



# OPERATING INSTRUCTIONS

## ***RHRB-20 RETHERM OVEN***



**REThERM DOCKING SYSTEM  
“RHRB SERIES”  
REThERM OVEN FOR ROLL-IN RACKS**

# ***FWE RETHERM DOCKING SYSTEM OVEN***

## ***STREAMLINE YOUR OPERATION***



**FWE's RHRB-20  
REThERM OVEN**  
for use with Baskets  
using Transport Base,  
Transfer Dolly,  
or Transfer Rack

*(Sold Separately)*



## **CONGRATULATIONS...**

...and thank you for purchasing an FWE Retherm Docking System Oven. Your unit has been designed and manufactured under rigid controls to assure you the most efficient service.

Please take a moment to read through this booklet of important information pertaining to your cabinet. By following a routine of proper use and care described on the following pages, your oven will last for many years.

**IMPORTANT:** Your **Manufacturer Registration Card** must be returned within 30 days after initial delivery to activate the warranty.

# ***FWE RETHERM DOCKING SYSTEM OVEN***

## ***INSTALLATION AND CARE***

### ***SERIAL AND MODEL NUMBER***

These numbers are found on the nameplate (serial tag) affixed to the unit. Please record them in the space provided below. When ordering parts and/or service, you will need to provide this information. The voltage and amperage of the unit are also stamped on the serial tag.

***Model Number*** \_\_\_\_\_

***Serial Number*** \_\_\_\_\_

***Date of Purchase*** \_\_\_\_\_

### ***UNPACKING***

After uncrating your cabinet, remove all tape and padding which held all doors, shelves, racks, cord, etc., in place during shipment.

### ***ELECTRICAL REQUIREMENTS AND GROUNDING***

FWE RHRB-20 models operate on 208/240 volt, 60 Hz, 3 ph, A.C. (unless ordered otherwise). If you have any questions with regard to adequate wiring or grounding in your building, a qualified electrician should be contacted before using your cabinet. The amperage of your cabinet is stamped on the name plate attached to the unit.

**WARNING:** ONLY A QUALIFIED ELECTRICIAN SHOULD ATTEMPT TO REPAIR OR REPLACE ELECTRICAL COMPONENTS OR WIRING.

# ***FWE RETHERM DOCKING SYSTEM OVEN***

## ***OVEN LOCATION***

The well planned and proper placement of your oven will result in long term operator convenience and satisfactory performance.

- Proper clearance must be kept on both the left and right of the cabinet, allowing proper ventilation to the cooling fans. As the oven achieves heat, latent heat will build inside the control panel area. Cooling fans assure that these temperatures are kept to a minimal. If proper clearance of these vents are NOT kept, heat will quickly build up. The thermal protectors will trip, shutting the unit down. Improper installation, or failure to keep proper clearance will void warranty.
- Keep the oven area free and clear of all combustibles such as paper, cardboard, and flammable liquids and solvents, as these materials may ignite and become a fire / safety hazard.
- Agency regulations may require 6" clearance on the bottom and sides of the unit for cleaning. Do not place the oven on a curb base or seal to a wall. Please check with your local health code agencies to assure proper placement of your unit, as local codes may vary.
- Before making any utility connections to this oven, **check the rating plate** to be sure the oven specifications are compatible with the electrical services supplied for the oven. Please review all installation instructions, electrical requirements and connection to power.

## ***INSTALLATION***

Installation must conform with all Local and National installation standards. Local installation codes and / or requirements may vary. If you have any questions regarding the proper installation and / or operation of your oven, please contact your local distributor. If you do not have a local distributor, please call your local FWE representative, government agency, qualified electrical contractor or Health Department to verify your local standards.

# ***FWE RETHERM DOCKING SYSTEM OVEN***

## ***CARE AND OPERATION***

### ***CLEANING***

Keep your cabinet clean by simply wiping the interior and exterior, as needed, with a damp cloth or sponge and a mild soapy solution.

#### **NEVER USE ABRASIVES, ACIDS, OR STRONG CLEANERS.**

Do not flood or allow electrical parts to become wet.

The interior tray slide assemblies and humidifier pans are removable for easy cleaning.

A stainless steel cleaner/polish is recommended for the exterior to maintain a "like-new" appearance.

#### **DO NOT USE WAX OR STRONG CLEANERS ON DOOR GASKETS, VINYL , OR RUBBER.**

### ***CONTROLS***

The control panel, recessed at the top of the unit above the door, is equipped with an adjustable thermostat (225°F to 550°F) for temperature selection, and a master power ON/OFF rocker-switch.

**Count-down timer** has a bell alert only and does *not* control oven functions.

### ***FOOD SAFETY AND THE FOUR HOUR RULE***

The key to foodborne illness prevention is constant monitoring of food temperatures (both storage and internal). The temperature danger zone is considered 40°F to 140°F (4.4°C to 60°C) and rapid bacteria growth zone is considered 70°F to 120°F (21°C to 49°C). Prevent potentially hazardous foods from spending more than four (4) hours combined total time in these zones. The exposure time is accumulative from time of receiving products until time it is cooked. Exposure time begins again when food is fully cooked, held, served, cooled, and reheated. **FOOD SHOULD NEVER BE REHEATED TWICE!**

# GENERAL OPERATING INSTRUCTIONS

## PREPARING AND LOADING THE OVEN

### OVEN HAS TWO (2) ON/OFF SWITCHES:



- 1) Press main power **ON/OFF Rocker-Switch** to "ON" position. This will power the blower fans.

### 2) SELECT A TEMPERATURE SETTING

recommended by MEAL CONTAINER manufacturer.

**CAUTION:** Food container may melt if temperature is set too high. *Temperature settings vary due to food tray material.*

Temperature dial also has an "OFF" position.

### 3) PRE-HEAT CABINET FOR 30 MINUTES.

By pre-heating the unit 30 minutes before each use, you can be assured of maintaining the temperature and obtaining the best results from your cabinet.

**4) DOCK THE ROLL-IN RACK.** Dock the cart to the oven using the alignment pins as a guide. Cart will latch to cabinet automatically.

**5) LOAD THE CABINET. Release Baskets** by stepping down on the Basket Rack Release (upper latch). Slide Roll-In Rack from Transport Cart into oven. Baskets and Rack are now loaded into the cabinet.

**6) UNDOCK THE CART.** Step down on Docking Latch Release (lower latch) to remove cart.

**CAUTION: PRODUCT IS HOT.**

**Use oven mitts and proper precautions.**

TIMER has an bell alert function only.  
Does not control oven functions.

Follow food tray manufacturer retherm guidelines for temperature and time settings.

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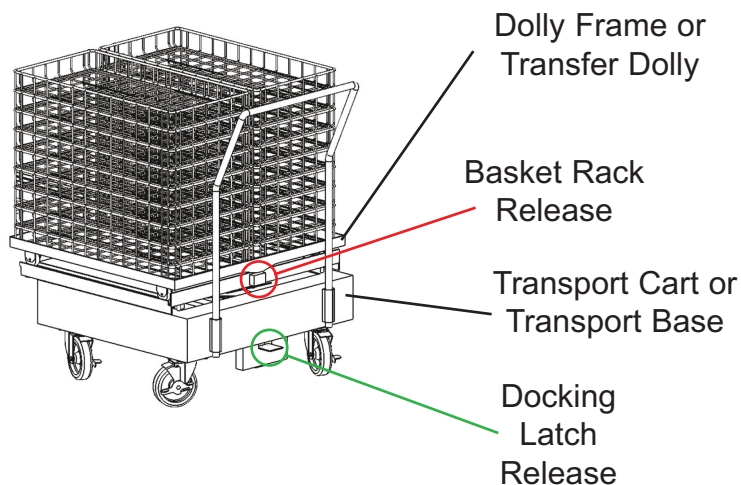
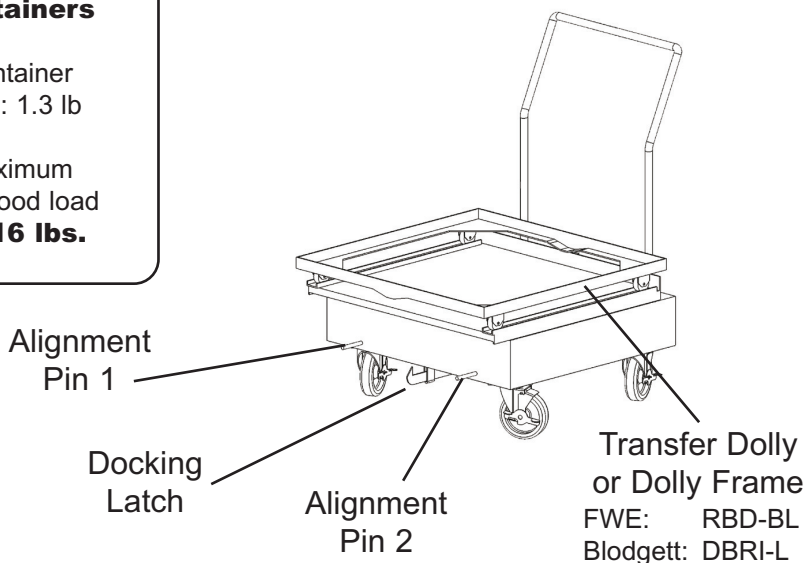
# GENERAL OPERATING INSTRUCTIONS

## DESCRIPTION OF DOCKING / RELEASE FEATURES

Maximum  
**320 Food  
Containers**

Container  
Size: 1.3 lb

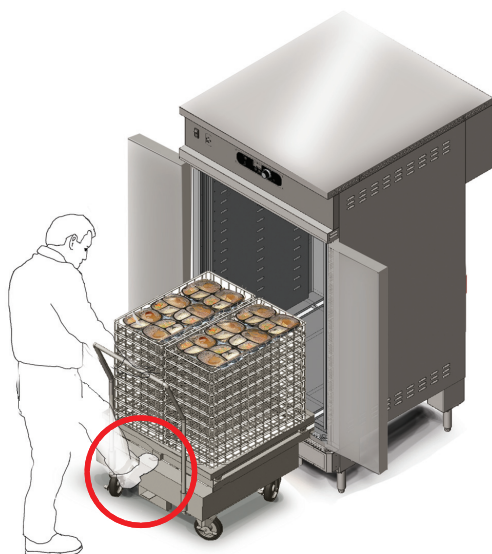
Maximum  
total food load  
is **416 lbs.**



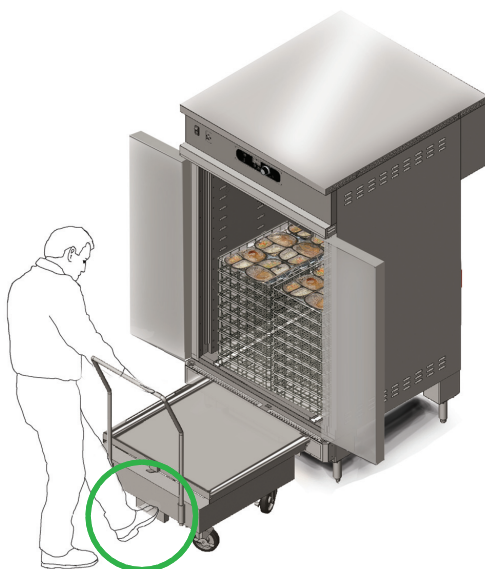


# **GENERAL OPERATING INSTRUCTIONS**

## **LOADING THE OVEN**



**Release Baskets**  
by stepping down on the  
Basket Rack Release  
(upper latch).



**Release Cart**  
by stepping down on  
Docking Latch Release  
(lower latch).

Close the door to oven  
and retherm product.

# TROUBLE-SHOOTING CHART

**Check this list first before you call for service...**

| PROBLEM                    | POSSIBLE CAUSE  | REMEDY   |
|----------------------------|---|--|
| <b>TEMP TOO HOT</b>        | 1A] Adjustable thermostat set too high<br>1B] Thermostat needs re-calibrating**   | 1A] Set thermostat at a lower temperature (no lower than 225°F).<br>1B] Loosen screw in thermostat knob and remove knob. Adjust set screw in hollow stem with small blade screwdriver by turning <u>CLOCK-WISE</u> . 1/4 turn lowers temperature approximately 10°F. DO NOT REMOVE SET SCREW.  |
| <b>TEMP NOT HOT ENOUGH</b> | 2A] Opening door unnecessarily<br>2B] Thermostat set too low<br>2C] Cord plug pulled out from outlet<br>2D] Fuse blown - no power to outlet<br>2E] Thermostat out of calibration**  | 2A] Keep door closed and latched shut as much as possible.<br>2B] Set thermostat at a higher temperature.<br>2C] Replug cord into proper outlet.<br>2D] Have a qualified electrician check power and fuse box.<br>2E] Loosen set screw in thermostat knob and remove knob. Adjust set screw in hollow stem with small blade screwdriver by turning <u>COUNTER-CLOCKWISE</u> . 1/4 turn raises temperature approximately 10°F. DO NOT REMOVE SET SCREW.   |
| <b>NO HEAT AT ALL</b>      | 3A] Cabinet not plugged into outlet<br>3B] Thermostat knob at " OFF " position<br>3C] Rocker switch at " OFF " position<br>3D] Fuse Blown - no power to outlet<br>3E] Thermostat needs replacing<br>3F] Heating element burned out* | 3A] Plug cabinet into properly grounded electrical outlet.<br>3B] Adjust thermostat knob to temperature setting required.<br>3C] Turn switch to " ON " position.<br>3D] Have a qualified electrician check power to fuse box.<br>3E] Unplug cabinet from electrical source. Loosen set screw in thermostat knob and remove knob. Remove control panel, disconnect wires from terminals on thermostat, and remove 2 screws holding thermostat to control panel. Replace thermostat with new one, and re-install control panel and thermostat knob.<br>3F] Unplug cart from electrical source. Remove screws holding heating element in place. Gently pull element away from back wall a few inches to expose wire connections. Disconnect wires, and replace element with new one. Reconnect wires, secure element with screws. |

\* \*\* NOTE: CALIBRATION IS EXCLUDED FROM FWE WARRANTY. Thermostats on all units are calibrated at the factory prior to shipping. Due to conditions in transit, beyond our control, occasionally units will need to be re-calibrated prior to use. This is a simple procedure for which instructions are given above. (1B, 2E)

\* Heating element will either function or not function. Only a slight warmth indicates a problem with the thermostat, not the element.

# **FWE RETHERM DOCKING SYSTEM OVEN**

## **LIMITED TWO YEAR WARRANTY**

**FWE / Food Warming Equipment Company, Inc.** (Seller) warrants to the original purchaser, subject to the exceptions and conditions below, that FWE manufactured equipment shall be free from defects in material or factory workmanship, under ordinary use for the purpose for which it is designed. The effective warranty period is as follows:

**PARTS:** Seller will furnish without charge to the original purchaser, FOB Sellers' factory, replacement parts for repairs to all new standard catalog products and factory custom / modified units, which in Seller's sole judgement, prove defective in materials or workmanship under normal and proper use with the reserved right to request the return of any part claimed to be defective, prior to issuing replacement part or authorizing warranty service, for a period of two (2) years from date of original shipment from Seller's plant, *except for equipment used in a **Correctional Environment / Facilities**, which is warranted for a period of one (1) year from date of original shipment from Seller's plant.*

**LABOR:** Seller's labor warranty shall be performed by a Seller-approved Service Agency who must contact Seller to obtain a Warranty Service Authorization (WSA) number prior to performing any repairs. If service is required during overtime periods, the difference between overtime and standard labor rates shall be paid by the purchaser. Seller does not assume any responsibility for any charges not expressly authorized, incidental to the repair or replacement of equipment covered by this warranty, nor charges exceeding, in Sellers sole judgement, normal and customary amounts. Only approved travel charges will be allowed. Seller's labor warranty shall be from the date of original shipment date from Seller's plant for a period of one (1) year, *except for equipment used in a **Correctional Environment / Facilities** which is warranted for a period of six (6) months.*

This warranty is for normal usage and does not apply to any product or parts thereof that have been misused, altered, or where Seller's operating instructions or specific voltage is not observed; nor shall this warranty apply to defective products or parts resulting from accident following date of original shipment, nor extend to or cover removal, installation, reinstallation or calibration, or service calls or cost of repairs undertaken by a customer. This warranty is also subject to the following:

- 1.] Customer returning the warranty registration card, accompanying Sellers original shipment, to Seller within thirty (30) days of receipt;
- 2.] Giving immediate notice of any allegedly defective part or product to Seller; and
- 3.] Customer, at Sellers request, returning said defective parts or product to Seller.

This is the sole warranty applicable to the merchandise. It is expressly understood that Seller's liability hereunder is limited to the repair or replacement, at Seller's option, of products or parts, defective materials or workmanship as provided above. Seller's judgement as to the cause and nature of any defect will be final. Seller shall in no case be responsible for special or consequential damages or any other obligation or liability with respect to products sold by Seller.

This warranty, as stated above, applies to equipment installed in the Continental United States. FWE equipment installed outside the Continental United States shall carry parts coverage only. All labor costs are approved on a discretionary basis, based on like repairs in the Continental U.S. This warranty shall stand in whole or in part as allowed by law. Any exclusion of a part of this warranty, as may be allowed by law, shall not void balance of warranty.

This is a limited warranty pursuant to the Consumer Product Warranties Act, 15 U.S. Code. section 2303.  
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FWE Parts Department:  
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