

# Operator's Manual

## CAYENNE<sup>®</sup> HOT FOOD MERCHANDISER



Item	Model	Description	Voltage	Watts	Amps	Plug
40733	FMA7026	26" Hot Food Merchandiser	120V AC	1440	12 Amps	5-15P
40734	FMA7036	36" Hot Food Merchandiser	120V AC	1440	12 Amps	5-15P
40735	FMA7048	47" Hot Food Merchandiser	120V AC	1440	12 Amps	5-15P

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.

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

	<b>WARNING</b>
	<b>Electrical Shock Hazard.</b> Keep water and other liquids from entering the inside of the equipment. Liquid inside the equipment could cause an electrical shock.
Do not spray water or cleaning products. Liquid could contact the electrical components and cause a short circuit or an electrical shock. Do not use equipment if power cord is damaged or has been modified	

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.
- Turn off and unplug equipment before cleaning or moving.
- 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 operate unattended.
- Do not operate if equipment has been damaged or is malfunctioning in any way.

## FUNCTION AND PURPOSE

This equipment is designed for illuminated display of food products at temperatures between 85°F (29°C) and 175°F (66°C). This equipment is intended and designed to keep food at proper serving temperatures. Food must be prepared and placed in display cabinets at proper serving temperatures. Heated display cabinets are not intended or designed to cook raw food or to reheat prepared food. It 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. Remove bolts that secure the equipment to the pallet.
3. Clean any glue residue left over from the plastic or tape.
4. Installing doors: The longer doors are for the front or sloped side and the shorter doors are for the back or straight side. The doors are fitted with the handles facing toward the outside of the unit. Place the top of the door into the top track and slide the door up to clear, and then lower it into the bottom track.
5. Installing the shelves: Place the uprights into the provided slots making sure that the longer tab is on top and the flat sides face inward. Place the shelf supports at the desired locations and position the shelf on these supports.

### NOTE:

**The shelf supports and shelves can be positioned level or sloping forward for improved presentation.**

6. Plug the unit into a properly grounded electrical supply matching the nameplate rating. Damage to the unit can occur if incorrect power is supplied to unit.

## FEATURES AND CONTROLS

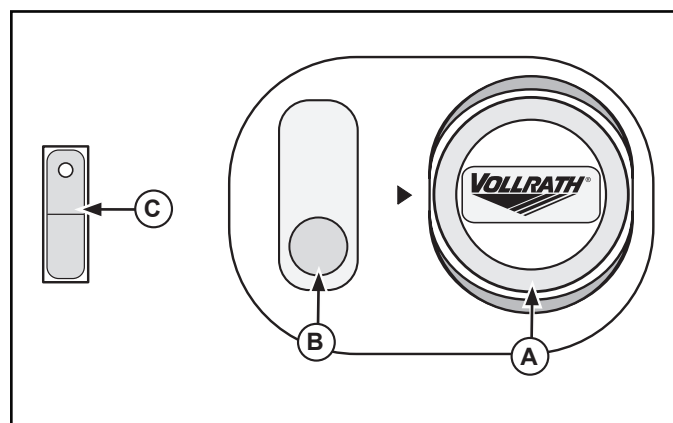


Figure 1. Controls (located on the back of the display cabinet).

- (A) THERMOSTAT CONTROL dial. Used to set or adjust the temperature. The “0” position is off.
- (B) PILOT LIGHT. This light indicating that the element is heating. Once the temperature has been reached the light will go out. Unit will continue to maintain heat and temperature with light cycling on and off. This is not an “ON/OFF” light.



- Ⓒ LIGHT SWITCH. Switches the lights “ON” or “OFF”.
- Ⓓ WATER PAN (not shown). When filled with water will add humidity to display.

**OPERATION**

Before using this equipment clean as described in the **CLEANING** section of this document.

Before placing food product into this equipment operate to desired temperature for approximately 15 minutes. Food must be prepared and placed in display cabinets at proper serving temperatures. This equipment is not intended or designed to heat or cook food. Regularly check the food temperature.

In areas of high humidity it may be necessary to open rear doors slightly to help eliminate condensation.

**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.**

1. Adjust the thermostat control (A) to the desired temperature; the pilot light (B) indicates when the elements are energized. See Figure 1.
2. Switch the light switch (C) to the “ON” position if desired.
3. Water may be added to the water pan to add humidity if desired. Monitor the water level during operation.
4. Turn the thermostat control (A) to lowest setting, turn the light switch (C) to the “OFF” position and unplug unit. When removing hot food containers from unit use gloves, mitts or pot holders to protect hands.
5. If water pan is used water to cool completely and dispose of the water.
6. Follow the **CLEANING** section of this manual.

**CLEANING**

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

**NOTE:**

**Do not use cleaning products containing aggressive chemicals, acids, or that contain chlorine.**

**NOTE:**

**Do not immerse the cord, plug or equipment in water or any other liquid. Do not use a hose to clean this equipment.**

1. Unplug the equipment.
2. Allow the equipment to cool completely before cleaning.
3. Using a damp cloth, sponge dipped in soapy water to clean the equipment.
4. A high quality non-toxic glass cleaner may be used to clean the components of the unit.
5. Completely dry all surfaces of the equipment to preserve the finish.

ENGLISH

**TROUBLESHOOTING**

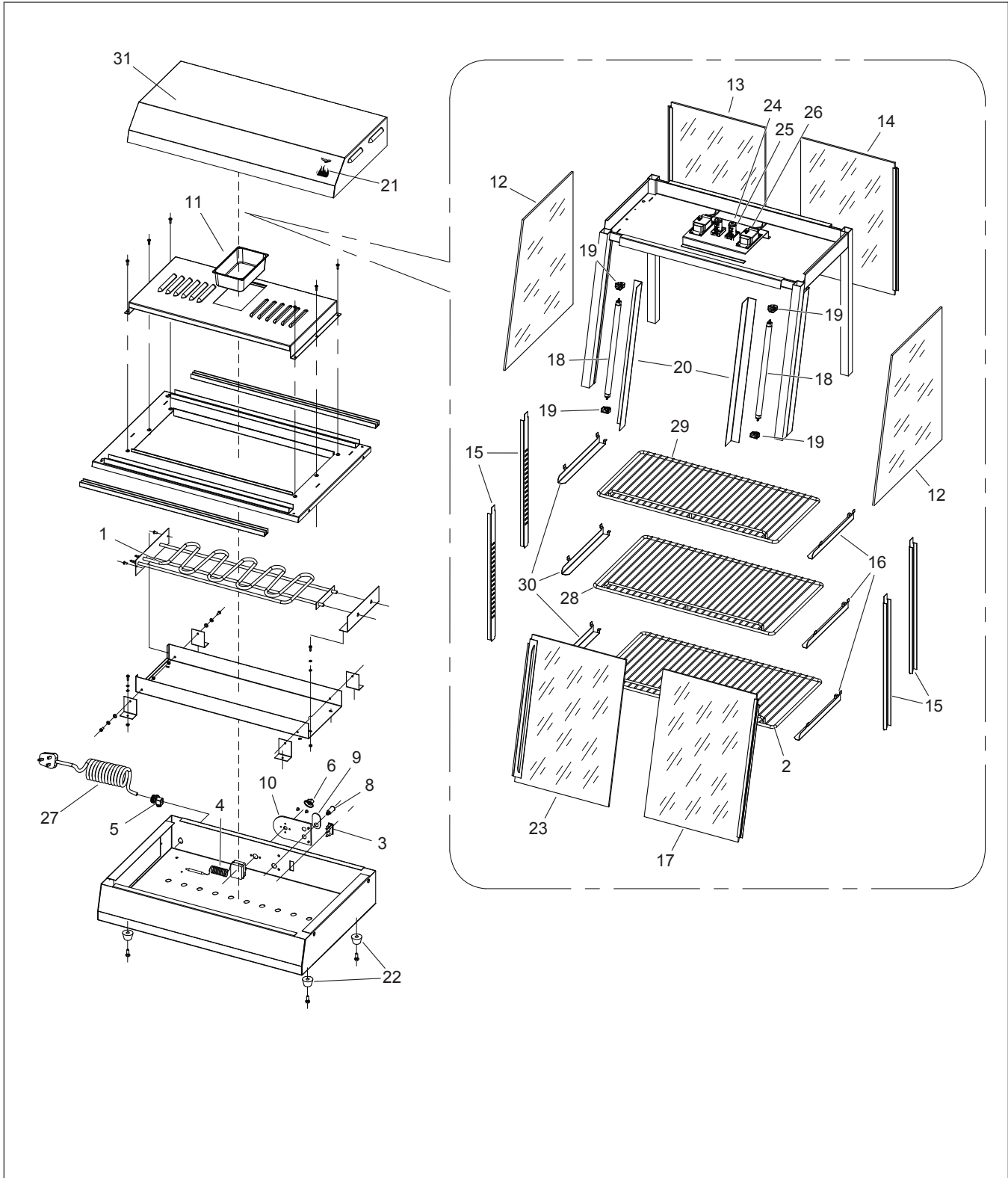
Problem	It might be caused by	Course of Action
Condensation (moisture) on the glass.	Combination of heat and moisture is high.	Open doors slightly.
No power to unit.	Faulty outlet.	Have outlet replaced by qualified personal.
	Circuit breaker tripped.	Reset the circuit breaker.
Unit not heating.	Faulty heating element.	Have unit serviced by qualified personal.
Pilot Light does not come on when the temperature control is turned up.	Unit is not plugged in.	Plug unit in.
	Pilot Light malfunction.	Replace Pilot Light.
Light(s) does not work.	Defective or faulty starter(s).	Replace starter(s).
Light(s) does not work.	Defective or faulty ballast(s).	Replace ballast(s).
Light(s) does not work.	Defective or faulty light(s).	Replace light(s).
Light(s) does not work.	Loose connection or defective socket.	Tighten connection or replace socket.

**SERVICE AND REPAIR**

The only user serviceable part for this appliance is the light bulb. 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

EXPLODED VIEW - 26" HOT FOOD MERCHANDISER, MODEL ~ 40733

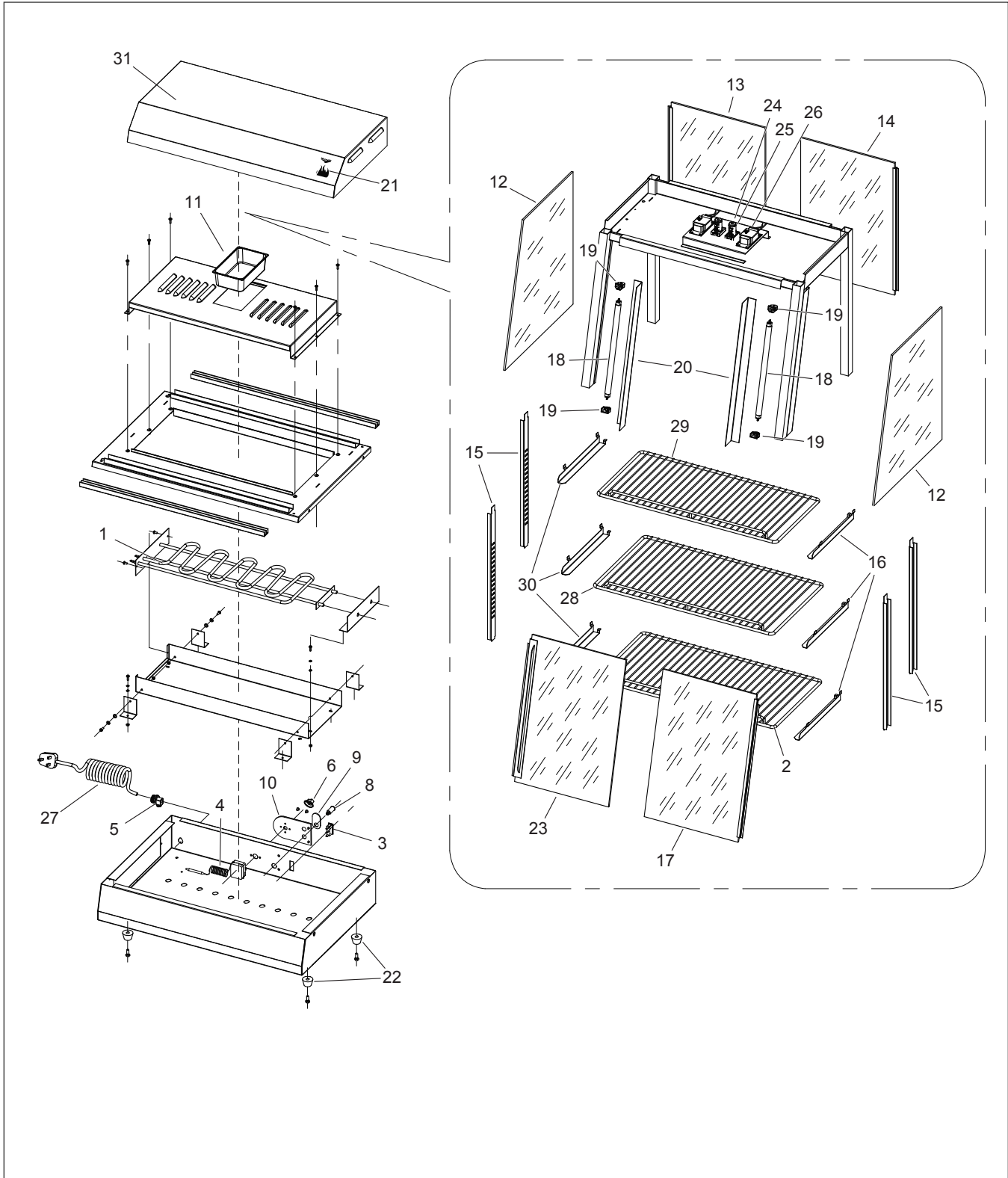


**SPARE PARTS LIST - 26" HOT FOOD MERCHANDISER, MODEL ~ 40733**

Callout	Part Number	Description
1	XFMA7117	ELEMENT, 1500W, 120V
2	XFMA7302	SHELF, LARGE (32 1/4" x 14")
3	XWMA1004	ROCKER SWITCH, ON/OFF
4	XFMA7004	THERMOSTAT
5	XAA0012	CABLE RESTRAINT
6	XFWW2004	CONTROL KNOB ( ATTACHED TO T-STAT POST)
6	XFMA7008	CONTROL KNOB (VOLLRATH BLUE)
7	XFMA7007	CONTROL KNOB OUTER RING (TEMP GRADUATIONS 85-175)
8	XAA0011	PILOT LIGHT
9	N/A	PILOT LIGHT FASCIA
10	XAA0007	BLACK PLASTIC D SHAPE FASCIA
10	XAA0009	BLUE VOLLRATH FASCIA
11	XFMA7011	WATER PAN
12	XFMA7014	SIDE GLASS, 17-1/4" Tall (Anvil Models)
12	XFMA7013	SIDE GLASS, 15-5/8" Tall (Vollrath Models)
13	XFMA7503	GLASS REAR RIGHT, 17-1/8" Tall (Anvil Models)
13	XFMA7521	GLASS REAR RIGHT, 15-1/2" Tall (Vollrath Models)
14	XFMA7506	GLASS REAR LEFT, 17-1/8" Tall (Anvil Models)
14	XFMA7522	GLASS REAR LEFT, 15-1/2" Tall (Vollrath Models)
15	XFMA7201	VERTICAL SHELF SUPPORT (Anvil Models)
15	XFMA7525	VERTICAL SHELF SUPPORT (Vollrath Models)
16	XFMA7016	HORIZONTAL SHELF SUPPORT, LEFT SIDE
17	XFMA7509	GLASS FRONT LEFT, 17-3/8" Tall (Anvil Models)
17	XFMA7523	GLASS FRONT LEFT, 15-3/4" Tall (Vollrath Models)
18	XFMA7018	LIGHT BULB
19	XFMA7019	LIGHT BULB CONNECTOR(ANVIL UNITS)
19	XFMA7020	LIGHT BULB CONNECTOR (VOLLRATH UNITS)
20	XFMA7027	PLASTIC LIGHT BULB COVER
21	XAA0008	ANVIL STICK ON BADGE
22	XFFA8011	RUBBER FOOT
23	XFMA7512	GLASS FRONT RIGHT, 17-3/8" Tall (Anvil Models)
23	XFMA7524	GLASS FRONT RIGHT, 15-3/4" Tall (Vollrath Models)
24	XFMA7024	BALLAST, 11 Watts
25	N/A	STARTER CONNECTOR BLOCK
26	XFMA7026	STARTER
27	XAA0006	POWER CORD, 120V, WITH NEMA5-15P PLUG
28	XFMA7303	SHELF MEDIUM
29	XFMA7304	SHELF SMALL
30	XFMA7017	HORIZONTAL SHELF SUPPORT, RIGHT SIDE
31	XFMA7513	TOP COVER
	XFMA7001	LOCKING BAR

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EXPLODED VIEW - 36" HOT FOOD MERCHANDISER, MODEL ~ 40734

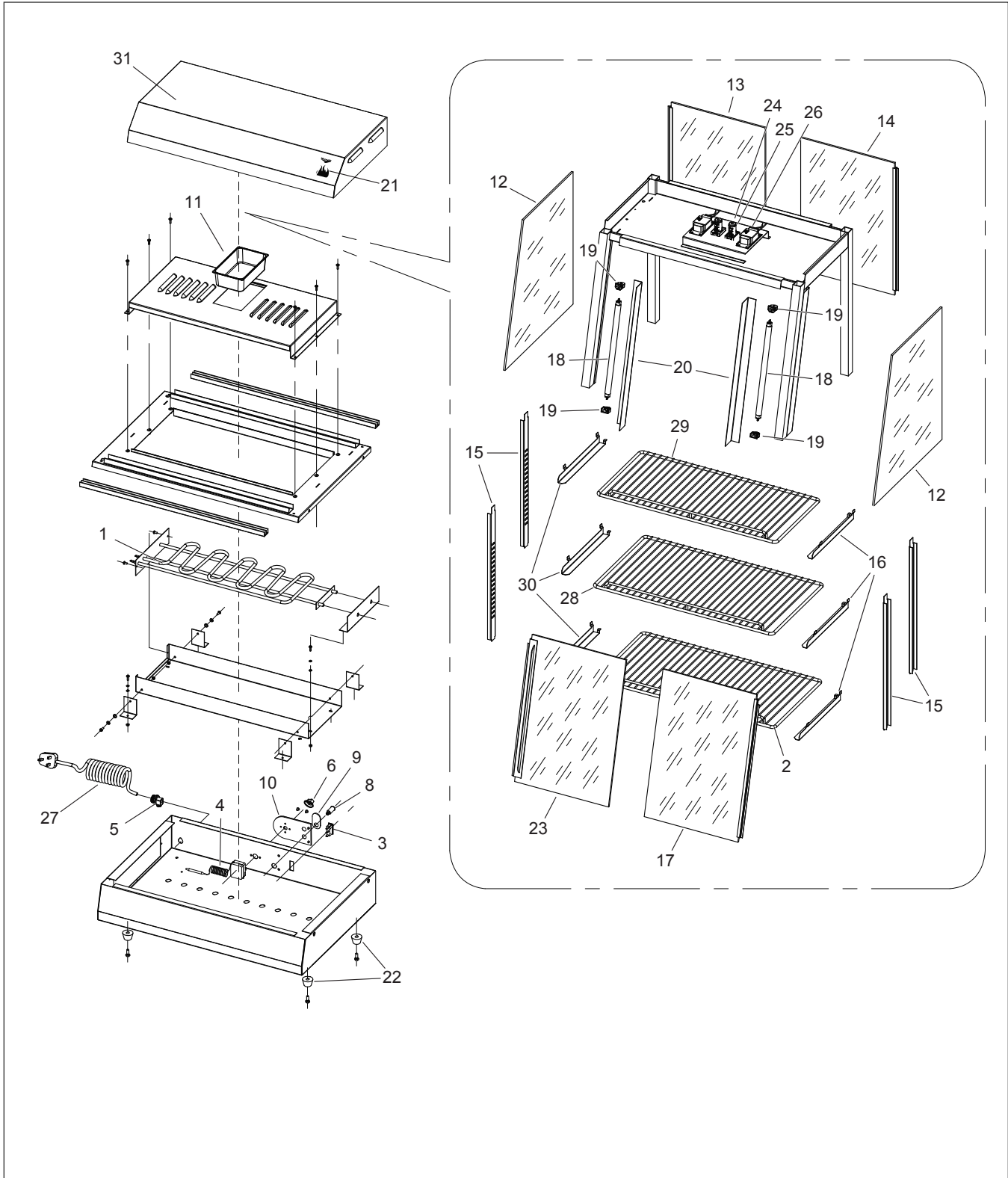


**SPARE PARTS LIST - 36" HOT FOOD MERCHANDISER, MODEL ~ 40736**

Callout	Part Number	Description
1	XFMA7114	ELEMENT, 1500W, 120V
2	XFMA7202	SHELF, LARGE
3	XWMA1004	ROCKER SWITCH, ON/OFF
4	XFMA7004	THERMOSTAT
5	XAA0012	CABLE RESTRAINT
6	XFWW2004	CONTROL KNOB ( ATTACHED TO T-STAT POST)
6	XFMA7008	CONTROL KNOB (VOLLRATH BLUE)
7	XFMA7007	CONTROL KNOB OUTER RING (TEMP GRADUATIONS 85-175)
8	XAA0011	PILOT LIGHT
9	N/A	PILOT LIGHT FASCIA
10	XAA0007	BLACK PLASTIC D SHAPE FASCIA
10	XAA0009	BLUE VOLLRATH FASCIA
11	XFMA7011	WATER PAN
12	XFMA7013	SIDE GLASS, 15-5/8" Tall (Anvil and Vollrath Models)
13	XFMA7502	GLASS REAR RIGHT, 15-1/2" Tall (Anvil and Vollrath Models)
14	XFMA7505	GLASS REAR LEFT, 15-1/2" Tall (Anvil and Vollrath Models)
15	XFMA7301	VERTICAL SHELF SUPPORT (Anvil and Vollrath Models)
16	XFMA7016	HORIZONTAL SHELF SUPPORT, LEFT SIDE
17	XFMA7508	GLASS FRONT LEFT, 15-3/4" Tall (Anvil and Vollrath Models)
18	XFMA7018	LIGHT BULB
19	XFMA7019	LIGHT BULB CONNECTOR(ANVIL UNITS)
19	XFMA7020	LIGHT BULB CONNECTOR(VOLLRATH UNITS)
20	XFMA7027	PLASTIC LIGHT BULB COVER
21	XAA0008	VOLLRATH DECAL
22	XFFA8011	RUBBER FOOT
23	XFMA7511	GLASS FRONT RIGHT, 15-3/4" Tall (Vollrath Models)
24	XFMA7024	BALLAST, 11 Watts
25	N/A	STARTER CONNECTOR BLOCK
26	XFMA7026	STARTER
27	XAA0006	POWER CORD, 120V, NEMA 5-15P PLUG
28	XFMA7303	SHELF MEDIUM
29	XFMA7304	SHELF SMALL
30	XFMA7017	HORIZONTAL SHELF SUPPORT, RIGHT SIDE
31	XFMA7514	TOP COVER
	XFMA7002	LOCKING BAR

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EXPLODED VIEW - 26" HOT FOOD MERCHANDISER, MODEL ~ 40733





**SPARE PARTS LIST - 26" HOT FOOD MERCHANDISER, MODEL ~ 40733**

Callout	Part Number	Description
1	XFMA7117	ELEMENT, 1500W, 120V
2	XFMA7302	SHELF, LARGE (32 1/4" x 14")
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4	XFMA7004	THERMOSTAT
5	XAA0012	CABLE RESTRAINT
6	XFWW2004	CONTROL KNOB ( ATTACHED TO T-STAT POST)
6	XFMA7008	CONTROL KNOB (VOLLRATH BLUE)
7	XFMA7007	CONTROL KNOB OUTER RING (TEMP GRADUATIONS 85-175)
8	XAA0011	PILOT LIGHT
9	N/A	PILOT LIGHT FASCIA
10	XAA0007	BLACK PLASTIC D SHAPE FASCIA
10	XAA0009	BLUE VOLLRATH FASCIA
11	XFMA7011	WATER PAN
12	XFMA7014	SIDE GLASS, 17-1/4" Tall (Anvil Models)
12	<u>XFMA7013</u>	SIDE GLASS, 15-5/8" Tall (Vollrath Models)
13	XFMA7503	GLASS REAR RIGHT, 17-1/8" Tall (Anvil Models)
13	XFMA7521	GLASS REAR RIGHT, 15-1/2" Tall (Vollrath Models)
14	XFMA7506	GLASS REAR LEFT, 17-1/8" Tall (Anvil Models)
14	XFMA7522	GLASS REAR LEFT, 15-1/2" Tall (Vollrath Models)
15	XFMA7201	VERTICAL SHELF SUPPORT (Anvil Models)
15	XFMA7525	VERTICAL SHELF SUPPORT (Vollrath Models)
16	XFMA7016	HORIZONTAL SHELF SUPPORT, LEFT SIDE
17	XFMA7509	GLASS FRONT LEFT, 17-3/8" Tall (Anvil Models)
17	XFMA7523	GLASS FRONT LEFT, 15-3/4" Tall (Vollrath Models)
18	XFMA7018	LIGHT BULB
19	XFMA7019	LIGHT BULB CONNECTOR(ANVIL UNITS)
19	XFMA7020	LIGHT BULB CONNECTOR(VOLLRATH UNITS)
20	XFMA7027	PLASTIC LIGHT BULB COVER
21	XAA0008	ANVIL STICK ON BADGE
22	XFFA8011	RUBBER FOOT
23	XFMA7512	GLASS FRONT RIGHT, 17-3/8" Tall (Anvil Models)
23	XFMA7524	GLASS FRONT RIGHT, 15-3/4" Tall (Vollrath Models)
24	XFMA7024	BALLAST, 11 Watts
25	N/A	STARTER CONNECTOR BLOCK
26	XFMA7026	STARTER
27	XAA0006	POWER CORD, 120V, WITH NEMA5-15P PLUG
28	XFMA7303	SHELF MEDIUM
29	XFMA7304	SHELF SMALL
30	XFMA7017	HORIZONTAL SHELF SUPPORT, RIGHT SIDE
31	XFMA7513	TOP COVER
	XFMA7001	LOCKING BAR

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## 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. Extended warranties are available on a limited basis and must be agreed to prior to closing the sale.
13. Vollrath – Redco products – The warranty period is 2 years.
14. Optio / Arkadia product lines – The warranty period is 90 days.
15. All non-stick products (i.e. fry pans and surfaces) are 90 days for the non stick surfaces.
16. All TRAEX® product warranty (with the exception of T-REX™) is 1 year.
17. 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 Dishers
- 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.

### Items sold having no warranty:

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

### 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 unit 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.

#### 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.(800-628-0832).
- 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"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <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

**ENGLISH**





*Setting  
the Standard™*

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