OPERATING MANUAL FOR WILLIAMS DOUGH RETARDER / PROVER WITH DOUGHMASTER 5 CONTROLLER (ORIGINAL INSTRUCTION)

IMPORTANT INFORMATION (PLEASE RETAIN THIS DOCUMENT)

This Manual covers the operation, routine maintenance and cleaning requirements for a Williams Retarder / Prover featuring the Doughmaster 5 Controller:

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.

Improper installation, maintenance or repair may put the user at considerable risk.

Remote Refrigeration System
The Williams Modular Dough Retarder / Prover is an appliance designed to be connected to specific integral refrigeration systems.

General Regulations
Declaration of Conformity:

Refrigerant Designation	Global Warming Potential
HC - R290	3

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

SYSTEM CHARGED WITH FLAMMABLE REFFRIGERANT

REFRIGERANT: R290 (REFRIGERANT GRADE PROPANE ONLY)

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

Technical Safety and Advice

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.

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:
In order to reduce flammability hazards the installation of this appliance must only be carried out by a suitably qualified person.

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.

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.

RCD fitted as standard. 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.

INTRODUCTION / INSTALLATION

INTRODUCTION

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.

Improper installation, maintenance or repair may put the user at considerable risk.

Caution: This appliance is connected to a Refrigeration system that contains refrigerants that operate at high pressures and are harmful to health. Caution and Care should be exercised so as not to damage any of the refrigeration system pipework or components.

INSTALLATION

Your new Williams Dough Retarder Prover (DRP) has been installed by your nominated service provider to enable you, through its correct utilisation and operation, to achieve a more consistent product quality and to allow you to plan your production schedule more effectively.

Used correctly the DRP will reduce the amount of unsociable hours worked by you and your staff, without affecting the efficiency and production capacity of your bakery.

It is therefore of great importance that a full appreciation of the capabilities of your new DRP is gained and that the methods of operation are fully understood.

Your Williams DRP includes an independent defrost cycle to keep the coils free from ice and the water vapour produced helps to reduce the moisture lost from the dough pieces. However it is important that the temperature rise within the compartment during the defrost period is limited; otherwise this will impair product quality.

Your DRP is equipped with an automatic warming ramp, the aim of which is to raise gradually the temperature of the unit and the dough pieces and hold the latter until ready for baking.

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

The dough retarder / provers are supplied modular form on pallets and require asssembly on site. Please see additional manual on assembly.

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, the tubing of the refrigeration system, 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 14.

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.

Roof mounted pod storage refrigeration systems require adequate ventilation as well.

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.

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.

We recommend:-

- **Supplementary electrical protection with the use of a residual current device (RCD fitted as standard). RCD's should be tested at least every three months to ensure they are functioning correctly.**
- **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**

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 so 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.

CONTROL PANEL OVERVIEW

FUNCTION KEYS

	Switch light on/off
	Selct fan speed (not applicable)
	Enter additional functions
	Exit additional functions
	Start up selected cycle
	Stop cycle in progress
	Standby
	Confirm the new set value
	Confirm the selected operation
	Cancel the selected operation
	Delete Auto Cycle
	Save new Auto Cycle
	Save new Auto cycle
	Save Auto cycle to favourites
	Return to home screen
	Go back to previous screen

REGULATOR ICONS

	Compressor active. Flashing when compressor is in start up delay
	Fans working
	Defrost in progress
	Prove heaters active
	Humidity generation active
	De-humidification active
	Remote connectivity cponnected. Flashing is disconnected

CONTROL PANEL OVERVIEW

CONTROL PANEL OVERVIEW

The Human Machine Interface (HMI) is a full colour touch screen allowing full control of your proving process at a simple touch of the screen when following on screen prompts.

On switching on the mains supply to the Retarder Prover you should be presented with a screen display such as the following;

PROGRAM SELECTION

When the controller has been switched on (from the standby mode) the retarder prover will display the below screen. The prover will not enter any function unless one is selected. This cycle (and screen) will be maintained until the retarder prover is either put back into standby mode, or one of the four displayed program cycles is selected.

The Doughmaster 5 has the following modes of operation:

1. AUTO CYCLE

The Auto cycle is a function which allows the user to run a pre-determined prove cycle. Select the "Auto Cycles" box and the following screen will be shown.

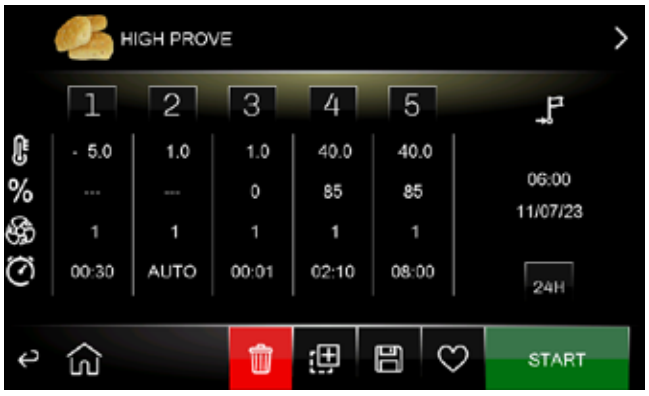
Select the "Auto Cycle Menu" to view the default options.

Each cycle includes a retard phase followed by a recovery / prove phase.

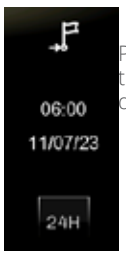
- High Prove - 40°C, 85%rH
- Medium Prove - 30°C, 85%rH
- Low Prove - 25°C, 85%Rh
- Bake Delay Cycle - Mini High Prove Cycle
- Scheduled Bake - Prolonged -5°C holding
- Croissant Prove Cycle - 30°C, 80%rH
- Croissant Bake Delay - Prolonged -5°C holding

Additional cycles can be added which are bespoke to end user requirements. Access to this feature requires a high level access pass code. Please contact Williams Refrigeration for guidance.

In this example high prove was selected and the high prove auto cycle phases are displayed.



The auto cycle end time is when phase 4 has elapsed and directly correlates to the end time and date flag shown on the right of the screen, this is when the produce is ready to be baked. All predetermined phase timings are calculated backwards from the end time and date flag. Ensure the time and date are set correctly to the required bake time. (Please ensure the time and date are set correctly in the controller, see section 5, sub menu adjustment).



Press the screen where time and date are displayed on the right hand side of the screen and the following will be displayed where the bake time can be adjusted.

Press the confirm button when the desired time has been entered.

After the time has been confirmed, the following screen will be displayed allowing selection of the preferred bake date. If the accumulative time of phase 1-4 do not allow for the cycle to be fully completed in the same day due to the bake time, the next available day will be displayed at the top of the below screen. If this is correct press "ok" to confirm.

Phase 2 timing is set to auto as default so the holding temperature time is optimized based on the bake time.

Phase 5 is the operation of the prover after the bake time has been reached.

When the previous has been completed press "START" to begin the cycle.

When the cycle is in operation, the below screen will be displayed. The stage at which the cycle is at will be indicated by a dashed line along the graphical line.

By tapping on the graphical image shown above, a detailed synopsis of the cycle and the timings can be viewed whilst in a cycle. An example can be seen below.

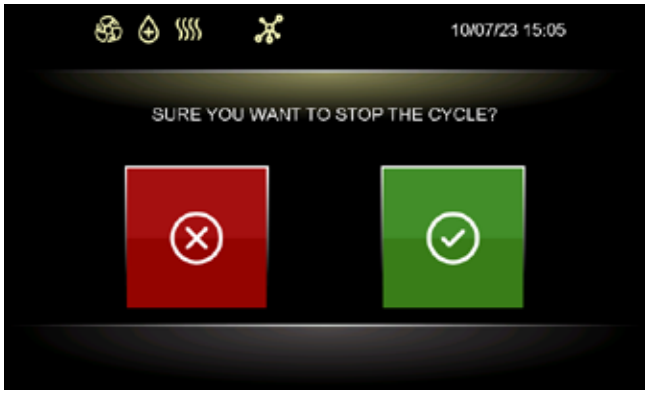
Press the "GO BACK" button in the bottom left corner to exit the synopsis view.

Once phases 1 to 4 are complete and ready to bake, the below screen will be displayed and an audible alarm can be heard.

Once the produce has been removed ready for baking, double tap "STOP" to acknowledge the completed cycle and the controller will default into phase 5 which is the required operation after a cycle is complete. Default this is 8 hours at high prove conditions. This can be refined but requires a higher level access pass code. Please contact Williams Refrigeration for guidance.

The screen will revert back to the below image, displaying operation in phase 5 via the dashed line along the timeline / temperature image.

To exit the auto cycle press "STOP" and the below screen will be displayed requesting confirmation.



Press the "CONFIRM" button and the auto cycle will be stopped. The screen will then display the cycle phase screen where the home button can be pressed to return the home screen.

2. MANUAL PROVE

From the home screen a manual prove cycle can be selected which will take the prover and product up to the pre-determined temperature, this is High prove 40°C, 85%rH as default. Once reached, the retarder prover will cycle around the set point temperature until the operator either cancels the cycle or it times out after 5999 hrs. Press "START" to begin the manual prove.

To exit manual prove press "STOP" and then press the "CONFIRM" button to stop the function. Press the "GO BACK" button to return to the home screen.

3. LOW RETARD

From the home screen a Low Retard cycle can be selected which will take the prover and product down to the pre-determined temperature, this is low retard -5°C as default. The large numerical display is the prover internal temperature and the small yellow number is the setpoint required.

The setpoint can be adjusted where required, simply press the -5°C and then enter in the required temperature. Press the "CONFIRM" button and press "START".

During operation of this function the home screen will be displayed with the low retard button displayed in blue with the prover internal temperature and set point displayed.

Once the setpoint has reached, the retarder prover will cycle around the setpoint temperature until the operator either cancels the cycle or it times out after 5999hrs. Press "START" to begin the low retard cycle.

To exit the function simply tap the icon in blue and the low retard will stop and the original home screen will be displayed.

4. ECO MODE

This energy saving mode of operation is used to achieve savings when the Retarder Prover is in a period of non activity (typically between daily manual prove cycles). The main purpose is to maintain a constant mid point temperature which will allow the Retarder Prover to quickly reach either a retard or prove set point temperature.

To start the ECO mode, simply press the "Eco MODE" icon on the home screen and then press "START" in screen below to run the ECO MODE feature.

The prover will maintain 20°C with minimal input resulting in reduced energy consumption.

Press "STOP" and then "CONFIRM" to exit the ECO mode operation.

5. USER ACCESS LEVELS

There are 3 levels of access in order to minimise user error from incorrect adjustment. The access level is indicated in the top right corner of the home screen.

End user access

Upper end user access

Service / Manufacturer access

End user access allows for the start and stop of functions and limited access to additional feature function in the sub menu.

Upper end user access requires a numerical pass code. To enter this tap on the end user icon in the top right corner of the home screen and the below screen will appear.

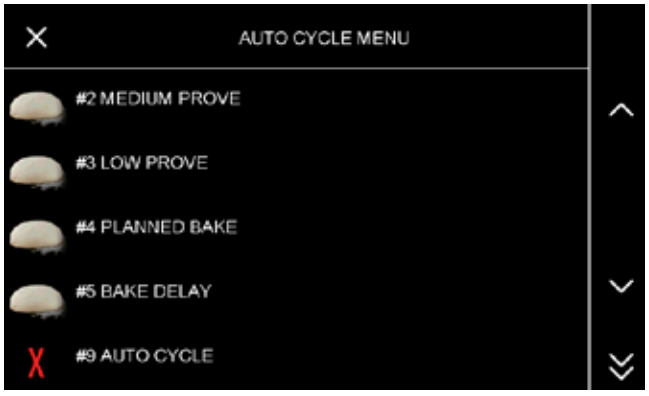
Enter pass code "125" to gain a higher level of access. This will allow the user to adjust set points such as the manual prove set point and set points / timings etc in the Auto cycles.

Once the required adjustments have been made, back in the home screen the upper end user icon can be tapped and the controller will default back to end user access level.

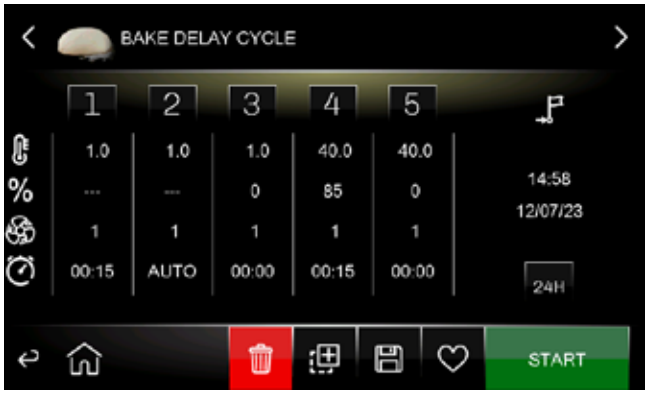
Service / Manufacturer access is reserved for amendments of the functionality parameters. It should not be necessary for end users to adjust these parameters. Please contact Williams Refrigeration for guidance on further refinement if required. Revert to the sub menu section within this document for further information.

6. BAKE DELAY

If required, the option to delay the baking time can be achieved by selecting the Bake delay auto cycle from the auto cycle menu should the ovens not be ready to bake off the produce. Exit the auto cycle previously selected by pressing "STOP" then "CONFIRM" the instruction, press the "BACK TO PREVIOUS SCREEN" button and then select "BAKE DELAY CYCLE".

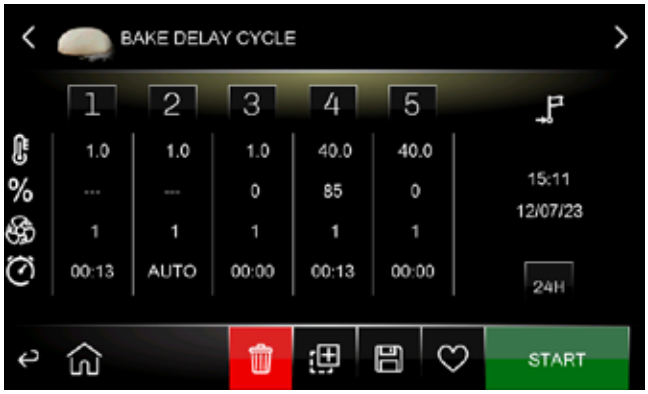


In order for the cycle to run an end time must be added that allows for the cycle to be completed as soon as possible. The cycle has a 30 minute bake delay programmed in with an Auto time feature in phase 2.



For example;
It is 7.30am and the auto cycle has completed phase 4 and is displaying "COMPLETED CYCLE". But the ovens have not heated to temperature. Exit the cycle as mentioned above, select the Bake delay cycle, press the time and date graphic then enter in a finish time that 30 minutes from the current time.

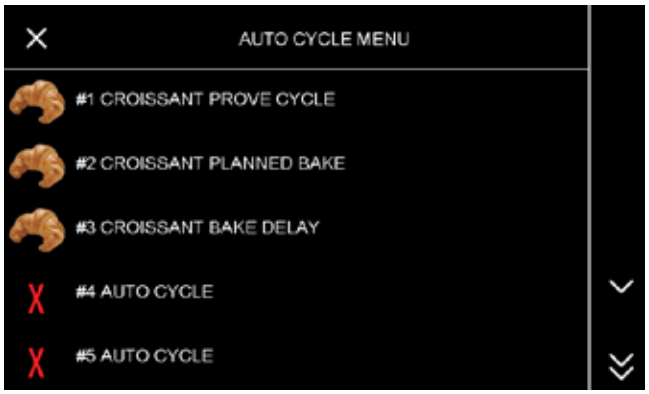
If the end time entered does not allow for the below cycle to be completed in the allocated time, it will defer to the next available time which would be the following day. All product will be lost, ensure the current days date is correct also.

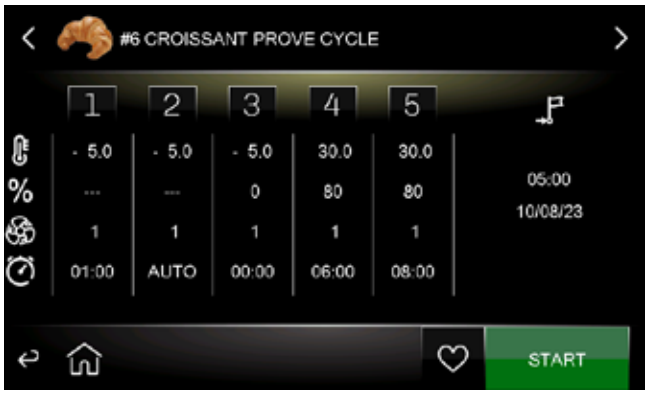


Always ensure the end date has not jumped a day due to incorrect end time not allowing for 30 minute delay cycle.

7. CROISSANT PROVE CYCLE

A generic croissant cycle has been created based around the temperature and time duration of a bespoke croissant cycle.





8. CROISSANT BAKE DELAY

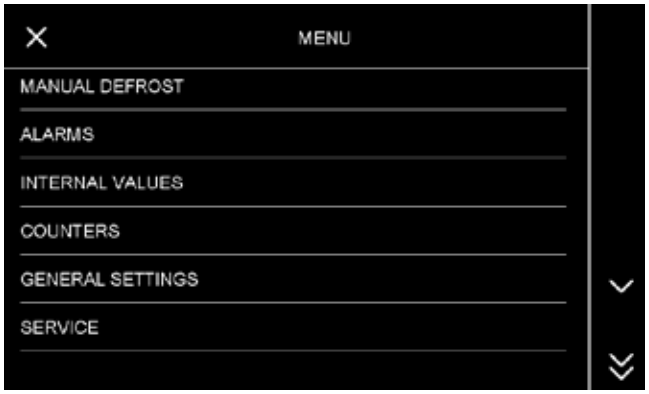
The croissant bake delay works in the same manner as that of section 6, bake delay function operates but has temperature specific to croissant's. Please follow the same routine as section 6 but selecting the croissant bake delay auto cycle.

9. PLANNED BAKE

Planned bake works in a similar manner to that of a typical prove auto cycle but has the pre-programmed function of prolonged storage of produce at -5°C for an extended periods allowing for the end user to program an end bake time of up to 15 days in the future. As per previous cycle programs detailed in section 1 simply enter the ready to bake time by tapping on the time under the flag and then select the required date of the bake. Eg, the prover is loaded Christmas eve in the afternoon, planned bake is selected and a bake time of 6am on the 26th December is entered. The produce will therefore be stored at -5°C throughout Christmas day, be gently defrosted in advance of the proving cycle ready for bake 6am boxing day.

10. SUB MENU ADJUSTMENTS

From the home screen press the additional function icon to view the sub menu shown below.



From this screen various system information can be viewed and some minor adjustments can be made where required.

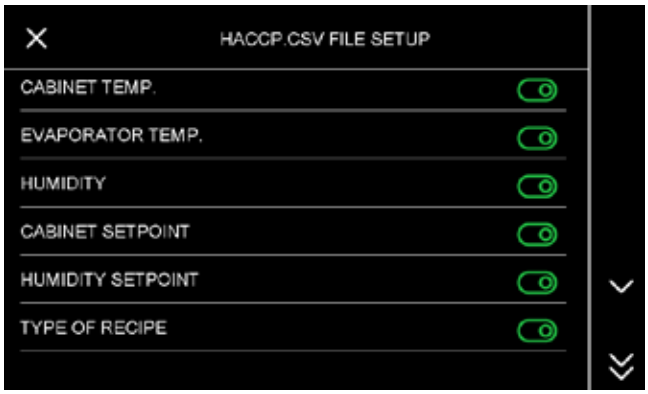
MANUAL DEFROST - instigate a manual defrost if required.

ALARMS - any alarms can be viewed for information.

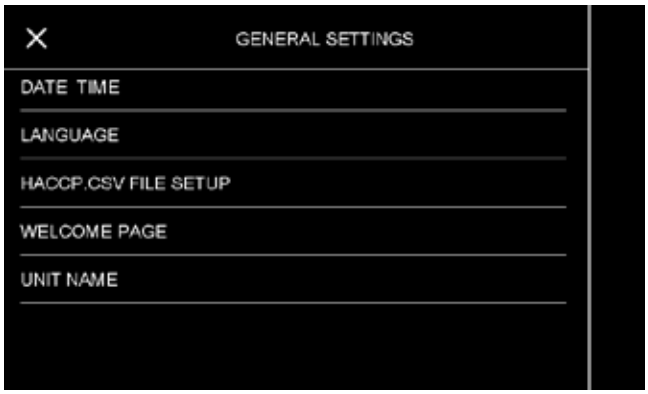
INTERNAL VALUES - data for the probe readings, replay output function etc.

COUNTERS - here the system operation run time can be viewed.

GENERAL SETTINGS - Adjustments to the time and date can be made here. HACCP data point measurements can be selected here. This information can be obtained via the EVlink accessory cloud platform monitoring system utilising the EPoCA portal.

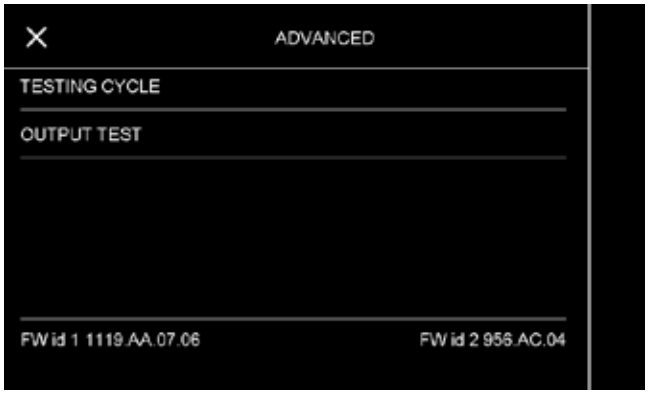


UNIT NAME - The appliance name can be entered here. If the unit has been connected to one of the connectivity options the corresponding unit name can be aligned here.



SERVICE - This sub category is locked out for use by the manufacturer and service technician only. Here parameters and control of the prover can be adjusted.

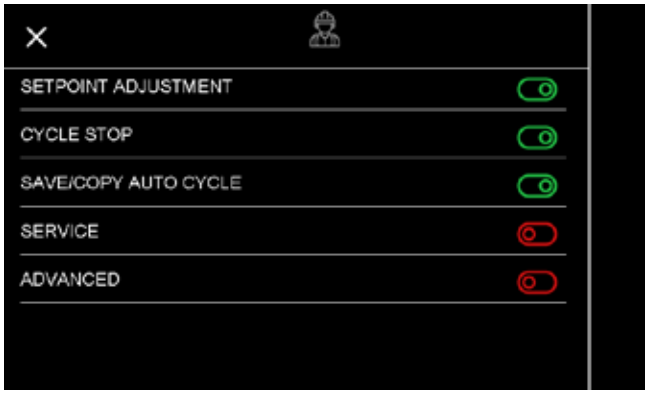
ADVANCED - This sub category is locked out for use by the manufacturer and service technician only. Here commissioning and diagnosis testing can be undertaken.



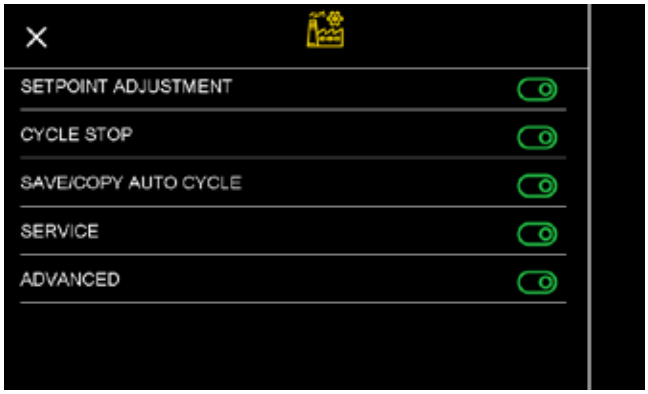
USER MANAGEMENT - This feature is hidden until the manufacturer / service technician enters the correct numerical pass code to access this. The levels of access to the various features within the controller can be set to limit user error.

END USER ACCESS LEVEL

UPPER END USER LEVEL



MANUFACTURER / SERVICE TECHNICIAN



11. ALARMS

The following list comprises of all the possible alarms.

HIGH EVAPORATOR TEMPERATURE
To correct:
- check the evaporator temperature
- check the value of parameters A1 and A2
Main results:
- all loads are deactivated

HIGH CABINET TEMPERATURE
To correct:
- check the cabinet temperature
- check the value parameters A3 and A4
Main results:
- all the loads are deactivated until the alarm stops
- the word alarm will disappear only when that area is pressed

DOOR OPEN
To correct:
- check the condition of the door
- check the value of parameters i0, i1 and i2
Main results:
- the effect set by parameter i0

COMPRESSOR MAINTENANCE
To correct:
- reset the counter of the compressor operation days
Main results:
- none; this is only a visual alarm and has no effect on regulation

POWER OUTAGE
To correct:
- check the device power supply connection

PUMP-DOWN
To correct:
- check the maximum pump-down time set by parameter u2
- the alarm will be re-armed when the compressor is next activated or by pressing the buzzer silencing key
Main results:
- the compressor will be switched off

CABINET PROBE
To correct:
- check the value of parameter P0
- check the integrity of the probe
- check the device probe connection
- check the cabinet temperature
Main results:
- if the error occurs during "stand-by", it will not be possible to start up an operating cycle
- if the error happens during a cycle, the cycle will be interrupted

EVAPORATOR PROBE
To correct:
- the same as for the cabinet probe error but with reference to the evaporator probe
Main results:
- if parameter P3 is set to 1, defrost will last for the time set by parameter d3

HUMIDITY PROBE
To correct:
- check transducer integrity
- check the device transducer connection
- check cabinet relative humidity
Main consequences if parameter rU0 is set to 0:
- if the error occurs during "stand-by", it will not be possible to start up humidity management cycle - if the error occurs during a humidity control cycle, the cycle will be interrupted

GENERIC ALARM
To correct:
- check the condition of the multi-purpose input configured as the generic alarm
Main results:
- none; this is only a visual alarm and has no effect on regulation

RTC
To correct:
- reset the date and time
Main results:
- the device is unable to start up automatic cycles
- any automatic cycles in progress will be blocked

NO BOARD COMMUNICATION
To correct:
- check the user interface control module connection
Main results:
- cycle in progress interrupted

12. CREATE A BESPOKE AUTO CYCLE

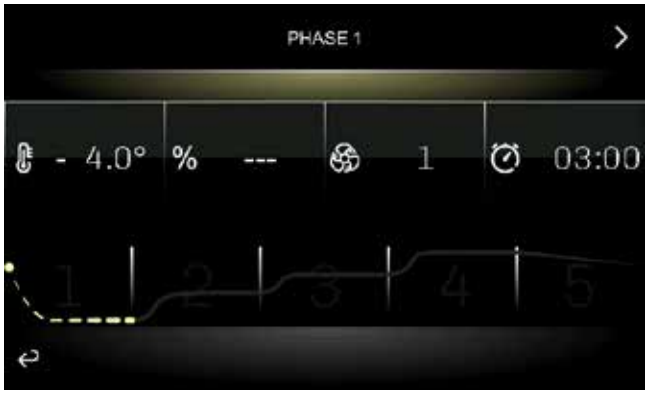
In order to create a bespoke cycle from the home screen, tap the user access level icon and log in as an upper end user. Refer to section 5 if required.

Go to the Auto cycle menu, select an unused cycle indicated by the symbol

Tap the cycle and the operation synopsis screen will be displayed. Here the cycle can be tailored to the users needs.

Tap on the top cycle name and amend to the required name. Again tap on the and amend to the desired product image.

Now each of the phases can be altered to suit the needs of the cycle. Tap on each phase to show the below screen associated to each cycle.



Then tap on the temperature to amend to the required set point, amend and then accept the setting. The minimum temperature that can be programmed is -5°C and the upper limit is 40°C. In phase 1 the humidity **cannot** be set. Outside of these temperatures please contact Williams Refrigeration for guidance. The duration of the phase can be amended, again, tap on the time to amend and accept to complete the phase duration. **The fan speed throughout the application must remain set at 1.**

Repeat this process for phase 2 but for the cycle duration of phase 2 it is advisable to set to "AUTO". This feature allows the phase time duration to be automatically calculated based upon the bake off time set for the end of phase 4. Phase 3 and 4 time duration can only be set to a fixed duration and phase 2 "AUTO" feature will fill the gap in time to suit.

Where a temperature increase from phase 1 to 2 has been set the temperature will be achieved as quickly as possible. Between phases 2 to 3 the temperature will be gradually increased over the duration of the phase. The duration of phase 3 will be divided into 10 equal time durations and temperature increments.

For example in phase 2 the setpoint is 1°C, in phase 3 the setpoint is 12°C and has a duration of 4 hours therefore when phase 3 is activated every 24 minutes the temperature will increase by 1.1°C until 12°C is reached.

A similar pattern happens in phase 4 but the increment increases are slightly altered to achieve optimum proving of bread doughs when in a default prove cycle as supplied from the factory (customer specific appliances may vary). The final end temperature of 40°C is reached after 78 minutes and remains at 40°C for the rest of the phase duration (52 minutes).

Where more aggressive heat increases are required eg croissants please contact Williams Refrigeration for guidance. Additionally, less aggressive heat increases please contact Williams Refrigeration for guidance.

Please note the end of phase 4 is the bake time and directly correlates with the end time / date on the flag.

After all necessary adjustments have been inputted, save the cycle to overwrite the unused auto cycle programme.

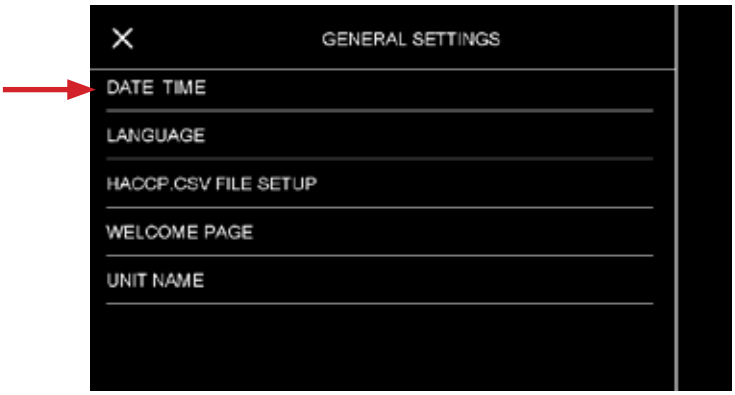
13. DAYLIGHT SAVING AND TIME CLOCK

The controller will not automatically update the time in line with the daylight saving hour. It is advised that if the controller is left to run an automatic cycle overnight that the change in time is carried out before leaving for the day prior to the clocks changing that evening. The Auto cycle will then terminate at the correct time and not be one hour late or early.

Press the 3 lines icon to enter the setting menu.

Select General settings.

Select Time & Date and set time to plus or minus 1 hour dependent on clock change requirements.



Change the time to the required value keeping it in a 24hr format. Do not adjust the AM/PM. If PM is displayed next to the time it is in US format and the date will change accordingly.

ROUTINE MAINTENANCE / CLEANING

ROUTINE MAINTENANCE

Safely isolate 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. Do not attempt to undertake maintenance on the internal evaporator, fan unit or remote guards. Service and maintenance should only be undertaken by suitably qualified, trained and competent engineers.

Check that the inner door release operates properly, this should be undertaken in the door open position. Gently rotate the release handle from side to side to ensure there are no obstructions and lubricated if necessary. If fitted, the person trapped alarm and lights should be regularly checked for correct operation daily.

For efficient operation do not overload the compartment or restrict airflow. Do not block air chute with shelving or product. Ensure shelves are loaded safely. Do not obstruct the doorway or switches.

PERIODIC TESTING OF THE RCD

This installation, or part of it, is protected by a device which automatically switches off the supply if an earth fault develops. Test quarterly by pressing the button marked 'T' or 'Test'. The device should switch off the supply and should then be switched on to restore the supply. If the device does not switch off the supply when the button is pressed, seek expert advice.

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 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 discoloration. 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.

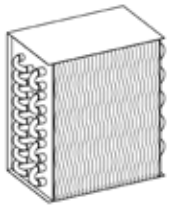
Water Steam Tank

Some water supplies are hard and others soft, therefore the amount of maintenance will depend on your type of water supply, we recommend every 6-12 months, more frequently if possible. Williams specify softened water supply on installations. Lack of maintenance will damage the water circuit, be expensive to repair and put the Retarder Prover out of action. Before cleaning, first safely isolate the electrical supply and ensure that the tank is cool. It is advisable to decant the water from the tank before removing from the appliance. The tank can be removed from the front access panel. Ensure the tank and water temperature is safe to work on. Remove the upper lid via the bolt and screws, disconnect the steam outlet pipe (22mm SS) and the water feed (1/4" copper). Remove the two retention bolts on the front of the overflow tray (top two screws). The tray can then be removed and descaled where necessary. The level sensors can be cleaned with a 3M scotch brite general purpose scouring pad to remove the scale build up if necessary.

CONDENSER CLEANING (INTEGRAL UNIT ONLY)

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 either on the roof or remotely.

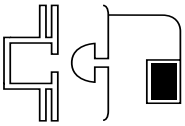
A removable dust / grease filter is fitted as standard. Slide the filter out of the retention runners, hoover, clean and then refit.



For condenser filter cleaning, please refer to the Service Engineer Support Document.

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 replace. 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.

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.

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

PROBLEM SOLVING WITH PRODUCT / SAFETY INFORMATION

Skinning

Cause: Drying of the products due to lack of humidity.

Result: Pinched, small products.

Solutions:

- Increase humidity level
- Ensure racks are positioned correctly
- Ensure doors are firmly closed, especially overnight or over weekend
- Do not allow racks or product to lie in bakery before loading Retarder/ Prover

Spotting

Cause: Products fermenting during or before retarding.

Result: Gas mirgrates to surface or product, showing as blisters, bubbles or spots on the surface.

Solutions:

- Do not load product onto warm trays
- Do not load Retarder / Prover before it has pulled down to temperature
- Set retard temperature correctly, i.e. maximum of -5°C over weekend and +3°C overnight
- Adjust downward if spotting persists
- Ensure that no-one is tampering with control i.e. switching to prove
- Load Retarder / Prover quickly after moulding - as the dough will prove in the bakery
- Try to keep door opening / closing to a minimum
- If the above does not ease the problem, adjust yeast levels downward, in stages by as much as 50%
- To ensure that the refrigeration system is working correctly, monitor temperature. Remember that automatic defrost will raise the temperature in the coil area at intervals

SAFETY INFORMATION

Over-Temperature Thermostats
Your Williams DRP is fitted with manual reset over-temperature thermostats.

In the event that a malfunction of the control system causes the internal temperature to rise above 55°C, one or more of these thermostats will trip out. This will cut the mains power to all of the machine's equipment and user interface.

This will be indicated by an over-temperature alarm display on the user interface. This is designed to protect your Williams equipment from permanent damage, and is an important safety feature.

In the event that a over-temperature thermostat should trip out, it will be necessary to call out a service engineer to repair the fault.

These thermostats will be located on or in the evaporator internal assembly.

Fan Guards / Air Ducts
These guards / ducts are designed both to direct air flow and to protect the user from inadvertently touching operating components. **DO NOT REMOVE THESE GUARDS.**

Never operate the machine without the covers and guards in place.

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

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

Email: info@williams-refrigeration.co.uk
Website: 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

Email: info@williams-refrigeration.fr
Website: www.williams-refrigeration.fr

Williams Refrigeration Dubai
PO Box 333215
607 Building 1B
Dubai Design District
Dubai
United Arab Emirates
Tel: +971 4 510 8203

Email: 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

Email: sales@williamsref.com.au
Website: 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

Email: sales@williams-hongkong.com
Website: www.williams-refrigeration.com.hk

www.williams-refrigeration.com

Williams Refrigeration is a trading name of AFE Group Limited.
Registered in England & Wales under Registered Number 3872673.
Registered Office Address - Bryggen Road, North Lynn Industrial Estate,
King's Lynn, Norfolk, PE30 2HZ