



Outperform every day.™

ENGLISH

Operator's Manual

CAYENNE® FULL SIZE HEAT 'N SERVE RETHERMALIZER



Item	Description	Voltage	Watts	Plug
72023	HS-Ultra full size Rethermalizer	120	1440 (12 Amps)	5-15P
72020	HS-1220 full size Rethermalizer	120	1000 (8.3 Amps)	5-15P
72630	HS-1220 full size Rethermalizer	230	1000 (4.3 Amps)	Schuko
72550	HS-1220 full size Rethermalizer	230	1000 (4.3 Amps)	UK

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.
- 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.
- Unplug equipment when not in use.
- 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 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.

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.
4. 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

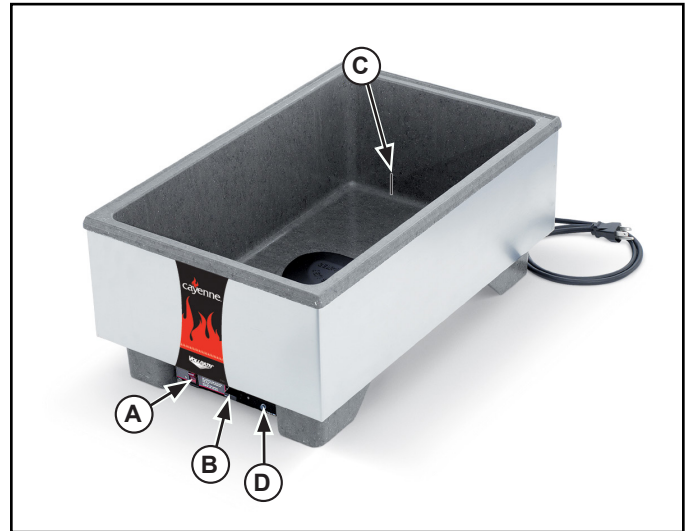


Figure 1. Features and Controls.

- (A) **ON/OFF SWITCH.** Switches the equipment power ON or OFF. A light illuminates when the equipment power is on.
- (B) **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.
- (C) **WATER LEVEL MARKS.** Indicates the correct water level.
- (D) **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.

OPERATION

	WARNING
	<p>Electrical Shock Hazard. 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.</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>	

	WARNING
	Burn Hazard. 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. Fill the well to the correct level marks (C) with clean fresh water. Correct level is about 1" (2.5 CM) or approximately 5.5 quarts (5.2 Lt.) of water. Do not over fill. See Figure 1.
2. Plug electrical power cord into a grounded outlet matching the nameplate rated voltage.

NOTE:

If using fractional size pans, adapter bars must be used to keep steam from escaping from between pans.

Rethermalizing refrigerated food that has been previously cooked:

1. Preheat the water in the wells by covering wells with empty food containers or covers, and then turning the unit ON and setting the heat control (B) to the maximum heat setting. Preheat for 15 minutes.
2. Place covered container(s) of chilled food product to be rethermalized into equipment. See food safety precautionary note.
3. During the rethermalization process, monitor food temperatures closely for food safety. The United States Public Health Service recommends that the entire food product reaches and maintains a minimum of 165°F (74°C) for at least 15 seconds to be properly rethermalized. In addition, rethermalized food must pass through the danger zone of 40°F (4° C) to 165°F (74°C) in less than 2 hours to prevent growth of organisms of public health concern. Do not add cold food for rethermalizing while holding hot food.

NOTE:

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

4. 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 containers or covers, and then turning the unit ON and setting the heat control (B) to the maximum heat setting. Preheat for 15 minutes.
2. Place container 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.

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:

4. 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. Some models are equipped with a low water indicator light (D) that illuminates when the water level is low.

When finished using the equipment:

5. Turn the heat control (B) to lowest setting, turn the power switch (A) to the OFF position and unplug unit. When removing hot food containers from unit use gloves, mitts or pot holders to protect hands.
6. Allow the unit and water to cool completely.

CLEANING

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

	WARNING
	Burn Hazard. 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. Unplug the equipment.
2. Allow the equipment to cool completely before cleaning.

	WARNING
	Electrical Shock Hazard. 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.	

NOTE:

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

3. When finished using the unit turn the heat control (A) to the lowest setting and unplug unit.
4. When removing hot food containers from unit use gloves, mitts or pot holders to protect hands.
5. Dispose of the water.
6. Using a damp cloth, sponge dipped in soapy water to clean the inside of the well and the outside of the equipment.

TROUBLESHOOTING CHART

Problem	It might be caused by	Course of Action
Low Water Light (some models) illuminates.	Low water in the well.	Add hot water to the well to bring to correct level.
	Pilot light malfunction.	Replace pilot light.
The ON/OFF light comes on, 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.
The equipment runs out of water in a short time.	Not using adapter bars with partial size or special shaped pans.	Use adapter bars.

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 LLC. Please contact Vollrath Technical Service from the list below.

Vollrath Technical Service • 1-800-628-0832 (USA) • 1-920-457-4851
• Email: 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 each of its products listed below against defects in materials and workmanship for the applicable period provided below. All other products manufactured or distributed by The Vollrath Company LLC are warranted against defects in materials and workmanship for a period of one year. In all cases, the warranty runs from the date of the end user's original purchase 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.

- Replacement parts – The warranty period is 90 days.

For complete warranty information, product registration and new product announcement, visit www.vollrath.com



www.vollrath.com

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