

## OPERATOR'S MANUAL

This manual provides information on installation, operating, maintenance, trouble shooting & replacement parts for

### PHHC-26

## Hot Holding Cabinet



#### **NOTIFY CARRIER OF DAMAGE AT ONCE.**

It is the responsibility of the consignee to inspect the container upon receipt of same and to determine the possibility of any damage, including concealed damage. Randell suggests that if you are suspicious of damage to make a notation on the delivery receipt. It will be the responsibility of the consignee to file a claim with the carrier. We recommend that you do so at once.



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Congratulations on your recent purchase of Randell brand food service equipment, and welcome to the growing family of satisfied Unified Brands customers.

Our reputation for superior products is the result of consistent quality craftsmanship. From the earliest stages of product design to successive steps in fabrication and assembly, rigid standards of excellence are maintained by our staff of designers, engineers, and skilled employees.

Only the finest heavy-duty materials and parts are used in the production of Randell brand equipment. This means that each unit, given proper maintenance will provide years of trouble free service to its owner.

**In addition, all Unified Brands food service equipment is backed by some of the best warranties in the food service industry and by our professional staff of service technicians.**

**Retain this manual for future reference.**

**NOTICE:** Due to a continuous program of product improvement, Unified Brands reserves the right to make changes in design and specifications without prior notice.

**NOTICE:** Please read the entire manual carefully before installation. If certain recommended procedures are not followed, warranty claims may be denied.

**MODEL NUMBER** \_\_\_\_\_

**SERIAL NUMBER\*** \_\_\_\_\_

**INSTALLATION DATE** \_\_\_\_\_

\*The serial number is located on the interior side wall of the cabinet. .

**800-621-8560**

**Randell Service and Parts  
Hotline**

## Warranty Policies

Unified Brands believes strongly in the products it builds and backs them with the best warranty in the industry. Standard with every unit comes the peace of mind that this unit has been thoroughly engineered, properly tested and manufactured to excruciating tolerances, by a manufacturer with over 100 years of industry presence. On top of that front end commitment, Unified Brands has a dedicated staff of certified technicians that monitor our own technical service hotline at **1-800-621-8560** to assist you with any questions or concerns that may arise after delivery of your new Randell brand equipment.

### **PARTS WARRANTY**

1. One year parts replacement of any and all parts that are found defective in material or workmanship. Unified Brands warrants all component parts of manufactured new Randell equipment to be free of defects in material or workmanship, and that the equipment meets or exceeds reasonable industry standards of performance for a period of one year from the date of shipment from any Unified Brands factory, assembly plant, or warehouse facility.

**NOTE: Warranties are effective from date of shipment, with a thirty day window to allow for shipment, installation and set-up. In the event equipment was shipped to a site other than the final installation site, Unified Brands will warranty for a period of three months following installation, with proof of starting date, up to a maximum of fifteen months from the date of purchase.**

2. Free ground freight for all in warranty parts within continental U.S. Component part warranty does not cover glass breakage or gasket replacement. Unified Brands covers all shipping cost related to component part warranty sent at regular ground rates (UPS, FedEx, USPS). **Freight or postage incurred for any express or specialty methods of shipping are the responsibility of the customer.**

### **LABOR COVERAGE**

In the unlikely event a Randell brand unit fails due to defects in materials or workmanship within the first ninety days, Unified Brands agrees to pay the contracted labor rate performed by an **Authorized Service Agent (ASA)**. Any warranty work performed by a non-ASA will not be honored by Randell. A complete listing of current ASAs can be found on the Randell page of our web site : [www.unifiedbrands.net](http://www.unifiedbrands.net). Warranties are effective from date of shipment, with a thirty day window to allow for shipment, installation and setup. Where equipment is shipped to any site other than final installation, Unified Brands will honor the labor warranty for a period of ninety days following installation with proof of starting date, up to a maximum of six months from date of purchase.

**Temperature adjustments are not covered under warranty**, due to the wide range of ambient conditions.

For warranty inquiries call our Field Service Department at: 1-800-621-8560.

#### **WHEN OPTIONAL LABOR EXTENSION POLICY APPLIES**

Unified Brands will provide reimbursement of labor to an ASA for any customer that has an optional labor extension of our standard warranty. (Contracted rates do apply) Unified Brands offers both 1 and 2 year extensions for Randell brand equipment. Labor extensions begin at the end of our standard warranty and extend out 9 months to 1 calendar year or 21 months to 2 calendar years from date of purchase. Please contact Randell technical service hotline at 1-800-621-8560 for details and any question on **Authorized Service Agents (ASA)**.

#### **WHEN EXPORT WARRANTIES APPLY**

1. Randell covers all non-electrical components under the same guidelines as our standard domestic policy.
2. All electrical components operated on 60 cycle power are covered under our standard domestic policy.
3. All electrical components operated on 50 cycle power are covered for 90 days from shipment only.
4. Extended warranty options are not available from the factory.

#### **ITEMS NOT COVERED UNDER WARRANTY**

1. Maintenance type of repairs such as temperature adjustments, clogged drains, inadequate power supply, unit leveling, and improper install.
2. Gaskets are not covered under warranty. Gaskets are a maintenance type component that are subject to daily wear and tear and are the responsibility of the owner of the equipment. Because of the unlimited number of customer related circumstances that can cause gasket failure all gasket replacement issues are considered non-warranty. Randell recommends thorough cleaning of gaskets on a weekly basis with a mild dish soap and warm water. With proper care Randell gaskets can last up to two years, at which time we recommend replacement of all gaskets on the equipment for the best possible performance.

#### **NOTICE: FOOD LOSS IS NOT COVERED UNDER WARRANTY**

3. Repairs caused by abuse such as broken glass, freight damage, or scratches and dents.
4. Electrical component failure due to water damage from cleaning procedures.

## **QUOTATIONS**

Verbal quotations are provided for customer convenience only and are considered invalid in the absence of a written quotation. Written quotations from Unified Brands are valid for 30 days from quote date unless otherwise specified. Unified Brands assumes no liability for dealer quotations to end-users.

## **SPECIFICATION & PRODUCT DESIGN**

Due to continued product improvement, specification and product design may change without notice. Such revisions do not entitle the buyer to additions. Changes or replacements for previously purchased equipment.

## **SANITATION REQUIREMENTS**

Certain areas require specific annotation requirements other than N.S.F. & U.L. standards. Unified Brands must be advised of these specifications before fabrication of equipment. In these special circumstances, a revised quotation may be required to cover additional costs. Failure to notify Unified Brands before fabrication holds the dealer accountable for all additional charges.

## **CANCELLATIONS**

Orders canceled prior to production scheduling entered into engineering/production and cancelled are subject to a cancellation charge (contact factory for details).

## **STORAGE CHARGES**

Unified Brands makes every effort to consistently meet our customer's shipment expectations. If after the equipment has been fabricated, the customer requests delay in shipment, and warehousing is required:

1. Equipment held for shipment at purchasers request for a period of 30 days beyond original delivery date specified will be invoiced and become immediately payable.
2. Equipment held beyond 30 days after the original delivery date specified will also include storage charges.

## **SHIPPING & DELIVERY**

Unified Brands will attempt to comply with any shipping, routing or carrier request designated by dealer, but reserves the right to ship merchandise via any responsible carrier at the time equipment is ready for shipment. Unified Brands will not be held responsible for any carrier rate differences; rate differences are entirely between the carrier and purchaser. Point of shipping shall be determined by Unified Brands (Weidman, MI/Jackson, MS). At dealer's request, Unified Brands will endeavor whenever practical to meet dealer's request. Freight charges to be collect unless otherwise noted.

## **DAMAGES**

All crating conforms to general motor carrier specifications. To avoid concealed damage, we recommend inspection of every carton upon receipt. In the event the item shows rough handling or visible damage to minimize liability, a full inspection is necessary upon arrival. Appearance of damage will require removing the crate in the presence of the driver. **A notation must be placed on the freight bill and signed for by the truck driver at the time of delivery.** Any and all freight damage that occurs to a Randell brand of

equipment as a result of carrier handling is not considered under warranty, and is not covered under warranty guidelines. Any freight damage incurred during shipping needs to have a freight claim filed by the receiver with the shipping carrier. Consignee is responsible for filing of freight claims when a clear delivery receipt is signed. Claims for damages must be filed immediately (within 10 days) by the consignee with the freight carrier and all cartons and merchandise must be retained for inspection.

### **RETURNED GOODS**

Authorization for return must first be obtained from Unified Brands before returning any merchandise. Any returned goods shipment lacking the return authorization number will be refused, all additional freight costs to be borne by the returning party. Returned equipment must be shipped in original carton, freight prepaid and received in good conditions. Any returned merchandise is subject to a minimum handling charge (consult factory for rate).

### **INSTALLATION**

Equipment installation is the responsibility of the dealer and/or their customer.

### **PENALTY CLAUSES**

Dealer penalty clauses, on their purchase order or contractually agreed to between the dealer and their clients are not binding on Unified Brands. Unified Brands does not accept orders subject to penalty clauses. This agreement supersedes any such clauses in dealer purchase orders.

### **EXPORT POLICY**

All quotations for export sales will be handled by Unified Brands export management organization. Contact the Customer Support team at Unified Brands for information regarding export sales, 1-888-994-7636.

#### **\*FOOTNOTES IN REFERENCE TO PARAGRAPHS ABOVE**

1. Herein called Randell.

2. NET means list price less discount, warranty, labor policy, freight, Unified Brands delivery and other miscellaneous charges.

CASH DISCOUNTS WILL BE CALCULATED ON NET ONLY.

# Unit Specifications



Front View



Rear View

(Unit shown with optional 6" casters in lieu of standard 3.5" casters)

PHHC-26 Shown

Model	L	D	H	# Pizza boxes (two front to back)	Volt	Amps	NEMA	Ship Wt.
PHHC-26	25"	33"	72"	36	115/1/60	9.7	5-15P	325



# Unit Installation

## SELECTING A LOCATION FOR YOUR NEW UNIT

The following conditions should be considered when selecting a location for your unit:

1. **Floor Load:** The area on which the unit will rest must be level, free of vibration, and suitably strong enough to support the combined weights of the unit plus the maximum product load weight.
2. **Clearance:** There must be a combined total of at least 6" clearance above the top of the unit and also around each side of the top of the unit.
3. **Ventilation:** Avoid placing your unit in enclosed locations with low ceiling height.

## INSTALLATION CHECKLIST

After the final location has been determined, refer to the following checklist prior to start-up:

1. Check to ensure no damage has been sustained to the unit during shipment.
2. Check that fan motor and blade rotate freely without striking any stationary members.
3. Unit must be properly leveled; check all legs or casters to ensure they all are in contact with the floor while maintaining a level work surface. Adjusting bullet feet heights or shimming casters may be necessary if the floor is not level. **NOTE: Damage to equipment may result if not followed. Randell is not responsible for damage to equipment if improperly installed.**
4. Check all doors to ensure that they are sealing properly, are properly aligned, and open and shut freely.
5. Confirm there is adequate supply voltage for the unit.
6. Plug in unit and turn on main on/off power switch.
7. Allow unit time heat to temperature. If temperature adjustments are required, the temperature adjustment control is located on the face of the unit above the door.
8. Refer to the front of this manual for serial number location. Please record this information in your manual on page 3 now. It will be necessary when ordering replacement parts or requesting warranty service.
9. Confirm that the unit is holding temperature. Set control to desired temperature for your particular ambient and altitude.
10. Allow your unit to operate for approximately 2 hours before putting in product to allow interior of unit to heat to storage temperature.

**NOTE: All motors are oiled and sealed.**

**NOTE: FAILURE TO FOLLOW INSTALLATION GUIDELINES AND RECOMMENDATIONS MAY VOID THE WARRANTY ON YOUR UNIT.**

## **ELECTRICAL SUPPLY**

The wiring should be done by a qualified electrician in accordance with local electrical codes. A properly wired and grounded outlet will assure proper operation. Please consult the data tag attached to the compressor to ascertain the correct electrical requirements. Supply voltage and amperage requirements are located on the serial number tag located inside the unit on the left interior side wall.

## **CABINET DOORS**

The doors on the PHHC-26 are reversible. The doors can be reversed by removing the hinge screws located on the opposite side of the cabinet opening. The smaller half size doors need to be rotated 180° and then secured into the screw holes on the opposite side.

This same procedure can be followed for the full size door. In addition the hinges that attach to the full size door will also need to be rotated 180° along with the door latch. The cam lift hinge bushing within the cabinet mounted hinges will need to be removed and inserted into the hinge to allow for proper pitch for door closure.

## **SHELVES**

Cabinet shelves are adjustable in 1" increments. To adjust shelving the shelf will need to be removed. Remove all 4 clips for the shelf and set all 4 at the new desired height making certain all 4 clips are at the same level. Re-install shelf onto the clips.

## Unit Operation

Your heated holding unit will maintain proper temperatures when utilized properly. It is strongly recommended that the doors be kept closed as much as possible. Make sure the doors close properly after each use.

**NOTE: Even though your reach-in was designed for heavy use, excessive and unnecessary door openings should be avoided in order to maintain proper box temperature.**

Your heated reach in unit was equipped with a temperature adjustment control located on the top front of the unit. See Figure A.

The temperature control has been preset at the factory. Once the unit is powered on, allow 45 minutes to 1 hour for the inside temperature to reach the factory set point of 160°F. Once the unit has reached the set point it may then be loaded with product.



Figure A

**NOTE: The heated cabinet is designed as a holding cabinet and will maintain a temperature range of 70° - 180°F. The heated cabinet is not intended to cook or heat product. Product entering the cabinet should enter at a minimum of 140°F.**

## Temperature Control Settings

	<b>Randell Control Settings / PHHC-26</b>	Ref.
	<b>XR01CX-4N4LQ</b>	No Def.
	Part No. RF CNT1001	1001
	Heated Upright Cabinet	
<b>Code</b>	Locked	<b>Factory set Parameter</b>
Set	Thermostat set point	160
HY	Thermostat Differential (hysterisis)	5
LS	Lower Set Point	150
US	Upper Set Point	180
ot	Offset Room Temp	0
od	Output delay @ Startup	0
AC	Anti-Cycle Time (min off after cycle)	0
CY	Compressor ON time (probe failure)	0
Cn	Compressor OFF (probe failure)	0
CH	Kind of Action (Heating or Cooling)	Ht
CF	°C / °F	F
rE	Resolution 0.0°C (only °C)	in
dy	Display Delay	0
ALC	Alarm Configuration	Ab
AU	Maximum Temperature Alarm	190
AL	Minimum Temperature Alarm	140
iP	Digital Input Plarity	CL
iF	Digital Input Configuration	EA
di	Digital Input Delay	5
dC	Comp. and Fan Status when open door	no
rd	Regulation with door open	n
PC	Type of Probe	ntc
rL	Software Info	1.7
Pt	Software info	12

### **ENTERING CONTROLLER PROGRAM MODE:**

1. Enter the Programming mode by pressing the “**Set**” and ▼ Arrow for 3 seconds. (the Fahrenheit symbol “**F**” will start blinking)

***NOTE:** If “**of**” appears the control is locked. Proceed to Unlocking the Keyboard to unlock.*

2. Enter full programming mode by again pressing the “**Set**” and ▼ Arrow for 8 seconds until L2 appears. Release the buttons and “**HY**” will appear with a decimal point between the “**H**” and “**Y**” at the bottom. This indicates the control is now in full programming mode.

3. While “**HY**” is on display push ▲ once and release.

4. “**LS**” will appear on display (this is the low set point)

5. Push and release “**SET**” once to view the current LS set point.

6. Continue this procedure of pushing “**Set**” and releasing to see the next code on the sheet and the corresponding parameter for that code.

7. Should a parameter need to be changed you may use the ▼ or ▲ to get to the desired new parameter.

8. Once the desired new parameter setting is achieved push and release “**SET**” once. The new parameter will flash 3 times indicating the new parameter is locked in.

9. After the parameter is locked in the control will then drop to the next code on the chart. Continue by pushing the “**Set**” button to view the parameter of that code.

10. Proceed until you have reached “**HY**” again.

11. Do not push any buttons for 8 seconds.

12. Once the temperature is displayed on the control you are now out of programming mode,

13. You may now lock the keyboard if desired. Proceed to How to Lock the Keyboard.

### **UNLOCKING THE KEYBOARD:**

1. Keep pressed together for more than 3 seconds the ▲ and ▼ keys until the “**on**” message will be displayed.

### **LOCKING THE KEYBOARD:**

1. Keep pressed for more than 3 seconds the ▲ and ▼ keys.

2. The “**of**” message will be displayed and the keyboard will be locked. At this point it will be possible only to see the set point or the **MAX** or **Min** temperature stored.

3. If a key is pressed more than 3 seconds the “**of**” message will be displayed.

**NOTE: Do not change parameters of control without consulting with Randell Technical Support – 1.800.621.8560. option 3**

## Preventive Maintenance

Unified Brands strongly suggests a preventive maintenance program which would include the following procedures:

1. Clean all gaskets on a **weekly** basis with a solution of warm water and a mild detergent to extend gasket life.
2. Wipe out any debris that has fallen into the cabinet on a **daily** basis.
3. Clean fan blades on a **quarterly** basis. It is recommended this be performed by an authorized service agent.

**NOTE: DO NOT USE SHARP UTENSILS.**

**RECOMMENDED CLEANERS FOR YOUR STAINLESS STEEL INCLUDE THE FOLLOWING:**

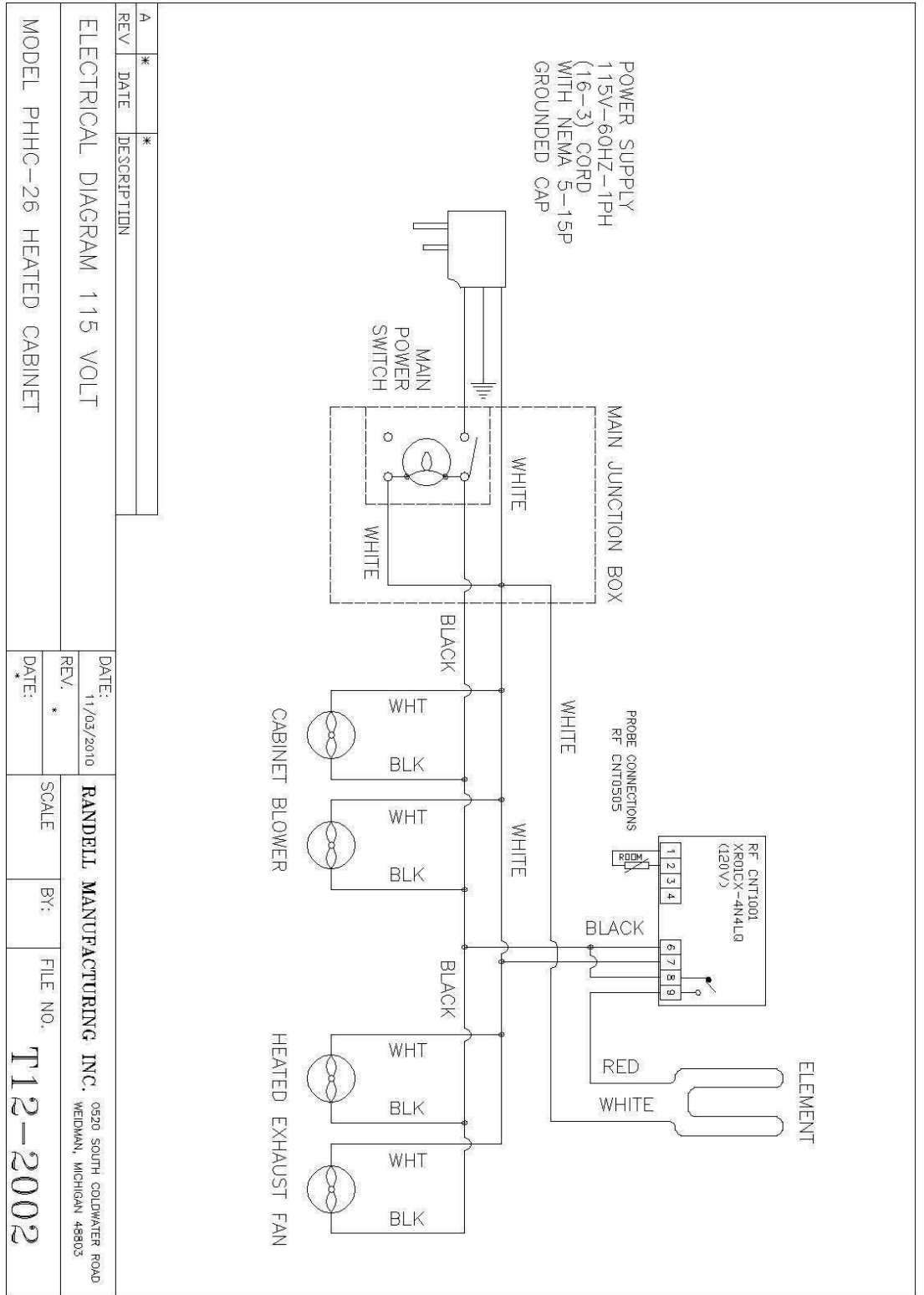
JOB	CLEANING AGENT	COMMENTS
Routine cleaning	Soap, ammonia, detergent Medallion	Apply with a sponge or cloth
Fingerprints and smears	Arcal 20, Lac-O-Nu, Ecoshine	Provides a barrier film
Stubborn stains and discoloration	Cameo, Talc, Zud, First Impression	Rub in the direction of the polish lines
Greasy and fatty acids, blood, burnt-on foods	Easy-Off, Degrease It, Oven Aid	Excellent removal on all finishes
Grease and Oil	Any good commercial detergent	Apply with a sponge or cloth
Restoration/Passivation		Benefit, Super Sheen, Good idea monthly

Reference: Nickel Development Institute, Diversey Lever, Savin, Ecolab, NAFEM.

**NOTE: Do not use steel pads, wire brushes, scrapers, or chloride cleaners to clean your stainless steel.**

**CAUTION: DO NOT USE ABRASIVE CLEANING SOLVENTS, NEVER USE HYDROCHLORIC ACID (MURIATIC ACID) ON STAINLESS STEEL.**

# Electrical Diagram



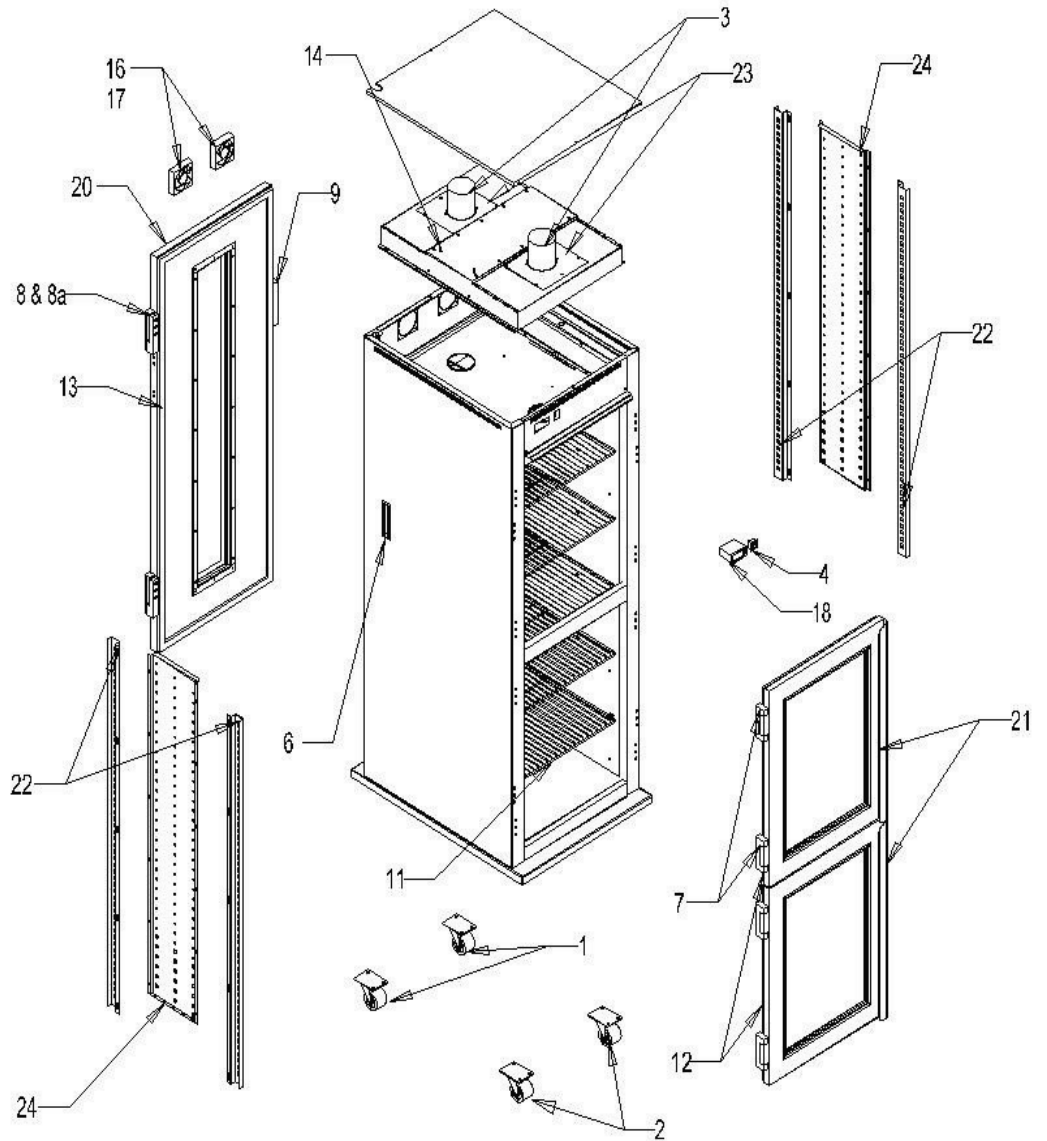
# Trouble Shooting Guide

<b>SYMPTOM</b>	<b>POSSIBLE CAUSE</b>	<b>PROCEDURE</b>
Unit doesn't heat	<ol style="list-style-type: none"> <li>1. No power to unit</li> <li>2. Temperature control turned off</li> <li>3. Temperature control faulty</li> <li>4. High limit device</li> <li>5. Heating element faulty</li> </ol>	<ol style="list-style-type: none"> <li>1. Plug in unit</li> <li>2. Check temperature control</li> <li>3. Test temperature control</li> <li>4. Test high limit</li> <li>5. Test element</li> </ol>
Control Error	<ol style="list-style-type: none"> <li>1. Flashing HA</li> <li>2. Flashing LA</li> <li>3. Flashing P1</li> </ol>	<ol style="list-style-type: none"> <li>1. Unit too hot/ check probe</li> <li>2. Unit too cool / check door closure</li> <li>3.. Check probe connection</li> </ol>
Unit too hot	<ol style="list-style-type: none"> <li>1. Temperature control too high</li> <li>2. Temperature control</li> </ol>	<ol style="list-style-type: none"> <li>1. Adjust temperature control</li> <li>2. Test temperature control</li> </ol>
Unit not hot enough	<ol style="list-style-type: none"> <li>1. Door not sealing</li> <li>2. Fan motor</li> <li>3. Temperature control</li> <li>4. Element</li> </ol>	<ol style="list-style-type: none"> <li>1. Inspect gasket &amp; door hinges</li> <li>2. Raise temperature setting</li> <li>3. Adjust temperature control</li> <li>4. Test elements</li> </ol>



# Replacement Parts

# PHHC-26 Heated Holding Cabinet



**Parts List****PHHC-26 Heated Holding Cabinet**

<b>Item #</b>	<b>Part #</b>	<b>Description</b>
1	HD CST9802	CASTER, 3.5" SWIVEL W/ BRAKE
2	HD CST1009	CASTER, 3.5" RIGID
3	EL BLW1002	BLOWER ASSY, 115V
4	EL SWT610BE	SWITCH, ILLUMINATED ROCKER
5	HD CLP150	S/S SHELF CLIP
6	HD HDL251	HANDLE, BLACK PLASTIC
7	HD HNG0706	DOOR HINGE, EDGEMOUNT, REAR DOORS
8	HD HIN0001	DOOR HINGE, KASON, FRONT DOOR
8A	HD HIN0001-5	DOOR HINGE, CAM LIFT BUSHING (LARGE DOOR)
9	HD LCH1006	DOOR HANDLE/LATCH, FRONT DOOR
10	HD RCK1001	S/S RACK, 9.25" X 26.9" / FAN GUARD
11	HD SHL1004	S/S SHELF, 18" X 26.25"
12	IN GSK1012	GASKET, 21.77" X 59.84" SNAP IN
13	IN GSK1011	GASKET, 21.77" X 29.65" SNAP IN
14	EL ELM1100	ELEMENT, 120V, 1100W
15	EL WIR461-90	POWER CORD, 9' 16/3 W/ 90° PLUG
16	RF FAN1002	FAN, AXIAL 115V/60HZ
17	RF FAN1003	WIRE FAN GUARD FOR RF FAN1002
18	RP CNT1100	CONTROL, DIXELL XR01CX W/ PROBE
19	RF CNT0505	PROBE, FOR DIXELL CONTROL
20	RP DOR1100	DOOR ASSY, FULL SIZE, OPERATOR SIDE
21	RP DOR1101	DOOR ASSY, 1/2 SIZE, CUST SIDE
22	RP PIL1100	PILASTER, ONE PIECE (NOT SET OF 4)
23	RP SHD1100	FAN SHROUD ENCLOSURE
24	RP DCT1100	VERTICAL AIR DUCT