

# Operating & Maintenance Manual

Model: DXDUR2083 (208V, 3-Phase)



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**For Service Information, call 1.888.673.4639**

Please provide the following information:

- **Model number** \_\_\_\_\_
- **Serial number (from bottom of unit)** \_\_\_\_\_

Manual No. DURII\_2021A

**DINEX®**

## INTRODUCTION

Congratulations! You have purchased the new Dinex® DuraTherm™ Induction Charger. Your Dinex® DuraTherm induction heated base system, when used within a controlled hot food trayline process and covered with Dinex® insulated domes, will keep hot plated food between 60 to 90 minutes depending on menu, initial temperature of food and plate.

Please read this manual for helpful guidelines on how to use your new equipment. Should you have any questions concerning the equipment, please call Dinex® Service at 1.888.673.4639.

! **Important:** For your safety, read and follow all cautions, information, and warnings.

## FREIGHT DAMAGE CLAIMS

Your DuraTherm™ Induction Charger 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 in 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.

! **ATTENTION:** Use of this symbol identifies a potentially hazardous situation which, if not avoided, may result in damage to the machine or injury to the operator.

! **CAUTION:** If the product is used without observing the information given under this symbol, minor personal injury, or damage to equipment may result.

! **ATTENTION:** Installation of this equipment should be performed only by persons qualified or licensed to install electrical equipment.

- Adjustments and service work should be performed only by qualified service technicians.
- This equipment is intended for commercial use only. Not for household use.
- Use of other than genuine Dinex® replacement parts or service work performed by other than authorized Dinex service agents will void the warranty.
- Do not use corrosive cleaners on the equipment. Use only mild detergents.

## APPLICATION & USE

The equipment is for commercial use in the foodservice industry. It provides maximum induction heating compatible with Dinex® bases. Use with Dinex® DuraTherm and SmartTherm bases only.

## SAFETY

The instructions contained in this manual provide important guidelines for the equipment user regarding correct and safe installation. Particular attention should be paid to the precautions given in various parts of this manual. Do not attempt to repair this equipment. Repairs must be performed by authorized personnel only.

- Never use the equipment as a work surface or cutting board.
  - Do not attempt to heat anything other than a Dinex base.
- ! **IMPORTANT:** Never place a DuraTherm base or a SmartTherm base in a microwave oven!
- ! **INFORMATION:** This appliance is for commercial use only and must be used exclusively for the purposes prescribed.
- ! **IMPORTANT:** The following instructions reduce the risk of fire, electrical shock, or injury.

## INSTALLATION

### SET UP

1. Carefully remove any packing material from the induction charger and check loose packing material for small parts or accessories. Inspect the charger for concealed damage before placing packing material aside. Keep the packaging until you are confident with the equipment performance.
  2. The DuraTherm™ induction charger is equipped with a locking plug. This plug is part of a system that will protect you from injury in the event of an electrical malfunction inside the unit. Be sure the plug is fully plugged into a matching socket that is properly grounded.
- ! **ATTENTION:** DO NOT cut or break off the larger angled prong on this plug, or change the plug or power in any way. Doing so will create a safety hazard and also void the warranty.
3. MAKE SURE THAT INCOMING VOLTAGES MATCHES THE CHARGER REQUIREMENTS. A product identification label on the bottom of the unit specifies the operating voltage, current, frequency, phase, and maximum wattage of the charger. Plugging or wiring the charger into less voltage than the charger is rated may significantly decrease the performance of the unit or damage internal electrical components.
  4. Do not place foreign objects on the charger, or between the Dinex base and the charger surface. Foreign objects may heat within the induction field and cause damage to the charger surface and/or base.
  5. Do not use any DuraTherm™ charger that has a damaged cord or plug. Consult the warranty and follow the instructions for service.
  6. Do not let the power cord touch hot surfaces.
  7. The center of the charger may get hot to the touch after hours of continuous use. Use caution when loading and unloading bases.
  8. The charger requires ample air flow to cool the internal electronic components. Air is pulled in from the bottom of the unit from the front and sides, and exhausted towards the rear of the unit. Assure that nothing obstructs the airflow about all four sides of the unit. Allow at least two inches from a wall or partition.
  9. A dedicated electrical outlet is **required** for EACH DuraTherm™ charger.
- ! **IMPORTANT:** Every installation site has different electrical wiring requirement. Because many different local codes exist, it is the owner and installer's responsibility to comply with all federal, state, and local codes. Dinex® is not responsible for any consequential damages, either expressed or implied, as a result of

failure to comply with installation requirements.

! **CAUTION:** Please do not attempt to open the charger or perform service of any kind. This product can only be serviced by a Dinex® Authorized Service Agent or designated Dinex® personnel. Contact Dinex® at 1.888.673.4639 for service information.

! **CAUTION:** Any installation not matching the requirements discussed in this manual will automatically void the product's warranty.

## INSTALLATION

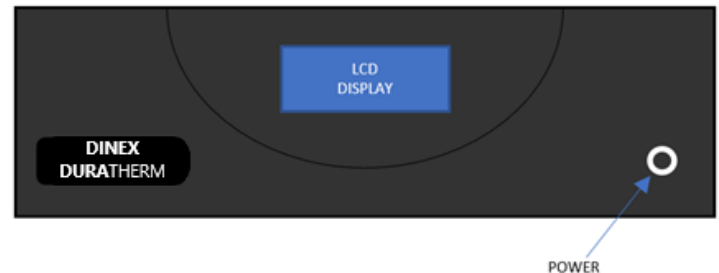
1. The DuraTherm™ Charger can be installed on top of a flat, level countertop or shelving, being careful to maintain at least two inches of clearance on all sides of the charger for cooling. Do not place over paper or loose material that may inhibit air flow into the bottom air intakes. Consider the Dinex® Induction Stand (Accessory product) DXPICTABLEM (Mobile with casters)DXPICTABLE (Not mobile).
  2. The charger must be plugged into a grounded 208V, 3-phase, 20A receptacle. Check rating plate on the charger to verify correct voltage.
- ! **IMPORTANT:** Each charger should be connected to its own dedicated circuit. They should not be connected to circuits sharing compressors or other heavy current draw devices (i.e. plate heaters, steam tables, etc.)
3. Do not move the DuraTherm™ Charger when it is electrically connected.
  4. An air filter is mounted to the bottom of the unit. Assure it is seated and free of excessive debris or grease.

## OPERATION INSTRUCTIONS

### DuraTherm Induction System

1. Make sure that your DuraTherm™ Charger is plugged into an energized circuit as described in the previous section. This should be a dedicated circuit, not shared with any devices utilizing motors, compressors, or components requiring a heavy current draw.

## USER INTERFACE:



**POWER** key will turn the unit on and off.

**LCD Display** provides feedback on the status of bases charging and equipment operation.

2. The DuraTherm™ Charger is turned on by pressing the POWER button on the right front of the user interface for 2 seconds until the LCD display lights up and 1 audible beep is heard. The LCD display will show "WAITING FOR BASE" indicating the DuraTherm™ Charger is turned on and ready for use.

3. Place a Dinex® DuraTherm or SmartTherm base on the charger within the positioning rails. Assure the base is seated flat on the top. Charging will start automatically.
4. The LCD display will show “CHARGING” and a status bar that will increase through the charging process until filled when a base is fully charged. If the base is removed prior to the status bar being completely filled, the base will not be fully charged and may result in a lower delivery temperature.

**! INFORMATION:** The display will flash “BASE NOT READY” and you will hear continuous beeps for 5 seconds if you remove the base before it is fully charged.

**! INFORMATION:** To prevent overheating a base, the charger will not reheat a base until sufficient cooling time has elapsed – even if the base was removed before the initial charge completed. “Reheat Later” will appear in the LCD display if insufficient time has elapsed between charges.

5. If the phrase “WAITING FOR BASE” still appears after placing a base on the charger, remove the base and reposition – assuring the base is seated flat to the top, and within the positioning rails.
6. After the status bar is completely filled the charger will display “BASE READY” and will beep 4 times indicating that base is at full charge. A DuraTherm base will usually charge completely in 15 seconds. A SmartTherm base will usually charge in 10 seconds. Only a DuraTherm base will provide

maximum performance. Low incoming voltage may increase charge time.

**! INFORMATION** Fluctuations in voltage may affect heating time.

7. If the charger sees no activity for 2 minutes, it will beep 2 times and turn off.
8. Power off the DuraTherm™ Charger by depressing the POWER button for 2 seconds until the LCD display turns off.



## ERROR CONDITIONS

Error Codes will be indicated by a message on the LCD display. The code will remain on the display until the problem is fixed and the charger is turned OFF and ON again.

If the error persists, call the Dinex® Service Department at 1.888.673.4639.

**Error: Internal Temp Too High, Clean Air Filter**

**Cause:** Internal temperature of the charger is too high. The environment is too hot or the unit does not have proper airflow.

**Solution:** Turn the charger off and allow the unit to cool. Inspect the air filter and clean if needed. Remove any obstruction that prevents proper airflow.

**Error: Input Voltage Low/Overload**

**Cause:** Input voltage or frequency not within the proper range as noted on the unit nameplate.

**Solution:** Turn the charger off. Check the input voltage and frequency of the dedicated circuit being used. Only use with circuit that provides the proper power.

**Error: E0 Base Detection Error**

**Cause:** The charger is not capable of detecting a base on the surface.

**Solution:** Call Dinex Service at 1.888.673.4639.

**Error: E2 RFID Error**

**Cause:** The RFID reader or antenna is not able to read the tag and charge the base.

**Solution:** Call Dinex Service at 1.888.673.4639.

## MAINTENANCE

### DURATHERM™ CHARGER CLEANING INSTRUCTIONS

1. Unplug the charger before cleaning. Do not submerge the charger in water. Do not splash or pour water onto the charger's control panel or into intake/outlet vents. Possible shock hazard may result, and the charger may be damaged.
2. The heating surface is a high strength composite material. Please use appropriate care in handling and cleaning.
3. Do not use steel wool or abrasive cleaners or chlorinated cleaners on the charger.
4. Wipe the entire charger off with a damp cloth and mild detergent. Dry the charger before connecting it to its electrical source.

### AIR FILTER

1. Inspect the mesh air filter on the underside of the unit each day. If soiled, remove the filter and wash with hot water, dish washing detergent and a scrub brush. Cleaning in a dishwasher is not recommended. Dry and reattach to the unit before operating.
2. If using the unit daily, the recommended filter replacement period is every 6 months. The preprogrammed message "MAINTENANCE REPLACE AIR FILTER" will show on the display every 6 months as a reminder. To clear this message, simply turn the unit OFF and ON again.
3. Replacement filters can be ordered item. Call customer service at 1.888.673.4639 item number **DXFTNDUR208**

**WARNING:** Never spray, wash or use excessive water on the charger. Before cleaning it is necessary to unplug power plug.

Do not use the charger if the top is broken or cracked.

- Never use the charger as a work surface or cutting board.
- Never attempt to heat anything other than a Dinex® 8x1-Series Smart base.

## DURATHERM BASES

- DX1411003- Onyx
- DX1411061 – Cranberry
- DX1411050 - Midnight Blue
- DX1411084 – Sage
- DX1411031 – Latte
- DX1411044 – Steel Grey

## AFTER WASHING BASES, STORE IN DINEX® DRYING RACK.

- DXIBDRS/90 - HOLDS 90 INDUCTION BASES
- DXIBDRS/180 - HOLDS 180 INDUCTION BASES
- DXIBDRS/270 - HOLDS 270 INDUCTION BASES

## DINEX® WARRANTY

These Warranties cover the following Dinex International, Inc. ("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

- Conveyor Products
- Tray and Other Cart Products

Warranted Products also includes any other Equipment System Products identified on Dinex's website ([www.dinex.com](http://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](http://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.

## 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. E S T, 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 defective 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 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) the 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.

**SmartTherm and Duratherm Induction Chargers are Warranted for two years.**

**Notes:**

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**DINEX®**