

Walk-in freezer

How to run it, what normal looks like, and when to call. Put it up by the door.

What normal looks like

0°F

(-18°C) or colder in the box.
One maker's default setting is
-10°F (-23°C).

A few

defrosts a day, 1 to 6 by the
timer. Each lifts the air about
9°F (5°C), back down in about
2 hours.

18 hrs

of running in every 24 is
typical, in long runs with real
rests.

Light

even frost on the coil that
clears at every defrost. Ice that
stays is a fault.

WRITE IT HERE

Our setting _____ Technician _____ Phone _____

Every day

- 1 **Read the box temperature** at opening and closing, and log it on page 3. A defrost lifts it a little.
- 2 **Let the door close itself**, and keep it shut. Never prop it open through a delivery.
- 3 **Keep the unit clear**. Nothing stacked against the coil or in front of its fans.
- 4 **Look up at the coil**. A light, even frost is normal. Ice that stays after a defrost is not.
- 5 **Look down**. No icicles under the unit, and no ice or water on the floor.

When to call a technician

Today

- Not getting back below 0°F (-18°C), or food softening. Near 32°F (0°C)? Move the food now.
- A fan is still outside a defrost, or still off an hour after one started.
- It has tripped, or the compressor hums, clicks off and will not start.
- Metal on the unit tingles. Switch it off at the breaker first.

Within a day

- Ice building on the coil, or surviving every defrost.
- A frozen drain line or a pan that will not drain. Mop the floor now.

This week

- Door frost, a torn gasket, a cold frame, or a door that will not close itself.
- Runs nonstop, or clicks on and off every few minutes.
- Frost lines along panel joints or round pipes.
- Colder than its setting. Food is safe, but it will not fix itself.
- Warm on cold nights, with an outdoor unit: before the next cold night. Note the outdoor lows.

Tell them where the ice is, when it started, and your logged temperatures.

⚠ Never

- Never chip ice off the coil, pan, drain line or walls.
- Never keep resetting a unit that trips. Reset once at most.
- Never open the electrical panel, controller or unit covers, or touch the compressor.
- Never drill or cut into a panel.



How it works

and what normal looks
like, with real readings



Something wrong?

Nine symptoms, the likely
reasons, and what to
check



The checklist

Yes or no questions that
point to the likely reason

Basic care of the equipment

Tick each box when it is done

What you can do yourself, without opening any cover or panel. Anything behind a cover, any wiring and anything that needs gauges is your technician's job. This is a starting schedule: your manual and your installer come first.

Every week

- ☐ **Door gasket.** Look all the way round, and along the sweep at the bottom, for tears, hard spots and gaps. A line of frost shows the leak. Clean it with warm soapy water. Never scrape it.
- ☐ **Door frame.** Run your hand along the frame next to the gasket. It should feel warm.
- ☐ **Door closer.** Open the door a few inches and let go. It should swing shut and seal by itself.
- ☐ **Strip curtain.** Up and whole, with no strips missing.
- ☐ **Coil and fans.** From the floor: a light, even frost, and every fan turning outside a defrost. Ice in front of one fan usually means that fan has stopped.

Every 2 weeks

- ☐ **Watch one defrost.** At a defrost time the fans stop and the box warms a little. An hour after it starts, the fans are turning again, and water ran from the drain while it lasted.
- ☐ **Coil after a defrost.** It should be clear. Ice that survives every defrost is a fault.
- ☐ **Defrost timer,** if you have one. The time on its dial should match your clock. Look again an hour later: it should have moved on an hour. Leave the cover closed.
- ☐ **Thermometer.** A thermometer near the food should agree with the display.

Every month

- ☐ **Walk round the box** with a flashlight, about 10 minutes: ceiling joints, every pipe hole, wall joints, where the walls meet the floor, the floor and the outside skins. Look for frost or wet lines, gaps, cracks and bulges.
- ☐ **Drain line.** Follow it from the unit. It should run downhill all the way, with no ice along it inside the box and the trap outside the box.
- ☐ **Condenser, from outside.** Fins you can see through, its fan turning whenever the compressor runs, nothing stacked round it. Tell your technician about any oily patch under it.
- ☐ **Cycles.** Time a few with your phone. Long runs with real rests are normal. On and off every few minutes is not.
- ☐ **Setting.** Check it against the one written on page 1.
- ☐ **Inside safety release.** Test it from inside the box, with someone holding the door open.

Every 3 months

- ☐ **Clean the condenser coil, or book it.** Switch the unit off at the disconnect beside the condensing unit. Brush along the fins, never across, then vacuum. Restore power and check the fan turns. A roof unit, a greasy coil or anything you cannot reach safely is your technician's job.
- ☐ **Panels.** Clean with mild soap and a damp cloth. Never an abrasive pad, and never flush the inside with water.
- ☐ **Before winter,** if the condensing unit is outdoors: book a technician to check the winter controls.



Never chip ice off the coil, the pan or the drain line. Switch the unit off at its disconnect before you clean the condenser.

