

Technical Service Bulletin # 347-0061  
Prince Castle  
355 East Kehoe Blvd  
Carol Stream, IL 60188  
Date 09/13/2018



Dear Customer,

In an ongoing effort to ensure quality on our Genuine OEM Equipment, we are Issuing a Technical Service Bulletin for our 398CN & 406AN Dispenser Series. Please review all information and pictures listed below. All changes will be effective 9/28/2018, but product will not be available to ship until 10/31/2018. If there are any additional questions, or concerns please contact your dedicated Prince Castle Customer Service Representative.

**Issues:**

- Customer Concerns Over Mustard Dispenser Rod Robustness
- Mustard Piston Ring Gets Lost

**Common Symptoms:**

- Mustard Ring Prong Ends Snap Off
- Dispenser Parts Are Lost And Have To Be Re-Ordered
- Inconsistent Mustard Dispensing

**New Parts Kits, Quantities, Contents:**

- 398-007s
  - **389-007s Kit Contents Below**
    - ***\*\*407-007\*\* Spring = 2***
- 398B-INTs
  - **389B-INTs Kit Contents Below**
    - ***\*\*404-071\*\* Piston Ring, Mustard = 1***
    - ***\*\*407-007\*\* Spring, Piston = 1***
    - ***\*\*404-072\*\* Piston Rod = 1***
    - ***\*\*404-070\*\* Lever, Dispenser, Mustard = 1***
    - ***\*\*404-066\*\* Cylinder = 1***
- 406B-INTs
  - **406B-INTs Kit Contents Below**
    - ***\*\*404-069\*\* Piston Ring, Ketchup = 1***
    - ***\*\*407-007\*\* Spring, Piston = 1***
    - ***\*\*404-072\*\* Piston Rod = 1***
    - ***\*\*404-068\*\* Lever, Dispenser, Ketchup = 1***
    - ***\*\*404-066\*\* Cylinder = 1***
- 398-072s
  - **398-072s Kit Contents Below**
    - ***\*\*404-071\*\* Piston Ring Mustard = 2***
    - ***\*\*404-072\*\* Piston Rod Ketchup / Mustard = 2***

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- 404-072s
  - 404-072s Kit Contents Below
    - **\*\*404-072\*\* Piston Rod Ketchup = 2**
    - **\*\* 404-069\*\* Piston Ring Ketchup = 2**
  
- 404B-068s
  - 404-068s Kit Contents Below
    - **\*\*404-068\*\* Lever, Dispenser, Ketchup = 2**
  
- 404B-070s
  - 404-070s Kit Contents Below
    - **\*\*404-070\*\* Lever, Dispenser, Mustard = 2**

Discontinued Parts Kits:

- 404-071s
- 398-INTs
- 406-INTs
- 404-067s

No Change Kits:

- 406-152s
- 404-069s

Procedure:

Continue to use current inventory until new orders are ready to be placed. Please note that the old piston rods (404-067S) can be used in the ketchup dispensers with no risk of issues. As such, Prince Castle will not be accepting returns on OEM part # 404-067s. It is strongly encouraged to deplete current stocking levels on these rods. If your Mustard rod needs to be replaced and you do not wish to order the INTs kit you will need to order 398-072s. If your Ketchup rod needs to be replaced and you do not wish to order the INTs kit you will need to order 404-072s.

**Old Rod Vs New Rod:**

**Old Mustard Piston Rod Below**



**OEM Part # 404-067s**

***Product Specifications & Features:***

Overall Length = 7.54 in (191.51mm)

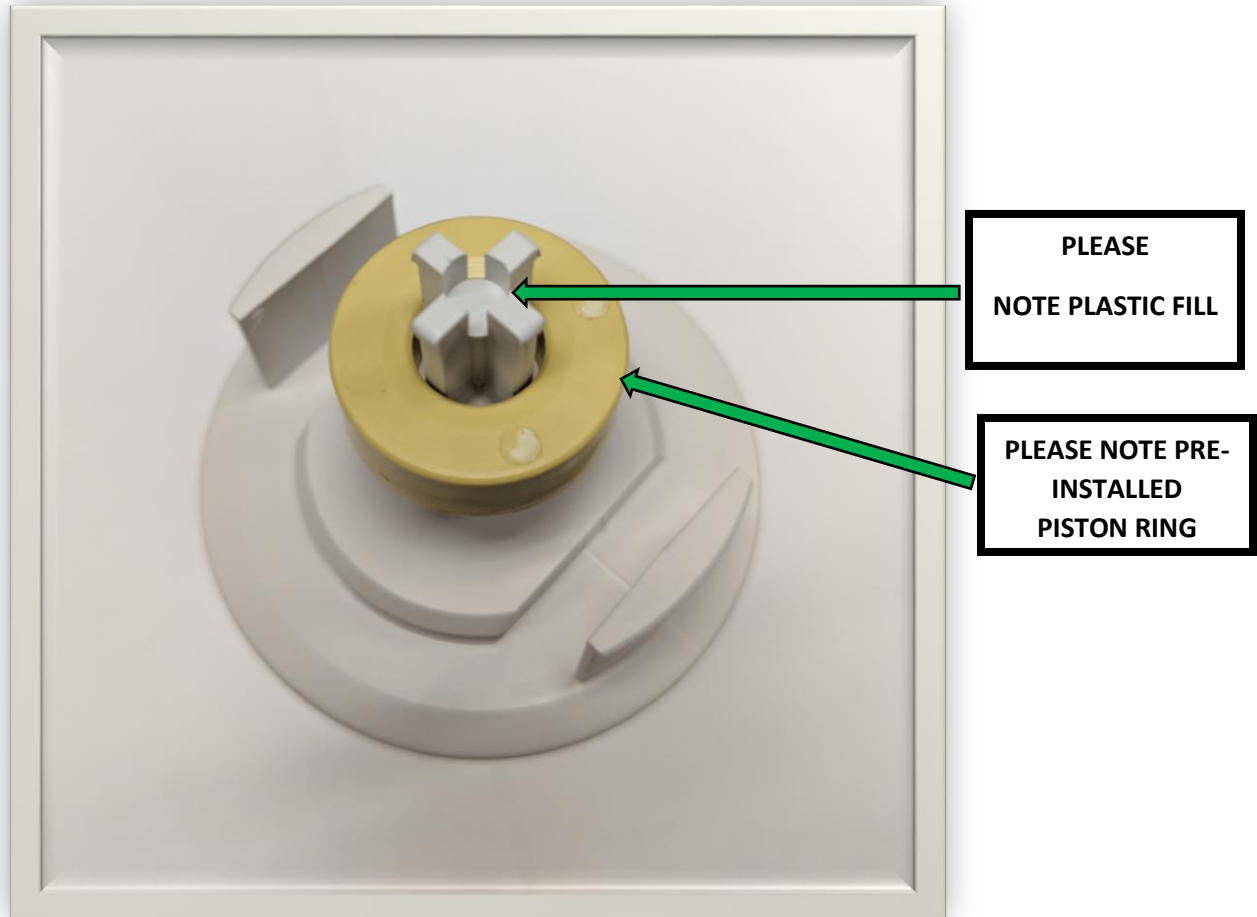
Prong Count = 4

Prongs Internally Braced = No

Piston Ring Removable = Yes

Backwards compatible with Ketchup Dispenser Rod = Yes (If Ketchup Ring Is installed & Mustard Ring Is removed)

### New Mustard Piston Rod Below



OEM Part # 398-072s

***Product Specifications & Features:***

Overall Length = 7.54 in (191.51mm)

Prong Count = 4

Prongs Internally Braced = Yes

Piston Ring Removable = No

Backwards compatible with Ketchup Dispenser Rod = No

**\*\*Please note the Piston Ring can only be installed by Prince Castle Manufacturing. Any attempt to install, or remove this component will void the standard 1 year parts and labor warranty. If the ring, and or rod fails due to standard operation, a whole new rod will need to be purchased, or warrantied\*\***