



Infrared Toaster Dual-Lane

Installation and Operation Manual



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The information in this document is intended solely for the use of the intended food service equipment and is controlled directly by Prince Castle.

LIMITED WARRANTY:

This product is warranted to the original purchaser to be free from defects in material and/or workmanship under normal use and service as outlined in the Operation Manual for a period of one (1) year from date of original installation, not to exceed 18 months from date of shipment from our factory. Use of any non-genuine Prince Castle parts and/or combining the equipment with hardware, fixtures, accessories, or other equipment that are non-genuine Prince Castle parts voids this warranty.

- All work must be performed by an authorized Prince Castle Service Agent, except as provided herein.
- All labor shall be performed during regular work hours. Overtime premium will not be covered.
- Travel charges are limited to 100 miles (160 kilometers) round trip, 2 hours travel time, one trip per repair.
- Damage caused by carelessness, neglect, and/or abuse (e.g. improper installation, using incorrect voltage supply, dropping, tampering with or altering components, failure to perform proper maintenance, or improper cleaning) is not covered by this warranty.
- Equipment damaged in shipment, by fire, flood or an act of God is not covered by this warranty.
- Damage to coated surfaces is not covered by this limited warranty.

PRINCE CASTLE SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, LOSSES, OR EXPENSES, INCLUDING PRODUCT OR ECONOMIC LOSS. THIS IS PRINCE CASTLE'S ONLY WARRANTY AND THIS WARRANTY IS NON-TRANSFERABLE. THIS WARRANTY DOES NOT INCLUDE FREIGHT, HANDLING, INSTALLATION, OR LABOR (AFTER THE WARRANTY PERIOD). PRINCE CASTLE MAKES NO OTHER WARRANTY, EXPRESS OR IMPLIED. ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND/OR FITNESS FOR ANY PARTICULAR PURPOSE ARE HEREBY DISCLAIMED AND EXCLUDED.

355 East Kehoe Blvd.—Carol Stream, IL 60188 USA—Telephone: 630-462-8800—Toll Free: 1-800-PCASTLE

For initial technical support internationally, please contact the KES or Distributor who supplied the equipment.

Safety Information

FOR YOUR SAFETY



Indicates information important to the operation of the unit. Failure to observe may result in equipment damage.

WARNING



Improper installation, adjustment, alteration, and/or maintenance can cause property damage, injury, or death. Read the installation, operating, and maintenance instructions thoroughly before installing or servicing this equipment.



1. Do not store or use gasoline or other flammable vapors or liquids in the vicinity of this or any other appliance.
2. Do not use this appliance in an area where a water jet could be used.
3. Do not clean the appliance with a water jet.
4. If the power supply cord is damaged, it must only be replaced by an authorized agent approved by Prince Castle.
5. This machine must be connected to a grounded electrical supply.
6. Install adjacent to non-combustible surfaces only.
7. This appliance is not intended for use by people with reduced physical, sensory, or mental capabilities or lack of experience and knowledge. All operators of this equipment must be trained in its use.

IMPORTANT:

RETAIN THIS MANUAL IN A SAFE PLACE FOR FUTURE REFERENCE

Prince Castle reserves the right to change specifications and product design without notice. Such revisions do not entitle the buyer to corresponding changes, improvements, additions, or replacements for previously purchased equipment.

Safety Information

Important Safety Information

In addition to the warnings and cautions in this manual, use the following guidelines for safe operation of your Prince Castle Toaster:

- **OUTLET MUST NOT EXCEED 208V**
- Read and follow all instructions before using this equipment.
- Install or locate toaster only for its intended use as described in this manual.
- Do not operate this equipment if it has a damaged cord or plug, if it is not working properly, or if it has been otherwise damaged.
- This equipment should only be serviced by authorized personnel. Contact your local Prince Castle distributor for adjustment or repair.
- Use only genuine Prince Castle replacement parts for your toaster. Failure to do so will void the warranty and may significantly alter the performance of your toaster. The use of non-Prince Castle parts may affect toaster performance, parts longevity and food safety.
- The following warnings and cautions appear throughout the manual and should be carefully observed.
- Turn the toaster off, and disconnect the plug before performing any service, maintenance, or cleaning on the toaster.
- Always allow the toaster to fully cool before performing any service, maintenance, or cleaning. Failure to wait for the toaster to cool fully may result in personal injury.
- The procedure in this manual may include reference to the use of chemical products. The Prince Castle Corporation does not endorse the use of any specific cleaning or degreasing agents. Use only those chemicals that are approved for use in your kitchen.
- The toaster should be grounded according to local electrical codes to prevent the possibility of electrical shock.
- All electrical connections must be in accordance with local and national codes and any other applicable codes.
- Do not immerse toaster in water. Do not clean with a water hose or jet spray. Do not use abrasive cleaners, pads, or tools on the platen or on the release sheet. Failure to exercise caution will result in damage to the unit and will not be covered by warranty. Cleaning and user maintenance shall not be done by children without supervision.
- No attempt should be made to operate this appliance in the event of a power failure.
- **WARNING: ELECTRICAL SHOCK HAZARD. FAILURE TO FOLLOW THESE INSTRUCTIONS COULD RESULT IN SERIOUS INJURY OR DEATH:**
- Check with a qualified electrician if you are in doubt as to whether the appliance is properly grounded.
- **WARNING: HIGH TEMPERATURES WITH HOT SURFACES. FAILURE TO FOLLOW THESE PROCEDURES COULD RESULT IN SERIOUS INJURY.**

Safety Information

Important Safety Information

Throughout this manual, you will find the following safety words and symbols that signify important safety issues about operating or maintaining the equipment:



WARNING

GENERAL WARNING. Indicates information important to the proper operation of the equipment. Failure to observe warning may result in damage to the equipment and/or bodily injury or death.



WARNING

ELECTRICAL WARNING. Indicates information relating to possible shock hazard. Failure to observe warning may result in damage to the equipment and/or bodily injury or death.



CAUTION

GENERAL CAUTION. Indicates information important to the proper operation of the equipment. Failure to observe caution may result in damage to the equipment.



WARNING

HOT SURFACE WARNING. Indicates information important to the handling of equipment and parts. Failure to observe caution could result in personal injury.

Service/Technical Assistance

If you experience any problems with the installation or operation of your toaster, contact your local authorized Prince Castle distributor.

Fill in the information below and have it handy when calling your authorized service agency for assistance. The serial number is on the toaster rating plate on the back of the unit.

Purchased from: _____

Date of Purchase: _____

Model No.: _____

Serial No.: _____

**SCAN FOR
PRODUCT AND
SERVICE
INFORMATION**



For the name of your local authorized Prince Castle distributor, please call (800) PCASTLE.

Use only genuine Prince Castle replacement parts in your toaster. Use of replacement parts other than those supplied by authorized Prince Castle distributors and service agencies will void the warranty and may significantly alter the performance of your toaster. The use of non-Prince Castle parts can affect these criteria, and may affect toaster performance, parts longevity, and food safety. Your local authorized Prince Castle distributor and service agent has been factory trained and has a complete supply of parts for your Prince Castle toaster.

You may contact the factory directly at +1-630-462-8800 if you have trouble locating your local Prince Castle distributor.

Specifications



CAUTION

Do not operate the toaster at voltages other than those stated here. Doing so will affect the operation of your toaster.

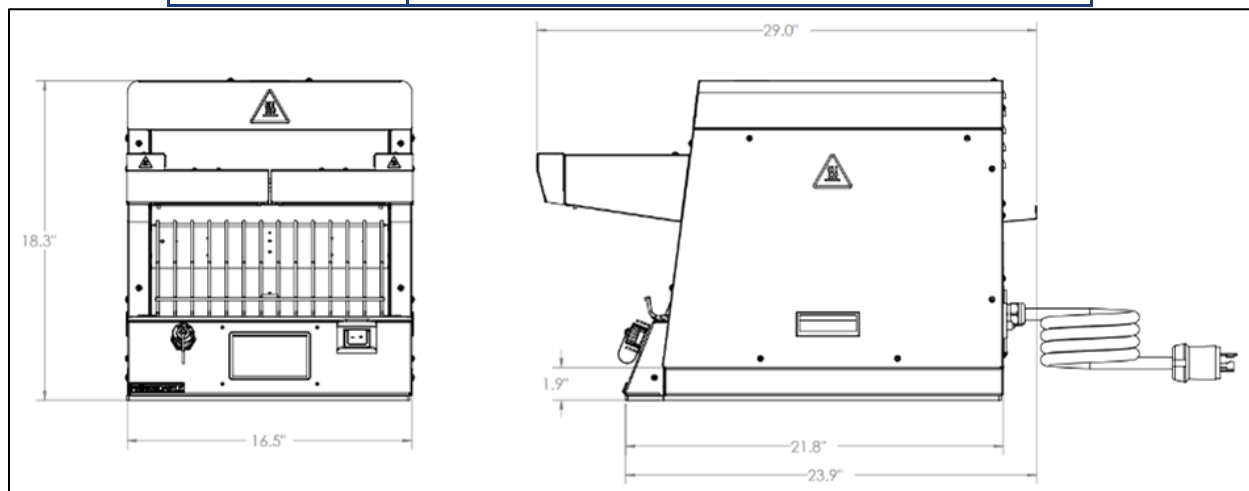


CAUTION

All electrical connections must be in accordance with local electrical codes and any other applicable codes.

Technical Specifications

Product Category	Dual Lane IR Toaster
Packaging Dimensions	33.75"W x 21.0"D x 27.0"H
Shipping Weight	113 lbs.
Installation Type	Countertop
Toasting Type	Infrared Dual Belt
Exterior Construction	Stainless steel construction with anti-slip rubber base
Bread Diameter	5.5" Single Lane/12" Dual Lane
Belt	2x Wire belts with individually controlled toast time and temperature
Controls	5" LCD Touchscreen
Toasting Time	6-90 Seconds



Model Numbers	Description	Heater Source	Volts	Hertz	Watts	Plug	Dimensions
IRTDLS2-GMS22	Infrared Toaster Dual-Lane, Top Heaters	2x 2200W Upper Tubular IR heaters	208V	60 Hz	5000W	L6-30P	16.5" W x 18.3"H x 21.8" D
IRTDLD2-GMS22	Infrared Toaster Dual-Lane, Two Top and Two Bottom Heaters	2x 1500W Upper Tubular IR heaters 2x 980W Lower Tubular IR heaters	208V	60 Hz	5000W	L6-30P	16.5" W x 18.3"H x 21.8" D
IRTDLS2-GMS13	Infrared Toaster Dual-Lane, Top Heaters	2x 2200W Upper Tubular IR heaters	208V	60 Hz	5000W	6-30P	16.5" W x 18.3"H x 21.8" D
IRTDLD2-GMS13	Infrared Toaster Dual-Lane, Two Top and Two Bottom Heaters	2x 1500W Upper Tubular IR heaters 2x 980W Lower Tubular IR heaters	208V	60 Hz	5000W	6-30P	16.5" W x 18.3"H x 21.8" D

Installation

Pre-Installation Requirements

Tools & Equipment Needed:

- Utility knife or scissors for unboxing.
- Two-person lift assistance.
- Leveling tool (optional).
- Clean, damp cloth for wiping down the unit.

Countertop Requirements:

- Must support at least 85 lbs. (38.5 kg).
- Minimum 2 inches of clearance from the back for ventilation.
- Minimum 1 inch of clearance from the sides for ventilation.
- Stable, level surface for proper operation.
- Positioned near a NEMA L6-30 electrical outlet (Domestic) or 6-30 electrical outlet (International).

Unboxing the Toaster

Inspect the Packaging:

- Check for any visible shipping damage before opening.
- If damage is found, do not discard the packaging. Report it to the carrier immediately.

Unpack the Unit:

- Carefully cut the box open using a utility knife.
- Remove all packaging materials, including plastic wrap, securing tape, and foam inserts.

Verify Included Parts:

- Wire rack
- Crumb trays (2x)

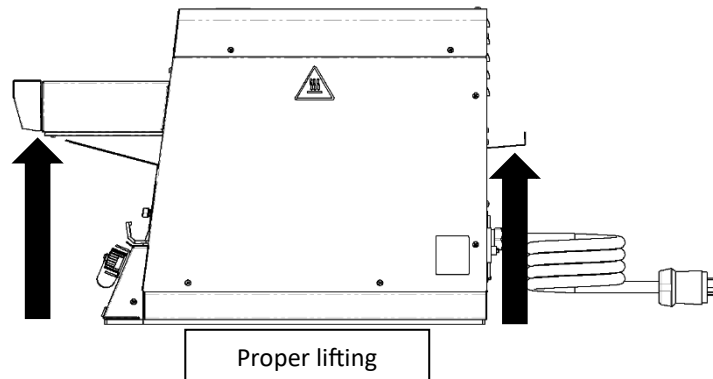


Installation (continued)

Placing the Toaster on the Countertop

Team Lift the Toaster:

- The unit weighs 85 lbs. (38.5 kg)—two people are required to safely lift it.
- Lift using proper ergonomic techniques, keeping your back straight and bending at the knees.



Position the Toaster:

- Set the toaster on the stable, weight-supporting countertop.
- Ensure at least 1 inch of clearance on the sides and 2 inches of clearance on the back.
- Units must be placed under a hood or have 24" minimum clearance above the unit.

Level the Toaster (if needed):

- Use a leveling tool to ensure the toaster is properly balanced on the surface.
- Adjust the countertop or feet if necessary.

Wiping Down the Toaster

Before powering on the unit, it should be wiped down to remove any dust or debris from shipping.

- Use clean, damp cloth with mild soap and water.
- Wipe the entire exterior of the toaster, including the top, sides, and front panel.
- Dry the unit with a clean, dry cloth before continuing with installation.

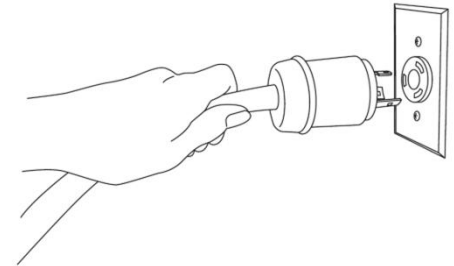


Installation (continued)

Power Connection

Check Power Requirements:

- **OUTLET MUST NOT EXCEED 208V**
- Ensure the electrical outlet is a dedicated NEMA L6-30 electrical outlet (Domestic) or a 6-30 electrical outlet (International).
- The circuit must have a 30-amp breaker.



Plug in the Toaster:

- Insert the 30-amp plug into the matching outlet.
- Ensure the plug is fully inserted and secure.

Power On the Unit:

- Follow the user manual instructions to turn on and evaluate the toaster.
- If the toaster does not power on, check the breaker and outlet before troubleshooting.



CAUTION

SEVERE FIRE HAZARD. Follow local fire and building codes for non-combustible construction. Failure to do so could result in a fire hazard. If unsure of your construction, follow minimum clearance for combustion construction.

Operation

Operation

1. Check if machine is plugged into 208V, 30-amp circuit.
2. Turn the MAIN POWER SWITCH on to start the machine.
3. On the control display window, the company logo appears for the system startup (Diagram 1).
4. When toaster is fully powered up, the company logo display is replaced with the Heating Up screen that will remain until the toaster is ready to cook (Diagram 2). It takes approximately 12 minutes for toaster to reach steady cook temperature from the room temperature.
5. If the main control screen is reached before the toaster is ready to cook (by tapping on the “Home” button in the upper right corner), the top left corner indicates toaster HEATING UP. Once set point temperature is reached, the status of the machine will change to READY (Diagram 3).
6. Press and select desired food product for LANE 1 (left) and LANE 2 (right) (Diagram 3).
7. Place desired bread product onto the conveyor belt (Diagram 4).

NOTE: TOASTING TIMES ARE DEFAULT FROM THE FACTORY AND MAY NEED ADJUSTEMENT



Diagram 1



Diagram 2

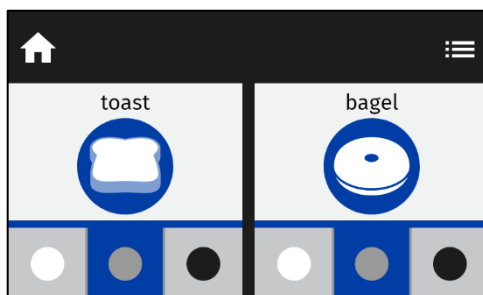


Diagram 3



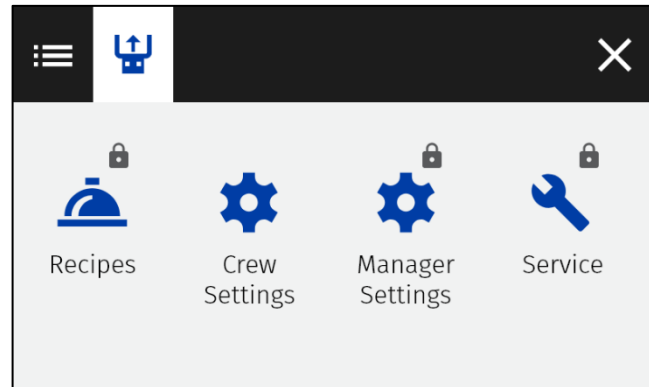
Diagram 4

Operation (continued)

Operation (continued)

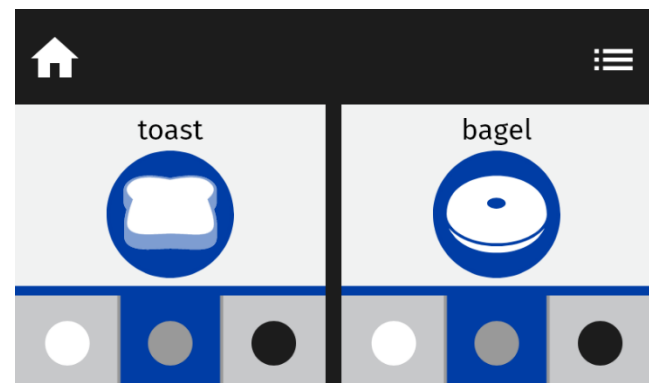
Main Menu

- Shows 4 main pages: Recipes, Crew Settings, Manager Settings, and Service. The lock icon indicates the need for a PIN number to be entered before accessing the screen. The default PIN is 4321 but can be updated in the manager settings section.



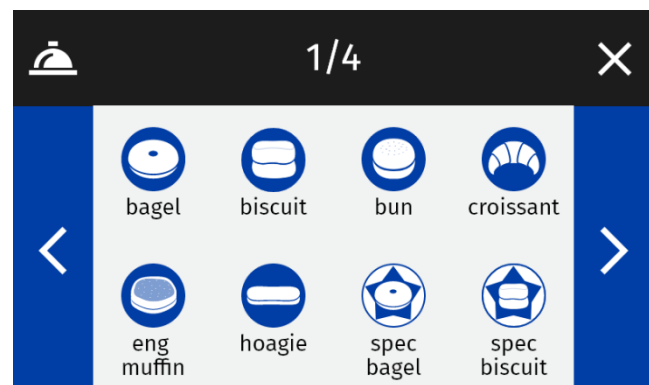
Home Screen

- Shows which product(s) are selected to toast on the left and right belts.
- Touch Product icon to open the [Product Recipe List](#) and select from available product recipes (ex. Toast, Bagel).
- Toasting level can be changed by selecting preferred level on the screen. Light, Medium, and Dark.



Product Recipe List

- Displays programmed recipe choices for selected toast lane.
- Change selected lane's product by selecting the desired icon.
- Toasting lanes can be set to different products.



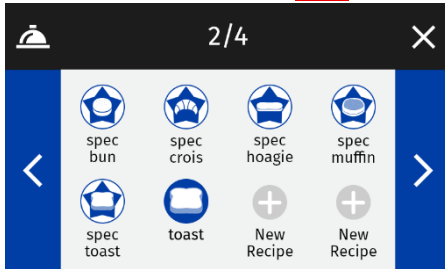
Operation (continued)

Setting Up a New Recipe

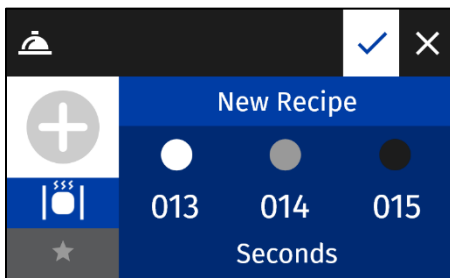
Press on “New Recipe” to begin.

A PIN IS REQUIRED TO CREATE NEW RECIPES.

The default PIN is 4321.



A new recipe **MUST** contain a NAME and a PRODUCT IMAGE or it will not be saved.



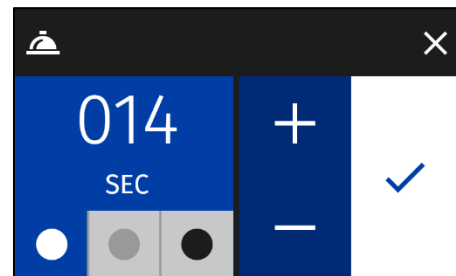
Enter a recipe name.



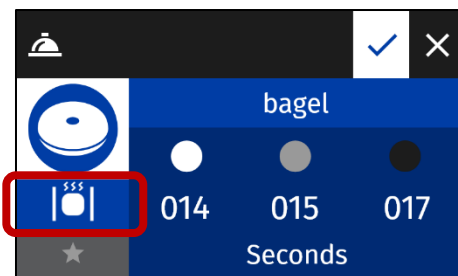
Select a product image by pressing on any icon



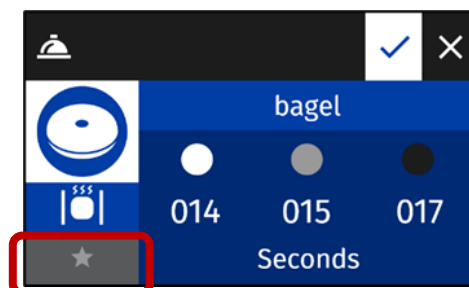
Pressing on any of the toast times will bring up the time adjustment screen. The number on the screen is the time it will take for a product to travel through the toaster. Selections for toast shades can all be set on this screen. Press the checkmark when you are complete.



The icon below the product image will toggle between single and double sided toast. It will also toggle between 1 lane and 2 lane toasting. When the unit is set for 2 lane operation the lanes will synchronize and allow for inserting of products up to 12 inches in length. NOTE: Option not available on 2-heater models.



The star in the corner will FAVORITE a recipe and make it show up as first priority in the home menu screen. NOTE: Favorites and non-favorites are both listed in alphabetical order.



Operation (Crew)

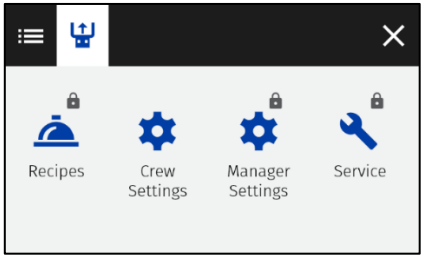
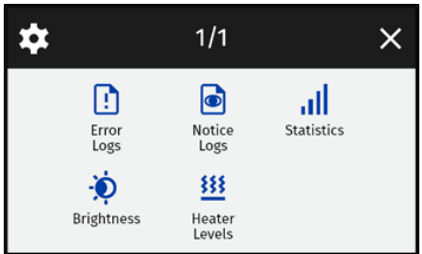
Image	Steps: <u>View Error Logs and Notice Logs:</u>
	1. Press on "Crew Settings" to begin.
	2. Press on "Error Logs" or "Notice Logs" 3. A list of ERRORS or NOTICES will be displayed. Use the troubleshooting guide at the end of this manual for a breakdown of each error. 4. To clear either log click on the trash icon and input the manager level PIN.

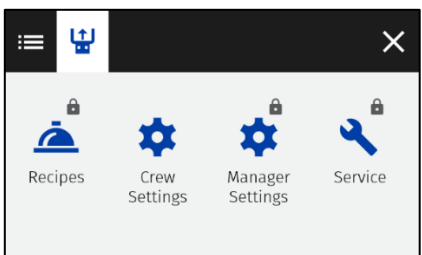
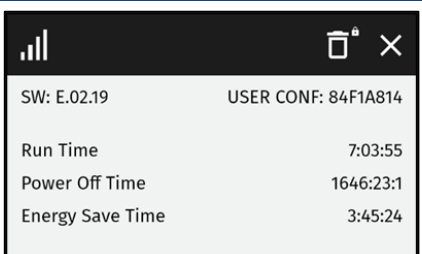
Image	Steps: <u>View Unit Statistics:</u>
	1. Press on "Crew Settings" to begin.
	2. Press on "Statistics" 3. The display will show: a. Software Version b. User Configuration c. Run Time d. Power off time e. Energy save time

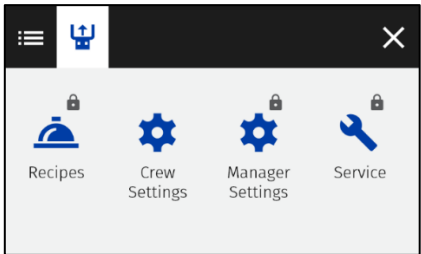
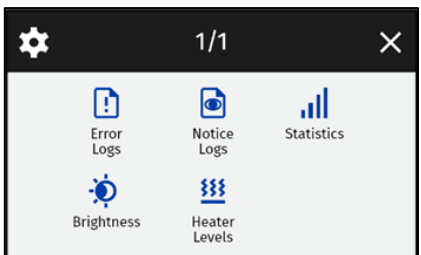
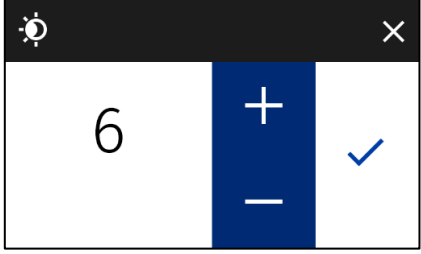
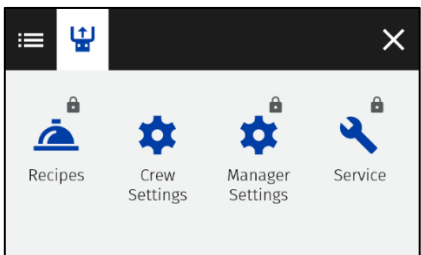
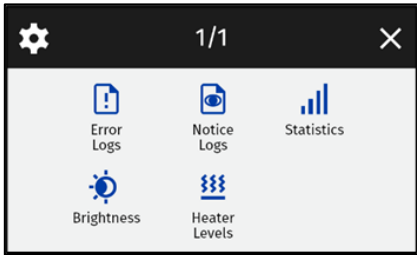
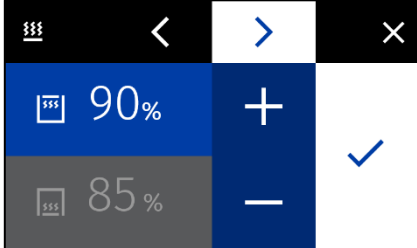
Image	Change Screen Brightness:
	1. Press on “Crew Settings” to begin.
	2. Press on “Brightness”
	3. Once inside of the menu press on the + or – icons to adjust the setting. Setting 6 is the brightest and setting 1 is the lowest.

Image	<u>View Heater Levels:</u>
	1. Press on “Crew Settings” to begin.

	2. Press on “Heater Levels”
	3. Once inside of the menu press on the left or right arrows to cycle between the left and right-side heaters. The number shown on the screen is the power percentage.

Operation (Manager)

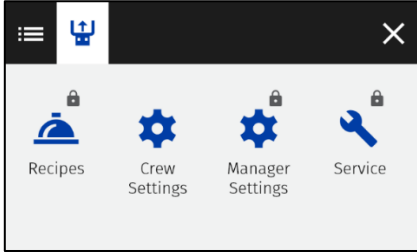
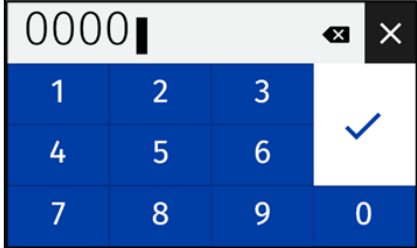
Image	Steps: <u>Changing PIN number:</u>
	5. Press on “Manager Settings” to begin. NOTE this will require the manager level PIN. The default PIN is 4321.
	6. Once inside of the menu you will be able to enter a new PIN. Select your new 4 digit PIN number and press on the checkmark to complete this action.

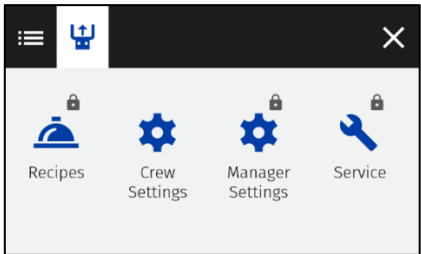
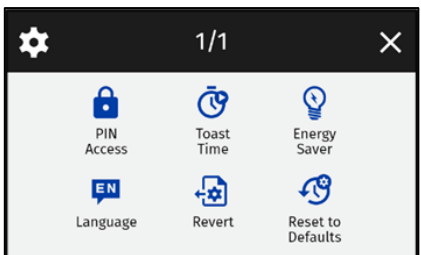
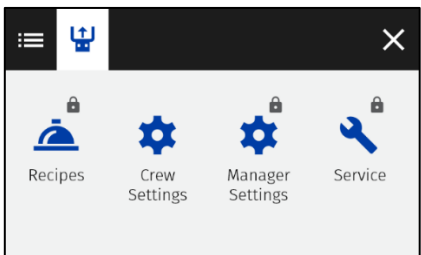
Image	Steps: <u>Display Toast Time on Main Screen:</u>
	1. Press on “Manager Settings” to begin. NOTE this will require the manager level PIN. The default PIN is 4321 unless it has already been changed from the factory settings.
	2. Press on “Toast Time”
	3. Once inside of the menu press on Toast Time to display the screen below. You will be able to toggle on and off the toast time displayed on the recipe screen. If turned on, the toasting time will be displayed next to the recipe icons.

Image	Steps: <u>Turn Energy Saver On or Off:</u>
	1. Press on “Manager Settings” to begin. NOTE this will require the manager level PIN. The default PIN is 4321 unless it has already been changed from the factory settings.

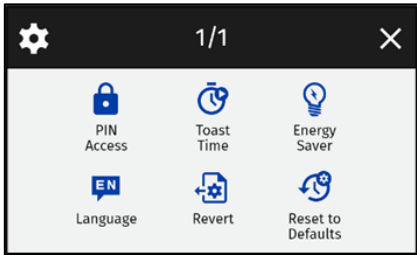
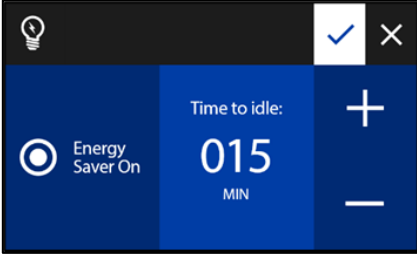
	2. Press on “Energy Saver”
	3. Once inside of the menu press on the Energy Saver button to Enable/Disable the option. If enabled; press on the + or – icons to adjust the setting. The setting is the amount of time in which the unit will take to enter its low energy mode when the screen is not touched. Any touches to the screen will automatically reset this timer.

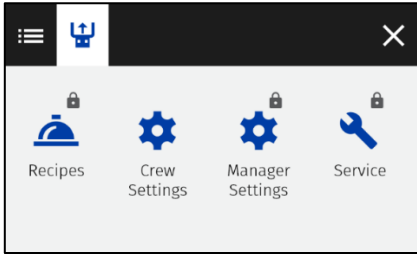
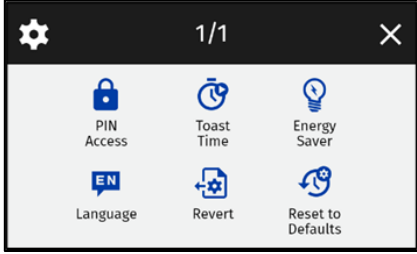
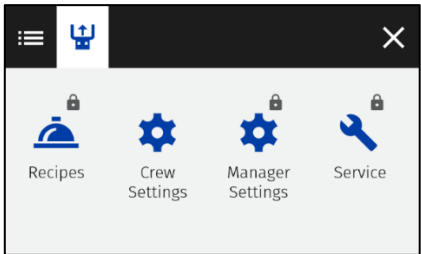
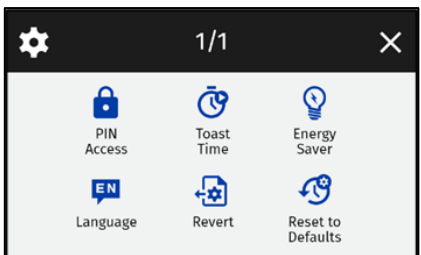
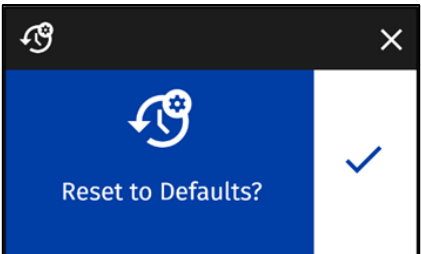
Image	Steps: <u>Changing Language:</u>
	1. Press on “Manager Settings” to begin. NOTE this will require the manager level PIN. The default PIN is 4321 unless it has already been changed from the factory settings.
	2. Press on “Language”
	3. Once inside of the menu press on the desired language and then press the checkmark.

Image	Steps: <u>Reset unit to Default Settings:</u>
	1. Press on “Manager Settings” to begin. NOTE this will require the manager level PIN. The default PIN is 4321 unless it has already been changed from the factory settings.
	2. Press on “Reset to defaults.”
	3. Once inside of the menu press on the check mark to reset the unit to its previous version. This includes a reset of all recipes and user settings.

Operation (Software)

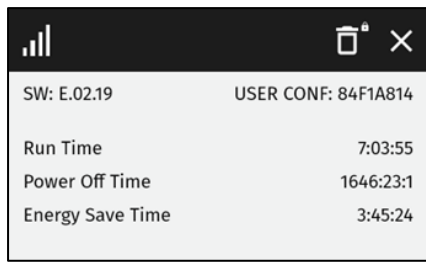
Image	Steps: Updating Software:								
	1. With unit Off. 2. Insert USB drive with software version X.XX 3. Power on unit								
	4. Wait for up to 1 minute until you see the screen. 5. Load screen will rotate, freeze, flash (can take up to 5 minutes)								
 <table border="1"> <tr> <td>SW: E.02.19</td> <td>USER CONF: 84F1A814</td> </tr> <tr> <td>Run Time</td> <td>7:03:55</td> </tr> <tr> <td>Power Off Time</td> <td>1646:23:1</td> </tr> <tr> <td>Energy Save Time</td> <td>3:45:24</td> </tr> </table>	SW: E.02.19	USER CONF: 84F1A814	Run Time	7:03:55	Power Off Time	1646:23:1	Energy Save Time	3:45:24	6. After software is loaded the unit will reboot 7. Go to Menu -> Crew ->Statistics to verify software version. SW: XX.XX
SW: E.02.19	USER CONF: 84F1A814								
Run Time	7:03:55								
Power Off Time	1646:23:1								
Energy Save Time	3:45:24								
	8. Power off unit and remove USB drive.								

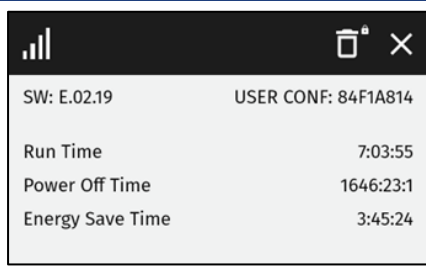
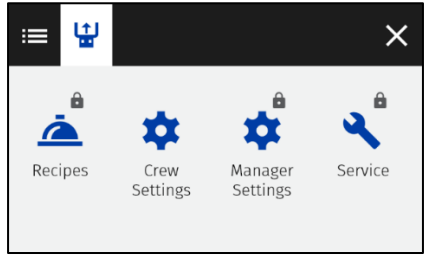
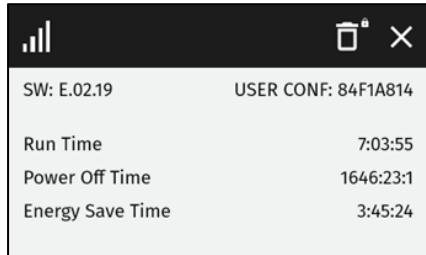
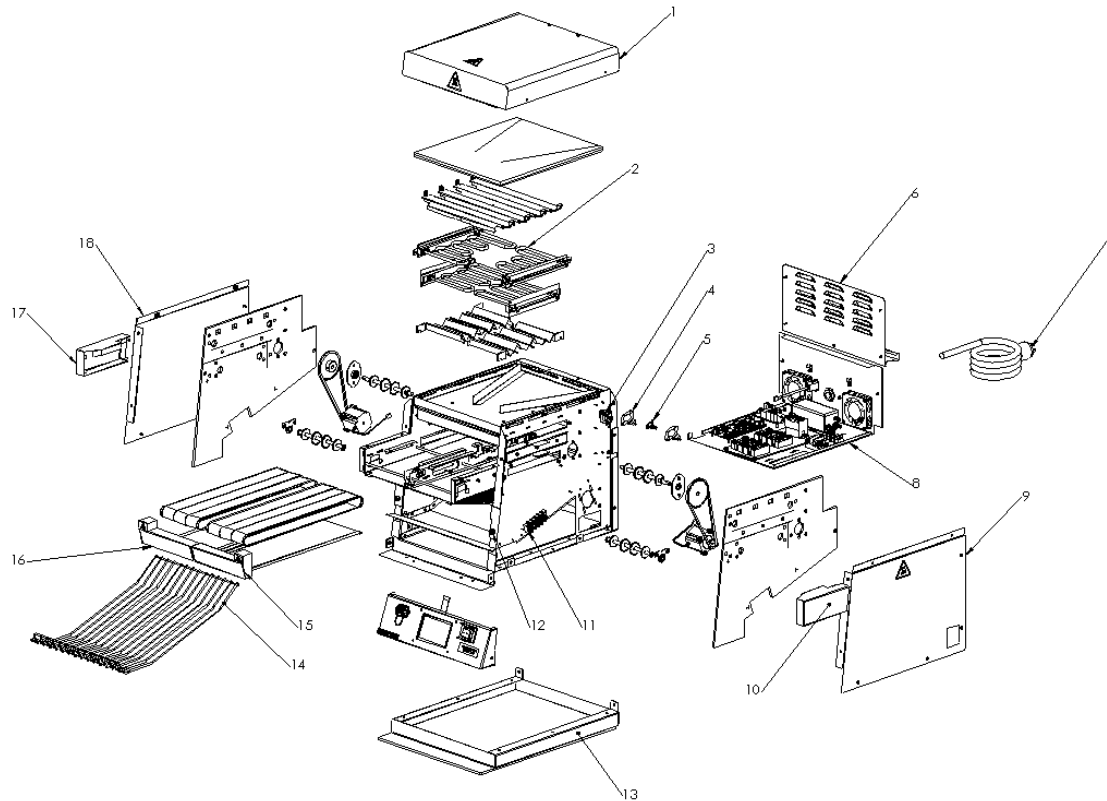
Image	Steps: <u>Upload User Configuration:</u>
	1. NOTE <u>User Configuration</u> includes any customer set recipes or user-adjusted settings. 2. Begin with the unit power OFF. 3. Insert USB drive with recipes you pulled before software update. 4. Power on unit
	5. Wait for up to 1 minute until you see the screen. 6. Load screen will rotate, freeze, flash (can take up to 5 minutes)
	7. After software is loaded the unit will reboot 8. Go to Menu -> Service ->Statistics to verify user configuration. USER CONFIG: XXXXXXXX
	9. Power off unit and remove USB drive.

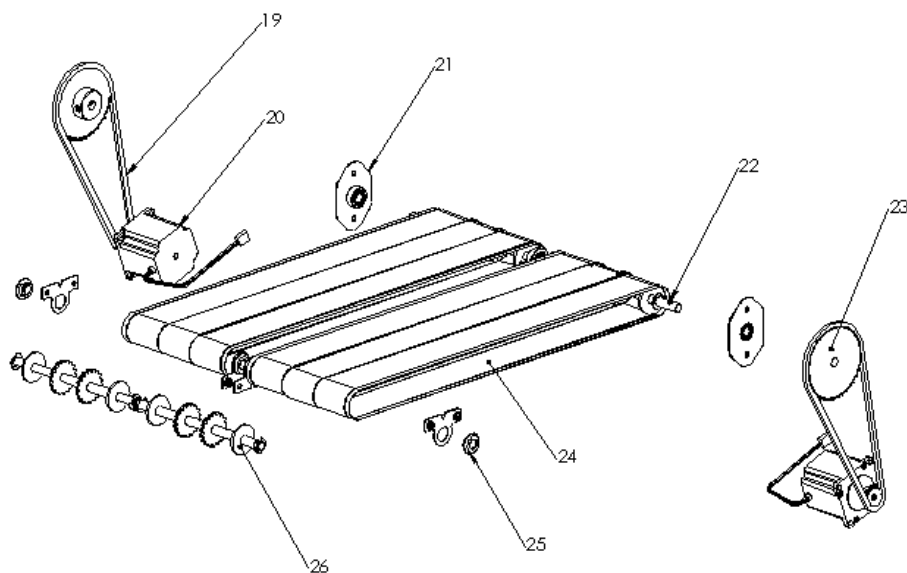
Image	Steps: <u>Download User Configuration:</u>
	1. NOTE <u>User Configuration</u> includes any customer set recipes or user-adjusted settings. 2. USB drive must be formatted for FAT32. 3. USB must be 4GB or less. 4. Confirm file on USB drive is .bin format and that it is the only file on the USB. 5. Power on unit
	6. Wait for the screen to turn on and then navigate to the main menu by pressing the top right corner. 7. Press on the USB icon in the top left corner. 8. When the USB is recognized a loading screen will appear for about 10 seconds. 9. Once the loading screen disappears the USB is complete.
	10. Remove the USB drive. The unit does not need to be powered off for this operation. 11. The USB can now be loaded onto other units. Copying over the recipes and user settings.

Illustrated Parts List



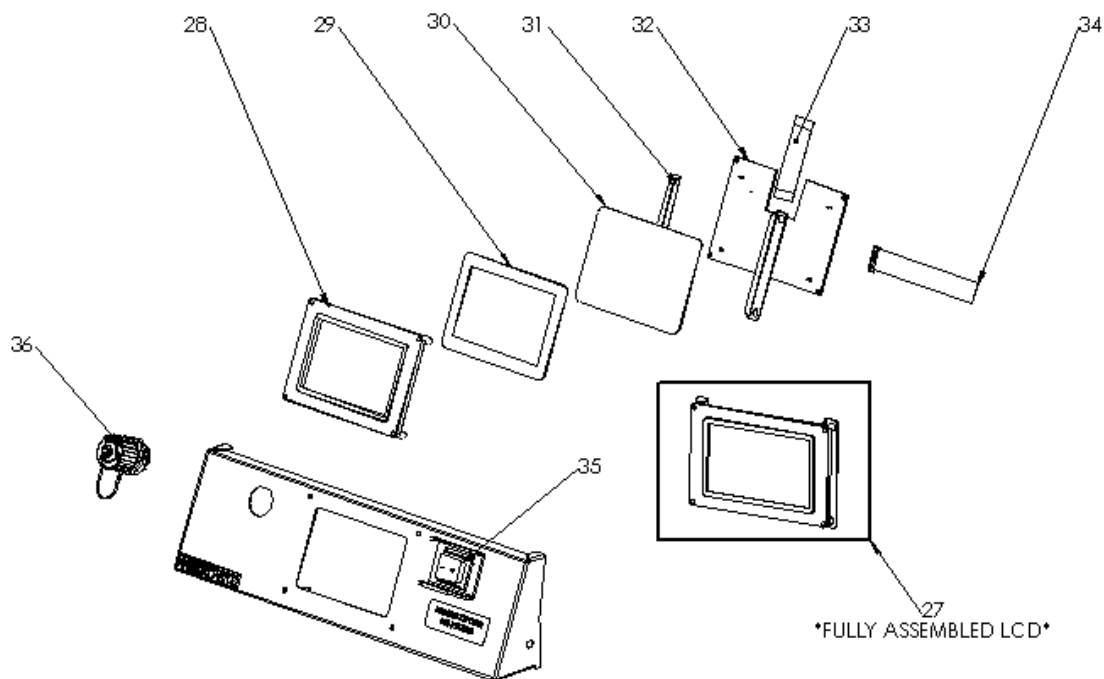
Item #	Part #	Description	Item #	Part #	Description
1	375-3133	TOP COVER	10	375-3138	CONVEYOR COVER, RIGHT
	375-2042s	980W, 208V TOP HEATER (IRTDLD model)	11	77-109	TERMINAL BLOCK
2	375-2043s	1500W, 208V BOTTOM HEATER (IRTDLD model)			
	375-2044s	2200W, 208V TOP HEATER (IRTDLS model)	12	375-3153	HEAT SHIELD
3	375-3150	THERMOSTAT, 3/4" DISC AUTO RESET	13	375-3022	BASE BOX
4	375-0116	3/4" DISC THERMOSTAT - MANUAL RESET: SES-L250HM	14	375-0063	EXIT RACK
5	353-1314	1/2" DISC THERMOSTAT - HIGH TEMP CERAMIC: CRA-120-QC	15	375-3105s	RIGHT SIDE, CRUMB TRAY ASSEMBLY, KIT
6	375-3132	BACK COVER	16	375-3106s	LEFT SIDE, CRUMB TRAY ASSEMBLY, KIT
7	375-1030	ASSY, POWER CORD L6-30P	17	375-3139	CONVEYOR COVER, LEFT
	375-1012	ASSY, POWER CORD 6-30P	18	375-3136	SIDE COVER, LEFT
8	SEE PAGE 20	ELECTRONICS TRAY			
9	375-3137	SIDE COVER, RIGHT			

Illustrated Parts List (continued)



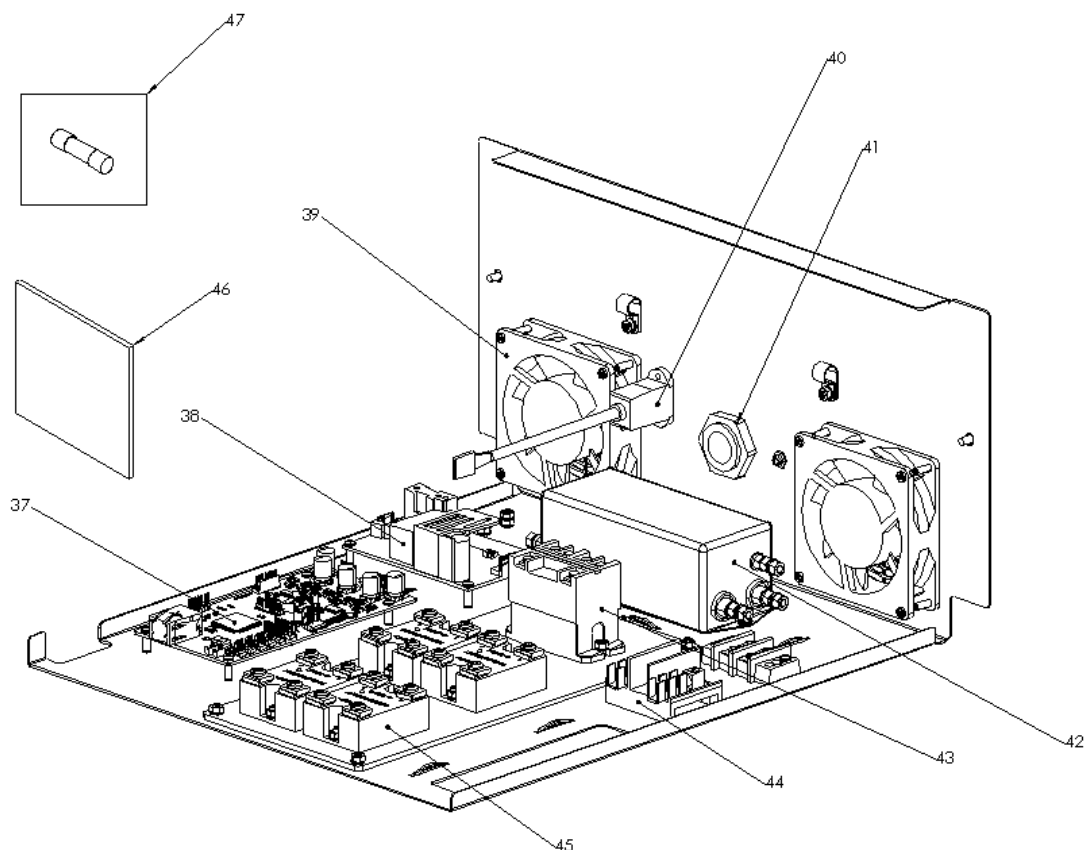
Item #	Part #	Description
19	375-0070	ANSI ROLLER CHAIN KIT
20	299-060s	STEPPER MOTOR KIT
21	375-0036	REAR OUTSIDE BUSHING ASSEMBLY KIT
22	375-0055s	SHAFT ASSEMBLY, REAR
23	301-039s	SPROCKET, 40TH
24	375-0020	WIRE BELT KIT (1 BELT)
25	527-892	H1 BUSHING KIT
26	375-0054s	SHAFT ASSEMBLY, FRONT

Illustrated Parts List (continued)



Item #	Part #	Description
27	1265-001	ASSEMBLED LCD KIT
28	1265-308	FRAME, 5" LCD DISPLAY
29	89-1209	GASKET, 5" LCD DISPLAY
30	1265-408	SCREEN, 5" LCD DISPLAY
31	545-171	SUPPORT BRACKET
32	80003-PCBA-01	PCB, 5" LCD DISPLAY
33	301-092	RIBBON CABLE, PCB TO MAIN, 5" LCD DISPLAY
34	1265-407	RIBBON CABLE, 5" LCD DISPLAY
35	78-233	POWER SWITCH KIT
36	375-0120	USB DONGLE KIT

Illustrated Parts List (continued)



Item #	Part #	Description
37	80001-PCB-02	PCB BOARD, KIT
38	85-147	POWER SUPPLY, KIT
39	375-0076	FAN, 92MM, KIT
40	95-2052	CABLE, RJ45, KIT
41	66-049	STRAIN RELIEF, KIT
42	88-856	EMI FILTER, KIT
43	65-069	RELAY, MECHANICAL, KIT
44	77-093	TERMINAL BLOCK, KIT
45	65-058	RELAY, SS, 50A, KIT
46	353-1309	FAN FILTER, 92MM, KIT
47	88-858	4A FUSE

Daily Cleaning

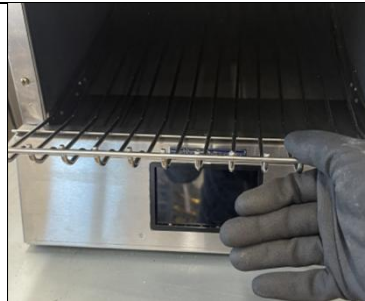
Tools/Supplies Required

- 2 or 3 compartment sinks
- Chlorine based sanitizer.
- Cloth

The Prince Castle Toaster must be cleaned daily. Cleaning should occur at the end of the day when the unit is able to be shut off and cleaned properly. Cleaning is important to ensure proper product quality, and to keep the toaster operating to standard.

 Turn OFF the toaster  THE TOASTER MUST COOL FOR <u>15 MINUTES</u> BEFORE BEGINNING DAILY CLEANING Be sure to spray cleaning solution on the cloth or non-abrasive scrub pad only. Do not spray cleaner directly onto the toaster.	
<u>CRUMB TRAYS & BUMPERS</u> Removal 1. Power Off the Toaster 2. Ensure the toaster is turned off and has cooled down completely before removing the crumb trays. 3. Slide Out the Crumb Trays and Bumpers. 4. Locate the crumb trays and bumpers. Grip the handle or front edge and slide it straight out. • No tools are required. • Avoid tipping the tray to prevent spilling crumbs. Cleaning 1. Sanitize in Sink (Preferred Method) • Wash the trays and bumpers in warm water with an approved food-service sanitizer or mild detergent. • Use a non-abrasive brush or cloth to remove any baked-on residue. • Rinse thoroughly and allow to air dry completely before reinstalling. - OR 2. Wipe Down (Alternate Method) • Wipe the trays and bumpers with a clean, damp cloth and food-safe sanitizer or mild detergent.	

• Remove all debris and residue before drying. Reinstallation 1. Verify the crumb trays and bumpers are fully dry. 2. Slide the trays and bumpers back into the toaster until they sits securely in its track or slot. 3. Confirm it is properly aligned and flush with the housing before operating the toaster. Frequency: Clean the crumb trays and bumpers daily or more often if heavy use or debris accumulation occurs.	
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<u>WIRE RACK:</u> Removal 1. Power Off the Toaster 2. Make sure the toaster is turned off and has cooled down completely before removing the rack. 3. Lift to Remove 4. Grasp the wire rack firmly with both hands and lift it straight out of the toaster. • No tools are required. • Handle carefully to avoid bending the stainless-steel rods. Cleaning 1. Sanitize in Sink (Preferred Method) • Wash the wire rack in warm water with an approved food-service sanitizer or mild detergent. • Use a non-abrasive brush or cloth to remove any baked-on residue. • Rinse thoroughly and allow to air dry completely before reinstalling. - OR 2. Wipe Down (Alternate Method) • Wipe the rack with a clean, damp cloth and food-safe sanitizer or mild detergent. • Remove all debris and residue before drying. Reinstallation 1. Ensure the wire rack is completely dry.	
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2. Position the rack back into the toaster. 3. Verify that it is seated flat and stable before operating the toaster. Frequency: Clean the wire rack daily or more often if heavy use or debris buildup occurs.	
Use a cloth dampened with sanitizer to wipe down the exit chute, exterior of the toaster, and touch screen. Allow sanitizer to air dry.	

Weekly Cleaning

 Turn OFF the toaster  THE TOASTER MUST COOL FOR <u>15 MINUTES</u> BEFORE BEGINNING CLEANING	
<u>FAN FILTERS:</u> Remove the fan filters from the rear of the toaster. Place filters into sink and wash with sanitizer solution. Allow to air dry before reinstalling. NOTE: Failure to clean filters could cause unit to overheat, resulting in a service call.	
<u>HEAT SHIELD:</u> Removal Power Off the Toaster - Ensure the toaster is turned off and has cooled down completely before handling any internal parts. Remove by Hand - Using both hands, grip the screw heads of the heat shield and carefully unscrew from its position. No tools are required. Avoid bending or dropping the part during removal. Cleaning Sanitize in Sink (Preferred Method) Wash the heat shield in warm water with an approved food-service sanitizer or mild detergent. Rinse thoroughly and allow to air dry completely before reinstalling. OR Wipe Down (Alternate Method) Use clean, damp cloth with sanitizer or mild detergent to wipe all surfaces. Ensure no residue or buildup remains before drying. Reinstallation - Verify the heat shield is fully dry. - Align the heat shield with its mounting points and tighten screws until secure. - Confirm it is properly seated and does not interfere with internal components before operating the toaster. Frequency: Clean the heat shield weekly or more often if heavy use or debris buildup occurs.	

Troubleshooting

Always verify that the toaster is properly assembled, the power switch is on, and the unit is plugged in.

Problem		Solution
No power to the toaster		Ensure the toaster is plugged in. Check that the circuit breaker is not tripped. Verify the outlet is functioning by testing with another device. If necessary, contact technical support.
Toaster is powered on, but heating elements do not warm up		Confirm the toaster is set to the correct operating mode. Check for any error codes on the display. If necessary, contact technical support.
Toaster is not toasting evenly		Make sure the toaster is placed on a level surface. Inspect the conveyor for obstructions or misalignment. Verify that the correct settings are selected for the product being toasted.
Bread is burning or toasting too lightly		Adjust the toasting settings to a lower or higher heat level as needed. Ensure the heating elements are clean and free of debris.
Conveyor belt is not moving		Turn the toaster off and check for obstructions in the conveyor system. Ensure the motor drive is functioning properly. If necessary, contact technical support.
Toaster is smoking excessively		Turn off the toaster and allow it to cool. Inspect for food debris stuck on the heating elements or conveyor. Clean according to the manufacturer's instructions.
Error code displayed on screen		Refer to the user manual for specific error code definitions. If the issue persists, contact technical support.

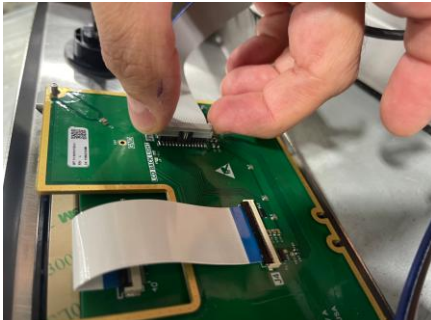
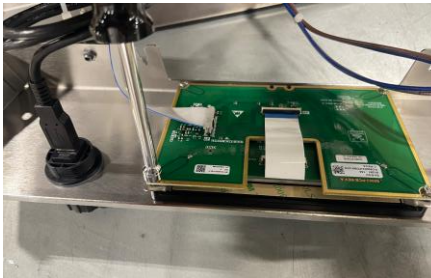
Troubleshooting (continued)

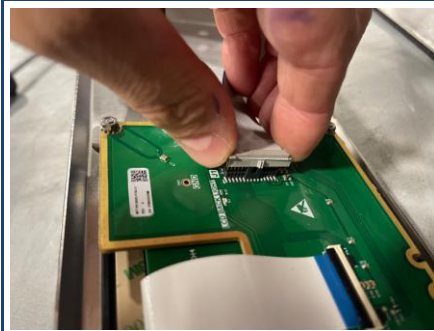
Error Code on Screen	Solution
E06	NVM FAIL ERROR 1. Navigate to the settings screen and perform a USER CONFIGURATION reset. (Your PIN will be required to perform a reset.) 2. If error persists, call Tech Support (1-800-722-7853).
E08	USB FAIL ERROR. 1. Confirm USB drive meets the following requirements: 2. USB drive must be formatted for FAT32. 3. USB must be 4GB or less. 4. Confirm file on USB drive is .bin format and that it is the only file on the USB. 5. If error persists, call Tech Support (1-800-722-7853).
E10	EEPROM ERROR 1. Navigate to the settings screen and perform an EXTERNAL EEPROM reset. (Your PIN will be required to perform a reset.) 2. If error persists, call Tech Support (1-800-722-7853).
E16	RTC ERROR 1. Power cycle unit for reoccurring issue. 2. If error persists, call Tech Support (1-800-722-7853).

[illegible]

Service and Maintenance

Instructions for service kit: 1265-001s - DISPLAY ASSEMBLY 5" LCD

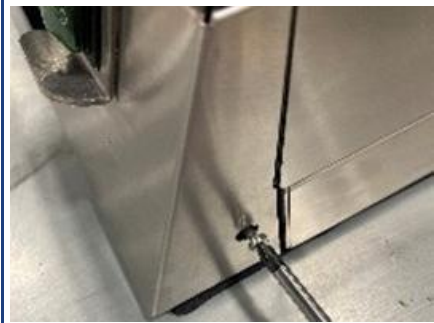
Image	Steps
	1. Using a #2 Philips screwdriver remove the M4 screws on both sides of the front panel assembly. 2. Grab both sides of the front panel assembly and pull forward until panel is free from unit.
	3. Remove the ribbon cable from the display board (80003-PCBA-01) by grabbing the connector from both sides and gently pulling away from the board.
	4. Using a 5.5mm nut driver remove the 4x M3 nuts holding the 1265-001 display assembly to the front panel. 5. Set the display assembly aside
	6. Install the new display assembly (1265-001s) by sliding over the 4x M3 studs on the front panel. Orient the display assembly as shown. 7. Using the 5.5mm nut driver secure the display assembly to the front panel using the M3 nuts that were removed in step 4. Do not over torque the nuts.



8. Connect the ribbon cable to the new display assembly. Orient the connector properly by matching the key feature to the connector. Push evenly on both sides of the connector.



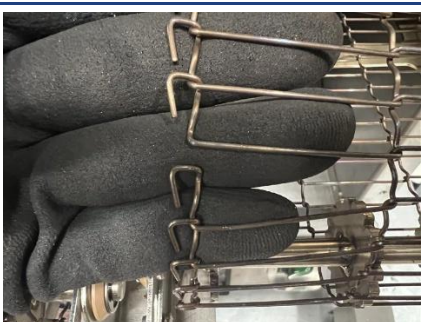
9. Slide the front panel assembly back onto the unit making sure not to pinch any of the wire harnesses.



10. Secure the front panel assembly to the unit with the 2x M4 screws that were removed in step 1 using a #2 Philips screwdriver

Instructions for service kit: 375-0020 - WIRE BELT

Removal:

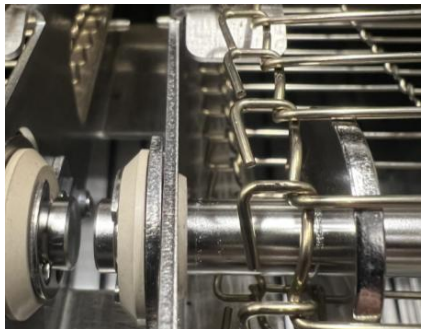
Image	Steps
	9. Before you begin, Remove the crumb trays and side conveyor covers from the unit.
	10. Loosen the 2x screws securing both bushing brackets in place. Please note, there are 4 screws per conveyor. 11. Slack the conveyor and manually rotate the belt until you locate the joining clips.
	12. Slack the conveyor and manually rotate the belt until you locate the joining clips.
	13. Remove the joining clips by pulling the edge loop between the adjacent wire strands. At this point the ends of the wire belt will become detached from one another.



14. Manually pull the belt forward and remove it from the toaster unit.
15. Once the belt is fully removed from the unit place to the side for recycling.

Instructions for service kit: 375-0020 - WIRE BELT

Installation:

Image	Steps
	1. Unpack your new wire belt and lay flat on surface to inspect for any damage.
	2. Before beginning, confirm the edge loops are curving back away from you in the direction of the belt travel. If not, check to be sure the belt is not threaded backwards on the conveyor.
	3. Insert the belt down the length of the toaster and over both shafts. The end of the wire belt should be fed around the rear shaft and then back through the toaster to complete a full loop. 4. Once both ends of the wire belt are located and in proximity, install 2x joining clips.



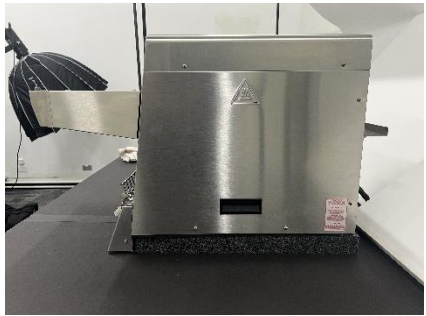
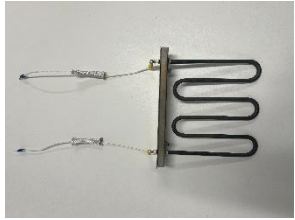
5. Gently pull back on the front shaft to remove slack from the belt. **NOTE: Too much tension will cause premature belt failure!**
6. Tighten the 2x screws securing both bushing brackets in place. Please note, there are 4 screws per conveyor.



7. It is important to align the front shaft perpendicular to the direction of travel. This will ensure proper belt tracking and a longer life of the components.

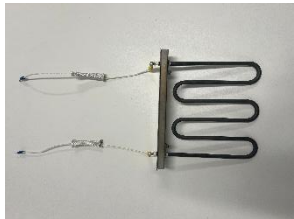
Instructions for service kit: 375-2042 / 375-2043 / 375-2044 – HEATER ASSEMBLY

Removal:

Image	Steps
	1. Locate and remove the screws securing the side and top covers onto the unit. NOTE – For lower heater replacements you do not need to remove the top cover.
	2. Locate the heater that is going to be replaced. Follow the attached wires down to the terminal block and loosen any necessary connections. This requires a #2 Phillips screwdriver. 3. Proceed to fold back the insulation to access the heater bracket.
	4. Remove the 2 nuts securing the bracket in place. This requires a 7mm nut driver. 5. Carefully slide the heater bracket out of the unit and set aside for discarding.

Instructions for service kit: 375-2042 / 375-2043 / 375-2044 – HEATER ASSEMBLY

Installation:

Image	Steps
	1. Unpack your new heater assembly and inspect for any damage. If damaged, contact your provider immediately.
	2. Insert the heater assembly into the open slot where the previous heater was removed. 3. It is critical that the wire harness is directed downward towards the terminal block. 4. Reinstall the nuts securing the heater bracket onto the toaster's chassis. This will require a 7mm nut driver. 5. Gently lift the insulation back into place. 6. Insert the wire harness terminals back into the terminal block where the previous heater was removed. Tighten the screws down with a #2 Phillips screwdriver.

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