



Outperform every day.™

ENGLISH

# Operator's Manual

## SHORT SIDE, BAIN MARIE, ONE WELL, TWO WELL, THREE WELL, FOUR WELL, FIVE WELL, SIX WELL HOT DROP-INS



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.
- Have the equipment installed by qualified personnel.
- 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.
- Do not spray controls or outside of equipment with liquids or cleaning agents.
- Keep equipment and power cord away from open flames, electric burners or excessive heat.
- 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 operate unattended.
- Do not operate equipment in public areas and/or around children.
- Unplug and allow to cool before cleaning or moving.
- Handle hot water carefully.
- Do not clean the equipment with steel wool.

## FUNCTION AND PURPOSE

This unit is intended and designed to hold containers of food at proper serving temperatures. Hot food stations are not intended or designed to cook raw food or to reheat prepared food. Food must be prepared and placed in food stations at proper serving temperatures. 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.

Have the unit installed only by qualified service personnel. The cutout opening in counter must be in accordance with the chart below. All openings must be within 1/8" of the stated dimension and have a 7/8" radius at the corners. Use the watertight gasket provided to seal between counter and unit to prevent water from leaking into control areas.

### NOTE

**All cutout openings must be within 1/8" of listed opening sizes and have a corner radius of 7/8". Cutout dimensions given in inches and (cm).**

3. Refer to the *Cutout Dimension* on the spec sheets on [Vollrath.com](http://Vollrath.com) and the unit.
4. Place the watertight gasket over the cut-out and center the well.
5. Tighten the thumbscrews (C) slowly and in an alternating pattern to evenly compress the gasket. See Figure 1. The gasket should create an even gap between the well and the mounting surface.

Before using this equipment it must be cleaned and dried thoroughly.

## FEATURES AND CONTROLS

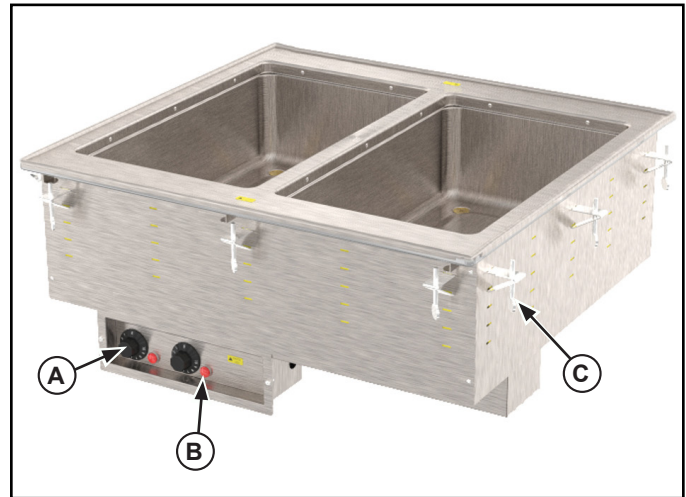


Figure 1. Features and Controls.

- A TEMPERATURE CONTROL.** Used to set or adjust the temperature of the well. The larger the number the higher the temperature, the smaller the number the lower the temperature. The "0" position is off.
- B PILOT LIGHT.** Illuminates when the well is in the heating mode.
- C THUMBSCREW.** Secures the unit to the mounting surface.
- D DRAIN VALVE (not shown).** Used to empty water from the well(s).

## 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>
	<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 onto the cooking surface as it can spray or splatter.</p>	

1. Check the drain valve(s) (D) to verify it is in the CLOSED position to prevent water from draining out. See Figure 1. The valve is in the CLOSED position when the handle of the valve forms a "T" with the body of the valve.
2. Fill each spillage pan with 3 quarts (approximately) of clean fresh water. Always maintain water in the well. Do not over fill.
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 temperature control (A) to the maximum heat setting. Preheat for 60 minutes.
5. Place container of hot food product, above 140 °F (60 °C), into preheated equipment. Do not use food pans deeper than 4" (10 cm).
6. Reduce heat setting to a level that will maintain a safe holding temperature and maintain food quality. See food safety precautionary note.

## 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 in needed.

7. During operation, maintain water level. Periodically (approximately 2 hours) remove container of food and check the water level. Add hot water if needed.
8. When finished using the unit turn the heat control (A) to the "0" setting and unplug unit.
9. When removing hot food containers from unit use gloves, mitts or pot holders to protect hands.
10. Allow the unit and water to cool completely before removing and cleaning.

## CLEANING

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

## 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. Turn the heat control (A) to the "0" setting or turn the power switch (some models) to the OFF position, and unplug unit. When removing hot food containers from unit use gloves, mitts or pot holders to protect hands.
2. When removing hot food containers from unit use gloves, mitts or pot holders to protect hands.
3. Open the drain valve(s) (D) and drain the water. The valve is in the OPEN position when the handle of the valve is aligned with the body of the valve.
4. Use a damp cloth or sponge dipped in soapy water to clean the inside of the well and the outside of the equipment.
5. Thoroughly rinse equipment with water after cleaning.
6. Close the drain valve(s) (D). Rotate the valve to the CLOSED position, when the handle of the valve forms a "T" with the body of the valve.

## TROUBLESHOOTING CHART

Problem	It might be caused by	Course of Action
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.

Description	Item	Voltage	Watts	Amps	Plug
Two-pan	36500	120V	1250	10.4	5-15P
Two-pan	36501208	208-240V	1250	6	6-15P
Two-pan	36501240	208-240V	1250	5.2	6-15P
Three-pan	36502	120V	1875	15.6	5-20P
Three-pan	36503208	208-240V	1875	9	6-15P
Three-pan	36503240	208-240V	1875	7.8	6-15P
Four-pan	36504208	208-240V	2500	12	6-20P
Four-pan	36504240	208-240V	2500	10.4	6-15P
Five-pan	36505208	208-240V	3125	15	6-20P
Five-pan	36505240	208-240V	3125	13	6-20P
Six-pan	36506208	208-240V	3750	18	6-30P
Six-pan	36506240	208-240V	3750	15.6	6-20P
One Well Hot	3646601	120V	1000	8.3	5-15P
One Well Hot	3646661	120V	1000	8.3	5-15P
One Well Hot	3646611	120V	1000	8.3	5-15P
One Well Hot	3646681	120V	1000	8.3	5-15P
One Well Hot	36466	120V	625	5.2	5-15P
One Well Hot	3646660	120V	625	5.2	5-15P
One Well Hot	3646610	120V	625	5.2	5-15P
One Well Hot	3646680	120V	625	5.2	5-15P
One Well Hot	36467	208V	625	2.3	6-15P
One Well Hot	3646760	208V	625	2.3	6-15P
One Well Hot	3646710	208V	625	2.3	6-15P
One Well Hot	3646780	208V	625	2.3	6-15P
One Well Hot	3646701	208-240V	1000	3.6 - 4.2	6-15P
One Well Hot	3646761	208-240V	1000	3.6 - 4.2	6-15P
One Well Hot	3646711	208-240V	1000	3.6 - 4.2	6-15P
One Well Hot	3646781	208-240V	1000	3.6 - 4.2	6-15P
One Well Hot	36471	240V	625	2.6	6-15P
One Well Hot	3647160	240V	625	2.6	6-15P
One Well Hot	3647110	240V	625	2.6	6-15P
One Well Hot	3647180	240V	625	2.6	6-15P
Two Well Hot	3639901	120V	2000	16.7	5-30P
Two Well Hot	3639951	120V	2000	16.7	5-30P
Two Well Hot	3639961	120V	2000	16.7	5-30P
Two Well Hot	3639911	120V	2000	16.7	5-30P
Two Well Hot	3639971	120V	2000	16.7	5-30P
Two Well Hot	3639981	120V	2000	16.7	5-30P
Two Well Hot	36399	120V	1250	10.4	5-15P
Two Well Hot	3639950	120V	1250	10.4	5-15P
Two Well Hot	3639960	120V	1250	10.4	5-15P
Two Well Hot	3639910	120V	1250	10.4	5-15P
Two Well Hot	3639970	120V	1250	10.4	5-15P
Two Well Hot	3639980	120V	1250	10.4	5-15P
Two Well Hot	36400	208V	1250	6.0	6-15P
Two Well Hot	3640050	208V	1250	6.0	6-15P
Two Well Hot	3640060	208V	1250	6.0	6-15P

Description	Item	Voltage	Watts	Amps	Plug
Two Well Hot	3640010	208V	1250	6.0	6-15P
Two Well Hot	3640070	208V	1250	6.0	6-15P
Two Well Hot	3640080	208V	1250	6.0	6-15P
Two Well Hot	3640001	208-240V	2000	7.2 - 8.3	6-15P
Two Well Hot	3640051	208-240V	2000	7.2 - 8.3	6-15P
Two Well Hot	3640061	208-240V	2000	7.2 - 8.3	6-15P
Two Well Hot	3640011	208-240V	2000	7.2 - 8.3	6-15P
Two Well Hot	3640071	208-240V	2000	7.2 - 8.3	6-15P
Two Well Hot	3640081	208-240V	2000	7.2 - 8.3	6-15P
Two Well Hot	36472	240V	1250	5.2	6-15P
Two Well Hot	3647250	240V	1250	5.2	6-15P
Two Well Hot	3647260	240V	1250	5.2	6-15P
Two Well Hot	3647210	240V	1250	5.2	6-15P
Two Well Hot	3647270	240V	1250	5.2	6-15P
Two Well Hot	3647280	240V	1250	5.2	6-15P
Three Well Hot	3640401	120V	3000	25	5-50P
Three Well Hot	3640451	120V	3000	25	5-50P
Three Well Hot	3640461	120V	3000	25	5-50P
Three Well Hot	3640411	120V	3000	25	5-50P
Three Well Hot	3640471	120V	3000	25	5-50P
Three Well Hot	3640481	120V	3000	25	5-50P
Three Well Hot	36404	120V	1875	15.6	5-20P
Three Well Hot	3640450	120V	1875	15.6	5-20P
Three Well Hot	3640460	120V	1875	15.6	5-20P
Three Well Hot	3640410	120V	1875	15.6	5-20P
Three Well Hot	3640470	120V	1875	15.6	5-20P
Three Well Hot	3640480	120V	1875	15.6	5-20P
Three Well Hot	36405	208V	1875	9.0	6-15P
Three Well Hot	3640550	208V	1875	9.0	6-15P
Three Well Hot	3640560	208V	1875	9.0	6-15P
Three Well Hot	3640510	208V	1875	9.0	6-15P
Three Well Hot	3640570	208V	1875	9.0	6-15P
Three Well Hot	3640580	208V	1875	9.0	6-15P
Three Well Hot	3640501	208-240V	3000	10.8 - 12.5	6-20P
Three Well Hot	3640551	208-240V	3000	10.8 - 12.5	6-20P
Three Well Hot	3640561	208-240V	3000	10.8 - 12.5	6-20P
Three Well Hot	3640511	208-240V	3000	10.8 - 12.5	6-20P
Three Well Hot	3640571	208-240V	3000	10.8 - 12.5	6-20P
Three Well Hot	3640581	208-240V	3000	10.8 - 12.5	6-20P
Three Well Hot	36473	240V	1875	7.8	6-15P
Three Well Hot	3647350	240V	1875	7.8	6-15P
Three Well Hot	3647360	240V	1875	7.8	6-15P
Three Well Hot	3647310	240V	1875	7.8	6-15P
Three Well Hot	3647370	240V	1875	7.8	6-15P
Three Well Hot	3647380	240V	1875	7.8	6-15P
Four Well Hot	36406	120V	2500	20.8	5-30P
Four Well Hot	3640650	120V	2500	20.8	5-30P

Description	Item	Voltage	Watts	Amps	Plug	Description	Item	Voltage	Watts	Amps	Plug
Four Well Hot	3640660	120V	2500	20.8	5-30P	Six Well Hot	3640970	208V	3750	18.0	6-30P
Four Well Hot	3640610	120V	2500	20.8	5-30P	Six Well Hot	3640980	208V	3750	18.0	6-30P
Four Well Hot	3640670	120V	2500	20.8	5-30P	Six Well Hot	3640901	208-240V	6000	21.6 - 25	6-50P
Four Well Hot	3640680	120V	2500	20.8	5-30P	Six Well Hot	3640951	208-240V	6000	21.6 - 25	6-50P
Four Well Hot	36407	208V	2500	12.0	6-15P	Six Well Hot	3640961	208-240V	6000	21.6 - 25	6-50P
Four Well Hot	3640750	208V	2500	12.0	6-15P	Six Well Hot	3640911	208-240V	6000	21.6 - 25	6-50P
Four Well Hot	3640760	208V	2500	12.0	6-15P	Six Well Hot	3640971	208-240V	6000	21.6 - 25	6-50P
Four Well Hot	3640710	208V	2500	12.0	6-15P	Six Well Hot	3640981	208-240V	6000	21.6 - 25	6-50P
Four Well Hot	3640770	208V	2500	12.0	6-15P	Six Well Hot	36476	240V	3750	15.6	6-20P
Four Well Hot	3640780	208V	2500	12.0	6-15P	Six Well Hot	3647650	240V	3750	15.6	6-20P
Four Well Hot	3640701	208-240V	4000	14.4 - 16.7	6-30P	Six Well Hot	3647660	240V	3750	15.6	6-20P
Four Well Hot	3640751	208-240V	4000	14.4 - 16.7	6-30P	Six Well Hot	3647610	240V	3750	15.6	6-20P
Four Well Hot	3640761	208-240V	4000	14.4 - 16.7	6-30P	Six Well Hot	3647670	240V	3750	15.6	6-20P
Four Well Hot	3640711	208-240V	4000	14.4 - 16.7	6-30P	Six Well Hot	3647680	240V	3750	15.6	6-20P
Four Well Hot	3640771	208-240V	4000	14.4 - 16.7	6-30P	Short Two Well	36646	208-240V	2000	7.2 - 8.3	6-15P
Four Well Hot	3640781	208-240V	4000	14.4 - 16.7	6-30P	Short Two Well	3664620	208-240V	2000	7.2 - 8.3	6-15P
Four Well Hot	36474	240V	2500	10.4	6-15P	Short Two Well	3664630	208-240V	2000	7.2 - 8.3	6-15P
Four Well Hot	3647450	240V	2500	10.4	6-15P	Short Two Well	36647	208-240V	2000	7.2 - 8.3	6-15P
Four Well Hot	3647460	240V	2500	10.4	6-15P	Short Two Well	3664720	208-240V	2000	7.2 - 8.3	6-15P
Four Well Hot	3647410	240V	2500	10.4	6-15P	Short Two Well	3664730	208-240V	2000	7.2 - 8.3	6-15P
Four Well Hot	3647470	240V	2500	10.4	6-15P	Short Two Well	36640	120V	1250	10.4	5-15P
Four Well Hot	3647480	240V	2500	10.4	6-15P	Short Two Well	3664020	120V	1250	10.4	5-15P
Five Well Hot	36408	208V	3125	15.0	6-20P	Short Two Well	3664030	120V	1250	10.4	5-15P
Five Well Hot	3640850	208V	3125	15.0	6-20P	Short Two Well	36641	120V	1250	10.4	5-15P
Five Well Hot	3640860	208V	3125	15.0	6-20P	Short Two Well	3664120	120V	1250	10.4	5-15P
Five Well Hot	3640810	208V	3125	15.0	6-20P	Short Two Well	3664130	120V	1250	10.4	5-15P
Five Well Hot	3640870	208V	3125	15.0	6-20P	Short Three Well	36648	208-240V	3000	10.8 - 12.5	6-20P
Five Well Hot	3640880	208V	3125	15.0	6-20P	Short Three Well	3664820	208-240V	3000	10.8 - 12.5	6-20P
Five Well Hot	3640801	208-240V	5000	18 - 20.8	6-30P	Short Three Well	3664830	208-240V	3000	10.8 - 12.5	6-20P
Five Well Hot	3640851	208-240V	5000	18 - 20.8	6-30P	Short Three Well	36649	208-240V	3000	10.8 - 12.5	6-20P
Five Well Hot	3640861	208-240V	5000	18 - 20.8	6-30P	Short Three Well	3664920	208-240V	3000	10.8 - 12.5	6-20P
Five Well Hot	3640811	208-240V	5000	18 - 20.8	6-30P	Short Three Well	3664930	208-240V	3000	10.8 - 12.5	6-20P
Five Well Hot	3640871	208-240V	5000	18 - 20.8	6-30P	Short Three Well	36642	120V	1875	15.6	5-20P
Five Well Hot	3640881	208-240V	5000	18 - 20.8	6-30P	Short Three Well	3664220	120V	1875	15.6	5-20P
Five Well Hot	36475	240V	3125	13.0	6-20P	Short Three Well	3664230	120V	1875	15.6	5-20P
Five Well Hot	3647550	240V	3125	13.0	6-20P	Short Three Well	36643	120V	1875	15.6	5-20P
Five Well Hot	3647560	240V	3125	13.0	6-20P	Short Three Well	3664320	120V	1875	15.6	5-20P
Five Well Hot	3647510	240V	3125	13.0	6-20P	Short Three Well	3664330	120V	1875	15.6	5-20P
Five Well Hot	3647570	240V	3125	13.0	6-20P	Short Four Well	36650	208-240V	4000	14.4 - 16.7	6-30P
Five Well Hot	3647580	240V	3125	13.0	6-20P	Short Four Well	3665020	208-240V	4000	14.4 - 16.7	6-30P
Six Well Hot	36409	208V	3750	18.0	6-30P	Short Four Well	3665030	208-240V	4000	14.4 - 16.7	6-30P
Six Well Hot	3640950	208V	3750	18.0	6-30P	Short Four Well	36651	208-240V	4000	14.4 - 16.7	6-30P
Six Well Hot	3640960	208V	3750	18.0	6-30P	Short Four Well	3665120	208-240V	4000	14.4 - 16.7	6-30P
Six Well Hot	3640910	208V	3750	18.0	6-30P	Short Four Well	3665130	208-240V	4000	14.4 - 16.7	6-30P

Description	Item	Voltage	Watts	Amps	Plug
Short Four Well	36644	120V	1875	20.8	5-30P
Short Four Well	3664420	120V	1875	20.8	5-30P
Short Four Well	3664430	120V	1875	20.8	5-30P
Short Four Well	36645	120V	1875	20.8	5-30P
Short Four Well	3664520	120V	1875	20.8	5-30P
Short Four Well	3664530	120V	1875	20.8	5-30P

## 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.

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)

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