FRIDGE Star

BEVERAGE COOLERS

Instruction Manual & Service History

READ BEFORE USING UNIT

FAILURE TO ADHERE TO THESE INSTRUCTIONS WILL RENDER YOUR CONDITIONAL WARRANTY NULL AND VOID.

FAILURE TO MAINTAIN THIS UNIT'S SERVICE HISTORY WILL RENDER YOUR CONDITIONAL WARRANTY NULL AND VOID.

ERRORS AND OMISSIONS EXCLUDED.

Disposal of Used Electrical & Electronic Equipment
This product must not be treated as household waste. Please, dispose of this equipment at the applicable collection point for the recycling of electrical & electronic equipment waste.

THE FRIDGE FACTORY

Contact Details

+268 2518 4104 (Eswatini) / +27 11 314 5593/5 (Midrand) / +27 31 263 1276 (Durban)
www.thefridgefactory.com

Rev: 19.05.26

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1. Introduction

Congratulations for selecting this quality commercial refrigeration unit. This product has been carefully designed to suit your needs.
It incorporates modern refrigeration technology and is manufactured to the strictest quality procedures. To ensure maximum benefit, please read these instructions carefully before using the unit.

It is important that this manual be retained with the unit for future reference.

Should the appliance be sold or transferred to another owner, always ensure that the manual is supplied with the unit in order that the new owner can get to know the functioning of the appliance and the relevant warnings.

2. Warnings and Guidance

This unit’s refrigerant is flammable Hydrocarbon. It must only be serviced by a qualified technician.

This unit must not be connected to an extension cord Or multi-plug adapter.

Always disconnect the appliance from the mains before attempting to do any maintenance work.

Ensure that the power supply voltage corresponds to the voltage indicated on the unit’s data label. Ensure correct polarity of live, neutral and earth of power supply.

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety”

Children should be supervised to ensure that they do not play with the appliance.

Do not use any electrical appliances inside the food storage compartment of the appliance unless they are of the type recommended by the manufacturer . (I.E. Ice makers, timers, heaters, ETC...)

Maximum caution should be taken in handling this unit. The manufacturer assumes no responsibility for damages caused by improper handling.

Do not damage the refrigeration circuit of this appliance.

Do not store explosive substances such as aerosol cans with flammable propellant in this appliance.

Do not overload the shelves or baskets of this unit.

Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.

On units with timber pallets, Please remove the pallet before using the unit.

3. Servicing

THIS UNIT IS CHARGED WITH A FLAMMABLE REFRIGERANT. DO NOT INTERFERE WITH THE REFRIGERANT PIPES AND COMPONENTS. ONLY TRAINED AND QUALIFIED PERSONNEL MAY DO SO.

THE SERVICE AREA SHOULD BE WELL VENTILATED AND THERE SHOULD BE NO IGNITION SOURCE IN CASE OF GAS LEAK.

THE UNIT MUST BE CHARGED WITH THE CORRECT REFRIGERANT (See Unit's Data Label)

DO NOT REPLACE / CUT / JOIN / TERMINATE ANY WIRING AS THIS IS A POTENTIAL SPARK HAZARD.

DO NOT REMOVE ANY COVERS, GUARDS, OR SEALS.

ENSURE THAT ANY PARTS REPLACED CORRESPOND TO THE CORRECT PART NUMBER

IF THE COMPRESSOR IS REPLACED, PLEASE ENSURE THAT THE ENCLOSED WARNING LABEL IS ATTACHED TO THE NEW UNIT

ENSURE THE SERVICE HISTORY OF THIS UNIT IS MAINTAINED. FAILURE TO DO THIS WILL RESULT IN THE WARRANTY BEING VOIDED. (See Service History)

IF THE FAN MOTOR BLADE IS CHANGED, ENSURE THAT IT IS REPLACED WITH THE CORRECT BLADE. (IF APPLICABLE)

THE FAN MOTOR MUST BE "N" PROTECTED (IF APPLICABLE)

THE THERMOSTAT OR CONTROLLER MUST BE "EX" RATED

IF THE POWER CORD IS DAMAGED IT MUST BE REPLACED BY THE MANUFACTURER OR IT'S SERVICE AGENT TO AVOID A HAZARD

4. Transportation & Storing

4.1 Transportation

The unit is supplied in a package containing polystyrene protection. Never drag the unit by the sides or any other part. If the unit must be shipped, use the original packaging, to ensure sufficient protection and stability during transportation.
Transportation temperature must be below 45 ºC, and below 55% relative humidity.

4.2 Storage

Storing temperature must be between 10 ºC and 45 ºC, and below 55% relative humidity.
Keep the unit out of direct sunlight.
If the unit will be out of service for a long period of time before use, leave it in its original packaging to guarantee optimum protection.
Make sure conditions correspond to the above requirements.
If the unit must be out of service for a long period of time after use, ensure that it is disconnected from the electrical power supply, clean it thoroughly with lukewarm water and soap, then wipe it carefully and cover with a waterproof polythene bag.

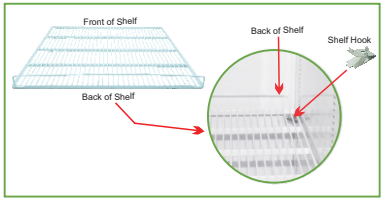
5. Unpacking & Positioning

5.1 Unpacking The Unit

Carefully remove the protective plastic covering and polystyrene protection.
Remove any additional protective packaging (Plastic covers, tape, pallets, etc…)
Open the doors to unpack the shelves and header panel if the unit has one.
On removing the bottom pallet: Lift the unit up on one side and pull the pallet on that side then put the unit down and lift it up on the other side and pull the pallet completely.

5.2 Fitting shelves *(if installed)*

To fit shelves, position shelf hooks in the shelf hook holes at appropriate level. Ensure that all hooks are positioned at the same level. Once all shelf hooks are in place, carefully lower the shelves onto the hooks.



5.3 Fitting Header Panel *(ES Range)*

To install header – align hooks to hanger on cooler. Lower hooks onto hanger until firmly down in position

5.4 Floor Surface.

When positioning the unit, ensure that the surface area **is level**. Ensure that the weight of the unit is equally distributed on the levelling foot screws so that it remains stable and does not rock.

5.5 Space Requirements.

The unit must be granted a reasonable free area in the front for customer access, maintenance and condenser ventilation. Make sure to leave a 300mm gap between the rear of the unit and the wall.

5.6 Room Conditions.

- Refrigeration Climate Class - CLASS CC2
- Type of room - Closed
- Maximum temperature - 32.2°C
- Relative humidity - < 65%
  < 65% R.H at 10°C

N.B: The unit will not operate optimally if the temperature and humidity are out of this range.

5.7 Electrical Installation.

The unit must be installed in accordance with the instructions provided by the manufacturer and local regulations. Incorrect installation may cause serious harm to persons and property. The manufacturer assumes no responsibility for such damages.

6. Using the Unit

6.1 Switching "ON" the unit

Connect the cable to a 16A dedicated socket and switch the plug "on".

Press the controller light button ☼ to switch the lights on and off.

When loading products make sure that:
- air inlets are not blocked in any way.
- the overall load does not exceed the capacity of the shelves.
- the unit has run for 24 hours before loading.

6.1.1 The Maximum Loading Of Each Shelf/Basket is:

ES890	- 190Kg	FL476	- 180Kg	FH365	- 175Kg
ES1140SL	- 70Kg	FH30	- 80Kg	FH690	- 150Kg
ES1140	- 52Kg	FH50	- 70Kg	FH890	- 190Kg
ES1360	- 135Kg	FH70	- 70Kg	FH1000	- 175Kg
FS890	- 190Kg	FH110	- 185Kg	FH1135	- 47.8Kg
FS1140	- 150Kg	FH390	- 80Kg	FH1500	- 68.25Kg
FS1360	- 135Kg	FH550	- 170Kg		

6.2 Regulating and adjusting temperature

The unit is factory-regulated for operation in any of the local climatic conditions.

6.2.1 Adjusting Thermostat Temperature Controller

(if installed)

To adjust the unit COLDER, turn the control knob clockwise.

6.2.2 Adjusting Digital Temperature Controller *(if installed)*

- Press and hold settings(☼) button for 1 second,
- Adjust with the up(▲) or down(▼) button,
- Press settings(☼) button again to save selected temperatures,
- Press home button(⌂) to go back to home display,
- If you wish to confirm selected temperatures, press and release settings(☼) button again, if you want to go back to home display, press home(⌂) button.

6.3 Cleaning and maintenance

Cleaning the unit regularly and carefully prevents untimely stops, deterioration and compressor damage.

- Once a week, wash all the external and internal parts of the refrigerator with lukewarm water, soap and wipe with a soft cloth.

Do not use flammable or abrasive products.
Never use direct water jets.

All units with **electronic controller** have auto defrost but if you want to manually defrost or remove excessive ice buildup between the evaporator fins, please follow the steps below:

- Press and hold the Home (⌂) button for at least 3 seconds until the Defrost (❄) indicator appears on the display.
- The unit will then enter the defrost cycle automatically.
- If excessive ice remains on the evaporator fins after the cycle, repeat the same process until the unit is fully defrosted.

For units with a **thermostat controller**, defrost the unit every 3 months to melt excessive ice that may have formed between the evaporator fins. Defrost as follows:

- Disconnect the unit from the electrical power supply.
- Empty all content from the unit and keep them in a cold compartment suitable for conservation.
- Carefully clean the inside of the unit with lukewarm water and mild soap then wipe with a soft cloth.
- Wait for the inside to dry perfectly before starting the unit again.
- Allow approximately 12 hours before loading.

For optimum operation, it is recommended that:

- The condenser ventilation grill not be obstructed in any way.
- Other refrigerators are not being hit by hot air released by the condenser of this unit as this may endanger their operation.
- Do not expose the unit to atmospheric agents like rain, salt, etc.
- Clean the condenser regularly to remove dust build up by brushing gently with a soft brush.

6.4 Replacing LED Lamps

The LED lamps in this unit should only be replaced by the manufacturer or an approved service agent. If the LED lamps in this unit are replaced, ensure that the replacement parts match. Under no circumstances should the LED lamps in this unit be replaced with Fluorescent lamps.

7. Troubleshooting

In case the unit will not start or stay "ON"

- There may be a general power failure.
- The main wall switch may be "OFF".
- The unit plug may not be properly connected to socket outlet.
- The supply voltage may be outside the range of 196V and 256V.

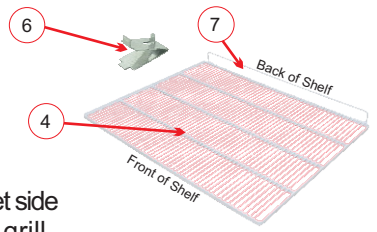
If the unit will not cool properly:

- The condenser may be dirty and its fins may be unable to exchange heat.
- The unit may be overloaded.
- The air inlets may be obstructed.
- The unit may be near a heat source or draught.
- The unit temperature control may need to be adjusted. (See regulating temperature section)

8. Service History

DATE	TECHNICIAN	TEL NO.	WORK DONE	STAMP

9. Unit Features : (a). Multi-Swing Door 1



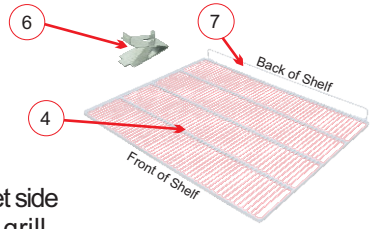
1. Cabinet side
2. Front grill
3. Vertical centre piece
4. Shelf
5. Swing door
6. Shelf hook
7. Shelf stopper bar
   (Must be at rear of the unit)
8. Digital temperature control *

(* - Type Of Controller May Differ Based On Model)

"Unit will have one type of controller."

NOTE: Unit May Have A Protective Plastic Coating To Protect Against Damage During Manufacture And Shipping. This Coating Can Be Removed If Required.

(b). Multi-Swing Door 2



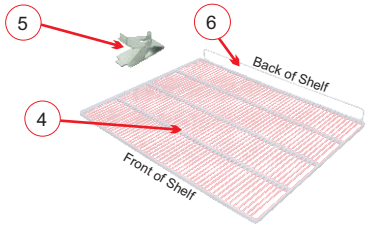
1. Cabinet side
2. Front grill
3. Vertical centre piece
4. Shelf
5. Swing door
6. Shelf hook
7. Shelf stopper bar
   (Must be at rear of the unit)
8. Digital temperature control *

(* - Type Of Controller May Differ Based On Model)

"Unit will have one type of controller."

NOTE: Unit May Have A Protective Plastic Coating To Protect Against Damage During Manufacture And Shipping. This Coating Can Be Removed If Required.

(c). Large Single Swing Door



1. Cabinet side
2. Front grill
3. Swing Door
4. Shelf
5. Shelf hook
6. Shelf stopper bar
   (Must be at rear of the unit)
7. Digital temperature control *

(* - Type Of Controller May Differ Based On Model)

"Unit will have one type of controller."

NOTE: Unit May Have A Protective Plastic Coating To Protect Against Damage During Manufacture And Shipping. This Coating Can Be Removed If Required.

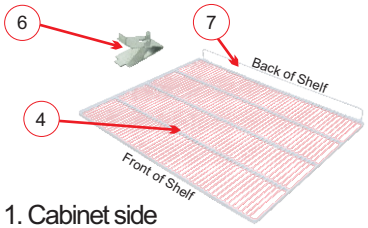
(d). Small Single Swing Door

1. Cabinet side
2. Swing Door
3. Temperature control
   (Inside The Unit) **

(* * - location May Differ Based On Model)

NOTE: Unit May Have A Protective Plastic Coating To Protect Against Damage During Manufacture And Shipping. This Coating Can Be Removed If Required.

(e). Multi-Sliding Door

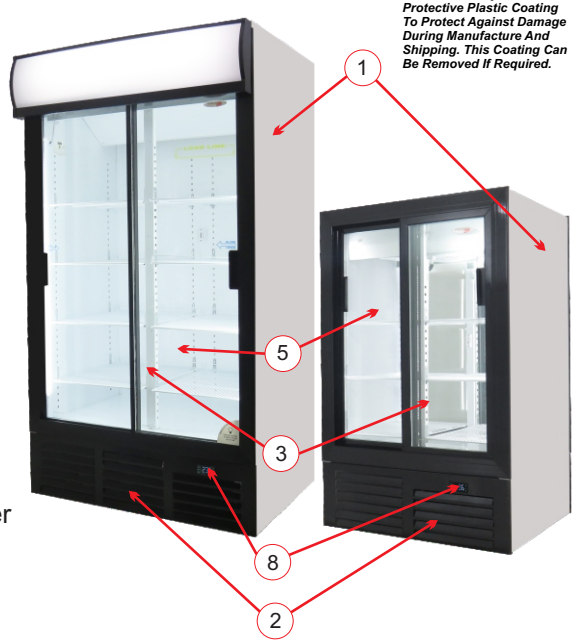


1. Cabinet side
2. Front grill
3. Vertical centre piece
4. Shelf
5. Sliding Door
6. Shelf hook
7. Shelf stopper bar
   (Must be at rear of the unit)
8. Digital temperature control *

(* - Type Of Controller May Differ Based On Model)

"Unit will have one type of controller."

NOTE: Unit May Have A Protective Plastic Coating To Protect Against Damage During Manufacture And Shipping. This Coating Can Be Removed If Required.



CONDITIONAL WARRANTY AND RETURNS (APPLICABLE WITHIN RSA)

This is the sole conditional warranty issued by the manufacturer in respect of all appliances sold by the manufacturer and **applies to appliances used within South Africa.** This conditional warranty replaces and substitutes all other warranties and / or guarantees expressed or implied and the liability of the manufacturer in respect of the appliance is limited to the following:

1. The standard conditional warranty period for our appliances is 12 months from date of purchase.

a. Should the unit not be installed within 1 month of purchase, the manufacturer must be notified in writing to keep eligibility cover for DOA claims.

b. An additional 12 months extended warranty is available upon registration on our website. **Effective, 1 September 2024**, all Fridge Star products manufactured from the 1st of September 2024 are eligible for an additional **12-month extended warranty**, subject to successful product registration.

>To activate, register the appliance online within **30 days of purchase**.

>Register at www.thefridgefactory.com

>Upon registration, a confirmation email with a registration code will be sent.

>Retain the original receipt or invoice as proof of purchase.

>This warranty applies only within South Africa and covers parts and labour.

For warranty service, visit www.thefridgefactory.com or contact an authorized service agent.

2. If this appliance should fail to function correctly when first switched on (DOA), it may be returned for credit provided that:

a. The manufacturer or its service agents have been given the opportunity to check whether the appliance has been correctly installed, and operating instructions have been followed.

b. The original packaging and all accessories are returned intact.

c. The original invoice is available.

3. The manufacturer will not be liable for product loss as a result of failure of the appliance for whatever reason. Separate insurance should be taken to cover this.

4. All repairs by the manufacturer or its service agents are guaranteed for a period of 3 (three) months.

5. All products besides plug-in products must be installed by qualified electricians and / or certified gas installers. Failure to do so will render the conditional warranty null and void.

6. All parts replaced become the property of the manufacturer. After a warranty claim all replaced parts must be returned to the manufacturer immediately.

7. Under the following conditions no credit will be passed to the dealer/customer:

a. Where the returned appliance is found not to be faulty.

b. Where the appliance has been returned due to misrepresentation by the dealer of the features and functionality of the product, as well as it's suitability for intended use.

c. Where the consumer does not have adequate proof of purchase.

d. Where the defect has been caused by an external factor such as faulty installation, accidental damage, incorrect usage, misuse or abuse, failure to follow the operating instructions, acts of God or forces majeure.

e. Where a repair has been attempted by a person not authorized by the Manufacturer.

8. This conditional warranty shall become void and cease to operate

a. If the appliance is dismantled by, or any repairs to the appliance are affected by any persons not duly authorized by the manufacturer.

b. If any non-genuine parts are used in the appliance.

c. If the serial number of the appliance is removed or tampered with.

d. The product is not used for its intended purposes.

e. If fan blades are broken due to external objects.

f. Rodent control is not done and damages to the unit are the result.

g. Any physical damage caused to the unit by any means.

h. Poor or out of spec electrical supply to the unit.

i. Improper handling of the unit when moving/transporting/shipping.

j. Changes to the digital controller parameters.

9. The manufacturer undertakes to comply with the Consumer Protection Act in so far as it applies.

10. All appliances must be installed correctly by qualified personal, failure to do so will void the warranty. This includes but is not limited to:

a. Correct power supply to the unit including sufficient breaker capacity.

b. Removal of all transport protection such as pallets and door stoppers.

c. Correct levelling of the unit.

d. Correct placement of the unit (not outside and not in direct sunlight).

11. The following services are not covered by the warranty and if abused may lead to the warranty being void:

a. Any drain blockages

b. Dirty condenser c. Adjustments to the digital controller or mechanical thermostat (changing set points, defrost intervals or ECO mode settings)

12. Should a customer refuse on site repairs or service work, they may be liable for transport costs, off site repair costs, loan unit charges. This is at the discretion of the manufacturer.

13. Should a warranty claim be deemed out of warranty or not covered by the terms of this warranty document, the customer will be liable for any costs incurred.

14. This warranty policy is subject to change and is updated without prior or general notification. Any changes are considered effective at time of revision.

15. Warranty Transfer. The warranty, regardless of whether it is the standard or extended warranty, is non-transferable, should the appliance be sold on.

16. The following lists show the conditions of this warranty: Item

Item	Warranty
Condensation [*1]	No warranty
Resetting of digital controller or mechanical thermostat [*2]	No warranty
Broken glass [*3]	DOA
Power cable	DOA
Header panle	DOA
Front, side or rear grills	DOA
Gaskets (leaks and tears)	6 months
Door alignment	6 months
Refrigerant leaks	6 months
Refrigerant blockages	6 months
Compressor accessories	6 months
Electrical false contacts	6 months
Self-closing door mechanisms	6 months
LED lighting	1 year
Digital controller or mechanical thermostat	1 year
Door switches	1 year
Shelves and baskets [*4]	1 year
Rust [*5]	1 year
Cabinet	2 years [*7]
Doors	2 years [*7]
Compressor	2 years [*7]
Condenser	2 years [*7]
Evaporator	2 years [*7]
Fan motors	2 years [*7]
Plastic parts [*7]	2 years [*7]

***1**: Should the humidity level be above the units rated climate class (e.g. 75% for climate class 3) condensation will naturally appear on the glass. This will pass when humidity levels reduce.

***2**: Changes of factory set parameters may void your warranty. Changes to eco mode and set points will not be covered.

***3**: Should the glass break during 3rd party transport or dealer handling, it will not be replaced under warranty.

***4**: Rust will not be covered if caused by damages to the shelves or baskets from improper use or handling. This would include damages to the shelves or baskets in the form of breaks or chips to the coating or scratches.

***5**: Rust of the units will only be covered if it is affecting the performance of the unit. Improper use of cleaning products such as harsh chemicals or harsh cleaning methods will render this null and void.

***6**: Plastic components will not be covered if proper care is not taken. Damages due to impact, brittleness due to direct sunlight exposure will not be covered.

***7**: Applies to warranty extension upon registration.