



# OPERATOR'S MANUAL

## HOT FOOD MERCHANDISER

Thank you for purchasing this Vollrath® product! Save this manual for reference and the packaging in case shipping is necessary.

### SAFETY PRECAUTIONS

To help ensure safe use, please read and fully understand this manual and all safety messages before operation!

#### WARNING

Warning indicates a hazardous situation which, if not avoided, could result in death or serious injury.

#### CAUTION

Caution indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.

**NOTICE:** addresses practices not related to physical injury.

#### **To reduce risk of injury or damage to the unit**

- Use only grounded electrical outlets matching the nameplate-rated voltage.
- Unit must be installed by a qualified person in accordance with local codes and ordinances.
- Use unit in a flat, level position.
- Do not use an extension cord with this unit. Do not plug this unit into a power strip or multi-outlet power cord.
- The appliance is not intended to be operated by means of an external timer or a separate remote-control system.
- If the supply cord is damaged, it must be replaced by the manufacturer, service agent or similarly qualified persons in order to avoid a hazard.
- Turn unit off and unplug before cleaning or moving, or removing the water.
- Do not spray controls or outside of unit with liquids or cleaning agents.
- Do not clean the unit with steel wool.
- Keep unit and power cord away from open flames, electric burners, or excessive heat.
- Do not operate unattended.
- Do not operate if unit has been damaged or is malfunctioning in any way.



Item	Model No.	Description
HFM-26	FMA7026	Hot Food Merchandiser - 26"
HFM-36	FMA7036	Hot Food Merchandiser - 36"
HFM-48	FMA7048	Hot Food Merchandiser - 48"

### FUNCTION AND PURPOSE

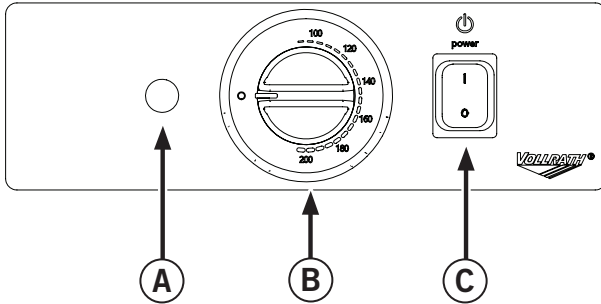
This unit is designed for illuminated display of food products at temperatures between 95 °F (35 °C) and 200 °F (93 °C). It is intended to keep food at proper serving temperatures while it is displayed for sale. Food must be prepared and placed in display cabinets at proper serving temperatures. It is not intended to cook raw food or to reheat prepared food. It is not intended for household, industrial, or laboratory use.

### UNPACKING THE UNIT

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.
2. Clean any glue residue left over from the plastic or tape.
3. Place the unit in desired location.

## FEATURES AND CONTROLS



- A. Pilot Light — Indicates the display case is heating; it is not a power on/off indicator.
- B. Thermostat Control Dial — Used to set or adjust temperature. Unit will only heat when dial is on.
- C. Power Switch — Turns the lights and unit on or off. Water Pan (not shown) — Fill with water to add humidity.

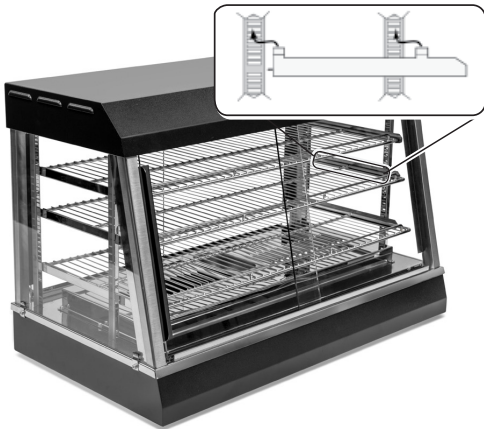
## INSTALLATION

### Install and Level 4" Adjustable Legs

**NOTICE:** Legs are included with 48" units for easy cleaning and NSF compliance. Legs can be purchased separately for 26" and 36" units.

1. Ensure the unit is in a level location. Have one person carefully tip the unit while another screws in the front legs to the desired height. Do the same for the back legs.
2. Check that the unit is level and adjust the legs accordingly.

### Install Shelves



1. Place uprights into provided slots, ensuring longer tabs are on top and the flat side faces inward.
2. Install shelf supports at desired heights, then place shelves. If desired, shelves can slope forward for presentation purposes.

### Install Side Glass

1. Loosen screws holding mounting tabs on the side of the unit.
2. Carefully unwrap glass and slide narrow end up between stainless steel supports and the top cover until the bottom edge of the glass sits on the lower edge.
3. Rotate the mounting tabs so they hold the glass in place and tighten the screws to secure the glass.

## Install Doors

1. Face the door handles toward the outside of the display case.
2. Place the top edge of one door into the top track; slide the door up, then carefully lower into the bottom track. Repeat with the second door.

**NOTICE:** The Vollrath® logo should be customer-facing on the bottom right. Door Locks and One-Piece Front Glass accessories are available for security and full-service operation. Visit [vollrathfoodservices.com](http://vollrathfoodservices.com) for details.

## Connect to Power

Plug the unit into a properly grounded electrical supply that matches the voltage rating on the nameplate.

**NOTICE:** Using a voltage other than the nameplate rated voltage will cause damage to the unit. Incorrect voltage, or modification to the power cord or electrical components can damage unit and will void the warranty.

## OPERATION



	<p><b>WARNING</b></p> <p><b>Burn Hazard.</b> Do not touch cookware, heating surface, food, or liquid while heating.</p>
	<p><b>WARNING</b></p> <p><b>Electrical Shock Hazard.</b> Keep water and other liquids from entering the unit. Liquid inside the unit could cause an electrical shock.</p>



**NOTICE:** Food must be prepared and placed in display cabinets at proper serving temperatures. 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. Monitor temperatures closely for food safety.

1. Toggle the Power Switch to the on position.
2. Adjust the Thermostat Control Dial to the desired temperature. The Pilot Light illuminates to indicate the case is heating.
3. To add humidity, fill the pan with water to a depth of approximately ½" (1.3 cm). Monitor the water level during operation.
4. Allow the unit to preheat for 30 minutes before placing prepared food. The pilot light will turn off when the unit reaches the set temperature.
5. Place containers of food heated to serving temperature onto shelves, distributing weight evenly.
 

**NOTICE:** Distribute the weight evenly across the shelves.
6. When the unit is not being used, turn the Thermostat Control Dial to the off position, toggle the Power Switch to the off position and unplug the unit.
7. Use dry towels, oven gloves/mitts when removing food.
8. If the Water Pan is used, allow water to cool completely before emptying.
9. Clean unit daily per the following CLEANING section.

## CLEANING

	 <b>WARNING</b>
	<b>Burn Hazard.</b> Do not touch cookware, heating surface, food, or liquid while heating. Allow unit to cool before moving or cleaning.

	 <b>WARNING</b>
	<b>Electrical Shock Hazard.</b> Keep water and other liquids from entering the unit. Liquid inside the unit could cause an electrical shock.

### Daily

1. Unplug the unit.
2. Allow the unit to cool completely before cleaning.
3. Clean the unit with a damp cloth or sponge dipped in soapy water, then rinse and dry thoroughly.
4. A high-quality, non-toxic glass cleaner may be used to clean glass components.

## TROUBLESHOOTING

Problem	Potential Cause	Course of Action
No power to the unit	Problem with the outlet	Contact an authorized service agent.
	Circuit breaker tripped	Reset the breaker.
Unit not heating	Problem with the heating element	Contact an authorized service agent.
	Problem with the controller	
Pilot light does not illuminate after increasing the temperature	Display case is not plugged in	Plug in the display case.
	Problem with the pilot light	Contact an authorized service agent.
Light does not work	Problem with the light(s) or not installed correctly	Contact an authorized service agent.
	Problem with the power supply	
	Loose connection or problem with the connector	

## SERVICE AND REPAIR

Serviceable parts are available on [vollrathfoodservice.com](http://vollrathfoodservice.com).

To avoid serious injury or damage, never attempt to repair the unit or replace a damaged power cord yourself. Do not send units directly to The Vollrath Company LLC. Please contact Vollrath Technical Services for instructions.

When contacting Vollrath Technical Services, 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 the products it manufactures or distributes against defects in materials and workmanship as specifically described in our full warranty statement. In all cases, the warranty runs from the date of the end user's original purchase date 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.

For complete warranty information, product registration, and new product announcements, visit [vollrathfoodservice.com](http://vollrathfoodservice.com).

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