

## Winco FW-11R500

# Winco FW-11R500 Electric Round Food Warmer/Cooker Instruction Manual

Model: FW-11R500 | 11 Quart, 1250W, 120V

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## 1. INTRODUCTION

This manual provides essential instructions for the safe and efficient operation, maintenance, and care of your Winco FW-11R500 Electric Round Food Warmer/Cooker. This commercial-grade appliance is designed to maintain food at optimal serving temperatures for extended periods, suitable for catering, buffets, hotels, and restaurants. The FW-11R500 features an 11-quart capacity, 1250W heating element, and operates on 120V. Its heavy-duty stainless steel construction and engineered components ensure even, energy-efficient heating without hot spots. A graduated temperature control knob and heating light indicator allow for precise temperature management. The unit is ETL listed for electrical safety (conforms to UL-197) and sanitation (conforms to NSF-4).

## 2. IMPORTANT SAFETY INSTRUCTIONS

**WARNING: To reduce the risk of fire, electric shock, or injury, always follow these basic safety precautions.**

- Read all instructions thoroughly before operating the appliance.
- Do not touch hot surfaces. Use handles or knobs.
- To protect against electrical hazards, do not immerse the cord, plugs, or the appliance body in water or other liquids.
- Close supervision is necessary when any appliance is used by or near children.
- Unplug from outlet when not in use and before cleaning. Allow to cool before putting on or taking off parts, and before cleaning the appliance.
- Do not operate any appliance with a damaged cord or plug, or after the appliance malfunctions or has been damaged in any manner. Contact Winco customer service for examination, repair, or adjustment.
- The use of accessory attachments not recommended by the appliance manufacturer may cause injuries.
- Do not use outdoors.
- Do not let the cord hang over the edge of a table or counter, or touch hot surfaces.
- Do not place on or near a hot gas or electric burner, or in a heated oven.
- Extreme caution must be used when moving an appliance containing hot oil or other hot liquids.
- Always attach plug to appliance first, then plug cord into the wall outlet. To disconnect, turn any control to "OFF", then remove plug from wall outlet.
- Do not use the appliance for other than intended use.
- Ensure the appliance is placed on a stable, level, heat-resistant surface during operation.

## 3. PRODUCT OVERVIEW

The Winco FW-11R500 Electric Round Food Warmer/Cooker is a robust unit designed for commercial food service. It consists of a durable stainless steel body, an internal heating element, a temperature control knob, and an indicator light.



**Figure 3.1:** Overall view of the Winco FW-11R500 Electric Round Food Warmer/Cooker. This image displays the complete unit, highlighting its stainless steel exterior and the control panel with the temperature knob.



**Figure 3.2:** Interior view of the food warmer. This shows the stainless steel inner pot where food pans or water are placed for heating.



**Figure 3.3:** Bottom view of the food warmer, showing the stable base and structural design.

## 4. SETUP INSTRUCTIONS

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1. **Unpack:** Carefully remove the food warmer and all its components from the packaging. Retain packaging for future storage or transport.
2. **Inspect:** Check the unit for any signs of damage during shipping. Do not operate if damaged.
3. **Placement:** Place the food warmer on a stable, level, and heat-resistant surface, away from walls or other heat-sensitive materials. Ensure adequate ventilation around the unit.
4. **Initial Cleaning:** Before first use, clean the interior and exterior of the unit according to the "Maintenance and Cleaning" section.
5. **Fill with Water (if using wet heat):** For wet heat applications (bain-marie style), fill the inner well with water up to the recommended level (typically 1-2 inches below the rim of the food pan). Do not overfill.
6. **Insert Food Pan:** Place your food pan (not included) into the warmer.
7. **Connect Power:** Ensure the temperature control knob is in the "OFF" position before plugging the unit into a grounded 120V electrical outlet.

## 5. OPERATING INSTRUCTIONS

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The Winco FW-11R500 is designed for simple and effective food warming. Follow these steps for proper operation:

1. **Prepare Food:** Ensure food is already cooked and at a safe temperature before placing it into the warmer. This unit is designed for holding, not cooking, food.
2. **Place Food:** Carefully place the food pan containing your prepared food into the warmer. If using wet heat, ensure the water level is appropriate.
3. **Set Temperature:** Turn the temperature control knob clockwise from "OFF" to your desired heat setting. The available settings are:

- **LOW:** Approximately 140°F (60°C)
  - **MED (Medium):** Approximately 170°F (77°C)
  - **HIGH (Max Heat):** Approximately 200°F (93°C)
4. **Monitor Heating:** The indicator light will illuminate when the heating element is active. It will cycle on and off to maintain the set temperature.
  5. **Serving:** Use appropriate serving utensils. Always ensure food remains above 140°F (60°C) for food safety.
  6. **Shut Down:** When finished, turn the temperature control knob counter-clockwise to the "OFF" position and unplug the unit from the electrical outlet. Allow the unit to cool completely before cleaning.

## Operational Video

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This video demonstrates the Winco food warmer, showing its exterior, interior, and the temperature control knob. It highlights the temperature range from 140°F to 200°F and its suitability for commercial food service applications.

## 6. MAINTENANCE AND CLEANING

Regular cleaning and maintenance will ensure the longevity and optimal performance of your food warmer.

1. **Disconnect Power:** Always unplug the unit from the electrical outlet and allow it to cool completely before cleaning.
2. **Empty Water (if applicable):** If using wet heat, carefully drain any remaining water from the inner well.
3. **Clean Interior:** Remove the food pan. Wash the food pan and any accessories with warm, soapy water. Rinse thoroughly and dry. For the inner well of the warmer, wipe with a damp cloth and mild detergent. Do not use abrasive cleaners or scouring pads, as these can scratch the stainless steel surface.
4. **Clean Exterior:** Wipe the exterior surfaces of the warmer with a damp cloth and mild detergent. Dry thoroughly with a soft cloth.
5. **Avoid Immersion:** Never immerse the main body of the food warmer in water or any other liquid.
6. **Storage:** Store the cleaned and dried unit in a cool, dry place.

## 7. TROUBLESHOOTING

If you encounter issues with your food warmer, refer to the following common problems and solutions:

Problem	Possible Cause	Solution
Unit does not heat up.	Not plugged in; power outlet malfunction; temperature knob in "OFF" position; internal electrical issue.	Ensure unit is securely plugged into a working 120V outlet. Check circuit breaker. Turn temperature knob to a desired heat setting. If problem persists, contact customer support.
Food is not warm enough.	Temperature setting too low; insufficient preheating time; improper water level (for wet heat).	Increase temperature setting. Allow sufficient time for the unit to preheat. Ensure water level is adequate if using wet heat.
Unit is smoking or burning.	<b>Serious electrical malfunction or foreign object.</b>	<b>IMMEDIATELY UNPLUG THE UNIT. Do not attempt to operate. Contact Winco customer support or a qualified technician.</b>
Indicator light not working.	Light bulb failure; unit not heating.	If the unit is heating correctly, the light may need replacement. If the unit is not heating, refer to "Unit does not heat up" solution.

For issues not listed above, or if solutions do not resolve the problem, please contact Winco customer support.

## 8. SPECIFICATIONS

Feature	Detail
Model Number	FW-11R500
Brand	Winco

Feature	Detail
Capacity	11 Quarts
Voltage	120 Volts
Wattage	1250 Watts
Maximum Temperature	200°F (93°C)
Product Dimensions	14.65 x 14.57 x 12.4 inches (L x W x H)
Item Weight	13.17 pounds
Material	Alloy Steel
Power Source	Corded Electric
UPC	842169100661
Certifications	ETL Listed (UL-197, NSF-4)

## 9. WARRANTY INFORMATION

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The Winco FW-11R500 Electric Round Food Warmer/Cooker comes with a one-year parts and labor warranty from the date of purchase. This warranty covers defects in materials and workmanship under normal use. Please retain your proof of purchase for warranty claims. For full warranty terms and conditions, please refer to the official Winco website or contact customer support.

## 10. CUSTOMER SUPPORT

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For technical assistance, troubleshooting, or to inquire about parts and service, please contact Winco customer support:

- **Website:** Visit the official Winco website for FAQs and support resources.
- **Phone:** Refer to your product packaging or the Winco website for the most current customer service contact number.
- **Email:** Contact Winco customer service via email for non-urgent inquiries.

When contacting support, please have your model number (FW-11R500) and purchase date available.