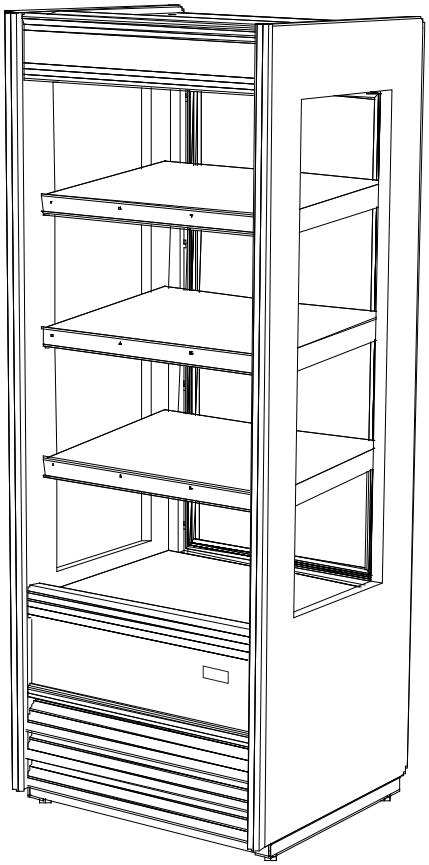
“SCARLET”
HEATED MULTIDECK MERCHANDISER
USER MANUAL



WARNING

Read the instructions before using the machine

KEEP THIS MANUAL FOR FUTURE USE

1 INTRODUCTION

1.1 General

This manual is intended for the user of 'Scarlet' heated multideck merchandiser series. It describes features, controls and any useful information in order to guarantee a long and safe life of the unit.

The manufacturer does not bear any responsibility for damages caused by failure to observe the instructions for the correct use and maintenance of the unit as stated in this manual.

1.2 Pictograms and symbols

In this manual the following pictograms and symbols are used:

WARNING

Possible physical injury or serious damage to the unit in case instructions are not carefully followed

WARNING

Hazardous electrical voltage

WARNING

Possible physical injury by hot surfaces

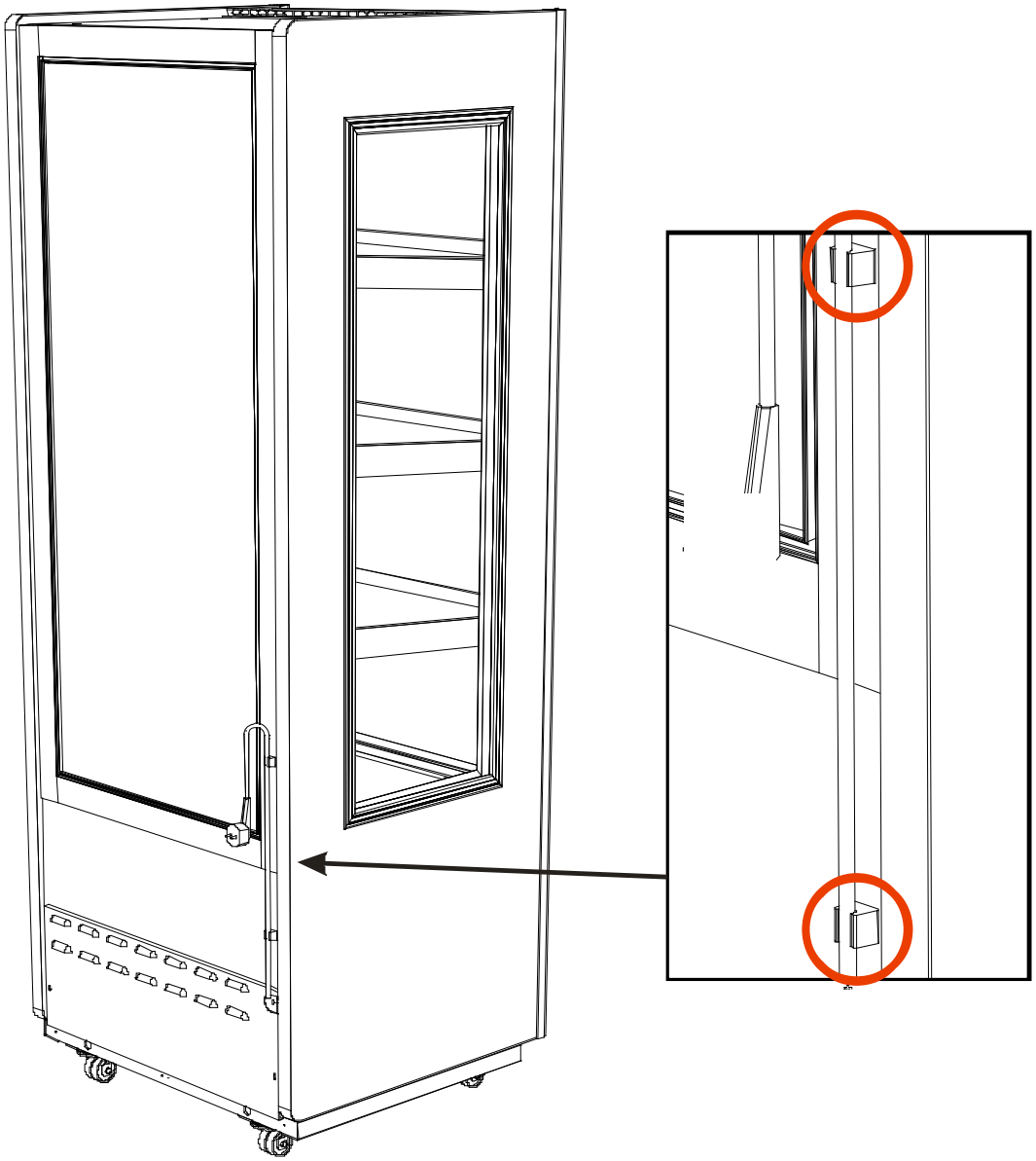
Suggested or recommendated actions

1.3 Safety instructions

Pictograms, instructions and warning labels attached to the machine are part of safety measures. They have to be clearly visible during the entire unit's lifetime and never covered or removed.

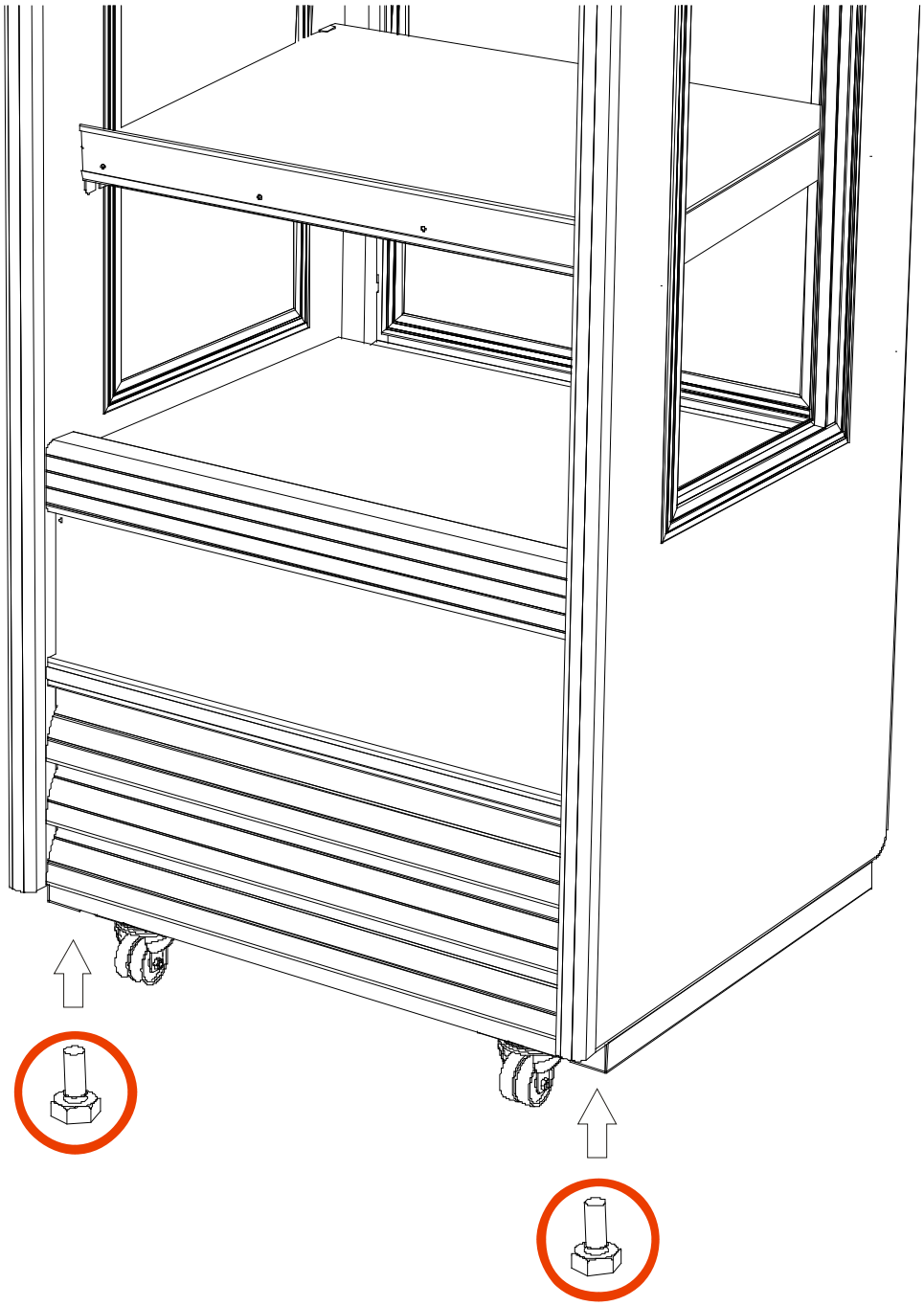
- Every shelf tolerates a maximum uniformly distributed weight of 35kg.
- Do not store explosive of flammable substances in this appliance.
- In case of damage of the power cable it must be replaced by the manufacturer, by an authorized service agent or qualified person.
- You should ensure that installation of supplementary electrical protection is provided in the form of an appropriate 30mA residual current device (RCD). RCD's should be tested at least every three months to ensure they are functioning correctly.
- You should ensure that 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.
- Top and bottom shelves can be very hot.
- Keep clear of obstructions all ventilation openings in the appliance enclosure or in the structure for building-in.
- Do not place any kind of thing on the upper part of the unit.
- Always use the special supplied feet in order to brake the units when equipped with castors.
- The unit can be used by children aged from eight years old and above persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge only if they have been given supervision or instruction concerning the use of the appliance in a safe way and they understand the hazard involved.
- Do not allow children to play with the appliance nor clean or service it without supervision.

HANDLING RECOMMENDATIONS IN CASTORS CONFIGURATION



HANG THE POWER CORD TO THE HOOKS DURING CABINET RELOCATION

HANDLING RECOMMENDATIONS IN CASTORS CONFIGURATION



STOP THE CABINET WITH ANCILLARY FEET AFTER RELOCATION

1.4 Suggestions and recommendations

- Pack foodstuffs in at least 95°C heat resistant bags or containers.
- In order to get the best performances display foodstuff on a single layer only and preferably in containers which ensure good contact with the shelves surfaces.
- Clean the unit regularly.
- Never clean the unit using a water hose.
- It is crucial that foodstuff are packaged immediately after preparation. A core temperature of 85°C at that time is suggested.
- Remove immediately from the appliance foodstuffs in damaged packaging and clean components that have come in contact with products from damaged packaging.
- Use the unit in perfect technical condition only.

1.5 Transport

The unit is supplied with four metallic base supports. The use of a forklift to lift the unit up and move it in a safe way is allowed.

1.6 Service and technical support

The electrical scheme ot the unit is included. In case of malfunctions please contact your dealer/service agent providing model and serial number of the unit.
Unit model and serial number can be found on the identification plate.

1.7 Storage

If the unit is not used temporarily, store it in a dry and non condensing environment after cleaning it thorougly and wrapping it to avoid dust collection.

1.8 Disposal

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

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

It is extremely important to note that the substances contained in the equipment can be very dangerous to the environment and the human health.

2 UNIT DESCRIPTION

2.1 Technical description

The unit uses a combination of heat transfer via radiation, conduction and natural convection.

A combination short-wave IR heaters hanged under each shelf and a resistive cable attached under the bottom shelf represent the heat source of the unit.

According to end user settings the heaters power is automatically adjusted in order to get and maintain the desired performance.

The noise level of the unit is lower than 35 dB.

2.2 Intended use

The unit has been designed to maintain the foodstuffs at the end user desired temperature (allowed temperature setting range 40°C-80°C) for at least four hours from the unit loading.

Any other use of the appliance will not be regarded as intended use.

The manufacturer declines any liability for loss or injury caused by failing to strictly adhere to the safety guidelines and instructions in this manual or due negligence during installation, use, maintenance and repair of the unit referred to the present manual and any of its accessories.

2.3 Unpacking

Care should be taken during the unpacking process as the appliance could be temporarily unstable. Installation and unpacking should only be undertaken by a competent person.

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.

We recommend that prior to use, the appliance is cleaned with a mild soap solution and then wiped dry.

2.4 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)**
- **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 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.

2.5 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.

3 INSTALLATION AND FIRST USE

After having unpacked the unit, remove the metallic base supports.

Please note: be very careful because while removing the metallic base supports the unit could be temporarily unstable. Do not let unauthorized people or no properly protected operators move in the unit proximity.

In case the unit has to be relocated, fix again the metallic supports.

Place the unit in its ultimate location and stabilize it by setting the four adjusting feet in order to guarantee a proper stability and functionality.

This operation is crucial in order to guarantee a proper performance of front glass door when provided.

Be sure that the electrical system of the place where the unit has to be installed complies with the regulations and the safety codes in force.

You should ensure that installation of supplementary electrical protection is provided in the form of an appropriate 30mA residual current device (RCD).

You should ensure that 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.

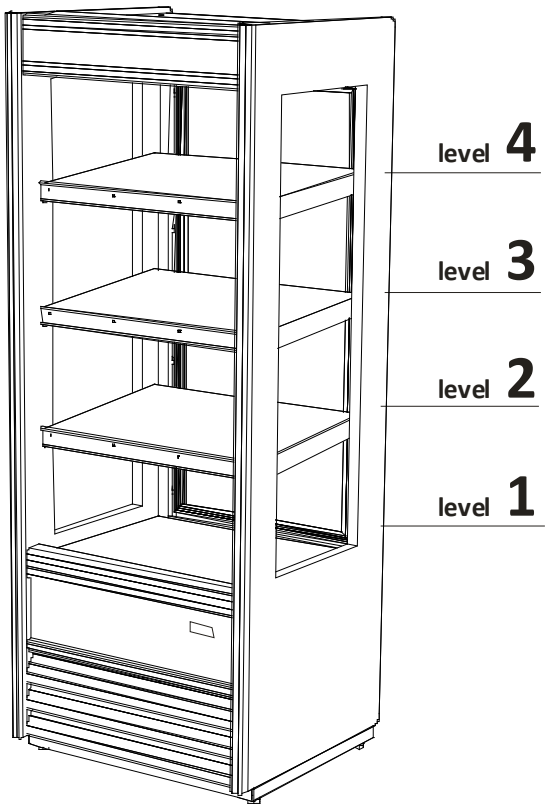
Make sure the power supply of the unit is independent from other supplies and properly protected.

According to IEC EN 60335-2-49 par. 27.2 a terminal for the connection of an external equipotential conductor is provided.

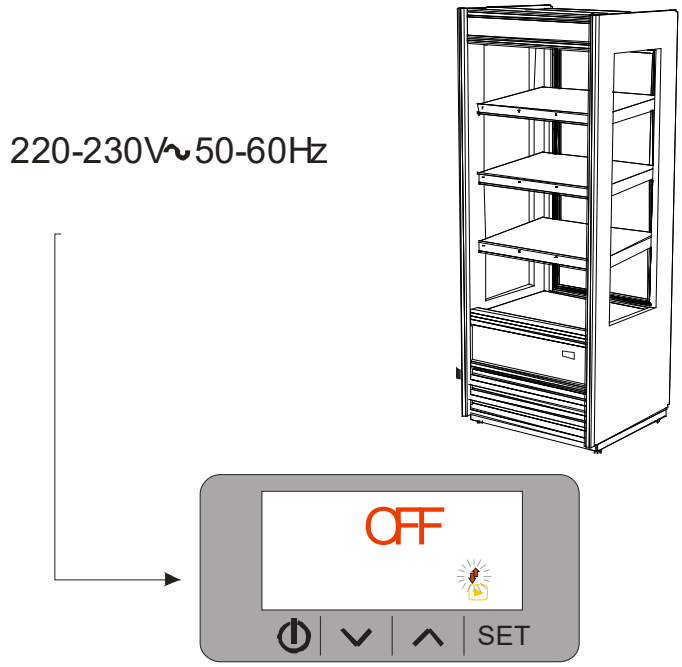
4 OPERATION AND USE

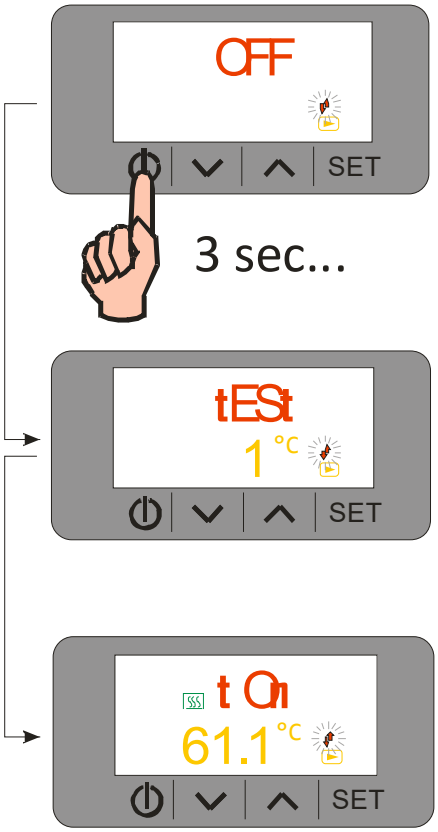
4.1 How the system works

After start-up the system automatically manages the IR heaters power supply in order to reach and keep constantly the programmed target temperature at each level.



4.2 System ON-OFF switch



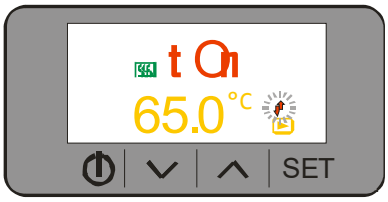


System
ON-OFF

Safety switch, temp. probes
and heaters self test
progress
3...,2..., 1..., 0

System ON
Actual 4 levels
average temperature

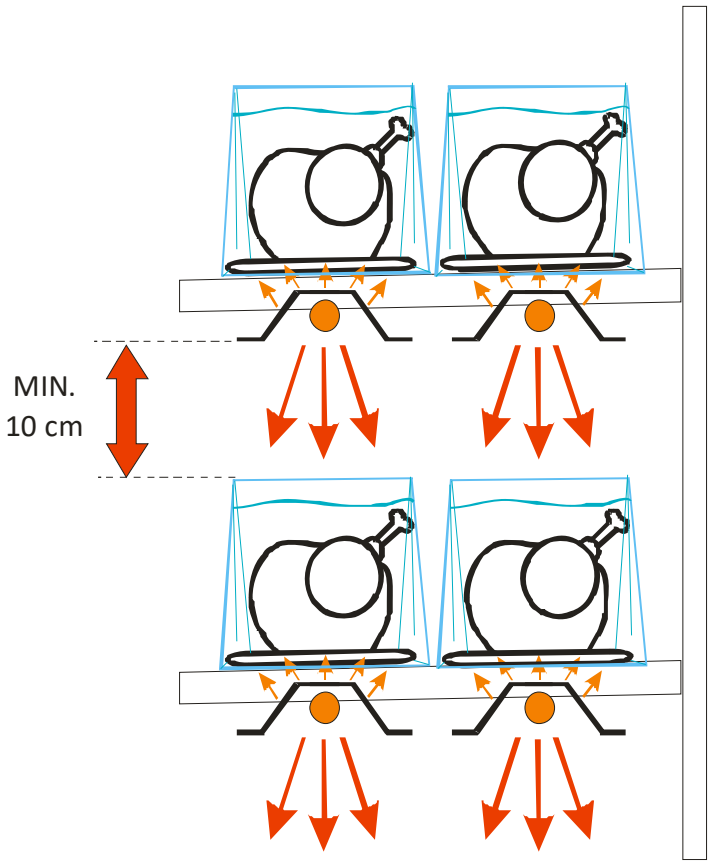
4.3 System warm-up



Wait for system warm-up before loading the cabinet with pre-heated foodstuff.

MODEL	OPEN FRONT VERSION WARM-UP TIME (minutes)	CLOSED FRONT VERSION WARM-UP TIME (minutes)
71	<30	<20
100	<45	<25
120	<60	<30

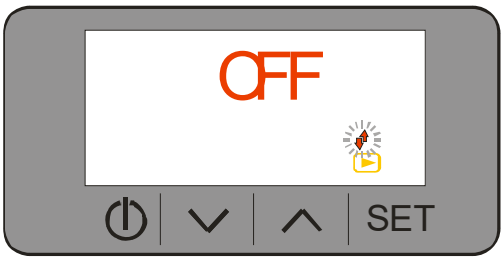
4.4 Cabinet loading



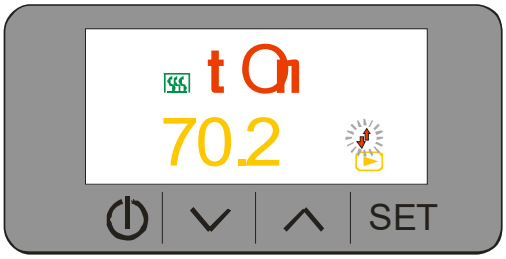
Load the cabinet with packaged and pre-heated foodstuffs.

Keep at least 100mm free distance between the top of foodstuffs packaging and the IR lamps frame.

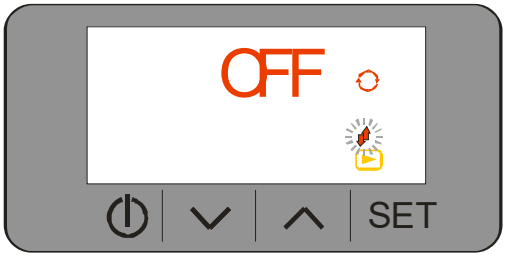
4.5 System operational modes options



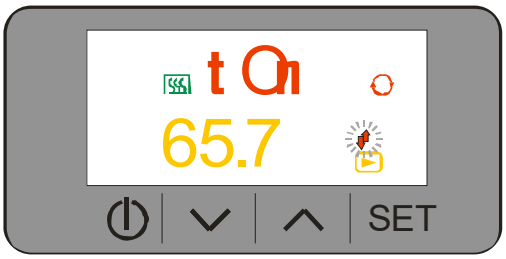
SYSTEM OFF
NO ON-OFF SCHEDULING



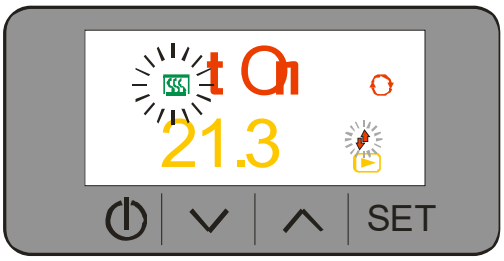
SYSTEM ON
NO ON-OFF SCHEDULING



ON-OFF SCHEDULING ACTIVE
SYSTEM FORCED OFF BY
OPERATOR

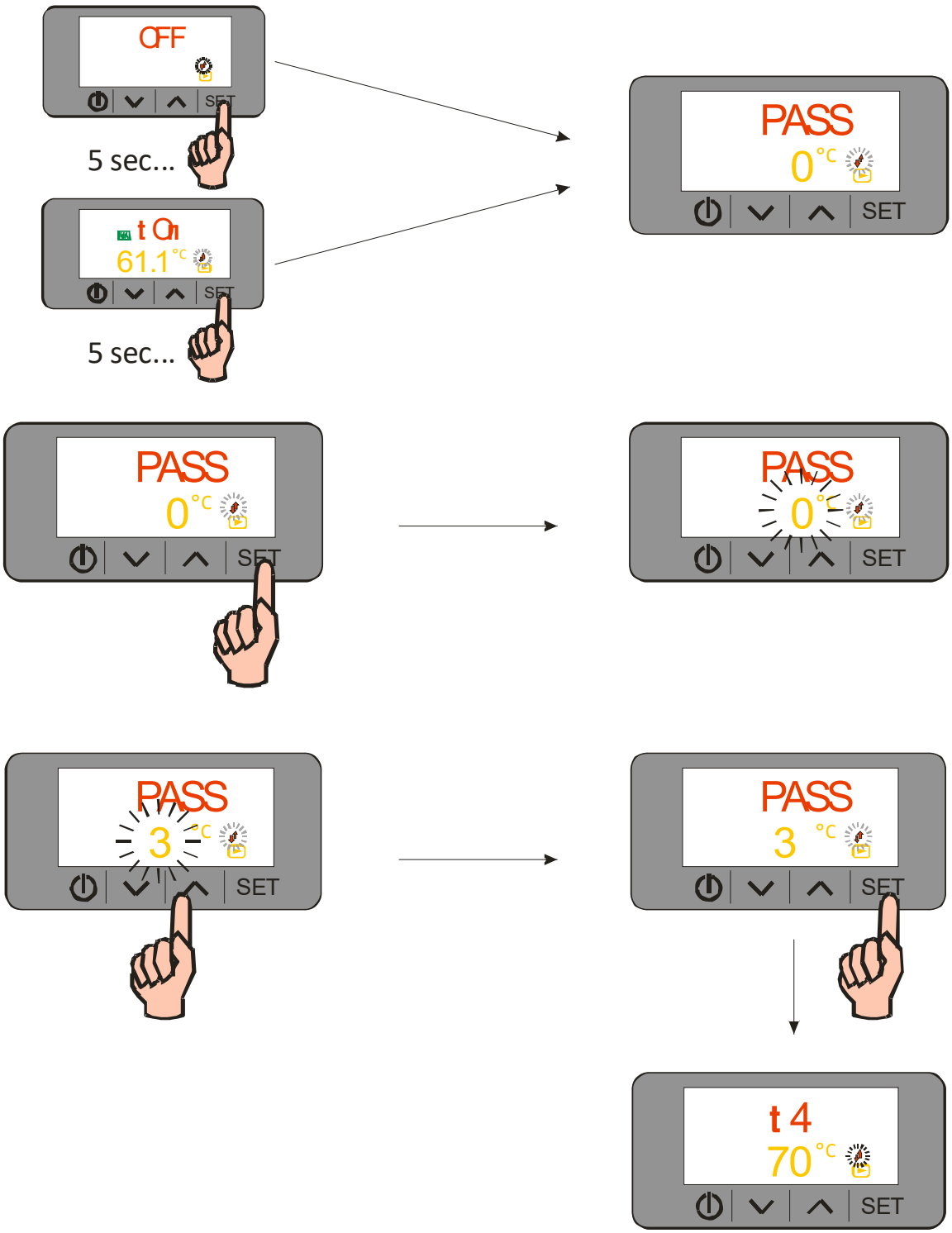


SYSTEM ON
ON-OFF SCHEDULING
ACTIVE AND RUNNING

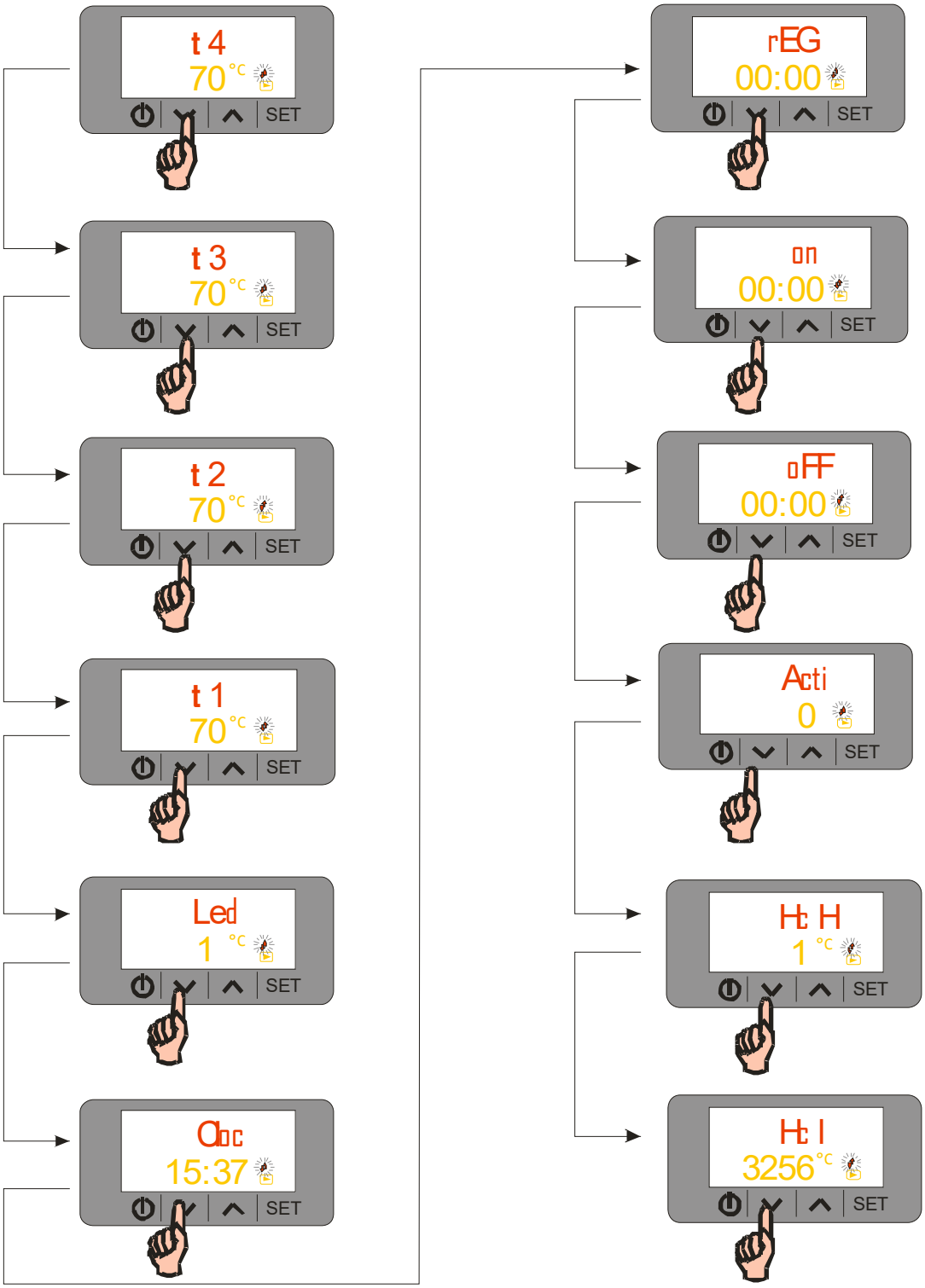


SYSTEM ON
WAITING FOR
SCHEDULING RUN

4.6 User setting menu access



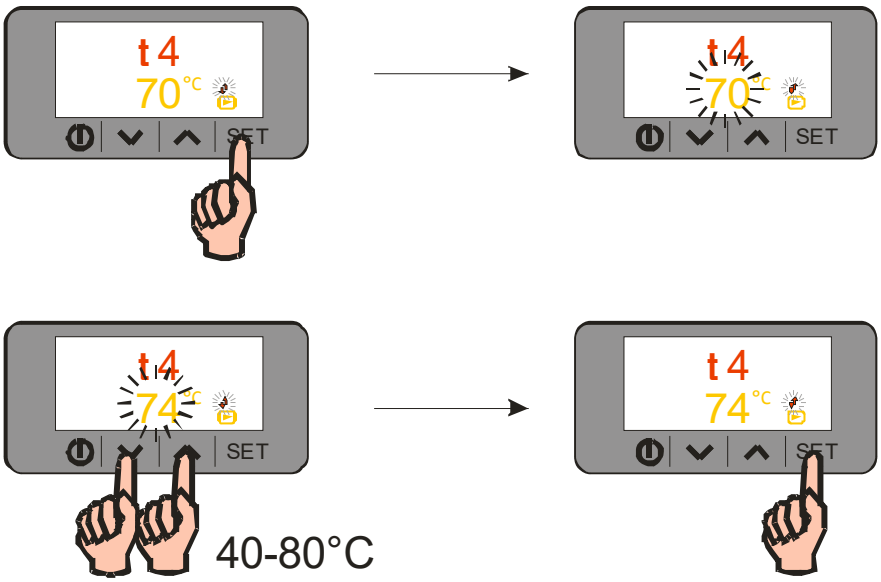
4.7 User setting menu structure



TOUCH ON-OFF ICON IN ORDER TO GET OUT OF THE USER SETTING MENU

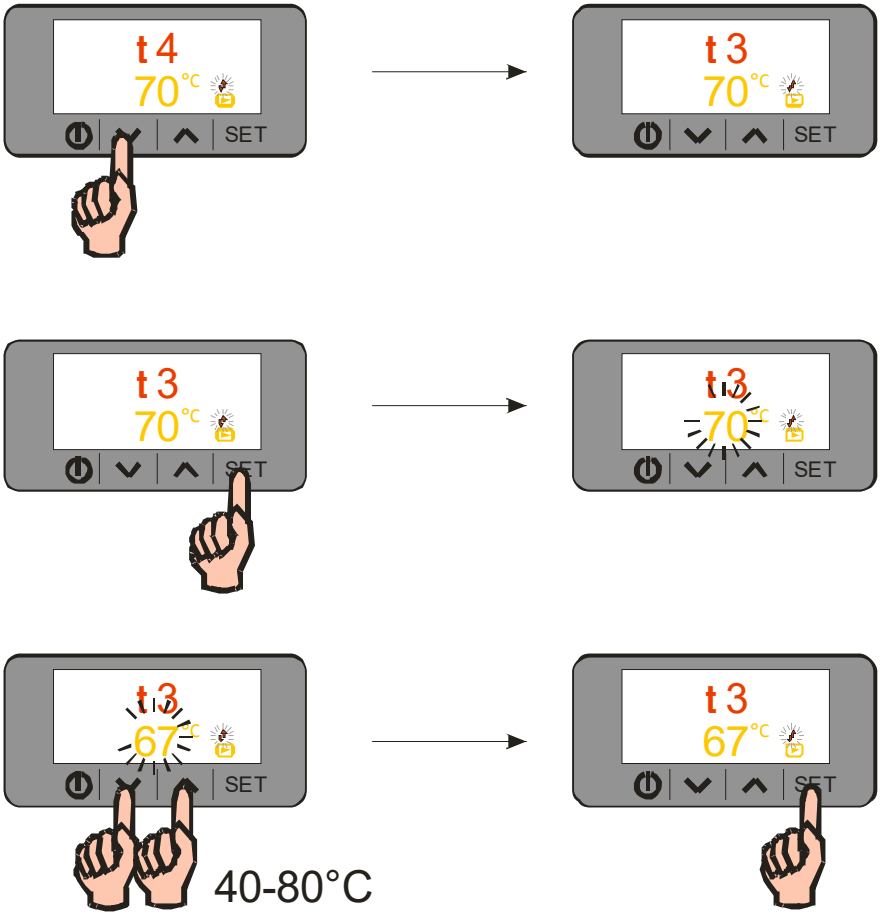
4.8 Shelf temperature setting (level 4)

GET ACCESS TO THE USER SETTINGS MENU FIRST, THEN ....



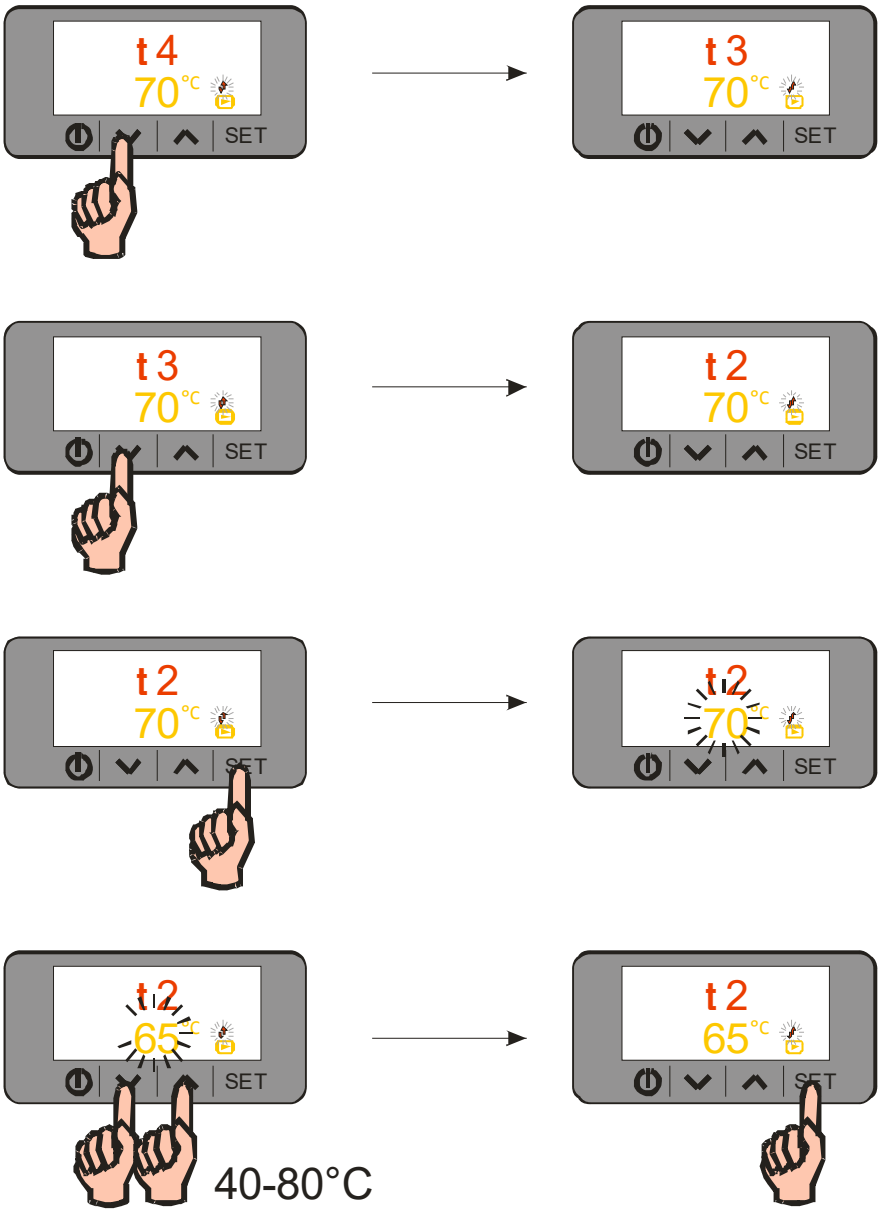
4.9 Shelf temperature setting (level 3)

GET ACCESS TO THE USER SETTINGS MENU FIRST, THEN ....



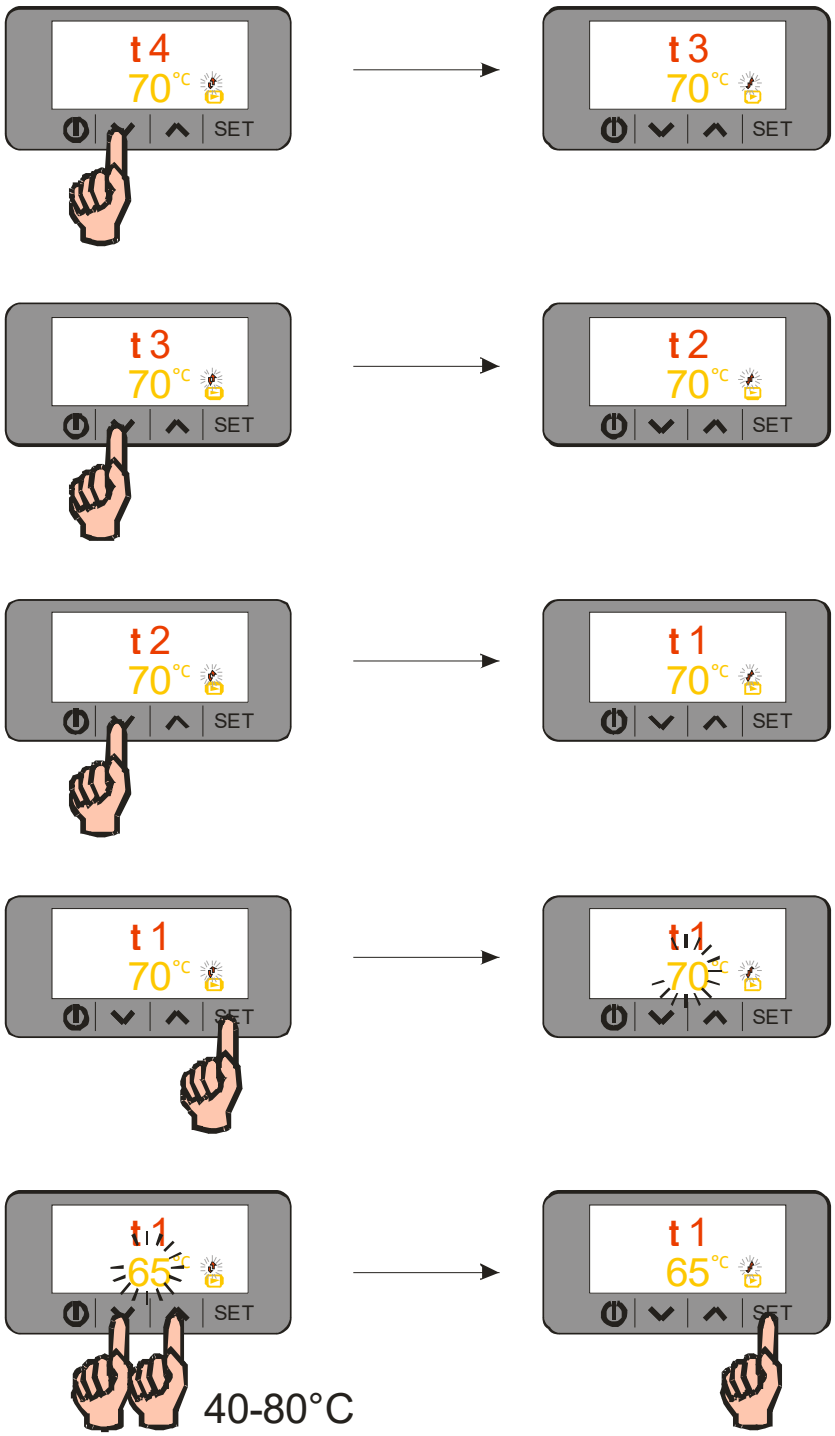
4.10 Shelf temperature setting (level 2)

GET ACCESS TO THE USER SETTINGS MENU FIRST, THEN ....



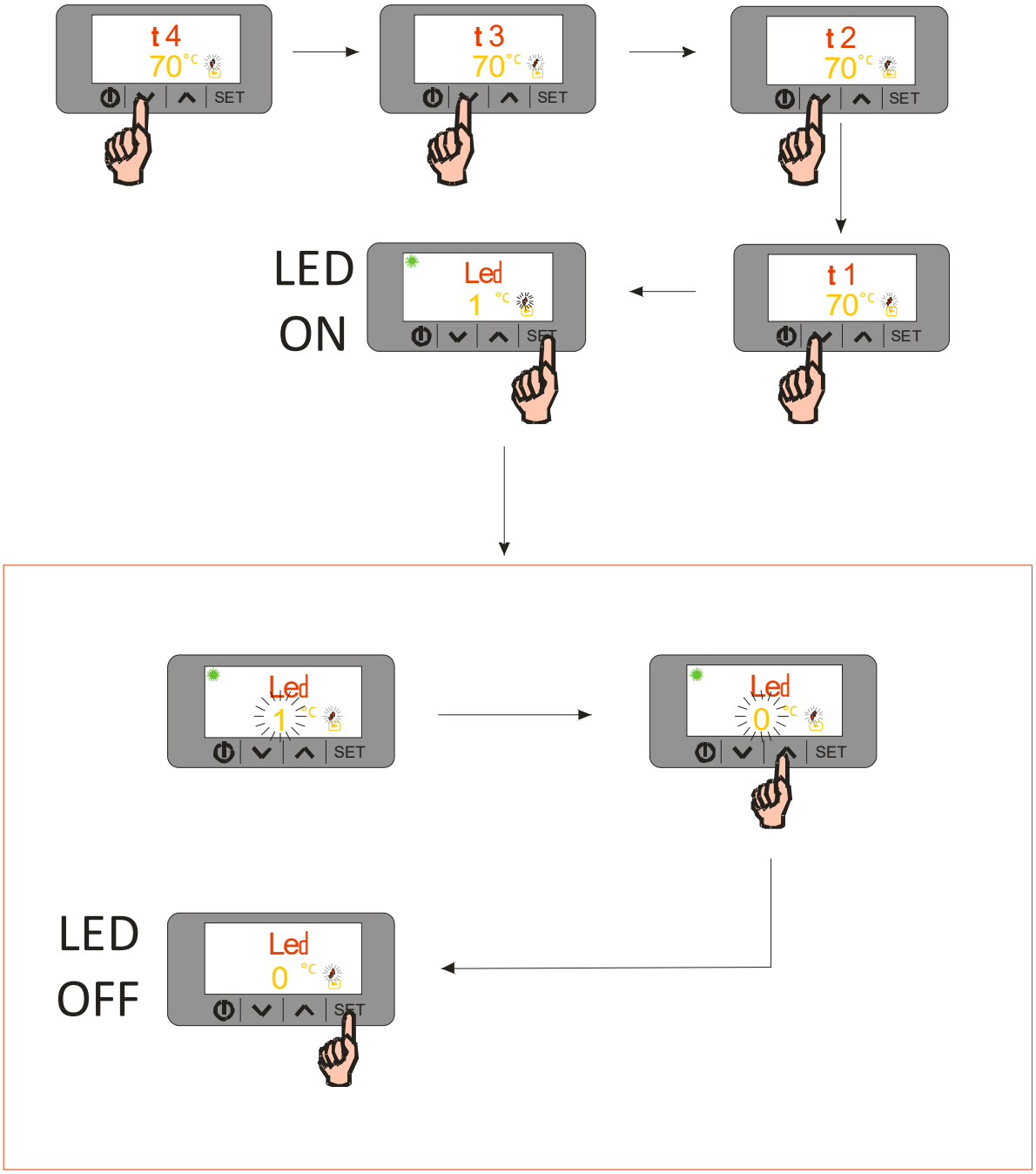
4.11 Shelf temperature setting (level 1)

GET ACCESS TO THE USER SETTINGS MENU FIRST, THEN ....



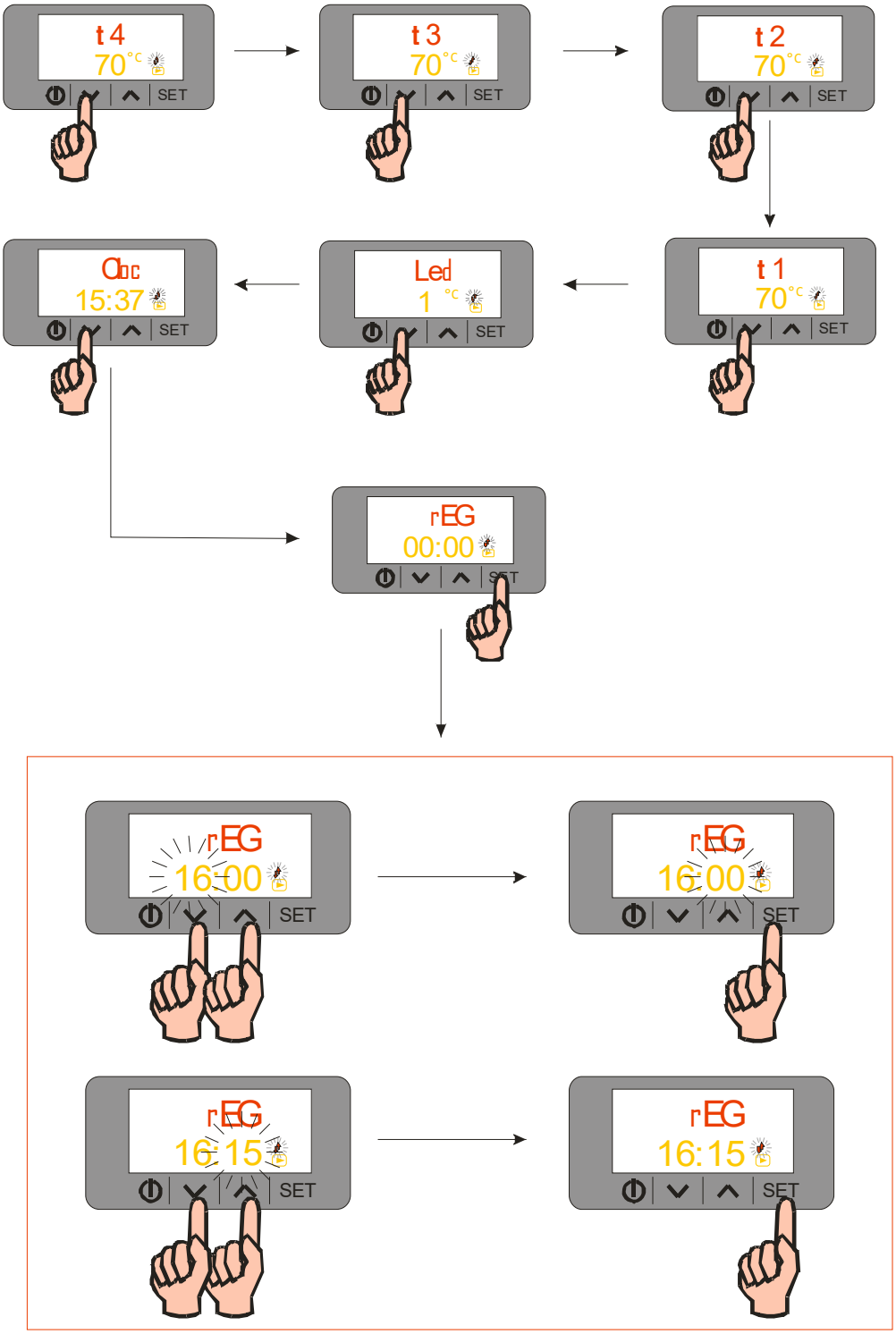
4.12 Display compartment led lighting switch ON-OFF

GET ACCESS TO THE USER SETTINGS MENU FIRST, THEN ....



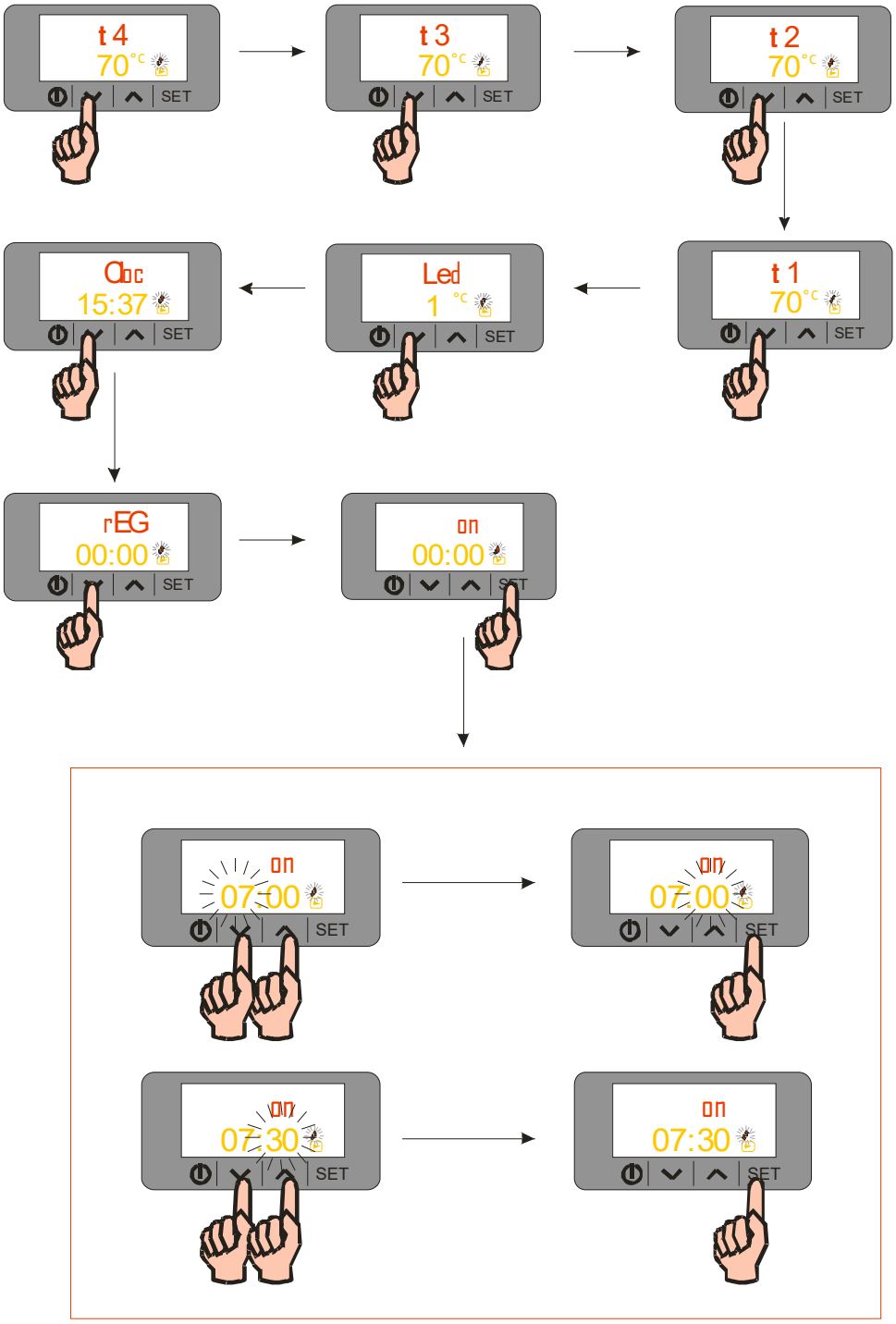
4.13 System clock setting

GET ACCESS TO THE USER SETTINGS MENU FIRST, THEN ....



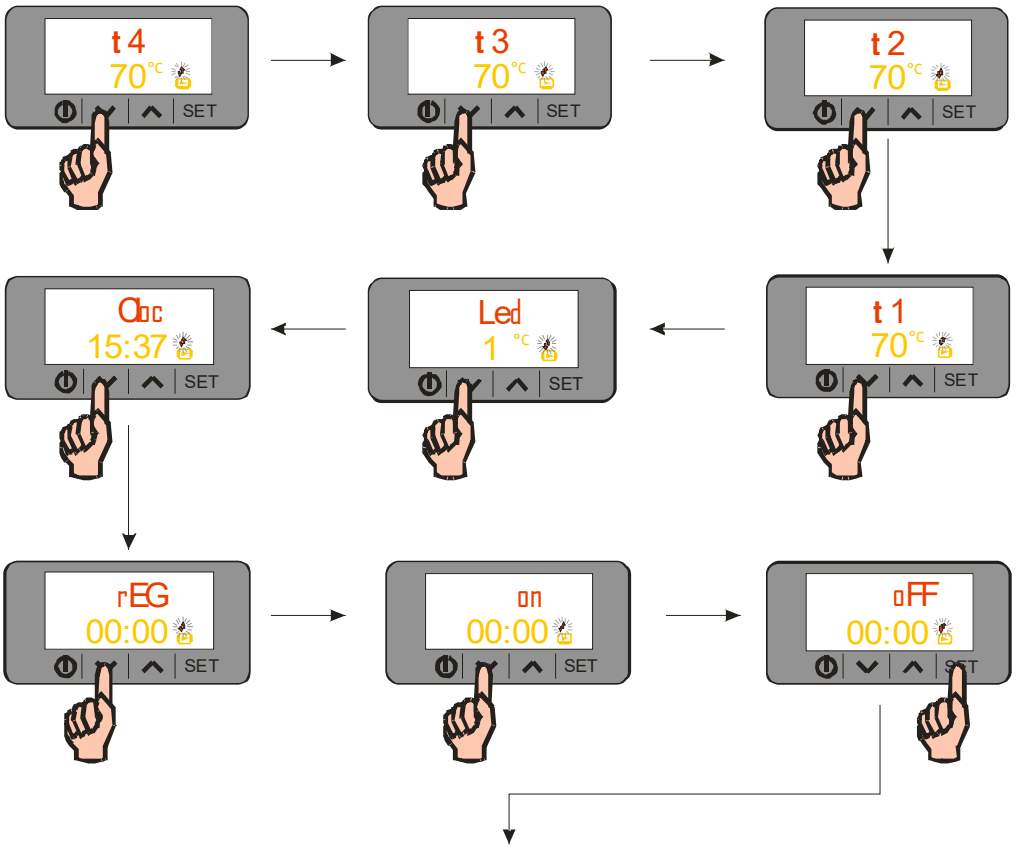
4.14 System ON scheduling

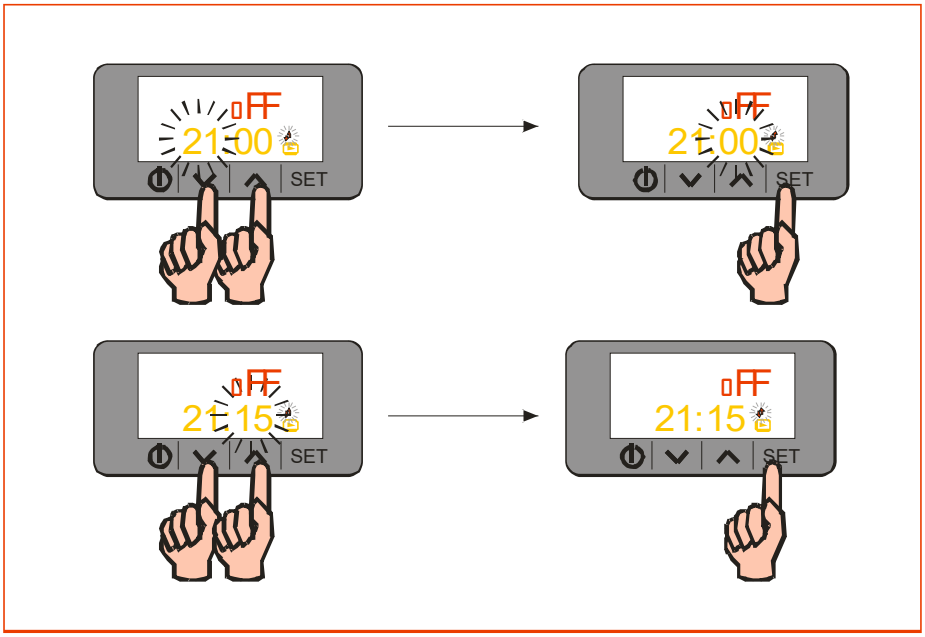
GET ACCESS TO THE USER SETTINGS MENU FIRST, THEN ....



4.15 System OFF scheduling

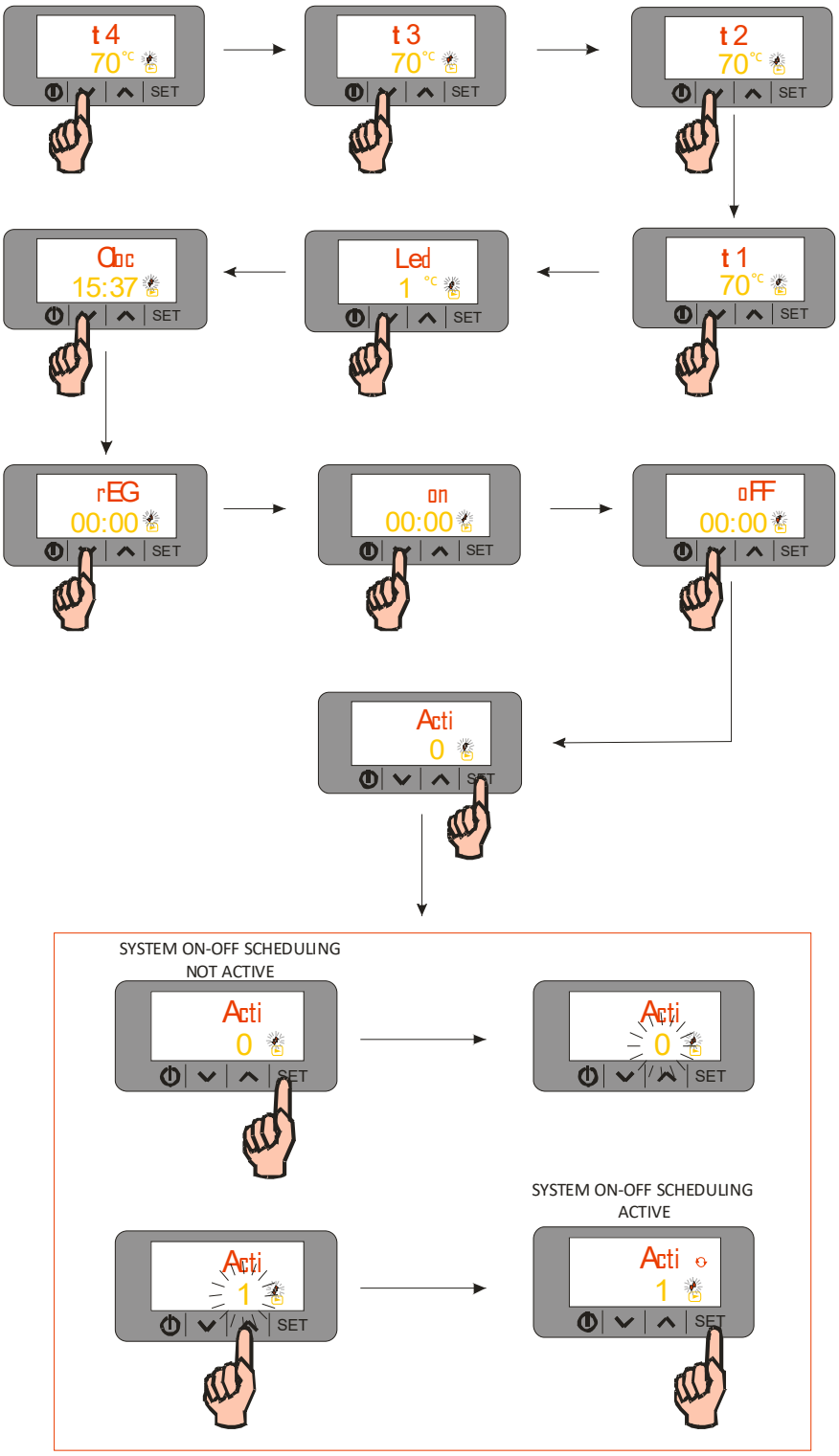
GET ACCESS TO THE USER SETTINGS MENU FIRST, THEN ....





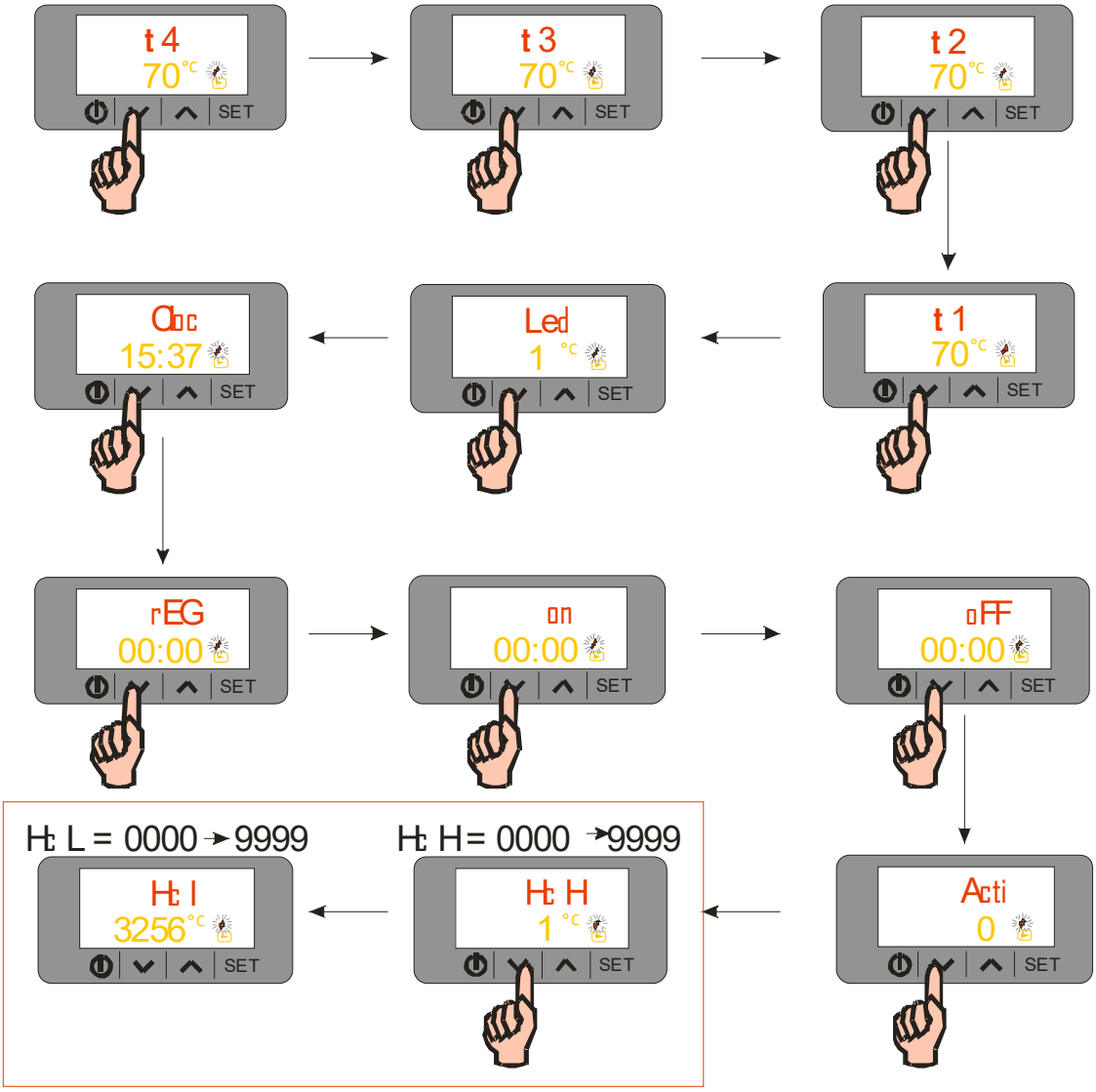
4.16 System ON-OFF scheduling management

GET ACCESS TO THE USER SETTINGS MENU FIRST, THEN ....



4.17 System running counter

GET ACCESS TO THE USER SETTINGS MENU FIRST, THEN ....



EXAMPLES:

HtL= 356, HtH= 0 → 356 RUNNING HOURS COLLECTED

HtL= 0, HtH= 1 → 10000 RUNNING HOURS COLLECTED

HtL= 23, HtH= 2 → 20023 RUNNING HOURS COLLECTED

5 DAILY MAINTENANCE AND CLEANING

BEFORE ANY CLEANING OR REGULAR MAINTENANCE TAKES PLACE, SWITCH THE UNIT OFF AND **ALWAYS** REMOVE THE PLUG TOP FROM THE SOCKET OUTLET. ALTERNATIVELY, FOR FIXED APPLIANCES, ALWAYS SWITCH OFF AT THE ISOLATOR.

We recommend that you undertake regular preventative maintenance using a qualified service provider in order to get the best from your equipment.

Let the unit cool down before starting any maintenance or cleaning operation.

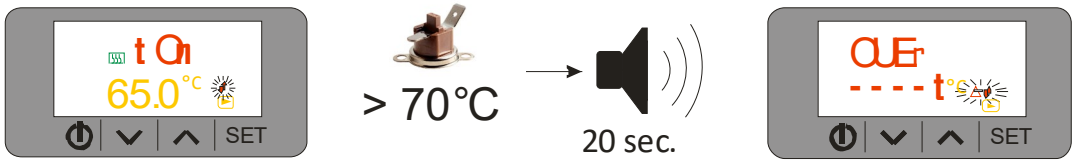
Internal and external parts of the unit can be cleaned with lukewarm water and a soap mixture of 5% (neutral or Marseille soap).

It is essential not to leave ferrous material on the shelves.

In case of foodstuff leak inside the display compartment clean quickly and properly the parts.

6 **Breakdown: In the event of a breakdwon, you must immediately report any damage or defect arising with the appliance. Unsafe equipment is dangerous. Do not us the appliance. Isolate the power supply and contact Williams Refrigeration or your appointed service agent.**

6.1 Over-heating

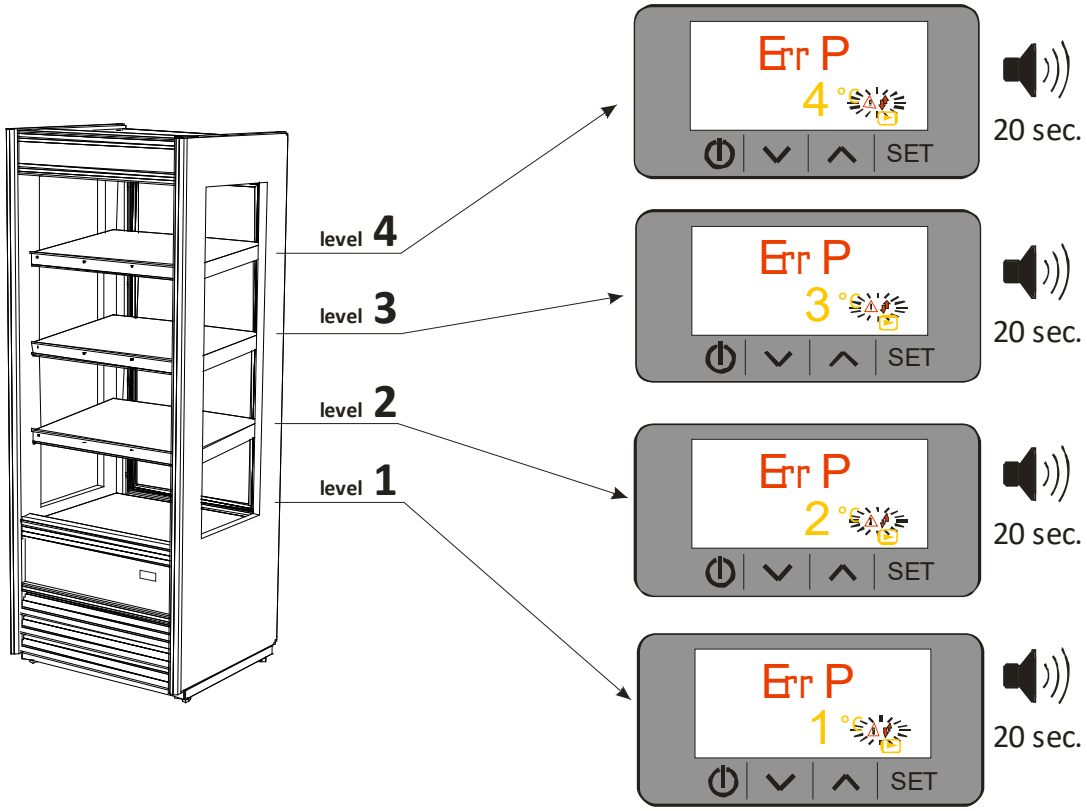


In case of regulation failure and overheating the system is protected by a manual reset switch placed behind the upper cabinet's top front.

If an overheating condition occurs the heaters power supply is automatically switched off, a warning signal is displayed and a prolonged alarm sound is produced.

Overheating represents an emergency condition which requires a maintenance service in order to identify and remove the system fault causes.

6.2 Temperature probes failure



If a temperature probes failure occurs the heaters power supply is automatically switched off, a warning signal is displayed and a prolonged alarm sound is produced.

Termperature probes failure requires a maintenance service in order to identify and remove the system fault causes.

7 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

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Williams Refrigeration is a trading name of AFE Group Limited.
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