

## PRE-INSTALLATION GUIDE



READ ALL INSTRUCTIONS BEFORE INSTALLING AND USING THE MACHINE

SAFETY INFORMATION	WARNING / CAUTION
<div data-bbox="467 438 531 495" data-label="Image"></div> <p>These appliances are intended to be used for commercial applications, for example in kitchens of restaurants, canteens, hospitals and in commercial enterprises such as bakeries, butcheries, etc., but not for continuous mass production of food. Appliance shall not be cleaned with a water jet or a steam cleaner. Keep the unit away from running water. Follow instructions when performing any cleaning or maintenance.</p> <p>This appliance can be used by persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.</p> <p>This appliance shall not be used by children.</p> <p>Children shall not play with the appliance.</p> <p>Cleaning and user maintenance shall not be made by children without supervision.</p>	<div data-bbox="1081 438 1144 495" data-label="Image"></div> <ul style="list-style-type: none"> <li>Do not install on or near a combustible material.</li> <li>For NA version, do not connect to a circuit operating at more than 150 volts to ground.</li> <li>For continued protection against the risk of fire, replace main unit fuse with fuse of same type and rating: <b>3A 250V</b></li> <li>To reduce the risk of fire or electric shock, do not remove the top cover. No user-serviceable parts inside. Repair should be done by authorized service personnel only.</li> <li>Electric Shock Hazard. Disconnect from power before servicing.</li> </ul>
<p>Plug unit in. Plug unit into a grounded receptacle with a matching plug configuration.</p> <div data-bbox="224 1213 393 1318" data-label="Image"></div> <div data-bbox="570 1213 682 1266" data-label="Text"> <p>Ground lug symbol</p> </div> <div data-bbox="467 1287 531 1344" data-label="Image"></div> <div data-bbox="698 1213 761 1318" data-label="Image"></div> <p>All electrical connections must be in accordance with local electrical codes and any other applicable codes.</p> <p>If the supply cord is damaged, it must be replaced by the manufacturer, its service agent, or similarly qualified persons in order to avoid hazards.</p> <p>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 grounding lug for this purpose and is marked with the symbol above.</p>	<div data-bbox="1049 877 1182 909" data-label="Section-Header"> <h3>NOTICE</h3> </div> <ul style="list-style-type: none"> <li>Do not lift unit by the top cover or at end caps. Do lift unit at center of heater plate.</li> <li>Do not place objects weighing more than 13.61 kg (30 lbs) on the top of this unit.</li> <li>This product is not intended for connection to the residential public low-voltage supply system.</li> </ul>
<div data-bbox="467 1650 531 1707" data-label="Image"></div> <p>Two man lift, unit weight 90.72 kg (200 lbs). Appliance designed to be placed on a McDonald's specified table. Possible slippery floor adjacent to the appliance.</p>	<div data-bbox="1081 1182 1144 1239" data-label="Image"></div> <p>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.</p> <p>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.</p> <div data-bbox="873 1646 1362 1680" data-label="Section-Header"> <h3>ELECTRICAL SPECIFICATIONS</h3> </div> <p>Ratings: 208-240V, 2600 - 3450W, 50/60Hz. Distance from the back wall at least 15.24 cm (6 inches).</p>

## USER MANUAL

### PRODUCT IDENTIFICATION



### TABLE OF CONTENTS

USER MANUAL .....	2
SAFETY INFORMATION .....	3
INSTALLATION .....	3
OPERATION .....	4
OPERATION (CONTINUED) .....	5
OPERATION (CONTINUED) .....	6
OPERATION (CONTINUED) .....	7
DIMENSIONS .....	8
PARTS LIST .....	9
WIRING DIAGRAM .....	10
FACTORY PRESETS .....	11

The information in this document is intended solely for the use of the intended food service equipment and is controlled directly by Prince Castle.

**LIMITED WARRANTY:** This product is warranted to be free from defects in material and/ or workmanship for a period of two (2) years from date of original installation. Use of any non-genuine Prince Castle parts voids this warranty. All work must be performed by an authorized Prince Castle Service Agent, except as provided herein. • All labor shall be performed during regular work hours. Overtime premium will not be covered. • Travel charges are limited to 100 miles (200 kilometers) round trip, 2 hours travel time, one trip per repair. • Damage caused by carelessness, neglect, and/or abuse (e.g., using wrong current, dropping, tampering with or altering electrical components, or improper cleaning) is not covered. • Equipment damaged in shipment, by fire, flood or an act of God is not covered. • Damage to coated surfaces is not covered by this limited warranty.

**PRINCE CASTLE SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, LOSSES, OR EXPENSES. THIS IS PRINCE CASTLE'S ONLY WARRANTY. PRINCE CASTLE MAKES NO OTHER WARRANTY, EXPRESS OR IMPLIED. ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND/OR FITNESS FOR ANY PARTICULAR PURPOSE ARE HEREBY DISCLAIMED AND EXCLUDED.**

**355 East Kehoe Blvd. • Carol Stream, IL 60188 USA • Telephone: 630-462-8800 • Toll Free: 1-800-PCASTLE**  
**For initial technical support internationally, please contact the KES or Distributor who supplied the equipment.**

## SAFETY INFORMATION

### IMPORTANT



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.

### ELECTRICAL SPECIFICATIONS

Ratings: 208-240V, 2600 - 3450W, 50/60Hz.  
Distance from the back wall at least 15.24 cm (6 inches).

## INSTALLATION

1

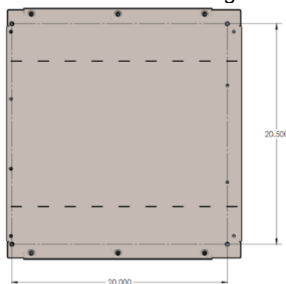
**Unpack and inspect.** Remove the unit from the carton and inspect for signs of damage. If there is damage to the unit:

- 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 replacement unit.

**For initial technical support domestically within the US, please contact: 1-800-PCASTLE**

**For initial technical support internationally, please contact the KES or Distributor who supplied the equipment.**

*Note: If UHC is not placed on High Density Brackets, the hole pattern below is required to secure the UHC to the mounting surface.*



2

Place Universal Holding Cabinet on flat surface. Remove blue and/or white protective covering.



Appliance for installation only on flat, non-combustible surface. Two person lift, unit weight is more than 22.68 kg (50 lbs).

When installing this unit, the ambient temperature at the mounting site should not exceed 37.78°C (100°F).

3

Plug unit in. Plug unit into a grounded receptacle with a matching plug configuration.



Ground Lug Symbol



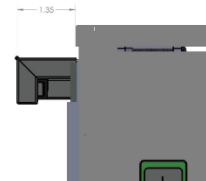
All electrical connections must be in accordance with local electrical codes and any other applicable codes.

If the supply cord is damaged, it must be replaced by the manufacturer, its service agent, or similarly qualified persons in order to avoid hazards.

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 grounding lug for this purpose and is marked with the symbol above.

4

Ensure that the power cord is not being crushed against a wall or any other surface. Maintain a gap of at least 1.35 inches [34.29 mm] from the side of the unit. This clearance applies to both the straight and 90 degree strain relief.



## OPERATION



This appliance can be used by persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.

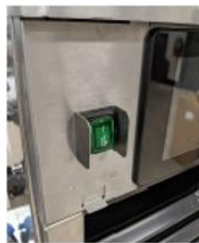
This appliance shall not be used by children.

Review the included storyboard for complete system features and operation.

### 1

#### Turn unit ON.

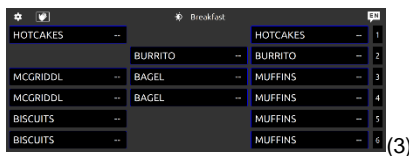
Turn the ON/OFF switch located on the upper left of the UHC to the ON position.



### 2

#### Warm Up:

During warming up, the current temperature and setpoint temperature of the lowest heater are displayed (2). The display increments as the lowest heater temperature reaches its setpoint temperature. When warmup is complete, the home screen is shown with bins deactivated (3).



### 3

#### Timer Recovery:

In the case of a short-term power outage or when the UHC is powered off when active timers are present, the system will start with previous time values, minus the period during when the machine was off.

These recovered timers can be canceled by pressing the **X**.

The countdown number is highlighted below. Users will have 10 seconds to cancel before the screen goes away.



### 4

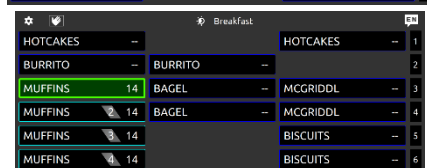
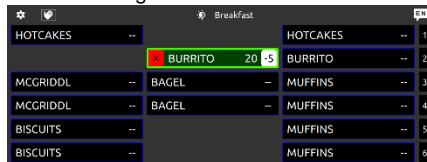
#### Run Time: Activate, Clear, Reset Timers

Tapping an item once starts the timer for that item. A thick, bold green border indicates FIFO, primary items to be used first. Cyan borders are numbered with sequence indicators that display the order in which subsequent items should be used.

Once the hold time nears expiration, a Cook More alert will appear.

To clear an active timer, tap on the item once then tap on the **X**.

To reduce a timer by 5 minutes, tap on the menu item and tap on the -5 icon on the right side of the item name.



## OPERATION (CONTINUED)

### 5 Hold Time Remaining:

The number at the right edge of the screen indicates the amount of time left in minutes. When any bin timer runs out before action is taken, the bin will turn to red to indicate it's expired.

An audible sound is emitted whenever a timer expires. The sound can be dismissed with a single tap of the expired item.

Breakfast			
HOTCAKES	--	HOTCAKES	-- 1
BURRITO	--	BURRITO	-- 2
MUFFINS	4	BAGEL	-- MCGRIDL -- 3
MUFFINS	4	BAGEL	-- MCGRIDL -- 4
MUFFINS	4	BISCUITS	-- 5
MUFFINS	4	BISCUITS	-- 6

### 8 Cook More Alert (Continued):

Note the number at the bottom of the Cook More screen that presents the number of cook more items.



### 6 Temperature Status:

Tap any row number to review current upper and lower plate temperatures for all rows. In temperature mode, current temperatures will display. The number below SP represents the setpoint temperature. Temperatures that have reached their setpoint will be dimmed. Tap again to hide temperature status.

If the row number is YELLOW, it represents that the temperature is  $\pm 10^{\circ}\text{F}$  beyond setpoint. It also shows up when the unit is warming up.

1	174	SP	174
2	174	SP	174
3	174	SP	174
4	176	SP	174
5	174	SP	174
6	174	SP	174

### 9 Screen Cleaning:

To lock the screen for cleaning, press the screen cleaning button. All touch buttons will deactivate, and the locked screen will appear for 10 seconds. The timer will count down from 10 seconds, and revert back to the run screen when countdown is complete. Pressing the button also locks the side-touch panel to allow cleaning without triggering touch events.



### 7 Cook More Alert:

When an item nears the end of its holding time, a notification will be displayed. These notifications can be disabled in settings. The alert will disappear after a preset time.

If there are other cook more alerts, the next Cook More alert will be shown. If there are no further alerts, pressing the "Cancel Alert" button will return to the home screen.



### 10 Menus/Dayparts:

To access menus/dayparts, tap the settings icon in the upper left corner of the home screen.

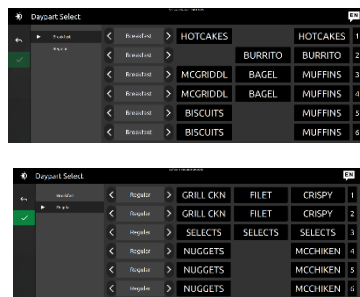
Breakfast			
HOTCAKES	--	HOTCAKES	-- 1
BURRITO	--	BURRITO	-- 2
MCGRIDL	--	BAGEL	-- MUFFINS -- 3
MCGRIDL	--	BAGEL	-- MUFFINS -- 4
BISCUITS	--	MUFFINS	-- 5
BISCUITS	--	MUFFINS	-- 6

## OPERATION (CONTINUED)

### 11 Switch Daypart:

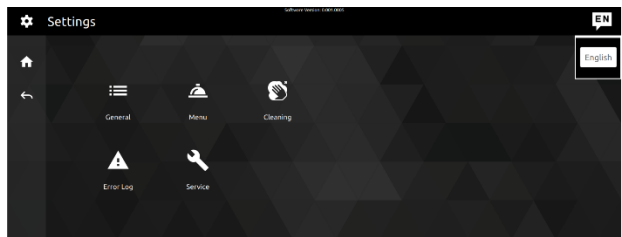
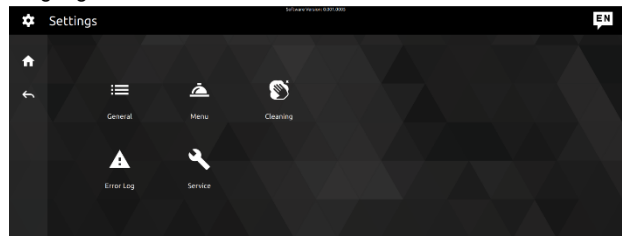
To change menus/dayparts, touch the current active daypart name located on top part of the screen in the middle. Now, select the daypart that you would like to change to. When you check on the daypart, it will show a preview of items. Press the green checkmark button on the left side to activate the menu.

The corresponding grid and labels will change to reflect the highlighted daypart in the list. You can enable Mixed Mode by scrolling to different dayparts in different rows.



### 13 Change Language:

Selecting the language icon in the upper right corner of the home screen will display a quick settings box to change language. NOTE: To change the language, pre-select in the language menu.



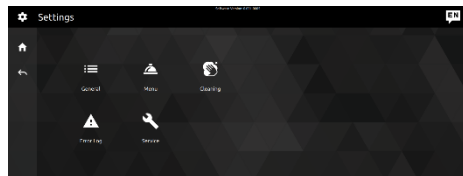
### 12 Settings Menu:

Tap the settings icon on the top left-hand side of the display to enter the settings menu.

Tap the General option to access General Settings. The Language option enables you to select a variety of languages for the display. Formats enables selection of temperature units. Sounds + Alerts enables control of sound volume and sound alert options.

Access Menu Settings to edit, delete, and copy dayparts. Configure items within the dayparts.

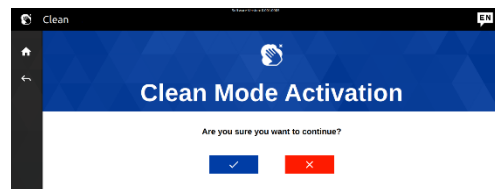
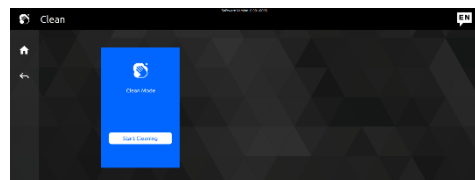
Access Item Settings to be able to create new menu items with their properties: Hold time, cook more time, hold temperature, and corresponding tray size.



### 14 Cleaning: Recommended once per day

Cleaning mode is accessed through settings.

When the clean mode button is pressed, a prompt will alert the user to cancel or continue. A prompt will appear to remind users to remove all trays. Press the 'ok' button when removed. During cooling, the set point temperature and highest platen temperature is indicated. The display decrements as the highest temperature is lowered.



## OPERATION (CONTINUED)

15

### Errors and Notifications:

To access the error log, select the error icon in the settings menu. Do not attempt to resolve an error without the help of trained service personnel.



When an error, notification, or cleaning alert is present, the settings menu will show highlighted icons.

The newest entry is listed at the top of the list, with a time and date stamp

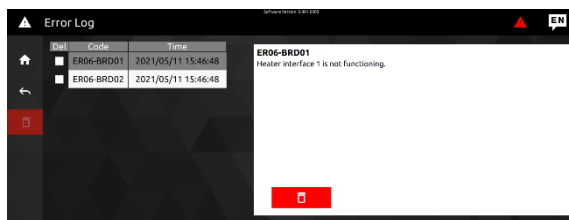
## MALFUNCTION

ER06-BRD01

Heater interface 1 is not functioning



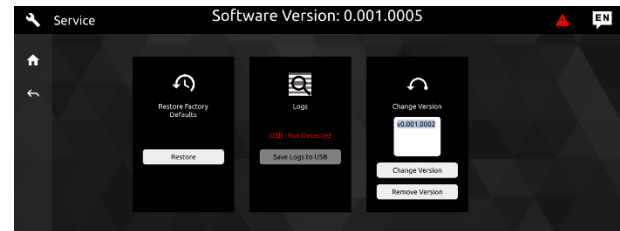
1/2



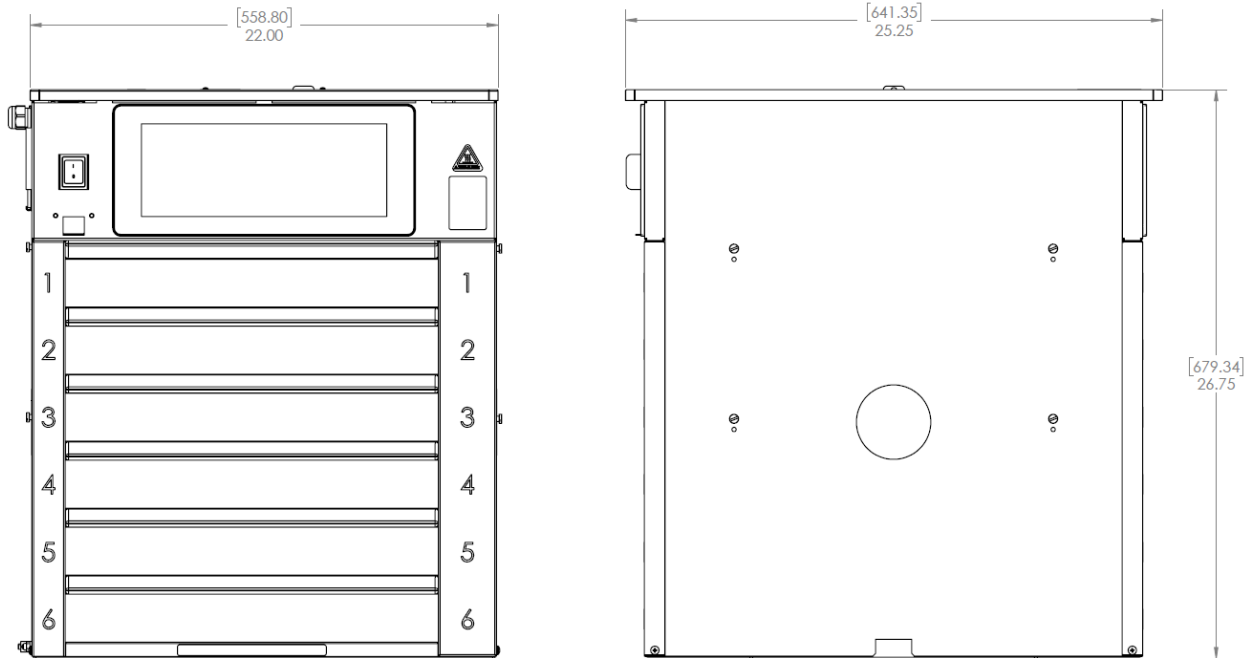
16

### Service Menu:

Click the service button on the settings menu to access the service menu. In this menu, you will access to restore the unit to factory default and to back up the logs on to a thumb drive.

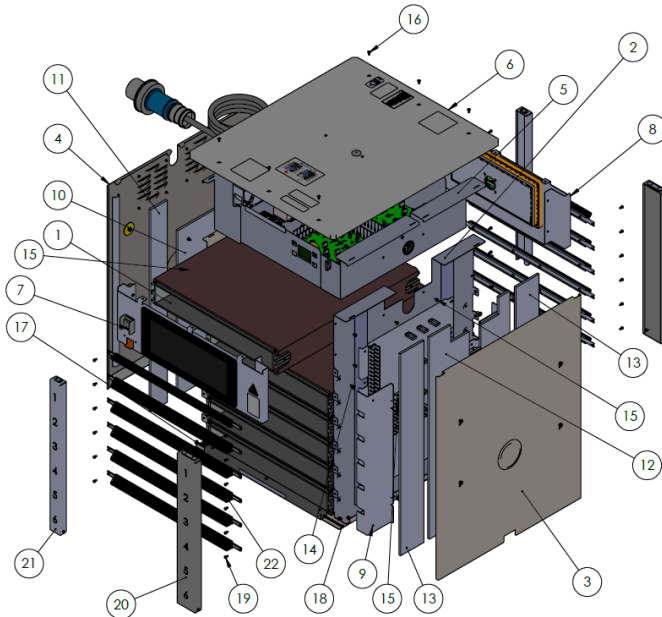


## DIMENSIONS



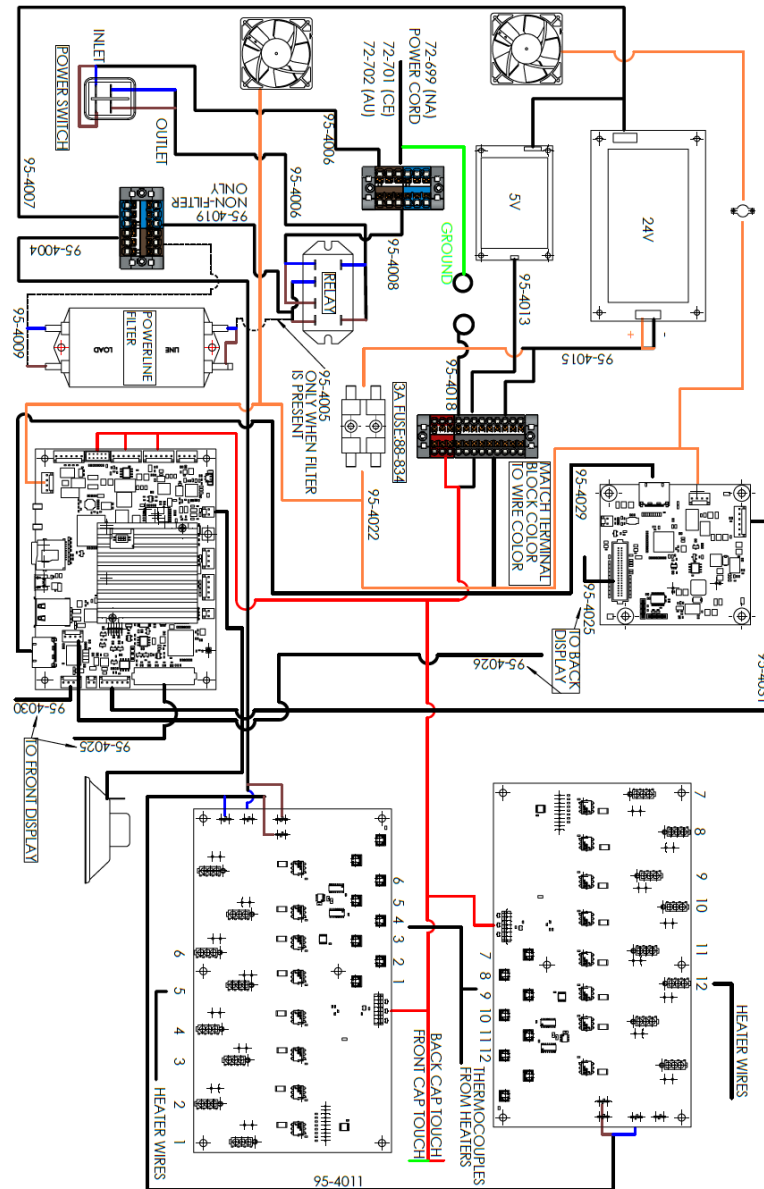
Dimensions in [mm] and inches

## PARTS LIST



ITEM NO.	PART NUMBER	DESCRIPTION	QTY.
1	547-733	ASSY, HEATER	6
2	547-734	CHASSIS ASSEMBLY	1
3	547-738	ASSY, COVER PANEL, RIGHT	1
4	547-737	ASSY, COVER PANEL, LEFT	1
5	547-681	ASSY, ELECTRONICS TRAY	1
6	547-736	ASSY, TOP COVER	1
7	547-730	VT-TOP-12.3DISP-FRONT	1
8	547-731	VT-TOP-12.3DISP-BACK	1
9	547-718	SM, WIRE GUARD	2
10	547-723	LEFT SIDE CENTER INSULATION	1
11	547-724	LEFT SIDE CORNER INSULATION	2
12	547-726	RIGHT SIDE CENTER INSULATION	1
13	547-727	RIGHT SIDE CORNER INSULATION	2
14	76-1244	SCREW, FH SKT M6 X 1.0 X 12MM	4
15	76-1256	SCREW, PLPH, M4 X 8 MM L, STEEL W LOCK	20
16	76-1254	SCREW, PLPH, M4 X 8 MM L, 18-8 SS	6
17	76-1271	SCREW, PLPH, M5 X 0.8, 45 MM L, 18-8 SS METRIC, PAN HEAD	2
18	76-1272	SCREW, PLPH, M5 X 0.8, 80 MM L, 18-8 SS, PAN HEAD	2
19	76-1343	SCREW, PLPH, M4 X 0.7 X 8MM L SS, NARROW CHEESE HEAD	24
20	547-757	SM, CORNER PANEL, WIDE	2
21	547-756	SM, NARROW CORNER PANEL	2
22	547-773	ASSY, END CAP INJECTION MOLDED	12
23	547-761	ASSY, WIRE ROUTING PLATE	1

## WIRING DIAGRAM



## FACTORY PRESETS

Item Master	Top / Bottom Platen Temp (°C)	Top / Bottom Platen Temp (°F)	Hold Time (mins)	Cook Time (mins)
SAUSAGE	79.44	175	60	4
SCRAMBLE	79.44	175	20	3
RND EGG	79.44	175	20	6
MUFFINS	79.44	175	15	4
BISCUITS	79.44	175	30	5
10-1	85.00	185	15	3
4-1	85.00	185	15	5
3-1	85.00	185	15	3
SELECTS	85.00	185	60	8
GRIL CKN	85.00	185	60	10
NUGGETS	93.33	200	20	8
FILET	85.00	185	30	7
CAN BACN	79.44	175	30	3
FOLD EGG	79.44	175	20	3
BAGEL	79.44	175	20	3
STEAK	79.44	175	30	5
BURRITO	79.44	175	20	4
CRISPY	85.00	185	60	7
MCRIB	85.00	185	120	7
SPCY CKN	93.33	200	30	8
HAM	79.44	175	30	5
HOTCAKES	79.44	175	20	2
MCGRIDDL	79.44	175	20	2
BFST CKN	85.00	185	60	7
SKLT BUR	85.00	185	30	4
MCCHIKEN	93.33	200	30	7
MUSHROOM	93.33	200	30	5
VEGI PTY	79.44	175	20	8
FISH FGR	93.33	200	20	7
VALU CKN	93.33	200	30	5
JR CKN	93.33	200	30	7
FRD EGG	79.44	175	15	7
FAJITA	85.00	185	30	7