

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.

Counterline Limited
 Unit 12, Knowsley Business Park
 Merseyside, L34 9HZ
 United Kingdom

Fax: 0151 549 2179
Web: www.counterline.co.uk



Telephone: +44(0)151 548 2211



Email: servicelog@counterline.co.uk