



Sterno SpeedHeat®

Instant, Flameless Food Warming System

Frequently Asked Questions

1. Why would I use SpeedHeat instead of traditional Sterno chafing fuel and catering equipment?

SpeedHeat provides flameless heat making it ideal for serving hot food in venues with open flame restrictions.

SpeedHeat is:

- **SAFER** – flameless heat provides added safety and eliminates the common risks associated with an open flame
- **SIMPLER** – SpeedHeat has only a few pieces and can be set-up in minutes by even non-foodservice professionals.
- **FASTER** – unlike traditional chafing equipment that can take up to 20 minutes to ramp-up to the necessary temperature, SpeedHeat provides INSTANT flameless heat in under one minute.

2. How long does SpeedHeat burn?

Because SpeedHeat is flameless, it does not burn. Once activated by water, the SpeedHeat system will keep food hot for up to an hour.

3. Why does SpeedHeat only keep food hot for up to an hour?

Our field research with operators, caterers, and home entertainers show that most guests serve themselves and eat well within an hour. This makes SpeedHeat an ideal solution for most catered or home entertaining events. If you need to serve hot food for more than an hour, try this:

- As you are removing empty food pans and replacing them with fresh ones, remove the SpeedHeat tray and spent SpeedHeat packets. Replace them with a SpeedHeat Refill and activate the packets as you did at the beginning of the event. Repeat this process until the end of the event. To make it easier, you can set a timer to remind you to change the SpeedHeat packets every 45 minutes or so.

- Learn more <VIDEO COMING SOON>

4. How are the SpeedHeat packets activated?

SpeedHeat packets are water activated. Place one SpeedHeat packet in each small reservoir and fill to the top with warm-temperature water; each reservoir is designed to hold approximately 10oz of water. Instant flameless heat will begin in less than one minute.

5. How hot does SpeedHeat get?

Shortly after being activated, the SpeedHeat packets produce water vapor (steam); this happens when water reaches its boiling point: (212°F/100°C).

6. When activated, does SpeedHeat create any toxic fumes? Is it safe to touch?

Once activated, SpeedHeat does not produce any toxic fumes: the packets emit water vapor, hydrogen and oxygen. We recommend using tongs or a serving spoon to remove spent packets from the SpeedHeat tray. Use caution if you use your hands to remove spent packets as they may still be warm. A completely activated packet will have a pH level similar to many household cleaners so you should wash your hands with soap and hot water after handling.

7. What caution should I take when using SpeedHeat?

Independent laboratories have confirmed that SpeedHeat does NOT emit dangerous levels of CO or other VOC's. Occasionally, SpeedHeat users have reported instances when SpeedHeat falsely triggers CO detectors. To avoid such an occurrence, we recommend using SpeedHeat in a well-ventilated area that is away from CO detectors.

8. What is quick-serve drop-off catering?

Most often associated with corporate catering or business catering, quick-serve drop-off catering is one of the fastest growing segments in foodservice. It typically involves food and disposables being delivered and left behind to an office or a home for a group of people. Often times, the organizer of the event will manage the set-up and clean-up of the food. Our research shows that the vast majority of these dining events last under an hour.

9. What is the best SpeedHeat product for me?

If you are a Foodservice operator or caterer with a pick-up and/or drop-off catering program, our line of disposable SpeedHeat products are likely the best fit, as these units can be recycled and disposed of by the customer. If you prefer to retrieve your equipment after an event (or your client keeps your serving pieces on-site for regularly scheduled event), the reusable SpeedHeat products are a great choice.

For the home entertainer, our disposable line provides an easy, safe food warming solution for tailgates, birthday parties, and camping. On the other hand, if you're looking for a product that you can use year-after-year, our reusable SpeedHeat offers an attractive way to keep food hot during those events you host: holidays, reunions, and formal parties, etc.

10. Can I reuse a SpeedHeat System?

Yes and no, SpeedHeat can be reused by using SpeedHeat Refills. The amount of reuse depends on the SpeedHeat model and the weight of the food being served.

- Reusable SpeedHeat models, specifically the Sterno SpeedHeat HD, are heavy-duty, reusable flameless chafers. You can reuse the SpeedHeat base multiple times, similar to a traditional buffet chafer. You may reuse the base until it can no longer be cleaned and/or becomes warped and distorted.
- Disposable SpeedHeat models offer limited reuse. The SpeedHeat base may be reused approximately 3 times or until wear and tear results in an improper fit of the base with the SpeedHeat tray, signaling the time to recycle.

11. How do I clean a SpeedHeat base?

To clean and reuse a SpeedHeat base, wipe clean with soap and hot water.

12. How can I tell if I have a disposable or a reusable SpeedHeat?

The easiest way to distinguish between a disposable and reusable SpeedHeat is by looking at the SpeedHeat base. A disposable SpeedHeat has integrated Steam Stoppers within the base; these are plastic extrusions located along the long sides of the SpeedHeat base. Alternatively, reusable SpeedHeat models do not have integrated Steam Stoppers on the base, and instead have a separate Steam Stopper piece (see image below) that can be utilized when using ½ and 1/3 size aluminum pans.



Image: Steam Stopper

13. What is a SpeedHeat Refill?

A refill consists of one SpeedHeat tray and two SpeedHeat packets. SpeedHeat Refills are designed for one-time use. After use, the SpeedHeat tray should be recycled and the spent (and cooled) SpeedHeat packets can be placed in the everyday trash.

14. Where can I purchase SpeedHeat Refills?

SpeedHeat Refills can be purchased through local foodservice distributors, some Cash 'n Carry stores, and online retailers such as Webstaurant.com, Instawares.com, Amazon.com, and Walmart.com

15. Can I buy SpeedHeat packets separately?

You cannot buy SpeedHeat packets separately; instead you can purchase SpeedHeat Refills. For a SpeedHeat packet to safely and properly activate, it must be used in the small reservoir integrated into each SpeedHeat tray. Each reservoir is designed to correctly orient the packet and hold the precise amount of water needed for SpeedHeat activation and optimal performance.

16. Can I use SpeedHeat packets without the SpeedHeat tray?

SpeedHeat packets should not be used out with the SpeedHeat system. To activate correctly and provide the optimal heat performance and safety, SpeedHeat packets must be used in the small reservoir of a SpeedHeat tray or base. Each reservoir is designed to correctly orient the packet and hold the precise amount of water needed for SpeedHeat activation and optimal performance.

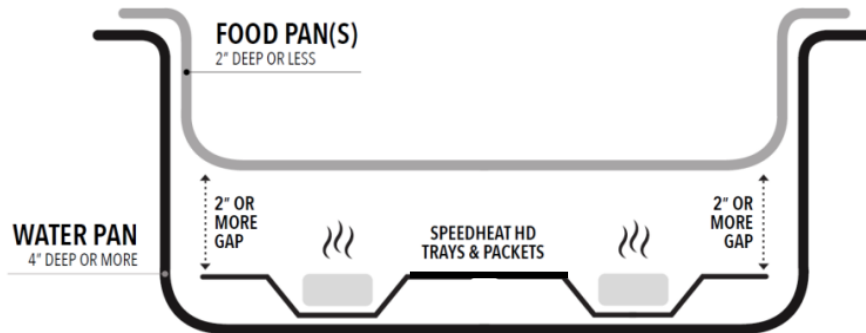
17. How do I reuse a SpeedHeat 1/2 Size with a SpeedHeat Refill?

Because the small reservoir is incorporated into the SpeedHeat ½ Size base, it does not require a SpeedHeat tray to hold the SpeedHeat packet. To reuse the SpeedHeat ½ Size with a SpeedHeat Refill, place the SpeedHeat packet in the small reservoir and activate per the included instructions. Recycle the SpeedHeat tray as it is not needed.

18. Can I use a SpeedHeat Refill in a traditional chafer?

Yes, with these tips, you can transform a traditional chafer into a flameless food warming system.

- We recommend using water and food pans that create at least a 2" gap between the SpeedHeat packets and food pans.
- This gap provides the amount of space needed for the SpeedHeat packet to activate correctly and for the heat to disperse evenly.



19. What is the price of SpeedHeat system compared to a traditional drop-off catering set-up?

It is hard to do an apple-to-apple comparison. While costing slightly more than traditional set-ups, SpeedHeat allows the operator to enjoy a more profitable catering program by reducing labor costs associated with set-up and pick-up. Simply drop-off and let the end user set-up.

20. What about sustainability? Is SpeedHeat recyclable?

Clean-up is environmentally-friendly and hassle-free! The SpeedHeat tray and SpeedHeat disposable base is made of polypropylene #5, a recyclable plastic. After use, the SpeedHeat tray and disposable base can be recycled. The spent (and cooled) SpeedHeat packets can be disposed of in everyday trash.

21. What does recycle symbol #5 mean?

Plastic #5 is for PP (polypropylene). It is increasingly becoming accepted by curbside recycle programs, and is considered one of the safer plastics to use. Polypropylene has a high melting point, so it is often the choice for containers designed for hot liquid. Typically it is found in yogurt containers, ketchup bottles, syrups and medicine bottles. It is recycled into everyday items like brooms, ice scrappers, bicycle racks, bins and battery cables.

22. What pans can I use with SpeedHeat?

Disposable SpeedHeat models can be used with ½ size aluminum food pans, standard 2 9/16" depth. Reusable SpeedHeat models can be used with aluminum or stainless steel pans, full, ½ and 1/3 size standard depth.

23. Does the disposable SpeedHeat come in a full-size pan version?

Not at this time. Our research shows that ½ size aluminum pans are most commonly used for drop-off and pick-up catering programs, and home entertaining.

24. How many people does one SpeedHeat serve?

In general, one ½ size pan of an entrée and one ½ size pan of a starch/vegetable in a SpeedHeat system will serve up to ten people.

25. How do I order more Steam Stoppers for my reusable SpeedHeat?

Steam Stoppers can be purchased as a replacement part from Sterno Products. Call 951.682.9600 or email sales@sternoproducts.com for more information.

26. What are the best practices of preserving my SpeedHeat units?

Wipe down disposable SpeedHeat units with a damp cloth. It is recommended that the disposable base be placed in a recycle bin after the plastic warps. The trays and packets are designed for single use. When service is complete, the tray can be placed in a recycle bin; once cooled, the packets should be placed in the everyday trash.

The reusable SpeedHeat HD bases are safe for commercial dishwasher use. The trays and packets are designed for single use. When service is complete, the tray can be placed in a recycle bin; once cooled, the packets should be placed in the everyday trash.

27. Will the base burn my table?

All SpeedHeat models are engineered to keep the heat-generating packets from damaging table top and other serving surfaces. With all chafer systems, watch for condensation if on a wood surface.

28. What is the SpeedHeat packet made out of?

The active ingredients for SpeedHeat are listed on the packets packaging sleeve. Once activated, SpeedHeat does not produce any toxic fumes: the packets emit water vapor, hydrogen, and oxygen.

29. Can I cook using SpeedHeat?

SpeedHeat is designed to keep food at an ideal and safe serving temperature. It is not designed for cooking; it is designed for keeping hot, fully-cooked food warm.