



COMMERCIAL ELECTRIC COUNTERTOP ROUND FOOD WARMERS & COOKERS

Installation and Operating Manual



FW-7R250



FW-11R250



FW-7R500



FW-11R500



Model	Description	Power	Electrical Specs	Plug Type	Overall Dimensions			Ship Weight
					Length	Depth	Height	
FW-7R250	7 qt Round Food Warmer	550 W	120V~50/60Hz/4.6A	NEMA 5-15P	11"	11"	9.5"	8.8 lbs
FW-7R500	7 qt Round Food Cooker/Warmer	1050 W	120V~50/60Hz/8.8A	NEMA 5-15P	(279 mm)	(279 mm)	(241 mm)	(4 kgs)
FW-11R250	11 qt Round Food Warmer	750 W	120V~50/60Hz/6.3A	NEMA 5-15P	14.6"	14.6"	12.6"	13.2 lbs
FW-11R500	11 qt Round Food Cooker/Warmer	1250 W	120V~50/60Hz/10.4A	NEMA 5-15P	(370 mm)	(370 mm)	(320 mm)	(6 kg)

⚠ WARNING ⚠

Do not operate this equipment unless you have read and understood the contents of this manual! Failure to follow the instructions contained in this manual may result in serious injury or death. This manual contains important safety information concerning the maintenance, use, and operation of this product. If you're unable to understand the contents of this manual, please bring it to the attention of your supervisor. Keep this manual in a safe location for future reference.

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INTRODUCTION

Winco Countertop Food Warmer & Cooker units are designed for dependable performance and flexible use. Each unit features a stainless-steel exterior, along with a sheathed heating element. Units are engineered, produced, and tested to maintain proper food holding temperatures in accordance with safety standards. Units include an adjustable temperature control which turns the unit on/off, and a 6-ft (1.8 m) power cord with plug.

Winco Countertop Food Warmers and Cookers are specially designed to hold and/or rethermalize hot foods. Heat is evenly distributed throughout the heavy gauge stainless steel construction to ensure hot food. The design allows for easy maintenance and durable performance.

All our Cooker Warmer units (FW-7R500 and FW-11R500) operate at higher wattage levels and are suitable for reheating (rethermalizing) a wide range of food products.

This manual provides the installation, safety, and operating instructions for the Countertop Food Warmers and Cookers. Winco recommends all installation, operating, and safety instructions appearing in this manual be read prior to installation or operation of a unit.

IMPORTANT:

Winco Food Warmers and Cookers are designed to be used with standard pans that are 4" deep or shallower. Steam generated by the device will evenly coat the bottom of the pans for consistent and predictable heating and rethermalization of food products.

For best performance any pan or insert used in the product should NOT touch the bottom of the water reservoir. Direct contact with the bottom of the reservoir can result in direct heat conduction from the heating element into the food pan, causing inconsistent performance and potentially burning food products.



READ THE FOLLOWING IMPORTANT SAFETY INFORMATION BEFORE USING THIS EQUIPMENT TO AVOID SERIOUS INJURY OR DEATH AND TO AVOID DAMAGE TO EQUIPMENT OR PROPERTY.

ELECTRICAL SAFETY WARNING

- Connect the appliance only to a properly grounded outlet that matches the required voltage, plug type, and capacity. If the outlet and plug are incompatible, have a qualified electrician install the correct receptacle.
- Always switch the unit OFF, disconnect it from power, and allow it to cool before cleaning, adjusting, or servicing.
- Do not immerse the equipment in water or allow excessive moisture exposure. This unit is not designed to be waterproof. Do not operate it if it has been exposed to water.
- This unit is intended for indoor use only in environments with a minimum ambient temperature of 70°F (21°C).
- Do not use the unit for storing or melting ice. Condensation may form, creating an electrical hazard and potential personal injury or equipment damage. Such damage is not covered under warranty.
- Disconnect power before filling the unit with water and take care to prevent splashing.
- Never clean the unit while it is powered on or still hot.
- Avoid using steam cleaning methods or large amounts of water.
- This equipment is not designed for high-pressure spray cleaning; do not use jet sprayers.
- Do not pull or move the unit by its power cord.
- Stop using the unit immediately if the power cord shows signs of wear or damage.
- Do not attempt to repair or replace a damaged power cord yourself. Replacement must be performed by an authorized Winco service provider or similarly qualified technician.
- Servicing must only be performed by qualified personnel to prevent electric shock or burns.
- When repairs are needed, use only genuine Winco replacement components. Using non-approved parts can void warranties and may expose users to dangerous electrical conditions. Genuine Winco parts are specifically designed for safe use; substitute parts may not meet safety requirements.

GENERAL SAFETY GUIDELINES

- Ensure all users are properly trained on correct and safe operation.
- Do not use the unit to reheat food while simultaneously holding hot food.
- This equipment is not intended for use by children or individuals with limited physical, sensory, or mental capabilities without proper supervision.
- Always verify that food reaches and maintains safe consumption temperatures. Improper heating or holding can result in serious health risks.
- Winco does not guarantee the final serving temperature of food; it is the user's responsibility to ensure safe food handling practices.
- This unit contains no user-serviceable parts. For assistance, contact an authorized Winco service technician or the Winco service department.

BURN HAZARD WARNING

- External surfaces may become hot during operation—use caution when touching.
- Water inside the unit can reach high temperatures and may cause burns. Allow the unit to cool before draining or cleaning.

FIRE SAFETY WARNING

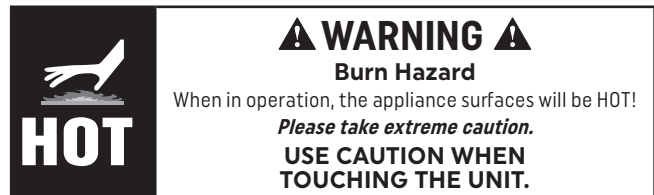
- Maintain at least 1" (25 mm) clearance between the unit and any combustible surfaces or materials to prevent overheating or fire risk.
- Position the unit at an appropriate counter height in a location that is easy to access during use. Ensure the surface is level to prevent tipping and sturdy enough to support the combined weight of the unit and its contents.
- Do not use flammable cleaning agents on or around the unit.

IMPORTANT USAGE NOTES

- FW-7R500 and FW-11R500 units are designed for food rethermalization.
- FW-7R250 and FW-11R250 are intended for holding hot food only. It is not designed to reheat or bring food up to temperature while in holding mode.
- **During the first use**, it is normal for the unit to produce smoke for up to 30 minutes due to residual manufacturing oils. Run the unit empty until this condition clears.
- Do not move or transport the unit while it contains food. Power it off, remove contents, and allow it to cool before relocating or cleaning.
- Avoid placing the unit near extreme heat sources such as grills or fryers, as excessive heat can damage components.
- Allow the unit to cool completely before switching between wet and dry operation. Operating without water during wet use, or adding water during dry operation, may cause damage.
- If the unit runs out of water during wet use, switch it off and let it cool before refilling.

INSTALLATION AND OPERATION

1. Remove all packaging materials, including tape and protective coverings, from the unit.
2. Countertop Food Warmer units are delivered fully assembled and ready to operate.
3. Place the unit on a stable, level surface at an appropriate working height to prevent tipping or accidental spills. Ensure the surface can support the weight of the unit and its contents.
4. Fill the well with hot tap water up to the maximum fill line inside the unit.
5. Connect the unit to a grounded power outlet that matches the required electrical specifications.
6. Rotate the temperature knob clockwise to the maximum heat setting. The indicator light will illuminate.
7. Insert an empty food pan and allow the unit to preheat for approximately 30 minutes before used.
8. Place stainless steel or high-heat poly pans (inset pans) into the unit well pan. 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.
9. Set the temperature control to the desired level.
Monitor temperature regularly to ensure food safety.
10. During normal operation for food warming and holding, also periodically check the water level. Add hot water when necessary and stir food occasionally.



RETHEMALIZING (FW-7R500 & FW-11R500 MODELS ONLY)

1. If the appliance is being used as a cooker (FW-S600 only), place appropriately sized food pans into the unit opening. Do not place food directly into the well—use pans at all times.
2. Always use water (wet operation) when reheating food.
3. Stir dense or thick foods regularly to ensure even heating.
4. Keep pans covered to maintain temperature and food quality.
5. Check the water level frequently and refill when it reaches the minimum line.

SHUTDOWN PROCEDURE

Turn the temperature knob to the "OFF" position. Indicator light will turn off.

OPTIONS & ACCESSORIES

Stainless Steel Round Pans Insets

INS-7.0M	7qt Stainless Steel Inset
INS-11.0M	11qt Stainless Steel Inset

Stainless Steel Round Pans Covers

INSC-7M	7qt Inset Steel Cover, Ladle Notch
INSC-11M	11qt Inset Steel Cover, Ladle Notch
INSH-7	7qt Inset Steel Cover, Hinged
INSH-11	11qt Inset Steel Cover, Hinged

Stainless Steel Round Pans Adapter Ring

FW11R-ADP	7qt Adapter Ring for 11qt warmer
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Stainless Steel Ladles

LDI-2	2oz One-Piece Stainless Steel Ladle
LDI-3	3oz One-Piece Stainless Steel Ladle
LDI-4	4oz One-Piece Stainless Steel Ladle
LDI-6	6oz One-Piece Stainless Steel Ladle
LDC-2	2oz One-Piece Stainless Steel Ladle, Red Handle
LDC-3	3oz One-Piece Stainless Steel Ladle, White Handle
LDC-4	4oz One-Piece Stainless Steel Ladle, Green Handle
LDC-6	6oz One-Piece Stainless Steel Ladle, Black Handle



INS-11.0M



INSH-7



INSC-11M



FW11R-ADP



LDI-6

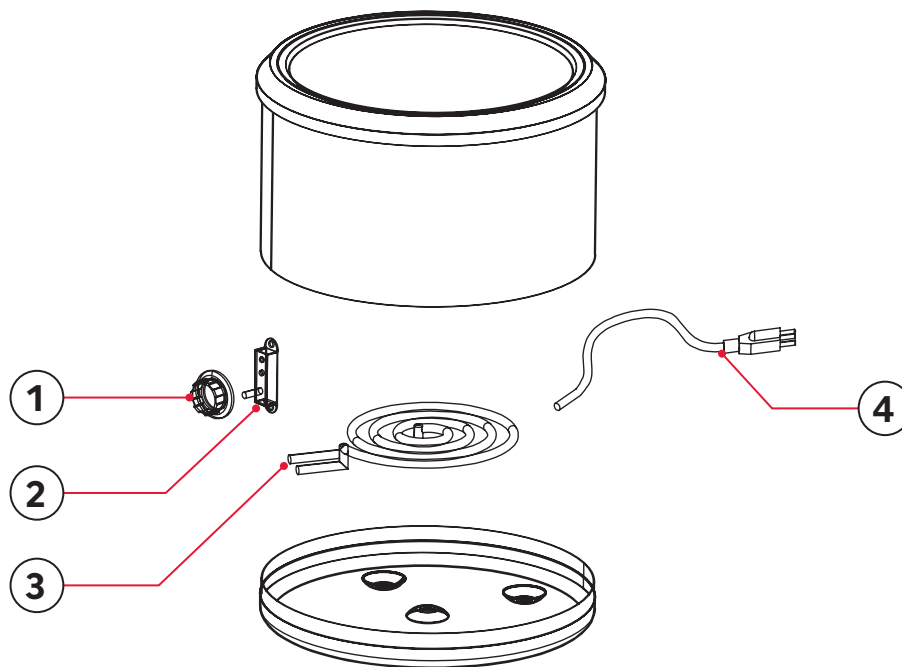


LDC-6

CLEANING AND MAINTENANCE

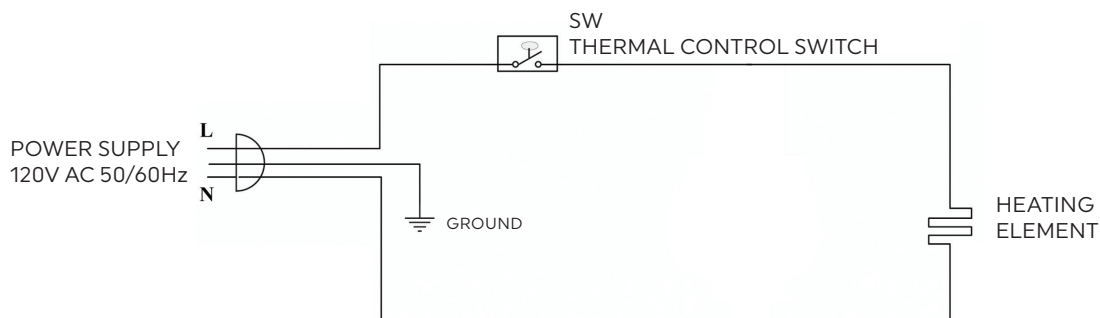
- Use only mild, non-abrasive cleaning products and soft cloths to maintain the unit's appearance and prevent damage.
- Do not use steel wool or abrasive pads, as they may scratch surfaces.
- Avoid harsh chemicals such as bleach, bleach-based cleaners, or oven cleaners.
- Clean the unit on a daily basis to ensure hygienic operation and prevent performance issues.
- Hard water can result in accumulation of mineral deposits over time. This can be removed by soaking the reservoir overnight in a vinegar solution or commercially available deliming agents.

SERVICE PARTS



NO.	DESCRIPTION	ITEM#			
		FW-7R250	FW-7R500	FW-11R250	FW-11R500
1	Control Knob	FWS500-P11			
2	Thermostat	FWS500-P60			
3	Heating Element	FW7R-P2	FW7R-P1	FW11R-P8	FW11R-P6
4	Power Cord	FWS500-P9	FWS600-P6	FWS500-P9	FWS600-P6

WIRING DIAGRAM



This circuit diagram has been provided to assist qualified electricians; only Winco service agents or qualified electricians should carry out repairs if required.

Do not remove any components or service panels on this product.

TROUBLESHOOTING

This unit must only be serviced by qualified personnel only.



⚠ WARNING ⚠

Electrical Shock Hazard

Turn OFF power switch, unplug power cord, and allow unit to cool before performing any cleaning, adjustments, or maintenance.

PROBLEM	MIGHT BE CAUSED BY	COURSE OF ACTION
Food well not reaching target temperatures	Temperature control set too low	Adjust to a higher setting
	Heating element not working properly	Contact Authorized Service Agent or Winco for assistance
	Temperature control not working properly	
	Incorrect voltage and/or low supply power	Verify correct voltage is supplied to unit. Low voltage or highly variable voltage input will cause improper heating. Evaluate demand on the plug and circuit to ensure the unit is receiving power necessary to perform correctly.
Food well exceeding target temperature	Temperature control set too high	Adjust to a lower setting.
	Temperature control not working properly	Contact Authorized Service Agent or Winco for assistance.
	Voltage supplied is incorrect	Verify correct voltage is supplied to unit. Excess supply voltage can cause unit to overheat and damage the unit.
No heat	Unit turned off	Turn on unit
	Wall circuit breaker tripped	Reset circuit breaker. If circuit breaker continues to trip evaluate the load on the circuit with this unit and any others on the same line. If problems persist: Contact Authorized Service Agent or Winco for assistance.
	Temperature control not working properly	Contact Authorized Service Agent or Winco for assistance.
	Heating element not working properly	
Food product not holding hot enough.	Water level is too low or the reservoir is dry	Allow unit to cool and fill with the appropriate amount of water for operation.
	Food capacity exceeds the capability of the unit	Heavy and dense foods may require more power than the unit can provide to meet expectations in the time required. If using a Food Warmer, consider changing to a higher power Cooker/Warmer unit.

Troubleshooting Questions?

If you continue to have problems resolving an issue, please contact the nearest Authorized Winco Service Agency or Winco for assistance.

Phone: 1-973-295-3899

Web Portal: www.winco.us.com/pages/equipment-warranty-service-technical-support



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