



# OPERATOR'S MANUAL

## SERVUE™ TOUCHLESS REFRIGERATED SLIDE-IN

Thank you for purchasing this Vollrath® product! Save this manual for reference and the packaging in case shipping is needed.

### SAFETY PRECAUTIONS

To help ensure safe use, please read and fully understand this manual and all safety messages before operation!

**! WARNING** indicates a hazardous situation which, if not avoided, could result in death or serious injury.

**! CAUTION** indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.

**NOTICE:** addresses practices not related to physical injury.

### **! WARNING**

- Failure to disconnect unit from electrical supply before any servicing could result in death, serious injury, or damage.
- Do not block vents.
- This unit should be located on a flat, level, indoor surface to avoid potential tipping or rolling.
- Plug directly into a 120V standard, grounded electrical outlet; do not use extension cords or power strips.
- To avoid electrical shock, do not immerse the cord or plug in water and do not spray or pour liquid onto the unit. Use only a damp cloth to clean unit and cabinet and remove canister assemblies before washing.
- Never climb or pull on the unit.
- Operate only when undamaged and fully functional.
- Unit must be installed in a cabinet base before use.



Shown installed in example cabinet base (sold separately).

### DESCRIPTION AND FEATURES

SerVue™ Touchless Refrigerated Slide-In by Vollrath® replaces open salad bars in the footprint of a 4-well drop-in.

- Touchless dispensing reduces germs.
- LED lighting and ingredient visibility attracts customers.
- 8 Interchangeable canisters are included—3 large and 5 small—allow for a variety of ingredient configurations.
- Two sets of sensors allow one person to dispense at canisters 1–4, while another is served by canisters 5–8.
- Self-contained refrigeration reduces ingredient transfer and eliminates drains.
- Simple, concealed controls enhance seamless operation.

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## ACCESSORIES

Model	Running Amps	Voltage	
FC-4TD-28120-C	5.3	120	
Accessory	Description	Accessory	Description
2210690	Canister Cover—LG Canister	2210691	Canister Cover—SM Canister
2210739	Agitation Rod—LG Canister	2210738	Agitation Rod—SM Canister
2210701	Serving Canister—LG, 306 fl. oz.	2210702	Serving Canister—SM, 172 fl. oz.
2210706	Dispensing Wheel—LG 6-Paddle	2210707	Dispensing Wheel—SM 6-Paddle
2210647	Wheel Shaft—LG Canister	2210708	Dispensing Wheel—SM 10-Paddle
2210641	Funnel Assembly—LG Canister	2210645	Wheel Shaft—SM Canister
2210785	Funnel Adapter—LG Canister	2210643	Funnel Assembly—SM Canister
2210786	Funnel Adapter—SM Canister	2210792	SM Canister Assembly, 6-Paddle
2210791	LG Canister Assembly	2210793	SM Canister Assembly, 10-Paddle

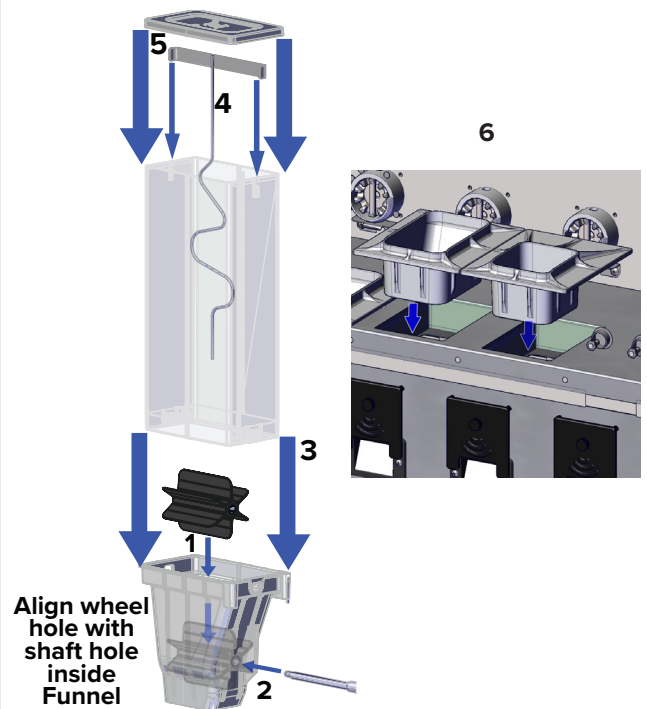
## LOCATION, CLEARANCE & SPECIFICATIONS

- Unit is for indoor use only.
- Locate unit away from heat-producing equipment.
- Side clearance can be zero; back clearance must be at least 3" (7.6 cm).
- Ambient temperature range should be 70–86 °F (21–30 °C).
- A minimum of 80 in<sup>2</sup> must be provided for fresh-air intake.

## PREPARE FOR FIRST USE

- Wipe unit and cabinet with a damp cloth.
- Plug the machine into a 15amp, 120V grounded outlet.
- Unpack canisters and remove shipping material.
- Wash and sanitize parts.
 




**NOTICE: Follow state and local codes for cleaning and sanitizing. Washing and sanitizing plastic/rubber canister components in a dishwasher may reduce their lifespan. Hand-washing/sanitizing is recommended.**
- Assemble Canisters with Sanitized or Gloved Hands.
  - Choose a wheel based on ingredient and canister size (see **Food Prep and Dispensing**) and insert in the funnel.
  - Insert Wheel Shaft through Funnel and Dispensing Wheel; align flat part of shaft with flat side of wheel hole.
  - Ensure canister and funnel are dry; snap them together.
  - Slide Agitation Rod crossbar into the slots at canister top.
  - If canisters will not be used immediately, snap covers on completely dry canisters for storage.
  - Place funnel adapters that match canister sizes into unit.
  - Prep and chill food per **Food Prep and Dispensing**.



### **WARNING—Electrical Shock Hazard**

Do not spray liquids or foams onto the unit; doing so could cause an electrical shock or short circuit.

## FOOD PREP AND DISPENSING

Ingredient	What Type Works Best	Canister/Wheel Selection & Dispensing Tips
Spinach, Lettuce & Greens (8 heads lettuce or 4 lbs spinach max.)	<ul style="list-style-type: none"> <li>Baby Spinach, rough chopped—few or small stems</li> <li>Iceberg or romaine—1" pre-cut hand or processor-chopped</li> <li>Greens that aren't too jagged</li> </ul>	<ul style="list-style-type: none"> <li>Lg 6-paddle wheel</li> <li>Vollrath® Lettuce King® IV</li> <li>Wash ingredient and spin to remove moisture</li> <li>Use hand/cutter chopped vs. pre-cut bagged</li> </ul>
Tomatoes & Cucumbers (8 lg cucumbers 18 md tomatoes, 32 roma max.)	<ul style="list-style-type: none"> <li>Roma or varieties with less juice</li> <li>3/8" Diced</li> <li>Sliced cucumbers</li> <li>Whole grape tomatoes</li> </ul>	<ul style="list-style-type: none"> <li>Sm 10-paddle wheel, 6-paddle for grape tomatoes and sliced cucumbers</li> <li>Drain diced ingredients for at least five minutes</li> <li>Whole cherry or tomatoes will not dispense</li> <li>InstaCut® with 3/8" slicing, then dicing</li> </ul>
Onions (10 lg max.)	<ul style="list-style-type: none"> <li>Yellow or red, 3/8" diced or sliced</li> </ul>	<ul style="list-style-type: none"> <li>Sm 10-paddle wheel, 6-paddle for sliced</li> <li>3/8" Vollrath® Onion King™ or InstaCut® (dicing)</li> </ul>
Broccoli & Cauliflower (2.5 lbs max.)	<ul style="list-style-type: none"> <li>Mini trees small enough to fit in the paddle wheel slot (max. 1/2" long) or 3/8" diced</li> </ul>	<ul style="list-style-type: none"> <li>Sm 6-paddle wheel</li> <li>Cut by hand for best results</li> </ul>
Carrots (5 lbs max.)	<ul style="list-style-type: none"> <li>Shredded or 3/8" diced</li> </ul>	<ul style="list-style-type: none"> <li>Sm 6-paddle wheel</li> <li>Purchase pre-shredded or pre-diced or use InstaCut® with halved carrots and 3/8" slicing blade followed by the 3/8" dicing blade</li> </ul>
Peas & Beans (4 lbs peas & 7 lbs beans max.)	<ul style="list-style-type: none"> <li>Green peas, frozen</li> <li>Black or garbanzo, canned</li> </ul>	<ul style="list-style-type: none"> <li>Sm 6-paddle garbanzo, 10-paddle/peas &amp; black</li> <li>Drain and rinse beans thoroughly; cover and allow to drain overnight in refrigerator</li> <li>Thaw peas just before filling</li> </ul>
Nuts & Seeds (5 lbs max.)	<ul style="list-style-type: none"> <li>Regular or sugar-glazed whole or (sm) chopped pecans or walnuts or whole almonds or cashews</li> <li>No-shell, whole sunflower seeds</li> </ul>	<ul style="list-style-type: none"> <li>Sm 10-paddle</li> <li>If nuts/seeds have excessive dust, sift in colander</li> </ul>
Dried Fruit (6 lbs max.)	<ul style="list-style-type: none"> <li>Use bagged (rather than boxed) golden or regular raisins or cranberries/Craisins® only</li> </ul>	<ul style="list-style-type: none"> <li>Sm 6-paddle</li> </ul>
Cheese (5 lbs max.)	<ul style="list-style-type: none"> <li>Fine shredded with cellulose</li> <li>Low-moisture, 1/4" cubes (use only prepackaged with cellulose)</li> </ul>	<ul style="list-style-type: none"> <li>Sm 6-paddle wheel</li> <li>1/2" will dispense if cut in half</li> <li>Store cheese in freezer; defrost before use</li> </ul>
Meat (3 lbs max.)	<ul style="list-style-type: none"> <li>Chicken or turkey, 3/8" diced</li> </ul>	<ul style="list-style-type: none"> <li>Sm 6-paddle wheel</li> </ul>
Lg 6-Wheel:  Spinach & Lettuce  	Sm 6-Wheel:  Broccoli & Cauliflower Sliced Cukes or Onion Whole Grape Tomatoes Garbanzo Beans Carrots, Cheese Chicken, Turkey  	Sm 10-Wheel:  Diced Tomatoes Diced Cucumbers Diced Onions Peas & Beans Raisins/Craisins Nuts  

### NOTE: For optimal dispensing —

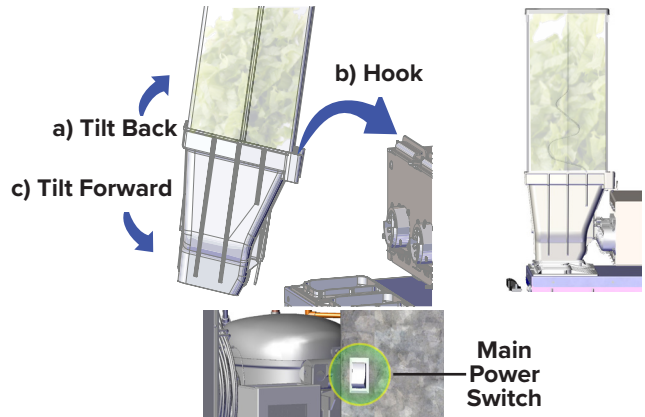
- Fill on both sides of agitation rod and **ensure cover is snapped on to secure rod.**
- Do not pack/overfill canisters; separate clumped ingredients (eg. onion or cheese) by gently shaking before filling.
- Remove as much moisture as possible with a salad spinner or colander and/or by patting dry before filling.
- If using a frozen ingredient, thaw in fridge before filling.

## OPERATION

1. Ensure machine is located in a level place and plug it in.
2. Plan ingredients, canisters, and wheels for each position.
3. Open cabinet door to access the Main Ingredient Screen.
4. Touch an ingredient name to select your ingredient.
5. Touch **Portion Size** to choose **Very Small, Small, Medium, Large, Very Large** or **Disable** if not using.
6. Reset count if desired (auto resets if unit is unplugged).
7. Fill sanitized, assembled canisters with planned, pre-chilled ingredients prepared as noted in Food Prep and Dispensing. Snap sanitized covers onto canisters.
8. Open glass doors and place canisters.
  - a. Tilt canisters back about 15°.
  - b. Hook canister bracket onto unit at planned position.
  - c. Tilt forward until you hear a click.
  - d. Close refrigeration cabinet doors.
9. Switch Main Power **On**. Unit is ready to dispense!
10. During operation, periodically check the thermometer to ensure the temperature is 33-41 °F (.6-5 °C)
 

**NOTICE: Main Power begins refrigeration; food-safe temperature is reached in about 20 minutes. Only control and lights turn on when unit is plugged in.**

Bin	Ingredient	Portion Size	Count
1	Iceberg	Medium	0
2	4. Romaine Mix	5. Medium	6. 0
3	Boiled Egg - Chopped	Medium	0
4	Cheese - Cubed	Medium	0
5	Chicken - Diced	Medium	0
6	Carrots - Diced	Medium	0
7	Red Onion - Diced	Medium	0
8	Tomatoes - Diced	Medium	0



## TROUBLESHOOTING—MACHINE

Problem	Potential Cause	Action(s)
Unit will not operate.	There is no power.	<ul style="list-style-type: none"> <li>• Ensure unit is plugged in and Main Power is on.</li> <li>• Check cord for damage and circuit breaker.</li> </ul>
Door Open msg. displays.	Left or right door is open.	<ul style="list-style-type: none"> <li>• Contact Vollrath® Technical Services.</li> <li>• Close refrigeration cabinet doors.</li> </ul>
Refrigerated cabinet is not cool enough.	Ventilation is inadequate.  There is a refrigeration problem.	<ul style="list-style-type: none"> <li>• Ensure intake and output vents are clean/clear.</li> <li>• Check for at least 3" (7.6 cm) back clearance and 80 in<sup>2</sup> of fresh-air intake.</li> <li>• Ensure ambient temperature is &lt;86 °F; cool the room if necessary.</li> <li>• Contact Vollrath Technical Services.</li> </ul>
Screen does not work.	Cords might be loose.	<ul style="list-style-type: none"> <li>• Unplug unit; check connections; plug back in.</li> </ul>

## TROUBLESHOOTING—DISPENSING


Problem	Potential Cause	Action(s)
Ingredient will not dispense.	<ul style="list-style-type: none"> <li>• Canister has too much moisture.</li> <li>• Food was not properly prepared.</li> <li>• Ingredient is packed or clumped.</li> <li>• Bowl is not triggering the sensor.</li> <li>• Clean mode is on.</li> <li>• Shaft and wheel do not match.</li> </ul>	<ul style="list-style-type: none"> <li>• Empty into a sanitized colander/spinner; drain or spin out moisture—dry the canister and refill.</li> <li>• Refer to food prep instructions.</li> <li>• Use a sanitized, long-handled wooden or plastic utensil to gently loosen the ingredient.</li> <li>• Try a solid color bowl.</li> <li>• Touch "Close" if Clean Mode window is open.</li> <li>• Ensure you are using the correct Wheel Shaft with the matching Dispensing Wheel.</li> </ul>
Too much or too little is dispensed.	<ul style="list-style-type: none"> <li>• Portion size needs adjusting.</li> </ul>	<ul style="list-style-type: none"> <li>• Press <b>Portion Size</b> on the Home Screen to select a different option.</li> <li>• Change paddle wheel to match ingredient.</li> <li>• Change Sensor Settings if above did not work.</li> </ul>

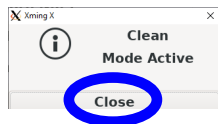
# CLEANING

## Frequency

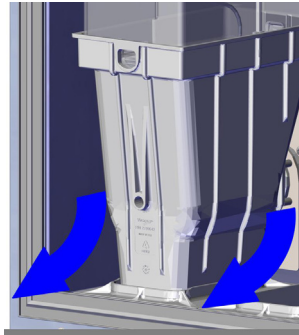
## Procedure

### Daily

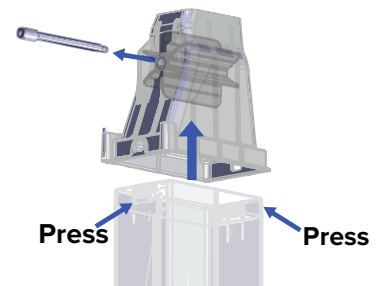
1. On the Home Screen, press Clean  so ingredients do not dispense. (Ensure “Clean Mode Active” displays.)
2. Remove canister assemblies by pulling the funnel out while tilting the canister.
3. Flip canisters upside down with the lid on, pull the funnel off of the canister, remove Wheel Shaft, then ingredients.
4. Remove Wheel from Funnel and Funnel Adapters from unit—wash parts, then reassemble.
5. Clean spills—then wipe tray(s), counters, cabinet, and doors with a clean, damp cloth.
6. Refill canisters and place them back into the unit; Press **Close** on the screen to resume operation.



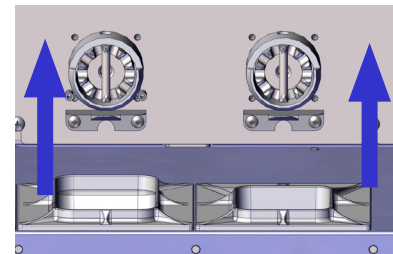
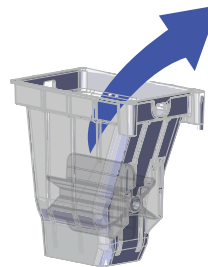
2 Pull out while tilting back about 15°.



3



4



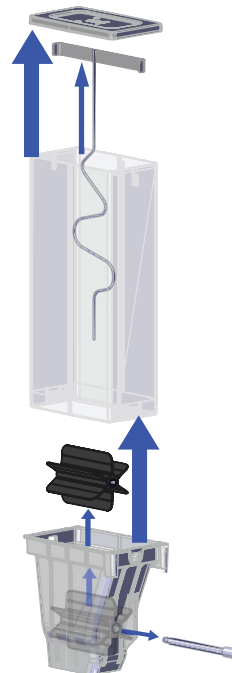
### CAUTION—FOOD ALLERGIES

Follow industry guidelines for cleaning, serving, and labeling in relation to food allergies and cross contamination.

### 72 Hours (or more often as needed)

1. Press Clean in the settings screen so ingredients don't dispense.
2. Empty ingredients and disassemble Canister Assemblies.
3. Hand wash, sanitize, and air dry.
4. Reassemble canister parts with sanitized/gloved hands. (Ensure flat part of the shaft aligns with flat side of the wheel hole.)
5. Press Close on the Clean Popup to resume operation.

**NOTICE: Always empty, disassemble, and clean canister assemblies and funnel adapters when ingredients are expired.**



### Long-Term Storage

- Ensure all ingredients are removed from the unit and canisters and follow daily and 72-hour guidelines above.
- Wipe down cabinet interior and ensure this area is completely dry before closing doors and storing.

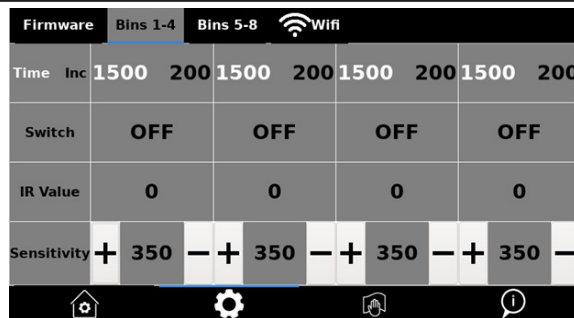
**NOTICE: Always follow state and local codes for cleaning, sanitizing, and food dispensing units and components.**

## SENSOR AND WIFI CONTROL SCREENS

### Change Sensor Settings

- Time\*—Current setting
- Inc\*—Step Size when changing portion on main page
- Switch\*—Displays if a Bin switch is ON or OFF
- IR Value\*—Sensor value 0-1204; if green, sensor is ON
- Sensitivity—Lower values give you a longer reaction range from the sensor to the bowl, with less precision. Based on container type or lighting, this might need to be adjusted in small increments by pressing **+** or **-**.

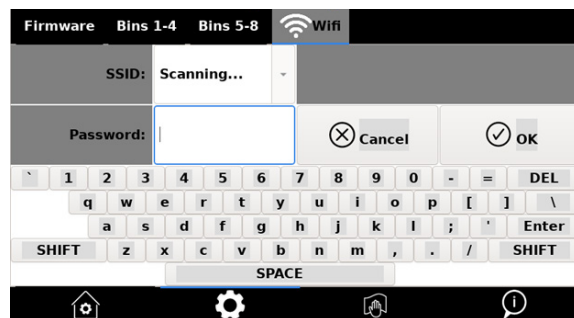
\*These settings are not adjustable.



### Enter Wifi Password (for updating firmware)

1. Select SSID from the drop down menu.
2. Enter you Wifi password.
3. Press OK.

**NOTICE: Unit cannot connect to hidden networks.**



## SERVICE AND REPAIR

Serviceable parts are available on [vollrathfoodservice.com](http://vollrathfoodservice.com).

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 Services for instructions.

When contacting Vollrath Technical Services, 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 products it manufactures or distributes against defects in materials and workmanship as specifically described in our full warranty statement. Model shown comes with a Vollrath® 12-month sale to End User OR 18-month sale to Dealer warranty against defects in materials and workmanship. Damage from improper use, abuse, modification, or 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 announcements, visit [vollrathfoodservice.com](http://vollrathfoodservice.com).



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