Instructions for Use

Quartz compact heating bridge

Model-No.	Radiators	Art. No.	Acrylic glass--cover Art. No.	Chain-fixing Art. No.	On-site mounting Art. No.	Height-adjustable spiral cable stainless steel Art. No.	spiral cable black Art. No.
29065, /H, /K, /OK, /SK	1	B 0500	B 0501	B 0502	B 0531	B 0570	B 0582
29100, /H, /K, /OK, /SK	2	B 0510	B 0511	B 0512	B 0532	B 0571	B 0583
29110/K, /OK, /SK	2			B 0513	B 0533	B 0572	B 0584
29120, /H, /K, /OK, /SK	3	B 0520	B 0521	B 0522	B 0534	B 0573	B 0585
29130/K, /OK, /SK	3			B 0523	B 0535	B 0574	B 0586
29140/K, /OK, /SK	3			B 0524	B 0536	B 0575	B 0587
29150/K, /OK, /SK	4			B 0525	B 0537	B 0576	B 0588
29160/K, /OK, /SK	4			B 0526	B 0538	B 0577	B 0589
29170/K, /OK, /SK	4			B 0527	B 0539	B 0578	B 0590
29180/K, /OK, /SK	5			B 0528	B 0540	B 0579	B 0591
29190/K, /OK, /SK	5			B 0529	B 0541	B 0580	B 0592
29200/K, /OK, /SK	5			B 0530	B 0542	B 0581	B 0593







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PREFACE

Congratulations!

In purchasing this new SCHOLL appliance you have chosen a product which meets highest technical standards while providing outstanding convenience in practical use.

This appliance has been designed with minimal energy consumption in mind. Used responsibly, it will serve you well in an ecologically sound manner.

Please read the information in this manual carefully before starting up this appliance. On the following pages you will find important notes regarding its operation, care and maintenance so that you will be able to enjoy its use for a long time.

If a malfunction should nevertheless occur, please consult the "Troubleshooting" section first. In many cases you should be able to remedy minor problems yourself, thus saving unnecessary service costs.

Please retain this manual carefully and pass it on to any subsequent user for his or her information and safety.

A quality product, properly treated, will give you many years of satisfactory service.

We trust you will enjoy using this product!

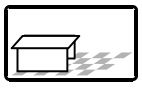
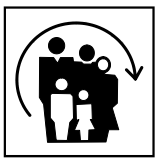
Yours sincerely

Gustav Scholl Apparatebau GmbH & Co. KG

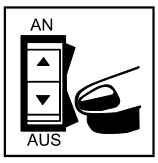
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1 CONVENTIONS

1.1 PICTOGRAMS – GENERAL SAFETY NOTES

	Be sure to observe these Instructions for Use as well as the safety notes to prevent injuries or damage to health or property. Do not alter or modify this appliance.
	Never use a defective appliance. If you suspect the unit of being faulty or discover an unusual noise or smell, turn off the power switch and pull the plug out of the socket-outlet, or otherwise disconnect the appliance from the mains and de-energize it (i.e., ensure that it no longer carries any voltage). Do not use this appliance when its power cord is damaged. **Failure to observe this warning may result in a fire hazard or electrical shock!**
	Maintenance and repair work must be carried out only by qualified professionals using original spare parts and accessories. Do not attempt to carry out repairs on this appliance yourself!
	Connect this appliance to suitably earthed mains outlets only. Ensure that your mains power supply conforms to the data stated on the nameplate of the appliance. **Failure to observe this warning may result in a fire hazard or electrical shock!**
	Table-top device: Place this appliance on a sturdy, level and heat-resistant surface to prevent fire hazards and accidents.
	This appliance is not intended to be used by persons (including children) of limited physical, sensory or intellectual abilities, or lacking in experience and/or knowledge, unless they are supervised by a person responsible for safety who instructs them in the use of the device. Children should be supervised to ensure they will not play with this appliance.
	Do not run the power cord near heat sources, over sharp edges, etc. Always pull on the plug, not the cord, to remove it from a socket-outlet since the cord might be damaged as a result. Do not allow cords to hang unsupported. Route the cord so that it will not form a tripping hazard!
	When using an extension cord, unwind the cord from the reel to prevent heat build-up or cord fires, respectively. The socket-and-plug connection must be splash-proof and be made of, or coated with, rubber. **Each wire must have a cross-section of at least 1.5 mm²**.

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	Do not allow this appliance to operate unattended. Ensure that its power switch is set to "0" before inserting the plug into an electrical socket-outlet or connecting the appliance to the power supply. Avoid starting the unit unintentionally. Connecting the unit to the mains with its power switch set to ON may cause accidents.
	Protect this appliance from moisture (water spray, rain). Any penetration of water into the unit will increase the risk of an electrical shock.
	Do not touch the surfaces of the appliance. The surfaces of this appliance may get hot. Please allow the unit to cool down fully before cleaning or stowing it. Never cover this appliance. **Burn injury or fire hazard!**
	Caution: Do **not** look into the heat radiators/light source! **Risk of eye damage!**

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1.2 PICTOGRAMS – WARNING NOTES

	Before any cleaning, maintenance or repair work is carried out, the appliance must be disconnected from the mains and de-energized. To do so, it is not enough to set the power switch to OFF. Instead, the mains plug must be pulled or the electrical circuit must be de-energized, respectively. Check that no voltage is present before opening the appliance, and lock out the circuit to make it safe against re-energizing.
	Cleaning must only be performed by qualified persons who have read and understood these Instructions for Use and are familiar with applicable hygiene rules. Ensure that care is exercised during cleaning of the unit. **Cleaning of stainless steel** For light cleaning, wipe down the surface with a cloth or soft brush/sponge soaked in warm water which contains a small amount of dishwashing detergent. Follow this up by wiping with clear water until no cleaning agent residue remains on the surface, as the latter might cause discoloration or stains. Finish by rubbing the surface dry. To remove more stubborn or extensive residue, a stainless steel cleaning product may be used. Never use any of the following for cleaning: ➢ aggressive or bleaching products, i.e., containing active oxygen, chlorine, or caustic/corrosive constituents. ➢ abrasive cleaning products such as scouring creams/pastes, steel wool, saponified steel wool, metal or plastic sponges, or sponges with a scratchy surface (scouring side). **Cleaning of powder-coated surfaces** The cleaning agents must not damage the coating either mechanically or chemically and must be free of solvents that could dissolve the coating. Strongly alkaline, acidic or highly abrasive substances should not be used. Before cleaning, it must be checked whether a satisfactory cleaning result can be achieved with the selected cleaning agents.
	Never use steam and/or pressure jet cleaning equipment to clean this appliance! This might damage the appliance to the point where it may pose a **hazard to your life!**
	The total permitted regeneration and hot-holding time according to HACCP will be exceeded after 3 hours. **Risk of potential health impairment!**

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	Allow the unit to cool down before starting any cleaning work. **Burn hazard!**

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1.3 PICTOGRAMS – IMPORTANT NOTES

	DANGER indicates an immediately threatening hazard. **Failure to observe this warning notice will result in severe physical injury or death.**
	WARNING indicates a potentially dangerous situation. **Failure to observe this warning notice may result in severe physical injury or death.**
	CAUTION indicates a potentially harmful situation. **Failure to observe this notice may result in damage to property.**
	DANGER – electrical voltage indicates an immediately threatening hazard. **Failure to observe this warning notice will result in severe physical injury or death.**
CAUTION	CAUTION! IMPORTANT Improper use may result in minor injuries or damage to property.
	In addition to these Instructions for Use, a number of accident prevention and other regulations apply with regard to the operation of this appliance. As regards food handling, please observe HACCP rules concerning compliance with hygiene requirements. **If you have any questions, please contact your supervisor(s) or safety representative.**
	This product must not be disposed of in domestic waste. Please arrange for proper recycling of this product via your local provider of waste disposal services.

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2 PRODUCT INFORMATION

The heating bridge lamp may only be used to keep dishes short-term warm.

2.1 INFORMATION REGARDING COMPLIANCE WITH STANDARDS, LAWS AND DIRECTIVES

This appliance conforms to the following:

Standards, laws, directives	
2014/35/EU	Low Voltage Directive
2014/30/EU	EMC Directive

2.2 SAFETY

	This appliance conforms to accepted technical rules and relevant safety codes. However, proper use of the appliance is a prerequisite for effectively preventing damage or accidents. Please comply with the notes provided in these Instructions for Use.

Further safety notes, refer to section

- 1.1 Pictograms – General safety notes
- 1.2 Pictograms – Warning notes
- 1.3 Pictograms – Important notes

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3 PACKING, TRANSPORT, INTERMEDIATE STORAGE, SCOPE OF DELIVERY

3.1 PACKING

The type of packing employed will depend, to a large extent, on the adopted shipping mode and route. Except where otherwise agreed by contract, packing will conform to the "HPE Packing Guideline" defined by the German Federal Association of the Wooden Materials, Pallets and Export Packing Industry and by the German Engineering Federation.

3.2 TRANSPORT

Particular care must be exercised during shipping and handling of this appliance to prevent damage resulting from exposure to excessive force or careless loading/unloading.

Shocks during shipping and handling must be avoided.

The appliance itself must be handled with care.

3.3 INTERMEDIATE STORAGE

Appliances not to be installed immediately upon delivery must be carefully stored in a protected place. For the duration of such storage they must be properly covered to prevent any ingress of dust and moisture into the unit.

3.4 SCOPE OF DELIVERY

The content of the delivery is stated in the delivery note and must be checked for completeness upon receipt.

Any damage in transit and/or missing items must be reported in writing immediately.

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4 INSTALLATION AND ELECTRICAL INSTALLATION

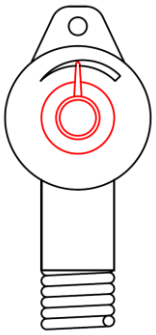
4.1 INSTALLATION

Before the installation of the appliance, observe the following:

- Inspect the unit for any defect or damage sustained in transit.
- Check all screw connections for tightness.
- Familiarize yourself with the Instructions for Use and with the conditions for the safe operation of this appliance.
- Clean the unit before the first use according to chapter "Cleaning and care”.

Practice:

- Place/mount the unit at a suitable location.
- Heating bridge with height-adjustable spiral cable:
  Check or adjust the tension of the coiled cord draft mechanisms.



The traction can be adjusted at the draft mechanism:

- Unscrew the canopy and carefully push it down.
- Justify the traction so that the heating bridge is easily adjustable in height but not pulled down by its self-weight.
  - ➢ For less traction, turn the red pointer to the left.
  - ➢ For more traction, turn the red pointer to the right.
- Carefully push the canopy upwards and screw it on again.

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4.2 ELECTRICAL INSTALLATION

	**The appliance may only be installed by a qualified electrician whilst taking into account the applicable regulations!**
	Connect this appliance to suitably earthed mains outlets only. Ensure that your mains power supply conforms to the data stated on the nameplate of the appliance. **Failure to observe this warning may result in a fire hazard or electrical shock!**

Before putting the appliance into service, observe the following:

- **Faulty equipment must not be taken into operation!**
- Legal requirements and the connection conditions of your local power supply company must be fully observed.
- Electrical safety functions must be carried out and checked for operability.
- Full protection against electric shock hazard must be ensured by the installation.
- This device is protection class I, the mains connection line has a protective conductor.
- Table-top device:
  This device is equipped with a mains connection line with plug.
  This device must be set up so that the plug is freely accessible; otherwise, an on-site upstream separating device (e.g. switch with at least 3 mm contact opening width) must be installed to ensure complete disconnection from the mains.

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5 OPERATION

The heating bridge has a separate switch for each heat lamp.

The heat lamp must be switched on/off by the switch.

5.1 INTENDED USE

Practice:

- Switch on the heat lamp with the switch.
  - ➢ The heat lamp is ready for operation and the foods to be kept warm can be placed under the heat lamp.
  - ➢ The food must be preheated and must **not** be deep-frozen!
- For switching off after use of the heat lamp:
  - ➢ Switch off the heat lamp with the switch.
  - ➢ Let the heat lamp cool off.

	Do not touch the infrared radiator! **Danger of burns!**
	Do not touch the device surfaces. The surfaces of the device may grow hot. Please let the device cool off entirely before cleaning it. Do not cover the device. **Danger of burns and fire!**

5.2 UNINTENDED USE

Please observe strictly:

- Heat lamps are **not** for defrosting/warming up of deep-frozen/cooled food.

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6 MAINTENANCE

6.1 MAINTENANCE AND REPAIR

	Maintenance and repairs on the appliance must only be carried out by an authorized professional observing applicable safety regulations. **Improperly executed work will put your safety at risk!**
	Before any cleaning, maintenance or repair work is carried out, the appliance must be disconnected from the mains and de-energized. To do so, it is not enough to set the power switch to OFF. Instead, the mains plug must be pulled or the electrical circuit must be de-energized, respectively. Check that no voltage is present before opening the appliance, and lock out the circuit to make it safe against re-energizing.

6.2 CLEANING AND CARE

	Before any cleaning, maintenance or repair work is carried out, the appliance must be disconnected from the mains and de-energized. To do so, it is not enough to set the power switch to OFF. Instead, the mains plug must be pulled or the electrical circuit must be de-energized, respectively. Check that no voltage is present before opening the appliance, and lock out the circuit to make it safe against re-energizing.
	Never use steam and/or pressure jet cleaning equipment to clean this appliance! This might damage the appliance to the point where it may pose a **hazard to your life!**
	➢ Allow the unit to cool down before cleaning it. **Burn hazard!** ➢ Stainless steel is particularly susceptible to scratching! ➢ Powder-coated surfaces are particularly susceptible to scratching! ➢ Remove lime, grease and starch residue immediately to avoid the formation of stains. ➢ When using a cleaning product, observe the instructions for use provided by its manufacturer.

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Cleaning must only be performed by qualified persons who have read and understood these Instructions for Use and are familiar with applicable hygiene rules. Ensure that care is exercised during cleaning of the unit.

Cleaning of stainless steel

For light cleaning, wipe down the surface with a cloth or soft brush/sponge soaked in warm water which contains a small amount of dishwashing detergent. Follow this up by wiping with clear water until no cleaning agent residue remains on the surface, as the latter might cause discoloration or stains. Finish by rubbing the surface dry.

To remove more stubborn or extensive residue, a stainless steel cleaning product may be used.

Never use any of the following for cleaning:

- aggressive or bleaching products, i.e., containing active oxygen, chlorine, or caustic/corrosive constituents.
- abrasive cleaning products such as scouring creams/pastes, steel wool, saponified steel wool, metal or plastic sponges, or sponges with a scratchy surface (scouring side).

Cleaning of powder-coated surfaces

The cleaning agents must not damage the coating either mechanically or chemically and must be free of solvents that could dissolve the coating.

Strongly alkaline, acidic or highly abrasive substances should not be used. Before cleaning, it must be checked whether a satisfactory cleaning result can be achieved with the selected cleaning agents.



We recommend you to clean the stainless steel surface once per week using a standard commercial stainless steel care product. This will result in the formation of a protective layer which prevents discoloration of the stainless steel surface.

In any event, observe the product manufacturer's instructions and try each product in a small area first before applying it to a larger surface.

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7 TROUBLESHOOTING

	Repairs must be carried out by an authorized specialist in compliance with applicable safety codes and regulations. **Improperly executed work will put your safety at risk!**

Note that some work must only be carried out by an electrical specialist. According to DIN EN 60204-1: 2011-01, specialists are "persons who by reason of their relevant training and experience are capable of recognizing risks and avoiding potential hazards."

Some malfunctions you may be able to remedy yourself. Always check first if the problem is due to an operating error. Repairs are not free of charge, even within the warranty period, if the problem is caused by an operating error or if you have failed to observe any of the following instructions.

	Before any cleaning, maintenance or repair work is carried out, the appliance must be disconnected from the mains and de-energized. To do so, it is not enough to set the power switch to OFF. Instead, the mains plug must be pulled or the electrical circuit must be de-energized, respectively. Check that no voltage is present before opening the appliance, and lock out the circuit to make it safe against re-energizing.
	**Work at the electrical installation must only be performed by qualified electricians!**
	Maintenance and repair work must be carried out only by qualified professionals using original spare parts and accessories. Do not attempt to carry out repairs on this appliance yourself!

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7.1 POSSIBLE MALFUNCTIONS

Malfunction	Cause	Remedy
Heat lamp does not heat	Defective plug/electrical cord	DANGER! Hazardous electrical voltage. Pull out the mains plug and bar product from further use. To be remedied by an electrical specialist.
Heat lamp does not heat	IRK-Halogen-infrared-quartz-radiator faulty	Exchange IRK-Halogen-infrared-quartz-radiator.
Heat lamp does not heat	Switch faulty	To be remedied by an electrical specialist.

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8 TECHNICAL DATA

8.1 EXECUTION

8.1.1 EXECUTION QUARTZ COMPACT HEATING BRIDGE

Quartz compact heating bridge with:

- Casing and feet made of chrome nickel steel 18/10
- IRK-Halogen-infrared-quartz-radiator incl. splinter shield
- Individual on-off switches
- Height 435 mm

Model-No.	Art.-No.	Length	Radiators	Voltage	Power
29065	B 0500	650 mm	1	230 V	400 W
29100	B 0510	1.000 mm	2	230 V	800 W
29120	B 0520	1.200 mm	3	230 V	1.200 W

8.1.2 EXECUTION QUARTZ COMPACT HEATING BRIDGE WITH ACRYLIC GLASS COVER

Quartz compact heating bridge with:

- Casing and feet made of chrome nickel steel 18/10
- IRK-Halogen-infrared-quartz-radiator incl. splinter shield
- Individual on-off switches
- Hygiene protection cover made of acrylic glass
- Height 445 mm

Model-No.	Art.-No.	Length	Radiators	Voltage	Power
29065/H	B 0501	650 mm	1	230 V	400 W
29100/H	B 0511	1.000 mm	2	230 V	800 W
29120/H	B 0521	1.200 mm	3	230 V	1.200 W

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8.1.3 EXECUTION QUARTZ COMPACT HEATING BRIDGE WITH CHAIN FIXING

Quartz compact heating bridge with:

- Casing made of chrome nickel steel 18/10
- IRK-Halogen-infrared-quartz-radiator incl. splinter shield
- Individual on-off switches
- Chain fixing, length of chain 2 m

Model-No.	Art.-No.	Length	Radiators	Voltage	Power
29065/K	B 0502	650 mm	1	230 V	400 W
29100/K	B 0512	1.000 mm	2	230 V	800 W
29110/K	B 0513	1.100 mm	2	230 V	800 W
29120/K	B 0522	1.200 mm	3	230 V	1.200 W
29130/K	B 0523	1.300 mm	3	230 V	1.200 W
29140/K	B 0524	1.400 mm	3	230 V	1.200 W
29150/K	B 0525	1.500 mm	4	230 V	1.600 W
29160/K	B 0526	1.600 mm	4	230 V	1.600 W
29170/K	B 0527	1.700 mm	4	230 V	1.600 W
29180/K	B 0528	1.800 mm	5	230 V	2.000 W
29190/K	B 0529	1.900 mm	5	230 V	2.000 W
29200/K	B 0530	2.000 mm	5	230 V	2.000 W

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8.1.4 EXECUTION QUARTZ COMPACT HEATING BRIDGE FOR ON-SITE MOUNTING

Quartz compact heating bridge with:

- Casing made of chrome nickel steel 18/10
- IRK-Halogen-infrared-quartz-radiator incl. splinter shield
- Individual on-off switches
- For on-site mounting

Model-No.	Art.-No.	Length	Radiators	Voltage	Power
29065/OK	B 0531	650 mm	1	230 V	400 W
29100/OK	B 0532	1.000 mm	2	230 V	800 W
29110/OK	B 0533	1.100 mm	2	230 V	800 W
29120/OK	B 0534	1.200 mm	3	230 V	1.200 W
29130/OK	B 0535	1.300 mm	3	230 V	1.200 W
29140/OK	B 0536	1.400 mm	3	230 V	1.200 W
29150/OK	B 0537	1.500 mm	4	230 V	1.600 W
29160/OK	B 0538	1.600 mm	4	230 V	1.600 W
29170/OK	B 0539	1.700 mm	4	230 V	1.600 W
29180/OK	B 0540	1.800 mm	5	230 V	2.000 W
29190/OK	B 0541	1.900 mm	5	230 V	2.000 W
29200/OK	B 0542	2.000 mm	5	230 V	2.000 W

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8.1.5 EXECUTION QUARTZ COMPACT HEATING BRIDGE WITH HEIGHT-ADJUSTABLE SPIRAL CABLE

Quartz compact heating bridge with:

- Casing made of chrome nickel steel 18/10
- IRK-Halogen-infrared-quartz-radiator incl. splinter shield
- Individual on-off switches
- Continuously adjustable 850 - 1.700 mm

Model-No.	Stainless steel Art.-No.	Black Art.-No.	Length	Radiators	Voltage	Power
29065/SK	B 0570	B 0582	650 mm	1	230 V	400 W
29100/SK	B 0571	B 0583	1.000 mm	2	230 V	800 W
29110/SK	B 0572	B 0584	1.100 mm	2	230 V	800 W
29120/SK	B 0573	B 0585	1.200 mm	3	230 V	1.200 W
29130/SK	B 0574	B 0586	1.300 mm	3	230 V	1.200 W
29140/SK	B 0575	B 0587	1.400 mm	3	230 V	1.200 W
29150/SK	B 0576	B 0588	1.500 mm	4	230 V	1.600 W
29160/SK	B 0577	B 0589	1.600 mm	4	230 V	1.600 W
29170/SK	B 0578	B 0590	1.700 mm	4	230 V	1.600 W
29180/SK	B 0579	B 0591	1.800 mm	5	230 V	2.000 W
29190/SK	B 0580	B 0592	1.900 mm	5	230 V	2.000 W
29200/SK	B 0581	B 0593	2.000 mm	5	230 V	2.000 W

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8.2 DIMENSIONED DRAWINGS

Dimensioned drawings are available upon request.

The information in the dimensioned drawings always take precedence over the summary of the technical data in chapter 8.1.

8.3 CIRCUIT DIAGRAMS

Circuit diagrams are available upon request.

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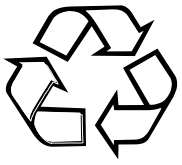
8.4 SPARE PARTS LIST

	Maintenance and repairs on the appliance must only be carried out by an authorized professional observing applicable safety regulations. **Improperly executed work will put your safety at risk!**
	**Work at the electrical installation must only be performed by qualified electricians!**

Art. No.	Components	Model
TB-036170	Heating tube 400W modification set (2 x lower cases and 1 x 71,50,35)	
71,50,35	IRK-halogen-infrared-quartz radiator 400W, 220-250V~ with safety glass bulb	
73,15,11	rocker switch black	
73,30,56	connection clip 3-pole porcelain 1128G	
73,50,03	grommet LA 11	
73,69,98	spiral cable draft mechanism, black	29xxx/SK
73,70,30	connecting cable H05RN-F 3G1 with right angle plug	29xxx, /H
73,80,03	silicone cord 3x1,5	29xxx/K, /OK
73,80,71	high-temperature single core 1,5mm² green/yellow	
73,80,72	high-temperature single core 1,5mm² white/black	
73,80,73	high-temperature single core 1,5mm² blue	
74,70,22	cap to push-in, 40x20 mm	
74,90,01	round steel chain DIN 766-B/3x16	29xxx/K
74,90,03	spring hook 4x40mm high-grade steel	29xxx/K
77,50,11	cover heating bridge 650 mm, smoky brown	29065/H, B 0501
77,50,50	cover heating bridge 1.000 mm, smoky brown	29100/H, B 0511
77,50,70	cover heating bridge 1.200 mm, smoky brown	29120/H, B 0521
79,10,40	fixture KU, 2-part for cover heating bridge	29xxx/H

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9 Disposal and Environmental Notes

	The appliance has been packed before shipping to protect it against damage in transit. After unpacking, please dispose of packing materials in an environmentally sound manner. All packing materials are eco-compatible, 100% recyclable and marked with a symbol to that effect.
	While unpacking, keep packing materials (polyethylene bags, pieces of polystyrene, etc.) out of the reach of children.

9.1 Disposal of packing material

Recyclable packing materials should be disposed of in sorted fractions for recycling via approved local disposal facilities.

For approved disposal facilities in your area, please contact your local government or community administration.

9.2 Disposal of the appliance

Render the appliance inoperable before disposal.

Pull the plug out of the socket-outlet or arrange for disconnection by an electrician, then cut the mains cord off the appliance.

This product must not be disposed of in normal household waste at the end of its service life, but must be turned in for recycling at an approved collecting facility. This requirement is identified by a symbol on the product, in the Instructions for Use, or on the packing material.

Materials are recyclable as marked. By arranging for the recycling, recovery, or other form of re-use of end-of-life appliances you will make an important contribution to the protection of our environment.

Your local government or community administration will advise you as to which disposal facilities in your area accept discarded appliances for recycling.

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10 WARRANTY AND SERVICE

10.1 WARRANTY CONDITIONS

The manufacturer accepts no liability or warranty in the following cases:

- failure to observe notes and instructions given in the Instructions for Use;
- use of the product in a manner not conforming to its intended use;
- alteration or modification of the appliance or its functionalities;
- use of non-original spare parts.

Except as otherwise stipulated by special warranty conditions, a 12-month warranty is granted on all product vis-a-vis merchants (details are covered by para. 11 of our General Terms and Conditions of Sale).

The warranty granted on appliances is a material warranty valid for a 1-year period, i.e., if a defect should occur we will send you the relevant part. The defective part must be returned to our address within two weeks. No claim based on alleged unsoundness of goods or for consequential loss or damage involving factors unrelated to the appliance will be accepted. Further warranty information is contained in our General Terms and Conditions of Sale or can be made available upon request.

Appliances not produced by ourselves are subject to the warranty terms and conditions or the relevant manufacturer. These, too, will normally be limited to a material warranty. We do not grant any direct warranty on such items.

10.2 SERVICE

	**IMPORTANT** To enable our customer service to prepare repairs carefully and to provide the appropriate spare parts, please provide the following information when reporting a customer service requirement:

1. Your precise address (where applicable, final customer's address, person to contact)
2. Your contact details such as phone, fax and e-mail (including, where applicable, those of the final customer)
3. Times when a customer service visit will be convenient
4. Exact appliance specifications (consult the nameplate and/or purchase receipt)
5. Purchase date
6. Accurate description of the problem or of your service request (including, where applicable, a photo of the defect or installation situation)

Please also keep the purchase receipt on hand. This will help us avoid unnecessary time and costs while enabling us to work more efficiently for you.

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10.3 SERVICE ADDRESS

You can reach us at the following times:

Monday - Thursday	from 7:00 a.m. till 4:00 p.m.
Fridays	from 7:00 a.m. till 12:15 p.m.

Outside these office hours please communicate your requests per e-mail or telefax.

Scholl Apparatebau GmbH & Co. KG

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