

CONDITIONAL WARRANTY AND RETURNS (APPLICABLE WITHIN RSA)

This is the sole warranty issued by the manufacturer for all appliances sold. It supersedes all other warranties, expressed or implied. The manufacturer's liability is limited to the terms below.

Standard Warranty

- > All appliances include a **12-month full warranty** covering parts and labour.
- > This applies to appliances used for **commercial purposes** within **South Africa**.
- > Warranty is valid only if the appliance is used as per manufacturer guidelines.

1. Returns & Repairs

Initial Failure Upon First Use

- > The appliance may be returned for a credit if:
 1. The manufacturer or service agent verifies correct installation and usage.
 2. The appliance is returned in **original packaging with all accessories**.

Failure Within First 6 Months

- > The appliance must be inspected by an authorized service agent.
- > If a fault is verified, the consumer may choose **repair, replacement, or a refund**.
- > Refunds will be processed through the dealer, with the manufacturer crediting the original invoice price.

Failure After 6 Months but Within Warranty Period

- > The manufacturer or service agents will **repair** the appliance.
- > If repairs are not possible, the manufacturer may **replace the appliance at its discretion**.
- > Repairs are **guaranteed for 3 months**, regardless of warranty expiration.

2. Warranty Exclusions

This warranty **does not cover**:

- > **Incorrect installation**: Non-plug-in appliances must be installed by a qualified electrician.
- > **External damage**: Accidental damage, misuse, incorrect usage, or force majeure.
- > **Unauthorized repairs**: Repairs done by anyone not authorized by the manufacturer.
- > **Non-genuine parts**: Usage of non-manufacturer-approved components.
- > **Tampered serial numbers**: Appliances with removed or altered serial numbers.
- > **Lack of proof of purchase**: No valid receipt or invoice.
- > **Returns without a fault**: If the appliance is found to be functional upon inspection.

3. Warranty Transfer

- > The warranty, standard or extended, is **non-transferable**, should the appliance be sold on.

4. Product Liability

- > The warranty **does not cover** items stored inside the appliance.
- > Customers should insure stored products separately.
- > The manufacturer complies with **Consumer Protection Act** requirements.

Extended Warranty

- > **Effective from 1 September 2024**, appliances qualify for an **additional 12-month warranty**.
- > 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.



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.

FRIDGE Star

COMMERCIAL FREEZERS

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.

Rev: Y1211

THE FRIDGE
FACTORY

Contact Details

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

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1. Introduction

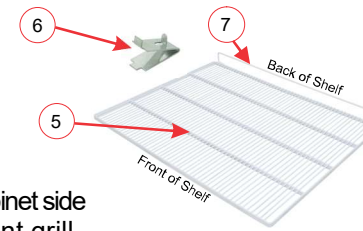
Congratulations for selecting this quality commercial refrigeration unit. This product has been carefully designed to suit your needs. It incorporates modern refrigeration technology and is manufactured to the strictest quality procedures. To ensure maximum benefit, please read these instructions carefully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

(e). Multi-Swing Door Upright Freezer



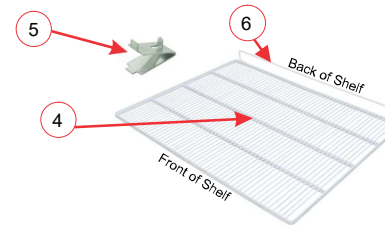
1. Cabinet side
2. Front grill
3. Vertical centre piece
4. Swing door
5. Shelf
6. Shelf hook
7. Shelf stopper bar
(Must be at rear of the unit)
8. Digital temperature control *

(* - 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.

(f). Single Swing Door Upright Freezer



1. Cabinet side
2. Front grill
3. Swing door
4. Shelf
5. Shelf hook
6. Shelf stopper bar
7. Digital temperature control *

(* - Type Of Controller May Differ Based On Model)
"Unit will have one type of controller."



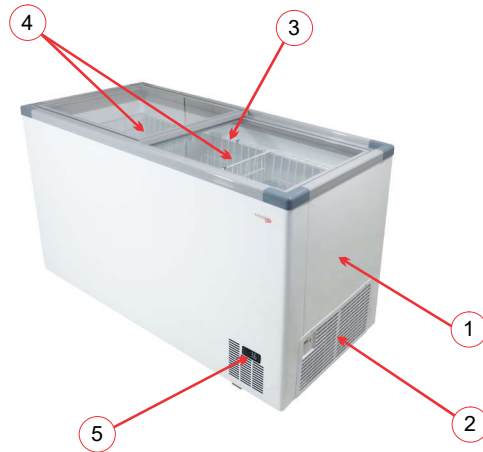
NOTE: Unit May Have A Protective Plastic Coating To Protect Against Damage During Manufacture And Shipping. This Coating Can Be Removed If Required.

(c). Glass Top Freezer (VL/VI)

1. Cabinet side
2. Inspection cover
3. Baskets (internal)
4. Sliding glass lids
5. Digital temperature controller*

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

"Unit will have one type of controller."



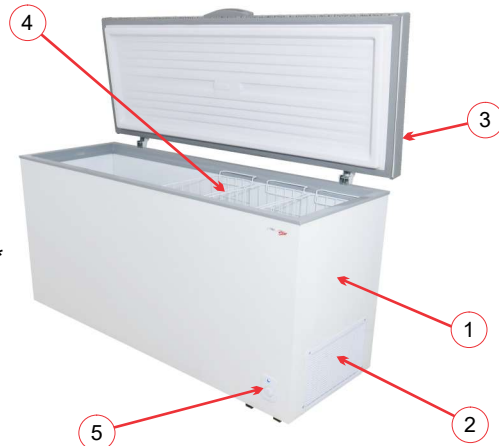
NOTE: Unit May Have A Protective Plastic Coating To Protect Against Damage During Manufacture And Shipping. This Coating Can Be Removed If Required.

(d). Commercial Chest Freezers

1. Cabinet side
2. Inspection cover
3. Hinged solid lid
4. Baskets (internal)
5. Thermostat temperature controller*

(* - 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.

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)

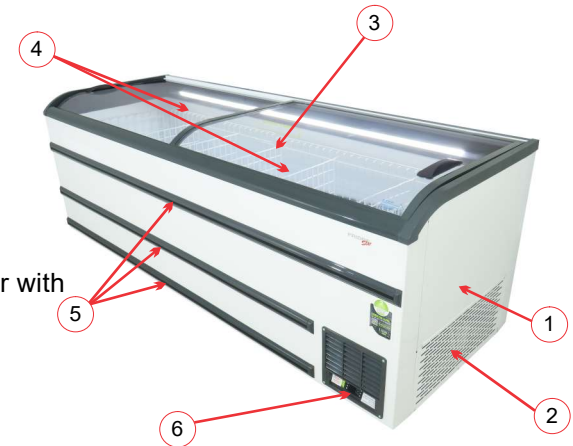


THE THERMOSTAT OR CONTROLLER MUST BE "EX" RATED



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

9. Unit Features : (a). Curved Top Island Freezers



(* - 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) Flat Top Island Freezers



(* - 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.

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

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 °C, and below 55% relative humidity.

4.2 Storage

Storing temperature must be between 10 °C and 45 °C, 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

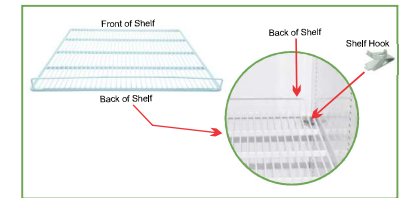
5.1 Unpacking The Unit

Carefully remove the wooden planks, protective plastic covering and polystyrene packaging. Remove any additional protective packaging (Plastic covers, tape, pallets, etc...) Open the doors/lids to unpack the baskets/shelves.

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 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 feet so that it remains stable and does not rock.

5.4 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.



5.5 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.


5.6 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:

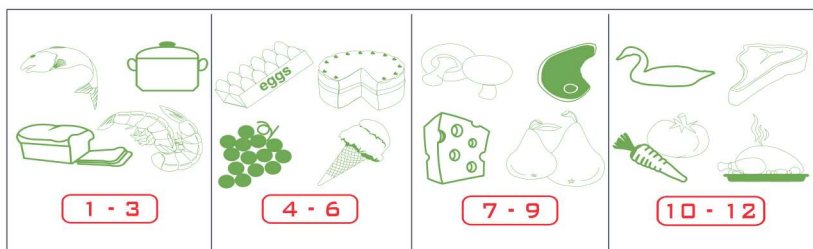
- Air inlets are not blocked in any way.
- The overall load does not exceed the capacity of the baskets/shelves.
- The unit has to run for 24 hours before loading.

6.1.1 The Maximum Loading Of Each Shelf/Basket is:

CE630 - 70Kg
CE530 - 70Kg
CE430 - 70Kg

6.1.2 Freezer Storage Guide








Maximum number of months that various products can be stored in the freezer



6.2 Regulating and adjusting temperature

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

6.2.1 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.



6.2.2 Adjusting Thermostat Temperature Controller

(if installed)

Multi Mode

To adjust the unit COLDER, turn the control knob clockwise. To turn the unit into a FRIDGE, turn the control knob anti-clockwise and "CLICK" over to Refrigeration Mode. (This is a Two Stage Thermostat).



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.

Defrosting Procedure for VT, FF Range

All these units have auto defrost but if you want to manually defrost them, 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 after the cycle, repeat the same process until the unit is fully defrosted.

Defrosting Procedure CE, CS, VS, FC, VC, VL, VI, WDC, ICF Range

Defrost the unit every 3 months to melt excessive ice formed inside the tank.

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.