

Warranty

Your cabinet is supplied with a 12 month parts and labour warranty to protect you against manufacturers defects. If you need assistance please call:

**Total Refrigeration Customer Services Department on
0845 127 2527**

In order to log a service call you will need to provide the serial number for the cabinet at fault.

This can be found on the information plate that is located on the back of the cabinet.

Use this space to make a note of the serial number for future reference using a ball point pen.

SERIAL NUMBER

Please note that the basic checks detailed in this guide are usually excluded from the warranty. See standard terms and conditions for further information.

Your company will be charged if an engineer has to carry out basic maintenance on your cabinet during a service call.

If you are in any doubt contact our Customer Services Department.

Freezer Contents Insurance

Please note that your cabinet warranty excludes any liability for loss of product or your insurance excess no matter how caused.

We recommend that you check your Store Policy to ascertain if you are covered for such an eventuality and if not then take separate insurance.

It is recommended that you stock your freezer for 24 hours before placing stock inside.

Waste Electrical & Electronic Regulations (WEEE) - in accordance with the WEEE regulations Total Refrigeration is responsible for the final disposal of all equipment purchased on or after the 13th August 2005 - customers will be charged for the distribution costs at the time of collecting the unit.

For equipment purchased before 13th August 2005 Total Refrigeration will make a commercial charge on the customer which covers both the disposal of the unit(s) and the associated distribution costs.

QUICKSTART GUIDE

Sao Paulo H068G / H100G / H125G and the SP6

Thank you for purchasing a Sao Paulo H068G / H100G / H125G or the SP6 cabinet.

This guide is designed to ensure you get the optimum performance from your cabinet at all times.

By positioning and operating the cabinet correctly and then following a few steps to look after it, your Sao Paulo H068G / H100G / H125G or the SP6 cabinet will run properly and efficiently.



Positioning your cabinet

- The freezer should be positioned on a flat and level surface.
- Make sure there is a 10cm air space all around the scooping freezer.
- Please note the freezer will not perform in ambient temperatures over 35°C.
- Site the freezer away from external sources of heat, eg. radiators, direct sunlight etc.

Operating your cabinet

- The cabinet should be left to stand for 4 hours after delivery before being plugged in.
- The cabinet should be plugged into a suitable 13 amp electrical supply. It should be plugged directly into the mains supply socket and not attached to an extension lead.
- It will take approximately 24 hours for the cabinet to get down to the required temperature. Ice Cream should not be put inside the cabinet until temperature has been reached.
- Once plugged in and switched on at the mains supply socket it will begin to work. Please note that there is no on / off switch.
- Always keep lids closed whenever possible.

Thermostat adjustment



If the correct temperature is not being maintained then adjustments to the thermostat can be made.

The thermostat is located in the grille at the right hand side of the freezer. Access is through a small hole as illustrated. A flat blade screwdriver is required to adjust the thermostat.

Adjust the temperature by turning it clockwise half an increment to go colder or anti-clockwise to go warmer. Leave the cabinet for 2 hours and then check the temperature again. Repeat this process if more adjustment is required.

Storage of product

Do not exceed the load line of the cabinet as doing so will reduce performance.

Always keep the lids closed when not in use as this will aid performance.

Defrosting your cabinet

When ice begins to build up on the inside of the freezer (approximately 1 cm or ½ an inch thick) this indicates that defrosting is required. This should be carried out at least once every six months.

Empty the cabinet of all products, isolate the unit by completely removing the plug from the power supply.

Place a tray under the external drain hole and remove the internal plug.

To aid defrost place a container (5 - 10 litres) of warm water inside and close the lids. When ice has melted sufficiently it can be removed.

Never use sharp implements to scrape the ice as this may damage the walls.

When the ice has melted and drained away dry off any residual moisture with a soft cloth.

Refit the drain plug, plug back into power supply and close all lids. Please note that it will take around 24 hours for the cabinet to get back down to temperature.

Looking after your cabinet

Regularly (once a month) wipe off the outside of the compressor housing cover with a dry cloth to remove any dust or debris build up. Caution: Before removing the compressor housing cover, always isolate the unit by completely removing the plug from the power supply. All work on the electrical system and the refrigeration system must be performed by suitably qualified staff.

As soon as an ice cream tub becomes empty it must be replaced or the empty tub left in place until it can be replaced.

Problem Solving

In the unlikely event that your cabinet is not operating to its optimum performance, you are responsible for ensuring that the following basic checks have been carried out before calling out an engineer.

Cabinet not running correctly

1. Check the electrical supply.
2. Check the fuse in the mains plug is OK.
3. Check the thermostat has not been lowered or turned off.
4. If the cabinet is plugged into an extension lead, unplug it and plug directly into the mains supply.

Cabinet is not at the correct temperature

1. Check that a good air space has been left around the cabinet.
2. Check the serving hatch has not been left open.
3. Check the cabinet is not near a heat source.
4. Check the thermostat has been set correctly.
5. Check if there is a build up of ice inside.
6. Check the condenser is not blocked with dust or debris.
7. Check that the ambient temperature is not over 35°C.

Point of Sale

Wall's ice cream branded point of sale is available from P.O.S. Direct.

Tel: **0845 600 6612**