

## Mirage® Buffet Induction Warmers

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 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.

#### To reduce risk of injury or damage to the equipment

- Plug only into grounded electrical outlets matching the nameplate rated voltage.
- 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 license and other items with a magnetic strip away from an operating unit. The unit's magnetic field will damage the information on these strips.
- The heating surface is made of a strong, non-porous material. However, should it crack or break, stop using and immediately unplug the equipment.
- Do not leave an empty vessel on an operating unit.
- equipment should only be used in a flat, level position.
- Unplug equipment and let it cool before cleaning or moving.
- Do not touch the heating surface. It remains hot after the equipment is turned off.
- Unplug when not in use.
- Keep equipment and power cord away from open flames, electric burners or excessive heat.
- Do not heat sealed cans or containers as they may explode.
- Do not operate unattended.
- Closely supervise equipment operating in public areas and/or around children.
- Do not operate if equipment has been damaged or is malfunctioning in any way.
- Do not place any objects inside the air intake or exhaust panels.



Item No.	Model	Description
5950275	59502XX	16"x 16" (40.6 x 40.6 cm) Countertop Warmer, Black
595027502		
595027503		
595027504		
595027505		
5950280		16"x 16" (40.6 x 40.6 cm) Countertop Warmer, Natural
595028002		
595028003		
595028004		
595028005		
59502DW	59508XX	16"x 16" (40.6 x 40.6 cm) Drop-in Warmer
59502DW02		
59502DW03		
59502DW04		
59502DW05		
5950875		16"x 23" (40.6 x 58.4 cm) Countertop Warmer, Black
595080202		
595080203		
595080204		
5950880		16"x 23" (40.6 x 58.4 cm) Countertop Warmer, Natural
595088002		
595088003		
595088004		
59508DW		16"x 23" (40.6 x 58.4 cm) Drop-in Warmer
59508DW02		
59508DW03		
59508DW04		

Please register your product at [Vollrath.com/ProjectRegister](http://Vollrath.com/ProjectRegister)

## FUNCTION AND PURPOSE

This equipment is intended to hold heated prepared food at serving temperatures. It is intended for use in commercial foodservice operations only. It is not intended for household, industrial or laboratory use. This equipment is intended to be used with induction-ready serving vessels.

### Induction Ready Serving Vessel

- Vessel base must be flat
- Vessel base size must be:

Warmer Size	Minimum Base	Maximum Base
16 x 16	4½" (11.4 cm)	10¼" (26 cm)
16 x 23		10¼" x 17¼" (26 x 43.8cm)

- Material construction must be: ferrous stainless steel, iron, cast iron

### Unsuitable Serving Vessel

- Vessel with a base less than 4½" (11.4 cm)
- Pottery, glass, aluminum, bronze or copper serving vessels
- Serving vessel with any type of footed base

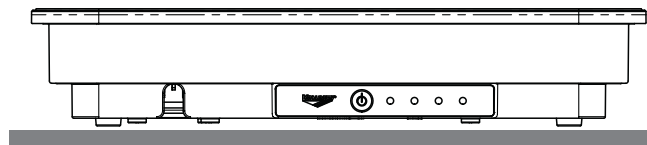
## FCC STATEMENT

This equipment has been tested and found to comply with Part 18 of FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help

To assure continued compliance, any changes or modifications not expressly approved by the party Responsible for compliance could void the user's authority to operate this equipment.

## COUNTERTOP WARMER INSTALLATION



### Clearance and Environment Requirements

This equipment is not designed to be enclosed or built into any area. There must be a minimum clear space of:

- Under the warmer, a distance equal to the height of the feet of the warmer.
- Sufficient airflow must be allowed around the equipment. Warmer must not be placed on a soft surface that could restrict airflow to the bottom of the warmer. Blocking the airflow could cause the equipment to overheat.
- The maximum intake temperature must not exceed 104°F (40°C). Temperatures are measured in ambient air while all appliances in the kitchen are in operation.

### Installation

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

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

## DROP-IN WARMER INSTALLATION

### Before you begin

1. Download the specification sheet for your drop-in from Vollrath.com. You will need to refer to this document for dimensions, clearance, venting and power requirements.
2. Verify the proper electrical outlet is available at the installation site.

**NOTICE: Do NOT modify the cord or plug on the drop-in. Modifying any component may damage the drop-in or cause injury, and will void the warranty. See the specification sheet on Vollrath.com for electrical specifications.**

3. Know the countertop manufacturer's requirements for preparing and installing equipment into the countertop prior to starting installation.

### Prepare the countertop and cabinet

**NOTICE: Refer to the drop-in specification sheet for cutout dimensions, air flow and venting requirements, minimum clearance distances and environment requirements.**

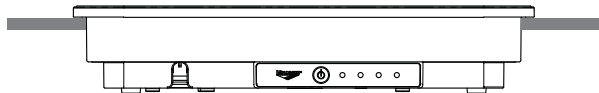
**NOTICE: Countertop materials require specific preparation. Refer to the countertop manufacturer for instructions regarding proper installation of equipment into the material.**

1. Cut required openings in the countertop and cabinet.
2. Clean debris from the cut out area(s).
3. Reinforce the countertop support as needed per the countertop manufacturer guidelines and the weight of the equipment.

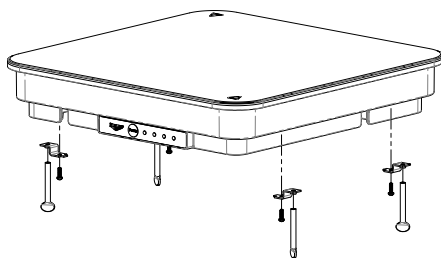
### Mount the Drop-in

Drop-in Mirage® Buffet Induction Warmers can be installed with the top of the warmer overhanging the countertop or countersunk. Use the following instructions for mounting the 16"x 16" and the 16"x 23" warmers.

#### Overhung

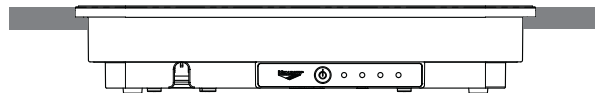


1. Choose a flat, level countertop for the mounting surface.
2. Measure the area for the cutout.
3. Apply sealant to the cutout area to prevent moisture from penetrating the exposed surfaces.
4. Secure the warmer to the countertop. Use the included four brackets and screws on the SIDES of the warmer. Brackets are not for use on the front and back sides of the warmer.

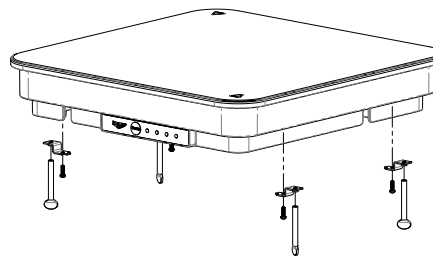


5. Plug the power cord into a grounded electrical outlet with the matching nameplate rated voltage.

#### Countersunk



1. Choose a flat, level countertop for the mounting surface.
2. Measure the area for the cutout.
3. Apply sealant to the cutout area to prevent moisture from penetrating the exposed surfaces.
4. Secure the warmer to the countertop. Use the included four brackets and screws on the SIDES of the warmer. Brackets are not for use on the front and back sides of the warmer.



5. Plug the power cord into a grounded electrical outlet with the matching nameplate rated voltage.

### Mount the Control Box

1. Measure the area for the control box cutout.
2. Apply sealant to the space between the control box and the mounting surface to prevent moisture penetration.
3. Use the included four nuts and screws to secure the control box to the mounting surface.
4. Plug the USB cable from the control box into the bottom of the Mirage® Buffet Induction Warmer.

## OPERATION

### WARNING

#### Electrical Shock Hazard

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. If liquid spills or boils over onto the unit, immediately unplug the unit and remove serving vessel. Wipe up any liquid with a padded cloth.

### CAUTION

#### Burn Hazard

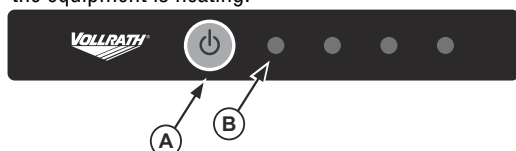
Do not touch serving vessel, heating surface, food or liquid while heating. Hot food and liquids can burn skin. Induction heating surfaces heat very rapidly. Use caution when adding pre-heated oil or liquid to other food already in the serving vessel.

1. Place the induction-ready serving vessel containing food in the center of the warmer.

**NOTICE:** Do not pre-heat empty serving vessels. Because of the speed and efficiency of the induction warmer, serving vessels can very quickly overheat and be damaged.

**NOTICE:** Do not drop utensils or other objects onto the heating surface. The strong, non-porous surface can break. The warranty does not cover this type of abuse.

2. Press the POWER button. The DISPLAY panel will show a power level. When an induction ready serving vessel is placed on the heating surface, the DISPLAY panel will remain on. This indicates the equipment is heating.



**A POWER button.** Press to turn on the warmer. The button illuminates.

**B POWER LEVEL LEDs.** Indicate the power level setting.

Power Level	Description	LEDs
1	Low heat	
2	Low-medium heat	
3	Medium-high heat	
4	High heat	

### Adjusting the Power Level

1. Press the POWER button to turn on the equipment.
2. Place an induction-ready serving vessel on the warmer.
3. Press the POWER button to increase or decrease the power level.

### Suggested Power Level Settings

The ideal power level is dependent on the size and density of the food, desired serving temperature, serving vessel, ambient temperature, etc. The following are general guidelines.

#### To use a serving vessel directly on the induction warmer:

1. Place the serving vessel containing food directly on the induction warmer.
2. Select a power level to hold the food at serving temperature.

#### To use a chafer on the induction warmer:

1. Fill the chafer bath with clean, hot water. Refer to the chafer manufacturer's operator's manual for proper fill level.
2. Place the chafer with water bath on the induction warmer.
3. Select power level 4 to preheat the water.
4. When the water reaches the desired temperature, add the food pan containing hot food.
5. Change the power level setting to a power level to hold the food at serving temperature.

### Turning Off the Warmer

1. Press and hold the POWER button until the equipment turns off, at which time the POWER button will no longer be illuminated.

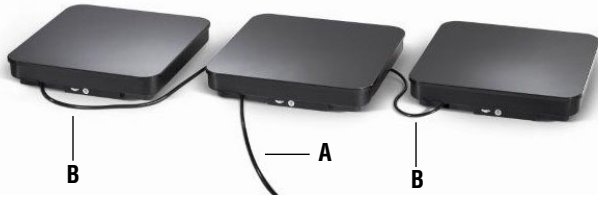
### Over Heat Protection

This equipment is equipped with an Over Heat Protection feature. If the heating surface becomes too hot, the warmer will stop heating. The four LED power level lights will flash to indicate the Over Heat Protection feature has activated. If the LEDs are flashing, see the Troubleshooting section in this manual.

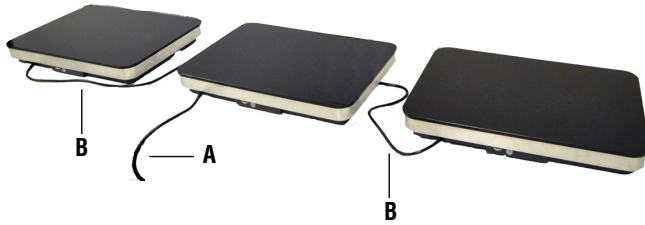
## CONNECTING THE WARMERS

Connect up to three warmers with the included interconnect cords. The center warmer must be connected to the electrical outlet.

### 16 x 16 Warmers



### 16 x 23 Warmers



- A** Power Supply Cord  
**B** Interconnect Cable

1. Plug one warmer into a grounded electrical outlet with the matching nameplate rated voltage.
2. Plug one end of the interconnect cable into the side of the warmer connected to the electrical outlet.
3. Plug the other end of the interconnect cable into the operator side of the second warmer.

**NOTICE:** The induction warmer connected to electrical supply must remain turned on to supply power to side-connected equipment.

## CLEANING

To maintain the appearance and increase the service life, clean your Mirage® Buffet Induction Warmer daily.

	<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. If liquid spills or boils over onto the unit, immediately unplug the unit and remove serving vessel. Wipe up any liquid with a padded cloth.

	<b>CAUTION</b>
	<b>Burn Hazard</b> Do not touch serving vessel, heating surface, food or liquid while heating. Hot food and liquids can burn skin. Induction heating surfaces heat very rapidly. Allow the heating surface to cool before handling.

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

**NOTICE:** Do not use abrasive materials, scratching cleansers or scouring pad to clean the equipment. These can damage the finish.

**NOTICE:** Do not spray controls or outside of equipment with liquids or cleaning agents.

3. Thoroughly wipe off any mild soap or chemical cleaners. Residue could corrode the surface of the equipment.

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## TROUBLESHOOTING

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Problem	Might be Caused By	Course of Action
The equipment turned off after 10 minutes.	There is not a serving vessel on the induction warmer or the vessel is not induction ready. The induction warmer turned off. This is normal.	Make sure the serving vessel is induction ready. See the FUNCTION AND PURPOSE section of this manual.
The equipment is on, but not heating.	The serving vessel may be too small or may not be induction ready.	Make sure the serving vessel is induction ready. See the FUNCTION AND PURPOSE section of this manual.
The Power Level LEDs are flashing.	The overheat-protection feature may have activated.	Remove the serving vessel. Let the equipment cool for approximately 15 minutes. When the overheat condition has cleared, the equipment will return to normal function.
The equipment suddenly stopped working.	The equipment may be too close to an external heat source or the air intake may be restricted.	Relocate the equipment away from any external heat source. Clear any obstructions to the air intake.

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## SERVICE AND REPAIR

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Serviceable parts are available on Vollrath.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.

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## WARRANTY STATEMENT FOR THE VOLLRATH CO.

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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 announcement, visit [www.vollrath.com](http://www.vollrath.com).

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