

Cooler Maintenance Troubleshooting:

Dairy MAX is not responsible for damage or maintenance of coolers. Below are our recommendations for protocol and contacts.

1. Trouble Shoot your Cooler's Issues

- **Is Condenser free of dirt and debris/Routine Cleaning of Coils:** Brushing/vacuuming the coils at least annually (more if needed) will ensure proper airflow to the unit. Improper cleaning may void condenser warranty because of overexertion of the unit.

Condenser

It is essential to keep the condenser coils clean and free of dust and debris at all times. It is required to periodically clean the condenser coils with a soft bristle brush or vacuum-cleaner to properly maintain the refrigeration system. Failure to clean the condenser at regular intervals may cause failure of the refrigeration system and could void the warranty.



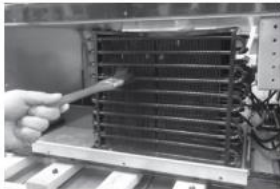
1 Remove the rubber cap from the front grill.



2 Using a small Phillips head screwdriver and remove the screws as shown.



3 The front grill can now be removed by pulling it up.



4 Using plastic bristle brush, carefully clean the condenser being aware that coils can bend or be damaged if too much force is used.

5 Replace grill and use the Phillips screwdriver to tighten the screws into place, replace the rubber caps.

Cleaning

- Unplug the cooler before cleaning.
- Use a soft cloth or sponge with soap and water (non-corrosive mild detergent), while cleaning. After cleaning, wipe the cooler using a dry cloth to prevent the cooler from rusting.
- Do not spray water on the cooler, and do not use hard or steel brushes to clean the cooler.
- Do not use organic solvents, boiling water, scrubbing powders or acids while cleaning.
- A drain or waste outlet **may** be provided for draining of a display refrigerator. **If** a display refrigerator drain is provided for flushing, it will have a minimum internal diameter of 1" (25mm)

If the cooler will be in a non-operational state for a long period of time, clean as instructed above, and keep the door open until interior is dry.

- **Thermostat:** is it set properly?
- **Power to the Unit:**
 - Utilize dedicated outlet for unit. This should NOT be an extension cord and nothing else should be plugged into that outlet to ensure proper voltage is being utilized.
 - Ensure that the power outlet that serves the unit is functioning (use an electrical outlet tester) **please consult a professional if you are unsure of the process of safely checking your electrical outlet*
 - Check to see if the circuit breaker is tripped or the fuse is blown.
- **Interior Ventilation:**
 - Is the unit over stocked? Please make sure that the cooler is not overstocked with product, blocking airflow. Check to see if interior vents are blocked by product. Remove any blockage and wait to see if temperature improves.
- **Exterior Ventilation & Cooler Placement:**
 - Does the unit have space behind to allow airflow? The unit should not be touching the wall behind or beside. Move cooler to proper location with airflow and wait to see if temperature improves.
 - Keep the door closed as often as possible
 - Keep unit away from direct sunlight or other heating source.
 - If unit has been moved and/or tipped be sure to allow sufficient time in upright position to recover before plugging the unit in again. For every hour the unit has been tipped you should allow unit to sit 1 day upright before plugging in and restarting
 - Level: Is the unit level? Check legs. Any tilting can cause improper air and flow for the unit. This could result in leaking, irregular temperatures and nullification of the warranty for the compressor.

2. Maintenance Protocol (recommendations)

- Verify warranty information (1 year manufacturers on unit/5 years on compressor)
- Contact refrigeration specialist for estimate/repair.
 - Dairy MAX recommends Cooler Management as the original cooler provider. Contact: service@coolmgt.com. Please include as much information as possible in the repair request, including the pantry address and contact info as well as the cooler model and serial number.
 - Alternative vendors could be considered at the owner's discretion.
- Copy vanpeltm@dairymax.org for informational purposes only or for any trouble resolving issues. Please provide the name of the pantry where the cooler was placed, the approximate date, as well as model and serial number if available.
- Per cooler extension agreement cooler maintenance will be the sole responsibility of **[FOOD BANK]** and/or the designated food pantry.