

SERVICE BULLETIN

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ABN: 55 051 202 067

Head Office

Unit 1/35 Rimfire Drive

Hallam, VIC 3803

Phone: 03 8786 3570

Fax: 07 5462 8396

sales@austwiderentals.com

Title: Owners Guide to Maintenance during and beyond the warranty period.

Models effected: All brands and all models

Reasons: Owners need to know what maintenance is required to keep refrigeration equipment in good working order. Good maintenance will reduce break downs and extend the life of the equipment. Not maintaining the equipment could void warranty.

WARNING

ELECTRICAL AND REFRIGERATION WORK **MUST** BE CARRIED OUT BY LICENCED PERSONNEL
OTHER WORK **MUST** BE CARRIED OUT BY APPROPRIATELY TRAINED PERSONNEL.

Different components will require different maintenance schedules.

Additionally, the frequency of maintenance on equipment will vary chiefly from three factors:

1. The dust/cleanliness of the working environment
2. Frequency of use.
3. Ambient temperature and humidity that the equipment is located.

CONDENSERS

***WARNING:** Always disconnect the electrical supply when removing covers that require tools to remove.*

NOTE: A clean condenser is a must to avoid warranty claims being rejected. Dirty Condensers are the number one cause for high cabinet and condensing temperatures, condenser fan and compressor failures.

It is recommended that condensers on new equipment be visually inspected and cleaned monthly from initial installation. After several months it will be apparent if the condense cleaning interval can be extended.

The minimum number of cleans should be no fewer than twice annually, once at the beginning of Spring and a second mid-Summer.

If ambient temperatures are constantly above 27°C condensers should be cleaned monthly even if they do not appear to be dirty. See ([service bulletin](#)) for instructions.

CONDENSING UNIT AREA

When cleaning the condenser, the following should also be inspected

***WARNING:** If wiring becomes dislodged isolate the unit. Do not reconnect electrical supply. Call a licenced professional service provider. Do not attempt to repair.*

1. Electrical wiring may move or be dislodged when removing panels. Make sure that the electric wiring has not been dislodged and that wiring is not left in a position where it can come in contact with the condensate water tray.
2. Check the condition of refrigerant line insulation. Open, torn, or waterlogged insulation provides little benefit to the system. If the insulation is in poor condition, have it replaced at the next professional service.
3. Check for excessive vibration.
4. Check (listen for noisy fan motors) condenser fan blade. Clean with warm soapy water if necessary..
5. Note: Late model Fruit Drawers (SD901-4D) have a removable condensate tray. This should be removed and cleaned with soapy water.

CABINET EXTERNAL:

WARNING: To avoid cuts, be wary of sharp or pointed edges.

The external of the cabinet should be cleaned as often as needed (minimum twice yearly) to remove any dirt or contaminants. Stainless steel will rust if left dirty. Make sure that correct procedure is followed ([service bulletin](#)) when cleaning stainless steel.

Inspect the hinges for wear. If loose have it assessed at the next professional service. If it looks dangerous call your service professional.

Inspect screws are not loss. Tighten as required.

GASKETS:

NOTE: Gaskets are considered a consumable item. If they become sticky or dirty, they will grow mildew, become prematurely brittle and will split.

Gaskets should be washed with warm soapy water fortnightly or if sticky/dirty sooner. Applying a light coating of petroleum jelly will keep them supple and free from mildew.

DRAWER RUNNERS:

NOTE: If the runners become sticky or dirty the rollers will not run freely and prematurely wear. Worn rollers make the drawer hard to slide, putting undue pressure on all components which causes failures.

They should be washed as required in warm soapy water and sprayed with a food grade lubricant. See ([service bulletin](#)) for instructions.

CABINET INTERNAL:

WARNING: To avoid cuts, be wary of sharp or pointed edges.

WARNING: Do not let excessive water drain down the internal drain as it may overflow the condensate tray, causing water to splash onto electrical components and electrical failure.

AUTO DEFROST FREEZERS AND REFRIGERATORS: Look for excessive ice build-up. Excessive ice build-up may require professional servicing.

SEMI AUTO DEFROST AND MANUAL DEFROST FREEZER AND REFRIGERATORS: Look for excessive ice build-up and defrost as required. See ([service bulletin](#)) for instructions.

Clean the inside of freezer by wiping down with baking soda and water solution. Rinse and dry.

APPROVED TECHNICIANS:

We don't have a list of approved technicians. Any ARC Licenced Refrigeration Service Company can repair our equipment.

Compressors, fan motors, and controllers for our equipment are readily available from refrigeration wholesalers throughout Australia. Speciality parts evaporators, condensers, Drawer components are available from Austwide Sales & Rentals.

We have a policy of selling speciality parts to Franchisees at wholesale price.

BREAKDOWN SERVICING

NOTE: Stores should have a local service company to do maintenance that requires licenced personnel.

During the warranty period if the equipment breaks down, fill in the SERVICE REQUEST FORM and contact Austwide. We will then action a service call using either ours or your service company at our sole discretion.

After the warranty period it is normally financially beneficial for the equipment owner to use their own local service company.