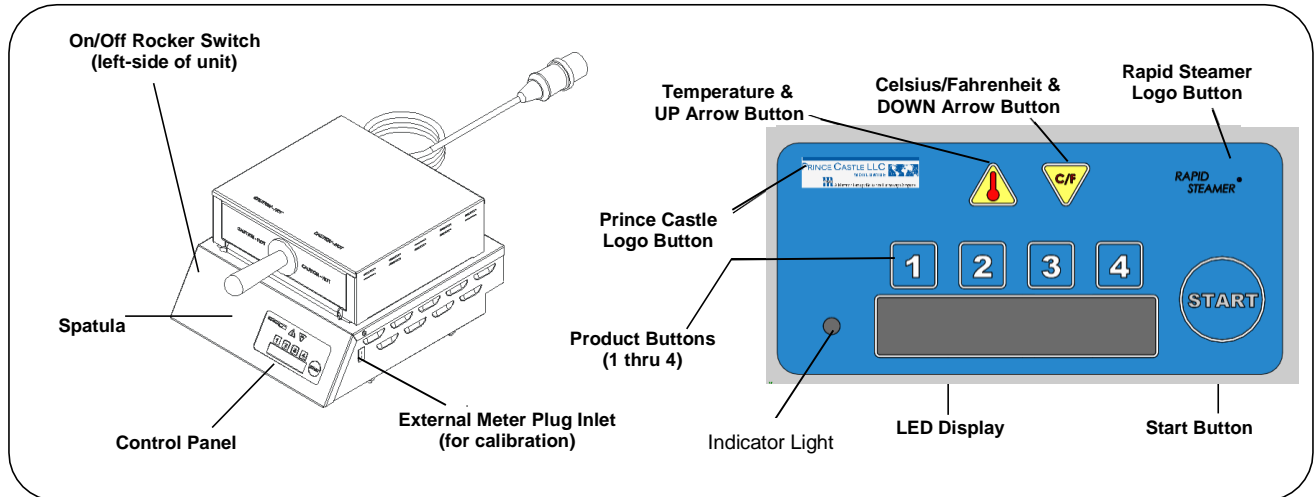


# Operation Manual

Steamer  
625-Series

## Product Identification



### LIMITED WARRANTY

This product is warranted to be free from defects in material and/or workmanship for a period of (2) two years from the date of original installation, not to exceed 30 months from date of shipment from our factory. 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 or 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:

- The warranty does not cover the water tube – part no. 625-357S in addition to any consumable items such as gaskets, o-rings and light bulbs.
- The warranty does not cover water containment problems such as foreign material in water lines or inside the solenoid valves due to inconsistencies in water quality.
- Water pressure problems or failures resulting from improper/incorrect voltage supply are not covered under the limited warranty.
- The use of any non-genuine Prince Castle parts voids the warranty.
- The warranty does not include overtime charges or work done by unauthorized service agencies or personnel.
- 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.

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*NOTE: Due to unceasing improvement, the unit you received can be slightly different from what is described in this manual.*



**PRINCECASTLE**

MARMON FOODSERVICE TECHNOLOGIES  
SERVICE PARTS & CONSUMABLES

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

**Safety Information**



**WARNING**

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.



**CAUTION**

The appliance is not to be cleaned with a water jet.



**CAUTION: Hot Surface**

**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.

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 for this purpose and is marked with the following symbol.



**WARNING**

**This warning is not for EUROPEAN market:** This appliance 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. Children should be supervised to ensure that they do not play with the appliance.

**This warning is only for EUROPEAN market only:** This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.

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.

**Installation**

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.

**WATER CONNECTION REQUIREMENTS**

If this is a new installation, accessory - 625-104S or 625-330S Regulator Assembly Kit is required for the 625-MCDEUC/GMC. The 625-MCDNAC/MCDUSC comes with the 625-253S Regulator Assembly. Always use area codes for determination.

*NOTE: When installing this unit, the ambient temperature at the mounting site should not exceed 37.8°C (100°F).*



**CAUTION**

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

Plug the unit into an applicable electrical receptacle. Connect the water line to the back of the unit.




**CAUTION**

Water connection must provide maximum water pressure of 20 – 30 psi (138

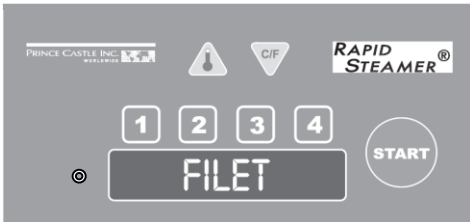
**This equipment is to be installed with adequate backflow protection to comply with applicable Federal, State and Local codes.**

**Operation**


**1** A. Turn unit power On/Off switch to ON position. The display flashes all segments for 3 seconds. Then display will show **P R I C E F E I L** for seven seconds.  
 B. After ten seconds the display will show **P R E H E A T**  
 NOTE: The next-to-left most decimal point appears indicating power is applied to the platen. Platen will heat to the setpoint temperature.  
 C. The indicator light turns red when the unit is heating; When unit reaches the setpoint temperature, the light will turn green.



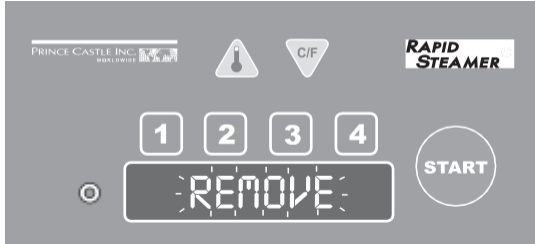
**2** A. When the unit reaches the setpoint temperature, display will show the product name assigned to button 1.  
 B. If 1 is the desired product to be steamed, pull out the spatula and place the product onto the spatula, cut side down.  
 Or press product buttons 2, 3 or 4, then place product on the spatula, cut side down.



**3** Place the spatula fully into the unit and press the START button. A beep will sound and the display will start to count down the steam cycle. (The countdown will round up to the nearest second, e.g. 11.5 seconds will appear as 12 seconds in the display.)

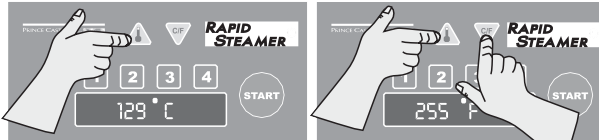


**4** When steam cycle is complete, the unit will sound a tone and the display will flash **REMOVE**. Pull out the spatula and remove the finished product.



## Temperature Calibration

- 1 A. Press and hold the TEMPERATURE button. The display will show the current temperature setting for Celsius (C) or Fahrenheit (F).  
B. While holding the TEMPERATURE button, press the C/F button to change the setting between Fahrenheit and Celsius.  
C. Release the TEMPERATURE button to store the new value.

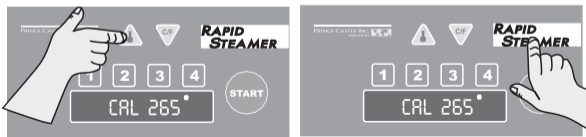


- 2 The CAL TEMP Mode is used to calibrate the platen temperature with an external meter connected to the meter plug inlet on the bottom right side of the unit. Add  $\pm 5^{\circ}\text{C}$  ( $\pm 10^{\circ}\text{F}$ ).

- A. Press and hold RAPID STEAMER LOGO button and immediately press and hold the TEMPERATURE button. Hold for 6 seconds.
- B. The display now shows the current calibration temperature.
- C. Press the PRODUCT 2 button to zero any previous calibration offset value. The display will now show the platen temperature without any calibration offset.



- 3 A. Press the UP or DOWN Arrow button until the temperature readout matches the calibration reading.  
B. Press the RAPID STEAMER LOGO button to store the desired calibration and exit CAL TEMP Mode.  
*NOTE: Pressing the PRODUCT 3 button at any time exits the Program Mode without storing the change.*



## Factory Presets

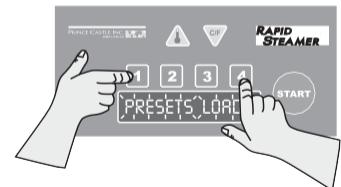
Loading factory presets restores the unit to factory settings and voids all user programmed information.

- A. During power up, press and hold both PRODUCT 1 and PRODUCT 4 buttons within 3 seconds. The display will flash PRESETS LOADED.

- B. Release both buttons.

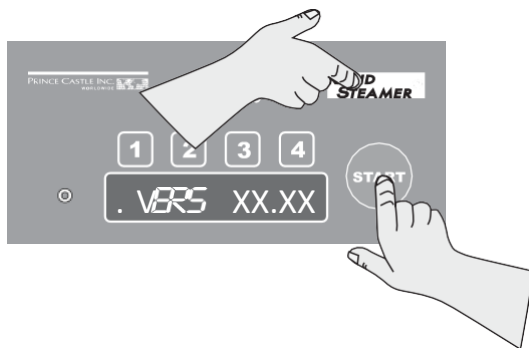
Default Factory Presets:  
ON OFF Cycles Delay  
0.5 1 6 2.5

*NOTE: 625-GMC  
factory default presets:  
ON OFF Cycles Delay  
1 3 2 2.5*



## View Firmware Version

Press and hold the RAPID STEAMER LOGO button first, then press and hold the START button. The display will show the current firmware version.



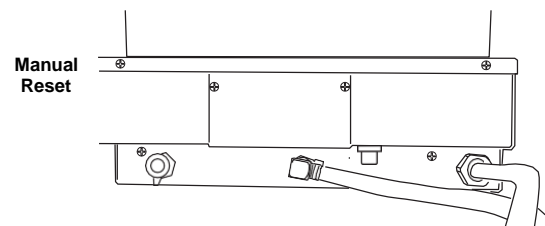
## Manual Reset

A hi-limit thermostat will turn off electrical power to the platen and control circuits if the unit overheats.

Turn the unit off and allow to cool (approximately 10 – 15 minutes).

A manual reset is located on the back of the unit. Once the unit has cooled sufficiently, remove the cap and press the manual reset and restart the unit. Replace the manual reset cap.

*NOTE: If the unit continues to shut off due to overheating, contact your authorized Prince Castle Service Agency.*



**Programming Product Name and Water Cycle**

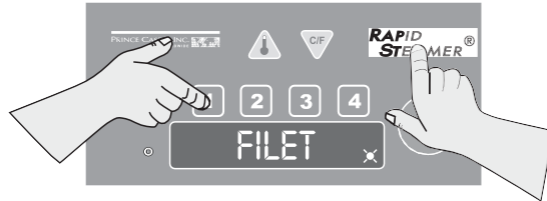
The Program button menus can be changed to any of the following menu items.

PROD1 thru PROD12 can be selected to program additional product names.

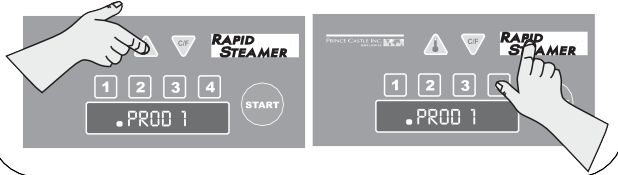
"----" can be used when no product name selection is desired.

Filet	Large	PROD1	PROD2	PROD3
PROD4	PROD5	PROD6	PROD7	PROD8
PROD9	PROD10	PROD11	PROD12	----

**1** A. Press and hold the RAPID STEAMER LOGO button and a PRODUCT button for approximately 6 seconds. The display will show the current assigned product for the button pressed.  
*NOTE: A decimal point will appear and flash on the right side of the display to indicate Program Mode.*



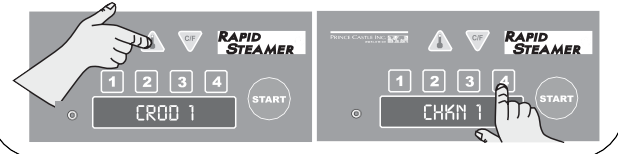
**2** B. Press the UP or DOWN Arrow button to scroll through the product selections.  
 C. Press the RAPID STEAMER LOGO button to store the new product name.  
 To enter custom product names, proceed to Step 3.  
*NOTE: Pressing the PRODUCT 3 button at any time exits the Program Mode without storing the change.*



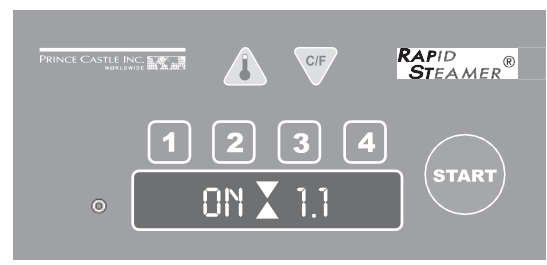
**3** Press and hold the PRINCE CASTLE LOGO button first, then press and hold the RAPID STEAMER LOGO button for 6 seconds. The display will show the product name with the left-most character display or decimal point flashing.  
*NOTE: Must be in Program Mode (see Step 1A).*



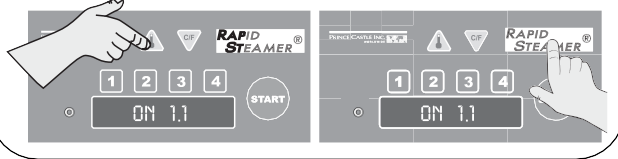
**4** A. Press the UP or DOWN Arrow button to change the left-most character.  
 B. Press the PRODUCT 1 or PRODUCT 4 button to move the cursor to the next character.  
 C. Repeat Steps 4A and 4B for each character.  
 D. Press the RAPID STEAMER LOGO button to store the new product name.  
*NOTE: Pressing the PRODUCT 3 button at any time exits the Program Mode without storing the change.*



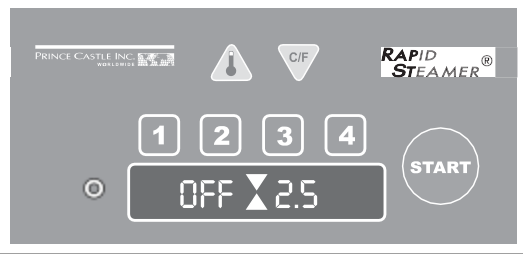
**5** The display now shows the product's water valve ON time in seconds.



**6** A. Press the UP or DOWN Arrow button to change the valve ON time.  
 B. Press the RAPID STEAMER LOGO button to store the new valve ON time.  
*NOTE: Pressing the PRODUCT 3 button at any time exits the Program Mode without storing the change.*

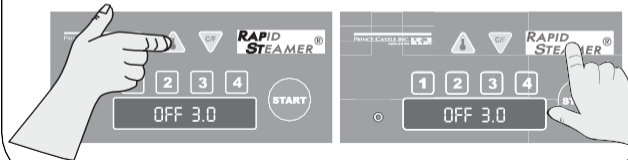


**7** The display now shows the product's water valve OFF time in seconds.



## Programming Product Name and Water Cycle (continued)

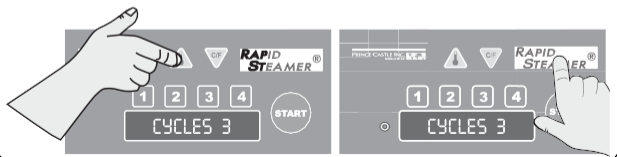
- 8** A. Press the UP or DOWN Arrow button to change the valve OFF time.  
B. Press the RAPID STEAMER LOGO button to store the new valve OFF time.  
*NOTE: Pressing the PRODUCT 3 button at any time exits the Program Mode without storing the change.*



- 9** The display now shows the product's number of on-off water valve cycles.



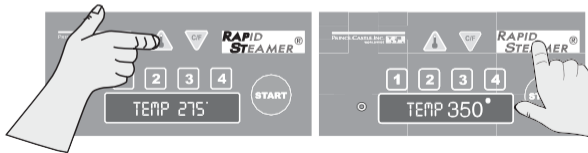
- 10** A. Press the UP or DOWN Arrow button to change the number of water cycles.  
B. Press the RAPID STEAMER LOGO button to store the new water cycle number.  
*NOTE: Pressing the PRODUCT 3 button at any time exits the Program Mode without storing the change.*



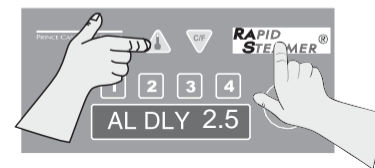
- 11** The display now shows the current product set temperature.



- 12** Platen temperature can be set between 265° – 350°F (129° – 176°C).  
A. Press the UP or DOWN Arrow button to scroll to the desired temperature.  
B. Press the RAPID STEAMER LOGO button to store the desired temperature.  
*NOTE: Pressing the PRODUCT 3 button at any time exits the Program Mode without storing the change.*



- 13** The display now shows the time delay between when the product is finished and when the alarm sounds.  
The delay can be set for 0.0 to 10.0 seconds.  
A. Press the UP or DOWN Arrow button to scroll to the desired time delay.  
B. Press the RAPID STEAMER LOGO button to store the desired time and to exit the Program Mode.  
*NOTE: Pressing the PRODUCT 3 button at any time exits the Program Mode without storing the change.*



## Factory Pre-Set Temperatures

625-Series Factory pre-set temperatures:  
Filet: 176°C (350°F)  
PROD1 – 12: 176°C (350°F)

625-GMC:  
Filet: 305°F (151°C)  
PROD1 – 12: 305°F (151°C)

## Error Messages

Error Messages	Action
No Heat Error.	Call service technician.

**Cleaning — Daily PM Tasks**

**⚠ WARNING**

Turn the unit off and unplug the power cord from the electrical receptacle. Proceed with caution, unit is still hot!

**⚠ CAUTION**

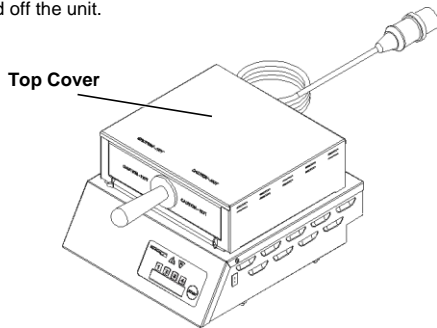
This unit is not watertight. Do not clean with a water jet/jet spray. Do not immerse the unit in water.  
 Do not use abrasive materials such as scrapers, steel wool, etc. to clean the spatula or steam chamber.

The following equipment is required:

- McD® All Purpose Super Concentrate (APSC)
- McD® Sink Pak Sanitizer McD® APC (Australia only)
- McD® Delimer™ (as required)
- Clean sanitized towel
- Protective (insulated) gloves

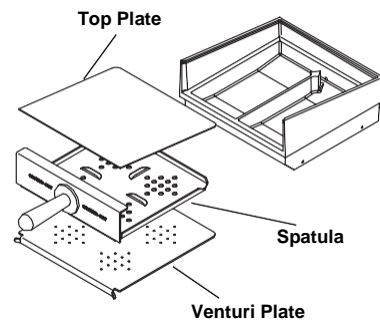


**1** While wearing protective gloves, remove the top cover by pulling up and off the unit.

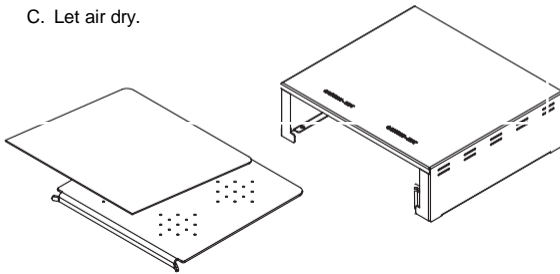


**2** While wearing protective gloves:

- Remove spatula.
- Remove the top plate by carefully sliding it forward and out of the unit.
- Remove the venturi plate.

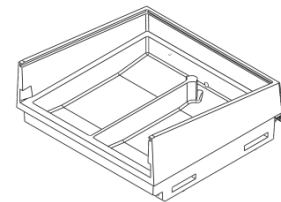


- Wash top cover, top plate, and venturi plate in a solution of McD® APSC / APC made up in the back sink.
- Rinse with clean water, and then sanitize in a solution of McD® Sink Pak Sanitizer.
- Let air dry.

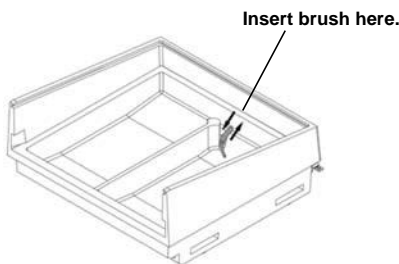


**4** Wipe the steam chamber surface with a clean sanitized cloth.

OPTIONAL: If the surface shows signs of excessive calcium and lime buildup, dissolve two teaspoons of McD® Delimer™ in a small container (not a drink cup) with 100 ml of water. Pour half on each side. Allow to sit for 5 minutes. Using a clean sanitized towel, thoroughly rinse and wipe the internal surfaces of the steam chamber.



**5** Use brushes to clean the water tube. Dip the brush in warm water or deliming solution. Insert the brush about 1" into water tube and then remove. Repeat for 30 seconds.



**6** Wash all external surfaces of the steamer with a solution of McD® APSC / APC. Using the McD® APSC / APC spray bottle, spray directly onto a clean sanitized towel and wipe the unit clean.

**⚠ CAUTION**

Do not spray directly on the unit or use abrasive cleaners!

Reassemble unit.

Turn the unit on. When unit is preheated, run a minimum of four cycles to prime the unit and remove any residual cleaner.

It is recommended that the steamers go through a deliming procedure at least once a month. Some hard water areas may require daily, weekly, or biweekly deliming based upon actual buildup.

## Cleaning — Monthly PM Tasks

### ⚠️ WARNING

Turn the unit off and unplug the power cord from the electrical receptacle. Proceed with caution, unit is still hot!

### ⚠️ CAUTION

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

Do not use abrasive materials such as scrapers, steel wool, etc. to clean the spatula or steam chamber.

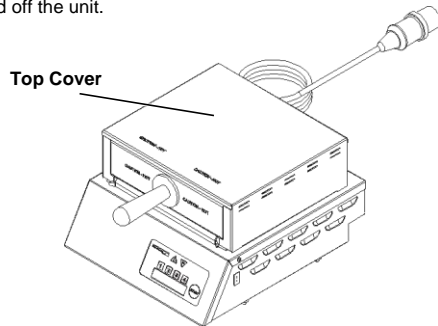
The following equipment is required:

- McD® All Purpose Super Concentrate (APSC)
- McD® Sink Pak Sanitizer McD® APC (Australia only)
- McD® Delimer™ (as required)
- Clean sanitized towel
- Protective (insulated) gloves



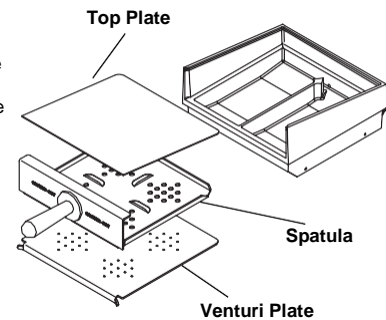
**Hot Surface**

- 1** While wearing protective gloves, remove the top cover by pulling up and off the unit.

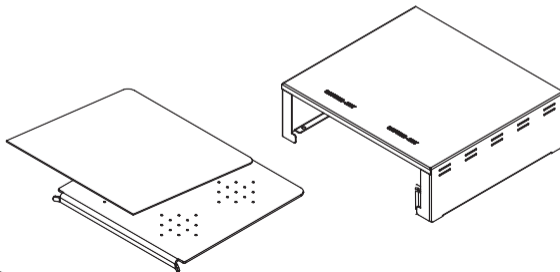


- 2** While wearing protective gloves:

- Remove spatula.
- Remove the top plate by carefully sliding it forward and out of the unit.
- Remove the venturi plate.



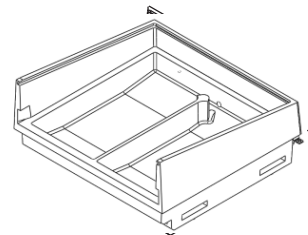
- 3** A. Wash top cover, top plate, spatula, and venturi plate in a solution of McD® APSC / APC made up in the back sink.  
B. Rinse with clean water, and then sanitize in a solution of McD® Sink Pak Sanitizer.  
C. Let air dry.



- 4** Pour a solution of McD® Delimer™ (one packet per 16 oz. of hot water) into the steam chamber. Let solution soak for at least 15 minutes. Continue with next step while soaking.

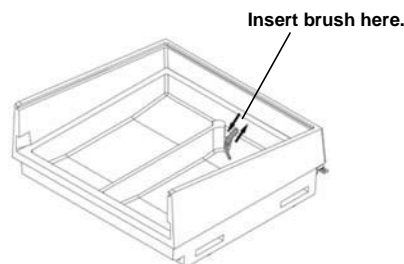
*NOTE: Use one packet for monthly cleaning procedure and dispose of the unused solution once the procedure is completed.*

In hard water areas that require daily, bi-weekly or weekly cleaning, it is possible to use partial packets. Two teaspoons of McD® Delimer™ can be dissolved in a small container (not a drink cup) with 100 ml of hot water. The packet can be used for 4 applications.



**IMPORTANT:** It is not recommended to leave open packets lying around.

- 5** A. Use brushes to clean the water tube.  
B. Dip the brush in warm water or deliming solution. Insert the brush about 1" into water tube and then remove.  
C. Repeat for 30 seconds.



- 6** A. Rinse with clean water.  
B. Wash all external surfaces of the steamer with a solution of McD® APSC / APC. Using the McD® APSC / APC spray bottle, spray directly onto a clean sanitized towel and wipe the unit clean.  
C. Reassemble the unit.

Do not spray directly on the unit or use abrasive cleaners!

*NOTE: In areas that are affected by very hard water, a reverse osmosis (RO) water filtration system is an option to reduce accumulation of mineral deposits in the steamer. Contact either Cuno, KES or Coca-Cola for recommendations.*



**Troubleshooting Guide**

PROBLEM	PROBABLE CAUSE	SOLUTION
Unit will not heat up; "DISPLAY" is lit. On/Off switch is ON.	Loose connections.	Check continuity wiring.
Unit heats up but will not steam. Display reads "REMOVE" at end of cycle.	Water supply is not connected or shut off. Regulator has pressure set too low.	Disconnect water line and check if water is flowing through main water supply. Check water pressure at regulator to ensure unit is receiving water.
	Water delivery tube clogged.	Replace water tube.
	Defective main PC board or water solenoid.	Call service technician.
	Water supply line is pinched.	Straighten water line.
Unit steams continuously.	Defective main PC board or water solenoid.	Call service technician.
Unit is flooded.	Water pressure too high.	Turn input water regulator to between 20 and 30 psi.
	Defective platen, water solenoid or relay.	Call service technician.
Bun temperature is too cold.	Water pressure too low.	Turn input water regulator to between 20 and 30 psi.
	Not enough water CYCLES.	Check for proper programming of Filet steam cycles. Increase number of CYCLES until desired results are reached.
	Water ON cycle too short.	Check for proper programming of Filet steam cycles. Increase ON time until desired results are reached.
	Partially clogged water tube.	Clean/delime the water tube.
Bun temperature is too hot.	Water pressure too high.	Turn input water regulator to between 20 and 30 psi.
	Water ON cycle too long.	Check for proper programming of Filet steam cycles. Decrease ON time until desired results are reached.
	Too many water CYCLES.	Check for proper programming of Filet steam cycles. Decrease number of CYCLES until desired results are reached.
Not enough moisture in bun.	Water pressure too low.	Turn input water regulator to between 20 and 30 psi.
	Platen not hot enough.	Increase platen temperature.
	Water ON cycle too short.	Check for proper programming of Filet steam cycles. Increase ON time until desired results are reached.
	Not enough water CYCLES.	Check for proper programming of Filet steam cycles. Increase number of CYCLES until desired results are reached.
	Water OFF cycle is too short/long.	Check for proper programming of Filet steam cycles. Increase/decrease OFF time until desired results are reached.
	Partially clogged water tube.	Clean/delime water tube.
	Out-of-date buns.	Use fresh buns.
Too much moisture in bun.	Water pressure too high.	Turn input water regulator to between 20 and 30 psi.
	Water ON cycle too long.	Check for proper programming of Filet steam cycles. Decrease ON time until desired results are reached.
	Too many water CYCLES.	Check for proper programming of Filet steam cycles. Decrease number of CYCLES until desired results are reached.
	Water OFF too long/short.	Check for proper programming of Filet steam cycles. Decrease/increase OFF time until desired results are reached.
Water is leaking from behind the unit.	Water tube not properly pushed into valve.	Completely push tube into valve until you feel it click.
	Faulty water valve.	Call service technician.
Bun sticking to spatula.	Spatula cool.	Keep in steamer between uses.
	Spatula surface compromised.	Replace spatula, do not clean with abrasive pad or cleaners.

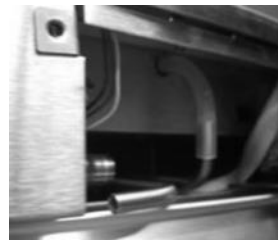
## Water Tube Replacement

Stores that have harder water in their areas may experience scale buildup in their water tubes, thus clogging the tube and preventing water from being dispensed into the steaming chamber. If the tube needs to be replaced, this sheet will illustrate how to replace the water tube.


**1** First, turn off and unplug steamer. Let steamer cool down. To remove the rear cover plate that shields the water tube, use a Phillips head screwdriver to remove the two screws. Next, take off the rear cover plate to access the water tube.




**4** To insert the new tube, first insert the top end through the hole that leads to the platen. The tube will fit through the insulating bushing.



**2** To pull the tube out from the water valve, push in the grey disk on the water valve and then slowly slide the tube from the water valve.




**5** Push the other end of the tube into the water valve. Ensure that you feel it click into place. Gently tug on the water tube to check if it is secure. If the tube slides out, reinstall the tube. If tube is improperly installed, water will leak at this point.




**3** Using pliers, gently pull the tube out from the platen. You may need to softly rock it back and forth. Replace the black insulating bushing if the original bushing pulled out with the water tube. All units must have a bushing installed. To reinstall the bushing, lubricate it with water and push it back into the opening.

**CAUTION**

Platen must be cool.



**6** Finally, reinstall the rear cover plate. Turn on unit and begin a water cycle to check for leaking at the water valve. If leaking occurs at the back panel of the steamer, turn off unit and repeat Step 5.



Note: 4 Steam Tube as a kit attached to steamer for quarterly tube replacement