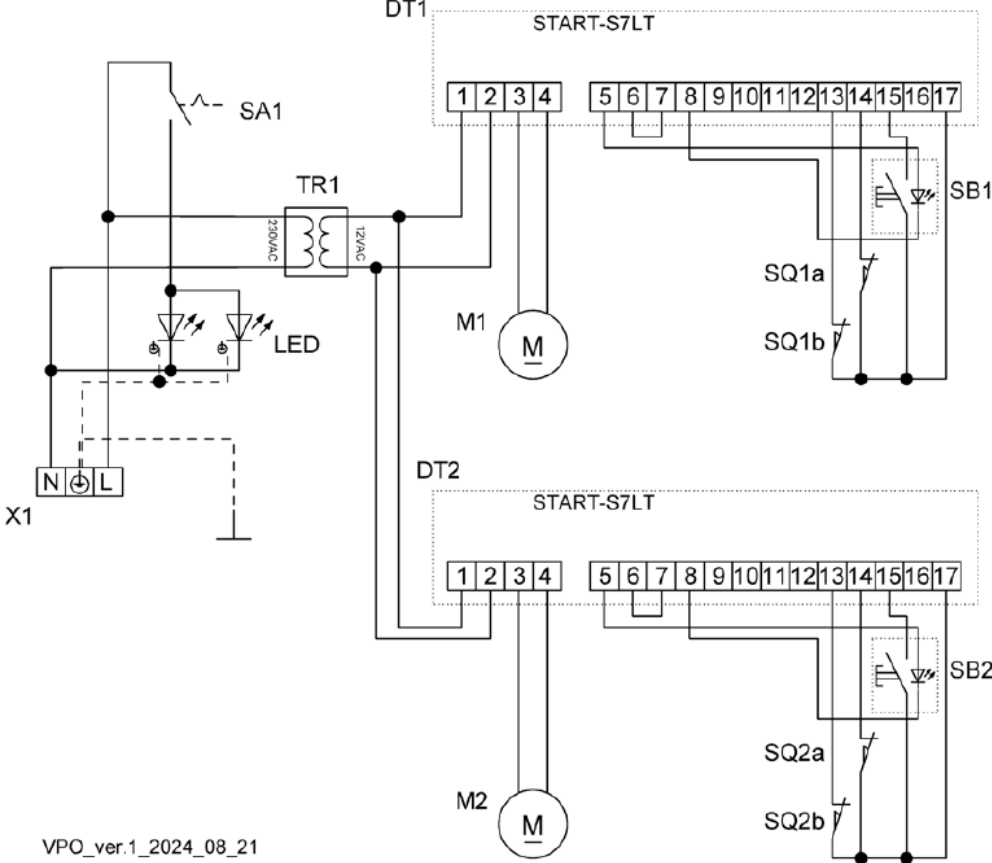


- **Do not use the equipment for other purposes than intended!**
- **Do not interfere with the circuitry of the equipment!**
- **Do not perform any other activities forbidden elsewhere in this user guide!**
- **Do not wash the equipment with pressurized water!**
- **Do not overload the glass shelves and the drawers in the refrigerated space!**
- **Do not handle the equipment roughly!**
- **It is forbidden to operate the equipment without prior training and without having this user guide available!**

8. Inquiries

If you need help and advice, do not hesitate to contact us, and we will assist you with everything. You can find our contact information on our website www.gastro.cz.

Appendix 1 – Wiring diagram

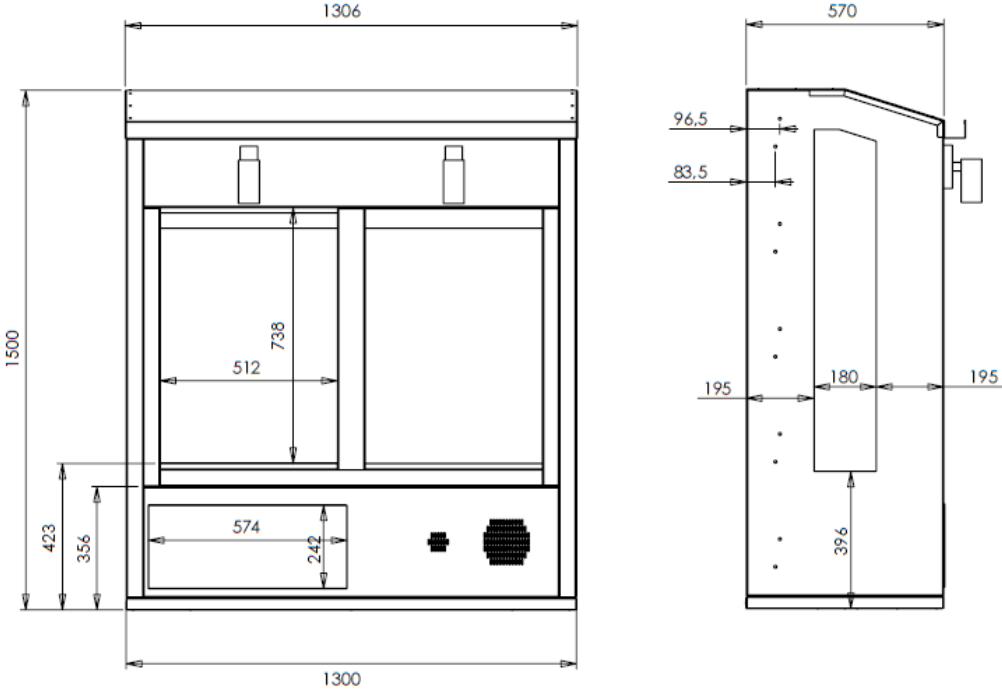


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If there are any ambiguities in the wiring diagram, please contact us.

Appendix 2 – Technical drawing

Version 1



Version 2

