

TSB # 625-0036  
Prince Castle  
355 East Kehoe Blvd  
Carol Stream, IL 60188  
04/06/2017

Dear Customer,

In an ongoing effort to ensure quality on our Genuine OEM Equipment, we are Issuing a TSB for our 625 Steamer Series. This TSB provides technical information on how to prevent platen cracking. Please refer to Water Tube & DE-Liming Instructions (Document # 625-545-EN) Issued 4/8/2008, or Monthly PM document (Document # PR30M1). If failure to follow these instructions, or by doing this cleaning with the power on will result in Main Platen Failure. OEM Part # 625-288 for MFYC / MFYTC Models, along with OEM Part # 625-284 for MCDGD / MCDAC / MCDNZC Models.

**Common Symptoms:**

- Visible platen Cracks
- No Heat Errors
- Platen Resistance out of OEM Specifications

**Units Effected:**

- All 625-MFY series Steamers

**Procedure:**

- Follow step by step instructions on document # 625-545-EN, or Document # PR30M1 ( See page 2)



## Operating Instructions

### 625-MFY Rapid Steamer Water Tube Cleaning

In areas that have very hard water conditions, scale can accumulate in the water tube, preventing proper water dispensing. Thus, the water tube should be cleaned during the de-liming process as well as during the daily cleaning. It is recommended that the Steamers go through a de-liming procedure once a month.

- 1** **WARNING:** Turn Steamer off and unplug the power cord from the electrical receptacle. Proceed with caution. The Steamer is still hot.

#### Items Needed

- McDonald's de-limer
- Insulated gloves
- Steamer brushes



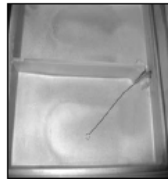
#### **2** Preparing De-Limer Solution

- A. Immediately after turning off the Steamer, prepare the de-liming solution.
- B. Add one packet of McD De-Limer to 16 ounces of warm water.
- C. To ensure that all of the de-limer dissolves, stir solution vigorously.
- D. Remove top cover, venturi plate, spatula and top plate.

**WARNING:** These pieces are hot. Pour the De-Limer into the steam chamber.

#### **3** De-Liming Platen

- A. Let solution soak on the platen for five minutes.
- B. While de-liming the platen, dampen the bristles of the brush by dipping it in de-limer solution.



#### **4** Removing Scale Build-Up

- A. Insert and remove the steamer brush into and out of the water tube to disintegrate any scale build-up in the tube.
- B. Insert the pipe cleaner at least 1 inch (2.5 cm) into the tube.
- C. Repeat for 30 seconds.



**CAUTION:** The platen is still hot!

#### **5** Clogged Tube

If the tube is severely clogged, the tube will need to be removed from the Steamer and replaced.

Refer to the Water Tube Replacement Instructions found in the equipment owner's manual.

Additional copies can be ordered from Prince Castle.

Sincerely,



Paul Svenningsen

Technical Service Manager U.S.