

# Operator's Manual

## MIRAGE® INDUCTION RETHERMALIZER



| Model    | Description                             | Voltage | Watts | Amps | Plug  |
|----------|---|---------|-------|------|-------|
| 7470110  | 7 Qt. Induction Rethermalizer, Natural  | 120V    | 800W  | 6.7  | 5-15P |
| 7470140  | 7 Qt. Induction Rethermalizer, Red      | 120V    | 800W  | 6.7  | 5-15P |
| 74110110 | 11 Qt. Induction Rethermalizer, Natural | 120V    | 800W  | 6.7  | 5-15P |
| 74110140 | 11 Qt. Induction Rethermalizer, Red     | 120V    | 800W  | 6.7  | 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. 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 only into grounded electrical outlets matching the nameplate rated voltage. Each induction unit should have a separate circuit.
- Do not use an extension cord with this equipment. Do not plug this equipment into a power strip or multi-outlet power cord.
- As a precaution, persons using a pacemaker should stand back 12" (30 cm) from an operating unit. Studies have shown that the induction element will not disrupt a pacemaker.
- Keep all credit cards, driver licences and other items with a magnetic strip away from an operating unit. The unit's magnetic field will damage the information on these strips.
- Do not put water in the warmer/rethermalizer. It is intended to run dry. Water will damage the unit and void the warranty.
- Use only Vollrath induction-ready insets with this unit. Other insets will not work properly.
- 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 operate if unit has been damaged or is malfunctioning in any way.

## FUNCTION AND PURPOSE

This equipment is intended to rethermalize containers of refrigerated, previously cooked food and hold containers of hot food at safe serving temperatures. Use only Vollrath induction-ready insets. This equipment is not intended or designed to cook raw food product. Before using this equipment it must be cleaned and dried thoroughly. This equipment is not intended for household, industrial or laboratory use.

## INSTALLATION

This unit is to be used on a flat, level surface.

### NOTE:



**This unit is not designed to be inclosed or built into any area. Sufficient airflow must be allowed around the unit. Blocking the airflow could cause the unit to overheat.**

1. Place the induction on a flat and stable surface.
2. Plug the power cord into a grounded electrical outlet with the matching nameplate rated voltage.

### NOTE:

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



## OPERATION

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

1. Place the Vollrath induction-ready inset containing cooked food in the induction rethermalizer.

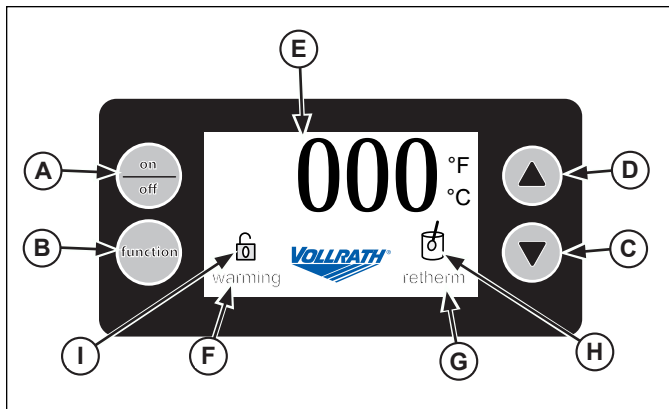
### NOTE:

**Do not pre-heat empty insets. Because of the speed and efficiency of the induction range, insets can very quickly overheat and be damaged.**

|  |   |
|--|---|
|   | <b> WARNING</b>  |
|  | <p><b>Burn Hazard.</b><br/>Do not touch cookware, heating surface, food, or liquid while heating.</p> |
| <p>Hot food and liquids can burn skin. Induction heating surfaces heat very rapidly. Use caution when adding pre-heated oil, liquid or other food already in the cookware.</p> |   |

### NOTE:

**Do not put water in the warmer/rethermalizer. It is intended to run dry. Water will damage the unit and void the warranty.**



**Figure 1. Control Panel**

- (A)** ON/OFF button. Press to turn unit on. An display will illuminate when switched on.
- (B)** FUNCTION button. Used to change the function or mode of operation.
- (C)** ARROW DOWN button. Used to lower the temperature setting.
- (D)** ARROW UP button. Used to raise the temperature setting.
- (E)** DISPLAY panel. This displays the preset program, temperature, or an error code, depending upon the mode selected.
- (F)** WARMING light. Illuminates unit is operating in the warming mode. Blinks while the food product heats to temperature.
- (G)** RETHERM light. Illuminates unit is operating in the rethermalizing mode. Blinks while the food product heats to temperature.
- (H)** STIR light. Flashes when the food product should be stirred.
- (I)** LOCK light. Immunities when the lock function is in operation.

### NSF Rethermalization

1. Press the ON/OFF button (A) to turn on the unit. See Figure 1.
2. Press the function button (B) to select the Retherm (Rethermalize), mode. The retherm light (G) blinks until the food product heats to temperature.
3. Place a container of chilled food product to be rethermalized into equipment.
4. During the rethermalization process, monitor the food temperature closely for food safety.

**This equipment is designed to comply with NSF4 standard rethermalization. (Raise chilled food product 33-40 °F (0.5-4.4 °C) to 165 °F (74 °C) within 120 minutes.)**

5. After the rethermalizing cycle has completed the unit will switch to a hot food holding cycle. See food safety precautionary note. Check the food temperature often. Do not add cold food to rethermalized food of hot food.

#### **FOOD Safety Precautionary 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.**

### NSF Hot Food Holding

1. Press the ON/OFF button (A) to turn on the unit. See Figure 1.
2. Press the function button (B) to choose °F to °C temperature on the display (E).
3. Place a container of pre-heated food product above 155 °F (68 °C) to be held into equipment.
4. Press the arrow up (D) or arrow down (C) to select the temperature value program above 155 °F (68 °C). The warming light (F) blinks until the food product heats to temperature.
5. During the hot food holding process, monitor the food temperature closely for food safety.

**This equipment is designed to comply with NSF4 standard for hot food holding. 155 °F (68 °C) starting food temperature. Food temperature to be maintained above 150 °F (65 °C) for a duration of 120 minutes.**

### Using a Preset Program

1. Press the ON/OFF button (A) to turn on the unit. See Figure 1.
2. Press the function button (B) to select the preset program mode. Program choices are: Warming, Retherm (Rethermalize), or food types: Soup, C Soup (Cream Soup), Chili, and Mac (Mac and Cheese). The programs operate a predetermined temperature. Or, in the case of the Warming program it can be set to a specific temperature by the operator.

#### **Food Safety Precautionary 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.**

### Manually setting the warming temperature

1. Press the ON/OFF button (A) to turn on the unit. See Figure 1.
2. Press the function button (B) to choose °F to °C temperature on the display (E).
3. Press the arrow up (D) or arrow down (C) to select the temperature value program. The warming light (F) blinks until the food product heats to temperature.
4. While in the warming mode press the cursor up (D) or arrow down (C) to select temperature you desire. The warming cycle will reach and maintain that temperature until the temperature is reset again.

### Changing the temperature from °F to °C or °C to °F


1. Press the ON/OFF button (A) to turn on the unit. See Figure 1.
2. Press the function button (B) to change from °F to °C.


### Locking and Unlocking the unit

1. Press the ON/OFF button (A) to turn on the unit. See Figure 1.
2. Select the preset program or warming temperature desired.
3. To lock the unit: At the same time press and hold the function button (B) and the arrow down button (C) until the lock light (I) appears. The control can not be changed until the unit is unlocked.
4. To unlock the unit: At the same time press and hold the function button (B) and the arrow down button (C) until the lock light (I) disappears. Or, turn the unit off and on again. The control can now be changed.

## CLEANING

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

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|    | <p><b>! WARNING</b></p> <p><b>Burn Hazard.</b><br/>Do not touch cookware, heating surface, food, or liquid while heating.</p> |
| <p>Hot food and liquids can burn skin. Induction heating surfaces heat very rapidly. Allow the heating surface to cool before handling.</p> |   |

|  |   |
|--|---|
|   | <p><b>! WARNING</b></p> <p><b>Electrical Shock Hazard.</b><br/>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 spray water or cleaning products. Liquid could contact the electrical components and cause a short circuit or an electrical shock.</p> |   |

1. Unplug the unit and let it completely cool.
2. Wipe the unit exterior with a clean damp cloth.

**NOTE:**

**Do not put water in the warmer/rethermalizer. It is intended to run dry. Water will damage the unit and void the warranty.**

3. Wipe the inside of the unit 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  |
|--|---|---|
| The unit is on, but not heating.         | The inset may be too small or may not be induction-ready.                                 | Make sure the inset is induction ready. See the <b>FUNCTION and PURPOSE</b> of this manual.           |
| The digital display lights are flashing. | No induction-ready inset in unit.   | Place induction-ready inset in the unit.  |
| The unit suddenly stopped working.       | The unit may be too close to an external heat source or the air intake may be restricted. | Relocate the unit away from any external heat source. Clear any obstructions to the air intake.       |
|  | The overheat-protection feature may have activated.                                       | Remove inset. Let cooking surface cool.   |
| Flashing Message (F code)                | It might be caused by   | Course of Action  |
| <b>ADD PAN</b> (Add Pan)                 | No inset has been detected on the induction retharmilizer.                                | Place induction-ready inset in the heating area..   |
| <b>BAD PAN</b> (Bad Pan - F9)            | The inset may be too small or may not be induction-ready.                                 | Make sure the inset is induction ready. See the <b>FUNCTION and PURPOSE</b> of this manual.           |
| <b>TOO HOT</b>                           | The overheat-protection feature may have activated.                                       | Remove cookware. Let cooking surface cool. Clear any obstructions to the air intake.                  |
| <b>BAD FLO</b> (Bad Flow - F8)           | The unit may be too close to an external heat source or the air intake may be restricted. | Relocate the unit away from any external heat source. Clear any obstructions to the air intake.       |
| <b>HT SNC</b> (Heat Sync - F4)           | The overheat-protection feature may have activated.                                       | Remove inset. Let cooking surface cool. Clear any obstructions to the air intake.                     |
| <b>HT TH</b> (Heat Therm - F5)           | The overheat-protection feature may have activated.                                       | Remove inset. Let cooking surface cool. Clear any obstructions to the air intake.                     |
| <b>HOT</b> (Too Hot - F2)                | No defect. Indicates the heating area is hot after a heating cycle has completed.         | Restart with inset in correct location. Allow time for the heating area to cool. (about 5-10 minutes) |
|  | The overheat-protection feature may have activated.                                       | Remove cookware. Let cooking surface cool. Clear any obstructions to the air intake.                  |

## SERVICE AND REPAIR

There are no user serviceable parts within this appliance. To avoid serious injury or damage, never attempt to repair the induction range or replace a damaged power cord yourself. Do not send units directly to the Vollrath Company. Please contact the qualified professional repair service listed below.

**VOLLRATH Induction Repair Service • 1-800-825-6036 (USA) or [www.vollrathco.com](http://www.vollrathco.com)**

When contacting the Authorized Professional Service Center, please be ready with the model number, serial number, and proof of purchase showing the date the unit was purchased.

## 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)

- |  |  |   |
|--|--|---|
| <ol style="list-style-type: none"> <li>1. Refrigeration compressors – The warranty period is 5 years.</li> <li>2. Replacement parts – The warranty period is 90 days.</li> <li>3. Fry pans and coated cookware – The warranty period is 90 days</li> <li>4. EverTite™ Riveting System – The warranty covers loose rivets only, forever.</li> <li>5. Cayenne® Heat Strips – The warranty period is 1 year plus an additional 1 year period on heating element parts only.</li> <li>6. Mirage® Pro, Ultra and Professional Induction Ranges – The warranty period is 2 years.</li> <li>7. Mirage®, Mirage® Cadet and Commercial Induction ranges – The warranty period is 1 year.</li> <li>8. ServeWell® Induction Workstations – The warranty period is one year on the workstation table and 2 years on induction hobs.</li> <li>9. Slicers – The warranty period is 10 years on gears and 5 years on belts.</li> <li>10. Mixers – The warranty period is 2 years.</li> <li>11. Extended warranties are available at the time of sale.</li> <li>12. Boxer Mixers – 1 Year exchange Warranty.</li> <li>13. Vollrath – Redco products – The warranty period is 2 years.</li> <li>14. Optio / Arkadia product lines – The warranty period is 90 days.</li> <li>15. All non-stick products (i.e. fry pans and surfaces) are 90 days for the non stick surfaces.</li> </ol> | <p>All products in the Jacob's Pride® collection, including the following, have a lifetime warranty:</p> <ul style="list-style-type: none"> <li>• NSF Certified One-Piece Dishers</li> <li>• NSF Certified Spoodle® Utensils</li> <li>• NSF Certified Heavy-Duty Spoons with Ergonomic Handle</li> <li>• NSF Certified Heavy-Duty Basting Spoons</li> <li>• Heavy duty Turners with Ergonomic handle</li> <li>• One-Piece Tongs*</li> <li>• Heavy-Duty One-Piece Ladles*</li> <li>• Nylon Handle Whips</li> <li>• One-Piece Skimmers</li> <li>• Tribute®, Intrigue®, and Classic Select® Cookware*</li> </ul> <p>*Jacob's Pride® warranty does not cover Kool-Touch®, non stick coatings and silicone handles.</p> | <p><b>Items sold having no warranty:</b></p> <ul style="list-style-type: none"> <li>• Meat Grinder Knives</li> <li>• Light Bulbs in Convection Ovens and Hot Food Merchandiser</li> <li>• Oven Door Seals</li> <li>• Oven Door Glass</li> <li>• Hot Food Merchandisers / Display Case Glass</li> <li>• Calibration and set up of gas equipment</li> <li>• Slicer / Dicer blades (table top food prep) – Redco and Vollrath</li> </ul> |
|--|--|---|

### **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.**

## INDUCTION RANGE WARRANTY INFORMATION

The Vollrath Company will warranty the induction ranges covered in this manual for a period of two (2) years in accordance with the policy stated above. 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.



## 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/providence 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.

| WARRANTY REGISTRATION   |   |  |  |
|---|---|--|--|
| BUSINESS NAME   |   |  |  |
| KEY CONTACT NAME  |   | EMAIL  |  |
| STREET ADDRESS  |   |  |  |
| CITY  | STATE/PROVIDENCE                                  |  | ZIP CODE   |
| COUNTRY   | PHONE   |  | FAX  |
| MODEL   |   | ITEM NUMBER                                  |  |
| SERIAL NUMBER   | -   | -  | -  |
| 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 |



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

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Canada Service: 800.695.8560

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