



## OPERATING MANUAL FOR WILLIAMS DOUGH RETARDER / PROVER WITH DOUGHMASTER CONTROLLER



### IMPORTANT INFORMATION (PLEASE RETAIN THIS DOCUMENT)

This Manual covers the operation, routine maintenance and cleaning requirements for a Williams Retarder / Prover featuring the Doughmaster 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 or remote refrigeration systems. In the remote specification the appliance will be determined by the installer to ensure the appropriate refrigerant is selected.

#### General Regulations

Declaration of Conformity:



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

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**DANGER HAZARDOUS TO HEALTH**

**THIS APPLIANCE MAY BE CONNECTED TO A SYSTEM CHARGED WITH A REFRIGERANT SUBSTANCE HAZARDOUS TO HEALTH**

Ensure all operatives are aware the appliance contains an HFC refrigerant that can however be hazardous to health.

### **Refrigerants**

Williams Refrigeration offers a variety of refrigerants, depending on the application to which the modular unit is designed. We are working with suppliers to provide the greenest, most environment friendly modular solutions.

### **Technical Safety and Advice**

All appliances are only to be installed by persons who are appropriately trained, skilled and competent to properly and safely carry out the work, and serviced by qualified engineers for the handling of specialist refrigerants.

We recommend that installers give consideration to requirements for safe systems including appropriate sensors and alarms to detect possible refrigerant leaks. If an alarm is activated operators should vacate immediately.

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.**

Contact Williams Refrigeration on +44 (0) 1553 817 000, stating the suspected fault.

**IMPORTANT SAFETY INFORMATION****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.



It is advised that the electrical supply to the equipment is protected by an appropriately selected Residual Current Device (RCD) with a rating no greater than 30mA. 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 disconnecter 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 assembly 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 12.

### 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)**
- **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.

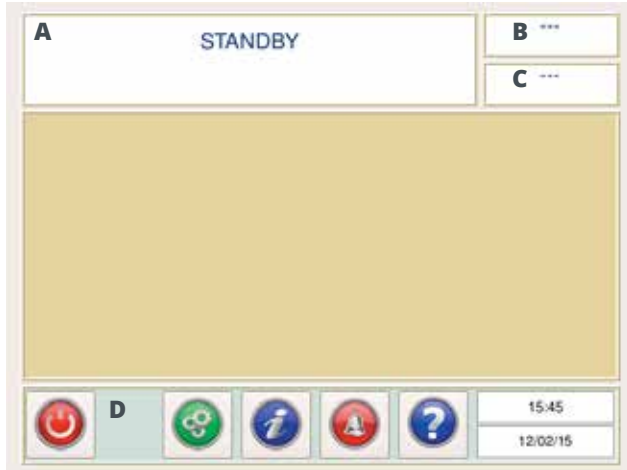
The provision of RCDs and supplementary bonding must be specified by the host organisation's appointed installation designer or electrical contractor and installed by a suitably qualified and competent electrician so as to comply with Regulations 419.2 and 544.2. RCD's should be tested at least every three months to ensure they are functioning correctly.

## CONTROL PANEL OVERVIEW






### 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;



- A - Main Status Window
- B - Real Time Temperature Values
- C - Relative Humidity Values
- D - Function bar (including time and date). This is always visible

-  **Standby:** press and hold this button for 3 seconds to switch the retarder prover on or into standby (no machine outputs in operation).
-  **Settings:** press this to access the settings screen. **Note:** this button will be greyed out (unobtainable) during one of the prove or ECO program cycles.
-  **Information:** press this to access the information relative to the retarder prover current operation.
-  **Alarm:** pressing this button displays current alarms and past alarm history in order of event.
-  **Help:** pressing this button displays information useful to the user which is relative to the current screen display or operation

### PROGRAM SELECTION

When the controller has been switched on (from the standby mode) the retarder prover will immediately enter a retard cycle. 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 has 4 basic modes of operation:

#### 1. AUTO CYCLE

The Auto cycle is a function which allows the user to run a pre-determined prove cycle, up to a maximum of 3 per day (see User settings).

The cycle includes a retard phase followed by a recovery/prove phase. The central time displayed is the target ready to bake time; the product is to be removed from the retarder prover at this time to be baked off.



- A - Ready to bake time
- B - Current cycle phase
- C - Time remaining for current cycle phase
- D - Cancel cycle
- E - Cycle progress bar

When the ready to bake time has been reached, the operator can either select 'Finish' or 'Delay' (see Product Delay section).

Pressing 'Finish' will display the program selection window again (a retard cycle will start). The product can be taken out of the retarder prover to be baked off.

## 2. MANUAL PROVE

A manual prove cycle can be selected which will take the prover product up to the pre-determined temperature (High, Medium or Low). Once reached, the retarder prover will cycle around the set point temperature until the operator either cancels the cycle or enters a delay cycle. The operator can, at any time during the cycle use the delay function.

Pressing 'Delay' will initiate a mini retard/prove cycle which is used to hold the product in case an oven is not ready to accept the product ready to bake off.



- A - Start time
- B - Current cycle phase
- C - Time elapsed in the start of the cycle
- D - Cancel cycle
- E - Delay cycle selection

## 3. SCHEDULED BAKE

If the routine production schedule for the day is interrupted to, for example, increase the batch yield, a 'Scheduled Bake' program can be selected. This is a one shot cycle which can be programmed in between the pre-determined 'Auto Cycle' programmed time. This saves having to remember to re-adjust the Auto times to accommodate the one off cycle.



Simply select the date and time you wish the product to be ready for baking off, and the prove temperature, and press 'OK'.

## 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. This coupled with minimal fan control achieves significant energy savings in the interim manual periods of operation.

To start the ECO mode, simply press the green Eco mode button from the 'Program Selection' window. During the ECO mode the main screen will turn green to give a visual indication that the energy saving mode is active.



- A - Start time and date
- B - Cycle elapsed time
- C - Cancel cycle

Via the function bar it is possible to view the ECO mode associated data. Press the information button to view the system info screen.

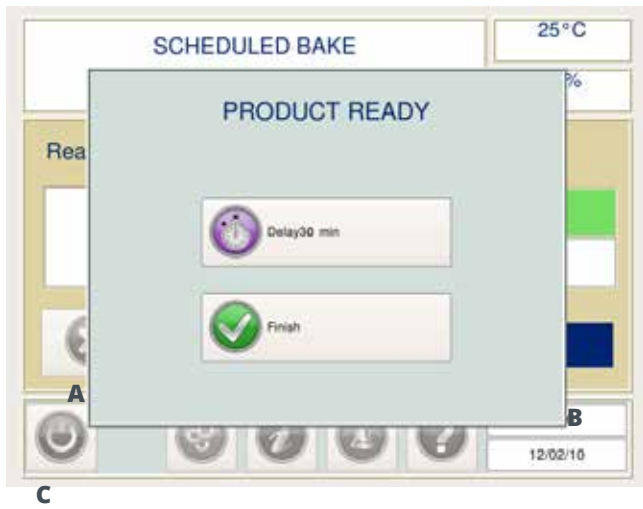


To view specific data, simply touch the ECO data tab to display the following:

- **ECO mode run time:** this is the total accumulated run time (hours) that the ECO mode has been used.
- **ECO mode last used:** this is the end time of the last ECO mode.

**PRODUCT DELAY**

When given the option to do so, pressing 'Delay' will initiate a mini retard/ prove cycle which is used to hold the product when an oven is not ready to accept the product ready for bake off. If 'Finish' is selected, this will end the cycle and resume a retard cycle whilst displaying the 'Program Selection' screen.



If delay was selected, and the delay cycle is complete, the 'Product Ready' screen will be displayed again. **Please note that the delayed time duration will be displayed on screen.** Press 'OK' to acknowledge the end of the cycle. The retarder prover will resume a retard cycle whilst displaying the 'Program Selection' window.





# SETTINGS



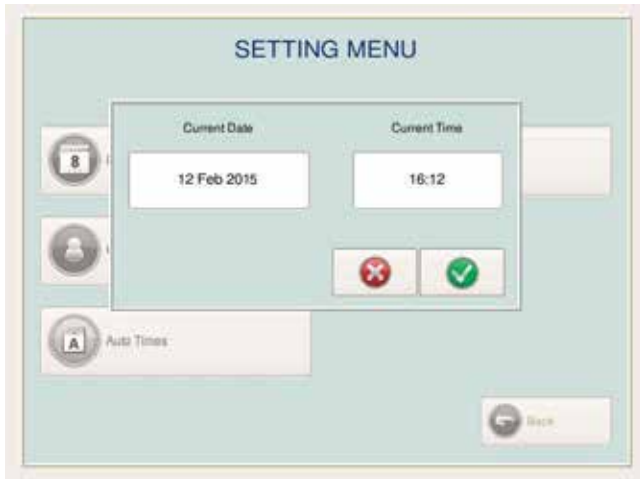
## SETTINGS

Pressing this button on the function bar brings up the following screen;



## DATE AND TIME ADJUSTMENT

To set the time and date press the date and time button.



To change the date touch the date window to bring up the calendar.



Select the correct date and press the back button. Adjust the time as necessary and press the green accept button to save the new settings.

**Note:** in the time zones which utilise day light saving function this will be automatically set to change for British summer / winter time.

## USER SETTINGS

Touching the user settings button will bring up the following screen;



The operator can adjust the humidity and set point temperatures via this window by touching the respective parameter window.

- **Humidity** - the maximum humidity required during the recovery/ prove cycle. Steam is injected into the prove chamber precisely to ensure the finished product is always at its premium.
- **High prove** - the maximum temperature set point for a high prove cycle.
- **Medium prove** - the maximum temperature set point for medium prove cycle.
- **Low prove** - the maximum temperature set point for a low prove cycle.
- **High retard** - the maximum temperature set point for the high retard cycle. The high retard phase is used as the standard chill holding phase which precedes the recovery/prove cycle.
- **Low retard** - the maximum temperature set point for the low retard cycle. The low retard cycle automatically engages if the duration between the current and ready to bake time is of a pre-determined time (factory set to 32 hours). This is used as a long term chill holding phase which precedes the recovery/prove cycle, a typical example being over a weekend.

**AUTO TIMES**

The auto cycle uses a set of pre-programmed ready to bake end times set by the operator comprising of a maximum of 3 per day, 7 days a week. This is a fully flexible system whereby the operator can choose to program all the available times for each day, or choose to use just 1 time program. It is even possible to skip a day(s) if necessary.

READY TO BAKE AUTO TIMES SETTING			
	Prog. 1	Prog. 2	Prog. 3 <b>B</b>
Monday	08:00	12:00	16:00
<b>A</b> Tuesday	08:00	11:00	16:00
Wednesday	08:00	12:00	16:00
Thursday	08:00	12:00	14:00 <b>C</b>
Friday	08:00	12:00	16:00
Saturday	08:00	12:00	16:00
Sunday	08:00	--:--	--:-- <b>E</b>

**D** Minimum time between programs: 30 Min

- A - Day select: touch to select day for program skip
- B - Program: touch to select weekly setting
- C - Invalid entry: red highlighted cells indicate the duration between programs is too short (see bottom left of screen)
- D - Minimum allowed time between settings
- E - Bypassed program

**Daily Program Setting**

Simply touch the cell you wish to adjust, and input the required time on the pop up window numeric key pad and select OK. The times between each neighbouring program time must be of a time greater than the duration displayed in red at the bottom left of the screen. Those times that are not will highlight red. These times will be ignored by the controller, and the next available valid entry will be used.

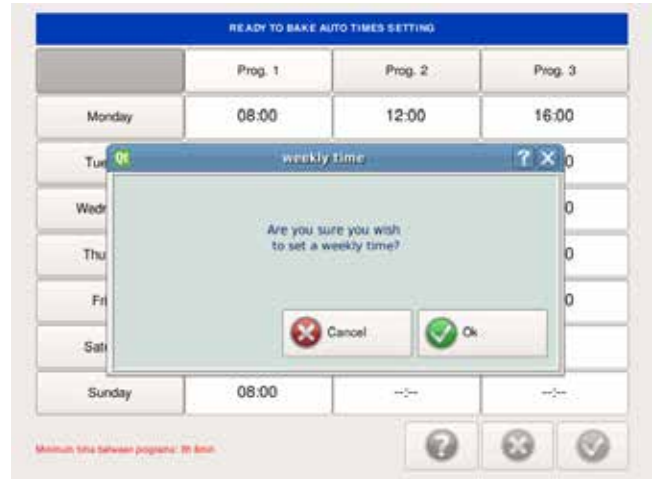
**Program Bypass**

It is possible to bypass a setting for a program. For example, the screen shot above depicts Sunday with just one programmed time in the 'Prog.1' column. The other two times for Sunday have been bypassed so that the next available program after 'Prog.1' on Sunday will actually be 'Prog.1' on Monday at 8.00am. To select bypass, simply touch the respective day (highlights to dark grey) and then touch the program cell you wish to bypass on that day. Once the '--:--' is displayed, touch the respective day to exit the bypass setting mode. To return the bypassed program back to a time, simply repeat the above process so that a time is displayed again.

**Weekly Program Setting:**

To aid the programming of the ready to bake times, it is possible to quickly reproduce the same time for the same program number for the entire week (the screen shot above depicts 'Prog.1' having the same ready to bake time for every day of the week). Simply input the time on Monday you wish to be programmed for every day under the required program number (i.e. 'Prog.1'), and touch the respective program number (program number becomes highlighted). The prompt will be given as shown to the right.

Press the green 'OK' button to confirm.



**ENGINEERS MENU**

This function is reserved for service engineers only and is password protected to avoid unauthorised entry to system parameters.

## INFORMATION



### INFORMATION

This allows the operator to observe the following:

#### Outputs

The status of each load (i.e. fans, heaters, etc) as highlighted in yellow, can be viewed. This information can be helpful for both the operator and engineer to understand what is currently being controlled.

#### Inputs

The real time value for various inputs (temperature, humidity etc). This is mainly useful for the engineer.

#### ECO Data

See the ECO mode section.



## ALARMS



### ALARMS

If an alarm condition arises, an alarm (red) window appears on screen together with the internal alarm sounder, to notify the operator of the current adverse condition.

The alarm symbol on the function bar will flash when an alarm is active. Pressing this button will bring up the Alarm Info active screen.



A - Alarm active indicator (red or amber)

To acknowledge the alarm, simply press the acknowledge button. This will stop the alarm sounding and the alarm button flashing on the function bar, except, if the alarm is still active (the alarm button continues to flash).

The Alarm Info active screen has four items of information per alarm. The alarm active indicator, start and end times, and type of alarm.

#### Alarm Indicator Box

This will show either as a red or amber box. Red indicates a currently

active alarm, and amber shows an alarm condition which has been fixed / solved.

#### Start Time

The time the current alarm was first recorded.

#### End Time

The time the alarm condition which has been fixed / solved. If no end time is displayed, the alarm is still active.

#### Alarm Type

This is displayed to the operator to help with communicating the fault when calling for a service engineer.

#### Alarm History

Selecting the history tab displays previous alarm related information; start and end times, and type of alarm. The most recent alarm will be displayed at the top of the list, and when the list memory becomes full, the oldest will be removed to accept the next alarm information. This continues in a rolling fashion.



## HELP



### HELP

Most screens have the option of using the help feature by pressing the help button at any time (unless it is greyed out). Pressing this will display information describing either program functionality (such as Auto Cycle) or actual information on how to set programs, input times, etc.

## 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.

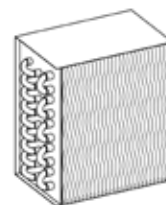
### Water Tank

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.

### CONDENSER CLEANING (INTEGRAL UNIT ONLY)

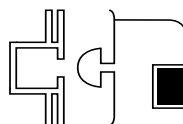
Regular maintenance should be carried out on a regular basis by competent / trained personnel. The condenser is part of the refrigeration unit and is located either on the roof or remotely.

Brush fins vertically with a stiff brush, taking care not to damage them or to push dirt / dust further in, and then vacuum away.



### 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 migrates 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 60°C, one or more of these thermostats will trip out. This will cut the mains power to all of the machine's equipment (except control panel display).

This will be indicated by an over-temperature alarm display on the control panel that cannot be cancelled by the user. 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 and reset the thermostat.

These thermostats will be located either inside the control panel above the door, or on the roof inside one of the plastic boxes attached to the pod systems.

#### Fan Guards / Air Ducts

These guards / ducts are designed both to direct air flow and to protect the user from the rotating fan blades. **DO NOT REMOVE THESE GUARDS.**

**Never operate the machine without the fan 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](mailto: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](http://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](mailto:info@williams-refrigeration.co.uk) or write to Williams Refrigeration, Bryggen Road, King's Lynn, Norfolk, PE30 2HZ**



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