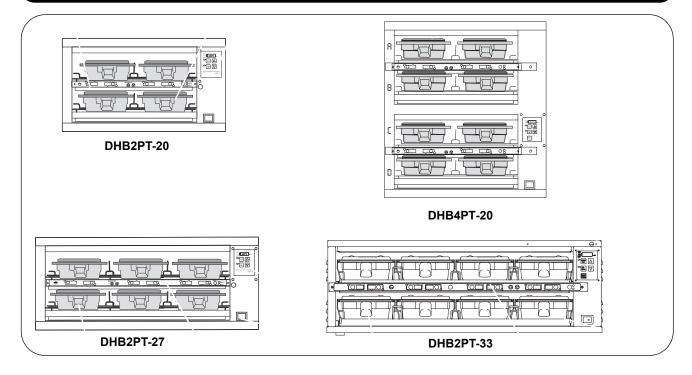
# Operation Manual

## Product Holding Bin DHB2PT/4PTSeries

## **Product Configuration**



#### LIMITED WARRANTY

This product is warranted to be free from defects in material and/or workmanship for a period of 1 year from date of original installation, not to exceed 18 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, Inc.) 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 God) 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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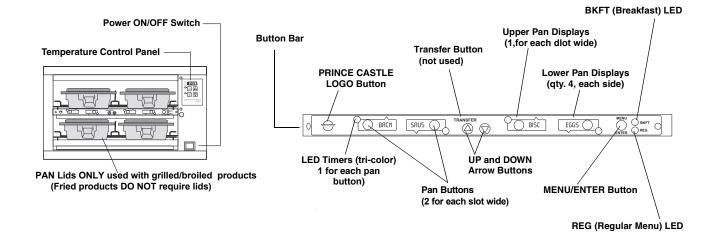
355 East Kehoe Blvd. • Carol Stream, IL 60188 USA Telephone: 630-462-8800 • Toll Free: 1-800-PCASTLE Fax: 630-462-1460 • www.princecastle.com





#### **Product Identification**

Model	Volts	Watts	Hertz	Model	Volts	Watts	Hertz
DHB2PT-20B	120V	1700W	50/60	DHB2PT-20BCE	208-240V	2500W	50/60
DHB2PT-27B	120V	1700W	50/60	DHB2PT-27BCE	208-240V	2500W	50/60
DHB2PT-33B	208-240V	2500W	50/60	DHB2PT-33BGE	208-240V	2500W	50/60
DHB4PT-20B	120V	1700W	50/60	DHB4PT-20BCE	208-240V	2500W	50/60



## **Safety Information**

#### 

Indicates information important to the proper operation of the unit. Failure to observe may result in damage to the equipment and/or severe bodily injury or death. CAUTION Indicates information important to the operation of the unit. Failure to observe may result in damage to the equipment.

#### Installation

A. Remove the unit from the carton and inspect for signs of damage. If there is damage to the unit: - notify the carrier within 24 hours of delivery

- save carton and packaging materials for inspection purposes

- contact ytour local dealer, or if purchased directly, the Prince Castle Sales Department at 800-722-7583 or 1-630-462-8800 to arrange for a replacement unit.

Note: When installing this unit the ambient temperature at the mounting site should not exceed 100F.

B. Place the bin on a counter and seal the bse to the counter with food-grade approved sealant.

C. Plug the power cord into the bin and connect the plug to the proper electrical outlet. All connections must be in accordancewith local electrical codes and any other applicable codes.

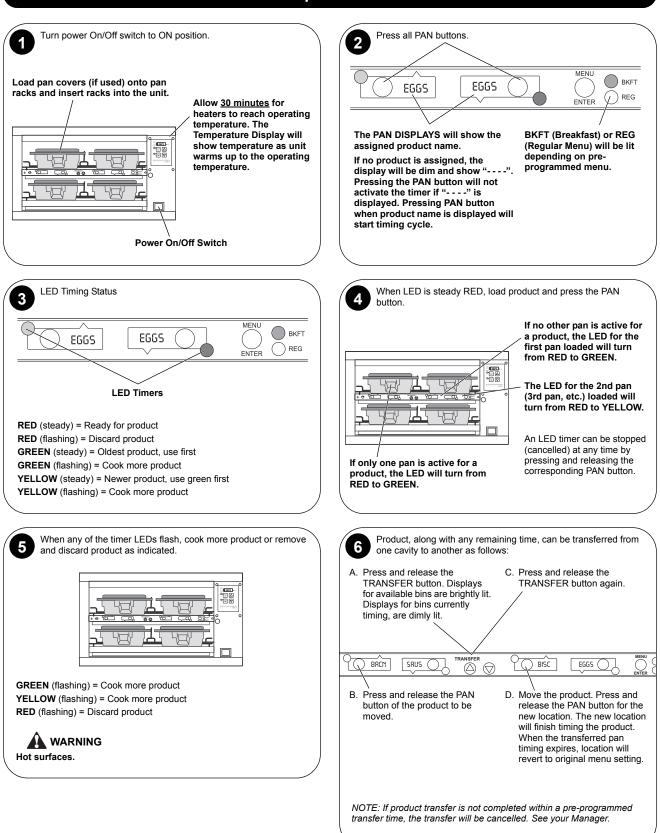
Note: The electrical receptacle should be a dedicated outlet. No other equipment should be operating on the line(refrigerators, fryers, etc).

D. Install the racks, pans and pan covers into the cavities.

E. Turn the power switch to ON. Allow 30 minutes for warm-up.

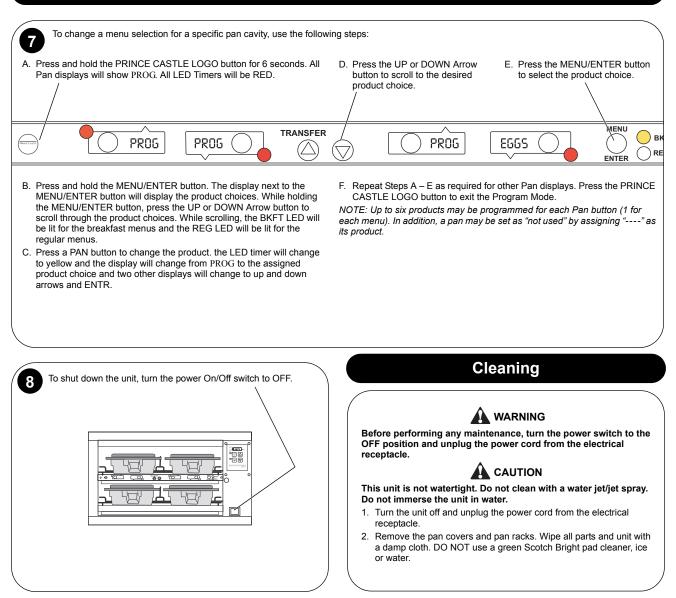


Operation





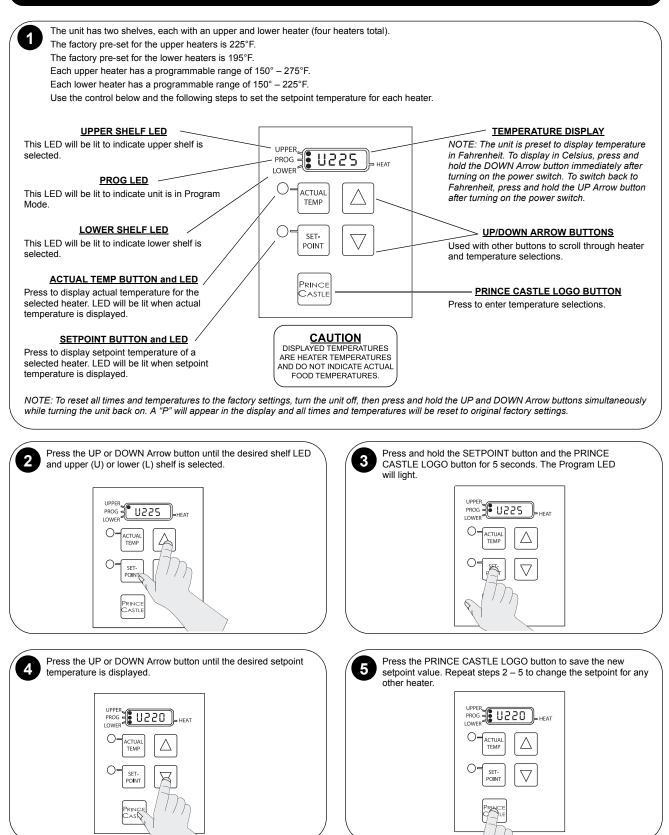
### **Operation (continued)**



#### Setting the Temperature

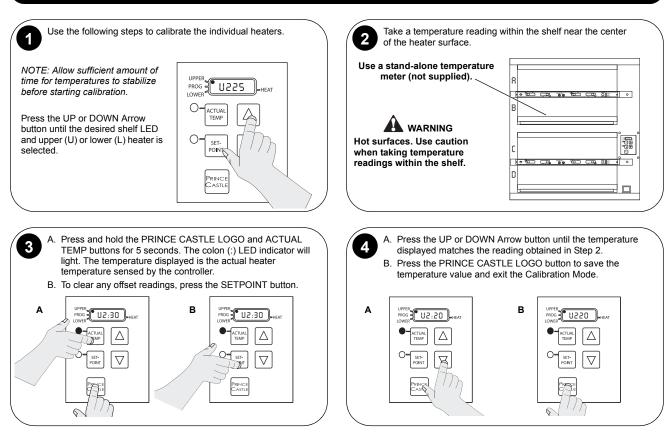
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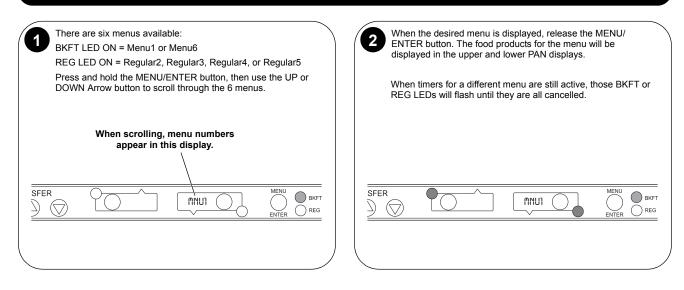




## **Calibrating Heaters**



### Selecting Breakfast and Regular Menus





Programmin	g the Menus
Press and hold the PRINCE CASTLE LOGO button (on the button bar) until all the displays show PROG and the PAN buttons LEDs all glow RED.	Press and hold the MENU/ENTER button. The display next to the MENU/ENTER button will show the menu choices. Use the UP or DOWN Arrow button to scroll through the 6 menus. Release the MENU/ENTER button when the desired menu is displayed.
PROG PROG TRANSFER	RANSFER
	RANSFER PROG PROG ENTER
A. Press the PAN button next to the display to be changed. The LED will change from RED to YELLOW and the display will change from PROG to the assigned product choice.      B. Press the UP or DOWN Arrow button to scroll to the desired product	<ul> <li>A. Repeat Steps 2 and 3 as required.</li> <li>B. Press the PRINCE CASTLE LOGO button to exit the Program Mode and return to the Run Mode.</li> <li>NOTE: Up to six items (one for each menu) may be programmed for each PAN button. A pan may be set as "not used" by assigning "" as its product.</li> </ul>
choice.	
C. Press the MENU/ENTER button to save the selection. All displays will show PROG.	
SFER SBUN PROG BKFT REG	
Changing the Hold a	nd Cook-More Times
A. The SET PRODUCT TIME menu is used to change the Hold and O	
<ul> <li>B. Press and hold the PRINCE CASTLE LOGO button, then immedia one of the programming menus.</li> </ul>	tery press and hold the MENU/ENTER button until the display shows
C. Use the UP or DOWN Arrow button to scroll to the PROD TIME ↑↓ PRODUCT TIME ↑↓ ENTR.)	ENTR menu. (NOTE: Units with 6 or 8 pan displays will show SET
PRINCE CASTLE LOGO Button	MENU/ENTER Button
/	$\setminus$
/	

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0

PROD

TIME

9

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ENTR

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BKFT REG

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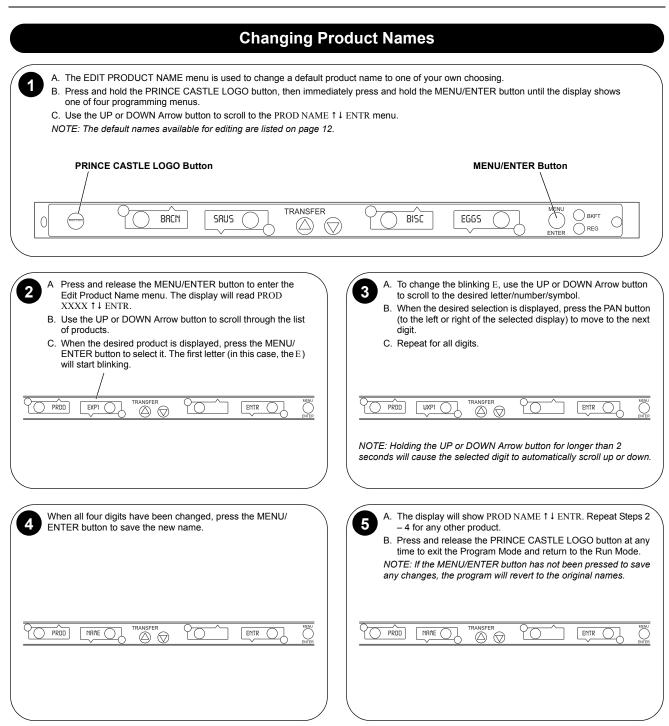


Changing the Hold and Co	ok-More Times (continued)
<ul> <li>A. Press and release the MENU/ENTER button to enter the Set Product Time menu. The display will show, for example, EGGS TIME 1 I ENTR.</li> <li>B. Use the UP or DOWN Arrow button to scroll through the list of products. When the desired product is displayed, press the MENU/ENTER button to select it.</li> <li>Refer to the Product Menu Details on page 12 for a list of products and their corresponding display names.</li> </ul>	<ul> <li>A. The display now shows the current Hold time.</li> <li>EGGS 2:00 TRANSFER C ENTR C C C C C C C C C C C C C C C C C C C</li></ul>
NOTE: Holding the UP or DOWN Arrow button for longer than 2 seconds will cause the product list to automatically scroll up or down.	NOTE: Hold time cannot be reduced to less than the Cook-More time plus one minute.
or DOWN Arrow button to scroll to the desired Cook-More time.	<ul> <li>A. The display will show PROD TIME ENTR. Repeat Steps 2 - 4 for any other product.</li> <li>B. Press and release the PRINCE CASTLE LOGO button at any time to exit the Program Mode and return to the Run Mode.</li> <li>NOTE: If the MENU/ENTER button has not been pressed to save any changes, the program will revert to the original values.</li> </ul>
NOTE: Cook-More time cannot be increased to more than the Hold time minus one minute.	
Setting the Alternat	

- Setting the Alternating Display Interval
- A. The Alternating Display Interval allows the timer bar displays to alternate between the product name and remaining Hold time. The default setting is 5 seconds.
- B. Press and hold the PRINCE CASTLE LOGO button, then immediately press and hold the MENU/ENTER button until the display shows one of the programming menus.
- C. Use the UP or DOWN Arrow button to scroll to the DISP ALT TIME menu. Press MENU/ENTER button.
- D. Use the UP and DOWN Arrow buttons to adjust the interval setting from 0 to 15 seconds. Press MENU/ENTER to save the change.
- E. Press and hold the PRINCE CASTLE LOGO button at any time to exit the Program Mode.

	ASTLE LOGO Button			MENU/ENTER	Button	
						_
	RLT		0	ENTR	ENTER BKFT	
						- /





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Set Maximum Trar	nsfer Time
<ul> <li>A. The SET MAXIMUM TRANSFER TIME menu is used to set the amount of B. Press and hold the PRINCE CASTLE LOGO button, then immediately pretthe programming menus.</li> <li>C. Use the UP or DOWN Arrow button to scroll to the XFR TIME <sup>† ↓</sup> ENTR ment<sup>† ↓</sup> ENTR.</li> </ul>	ss and hold the MENU/ENTER button until the display shows one
PRINCE CASTLE LOGO Button	
0 XFR TIME O	
<ul> <li>A. Press and release the MENU/ENTER button to enter the Set Maximum Transfer Time menu.</li> <li>B. The display shows XFR :20 t ↓ ENTR. This shows a value of 20 seconds.</li> </ul>	<ul> <li>A. To change the time, use the UP or DOWN Arrow button to scroll to the desired time. When the desired selection is displayed, press the MENU/ENTER button to enter the selection.</li> <li>B. Press and release the PRINCE CASTLE LOGO button at a time to exit the Program Mode and return to the Run Mode NOTE: If the MENU/ENTER button has not been pressed to see any changes, the program will revert to the original time.</li> </ul>
	TRANSFER
Set Volume L	-evel
<ul> <li>A. The default setting for the volume level is OFF.</li> <li>B. Press and hold the PRINCE CASTLE LOGO button, then immediately preone of the programming menus.</li> <li>C. Use the UP or DOWN Arrow button to scroll to the Set Vol 0 1 1 ENTR mer</li> </ul>	ess and hold the MENU/ENTER button until the display shows
<ul><li>A. The default setting for the volume level is OFF.</li><li>B. Press and hold the PRINCE CASTLE LOGO button, then immediately preone of the programming menus.</li></ul>	ess and hold the MENU/ENTER button until the display shows
<ul> <li>A. The default setting for the volume level is OFF.</li> <li>B. Press and hold the PRINCE CASTLE LOGO button, then immediately preone of the programming menus.</li> <li>C. Use the UP or DOWN Arrow button to scroll to the Set Vol 0 1 ↓ ENTR merits</li> </ul>	ess and hold the MENU/ENTER button until the display shows
<ul> <li>A. The default setting for the volume level is OFF.</li> <li>B. Press and hold the PRINCE CASTLE LOGO button, then immediately presone of the programming menus.</li> <li>C. Use the UP or DOWN Arrow button to scroll to the Set Vol 0 † ↓ ENTR mer</li> </ul>	ess and hold the MENU/ENTER button until the display shows nu. MENU/ENTER Button
<ul> <li>A. The default setting for the volume level is OFF.</li> <li>B. Press and hold the PRINCE CASTLE LOGO button, then immediately preor one of the programming menus.</li> <li>C. Use the UP or DOWN Arrow button to scroll to the Set Vol 0 † 1 ENTR mer</li> </ul> PRINCE CASTLE LOGO Button SET UBL D TRANSFER SET UBL D TRANSFER O SET UBL D TRANSFER O SET UBL D TRANSFER O SET UBL D O TABLE COMMENTER Set Vol 0 1 1 ENTR mer A. Press and release the MENU/ENTER button to enter the Set Volume menu. B. The display shows SET VOL 0 1 1 ENTR. This shows that the volume is currently turned off. The volume may be set for Vol 0 (off) or for volume levels Vol 1	A. To change the volume level, use the UP or DOWN Arrow button to scroll to the desired level. When the desired selection is displayed, press the MENU/ENTER button. B. Press and release the PRINCE CASTLE LOGO button at a time to exit the Program Mode and return to the Run Mode NOTE: If the MENU/ENTER button has not been pressed to sa

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## Factory Presets

Product Menu Details			
Product	Display Name	Hold Minutes <sup>1</sup>	Cook-More Minutes <sup>1</sup>
Burger	BUR1	30	3
Burger	BUR2	30	3
Chicken Patty	CHX1	30	3
Chicken Patty	CHX2	30	3
Chicken Patty	CHX3	30	3
Chicken Wing	WING	30	3
Fish Sticks	FSTX	45	3
Eggs	EGGS	30	3
Sausage	SAUS	30	3
Bacon	BACN	30	3
Ham	HAM	30	3
Popper	POP	30	3
Mozzarella Stick	MOZ	30	3
Onion Rings	ORNG	10	3
Mushroom	MUSH	30	3
Chicken Nuggets	NUGG	30	3
Spicy Chicken	SPCY	30	3
French Toast	TOST	10	3
Chicken Strips	STRS	30	3
_arge	LRG	20	3
Fish Patty's	FPTY	45	3
BBQ Chicken	BBQ	20	3
Crispy Chicken	CRSP	30	3
Strips	STRP	20	3
Special #1	SPC1	30	3



SAUS

EGGS

SAUS

EGGS

BGR2

BGR2

BGR2

BGR2

СНХ3

WING

СНХ3

WING

POP

MUSH

POP

MUSH

ORNG MUSH

ORNG

MUSH

BACN

SAUS

BACN

SAUS

### **Default Menu Items**

	DHB2	PT-20	
Menu 1:	HAM	SAUS	]
	BACN	SAUS	]
Menu 2:	BRG1	BRG1	]
	BRG1	BRG1	]
Menu 3:	CHX1	CHX2	1
	CHX1	CHX2	2
Menu 4:	CHX1	WING	1
	CHX2	WING	
Menu 5:	CHX1	CHX3	1
	CHX2	WING	
Menu 6:	EGGS	EGGS	1
	EGGS	EGGS	]
	DHB	2PT-27	
Menu 1:	HAM	SAUS	EGGS
	BACN	SAUS	EGGS
Menu 2:	BRG1	BRG1	BRG1
	BRG1	BRG1	BRG1

Menu 3:

Menu 4:

Menu 5:

Menu 6:

CHX1

CHX1

CHX1

CHX2

CHX1

CHX2

EGGS

EGGS

Ν	Menu 1: Menu 2:	HAM BACN HAM BACN	SAU EGG SAU EGG
	vlenu 2:	HAM BACN	SAU
	Menu 2:	BACN	
	Menu 2:	100	EGG
	Menu 2:		
	vienu z.	BGR1	BGR
		BGR1 BGR1	BGR
		BGR1 BGR1	BGR
		BGR1	BGR
Ν	Menu 3:	CHX1	CHX
DHB2PT-33		CHX2	WIN
D1102F 1-55		CHX1	CHX
SAUS EGGS EGGS	8	CHX2	WIN
SAUS EGGS EGGS			
N	Menu 4:	FISH	POF
BRG1 BRG1 BRG1		MOZ	MUS
BRG1 BRG1 BRG1		FISH	POF
		MOZ	MUS
CHX2 CHX3 WING	100		
CHX2 CHX3 FISH	Menu 5:	POP	ORN
WING MOZ POP		MOZ	MUS
WING MOZ POP		POP	ORN
WING MOZ FOF	81	MOZ	MUS
CHX3 WING ORNG	2.5		
WING POP MUSH	Menu 6:	EGGS	BAC
		HAM	SAU
EGGS HAM SAUS		EGGS	BAC
EGGS BACN SAUS		HAM	SAU

Menu 1:

Menu 2:

Menu 3:

Menu 4:

Menu 5:

Menu 6:

CHX3

CHX3

MOZ

MOZ

WING

POP

HAM

BACN

CHX2

CHX2

WING

WING

СНХЗ

WING

EGGS

EGGS

HAM

BACN

BRG1

BRG1

CHX1

CHX1

CHX1

CHX2

CHX1

CHX2

EGGS

EGGS

### **Default Temperatures**

#### DAY PART 1/DAY PART 2

UPPER HEATER 107°C(225°F)			
PAN	PAN	PAN	PAN
LOWER HEATER 90°C(195°F)			
UPPER HEATER 107°C(225°F)			5°F)
PAN	PAN	PAN	PAN
LO	WER HEAT	ER 90°C(195	5°F)



#### Troubleshooting

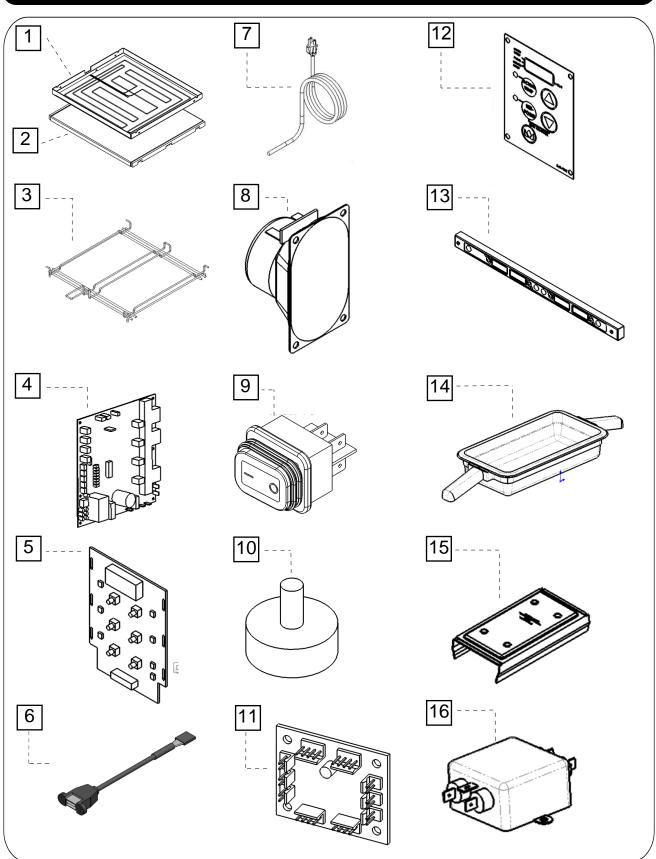
**WARNING:** To avoid personal injury and possible damage to the unit, troubleshooting and repair of electrical equipment should be performed by qualified service personnel. This unit should be unplugged when servicing. Except when electrical tests are required. Use extreme caution during electrical 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
	Power cord is not plugged in.	to proper receptacle
Unit will not heat up	Wrong power cord, loose connection on power switch and/or heater	CALL TECH SUPPORT
		1-800-462-8800
Unit heats up but timer	Timer bar wiring disconnected, timer bar is defective	CALL TECH SUPPORT
bars do not work		1-800-462-8800
Unit under/over heats	Check temperature settings	CALL TECH SUPPORT
	Check temperature scale	1-800-462-8800
Display flashes <b>OPN</b> and Open relay, circuit or heater inoperable		CALL TECH SUPPORT
REL		1-800-462-8800
Display flashes <b>SHR</b> and	Shorted relay, circuit inoperable,	CALL TECH SUPPORT
REL	open heater, unplugged ribbon cable	1-800-462-8800
	Temperature is above 300 F (149 C),	CALL TECH SUPPORT
er surface temperature is hot	Abnormal operation	1-800-462-8800

For all technical support, please contact **PRINCE CASTLE LLC 1-800-462-8800** For technical support worldwide, contact your local service representative / installer.



## Service Parts List



## 

Product Holding Bin DHB2PT/4PT Series

## Service Kits List

Ref	Part No	Description
1	542-420S	Kit, Upper Heater 20" (20B)
1	542-419S	Kit, Upper Heater 20" (20BCE)
2	542-410S	Kit, Lower Heater 20" (20B)
2	542-412S	Kit, Lower Heater 20" (20BCE)
3	541-725S	Kit, Rack Guide 20"W
4	541-733S	Kit, Control PCB
5	541-719S	Kit, Display PCB
6	95- <b>181</b> 9S	Kit, USB
7	72-5215	Kit, Power Cord (20B)
/	72-518S	Kit, Power Cord (20BCE)
8	88-709-2-11S	Kit, Speaker
9	78-184S	Kit, Power Switch
10	197-2325	Kit, Foot Mounting
11	541-959S	Kit, PCB Audio Interface
12	541-1202S	Kit, Display Overlay
13	541-1531S	Kit, BB 4CH
14	155695N-12	Kit, Pan (Pkg of 12)
15	541-723E16S	Kit, Cover (Pkg of 16)
16	88-826S*	Kit, Filter EMI 20A

DHB2PT-20B/BCE

#### DHB2PT-27B/BCE

Ref	Part No	Description
1	542-4255	Kit, Upper Heater 27" (27B)
	542-426S	Kit, Upper Heater 27" (27BCE)
2	542-415S	Kit, Lower Heater 27" (27B)
	542-416S	Kit, Lower Heater 27" (27BCE)
3	541-724S	Kit, Rack Guide 27"W
4	541-733S	Kit, Control PCB
5	541-719S	Kit, Display PCB
6	95-1819S	Kit, USB
7	72-521S	Kit, Power Cord (27B)
· /	72-518S	Kit, Power Cord (27BCE)
8	88-709-2-115	Kit, Speaker
9	78-184S	Kit, Power Switch
10	197-2325	Kit, Foot Mounting
11	541-959S	Kit, PCB Audio Interface
12	541-1202S	Kit, Display Overlay
13	541-15335	Kit, BB 6CH
14	155695N-12	Kit, Pan (Pkg of 12)
15	541-723E16S	Kit, Cover (Pkg of 16)
16	88-826S*	Kit, Filter EMI 20A

\* Part Used on BCE Models only

## DHB4PT-20B/BCE

\* Part Used on BCE Models only

Ref	Part No	Description
1	542-420S	Kit, Upper Heater 20" <b>(20B)</b>
	542-419S	Kit, Upper Heater 20" (20BCE)
2	542-410S	Kit, Lower Heater 20" (20B)
	542-412S	Kit, Lower Heater 20" (20BCE)
3	541-725S	Kit, Rack Guide 20"W
4	541-733S	Kit, Control PCB
5	541-719S	Kit, Display PCB
6	95- <b>181</b> 9S	Kit, USB
7	72-5215	Kit, Power Cord (20B)
	72-518S	Kit, Power Cord (20BCE)
8	88-709-2-115	Kit, Speaker
9	78-184S	Kit, Power Switch
10	197-2325	Kit, Foot Mounting
11	541-9595	Kit, PCB Audio Interface
12	541-1202S	Kit, Display Overlay
13	541-1531S	Kit, BB 4CH
14	155695N-12	Kit, Pan (Pkg of 12)
15	541-723E16S	Kit, Cover (Pkg of 16)
16	88-826S*	Kit, Filter EMI 20A

\* Part Used on BCE Models only

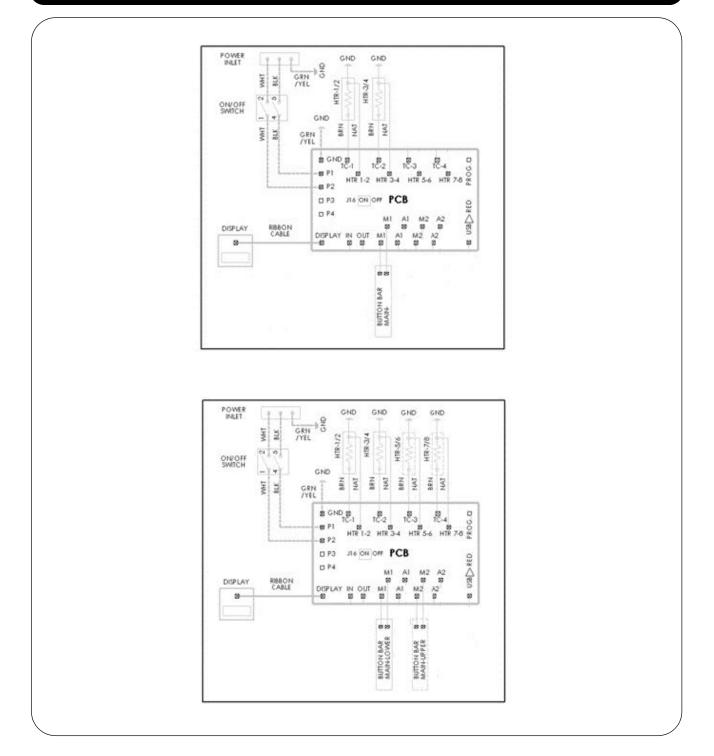
### DHB2PT-33B/BCE

Ref	Part No	Description
1	542-4355	Kit, Upper Heater 33"
2	542-430S	Kit, Lower Heater 33"
3	541-636S	Kit, Rack Guide 33"W
4	541-7335	Kit, Control PCB
5	541-7195	Kit, Display PCB
6	72-674S	Kit, Power Cord (33B)
	72-5185	Kit, Power Cord (33BCE)
7	95-18195	Kit, USB
8	88-709-2-11S	Kit, Speaker
9	78-184S	Kit, Power Switch
10	197-232S	Kit, Foot Mounting
11	541-959S	Kit, PCB Audio Interface
12	541-1202S	Kit, Display Overlay
13	541-1534S	Kit, BB 8CH
14	155695N-12	Kit, Pan (Pkg of 12)
15	541-723E16S	Kit, Cover (Pkg of 16)
16	88-826S*	Kit, Filter EMI 20A

\* Part Used on BCE Models only



## Wiring Diagram





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