

BLAST CHILLERS/FREEZERS TROUBLE SHOOTING POSSIBLE CAUSES – HOW TO RESOLVE



TROUBLE DESCRIPTION	POSSIBLE CAUSES	HOW TO RESOLVE IT
Refrigerator does not turn on	No power supply	Check the plug, socket, fuses, cable, power supply
	Controller inactive	Turn cabinet off and on again
		Review User Manual and carefully follow instructions
Refrigeration system is not running or start	The set temperature has been reached	<ul style="list-style-type: none"> - Check temperature setting. - Set new temperature - Review User Manual and carefully follow instructions
	Defrosting is in progress	<ul style="list-style-type: none"> - Wait until the end of the cycle DO NOT INTERRUPT DEFROST CYCLE at start of cooling cycle
	Food probe is not connected	Contact technical support with record of activity
	Error code present	<ol style="list-style-type: none"> 1. Check error code in HACCP Register against user manual. 2. Turn off and turn on again 3. Check wires to controller are not loose or damaged 4. Contact technical support with record of activity
	Control panel has failed	Contact technical support
Refrigeration unit runs continuously but does not reach temperature	Location is too hot	<ul style="list-style-type: none"> - Provide more ventilation - Reduce room temperature - Remove excess heat from area - Remove equipment creating heat - Reposition the cabinet
	Condenser is dirty	Clean the condenser
	Condenser fan is not running	Contact technical support with record of cleaning and maintenance activity
	Air not flowing sufficiently around the cabinet/Airflow is sufficient throughout cabinet	<ul style="list-style-type: none"> - Remove obstacles - Reduce quantity of products being stored/displayed
	Doors are not closing properly	Check doors - remove obstacles
	Doors are not sealing properly	Examine door seals – clean or replace door seals accordingly
	Evaporators completely frosted	<ul style="list-style-type: none"> - Put on to a manual defrost cycle* - Ensure doors are not propped open or kept open for too long
	See also section ‘Block of ice on the evaporators’	

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Refrigeration unit runs continuously but does not reach temperature cont.	Error code present	<ol style="list-style-type: none"> 1. Check error code against user manual. 2. Turn off and turn on again 3. Check wires to controller are not loose or damaged 4. Contact technical support with record of activity
	Controller behaving erratically	<ul style="list-style-type: none"> - Turn off and on again - Check wires have not been pulled out or damaged during cleaning. - Contact technical support with recorder of activity
		<ul style="list-style-type: none"> - Check programmes and program setting values
	Insufficient coolant/refrigerant	Contact technical support
Refrigeration unit does not stop at the set temperature	Misunderstanding of how refrigeration systems work	<ol style="list-style-type: none"> 1. Allow the cabinet to drop 2°C below the set point 2. If the temperature continues to drop, turn off and on again 3. Check wires to controller are not loose or damaged 4. Contact technical support with record of alarm activity
	Error code present – ERO	<ol style="list-style-type: none"> 1. Check error code against user manual. 2. Turn off and turn on again 3. Check wires to controller are not loose or damaged 4. Contact technical support with record of activity
	Controller failure	Contact technical support
Block of ice on the evaporator(s)	Misunderstanding of how to use the cabinet	<ul style="list-style-type: none"> - Refer to user manual - DO NOT INTERRUPT DEFROST CYCLE at start of cooling cycle - Put on to a manual defrost cycle. - Cabinet may need to be turned until ice has melted (this may be accelerated with a warm water when the machine is switched off. - Check for heat/humidity sources and remove accordingly - Ensure excess water or jets are not being used for cleaning.
	Check doors: <ul style="list-style-type: none"> - Left open - Open too long/frequently 	<ul style="list-style-type: none"> - Close doors as quickly as possible - Do not lean on doors - Check door hinges

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Block of ice on the evaporator(s) cont.	Defrost settings too infrequent	Increase frequency of defrost cycle and monitor cabinet temperature *
Block of ice on the evaporator(s) cont.	Defrost heater fault	Contact technical support
	Defrost probe damaged ER1	Contact technical support
Accumulation of water or ice in the drip tray or bottom of the cabinet	Drain clogged	<ul style="list-style-type: none"> - Clean the drain - Do not place loose paper, cardboard, plastic/polythene wrapping in the cabinet - Cover food and prevent spillages of food, liquid, fat, debris, etc
	Cabinet is not level	Check and level the cabinet
	Excess water is being used for cleaning	Follow cleaning instructions carefully

*Checking Warning and Control Devices - Check the correct running of the controls according to what is reported in the manufacturers "Instruction and Maintenance Manual".