

# Refrigerators, Freezers, and Ice Machines

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# Refrigerators and Freezers

## Overview

### Daily:

- Spot clean spills as needed throughout the day using a wiping cloth saturated in ClickSan® Disinfectant/Sanitizer solution or other approved sanitizer.

### Weekly:

- Clean the interior of the refrigerator or freezer.
- Clean the condenser coil fins (under counter models).
- Check for leaks. Call the FCC if any leaks are found.

### Monthly:

- Compact refrigerators and freezers – tighten door hinges with a screwdriver.

### As Needed:

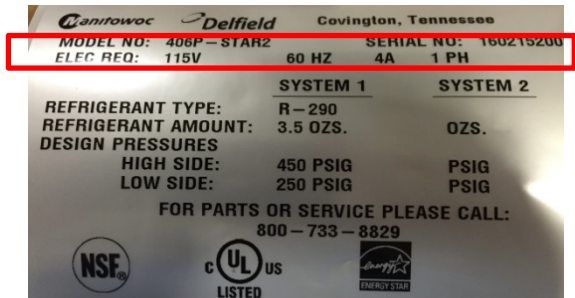
- Clean the drain pan (under counter models).
- Replace refrigerator door gasket.

### Temperature:

- The refrigerator temperature should never exceed 41° F / 5° C.
- The freezer temperature should be maintained at 0° F / -18° C and should not exceed 10° F / -12° C during defrost cycles.

### Identifying Your Refrigerator:

- Manufacturer and model information for refrigerators are located inside the unit.
- Locate label (shown on right).
- Manufacturer, model and serial number are located on the top of the label (shown in box on right).



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# Refrigerators and Freezers

## Cleaning Interior

**Frequency:** Weekly

**Materials Needed:**

- Wiping Cloth
- Blue Scrub Pad

- ClickSan® Disinfectant/Sanitizer / KAY-5® Sanitizer
- INSTANT SOLUTIONS™ Multi-Surface & Glass Cleaner

**SDS:**

A Safety Data Sheet for ClickSan® Disinfectant/Sanitizer, KAY-5® Sanitizer, and INSTANT SOLUTIONS™ Multi-Surface Glass Cleaner can be found on the Partner Hub and in your First Aid Kit.

**Warning:**



The refrigerator must be unplugged before cleaning fan guards to stop fan blades from rotating. Serious injury may result if unit is not unplugged.

**01 – Move or remove product**

- Move products to the opposite side from where you are cleaning, or remove products and transfer to an alternate refrigerator.



01 Move or remove product

**02 – Clean all walls and shelves, and wipe drain ledge along back wall of refrigerator**

- Include metal brackets and wire rack shelves.
- Use a paper towel sprayed with Multi-Surface & Glass Cleaner.
- Wipe drain ledge from left to right to avoid clogging the drain.



02 Clean all walls and shelves, and wipe drain tray along back wall of refrigerator



**03 – Remove heavy build up**

- Use a Blue Scrub Pad.

**04 – Scrub door interior, seals, and door sealing surfaces**

- Use a paper towel with Multi-Surface Cleaner.



03 Remove heavy build up



04 Scrub door interior, seals and door sealing surfaces

**05 – Unplug unit**

**06 – Clean fan guards for dust build up**

- Vacuum the fan guard, and plug refrigerator back in when finished.



06 Clean fan guards for dust build up

**07 – Wipe all surfaces**

- Use a wiping cloth saturated in sanitizer. Make sure to clean the fold within the seal.



07 Wipe all surfaces

**08 – Clean the exterior surface of the door**

- Spray Multi-Surface Glass Cleaner into a clean paper towel.



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# Refrigerators and Freezers

## Cleaning the Condenser Coil Fins

**Frequency:** *Weekly*

**Materials Needed:**

- *Non-food Contact Vacuum Attachment*

**Warning:**



- *The refrigerator must be unplugged before cleaning fan guards to stop fan blades from rotating. Serious injury may result if unit is not unplugged.*
- *The condenser coil fins are sharp and can cut your hands if touched.*

### 01 – Locate the condenser coil

- If you are not sure where the condenser coil fins are located, contact the FCC.

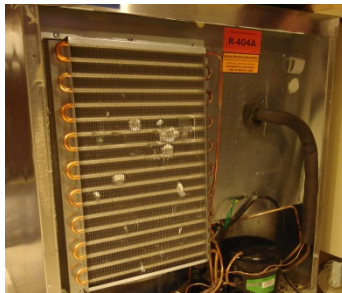
### 02 – Remove all dust and lint from the condenser coils

- Carefully use the vacuum with the brush attachment.
- Move the vacuum in the direction of the fins.

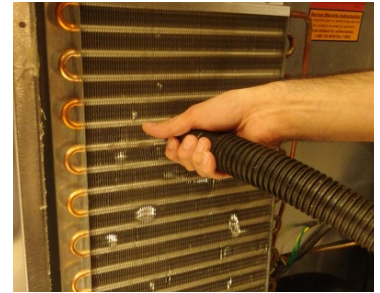
**Note:** Do not brush perpendicular to the fins, as they can fold over and damage the unit. The condenser fins are very delicate and will bend easily.

### 03 – Remove all dust and lint from the fan cover underneath the condenser coils

- Use the vacuum with the brush attachment.



**01** Locate the condenser coils



**02** Remove all dust and lint from the condenser coils



**03** Remove all dust and lint from the fan cover underneath the condenser coils



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# Refrigerators and Freezers

## Cleaning the Freezer Condenser Coil

**Frequency:** *Monthly*

**Materials Needed:**

- *Non-food Contact Vacuum Attachment*
- *Detail Brush*
- *Phillips Head Screwdriver*
- *Paper Towels*
- *INSTANT SOLUTIONS™ Multi-Surface & Glass Cleaner*

**Warning:**



*The condenser coil fins are sharp and can cut your hands if touched.*

**01 – Roll out the freezer and unplug it**

- Keep doors closed when cleaning the condenser coil to ensure freezer remains cold.



**01** Roll out the freezer and unplug it

**02 – Remove the louvered grill**

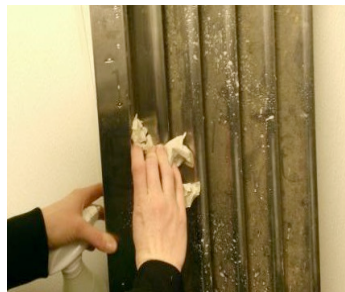
- Use the screwdriver to remove the louvered grill.



**02** Remove the louvered grill

**03 – Wipe down grill**

- Spray cleaner onto grill and clean any visible spills.



**03** Wipe down grill

**04 – Vacuum the coil**

- Use the vacuum with the brush attachment.
- Move the vacuum attachment in the direction of the fins to remove debris.
- If the debris is dense, use a paper towel to gently wipe off the excess.



**04** Vacuum the coil

**05 – Brush dust/debris from the coil**

- Carefully use the detail brush to remove any debris from the coil.



**05** Brush dust/debris from the coil

**06 – Remove dust/debris from the floor near condenser**

- Look under unit and vacuum floor to remove excess debris or dust.

**07 – Replace louvered grill**

**08 – Plug unit back into outlet**

- Restore power to the freezer and roll unit back into position.



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# Refrigerators and Freezers

## Cleaning the Drain Ledge (Under Counter Models)

**Frequency:** *As Needed*

**Materials Needed:**

- *Wiping Cloth*

- *ClickSan® Disinfectant/Sanitizer / KAY-5® Sanitizer*

**SDS:**

*A Safety Data Sheet for ClickSan® Disinfectant/Sanitizer and KAY-5® Sanitizer can be found on the Partner Hub and in your First Aid Kit.*

**01 – Remove wire rack shelves**

- Remove all product first.



**01** Remove wire rack shelves

**02 – Wipe drain ledge along back wall of refrigerator**

- Wipe drain ledge from left to right to avoid clogging the drain.

**03 – Clean out any obstructions from the drain hole**

- Use a piece of flexible tubing or wire to clean out any obstructions.



**03** Clean out any obstructions from the drain hole



# Refrigerators and Freezers

## Replacing Door Gasket

**Frequency:** *As Needed (When Torn)*

**Materials Needed:**

- Wiping Cloth
- Tape

- Paper Towel
- ClickSan® Disinfectant/Sanitizer / KAY-5® Sanitizer

**SDS:**

*A Safety Data Sheet for ClickSan® Disinfectant/Sanitizer and KAY-5® Sanitizer can be found on the Partner Hub and in your First Aid Kit.*

**01 – Remove product**

- Store in another refrigerator/freezer.

**02 – Remove old gasket and discard**



**02** Remove old gasket and discard

**03 – Wipe gasket groove**

- Use wiping cloth moistened with sanitizer solution to remove any debris, such as syrup and/or dairy spills.



**03** Wipe gasket groove

**04 – Dry gasket groove and area with paper towels**

**05 – Run new gasket through dishmachine**

- This softens the gasket for installation.



**05** Run new gasket through dishmachine

**06 – Install new gasket**

- Insert the smaller rigid side into the gasket groove.



**06** Install new gasket

**07 – Firmly press gasket into groove around door**

- Ensure it is properly seated.



**07** Firmly press gasket into groove around door

**08 – Close refrigerator door and tape shut**

- Use sign that states "Do Not Use" for two hours.



**08** Close refrigerator door and tape shut



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# Refrigerators and Freezers

## Troubleshooting

| PROBLEM   | POSSIBLE CAUSE                         | SOLUTION   |
|---|--|--|
| The refrigerator/freezer is too warm (above 41° F / 5° C or the freezer is above 10° F / -12° C). | The airflow to the unit is obstructed. | Ensure airflow is unobstructed by moving shelves or shifting products.   |
|   | The door(s) do not shut properly.      | Remove any obstructions to allow the door to close completely.   |
|   |  | Door seals or hinges are in need of repair. Notify the FCC.  |
|   | The condenser coil fins are dirty.     | Clean the condenser coil fins.   |
|   | The internal fans are obstructed.      | Rearrange product to permit complete airflow.  |
|   | Too much product.                      | For front of house refrigerators, remove some product and place in the backroom refrigerator. For back of house refrigerators, see what product can be moved to front of house and check par levels. |
| The refrigerator/freezer is not running.  | The unit is unplugged.                 | Plug in the unit.  |
|   | The circuit breaker has tripped.       | Reset the circuit breaker.   |
| There is water build up on the floor of an under counter unit.                                    | The condensate pan drain is clogged.   | Clean the drain pan.   |
| The refrigerator/freezer is too cold.   | Temperature is set too low.            | Set to appropriate temperature listed in the calibration standards. If temperature is set appropriately and it is still too cold, notify the FCC.  |



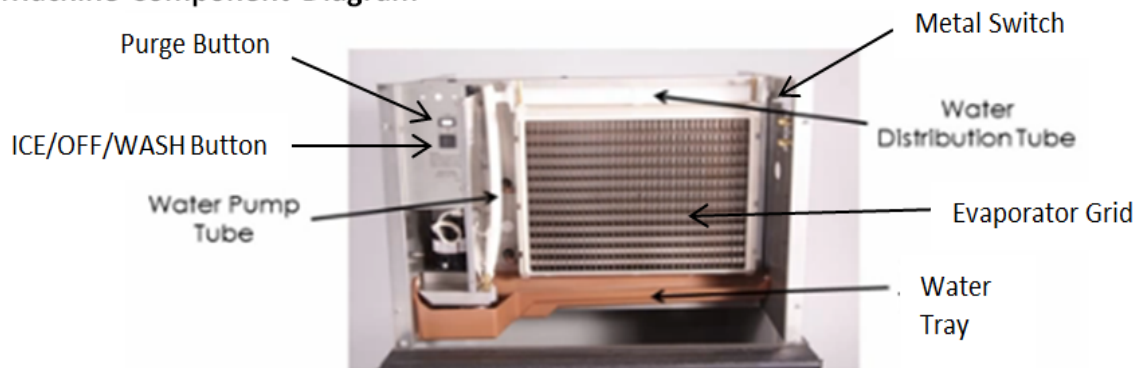


# Ice Machines

## Overview

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### Ice Machine Component Diagram



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#### Daily:

- Sanitize the ice machine door and deflector plate.
- Clean floor under the ice machine.

#### Weekly:

- Clean condenser coil fins.
- Check for leaks. Call the FCC if any leaks are found.

#### Monthly:

- Run ice maker cleaner through the ice machine.
- Run sanitizer solution through the ice machine.
- Clean the ice bin of the ice machine (backroom model).
- Clean the ice bin of the ice machine (under counter model).
- Clean the chute assembly which is typically found in under counter model ice machines and connects the machine to the bin. (Breve Bar and B-stores).

#### As Needed:

- Align the ice curtain and bin switch (free standing back room models).
- Reset the thermal breaker (under counter model).
- Calibrate the ice machine.

# Ice Machines

## Sanitizing the Ice Machine Deflector, Door, and Gasket

**Frequency:** Daily

**Materials Needed:**

- Wiping Cloth
- Bucket

- ClickSan® Disinfectant/Sanitizer / KAY-5® Sanitizer

**SDS:**

*A Safety Data Sheet for ClickSan® Disinfectant/Sanitizer, KAY-5® Sanitizer, and KAY® QSR All Surface Floor Cleaner can be found on the Partner Hub and in the First Aid Kit.*

**01 – Ensure ice level is below deflector place**

**02 – Wipe clean the lid surfaces and edges**

- Use a wiping cloth soaked in sanitizer solution and wrung out so that no sanitizer drips from the cloth.



**02** Wipe clean the lid surface and edges

**03 – Sanitize door gasket on lid and edges**

- Use wiping cloth.



**03** Sanitize door gasket on lid and edges

**04 – Sanitize the deflector surface and edge**

- Use care not to miss the grooves and the bottom edge of the deflector.
- Close the lid to the ice machine. Do not touch the ice.



**04** Sanitize the deflector surface and edge

# Ice Machines

## Cleaning the Condenser Coil Fins (Under Counter and Backroom Models)

**Frequency:** *Weekly*

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**Materials Needed:**

- *Non-food Contact Vacuum Attachment*

**Warning:**



*The condenser coil fins are sharp and can cut your hands if touched.*

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**01 – If possible, roll ice machine out and unplug it**

- Locate the condenser coil fins on the ice machine.



**01** Locate the condenser coils

**02 – Remove all dust and lint from the condenser coils**

- Carefully use the vacuum with the brush attachment.
- Move the vacuum in the direction of the fins.



**02** Remove all dust and lint from the condenser coils

**Note:** Do not brush perpendicular to the fins, as they can fold over and damage the unit. The condenser fins are very delicate and will bend easily.

**03 – Roll ice machine back and plug in**

# Ice Machines

## Cleaning the Ice Machine Chute Assembly (Breve Bar and B-Stores)

**Frequency:** Daily

**Materials Needed:**

- Wiping cloth
- Ice Scoop

- ClickSan® Disinfectant/Sanitizer / KAY-5® Sanitizer
- Bucket

**SDS:**

A Safety Data Sheet for ClickSan® Disinfectant/Sanitizer and KAY-5® Sanitizer can be found on the Partner Hub and in the First Aid Kit.

**01 – Turn off the ice machine**

- Locate the switch in the breaker panel.



**01** Turn off the ice machine

**02 – Remove ice**

- A small bucket of hot water can be used to melt the last bit of ice that is difficult to scoop out.



**02** Remove ice

**03 – Open chute access door**

**04 – Wipe the inside of the ice chute**

- Use a wiping cloth saturated in sanitizer solution.



**03** Open chute access door

**05 – Allow the chute and bin to air dry**

- Use a wiping cloth saturated in sanitizer solution.



**04** Wipe the inside of the ice chute

**06 – Turn machine back at the breaker panel**

- It will take at least 20 minutes for the first batch of ice to be produced.

# Ice Machines

## Running Cleaner Through Ice Machine

**Frequency:** *Monthly*

**Materials Needed:**

- *Wiping Cloth*
- *Splashes Goggles*
- *Rubber Gloves*
- *Ice Scoop*
- *Ice Bucket*
- *Plexi-cube*
- *Phillips Head Screwdriver*
- *FREEZ Ice Machine Cleaner*

**SDS:**

*A Safety Data Sheet for FREEZ Ice Machine Cleaner can be found on the Partner Hub and in the First Aid Kit.*

**Warning:**



*Wear splash goggles and rubber gloves.*

**01 – Wait for cycle to complete, then turn off water supply**

- Wait for the ice to drop into the bin so ice doesn't block cleaner.
- On the wall behind the ice machine, turn the valve so that the water supply to the ice machine is shut off.



**01** Wait for cycle to complete, then turn off water supply

**02 – Remove front panel**

- Remove the two screws holding the panel using a screwdriver.
- Place the screws in a plexi cube. Lift out and up to remove panel.



**02** Remove front panel

**03 – Purge water from water tray**

- Push the "ICE/OFF/WASH" switch in "WASH" position. Press and hold the "PURGE" button until all water is removed from the water tray.



**03** Purge water from water tray

**04 – Place switch into OFF position**

- Push the "ice/off/wash" switch to "OFF" position.



**04** Place switch into OFF position

**05 – Mix FREEZ Ice machine cleaner with water**

- Wearing rubber gloves and goggles, use white tick marks on side of bottle to mix 1.5 oz. FREEZ cleaner with 0.5 gallon water into a clean sanitizer container per label directions.

**06 – Add cleaner to water tray**

- Add the cleaner to the water tray (tray capacity approximately one-half gallon).



**06** Add cleaner to water tray



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# Ice Machines

## Running Cleaner Through Ice Machine (continued)

**Frequency:** *Monthly*

**Materials Needed:**

- *Wiping Cloth*
- *Splash Goggles*
- *Rubber Gloves*
- *Ice Scoop*
- *Ice Bucket*
- *Plexi-cube*
- *Phillips Head Screwdriver*
- *FREEZ Ice Machine Cleaner*

**SDS:**

*A Safety Data Sheet for FREEZ Ice Machine Cleaner can be found on the Partner Hub and in the First Aid Kit.*

**Warning:**



*Wear splash goggles and rubber gloves.*

**07 – Place in WASH cycle, and empty ice machine**

- Start the wash cycle by placing the “ICE/OFF/WASH” switch in the “WASH” position.

**08 – Remove all ice from bin**

- A small bucket of hot water can be used to melt the last bit of ice that is difficult to scoop out.

**09 – Purge cleaner from tray**

- Press and hold the “PURGE” switch until the cleaner has been emptied from the water tray.

**10 – Turn the water supply to the ice machine back on**

- This will fill the water tray with fresh water.

**11 – Press PURGE for two minutes**

- Press and hold the “PURGE” switch for two minutes. It is critical to rinse all cleaner from the machine to avoid contamination.

**12 – Push switch into OFF position**

- Push the “ICE/OFF/WASH” switch to OFF position.

**13 – Continue on to the next procedure, “Running Sanitizer Through Ice Machine”**



**09** Purge cleaner from tray



**10** Turn the water supply to the ice machine back on



**11** Press PURGE for two minutes



**12** Push switch into OFF position



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# Ice Machines

## Running Sanitizer Through Ice Machine

**Frequency:** *Monthly*

**Materials Needed:**

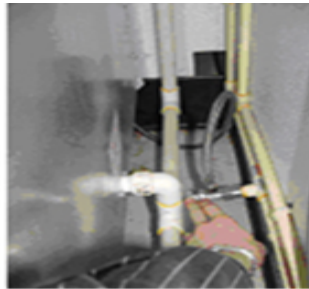
- *Wiping Cloth*
- *Small Sanitizer Container*
- *Sanitizer Bucket*
- *Plexi-cube*
- *Phillips Head Screwdriver*
- *ClickSan® Disinfectant/Sanitizer / KAY-5® Sanitizer*

**SDS:**

*A Safety Data Sheet for ClickSan® Disinfectant/Sanitizer and KAY-5® Sanitizer can be found on the Partner Hub and in the First Aid Kit.*

### 01 – Turn off water supply to the ice machine

- On the wall behind the ice machine, turn the valve so that the water supply to the ice machine is shut off.



**01** Turn off water supply to the ice machine

### 02 – Purge water from water tray

- Push the “ICE/OFF/WASH” switch in “WASH” position.



**02** Purge water from water tray

### 03 – Add sanitizer solution to water tray

- Prepare a solution of sanitizer in a sanitizer bucket.
- Use a 2L Tea Pitcher or other small container to transfer the solution to the water tray until it is overflowing.



**04** Place in “wash” cycle

### 04 – Place in “WASH” cycle

- Start the wash cycle by placing the “ICE/OFF/WASH” switch in the “WASH” position.
- Set a timer for 10 minutes to allow the cleaner to circulate to remove mineral deposits.
- Clean/sanitize the lower bin & vacuum coils while sanitizer is circulating.



**05** Clean and sanitize the lower bin

### 05 – Clean and sanitize the lower bin

- Wipe with saturated sanitize towel.
- Allow the ice bin to air dry.



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# Ice Machines

## Running Sanitizer Through Ice Machine (continued)

**Frequency:** *Monthly*

**Materials Needed:**

- *Wiping Cloth*
- *Small Sanitizer Container*
- *Sanitizer Bucket*
- *Plexi-cube*
- *Phillips Head Screwdriver*
- *ClickSan® Disinfectant/Sanitizer / KAY-5® Sanitizer*

**SDS:**

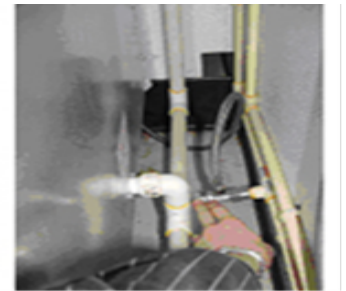
*A Safety Data Sheet for ClickSan® Disinfectant/Sanitizer and KAY-5® Sanitizer can be found on the Partner Hub and in the First Aid Kit.*

**06 – Purge sanitizer from tray**

- Press and hold the “PURGE” switch until the cleaner has been emptied from the water tray.



**06** Purge sanitizer from tray



**07** Turn water supply to the machine back on

**07 – Turn water supply to the machine back on**

- This will fill the water tray with fresh water

**08 – Press “PURGE” for two minutes**

- Press and hold the “PURGE” switch for two minutes.
- It is critical to rinse all cleaner from the machine to avoid contamination.



**08** Press PURGE for two minutes



**09** Push switch into OFF position

**09 – Place switch in “ICE”**

**10 – Replace panel**

- Tighten the two cover panel screws by turning them clockwise.

**11 – Scoop out and discard the first two batches of ice**

- Ensure all cleaner is purged from the ice machine, allow the machine to make two cycles of ice, and scoop out this ice.
- It takes 15-20 minutes for each cycle of ice.



**10** Replace panel



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# Ice Machines

## Cleaning Ice Bin of the Ice Machine (Backroom Models and Under Counter Models)

**Frequency:** *Monthly or More Frequently As Needed*

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### Materials Needed:

- Wiping Cloth
- Ice Scoop
- Sanitizer Bucket
- Plexi-cube
- Phillips head screw driver
- ClickSan® Disinfectant/Sanitizer / KAY-5® Sanitizer

### SDS:

*A Safety Data Sheet for ClickSan® Disinfectant/Sanitizer and KAY-5® Sanitizer can be found on the Partner Hub and in the First Aid Kit.*

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#### 01 – Remove two screws holding front cover panel

- Use screwdriver. Turn counter clockwise. Place screws in plexi cube.



01 Remove two screws holding front cover panel

#### 02 – Remove the front cover panel and set aside



02 Remove the front cover panel and set aside

#### 03 – Turn off ice machine

- Turn the “ICE/OFF/WASH” switch into the “OFF” position.



03 Turn off ice machine

#### 04 – Remove ice

- A small bucket of hot water can be used to melt the last bit of ice that is difficult to scoop out.



04 Remove ice

#### 05 – Wipe the inside of the bin

- Use wiping cloth saturated with sanitizer solution. Allow the ice bin to air dry.



05 Wipe the inside of the bin

#### 06 – Turn machine on

- Replace front cover.
- Replace cover panel screws

**Note:** It will take at least 20 minutes for the first batch of ice to be produced.



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# Ice Machines

## Troubleshooting

| PROBLEM  | POSSIBLE CAUSE   | SOLUTION   |
|--|--|--|
| Ice production is low.                               | The airflow to the unit is obstructed.   | Ensure that airflow is unobstructed around the entire machine. A minimum of 6" clearance is required for incoming and exhaust air. |
|  | The water filters are plugged.   | Check the water treatment system performance. (See the Water Treatment Systems section.)   |
| There is no ice being produced.                      | The thermal breaker on the unit is tripped.  | Reset the thermal breaker. (See Resetting the Thermal Breaker in this section.)  |
|  | The ice curtain is out of alignment and not contacting the bin switch.                   | Realign the ice curtain so that it activates the switch properly.  |
|  | The machine is not in ice mode.  | Check that the "ICE/OFF/WASH" switch is set to "ice".  |
|  | There is no water supply to the machine.   | Make sure that the water supply valve to the machine is open.  |
| Ice being produced is not uniform in size and shape. | Ice bridge is not proper thickness (1/8") across the entire batch for even distribution. | If thickness or distribution is incorrect contact the FCC.   |