

TSB # 842-0040
Prince Castle
355 East Kehoe Blvd
Carol Stream, IL 60188
Date 6/7/2017

Dear Customer,

In a going effort to ensure quality on our Genuine OEM Equipment we are Issuing a TSB for our UHC Holding Cabinet Series. This TSB Indicates ribbon cable supersedes of OEM Part #'s 95-1834 & 95-1835. These will be replaced by OEM Part #'s 95-2041 & 95-2042. These New Ribbon Cables will increase cable lifespan to improve overall reliability.

New Kit Part #'s:

- 95-2041s (HARNESS, RIBBON CABLE, 10" W/COATING SINGLE)
- 95-2042s (HARNESS, RIBBON CABLE, 18" W/COATING SINGLE)
- 95-204142pk12s (HARNESS, RIBBON CABLE, 10" W/COATING 6 PACK & HARNESS, RIBBON CABLE, 18" W/COATING 6 PACK)

Discontinued Kit Part #'s:

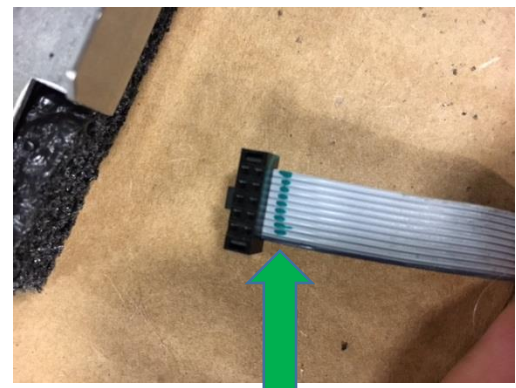
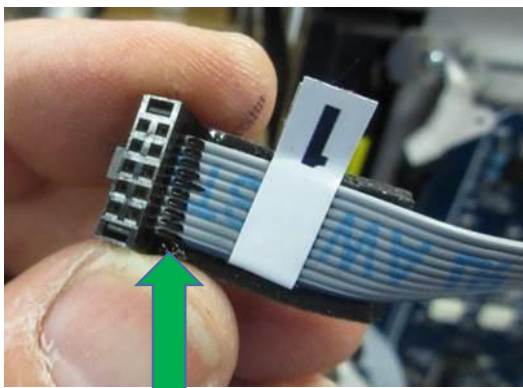
- 95-1834s (HARNESS, RIBBON CABLE, 10")
- 95-1835s (HARNESS, RIBBON CABLE, 18")

Common Symptoms:

- General Com Errors
- Self-Test Error 54
- Blank Bezels
- Bezel Reading Incorrect Row

Cable Differences and Unit Identifier:

- Units will have either black or green marking indicators depicted below



NO COATING OLD REV

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Units Effected:

Serial #'s Prior to **EMMK194894X** (Except for the serial #'s listed below)

HAS COATING NEW REV

CE UNITS

US UNITS

Model #	Serial #
UHC6PT-22MCDCE	BMMK177258X
UHC6PT-22MCDCE	BMMK177259X
UHC6PT-22MCDCE	BMMK177260X
UHC6PT-22MCDCE	BMMK177261X
UHC6PT-22MCDCE	DMMK184714X
UHC6PT-22MCDCE	DMMK184719X
UHC6PT-22MCDCE	DMMK184720X
UHC6PT-22MCDCE	DMMK184721X
UHC6PT-22MCDCE	DMMK184722X
UHC6PT-22MCDCE	DMMK184725X
UHC6PT-22MCDCE	DMMK184726X
UHC6PT-22MCDCE	DMMK184732X
UHC6PT-22MCDCE	DMMK184733X
UHC6PT-22MCDCE	DMMK185393X
UHC6PT-22MCDCE	DMMK185394X
UHC6PT-22MCDCE	DMMK185395X
UHC6PT-22MCDCE	DMMK185396X
UHC6PT-22MCDCE	DMMK185401X
UHC6PT-22MCDCE	DMMK185701X
UHC6PT-22MCDCE	EMMK191401X
UHC6PT-22MCDCE	EMMK191402X
UHC6PT-22MCDCE	EMMK191403X
UHC6PT-22MCDCE	EMMK191404X
UHC6PT-22MCDCE	EMMK191405X
UHC6PT-22MCDCE	EMMK191835X
UHC6PT-22MCDCE	EMMK191836X

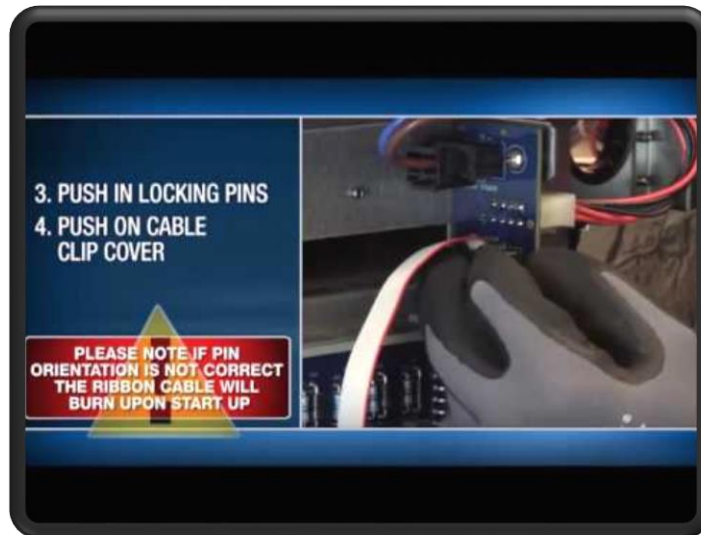
Model #	Serial #
UHC6PT-22MCD	EMMK191025X
UHC6PT-22MCD	EMMK190600X
UHC6PT-22MCD	EMMK190603X
UHC6PT-22MCD	EMMK190604X
UHC6PT-22MCD	EMMK190605X
UHC6PT-22MCD	EMMK190606X
UHC6PT-22MCD	EMMK190607X
UHC6PT-22MCD	EMMK190608X
UHC6PT-22MCD	EMMK190609X
UHC6PT-22MCD	EMMK191004X
UHC6PT-22MCD	EMMK191005X
UHC6PT-22MCD	EMMK191006X
UHC6PT-22MCD	EMMK191007X
UHC6PT-22MCD	EMMK191008X
UHC6PT-22MCD	EMMK191009X
UHC6PT-22MCD	EMMK191010X
UHC6PT-22MCD	EMMK191011X
UHC6PT-22MCD	EMMK191012X
UHC6PT-22MCD	EMMK191013X
UHC6PT-22MCD	EMMK191014X
UHC6PT-22MCD	EMMK191015X
UHC6PT-22MCD	EMMK191016X
UHC6PT-22MCD	EMMK191017X
UHC6PT-22MCD	EMMK191018X
UHC6PT-22MCD	EMMK191019X
UHC6PT-22MCD	EMMK191020X
UHC6PT-22MCD	EMMK191021X
UHC6PT-22MCD	EMMK191022X
UHC6PT-22MCD	EMMK191023X
UHC6PT-22MCD	EMMK191024X
UHC6PT-22MCD	EMMK191026X
UHC6PT-22MCD	EMMK191027X

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Procedure:

- Diagnose if unit is need of a ribbon cable by performing basic OEM troubleshooting. If assistance is needed Please call into 1-800-PCASTLE EXT # 1 for Technical Support.
- If unit is need of a ribbon cable use Sheet 1 visual checks and sheet two for serial number verification
- If unit has no new rev cables please order OEM Kit Part # 95-204142pk12s (HARNESS, RIBBON CABLE, 10" W/COATING 6 PACK & HARNESS, RIBBON CABLE, 18" W/COATING 6 PACK)
- Follow Instructional Video Below on Ribbon Cable Replacement
****Please note Prince Castle will only cover these replacements if the unit is covered under the standard OEM 3 year warranty****

<https://www.youtube.com/watch?v=L6sDD-VfjHM&t=1s>



Sincerely,

A handwritten signature in black ink, appearing to read 'Paul Svenningsen'.

Paul Svenningsen

Technical Service Manager U.S.