



# Before Calling Service Guide for Common Problems

**CAUTION: Disconnect Power Supply Prior to Attempting Any Service!**

Problem	Possible Cause	Remedy
Cabinet not running.	Fuse blown or circuit breaker tripped.	Replace fuse or reset circuit breaker.
	Power cord unplugged.	Plug in cord.
	Main Power switch turned off	Turn power switch on.
	Improper Voltage supplied to cabinet (Voltage does not match Data Plate).	Correct supply voltage (Remove extension cords or other equipment on circuit, etc.)
	Thermostat set too high	Set thermostat to lower temperature.
	Cabinet in defrost cycle. (Freezer models)	Allow defrost cycle to finish.
Condensing Unit on Refrigerator or Freezer runs for prolonged period or continuously.	Excessive amount of warm product loaded in cabinet.	Allow adequate time for product to cool down.
	No product in cabinet.	Load cabinet with product.
	Prolonged door opening or door ajar.	Make sure door is closed when not in use. Avoid prolonged door openings.
	Door gasket not sealing properly.	Check gasket condition. Adjust door or replace gasket.
	Dirty Condenser coil.	Clean the condenser coil.
	Improper air flow around Condensing Unit.	Insure adequate air space, relocate away from heat generating equipment, direct sunlight, or direct path of air conditioning or heating ducts.
	Evaporator coil blocked with ice.	Turn unit off and allow coil to defrost. Make sure thermostat is not set too cold and that door gasket is sealing properly.
Refrigerator or Freezer cabinet temperature too high	Thermostat set too high.	Set thermostat to lower temperature (Refer to Users Manual).
	Poor air circulation in cabinet.	Re-arrange product to allow proper air circulation.
	Exterior Thermometer out of calibration.	Refer to Users Manual for calibration procedure.
	Excessive amount of warm product in cabinet.	Allow adequate time for product to cool down.
	Prolonged door openings or door(s) ajar.	Make sure door(s) are closed when not in use. Avoid prolonged door openings.
	Dirty condenser coil.	Clean the condenser coil.
	Insufficient clearance around cabinet or excessively high ambient temperature.	Insure adequate air space, relocate away from heat generating equipment (ovens, fryers, etc.), and out of direct sunlight.
Evaporator coil blocked with ice.	Turn unit off and allow coil to defrost. Make sure thermostat is not set too cold. Also, check gasket condition.	
Cabinet is noisy	Part(s) loose.	Locate and tighten loose part(s)
	Tubing Vibrating.	Insure tubing is free from contact with other tubing or components.
Refrigerator is freezing product	Thermostat is set too low.	Set thermostat to higher temperature.
	Cabinet overloaded with product	Remove or rearrange product.
Refrigerator or Freezer Compressor will not start - hums and trips on overload protector.	Dirty Condenser coil.	Clean the condenser coil.
	Excessive heat generated from equipment nearby	Relocate cabinet, or adjacent heat generating equipment.
	Voltage to cabinet too high or too low.	Check and correct supply voltage.
Door won't close tight.	Cabinet is not level.	Level cabinet by adjusting legs or shimming casters.
	Door not seated properly in hinge.	Adjust door on hinges by lifting slightly, rotating and reseating.
Condensation on the face of cabinet.	Facia Heaters are turned OFF.	Turn Exterior Condensate Control Switch on Grill to "ON" position.
Digital thermometer blank, flashing, or displaying incorrect temperature or odd characters.	Cabinet not running or temperature too high.	See Remedies Above
	Thermometer probe wire disconnected at back of thermometer.	Connect thermometer probe wire (behind Grill).
	Incorrect power to thermometer unit.	Check Transformer (Located in Electrical Box) and Battery (Located on thermometer, behind Grill.)
	Display module requires calibration.	Refer to Users Manual for calibration procedure.