

# Operator's Manual

## CAYENNE® 1776 & 1777 COLONIAL KETTLE™ WARMERS AND RETHERMALIZERS



Item	Description	Voltage	Watts	Watts	Plug
72165	Model 1776-11, 11 Qt. Warmer, Black	120	700W	5.8	5-15P
72166	Model 1776-11, 11 Qt. Warmer, Burnt Copper	120	700W	5.8	5-15P
72170	Model 1776-7, 7 Qt. Warmer, Black	120	700W	5.8	5-15P
72171	Model 1776-7, 7 Qt. Warmer, Burnt Copper	120	700W	5.8	5-15P
72175	Model 1777-11, 11 Qt. Rethermalizer, Black	120	1000W	8.3	5-15P
72176	Model 1777-11, 11 Qt. Rethermalizer, Burnt Copper	120	1000W	8.3	5-15P
72180	Model 1777-7, 7 Qt. Rethermalizer, Black	120	1000W	8.3	5-15P
72181	Model 1777-7, 7 Qt. Rethermalizer, Burnt Copper	120	1000W	8.3	5-15P
72459	Model 1776-11, 11 Qt. Warmer, Black	230	600W	2.6	Schuko
72542	Model 1776-11, 11 Qt. Warmer, Burnt Copper	230	600W	2.6	UK
72511	Model 1776-7, 7 Qt. Warmer, Black	230	600W	2.6	Schuko
72462	Model 1777-11, 7 Qt. Warmer, Burnt Copper	230	900W	4.0	Schuko
70543	Model 1777-7, 11 Qt. Rethermalizer, Black	230	900W	4.0	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

The **1000W models** are intended and designed to rethermalize containers of refrigerated, previously cooked food and hold containers of hot food at safe serving temperatures. The **all models** are intended and designed to keep food product at proper serving temperatures. Food must be prepared and placed in **all models** at proper serving temperatures for hot food holding mode. These units are not designed to cook raw food.

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 HEAT CONTROL SWITCH.** Switches the equipment power ON or OFF and is 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. Rotating the control switch all the way in the counterclockwise direction switches the unit OFF.

## 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. 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>	

	<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. Fill the well to the correct level marks with clean fresh water. Correct level is about 1-1/2" (2.8 CM) or approximately 4 cups (1 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 well by covering well with empty food containers or covers, and then turning the unit ON and set the on/off heat control switch (A) to the maximum heat setting. Preheat for 15 minutes.
2. Place covered container 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 well by covering well with empty food containers or covers, and then turning the unit ON and setting the on/off heat control switch (A) 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 on/off heat control 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.

	<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.**

7. Turn the on/off heat control 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.
8. Allow the equipment to cool completely before cleaning.

	<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.	

**NOTE:**

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

9. Dispose of the water.
10. Using a damp cloth, sponge dipped in soapy water to clean the inside of the well and the outside of the equipment.

## TROUBLESHOOTING CHART

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Problem	It might be caused by	Course of Action
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.	Ring or pan not seated correctly.	Adjust the pan or ring to correct position.

## SERVICE AND REPAIR

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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. Refrigerated Display Cases (RDE) compressors the warranty is 3 years.
3. Replacement parts – The warranty period is 90 days.
4. Aluminum Fry pans are 90 days.
5. EverTite™ Riveting System – The warranty covers loose rivets only, lifetime to original purchaser.
6. Cayenne® Heat Strips – The warranty period is 1 year plus an additional 1 year period on heating element parts only.
7. Ultra, Ultra Fajita, Mirage® Pro and Professional Induction Ranges – The warranty period is 2 years.
8. Mirage®, Mirage® Cadet, Mirage® Fajita and Commercial Induction ranges - The warranty period is 1 year.
9. ServeWell® Induction Workstations – The warranty period is 1 year on the workstation table and 2 years on induction hobs.
10. Slicers – The warranty period is 10 years on gears and 5 years on belts.
11. Mixers – The warranty period is 2 yrs parts, 1 yr labor and belts are 5 years.
12. Vollrath – Redco products – The warranty period is 2 years.
13. Optio / Arkadia product lines – The warranty period is 90 days.
14. All non-stick products (i.e. fry pans and surfaces) are 90 days for the non stick surfaces.
15. All TRAEX® product warranty (with the exception of T-REX™) is 1 year.
16. T-REX™ product by TRAEX® is lifetime warranty.

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.

All Miramar® Cookware listed below has a lifetime warranty.

- Casseroles Pans
- Oval Pans
- Sauté Pans
- French Omelet Pans
- Brazier Pans
- Stir Fry Pans
- Stir Fry Server
- Sauce Pans
- Small / Large food Pans
- French Oven
- High/Low Dome Covers

Note: Miramar® warranty does not include Buffet, Table Top Service, Templates, Decorative pans, or soup inserts

### 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 equipment 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.

#### Items Not Covered Under Warranty:

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

#### 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



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

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