



Your Solutions Partner

DUKE MANUFACTURING

# Hot Holding Solutions

Quality+Speed of Service = Profitability



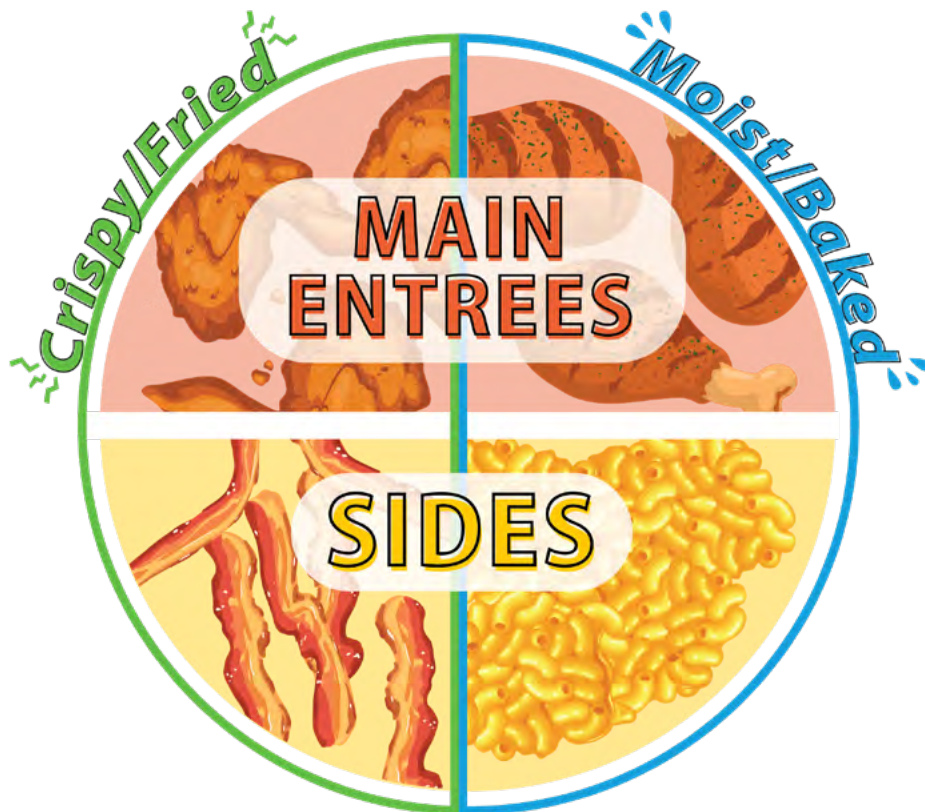
*Any Menu.  
Anywhere.  
Anytime.*

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 **WARNING for CA residents:** go to [www.dukemfg.com/prop65](http://www.dukemfg.com/prop65) for Prop 65 warning

What kind of food can it hold?...



# Benefits of Hot Holding



Hot holding **enhances your restaurant profitability** through an improved customer experience and increased operational efficiency and flow. Food holding is the critical link between food preparation, cooking and serving your guests.

## FOOD QUALITY



### *Better food gets guests in the door*

- Delight your guests with food at the proper temperature, texture and flavor profile
- Precisely control each food product's environment and eliminate flavor transfer

## CONSISTENCY



### *Consistently good food gets them back again*

- Confidently serve your guests knowing your food will have the same sensory appeal whether it was just cooked or has been held for an extended period
- Enhance food safety by ensuring food is maintained at safe temperatures
- Provide a uniform system-wide brand experience for your guests

## SPEED



### *Faster service allows more guests to enjoy the quality food*

- Decrease service times by maintaining a prepared food inventory
- Consolidate cooked food into one location for expedited assembly and plating
- Potentially double throughput with unique pass-through designs

## PROFITABILITY



### *Facilitates improvement in your bottom line*

- Keep your brand fresh with more product offerings, menu flexibility and seamless introductions of limited time offerings
- Efficiently deploy labor by cooking in batches instead of individual orders
- Increase product yields, lower energy use and eliminate water from holding
- Reduce food waste through extended hold times

Providing a uniform, consistent hot holding environment requires matching your culinary goals with the ideal technology to meet your sensory specifications. No matter what food product you are holding, the right technology will pay off with satisfied guests and increased profitability.

**Contact us today to explore further incorporating hot holding into your operation and evaluating the ROI for your operation.**

# Applications of Hot Holding

Unlike traditional bin warmers/drawer warmers, Hot Holding **allows you to hold a multitude of products within the same unit**, at different temperatures; pan sizes; and with different moisture profiles. The variety of food you can hold is extensive providing great flexibility for your menu and profitability for your restaurant.

These are just some of the options:

## ENTREES



- Crispy Chicken (*wings, strips, nuggets, bone-in*)
- Grilled Chicken
- Burger Patties
- Pulled Pork



## BREAKFAST



- Eggs
- Sausage
- Hash Browns
- Breakfast Sandwiches



## SIDES



- Tater Tots
- Biscuits
- Mac & Cheese
- Mashed Potatoes
- Vegetable Medley
- Rice



The breadth of options for sides is extensive. Duke's hot holding will support your menu.



# Introduction to Duke ReadyFlex

## What is READY FLEX?

### READY ✓

**Ready WHERE you need it** – in the production area for ease of access and assembly and reducing travel.

**Ready WHEN the food is needed**, allowing faster speed of service during peak hours.

**Ready WHEN staff is available**, allowing cooking to take place in advance.

**Ready to switch** – between day parts; between seasonal menus; even ready to hold in the same pan you cook in saving labor and transfer time.

**Ready to enhance your profitability** through flow and speed of service.

### FLEX ↻

**Flexible to hold a wide variety** of cooked products at varying temperatures.

**Flexible to hold different moisture profiles** with precision and quality.

**Flexible physical size and configuration** to fit your footprint; capacity; and operational requirements.

## 1. Broad Menu Flexibility



### Heating

- Independent top and bottom heat with **multiple heat zones per shelf**
- Allows operation at ideal holding temperatures across all menu combinations

### Flexible Lid System



- **Accommodates multiple pan configurations** that work together: 1/3, 1/2, and full sizes with depths of 2.5" and 4" plus 1/2 size sheet pans
- **Doesn't require the use of tools** to change pan configurations

## 2. Ultimate Holding Environment

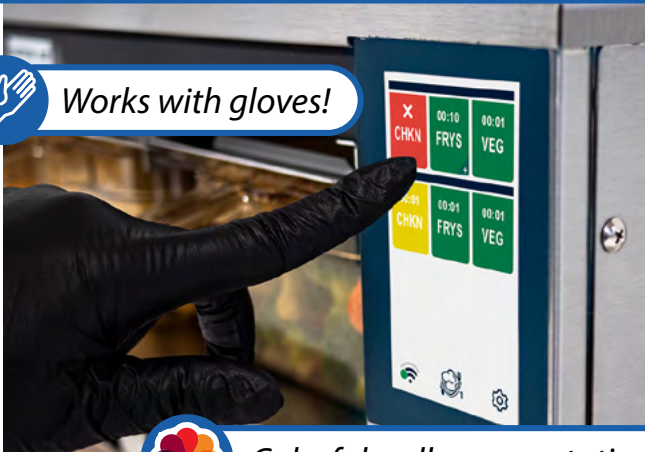


- **Quickly transitions cooked food to the ideal hot holding temperature**
- Shortened duration of carryover cooking
- Minimized moisture reduction in food
- Maintains ideal texture and color of food
- Enables increased service speed and **maintains a high food quality standard for any menu or environment**

## 3. Intuitive Touchscreen



*Works with gloves!*



*Colorful well representation*

**Managing recipes on-site has never been easier with the easy-to-use touchscreen control.**

- Quickly program, configure and store recipes on the face of the unit
- Wells and lids are **colorfully represented** for easy identification
- Switch between 3 customized menus with one touch



*Program recipes on the unit*

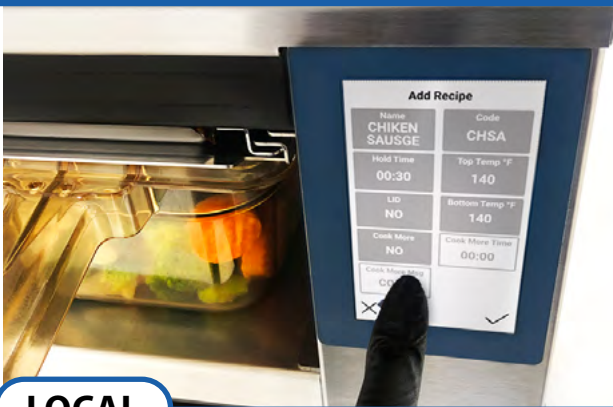
## 4. Error Proof Operations



Unit will display ONLY the menu options that fit the temperature profile selected – to mitigate inadvertent errors and ensure consistent food quality.

- The unit will **indicate which product to serve first**, enabling **First In First Out (FIFO)** operations to enhance quality and consistency.
- Unit will also indicate a recommendation to **“Cook More”** when the remaining hold time **approaches a user’s defined threshold**, eliminating inadvertent shortages.
- Unit will **display whether a lid is required**, based on menu item selected reducing operator error and increasing quality.

## 5. Recipe Management



### LOCAL

**Add, edit, & store recipes on the unit**

- **Color touchscreen** that is easy to learn and program
- 15 popular recipes pre-loaded
- Recipe library holds up to 30 recipes
- Up to **3 customized menu configurations**  
*For example: breakfast/lunch/dinner, weekdays/weekends/specials*



### REMOTE

**Built-in Bluetooth capability & WiFi for connecting remotely**

- **Program recipes** from your computer, phone or tablet and utilize **unlimited storage** via the Sous Chef Cloud
- **Distribute recipes** to your kitchen, a couple of restaurants, a region, nationally, or globally
















**Whether local or remote, you can adjust:** top heat, bottom heat, hold time, cook more, FIFO, well configuration, menu/daypart settings

## 6. Built-In Connectivity



The ReadyFlex has **built-in WiFi, Ethernet and Bluetooth connectivity**. ReadyFlex is ready to connect when you are through the Sous Chef Cloud and Bluetooth mesh capabilities. With Sous Chef Cloud you can access remote recipe management, basic diagnostic capability and asset management tools. ReadyFlex is ready to interact with 3rd party cloud and on-premise solutions.

### QUICK OVERVIEW

HOLDING TECHNOLOGIES			
 <p><b>Passive Venting:</b> Provides a non-mechanically controlled form of adjusting heat profiles in the space. It allows hot, stale, moist air to escape without influence.</p>	 <p><b>Conduction:</b> Heat is transferred directly to the pan and then to the food. Conduction uses physical contact to transfer heat.</p>	 <p><b>Radiant Heat:</b> Heat is instantly transferred from above to the food, minimizing temperature variation.</p>	 <p><b>Independent Top &amp; Bottom Heat:</b> Allows operation at ideal holding temperatures across all menu combinations.</p>
HOLDING PAN TYPES & SIZES			
<p><b>Plastic Pans</b></p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p><b>1/3</b> 2.5" &amp; 4" DEEP</p> </div> <div style="text-align: center;">  <p><b>1/2</b> 2.5" &amp; 4" DEEP</p> </div> <div style="text-align: center;">  <p><b>Full</b> 2.5" &amp; 4" DEEP</p> </div> <div style="text-align: center;">  <p><b>1/2 Long</b> 2.5" &amp; 4" DEEP</p> </div> </div>		<p><b>Sheet Pans</b></p> <div style="text-align: center;">  <p><b>1/2</b></p> </div>	
		<p><b>F: Flexible</b> (STANDARD) <i>(can switch between different pan sizes within the unit at any time)</i></p> <p><b>D: Dedicated</b> (CUSTOM) <i>(fixed sizes that cannot be changed, contact Duke if interested)</i></p>	
RECIPE MANAGEMENT SYSTEM			
 <p><b>Daypart Flexibility</b> Change menu throughout cabinet during different dayparts – breakfast, lunch and dinner.</p>	 <p><b>USB Compatible</b> Quickly and easily load new menu sets via USB Web programming allows you to customize multiple configurations.</p>	 <p><b>Firmware Updates</b> Easily add or update firmware to allow for future enhancements.</p> <p> Remotely update menus for single locations or entire regions without needing to be in the store.</p>	
LID SELECTION			
 <p><b>Vented</b> For crispy products <i>(e.g., chicken, fried products)</i></p>		 <p><b>Solid</b> For moisture retention <i>(e.g., burger patties, mashed potatoes)</i></p>	

# Configurations

## Standard Size All have a 14.1" Depth

### 2.5" Deep Pan Model



19"x11.8"

RFHU-22



26"x11.8"

RFHU-23



33"x11.8"

RFHU-24



19"x16.6"

RFHU-32



33"x16.6"

RFHU-34



11.8"x21.5"

RFHU-41



19"x21.5"

RFHU-42

### 4" Deep Pan Model



19"x14.5"



26"x14.5"



33"x14.5"



19"x20.6"



33"x20.6"



11.8"x26.8"



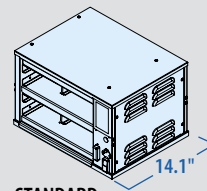
19"x26.8"

**A configuration to fit any space!**

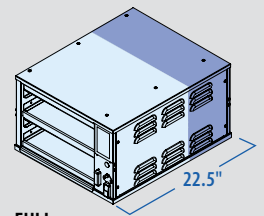
No matter what size space you have and what volume of food you need to maintain, there is a **ReadyFlex** configuration for you. ReadyFlex is stackable and easy to fit into your lineup.



### Standard vs. Full



STANDARD  
RFHU-22



FULL  
RFHU-21F

## Full Size All have a 22.5" Depth

**Hybrid models** have both 2.5" and 4" depths available in the same full size unit.

### 2.5" Deep Pan Model

### 4" Deep Pan Model

### Hybrid Model



18.5"x11.9"

RFHU-21F



18.5"x14.5"



18.5"x13.2"



32.2"x11.9"

RFHU-22F



32.2"x14.5"



32.2"x13.2"



45.9"x11.9"

RFHU-23F



45.9"x14.5"



45.9"x13.2"



18.5"x16.7"

RFHU-31F



18.5"x20.7"



18.5"x18"



18.5"x21.4"

RFHU-41F



18.5"x26.7"



18.5"x24.1"



18.5"x26.2"

RFHU-51F



18.5"x32.8"



18.5"x28.8"



32.2"x26.2"

RFHU-52F



32.2"x32.8"



32.2"x28.8"

# Holding Pans



Your ReadyFlex unit is configurable to a wide variety of pans that you can adjust in moments...to Flex for different seasons, day or even day parts!

## 1/3 Size Pans

(2.5" & 4" Deep)

1/3 size pans are optimal for lower volume, fast-turn menu items.

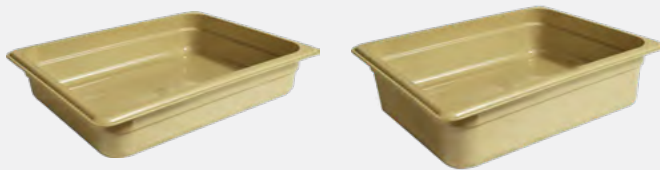
These pans come with single handle or dual handle – depending upon whether you'll access from one side or both of the unit.



## Half Size Pans

(2.5" & 4" Deep)

Offer greater volume.



## Half Size Long Pan

(2.5" & 4" Deep)



## Full Size Pans

(2.5" & 4" Deep)

For greatest volume and space.



*\*ReadyFlex will accommodate your pans, including half sheet pans.*

*Pans are not automatically included with the unit; parts and options sold separately.*

# Lids & Accessories

The right lids and accessories will go further to ensure your crispy products maintain the perfect texture and quality your customers deserve, and your patties and sides remain moist, hot and flavorful!

## Plastic Trivets for Crispy Product

1/3 Size



1/2 Size



Half Size Long

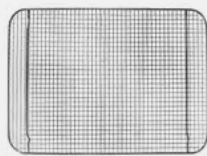


## Stainless Steel Trivets for Crispy Product

1/3 Size



Full Size



## Pan Carriers (for pans with no handles)

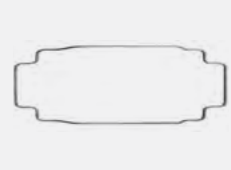
Full Size



Half Size



Half Size Long



## Stainless Steel Lids (for standard size ReadyFlex)

RFHU Solid Lid w/o pan guide  
(moist product)



RFHU Solid Lid w/ pan guide  
(moist product)



RFHU Vented Lid w/o pan guide  
(crispy product)



RFHU Vented Lid w/ pan guide  
(crispy product)



**USB Drive** Use to load and program recipes on your ReadyFlex unit if not connected via WiFi to Sous Chef Cloud



\* Color of USB subject to change

\* Parts and options sold separately

# The Details

## Duke ReadyFlex™



Timer bars optional

### OPTIONS

Front & Back 4.3" Touchscreen • Front 4.3" Touchscreen w/ Front Timer Bars • Front 4.3" Touchscreen w/ Front & Back Timer Bars • Dedicated Lid Options for High Volume Proteins

### BODY

Stainless Steel Exterior construction for durability & ease of cleaning • Robust stainless steel pan cover • Multipan configuration flexibility for 1/3, 1/2 and Full Size Pans (*Full size pans on standard cabinets for 3 wide or larger units. Full size pans on all configurations of Full Size cabinets.*)

### HEATER CONFIGURATIONS

Independent Top & Bottom Zoned Heat for maximum recipe flexibility • Easily configured for shelf heat, if desired • Quick heat up approx. 20 minutes

### CONTROLS

Full Color 4.3" Touchscreen Control (timer bar functionality without timer bars) Start & Stop Timers • Displays product being held, countdown timer, cook more alerts, & FIFO for each pan • Simplified, Intuitive Local Programming, Recipe Storage & Menu Switch • Multipan configuration • Network Support

**Built In Connectivity** | WiFi (Duke 1LV Dual Band 802.11 A/B/G/N 2.4Ghz/5Ghz)

**USB Support** | Firmware Update • Recipe Import/Export

**Sous Chef Cloud** | Asset Management • Firmware Update • Recipe Management • Diagnostics

### CERTIFICATIONS



#### 4 inch Deep Model SPECIFICATIONS



#### 2.5 inch Deep Model SPECIFICATIONS



#### Full Size Model SPECIFICATIONS



# Your Solutions Partner

Your success and profitability are our mission. With that focus in mind, we commit to development of solutions that deliver quality, performance, and functionality that enable flow; efficiency; and impact in your operations.

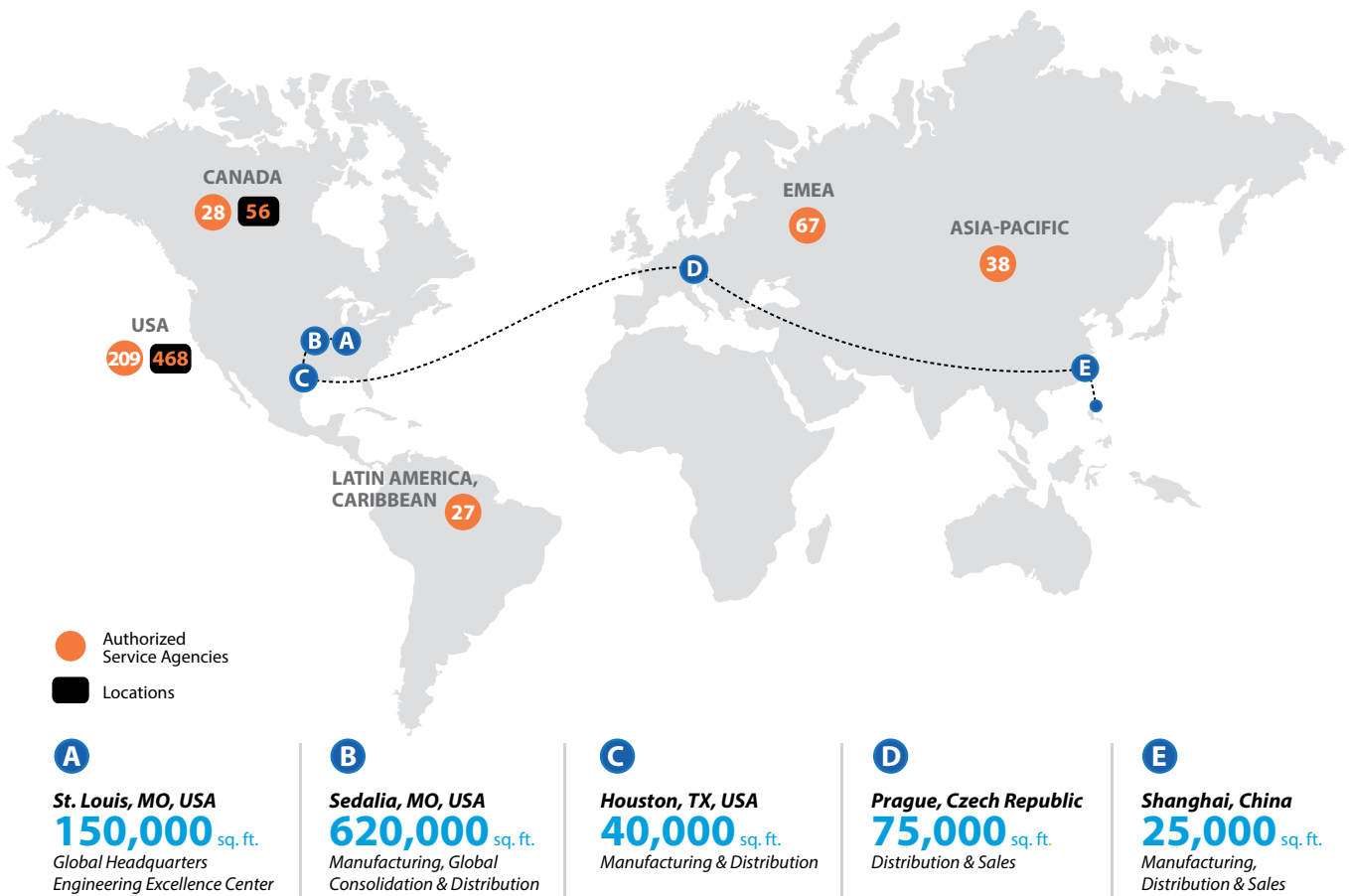
We believe you deserve access to world-class processes, people and facilities. To that end, we invest not only in state-of-the-art hardware like robotics and laser cutting and welding equipment, but also in process enhancement, best practices and our environment through utilization of Six Sigma, Lean Manufacturing,

5S and ISO 9001 and ISO 14000 certification.

Our expanding list of business partners include many of the fastest growing, most dynamic and forward-thinking names in the food-service industry.

- Extensive technology portfolio
- Advanced engineering capabilities
- Comprehensive culinary & foodservice operations knowledge

By partnering with Duke, you'll position your operation for growth now, and in the years ahead.



*\*last updated 2/1/2024*



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