

# Operation & Maintenance Manual

*Ice cream conservator*



# 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. At the design stage, please ensure that the counter understructure can take the weight of the display(s), and that adequate provision has been made for lifting and positioning the display, to avoid risk of damage or injury.

# SAFETY INFORMATION

It is essential that this Ice cream conservator 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.

Ice cream conservator 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 Ice cream conservator 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.**

The following denotes the correct electrical supply required, dependant on unit size:

Ice cream conservator		
2/1	1.3 kw	13 amp supply
4/1	1.8 kw	13 amp supply

## 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.



***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.***

## SPECIFICATION

The units are built for drop in application and are constructed entirely from 304G stainless steel with Pilkington K Glass lockable sliding lid. The visible top flange and sliding door mechanism is protected from frost build up by an inbuilt thermal break and concealed trace heaters.

The temperature range is adjustable to give a choice of working temperatures between +5 and -25 degrees C for storage of a wide range of products such as iced lollies or chilled drinks

Each unit is supplied with two tier internal removable shelves with apertures to locate 5Litre Napoli Ice Cream liners and comes c/w with 2No ( 2-1 ) or 4No ( 4-1 ) Stainless steel liners - additional liners are available.

Each unit has a top working tier and an additional lower tier for storage of 2No or 4No backup containers dependant on model.

# Index

## 1. OPERATION

- 1.0** Switching Your Ice cream conservator Chilled Display Unit On
- 1.1** Temperature Control
- 1.2** Temperature Adjustment Using The Controller
- 1.3** Fault On Switching On
- 1.4** Loading With Food

## 2. CLEANING

- 2.0** Cleaning Safety Note
- 2.1** Stainless Steel
- 2.2** Cleaning Chilled Display Main Tank
- 2.3** Condensing Unit Finned Coil

## 3. TROUBLE-SHOOTING

- 3.0** Self Help Guide

# OPERATION

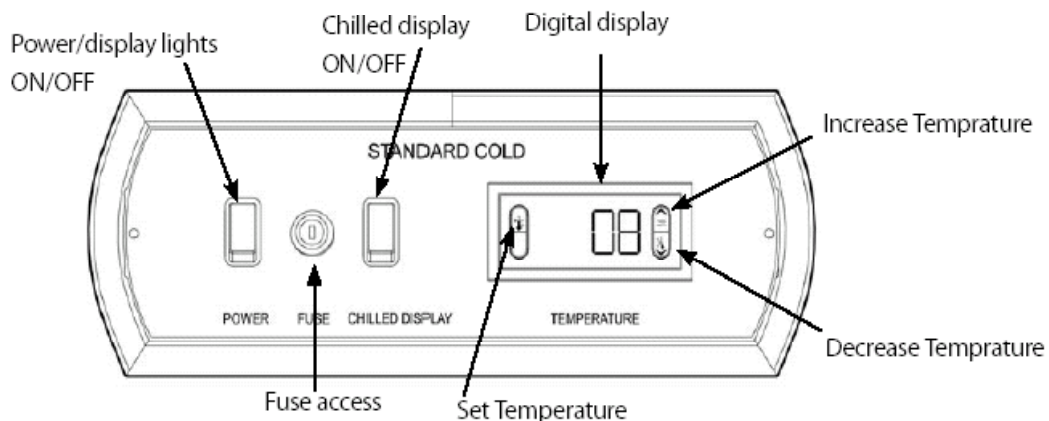
These instructions will guide you through the testing, operation, cleaning and maintenance of your Ice cream conservator display.

Ice cream conservator 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.**

## 1.0 Switching Your Ice Cream Conservator On

### Ice cream conservator Loom Control Panel



- Check that your Ice cream conservator unit has been connected to a mains supply by your installer, and that this supply is live.
- Press the lower half of the switch marked power and also the lower half of the switch marked chilled display on the main control panel.
- The display light, neon indicators in the switches and the digital controller should all illuminate and the refrigeration-condensing unit should start up. If they do not, consult the faultfinding section. You can now operate the chilled display.
- The digital controller controls the air temperature. It is pre-set to an average air temperature of -18 degrees Centigrade, which should maintain product between -16 & -20 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.

## 1.1 Temperature Control

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.

## 1.2 Temperature Adjustment Using The Controller

Your digital controller will be pre set at the factory to give a food display temperature of -16 deg C to -20 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:

### Loom digital controller

1. To display the pre-set temperature, depress the set button.
2. When the button is released the unit will return to displaying the actual operating temperature after a short time.
3. To set a new temperature follow the instructions outlined below:
4. Depress the set button, whilst keeping this button depressed adjust the temperature to your new setting by pressing the up and down arrow buttons. The up button raises the air temperature; the down button lowers it. Once the required temperature has been set, release all buttons and the unit will return to displaying the operating temperature.

## 1.3 Fault On Switching On

If after the operation of the main power switch on the control panel it does not illuminate:

1. Check that your idesign unit has been connected to a mains supply by your installer, and that this supply is live.
2. Isolate the unit and check the fuse or fuses mounted in the control panel one at a time, spare fuses are provided in the fixing kit. Take care to ensure that you replace a fuse with one of the same rating. If you can find no fault call your installer for help.

## 1.4 Loading With Food

- Ice cream conservator chilled display units are designed to merchandise food that is already at a temperature of -16 to -20 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. To maintain these temperatures the sliding doors must be left closed when not serving.

# CLEANING

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## 2.0 Cleaning Safety Note

Before commencing any cleaning operation the Ice cream conservator 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 hosepipe 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 harsh abrasives or cleaning pads such as Scotchbrite**

## 2.2 Cleaning Chilled Display Main Tank

This operation must be carried out regularly 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.

Fully open the sliding glass doors. Lift out the main display deck section. This can now be cleaned by hand or put through a dishwasher.

Remove any food debris from the main tank area using a vacuum cleaner suitable to this purpose followed by a cloth and mild detergent.

Finally spray the interior of the tank generously with a sanitising solution such as Dettol. Re-assembly is the reverse of the above.

**2.3 Condensing Unit Finned Coil**



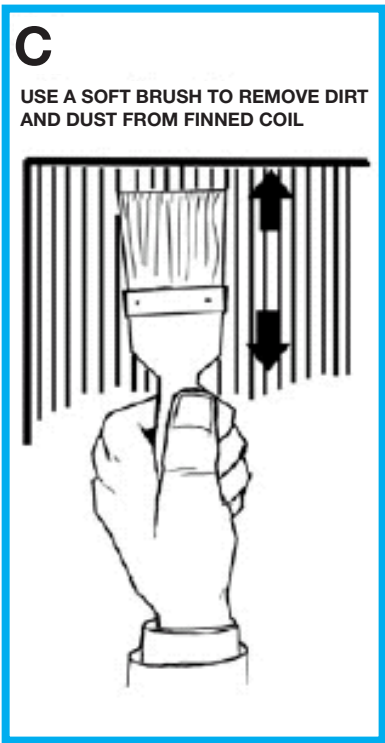
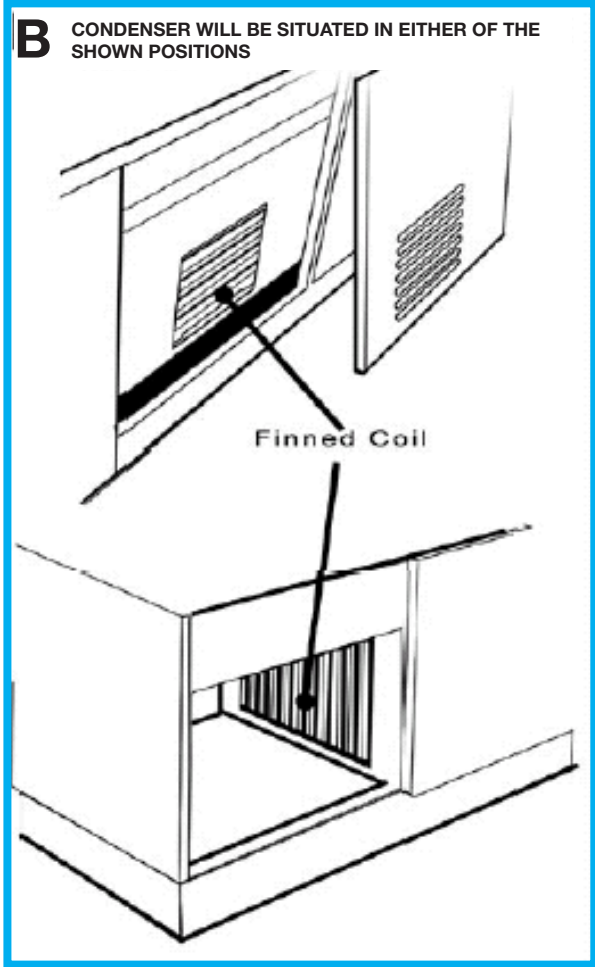
**This must be cleaned monthly**

Located under the display 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.



**3.0 Self Help Guide For Ice Cream Conservator Units**

Problem	Action
<p><b>Nothing is working</b></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><b>Condensing unit has gone off</b></p>	<p>It will switch off at a regular intervals as governed by the controller and come back on automatically</p>
<p><b>The temperature of the produce is too high</b></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 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 can be located on the control panel.**

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