



Outperform every day.™

ENGLISH

# Operator's Manual

## SIGNATURE SERVER® SERVING EQUIPMENT

- Hot Food Stations
- Bain Marie Stations
- Refrigerated Cold Stations
- Non Refrigerated Cold Stations
- Frost Top Stations
- Entree Carts
- Hot/Cold Stations
- Milk Stations
- Beverage Stations
- Utility Stations
- Cashier Stations



Thank you for purchasing this Vollrath serving equipment. Before operating the unit, read and familiarize yourself with the following operating and safety instructions. SAVE THESE INSTRUCTIONS FOR FUTURE REFERENCE.

REGISTER YOUR PRODUCT ON-LINE AT [WWW.VOLLRATH.COM](http://WWW.VOLLRATH.COM)

## 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 *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 unit:

- Plug into grounded electrical outlets matching the nameplate rated voltage.
- Do not use an extension cord with this equipment. Do not plug this equipment into a power strip or multi-outlet power cord.
- Unit should only be used in a flat, level position.
- Unplug unit and let it cool before cleaning or moving.
- Do not spray controls or outside of unit with liquids or cleaning agents.
- Unplug when not in use.
- Keep unit and power cord away from open flames, electric burners or excessive heat.
- Do not operate unattended.
- Closely supervise units operating in public areas and/or around children.
- Do not use food pans deeper than 4" (10 cm).
- Do not operate if unit has been damaged or is malfunctioning in any way.
- Do not place any objects inside the air intake or exhaust panels.
- Do not place weight on controls.
- Do not operate hot well without water.

## FUNCTION AND PURPOSE

This unit is intended and designed to keep food at proper serving temperatures. Hot food stations are not intended or designed to cook raw food or to reheat prepared food. Cold food stations are not intended or designed to cool or chill food. Food must be prepared and placed in food stations at proper serving temperatures.

## UNPACKING THE EQUIPMENT AND INITIAL SETUP

Carefully remove crating or packaging materials from the unit. Dispose of all packaging, materials in an environmentally responsible manner.

Free the power cord from its secure shipping location. It is usually coiled inside the cabinet.

### NOTE:

When moving or transporting this unit use caution to not damage the electrical power cord.

### LIGHTING INFORMATION (SOME MODELS)

If lighting is used, it is recommended that plastic coated type lamps or equivalent are used to reduce the possibility of breakage.

## UNIT INSTALLATION

This unit is to be used on a flat, level surface. If this unit has controls and drains they need to be accessible at all times of operation. If the unit has a vent the vent needs to face an open area so that air can circulate.

### NOTE:

Do move the unit by pushing or pulling on the breath guard.

There must be a minimum of 24" (61 cm) of space between one side of solid surfaces and on two sides for heating units.

There must be a minimum of 24" (61 cm) of space between the vents and any solid surfaces for units with vents.

Sufficient airflow must be allowed around the unit. Blocking the airflow could cause the unit to overheat.

## OPERATION

### DRAIN VALVE AND ACCESS DOOR - ALL MODELS

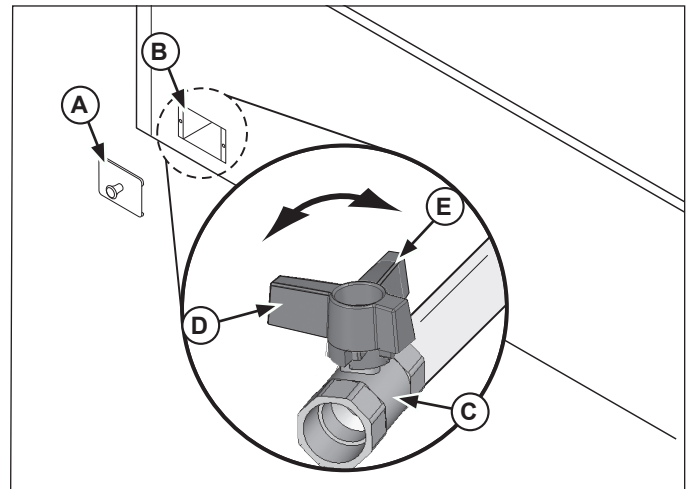


Figure 1. Drain Valve and Drain Valve Access Door

- (A) **DRAIN VALVE ACCESS DOOR.** Covers the drain opening.
- (B) **DRAIN VALVE OPENING.** Access opening for the drain valve.
- (C) **DRAIN VALVE.** Used to empty water from the well(s).
- (D) **DRAIN VALVE CLOSED** position. When the valve is in this position the drain is closed.
- (E) **DRAIN VALVE OPEN** position. When the valve is in this position the drain valve is open.

	<h2>WARNING</h2>
	<p><b>Burn Hazard.</b> Do not touch heating surfaces, liquid, or food while unit is heating or operating.</p>
<p>Hot food, steam and liquids can burn skin. Allow the hot liquid, spillage pans and trays to cool before handling. Use gloves, mitts or pot holders if it is necessary to handle hot pans.</p>	

	<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>

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.

### DIGITAL HOT STATION CONTROLS

(The discontinued Touch Panel Control is shown in the back of this manual.)

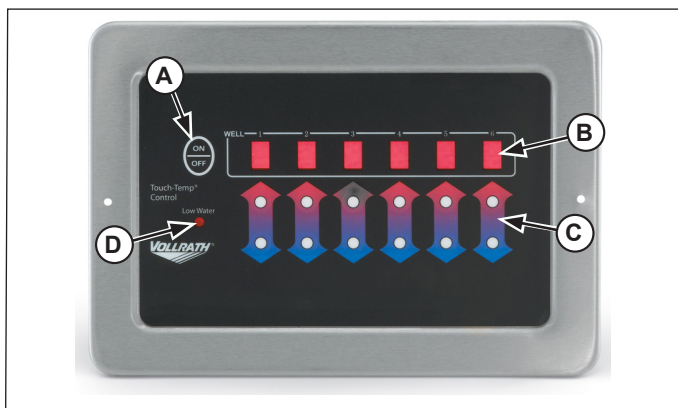


Figure 2. Digital Hot Station Controls

- (A) ON/OFF switch.** Press and hold the ON/Off switch for two (2) seconds to turn the unit On or OFF. The wells will be set to the previously used setting.
- (B) WELL SETTING DISPLAY.** Illuminates with the well heat setting.
- (C) HEAT SETTING SWITCHES.** Used to set or adjust the temperature of the well. Push and hold arrows for each well until the desired setting appears on the well setting display. The "0" position is off. The heat settings range between 0 and 9. 0 = Off --- 9 = High.
- (D) LOW WATER light.** Illuminates when the well needs water. If the light illuminates during operation, clean fresh water must be added to the well.

### DIAL CONTROL HOT STATION CONTROLS

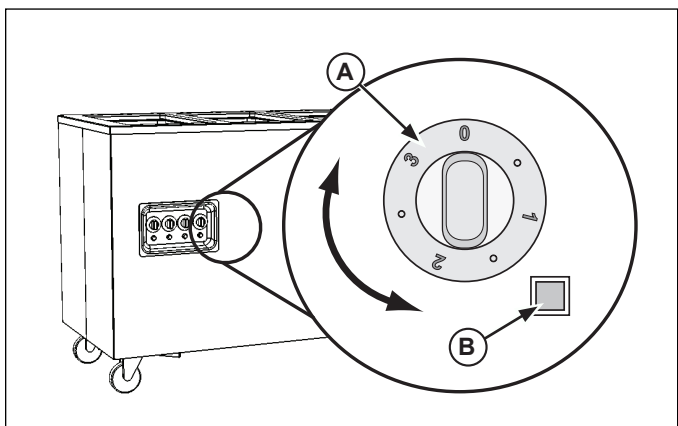


Figure 3. Manual Hot Station Controls

- (A) 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. The "0" position is off.
- (B) POWER light.** Illuminates when the well is in the heating mode.

### HOT STATION OPERATION

1. Open the valve access door (A) and check that the drain valve (C) is in the closed position (D). See Figure 1.
2. Fill each well with about 2 quarts (1.9 lt), until water level is approximately 3/8" (.95 cm) deep. Do not overfill. Always maintain water in well.
3. Plug electrical power cord into a grounded outlet matching the nameplate rated voltage.
4. Preheat the water in the wells by covering wells with empty food containers or covers. Turn the power switch (A) to the "ON" position and set the heat setting switch(es) (C) to the maximum setting. See Figure 2. Or, turn the temperature control (A) to the maximum heat setting. See Figure 3. Preheat for 45 minutes. The water will be boiling.
5. Remove empty food containers or covers. Place containers rated for hot food that contain hot food into the preheated wells. Do not use food pans deeper than 4" (10 cm).
6. Place covers on food containers. Leave covers on food containers unless serving food.
7. Set the heat setting switch(es) (C) to maintain proper hot holding temperature for food safety. Regularly check food temperature.

#### 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.**

8. When finished using the unit. Turn the heat setting switch(es) (C) to "0" setting, turn the power switch (A) to the "OFF" position and unplug. See Figure 2. Or, turn the temperature control (A) to the "0" setting and unplug. See Figure 3. When removing hot food containers from unit use gloves, mitts or pot holders to protect hands.
9. Allow the unit and water to cool completely.
10. Open access the drain valve access door (A). See Figure 1.
11. Place a suitable container directly under the drain valve (C). Turn the drain valve (C) to the open position (E) monitoring the flow of liquid going into the container. Use caution to avoid spills that may create a slippery condition. Turn drain valve (C) to the closed position (D) off before the container is full. Dispose of the drained water. This procedure may need to be repeated.
12. Turn drain valve (C) to the closed position (D) and close the drain valve access door (B).

REFRIGERATED WELLS AND FROST TOP CONTROLS AND OPERATION

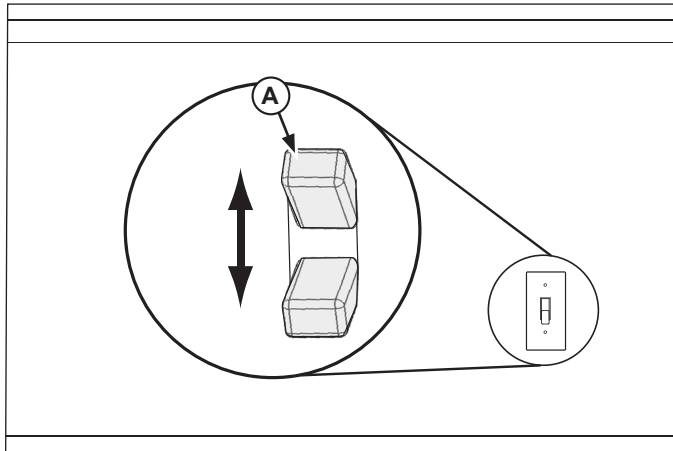


Figure 4. Refrigerated Well and Frost Top Control

- (A) ON/OFF switch.** Set switch to the up position for “ON”. Set switch to the down position for “OFF”. The switch will illuminate when in the “ON” position.
1. Open the valve access door (A) and check that the drain valve (C) is in the closed position (D). See Figure 1.
  2. Plug electrical power cord into a grounded outlet matching the nameplate rated voltage.
  3. Turn the ON/OFF switch (A) to the “ON” position. See Figure 4. This unit does not have an adjustable temperature setting. Allow the unit to run for approximately 30 minutes. For the best performance when using ice with this unit, allow unit to run for approximately 2 hours before adding ice. This will help the ice remain solid.
  4. Place containers of properly chilled food into the pre-chilled unit.
  5. Regularly check the food temperature.

**NOTE:**

Monitor food temperature closely for food safety. The United States Public Health Service recommends that cold food be held at a maximum of 41 °F (5 °C) to help prevent bacteria growth.

6. When finished using the unit. Turn the ON/OFF switch (A) to the “OFF” position and unplug. See Figure 4.
7. Open access the drain valve access door (A). See Figure 1.
8. Place a suitable container directly under the drain valve (C). Turn the drain valve (C) to the open position (E) monitoring the flow of liquid going into the container. Use caution to avoid spills that may create a slippery condition. Turn drain valve (C) to the closed position (D) off before the container is full. Dispose of the drained water. This procedure may need to be repeated.
9. Turn drain valve (C) to the closed position (D) and close the drain valve access door (B).

**CLEANING**

**ALL MODELS**

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

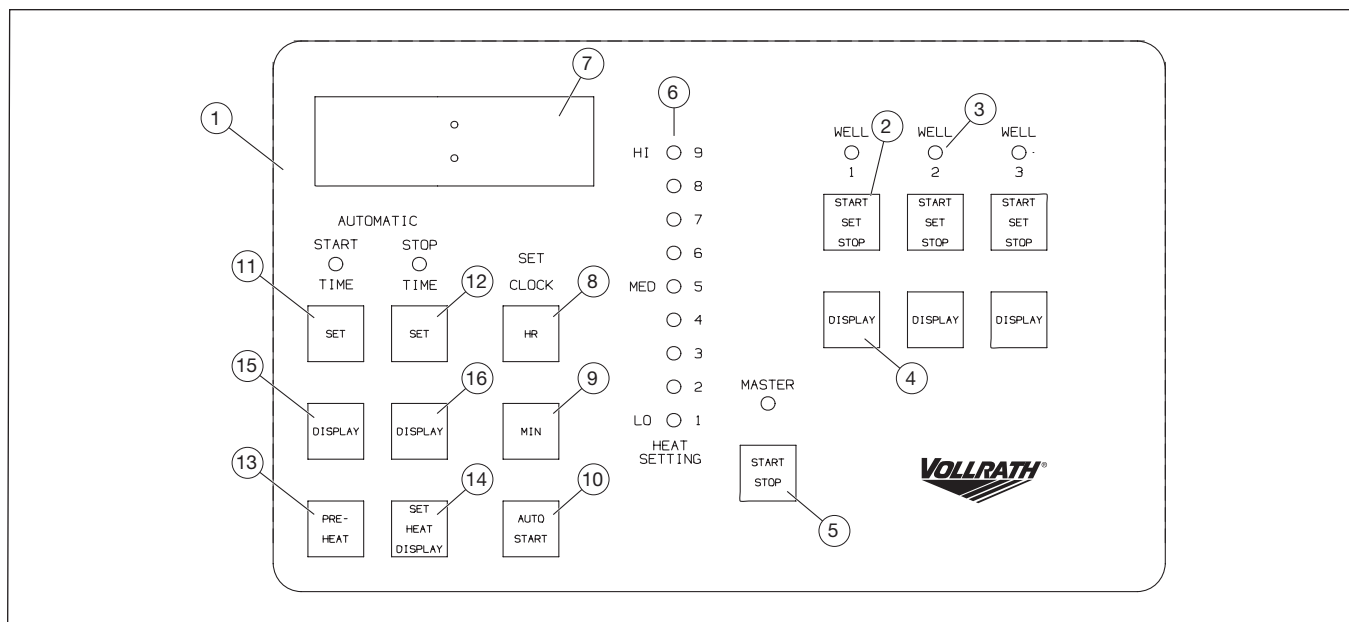
1. Turn off and unplug the unit.
2. Begin cleaning after hot well units have completely cooled or cold well units have been drained.
3. Wipe the unit exterior with a clean damp cloth.
4. Do not use abrasive materials, scratching cleansers or scouring pad to clean the unit. These can damage the finish.
5. Thoroughly wipe off any mild soap or chemical cleaners. Residue could corrode the surface of the unit.

**TROUBLESHOOTING**

Problem	It might be caused by	Course of Action
Switch does not light up when in the “ON” position.	Unit is not plugged in.	Plug unit in.
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.

## DISCONTINUED TOUCH PANEL CONTROL FEATURES AND FUNCTION

The discontinued touch panel control features and function are described below.



**Figure 5. Discontinued Touch Panel Control**

1. Electronic control panel.
2. Individual well Start/Stop switch. Push and hold to turn individual well on and set heat level. Push again to turn well off.
3. Well indicator light. Lights when well is activated.
4. Well temperature display switch. Push and hold to display heat setting selected for each individual well.
5. Master Start/Stop switch. Push to turn off all the wells at one time. Green light indicates that the master switch may be used to reactivate all the wells at the previous setting.
6. Heat setting display. Red lights indicate setting selected.
7. Clock. Used for time of day setting and Start/Stop programming.
8. Hour Set.
9. Minute Set.
10. Automatic Programming Start switch. Push to activate auto Start/Stop Program. Clock must be set and operating to use this function.
11. Auto Start set switch.
12. Auto Stop set switch.
13. Preheat switch. Sets automatic 45 minute preheat when in automatic mode. When used outside of automatic mode, pressing the automatic preheat switch will give a 45 minute preheat at the high setting and then revert to the selected temperature. Press for one second to engage.
14. Automatic heat switch. Used to set well heat setting when using auto mode.
15. Auto start time display. Push to display start time preset.
16. Auto stop time display. Push to display stop time preset.

### Control Panel Operation (Refer to Touch Panel control diagram)

#### Start/Set Wells:

1. Push (2) and hold until desired heat setting (6) is displayed. (3) lights to indicate well is on.
2. Push (4) to display heat setting for well.
3. Repeat for remaining wells.

#### Stop/Turn off Wells:

1. Push (2) to turn off well. (3) turns off to indicate well is off

OR

2. Push (5) to turn off all wells at once. This option allows you to reactivate all of the wells at the previous setting by pressing (5).

#### Preheat Function:

1. Push (13) either before or after setting individual well. The unit will operate on HIGH for 45 minutes and then revert to the previously selected setting. If (4) is pushed while in pre-heat mode, (6) will display the HIGH indicator light #9 and the light for the level previously selected.
2. Push (13) a second time to remove the unit from preheat mode.

#### Set Clock:

**NOTE: the clock does not need to be set for normal operation.**

1. Push (8) to set hour. PM is indicated by a light in the upper right hand corner of the window.
2. Push (9) to set minute.

#### Set Wells for Auto Mode:

**NOTE: This can only be used with the auto START/STOP program.**

1. Push (14) SET/HEAT/DISPLAY switch. "A" will appear in the left half of the display window (7).
2. Push (2) INDIVIDUAL WELL SET/HEAT/DISPLAY switch for wells that are to be activated at the start time. Hold until desired setting is reached.
3. Push (14) to program desired well settings.

**Temperatures may be reset by repeating this procedure. Automatic heat settings may be set while unit is operating. Once entered, heat settings remain until changed or the power is interrupted.**

### Set Preheat in Auto Mode:

1. Push (14) SET/HEAT/DISPLAY switch. "A" will appear in the left half of display window (7).
2. Push (13) PREHEAT. "P" will appear in the right half of display (7)
3. Repeat procedures to remove from preheat mode.

### Check Auto Mode Heat Settings:

1. Push (14) SET/HEAT/DISPLAY switch. "A" will appear in the left half of display window (7).
2. A green light (3) will come on above each well that has been preset.
3. Push (4) below each well to view programmed setting.
4. If PREHEAT has been selected, the HEAT DISPLAY SETTING (6) will light #9 and programmed setting.
5. Push (14) and unit will return to AUTO mode

### Program Auto Start Time:

**NOTE: Clock function must be set to use this feature.**

1. Push (11) AUTO SET button to clear display (7). 00:00 will appear in the display window.
2. Push (8) to set desired hour.
3. Push (9) to set minute. The display will advance in 5-minute increments.
4. Push (10) AUTO START button. The time of day will appear in the display window. The green start time indicator light will flash to indicate start time has been programmed. The light will turn off when start time has been reached.

## 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 • 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 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.

- Refrigeration compressors – The warranty period is 5 years.
- For refrigeration compressors and the second year of the warranty on Cayenne® Heat Strips and mixers, The Vollrath Company LLC will provide the part only; and the buyer will be responsible for all labor charges incurred in performing the repair or replacement.
- Replacement parts – The warranty period is 90 days.
- Warranty does not cover: Glass, Breath Guard Glass

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)

The Vollrath Company, L.L.C.  
1236 North 18th Street  
Sheboygan, WI 53081-3201  
U.S.A.

Main Tel: 800.628.0830  
Fax: 800.752.5620

Technical Services: 800.628.0832  
Service Fax: 920.459.5462

Canada Service: 800.695.8560

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