



OPERATING MANUAL FOR THE WTS75 THAW CABINET

IMPORTANT INFORMATION (PLEASE RETAIN THIS DOCUMENT)

This Manual covers the installation, operation and routine maintenance requirements for the following Williams Refrigeration products:

WTS75 Thaw Cabinet

Please read this Manual carefully before connecting the appliance.

Provided the instructions in this Operating Manual are read and implemented correctly, the optimum performance and reliability of your equipment should be maintained.

We assume the installer, user and service provider are appropriately trained, skilled and competent to properly and safely carry out the work, and will use the necessary safety equipment, and take the necessary precautions required of their intended work.

Temperature parameter is set as follows:

WTS75 Thaw +0°C (32°F) / +5°C (41°F)

General Regulations

Declaration of Conformity:



Refrigerant Designation

Global Warming Potential

Ambient Climate Class

HC - R290

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Williams Refrigeration declares that all products manufactured by Williams Refrigeration comply with the directives applicable to those products, and those products are therefore declared to be in conformity with the provisions of the legislation.

Model No.:

Serial No.:



IMPORTANT REFRIGERATION AWARENESS

WARNING



SYSTEM CHARGED WITH FLAMMABLE REFRIGERANT

REFRIGERANT: R290 / R600A (REFRIGERANT GRADE PROPANE AND ISOBUTANE RESPECTIVELY ONLY)

Ensure all operatives are aware the appliance contains an environmentally friendly but flammable refrigerant.

Technical Safety and Advice

All appliances are only to be installed by persons who are appropriately trained, skilled and competent to properly and safely carry out the work, and serviced by qualified engineers for the handling of hydrocarbon refrigerants

Ensure procedures are adhered to in the following Operating Manual.

Should a suspected leak become apparent, immediately evacuate the area and remotely switch off the cabinet.

DO NOT remove the plug from the socket as this could act as a source of ignition. Leaking refrigerant may ignite and cause injuries.

Contact Williams Refrigeration on +44 (0) 1553 817 000, stating the suspected fault.

IMPORTANT SAFETY INFORMATION

**Warning:**

Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.

**Warning:**

Do not use electrical appliances inside the food storage compartments of this appliance.

**Warning:**

Keep ventilation openings of the appliance enclosure or the structure of built in equipment, clear of obstruction.

**Warning:**

Do not use mechanical devices or other means to accelerate the defrosting process.

**Warning:**

Do not damage the refrigerant circuit, i.e. pipe work or components.

**Warning:**

Regardless of any provision to the contrary, Williams Refrigeration is not responsible for and hereby declines and rejects all liability for dangers relating to the safeguarding of food safety (As well as risk of serious injury, disability, and/or death relating to food borne illnesses) and in conformity of food safety regulations. End users shall monitor food temperatures and certify that food is maintained at safe temperatures. Inlcuding without limitation, Williams Refrigeration declines and disclaims all liability for inappropriate programming and use of the thaw cabinet by the end user.

**Warning:**

Improper use (is any use different from that specified in this manual) includes:

- Negligence to use appropriate personal protection equipment by end users and maintenance personnel.
- Surpassing the maximum product weight allowed for each shelf.
- Cabinet alterations / modifications to the intended operation.

IMPORTANT SAFETY INFORMATION

- Interfering alterations of protective guards or safety devices.
- Absence of cabinet maintenance, cleaning and regular checks.
- Failure to use appropriate equipment to undertake the required maintenance.
- Incorrect cabinet installation.
- Storing within or on the cabinet objects that are not suitable with its use, or that can damage the piece of equipment.
- Mounting / climbing on to the appliance.
- Non-compliance with the requirements for correct appliance use.
- Place the product in the compartments so as not to block air circulation or hinder the closing of doors.
- Failure to insure complete closure of doors, through forgetfulness or carelessness.

ELECTRICAL



The appliance must be disconnected from its power source during cleaning; when maintenance and the replacement of parts is required, the equipment must be safely disconnected and isolated from the power supply using a lock-off system at the isolation device.



It is advised that the electrical supply to the equipment is protected by an appropriately selected Residual Current Device (RCD) with a rating no greater than 30mA. RCD's should be tested at least every three months to ensure they are functioning correctly.



If the supply cord is damaged, it must be replaced by a service engineer or other qualified person. Only the supply cord supplied by Williams Refrigeration must be used.



Fixed wiring appliances (those not supplied with a plug) shall incorporate a switch disconnector to meet the specification of IEC 60947; this is to be installed within the fixed wiring installation in accordance to the local wiring rules / regulation to provide all pole disconnection of the power supply.

INSTALLATION

REMOVAL OF REDUNDANT APPLIANCES

Refrigeration appliances contain refrigerant and gases in their insulation and must be disposed of professionally by a licensed waste management contractor.

Please ensure that old or redundant refrigeration appliances are disposed of safely and legally. It is recommended that doors are removed prior to disposal in order to ensure safety.

UNPACKING

Remove all external and interior packing and accessories. Ensure all such material is disposed of safely.

Check that no damage has occurred to the appliance, power cable and plug top during transit. If damage has occurred do not use the appliance.

The appliance should be installed in a well ventilated room on a flat and level floor.

PROTECTIVE COATING

The polished stainless steel surfaces are protected during manufacturing and transport by an adhesive plastic coating.

This should be removed prior to placing your appliance into use. Carefully peel away to reveal the polished stainless steel surface. Care should be taken to ensure that no adhesive residue remains on the surface. Any stubborn or tough adhesive marks can be removed by following the advice on Page 13.

VENTILATION

Refrigerators generate a considerable amount of heat and, if operated in a small unventilated room will quickly cause the room temperature to become excessive. This could cause the motor to overheat and possibly damage the compressor. At the very least, such an installation will cause the unit to use an excessive amount of electricity.

In addition to ventilation in a room, please ensure that cabinets with top-mounted systems have 500mm clearance between the cabinet top and the ceiling for engineer access and ventilation. For all other cabinets, please ensure a minimum clearance of 50mm is provided around the unit to ensure efficient and effective performance.

LEVELLING (CASTORS/FEET)

The appliance should stand level to ensure the correct operation of self-closing doors and proper drainage of condensate from the evaporator.

Models fitted with castors are non-adjustable. Therefore a level platform / floor should be provided where the appliance is to be located. Where swivel and brake castors are fitted and it has been positioned, please ensure its brakes have been activated by pressing the metal bar down. Remember to release the brakes before trying to move it.

On models fitted with legs, levelling may be achieved by adjusting the bottom section. For marine specification models with flanged feet for deck and bulkhead fixing, installation should be carried out by a specialist marine company.

MAINS CONNECTION

Commercial kitchens and foodservice areas are environments where electrical appliances may be located close to liquids, or operate in and around damp conditions or where restricted movement for installation and service is evident.

Great care must be exercised at all times when installing, operating, or servicing this appliance.

For appliances fitted with a moulded plug for safety, ensure that the mains power cable is extended free from the refrigeration system to avoid entanglement. If a plug or mains cable requires replacement, contact the Williams Spares Office on +44(0)1553 817017.

The installation of a fixed appliance and periodic inspection should only be undertaken by a qualified, skilled, and competent electrician; and connected to the correct power supply suitable for the load as stipulated by the appliance data label.

The electrical installation and connections should meet the necessary requirements to the local electrical wiring regulations and any electrical safety guidelines.

All appliances rely upon a suitable connection to earth to ensure safe operation. If in doubt, contact a qualified, skilled, and competent electrician before using the appliance.

Do not block vents by stacking boxes on top or in front of the unit as this could affect performance and give rise to safety risk.

We recommend:-

- **Supplementary electrical protection with the use of a residual current device (RCD)**
- **Fixed wiring appliances incorporate a locally situated switch disconnector to connect to, which is easily accessible for switching off and safe isolation purposes. The switch disconnector must meet the specification requirements of IEC 60947**

If the appliance has been laid on its back or tipped, DO NOT switch on immediately. Leave in an upright position for at least 3 hours before switching on.

Your attention is drawn to:-BS 7671:2018 - Guidance note 8 - 8.13 : Other locations of increased risk

It is recognised that there may be locations of increased risk of electric shock other than those specifically addressed in Part 7 of BS 7671. Examples of such locations could include laundries where there are washing and drying machines in close proximity and water is present, and commercial kitchens with stainless steel units, where once again, water is present.

Where because of the perception of additional risks being likely, the installation designer decides that an installation or location warrants further protective measures, the options available include:

- Automatic Disconnection of Supply (ADS) by means of a residual current device having a residual operating current not exceeding 30mA;
- Supplementary protective equipotential bonding; and
- Reduction of maximum fault clearance time.

The provision of RCDs and supplementary bonding must be specified by the host organisation's appointed installation designer or electrical contractor and installed by a suitably qualified and competent electrician as to comply with Regulations 419.2 and 544.2. RCD's should be tested at least every three months to ensure they are functioning correctly.

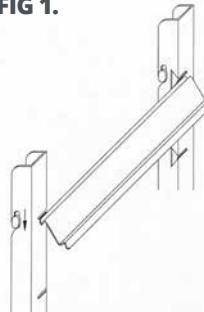
CONNECTION TO A MAIN DRAIN

The Overnight Thaw requires connection to a main drain with a standard $1\frac{1}{2}$ " fitting.

SHELF/SLIDE FITTING

When positioning slides on standard cabinets and counters, present slide to tacking by holding it in the opposite hand to the side of the cabinet to that which they are to be applied. Present slide at a 45° angle (See Figure 1). When in place, let slide drop into position to create a horizontal ledge on which the shelves will sit.

FIG 1.



LOADING / SHELF DISTRIBUTION

Before loading, allow the appliance to reach its normal operating temperature.

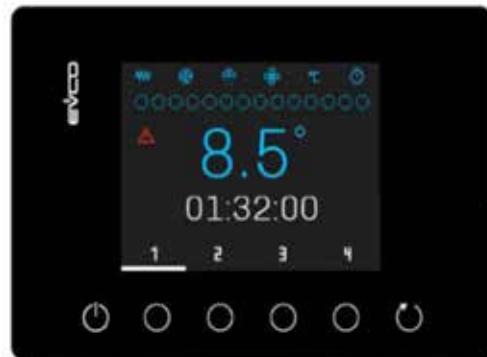
When loading the appliance, please ensure that its load is equally distributed throughout and ensure air can circulate around and through stored products. Ensure all items are covered and that raw and cooked foods are stored separately.

Care should be taken when loading the appliance. Do not obstruct the air ducts. Take care of any parts with possible sharp edges.

Food placed inside the unit should be packed in such a way as to encourage thawing. For example, a cardboard box full of frozen hamburgers could take days to thaw out if placed into the unit within the cardboard box. However, if the hamburgers are unpacked, loaded onto trays and placed inside the unit they will thaw in a matter of hours.

For fastest thawing, food should be uncovered as any type of covering will insulate food.

NB: Since the unit partially utilises the food to lower the temperature, it is recommended that the unit be operated fully loaded whenever possible for maximum efficiency.

CONTROLLER**General Operation**

The WTS75 Cabinet is designed to control the thawing of frozen food. The principle of the unit is that it is loaded with frozen food the afternoon prior to the day the food is required.

The unit must be loaded in such a way as to encourage thawing.

Products should be in single trays and removed from their packaging. (Maximum depth 50mm and maximum shelf product weight of 9.4kg)

The controller has four programmable functions, each one with different temperature and time configurations.

| Time-controlled cycle options | Initial cabinet set point | Final cabinet set point | Cycle duration |
|-------------------------------|---------------------------|-------------------------|----------------|
| Option 1 | r0 (2) | r8 (0) | r20 (1440) |
| Option 2 | r1 (6) | r9 (4) | r21 (960) |
| Option 3 | r2 (7.5) | r10 (4.5) | r22 (960) |
| Option 4 | r3 (????) | r11 (????) | r23 (????) |

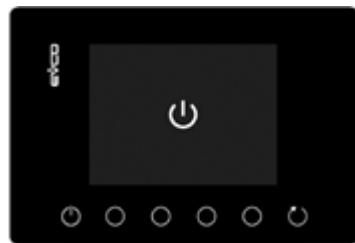
Option 1: Conservation mode

Option 2: Half load

Option 3: Full load

Option 4: User customisation, please refer to Page 9 to access parameters.

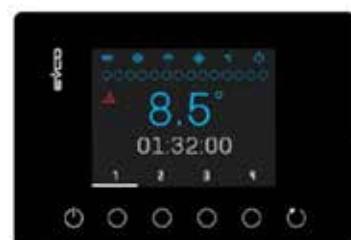
OPERATING THE DEVICE



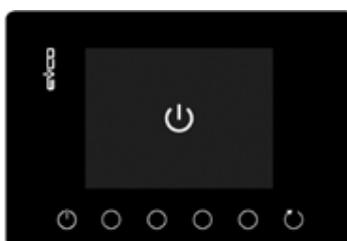
Touch to go from standby to On and vice versa, also when in a menu page touch standby to go back to previous page.



Touching the run key, confirm a selection, start up a cycle after selecting it, holding down the key when the device is in standby opens the settings "MENU" pages, see below.



Touching the function key activates the function indicated by the icon above it.

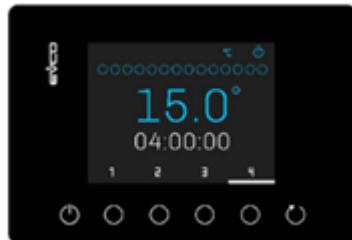


Touch the run key in the standby state to open menu.



To access parameters, confirm selection OK, then using the function keys enter -19 and confirm.

SELECTING A PROGRAMME



To select one of the 4 programmes, touch the function key relating to your choice of programme.



To start the cycle, touch and hold the run key. Then the below screen will appear.



The cycle in progress may be stopped any time before the countdown ends by pressing the function key as shown.

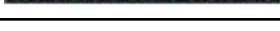


Only when a cycle has been started will the INFO function appear. Touch the function key to display the status of inputs and outputs, see below.



| IO STATUS | |
|-----------------|---------|
| CABINET TEMP | 25.0 °C |
| NEEDLE TEMP | 0.3 °C |
| EVAPORATOR TEMP | -3.3 °C |
| DOOR SWITCH | 0 |
| COMPRESSOR | 0 |
| THAWING HEATER | 1 |
| FAN | 1 |

STATUS ICONS

| ICON | DESCRIPTION |
|--|--|
|  | Heaters on (only if a cycle is running) |
|  | Compressor on (only if a cycle is running) |
|  | Defrost in progress |
|  | Fans on (only if a cycle is running) |
|  | Temperature unit of measurement |
|  | Time-controlled cycle mode |
|  | Temperature-controlled cycle mode |
|  | Alarm in progress |
|  | Cycle progress bar off: no cycle running |
|  | Cycle progress bar flashing: cycle running |
|  | Cycle progress bar stays on: cycle completed |

FUNCTION ICONS

| ICON | DESCRIPTION |
|------|---|
| | Select the time-controlled thawing cycle |
| | Select the temperature-controlled thawing cycle (needle probe) |
| | Select cycle options (loads), each one with personalised cabinet temperature configurations (as well as duration in time-controlled cycles and needle temperature in temperature-controlled cycles) |
| | Set the initial cabinet temperature |
| | Set the final cabinet temperature |
| | Set the preservation temperature |
| | Set duration (for time-controlled cycles) |
| | Set the final temperature setpoint of the needle probe (for temperature-controlled cycles) |
| | Increase values (quick pre start-up settings, parameters, passwords, date/time) Scroll through the options on the "Menu" page |
| | Decrease values (quick pre start-up settings, parameters, passwords, date/time) Scroll through the options on the "Menu" page |
| | Confirm the set value (quick pre start-up settings, parameters, passwords, date/time) In the "Parameters" option on the "Menu" page, touch the key once to change the parameter |
| | Confirm the option selected on the "Menu" page |
| | Activate/deactivate an auxiliary output |
| | View information about the cycle in progress |
| | Force the arrest of the cycle in progress |
| | View the type of alarm in progress (if placed above a key) |
| | Remove the alarm in progress signal |

Probe Fail Safe Feature

The controller features a fail-safe condition. In the event of a temperature probe failure, the compressor will alternate at 5 minute intervals.

Should a probe failure occur please contact Williams Refrigeration Engineering Office on +44 (0) 1553 817000 for a replacement part stating the unit's serial number.

Power Outage

If there is a power outage with no function in progress, when power is restored, the device will return to the mode set before the failure occurred.

If the power supply fails while a function is active, when power is restored, the device will behave as follows:

- If a thawing cycle was running, it would resume from where it was interrupted.
- If a preservation cycle was running, the cycle would continue with the same setting.

APPLIANCE ROUTINE MAINTENANCE / CLEANING

ROUTINE MAINTENANCE

Regular servicing of the appliance should be undertaken to ensure correct operation, it is functioning as intended and safe to use.

Safely disconnect the appliance from the power supply before cleaning, servicing or undertaking general maintenance.

This appliance must be maintained at regular intervals. The frequency of maintenance will depend upon your specific use and location. The maximum service interval should be 12 months.

Service and maintenance should only be undertaken by suitably qualified, trained and competent engineers.

We recommend servicing in accordance with SFG20 Maintenance Schedules and as a minimum, after **4,500** hours of use, or annually, whichever comes first and that a maintenance contract be arranged with an appointed service contractor. Visits may then be made at agreed intervals to carry out required safety tests, functional checks, adjustments and repairs.

CLEANING

Always wear appropriate personal protective equipment (PPE) when cleaning the appliance. Care should be taken for parts with possible sharp edges.

Stainless steel is naturally corrosion-proof and needs no additional protective coating to maintain its gloss and usability for a long time.

Abrasive or corrosive cleaning agents should never be used. These can damage surfaces and cause corrosion. They include:

- Cleaners containing chloride;
- Bleaches containing hypochlorite (if accidentally spilled on stainless steel, rinse off with water immediately and thoroughly);
- Silver polish

If the cabinet exterior is looked after correctly it will retain an "as new" finish for many years. A damp cloth is usually sufficient for wiping away light dirt, food debris and finger marks and normal day to day cleaning should be carried out with a soft cloth and soapy water.

Dry thoroughly afterwards and where possible remove all racking, shelving and drawer fittings to aid the process.

Kitchen fats, oils and greases can also cause brown spots or staining to appear on the stainless steel surface.

For stainless steel with visible polishing grains, clean the steel with the grain - not against the grain. When water has been used for cleaning or rinsing, wipe the surface dry to prevent water from drying and forming watermarks, especially in areas with hard water. Avoid this type of watermark by using distilled water.

For tougher spots, creamy polishes like CIF original cream can be effective. Light pressure should be used when cleaning with the grain. The cleaning process should be repeated in order to prevent any dirt becoming lodged in the surface grain again.

CIF original cream cleaner can also be used for wiping off water spots and can alleviate discolouration. Remove this type of residue by rinsing with clean, preferably distilled water and wipe away any remaining streaks of polish or watermarks.

Tough grease or oil marks can also be removed using denatured alcohol or acetone. There is no risk of corroding stainless steel by using such solvents. For ease of use limit the amount of solvent used. Wash more than once using a pure solvent on a clean soft rag until all traces of the greasy residue are removed.

Specialist Stainless Steel Cleaners - Non food contact surfaces only

Innosoft B570 is a special deep cleaner that is suitable for the intensive cleaning of contaminated stainless steel surfaces, and removes stains and oxides in a single operation.

Innoclean B580 completely removes any residues left after the use of Innosoft B570 and passivates the surface which helps to prevent further corrosion.

SHELF / SUPPORT / RACKING REMOVAL

First remove the shelves, then remove the shelf supports by grasping firmly in the centre and lifting slightly. Turn the shelf support towards the interior of the cabinet by pushing it in the centre as you twist the support through 90°. The shelf support will be released. (NB: the supports are designed to be anti-tilt and you may therefore experience some resistance at first which will be overcome with practice). When all shelves have been removed, remove the racking by lifting up and over the nylon retaining blocks.

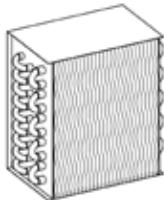


CONDENSER CLEANING

Regular maintenance should be carried out on a regular basis by competent / trained personnel. The condenser is part of the refrigeration unit and is located in the unit compartment.

Brush fins vertically with a stiff brush, taking care not to damage them or to push dirt / dust further in, and then vacuum away.

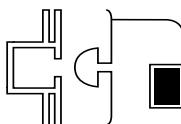
FIG 3.



The condensing unit and refrigeration equipment can be accessed from above or in some cases behind. Remove fixings in the top and bottom edges of the unit cover and pull the unit cover away from the cabinet and retaining clips.

CLEANING / REPLACING THE GASKET

Door gaskets should be checked and cleaned regularly and replaced if damaged. To clean the gasket, wipe with warm soapy water and a soft cloth, ensuring it is completely dry before closing the door. **DO NOT** use a sharp knife to clean or scrape the gasket. Damaged gaskets do not seal correctly and can increase the amount of electricity consumed, seriously affecting the efficiency and performance of the appliance.



Damaged gaskets are easily replaced. Simply pull out the existing part and push the new gasket into the channel (gasket retainer) at the centre and work along, pushing gasket into channel.

EVAPORATOR/DRAINLINE

Inspect periodically to ensure the drain hole is not blocked.

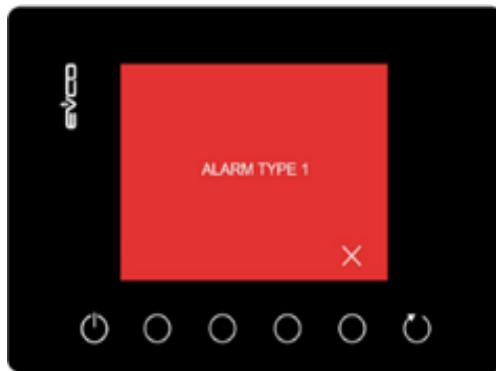
BREAKDOWN

You must immediately report any damage or defect arising with the appliance. Unsafe equipment is dangerous. Do not use the appliance. Isolate the power supply and contact Williams Refrigeration or your appointed Service Provider.

In the event of a breakdown, please contact Williams Refrigeration or your Service Provider

When calling, please advise model and serial number. This information can be found on the data plate inside the appliance. Please ensure that all redundant parts are disposed of safely and legally.

TROUBLE SHOOTING INFORMATION AND ALARM CODES



Alarms are displayed only when the device on or a cycle is in progress. The screen is red, the type of alarm is indicated.

Touch the function key as shown to remove the alarm signal, the following icon will display until fault has been fixed.



The table below lists the various alarms.

| Code | Meaning |
|---------------|---|
| RTC | <p>Clock error (only if the device is connected to accessories modules with a clock)</p> <p>To correct:</p> <ul style="list-style-type: none"> - re-set the date and time <p>Main results:</p> <ul style="list-style-type: none"> - the alarm output will be activated |
| CABINET PROBE | <p>Cabinet probe error</p> <p>To correct:</p> <ul style="list-style-type: none"> - check the value of parameter P0 - check the integrity of the probe - check the device probe connection - check the cabinet temperature <p>Main results:</p> <ul style="list-style-type: none"> - if the error occurs during preservation, the compressor will operate according to parameters C4 and C5 - if the error occurs during a thawing cycle, the cycle will move on to preservation - the minimum temperature alarm will never be activated - the maximum temperature alarm will never be activated - the alarm output will be activated |

| | |
|------------------|--|
| EVAPORATOR PROBE | <p>Evaporator probe error</p> <p>To correct:</p> <ul style="list-style-type: none"> - the same as for the cabinet probe error but with reference to the evaporator probe <p>Main results:</p> <ul style="list-style-type: none"> - if the probe configured, defrost will last for the time set by parameter d3 - the alarm output will be activated |
| NEEDLE PROBE | <p>Needle probe error</p> <p>To correct:</p> <ul style="list-style-type: none"> - the same as for the cabinet probe error but with reference to the needle probe <p>Main consequences if parameter P3 is set to 1:</p> <ul style="list-style-type: none"> - if the error occurs during a thawing cycle, the cycle will move on to preservation - the alarm output will be activated |
| DOOR OPEN | <p>Door open alarm</p> <p>To correct:</p> <ul style="list-style-type: none"> - check the condition of the door <p>Main results:</p> <ul style="list-style-type: none"> - the results depend on the setting of parameter i0 |
| HIGH TEMPERATURE | <p>Maximum temperature alarm</p> <p>To correct:</p> <ul style="list-style-type: none"> - check the cabinet temperature <p>Main results:</p> <ul style="list-style-type: none"> - the alarm output will be activated |
| LOW TEMPERATURE | <p>Minimum temperature alarm</p> <p>To correct:</p> <ul style="list-style-type: none"> - check the cabinet temperature - check the value of parameters A1 and A2 <p>Main results:</p> <ul style="list-style-type: none"> - the alarm output will be activated |
| POWER FAILURE | <p>Power failure alarm</p> <p>To correct:</p> <ul style="list-style-type: none"> - check the device power supply connection <p>Main results:</p> <ul style="list-style-type: none"> - any cycle in progress will resume when power is returned - the alarm output will be activated |

| | |
|-----------------|---|
| DEFROST TIMEOUT | Maximum duration of defrost alarm (if enabled with d11 = 1) Main results: <ul style="list-style-type: none">- the alarm output will be activated |
| ALARM 1 | Alarm 1 To correct: <ul style="list-style-type: none">- check digital input id2 Main results: <ul style="list-style-type: none">- the alarm output will be activated |
| ALARM 2 | Alarm 2 To correct: <ul style="list-style-type: none">- check digital input id2 Main results: <ul style="list-style-type: none">- all outputs will be deactivated except for the alarm output which will be activated |

CHOOSING GENUINE SPARE PARTS

Choosing the correct spare parts is vital to the ongoing running of your appliance - that's why Williams Refrigeration offer a comprehensive network of servicing, support and spare parts all available directly from Williams.

Our spare parts are exactly the same quality and standard as we use to build your appliance and have been rigorously checked, tested and inspected to ensure the very best quality and exact fit.

You can contact us directly for everything from fault diagnosis to parts selection and ordering. Simply provide the serial number of your appliance and we will do the rest to ensure you receive the right part first time.

**For further information please call our Spares Department on 01553 817017
or email spares@williams-refrigeration.co.uk**

PARTS & LABOUR WARRANTY POLICY - UK ONLY

Our warranty applies to equipment manufactured by Williams Refrigeration and equipment bearing the Williams name plate and serial number identification tag.

We undertake, in conjunction with the supplying agent, distributor or representative, to repair free of charge during our standard business hours any such piece of equipment or part thereof used which is found to be faulty in either materials or workmanship subject to the further conditions below:-

WARRANTY TERMS AND PRODUCTS

COVERED

We offer a **24 months Warranty** from our original date of sale with the following Williams equipment:

1. Garnet / Zircon / Jade / Amber (stainless) / Mobile Heated/ Mobile Refrigerated.
2. Reach-in Blast Chillers / Reach-in Blast Chiller Freezers / Blast Chiller WTBC70.
3. Opal / Emerald / Onyx / Aztra / Salad Counters / UBC / Chef's Drawers / Fry Station Drawer.
4. Crystal Bakery Cabinets.
5. Meat Ageing Refrigerator.
6. Medi+ Cabinets.

We offer a **12 months Warranty** from our original date of sale for all other Williams equipment including:

1. All Modular Products (including coldrooms).
2. Remote Systems.
3. Bottle Coolers / Glass Froster.
4. GEM Multidecks (including heated) and merchandiser cases.
5. GEM product range.
6. Bottle Well / Meat Freezer Well.
7. Thermowell.
8. Non standard and other products.
9. Front of House display cases.
10. White Goods.

WARRANTY TERMS

Our warranty is offered where the equipment has been installed correctly and has not been subject to misuse or abuse and is functioning correctly.

The equipment was purchased by the authorised supplying distributor direct from Williams Refrigeration and not through a wholesaler or other supplier whose warranty terms may be different.

The Warranty Policy shall be non-transferable.

Replacement of defective equipment can only be made with the approval of Williams Refrigeration.

Any repair under warranty will only be carried out with the product in its position of operation or in a suitable location on the customer's premises. If the product has to be removed for security or any other reason, this will be subject to additional charge (may include hydrocarbon charged equipment).

Warranty work will be covered by Williams Refrigeration or by one of its appointed service agents between the hours of 8.00am and 5.00pm Monday to Friday. Any works undertaken outside of these hours are chargeable.

RESPONSE TIME

We aim to respond to all warranty calls within 3 working days and will endeavour to respond next working day where practical.

CLAIMS PROCEDURE

If a customer wishes to make a claim under the terms of this warranty, the following procedure should be observed:

1. Contact the supplying agent, representative or distributor.
2. Quote the equipment model, serial number and date of installation. The serial number is located on the product identification plate inside the cabinet, modular product door frame or similar location. It is recommended that operators should also record the serial number on the operating instruction booklet supplied with the product.
3. Contents risk and insurance responsibility remains at all times with the customer.

EXCEPTIONS TO STANDARD WARRANTIES

1. The Standard warranty applies to equipment located in Mainland GB only and excludes locations subject to restricted or secure access, offshore and marine applications.

Additional time and travel charges may be applied to the following locations – Isle of Wight, Channel Islands, Isle of Man, Northern Ireland and Scottish Isles.

2. Any fault that is not reported within 10 working days of being discovered.
3. Service calls to equipment under warranty, or service calls made under chargeable arrangements will be carried out in accordance with standard conditions of sale. Unless otherwise specified, a maximum of 15 minutes of administrative time, not spent directly carrying out servicing work, is provided for within the supply. Any requirement for staff attending the call to spend greater time than 15 minutes due to administrative requirements, such as on waiting time or security clearance, or health and safety risk assessments, will be chargeable at our prevailing rate.

We reserve the right to apply Time Travel & Call out charges if no fault is found with the product or access is either restricted or denied to our attending engineer.

4. No claim shall exceed the original selling price.
5. Claims for Food and / or contents stored in the equipment supplied (including pharmaceutical or other items) and any consequential loss how so ever arising are excluded under our warranty terms.
6. Components including gaskets, doors, drawers, handles, shelves, tray slides, all internal fixings, plug and lead, connectors, the outer shell, castors / legs, food probes, refrigerant and blockages as well as consumable items such as (but not limited to) batteries, fuses, light bulbs, printer cartridges, keys, glass and paper roll.
7. Equipment manufactured to the customers' own design, Williams Refrigeration will not be liable for any defect, non performance or improper operation of the equipment arising from any drawing design or specification supplied by the customer, their representative or agent.
8. Second hand equipment.
9. The customer uses or installs the equipment in such a way that it exceeds its design envelope or operates the equipment at control parameters other than those provided as standard factory settings.

10. The customer fails to observe commonly accepted operating practices.
11. The customer has not properly cleaned or maintained the equipment or carried out necessary servicing, including cleaning of the condenser, in accordance with instructions, literature or directions issued by Williams Refrigeration. (Operating Instructions are supplied with all equipment but also available at www.williams-refrigeration.co.uk).
12. Equipment fails through improper installation by others, misuse, abuse, accidental damage, power loss or fluctuations, fire, flooding or acts of god.
13. Any third party item(s) connected to the equipment that may affect performance.
14. The customer permits persons other than those authorised by Williams Refrigeration to perform or affect repairs or adjustments to the equipment.
15. If authorised representatives of Williams Refrigeration are denied full and free rights of access to the equipment for inspection during normal business hours as previously stated.
16. If repairs are made using spare parts or replacement items not supplied or preauthorised by Williams Refrigeration.
17. The initial equipment supply date shall apply for warranty validity for the subsequent supply of replacement of parts or products.

EXTENDED WARRANTY

Extended Warranty offers the opportunity to protect your equipment (subject to conditions outlined) for an additional period of up to 5 years inclusive of original warranty periods.

Should you require Extended Warranty, state on your order or notify the Dealer or Williams Sales Manager at the time of purchase and they will be able to arrange it for you.

To ensure your Extended Warranty Policy remains valid, at least one maintenance / service visit per year must take place in years 2, 3, 4 and 5.

For further information or clarification please call 01553 817000 or email to info@williams-refrigeration.co.uk or write to Williams Refrigeration, Bryggen Road, King's Lynn, Norfolk, PE30 2HZ



Design Excellence : Cool Technology

Williams Refrigeration

Bryggen Road
North Lynn Industrial Estate
King's Lynn
Norfolk PE30 2HZ
Sales Tel: +44 1553 817000
Sales Fax: +44 1553 817111
Spares Tel: +44 1553 817017
Spares Fax: +44 1553 817020

info@williams-refrigeration.co.uk
www.williams-refrigeration.co.uk

Williams Silver Frost

2 rue Conventionnel Huguet
23000 GUERET
France
Tel: +33 5 55 52 27 88
Fax: +33 5 55 62 10 61
info@williams-refrigeration.fr
www.williams-refrigeration.fr

Williams Dubai

PO Box 333215
607 Building 1B
Dubai Design District
Dubai
United Arab Emirates
Tel: +971 4 510 8203
sales@williams-dubai.com

Williams Refrigeration Australia

38-42 Gaine Road
Dandenong South, Victoria 3175
Australia
Tel: +61 3 8787 4747
Fax: +61 3 8787 4787

sales@williamsref.com.au
www.williams-refrigeration.com.au

Williams Refrigeration Hong Kong

Unit C, 12/F., Roxy Industrial
Centre,
58 - 66 Tai Lin Pai Road, Kwai
Chung,
New Territories, Hong Kong
Tel: +852 2407 5422
Fax: +852 2407 3767

sales@williams-hongkong.com
www.williams-refrigeration.com.hk



www.williams-refrigeration.com

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Registered in England & Wales under Registered Number
3872673. Registered Office Address - Bryggen Road,
North Lynn Industrial Estate, King's Lynn, Norfolk, PE30 2HZ

