DineXpress Hot/Cold Food Counter Operating & Maintenance Manual

Models: DHC2 DHC3 DHC4 DHC5 DHC6

DineXpress Hot/Cold Food Counter:

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For Service Information call 1.888.673.4639

Please provide following information:

• Model number
• Serial number
INTRODUCTION

Congratulations! You have just purchased one of the finest pieces of equipment on the market today. Before installing or operating your new Dinex equipment you should read through this material. This manual should be retained for further reference as it contains operation instructions and warranty information. Should you have any questions concerning the Equipment, please call the Dinex Hotline at 1-888-673-4639 (Monday through Friday from 7 am to 6 pm, Central Standard Time).

IMPORTANT: For your safety, read and follow all cautions, information, and warnings.

FREIGHT DAMAGE CLAIMS

Your DineXpress Hot/Cold Food Counter was carefully inspected and packed before leaving our factory. The transportation company assumes full responsibility for the safe delivery of this equipment. Dinex cannot assume responsibility for damage or loss incurred during transit. Visible damage or loss should be noted on the freight bill and signed by the person making the delivery.

A freight claim should be filed immediately with the transportation company. If damage is unnoticed or concealed until the equipment is unpacked, notify the transportation company immediately and tell them you want to file a concealed damage claim. This must be done within fifteen (15) days after delivery was made. Be sure to retain all packing materials and cartons.

IMPORTANT: All packing materials should be retained for return shipment.

APPLICATION AND USE

The Equipment is for commercial use in the food service industry. It provides storage of dishes and is operated with a heating system.

ATTENTION: Installation of this equipment should be performed only by persons qualified or licensed to install electrical equipment. If adjustments and service work are performed by those other than authorized Dinex service agents will void the warranty. Use of other than genuine Dinex replacement parts or service work performed by those other than authorized Dinex service agents will void the warranty. Do not use corrosive cleaners on the equipment. Use only mild detergents.

SAFETY

The instructions contained in this manual provide important guidelines for the Equipment user regarding a correct and safe installation. Particular attention should be paid to the warnings given in various parts of this manual. Never dismantle and/or repair the appliance with the power supply in place. Especially, do not repair electrical elements if you are not qualified for such work.

IMPORTANT:

• Please note that the DineXpress Hot/Cold Food Counter is for commercial use only and must be used exclusively for the purposes prescribed.

INFORMATION

INFORMATION ON THIS SECTION

When contacting customer service please provide the following information located on the product identification plate:

• Model number
• Serial number of the equipment (identification plate)
• Description of the part
• See Manual for item number

IDENTIFICATION PLATE

MODEL: ______ SERIAL NO: 111500B

VOLTS/AMPS/WATTS: E7

DIFFERENT SERIAL NUMBERS FOR EACH UNIT.

Check the compatibility of machine voltage and amperage with electrical connections.

INSTALLATION

INHOUSE EQUIPMENT TRANSPORTATION AND INSTALLATION

To avoid equipment damage, carefully uncrated the equipment. Use caution when setting the equipment into place. All units on casters can be carefully rolled into position. Units equipped with legs must be transported on dollies. NEVER lift units with a fork truck. Lifting and transporting with a fork truck will damage the unit’s structure and invalidate the warranty.

To interconnect the equipment into a line-up, see (Fig. 1). Grasp the locking device. Pull outward and hold while the adjacent unit is pushed into place. Once the adjacent unit is in place, release the locking device and it will lock into the adjacent slotted stud.

Figure 1
OPERATING INSTRUCTIONS

IMPORTANT: Prior to switching from Hot to Cold or Cold to Hot operation, allow for the temperature of the unit to stabilize to room temperature.

HOT OPERATIONS

IMPORTANT: It is the responsibility of the installer to comply with all State & Local electrical codes. Connect the unit to the proper electrical power source. Check the rating tag on the unit to insure that the unit is being connected to the proper electrical power source.

CAUTION: Connecting the unit to the improper power source can cause damage to the unit and invalidate the warranty

Turn the master switch to the “Hot” (heated) mode.

1. Wet & Dry Operations: For wet operations, make sure that the drain is closed. For wet applications, do not add more that one (1) inch of water to the foodwell. Please note that the wet operation will provide the most efficient temperature holding of the food product.

2. For wet & dry operation, cover the well with a cover, or place an empty pan in the well. Turn the thermostats to the highest setting and preheat the wells for a minimum of 45 minutes.

3. Next, place pans of preheated food into the foodwells. It is important to note that the unit is designed to maintain food temperatures. The unit is not designed to raise the food temperatures. To avoid the loss of the food temperatures, keep the pans of food covered when not serving. Also, during the serving period, keep any empty foodwells covered with a cover or empty food pan when not in use. Due to the density and unknown preheated temperatures of food product going into the unit, there is no established formula for specific food temperatures of specific foods.

4. Once pans of food have been placed into the unit, adjust the thermostat to the desired temperature setting.

COLD OPERATIONS

IMPORTANT: If switching from Hot to the Cold mode, allow for the unit to cool to room temperature.

Turn the master switch to the “Refrigeration” (cold) mode.

The compressor will energize and the unit will start cooling. Cover the well with empty pans or pan covers and allow for the unit to cool for 45 minutes. Remove the covers and places pans of precooled food into the well. Note that this unit is designed to hold cold temperatures. It is not designed to lower food temperatures.

CLEANING INSTRUCTIONS

PROPER CLEANING OF FOODWELLS

Foodwells must be cleaned after use or at least once daily. All food spillage, calcium build-up and chlorides (from the water supply) must be removed. Please note that foodwells will discolor (turn brown) with use! For long foodwell life and to avoid invalidation of warranty:

1. NEVER use chlorinated or other harsh cleaners. Contrary to popular belief, stainless steel is not totally impervious. Chlorine and other harsh cleaners can cause the stainless steel foodwells to rust, pit and corrode. This reaction is expedited due to heat. Should chlorine be present in the facilities water system or from chlorinated cleaners and calcium is allowed to build up, a chemical reaction will occur. This reaction will cause the foodwells will pit, rust and/or corrode in a short period of time.

2. NEVER use commercial steel wool or steel wool type scouring pads. The fibers from these pads can become impregnated into the stainless steel foodwells and cause/expedite rusting, pitting & corrosion of the foodwells.

3. ALWAYS clean foodwells after each use or at a minimum daily with non-chlorinated cleaners approved for stainless steel. Scour each foodwell to remove all calcium & food buildup with a plastic or pure stainless steel scouring pad. Follow by a thorough rinsing of each foodwell and wipe dry with a soft cloth. Through cleaning is imperative to remove food spillage as well as calcium buildup and chlorides that are present in most water systems.
MAINTENANCE

REPLACEMENT OF HEATING ELEMENT, INDICATOR LIGHT OR THERMOSTAT

IMPORTANT: Please note that to expedite the replacement of the heating element & thermostat capillary bulb, this unit is equipped with a slide out heater pan assembly. There is no need to remove the top of the unit to replace these components.

1. DANGER! Disconnect electrical power to the equipment.
2. Remove screws located at the top of the control panel. Once the screws have been removed, the control panel will hinge down.
3. Disengage latch that serve as control panel hinges (See Fig. 2).

![Figure 2](image2)

4. Hook control panel onto unit mullion (See Fig. 3).

![Figure 3](image3)

5. To replace the heating element or to access the thermostat capillary bulb, remove two (2) screws that retain the slide out heater pan assembly (See Fig. 4).

![Figure 4](image4)

6. Slide out heater pan assembly (see Fig. 5).

![Figure 5](image5)

7. Remove heating element or thermostat capillary bulb by bending retainer tabs.
8. To install, reverse the above steps.

### PARTS LIST

<table>
<thead>
<tr>
<th>NUMBER</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>DX186120388</td>
<td>Heater Pan Slide Out Assembly, 208 V. 1000 W.</td>
</tr>
<tr>
<td>DX186140010</td>
<td>Thermostat-Refrigeration</td>
</tr>
<tr>
<td>DX186010066</td>
<td>Dual Indicator Light</td>
</tr>
<tr>
<td>DX186011150</td>
<td>Indicator Light-Heat</td>
</tr>
<tr>
<td>DX186060290</td>
<td>Receptacle 5-15R, For Compressor</td>
</tr>
<tr>
<td>DX186000052</td>
<td>Hi-Limit Refrigeration</td>
</tr>
<tr>
<td>DX186020241</td>
<td>Relay-Refrigeration</td>
</tr>
<tr>
<td>DX186100005</td>
<td>Circuit Breaker, 20 Amp-Overhead Lights</td>
</tr>
<tr>
<td>DX186020153</td>
<td>Switch-Hot/Cold Selector (Refrigerant)</td>
</tr>
<tr>
<td>DX186000070</td>
<td>Thermostat-Hot Mode</td>
</tr>
<tr>
<td>DX186070013</td>
<td>Terminal Block</td>
</tr>
<tr>
<td>DX186125030</td>
<td>Condensing Unit, 1/3 HP For Models DXC2, DHC3 &amp; DHC4</td>
</tr>
<tr>
<td>DX186125050</td>
<td>Condensing Unit, 1/2 HP For Models DHC5 &amp; DHC6</td>
</tr>
<tr>
<td>186110121</td>
<td>Adapter Bar For FoodWell</td>
</tr>
<tr>
<td>DIN-5S-BRK-BG</td>
<td>Caster, Swivel W/Brake</td>
</tr>
<tr>
<td>DIN-5S-BG</td>
<td>Caster, Swivel No Brake</td>
</tr>
<tr>
<td>DX183090050</td>
<td>Legs, Adjustable</td>
</tr>
</tbody>
</table>
DINEX WARRANTY

These Warranties cover the following Dinex | Carlisle ("Dinex") equipment products (the "Warranted Products"):  
- Rethermalization Equipment Products  
- Induction Heating System Products (excluding Induction Bases covered under separate warranty)  
- Milk Cooler Products  
- Ice Cream Freezer Products  
- Air Curtain Refrigerator Products  
- Blast Chiller Products  
- Hot/Cold Food Counter Products  
- Plate, Rack and Tray Dispenser Products  
- Plate Heater Products  
- Base Heater Products  
- Drying and Storage Rack Products  
- Starter Station Products  
- Conveyer Products  
- Tray and Other Cart Products

Warranted Products also includes any other Equipment System Products identified on Dinex’s website (www.dinex.com) from time to time.

Standard Warranty. Except as indicated otherwise below, Dinex warrants that the Warranted Products will be free from defects in title, material and workmanship under normal use and service and will perform substantially in accordance with Dinex’s written technical specifications for the Warranted Products (as such specifications exist on the date the Warranted Products are shipped) (the “Product Specifications”). This warranty covers both parts and labor and is available only to end-users (the “Customers”) that purchase the Warranted Products from Dinex or its authorized distributors. For the purpose of these warranties, a defect is determined by Dinex after its good faith investigation.

Dinex Software. In addition to the other warranties set forth herein, with respect to Dinex’s licensed software, Dinex warrants that it has the right to license or sublicense the software to Customer for the purposes and subject to the terms and conditions set forth in Dinex’s standard terms and conditions.

Supplies and Accessories. Dinex’s warranty for its supplies and accessories that are shipped with Warranted Products is covered by a separate warranty statement, which is available at www.dinex.com.

Services. Dinex warrants that any service it provides to Customer will be performed by trained individuals in a workmanlike manner.

DURATION
Dinex provides a one year warranty for the Warranted Products*. The warranty period begins on the date the Warranted Products are shipped to Customer. The warranty period for any Warranted Product or part furnished to correct a warranty failure will be the unexpired term of the warranty applicable to the repaired or replaced Warranted Product. *Turbo•Temp and Smart•Therm Induction Chargers are Warranted for two years.

REMEDIES
If Customer promptly notifies Dinex of Customer’s warranty claim and makes the Warranted Product available for service, Dinex will, at its option, either repair or replace (with new or exchange replacement parts) the non-conforming Warranted Product or parts of the Warranted Product. With respect to Dinex’s licensed software, Dinex will, at its option, either correct the non-conformity or replace the applicable licensed software. Warranty service will be performed without charge from 8:00 a.m. to 5:00 p.m. CST, Monday - Friday, excluding Dinex holidays, and outside those hours at Dinex’s then prevailing service rates and subject to the availability of personnel. With respect to Dinex’s warranty for the services it provides to Customer, Customer’s exclusive remedy shall be the re-performance of the services by Dinex. The foregoing remedies are Customer’s exclusive remedies and Dinex’s sole liability for warranty claims under this warranty statement. This exclusive remedy shall not have failed of its essential purpose (as that term is used in the Uniform Commercial Code) as long as Dinex remains willing to repair or replace Warranted Products within a commercially reasonable time after being notified of Customer’s warranty claim.

LIMITATIONS
THESE WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER WRITTEN, ORAL, EXPRESSED, IMPLIED OR STATUTORY. EXCEPT AS PROVIDED HEREIN, NO EXPRESS OR IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, QUIET ENJOYMENT, SYSTEM INTEGRATION AND DATA ACCURACY, WILL APPLY. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THOSE DESCRIBED IN THIS DOCUMENT AND NO PRIOR STATEMENTS BY ANY OF DINEX’S REPRESENTATIVES SHALL MODIFY OR EXPAND THESE WARRANTIES. DINEX AND DINEX’S AFFILIATES AND DINEX’S REPRESENTATIVES SHALL HAVE NO LIABILITY TO CUSTOMER FOR (1) ANY SPECIAL, PUNITIVE, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE WARRANTED PRODUCTS, REGARDLESS OF WHETHER SUCH LIABILITY SHALL BE CLAIMED IN CONTRACT, TORT, EQUITY OR OTHERWISE. (2) ANY ASSISTANCE NOT REQUIRED UNDER DINEX’S QUOTATION OR (3) ANYTHING OCCURRING AFTER THE WARRANTY PERIOD ENDS.

DINEX’S STANDARD WARRANTIES ONLY APPLY TO END-USER- PURCHASERS LOCATED IN THE UNITED STATES AND CANADA. ANY SALE TO END-USER-PURCHASERS OUTSIDE THE UNITED STATES AND CANADA WILL BE SUBJECT TO COMMERCIAL TERMS SPECIFICALLY AGREED BY DINEX AND THE END-USER PURCHASER. DINEX MAKES NO WARRANTY, EXPRESS OR IMPLIED, TO END-USER-PURCHASERS OUTSIDE THE UNITED STATES OR CANADA UNLESS OTHERWISE EXPRESSLY AGREED IN WRITING.

These warranties do not apply to, and Dinex shall not have any obligation to Customer hereunder with respect to, any warranty claim resulting from or arising out of: (i) normal wear and tear; (ii) damage caused by shipping or accident; (iii) damage caused by improper installation, repair or alteration not performed by Dinex; (iv) use of the Warranted Product in combination with any software, tools, hardware, equipment, supplies, accessories or any other materials or services, not furnished by Dinex or recommended in writing by Dinex; (v) the use of the Warranted Product in a manner or environment, or for any purpose, for which Dinex did not design or license it, or inconsistent with Dinex’s recommendations or instructions on use including, but not limited to, power supply requirements identified in Product Specifications; (vi) any alteration, modification or enhancement of the Warranted Product by Customer or any third party not authorized or approved in writing by Dinex; (vii) Warranted Product manufactured to meet customer specifications or designs; or (viii) any accessories or supplies or other equipment or products that may be delivered with the Warranted Product.

In addition, these warranties do not cover: (i) any defect or deficiency (including failure to conform to Product Specifications) that results, in whole or in part, from any improper storage or handling, failure to maintain the Warranted Products in the manner described in any applicable instructions or specifications, inadequate backup or virus protection or any cause external to the Warranted Products or beyond Dinex’s reasonable control, including, but not limited to, power failure and failure to keep Customer’s site clean and free of dust, sand and other particles or debris; (ii) the payment or reimbursement of any facility costs arising from repair or replacement of the Warranted Products; (iii) any adjustment, such as alignment, calibration, or other normal preventative maintenance required of Customer; and (iv) expendable supply items.