



# **Instruction Manual**

## **Commercial Merchandiser Refrigerators and Freezers**

**Glass Door Refrigerator Merchandisers:  
1 and 2 Door Models – Slide and Swing Open**

**Glass Door Freezer Merchandisers:  
1 and 2 Door Models – Swing Open**

This manual contains important information regarding your unit. Please read this manual thoroughly prior to equipment set-up, operation and maintenance. Failure to comply with regular maintenance guidelines outlined in this manual may void the warranty.

## WARNINGS

- To minimize shock and fire hazards, be sure not to over load the outlet. One outlet should be designated to the unit only.
- Do not use extension cords.
- Do not put hands under the unit when moving.
- When the unit is not being used for an extended period of time, unplug the unit from the outlet.
- After unplugging the unit, wait at least 10 minutes before re-plugging it. Failure to wait the allotted time may cause damage to the compressor.
- To minimize shock and/or fire hazards, be sure not to plug or unplug the unit with wet hands.
- Before any maintenance or cleaning, unplug the unit as a precaution.
- To minimize shock and fire hazards, make sure that the unit is properly grounded.
- Do not attempt to remove or repair any component.
- Make sure that the unit is not resting on or against the electrical cord or plug.
- Do not hang or lean against door as this may cause personal injury or damage to the door hinge.
- Do not store any flammable and/or explosive gas or liquids inside the unit.
- Do not attempt to alter or tamper with the electrical cord.
- Do not set the desired temperature out of the recommended temperature range:

(REFRIGERATOR:32F-55F) (FREEZER:-15F-20F)

## INSTALLATION

- If the unit has recently been transported do not use for a minimum of 24 hours before installing.
- Make sure that the unit is at the desired temperature before loading it with product.
- Ensure that the unit will have proper ventilation in the area that it will operate.
- Inspect the unit to verify all accessories (shelves, shelf clips, casters) are equipped with the unit before proceeding with installation.
- Review the entire manual in its entirety. Lack of maintenance or misuse of the unit will void the warranty. Please fill out the registration card and send back to the manufacturer.

### Cabinet Location Guidelines

- **Install the unit on a flat sturdy surface**
  - Unit may make abnormal noises if surface is uneven
  - Unit may malfunction if surface is uneven
- **Install the unit in an indoor, well-ventilated area**
  - Unit performs more efficiently in a well-ventilated area
  - Maintain a clearance of at least 4" for the back of the unit
  - Outdoor use may cause decreased performance and may damage the unit
- **Avoid installing the unit in a high humidity and/or dusty area**
  - Exposure to humidity may cause the unit to rust and/or decrease the efficiency of the unit.
  - Dust build up on the condenser coil will cause the unit to malfunction. Clean the condenser at least once a month with a brush or clean cloth. Neglect of maintenance will void the warranty.
- **Select a location away from heat and moisture generating equipment**
  - High ambient temperatures will cause the compressor to overcompensate, leading to higher energy bills and eventual break down of the unit.
  - Malfunction due to high temperatures will void the warranty.

## ELECTRICAL

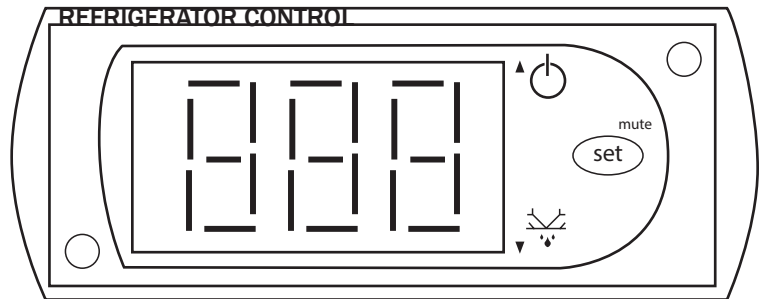
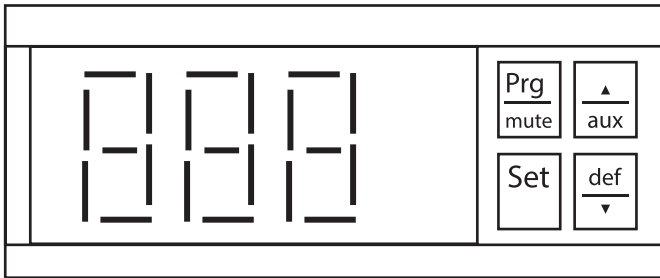
Please ensure that the required voltage of the compressor is constant at all times. Low or high voltage can detrimentally affect the unit and there by void its warranty.

All units should be plugged into a grounded and properly-sized electrical outlet with an appropriate over current protection. Please refer to the electrical requirements on the serial tag located inside the unit. Please make sure that the unit has its own dedicated outlet. Do not use an extension cord.

## TEMPERATURE CONTROLS

The temperature controls are factory set to maintain an average temperature of 38F. To set a different temperature, adjust the control knob located inside the unit. To decrease the temperature (cooler), turn clockwise. To increase the temperature (warmer), turn counter-clockwise—see diagram below.

## FREEZER CONTROL



## OPERATIONS

Regulating the Temperature

**Your new freezer or refrigerator is now manufactured to run at ideal temperatures for food quality and should not require any alterations.**

Refrigerators are set to cycle between a base temperature of 33 degrees Fahrenheit and a temperature maximum of 40 degrees Fahrenheit.

Freezers are set to cycle between a base temperature of - 7 degrees Fahrenheit and a greatest temperature of 0 degrees Fahrenheit.

Altering the temperature changes the base temperature your unit will keep running at. Your unit won't run always at this setting. To change it, take after these guidelines:

## DIGITAL CONTROLS

- Hold "SET" for 1 sec. The display will flash the temperature that the refrigerator is currently set to.
- Use the arrow buttons to adjust the temperature.
- Press "SET" to save your settings.

Never forget to ascertain the differential in the event that you change the base temperature setting. The cabinet temperature will change up to +7 degrees over your set least temperature as the compressor runs and stop. Setting the temperature too high will bring about risky temperatures and potential health code violations.

## LOADING PRODUCT

Shelves have been pre installed. Before loading shelves with products, ensure that all shelf clips are completely fastened in their correct locations. All shelves should be completely level before stocking the cabinet with product. In order to maintain correct air flow inside the unit, keep at least 2" to 4" of space between the back wall and the product. Blocking the evaporator fans may cause a warmer cabinet temperature and cause damage to the compressor.

## DEFROST SYSTEMS

Refrigerator coils are kept below the freezing point (32F). During compressor down time, the evaporator fan continues to circulate air through the evaporator coil. This air circulation raises the coil temperature above the freezing point, melting any accumulated frost. Run-off water is drained in to the evaporator pan and evaporated. Freezer coils are defrosted electrically. Automatic defrost timers are built in to their refrigeration system and may not be adjusted. The defrost timers automatically initiate at pre-set intervals and for a pre-determined duration.

**NOTE:** We strongly recommend that any servicing be performed by an authorized service technician.

## REGULAR MAINTENENCE

### Cleaning Condenser

- For efficient operation, it is important that the condenser surface be kept free of dust, dirt, and lint.
- We recommend cleaning the condenser coil and fins at least once per month.
- Clean with a commercial condenser coil cleaner, available from any kitchen equipment retailer. Brush the condenser fins from top to bottom, not side to side.
- After cleaning, straighten any bent condenser fins with a fin comb.

### Cleaning the Fans and Motor

- For efficient operation, it is important that the condenser surface be kept free of dust, dirt, and lint.
- We recommend cleaning the condenser coil and fins at least once per month.
- Clean with a commercial condenser coil cleaner, available from any kitchen equipment retailer. Brush the condenser fins from top to bottom, not side to side.
- After cleaning, straighten any bent condenser fins with a fin comb.

If necessary, clean the fan blades and motor with a soft cloth. If it is necessary to wash the fan blades, cover the fan motor to prevent moisture damage.

### Cleaning the Interior of Unit

- When cleaning the cabinet interior, use a solvent of warm water and mild soap.
- Do not use steel wool, caustic soap, abrasive cleaners, or bleach that may damage the stainless steel surface.
- Wash door gaskets on a regular basis, preferably weekly. Simply remove door gasket from the frame of the door, soak in warm water and soap for thirty (30) minutes, dry with soft cloth, and replace.
- Check door gaskets for proper seal after they are replaced.
- Periodically remove the shelves and pilasters from the unit and clean them with mild soap and warm water. To remove the pilasters, first remove the shelves and shelf brackets. Then, simply lift the pilaster up and out.

### WARNING

If necessary, clean the fan blades and motor with a soft cloth. If it is necessary to wash the fan blades, cover the fan motor to prevent moisture damage.

## TROUBLESHOOTING

Before requesting any service on the unit, please check the following chart. Service calls resulting from lack of maintenance or misuse is not covered under the warranty and may also void the warranty. Please note that this guide serves only as a reference for solutions to common problems.

SYMPTOMS	REMEDY
Compressors will not start	<p>Check that the power cord is plugged in</p> <p>Check for blown fuse</p>
Poor performance	<p>Move the unit away from direct sunlight or equipment that generate heat</p> <p>Ensure that the unit is in a well ventilated area with a minimum clearance of 6"</p> <p>Check the condenser, and clean if necessary</p> <p>Check if there is a blockage in the air duct</p> <p>Check that the temperature controller is set correctly</p> <p>Check to see if refrigerant charge is low</p> <p>Ensure that the door is completely closed</p>
No interior light	<p>Turn off the light switch, then turn it on again</p> <p>Ensure that the bulb is properly installed in the socket</p> <p>Check to see if the bulb needs to be replaced</p>
Noisy Unit	<p>Ensure that the unit is installed on a flat sturdy surface</p> <p>Check that there is at least a 6" clearance from the wall</p> <p>Check for any loose parts or mounting</p> <p>Ensure the tubing is free from any contact that would cause rattling</p>
Condensation on cabinet and/or floor	<p>Reduce the humidity in the surrounding area</p> <p>Ensure that the gasket on the door or head is creating a proper seal.</p> <p>Gasket may need to be repaired or replaced.</p>

# WARRANTY

## ONE YEAR WARRANTY

Warrants to the original purchaser of this unit, the cabinet and all parts thereof, to be free from defects in material or workmanship, under normal use and service, for a period of one (1) year from the date of original installation or 15 months after shipment date, whichever occurs first.

Any parts covered by this warranty that are examined and determined to have been defective within one (1) year of original installation or fifteen (15) months after shipment date from manufacturer, whichever occurs first, shall be repaired or replaced as stated below. Shall be deemed to have fully complied with its obligation under the foregoing warranties by electing either one of the following procedures

- 1.Furnishing a replacement part, freight collect, in even exchange for the returned part, freight collect.
- 2.Receiving the defective part, freight collect; repairing it; and returning it, freight collect.

## ADDITIONAL FOUR YEAR COMPRESSOR PART WARRANTY

In addition to the (1) one year warranty stated above, warrants its hermetically and semi-hermetically sealed compressor to be free from defects in both material and workmanship under normal use and service for a period of four (4) additional years from the date of original installation but not to exceed five (5) years and three (3) months after shipment from manufacturer.

Compressors determined to have been defective within this extended time period will be either repaired or replaced with a compressor or compressor parts of similar design and capacity.

The four (4) year extended compressor warranty applies only to hermetically and semi-hermetically sealed parts of the compressor and does not apply to any other parts or components, including, but not limited to, cabinet, paint finish, temperature control, refrigerant, metering device, driers, motor starting equipment, fan assembly any other electrical component, etc.

## 134A (404A) COMPRESSOR WARRANTY

The four year compressor warranty detailed above will be voided if the following procedure is not carefully adhered to:

- 1.This system contains R134A (R404A) refrigerant and polyol ester lubricant. The Polyester lubricant has rapid moisture absorbing qualities. If long exposure to the ambient conditions occur, the lubricant must be removed and replaced with new. Failure to comply with recommended lubricant specification will void the compressor warranty.
- 2.Dryer replacement is very important and must be changed when a system is opened for servicing. Dryer must be used with XH-9 desiccant.
- 3.Micron level vacuums must be achieved to insure low moisture levels in the system. 500 microns or lower must be obtained.

## WHAT IS NOT COVERED BY THIS WARRANTY

Obligation under warranty is limited to either repair or replacement of parts, subject to the additional limitations below. This warranty neither assumes nor authorizes any person to assume obligations other than expressly covered by this warranty.

- 1.WARRANTY IS NOT TRANSFERABLE. This warranty is not assignable and applies in favor of the original purchaser/user to whom delivered. Any such assignment or transfer shall void the warranties herein made and shall void all warranties, express or implied, including any warranty of merchantability or fitness for a particular purpose.
- 2.NO CONSEQUENTIAL DAMAGES. Not responsible for economic loss: profit loss or special, indirect, or consequential damages, including without limitation, losses or damages arising from food or product spoilage claims whether or not on account of refrigeration failure.
- 3.ALTERATION, NEGLIGENCE, ABUSE, MISUSE, ACCIDENT, DAMAGE DURING TRANSIT OR INSTALLATION, FIRE, FLOOD, ACTS OF GOD. Not responsible for the repair or replacement of any parts that have been subjected after the date of manufacture to alteration, neglect, abuse, misuse, accident, damage during transit or installation, fire, flood, or an Act of God.
- 4.NO IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. There are no other warranties, express, implied or statutory, except the one(1) year warranty and the additional four(4) year compressor warranty as described above. These warranties are exclusive and in lieu of all other warranties, including implied warranty and merchantability or fitness for a particular purpose. There are no warranties which extend beyond the description on the face hereof.
- 5.TRANSPORTATION COSTS. Will accept parts covered under this warranty freight collect, provided that shipment has received prior approval. Not responsible for any other transportation costs, but will ship freight collect parts either repaired or replaced under these warranties.
- 6.WARRANTY CLAIMS. All claims should include: model number of the cooler, the serial number of the cabinet, proof of purchase, date of installation, and all pertinent information supporting the existence of the alleged defect. Any action or breach of these warranty provisions must be commenced within one (1) year after that cause of action has occurred.

### WARRANTY REGISTRATION CARD

### MAIL CARD IMMEDIATELY



This card must be mailed immediately after installation date for warranty to be in effect.

National Service America • 230 Park Ave, Suite 1000 • New York, NY • 10169

\_\_\_\_\_  
(Name of Business) (Dealer Purchased From)

\_\_\_\_\_  
(Address) (City) (State) (Zip Code)

\_\_\_\_\_  
(Model Number) (Serial Number)

This is to inform that I, \_\_\_\_\_  
(Please print name of individual who owns business)

have had the above installed in my place of business \_\_\_\_\_  
(Date of Purchase)

\_\_\_\_\_  
(Contact Phone Number) (Contact E-mail) (Signature of Individual Who Owns Business)

The above warranties are in effect from this installation date, or 90 days, which ever comes first.