

TSB # 478-0057
Prince Castle
355 East Kehoe Blvd
Carol Stream, IL 60188
Date Created: 1/4/2018



Dear 3wire,

In a going effort to ensure quality on our Genuine OEM Equipment we are Issuing a Technical Service Bulletin for our IRT Muffin Toaster Series. This Service Bulletin is being issued due to a muffin recipe issue with the Midwest Bakeries. This temporary change in muffin recipe may cause over excessive darkening of muffins on the factory OEM Time & Temp Settings for a short period of time. Please follow instructions and information on this Service Bulletin.

****Please note any programming changes are not covered under our standard Prince Castle OEM Warranty****

Issues:

- Muffins Burning on OEM Default Settings (Listed Below)
 - Toast Time = 86 seconds
 - Platen Duty = 68 %
- Midwest Muffin Recipe out of desired specification

Common Symptoms:

- Muffins too Dark
- Muffins Burning
- Toast out of Spec Range, but unit is functioning as designed with no failure modes

Units effected:

IRT-SB-NA-1PS/3PS Units located in the Midwestern states listed below.

North Dakota (ND), Illinois (IL), Wisconsin (WI), South Dakota (SD), Nebraska (NE), Kansas (KS), Minnesota (MN), Iowa (IA), Missouri (MO), Michigan (MI), Indiana (IN), Ohio (OH).

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Procedure:

Instruct Store Crew Members to change programming settings to the circled settings in green below. ****68 % Platen Duty and 60 second Toast Time (30% Decrease in toast time) ****

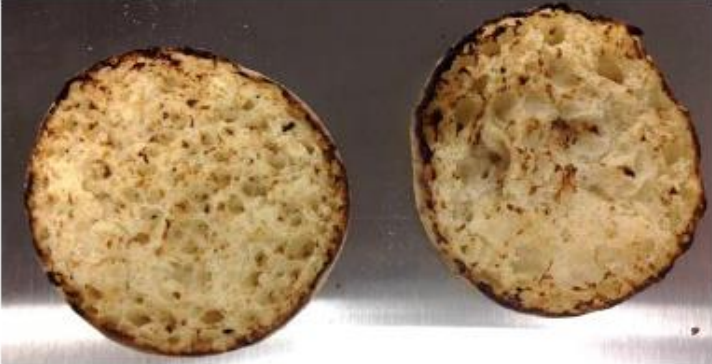


New Turano Muffin

- Lighter
- Softer
- Less dense

Toasted @ 68% platen
Speed @ 86 seconds

Results: Darker muffin, boarder line with dark acceptable target. (boarder line due to the fact that the darker acceptable muffin has a reddish dark center vs the one if the picture



New Turano Muffin

- Lighter
- Softer
- Less dense

Toasted @ 68% platen
Speed @ 60 seconds

Results: Perfect toast right on target

Sincerely,



Paul Svenningsen

Technical Service Manager U.S.