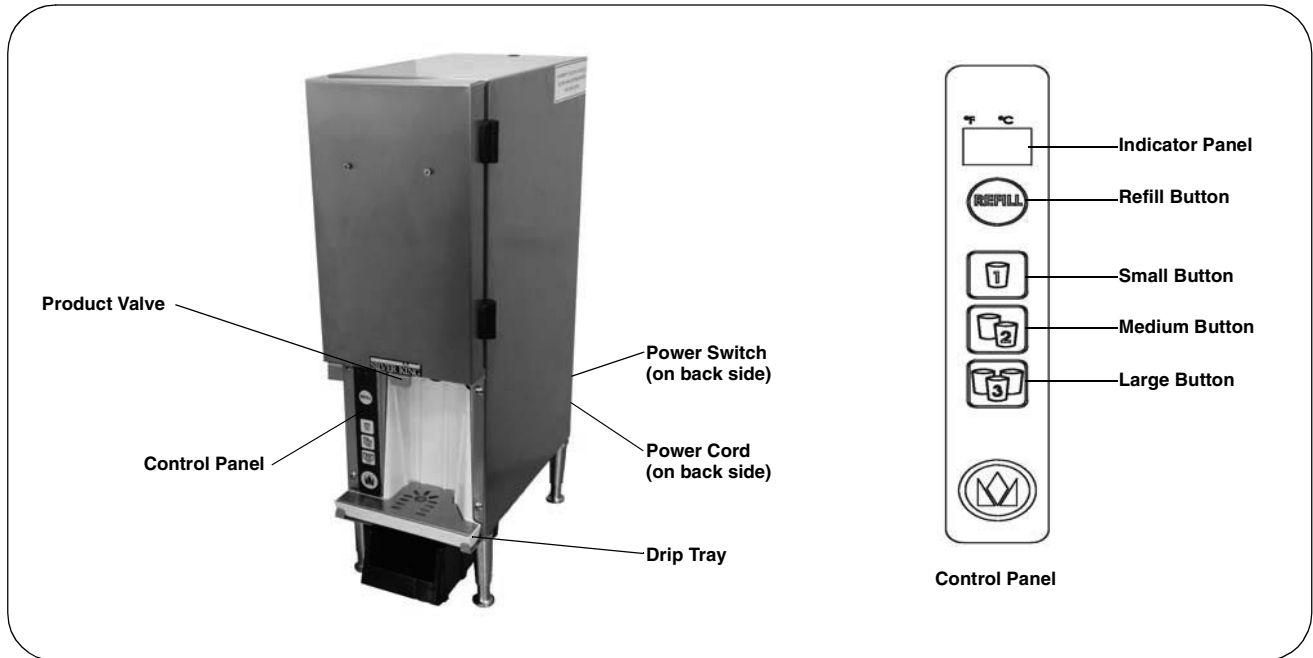


# Operation Manual



Cream Dispenser  
Model SKMCD1P/C1

## Product Identification



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**Limited Warranty**

This Silver King branded product is warranted to be free from defects in material and/or workmanship for a period of two (2) years from the 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 (in the opinion of Prince Castle) within the warranty period will be replaced or repaired (at the option of Prince Castle) without cost to the customer for parts or labor, except as provided below. The compressor will carry an additional three (3) years parts only warranty.

This Limited Warranty is subject to the following exceptions/conditions.

- Use of any non OEM parts voids warranty unless otherwise approved by Prince Castle. All work must be performed by an authorized Prince Castle Service Agent, except as provided herein.
- All covered labor requires preauthorization from the factory (Call 1-888-375-2938) and shall be performed during regular work hours. Overtime premium will not be covered.
- Travel charges are to be limited to 100 miles (200 Kilometers) round trip: 2 hours travel time per one trip repair.
- Adjustments of any kind are not covered under this Limited Warranty.
- Damage caused by carelessness, neglect, and/or abuse (e.g., using incorrect voltage, dropping, tampering with or altering electrical components, or improper cleaning) is not covered.
- Equipment damaged in shipment or by fire, flood or act of God is not covered.

- Damage to coated surfaces is not covered by this Limited Warranty.
- Use of refrigerants other than specified on the equipment serial plate voids the warranty.
- Labor repair or replacement of the following parts is not covered by this Limited Warranty:
  - Electronic Board p/n 35896; Prince Castle will provide replacement parts to customer so customer can replace such parts if they are defective. Replacement instructions are included with part supplied.
  - Door Gasket p/n 10310-61, Container Kit p/n 31348, Drip Tray and Cover Kit p/n 33177, Drip Tray p/n 37676 and Drip Tray Cover p/n 37677 are considered wear items and are not included under the warranty.

PRINCE CASTLE SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, LOSSES, OR EXPENSES. 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.

## Safety Information

### WARNING

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.

### CAUTION

Indicates information important to the operation of the unit. Failure to observe may result in damage to the equipment.

## General Precautions

### WARNING

#### Risk of Electric Shock.

- Always unplug the power cord before servicing the unit or removing the back panel or front apron to avoid electric shock.
- Unit MUST be plugged into a 3-prong plug for grounding. Cutting off the grounding spike on the power cord could result in electric shock to the operator during operation.
- Unit must be plugged into a 15 or 20 ampere fuse- or breaker-protected circuit. Use of a larger fuse or breaker could result in damage to the unit and electric shock to the operator.

### WARNING

#### Moving or Handling Hot Parts.

- Some parts may remain hot even after being unplugged. Always use caution when servicing.

### WARNING

#### Possible Back Injury.

- Assistance in moving this piece of equipment is strongly recommended to avoid injury.
- Always lift with your legs and not your back when lifting this unit.

## General

The SKMCD1P Cream Dispenser is designed to hold and dispense bulk coffee cream. It will dispense three portion sizes – 1 cream packet, 2 cream packets or 3 cream packets.

## Important

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.

## Electrical Specifications

115V 60 Hz 1 Phase

## Unpacking and Setup

**1** **Inspect for shipping damage.** Examine the shipping container immediately upon receipt. Any damage to the container or equipment due to shipping should be reported to the transportation company immediately. Claims should be filed within 24 hours. Shipping damage is not the responsibility of Prince Castle nor its Silver King division.

**2** **Unpack the unit.** Take care with box cutters or other sharp instruments not to nick the equipment when opening the shipping container. Carefully remove the unit from the shipping box. Be sure to follow any orientation or caution labels on the box.

**3** **Plan the unit's location.** When locating this unit, convenience and accessibility are important considerations, but the following factors must be observed:

- Proximity to a 3-prong 110 VAC receptacle for grounding (see Step 4).
- When placing the unit on a counter, the counter must be able to support a minimum of 100 lbs. (45 kg).
- When placed on a counter, the unit must be on the legs supplied. If the legs are removed, the unit will not operate properly and the warranty will be void.
- There must be at least 4" (10.2 cm) of space above, on the sides and behind the unit and open in front.
- Correct serving height is important so that it can be operated properly.
- The unit must be level. The legs are adjustable to aid in leveling the unit.
- Avoid placing the unit next to an oven, heating element or hot air source which would affect the performance of the unit.

**4** **Meet electrical requirements.** Prior to connecting the unit to power, be sure to check the data plate located on the end panel of the cabinet for required voltage. The specifications on the data plate supersede any information contained in this manual. The standard unit is equipped with a seven (7) foot power cord that requires a 115 Volt, 60 Cycle, 1 Phase, properly grounded electrical receptacle, protected with a 15 or 20 ampere fuse or breaker.

 **WARNING**

**The power cord comes with a 3-prong plug for grounding purposes. Any attempt to cut off this grounding spike or to connect to an ungrounded adapter plug could result in serious injury, will void the warranty and terminates the manufacturer's responsibility.**

## Installation

 **WARNING**

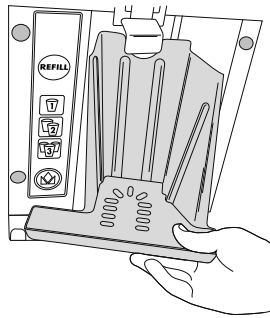
To avoid injury, it is recommended that the unit be moved by two people.

**1** **Locate the unit.** Move the unit to its mounting location.

**2** **Install the four legs underneath the unit.** The dispenser is shipped without legs attached. To install them, carefully tilt the unit and thread the legs into the four corner holes on the bottom of the dispenser.

**3** **Level the unit.** In order for the unit to function properly, level the unit front to back and side to side. Adjust the legs to level the unit.

**4** **Install the drip tray and drip tray cover.**



**5** **Connect the unit to power.** Plug in the power cord on the back of the unit, at the left rear. Run the cord along the rear of the shelf and plug it into the designated outlet.

 **WARNING**

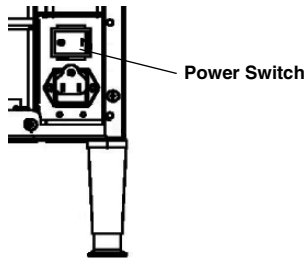
The power cord comes with a 3-prong plug for grounding purposes. Any attempt to cut off this grounding spike or to connect to an ungrounded adapter plug could result in serious injury, will void the warranty and terminate the manufacturer's responsibility.

### IMPORTANT

After installation and assembly and before the unit goes into service, it must be cleaned and sanitized.

## Initial Cleaning and Sanitizing

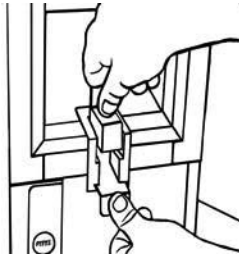
- 1** Make sure that the switch on the back of the unit is in the “off” position. The indicator panel should be unlit.



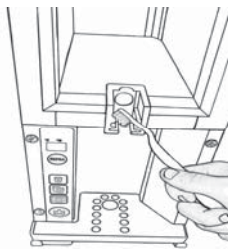
- 2** Wash the surfaces of the unit with warm, soapy water.

- 3** Rinse the surfaces with warm water.

- 4** Remove the valve insert. Press on the valve slide and remove the valve insert by pulling it straight up.



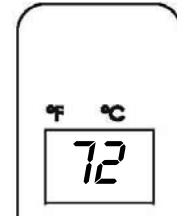
- 5** Clean the valve and valve area. Use a brush and warm, soapy water to clean the valve, or clean the valve in a dishwasher. Clean the valve area of the dispenser with a brush and warm, soapy water. Rinse with warm water.



- 6** Sanitize the valve and valve area. With an approved sanitizing solution, thoroughly clean the valve and valve area. Allow to air dry.

## Initial Start-Up

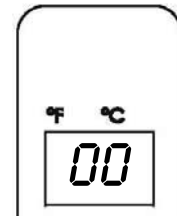
- 1** Place the switch on the back of the unit in the “on” position. The indicator panel should display the current unit temperature.



- 2** Allow the unit to run a minimum of two hours before loading it with product.  
*NOTE: It is completely normal for the exterior of the unit to feel warm while it is running.*

- 3** Load cream into the cream dispenser. Once the unit has achieved proper operating temperature, observe the procedures noted in the label on the door liner for loading cream into the cream dispenser.  
*NOTE: It may be easier to install the dispensing tube in the valve by removing the valve insert first, then installing the cream container.*

- 4** Press and hold the REFILL button for 3 seconds until the indicator flashes 00.

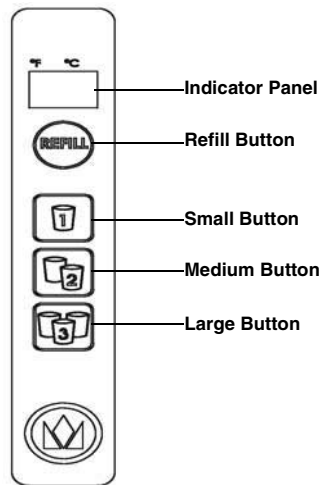


## Operation – General

**Indicator Panel** – The indicator panel contains a digital LED display that reads the product temperature during normal operation.

**REFILL Button** – The upper button is used to reset the computer whenever the cream is refilled. This button must be pressed each time the cream is refilled. Press and hold the REFILL button for 3 seconds until the indicator flashes 00.

**Size Buttons** – The three lower buttons on the indicator panel are for selecting portion sizes (small, medium or large).



Control Panel

## Operation – Dispensing Cream

- 1 Place the drink under the dispensing tube.

- 2 **Select the size.** Press the proper drink size button to dispense the correct amount of cream.

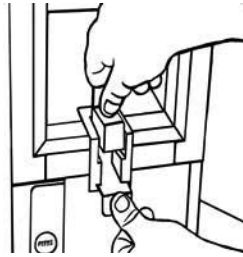
*NOTE: The end of the tube may need to be cleaned daily with a clean cloth to prevent buildup which could affect the dispensing of the correct amount of cream.*



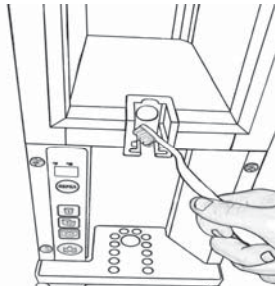
**Cleaning and Refilling the Dispenser**

**1 Remove the empty bag of cream.** When removing an empty bag of cream, be sure to push the valve slide in fully before pulling the dispensing tube out of the valve.

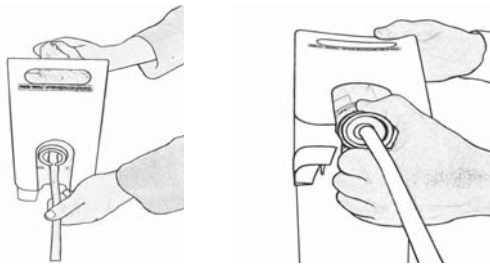
**2 Remove the valve insert.** To remove the valve insert once the beverage container is empty, simply press on the valve slide and remove the valve insert by pulling it straight up.



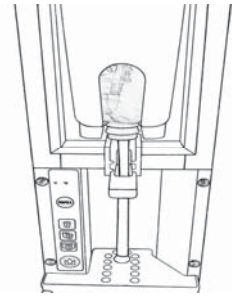
**3 Clean the valve and valve area.** Once removed, the valve can be cleaned with a brush and warm soapy water or in a dishwasher. The valve area in the dispenser should also be cleaned with a brush and warm soapy water.



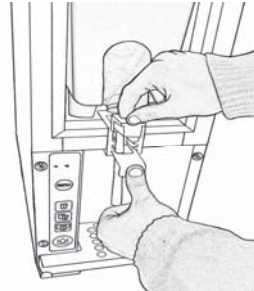
**4 Insert a new bag into the container.** Insert a new beverage bag into the container. Lock the tube into place at the bottom of the container.



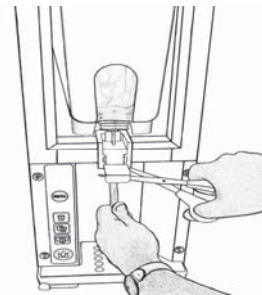
**5 Install the container and bag.** Place the container inside the cabinet and guide the tube through valve area. Be sure the tube is straight and centered to avoid kinking, which could result in reduced product flow or leaking.



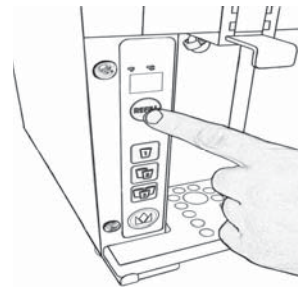
**6 Install the valve insert.** Push and hold the valve slide while inserting the valve insert from above.



**7 Cut the tube.** Cut the tube 1" (2.5 cm) below the valve.



**8 Press the REFILL button.** Press and hold the REFILL button for 3 seconds (the display will read 00) to alert the dispenser that a new beverage bag has been installed.



## Troubleshooting Guide



**RISK OF ELECTRIC SHOCK! Always unplug the power cord before servicing the unit to avoid electric shock.**

PROBLEM	PROBABLE CAUSE	SOLUTION
Compressor will not run	No voltage at wall receptacle	Check circuit breaker or fuse.
	Service cord pulled out of wall receptacle	Replace.
	Low voltage causing compressor to cycle on overload	Contact power company and confirm that voltage fluctuation does not exceed 10% plus or minus from the nominal rating.
	Power switch is in "Off" position	Turn switch on.
	Inoperative control	Call for service (888-375-2938).
	Compressor stuck	Call for service (888-375-2938).
	Compressor windings open	Call for service (888-375-2938).
	Compressor overload stuck open	Call for service (888-375-2938).
	Relay lead loose	Call for service (888-375-2938).
	Relay loose or inoperative	Call for service (888-375-2938).
	Power cord disconnected from dispenser	Call for service (888-375-2938).
	Faulty cabinet wiring	Call for service (888-375-2938).
Compressor runs but no refrigeration	System out of refrigerant	Call for service (888-375-2938).
	Compressor not pumping	Call for service (888-375-2938).
	Restricted filter drier	Call for service (888-375-2938).
	Restricted capillary tube	Call for service (888-375-2938).
	Moisture in system	Call for service (888-375-2938).
Compressor short cycles	Erratic control thermostat	Call for service (888-375-2938).
	Faulty relay	Call for service (888-375-2938).
	Low voltage	Contact power company and confirm that voltage fluctuation does not exceed 10% plus or minus from the nominal rating.
	Compressor draws excessive wattage	Call service technician.
Compressor runs too much or constantly	Temperature too low	Adjust temperature control.
	Erratic control	Call service technician.
	Abnormally high room temperature	Reduce room temperature or relocate dispenser.
	Door or lid gaskets not sealing	Adjust or call for service (888-375-2938).
	System undercharged due to leaks	Call for service (888-375-2938).
	System undercharged from factory	Call for service (888-375-2938).
	System overcharged	Call for service (888-375-2938).
	System not clean	Call for service (888-375-2938).
	Restricted filter drier	Call for service (888-375-2938).
	Restricted capillary tube	Call for service (888-375-2938).
	Noisy	Tubing vibrates
Internal compressor noise		Call for service (888-375-2938).
Compressor vibrating on cabinet frame		Call for service (888-375-2938).
Beverage leaking or not flowing	Tube kinked	Remove valve and pull tube straight through valve area.
	Valve stuck	Clean valve and valve area or call for service (888-375-2938).

**Parts List and Exploded View**

*NOTE: To order Parts/Service, Contact Silver King Refrigeration at 800-328-3329 for technical assistance.*

Item No	Part No	Description
1	31106	Door Assembly (Less Hinges)
2	10310-61	Door Gasket
3	25226	Hinge
4	35416	Switch
5	33883	Power Cord 115V
6	10343-51	Compressor Kit 115V
7	10344-51	Electricals Kit (Relay and Overload) 115V
8	20481	Compressor Mount Grommet
9	98106	Hairpin clip
10	22401	Compressor Mount Washer
11	22677	Drier
12	30876	Heat Exchanger
13	10314-89	Leg Kit 4"
14	35832	Back Panel
15	33368	Apron
16	37676	Drip Tray
17	37677	Drip Tray Cover

Item No	Part No	Description
18	33177	Drip Tray and Cover Kit
19	22938	Screw
20	31348	Container Kit
21	31942	Valve Body
22	33369	Valve Slide
23	31944	Valve Insert
24	27019	Valve Spring
25	33726	Cap Sleeve
26	26155	Thermistor
27	35810	Solenoid 115V
28	35896	Electronic Board (3-Button) with Thermistor
29	32034	Membrane Switch (3-Button)
30	26039	Transformer 115V Assembly
31	34877	Plunger
32	35826	Power Module
33	35841	Relay
34	35842	Relay Socket

