



# COMMERCIAL ELECTRIC ROUND FOOD COOKERS/WARMERS

## Operating Instruction Manual



Cooker/Warmers

11 Qt: FW-11R500  
7 Qt: FW-7R500



Warmers

11 Qt: FW-11R250  
7 Qt: FW-7R250



| Model #   | Voltage ~ Hz   | Power (W) | Amperage | Dimensions - Overall |                      |                     |
|-----------|----------------|-----------|----------|----------------------|----------------------|---------------------|
|           |                |           |          | Length               | Width                | Height              |
| FW-7R250  | 120V ~ 50/60Hz | 550W      | 4.6A     | 11"<br>(279.4mm)     | 11"<br>(279.4mm)     | 9-1/2"<br>(241.3mm) |
| FW-7R500  |                | 1050W     | 8.75A    |                      |                      |                     |
| FW-11R250 |                | 750W      | 6.25A    | 12-1/2"<br>(317.5mm) | 12-1/2"<br>(317.5mm) | 9-5/8"<br>(244.5mm) |
| FW-11R500 |                | 1250W     | 10.5A    |                      |                      |                     |

### BEFORE OPERATING ANY EQUIPMENT, READ AND FAMILIARIZE YOURSELF WITH THESE USE AND SAFETY INSTRUCTIONS

Congratulations on your purchase of this WINCO® commercial equipment. WINCO takes pride in the quality of its products. When used as intended and with proper care and maintenance, you will experience years of reliable operation from this equipment. To ensure best results, it is important that you read and follow the instructions in this manual carefully. **It's important to save these instructions for future reference.**

## Round Food Cookers/Warmers

### Important For Future Reference

Please complete this information and retain this manual for the life of the product. For Warranty Service and/or parts, this information is required. Please see Page 10 for More information on your Warranty and how to register.

Model Number

Serial Number

Date Purchased



**WARNING: IMPROPER INSTALLATION, ADJUSTMENT, ALTERATION, SERVICE OR MAINTENANCE CAN CAUSE PROPERTY DAMAGE, INJURY, OR DEATH. READ THE INSTALLATION, OPERATION, AND MAINTENANCE INSTRUCTIONS THOROUGHLY BEFORE INSTALLING OR SERVICING THIS EQUIPMENT.**

**AVERTISSEMENT: TOUTE INSTALLATION, RÉGLAGE, MODIFICATION, RÉPARATION OU ENTRETIEN INCORRECT PEUT OCCASIONNER DES DOMMAGES MATÉRIELS, DES BLESSURES GRAVES OU LA MORT. LIRE LES INTRUCTIONS D'INSTALLATION, D'UTILISATION ET D'ENTRETIEN ATTENTIVEMENT AVANT D'INSTALLER OU DE RÉPARER CET APPAREIL.**



**CAUTION: THESE MODELS ARE DESIGNED, BUILT, AND SOLD FOR COMMERCIAL USE ONLY. IF THESE MODELS ARE POSITIONED SO THE GENERAL PUBLIC CAN USE THE EQUIPMENT, MAKE SURE THAT CAUTION SIGNS, WARNINGS, AND OPERATING INSTRUCTIONS ARE CLEARLY POSTED NEAR EACH UNIT SO THAT ANYONE USING THE EQUIPMENT WILL USE IT CORRECTLY AND NOT INJURE THEMSELVES OR HARM THE EQUIPMENT.**

**ATTENTION: CES MODÈLES SONT CONÇUS, FABRIQUÉS, ET VENDUS POUR UN USAGE COMMERCIAL SEULEMENT. SI CES MODÈLES SONT PLACÉS POUR QUE LE GRAND PUBLIC PUISSE LES UTILISER, ASSUREZ-VOUS QUE LES CONSIGNES D'ATTENTION, D'AVERTISSEMENT, ET LES INSTRUCTIONS D'UTILISATION SOIENT CLAIREMENT AFFICHÉES PRÈS DE CHAQUE UNITÉ DE SORTE QUE N'IMPORTE QUEL UTILISATEUR DE L'APPAREIL L'EMPLOIE CORRECTEMENT ET NE SE BLESSE PAS OU N'ENDOMMAGE PAS L'APPAREIL.**



**WARNING: A FACTORY AUTHORIZED SERVICE PROVIDER SHOULD HANDLE ALL MAINTENANCE AND REPAIR. BEFORE DOING ANY MAINTENANCE OR REPAIR, FOLLOW SERVICE SET UP ARRANGEMENT ON PAGE 8.**

**AVERTISSEMENT: UN TECHNICIEN AUTORISÉ PAR L'USINE DEVRA EFFECTUER TOUT L'ENTRETIEN ET LES RÉPARATIONS. AVANT DE FAIRE TOUT ENTRETIEN OU RÉPARATION, VEUILLEZ CONTACTER WINCO.**



### Introduction

Congratulations on the purchase of your WINCO® machine. Please take the time to carefully read through this manual to ensure the machine is operated and maintained properly, to ensure the best possible performance from this product for many years.

WINCO® will not accept liability if:

- The instructions in this manual have not been followed correctly.
- Non-authorized personnel have tampered with the machine.
- Non-original spare parts are used.
- The machine has not been handled and cleaned correctly.
- There is any use damage to the unit.

## Round Food Cookers/Warmers

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### Package Contents

Included in box:

- (1) Operating Instruction Manual
- (1) Unit (either a Cooker/Warmer or a Warmer only)

WINCO® prides itself on quality and service, ensuring that at the time of packing, all products are supplied fully functional and free of damage. Should you find any damage as result of freight, please contact your WINCO® dealer immediately.

### Unpacking the Equipment

**DISPOSE OF ALL PACKAGING MATERIALS IN AN ENVIRONMENTALLY RESPONSIBLE MANNER.**

1. Remove all packing materials and tape, as well as any protective plastic and cardboard, from the unit.
2. Clean any glue residue left over from the plastic or tape.
3. Place the unit in the desired position and height.

**SAVE THE ORIGINAL BOX AND PACKAGING FOR USE IN PACKAGING AND SHIPPING THE EQUIPMENT IF SERVICES ARE NEEDED.**

### Function and Purpose

This unit is intended to be used for use in commercial food-service operations only. It is not intended for household, industrial or laboratory use.

### NOTE

***Please remember that this manual and the warning labels do not replace the need to be alert, to properly train and supervise operators, and to use common sense when using this equipment.***

## Important Safeguards

*To ensure safe installation and operation, please carefully read and understand the following statements.*

*Unless the operator is adequately trained and supervised there is a possibility of serious injury. Owners of this equipment bear the responsibility to make certain that this equipment is used properly and safely, and to strictly follow all of the instructions contained in this manual and the requirements of local, state or federal law.*

*Owners should not permit anyone to touch this equipment unless they are over 18 years old, are adequately trained and supervised, and have read and understood this manual.*

*Owners should also ensure that no customers, visitors or other unauthorized personnel come in contact with this equipment. It is the responsibility of the owner and the operator to remain alert to any hazards posed by the function of this equipment.*

*If there is ever uncertainty about a particular task or the proper method of operating this equipment, ask an experienced supervisor.*

## Safety Warnings

***This manual contains a number of precautions to follow to help promote safe use of this equipment.***

Improper installation, adjustment, alteration, service or maintenance can cause property damage, injury or death. Read the installation, operation and maintenance instructions thoroughly before installing or servicing this equipment.



### CAUTION

This appliance is hot when in use. Do not let bare skin touch hot surfaces! Always keep flammable/combustible materials such as curtains, napkins, flammable cleaners, etc., away from the unit.



### WARNING

Power must be disconnected at the power source prior to cleaning, or performing any service procedure or repairs.

|                                                                                     |                                                                                                                                                                                                                                                                                                |
|-------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p><b>WARNING</b>  <b>AVERTISSEMENT</b></p> <p>USE CAUTION WHEN TOUCHING THE UNIT.</p> <p>Ne touchez pas le liquide chaud ou les surfaces de chauffage lorsque l'appareil chauffe ou en fonctionnement.</p> |
|-------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

### FOR YOUR SAFETY

Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.

### ESURE DE SECURITE

Ne pas entreposer ni utiliser d'essence ni autres vapeurs ou liquides inflammables a proximite de cet appareil ou de tout autre appareil!

### WARNING

Improper installation, adjustment, alteration, service or maintenance can cause property damage, injury or death. Read these installation, operating and maintenance instructions thoroughly before installing or servicing this equipment.

### AVERTISSEMENT

L'installation, le reglage, la modification, la reparation ou l'entretien incorrect de cet appareil peut causer des dommages materiels, des blessures ou la mort. Lire attentivement les instructions d'installation, de fonctionnement et d'entretien avant de proceder a son installation ou entretien.

### TO PURCHASER

Contact your local gas supplier and ask instructions in the event the user smells gas. This information should be posted in a prominent location.

### À L'ACHETEUR

Communiquez avec votre distributeur de gaz et informez vous quant aux procédés a suivre si vous détectez une odeur de gaz. Cette information doit etre affichée a un endroit facile d'accès et très visible.

## Caution Before Using Appliance

1. Read all instructions carefully. Do not use this appliance for anything other than its intended use.
2. Do not touch surfaces that may be hot - be sure to always use handles or knobs.
3. Unplug from outlet when not in use, prior to installing or removing parts, and before cleaning. Allow for the device to cool first.
4. To protect against the risk of electrical shock, do not immerse the appliance, cord or plug in water or other liquids.

|                                                                                    |                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <b>WARNING ⚠️ AVERTISSEMENT</b>                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|                                                                                    | <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.<br><br>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 unit if power cord is damaged or has been modified. | <b>Risque de choc électrique</b><br>Conserver l'eau et d'autres liquides de pénétrer à l'intérieur de l'appareil. Liquide à l'intérieur de l'appareil pourrait provoquer un choc électrique.<br><br>Ne pas pulvériser de l'eau ou des produits de nettoyage. Le liquide pourrait contacter avec les composants électriques et causer un court-circuit ou un choc électrique. Ne pas utiliser l'appareil si le cordon d'alimentation est endommagé, ou a été modifié. |

5. Avoid contact with moving parts.
6. Do not operate this device or any other electrical equipment with a damaged cord or plug, or after the unit malfunctions, is dropped or damaged in any manner. Return to the nearest WINCO® Authorized Service Center for examination, repair, and/or adjustment.
7. The use of accessory attachments not recommended by WINCO® may cause fire, electric shock or injury.
8. Not intended for outdoor installation.

## Electrical Requirements

Make sure to plug unit into a grounded outlet that has the correct voltage and required minimum amperage capacity. Refer to the product identification label found on the unit for voltage, wattage and amperage ratings.

### NOTE FOR USE OF AN ADAPTER:

Before using an adapter, it must be determined that the outlet cover plate screw is properly grounded. If in doubt, consult a licensed electrician. Never use an adapter unless you are sure it is properly grounded!

**The use of an adapter is not permitted in Canada.**

9. Do not let the cord hang over the edge of a table or counter, or touch hot surfaces.
10. Do not run power cord under carpeting, runners or in high-traffic areas to avoid tripping.

|                                                                                   |                                                                                                                                                                                   |                                                                                                                                                                                                                                                         |
|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <b>WARNING ⚠️ AVERTISSEMENT</b>                                                                                                                                                   |                                                                                                                                                                                                                                                         |
|                                                                                   | <b>Fire Hazard.</b><br>Correct installation precautions, procedures and regulations must be followed. Operation and safety training is necessary for all users of this equipment. | <b>Risque d'incendie</b><br>La surchauffe des vapeurs d'huile ou de l'huile peut s'enflammer et provoquer un incendie. Surveillez la température, la qualité et le niveau d'huile. Utilisez et entretenez le système d'élimination des vapeurs d'huile. |

11. Do not place on or near a heat source.
12. This appliance should always be on a stable and steady countertop or table.
13. This appliance is not intended for use by individuals (including children) with reduced or impaired physical, sensory, or mental capabilities, or lack of experience or knowledge, unless they have been given proper supervision or instruction concerning the use of this appliance by a person responsible for their safety.
14. Children should be supervised at all times to ensure that they do not play with or near this appliance.
15. Clean the unit with caution – do not clean when unit is plugged in or when hot.
16. Do not store any item on top of this unit when in operation.
17. Never place materials such as paper, cardboard, plastic, etc. in, on or near the unit.
18. Ensure proper grounding: Use of attached 3-prong plug, or 2 prong plug adapter with adapter ground connected to a grounding lug under outlet cover plate.

### Proper Grounding

This machine is provided with a three-pronged grounding plug. The outlet to which this plug is connected must be properly grounded. If the receptacle is not the proper grounding type, contact an electrician. DO NOT, under any circumstances, cut or remove the third ground prong from the power cord or use any adapter plug.



## Preparation & Operation

1. Set unit on a flat, stable surface, away from any combustible materials and near a power source.
2. **Clean thoroughly BEFORE USE.**
3. Add water into the well pan: 3 cups water for 11 QT units / 1 cup water for 7 QT units.

**DO NOT OPERATE WITHOUT WATER IN THE WELL PAN.** Using the unit without water will cause metal fatigue and excess wear on metal components, which will result in rendering the unit inoperable.

*Use care when handling hot water and steam.*

4. If the unit fails to work properly during initial use, please notify customer service at: [returns@wincous.com](mailto:returns@wincous.com).
5. Plug cord into properly grounded outlet with the correct voltage and power requirement. Electrical shock may occur if appliance is not grounded properly.
6. Preheat the water in the well pan. Faster preheat can be achieved by covering the water well pan with an empty full-size food pan or a full-size food pan cover.

| Pre-heating time in minutes |                  |
|-----------------------------|------------------|
| Hot Water                   | Cold (Tap) Water |
| 5-7                         | 8-10             |

7. Place stainless steel or high-heat poly pans (inset pans) into the unit well pan. If using the appliance as a WARMER, the contents placed in the food pans should be previously cooked as the purpose of the warmer is to hold contents at the proper desired temperature.  
If the appliance is being used as a COOKER, frozen foods such as soups, chili or vegetables can be brought to safe serving temperature (minimum 140°F) in less than 40 minutes using the maximum heat setting.  
Place frozen foods into the recommended inset pan(s) and follow the preparation instructions that accompany the frozen food product.
8. ***Never place foods directly into the well pan.*** The well pan is for water only. Foods must always be placed into the inset pans.
9. Inset pans must be covered to maintain temperatures while food is not being served.
10. For the function of hot food holding, set the heat control to the desired setting. ***Monitor temperature regularly to ensure food safety.***
11. During normal operation of food warming and holding, periodically check the water level. Add hot water when necessary and stir the contents occasionally.

## Cleaning & Maintenance

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*The unit will be **HOT** after use!  
Let cool before cleaning.*



***Cleaning the unit daily will increase the operational life span of this appliance. Also, regular cleaning will enhance the performance of this appliance.***

1. **ALWAYS** unplug the power cord and allow unit to cool down prior to cleaning.
2. Carefully empty the remaining hot water in the well pan.
3. Wipe the inside of the emptied well pan with a clean damp cloth.
4. **NEVER** immerse the device in water or other liquid.
5. **DO NOT** use a water jet to clean the unit.
6. If soap or chemical cleaners are used, make sure they are rinsed away thoroughly with clean water immediately after cleansing.

***Chlorinated chemical residue could damage the unit by degrading the stainless steel surfaces.***

7. To remove calcified scale buildup use 1 teaspoon of white vinegar to 1 cup of water. Pour enough into the well pan to cover the bottom. Let this stand for about 30 minutes. Rinse out and repeat if necessary.

***Do not wash in an automatic dishwasher.***

8. Allow unit to dry before turning back on.

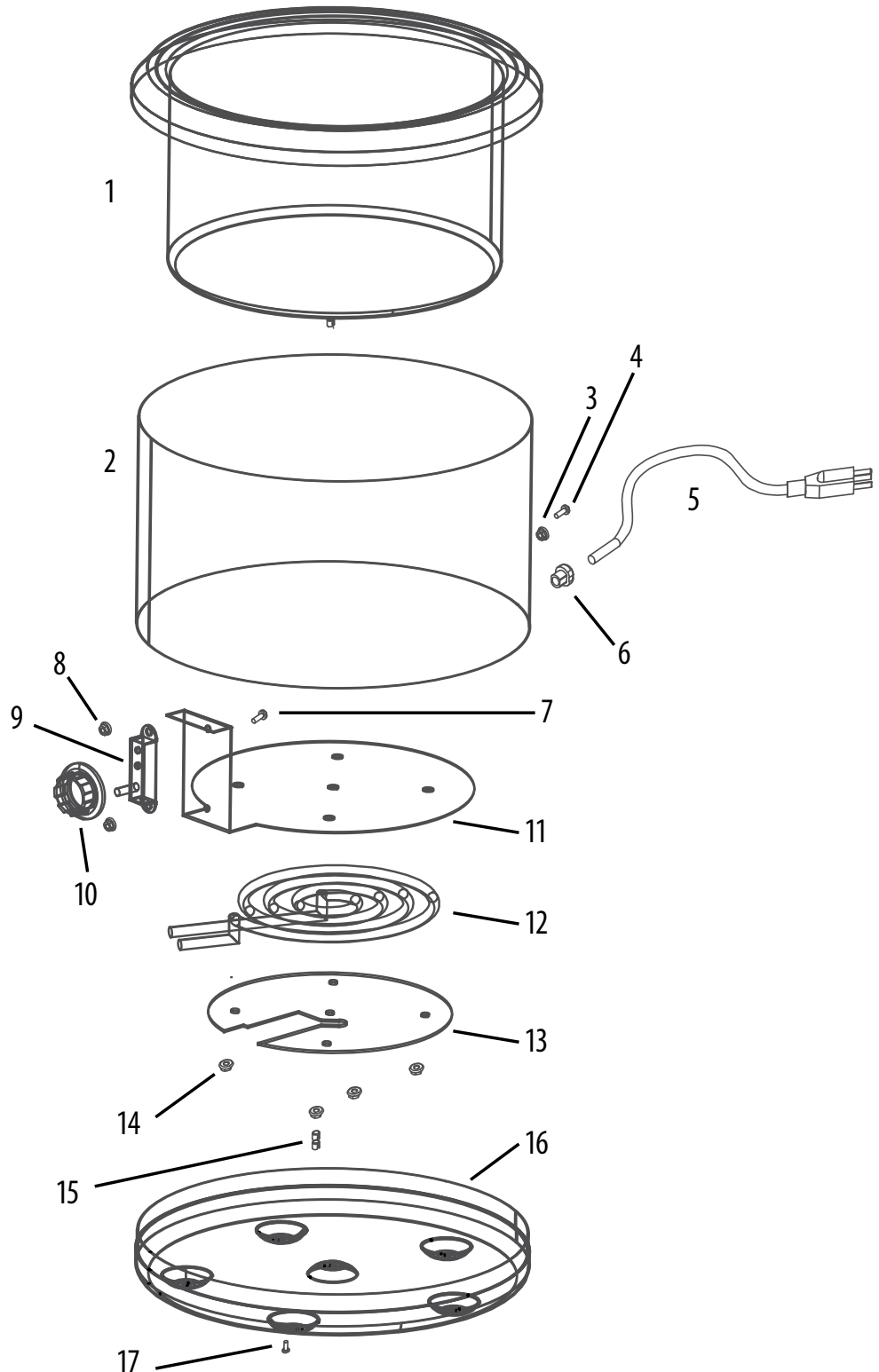
***ALWAYS remember to unplug the electrical power from the unit before cleaning or handling.***

WINCO® authorized service personnel must perform any other servicing.

## Exploded View

FW-11R500 / -11R250 / -7R500 / -7R250

1. Well - 11 Qt or 7 Qt
2. Jacket
3. 8-23 KEPS Nut (1)
4. 8-23 Screw (1)
5. Cordset - 120V
6. Cordgrip
7. 6-23 Screw (1)
8. 6-32 KEPS Nut (2)
9. Thermostat
10. Knob
11. Dissipator Plate
12. Heating element - contact factory
13. Hold-Down Plate
14. 8-32 KEPS Nut (4)
15. Coupler
16. Bottom
17. 10-24 Screw (1)





## Safety

A WINCO® Approved Service Technician should carry out repairs if necessary. Do not remove any components or service panels on this product.

If the power cord is damaged, it must be replaced by a WINCO® Approved Service Technician in order to avoid a hazard.

## Service and Repair

There are no user serviceable parts within this appliance. To avoid serious injury or damage, **NEVER** attempt to repair the unit yourself.

To initiate warranty service contact: [equipservice@wincous.com](mailto:equipservice@wincous.com) or call: 973-295-3899.

DO NOT send unit to WINCO® without first contacting our customer service department.

See "Limited Warranty" section on page 10 for details.

## Troubleshooting

If your WINCO® Food Warmer/Cooker does not operate, please check the following prior to placing a service call.

| PROBLEM                                               | MIGHT BE CAUSED BY                           | COURSE OF ACTION                                                                                                                         |
|-------------------------------------------------------|----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| Unit won't heat                                       | Power supply                                 | Check power source, make sure unit is plugged in                                                                                         |
|                                                       | Thermostat setting incorrect                 | Make sure thermostat is turned to desired setting                                                                                        |
|                                                       | Water level incorrect                        | Make sure well pan has correct amount of water                                                                                           |
|                                                       | Plug/cord, set or external wiring is damaged | Call WINCO® to make service arrangements through their service provider network.                                                         |
|                                                       | Internal wiring fault                        | Call WINCO® for service                                                                                                                  |
| Product is cold or not reaching desired temperature   | Operation of thermostat                      | Ensure thermostat is set correctly and that the heat control knob is firmly secured to the thermostat shaft (not spinning independently) |
|                                                       | Faulty thermostat                            | Call WINCO® for service                                                                                                                  |
| Indicator light is not on, but the unit IS heating up | The indicator bulb has burned out            | Call WINCO® for service                                                                                                                  |
| Product exceeds desired temperature                   | Faulty heating elements                      | Call WINCO® for service                                                                                                                  |
|                                                       | Wrong setting of thermostat                  | Ensure thermostat is set correctly and that the heat control knob is firmly secured to the thermostat shaft (not spinning independently) |
|                                                       | Faulty thermostat                            | Call WINCO® for service                                                                                                                  |
| Appliance trips circuit breaker or blows fuse         | Circuit overload                             | Check to make sure circuit is not overloaded                                                                                             |
|                                                       | Blown fuse                                   | Unplug from power and check for short circuits                                                                                           |
|                                                       | Faulty thermostat                            | Call WINCO® for service                                                                                                                  |

## Limited Warranty

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WINCO® warrants to the original purchaser of new equipment that said equipment, when installed in accordance with our instructions within North America and subjected to normal use, is free from defects in material or workmanship for a period of 1 year. The labor warranty is one year from original installation or 18 months from actual factory shipment date, whichever date occurs first.

**THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED. WINCO EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY OR EXPRESSED OR IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE.**

**WINCO'S OBLIGATION AND LIABILITY UNDER THIS WARRANTY IS EXPRESSLY LIMITED TO REPAIRING AND REPLACING EQUIPMENT THAT PROVES TO BE DEFECTIVE IN MATERIAL OR WORKMANSHIP WITHIN THE APPLICABLE WARRANTY PERIOD.**

**IN NO EVENT SHALL WINCO BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES TO BUYER OR ANY THIRD PARTY, INCLUDING, WITHOUT LIMITATION, LOSS OF PROPERTY, PERSONAL INJURY, LOSS OF BUSINESS OR PROFITS OR OTHER ECONOMIC LOSSES, OR STATUTORY OR EXEMPLARY DAMAGES, WHETHER IN NEGLIGENCE, WARRANTY, STRICT LIABILITY, OR OTHERWISE.**

This warranty is given only to the first purchaser from a retail dealer. No warranty is given to subsequent transferees.

Warranty does not cover product failures caused by: failure to maintain, neglect, abuse, damage due to excess water, fire, normal wear, improper set up and use. Periodic maintenance is not covered.

This warranty is not in force until such time as a properly completed and digitally signed Installation/Warranty Registration has been received by WINCO within 30 days from the date of installation.

### **WARRANTY SERVICE**

To initiate warranty service contact: [equipservice@wincous.com](mailto:equipservice@wincous.com)  
or call: 973-295-3899

DO NOT send unit to WINCO® without first contacting our customer service department.

### **REGISTER ONLINE AT:**

<http://support.wincous.com>

Proof of purchase is required to extend warranty more than 1 year from date of shipment from the factory.

## Limited Warranty

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**THE FOREGOING WARRANTY PROVISIONS ARE A COMPLETE AND EXCLUSIVE STATEMENT BETWEEN THE BUYER AND SELLER. WINCO® NEITHER ASSUMES NOR AUTHORIZES ANY PERSONS TO ASSUME FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH SAID EQUIPMENT.**

Examples of items not covered under warranty, but not limited to just these items:

1. Acts of God, fire, water damage, burglary, accident, theft.
2. Freight damage.
3. Improper installation or alteration of equipment.
4. Use of generic or after-market parts.
5. Repairs made by anyone other than a WINCO® designated service provider.
6. Lubrication.
7. Expendable wear parts, adjustable feet, blown fuses, lamps, etc.
8. Cleaning of equipment.
9. Misuse or abuse.

***Please keep this manual in a safe place for future use!***



**winco®**

Models: FW-11R500 / FW-11R250 / FW-7R500 / FW-7R250

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