



## Marshfield Farm Freezer placement and care guide

Here is our quick care guide for how to get the most out of your freezer. Have a read and if you have any questions, feel free to get in touch!

### Setting up your freezer

Upon delivery, immediately check the cabinet for transport damage. Only sign for it if you are happy with the condition it has arrived in.

Put it into position, not plugged in, and let it stand for a minimum of 4 hours for the gases to settle. Please read the operating and maintenance instructions carefully and keep these handy for future reference. Avoid sitting your freezer in direct sunlight. This freezer is intended for indoor use only.

It is also recommended that you clean the interior and exterior with tepid mild soapy water before use. Plug the freezer in and leave for a further 12 hours to ascertain it is working correctly before filling it with stock.

Freezers are pre-set to the most common position on the thermostat. It may however be necessary for you to adjust the thermostat according to the ambient conditions of your site. Search for "Official Marshfield Farm Ice Cream" on YouTube to see video clips of how to adjust the thermostat plus other helpful hints and tips.

Thermostat adjustments should be made a little at a time and at least 12 hours should be allowed for the change to take effect. The warmer the environment your freezer is in, the higher the thermostat may need to be set to compensate.

It is advisable to purchase a small freezer thermometer which can be placed inside the freezer to give an accurate indication of the freezer temperature.

Ensure there is an air gap of 50mm (2 inches) left around the sides, back and top of your unit at all times. Your freezer is very dependent on sufficient airflow to enable it to function correctly. **Ensure the freezer grill is always clear of obstruction. It is vital to allow ventilation and avoid overheating.**

Remove the grill and clean dust away from the motor or condenser using a gentle brush or vacuum. Please make sure the unit is unplugged from mains electricity before attempting to do this. A build up of dust acts as an insulated jacket and will cause it to overheat and ultimately fail. We recommend you do this monthly.



Regularly defrost your freezer. We recommend at least weekly. If the interior lining panels are covered in a thick layer of ice, this may result in reduced performance and a deviating temperature display.

On some freezers, a white cap can be found at the bottom of the freezer, this can be removed to reveal a hole, where a container can be placed underneath to catch the water from the melted ice. Do not use heaters or sharp objects when defrosting. You can also see hints and tips on how to defrost your freezer at "Official Marshfield Farm Ice Cream" YouTube.



**Don't overstock your unit. Every freezer has a maximum load line. If your freezer is overstocked, it could ice up which will affect its performance.**

**Ensure glass cover and/or lids are positioned and closed correctly. Each time heat enters the cabinet, operating costs rise and the efficiency of the cabinet may be affected.**

### **What to do in the event of a malfunction**

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- Ensure the freezer is plugged into a mains socket. Faulty extension leads are common.
- Is the socket live? Check the fuse in the plug has not blown.
- Check the freezer is adequately ventilated. A gap of at least 50mm around the unit is recommended.
- Ensure the freezer grill is clear of any obstruction.
- Has the freezer been defrosted recently? A freezer may not work as efficiently as it could if there is a major ice build-up. It should be emptied, turned off and defrosted overnight. We recommend defrosting weekly as a minimum.
- What is the room temperature at this moment?



### **“My freezer is not keeping temperature”**

Remove stock from the unit and store in an alternative freezer. Marshfield will not be responsible for the loss of stock.

Airflow around the freezer is extremely important. Most units are designed to work in ambient room temperatures of up to 32°C. If you have other refrigeration equipment or coffee machines close to the unit this will affect the temperature around the freezer as they are all blowing out and circulating hot air. Throw in a few hot summer days and you will start to experience several problems.

- Freezer not cooling
- Frosting on all sides of the unit
- Ice-ball in the rear wall
- Random defrosting

The internal compressor is not designed to run for extended periods in these higher temperatures. When it finally overheats it will pack in due to a thermal overload cut out, which is a safety device that cannot be bypassed - with very good reason. This stops the unit from going up in flames. Eventually, after an extended period of this, the compressor will burn out and fail for good. How long this takes will be different in every site. It could be months or years depending on the surrounding conditions.

### **Who shall I call if my freezer is not working?**

There should be a number on the back of your freezer, they will be able to advise best if the freezer is within the warranty period or not. You'll need the serial number to hand.

If it is out of warranty, you will need to arrange your own engineer. We suggest contacting Clearwater [service@clearwater-ms.co.uk](mailto:service@clearwater-ms.co.uk) 0800 6128265

If you have any questions at all, please call the office on 01225 891221 opt 2.



## **Over-winter or prolonged storage**

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If you are storing your freezer over winter, we do not recommend you switch it off. Freezers are designed to be used constantly. The temperature can be adjusted to warmer, so it uses very little energy whilst not in use. If not used for a prolonged period the seals in the compressor can tighten.

If you do decide to switch it off and place it in storage you should ensure it is thoroughly defrosted, cleaned down and dried out before storing.

- Make sure it is stored in a clean, heated and dry place.
- Leave the lids partially open to ensure the interior does not become stale whilst switched off.
- Coil the mains lead up, and don't allow it to drag on the floor to prevent damage to it.
- You should switch it on and run it periodically to prevent the compressor from seizing.
- Re-starting the new season

### **“I've just plugged my freezer in, and it doesn't work”**

Think of your freezer as your car. If it has been stored in an unheated, low-temperature environment such as a garage, outbuilding, shed, lean-to, or unattended premises you might not expect it to start the first time.

Before you move it into position, remove the grill and clean the compressor/motor area and coils. Check there is no dust or particles in the drainage pipes.

Move it into position and leave it in a warm environment for at least 12 hours to allow it to adjust. Switch it on and hope it is working.

Clean and sanitise it – you are now ready to operate again.

On MOBILUX units, the battery should be kept topped up as they don't like to be discharged for long periods of time. The freezer should also be run periodically to prevent the compressor from seizing as in the above instruction.

**To avoid any last minute panic we would suggest putting this into practice  
at least 2 to 3 weeks before you plan to open.**