Operation Manual



Holding Bin DD Series



ATTENTION: Read the instructions before using the machine.

LIMITED WARRANTY

This product is warranted to be free from defects in material and/or workmanship for a period of 2 years (repair parts) and 2 years (service labor) from date of original installation, not to exceed 30 months from the date of manufacture. Any component which proves to be faulty in material and/or workmanship will be replaced or repaired (at the option of Prince Castle LLC) without cost to the customer for parts and labor. This warranty covers on location service (i.e. trip charges and or mileage). Travel mileage is limited to 100 miles (200 Kilometers) round trip (one trip warranty) from an authorized service agency or its sub-service agency. This warranty is subject to the following exceptions/conditions:

- Use of any non-genuine Prince Castle parts voids this warranty.
- All labor to be performed during regular work hours. Overtime premium
- (the incremental amount) will be charged to the customer.
- Damage caused by carelessness, neglect and/or abuse
- (e.g., dropping, tampering or altering parts, equipment damaged in shipment,
- by fire, flood or an act of nature) is not covered under this warranty.

 All problems due to operation at voltages other than that specified on equipment nameplates are not covered by this warranty. Conversion to correct voltage is the customer's responsibility.

• This equipment must be serviced by Prince Castle Authorized Service Agency or a Prince Castle Service Technician during the warranty period.

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Operation

<u>WARNING:</u> This application is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.









Setting Product Location





Cleaning

WARNING:

Before performing any maintenance, turn the power switch to the OFF position and unplug the power cord from the electrical receptacle.



CAUTION:

This unit is not watertight. Do not clean with a water jet/jet spray. Do not immerse the unit in water.

Turn the unit off and unplug the power cord from electrical receptacle.
 Remove the pans and covers. Wipe all parts and unit with a damp cloth.
 DO NOT use a green Scotch Bright pad cleaner, ice or water.

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Setting the Temperature





| Setting the Temperatu | re (Continued) |
|--|---|
| The display will now show SET LWR XXXX ###s ↑ ↓. Use the UP and D Press MENU/ENTER to confirm setpoint temperature. | OWN arrows to set the temperature of the Lower heater of that zone. |
| | |
| NOTE: Changing the profile on one bar in a linked system of bin system. | (s) is enough, it does not need to be changed on all bars in the |
| 5 Press PRINCE CASTLE LOGO BUTTON to save the setpoints. Repeat | steps 2-5 for all necessary profile upgrades. |
| | |
| NOTE: Setpoints are displayed on the front display board, and should be update tied to each product | ed according to the product at this point. Also, Temperatures are |
| Calibrating He | eaters |
| Use the following steps to calibrate the individual heaters Press and hold the PRINCE CASTLE LOGO button on the button bar, then immediately press and hold the MENU / ENTER button on the button bar until the display shows PROD TIME ENTR , Use the UP or DOWN Arrow button to scroll to the CAL HTRS $\uparrow \downarrow$ ENTR and press MENU/ENTER button to select zone to calibrate INTER INTER INTER | |
| 2 Take a temperature reading within the shelf near the center of each heater surface. A WARNING: HOT SURFACES Use caution when taking temperature readings within the shelf. A NOTE: Only use a CALIBRATED temperature meter (not supplied). | Selecting Menu Press and hold the MENU/ENTER button on the Button Bar and use the Black DOWN Arrow button to scroll to desire Menu. release the MENU/ENTER Button to confirm your selection. |
| | NOTE: Whenever a bin is powered ON it defaults to MENU 1 . You can select from MENU 1 to MENU 6. |
| Use UP and Down Black Arrow to scroll to zone to be calibrated and Press MENU/ENTER button to input value. When you are done, press Prince Castle logo to Exit programing. | |
| | |

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541-565 revC-EN











Changing Temperature Scale (Standalone Mode)





Default Menu Items

| | _ | _ | | | | | | |
|-----|-------------------|---------------|----------------|------------|--------------|--------------------|---------|----------------------|
| | Product Name | Abbreviations | Moist / Crispy | Time (Min) | Temp Top (F) | Temp Bottom (F) | Lid Y/N | Trivet Metal/Plastic |
| 1 | Bacon | BCN | Moist | 30 | 275 | 225 | Y | Plastic |
| 2 | Sausage | SSG | Moist | 30 | 275 | 225 | Y | Plastic |
| 3 | Ham | HAM | Moist | 30 | 275 | 225 | Y | Plastic |
| 4 | Turkey Sausage | TSSG | Moist | 30 | 275 | 225 | Y | Plastic |
| 5 | Smoked Sausage | SMK | Moist | 30 | 275 | 225 | Y | Plastic |
| 6 | Breaded Chicken | CKN | Crispy | 20 | 275 | 225 | Ν | Metal |
| 7 | Steak | STK | Moist | 20 | 275 | 225 | Y | Plastic |
| 8 | Pepper Fried Eggs | FRD | Moist | 30 | 275 | 225 | Y | Plastic |
| 9 | Veggie Egg White | VEW | Moist | 30 | 275 | 225 | Y | Plastic |
| 10 | Hash Browns | HASH | Crispy | 20 | 275 | 225 | Ν | Metal |
| 11 | OFF | OFF | Moist | 0 | 275 | 225 | Y | Plastic |
| 12* | Crisp LTO/Other | CSP1 | Crispy | 20 | 275 | 225 | Ν | Metal |
| 13* | Moist LTO/Other | MST1 | Moist | 30 | 275 | 225 | Y | Plastic |

*NOTE: CSP1 and MST1 alternate until available menu space is full, i.e. CSP2, MST2, CSP3, MST3, etc.

Menu Locations

| | | | Defau | It P | rogrammin | g Layout bas | ed o | n Right | to Left | Stattion | | | |
|------|----------|---------|-------|------|-----------|--------------|------|---------|---------|----------|-----|-----------|-----------|
| Me | enu 1 (D | HB34F-D | D) | | Menu 1 (D | HB32F-DD) | | Menu | 1 (DHB2 | 23F-DD) | 1 | Menu 1 (D | HB22F-DD) |
| HASH | VEW | HAM | TSSG | 1 | HASH | HAM | | HASH | SSG | FRD | Г | HASH | FRD |
| HASH | FRD | BCN | SSG | 1 | FRD | FRD | | HAM | BCN | FRD | - T | SSG | BCN |
| HASH | FRD | BCN | SSG | 1 | FRD | SSG | | 0 | | | SR | 14 | |

All bin configurations are set up with zones, which correspond to a set of heaters that work together to hold the product. A single product can be programmed into each zone.



Troubleshooting

WARNING: To avoid personal injury and possible damage to the unit, troubleshooting and repair of electrical equipment should be performed by qualified service personnel. This unit should be unplugged when servicing. Except when electrical tests are required. Use extreme caution during electrical circuit tests as live circuits may be exposed.

| Problem | Probable Cause | Solution | | | | |
|--|--|---|--|--|--|--|
| No Power | Power switch is turned off, | Turn power switch to ON position, Ensure power cord is connected to proper receptacle | | | | |
| | Power cord is not plugged in. | | | | | |
| Unit will not heat up | Wrong power cord, loose connection on | CALL TECH SUPPORT | | | | |
| | power switch and/or heater | 1-800-722-7853 | | | | |
| Unit heats up but timer | Timer bar wiring disconnected, | CALL TECH SUPPORT | | | | |
| Dars do not work | | 1-800-722-7853 | | | | |
| | | CALL TECH SUPPORT | | | | |
| Unit under/over heats | Check temperature settings | 1-800-722-7853 | | | | |
| Display flashes OPN and | | CALL TECH SUPPORT | | | | |
| REL | Open relay, circuit or heater inoperable | 1-800-722-7853 | | | | |
| Display flashes SHR and | Shorted relay circuit inoperable | CALL TECH SUPPORT | | | | |
| REL | open heater, unplugged ribbon cable | 1-800-722-7853 | | | | |
| Display shows HHH for extended period and | nded period and Temperature is above 300 F (149 C), | | | | | |
| heater surface tempera- ture is hot | Abnormal operation | 1-800-722-7853 | | | | |
| Display shows HOLD | Only displayed on a 3X4 Bin display board, when the operator changes the bin address or during calibration | HOLD message means the 2 PC boards in the bin are com- municating, wait until the message disappears | | | | |
| Display shows WAIT | When in stand alone mode and the oper- ator makes change to the product profile | Wait until the message disappears | | | | |

For all technical support in North America, please contact **PRINCE CASTLE LLC 1-800-722-7853** For technical support worldwide, contact your local service representative / installer.



Wiring Diagrams







SERVICE PARTS LIST



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SERVICE KITS LIST

| Ref | Part No | USED ON | Description | | | | |
|-----|--------------|---------------|---------------------------------------|--|--|--|--|
| | 540-14535 | DHB34F1-DUN02 | | | | | |
| 1 | 540-14555 | DHB34R1-DUN02 | | | | | |
| | 540-1385S | DHB23F1-DUN02 | KIT, TOP SHELF HEATER PANEL | | | | |
| | 540-12365 | DHB32F1-DUN02 | | | | | |
| | 010 12000 | DHB22F1-DUN02 | | | | | |
| | 540-14525 | DHB34F1-DUN02 | | | | | |
| | 540 14025 | DHB34R1-DUN02 | | | | | |
| 2 | 540-1384S | DHB23F1-DUN02 | KIT, CENTER UPPER SHELF HEATER PANEL | | | | |
| | 540-12355 | DHB32F1-DUN02 | | | | | |
| | 540 12000 | DHB22F1-DUN02 | | | | | |
| | 540-14515 | DHB34F1-DUN02 | | | | | |
| | .540-14515 | DHB34R1-DUN02 | | | | | |
| 3 | 540-1383S | DHB23F1-DUN02 | KIT, CENTER LOWER SHELF, HEATER PANEL | | | | |
| | 540-12345 | DHB32F1-DUN02 | | | | | |
| | 540 12545 | DHB22F1-DUN02 | | | | | |
| 4 | 540-14505 | DHB34F1-DUN02 | | | | | |
| | 540 14000 | DHB34R1-DUN02 | | | | | |
| | 540-1382S | DHB23F1-DUN02 | KIT, BOTTOM SHELF HEATER PANEL | | | | |
| | 540-1233S | DHB32F1-DUN02 | | | | | |
| | 546 12000 | DHB22F1-DUN02 | | | | | |
| 5 | 78-184S | ALL BINS | KIT, POWER SWITCH | | | | |
| 6 | 86-168-3A6 | ALL BINS | KIT, TRIVET/DRAIN (PLASTIC), 6 PACK | | | | |
| v | 115-00242-16 | ALL BINS | KIT, TRIVET/DRAIN (METAL), 16 PACK | | | | |
| 7 | 95-1819S | ALL BINS | KIT, USB CORD | | | | |
| 8 | 540-12155 | ALL BINS | KIT, OVERLAY AND DISPLAY | | | | |
| | 541 15455 | DHB34F1-DUN02 | | | | | |
| | 541-15455 | DHB34R1-DUN02 | | | | | |
| 9 | 541-1543S | DHB23F1-DUN02 | KIT, CONTROL BOARD | | | | |
| | 541-1544S | DHB32F1-DUN02 | | | | | |
| | 541-1542S | DHB22F1-DUN02 | | | | | |
| | EA1 15465 | DHB34F1-DUN02 | KIT MAIN BR 8 CH | | | | |
| | 541-15405 | DHB34R1-DUN02 | KIT, MAIN DD, 8 CH | | | | |
| 10 | 541-1547S | DHB34R1-DUN02 | KIT, AUX BB, 8CH | | | | |
| 10 | 541-1548S | DHB23F1-DUN02 | KIT, MAIN BB, 6CH | | | | |
| | 541-15495 | DHB32F1-DUN02 | KIT, MAIN BB, 4CH | | | | |
| | 541-1550S | DHB22F1-DUN02 | KIT, MAIN BB, 4CH | | | | |
| 11 | 197-2325 | ALL BINS | KIT, FOOT, 4 PACK | | | | |
| 12 | 541-1095-15 | ALL BINS | KIT, 1/3 SIZE PAN, 1 PACK | | | | |
| 13 | 72-5215 | ALL BINS | KIT, POWER CORD NEMA 5-20 | | | | |
| 14 | 88-709-2-11S | ALL BINS | KIT, SPEAKER | | | | |
| 15 | 540-1251S | ALL BINS | KIT, 1/3 LID PAN COVER, 4 PACK | | | | |
| 10 | E40 11E90 | | | | | | |



REVISION LOG

| PAGE | DESCRIPTION | DATE | VERSION | RESPONSIBLE PERSON |
|------|-------------------|------|---------|--------------------|
| 2 | New model numbers | 8/26 | С | Lizzie Bertness |
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