

Operation & Maintenance Manual

*New Experience **Chilled Displays***



IMPORTANT

Counterline Ltd cannot be held responsible for any accidents or injuries sustained through misuse or improper operation/ maintenance of its products. Please follow our guidelines set out within this handbook for safe working practice.

SAFETY INFORMATION

It is essential that this New Experience unit is provided with an electrical supply by a qualified electrician and installed by a competent person.

The presence of liquids on the display and risk of spillage must be taken into account in designing the electrical installation around the unit. For additional safety we strongly recommend the fitting of a 30ma trip RCD protection device to the electrical supply. Under no circumstances should electrical cables or points be installed below the evaporator tray area, as water may overflow and cause a hazard.

Chilled Experience display units are heavy. We strongly recommend the use of mechanical lifting equipment when handling the units and positioning them in counters. If no such lifting equipment is available then sufficient personnel must be available to handle each unit without contravening Company or site Health and Safety Policies.



Before commencing any cleaning or maintenance operation the Chilled Experience unit must be isolated from the mains supply by either removing the supply plug from its socket or switching off at the local isolator.

NB: Switching off using the power switch on the control panel does not fully isolate the unit. These instructions must be implemented in conjunction with your own Company's Health and Safety instructions.

WARRANTY

All Counterline products are guaranteed against faulty materials and workmanship for 12 months from the date of invoice provided that they have been installed, operated, cleaned and maintained in accordance with these instructions.

This guarantee specifically excludes damage caused by misuse, scratched or broken glass, quartz heat lights, fluorescent lights and electronic starters.

BEFORE CARRYING OUT ANY MAINTENANCE OR CLEANING OPERATIONS SET OUT IN THIS MANUAL, PLEASE ENSURE THAT THE ELECTRICAL POWER SUPPLY IS ISOLATED AND SWITCHED OFF AT THE MAINS.

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OPERATION

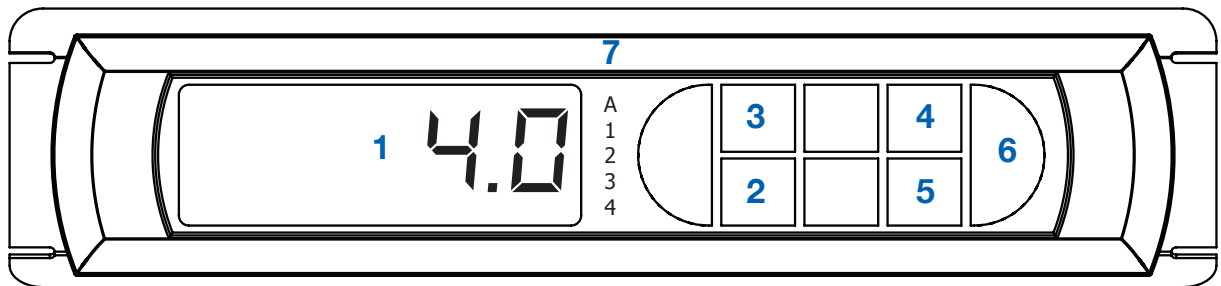
These instructions will guide you through the testing, operation, cleaning and maintenance of your Chilled Experience display.

Chilled Experience food display units are designed for simple operation and will give many years of trouble free service provided that these instructions are adhered to.

It is essential that you read the instructions carefully and follow all of the cleaning and maintenance instructions. Failure to do so can result in premature failure that will not be covered by warranty.

1.1 Switching Your Chilled Display Unit On

Chilled New Experience Gantry Control Panel



The chilled display unit is factory set to achieve product temperatures between 2-5 deg c

1	Digital temperature display
2	ON/OFF (Green LED) -press for 5 seconds
3	Lights (Yellow LED)- press for 1 second to activate/ deactivate lights
4	(Green LED) -Parameter modification
5	Defrost / Parameter modification (Yellow LED)
6	Parameter settings (Red LED)
7	Engraved Serial Number

The digital controller controls both the circulating air temperature and the defrost cycles. It is pre-set to an average air temperature of 0 degrees Centigrade, which should maintain food below 5 degrees Centigrade in an ambient temperature below 25 degrees Centigrade.

At this stage there is no need to alter this or any other setting of the digital controller.

Adjustment of the temperature is covered under temperature adjustment and use of the digital controllers.

1.2 Loading With Food

- Experience chilled display units are designed to merchandise food that is already at a temperature of 3-5 deg C.
- They are not designed to cool food from ambient temperature.

It is essential that all food and beverages have therefore been chilled to this temperature before being placed in the display.

- Experience chilled displays rely on the flow of cooling air from louvres at the front and rear of the display area (and the perforated rear panels of multideck displays).
- These louvres must not be obstructed by placing items too close to them, otherwise the display will not be able to function correctly and food will not be held at a safe temperature.

1.3 Rear Doors

Your Heated New Experience unit may be specified with rear doors for back loading food. It is important that these doors are kept closed at all times when food is not actually being loaded into the unit, or safe food temperatures will not be maintained.

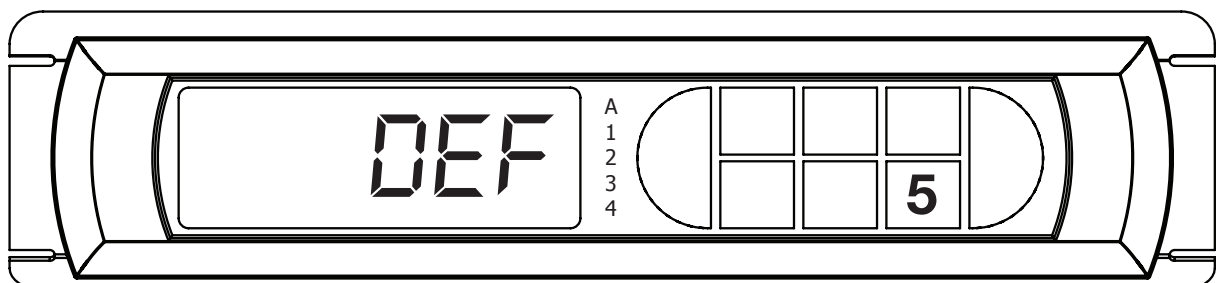
1.4 Defrost Cycles

All chilled Experience displays have an automatic defrost cycle, which operates every two hours. The air circulation fans continue to run and any ice-build up on the main cooling coil melts.

When this process is taking place and for a short time afterwards the Digital Controller (DIT) will indicate DEF (defrost) instead of a temperature (see below).

The micro processor controller will record where it was in the cycle when the unit was last turned off, so it is possible for the unit to enter a defrost cycle within a few minutes of switching on. This is quite normal.

On a gantry controller, if required, a manual defrost can be started by pressing button “5” for 5 seconds.



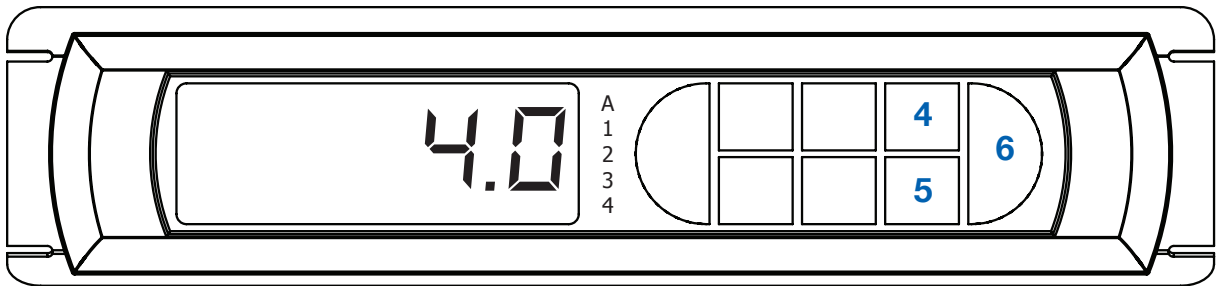
1.5 Temperature Control

In the Idesign system of chilled food display, the food temperature is maintained at or below 5 deg C by a stream of re-circulated cold air.

The air blows across the display deck, coming from grilles or holes on the operator's side and returning to the fans via a grille at the customer's side. It is essential that neither of these grilles be obstructed in any way, as the airflow and efficiency of the refrigeration system will be restricted.

The top of the displayed food must also be 50mm lower than the edge of the well or the glass surround if fitted. This system is very effective in a draught free environment with an ambient temperature of no more than 25deg C.

Where ambient temperatures above 25 deg C or draughty conditions exist, the display will not maintain food temperatures at required levels.



Your digital controller will be pre set at the factory to give a food display temperature of 2/5 deg C in typical operating conditions. Under normal conditions the controller displays the actual temperature of the cold air around the food.

If you need to alter the pre set temperature proceed as follows:

Gantry digital controller

1. Press Button "6" for 1 second to display the value of the Set Point, flashing;
2. Increase or decrease the value with Button "4" and/or Button "5" until reaching the desired value
3. Press Button "6" again to save the value and display the operating temperature.

It is important that only small adjustments of say 1 or 2 deg C are made to the controller at any one time. The unit should then be allowed to operate for at least one normal working day and food core temperatures monitored before any further adjustments are made.

1.6 Condensate Water Disposal

Your New experience display will be plumbed to an internally mounted condensate evaporation tray as standard the element will only activate 20 minutes after a defrost commences and stay activated for a maximum of 60 minutes. Alternatively the unit may be connected to a plumbed drain by your installer. If at any time you see evidence of water under the display in the counter body or on the floor immediately isolate the unit from the mains supply and contact your installer.

1.7 Replacing Fluorescent Lights & Starters

- The lights fitted are standard T5 slimline fluorescent tubes and a competent maintenance engineer (who need not be a qualified electrician) can change them.
- To remove the old tube, first isolate the supply and then allow it to cool and then turn it through 90 degrees when viewed from its end. It doesn't matter which way you turn it. If you then pull gently away from the fitting it will come clear of its connectors.
- To replace it with a new tube first remove the protective packaging and then locate the two connector pins at each end of the tube into the slots in the connector blocks. Gently press the tube into place and then turn through 90 degrees.
- In all cases when a fluorescent tube is changed it is recommended that the reflector is cleaned with methylated spirits on a pad of tissue to remove any dirt or grease. This is done most easily after removing the old tube and before inserting the new one.
- If the light still doesn't work you must call your installer or our service department for help.

CLEANING

2.0 Cleaning Safety Note

Before commencing any cleaning operation the Chilled Experience unit must be isolated from the mains supply by either removing the supply plug from its socket or switching off at the local isolator.

NB: Switching off using the power switch on the control panel does not fully isolate the unit. Under no circumstances must a pressure washer or hose pipe be used in the vicinity of this unit.

2.1 Stainless Steel

Stainless steel should be cleaned daily using a suitable proprietary stainless steel polish applied in accordance with the manufacturer's instructions. A list of recommended cleaning products is available from our service department

Do not use abrasives or cleaning pads such as Scotchbrite.

2.2 Glass & Perspex

Your New Experience unit is supplied with side New Experience panels made from Perspex and shelves made from toughened glass. Rear doors, if specified, will be made from toughened glass and removable perforated Perspex.

These should all be cleaned daily or as required using a proprietary odourless glass cleaner and clean cloths.

2.3 Cleaning Fluorescent Lights

The light output from fluorescent display lights will be maintained if they are carefully cleaned monthly when cold using a pad of tissue slightly moistened with methylated spirits. Nothing else should be used. At the same time the reflectors should be wiped clean with a similar pad.

Replacement fluorescent lights are not covered by warranty.

2.4 Rear Air Guides

- Chilled New Experience displays with rear doors use two perforated clear plastic panels to guide the chilled air around the unit.
- At weekly intervals these should be removed from the doors by lifting upwards and away from the doors, and then wiped with a soft damp cloth.
- Under no circumstances should any abrasive be used, as it will scratch the surface of the plastic.
- Chilled New Experience displays with fixed rear panels use one perforated stainless steel panel instead of the clear plastic. Cleaning instructions for stainless steel are included above.
- The panels are replaced after cleaning and the operation of the doors checked.
- Stainless steel panels are not removable.

2.5 Cleaning Chilled Display Main Tank

This operation must be carried out monthly with the display disconnected from the electrical supply.

If your display is fitted with a full height sneeze screen, you will need to remove it before attempting to carry out this cleaning operation.

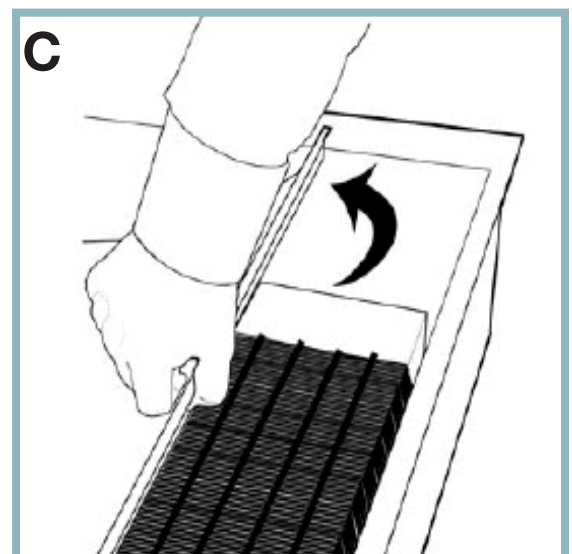
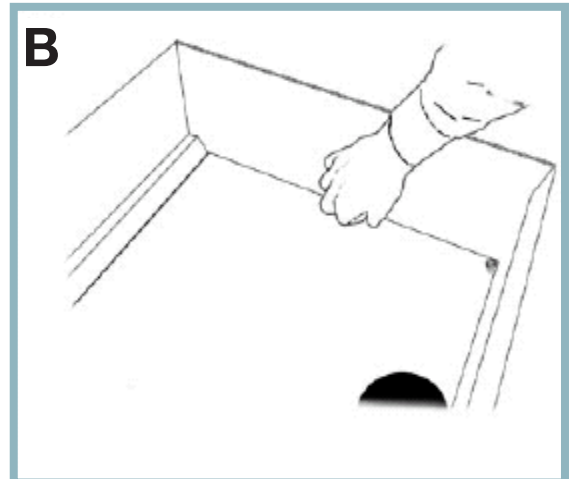
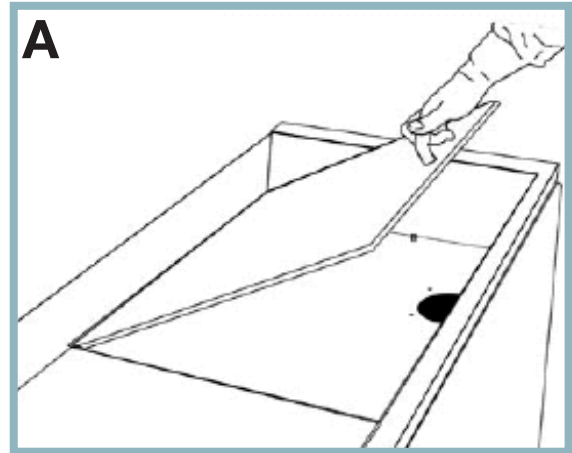
Lift out the main display deck sections and set aside. This will expose two separate metal plates, one of which supports the air circulation fans and the second is a baffle plate guiding the air through the main cooling coil. These plates are secured by finger-tightened screws, which are removed without tools.

Once the screws have been removed the fan mounting plate can be lifted out taking care not to strain the wiring, the coil cover plate can then be removed and the main cooling coil exposed. Remove any food debris using a vacuum cleaner followed by a cloth and detergent.

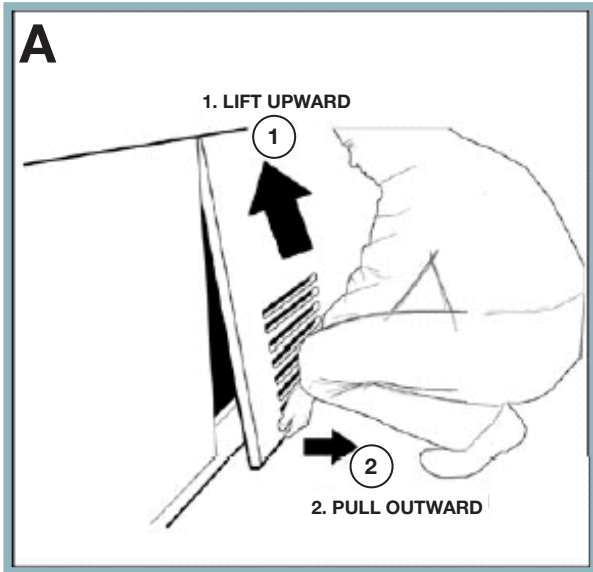
Wipe the fan blades using a damp cloth and detergent. Finally spray the interior of the tank and the finned cooling coil generously with a sanitising solution such as Dettol. Avoid using excess water if your unit is not connected to a plumbed drain, as this may cause the automatic evaporating drip tray to over flow. Re-assembly is the reverse of the above.

When cleaning the unit you must inspect the main cooling coil. You should find the coil covered with a thin layer of frost or ice. Anything up to about 2mm thick is quite normal but anything in excess of this seriously impairs its efficiency.

If there is a build up of ice refer to section 3.1.



2.6 **Condensing Unit Finned Coil**



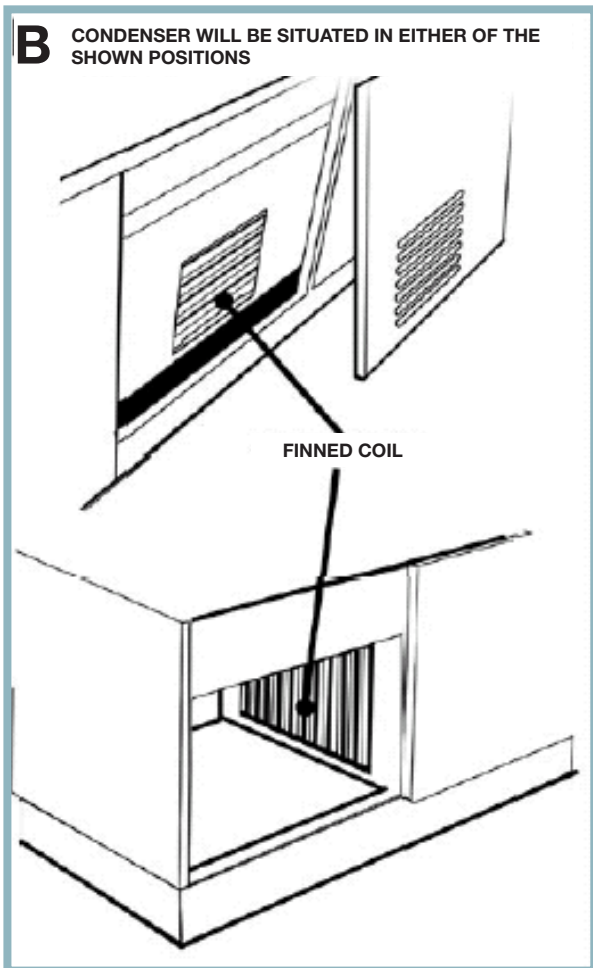
This must be cleaned monthly

Located under the left hand end of the display when viewed from the customers' side (front) is the condensing unit. This can be accessed for cleaning by either removing a grille in the fascia panelling of the counter or by removing the panel itself.

The exact method of access will depend on the counter construction. If you cannot work out how to get access you must contact your installer for assistance.

The size of the condensing unit will vary with the type of display but in general it is about 400 mm square and comprises a grid of very fine black metal fins. These fins become choked with dust and airborne particles. They should be cleaned using a soft brush to loosen the dust and a vacuum cleaner to remove it. The fins are very delicate and considerable care is required.

If you are in any doubt as to your ability to carry out this operation safely call your installer and arrange for them to do it for you. If this operation is neglected or carried out without sufficient care, a new condensing unit may be required, and the cost of its replacement will not be covered by warranty.



TROUBLE-SHOOTING

3.0 Ice Build Up On The Coil

In conditions of high humidity it is possible for ice to accumulate on the coil, and not be fully cleared by the defrost system. This problem is usually only likely to occur on units operating 24hours a day in conditions of high humidity. The result will be a failure to maintain temperature, as airflow through the coil is restricted.

If during cleaning an excessive build up of ice is observed, turn the unit off overnight with the main deck and airflow baffle plates removed.

Isolate the display unit completely from the mains electricity supply. Turning off the power switch on the display is not sufficient.

If the build up was very heavy and the unit is fitted with an automatic evaporating drip tray it will be necessary to guide the water resulting from the melting of the ice into a bucket rather than the evaporating drip tray otherwise it will overflow.

Remove the evaporator drip tray and locate a funnel or bucket under the plastic waste pipe located above it. See cleaning instructions for removal of the drip tray.

When all the ice has melted re-assemble the tank and deck components, re-fit the evaporator drip tray, then switch the power back on and check the operation of the unit.

If you are in any doubts of your ability to carry out the above procedure please contact our service department for assistance.

Please note that a visit by a service engineer to clear the coil of ice will not be covered by warranty unless it is established that it was caused by a component failure.

If the build up repeats itself try turning the unit off every night.

If this does not solve the problem call our service department on 0151 548 2211 to check the operation of the defrost system.

3.1 Self Help Guide For Chilled Experience Displays

Problem	Action
<p>Nothing is working</p>	<p>Ensure the power lead is properly plugged into a socket outlet.</p> <p>If unsure that socket outlet is live, plug in another appliance to confirm power is available.</p> <p>Check fuse in plug top and on control panel.</p> <p>Make sure power/ main switch is on.</p>
<p>Only the lights are working</p>	<p>Check that the other switches/ control knobs are turned on.</p> <p>Check that the electronic temperature controller is illuminated.</p>
<p>Condensing unit has gone off</p>	<p>It will switch off at a regular intervals as governed by the controller and come back on automatically.</p>
<p>The controller displays 'DEF'</p>	<p>To prevent the display icing up, an automatic defrost cycle is pre-programmed into the controller. DEF will appear every 2 hours during defrost and recovery. This is to maintain the efficiency of the display.</p>
<p>Steam is seen from louvered door</p>	<p>The automatic condensate waste tray is operating normally.</p>
<p>The temperature of the produce is too high</p>	<p>Check setting of temperature controller.</p> <p>Ensure airways are not blocked.</p> <p>Ensure fans are operating.</p> <p>Ensure the doors are closed.</p> <p>Move display case from draughts/ air conditioning vents.</p> <p>The evaporator coil is iced up.</p> <p>The condensing unit coil is blocked.</p>

If your problem is not listed or persists please contact our service department for help.

IMPORTANT: Please ensure you have your serial number before calling. This will be located either on the control panel or on the operative's side of the light duct over the display.

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