retigo®



RETIGO Hold-o-mat 411

Operating manual

Dear customer,

Congratulations on purchasing the new Retigo Hold-o-mat. The Retigo Company appreciates your decision and believes that you will always achieve great results turning your ideas into reality in your everyday work by using this equipment. By using your new Hold-o-mat you will attain the highest quality of prepared food and your guests will like revisiting to your establishment.

Retigo s.r.o. believes that the new Retigo VISION Hold-o-mat will bring you maximum comfort during everyday work and present new possibilities of food preparation.

In order for you to achieve great results with your new Retigo Hold-o-mat right from the beginning, we would like to provide you with the help of this manual with all the necessary information and useful advice for trouble-free work. To be able to take full advantage of all the possibilities of your new Retigo Hold-o-mat we recommend that you carefully study the manual before using the equipment.

Retigo s.r.o. wishes you lots of cooking pleasure in using your new Retigo Hold-o-mat.

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1. Introduction

1.1 Safety use of the equipment

Anyone who is involved in the setting up, use and maintenance of the Hold-o-mat warm holding cabinet must have read and understood all the operating instructions, especially the „Safety use of the equipment“ section.

This warm holding cabinet has been manufactured and tested in accordance with the applicable standards. When using electrical equipment, a number of basic safety precautions must be taken in order to avoid possible injuries and damage. Please read these instructions carefully and store them in a safe place.

We accept no liability for accidents and damage arising from failure to observe these operating instructions.

All the safety notes in these operating instructions give users advance warning about possible dangers. These particular points of interest for users are indicated by a warning triangle. Such notes must be read and acted on by the user.



Do not allow magnetic data carriers such as diskettes, credit cards, cheque cards, ID cards with magnetic strips, magnetic tapes or watches to come within 0.5 m of the unit.

1.2 Correct use

The Hold-o-mat warm holding cabinet is designed solely for food preparation.



Never use the unit to heat chemicals or other materials. This could lead to the buildup of poisonous or explosive gases.
Never use the unit for drying textiles, paper or similar materials. There is a danger of melting or burning.
Do not use the unit for storing crockery or cook books, either in or on the unit.

The unit is designed for use in large kitchens such as in restaurants or hotels, as well as commercial premises such as bakeries and butchers.

The unit is not designed for domestic use; it is not for use in areas where exceptional circumstances prevail such as corrosive or explosive atmospheres (dust, steam, gas); it is not for industrial use or for the mass production of food.

People who are not familiar with the operating instructions such as children, must not use the unit, unless supervised by trained staff.



Persons with active physical aids (such as heart pacemakers) are not permitted to operate the unit. The operator must ensure that all other persons with active physical aids (such as heart pacemakers) observe a safety distance of at least 0.5 m from the unit.

1.3 Electrical supply, power cable

Electricity can be lethal! Improper operation of the unit can cause fire. For your own safety and the safety of others, please follow the safety precautions precisely as outlined in these instructions.



Never touch live components. This could cause an electric shock which can lead to serious injury or even death.

Only connect the unit to alternating current of 230V/ 50/60Hz. The plug must have a minimum fuse rating of 10A.



Never operate the unit with a defective power cable. Get a qualified electrician to replace damaged plugs and cables immediately.
Do not run the power cable around corners or sharp edges and ensure that the power cable cannot be crushed.t.



Never pull the unit by the power cable. Never pull the plug from the socket with wet hands.
Protect the power cable from oil and never rest it on hot objects. The three-pin plug must not be replaced by a two-pin one.

The three-pin plug must not be replaced by a two-pin one.

Cleaning: Remove the plug and allow the unit to cool.
Repairs: If faulty or defective, remove the plug from the socket immediately. Never use a damaged unit.



Never use a damaged unit. Please note that the outside of the unit must not be sprayed with excessive amounts of water or other liquids. Repairs must only be carried out by authorised

specialist electricians or by our repair service.

1.4 Placement requirements

The Hold-o-mat can be used in many different parts of the kitchen, preferably in a central location, not in a remote corner. Thanks to its ease of installation (no water, drainage or air extraction connections), the unit can be placed anywhere. Ensure, however, that the power supply is 230V/50/60Hz.

If the Hold-o-mat is built-in, sufficient cool air should be allowed to circulate.

The Hold-o-mat does not have to be tied to one location. It can be used in a variety of places such as the kitchen, lounge, and for parties etc. If the unit is permanently installed in one place and cannot be disconnected from the mains by a switch, the plug on the power cable must remain accessible.

Note: Valid for Hold-o-mat Big - Use the carrying handles only when the total weight (unit-weight 41 kg plus content weight) is less than 70 kg. Use all four handles equally and avoid jerky movements.

If the unit is permanently installed in one place and cannot be disconnected from the mains by a switch, the plug on the power cable must remain accessible.

Basic instructions for installation:

– Place the unit on sturdy surface.

– Ambient temperature + 10°C to + 40°C. Do not place the unit next to or on top of hot surfaces (radiators or hot plates): there is a danger of melting, fire or short circuit!

– Never bring the unit into contact with water or other liquids as there is a danger of short-circuit!

– To ensure adequate air circulation, all sides of the unit must be kept a minimum of 10 mm from walls and other objects.



Never use a damaged unit.

1.5 Gastrocontainers

Suitable GN

- stailess steel, enamelled
- recommended size: 1/1, 2/3
- recommended depth: 60 and 100 mm
- other GN offeres by Retigo company

Unsuitable GN

- Plastic, synthetic and other non-heat resistant containers.



Never use a damaged unit. Please note that the outside of the unit must not be sprayed with excessive amounts of water or other liquids. Repairs must only be carried out by authorised specialist electricians or by our repair service.

2. Content of packaging

The packge contens: 1 unit, 2 side rails, 1 set of operating instructions, 2 power cables (1 x EU/1 x CH).

Check the package contents. If parts are missing, return immediately to your supplier.

The product has been supplied to you in cardboard packaging. Dispose of the packaging properly or return it to your supplier.

Check the unit for visible signs of damage. Do not use the unit if defective. Report the damage immediately to your supplier.

3. Rehinging the door

The door can be easily rehinged within 10 to 15 minutes. Because the unit casing has to be opened for this purpose, current-carrying parts will be exposed. The door may only be rehinged by specialist personnel (qualified electrician, service fitter, Retigo authorised sales person), and only in accordance with the customer service instruction provided for this purpose.

4. Commissioning

Connect the power cable to a socket with a 230V/ 50/60Hz supply.

Before using for the first time, it is imperative that the white protective film be removed. In addition, we recommend that the unit be dusted inside and out, with a damp cloth.



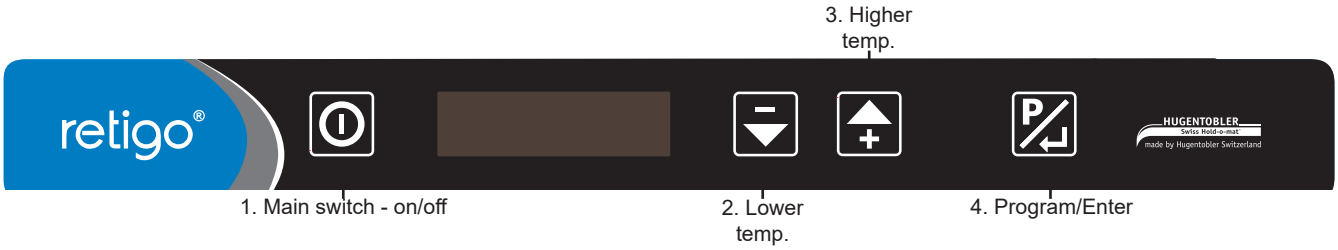
Do not allow magnetic data carriers such as diskettes, credit cards, cheque cards, ID cards with magnetic strips, magnetic tapes or watches to come within 0.5 m of the unit.



Customer service staff with active physical aids (such as heart pacema kers) must observe a safety distance of at least 0.5 m from the unit. The customer service operator must ensure that all other people with active physical aids (such as heart pacemakers) observe a safety distance of at least 0.5 m from the unit.

5. Operating of Retigo Hold-o-mat 411

5.1 Control panel

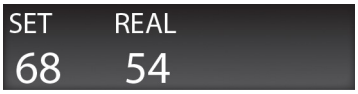


5.2 Basic operating instructions

5.2.1 Switching on

Press the button 1. to switch on.

5.2.2 Temperature setting



The dispaly always shows the actual (REAL) and setted (SET) temperature. By pressing buttons 2. or 3. the desired temperature can be increased or decreased in cooking chamber.

Pressing both buttons 2. and 3. together automatically sets the most important temperature of 68°C. The desired temperature is reached within 20 to 40 minutes, depending on what temperature has been chosen.

The Hold-o-mat is designed to respond to this slowly, but this ensures that the desired temperature is maintained within a +/- 1°C tolerance.

The warming-up time can be shortened by setting a higher temperature than actually required. Do not forget, however, to lower the temperature in time (about 6–10°C below the desired temperature), otherwise the unit will get too warm.

If the Hold-o-mat exceeds the desired temperature by 5°C or more, the indicator flashes to warn kitchen staff. To cool the unit slowly, leave the door open slightly longer. (Thanks to its excellent insulation, this takes somewhat longer than with other units.)

The desired temperature can be set to the degree in a range from 50°C to 120°C. The PT 500 and excellent electronics, which approach the desired temperature slowly step by step (a timing pulse system), guarantee +/- 1°C accuracy.

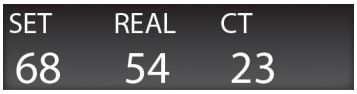
5.2.3 Switching off

Press the button 1. to switch the Hold-o-mat off.
Please do not forget to clean the unit after use as outlined in the section „Maintanance“.

5.3 Programing with core probe functions

5.3.1 „Hold with core temperature information“ function

The optional (also retrofit) core temperature measuring sensor (CTM) is simply connected to the corresponding magnetic connector (on the inside, front right) with the magnetic contact switch. The cable must point downwards and the magnets align the connector automatically.



A third signal “CT” for core temperature then appears in the display. The displayed temperature corresponds to the measured value which the tip of the sensor measures (single-point sensor). If the sensor is stuck into meat, the existing core temperature is displayed.

In the „Hold with core temperature information“ function, the displayed CT value is only for your information. The core temperature sensor does not regulate the device, and there is no signal tone.

If the CTM sensor is not in use store elsewhere (e.g. in the original packaging) so that you can find it again when needed or put it away in the dehumidification unit in the door as shown in the photo.



5.3.2 „Hold with core temperature information“ function

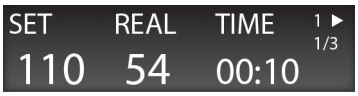
Press and hold (2 sec.) button 4 (Program/Enter) to show the programs in the display.



Use the buttons 2 (Down) or 3 (Up) to change between the programs 0–8 or the Delta-T program. The larger display in the middle is always active.

– Program 0 and Delta-T are not protected and can be re-programmed daily depending on the day›s offer.
– Programs 1–8 are protected against random changes since recurring processes are usually saved.
– If you wish to make a deliberate change you can also press the Up + Down buttons simultaneously to authorize a change.

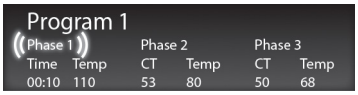
Press button 4 (Program/Enter) briefly to start the active program.



The «Play icon» in the top right shows that the program is running. You can also see that you are in phase 1 of 3. When the program is running, you can press and hold button 4 (Program/Enter) to change to the next phase. No changes can be entered when the program is running.

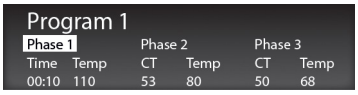
The following selections are possible:
– Press button 3 (Up) to find out the current core temperature during
phase 1 (with time).
– Press button 2 (Down) to find out the overall programing when the program is running.

Important: programs only function with the connected core temperature measuring sensor (CTM), unless it is a simple time program with only phase 1. “Error messages” appear without this sensor; these are described later on.
Press and hold button 4 (Program/Enter) to start the programming mode in larger program in the middle.



– The value to be changed “flashes” and can be changed with the Up or Down button. Press button 4 (Program/Enter) briefly to change to the next value.

You can also deactivate phases by setting a value in the phase to below the minimum value. Deactivated phases have a white background.



If phase 2 has been deactivated, phase 3 is also automatically deactivated and only phase 1 (with time) is activated. This would be now only a simple time program which would also work without a CTM sensor.

5.4 Setting basic parameters

As a user you can change more than just the buzzer volume for the Hold-o-mat 411.

Start the parameter mode = With the unit switched off, press button 2 or 3, keep this button pressed and simultaneously press the button 1. The following then appears in the display:



Scroll through the various parameters with button 2 or 3. Press button 4 (Program/Enter) briefly to select the larger parameter in the middle (flashes) and you can now change the value on the right with 2 or 3. This altered value is saved by pressing button 4 again.

Possible parameters and their explanation:

Language (default=German)
Select the desired language.

Volume (default=3)
Volume of audio signal (0 – 5).

Powerfail (default=5)

Highest value (in degrees Celsius), which the unit may lose in the event of a power failure to restart automatically – when power is restored – and continue with the program.

If the power is interrupted for longer and the unit loses more than 5 °C, for example, we have an HACCP quality problem. The unit does not switch back on and the error message “Power failure” appears.

Autostart (default = off)

– If the unit is to switch on automatically (by means of a timer between the socket and Hold-o-mat) this parameter has to be switched over to “On”.

– Disadvantage: In the event of a power failure overnight, the unit switches back on when the power is restored.

P. Red. (default = on)

Switches the second temperature sensor (heat sensor) off if this is faulty but you wish to continue using the Hold-o-mat until the service engineer can change the sensor.

5.5 Technical specification

Model:	Hold-o-mat 411
Product no.:	411 (optional CTM sensor)
Power supply:	230V, 50/60Hz, 1 kW
Fuse:	10 A
Storage temperature:	0°C - + 50°C
Ambient temperature:	+10°C - + 40 °C
Temperature range:	+20°C - +120 °C
Dimensions (WxHxD):	415 x 423 x 675 mm
Weight:	27,5 kg
Average power consumption:	cca. 300 W/h
Equivalent noise level:	70 dB(A)

Safety gap from walls and other equipment at least 10 mm.

6. Practical tips

6.1 General use

Thanks to very precise temperature control and the special dehumidification system, the Hold-o-mat can keep food warm, especially meat and bakery products, over long periods in prime condition while improving quality. Vegetables and other side dishes can also be kept warm.

6.2 Meat

The optimal temperature for keeping meat warm over a period of hours is about 5–10 degrees above the desired core temperature (max. 5 hours). If different cuts of meat e.g. red and white, large sides and small off cuts are to be warmed together, set a temperature of between 68° to 72°C.

With every hour that the meat is kept warm in the Hold-o-mat it becomes more tender. Please note, however, that the meat should not be stored for too long, as this can adversely affect its taste. Best results are obtained by using relatively fresh meat kept warm for under five hours.

Ideally, meat should be inserted into the Hold-o-mat on grilles. Meat juices can be collected in a tray on the interior floor. This way, precise regular temperature is guaranteed and the meat does not lie in its own juices as on a tray. The dried-on residue on the tray is easier to remove than if a tray is used on every level.

6.3 Dehumidifier

The humidity level inside the unit can be regulated precisely and visibly by means of the 3-stage dehumidifier on the door. Normally the dehumidifier is closed for vegetables and cooking au gratin, and completely open for bakery products, deep-fried and breaded foods (min. 80°C). The half-open setting for other foods can be used as you see fit. Please direct all questions to your specialist.

6.4 Temperature regulator

Please note that opening the door frequently can lower the effective actual temperature, and thus the temperature of the food. (Due to the in-built time lag, the indicator does not react so quickly). If this reaction is noticed, increase the desired temperature by a few degrees.

If an over-warm product is put directly into the Hold-o-mat from a combisteamer, the actual temperature can rise dangerously depending on the product. (The indicator flashes, if the temperature is 5°C too high.) Please correct this normal occurrence by leaving the door open slightly longer, or preferably leave the meat to stand for a while outside the unit and put it in when it reaches the right temperature.

6.5 Accessoires

It is best to warm up the Hold-o-mat with the requisite grilles and dishes to avoid large changes in temperature.

Only load the unit with warm foods using grilles or trays on the rails supplied.

6.6 Cold or frozen food

Loading with cold or frozen food can trigger off the heat cut out.

6.7 Interior floor

Using the interior floor as a work surface can lead to the food overheating (use the lowest level).

6.8 Temperature sensor

Allowing food to touch the temperature sensor (set into the roof of the interior) can lead to false air temperature readings.

7. Troubleshooting

Problem	Cause	Possible solution
The product over-cooks and becomes dry.	Desire temperature too high above core temperature	Set correct desired temperature or allow meat that is too hot to cool outside the oven first.
Although the product is good, it is not warm enough	Desire temperature too low below core temperature.	Set the correct desired temperature or, if the door is opened frequently, deliberately adjust the desired temperature upwards..
The product is too dry or too damp	The moisture content in the chamber is not correct.	Use the dehumidifier on the door to adjust the humidity to suit the product.
The taste, consistency or general quality of the product is not satisfactory.	Basic problem in preparation or incorrect conception of finished product after warming up.	Contact your nearest specialist and look for possible answers.
The unit does not switch on, or the indicator does not light.	-	The power supply has been cut off. Please check the building's fusing, the fusing on the unit (below the power cable socket at the back of the unit) and both plugs on the power cable.
The actual temperature keeps falling, although it should rise.	-	A fault has occured due to a power fluctuation and the control system is no longer sending signals to generate heat. Isolate the unit from the power supply for a few minutes and then switch on again. If after switching on again the heating indicator is not visible after one minute, repeat the whole procedure.
The heating indicator lights but the actual temperature decreases or the unit remains cold.	-	The overheating cout has been triggered (the unit has been loaded with cold or frozen food or the control system is defective). Reset procedure: 1. Switch off the unit using the button 1 and disconnect from the power supply. 2. Remove the plug near the heat cut off sticker  on the rear and of the unit. 3. Push the reset button on the cut off with a screwdriver. 4. Replace the plug in the rear end. 5. Connect to the power supply and switch on. 6. If the overheating cut out engages again, consult your nearest service center.

Problem	Cause	Possible solution
Sensor fail	Temperature sensor (interior) defective or not connected to the control system. No further work possible.	Call for service: check and change sensor or reconnect contact (connector).
No core probe	CTM sensor not connected to magnetic contact or magnetic contact not connected to control system. Variant: CTM sensor is defective. Work still possible, but without CTM sensor.	Connect CTM sensor to the magnetic contact with magnetic connector or replace faulty CTM sensor. Call for service: Connect or replace magnetic contact.
Heatsensor fail	Second sensor to check the heating temperature is defective or not connected to the control system. Continued work possible by acknowledging with button 4 (Program/Enter). Parameter is automatically deactivated, error message no longer appears – "P.Red" is deactivated.	Acknowledge the fault with P/Enter (P.Red. is deactivated). Call for service: Connect or replace sensor. (The Klixon can trigger if P.Red. is deactivated)
Powerfail	Power failure for longer than defined in the "Powerfail" parameter. HACCP safety no longer guaranteed, thus the unit does not switch back on and the meat has to be disposed of.	Not a fault, simply information. If this occurs frequently, have your house installations checked by an electrician.
No heating	The unit does not heat up despite the heating indicator in the display. heating wire broken, safety thermostat has triggered or electronics are faulty.	Reset safety thermostat (beneath unit) with a toothpick. Call for service: Replace heating or control electronics.
No program	No program saved when it should be started.	First program a program or select a different program number.
Set core probe	You have forgotten to insert the CTM sensor into the meat when starting a program with core temperature.	Insert the CTM sensor into the meat and acknowledge fault with button 4 (Program/Enter).

8. Maintenance

8.1 Cleaning

Switch off the unit with the button 1 and disconnect from the power supply.

Take the trays, grilles and dishes out of the Hold-o-mat and clean separately.

Also tilt the side rails downwards into the centre of the cooking area and pull out towards the front.

Clean the whole interior and exterior with a mild fat dissolver and leave to dry. Do not use irritating, abrasive or poisonous cleaning materials.

If required, clean the air inlet. If dirty, the dehumidifier built into the door can be removed by pulling it forwards, and washed separately. If necessary, the door seal can also be removed, cleaned and reattached.



Never use the unit without the door seals.

After every thorough clean-up, heat the unit quickly to 120°C. This 120°C setting allows the unit to be sterilised and any micro-organisms are killed off. Please ensure that the dehumidifier on the door is closed, as high humidity makes the sterilisation more effective.

Please note that the exterior of the unit must not be sprayed with water or other liquids. High-pressure cleaners or steam-cleaners may not be used.

8.2 Service

The Hold-o-mat has no special regular service requirements. However, please ensure that it is functioning properly and contact the service centre promptly if any changes are noticed.

The technical side is problem-free, allowing any authorised electrician using original spare parts to carry out all repairs. Of course the specialist service centre is at your service. However, in some cases it may be more economical to have repairs carried out locally.

9. Warranty

We guarantee the Hold-o-mat for one year.

We do not accept responsibility for damage caused by:

– incorrect operation
– using the product for the wrong purposes
– improper repairs
– or if spare parts or accessories not supplied by the manufacturer are used or built in

In all these cases, the guarantee is void.

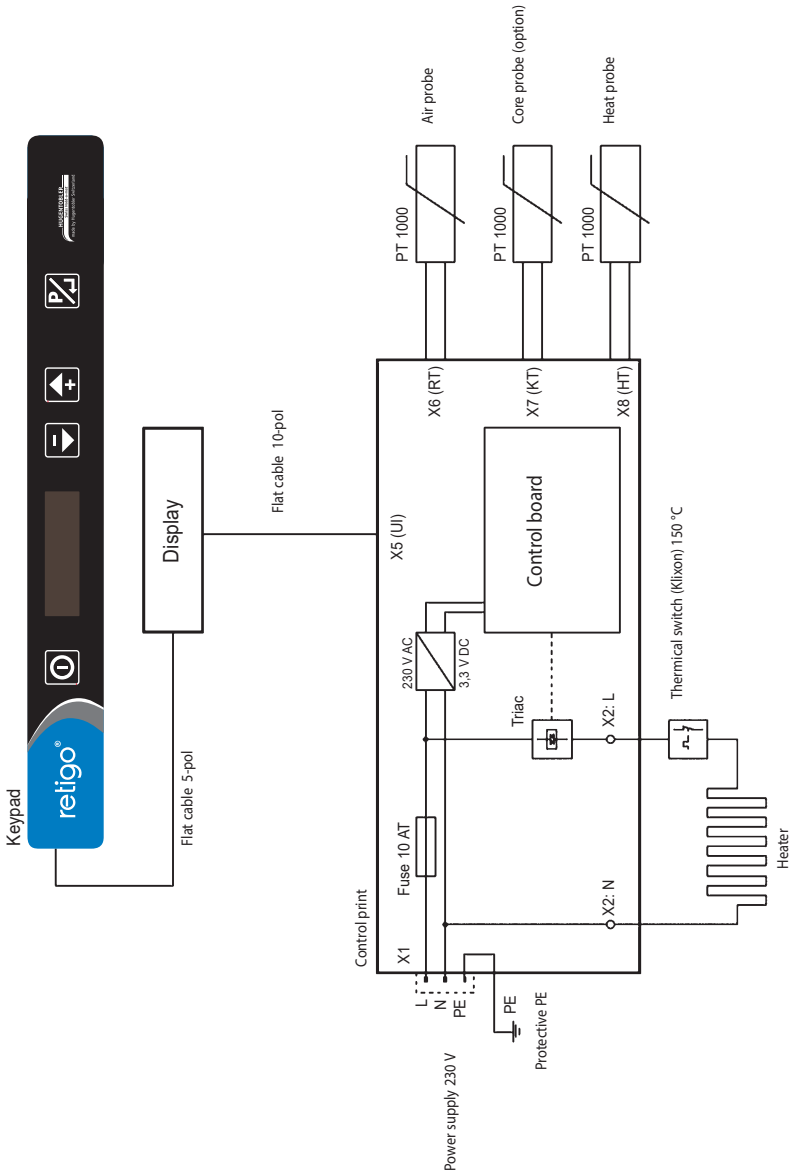
The guarantee is only valid if original spare parts are used.

10. Disposal

At the end of its life the unit should be disposed of in accordance with national legislation. It is recommended that a specialist disposal company be contacted.

11. Diagrams

11.1 Retigo Holdomat 411



retigo®

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