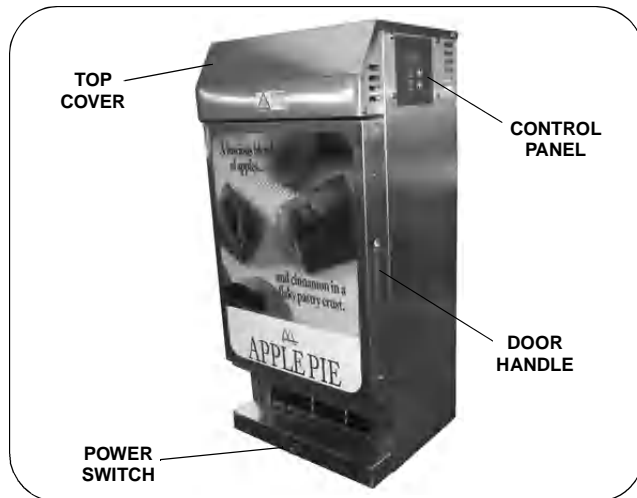


# Operation Manual



Pie Merchandiser  
524-Series

## Product Identification



## Electrical Specifications

120 VAC, 60 Hz, 580W, 1-Phase

220 VAC, 50 Hz, 580W, 1-Phase

The 120 VAC version will have the UL mark on the label and the 220 VAC version will have the CE mark.

### 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, not to exceed 30 months from date of shipment from our factory. Any part or component which proves to be faulty in material and/or workmanship within the warranty period will be replaced or repaired (at the option of Prince Castle, Inc.) without cost to the customer for parts or labor.

This warranty is subject to the following exceptions/conditions:

- Use of any non-genuine Prince Castle parts voids this warranty and all work must be performed by an authorized Prince Castle Service Agent.
- All labor shall be performed during regular work hours. Overtime premium will not be covered.
- Travel charges are limited to 100 miles/200 km 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 non-stick coated surfaces is not covered by this warranty.

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**PRINCE CASTLE INC.**  
WORLDWIDE



A Marmon Group / Berkshire Hathaway Company

355 East Kehoe Blvd. • Carol Stream, IL 60188 USA  
Telephone: 630-462-8800 • Toll Free: 1-800-PCASTLE  
Fax: 630-462-1460 • www.princecastle.com



## Safety Information

Knowledge of proper installation, operation and maintenance procedures is essential to ensure safe operation of any equipment.

- Always have dry hands prior to turning the ON/OFF switch ON or OFF.
- Turn OFF the ON/OFF switch any time the cabinet is not in use.
- If an electrical shock is felt when touching the cabinet, disconnect the power immediately and call Prince Castle Technical Service Department for assistance and service.
- If you find the power cord is frayed or the plug damaged, **DO NOT PLUG IT INTO THE ELECTRICAL RECEPTACLE. IF IT IS ALREADY PLUGGED IN, SHUT OFF THE MAIN CIRCUIT BREAKER, LOCATED IN THE BREAKER BOX AT THE REAR OF THE STORE. THEN DISCONNECT THE PLUG.**
- **DISCONNECT THE POWER CORD BEFORE ATTEMPTING ANY REPAIRS TO THE CABINET AND/OR CLEANING THE UNIT.**
- **DO NOT SUBMERGE THE CABINET. ELECTRICAL COMPONENTS AND WIRING PRESENT A HIGH SHOCK HAZARD WHEN WET.**

## Introduction

The 524-MCDC/-MDCCE Pie Merchandiser is designed to hold pies at proper serving temperatures. The cabinet has a programmable temperature controller with a low temperature alarm. The controller is factory pre-set for baked pies with a holding temperature of 165°F (74°C). The controller's temperature setting needs to be adjusted for fried pies which require a holding temperature of 155°F (69°C).

The heater can be accessed for service by removing the top cover. There is also a bottom panel to access the wiring and the switch.

The cabinet is designed to hold 42 baked pies or 36 fried pies. Each cabinet includes a removable pie caddy.

## Model Number

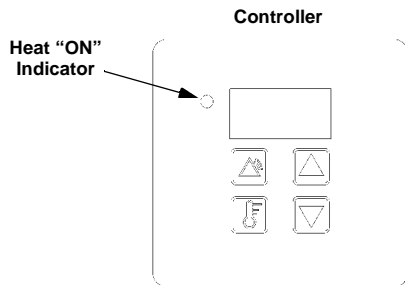
Model	Description	Model	Description
524-MDCCE	220-240 VAC, Schuko plug	524-MDCP	220-240 VAC, 16A pin & sleeve plug
524-MDCGB	220-240 VAC, BS1363 plug	524-MCDC	120 VAC, NEMA 5-15 plug
524-MDCDF	220-240 VAC, no plug		

## Installation

- 1 Remove the cabinet from shipping carton making sure all packing materials are removed from the carton and cabinet.
- 2 Check to ensure all components are included: Cabinet, Pie Caddy, Equipment Manual.
- 3 Read this equipment manual completely before operating the cabinet.
- 4 Locate the cabinet on clean, dry surface.
- 5 Level the cabinet by turning the adjustable feet on the bottom of the unit. This prevents the cabinet from tipping over and makes the boxed product easier to remove.
- 6 Clean cabinet thoroughly before use. See PM Card.
- 7 Connect the cabinet power cord to a correctly-wired and protected power source.

## Operation

- 1 The power switch is located at the base of the cabinet, below the door. Turn the power switch ON. Preheat cabinet for 30 minutes. When the cabinet is turned on, the air heater will operate until the cabinet reaches the air temperature setpoint. The display will read the actual cabinet temperature. The heat "ON" light will illuminate when the cabinet air temperature is 1°F or more below the air temperature setpoint. It will turn off when the cabinet temperature reaches the air temperature setpoint. The controller display will flash alternately LO and the actual cabinet air temperature until it reaches the low temperature alarm setpoint.



- 2 After preheating, load boxed pies into cabinet.

- 3 Cabinet dispenses pies from the bottom, underneath the door.

- 4 When cabinet is not in use, turn power off.

- 5 This cabinet must be cleaned WEEKLY. See PM Card.

*NOTE: The pie caddy has a reserve storage of 12 pies. This reserve is intended to provide additional pies while a new batch of pies is being baked. Holes beneath the door provide visual indication of low pie level in the cabinet.*

## Programming Instructions

The controller has been factory pre-set for baked pies with a holding temperature of 165°F (74°C). The controller's temperature setting needs to be adjusted for fried pies which require a holding temperature of 155°F (69°C). To ensure food safety, a low temperature alarm will sound when the cabinet temperature falls below 140°F (60°C). *NOTE: To clear the LOW TEMPERATURE ALARM, press the button with the picture of a thermometer.*

**To View or Change the Temperature setpoint:**



Turn the power on. To view the temperature setpoint, press and hold the temperature set button. To change the temperature setpoint, press and hold the temperature set button, press the up or down arrow button until the desired air temperature is displayed. The display will advance in 1° increments.

**To View or Change the Alarm setpoint:**



Turn the power on. To view the alarm setpoint, press and hold the alarm-reset button. To change the alarm setpoint, press and hold the alarm-reset button, and press the up or down arrow button until the desired alarm temperature is displayed. The display will advance in 1° increments.

**To View or Change Temperature Scale:**

The cabinet is programmable for a temperature scale in degrees Fahrenheit and Centigrade (Celsius). Turn power off. Hold down both up and down arrow buttons. Turn power back on while holding both arrows. Display will show current scale (C or F). If desired, push the up or down arrow to change the scale. Turn power off to save change.

**Non-Scheduled Maintenance**



**WARNING**  
Equipment surfaces may be hot. It is recommended that the unit be turned off for at least 10 minutes prior to performing any maintenance procedure.

**Changing Illuminated Front Graphic on Door:**

Tools: Phillips Screwdriver

Remove the four screws on the sides of the door and remove the door trim. Slide the POP graphic out. Slide new POP graphic in, making sure to leave white diffuser background panel in place. Replace the door trim and secure with screws.

**Changing the Light Bulb in the Door:**

Tools: Phillips Screwdriver

The POP graphic on the front door is illuminated by one fluorescent bulb. If the bulb burns out, turn off the cabinet. Remove the four screws (save removed screws) on the sides of the door trim and remove the trim along with the POP graphic and white diffuser. Replace the burned out bulb, the white diffuser, POP graphic and door trim. Secure the door trim with the previously removed screws. Turn the power switch on.

**Troubleshooting**

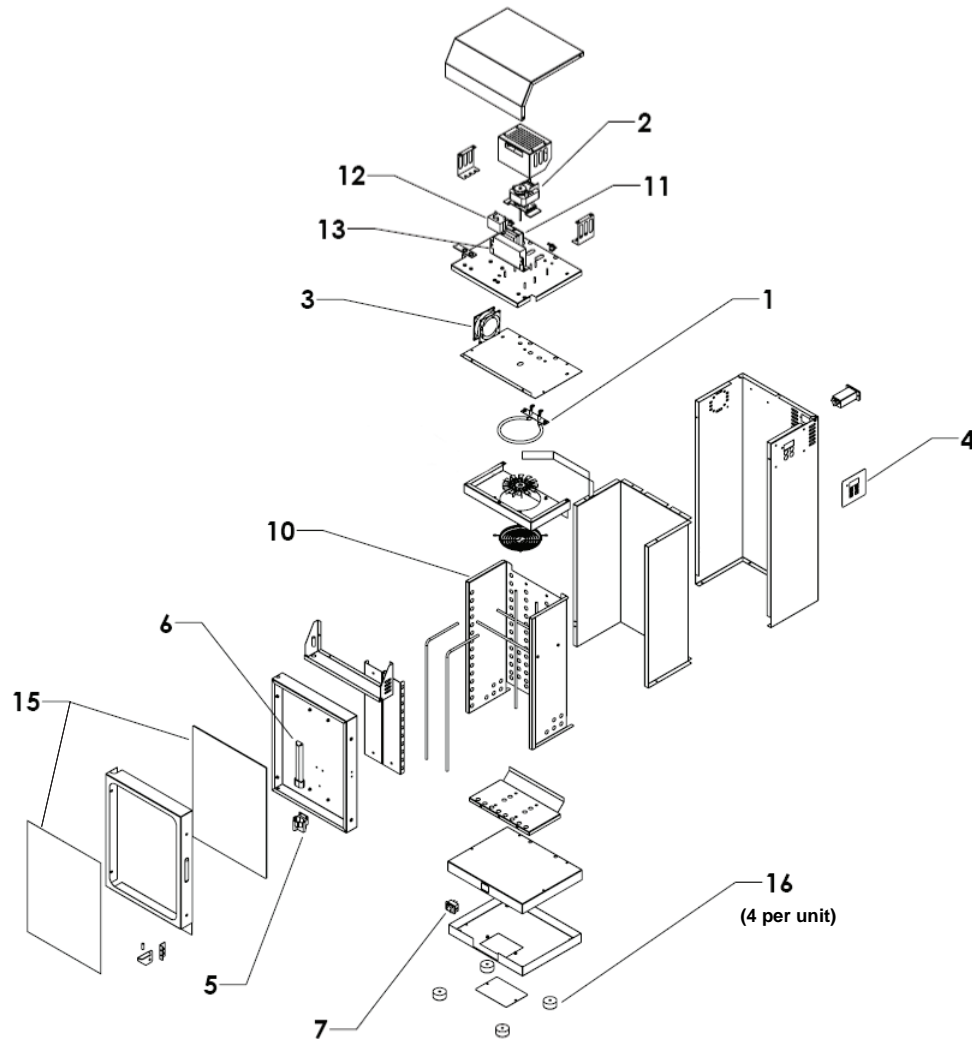
SYMPTOM	DISPLAY READS	POSSIBLE CAUSE	REMEDY
No power	Blank	Facility circuit breaker tripped	Reset circuit breaker
		Power cord to unit is unplugged	Plug in power cord
		Faulty transformer	Replace
		Faulty controller	Replace
		Faulty ON/OFF switch	Replace
		Faulty wiring	Follow wiring per diagram
No Heat/Low Temp	Ambient air temperature	Hi limit faulty or tripped	Reset/Replace
		Faulty heat element	Replace
		Faulty relay	Replace
		Faulty air probe	Replace
		Faulty controller	Replace
		Door not closed	Make sure Merchandiser door is closed properly
Controller LEDs	LED segments are out/dim	Loose wiring	Follow wiring per diagram
		Faulty controller	Replace
Product not getting hot enough	Normal	Wrong setting or menu being used	Correct temperature setting
			Check calibration with MRC Card
Function key does not operate	Normal	Faulty controller	Replace

## Exploded View and Parts List

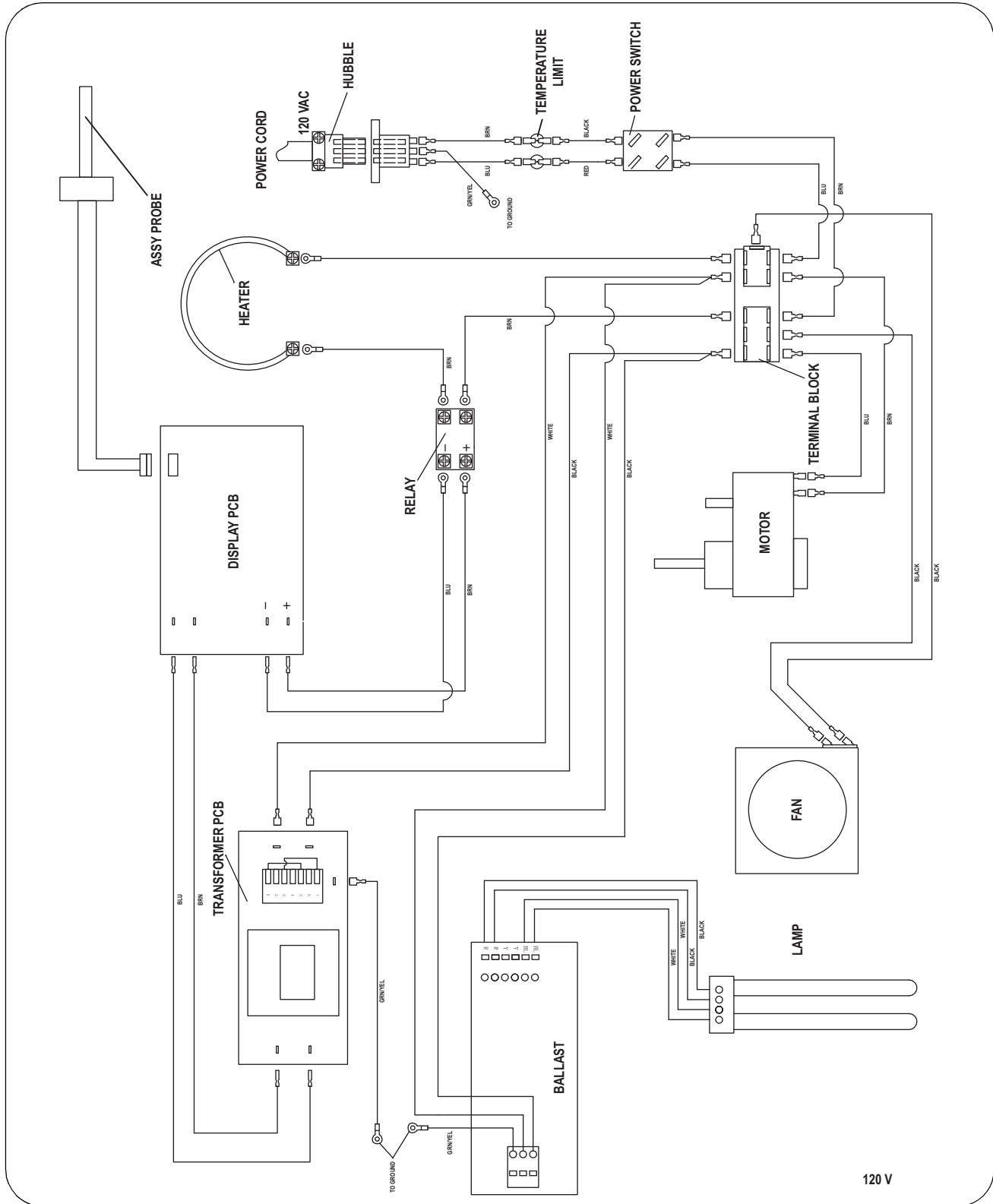
No.	Part No.	Description
1	524-002S	Heating Element
1	524-002CES	Heating Element (MDCDCCE)
2	524-003S	Motor w/ Fan
2	524-003CES	Motor w/ Fan (MDCDCCE)
3	524-004S	Cabinet Fan
3	524-004CES	Cabinet Fan (MDCDCCE)
4	524-005S	Controller/Display PCB
5	524-006S	Light Socket
6	524-007S	Light Bulb
7	78-228S	Power Switch
9	72-200-15S	Power Cord*
10	524-008S	Pie Caddy

No.	Part No.	Description
11	524-009S	Power PCB
11	524-009CES	Power PCB (MDCDCCE)
12	65-058S	Relay
13	524-010S	Ballast
13	524-010CES	Ballast (MDCDCCE)
14	524-011S	Temperature Probe*
15	524-012S	Graphic w/ Backer Plate
16	524-013S	Feet (4)
17	524-015S	Hi-Limit Switch*
17	524-015CES	Hi-Limit Switch (MDCDCCE)*
18	524-016S	PC Display Overlay*

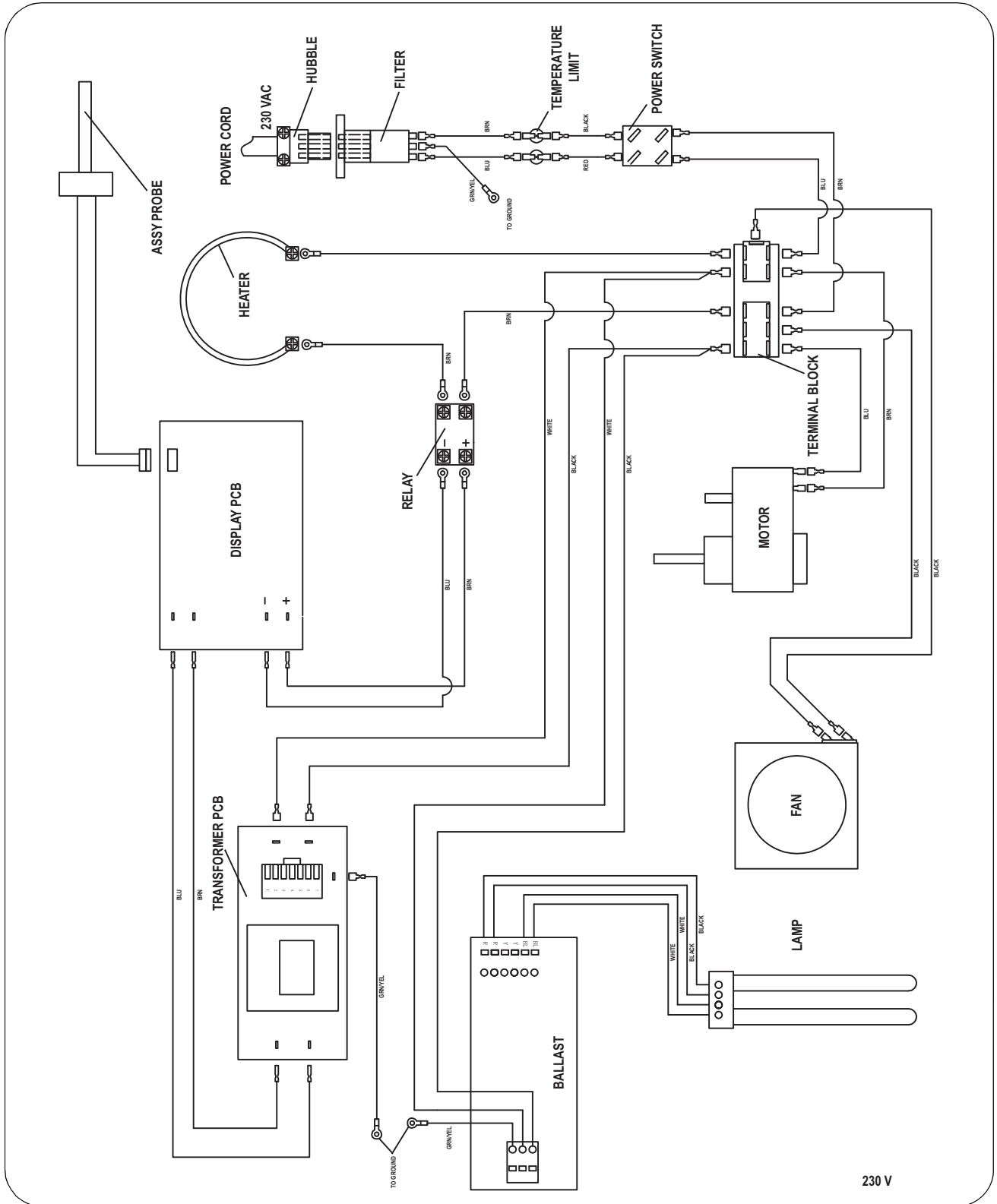
\* Not shown



**Wiring Diagram**



**Wiring Diagram**



# Prince Castle Pie Merchandiser

Model 524

**Daily maintenance tasks**

PR 63 W1 Clean merchandiser

Model 524

**△ Hazards**

These icons alert you to a possible risk of personal injury.




**▨ Equipment alerts**

Look for this icon to find information about how to avoid damaging the equipment while doing a procedure.

**★ Tips**

Look for this icon to find helpful tips about how to do a procedure.




<b>Why</b>	To keep the merchandiser clean and food safe	
<b>Time required</b>	10 minutes to prepare	15 minutes to complete
<b>Time of day</b>	At close	For 24-hour restaurants: during late-night shift
<b>Hazard icons</b>	 Chemicals  Electricity  Hot Surfaces	


## Tools and supplies




## Procedure


- 1 Turn off and unplug the pie merchandiser.** Remove all food products from the cabinet. Let the merchandiser cool with the door open for at least 10 minutes.

 **Electricity**  
Unplug the merchandiser before cleaning.

 **Hot Surfaces**  
Do not attempt to clean a hot merchandiser.


- 2 Remove the pie caddy from the cabinet.** Bring the pie caddy to the back sink. Wash in back sink, rinse, and sanitize. Use a KAY® NO-SCRATCH™ pad on heavy soils if needed.


 **Chemicals**  
Sanitizer solution

 **Equipment Alert**  
Cleansers, detergents, degreasers, sanitizers, or bleaching agents that contain chlorides or phosphates will cause permanent damage to stainless steel products. The damage appears as pits, cracks, and surface discoloration. This damage is permanent and is **NOT** covered by the warranty.

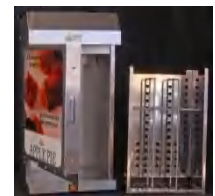


- 3 Clean the cabinet interior and exterior surfaces** by spraying a clean, sanitizer soaked towel with EXCEED and wiping. Use a KAY® NO-SCRATCH™ pad on heavy soils.

 **Chemicals**  
Sanitizer solution

 **Equipment Alert**  
**DO NOT SPRAY WITH WATER DURING CLEANING.**  
The heater components should not be exposed to direct contact with water or cleaning sprays.

- 4 Thoroughly air-dry the cabinet and pie caddy.** Place the caddy back in the cabinet.



- 5 Reconnect the power cord.**

