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ENGLISH

# Operator's Manual

## CAYENNE® ROUND HEAT 'N SERVE RETHERMALIZER



Item	Description	Model	Voltage	Watts	Amps	Plug
72017	7 Qt. Rethermalizer	HS-7	120	800	6.7	5-15P
72018	7 Qt. Rethermalizer Package, with inset, hinged Kool-Touch® cover					
72021	11 Qt. Rethermalizer	HS-11	120	800	6.7	5-15P
72009	11 Qt. Rethermalizer Package, with inset, hinged Kool-Touch® cover					
72517	7 Qt. Rethermalizer	HS-7	230	800	3.5	Schuko
72518	7 Qt. Rethermalizer, package with inset, hinged Kool-Touch® cover					
72521	11 Qt. Rethermalizer	HS-11	230	800	3.5	Schuko
72522	11 Qt. Rethermalizer Package, with inset, hinged Kool-Touch® cover					

Thank you for purchasing this Vollrath equipment. Before operating the equipment, read and familiarize yourself with the following operating and safety instructions. SAVE THESE INSTRUCTIONS FOR FUTURE REFERENCE. Save the original box and packaging. Use this packaging to ship the equipment if repairs are needed.

## SAFETY PRECAUTIONS

To ensure safe operation, read the following statements and understand their meaning. This manual contains safety precautions which are explained below. Please read carefully.

### WARNING

Warning is used to indicate the presence of a hazard that will or can cause severe personal injury or death.

### CAUTION

Caution is used to indicate the presence of a hazard that will or can cause minor or major personal injury if the caution is ignored.

**NOTICE** is used to note information that is important but not hazard-related.

These precautions should be followed at all times. Failure to follow these precautions could result in injury to yourself and others.

To reduce risk of injury or damage to the equipment:

- Use only grounded electrical outlets matching the nameplate rated voltage.
- Use equipment in a flat, level position.
- Do not use an extension cord with this equipment. Do not plug this equipment into a power strip or multi-outlet power cord.
- Unplug equipment, turn off and let it cool before cleaning or moving.
- Do not immerse.
- Unplug equipment when not in use.
- Do not operate without water.
- Do not spray controls or outside of equipment with liquids or cleaning agents.
- Keep equipment and power cord away from open flames, electric burners or excessive heat.
- Do not operate unattended.
- Do not operate equipment in public areas and/or around children.
- Do not operate if equipment has been damaged or is malfunctioning in any way.
- Vollrath recommends using only Vollrath branded inserts with this equipment.
- Do not clean the equipment with steel wool.

## FUNCTION AND PURPOSE

This equipment is intended to rethermalize containers of refrigerated, previously cooked food and hold containers of hot food at safe serving temperatures. This equipment is not intended or designed to cook raw food product.

Before using this equipment it must be cleaned and dried thoroughly. This equipment is not intended for household, industrial or laboratory use.

This unit is to be used on a countertop. This unit is not designed to be built into any area.

## UNPACKING THE EQUIPMENT AND INITIAL SETUP

When no longer needed, dispose of all packaging and materials in an environmentally responsible manner.

1. Remove all packing material and tape, as well as any protective plastic from the equipment.
2. Clean any glue residue left over from the plastic or tape.
3. Place the equipment in the desired location.

## FEATURES AND CONTROLS



- (A) **HEAT CONTROL.** Used to set or adjust the temperature of the well. The higher the number the higher the temperature, the lower the number the lower the temperature. "0" is the OFF position.
- (B) **LOW WATER LIGHT** (domestic models only). Illuminates when the well needs water added. If the light illuminates during operation, clean fresh water must be added to the well.
- (C) **INSERT.** Holds the food product.
- (D) **COVER.** Covers the food/beverage product.
- (E) **ELECTRICAL PLUG.** Grounded electrical plug connects to the grounded power source.

## OPERATION

	<b>WARNING</b>
	<p><b>Electrical Shock Hazard.</b> Keep water and other liquids from entering the inside of the unit. Liquid inside the unit could cause an electrical shock</p>
<p>Do not over fill wells, pans or trays. Liquid could contact the electrical components and cause a short circuit or an electrical shock. Unplug unit before performing service, draining or removing spillage pans and trays. Do not spray water or cleaning products. Do not use a power cord that has been modified or damaged.</p>	
	<b>CAUTION</b>
	<p><b>Burn Hazard.</b> Do not touch hot food, liquid or heating surfaces while equipment is heating or operating</p>
<p>Hot surfaces, steam and food can burn skin. Allow the hot surfaces to cool before handling. Do not drop or spill water onto the cooking surface as it can spray or splatter.</p>	

### NOTICE: FOOD SAFETY PRECAUTIONARY NOTE

**Monitor food temperature closely for food safety. The United States Public Health Service recommends that hot food be held at a minimum of 140 °F (60 °C) to help prevent bacteria growth. Maintain correct water level and temperature setting. Periodically remove food container and check the water level. Add water if needed.**

1. Place the equipment on a flat, level surface.
2. Pour clean fresh water into the well to cover the element by approximately 1/4". Do not over fill. Always maintain the correct water level.
3. Plug electrical power cord into a grounded outlet matching the nameplate rated voltage.

## CLEANING

	<b>WARNING</b>
	<p><b>Electrical Shock Hazard.</b> Keep water and other liquids from entering the inside of the unit. Liquid inside the unit could cause an electrical shock</p>
<p>Unplug unit before performing service, draining or removing spillage pans and trays. Do not spray water or cleaning products. Do not use a power cord that has been modified or damaged.</p>	
	<b>CAUTION</b>
	<p><b>Burn Hazard.</b> Do not touch hot food, liquid or heating surfaces while equipment is heating or operating</p>
<p>Hot surfaces, steam and food can burn skin. Allow the hot surfaces to cool before handling. Do not drop or spill water onto the cooking surface as it can spray or splatter.</p>	

### Rethermalizing Cooked, Refrigerated Food

Preheat the water in the well by covering well with empty food containers or covers, and then turning the unit "ON" by setting the heat control to the maximum heat setting. Preheat for 15 minutes.

1. Place covered container of chilled food product to be rethermalized into the insert. See food safety precautionary note.
2. During the rethermalization process, monitor food temperatures closely for food safety.

**NOTICE: To reach the required safe food temperature as quickly as possible, do not add water or remove food pan during the rethermalization process.**

3. Reduce heat setting to a level that will maintain a safe holding temperature and maintain food quality. See food safety precautionary note.

### Hot Food Holding

1. Preheat the water in the wells by covering wells with empty food insert or cover, and then turning the unit "ON" by setting the heat control to the maximum heat setting. Preheat for 15 minutes.
2. Place the insert of hot food product, above 140 °F (60 °C), into preheated equipment.
3. Reduce heat setting to a level that will maintain a safe holding temperature and maintain food quality. See food safety precautionary note.

### During operation

Maintain water level at or near water level mark. Periodically (approximately 2 hours) remove container of food and check the water level. Add hot water if needed. A low water indicator light (domestic models only) that illuminates when the water level is low.

### When finished using the equipment

1. Turn the heat control to the "0" setting. When removing hot food insert from unit use gloves, mitts or pot holders to protect hands.
2. Allow the unit and water to cool completely.

**NOTICE: Do not use caustic cleaning products, steel wool or commercial lime removal products to clean the equipment. Thoroughly rinse equipment with water after cleaning.**

**NOTICE: Do not immerse the cord, plug or equipment in water or any other liquid.**

To maintain the appearance and increase the service life, clean your equipment daily.

1. Turn the heat control to the "0" setting. When removing hot food insert from unit use gloves, mitts or pot holders to protect hands.
2. Allow the unit and water to cool completely.
3. Dispose of the water.
4. Use a damp cloth or sponge dipped in soapy water to clean the inside of the well and the outside of the equipment.
5. Thoroughly rinse equipment with water.

## TROUBLESHOOTING CHART

Problem	It might be caused by	Course of Action
Low Water Light Luminaires.	Low water in the well.	Add hot water to the well to bring to correct level.
	Pilot light malfunction.	Replace pilot light.
Equipment does not heat.	Heating element malfunction.	Replace heating element.
	Thermostat control malfunction.	Replace thermostat control.
The equipment does not get hot enough.	Too much water in the well.	Reduce water amount to the correct level.

## SERVICE AND REPAIR

There are no user serviceable parts within this appliance. To avoid serious injury or damage, never attempt to repair the unit or replace a damaged power cord yourself. Do not send units directly to The Vollrath Company LLC. Please contact Vollrath Technical Service from the list below.

**VOLLRATH Technical Service • 1-800-628-0832 • Email: [techservicereps@vollrathco.com](mailto:techservicereps@vollrathco.com)**

When contacting Vollrath Technical Service, please be ready with the item number, model number (if applicable), serial number, and proof of purchase showing the date the unit was purchased.

## WARRANTY STATEMENT FOR THE VOLLRATH CO. L.L.C.

This warranty does not apply to products purchased for personal, family or household use, and The Vollrath Company LLC does not offer a written warranty to purchasers for such uses.

The Vollrath Company LLC warrants the products it manufactures or distributes against defects in materials and workmanship for a period of one year, except as specifically described in our full warranty statement. In all cases, the warranty runs from the date of the end user's original purchase date found on the receipt. Any damages from improper use, abuse, modification or damage resulting from improper packaging during return shipment for warranty repair will not be covered under warranty.

For complete warranty information, product registration and new product announcement, visit [www.vollrath.com](http://www.vollrath.com).



[www.vollrath.com](http://www.vollrath.com)

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