Operation Manual



Extended Hold Bin EHB34-CE Series





CAUTION: Read the instructions before using the machine.

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LIMITED WARRANTY

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This product is warranted to be free from defects in material and/or workmanship for a period of 3 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.

Note: When connected to the Kitchen Minder, the Transfer and Menu functions are disabled on the button bar.

355 EAST KEHOE BLVD. ~ CAROL STREAM, IL, 60188, USA PHONE: 630-462-8800 ~ TOLL FREE: 1-800-PCASTLE FAX 630-462-1460 ~ WWW.PRINCECASTLE.COM



EHB34-CE Series



Model Identification 'CE' is present if bin Extended Country designation can be used outside Holding Bin Number of Trays per of the US e.g. "CA" is Canada Shelf 'A' is present if Number of Shelves there are auxiliary timer bars (bars on the back of the unit)

Serial Number Matrix

The manufacture date is encoded in the unit's serial number.	
The service bench installation date (used to determine warranty	
coverage) is considered to be the end of the following month. For	1
example:	Janu
•	

Serial Number: JL0173804 Manufacture Date: September 2016 Service Bench Installation Date: October 31, 2016

		SERIAL NUMBER MATRIX							
		2016	2017	2018	2019	2020	2021	2022	2023
		L	М	Ν	Р	R	S	Т	U
January	А	AL	AM	AN	AP	AR	AS	AT	AU
February	В	BL	BM	BN	BP	BR	BS	BT	BU
March	С	CL	CM	CN	СР	CR	CS	СТ	CU
April	D	DL	DM	DN	DP	DR	DS	DT	DU
May	Е	EL	EM	EN	EP	ER	ES	ET	EU
June	F	FL	FM	FN	FP	FR	FS	FT	FU
July	G	GL	GM	GN	GP	GR	GS	GT	GU
August	Н	HL	HM	ΗN	HP	HR	HS	HT	HU
September	J	JL	JM	JN	JP	JR	JS	JT	JU
October	К	KL	KM	KN	KP	KR	KS	КT	KU
November	L	LL	LM	LN	LP	LR	LS	LT	LU
December	М	ML	MM	MN	MP	MR	MS	MT	MU
	•	•		•		•	•		



Dedicated Holding Bin EHB34-CE Series

Model Specifications

STYLE	WIDTH (mm)	HEIGHT (mm)	DEPTH (mm)	WEIGHT (kgs)	VOLTAGE	WATTS	PLUG
3H X 4W	33.2" (843)	16.2" (413)	14.1" (358)	83 lbs (38)	208-240V	2820-3760W	IEC 309
NOTE:							

Weight (kgs) is product weight.

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.

Important

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.

Children shall not play with appliance.

Cleaning and user maintenance shall not be made by children without supervision

Installation

WARNING: 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.

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 your local dealer, or if purchased directly, the Prince Castle Sales Department at 800-722-7853 or 1-630-462-8800 to arrange for a replacement unit.

NOTE: Plug the power cord into the proper electrical receptacle. All electrical connections must be in accordance with local electrical codes and any other applicable codes.

Place Holding Bin on flat surface. Clearances: 6" sides, 24 " front and back. Remove blue and/or white protective covering.

NOTE: When installing this unit, the ambient temperature at the mounting site should not exceed $100^{\circ}F(38^{\circ}C)$



Plug unit into a grounded receptacle with a matching plug configuration.

WARNING:

All electrical connections must be in accordance with local electrical codes and any other applicable codes. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent, or similarly qualified persons in order to avoid a hazard.

To prevent an electric shock hazard this device must be bonded to equipment in close proximity with an equipotential bonding conductor. This device is equipped with a grounding lug (identified with the symbol at right) for this purpose.



NOTICE – This product is not intended for connection to the residential public low-voltage supply system



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Product Identification



Operation





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Operation



LED TIMERS

BLANK (steady) = Ready for product RED (flashing) = Discard product GREEN (steady) = Oldest product, use first GREEN (flashing) = Cook more product YELLOW (steady) = Newer product, use green first YELLOW (flashing) = Cook more product

When LED is BLANK, load product and press the Pan Arrow button.



If more than one pan is active for a product, the LED for the first pan loaded will turn from BLANK to GREEN.

The **LED** for the 2nd pan loaded with the same product will turn from **BLANK** to **YELLOW**.

The **LED** timer can be stopped (cancelled) at any time by pressing and releasing the corresponding **PAN** Arrow button.

If only one pan is active for a product, the LED will turn from BLANK to GREEN.

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When any of the timer **LED** flash, cook more product or remove and discard product as indicated.

GREEN (flashing) = Cook more product **YELLOW** (flashing) = Cook more product **RED** (flashing) = Discard product



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Setting the Temperature





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Setting the Temperature (Continued)







Changing the Hold and Cook-More Times (Standalone Mode)





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Changing Temperature Scale (Standalone Mode)





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Selecting the Daypart



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

Cleaning



(A)

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 Product Location



To shut down the unit, turn the Power On/Off switch (A) to **OFF** position.



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.
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Default Menu Items

Burger Products						
Product Name	Kitchen Minder Name	Hold Time	Cook-More Time	Upper Temp (C)	Lower Temp (C)	
1.7 Burg	HAMB	60	3	90	80	
Whopper	WHOP	60	3	90	80	
		Chicken	Products			
Product Name	Kitchen Minder Name	Hold Time	Cook-More Time	Upper Temp (C)	Lower Temp (C)	
Tender Grill	TG	30	3	90	80	
Original Chicken	LONG	90	3	125	105	
Chicken Tenders	TEND	90	6	125	105	
Spicy Chicken	SPCY	90	3	125	105	
Wings	WING	40	3	125	105	
Nuggets	NUGG	40	3	125	105	
	Other Products					
Product Name	Kitchen Minder Name	Hold Time	Cook-More Time	Upper Temp (C)	Lower Temp (C)	
Onion Rings	ONIN	20	3	125	105	
Fish	FISH	30	3	125	105	
	BRL1	60	3	90	80	
	BRL2	60	3	90	80	
	BRL3	60	3	90	80	
	BRL4	60	3	90	80	
	BRL5	60	3	90	80	
	BRL6	60	3	90	80	
	FRD1	90	3	125	105	
	FRD2	90	3	125	105	
	FRD3	90	3	125	105	
	FRD4	90	3	125	105	
	FRD5	90	3	125	105	
	FRD6	90	3	125	105	

Zones



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Troubleshooting

<u>WARNING</u>: 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	CALL TECH SUPPORT	
	power switch and/or heater	1-800-722-7853	
Unit heats up but timer	Timer bar wiring disconnected,	CALL TECH SUPPORT	
		1-800-722-7853	
Unit under/over heats	Check temperature settings	CALL TECH SUPPORT	
		1-800-722-7853	
Display flashes OPN and	Open relay, circuit or heater inoperable	CALL TECH SUPPORT	
		1-800-722-7853	
Display flashes SHR and	Shorted relay, circuit inoperable,	CALL TECH SUPPORT	
		1-800-722-7853	
Display shows HHH for extended period and heat-	Temperature is above 300 F (149 C),	CALL TECH SUPPORT	
er surface temperature 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 communicating, 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	
Display shows INIT	When switching from Kitchen Minder to stand alone mode	Bin is learning Kitchen Minder menus, wait for message to disappear	
Timer bar displays COMM DOWN	Bin is not communicating with Kitchen Minder	Refer to Kitchen Minder setup manual	

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.



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Diagnostics

DIAGNOSTICS

For all diagnostic messages on the holding bin, the message will appear on the timer bar located at the pan that is triggering the message.

The message is a two-word message that will cycle through on the timer bar in addition to the product name at that pan location.

- 1. WARM | UP | XXXX When turning on holding bin the warm up message will appear until heaters reach within 15°F set point. a. Cleared when within 15°F of the set point.
- 2. HTR | OFF | XXXX Heater off message appears when both the upper and lower heaters are off. a. Cleared when heater is turned on.
- 3. HTR | LOW | XXXX Heater low appears if the temperature falls 15°F below the set point.
- a. Cleared when temperature is back in range. If not cleared, would require a service technician to repair.
- HTR | HIGH | XXXX Heater high appears if the heater is above 285°F for 20 minutes.
 a. Cleared when temperature is back in range. If not cleared, would require a service technician to repair.
- 5. RLY | SHRT | XXXX Relay short error occurs when there is a thermocouple or heater problem. a. Bin requires service to further troubleshoot and repair.
- 6. RLY | OPEN | XXXX Relay open error occurs when there is a thermocouple or heater problem. a. Bin requires service to further troubleshoot and repair.
- 7. COMM | DOWN | XXXX Communication down error occurs when the temperature data is not being properly communicated. a. Check that unit is in bin1/BAR2/BAR3. Otherwise, requires service technician to troubleshoot.

USB Update Procedure

1. First, un-plug any communication cables from the holding bin. These devices will interfere with the timer bar boot loading process.

2. Place the update files on the USB flash drive in the main directory (Do not put them in a folder on the flash drive). There are five* files that you will need to put on the drive. Two for the controller board, **mainbin.hex** and **DHBFWBIN.TXT**. Three for the timer bars, **mainbar.hex**,

auxbar.hex and DHBFWBAR.TXT.

- 3. Once all files are on USB drive, turn power off to bin and place the USB drive with the files into USB port on the front of the bin.
- 4. While holding down crown button on front right side of the bin, above the power switch, turn the power to the bin on.

5. Keeping the crown button pressed, wait for the "BL" (boot load) message to appear on the screen. Release the button approx. 5 seconds after the "BL" message appears or once the USB stick light begins to flash.

6. Wait for the display to show:

- a. (blank while upgrading main bin firmware)
- b. BL00 (searching for timer bars to upgrade)
- c. BL04 (4 timer bars left to upgrade)
- d. BL03 (3 timer bar left to upgrade)

- e. BL02 (2 timer bars left to upgrade)
- f. BL01 (1 timer bar left to upgrade)
- g. BL00 (0 timer bars left to upgrade)
- h. BN04 (4 timer bars detected and done with programming)

7. You can check the version number on the timer bars by pressing the Prince Castle logo button and the down button on timer bar.

*EHB34XX requires **seven** files. The two additional to those listed are **mainbar2.hex** and **auxbar2.hex**.

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Wiring Diagram





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REV	DATE	DESC.
A	4/15/19	RELEASE
В	9/11/19	UPDATE MODEL TITLE
C	4/29/20	UPDATED WIRING DIAGRAM REGARDING
D	7/1/20	ADDED NOTE TO IN- STALLATION SECTION: "NOTICE – This prod- uct is not intended for connection to the resi- dential public low- voltage supply system"