



Outperform every day.™

ENGLISH

# Operator's Manual

## Cayenne® Model 1001 Full-Size Countertop Warmers And Cayenne® Model 3001/3002 Full-Size Drop-in Warmers



Item	Description	Voltage	Watts	Amps	Plug
71001	Full-size Model 1001 Countertop Warmer	120	700	5.8	5-15P
72620	Full-size Model 1001 Countertop Warmer	230	700	3.0	Schuko
72553	Full-size Model 1001 Countertop Warmer	230	700	3.0	UK
72105	Full-Size Model 3001 Drop-in Warmer	120	700	5.8	5-15P
72107	Full-Size Model 3002D Drop-in Warmer with Drain and Remote Control	120	700	5.8	Hard Wire
72610	Full-Size Model 3001 Drop-in Warmer	230	700	3.0	Schuko
72560	Full-Size Model 3001D Drop-in Warmer with Drain	230	700	3.0	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 will or can cause severe personal injury or death.

### CAUTION

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

### NOTICE

Notice is used to note information that is important but not hazard-related.

These precautions should be followed at all times. Failure to follow these precautions could result in injury to yourself and others.

- Use only grounded electrical outlets matching the nameplate rated voltage.
- Use equipment only 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.
- Turn off equipment, unplug 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 unit is intended and designed to keep food at proper serving temperatures. It is not intended or designed to cook raw food or to reheat prepared food. Food must be prepared and placed in the warmer at proper serving temperatures.

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

## UNPACKING THE EQUIPMENT

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.

## INSTALLATION

### Countertop Models

1. Place the equipment in the desired location.
2. 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.
3. Before using this equipment it must be cleaned and dried thoroughly. See "Cleaning" on page 4.

### Drop-in Models

Have a qualified person install the warmer.

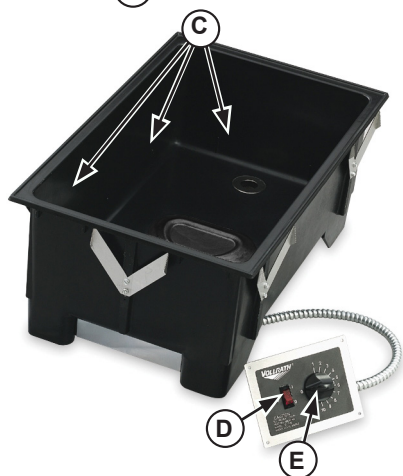
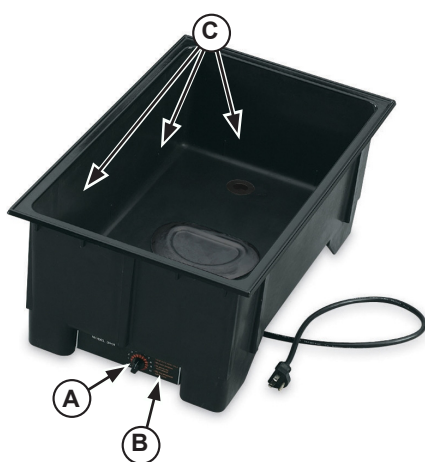
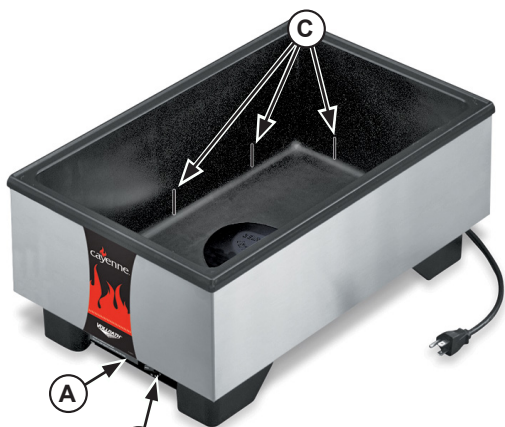
1. Create cutout openings for the warmer and if applicable, the control box.

Component	Cut-out Opening in. (cm)
Warmer	20-7/8 x 12-7/8 (53 x 32.7)
Control Box	3-1/2 x 5 (8.9 x 12.7)

**NOTICE: All cutouts must be within 1/8" of listed size.**

2. Place the included watertight gasket over the cut-out.
3. Place and center the well over the gasket. Tighten the thumbscrews slowly and in an alternating pattern to evenly compress the gasket until it is approximately 1/8" (3 mm) thick. This will seal the area between the countertop and the warmer to prevent water from leaking into the controls.
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.
5. Before using this equipment it must be cleaned and dried thoroughly. See "Cleaning" on page 4.

## FEATURES AND CONTROLS



- (A) ON/OFF and HEAT CONTROL DIAL.** Switches the equipment power ON or OFF and sets or adjusts the temperature of the well.
- (B) LOW WATER LIGHT (domestic model only).** Illuminates when clean hot water needs to be added to the well.
- (C) WATER LEVEL MARKS.** Indicates the correct water level.
- (D) ON/OFF SWITCH.** Switches the equipment power ON or OFF.
- (E) HEAT CONTROL DIAL.** Sets or adjusts the temperature of the well.

## OPERATION



### **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 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.



### **CAUTION**

#### **Burn Hazard.**

Do not touch hot food, liquid or heating surfaces while equipment is heating or operating.

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1. Fill the well to the correct level marks with clean fresh water. The correct level is about 1" (2.5 CM) or approximately 5.5 quarts (5.2 L) of water. Do not over fill .
2. Plug the electrical power cord into a grounded outlet matching the nameplate rated voltage.
3. Preheat the water in the well. Cover the well with empty food containers or covers. Turn ON the warmer. Set the heat control to the maximum heat setting. Preheat for 15 minutes.
4. Place the container of hot food product, above 140 °F (60 °C), into the preheated equipment.
5. Reduce the heat setting to a level that will maintain a safe holding temperature and maintain food quality.

**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 the water level at or near the water level mark. Periodically (approximately 2 hours) remove the container of food and check the water level. Add hot water if needed. Some models are equipped with a low water indicator light that illuminates when the water level is low.

### When Finished Using the Equipment

7. Turn the OFF and unplug the warmer.
8. When removing hot food containers from unit use gloves, mitts or pot holders to protect hands.
9. Allow unit and water to completely cool.
10. Carefully empty water from the well.

## CLEANING

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

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

**NOTICE:** Do not use caustic cleaning chemicals, steel wool or commercial lime removal products to clean the equipment. .

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

1. Turn OFF and unplug the warmer.
2. When removing hot food containers from unit use gloves, mitts or pot holders to protect hands.
3. Allow the water and equipment to cool completely.
4. Carefully empty water from the well.
5. Using a damp cloth, sponge dipped in soapy water to clean the inside of the well and the outside of the equipment.
6. Thoroughly rinse equipment with water after cleaning.

## 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.
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.

## 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 Warmer Repair Service • 1-800-354-1970 (USA) • 1-920-457-4851**  
• 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.



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

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## 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.

- Warmers – The warranty period is (1) year.
- Replacement parts – The warranty period is 90 days.

For complete warranty information, product registration and new product announcement, visit [www.vollrath.com](http://www.vollrath.com).