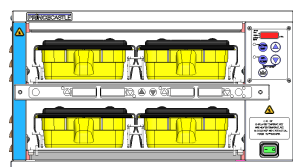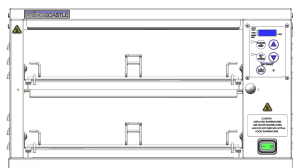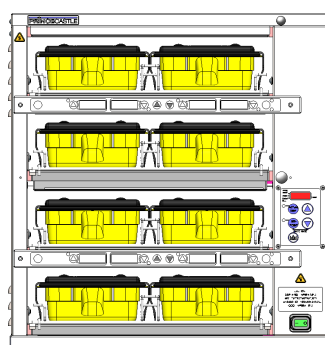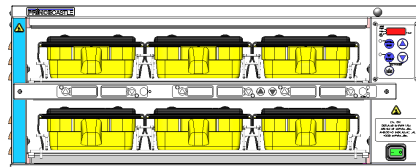# Operation Manual

DHB-CGB Series
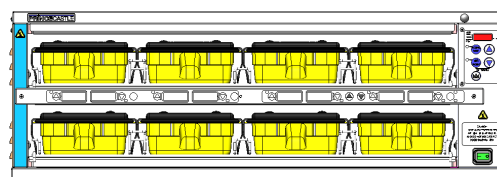

DHB2PT-20CGB

DHB2PT-20CGBN

DHB4PT-20CGB
DHB4SS-20CGB

DHB2PT-27CGB

DHB2PT-33CGB; DHB2SS-33CGB

ATTENTION: Read the instructions before using the machine.

LIMITED WARRANTY

This product is warranted to be free from defects in material and/or workmanship for a period of 1 years 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 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.

TABLE OF CONTENTS

PRINCECASTLE

MARMON FOODSERVICE TECHNOLOGIES
A BERKSHIRE HATHAWAY COMPANY

Model Specifications

STYLE	MODEL NO.	VOLTAGE	AMPS	HERTZ
2H X 4W	DHB2PT/SS-33CGB	208-240	20 Max	50/60
4H X 2W	DHB4PT/SS-20CGB	208-240	20 Max	50/60
2H X 3W	DHB2PT-27CGB	208-240	20 Max	50/60
2H X 2W	DHB2PT/SS-20CGB	208-240	20 Max	50/60
2H X 2W	DHB2PT-20CGBN (No timer bars)	208-240	20 Max	50/60

⚠ **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.

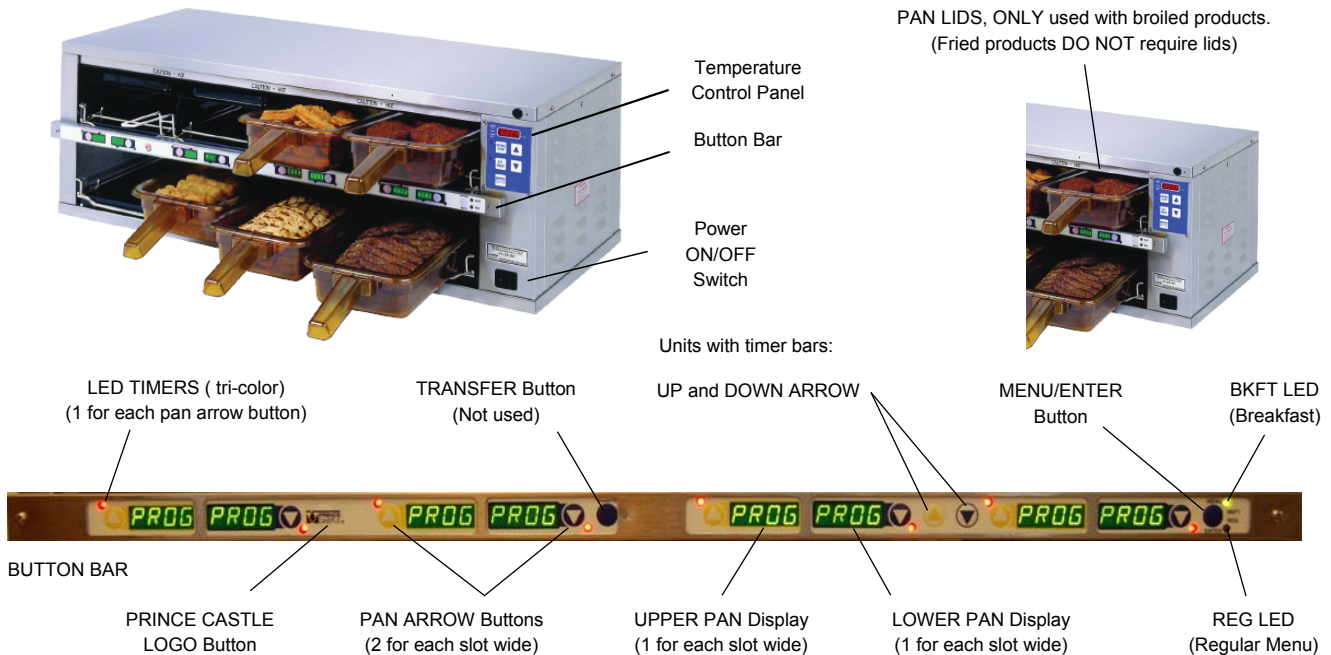⚠ **CAUTION**

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

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.

DHB-CGB Series

Product Identification

Temperature
Control Panel

Button Bar

Power
ON/OFF
Switch

PAN LIDS, ONLY used with broiled products.
(Fried products DO NOT require lids)

Units with timer bars:

LED TIMERS (tri-color)
(1 for each pan arrow button)

TRANSFER Button
(Not used)

UP and DOWN ARROW

MENU/ENTER
Button

BKFT LED
(Breakfast)

BUTTON BAR

PRINCE CASTLE
LOGO Button

PAN ARROW Buttons
(2 for each slot wide)

UPPER PAN Display
(1 for each slot wide)

LOWER PAN Display
(1 for each slot wide)

REG LED
(Regular Menu)

Installation

1 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 pur-
poses
- 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
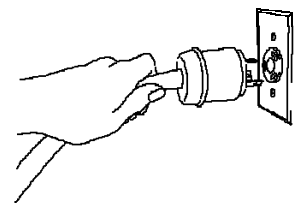with local electrical codes and any other applicable codes.

2 Place Holding Bin on flat surface.
Remove blue and/or white protective covering.

*NOTE: When installing this unit, the ambient temperature
at the mounting site should not exceed 100°F (38°C)*

3 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 for this purpose.

Operation

⚠ **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.

1 To turn on the unit,
Turn Power On/Off switch (A) to **ON** position.

(A)

Allow 20 minutes for heaters to reach operating temperature. The button bar will read "WARM UP" as the unit warms up, they will display the product names.

NOTE: Load pan covers (if used) and insert pans into the

2 *Timer bar units only*
Press all Pan Arrow buttons.
The Pan displays will show the assigned product name.

If no product is assigned, the display will be dim and show "----". Pressing the Pan Arrow button will not activate the timer if "----" is displayed. Pressing Pan Arrow button when product name is displayed will start timing cycle.

BKFT (Breakfast) or **REG** (Regular Menu) will be lit depending on pre-programmed menu.

3 *Timer bar units only*
LED Timing Status

LED TIMERS

RED (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

4 *Timer bar units only*
When **LED** is steady **RED**, 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 **RED** to **GREEN**.

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

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

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

5 *Timer bar units only*
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

⚠ **WARNING: HOT SURFACES**

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Operation (continued)

6 To change a menu selection for a specific pan cavity, use the following steps:

Timer bar units only

A. Press and hold the **PRINCE CASTLE LOGO** button for 6 seconds. All Pan displays will show *PROG*. All **LED** Timers will be **RED**.

C. Press the **UP** or **DOWN** Arrow button to scroll to the desired menu item.

D. Press the **MENU/ENTER** button to select the menu item.

B. Press a Pan Arrow button to change the menu. The **LED** Timer will change to **YELLOW** and the display will change from *PROG* to the assigned menu item.

E. Repeat steps A – D as required for other Pan displays. Press the PRINCE CASTLE LOGO button to exit the Program Mode.

NOTE: A pan may be set as "not used" by assigning "- - - -" as its product.

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

(A)

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.
1. Turn the unit off and unplug the power cord from electrical receptacle.
2. 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.

Setting the Temperature

1 The unit has two shelves, each with an upper and lower heater (four heaters total).
The factory pre-set for the upper heaters is 107°C (225°F)
The factory pre-set for the lower heaters is 90°C (195°F)
Use the control below and the following steps to set the setpoint temperature for each heater.

All units

UPPER SHELF LED
This LED will be lit to indicate upper shelf is selected.

PROG LED
This LED will be lit to indicate unit is in Program Mode.

LOWER SHELF LED
This LED will be lit to indicate lower shelf is selected.

ACTUAL TEMP BUTTON and LED
Press to display actual temperature for the selected heater. LED will be lit when actual temperature is displayed.

SETPOINT BUTTON and LED
Press to display setpoint temperature of a selected heater. LED will be lit when setpoint temperature is displayed.

TEMPERATURE DISPLAY
A, b, C or d Shelf
NOTE: The unit is preset to display temperature in Fahrenheit. To display in Celsius, press and hold the DOWN Arrow button immediately after turning on the power switch. To switch back to Fahrenheit, press and hold the UP Arrow button after turning on the power switch.
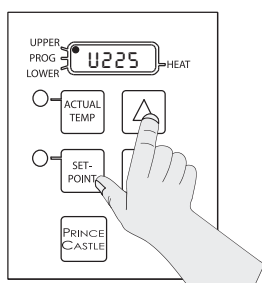
UP/DOWN ARROW BUTTONS
Used with other buttons to scroll through heater and temperature selections.

PRINCE CASTLE LOGO BUTTON
Press to enter temperature selections.

CAUTION
DISPLAYED TEMPERATURES ARE HEATER TEMPERATURES AND DO NOT INDICATE ACTUAL FOOD TEMPERATURES.

NOTE: To reset all times and temperatures to the factory settings, turn the unit off, then press and hold the UP and DOWN Arrow buttons simultaneously while turning the unit back on. A "P" will appear in the display and all times and temperatures will be reset to original factory settings.

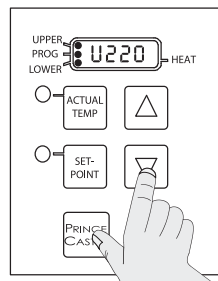**2** Press the UP or DOWN Arrow button until the desired shelf LED and upper (U) or lower (L) shelf is selected.
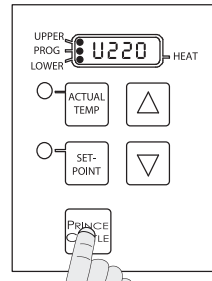
3 Press and hold the SETPOINT button for 5 seconds. The Program LED will light.
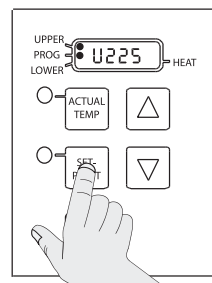
4 Press the UP or DOWN Arrow button until the desired setpoint temperature is displayed.

5 Press the PRINCE CASTLE LOGO button to save the new setpoint value. Repeat steps 2 – 5 to change the setpoint for any other heater.
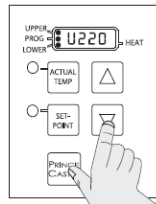
Calibrating Heaters

1 Use the following steps to calibrate the individual heaters

Press the **UP** or **DOWN** Arrow button until the desired shelf **LED** and upper or lower heater is selected.

NOTE: *Allow sufficient amount of time for temperatures to stabilize before starting calibration. (approx. 30 mins.)*

2 Take a temperature reading within the shelf near the center of each heater surface.

⚠ **WARNING: HOT SURFACES** Use caution when taking temperature readings within the shelf.

NOTE: Use an independent Temperature meter

3 Press and hold the **PRINCE CASTLE LOGO** and **ACTUAL TEMP** buttons for 5 seconds. The colon (:) LED indicator will light. The temperature displayed is the actual heater temperature sensed by the controller. To clear any offset readings, press the **SETPOINT** button.
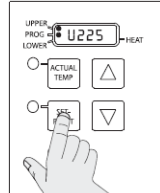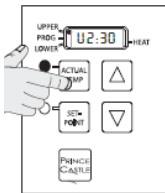
4 Press the **UP** or **DOWN** Arrow button until the temperature displayed matches the reading obtained in Step 2. Press the **PRINCE CASTLE LOGO** button to save the temperature value and exit the Calibration Mode.
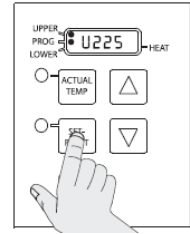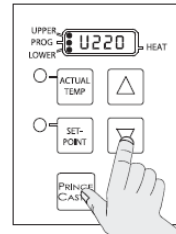
Selecting Day Part

1

Press and hold the **SETPOINT** button and the **DOWN** Arrow button for 3 seconds to change Day Part to change the menu.

NOTE: *The display will show DAY # if the daypart has been successfully changed.*

NOTE: *Whenever a bin is powered* ***ON*** *it defaults to* ***DAY PART 1*** *no matter what time of day it is.*

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Changing the Hold and Cook-More Times

1 The **SET PRODUCT TIME** menu is used to change the Hold and Cook-More times.
Press and hold the **PRINCE CASTLE LOGO** button,
then immediately press and hold the **MENU/ENTER** button until the display shows one of six programming menus.

2 Press and release the **MENU/ENTER** button to enter the Set Product Time menu. The display will show *BURG TIME ↑↓ ENTR*.
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.

NOTE: Holding the UP or DOWN Arrow button for longer than 2 seconds will cause the product list to automatically scroll up or down.

3 The display will show *90 ↑↓ ENTR*.

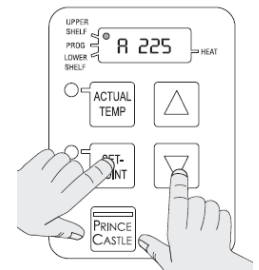Use the **UP** or **DOWN** Arrow button to scroll to the desired Hold time. When the desired Hold time is displayed, press the **MENU/ENTER** button to save the desired Hold time.

NOTE: Hold time cannot be reduced to less than the Cook-More time plus one minute. NOTE: All times are displayed in minutes only. For example, 2 and half hours is displayed as 150

4 The display will show *COOK 03 ↑ ↓ ENTR*.

Use the **UP** or **DOWN** Arrow button to scroll to the desired Cook-More time. When the desired Cook-More time is displayed, press the **MENU/ENTER** button to save it.

NOTE: Cook-More time cannot be increased to more than the Hold time, minus one minute.

5 The display will show *BURG TIME ↑ ↓ENTR*. Repeat Steps 2 – 4 for any other product.
Press and release the **PRINCE CASTLE LOGO** button at any time to exit the Program Mode and return to the Run Mode.

NOTE: If the MENU/ENTER button has not been pressed to save any changes, the program will revert to the original values.

Timer bar units only

Changing Product Names

1   The **EDIT PRODUCT NAME** menu is used to change a default product name to one of your own choosing.
Press and hold the **PRINCE CASTLE LOGO** button,
then immediately press and hold the **MENU/ENTER** button until the display shows one of six programming menus.
Use the **UP** or **DOWN** Arrow button to scroll to the *PROD NAME ↑ ↓ ENTR* (Edit Product Name) menu.

NOTE: The default menu items and names are listed on page 11.

2   Press and release the **MENU/ENTER** button to enter the Edit Product Name menu.
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.
The first letter (in this case, the *B*) will start blinking.

3   To change the blinking *B*, use the **UP** or **DOWN** Arrow button to scroll to the desired letter/number/symbol.
When the desired selection is displayed, press the **PAN** Arrow button to move to the next digit. Repeat for all digits.

*NOTE: Holding the **UP** or **DOWN** Arrow button for longer than 2 seconds will cause the display to automatically*

4   When all four digits have been changed, press the **MENU/ENTER** button to select the new name.

5   The display will show **PROD NAME ↑↓ ENTR**. Repeat Steps 2 – 4 for any other product.
Press and release the **PRINCE CASTLE LOGO** button at any time to exit the Program Mode and return to the Run Mode.

*NOTE: If the **MENU/ENTER** button has not been pressed to save any changes, the program will revert to the original names.*

Changing Temperature Scale to Celsius

1 Use the following steps to adjust the temperature scale to Celsius

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

(A)

2 Press and hold the DOWN button and turn the power ON/OFF switch (A) to the ON position untill 'C' is flashed on the display, then release.
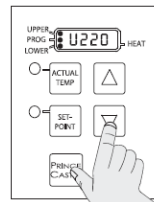
(A)

Changing Temperature Scale to Fahrenheit

1 Use the following steps to adjust the temperature scale to Fahrenheit

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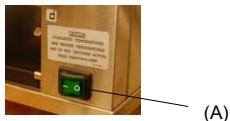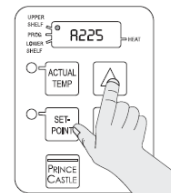turn the Power On/Off switch (A) to **OFF** position.

(A)

2 Press and hold the UP button and turn the power ON/OFF switch (A) to the ON position untill 'F' is flashed on the display, then release.

(A)

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Default Menu Items

PRODUCTS

DHB2SS-33CGB Default Settings:

Menu 1:

HAM	SAUS	EGGS	EGGS
BACN	SAUS	EGGS	EGGS

Menu 2:

BGR1	BGR1	BGR2	BGR2
BGR1	BGR1	BGR2	BGR2

Menu 3:

CHX1	CHX2	CHX3	WING
CHX1	CHX2	CHX3	FISH

Menu 4:

CHX1	WING	MOZ	POP
CHX2	WING	MOZ	POP

Menu 5:

CHX1	CHX3	WING	ORNG
CHX2	WING	POP	MUSH

Menu 6:

EGGS	EGGS	HAM	SAUS
EGGS	EGGS	BACN	SAUS

DHB4SS-20CGB Default Settings:

Menu 1:

HAM	SAUS
BACN	EGGS
HAM	SAUS
BACN	EGGS

Menu 2:

BGR1	BGR2
BGR1	BGR2
BGR1	BGR2
BGR1	BGR2

Menu 3:

CHX1	CHX3
CHX2	WING
CHX1	CHX3
CHX2	WING

Menu 4:

FISH	POP
MOZ	MUSH
FISH	POP
MOZ	MUSH

Menu 5:

POP	ORNG
MOZ	MUSH
POP	ORNG
MOZ	MUSH

Menu 6:

EGGS	BACN
HAM	SAUS
EGGS	BACN
HAM	SAUS

Product Name	Hold Time	Cook Time
BGR1	30	3
BGR2	30	3
CHX1	30	3
CHX2	30	3
CHX3	30	3
WING	30	3
FISH	20	4
EGGS	30	3
SAUS	30	3
BACN	30	3
HAM	30	3
POP	30	3
MOZ	30	3
ORNG	10	3
MUSH	30	3
NUGG	30	3
SPCY	30	4
TOST	10	2
STRS	30	3
LRGE	20	3
SIX	20	3
BBQ	20	3
CRSP	30	4
STRP	20	4
SPC1	30	3

Default Temperatures by Zone (per Day Part)

2X4
DHB2SS-33CGB

Day Part 1

UPPER HEATER 107°C (225°F)			
pan	pan	pan	pan
LOWER HEATER 90°C (195°F)			
UPPER HEATER 107°C (225°F)			
pan	pan	pan	pan
LOWER HEATER 90°C (195°F)			

Day Part 2

UPPER HEATER 110°C (230°F)			
pan	pan	pan	pan
LOWER HEATER 98°C (210°F)			
UPPER HEATER 110°C (230°F)			
pan	pan	pan	pan
LOWER HEATER 98°C (210°F)			

4X2
DHB4SS-20CGB

Day Part 1

UPPER HEATER 107°C (225°F)	
pan	pan
LOWER HEATER 90°C (195°F)	
UPPER HEATER 107°C (225°F)	
pan	pan
LOWER HEATER 90°C (195°F)	
UPPER HEATER 107°C (225°F)	
pan	pan
LOWER HEATER 90°C (195°F)	
UPPER HEATER 107°C (225°F)	
pan	pan
LOWER HEATER 90°C (195°F)	

Day Part 2

UPPER HEATER 110°C (230°F)	
pan	pan
LOWER HEATER 98°C (210°F)	
UPPER HEATER 110°C (230°F)	
pan	pan
LOWER HEATER 98°C (210°F)	
UPPER HEATER 110°C (230°F)	
pan	pan
LOWER HEATER 98°C (210°F)	
UPPER HEATER 110°C (230°F)	
pan	pan
LOWER HEATER 98°C (210°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.
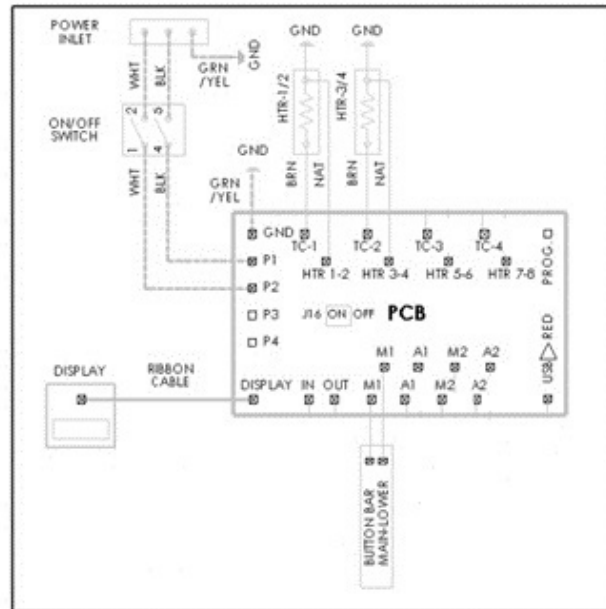
Problem	Probable Cause	Solution
No Power	Power switch is turned off, Power cord is not plugged in.	Turn power switch to ON position, Ensure power cord is connected to proper receptacle
Unit will not heat up	Wrong power cord, loose connection on power switch and/or heater	**CALL TECH SUPPORT** **1-800-462-8800**
Unit heats up but timer bars do not work	Timer bar wiring disconnected, timer bar is defective	**CALL TECH SUPPORT** **1-800-462-8800**
Unit under/over heats	Check temperature settings Check temperature scale	**CALL TECH SUPPORT** **1-800-462-8800**
Display flashes **OPN** and **REL**	Open relay, circuit or heater inoperable	**CALL TECH SUPPORT** **1-800-462-8800**
Display flashes **SHR** and **REL**	Shorted relay, circuit inoperable, open heater, unplugged ribbon cable	**CALL TECH SUPPORT** **1-800-462-8800**
Display shows **HHH** for extended period and heater surface temperature is hot	Temperature is above 300 F (149 C), Abnormal operation	**CALL TECH SUPPORT** **1-800-462-8800**

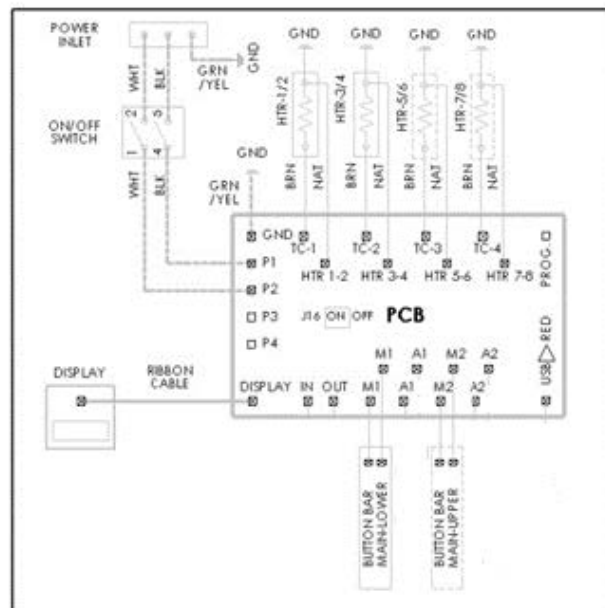For all technical support, please contact **PRINCE CASTLE LLC 1-800-462-8800**
For technical support worldwide, contact your local service representative / installer.
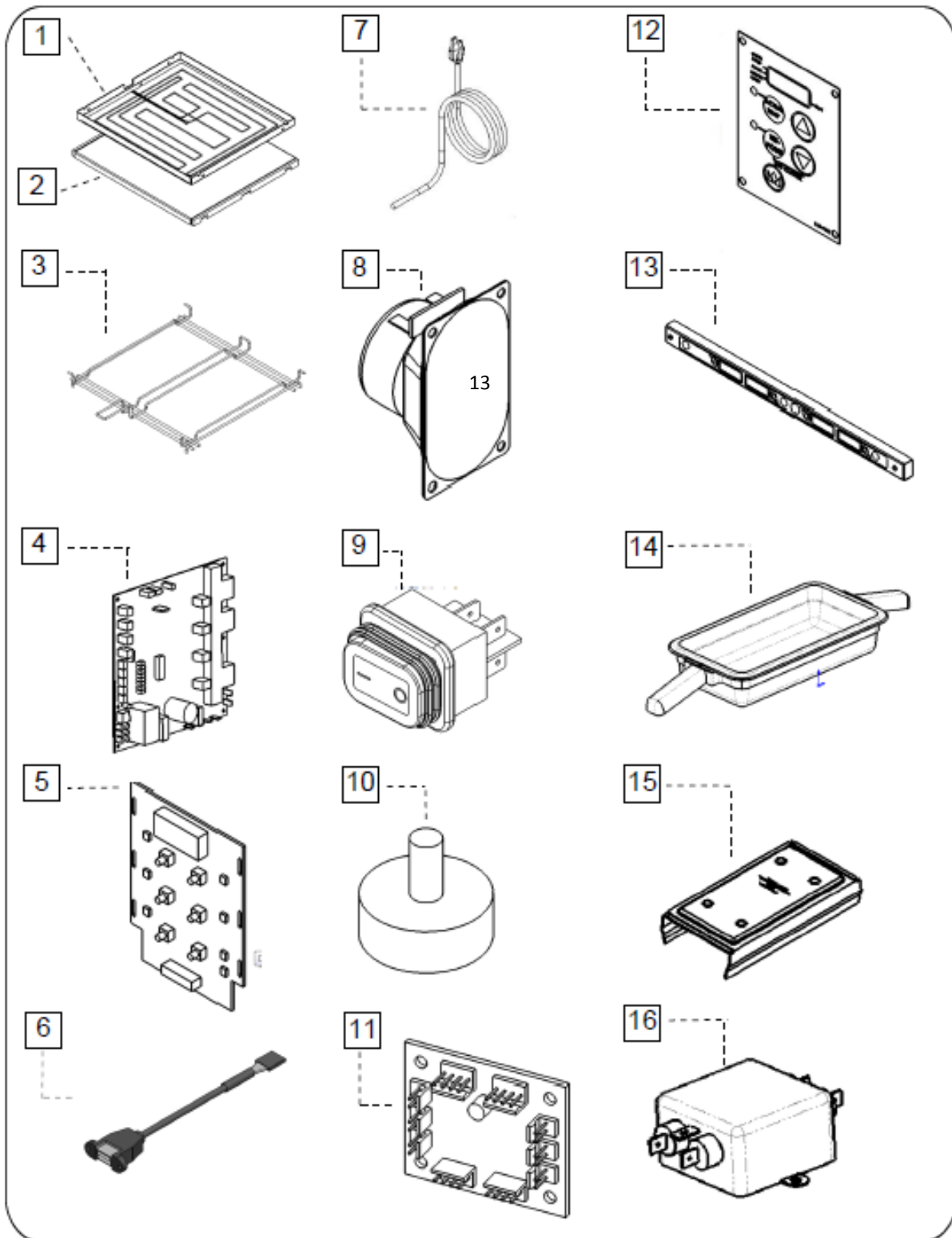
Wiring Diagrams

2X4
DHB2SS-33CGB

4X2
DHB4SS-20CGB

Service Parts List

1

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10

15

6

11

16

PRINCECASTLE
MARMON FOODSERVICE TECHNOLOGIES
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Part Kit List

Ref	Part No	Description
1	542-435S	Kit, Upper Heater Assy **(DHB2PT/2SS-33CGB)**
	542-426S	Kit, Upper Heater Assy **(DHB2PT-27CGB)**
	542-419S	Kit, Upper Heater Assy **(DHB2PT/4PT/4SS-20CGB)**
2	542-430S	Kit, Lower Heater Assy **(DHB2PT/2SS-33CGB)**
	542-416S	Kit, Lower Heater Assy **(DHB2PT/27CGB)**
	542-412S	Kit, Lower Heater Assy **(DHB2PT/4PT/4SS-20CGB)**
3	541-636S	Kit, Rack Guide **(DHB2PT/2SS-33CGB)**
	541-724S	Kit, Rack Guide **(DHB2PT-27CGB)**
	541-169S	Kit, Rack Guide **(DHB2PT/4PT/4SS-20CGB)**
4	541-735S	Kit, Main PCB **(DHB2PT/2SS-33CGB)**
	541-734S	Kit, Main PCB **(DHB2PT-27CGB)**
	541-733S	Kit, Main PCB **(DHB2PT-20CGB)**
	541-802S	Kit, Main PCB **(DHB4PT/4SS-20CGB)**
	541-1733S	Kit, Main PCB **(DHB2PT-20CGBN)**
5	541-719S	Kit, Display PCB
6	95-1819S	Kit, USB
7	72-526S	Kit, Power Cord
8	88-709-2-11S	Kit, Speaker
9	78-219S	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, Main Timer Bar **(DHB2PT/2SS-33CGB)**
	541-1533S	Kit, Main Timer Bar **(DHB2PT-27CGB)**
	541-1531S	Kit, Main Timer Bar **(DHB2PT/4PT/4SS-20CGB)**
14	541-442S	Kit, Pan **(ALL DHB WITH PT)**
	541-1095S	Kit, Pan **(ALL DHB WITH SS)**
15	541-723E16S	Kit, Cover
16	88-826S	Kit, Filter EMI 20A

LIMITED WARRANTY

This product is warranted to be free from defects in material and/or workmanship for a period of 2 years 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 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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MARMON FOODSERVICE TECHNOLOGIES
A BERKSHIRE HATHAWAY COMPANY

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.
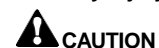
⚠ CAUTION

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

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.

Electrical Specifications

DHB3SS-15WA: 110V, 50/60 Hz, 1200W, 20A

NSF / ANSI 4
CLASSIFIED
UL
EPH
COOKING EQUIPMENT
59GM

c(UL)us
LISTED
924A
COMMERCIAL COOKING APPLIANCE

Installation

1   **Unpack and inspect bin.** After you have removed the bin from the carton, inspect the unit for signs of damage. If there is damage to the unit:

- Notify carrier within 24 hours after delivery.
- Save carton and packing materials for inspection purposes.
- Contact the Prince Castle Customer Sales Department at 1-630-462-8800 to arrange for a replacement to be sent.

2   **Seal base to counter.** Place the bin on a counter and seal its base to the counter with food-approved sealant.

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

3   **Plug unit in.** Insert the power cord into a proper voltage receptacle. *NOTE: This should be a dedicated outlet. No other equipment should be operating on this line (i.e. fryers, refrigerators, etc.).*

4   **Turn the power switch on.** Allow 20 minutes for warm-up.

Operation

1   **View temperatures in Fahrenheit or Celsius.** Factory preset is set to display temperatures in Fahrenheit.

A. To change to Celsius, turn the power switches off. Press and hold the **DOWN** arrow then turn the power switch on and after two seconds, release the **DOWN** arrow button.

B. To change back to Fahrenheit, turn the power switch to the off position, press and hold the **UP** arrow and turn the power switch to the on position. After two seconds, release the **UP** arrow button.

2   **View heater temperature.** There are three holding cavities. There is a top heater and a bottom heater in each cavity. The temperature of each heater is viewed and set independently.

A. To view the actual heater temperature, press the **ACTUAL TEMP** button. The LED indicator next to the **ACTUAL TEMP** button will light.

B. Press the **UP** or **DOWN** arrow button to select heaters.

⚠ **CAUTION**

Displayed temperatures are heater temperatures and do not indicate actual food temperatures.

Recommended Heater Temperatures		
Shelf	**Upper**	**Lower**
A	210°F	225°F
B	205°F	225°F
C	205°F	225°F

Control Panel

CONTROL PANEL

1A
1B
1C
1E
1F

1D

540-1202

1A The LED indicator next to the **UPR SHELF** indicates that the temperature being displayed is for an upper heater on a selected cavity.

1B The LED indicator next to the **PROG** is on when in the program mode.

1C The LED indicator next to the **LWR SHELF** indicates that the temperature being displayed is for the lower heater in a selected cavity.

1D The LED indicator next to the **HEAT** is on when power is applied to the heater.

1E The LED indicator next to **ACTUAL TEMP** is on when the actual temperature is being displayed.

1F The LED indicator next to **SETPOINT TEMP** is on when the setpoint temperature is being displayed.

○─ SET-POINT

SETPOINT: The setpoint temperature is displayed for the selected heaters when this button is pressed during the operating mode. The SETPOINT LED indicator in the display will be on when the Setpoint mode is selected. Press and hold the Prince Castle button then press and hold the SETPOINT button for 5 seconds to program the temperature for the selected heater.

○─ ACTUAL TEMP

ACTUAL TEMP: The actual temperature is displayed for the selected heaters when this button is pressed during the operating mode. The ACTUAL TEMP LED indicator in the display will be on when the actual temperature mode is selected.

△
▽

UP ARROW and **DOWN ARROW**: When pressed in the operating mode, the display will scroll through the temperatures of the heaters. The LED next to the **UPR SHELF** or **LWR SHELF** will be on to indicate which heater is being selected. The letter *A*, *B*, or *C* is displayed for the selected cavity.

Adjusting Setpoints

NOTE: The temperature adjustment range for a heater zone is: OFF, 150°F to 275°F. Use the following procedure to change a setpoint temperature.

| 1 | **Choose heater.** Press the **UP** or **DOWN** arrow button until the heater to be changed is selected. For upper heater, the LED next to the **UPR SHELF** is on, and for lower heater, the LED next to the **LWR SHELF** is on. After selecting the cavity, the left most character in the temperature display shows the cavity. The letter A, B, or C is displayed for the selected cavity. | |

| 2 | **Activate Program mode.** To change the temperature of the selected zone, press and hold the **SETPOINT** button and press the **PRINCE CASTLE** button for 6 seconds. The LED indicator next to **PROG** will light to indicate the Program mode is active. | |

| 3 | **Increase or decrease setpoint.** Use the **UP** and **DOWN** arrow buttons to increase or decrease the setpoint temperature. | |

| 4 | **Save the new setpoint.** Press the **PRINCE CASTLE** button to exit the Program mode and store the setpoint temperature value (the LED next to **PROG** will turn off). The controller will regulate to the new setpoint temperature. | |

| 5 | **Repeat steps 1-4 for remaining heaters.** | |

Cleaning

> ⚠ **CAUTION**
>
> **This bin is not watertight. Do not clean with water jet/jet spray. Do not immerse the bin in water.**

> ⚠ **CAUTION**
>
> **Before unplugging the power cord, make sure the power switches are in the OFF position.**

1	**Unplug the power cord from the outlet.**

2	**Allow the bin to cool down.** Wait approximately 25 minutes.

3	**Wipe down surface with a damp cloth.** Do not use a green Scotch Bright pad, unapproved cleaner, ice or water.

4	**Turn power on after all surfaces are dry.**

Exploded View and Parts List
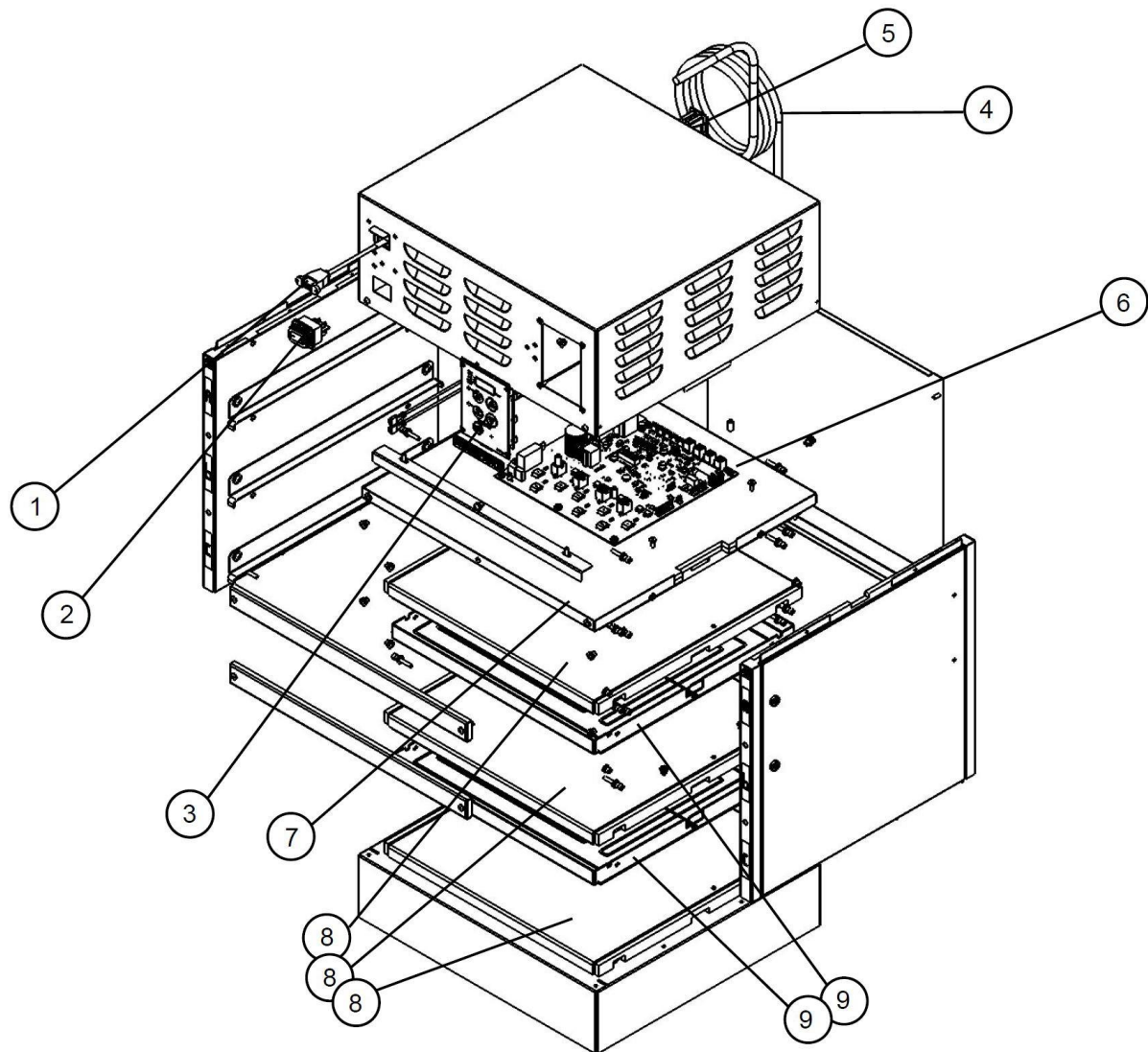
Item	Part	Description
1	95-1819S	USB Cord
2	78-233S	Power Switch
3	540-1202S	Kit, Overlay Display
4	72-282S	Kit, Powercord
5	540-1293S	Kit, Power Outlet for Timer

Item	Part	Description
6	541-1404S	Kit, PCB Controller
7	540-1309S	Service Kit, Top Heater
8	540-1258S	Service Kit, Upper Heater
9	540-1255S	Service Kit, Lower Heater

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Troubleshooting

PROBLEM	POSSIBLE CAUSE	SOLUTION
A. Display flashes "Opn" & "rEL"	Open relay. Circuit inoperable.	Replace power circuit board.
B. Display flashes "SHr" & "rEL"	Shorted relay. Circuit inoperable. Open heater.	Replace power circuit board. Test heater resistance. (150.2 Ohms)
C. Display shows "LLL"	Temperature is below 75°F. Heater inoperable. Probe inoperable. Relay Inoperable.	Normal display during warm-up. Test heater resistance. (150.2 Ohms) Check for open thermocouple wires from probe. Replace heater/probe assembly.
D. Display shows "HHH" for an extended period of time	Temperature is above 300°F (abnormal operation).	Diagnostic circuit inoperable. Replace power circuit board. See B above.

IMPORTANT: To reset all times and temperatures to the factory settings, turn unit off, press and hold the UP and DOWN ARROW BUTTONS at the same time, turn unit back on. A "P" will appear in the display and all times and temperatures will be reset to the original factory settings.

Wiring Diagram

Revision Log

PAGE	DESCRIPTION	DATE	VERSION	RESPONSIBLE PERSON
2	New Temp Settings: 210 to 205 and 225 to 215	5/31/2018	B	KO
2,5	Removed timer 740-740	7/24/2023	C	TJA
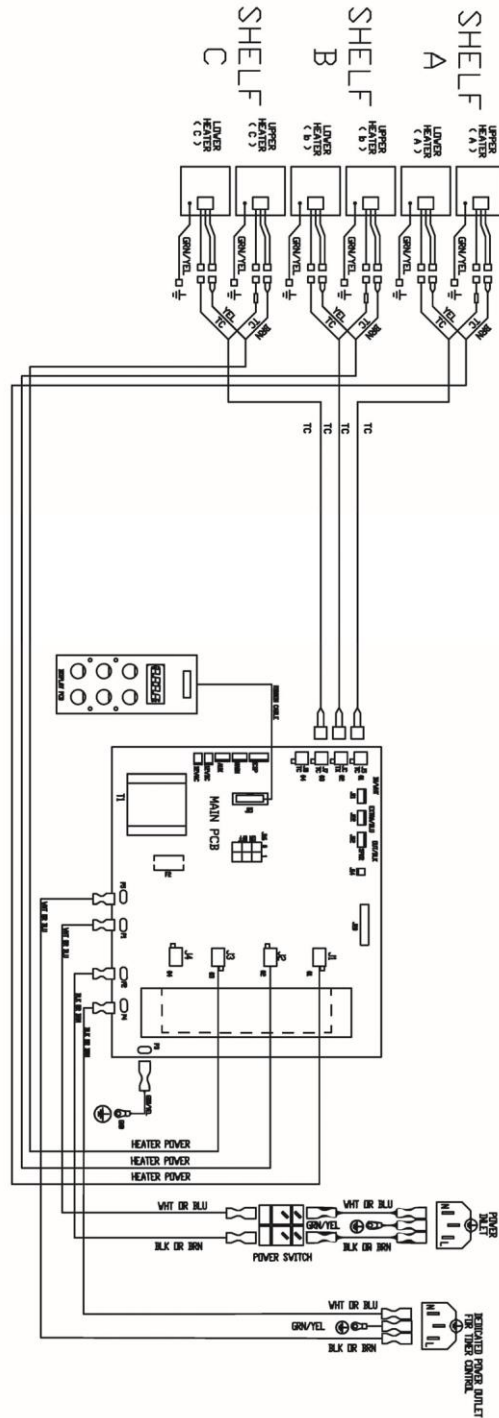
Operation Manual

Holding Bin DD Series

ATTENTION: Read the instructions before using the machine.

LIMITED WARRANTY

This product is warranted to be free from defects in material and/or workmanship for a period of 2 years (repair parts) and 2 years (service labor) from date of original installation, not to exceed 30 months from the date of manufacture.

Any component which proves to be faulty in material and/or workmanship will be replaced or repaired (at the option of Prince Castle LLC) without cost to the customer for parts and labor. This warranty covers on location service (i.e. trip charges and or mileage). Travel mileage is limited to 100 miles (200 Kilometers) round trip (one trip warranty) from an authorized service agency or its sub-service agency. This warranty is subject to the following exceptions/conditions:

• Use of any non-genuine Prince Castle parts voids this warranty.

• All labor to be performed during regular work hours. Overtime premium (the incremental amount) will be charged to the customer.

• Damage caused by carelessness, neglect and/or abuse (e.g., dropping, tampering or altering parts, equipment damaged in shipment, by fire, flood or an act of nature) is not covered under this warranty.

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

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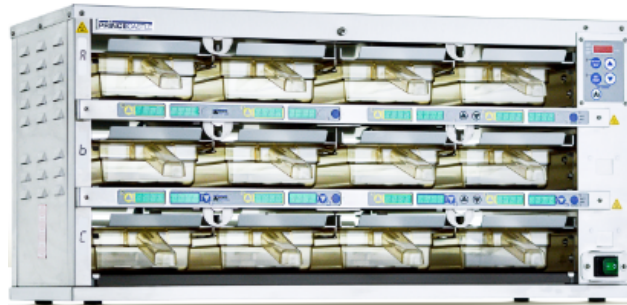
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Configurations

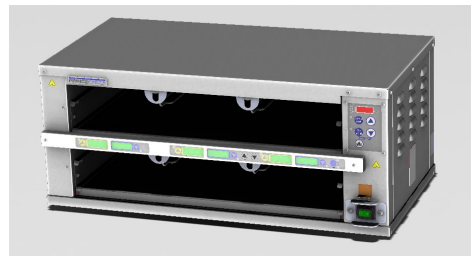**DHB34F1-DUN02 - Front Button Bar**
DHB34R1-DUN02 - Front and Rear Button Bar

DHB32F1-DUN02

DHB23F1-DUN02

Specifications

Model	Voltage	Watts	Hertz	Plug
DHB32F1-DUN02	120V	1200W	50/60	5-20P
DHB34F1-DUN02	120V	1950W	50/60	5-20P
DHB34R1-DUN02	120V	1950W	50/60	5-20P
DHB23F1-DUN02	120V	1390W	50/60	5-20P

Product Identification

Temperature Control Panel

Button Bar

Power ON/OFF Switch

PAN LIDS, ONLY used with broiled products.
(Fried products DO NOT require lids)

LED TIMERS (tri-color)
(1 for each pan arrow button)

TRANSFER Button
(Not used)

UP and DOWN ARROW

ENTER Button

BKFT LED
(Breakfast)

BUTTON BAR

PRINCE CASTLE
LOGO Button

PAN ARROW Buttons
(2 for each slot wide)

UPPER PAN Display
(1 for each slot wide)

LOWER PAN Display
(1 for each slot wide)

REG LED
(Regular Menu)

Installation

1 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.
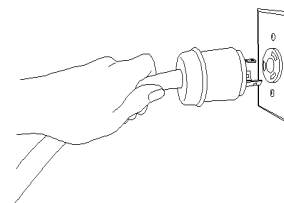
2 Place Holding Bin on flat surface.
Remove blue and/or white protective covering.

NOTE: *When installing this unit, the ambient temperature at the mounting site should not exceed 100°F (38°C)*

3 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 for this purpose.

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Operation

⚠ **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.

1 To turn on the unit,
Turn Power On/Off switch (A) to **ON** position.

(A)

Allow 20 minutes for heaters to reach operating temperature. The button bar will read "WARM UP" as the unit warms up, they will display the product names.

NOTE: Load pan covers (if used) and insert pans into the unit.

2 Press all Pan Arrow buttons.
The Pan displays will show the assigned product name.

If no product is assigned, the display will be dim and show "----". Pressing the Pan Arrow button will not activate the timer if "----" is displayed. Pressing Pan Arrow button when product name is displayed will start timing cycle.

BKFT (Breakfast) or **REG** (Regular Menu) will be lit depending on pre-programmed menu.
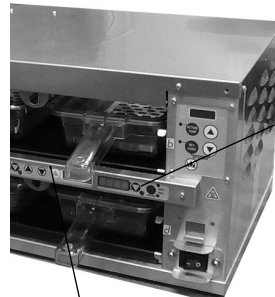
3 LED Timing Status

LED TIMERS

OFF (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

4 When **LED** is off, 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 to **GREEN**.

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

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

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

5 When any of the timer **LED** flash, cook more product. If red LED is flashing, remove and discard product as

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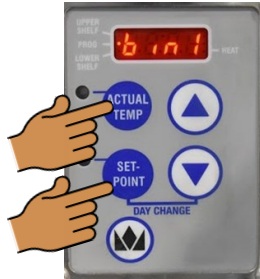**YELLOW** (flashing) = Cook more product
RED (flashing) = Discard product

⚠ **WARNING: HOT SURFACES**

Operation Mode

**1** Set all bin addresses to **bin1.**

The factory default address for all bins and timers is address **bin1**.

To check the bin address, press and hold the **ACTUAL TEMP** and **SETPOINT** buttons. The display will show the bin address.
Default for a new address is **bin1**.

2 To change a bin address, disconnect power to the unit and wait 10 seconds. Reconnect power to the unit and immediately press and hold the **ACTUAL TEMP** and **SETPOINT** buttons.

PROG LED

NOTE: Continue to hold the buttons until **PROG LED** turns on.
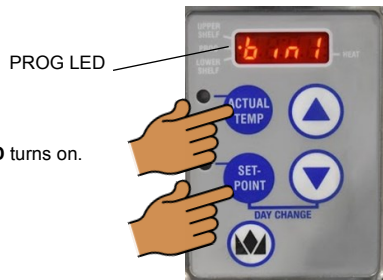
3 Use the **UP** or **DOWN** Arrow button to scroll to the desired address. Press the **PRINCE CASTLE CROWN** button to store the new address.

Available addresses are:
bin1 thru *bin6*,
bin1 will always be used when not using Kitchen Minder.

4 Set Timer Bar addresses.

Since each bin is addressed bin1, the bottom bar on each bin will be addressed POSA Bar1. If there is an upper bar on a bin, it will be addressed POSB Bar2.

Remember: if there are bars on the back of the unit, they do not need to be addressed separately, they follow the front.

5 To check the timer address, press the **BLACK DOWN** Arrow button. The current timer address will be displayed in the far right timer display. To change the timer address, proceed to Step 6.

6 To change the timer address, disconnect power to the unit and wait 10 seconds. Reconnect power to the unit and immediately.

Press and hold the **BLACK DOWN** Arrow button until the display shows **SET POSN ↑↓ ENTR POSA**. The address number will blink on/off.

7 Use the **UP** or **DOWN** Arrow button to scroll to the desired address. Press the **ENTER** button to store the new address and return to normal operating mode. Press the **PRINCE CASTLE LOGO** button on the button bar to save the setting.

NOTE: Bar addresses are numbered from the bottom up

Holding Bin DD Series

Setting Product Location

1 To change a menu selection for a specific pan cavity, use the following steps:

A. Press and hold the **PRINCE CASTLE LOGO** button for 6 seconds. All Pan displays will show *PROG*. All **LED** Timers will be **RED**.

C. Press the **UP** or **DOWN** Arrow button to scroll to the desired menu item.

D. Press the **ENTER** button to select the menu item.

B. Press a Pan Arrow button to change the menu. The **LED** Timer will change to **YELLOW** and the display will change from *PROG* to the assigned menu item.

E. Repeat steps A – D as required for other Pan displays. Press the PRINCE CASTLE LOGO button to exit the Program Mode.

NOTE: A pan may be set as "not used" by assigning "- - - -" as its product.

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

(A)

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.
1. Turn the unit off and unplug the power cord from electrical receptacle.
2. 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.

Setting the Temperature

The unit has multiple shelves, each with both an upper and lower heater for each zone.
The heaters follow the default setpoints of the preset products for each pan
Each heater has a programmable range of 150° – 325°F (66° – 162°C).
Use the instructions below and the following steps to set the setpoint temperatures for each heater.
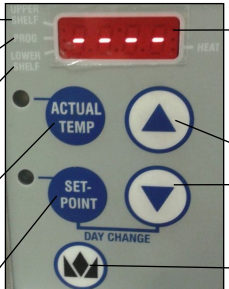
UPPER SHELF LED
This LED will be lit to indicate upper shelf is selected.

PROG LED
This LED will be lit to indicate unit is in Program Mode.

LOWER SHELF LED
This LED will be lit to indicate lower shelf is selected.

ACTUAL TEMP BUTTON and LED
Press to display actual temperature for the selected heater. LED will be lit when actual temperature is displayed.

SETPOINT BUTTON and LED
Press to display setpoint temperature of a selected heater. LED will be lit when setpoint temperature is displayed.

TEMPERATURE DISPLAY
A, B, C, D (E, F) = ZONES
Upper and Lower Heater

UP/DOWN ARROW BUTTONS
Used with other Buttons to scroll through heater and temperature selections.

CROWN BUTTON
Press to enter temperature selections.

⚠ CAUTION:
DISPLAYED TEMPERATURES ARE HEATER TEMPERATURES AND DO NOT INDICATE ACTUAL FOOD TEMPERATURES.

NOTE: To reset all calibrations to the factory settings, turn the unit off, then press and hold the UP and DOWN Arrow buttons simultaneously while turning the unit back on. A "P" will appear in the display and all calibrations will be reset to original factory settings.

1 The **SET PRODUCT TEMP** menu is used to change the Hold and Cook-More times.
Press and hold the **PRINCE CASTLE LOGO** button on the button bar, then immediately press and hold the **MENU/ENTER** button untill
PROD TIME ↑ ↓ ENTR shows up on the button bar
Use the **UP** or **DOWN** (BLACK) Arrow button to scroll to the *SET TEMP ↑ ↓ ENTR* (Set Product Temperature) menu.

2 Press and release the **MENU/ENTER** button to enter the programming menu, the display should then read **SEL TEMP XXXX ↑ ↓** **(**the **XXXX** is where the product abbreviation is displayed). Use the **UP** and **DOWN** arrows to navigate to the desired product.
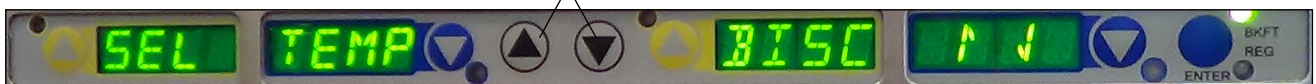
3 Press the **MENU/ENTER** button to select that product profile to update, the display will read **SET UPR XXXX ###s↑ ↓** the **XXXX** is where the product abbreviation is displayed, and ### is the temperature. Use the **UP** and **DOWN** arrows to set the temperature of the upper heater of that zone. Confirm setpoint by pressing **MENU/ENTER**

Setting the Temperature (Continued)

4 The display will now show **SET LWR XXXX ###s** ↑ ↓. Use the **UP** and **DOWN** arrows to set the temperature of the Lower heater of that zone. Press **MENU/ENTER** to confirm setpoint temperature.

NOTE: Changing the profile on one bar in a linked system of bin (s) is enough, it does not need to be changed on all bars in the system.

5 Press PRINCE **CASTLE LOGO BUTTON** to save the setpoints. Repeat steps 2-5 for all necessary profile upgrades.

NOTE: Setpoints are displayed on the front display board, and should be updated according to the product at this point. Also, Temperatures are tied to each product

Calibrating Heaters

1 Use the following steps to calibrate the individual heaters
Press and hold the **PRINCE CASTLE LOGO** button on the button bar, then immediately press and hold the **MENU/ENTER** button on the button bar until the display shows PROD TIME ENTR ,

Use the **UP** or **DOWN** Arrow button to scroll to the *CAL HTRS* ↑ ↓ *ENTR and press MENU/ENTER button to select zone to calibrate*

2 Take a temperature reading within the shelf near the center of each heater surface.

⚠ **WARNING: HOT SURFACES**
Use caution when taking temperature readings within the shelf.
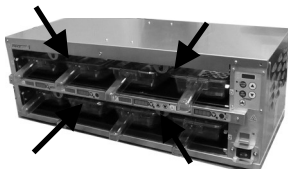
NOTE: Only use a CALIBRATED temperature meter (not supplied).

3

Use UP and Down Black Arrow to scroll to zone to be calibrated and Press MENU/ENTER button to input value. When you are done, press Prince Castle logo to Exit programing.

Selecting Menu

1 Press and hold th**e MENU/ENTER** button on the Button Bar and use the Black **DOWN** Arrow button to scroll to desire Menu. release the MENU/ENTER Button to confirm your selection.

*NOTE: Whenever a bin is powered **ON** it defaults to **MENU 1**. You can select from MENU 1 to MENU 6.*

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

1 The **SET PRODUCT TIME** menu is used to change the Hold and Cook-More times.
Press and hold the **PRINCE CASTLE LOGO** button on the button bar,
then immediately press and hold the **ENTER** button until the display shows one of six programming menus.
Use the UP or DOWN Arrow button to scroll to the *PROD TIME ↑ ↓ ENTR* (Set Product Time) menu.

2 Press and release the **ENTER** button to enter the Set Product Time menu. The display will show *BURG TIME ↑↓ ENTR*.
Use the **UP** or **DOWN** Arrow button to scroll through the list of products.
When the desired product is displayed, press the **ENTER** button to select it.

NOTE: Holding the UP or DOWN Arrow button for longer than 2 seconds will cause the product list to automatically scroll up or down.

3 The display will show *90 ↑↓ ENTR*.

Use the **UP** or **DOWN** Arrow button to scroll to the desired
Hold time. When the desired Hold time is displayed, press
the **ENTER** button to save the desired Hold time.

NOTE: Hold time cannot be reduced to less than the Cook-More time plus one minute. NOTE: All times are displayed in minutes only. For example, 2 and half hours is displayed as 150

4 The display will show *COOK 03 ↑ ↓ ENTR*.

Use the **UP** or **DOWN** Arrow button to scroll to the desired
Cook-More time. When the desired Cook-More time is
displayed, press the **ENTER** button to save it.

NOTE: Cook-More time cannot be increased to more than the Hold time, minus one minute.

5 The display will show *BURG TIME ↑ ↓ENTR*. Repeat Steps 2 – 4 for any other product.
Press and release the **PRINCE CASTLE LOGO** button at any time to exit the Program Mode and return to the Run Mode.

NOTE: If the ENTER button has not been pressed to save any changes, the program will revert to the original values.

Holding Bin DD Series

Changing Product Names *(Standalone Mode)*

1 The **EDIT PRODUCT NAME** menu is used to change a default product name to one of your own choosing.
Press and hold the **PRINCE CASTLE LOGO** button on the button bar,
then immediately press and hold the **ENTER** button until the display shows one of six programming menus.
Use the **UP** or **DOWN** Arrow button to scroll to the *PROD NAME* ↑ ↓ *ENTR* (Edit Product Name) menu.

NOTE: Only applicable in stand-alone mode when not connected to Product Management system.
NOTE: The default menu items and names are listed on page 13.

2 Press and release the **ENTER** button to enter the Edit Product Name menu.
Use the **UP** or **DOWN** Arrow button to scroll through the list of products.
When the desired product is displayed, press the **ENTER** button to select it.
The first letter (in this case, the *B*) will start blinking.

3 To change the blinking *B*, use the **UP** or **DOWN** Arrow button to scroll to the desired letter/number/symbol.
When the desired selection is displayed, press the **PAN** Arrow button to move to the next digit. Repeat for all digits.

*NOTE: Holding the **UP** or **DOWN** Arrow button for longer than 2 seconds will cause the display to automatically scroll up or down.*

4 When all four digits have been changed, press the **ENTER** button to select the new name.

5 The display will show **PROD NAME** ↑↓ **ENTR**. Repeat Steps 2 – 4 for any other product.
Press and release the **PRINCE CASTLE LOGO** button at any time to exit the Program Mode and return to the Run Mode.

*NOTE: If the **ENTER** button has not been pressed to save any changes, the program will revert to the original names.*

Changing Temperature Scale *(Standalone Mode)*

1 The **SET F/C** menu is used to change the temperature scale.
Press and hold the **PRINCE CASTLE LOGO** button on the button bar,
then immediately press and hold the **ENTER** button until the display shows one of six programming menus.
Use the **UP** or **DOWN** Arrow button to scroll to the ***SET F/C XXXX ↑↓ ENTR***   (Edit Product Name) menu.

2 Press the **ENTER** button to enter the menu.
Bar will display **SET DEGR F/C ↑↓ ENTR** and either the **F** or **C** will be blinking.
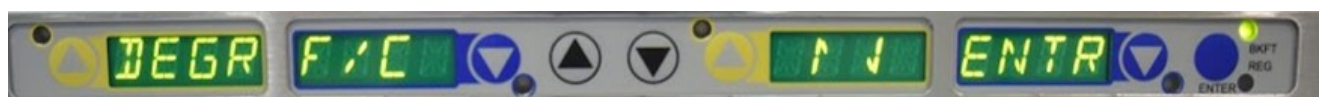
3 Use the **UP** and **DOWN** arrows to select the desired temperature mode (the selected mode will blink)
Press the **ENTER** button to confirm the selection. Press the **PRINCE CASTLE LOGO** button to save the setting.

Adjusting Alarm Volume (Standalone Mode)

1 The **SET VOLUME** menu is used to change the alarm volume.
Press and hold the **PRINCE CASTLE LOGO** button on the button bar,
then immediately press and hold the **ENTER** button until the display shows one of six programming menus.
Use the **UP** or **DOWN** Arrow button to scroll to the **SET VOL ↑↓ *ENTR*** (Set Volume) menu.

***NOTE:** Only applicable in stand-alone mode when not connected to Product Management system.*

2 A timer alarm is included to sound after a hold timer is complete.

The volume is adjustable from level 0-3.

Once the menu is on the bar, press ENTER to enter the menu

3 Scroll to the desired volume setting and hit ENTER to accept.

Default Menu Items

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

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

Menu Locations

Default Programming Layout based on Right to Left Stattion											
Menu 1 (DHB34F-DD)				Menu 1 (DHB32F-DD)		Menu 1 (DHB23F-DD)			Menu 1 (DHB22F-DD)		
HASH	VEW	HAM	TSSG	HASH	HAM	HASH	SSG	FRD	HASH		FRD
HASH	FRD	BCN	SSG	FRD	FRD	HAM	BCN	FRD	SSG		BCN
HASH	FRD	BCN	SSG	FRD	SSG						

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

Troubleshooting

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

| Problem	Probable Cause	Solution
No Power	Power switch is turned off, Power cord is not plugged in.	Turn power switch to ON position, Ensure power cord is connected to proper receptacle
Unit will not heat up	Wrong power cord, loose connection on power switch and/or heater	**CALL TECH SUPPORT** **1-800-722-7853**
Unit heats up but timer bars do not work	Timer bar wiring disconnected, timer bar is defective	**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 **REL**	Open relay, circuit or heater inoperable	**CALL TECH SUPPORT** **1-800-722-7853**
Display flashes **SHR** and **REL**	Shorted relay, circuit inoperable, open heater, unplugged ribbon cable	**CALL TECH SUPPORT** **1-800-722-7853**
Display shows **HHH** for extended period and heater surface temperature is hot	Temperature is above 300 F (149 C), Abnormal operation	**CALL TECH SUPPORT** **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 operator makes change to the product profile	Wait until the message disappears

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

Wiring Diagrams

Holding Bin DD Series

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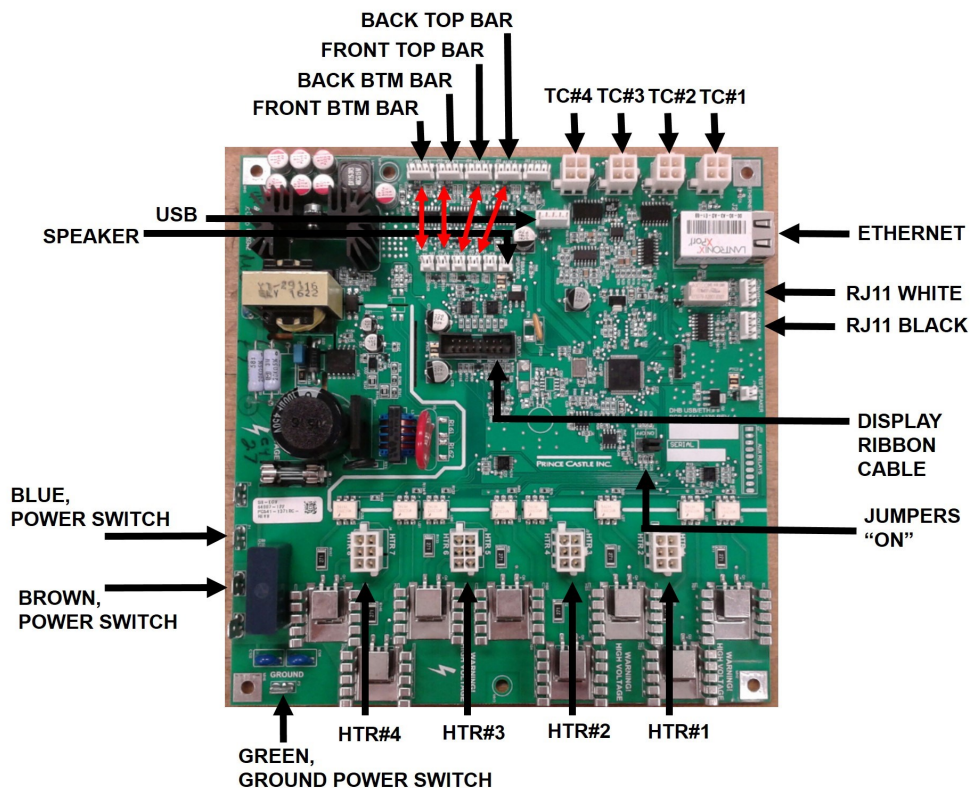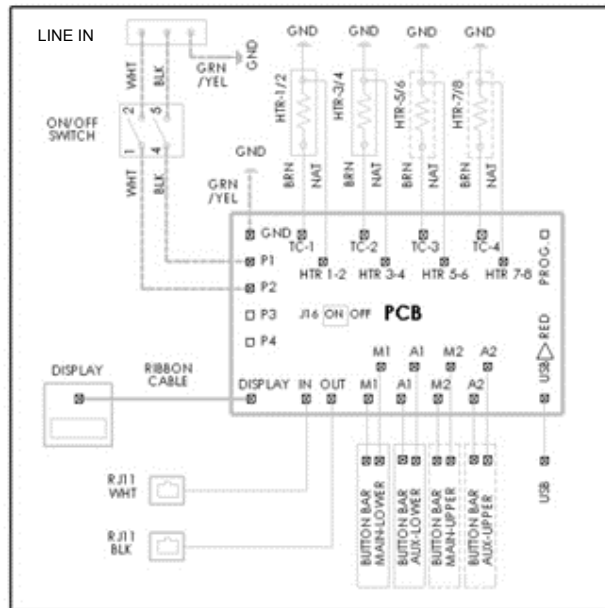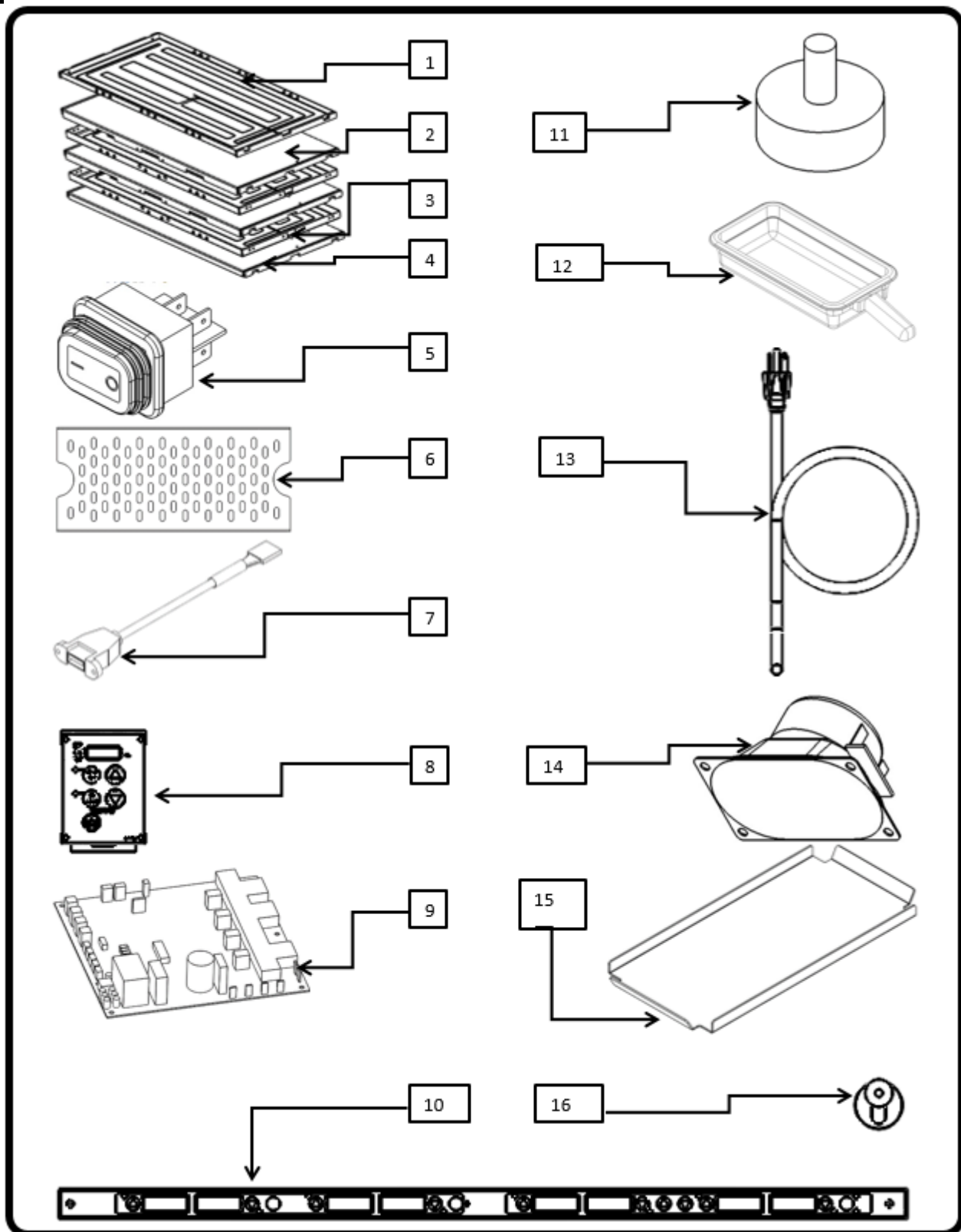
SERVICE KITS LIST

Ref	Part No	USED ON	Description
1	540-1453S	DHB34F1-DUN02 DHB34R1-DUN02	KIT, TOP SHELF HEATER PANEL
	540-1385S	DHB23F1-DUN02	
	540-1236S	DHB32F1-DUN02 DHB22F1-DUN02	
2	540-1452S	DHB34F1-DUN02 DHB34R1-DUN02	KIT, CENTER UPPER SHELF HEATER PANEL
	540-1384S	DHB23F1-DUN02	
	540-1235S	DHB32F1-DUN02 DHB22F1-DUN02	
3	540-1451S	DHB34F1-DUN02 DHB34R1-DUN02	KIT, CENTER LOWER SHELF, HEATER PANEL
	540-1383S	DHB23F1-DUN02	
	540-1234S	DHB32F1-DUN02 DHB22F1-DUN02	
4	540-1450S	DHB34F1-DUN02 DHB34R1-DUN02	KIT, BOTTOM SHELF HEATER PANEL
	540-1382S	DHB23F1-DUN02	
	540-1233S	DHB32F1-DUN02 DHB22F1-DUN02	
5	78-184S	ALL BINS	KIT, POWER SWITCH
6	86-168-3A6	ALL BINS	KIT, TRIVET/DRAIN (PLASTIC), 6 PACK
	115-00242-16	ALL BINS	KIT, TRIVET/DRAIN (METAL), 16 PACK
7	95-1819S	ALL BINS	KIT, USB CORD
8	540-1215S	ALL BINS	KIT, OVERLAY AND DISPLAY
9	541-1545S	DHB34F1-DUN02 DHB34R1-DUN02	KIT, CONTROL BOARD
	541-1543S	DHB23F1-DUN02	
	541-1544S	DHB32F1-DUN02	
	541-1542S	DHB22F1-DUN02	
10	541-1546S	DHB34F1-DUN02 DHB34R1-DUN02	KIT, MAIN BB, 8 CH
	541-1547S	DHB34R1-DUN02	KIT, AUX BB, 8CH
	541-1548S	DHB23F1-DUN02	KIT, MAIN BB, 6CH
	541-1549S	DHB32F1-DUN02	KIT, MAIN BB, 4CH
	541-1550S	DHB22F1-DUN02	KIT, MAIN BB, 4CH
11	197-232S	ALL BINS	KIT, FOOT, 4 PACK
12	541-1095-1S	ALL BINS	KIT, 1/3 SIZE PAN, **1 PACK**
13	72-521S	ALL BINS	KIT, POWER CORD NEMA 5-20
14	88-709-2-11S	ALL BINS	KIT, SPEAKER
15	540-1251S	ALL BINS	KIT, 1/3 LID PAN COVER, 4 PACK
16	540-1158S	ALL BINS	KIT, LATCH CATCH

REVISION LOG

PAGE	DESCRIPTION	DATE	VERSION	RESPONSIBLE PERSON
2	New model numbers	8/26	C	Lizzie Bertness