



# TOWN

# Town Food Service Equipment Company

FOOD SERVICE EQUIPMENT CO., INC.  
72 BEADEL STREET BROOKLYN, NY 11222

800/221.5032 718/388.5650 718/388.5860 customerservice@townfood.com www.townfood.com



## RiceMaster

### Owner's Manual for Automatic Electronic Rice Warmer



**56916-W**  
18 QUART, WOODGRAIN BODY, 120V AC



**56916-S**  
18 QUART, STAINLESS STEEL BODY, 120V AC

**56918**  
23 QUART, WOODGRAIN BODY, 120V AC

**56919**  
23 QUART, STAINLESS STEEL BODY, 120V AC

**56920**  
23 QUART, STAINLESS STEEL BODY, 230V AC

### FOR COMMERCIAL USE ONLY

#### Warning

These units are to be used for food warming only—do not use to cook or reheat food.

#### Important

- Keep this manual for future reference.
- This emergency information must be prominently displayed
- Completely read and understand these instructions prior to using this unit

#### Questions

Any questions regarding the use of this unit should be directed to your dealer or our customer service department at 718/388-5650 M-F 9am to 5pm EST.



## Congratulations on your purchase of a RiceMaster rice warmer.

Using rice warming techniques developed in the Orient and a blend of Eastern and Western technology, Town is proud to offer the latest and best supported electric rice warmer of its type available today.

### PARTS IDENTIFICATION



**RICE SPATULA**  
22805

**23 QUART, INNER NON-STICK POT** 56930  
**18 QUART, INNER NON-STICK POT** 56917

**23 QUART, UNCOATED** 56930-NC  
**18 QUART, UNCOATED** 56917-NC

**UPPER LID LATCH HOOK**  
56929-UL

**ALUMINUM INNER LID**  
56921

**INNER LID BUSHING**  
56922

**LOWER LID LATCH**  
56929-LL

**BODY**

**WHITE PLASTIC  
JACKET COLLAR**  
56928



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## IMPORTANT SAFEGUARDS

WHEN USING THIS RICE WARMER, FOLLOW THESE BASIC SAFETY PRECAUTIONS

- Read all instructions.
- Do not touch hot surfaces. Use knobs or handles.
- To protect against electrical hazards do not immerse cord, plug, or rice cooker in water or any other liquids. Only the lid and pot should be immersed.
- Close supervision is necessary when any appliance is used near children.
- Unplug from wall outlet when not in use or before cleaning. Allow to cool before adding or removing parts.
- Do not operate rice cooker with a damaged cord or plug, after it malfunctions, or has been damaged in any manner. Return unit to your dealer. Request a Return Goods Authorization (RGA) number to return the rice cooker to the factory for examination, repair or adjustment.
- The use of any non factory supplied accessories or attachments is not recommended and may cause damage.
- Do not use outdoors.
- Do not allow cord to hang in any way or touch hot surfaces.
- Do not place on, near, or in heated appliances.
- Do not attempt to move or drain unit when it contains any hot liquids.
- Be sure power is **off** before removing plug from wall outlet.
- Do not use appliance for any other use not originally intended by the maker.

### CAUTION

PLUG IN ONLY AFTER RICE PAN IS PLACED INTO UNIT.  
REMOVE PLUG BEFORE RICE PAN IS REMOVED.



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## OPERATING INSTRUCTIONS

- 1 Be sure the inner pan and lid have been sanitized. They should be clean and dry before use.
- 2 Place the pan in the warmer carefully positioning handles to properly fit into recesses of cover. Inspect the fit– the cover should close easily.

If the cover does not close easily, do not force it. Look for obstructions or irregularities preventing it from closing.

### NOTE

BE CAREFUL NOT TO DENT THE BOTTOM OF THE PAN.  
THE PAN MUST MAKE COMPLETE CONTACT WITH THE ELEMENT IF  
THE RICE IS TO BE PROPERLY WARMED.

- 3 Allow rice warmer to preheat prior to use. Use only a grounded wall outlet when plugging in your rice warmer.
- 4 Pilot lamp will light as soon as the unit is plugged in.
- 5 With the rice warmer at its holding temperature, fill the unit with hot, freshly cooked rice using the provided scoop. Be careful with the hot rice.
- 6 The unit is solely intended to be a rice warmer. Only rice that is to be kept hot should be contained in the unit. **Do not fill with cold rice.**
- 7 Do not attempt to hold rice in the warmer for more than 12 hours.
- 8 This warmer will not reheat cold rice, soup, water, or cold foods.
- 9 Do not unplug while the warmer is in use. **Never pull cord.**



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## CLEANING INSTRUCTIONS

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- 1 Be sure unit is unplugged before cleaning.
- 2 Do not immerse or soak warmer in water or a cleaning agent.
- 3 Soak inner pan and inner lid only to loosen rice that adheres to these surfaces.
- 4 Do not use abrasives on rice pan interior as this could scratch the non-stick coating.
- 5 Do not allow outside pan to become greasy or dirty.
- 6 Do not immerse body; wipe with damp cloth.
- 7 Do not use abrasive cleaners that will damage unit.
- 8 Clean unit after every use.

## RICE WARMING TIPS TO MAKE THE BEST TASTING RICE

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- Do not add fresh rice to old rice that has been in the warmer for more than 10 hours.
- Do not put cold or reheated rice in the warmer.
- Do not leave the cover open or not firmly latched.
- Do not leave rice in the warmer for more than 12 hours.
- Do not leave implements in the warmer with the rice.
- Do not use the warmer with intermittent power supply– it will cause the rice to cool.
- Never serve rice (or any food) that may have spoiled.
- Clean the rice warmer if spoiled rice has been in the warmer.
- Rice could turn yellow if the unit has overheated due to a malfunction. Do not attempt to use the unit again. Call our service department at 718/388.5650 and ask for rice warmer service. Please do not return any unit without proper authorization.



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**SPECIFICATIONS FOR MODELS 56916W, 56916S, 56918, 56919, 56920**  
 CORD LENGTH ON ALL MODELS IS 62"

**FINISH, CAPACITY AND ELECTRICAL SPECIFICATIONS**

MODEL NO.	FINISH	VOLTS	WATTS	AMPS	HERTZ
56916W	woodgrain	120	100	.8	60
56916S	stainless steel	120	100	.8	60
56918	woodgrain	120	100	.8	60
56919	stainless steel	120	100	.8	60
56920	stainless steel	230	100	.4	50/60

**SIZES, WEIGHTS AND CAPACITIES**

MODEL NO.	SIZE D <sup>1</sup> x H	CARTON	NET WEIGHT	SHIP WEIGHT	CAPACITY
56916W	15"x12½"	18"x18"x18"	13 lb.	18 lb.	18
56916S	15"x12½"	18"x18"x18"	13 lb.	18 lb.	18
56918	15"x15½"	18"x18"x19"	15 lb.	22 lb.	22
56919	15"x15½"	18"x18"x19"	15 lb.	22 lb.	22
56920	15"x15½"	18"x18"x19"	15 lb.	22 lb.	22

<sup>1</sup> diameter includes handles



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## RICE WARMER LIMITED WARRANTY

Town Food Service Equipment Co., Inc. (Town) warrants its rice warmers to be free of defects in materials and workmanship, subject to the terms specified below. This warranty is limited to parts replacement and does not include any labor allowance. Any service charges or charges for parts replacement are the customer's responsibility. Commercial electric rice warmers are warranted for a period of 6 months. The warranty period for all electric rice warmers shall commence at time of shipment from Town. The warranty period may be extended, at Town's option, if proof of installation (specifying model and serial number) at a later date, but in no case shall warranty be extended beyond (9) months after date of shipment from Town.

Parts and labor are covered for the warranty period for properly packed units returned to Town prepaid. Town cannot be responsible for shipping damages to any unit returned with improper packaging. Parts that have failed due to defective materials or workmanship will be replaced at no charge. Units repaired under warranty will be returned freight prepaid. Warranty for the new parts will be for the remainder of the original warranty period. Freight will be added to the invoice for nonwarranty repairs. There will be no credit for defective units returned.

Customers are requested to clean units before returning them for service. Units returned in abused or unsanitary condition will not be serviced without the customer's consent to pay an appropriate labor charge to clean and repair the rice warmer. If the customer does not agree, the unit will be returned without cleaning or repair. This warranty does not cover any failures or operating difficulties due to accident, abuse, misuse, alteration, misapplication, improper installation or improper maintenance or service. Town does not authorize any person or company to assume on its behalf any obligation or liability in connection with this unit in any manner whatsoever. If warranty service becomes necessary, the unit must be brought to the dealer where rice warmer was purchased, carefully packaged. Be sure to insulate the enamel jacket from the rice pot. Town will charge for repairs to units returned and damaged due to abuse for any reason. Units must be carefully packed to avoid damage during shipment. The returning agency is entitled to request from the purchaser the costs of shipping and handling charges to return the unit. Before any unit is returned, call Town at 718/388-5650 and request a Return Goods Authorization (RGA). Be advised this RGA is only authorization to return your unit for evaluation. No credit of any kind may be taken arising from an RGA. The unit will be inspected to verify the difficulty for which it was returned. Once the difficulty is verified, it will be repaired and the unit returned at no charge if due to faulty materials and/or workmanship. If defective for any other reason, the unit will be repaired and the customer charged for the cost of the labor and materials for the repair plus return delivery costs.

If unit must be returned to Town, carefully pack (preferably in the original carton), send prepaid, adequately insured, and with the RGA clearly marked on the outside of the package.

### RECORD OF OWNERSHIP

For your records, please record the following information.

It will be required if is service is needed.

**DATE OF PURCHASE** \_\_\_\_\_ **MODEL** \_\_\_\_\_ **SERIAL NUMBER** \_\_\_\_\_  
**DEALER** \_\_\_\_\_ **DEALER'S PHONE NUMBER** \_\_\_\_\_



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