



MODULAR INDUCTION DRY WELL DROP-IN



Frequently Asked Questions

OVERVIEW

1. How is the Modular Induction Dry Well Drop-in different than a traditional steam well drop-in?

ANSWER:

- **No Water, No Steam:** The wells operate dry. No wells to fill or drain, no drains to install, no preheat time.
- **Repeatable Power/Temp Settings:** Induction heat enables the user to select the temperature or power level to which a pan should be heated to optimally keep different types of food at ideal serving temperature.
- **No Preheat Time:** There is no water to preheat. Induction capsule(s) quickly heats the pan(s) of prepared hot food, which saves time and money.
- **Versatile:** Each well can be individually controlled. Additionally, each of the two heating zones in each well can also be individually controlled. Each well can accommodate up to two Vollrath induction-ready pans of different heights/capacities to accommodate menu items and demand.
- **Efficiency:** 2.9 times more efficient than steam wells.
- **Safety:** No hot water to fill or drain, no steam means the well and surrounding surfaces stay cooler to the touch.
- **Countertop Options:** No hot water to radiate heat means the drop-ins stay cooler than steam drop-ins and can therefore be used in more types of countertops.



INDUCTION TECHNOLOGY



No Water

No Steam

No Drain

No Hassle

2. What kinds of foods can I keep warm with the Modular Induction Dry Well Drop-in?

ANSWER:

- With the combination of 2-1/2" and 4" deep full and half-size Vollrath induction-ready pans, and the ability to control each warming zone individually, you can serve all of just about any hot food.

3. My installation specifically requires 208V or specifically requires 240V. How do I order a drop-in with the correct voltage?

ANSWER:

- Selecting the correct voltage is simple. The drop-ins are available in two voltages – 120V or 208-240V. For either 208V or 240V, select an item that has a voltage rating of 208-240V. Then plug the equipment into an outlet with the correct voltage. No modification is needed.



OPERATION



1. Can I rethermalize cold food with this equipment?

ANSWER:

- No. Food must be at proper serving temperature when it is placed into the well. These drop-ins are not designed to reheat cold food (rethermalizer) to serving temperatures. Food will not heat to serving temperatures. Additionally, placing a cold pan into the drop-in will prevent the drop-in from operating properly.

2. Should I preheat the pans in the drop-in?

ANSWER:

- With the Modular Induction Dry Well, preheating is no longer needed. The induction capsules work very quickly and very efficiently to transfer heat to the pan. Leaving an empty pan on an induction capsule that is powered on could send the capsule into an overheat protection mode. When you are ready to use the drop-in, place pan containing food at serving temperature (or warmer) into the drop-in. Turn on the drop-in, set the induction capsule(s) to the appropriate setting(s). To maintain consistent temperatures and food quality, be sure to stir or rotate the food. See the Operator's manual for specific instructions.

3. Can I put water into the wells?

ANSWER:

- No, that could damage the equipment and would void the warranty. There is no reason to do so because the induction capsules create reliable, consistent heat without the hassle of water.

4. What happens if I use a pan that is not a Vollrath induction-ready pan?

ANSWER:

- The display will show an error message (BAD PAN) and the pan will not heat properly. Vollrath induction-ready pans are optimized for use with induction heat. Vollrath Miramar® pans and templates are not designed to work with the Modular Induction Dry Well Drop-ins.

5. Can I lock the controls to prevent settings from accidentally being changed?

ANSWER:

- Yes. This is a standard feature on the Modular Induction Dry Well Drop-ins and can easily be set via the control panel. Refer to the Operator's Manual for instructions.

6. Can I set a temperature and a power level?

ANSWER: YES, AND NO.

- Yes. Individual wells in the drop-in can be set to a temperature or power level to create optimal serving temperatures for different menu items.

But, the induction capsules in a well must be set the same, to either temperature or power level. However, when using two pans in a well, the temperature or power setting for each pan can be different for serving temperatures for different menu items that may require different temperatures or power levels to reach desired serving temperatures.

7. How do I clean the Modular Induction Dry Well Drop-in?

ANSWER:

- Because the wells operate without water, clean-up is very easy – no water to drain, no scale build-up to remove. At the end of each use, simply inspect each well and induction capsule for food debris and then wipe it clean. See the Operator's Manual for specific instructions.

8. Are there any special start-up procedures I need to follow to start using my new equipment?

ANSWER:

- No. Unpack the equipment, wash the Vollrath Induction-Ready pans, and plug the drop-in into a dedicated electrical circuit that matches the rating on the nameplate.

TROUBLESHOOTING

1. Why is the food not staying warm?

ANSWER:

- Several things could affect the temperature of the food, including: placing a cold pan into the well, placing food that is not at or above serving temperature into a pan, setting the temperature or power level too low, forgetting to turn on the induction capsule under the pan or not stirring the food. See the Troubleshooting section in the Operator's Manual for detailed instruction.

2. When I use a thermometer to check the temperature of the food, the food temperature does not match the temperature I selected on the control panel, or sometimes the food temperature is not consistent.

ANSWER:

- The Modular Induction Dry Well Drop-in is working as it should! Let us explain. The Modular Induction Dry Well Drop-in works by making the pan the heat source. Energy is transferred directly into the pan which then keeps the food warm – you don't heat the food, you heat the pan. The Induction Dry Well provides the additional benefit of being able to set the heat to specific temperature to help keep different types of food – mac 'n cheese vs chicken vs vegetables, at ideal serving temperatures. Again, you are heating the pan, not the food. So, when you measure the temperature of the food, it may not exactly match the setting on the control panel. The control panel provides the ability to select a temperature that works best for a food item, and then the opportunity to reuse that setting for consistently repeatable results. So test the settings to find out what setting works best for your menu items.

And what if your readings are inconsistent? First, read #1 under the Troubleshooting section of this FAQ. Additionally, there is some smart technology in the induction capsules that monitors the pan and adjusts the heating cycle to deliver optimal performance and preserve food quality. If you are following best practices for safe hot food handling, minor fluctuations should not impact the quality or safety of the food.

INSTALLATION QUESTIONS

1. Will the Modular Induction Dry Well Drop-in fit into the cutout of an existing Vollrath steam drop-in?

ANSWER:

- Yes. The well cutout size is the same. Modification may be needed for the control modules. Refer to the specification sheet for dimensions, clearance and electrical requirements. Note: The modular Induction Drop-ins are heavier than steam wells; countertops may require additional support..

2. Into what types of countertop material can the Modular Induction Dry Well Drop-in be installed?

ANSWER:

- The Modular Induction Dry Well Drop-ins can be installed into almost any countertop material. Because induction heats the pan, less heat is radiated to surrounding surfaces and they stay cooler to the touch. This enables the drop-ins to be installed without trim rings. Always consult the countertop material manufacturer for instructions regarding cutting or mounting to a specific material.



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