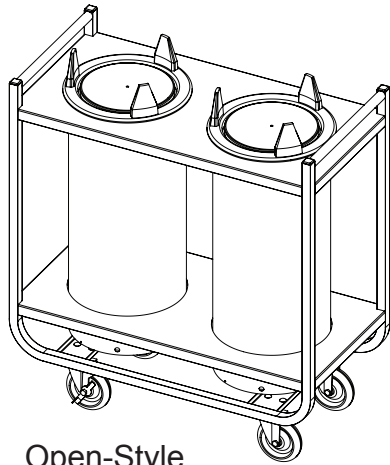
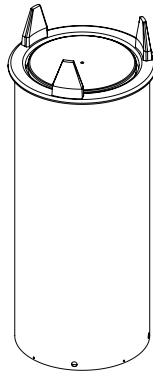


## China Plate Dispenser Operating & Maintenance Manual

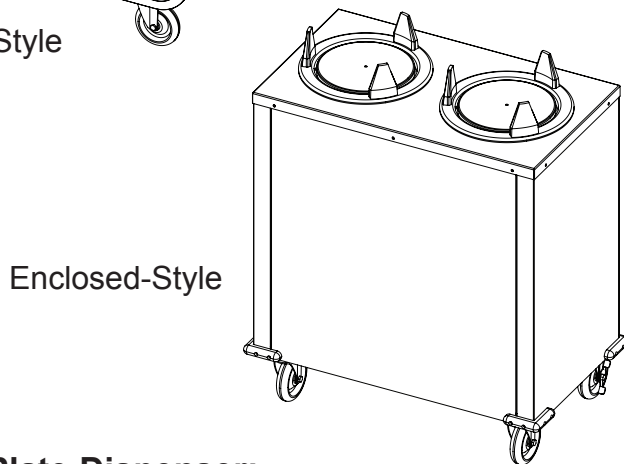


Open-Style

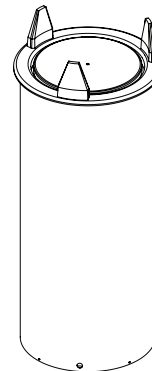


Drop-in, Heated

**Models:** DXIDP  
DXIDPH  
DXIDPDS  
DXIDPHD



Enclosed-Style



Drop-in, Unheated

### China Plate Dispenser:

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**For Service Information call 1.888.673.4639**

*Please provide following information:*

- Model number
- Serial number

Manual No. China Plate Dispenser Manual



**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 24/7 Dinex Hotline at 1-888-673-4639.

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

**FREIGHT DAMAGE CLAIMS**

Your China Plate Dispenser 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.

**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 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 China Plate Dispenser is for commercial use only and must be used exclusively for the purposes prescribed.

**Caution:** Exposed surfaces of heated dispensers can be hot to the touch and may cause burns.

- Disconnect dispenser from electrical power and allow to cool before removing open tube assembly from shield.

**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**



Different serial numbers for each unit.

Check the compatibility of machine voltage and amperage with electrical connections

**INSTALLATION**

**SPRING ADJUSTMENT**

**NOTE:** Spring adjustment is not covered under warranty.

Please note that china plates vary in weight. The following is a guide to determine approximately how many springs to use:

**UNHEATED MODELS**

Dish Diameter	Springs Required
8 1/4" to 9 1/8"	8 to 12 Silver
9 1/4" to 10 1/8"	8 to 16 Silver
10 1/4" to 12 1/4"	8 to 20 Silver

**HEATED MODELS**

Dish Diameter	Springs Required
8 1/4" to 9 1/8"	8 to 12 Brown
9 1/4" to 10 1/8"	8 to 12 Brown
10 1/4" to 12 1/4"	8 to 20 Brown

**TO ACCESS SPRING**

**CAUTION:**

- Allow heated dispensers to cool down to room temperature. Lift self-leveling mechanism out of the cabinet (see fig. 1) and set it onto the floor.



Figure 1

Tension on the carriage is adjustable for differing types of dinner ware

by connecting, disconnecting or substituting carriage springs:

1. Remove the open tube assembly of shielded dispensers from the shield. Stand the open tube assembly upright and secure it to prevent tipping.
2. Test the spring tension by stacking 10 pieces of dinnerware on the carriage and noting the position of the top piece.
3. Disconnect or substitute carriage springs until the right combination is found to allow the top piece of dinnerware to be raised just high enough to be easily picked from the dispenser. In order to allow the carriage to stay level and operate smoothly, be sure to make the same changes to all four sections of carriage springs.

**NOTE:** *There are two different tension springs. Coarse and fine springs are visually nearly identical, but the difference in tension can be felt by carefully stretching them.*

**NOTE:** *Springs for heated and non-heated units are different and should not be mixed in the same dispenser.*

4. Disconnect unused springs from the lower retaining bracket and allow them to dangle. They will remain out of the way, but available if adjustments are later required.

### TO ADJUST SPRING

1. Place ten (10) dishes into the silo. Approximately 6" Height.
2. If the dishes are above the top of the plastic dish guide, one or more of the springs must be unhooked. Always unhook the lower end of the spring only (see fig. 2). Leave the unhooked springs hanging for future use. Note, to insure a smooth operation, maintain, as much as possible, an even amount of springs in spring section.
3. If after adjustment, the dishes are too low, remove the dishes & reconnect springs making sure that an equal amount of springs are connected in each section.
4. Repeat this procedure until plates are at the proper height.

Once proper adjustment has been acquired, place self-leveling mechanism back into the cart/cabinet.

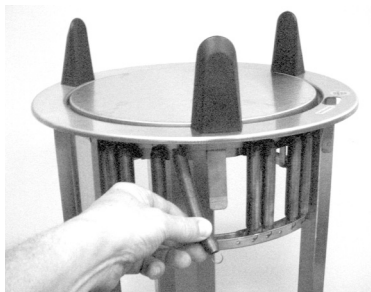


Figure 2

### THERMOSTAT ADJUSTMENT

**NOTE:** *Thermostat adjustment is not covered under warranty*

Heated dispensers are factory set on high. The temperature may be changed by turning the temperature adjustment dial (see fig. 3):

- Clockwise to increase temperature
- Counter-clockwise to decrease temperature

For unshielded dispensers, carefully slide open tube into the cutout in the counter.

For shielded and heated dispensers, carefully slide the shield into the cutout in the counter and attach with the supplied mounting hardware. Carefully slide the open tube into the shield.

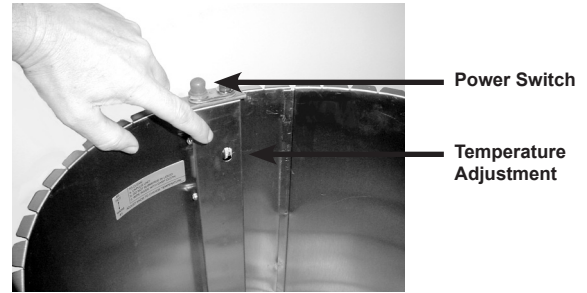


Figure 3

### OPERATING SUGGESTIONS

1. Load the dispenser with the appropriate size dinnerware.
  - Dinnerware which is too large may be broken or may jam the carriage.
  - Dinnerware which is too small cannot be safely dispensed, and may be broken or may jam the carriage
2. Load no more than a 6" stack of dinnerware at a time.
3. Dispensers are designed for EMPTY dinnerware only.
4. For heated dispensers, turn the power switch to ON. When the switch is ON the indicator light will glow.
5. Unused dispensers should be covered with the optional silo cover (DXIACPH0912, DXIACPH1012, DXIACPH1012)

#### **CAUTION: Hot Surface**

- *Exposed surfaces of heated dispenser can be hot to the touch and may cause burns.*

#### **CAUTION: Pinch Hazard**

- *Hold dinnerware by the sides when loading the dispenser.*
- *Holding dinnerware by the bottom can allow fingers to become trapped between the plates and the dispenser wall.*

### CLEANING

**WARNING:** *Never submerge or saturate electrical components in water.*

**INFORMATION:** *Always disconnect the electrical power to the equipment and allow equipment to cool down prior to cleaning.*

Cleaning outside of cabinet cart with damp cloth only.

The self-leveling mechanism can be removed and cleaned with mild soap and water or a cleaner approved for stainless steel. Once the self-leveling mechanism has been removed, the Heat Tube can be cleaned. Never submerge the heating element, electrical controls, electrical cord/ plug in water.

### REMOVAL OF HEATED TUBES FROM CART/CABINET

1. Unplug cart from electrical source.

**NOTE:** *Always start by removing the heated tube from the cart which is the closest to the electrical source cord (see fig. 4).*

2. Lift self-leveling mechanism out of tube and place on floor (see fig. 1).
3. Lift heated tube out of cart and rest on top of cart (see fig. 4). Reach inside cart following flexible conduit to twist-loc plug. Twist plug counter-clockwise and remove from receptacle. Heated tube may now be placed on floor.
4. Duplicate above steps for other tube or tubes.
5. To install tubes reverse above procedure. Always install the heated tube that is the farthest from the electrical source cord first. Pick up heated tube, place on top of cart, connect twist-loc plug to receptacle inside cart with a clockwise motion, lower tube

into cart. Now install the next farthest tube from the electrical source cord following same directions. After all tubes are installed, place self-leveling mechanisms into tubes.

**NOTE:** Tubes in tubular style not removable (see fig. 6).

Figure 4

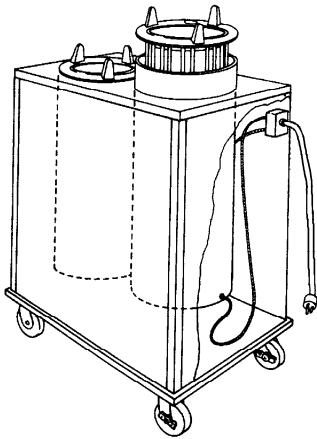


Figure 5

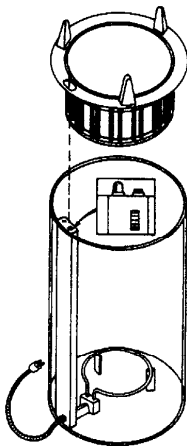
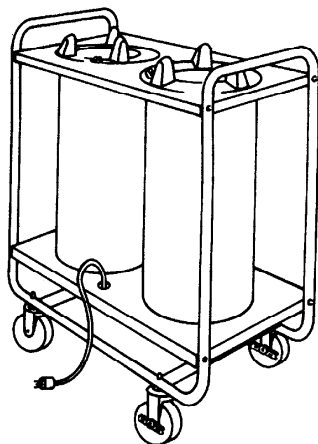


Figure 6

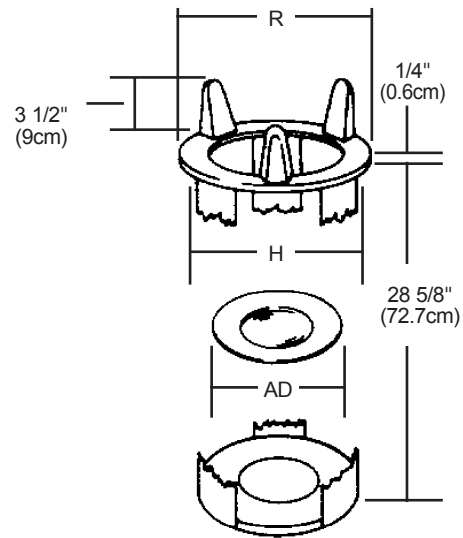


NON-HEATED & HEATED DROP-IN INSTALLATION INSTRUCTIONS

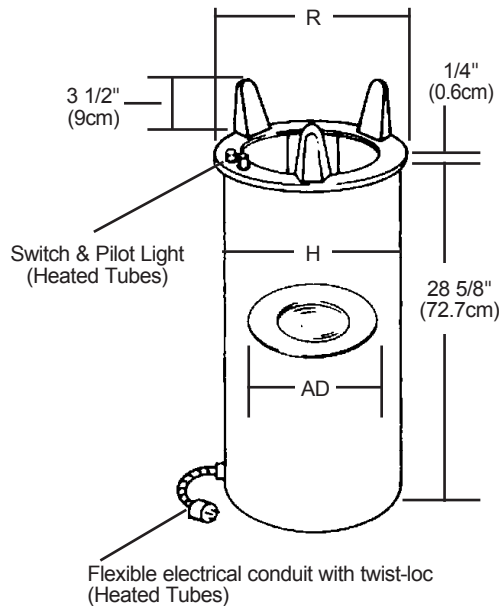
Cutout Dimensions - China Plate Drop-ins			
Model # Non-Heated / Shielded	Accommodates Dish Diameter (AD)	Overall Size Ring Diameter (R)	Diameter of Hole Cutout in Counter (H)
DXIDPDS0912	8 1/4" to 9 1/8"	12 3/8"	11 9/16"
DXIDPDS1012	9 1/4" to 10 1/8"	13 1/2"	12 9/16"
DXIDPDS1200	10 1/4" to 12 1/4"	15 1/4"	14 5/16"

Cutout Dimensions - China Plate Drop-ins			
Model # Heated / Shielded	Accommodates Dish Diameter (AD)	Overall Size Ring Diameter (R)	Diameter of Hole Cutout in Counter (H)
DXIDPHD0912	8 1/4" to 9 1/8"	12 3/8"	11 9/16"
DXIDPHD1012	9 1/4" to 10 1/8"	13 1/2"	12 9/16"
DXIDPHD1200	10 1/4" to 12 1/4"	15 1/4"	14 5/16"

NON-HEATED SILO



HEATED SILO



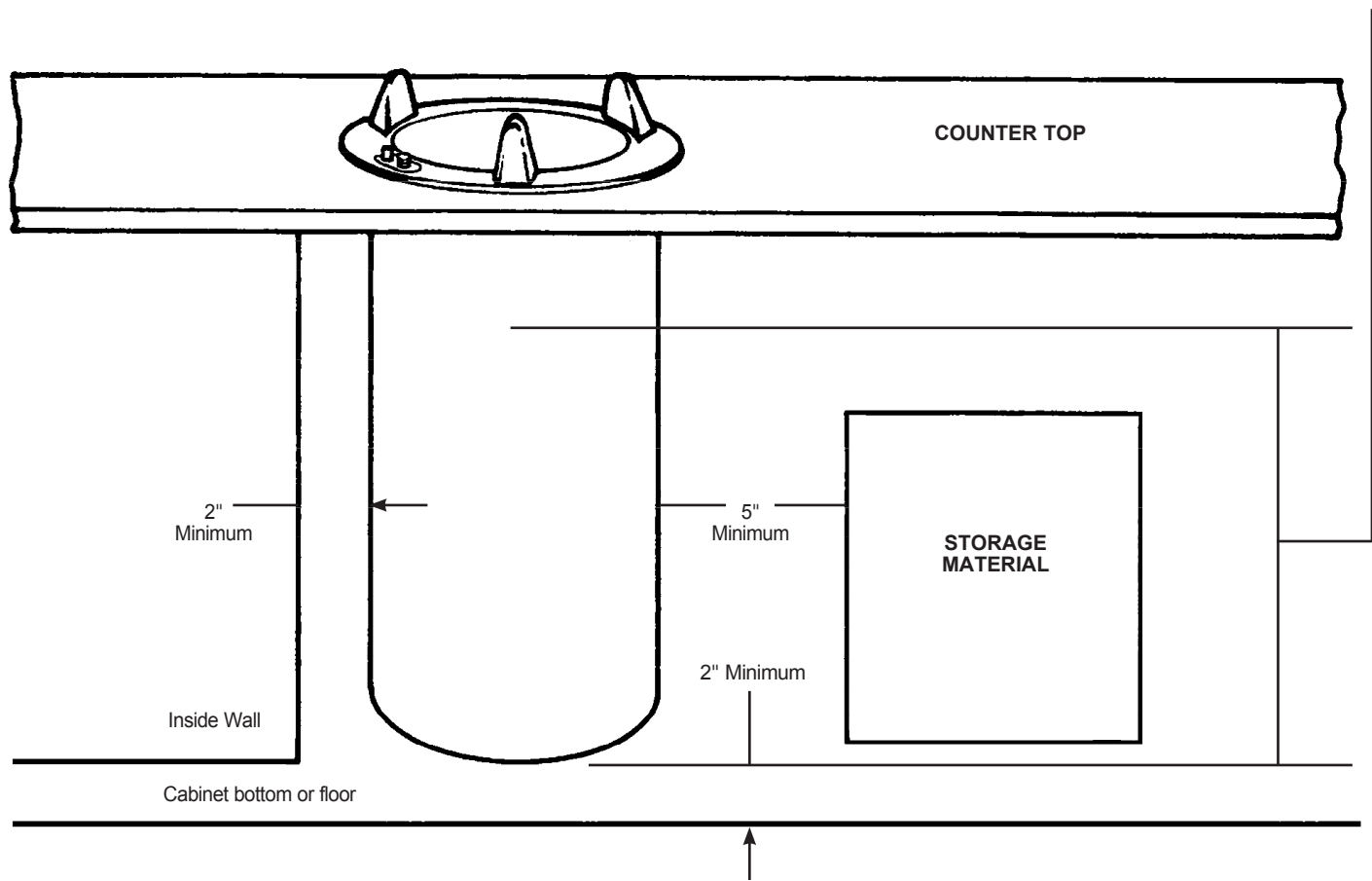
Heated tubes include 5' cord with L5-15P NEMA 125 Volt twist-loc plug for use with L5-15R NEMA receptacle.

All heated tubes are 120 VAC.

Maximum current per model 3.8 Amps.

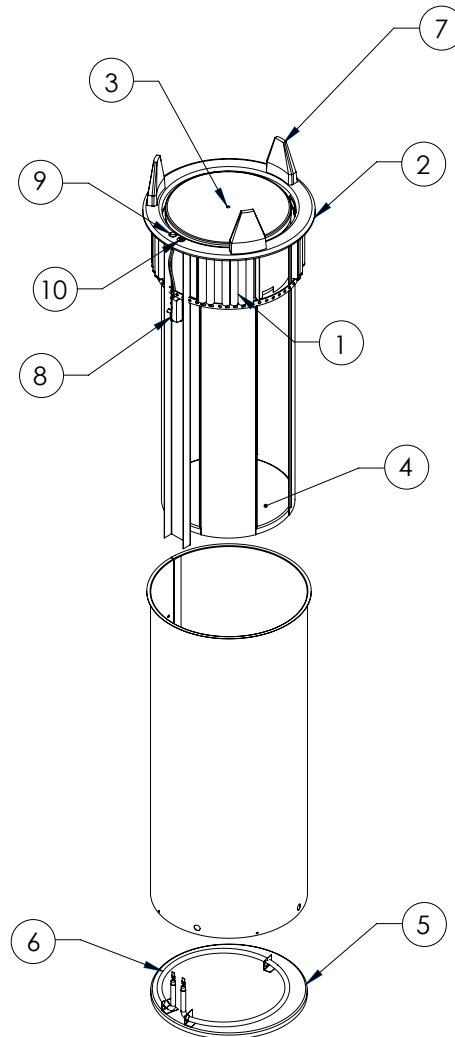
**CAUTION:**

- The bottom three-fourths of the tube skin attains high temperatures due to the location of the heating rods on the inside of that area.
- To prevent overheating of adjacent walls and floor, a two-inch minimum air space is necessary between tube, walls and floor.
- Any miscellaneous stored items should be kept at least five inches from the tube.
- Do not store combustibles materials in the same cabinet as the dish heater.



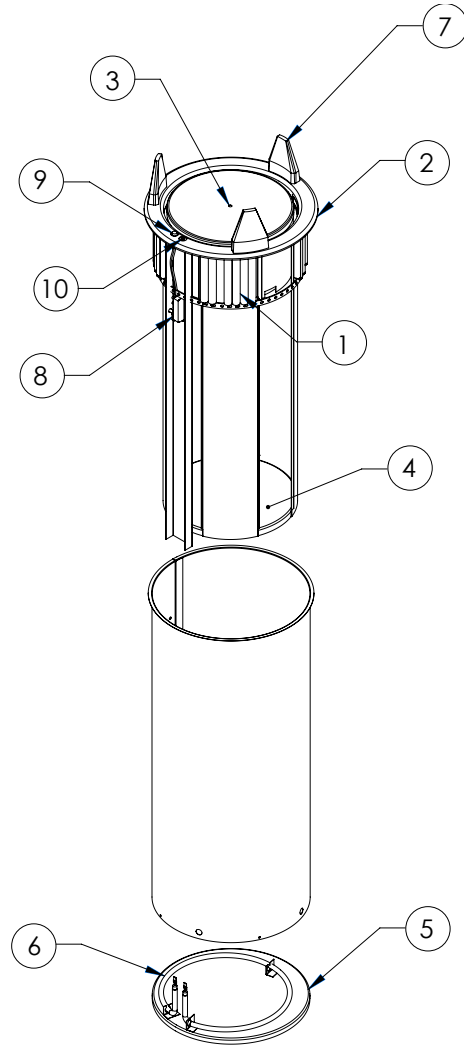
APPENDIX - EXPLODED VIEWS

9 INCH CHINA PLATE DISPENSER



REP.	QTY.	DESCRIPTION	REFERENCE
1	8	EXTENDED SPRING 0.16# WIRE (Non-Heated Units)	DX184002000
1	12	EXTENDED SPRING 0.042 DIAMETER WIRE (Non-Heated Units)	DX184002010
1	12	EXTENDED SPRING 0.042 DIAMETER WIRE (Heated Units)	DX184002011
1	8	EXTENDED SPRING 0.042 DIAMETER WIRE (Heated Units)	DX184002012
2	1	9" Non-Heated Top Collar No Switch Holes	DX184060052
2	1	9" Heated Top Collar with Switch Holes	DX184060106
3	1	9" Top Polished Spinning	DX184060061
4	1	9" Base Non-Polished Spinning	DX184060070
5	1	9" Heated & Non-Heated Shield Bottom Non-Polished Spinning	DX184060075
6	1	Element 120V 300W 6" thru 9" Tubes (Heated units)	DX186120205
7	3	Dish Guide Black	DX186170488
8	1	Adjustable Thermostat (Heated Units)	DX186000077
9	1	Pilot Light (Heated Units)	DX186011170
10	1	On/Off Switch (Heated Units)	DX186020095
10	1	Switch Rubber Boot (Heated Units)	DX186020123
	5 ft	3/8" UL&CSA Approved Flex Conduit (Heated Units)	DX186050031
	1	L5-15P PLUG AH#CWL515P No Subs (Arrow Hart only) (Heated Units)	DX186060031
	1	3/8" Flex Conduit Connector (Heated Units)	DX186090070
	2	3/8" Flex Conduit Protective Bushing (Heated Units)	DX186090031

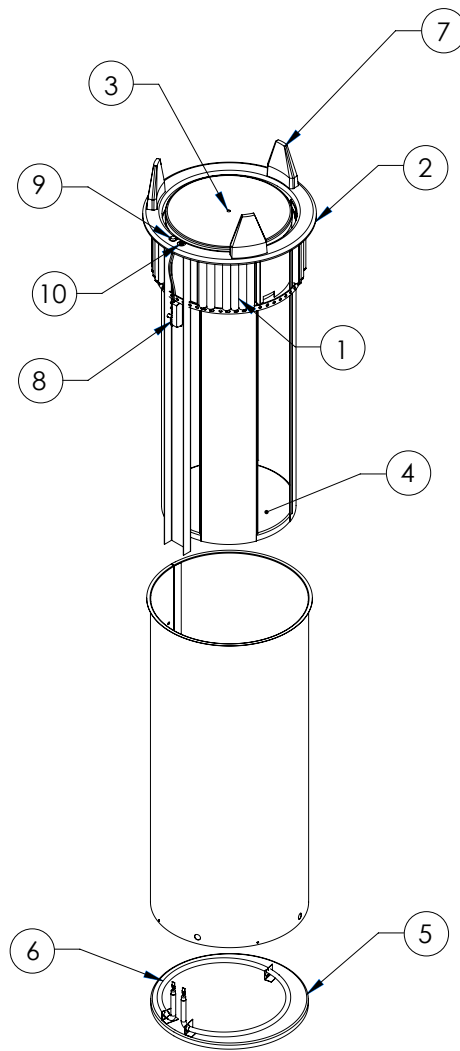
10 INCH CHINA PLATE DISPENSER



REP.	QTY.	DESCRIPTION	REFERENCE
1	8	EXTENDED SPRING 0.16# WIRE (Non-Heated Units)	DX184002000
1	16	EXTENDED SPRING 0.042 DIAMETER WIRE (Non-Heated Units)	DX184002010
1	12	EXTENDED SPRING 0.042 DIAMETER WIRE (Heated Units)	DX184002011
1	8	EXTENDED SPRING 0.042 DIAMETER WIRE (Heated Units)	DX184002012
2	1	10" Non-Heated Top Collar No Switch Holes	DX184060053
2	1	10" Heated Top Collar with Switch Holes	DX184060107
3	1	10" Top Polished Spinning	DX184060062
4	1	10" Base Non-Polished Spinning	DX184060071
5	1	10" Heated & Non-Heated Shield Bottom Non-Polished Spinning	DX184060074
6	1	Element 120V 500W 10" thru 12" Tubes (Heated units)	DX186120202
7	3	Dish Guide Black	DX186170488
8	1	Adjustable Thermostat (Heated Units)	DX186000077
9	1	Pilot Light (Heated Units)	DX186011170
10	1	On/Off Switch (Heated Units)	DX186020095
10	1	Switch Rubber Boot (Heated Units)	DX186020123
	5 ft	3/8" UL&CSA Approved Flex Conduit (Heated Units)	DX186050031
	1	L5-15P PLUG AH#CWL515P No Subs (Arrow Hart only) (Heated Units)	DX186060031
	1	3/8" Flex Conduit Connector (Heated Units)	DX186090070
	2	3/8" Flex Conduit Protective Bushing (Heated Units)	DX186090031

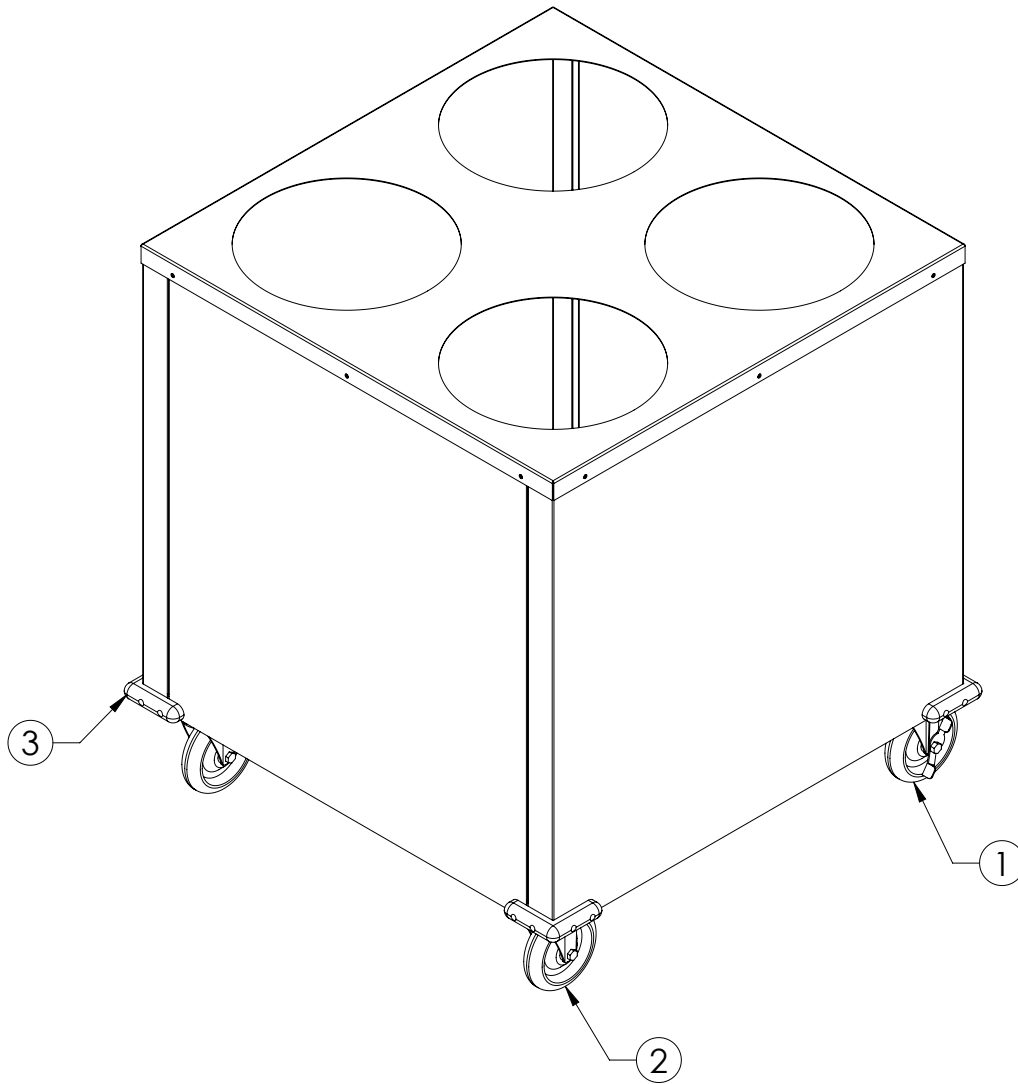


12 INCH CHINA PLATE DISPENSER



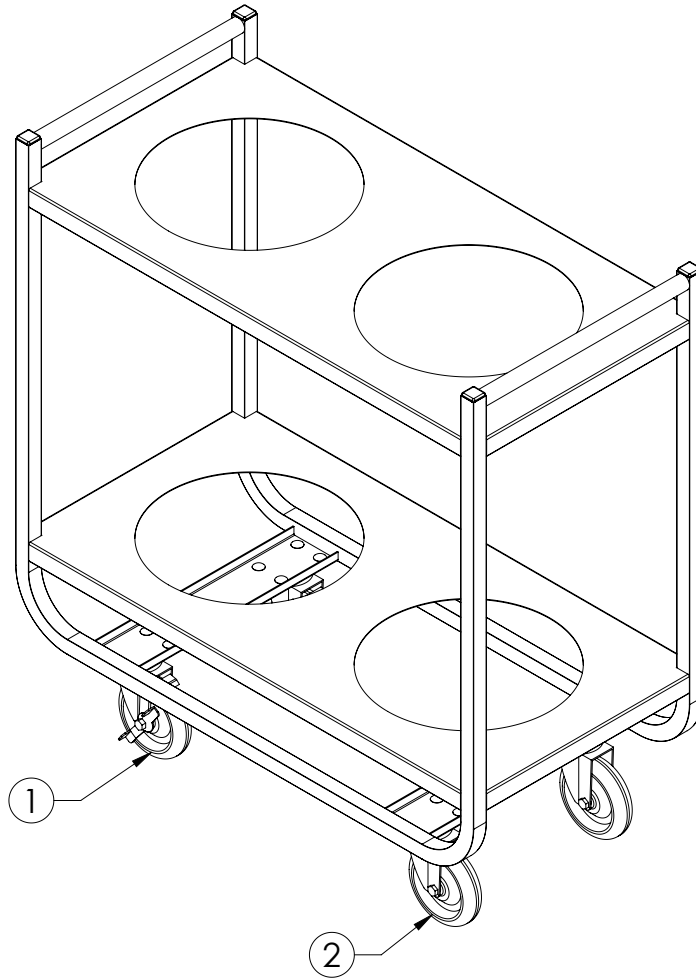
REP.	QTY.	DESCRIPTION	REFERENCE
1	8	EXTENDED SPRING 0.16# WIRE (Non-Heated Units)	DX184002000
1	20	EXTENDED SPRING 0.042 DIAMETER WIRE (Non-Heated Units)	DX184002010
1	20	EXTENDED SPRING 0.042 DIAMETER WIRE (Heated Units)	DX184002011
1	8	EXTENDED SPRING 0.042 DIAMETER WIRE (Heated Units)	DX184002012
2	1	12" Non-Heated Top Collar No Switch Holes	DX184060054
2	1	12" Heated Top Collar with Switch Holes	DX184060108
3	1	12" Top Polished Spinning	DX184060063
4	1	12" Base Non-Polished Spinning	DX184060072
5	1	12" Heated & Non-Heated Shield Bottom Non-Polished Spinning	DX184060073
6	1	Element 120V 500W 10" thru 12" Tubes (Heated units)	DX186120202
7	3	Dish Guide Black	DX186170488
8	1	Adjustable Thermostat (Heated Units)	DX186000077
9	1	Pilot Light (Heated Units)	DX186011170
10	1	On/Off Switch (Heated Units)	DX186020095
10	1	Switch Rubber Boot (Heated Units)	DX186020123
	5 ft	3/8" UL&CSA Approved Flex Conduit (Heated Units)	DX186050031
	1	L5-15P PLUG AH#CWL515P No Subs (Arrow Hart only) (Heated Units)	DX186060031
	1	3/8" Flex Conduit Connector (Heated Units)	DX186090070
	2	3/8" Flex Conduit Protective Bushing (Heated Units)	DX186090031

ENCLOSED CHINA PLATE DISPENSER



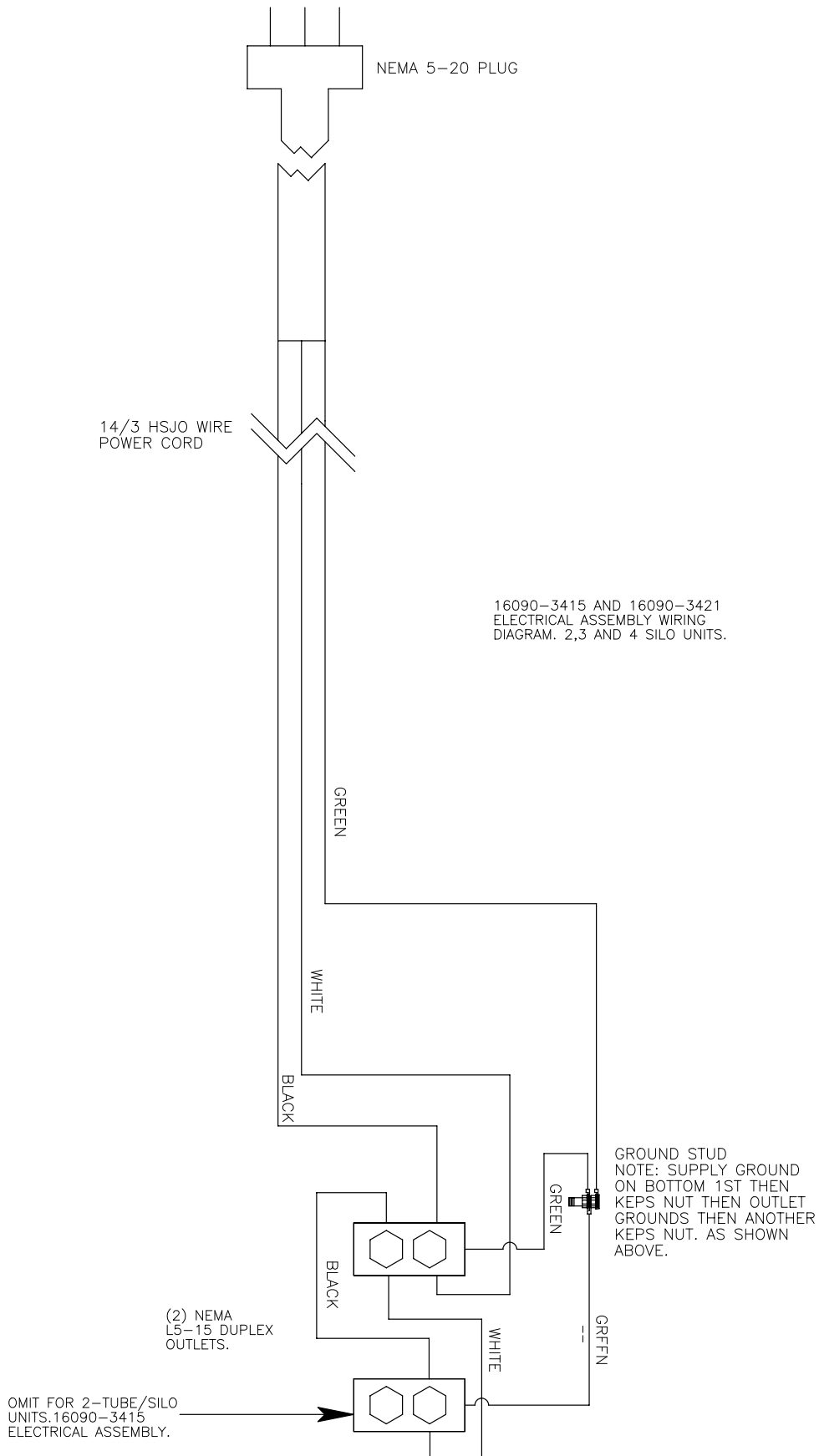
REP.	QTY.			DESCRIPTION	REFERENCE
	2-Silo	3-Silo	4-Silo		
1	2	2	2	5" Caster "Swivel with Brake"	DX183015227
2	2	2	2	5" Caster "Swivel"	DX183015232
3	4	4	4	Black Corner Bumper	DX183050011

OPEN FRAME CHINA PLATE DISPENSER



REP.	QTY.			DESCRIPTION	REFERENCE
	2-Silo	3-Silo	4-Silo		
1	2	2	2	5" Caster "Swivel with Brake"	DX183015227
2	2	2	2	5" Caster "Swivel"	DX183015232

WIRING DIAGRAM



## 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](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. \*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 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, PUNITIV E, 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.





