

# Operations Manual

Model: BC2325MVE

Margaritaville Bun Caramelizer



**PROGRILL™**



**PROLUXE™** 

formerly DOUGHPRO. New Name. Same Quality. Superior Service.

[proluxe.com](http://proluxe.com)  
REV 4

# Operation Instructions

**Please read carefully before attempting to use this appliance.**

**Step 1.** Carefully unpack and clean grill plates with mild soap then sponge clean with cold water.

**Step. 2.** Place in location where it will be used allowing for clearances per the dimensions indicated.

**WARNING!** Allow 2" minimum clearance between adjacent equipment and/or wall areas.

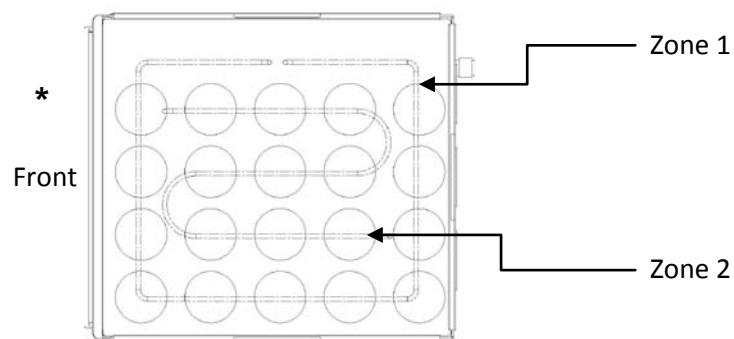
**Do not touch hot surfaces.**

**Step 3.** Plug into proper 208V wall outlet. If other appliances are connected to the same circuit make sure the total load does not exceed maximum ampacity of the circuit. Electrical information is as follows:

**208V/50/60Hz/1 phase/3800W/18.27 Amps**

## Step 4: Operation

Turn the unit on by pressing the power button located on the front panel on the far left.



## Adjusting the temperature

1. To adjust the temp on **\*(Zone 1)**, hold down the **MODE** button for 5 seconds. Zone 1 temp should appear.



2. now hold the **SET** button and using the **UP** or **DOWN** arrows to raise or lower desired temp.



3. Once desired temp is set, press **MODE** to adjust **\*(Zone 2)** inner zone. Now hold **SET** and using the **UP** or **DOWN** arrows to raise or lower desired temp. Once desired temp is reached, press **MODE** again to return to the timer function.



## Adjusting the timers

1. To set the desired timer on the far left control, use the **UP** or **DOWN** arrows to adjust desired time. To initiate the countdown of the timer press the **SET** button. To stop the countdown or reset the expired timer press the **SET** button again.



2. To set the additional timers on the right side of the front panel, use the **UP** or **DOWN** arrows to adjust and set the desired time. Press the **START** and **STOP** button to begin the timer countdown. You may stop the countdown at anytime by pressing the **START** and **STOP** button again.



## *Cleaning removable pedestals:*

1. Unit must be turned off to allow pedestals to cool.
2. Once the unit has cooled you can remove the pedestals and rinse them with a mild detergent in warm water. NOTE...if using oil or butter on the buns you will need to clean the pedestals with an approved aluminum cleaner.
3. Once the pedestals have been cleaned you will need to dry them.
4. Once all components are clean and dry they can be placed back on the unit.

**CAUTION: ONLY REMOVE PEDESTALS BY SLIDING THEM OFF THE GRILL SURFACE. FAILURE TO DO SO WILL CAUSE DAMAGE TO MAGNETS OVER TIME.**

**DO NOT SUBMERGE PEDESTALS UNDER WATER WHILE THEY ARE HOT. DOING SO WILL CAUSE THEM TO CRACK AND VOID WARRANTY.**

## PROGRILL BC2325 Trouble Shooting Guide

Symptom	Probable Cause	Action to be Taken
Power Button on Control face is depressed but doesn't turn on.	Power Cord is not plugged in.	Plug power cord into wall 's receptacle and depress power button on controller
	Circuit Breaker is tripped off in the site's breaker box	Reset circuit breaker that the Grill is plugged into. Depress Power Button to turn on.
	Transformer has taken a electrical surge and is damaged	Replace Transformer
	Check voltage on the secondary side of the Transformer. If you read 12VDC then you are receiving voltage to the Controller.	Replace Controller. Controller should be on once the power button is depressed.
	Possibly blown Fuse	Check fuse
Digital Controller's LED's are scrambled or randomly erratic	Possibly a componet on the Digital Controller is damaged	Replace the #1 position which is the Digital Controller. More than likely the other three timers are fine.
	Possibly control needs to reset	While unit is on (controller lit up) Unplug unit, wait for 1 min. then plug machine on and depress power button.
Digital display shows <b>PROB.</b> No heat in that particular zone (inner or outer zone).	Sensor in one of two zones lost it's continuity.	Disconnect prob that is open (by using Ohm Meter) and replace. Do not cut and splice new sensor. Install new 2000 ohm RTD sensor to under side of Heat Platen and reconnect to Controller.
Digital display shows <b>Relay</b> and Particular zone is over heating or outer zone).	The Mechanical Relay on the switched side is not opening to regulate temperture.	Replace the Mechanical Relay.
One of the three Heater Platens not hot enough	The offset function in the Controller's setting needs to be adjusted to achieve proper shade of grill marks.	Call Doughpro (800) 624-6717 for instructions. This information must not to be given to operators of the Carmelizer. They may get confused and cause further temperature discrepancies.
Beeper not functioning or intermitten beeper sound.	Beeper is failing.	Replace Controller board

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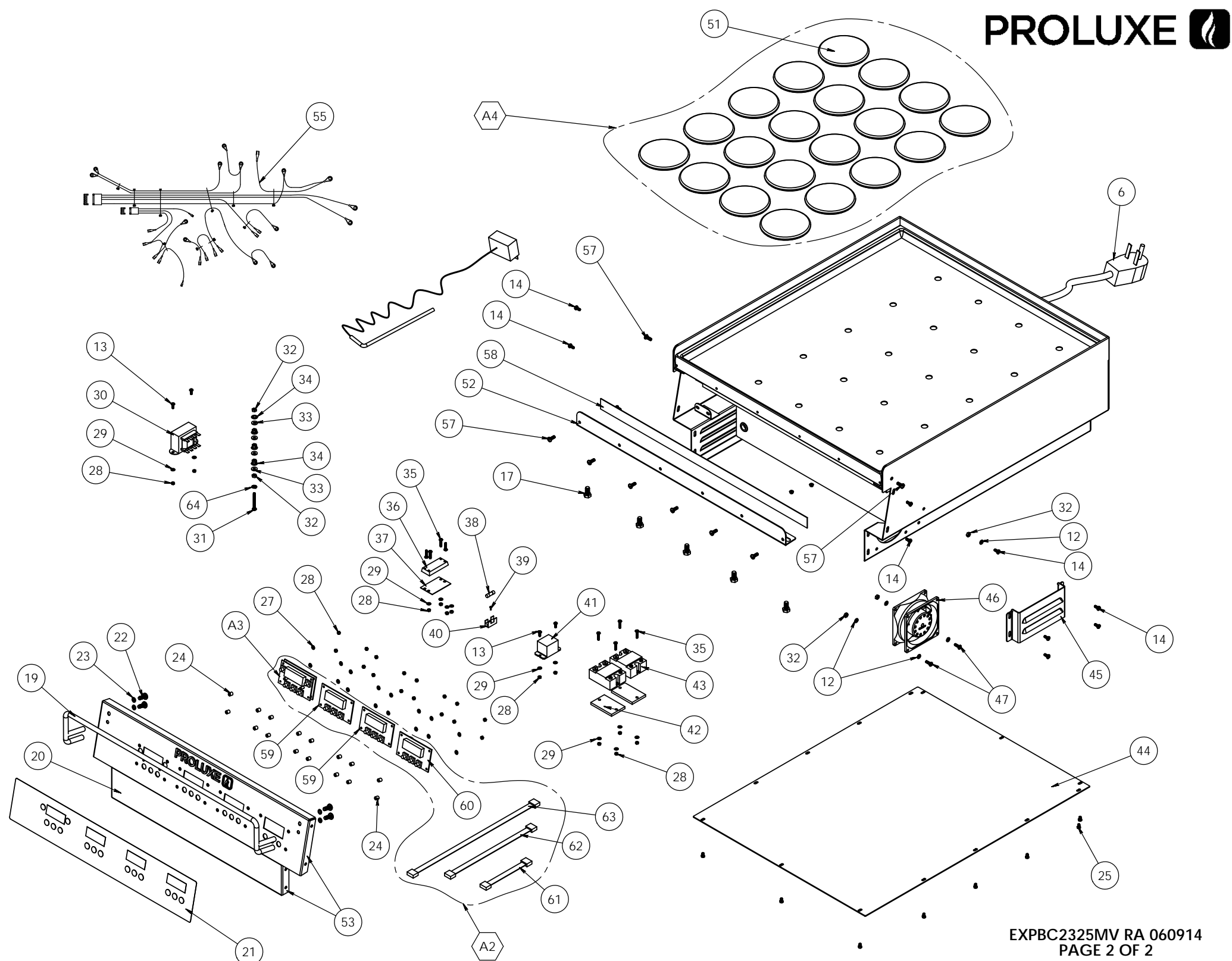
### BC2325 Trouble Shooting Guide

<p><b>Either Heater Platen is not Heating but the Digital Controller is on and appears to be functioning.</b></p>	<p>If the Mechanical Relay (s) on the coil side are receiving 12vdc indicates the Controller is functioning properly. On the switching side of the relay, is there 120 vac going to the heater in question? (208vac if the grill is 208). If there is no voltage on the to the switching side of the relay to the heaters, the Relay is not working properly</p>	<p>Replace Mechanical Relay.</p>
<p><b>Heater Platen overheating</b></p>	<p>The mechanical Relay may be stuck in the closed position. If you are receiving 12vdc on the coil of the relay, the Controller is properly functioning thus maybe you have a break in the wire to the heater (s) or the Heater Platen lost it's continuity</p>	<p>Replace Mechanical Relay. One of the Heater's embedded into to the Heated Platen may have lost Continuity. With use of a Ohm Meter a condinuity check must check at the cold pins of the heater (where the heater wire is brazed at the cold pin. This will eliminate any other failue before the the heater element validating the loss off condinuity at the source (Heater Element). If so, the Heater Platen Casting must be replaced</p>
<p><b>Either Upper Heater not coming down parallel to the Lower Heater Platen.</b></p>	<p>Parallel Lever not attached either in the rear out on the Upper Heater Platen. Check to see if Parallel leveler is connected on both sides. The retaining clip attached to pin may have come off.</p>	<p>Reconnect the pin and the retaining clip.</p>
<p><b>Upper Platen falling down or lost It's retension .</b></p>	<p>Possibly the Springs (2, one for each Upper Heater Platen has lost some retension.</p>	<p>Remove rear panel and adjust the retaining collars on shaft by winding spring tighter. There are mutple set screws that need to be loosened in order to wind the spring tighter. Once achieving proper tension be sure to tighten both set screws so that tension isn't lost again.</p>

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**BC2325 Trouble Shooting Guide**

<b>If one heating zone is not reaching setpoint and another heater is overheating</b>	Sensors maybe crossed	Make sure each sensor is connected to it's prospective postion on the terminal block which in turn to the Controller.
<b>If setpoint is reached but slighty off in temperature.</b>	Offsets for each zone may need to be calibrated and adjusted.	Must call (800) 624-6717 ext. 129 or 196 for confidential instructions.





**PART LIST FOR MODEL  
BC2325MV**

ITEM #	MODEL BC2325MVE 208V-AC	DESCRIPTION	QTY
1	11057301	FRAME WELDING ASSY	1
3	11057343	INSULATION	1
4	11057344	INSULATION RETAINER	1
5	11057345	PANEL TEMPERATURE DIVIDER	1
6	110573175	POWER CORD 30Amp/208V	1
7	3231	STRAIN RELIEF	1
8	11057321	GROMMET	4
9	110966046	LIMITER, HIGH TEMPERATURE	1
10	110949110	RTD SENSOR 20" LONG	2
11	SST381612	SET SCREW 3/8-16 X 1/2	5
12	WSL8	WASHER, SPLIT LOCK# 8	5
13	SP63238	SCREW, PAN HEAD PHILLIPS 6-32 X 3/8	5
14	SP83238S	SCREW, PAN HEAD PHILLIPS 8-32 x 3/8 SST	15
15	BH51618212G5	BOLT, HEX 5/16-18 X 2 1/2	4
16	WSAE516	WASHER, SAE 5/16	17
17	BH5161858S	BOLT, HEX 5/16-18 x 5/8 SST	18
18	WL516	WASHER, 5/16 SPLIT LOCK	13
19	110100927	BELLY GUARD ASSY	1
20	11057311	FRONT PANEL ASSEMBLY	1
21	ODBC2325	OVER LAY	1
22	SPS102458S	SCREW, PAN HEAD 10-24 X 5/8 SST SLOTTED	4
23	WLIT10	WASHER, #10 INTERNAL TOOTH LOCK	4
24	110969111	SPACER LONG NYLON	16
25	BH83214S	BOLT, HEX 8-32 X 1/4 SST	14
27	311150019	FLAT WASHER	16
28	NH632	NUT, HEX 6-32	26
29	WLIT6	WASHER, #6 INTERNAL TOOTH LOCK	10
30	MPPT700R	TRANSFORMER	1
31	SP832112S	SCREW, PAN HEAD PHILLIPS 8-32 X 1 1/2 SST	1
32	NH832	NUT, HEX 8-32	10
33	WSAE8	WASHER, SAE #8	4
34	WLIT8	WASHER, #8 INTERNAL TOOTH LOCK	4
35	SP63258	SCREW, PAN HEAD PHILLIPS 6-32 X 5/8	6
36	6013	TERMINAL BLOCK #3	1
37	MS6013	MARKER STRIP #3	1
38	MPPF701R	FUSE BUSS 1 AMP	1
39	SP25614	SCREW, PAN HEAD PHILLIPS 2-56 X 1/4	1
40	MPPF708	FUSE HOLDER	1
41	110942520	RELAY	1
42	11057322	MOUNTING PLATE RELAY	2
43	MPR90217	SSR RELAY	2
44	11057312	BOTTOM COVER	1
45	11057313	FAN, GUARD	1
46	11057314	FAN	1
47	SP83212S	SCREW, PAN HEAD PHILLIPS 8-32 X 1/2 SST	2
48	SP832234S	SCREW, PAN HEAD PHILLIPS 8-32 X 2 3/4 SST	1
50	8507K14	RUBBER GROMMET STRIP	.29 FT
51	110105117	PEDESTAL ASSY 4" DIAMETER	20

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BC2325MV**

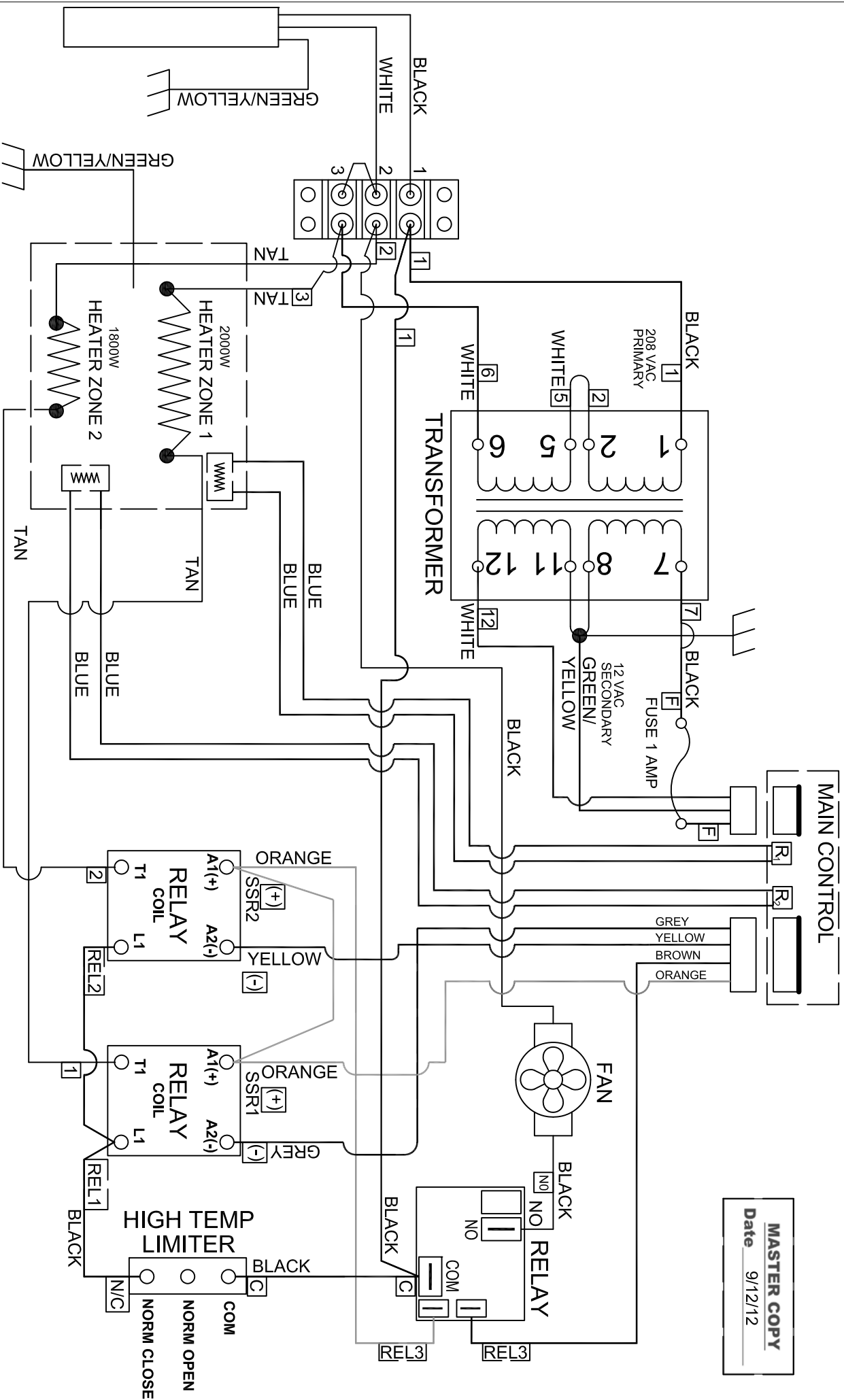
ITEM #	MODEL BC2325MVE 208V-AC	DESCRIPTION	QTY
52	<a href="#">11057340</a>	BURN GUARD	1
53	11096611	1/2" TEFLON TAPE	1.2 FT
54	<a href="#">11057320</a>	MAGNET	20
55	<a href="#">110573050</a>	WIRE HARNESS	1
56	<a href="#">SP83214ST</a>	SCREW, PAN HD 8-32X1/4" SELF TAPPING	3
57	<a href="#">SPS103212S</a>	SCREW, PAN HEAD SLOTTED 10-32X1/2 SST	8
58	<a href="#">11057341</a>	1" TEFLON TAPE	2.25 FT
59	<a href="#">110573053</a>	TIMER, DIGITAL	2
60	<a href="#">110573055</a>	TIMER, DIGITAL WITH BUZZER	1
61	<a href="#">11057348</a>	RIBBON CABLE 4.5" LONG	1
62	<a href="#">11057349</a>	RIBBON CABLE 9.0" LONG	1
63	<a href="#">11057350</a>	RIBBON CABLE 13.5" LONG	1
64	WLET8	WASHER#8 EXTERNAL TOOTH LOCK	1
65	MBC2325MV	MANUAL, BC2325MV	1
A1	<a href="#">110573201</a>	TOP PLATEN WITH WIRING ONLY	1
A2	<a href="#">1101026052</a>	DIGITAL CONTROL WITH TIMER DISPLAYS	1
A3	<a href="#">110573056</a>	CONTROLLER, DIGITAL	1
A4	<a href="#">110105117K</a>	KIT, PEDESTALS 4" DIAMETER	20

VAC: 208  
 AMPS: 18.3  
 WATTS: 3800



BC2325 WIRE DIAGRAM

MASTER COPY  
 Date 9/12/12



WD BC2325 30030 043012.DWG

## Warranty & Return Policy

**Proluxe** warrants all products manufactured by it against defects in workmanship or materials from the date of purchase for a period of (1) year on parts and **labor**. **This warranty applies to only equipment purchased and used in the United States.** Warranty period shall begin when equipment ships. Warranty travel shall only be covered for 60 miles. Limited lifetime warranty on heating elements.

**ALL WARRANTY SERVICE CALLS MUST BE APPROVED BY PROLUXE. IF THIS PROCEDURE IS NOT FOLLOWED, WARRANTY SERVICE WILL NOT BE COVERED. WARRANTY SERVICE WILL BE PAID ON STRAIGHT TIME, OVERTIME WILL NOT BE COVERED.**

### **Exclusions:**

1. **WOOD / GAS FIRED OVENS:** PROLUXE warranty applies to the main body of the oven being steel / refractory and insulation shall be free from defects in materials and workmanship for a period of four years from the date of purchase. The gas equipment shall be free from defects in materials and workmanship for a period of one (1) year from the date of purchase. Lifetime warranty against cracks on oven floor.
2. **Air compressors are excluded from this warranty**, but PROLUXE may act as a warranty expeditor in certain instances regarding these compressors. The air compressor manufacturer provides a limited warranty and a copy of this warranty is furnished with all compressors sold by PROLUXE. For prompt handling of compressor warranty claims the instructions of the compressor manufacturer must be adhered to.
3. **Equipment built to special order as well as accessories** cannot be canceled and are not returnable unless defective within the terms of this warranty.
4. **In no event shall PROLUXE be liable for consequential damages arising out of the failure of any of its products if operated improperly or caused by normal wear or damage by operator abuse.**
5. **BC2325 pedestal warranty disclaimer:** Pedestals shall only be covered under warranty if they have been cleaned using the factory approved cleaning method. cracked or damaged pedestals must be inspected by the factory before warranty is authorized.
6. **Limited lifetime warranty on heating elements:** If replacement is needed, Proluxe will send the new part at no charge but **labor** will not be covered unless the unit is still under the 1 year manufacture warranty.

### **Returned Merchandise Policy:**

Should it become necessary to return any of the company's products, the following instructions must be adhered to: First, contact our customer service department for approval and a return authorization number. *Please have the serial number of your item available at that time.* All merchandise must be shipped *freight prepaid* by customer or service agency. Subject to the inspection of the product by the company, a restocking charge of 20% of the Net purchased price paid to PROLUXE will be assessed. Merchandise may not be returned for credit without *prior written approval* of PROLUXE. Collect shipments *will not* be accepted. No returns after 60 days of original shipment date on machines. Purchased parts may not be returned after 30 days.

If upon inspection by PROLUXE or its authorized agent it is determined the equipment has not been used in an appropriate manner, has been modified, or has not been properly maintained, or has been subject to misuse, misapplication, neglect, abuse, accident, unauthorized modification, damage during transit, delivery, fire, flood, act or war, riot or act of God, then this warranty shall be deemed null and void.

### **Terms & Conditions:**

1. Prices indicated in the PRICE LIST are suggested retail prices and are shown in U.S. DOLLARS.
2. Terms of Payment: 1% 10 days, NET 30 days.
3. **NEW ACCOUNTS:** Satisfactory credit information must be provided before open account status can be extended. Unless agreed otherwise, all shipments will be made C.O.D., CASH IN ADVANCE.
4. **PRICING:** Prices, specifications, model numbers, capacities and accessories are subject to change without notice.
5. **FREIGHT / ROUTING:** Method of shipment will be determined by PROLUXE unless otherwise advised by PURCHASER.
6. **DAMAGED CLAIMS:** All merchandise shipped at purchaser's risk. Inspection must be made by purchaser at time goods are received. If goods are damaged, the PURCHASER shall request that the agent of the transportation company make a written notation on the proper shipping documents immediately and then file a claim for damage. **GOODS DAMAGED IN SHIPMENT ARE NOT RETURNABLE.**
7. **RETURNS:** Machines may not be returned after 60 days. Purchased parts may not be returned after 30 days. A restocking fee of 20% will be assessed on non-warranty returns.
8. **TAXES:** Prices indicated herein DO NOT include State, Federal, Local or foreign taxes or duties, nor do they include fees, permits, insurance or other levies, all of which are the responsibility of the purchaser.
9. All orders are subject to acceptance by PROLUXE.
10. Possession of this price list shall not be considered an offer to sell.