

H1X Hot Cell FAQ – Cordless Heating Plate



Where would one use the H1X Hot Cell?

The H1X Hot Cell is ideal in any buffet type of environment where food needs to be kept warm, particularly in environments with open flame restrictions. Unlike induction heat, Vidacasa Hot Cells are cordless and portable, making buffet presentations extremely flexible. The design is perfect for serving a variety of dishes, large or small, to any sized event. Typical applications include: Hotels, Restaurants, Banquet Halls, Corporate Cafeterias, Healthcare, Government, Education.

What are the benefits of using the H1X Hot Cell instead of induction cooking or chafing fuel?

The H1X Hot Cell eliminates the need for open flames, hot boiling water, cords, or any other fire hazards. It is the safe and sustainable alternative. No more cans to dispose of, fuel spills, or soot and flames to extinguish. Enjoy clean surface heat.

How does H1X work without a flame or boiling water?

Unique thermal engines are at the heart of the Vidacasa H1X system, providing maximum transformation of electricity to heat. The heat energy is conducted through the flat surface of Hot Cells, ensuring food stays warm efficiently and evenly.

Does H1X need to be plugged in?

H1X features cordless operation, utilizing a Lithium ion rechargeable battery. For portable use, the battery only needs to be plugged in for recharging purposes – in between product uses. Without inserting the H1X Battery Pack, H1X can also be used as a permanent standard food warmer. Simply plug in the unit with the power cord and H1X is ready to use as a regular warmer with AC/DC power – global standard 100V / 240V.

Is the H1X battery system swappable?

Yes, the removable battery system allows the user to replace batteries on-the-fly for longer events, and keeps the Heating Plate operational longer!

How do you recharge the H1X Hot Cell?

There are 2 ways to recharge:

1. Insert the Lithium ion battery into the H1X Hot Cell and charge it directly with the provided H1X Hot Cell power adapter. The H1X Hot Cell's battery icons will flash while charging.
2. Charge the H1X Battery Packs with the H1X Charging Dock accessory. Each charging dock can charge 6 units at one time. The H1X Battery Packs' energy icons will flash at charging.

What are the Heat settings available?

H1X offers 2 heat settings, HIGH at 230°F (110°C) and LOW at 176°F (80°C).

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How long does the battery last per use?

The battery life ranges 3+ Hours on Low and 2+ Hours on High.

How long does the battery take to recharge?

It takes approximately 12 hours to fully charge.

What's the total battery lifespan?

1,500 hours – approximately 500 uses at an average of 3 hours duration. Battery life per use will shorten closer to end-of-life, but the heating features will not be affected.

Is it ok to leave the H1X Battery charging even though the 3 charging battery lights have stopped blinking?

There is no risk in keeping it plugged in. The 3 charging lights will stop blinking when the battery pack is at approximately 90% full. The longer you charge the H1X Battery Pack, the more energy it holds yielding better performance. Once the battery is 100% full, the H1X battery pack will stop the charging process.

How do I know if the H1X Battery is completely dead?

It won't function even after a full 12 hours of recharge.

What do I do with the battery at the end of battery life?

Pico Inc. is pleased to offer a convenient and 100% waste-free Battery Recycling Program to support the VidaCasa H1X Hot Cell. Contact us upon the battery's end-of-life to let us know you are ready to trade in for new batteries. We'll take care of the disposal through our partnership with Call2Recycle.

What should I do if the glass on the H1X Hot Cell surface is cracked?

Stop using the H1X Hot Cell immediately if the top surface glass is cracked or broken.

What are the advantages of H1X versus Chafing Fuel?

Primarily, H1X is more sustainable and safer. It also offers long-term cost savings and superior efficiency.

Since the rechargeable battery life is 1500 hours, it is reusable for a lifetime of one to two years, unlike fuel which needs to be discarded after each use. Over that time period, the cost per use of the H1X Hot Cell proves to be substantially less than Chafing Fuel (refer to our Cost Comparison Analysis).

By switching to H1X, significant savings are realized on storage, transportation, packaging and emissions.

H1X yields 99.7% less waste and facilitates a green alternative with a reduced carbon footprint.

- 12 Pack of Batteries Replaces 3 Pallets of Fuel
- 1.6lb Battery Replaces 518lbs of Gel Fuel

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Is H1X safe for food?

Yes, the low energy consumption device meets the required safety standards for food contacting materials, with no toxic chemicals.

Is it necessary to purchase the Charging Dock?

While the Charging Dock isn't absolutely required, it is important and highly recommended. The easy-to-use dock allows for simultaneous recharging of 6 batteries on a single plug, thereby reducing the need for cabling and plugs. Furthermore, the Charging Dock delivers a higher quality charge and maximizes the performance of H1X.

What types of plates should go on Hot Cell?

Always use flat-bottom Porcelain / Stainless Steel / Melamine / Cast Iron material Bowls / Pots / Plates on top of the H1X to get the best heating performance. Never use thin plastic disposable plates on the H1X because they can be melted.

Does the plate material affect the H1X performance?

Yes, material makeup of the plate being utilized plays an important role in the temperature that its able to retain. H1X utilizes Artificial Intelligence (A.I.) to recognize the plate material plus the demands of the application and adjusts its output automatically. In applications where the plate is a high conductor of heat, battery output is reduced and thus provides extended life. Effectively, when the heating surface has reached the desired heating temperature, the H1X battery will stop supplying electric current to the heat plate in order to save energy and extend usage time.

Does H1X have UL certification?

Yes, all of the power adapters that connect to H1X Hot Cell, H1X Battery Pack and H1X Charging Dock are UL certified.

How should the H1X be cleaned?

Wipe the H1X clean with a damp towel, do not submerge or put in a dishwasher as it is not waterproof.

Can H1X be used for cooking?

No, it's just designed for keeping cooked food warm.