



Date: June 20, 2016

Subject: Vollrath Mirage™ Induction Warmer and Rethermalizer Well Cleaning

Notice: Discontinue use of antibacterial and sanitizing cleaners immediately for Vollrath Mirage™ Induction Warmer and Rethermalizer Well Cleaning.

After review of returned Induction Warmer and Rethermalizer products, the cause of the well failures due to cracking is the use of antibacterial and sanitizing cleaning products containing chemicals that are harmful to the polycarbonate material used in the wells.

The antibacterial and sanitizing cleaners contains acidic ingredients such as bleach and other chlorine solutions which attack the polycarbonate wells. The chemical reaction is intensified with the addition of heat and structural failure of the molded polycarbonate well occurs.

The current Operator's Manuals (ref. Page 5, Cleaning), contain instructions for proper cleaning. Also, a warning label with instructions to not use cleaning solutions with chlorine or bleach ingredients is on the rim of the wells.

The recommended daily cleaning process is:

- Three soft clean cloths, one each for cleaning, rinsing and drying
- Mild dish washing detergent
- Clean warm water

NOTICE: Failure to follow these cleaning instructions may lead to product damage that will not be covered under warranty.

1. Unplug the equipment and let it completely cool.
2. Use a soft cloth moistened with warm water and a mild dish washing detergent to clean the well and the rim.

NOTICE: Do NOT use cleaning solutions that contain chlorine or bleach ingredients. Use of solutions with these ingredients will damage the well and will void the warranty.

3. Use the second soft, clean cloth moistened with clean, warm water to wipe all detergent from the well and the rim.
4. Use the third soft, clean cloth to dry the well and the rim.

NOTICE: Failure to thoroughly remove all detergent or thoroughly dry the equipment may result in damage to the equipment.

Future failures resulting in well fractures due to chemical attack will not be covered by warranty. If there are any questions or additional information is required, please contact me.

James L. Race
Director of Quality Assurance
Vollrath Company, L.L.C.