Operator and user manual

FOR STANDARD UPRIGHT AND COUNTER COMMERCIAL REFRIGERATION UNITS

williams
Refrigeration Australia

Effective refrigeration is critical to achieving a productive and healthy foodservice operation.

Proper ventilation and routine cleaning are critical to the effective performance and reliability of your refrigeration.

Energy efficiency

Performing regular preventative maintenance and cleaning as detailed in this Operator and Users Manual is critical to ensuring the long term efficient operation of this product.

Disposal of old cabinets

Please ensure that old/redundant refrigeration cabinets and refrigeration equipment are disposed of safely and legally.

Refrigeration equipment contains gases that could be harmful to the environment. Please ensure that proper degassing procedures are followed as part of the disposal process.

Doors must be removed prior to disposal.

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Williams Refrigeration Australia Operator and user manual

Standard upright and counter commercial refrigeration units

This manual covers the operation, cleaning and routine maintenance requirements for your Williams Refrigeration Australia foodservice refrigeration product.

Provided the instructions in this Operators' and Users' Manual are read, understood and implemented correctly, the optimum performance and reliability of your equipment should be maintained.

A troubleshooting section is included in this manual to assist with identifying potential problems.

Like all commercial refrigeration units, this Williams product does require regular cleaning, maintenance and care as detailed in this Operator's Manual.

Please pay particular attention to the instructions on the location of this equipment, and especially in regard to ventilation requirements.

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1 Introduction

COMMERCIAL FOODSERVICE REFRIGERATION SUCH AS THIS UNIT MANUFACTURED BY WILLIAMS REFRIGERATION (WILLIAMS) IS DESIGNED SPECIFICALLY TO STORE PRODUCT ALREADY CHILLED OR FROZEN, AT THE REQUIRED TEMPERATURE.

Should product be loaded into any of these refrigeration cabinets that is not already chilled or frozen,the performance of your equipment could very well be compromised and other stored product adversely affected.

Williams cabinets are designed for the commercial foodservice storage of chilled or frozen food and drinks. The use of Williams cabinets for any specialist food types, specialist products or other applications is not warranted unless subject to prior approval by Williams.

The electronic controller of your Williams refrigeration cabinet is factory set at a predetermined temperature level and defrost frequencies as determined by the type and application of cabinet.

Typical preset temperatures are:

H	General purpose	1°C to 4°C
CF	Chilled food	0° to 3°C
M	Meat	–2° to +2°C
F	Fish	–2° to +2°C
L	Frozen food	–18° to –22°C

Transportation

Transport the cabinet standing upright at all times.

Do not lay the cabinet on sides or back; it must be kept upright at all times.

Should access challenges be experienced when manoeuvring the equipment into position, such as moving through doorways etc., then it is permissible to tilt the cabinet by no more than 30° from the vertical.

If tilting of the cabinet during transport or positioning has been necessary, then the cabinet must be allowed to stand for at least two hours before being powered on and operated.

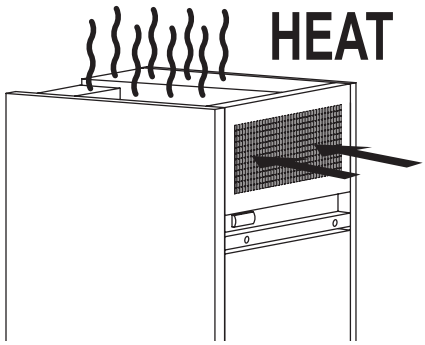
Proper handling equipment must be used to move and position cabinets due to the awkward size and weight of most units.

2 Cabinet location

All commercial refrigeration equipment generates considerable heat as a part of normal operation.

CAUTION

It is vital for correct equipment performance and reliability that adequate ventilation is provided to allow heat to dissipate



Refrigeration equipment generates heat

As a guide, when operating a one door cabinet, up to 1,200 Watts of heat can be generated, a two door 1,800 Watts and a three door 2,400 Watts of heat.

Any refrigeration equipment that is operated in a small, unventilated area, especially in warm weather, can cause the compressor to overheat and possibly result in it being permanently damaged.

The least it will do is cause the refrigerator to use an excessive amount of electricity and possibly allow the contents to become spoiled.

CAUTION

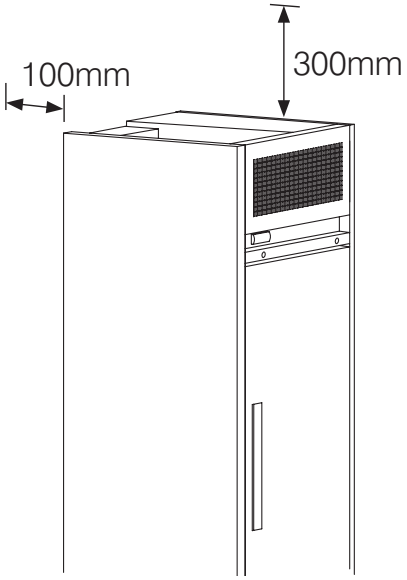
FAILURE TO OBSERVE VENTILATION GUIDELINES WILL VOID THE MANUFACTURER'S WARRANTY

Cabinets should not be located where direct sunlight, warm drafts, water, dust or grease is prevalent. Your cabinet is designed to operate at 65% RH. Humidity levels above 65% RH may cause excessive condensation.Cabinets may also sweat if they are placed too close together – there should be at least a 100mm gap between cabinets.

Ventilation details

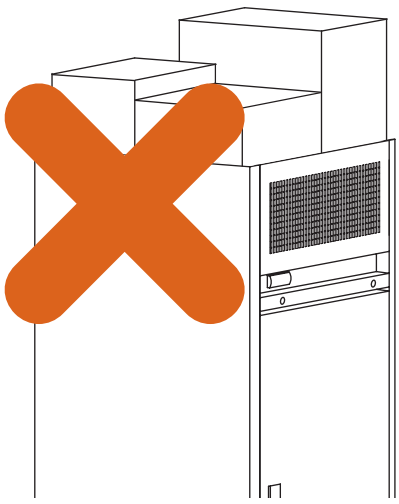
UPRIGHTS

A minimum space of 300 mm from top and 100 mm from rear and sides of an upright cabinet must be maintained at all times to ensure efficiency of all Williams refrigerators.



Ventilation Requirements: Upright Cabinets

An exhaust fan may be fitted above a self contained unit if there is inadequate ventilation. This will help to remove some of the heat from the area.



Do not store articles on top of uprights

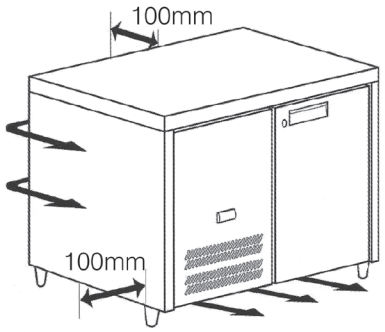
Under no circumstances should an upright cabinet have anything stored on top of it, such as cardboard cartons or shelves built over the top, which will cut down on air circulation to the refrigeration unit.

COUNTERS

Special consideration must be given to the selection and installation of under counter models to ensure that proper ventilation is provided. Please consult with your Williams dealer or supplier if you are uncertain.

A minimum space of 100 mm from the rear and sides of an under-counter cabinet must be maintained at all times to ensure operating efficiency.

There must also be ample provision for the hot air exiting into the rear cavity to escape under or around the sides of the cabinet.



Ventilation requirements: Under-counters

All counter cabinets must have a minimum of 100 mm at rear and be ventilated to ensure maximum air flow through the condensing unit.

All counter cabinets must have the area in front of the condensing unit clear to ensure unobstructed air flow through the condensing unit.

PLINTH MOUNTED

Please discuss the design of your mounting method with your Williams dealer or contact Williams directly prior to installation.

SERVICE ACCESS

Cabinets should not be installed in any manner that would impede normal service access.

❸ Installation

General notes

LEVEL

The cabinet should be standing level to ensure the correct operation of self closing doors and proper drainage of the condensate from the evaporator.

CASTORS

All self-contained cabinets are fitted with castors for ease of movement to allow for cleaning under and rear of the cabinet.

Where lockable castors are fitted, they must be locked to prevent accidental cabinet movement during operation and use. This can be achieved by pressing the locking tab down with the foot. Ensure that both castors are locked.

Remember to release the castor locks before attempting to move the cabinet.

LEGS/PLINTHS

It is a general requirement in Australia that all built-in commercial refrigerated cabinets must be on a plinth, or legs that are a minimum of 150 mm high. Please check with your local building and Health inspectorate requirements.

Adjustable legs may be supplied as an option when ordered. While it is intended that such cabinets are fitted with legs, they may be transported with small castors for ease of transport mobility.

Using interchangeable legs will typically increase the height of the cabinet by 30 mm.

DRAINAGE

All cabinets installed as remote systems require connections to drains or provision of a tundish. Check with local building and Health inspectorate requirements.

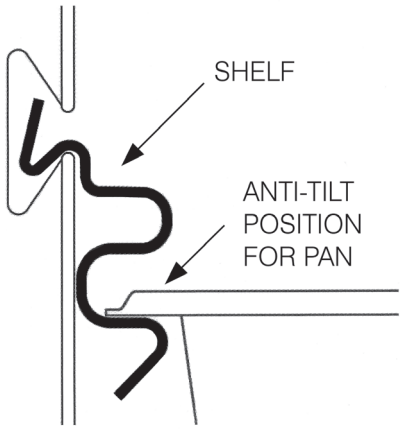
Some self contained cabinets, such as fish cabinets also require drainage services to be provided. Please contact your dealer or Williams Refrigeration Australia for further information.

Special installation notes

Installation of marine application models with flanged feet for deck fixing and bulkhead fixings should be carried out by specialist marine companies.

GASTRONORM FITTINGS

Gastronorm model refrigerators or freezers are fitted with ladder racking and slides to take either gastronorm pans or shelves.



Fitting for shelf or pan

SHELF LOADING

Do not overload shelves. Remove some product if the shelves are bending.

❹ Mains connection

This cabinet is suitable for connection to a nominal 240 volt, 50 Hz power supply. A dedicated power outlet should be used for the cabinet. Do not use power boards, extension leads, double adaptors or the like. A type D motor start circuit breaker should be used. We recommend the use of a residual current device (RCD).

A 3 pin moulded plug is fitted as standard to the mains lead. If the unit requires a 15 Amp circuit a 15 Amp plug will be fitted.

Never change a 15 Amp plug for a 10 Amp type.

5 Operation

GENERAL

The cabinet is factory set according to the specifications for refrigerator and freezer. There is no need to adjust the controller as this may alter the design performance.

LOADING

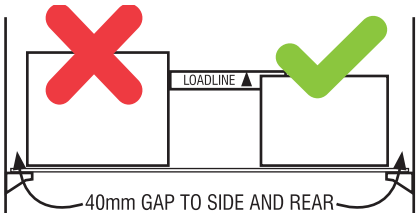
Before loading any product, allow the cabinet to reach normal operating temperature.

Corrosive foodstuffs such as vinegar, brine, seafood, cut tomatoes, cut onions, etc must be put into sealed containers to minimise the risk of cabinet rust and corrosion.

All forced draught commercial refrigeration units require constant air flow throughout the cabinet to maintain desired temperature. Correct loading of the cabinet must be considered for effective and efficient refrigeration performance.

Never block the internal air vents that circulate the air around the cabinet and **observe the load line** within the cabinet.

Allowing space for the air to circulate around the inside of the cabinet will help keep your product at the correct temperature.



Correctly load cabinet

AUTOMATIC DEFROST

All forced draught cabinets in the Williams range are automatic defrost and this function is monitored by the electronic controller fitted to all cabinets (note that static cabinets require manual defrosting eg. LA135, Skippy)

All self contained cabinets have a heated tray fitted using hot gas waste from the compressor (except in the case of some specialised cabinets where an electric element is used).

These vaporiser trays will thaw and evaporate all ice and moisture from the evaporator.

This vaporising action results in steam emission and/or sounds of boiling water and may be heard. **This is a normal consequence of the auto-defrost function.** Check the source of any concerns prior to calling supply agent.

Controller display

TYPICAL CONTROLLER DISPLAYS

Under normal operating conditions, the Freezer or Refrigeration controller displays the internal temperature of the cabinet at the sensor point.

Fridge (typical)	04	4 Deg C
Freezer (typical)	-18	-18 Deg C

INDICATORS

The controller includes indicators to show the status of the compressor and evaporator fans. These devices will cycle on and off during normal operation of the Freezer or Refrigeration unit.

	Compressor RUNNING	Evaporator Fan RUNNING	
Freezer (typical)	-18 :		-18 Deg C

DEFROST

	dF	Defrost cycle

The cabinet temperature may briefly rise above the set point following a defrost cycle.

Errors

TEMPERATURE PROBE ERRORS:

E1 E2

IMPORTANT: Should such errors be indicated, refer to section 9 Troubleshooting.

TEMPERATURE SET POINTS

All Williams Refrigeration cabinets are factory set for the optimum storage temperature range as per the class of product. Refer table in section *1 Introduction*.

SWITCHING OFF

Cabinets are not designed to be ordinarily switched off. Bacteria growth, mould, odours, rust or water overflow could occur.

CAUTION

Temperature Set points are just that. They are not 'accelerators'. Lowering set points will not increase the rate of cooling or performance of the system.

If your cabinet is not holding temperature ensure that it has adequate ventilation, it is not overloaded, and that all routine maintenance and cleaning has been carried out.

RESTORING TEMPERATURE SET POINTS

The following procedure can be followed to reset controller parameters should they be inadvertently altered.

The Temperature Set Point as set and displayed is the lower target temperature.

The Refrigeration system will work to hold the cabinet temperature within a four degree temperature band using the Temperature Set Point as the lower limit.

To change Temperature Set Point, press and hold **(for 4 seconds)** controller buttons as per the following sequence:

INCREASE TEMPERATURE SET POINT

and

DECREASE TEMPERATURE SET POINT

and

WARNING

Accessing the controller to reprogram other critical equipment parameters may seriously affect the operation and performance of the equipment. Refer to your refrigeration mechanic or your Williams Refrigeration agent if you have any doubts.

Altering parameters outside of Williams factory set conditions could void warranty.

Further Engineering details on all controller parameter set points can be obtained from Williams.

6 Cleaning

Cleaning cabinet surfaces

EXTERIOR

The cabinet is finished in stainless steel or Colorbond steel and if cared for correctly, will keep the 'as new' look for many years.

Normal day to day cleaning should be carried out with a soft cloth and soapy water. Stainless steel cabinets should always be cleaned by wiping the cabinet in the same direction as the grained polish as the finish can be spoiled by wiping against (or across) the grain.

Never use abrasive cleaners, scouring pads or such materials on cabinets as these products can permanently damage the surface and, over time, may cause corrosion.

Refer to the Stainless Steel Care brochure on our web site **www.williams-refrigeration.com.au** for more information.

Do not use any cleaning agents of a caustic based nature, as these will have a detrimental effect on the cabinet surfaces.

INTERIOR

Interior cleaning should be done on a regular basis with warm water and a soft cloth. Dry thoroughly afterwards. Remove shelves and pans for easy cleaning if required.

Some models also provide for the removal of shelf support stripping (see section *3 Installation*) to help facilitate thorough cleaning.

CAUTION

All cabinets are fitted with electrical components and in particular, electronic controllers. These items must not be subjected to any levels of moisture entry.

Evidence of such will automatically void any warranty.

CLEANING DOOR GASKETS

Clean weekly with warm mild soapy water (do not use harsh detergents) and a soft cloth.

DO NOT use a sharp knife to scrape or clean the gasket!

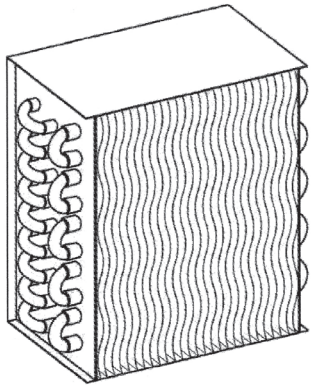
Regularly check gasket for damage that can be caused by being struck with sharp objects such as the edge of a tray or a knife.

Damaged gaskets that do not seal correctly can increase the amount of power that is consumed and cause the evaporator to ice up. Either condition can cause the temperature within the cabinet to increase.

Do not use any cleaning agents of a caustic based nature on door gaskets. Always ensure the gasket (including the gasket folds behind the inner edge), is kept clean and moisture free.

Cleaning cabinet condenser

The condenser is located in the compressor compartment for self contained models. It looks like an assembly of aluminium fins with a fan arranged to blow ambient air through it.



The Condenser is mounted at the top of the cabinet for standard uprights or underneath for 'under-mount' uprights.

Under-counter cabinets have the condenser in the motor compartment to the side of the cabinet.

Failure to keep the condenser clean will lead to higher temperatures in the cabinet, higher running costs and in most cases failure of the compressor or other components. A clean condenser is a critical factor in keeping your product operating correctly.

Condenser cleaning procedure

STOP

Ensure that all Electrical Power to the unit is turned off before attempting to clean the Condenser!

1 Turn the power off at the power point and unplug the power supply lead. If the power point is not readily accessible, turn off the isolation switch or the circuit breaker in the switchboard.

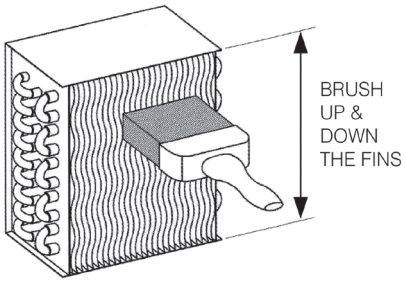
2 Carefully remove the unit cover or remove the cassette system.

Refer to specific examples below.

3 Using a nylon brush carefully remove dust and dirt build up from the condenser (ensuring dust is not pushed back into condenser fins) and any dust that may have fallen into the area behind the control panel.

WARNING

Manufacturer's warranty does not cover failure of compressors due to blocked condensers.



Cleaning condenser fins

To avoid personal injury by cuts, take care not to directly contact the fins as they are quite thin and may be sharp.

The fin material is extremely fragile and if bent can detrimentally alter the performance of the condenser unit.

4 The use of a vacuum cleaner will help in cleaning up the dislodged material. You should be able to see through the coil.

5 If the coil is badly blocked or you are uncertain, you should arrange (at your cost) for a qualified technician to do a comprehensive clean.

6 After removing all dirt from the condenser, replace the unit cover or cassette.

7 Reconnect the electrical supply and restart the cabinet.

CAUTION

Do not use water or cleaning fluids in the condenser area, as they may damage the refrigerator and possibly result in an electric shock when power is restored.

Condenser access – Uprights

Carefully remove the unit's front area cover.

Depending on the model, the front cover can be removed: by pulling the top of the panel gently out and raising slightly to unhook the bottom; or by sliding the cover up vertically.

Condenser access – Counters

STOP

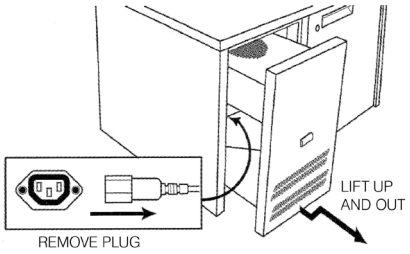
Ensure that all Electrical Power to STOP the unit is turned off before attempting to clean the Condenser! Depending on the model: either swing open the unit cover; remove screws at the bottom of the unit cover panel; or remove the cassette as per below.

REMOVING CASSETTE

1 Lift cassette up slightly at front and draw out of cabinet.

2 Stop half way and disconnect the internal power connector to the cassette

3 Continue to withdraw fully once power connector is disconnected.

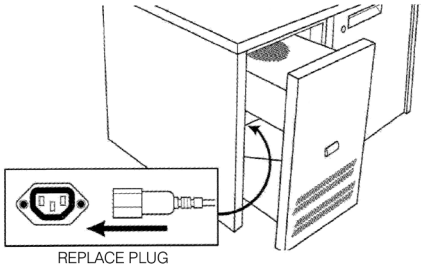


Removing Cassette

REPLACING CASSETTE

1 Lift cassette back into cabinet and slide back to mid point position.

Reconnect cassette power lead inside the cabinet. Refer diagram "Replacing Cassette".



Replacing Cassette

2 Push cassette all the way back in. It may require a slight lift at the front to enable it to return to the final position.

3 Plug the cabinet back into the mains GPO and turn ON.

4 Ensure drain tube is in correct position.

Blown air well systems

Many food preparation counters incorporate blown air well systems. Some food can find its way into the associated duct system. These ducts MUST be removed and cleaned regularly, at least every day to minimise Food Safety risk.

Removing ducts for cleaning



Remove all pans from well



Reach into the well to the lower 'joint' in the duct and lift up



Remove the complete duct for cleaning. Both sides of well.

Remove any food debris and thoroughly clean all surfaces.

Do not push any food scraps into the cabinet or fan system.

Well covers



Blown air well counters are designed for use with the provided sliding covers. The covers should be slid across to access the required food product and then closed again.

During peak periods the covers may be removed for a short time only (reduced working conditions). If not replaced the refrigeration system will be compromised and may 'ice up' affecting system performance and reliability. There should be no gaps between the pans.

7 Routine maintenance

Most units are completely automatic in operation; that is, there is no need to manually defrost (note that static evaporator models do require periodic manual defrosting, usually overnight).

A maintenance program however, is required to ensure a long life and trouble free use.

A suggested maintenance program is as follows:

Daily

- Take note of the cabinet operating temperature. It is suggested that this be done at approximately the same time of day, to reduce temperature fluctuations caused by heavy use and/or the loading of a large quantity of product.
- Write these daily temperature readings in a small notebook. In this way, an average minimum and maximum operating temperature will be easily (and accurately) calculated for insertion into the Cabinet Service Log (see next).
- Wipe all external surfaces with a soft cloth and warm soapy water. Rinse and wipe dry. Clean blown air well duct systems.

Before any extensive cleaning, always switch off the electrical supply and remove the plug from the electrical outlet.

- Correct loading must be considered, to ensure correct air flows within cabinet.
- At all times, large items such as cardboard boxes should be placed at the bottom of the cabinet (in the top mounted upright cabinet) or at the far end of the cabinet opposite the evaporator (as in the under counter cabinet) to avoid restricting the cold air from the evaporator. Take note of the load line (See 'Loading' in section *5 Operation*).

Weekly

- In addition to the daily maintenance items, cleaning of the door gasket each week is critical to the cabinet working efficiently. See 'Cleaning Door Gasket/s' in section *6 Cleaning*.

Monthly

- Follow the daily and weekly tasks as listed.
- From the daily noted operating temperatures, determine the average maximum and minimum temperatures and record in the Cabinet Service Log (see next). It is suggested that this task is completed at the beginning of each month.
- Every three months, the condenser must be cleaned of dust and other debris that will have collected. See the instructions under 'Cleaning Condenser', in section *6 Cleaning.*

IMPORTANT: In some applications, the condenser may need to be checked more frequently. For example in a dusty or greasy environment or where flour is prevalent, condenser cleaning should be carried out every fortnight. By monitoring the amount of condenser clogging that occurs, the frequency can be adjusted to suit individual situations

- All condenser cleaning must be entered into the cabinet service log when the service takes place. **Failure to do so will void warranty obligations** by Williams Refrigeration and/or their suppliers/service providers, as tangible evidence will be required to support most warranty claims.

Cabinet Service Log

IMPORTANT: Warranty may be void if there is no evidence that a preventative maintenance program has been carried out on the equipment.

It is best practise to create and maintain a cabinet service log to ensure that this work is carried out regularly and at recommended frequencies. Be sure to complete, sign and date the log when any preventative maintenance or service is carried out on the cabinet.

WARNING

The refrigeration and electrical system is not designed for compatibility with flammable refrigerants. Under no circumstances should flammable refrigerants such as hydrocarbon be used in this equipment.

8 Warranty

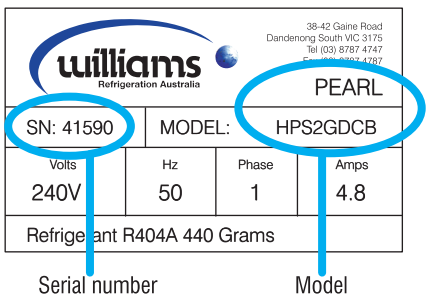
How to make a warranty call

Prior to making a warranty call please check the items in "Troubleshooting". If after checking those items, the problem remains, please call the warranty department on **1800 338 148** or email **wrasupport@williamsref.com.au**

SEE PAGE 11 FOR WARRANTY.

HAVE THE FOLLOWING INFORMATION AVAILABLE WHEN YOU CALL THE WARRANTY DEPARTMENT:

- Cabinet model and serial number – this can be found on the label on the inside wall.



- The name of the business, the address, a contact name and phone number.
- The name of the dealer from whom you purchased the equipment.
- A brief description of the problem.

All warranty claims must be logged with and authorised by Williams prior to any work being carried out.

Williams approved warranty work undertaken by authorised service agents is arranged during normal working hours only (generally Monday – Friday, 8am to 4.30pm, excluding public holidays).

9 Troubleshooting

WARNING

A BLOCKED CONDENSER IS THE MOST COMMON CAUSE OF COMPRESSOR BREAKDOWN AND EQUIPMENT FAILURE!
[See 7. Routine maintenance]

PROBLEM	POSSIBLE CAUSE	ACTION
Cabinet not working	Is there power to the cabinet?	• Check mains lead is plugged in. • Check there is power to the GPO.
	Is there power to the condensing unit if under counter cabinet?	• Check cassette power plug. See page 8.
Cabinet temperature too high	Condenser blocked with dirt.	• Clean thoroughly—see section *6 Cleaning.*
	Gasket not sealing.	• Check condition of gasket—change if necessary. • Check floor is level and door is closing correctly.
	Warm/fresh product has entered cabinet.	• Refrigerator: Wait 30 minutes for air to stabilise. • Freezer: Only use to store product that is already frozen.
	Cabinet defrost is on or just recently finished.	• Wait for defrost to end. May be up to 30 minutes.
	Refrigeration fault.	• Call Williams (or service engineer for non-warranty).
	Poor ventilation around cabinet.	• Refer to 'Ventilation details' section *2 Cabinet location.*
	Evaporator has iced up, stopping cold air flow through cabinet.	• Check for warm/ambient product in cabinet. • Check for over loading. • Check for gaskets not sealing. • Check door is closing correctly. • Check for set point too low.
	Set point inadvertently changed.	• Program the controller to correct values.
Cabinet temperature too low	Refrigeration fault.	• Call Williams (or service engineer for non-warranty).
	Set point inadvertently changed.	• Program the controller to correct values.
'E1' displayed on controller	Faulty air (cabinet) sensor probe.	• Call Williams (or service engineer for non-warranty).
'E2' displayed on controller	Faulty evaporator sensor probe.	• Call Williams (or service engineer for non-warranty).
No display at all in temperature indicator	Interruption to power supply.	• Check mains lead is plugged in. • Check power is switched on. • Check mains fuse.
Cabinet door does not close properly	Cabinet not levelled correctly.	• Adjust legs as per installation notes.
	Gasket damaged or torn.	• Call service engineer to replace gasket.
Sandwich, pizza or prep. well too warm or cabinet with these type of wells too warm	Lids left off pans or pans not in place.	• Pans to be in place at all times. • Perspex lids to be in place at all times (see 'Well covers' section *6 Cleaning*).
	Ambient air entering the cabinet over a short period or overnight.	• Ensure Perspex lids are in place as much as possible.
	Iced up evaporator. **PLEASE NOTE: This condition is rarely a manufacturing fault**	• To remove ice, put product in another storage area (e.g. refrigerator). • Turn cabinet OFF with doors and well open. • Leave overnight. • Only turn unit back ON if all ice is completely defrosted.
	Doors not shut properly.	• Ensure door hinges are working properly.
	Gaskets not sealing properly.	• Check if gaskets are torn or damaged.
	Cassette not properly installed.	• Adjust cassette in place.
	Water on floor	• Ensure drain pipe is located over vaporiser tray.

Equipment **warranty**

Please refer to Williams Refrigeration Australia Terms and Conditions of Sale for full details.

16 Liability / Warranty

16.1 Except as theTerms specifically state,or as contained in any express warranty provided in relation to the goods or services, the Agreement does not include by implication any other term, condition or warranty in respect of the quality, merchantability, acceptability, fitness for purpose, condition, description, assembly, manufacture, design or performance of the goods or services or any contractual remedy for their failure.

16.2 Williams products are not designed for nor have the appropriate certifications, licences or accreditations for use in personal, domestic or household applications. The Customer warrants that Williams products will not be used for such applications. To the extent permitted by law, Williams specifically does not warrant its products used in such applications.

16.3 If the Customer is a consumer nothing in these Terms restricts, limits or modifies the Customer's rights or remedies against Williams for failure of a statutory guarantee under the ACL.

16.4 If the Customer on-supplies the goods to a consumer and:

(a) the goods or services are not of a kind ordinarily acquired for personal, domestic or household use or consumption, then the amount specified in section 276A(1) of the ACL is the absolute limit of Williams' liability to the Customer;

(b) the goods or services are of a kind ordinarily acquired for personal, domestic or household useor consumption, payment of any amount required under section 274 of the ACL is the absolute limit of Williams' liability to the Customer; howsoever arising under or in connection with the sale, installation, use of, storage or any other dealings with the goods or services by the Customer or any third party.

16.5 If clause 16.2 or 16.4 do not apply, then other than as stated in the Terms or any written warranty statement Williams is not liable to the Customer in any way arising under or in connection with the sale, installation, use of, storage or any other dealings with the goods or services by the Customer or any third party.

16.6 Williams is not liable for any indirect or consequential losses or expenses suffered by the Customer or any third party, howsoever caused, including but not limited to loss of perishables, loss of turnover, profits, business or goodwill or any liability to any other party except to the extent of any liability imposed by the ACL.

16.7 Nothing in the Terms is to be interpreted as excluding, restricting or modifying or having the effect of excluding, restricting or modifying the application of any State or Federal legislation applicable to the sale of goods or supply of services which cannot be excluded, restricted or modified.

16.8 Where the Customer is a consumer, the following mandatory statement applies: Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

16.9 Williams warrants,subject to the exclusionsand limitations below, the goods will be free from defects in materials and workmanship for the applicable warranty period set out below ("Warranty").

16.10 Subject to the remainder of clause 16, Williams, in its reasonable discretion if it deems necessary, will repair or replace any goods to remedy any fault covered by Warranty, provided that:

(a) the goods may have acceptable variance; and

(b) any replacement or repaired goods will only be warranted for the unexpired portion of the Warranty period attached to the original goods.

16.11 Unless stated otherwise, our standard warranty period and product covered is;

(a) Williams brand self contained cabinets, 24 months from our original invoice date;

(b) Williams brand cabinets connected to a remote condenser, 12 months parts only warranty from our original invoice date;

(c) Topaz brand cabinets, 12 months from our original invoice date;

(d) Spare parts, 3 months from our original invoice date.

16.12 Provision of the Warranty is subject to:

(a) the Customer not being in breach of these Terms or any additional Agreement as may be in place;

(b) proof of purchase of the goods being directly from Williams or an authorised distributor or agent of Williams;

(c) Williams' or its representative, at its option, having access to the goods for the purposes of inspection and verification of any claim;

(d) the Customer accepting an invoice for any replacement parts claimed under Warranty, which will be reimbursed, excluding freight costs, only after confirmation of the claim by Williams;

(e) The full payment of any invoices rendered by Williams to the Customer for non Warranty work;

(f) the Customer has not repaired or undertaken to repair the goods without prior authorisation from Williams nor altered the goods in any way;

(g) the Customer uses and maintains the goods in accordance with Williams' instructions and in accordance with commonly accepted operating practices;

(h) the Customer providing written notice within 3 days of delivery of any goods that it believes do not meet specifications or goods that are defective; and

(i) correct storage, siting and installation of the goods in accordance with Williams' instructions.

16.13 The following Warranty exclusions apply:

(a) Any product which Williams publishes as excluded from application of this Warranty;

(b) Any product for which the Warranty period published by Williams (in advertising material or otherwise) differs from the Warranty period outlined above;

(c) defects or malfunctions that are the result of incorrect or poor maintenance by the Customer;

(d) damage or alteration to the goods arising from circumstances outside the direct control of Williams, including, without limitation, power surges, disruptions, flooding, fire or acts of god or where the goods are not used for their intended purpose;

(e) any part of a refrigeration cabinet which has been subject to misuse, neglect, alteration or changed in any manner, incorrect installation or accident that has been caused by the Customer or its invitee;

(f) the failure of goods that have been supplied to a Customer's specification or design and that failure was caused by a Customer specification or design fault;

(g) any problem that might arise due to poor installation or siting of the goods, including but not limited to, lack of sufficient fresh air circulation, marine or mobile applications;

(h) any problem that might arise out of the installation of remote cabinets, including but not limited to, blockages or leaks in the refrigeration system, replacement refrigerant and components including TX valves, and wiring issues with controllers;

(i) any third party equipment that the Customer might have specified;

(j) any installation or removal costs necessary to access or service the goods;

(k) any time spent on security clearance, inductions and suchlike;

(l) damage to, or breakage of, glass doors, gaskets, power leads, hinges, lights or plastic components; and

(m) the failure of gaskets, lights, hinges, locks, TX valves and batteries.

16.14 Williams reserves the right to replace defective parts of the goods with parts and components of similar quality, grade and composition where an identical part or component is not available.

16.15 Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

16.16 The Customer warrants to use the goods in accordance with:

(a) any instructions provided to it by Williams from time to time;

(b) all government and local regulations, including but not limited to all relevant environmental laws and regulations governing the storage, installation, use, handling, maintenance and disposal of the goods.

(c) all necessary and appropriate precautions and safety measures relating to the storage, installation, use, handling and maintenance of the goods.

(d) Williams' approved Warranty work undertaken by authorised service agents is arranged during our normal working hours only (generally Monday – Friday, 8am to 4.30pm, excluding public holidays).

16.17 The Customer bears the cost of making the Warranty claim.

16.18 Approved Warranty repair work will be conducted for free only on the Australian mainland and within 50kms of a Williams Authorised service agent premises. If the Customer is located more than 50km away, then any distance will be charged to the Customer on the excess at commercial rates.

16.19 Williams makes no express warranties or representations other than as set out in this clause 16.

16.20 The repair or replacement of the goods or part of the goods is the absolute limit of Williams' liability under the Warranty.

16.21 The benefits of this Warranty are in addition to any rights and remedies imposed by Australian State and Federal legislation that cannot be excluded.

16.22 In the case of goods not manufactured by Williams but are sourced from third parties and supplied by Williams, this Warranty will not operate to extend the terms of the original manufacturer of those goods.

16.23 Our contact details are:
Williams Refrigeration Australia Pty Ltd
38-42 Gaine Road
Dandenong South, Victoria, 3175
Ph: 03-8787 4747
Fax: 03-8787 4787
Email: wrasupport@williamsref.com.au

MORE INFO

Please refer to our website williams-refrigeration.com.au for current Terms and Conditions of Sale

williams
Refrigeration Australia

WILLIAMS-REFRIGERATION.COM.AU

Williams Refrigeration Australia Pty Ltd

Australian Head Office
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E sales@williamsref.com.au

FREECALL **1800 338 148**

WARRANTY **03 8787 4712**

SPARE PARTS **03 8787 4713**

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