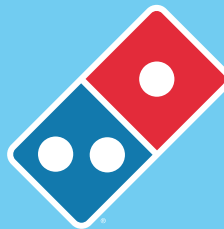


Dominos Freezer Guidance



Please be advised when logging a service call with us we will first go through telephone diagnostics before a call will be logged – Below are some things you can check first before calling us as you may be able to resolve the issue yourselves – No call will be logged without these checks being done.



Upright Cabinets

Operating Temperatures

These units will operate sufficiently between a temperature range of -15 to -25 – They don't have to be at -18 to operate correctly

Potential Issues

- High temperature reading during temperature checks – Temperature reading of more than -18 – Nearer to 0
- High temperature reading during audit – Again from -18 up towards 0
- High temperature reading when checks have been done during defrost cycle
- Ice building up inside the cabinet

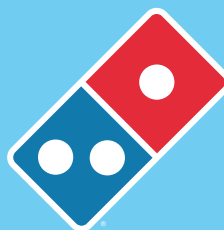
Resolutions

- **Amending Temperature Settings** – This can be amended by pressing the “P” button – Once “SP” or “SPE” is displayed on the controller the temperature can be amended by pressing the up and down arrows – Once the required temperature has been set this will lock in automatically
- **Space Around Freezer** – The unit requires 5cm's of space all the way around it and also requires for the grill at the back of the cabinet to be completely unobstructed to allow for continual airflow – Also it needs to be positioned well away from external heat sources – e.g. radiators, direct sunlight and especially well away from ovens
- **Reduction of Ambient Temperature** – This cabinet will not operate as it should if the ambient temperature in the store is more than 30 degrees – If the temperature is higher than this the freezer will be affected so efforts need to be made to reduce the ambient temperature – E.g. Use of fans
- **Doors Not Being Left Open** – Make sure the door of the unit is kept closed at all times when not in use as this will affect the running of it
- **Product Above Load Lines** – Make sure the unit is being filled up only up to load lines as again this will affect the running of the unit
- **Defrost Cycle** – The temperature of the unit will change when it goes onto a defrost cycle but it won't go outside the temperature range for long enough to affect the running of the unit
- **Defrosting the Unit** – This is recommended to be done at least once a month for optimum use – The unit needs to be emptied, turned off and unplugged and internal drain plugs will need to be removed – This will then need to be left for 24 hours – When the ice has melted away wipe the inside with a clean dry cloth, put the drain plug back in and switch on – This may take 24 hours to get to temperature again

All these should be looked at and checked before a call is made to Wall's Refrigeration Solutions



Dominos Freezer Guidance



Vista Cabinets

Operating Temperatures

These units will operate sufficiently between a temperature range of -15 to -23 – They don't have to be at -18 to operate correctly

Potential Issues

- High temperature reading during temperature checks – Temperature reading of more than -18 – Nearer to 0
- High temperature reading during audit – Again from -18 up towards 0
- Ice build up inside the cabinet

Resolutions

- **Thermostat Setting** – The thermostat is located under the grill at the right hand side of the unit – Access is through a small hole at the left of the grill – Use a flathead screwdriver to turn the thermostat – Clockwise for colder – Anti clockwise for warmer – Leave the temperature for two hours and check again – Amend it again if needed
- **Placement of Freezer** – Make sure there is a 5cm gap around the unit and that the grill at the end of it is left completely obstructed for continual airflow – Also it needs to be situated away from external heat sources – E.g. Radiators, direct sunlight, and especially pizza ovens
- **Closure of Lids** – Make sure lids are being kept closed at all times – If they are left open this will affect the running of the unit
- **Product Above Load Lines** – Make sure product is not above the load lines inside the unit as again this will affect the running of the cabinet
- **Reduction of Ambient Temperature** – This cabinet will not operate as it should if the ambient temperature in the store is more than 30 degrees – If the temperature is higher than this the freezer will be affected so efforts need to be made to reduce the ambient temperature – E.g. Use of fans
- **Defrosting of Cabinet** – This is recommended to be done at least once every six months for optimum use – Empty the unit of all contents and unplug – Place a tray under the external drain hole and remove the inner drain plug – Pour 5-10 litres of warm water inside and close the lids – When ice has melted sufficiently it can be removed – Never use sharp implements to do this – When ice has melted away dry off and moisture with a soft cloth – Refit drain plug, switch back on and close all lids – It can take 24 hours to get back to temperature

All these should be looked at and checked before a call is made to Wall's Refrigeration Solutions

Service Cover

Dominos are on a 5 day cover with ourselves, please see below for what is covered;

- Any call logged during our working hours of 8:30 to 5 Monday to Thursday will receive an engineer visit the next day or in very few cases within 2 working days
- Any call logged on a Friday between our working hours of 8:30 to 4 will receive an engineer visit on the following Monday
- Any calls logged outside of these times or at a weekend will only have had details left with our Out of Hours Team ready to pass onto us to call the site back – A call will not have been logged at this point so you won't receive an engineer visit over a weekend
- Calls can only be logged via telephone on 0161 366 2500 – Caller must have the serial number of the unit to hand and be near the unit so we can go through telephone diagnostics
- Calls cannot be logged via email

