



OPERATING INSTRUCTIONS



**WHU
Housed Condensing Units**

Please read the Operating Instructions before using the equipment.

Williams Housed Units (WHUs) eliminate the need to buy condensing units and housing separately. Designed for all types of outdoor installation, WHUs with full weatherproof and durable-housing for a neat and tidy appearance.

OLD EQUIPMENT

Please ensure the old / redundant refrigeration equipment are disposed of safely and legally.

TRANSPORTATION AND UNPACKING

We would recommend that the WHU is transported to site in its original packaging. When required, remove all external and interior packing and accessories, please ensure all packaging is disposed of safely.

The box containing the unit or the unit should not be tilted more than 45° when transporting.

INSTALLATION

Installation and maintenance of the units should only be carried out by trained and qualified personnel. All electrical wiring and connections must comply with local standards.

Whatever the type of installation is chosen, please ensure that the following installation guidelines are adhered to:

- A minimum clearance of 300mm (12") for air intake for the air inlets.
- The rear of the condensing unit can be positioned flush to the wall with 1270mm (50") clearance for air discharge.
- The location selected for unit installation must be able to support the weight of the unit in its full operating configuration.
- Locate the unit a sufficient distance (horizontally) from any heat sources to prevent the exhaust gases from affecting the operation or life of the unit.
- The unit must be located outdoors and cannot be connected to ductwork.
- If the unit is to be installed on or close to the ground, make sure that the location is not liable for flooding or heavy snow.
- Locate the unit so roof run-off water does not pour directly onto the unit. Provide guttering or other shielding at roof level.
- Please ensure that the surrounding atmosphere does not contain noxious or dangerous substances or the location is in an explosive environment.
- Ensure the installation is carried according to the local rules and regulations concerning the installation of remote condensing equipment including noise levels.
- Avoid installation where the unit will be in direct sunlight as this will increase the condensing pressure and reduce unit efficiency. Install units facing North wherever possible.
- Secure units firmly to prevent overturning by earthquakes or gusts of wind. In particularly windy locations installation should ensure that the prevailing wind does not interfere with air discharge from the unit.
- Where applicable ensure outdoor unit legs are anchored using bolts.
- The length of refrigerant piping and wiring should be as short as possible to avoid capacity losses and increased operating costs.

The centre of gravity of the unit is off-centre, therefore caution is necessary when lifting the unit into position.

TROUBLE SHOOTING GUIDE

Open the main unit power switch before carrying out any repairs. Any repairs should be carried out by a qualified service engineer.

Symptoms	Cause	Remedy
No cooling		
The compressor and fan do not operate	Power Failure Fuse blown or circuit breaker open Voltage is too low Electrical connections loose Faulty wiring Faulty capacitor (single phase models) Pressure switch tripped	Contact the electricity supplier Replace fuse or reset breaker Call service engineer Tighten connections Call service engineer Call service engineer Call service engineer
Outdoor fans run but compressor will not start	Motor windings cut Faulty capacitor (single phase models)	Check wiring and call engineer Call service engineer
Insufficient cooling		
Low refrigerant charge	Possible leaks or other causes	Call service engineer to carry out leak check and any repair
Insufficient airflow	Check cleanliness of unit coils	Clean the coils
Compressor runs to long or continuously		
Compressor runs continuously	Thermostat adjustment too low Check cleanliness of unit coils Fan is faulty Refrigerant charge too low Cooling load underestimated Air or incondensables in refrigerant circuit	Change the setting Clean the coils Call Service Engineer Call service engineer to carry out leak check and any repair Call service engineer Call service engineer
Unit too noisy		
Compressor noisy	Compressor may be losing oil or there may be excessive oil or refrigerant charge in system	Call service engineer to carry out repair or to replace thermostat

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 / Sapphire / Zircon / Jade / Amber (stainless) / Mobile Heated / Mobile Refrigerated.
2. Reach-in Blast Chillers / Reach-in Blast Chiller Freezers.
3. Opal / Emerald / Onyx / Aztra / Salad Counters.
4. Crystal Bakery Cabinets and Counters.

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 (including glycol).
3. Bottle Coolers.
4. Multidecks and merchandiser cases.
5. GEM product range.
6. Bottle Well / Meat Freezer Well.
7. Thermowell.
8. Coral Wall Mounted Units.
9. Non standard and other products.
10. Front of House display cases.
11. 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.

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, Kings Lynn, Norfolk, PE30 2HZ

Model No:

Serial No:

Supplied & Serviced by:

Telephone No:

WILLIAMS REFRIGERATION

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Declaration of Conformity

References:

- Low Voltage Directive 2006/95/EC
- Machinery Directive 2006/42/EC
- Electromagnetic Compatibility Directive 2004/108/EC
- Pressure Equipment Directive 97/23/EC
- Waste Electrical and Electronic Equipment Directive (WEEE) 2002/96/EC
- Restriction on Use of Certain Hazardous Substances Directive (RoHS) 2002/95/EC

Refrigerant Designation	Global Warming Potential
HFC - R134a	1300
HFC - R404a	3260

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

