

TROUBLESHOOTING

Important: Check the following when the cabinet is not reaching the set temperature.

LOADING PRODUCTS

- Check loading limits and ensure that the cabinet is not overloaded.
- Use only original Norpe equipment and accessories in the cabinet.
- Incorrect hooks or shelves may disturb the air flow inside the cabinet.
- Check with your hand that there is a cold air flow. If not, check that the mains supply is on and that no warning lights are on. Check that all fuses are covered. If there is little air flow or no air flow at all, it is likely that the cabinet has frozen up or that the fan is defective. If the cabinet has frozen up, empty the cabinet, disconnect the cabinet from the mains supply and clean off the ice. Check that the drain is clean and fully clear.
- Check the temperature and air humidity in the store - [refer to recommended temperatures on page 2 of this guide.](#)
- Check that the equipment is not be placed in a draught. Typical situations are open doors and air conditioning systems.
- The products should be cold/frozen when they are loaded into the cabinet. The cabinets are only designed to keep the products cold/frozen.

PLUG-IN CABINETS (integrated unit)

- Check every month that the condenser is free from dust and dirt and that the air flow is good around the cabinet. Vacuum the condenser fins and check that the spaces between the fins are not obstructed. The plate in front of the machinery compartment can be opened for servicing and inspection (see pictures below). If the controller (NRC-100) turns off the cabinet's lights to signal high pressure in the condenser (Erró), check and clean. If the cabinet does not function normally after this procedure, contact your service engineer.



12 MONTHS PARTS WARRANTY

- The warranty is not transferable.
- Engineer's service documentation must be provided when submitting a warranty claim.
- Use of the equipment other than for its design purpose will invalidate the warranty.
- The warranty is subject to the fitment of Norpe approved parts.
- Parts warranty does not include items considered as 'consumables' such as light tubes, bulbs, manual night blinds.

Further warranty conditions are detailed in our standard terms and conditions document. A copy of this is available on request.

FAULT CHECKLIST

1. Check that there is power to the cabinet e.g. lights/fans working. Check that fuses & plug sockets are working
2. Check that the condenser is clean (see 'User Guide' supplied with the cabinet). Condensers must be cleaned regularly as per the 'User Guide.' If this task is not performed regularly then the warranty is invalid and any work performed is on a chargeable basis.
3. Ensure the cabinet is sited correctly. Direct sunlight or cold air from air-conditioning units can affect the performance of open fronted cabinets
4. Make sure the thermostat is set at the correct level. Turning the thermostat to a colder position when the appliance is already iced up could make the problem worse! Please defrost the appliance and then adjust the thermostat.

The above faults are not covered by warranty as there is no machine fault; please note that Norpe WILL charge for an engineer's time to carry out the above tasks which should be part of your 'planned maintenance' program.

Contact your nearest service engineer for further information.

WHO SHOULD I CONTACT?

SERVICE: Name:
Tel:

SPARES: Please telephone for availability.
Tel: 0844 579 1000 Fax: 0870 872 6361

CABINET SALES:
Tel: 0844 579 1000 Fax: 0161 968 5081

Please keep this leaflet in a safe place for future reference



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USER GUIDE FOR REFRIGERATORS



IMPORTANT INFORMATION:
Please read before installation



INVESTOR IN PEOPLE

GENERAL

Your refrigeration equipment is designed to maintain the required product temperature, provided that:

- The refrigeration equipment has the right dimensions
- Siting conditions are suitable with:
 - Temperature: Min. 3°C
 - Temperature: Max. 25°C
 - Relative air humidity: Max. 65%
 - Draught/Air flow: 0,1 - 0,2 m/s
- The products are cold/frozen before they are loaded into the cabinet as the cabinets are only intended to keep the products cold/frozen.
- The unit is loaded correctly. Loading limits should be adhered to and the air inlet and outlet channels should be kept free. Keep a 3cm gap between the top of the product and the shelf above. Read the instructions carefully.
- The products are correctly packed. For example cardboard packaging is not a good solution, but aluminium foil is, because it reflects heat. Please check this with your distributor.

The UK temperature standards are:

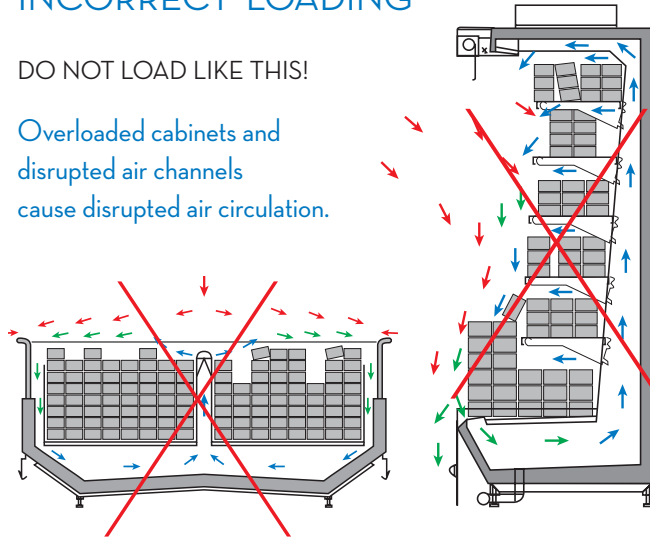
PRODUCTS	TEMPERATURE RANGE
Frozen Food	-15°C / -22°C
Fresh Fish	-1°C / +1°C
Fresh Meat	-2°C / +2°C
Dairy Products	0°C / +7°C
Pre-Chilled Foods*	+1°C / +3°C
Bottled Beer & Drinks	+1°C / +9°C
Blast Chilled Foods	+1°C / +3°C

*Sandwiches and snack foods.

INCORRECT LOADING

DO NOT LOAD LIKE THIS!

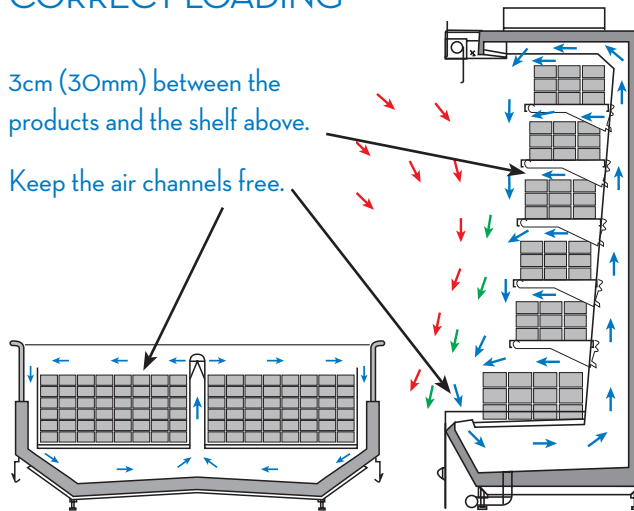
Overloaded cabinets and disrupted air channels cause disrupted air circulation.



CORRECT LOADING

3cm (30mm) between the products and the shelf above.

Keep the air channels free.



DAILY MAINTENANCE AND CONTROLS

In order to keep the cabinet in good operating condition, daily maintenance and regular checks should be carried out.

DAILY MAINTENANCE

- Check the loading of the cabinet visually and keep the air channels free from products and packages etc.
- Ensure that the air is cold by feeling the air, placing your hand against the air channel. The flow should be strong all the time. If not, the fan may be defective or the evaporator may have frozen up.
Do not check the air flow during defrost.
- Check that all glass, shelves and roller blinds are correctly placed and complete.
- For remote installations go to the machine room and check the temperature (this must not exceed 25°C) and observe red lights, unusual noises or smells.
Contact your service operator in order to get more information about which parts should be checked.

REGULAR CHECKS

- Empty the cabinet and clean at least twice a year. Check that the drain is clean and fully clear.
- Arrange service and maintenance agreements for the cabinets.
- The condenser should be vacuum cleaned regularly to remove dust and dirt. For cabinets with an Integral cooling system (plug-in), we recommend cleaning once a month.
DO NOT use a wire brush to clean the condenser, this will only push the dust and dirt into the condenser and block it completely.
ALWAYS use a vacuum to remove dust and dirt.
- If the condenser is not cleaned regularly, the warranty is invalidated.