

Refrigeration Troubleshooting

If you feel that your refrigerated merchandiser is not operating properly, please review this list before placing a service call.

Troubleshooting Check List

Is the refrigerator in a defrost cycle? Refrigerators periodically go into defrost cycles. During a defrost cycle, the refrigerator thermometer may read above 41° F. The thermometer provided with the refrigerator measures the air temperature in the back of the case. This is only the air temperature; the product temperature will remain below 41° F when the case is operating properly. Wait an hour and return to the merchandiser to recheck the temperature.

1. Do the store conditions exceed 75° F / 55% relative humidity? Killion merchandisers are not designed to operate in conditions exceeding 75° F / 55% relative humidity.
2. On models where the condensing unit is located at the top of the refrigerator, is there at least four feet (48") between the top of the merchandiser and the store's ceiling? Top-mounted condensing units need this space to properly vent the heat they create. Nothing can be stacked on top of the case, as this also will interfere with proper ventilation.
3. On Mobile models, is at least four inches (4") between the rear of the case and the wall?
4. Are external sources such as heaters, sunrays, drafts, hot tables, etc. introducing heat into the case? Move these external sources away from the refrigerated merchandiser or move the merchandiser away from these external sources.
5. Is the return air grill on the front of the bottom deck blocked with dust or product? Remove all product and dust from the return air grill to ensure proper airflow.
6. Is there too much product loaded into the case that it is blocking the air flow from the back of the unit? The load limits outlined in the Product Stocking / Load Limits section of this manual must be followed.
7. Is the case leaking water? Please note Mobile units require regular draining as outlined in the Installation-Plumbing section. Check to make sure that the dissipator is working properly to evaporate the condensate water. Make sure the plunger is not stuck and that the dissipator pan is free from debris. Make sure the condensate pump (if so equipped) is operating properly. Verify that all the drain lines are clear to freely transfer water.

If you need further assistance, please call Killion's customer service department at 1-800-421-5352.