

# Operator's Manual

## MODULAR DROP-IN ROUND FOOD WARMER



Item	Description	Control	Size	Voltage	Watts	Plug
36460	Drop-In Round Well	Infinite Control	4-1/8 qt.	120V	480	5-15P
36461	Drop-In Round Well	Infinite Control	4-1/8 qt.	208-240V	480-640	6-15P
36462	Drop-In Round Well	Infinite Control	7-1/4 qt.	120V	720	5-15P
36463	Drop-In Round Well	Infinite Control	7-1/4 qt.	208-240V	720-960	6-15P
36464	Drop-In Round Well	Infinite Control	11 qt.	120V	720	5-15P
36465	Drop-In Round Well	Infinite Control	11 qt.	208-240V	720-960	6-15P
3646010	Drop-In Round Well	Thermostatic Control	4-1/8 qt.	120V	480	5-15P
3646110	Drop-In Round Well	Thermostatic Control	4-1/8 qt.	208-240V	480-640	6-15P
3646210	Drop-In Round Well	Thermostatic Control	7-1/4 qt.	120V	720	5-15P
3646310	Drop-In Round Well	Thermostatic Control	7-1/4 qt.	208-240V	720-960	6-15P
3646410	Drop-In Round Well	Thermostatic Control	11 qt.	120V	720	5-15P
3646510	Drop-In Round Well	Thermostatic Control	11 qt.	208-240V	720-960	6-15P

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. Please read carefully.

### WARNING

Warning is used to indicate the presence of a hazard that *can* cause severe personal injury, death, or substantial property damage if the warning is ignored.

### CAUTION

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

### NOTE

Note is used to notify people of installation, operation, or maintenance information that is important but not hazard-related.

### For Your Safety!

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.
- Have the equipment installed by qualified personnel.
- Do not use an extension cord with this equipment. Do not plug this equipment into a power strip or multi-outlet power cord.
- Do not operate without water.
- Do not spray controls or outside of equipment with liquids or cleaning agents.
- Do not clean the equipment with steel wool.
- 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.

## FUNCTION AND PURPOSE

This unit is intended to hold containers of hot food at the proper serving temperature. This unit is not designed or intended to cook raw food or reheat prepared food.

Before using this equipment it must be cleaned and dried thoroughly.

This equipment is not intended for household, industrial or laboratory use.

## 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.

Have the unit installed only by qualified service personnel. The cutout opening in counter must be in accordance with the chart below. All openings must be within 1/8" of the stated dimension. Use the watertight gasket provided to seal between counter and unit to prevent water from leaking into control areas.

Model/Size	Cut-out Opening
4-1/8 Quart	8-1/4" Diameter
7-1/2 Quart	10-9/16" Diameter
11 Quart	12-1/4" Diameter
Control Box	5-7/8" x 12-1/4"

### NOTE

All cutout openings must be within 1/8" of listed opening sizes.

3. Place the watertight gasket over the cut-out and center the well.
4. Tighten the thumbscrews slowly and in an alternating pattern to evenly compress the gasket. The gasket should create a 1/8" (3 mm) gap between the well and the mounting surface.
5. Plug the equipment into a properly grounded electrical supply matching the nameplate rating. Damage to the equipment can occur if incorrect power is supplied to equipment.

## FEATURES AND CONTROLS





Figure 1. Features and Controls.

- A** **DRAIN VALVE.** Used to empty water from the well(s).
- B** **TEMPERATURE CONTROL dial.** 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. On models with no On/Off switch, the "0" position is off.
- C** **PILOT light.** Illuminates when the well is in the heating mode.
- D** **ON/OFF SWITCH (some models).** Switches the equipment power ON or OFF.



**OPERATION**

	<b>WARNING</b>
	<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. Do not damaged power cord.
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.	

	<b>WARNING</b>
	<b>Burn Hazard.</b> Do not touch hot food, liquid or heating surfaces while equipment is heating or operating.
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.	

1. Check the drain valve (A) to verify it is in the CLOSED position to prevent water from draining out. The valve is in the CLOSED position when the handle of the valve forms a "T" with the body of the valve.
2. Fill the well to the correct level marks with clean fresh water. The correct level is about 1" (2.5 cm) from the bottom. Always maintain water in the well. Do not over fill. Allowing the well to run dry during operation may reduce the service life of the equipment.
3. Preheat the water in the wells by covering wells with empty food containers or covers. Turn the unit on by setting the heat control (B) to the maximum heat setting or, turn the on/off switch (D) to the ON position and turning the temperature control (B) to the maximum setting. Preheat for 45 minutes.
4. Place container of hot food product, above 140 °F (60 °C), into preheated equipment.
5. Reduce heat setting to a level that will maintain a safe holding temperature and maintain food quality. See food safety precautionary note.

**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.**

**During operation:**


6. 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.

**When finished using the equipment:**

7. Turn the heat control (B) to the "0" setting, turn the power switch (D, some models) to the OFF position and unplug unit. When removing hot food containers from unit use gloves, mitts or pot holders to protect hands.
8. Allow the unit and water to cool completely before cleaning.

**CLEANING**


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

	<b>WARNING</b>
	<b>Burn Hazard.</b> Do not touch hot food, liquid or heating surfaces while equipment is heating or operating.
Hot surfaces, steam and food can burn skin. Allow the hot surfaces to cool before handling. Do not drop or spill water into the cooking surface as it can spray or splatter.	

**NOTE:**

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

1. Turn the heat control (B) to the "0" setting, turn the power switch (D, some models) to the OFF position and unplug unit. When removing hot food containers from unit use gloves, mitts or pot holders to protect hands.
2. When removing hot food containers from unit use gloves, mitts or pot holders to protect hands.
3. Allow the unit and water to cool completely before.

	<b>WARNING</b>
	<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. Do not damaged power cord.
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.	

4. Open the drain valve and drain the water. The valve is in the OPEN position when the handle of the valve is aligned with the body of the valve.
5. Using a damp cloth, sponge dipped in soapy water to clean the inside of the well and the outside of the equipment.
6. Close the drain valve. Rotate the valve to the CLOSED position, when the handle of the valve forms a "T" with the body of the valve.

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## TROUBLESHOOTING CHART

Problem	It might be caused by	Course of Action
Unit does not get to correct temperature or to a high temperature.	Low or incorrect voltage to unit.	Verify that voltage rating in unit matches the source voltage. If not have qualified electrical personal install proper source voltage.
	No water or incorrect water level.	Add water to 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 equipment or replace a damaged power cord yourself. Do not send equipment directly to the Vollrath Company. Please contact the qualified professional repair service listed below.

**VOLLRATH Technical Service • 1-800-628-0832**





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

The Vollrath Company LLC warrants the products it manufactures and distributes against defects in materials and workmanship for a period of one year, except as specifically provided below. The warranty runs 12 months from the date of original installation. (End user receipt)

1. Refrigeration compressors – The warranty period is 5 years.
2. Replacement parts – The warranty period is 90 days.
3. Fry pans and coated cookware – The warranty period is 90 days
4. EverTite™ Riveting System – The warranty covers loose rivets only, forever.
5. Cayenne® Heat Strips – The warranty period is 1 year plus an additional 1 year period on heating element parts only.
6. Ultra and Professional Induction Ranges – The warranty period is 2 years.
7. Mirage and Commercial Induction ranges - The warranty period is 1 year.
8. ServeWell® Induction Workstations – The warranty period is one year on the workstation table and 2 years on induction hobs.
9. Slicers – The warranty period is 10 years on gears and 5 years on belts.
10. Mixers – The warranty period is 2 years.
11. Extended warranties are available at the time of sale.
12. Boxer Mixers – 1 Year exchange Warranty.
13. Vollrath – Redco products – The warranty period is 2 years.
14. Optio / Arkadia product lines – The warranty period is 90 days.
15. All non-stick products (i.e. fry pans and surfaces) are 90 days for the non stick surfaces.

All products in the Jacob's Pride® collection, including the following, have a lifetime warranty:

- NSF Certified One-Piece Dishes
- NSF Certified Spoodle® Utensils
- NSF Certified Heavy-Duty Spoons with Ergonomic Handle
- NSF Certified Heavy-Duty Basting Spoons
- Heavy duty Turners with Ergonomic handle
- One-Piece Tongs\*
- Heavy-Duty One-Piece Ladles\*
- Nylon Handle Whips
- One-Piece Skimmers
- Tribute®, Intrigue®, and Classic Select® Cookware\*

\*Jacob's Pride® warranty does not cover Kool-Touch®, non stick coatings and silicone handles.

**Items sold having no warranty:**

- Meat Grinder Knives
- Light Bulbs in Convection Ovens and Hot Food Merchandiser
- Oven Door Seals
- Oven Door Glass
- Hot Food Merchandisers / Display Case Glass
- Calibration and set up of gas equipment
- Slicer / Dicer blades (table top food prep) – Redco and Vollrath

**THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE**

As The Vollrath Company LLC's only responsibility and the purchaser's only remedy, for any breach of warranty, The Vollrath Company LLC will repair or, at its option, replace the defective product or part without charge, except as otherwise provided below:

- For refrigeration compressors and the second year of the warranty on Cayenne® Heat Strips and mixers, The Vollrath Company LLC will provide the repaired or replacement part only; and the buyer will be responsible for all labor charges incurred in performing the repair or replacement.
- To obtain warranty service, the buyer will be responsible to return to The Vollrath Company LLC any product (other than gas equipment that is permanently installed) weighing less than 110 lbs. or located outside of a 50-mile radius of a certified technician designated by The Vollrath Company LLC to perform warranty repairs. If a Vollrath Technician cannot be contacted check the website for service contact points. (Please refer to the Product Catalogue for weights and sizes of product)
- No remedy will be available for products that have been damaged by accident, carelessness, improper installation, lack of proper setup or supervision when required, neglect, improper use, installation or operation contrary to installation and operating instructions or other causes not arising out of defects in materials or workmanship. At the buyer's request, The Vollrath Company LLC will repair and or replace such products at a reasonable cost.
- No remedy will be available for slicers where blade has not been sharpened (Refer to owner's manual for sharpening instructions)
- No remedy will be available for mixers damaged by changing gears while unit is running or overloading, in either case as determined by a Vollrath Certified Technician
- Warranty work must be authorized in advance by The Vollrath Company LLC. See the operating and safety instructions for each product for detailed warranty claim procedures.
- No remedy will be available for product returned and found to be acceptable to the product specification.
- No remedy will be available under any warranty not registered as required below.

**LIMITATION OF LIABILITY:**

**THE VOLLRATH COMPANY LLC SHALL HAVE NO LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, WHETHER BASED UPON NEGLIGENCE OR OTHER TORT, BREACH OF WARRANTY, OR ANY OTHER THEORY.**



## WARRANTY PROCEDURE

On all warranty calls, the following process and information is required:

- All warranty claims will start with a call to Vollrath Technical Service support line.(800-354-1970).
- A technical support professional will work to diagnose the issues, and provide the details for the service solution.
- Name and phone number of person calling
- Business name, street address, city, state and zip
- Model and serial number
- Date of purchase and proof of purchase (Receipt)
- Name of dealer where unit was purchased

NOTE: Vollrath will not accept products sent without the proper procedure being followed.

**Important:**

TO MAKE A CLAIM FOR ANY REMEDY UNDER THIS WARRANTY, YOU MUST REGISTER YOUR WARRANTY.

## REGISTER TODAY

ONLINE: Register your warranty on-line now at [www.Vollrathco.com](http://www.Vollrathco.com)

NO WEB ACCESS: If you do not have access to the web, kindly register by completing the warranty registration form and faxing it to The Vollrath Co. LLC office in the country of purchase.

<b>WARRANTY REGISTRATION</b>			
BUSINESS NAME			
KEY CONTACT NAME		EMAIL	
STREET ADDRESS			
CITY	STATE	ZIP CODE	
COUNTRY	PHONE	FAX	
MODEL		ITEM NUMBER	
SERIAL NUMBER	<input type="text"/>	-	<input type="text"/>
OPERATION TYPE			
<input type="checkbox"/> Limited Service Restaurant	<input type="checkbox"/> Full Service Restaurant	<input type="checkbox"/> Bars and Taverns	<input type="checkbox"/> Supermarket
<input type="checkbox"/> Convenience Store	<input type="checkbox"/> Recreation	<input type="checkbox"/> Hotel/Lodging	<input type="checkbox"/> Airlines
<input type="checkbox"/> Business/Industry	<input type="checkbox"/> Primary/Secondary School	<input type="checkbox"/> Colleges/University	<input type="checkbox"/> Hospitals
<input type="checkbox"/> Long-Term Care	<input type="checkbox"/> Senior Living	<input type="checkbox"/> Military	<input type="checkbox"/> Corrections
REASON FOR SELECTING OUR PRODUCT			
<input type="checkbox"/> Appearance	<input type="checkbox"/> Full Service Restaurant	<input type="checkbox"/> Availability	<input type="checkbox"/> Sellers Recommendation
<input type="checkbox"/> Ease of Operation	<input type="checkbox"/> Versatility of Use	<input type="checkbox"/> Price	<input type="checkbox"/> Brand
WOULD YOU LIKE TO RECEIVE OUR FULL-LINE CATALOG AND REMAIN ON OUR MAILING LIST?			<input type="checkbox"/> Yes <input type="checkbox"/> No

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

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