

wessex
refrigeration hire

Est. 2017

Quality

Service

Price



WALK-IN COLDROOM

USER MANUAL

THERE WHEN YOU NEED US

Congratulations on your investment in a Wessex Coldroom.

Behind every room installation is our multi-award-winning service team, ready to support you from day one, keeping your stock protected and your operation running efficiently.

This quick-start and best-practice guide will keep your room operating reliably and at the correct room temperatures when you need it.

Please ensure your team reads these instructions and especially the 'Golden Rules'.

If you need help with settings, advice on loading for optimal airflow, or a quick health check, we're here to help any time you need us.

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TABLE OF CONTENTS



04

Golden Rules

05

Safety & Responsibilities

06

Operation Guidelines

07

Controller Settings

08

Maintenance

09-10

Troubleshooting

GOLDEN RULES

AVOIDING CHARGEABLE CALL-OUTS

We provide comprehensive support to ensure your fridge/freezer doesn't let you down.

Genuine breakdowns are covered under your service plan, however there will be a charge for callouts caused by user error, not equipment failure.

Following these 'Golden Rules' will ensure the room operates as required:



- Provide a dedicated power supply for the coldroom, with at least 13amps available. The plug should not be connected via a multi-plug adapter
- Your room is not configured as a blast freezer/chiller; do not load warm product into the room as this can cause a breakdown
- Keep the door closed and sealed; do not prop it open. When loading for a long time, switch the system off
- Keep strip/thermal curtains fitted where supplied
- Maintain at least 600 mm clearance in front of and below the evaporator
- Keep a clear aisle
- Do not use tools to remove ice from fins, carry out manual defrost instead
- Ensure condenser ventilation is clear of dust and grease
- Do not spray water inside the room
- Keep the condensate drain intact and free-flowing
- Avoid throwing items against the panels
- Do not push or try to move the room

SAFETY & RESPONSIBILITIES

PPE GUIDELINES

Coldroom temperatures can be extreme. Where employee exposure exceeds 10 minutes or the temperature is below 0°C, PPE is necessary. Here are some examples, which would be useful to implement with your team:

- Thermal Jacket
- Insulated Trousers
- Thermal Gloves - ideally with grip for handling equipment or panels
- Insulated Footwear – With a non-slip sole (especially for icy or wet floors)



⚠ OPERATOR RESPONSIBILITIES

- Part of the regular coldroom operation is that water (condensate) will drain from the refrigeration motor onto the ground outside the room. Where this presents a safety hazard, please place a bucket below to gather the water and empty it regularly. It is helpful to keep a log of the amount of condensate, noting changes from what is normal.
- Only trained staff should change controller settings or perform resets.
- Maintain the emergency door release and inform Wessex if it is damaged.
- Wear appropriate PPE.
- Do not modify drains, wiring, heaters, or controller parameters beyond these instructions.
- Report damage immediately and allow access for service.

OPERATION GUIDELINES

Fridge

Allow the room to reach the setpoint before loading. This should take around 2 hours

Loading:

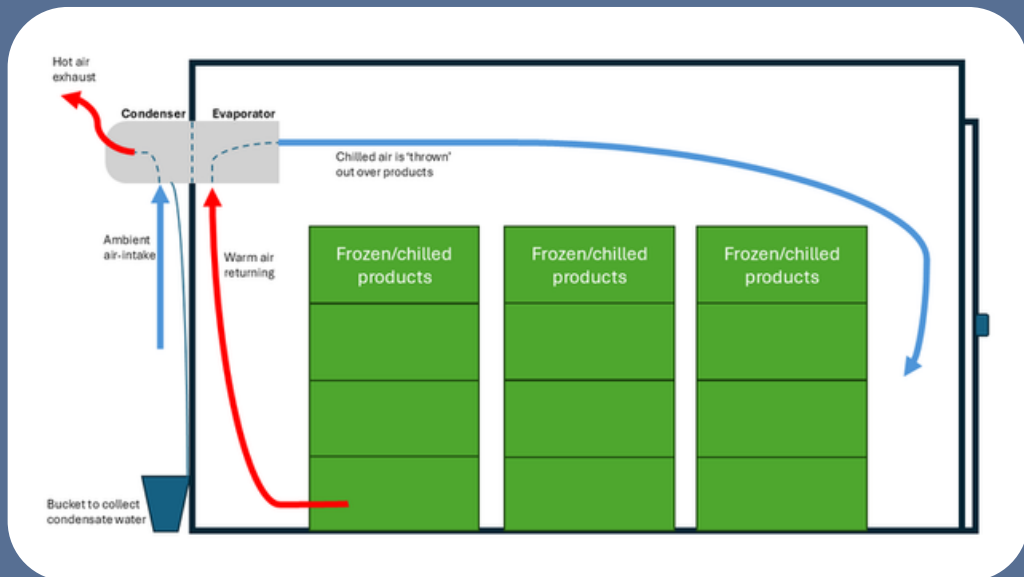
- Pre-chill product; avoid hot-loading and maintain airflow clearances.
- If loading for an extended period, switch off the refrigeration system.

Freezer

Optimal temperature - Freezers can and should be set at -15°C where possible. The cold chain industry uses -15°C as the norm in transportation, to ensure a deep freeze while maintaining hygiene standards. This is an energy-efficient set point; however pharmaceuticals and other products may require a different temperature. Always check with the manufacturer.

Loading

- Pre-chill product; avoid hot-loading and maintain airflow clearances.
- If loading for an extended period, switch off the refrigeration system.
- Expect more frost than a chiller; keep thermal curtains fitted and minimise door openings.



Maintaining airflow across the room is vital, with downwash on the wall opposite the refrigeration system, and floor-level return airflow directed back to the evaporator.

Never stack to the ceiling or underneath the evaporator.

CONTROLLER SETTINGS



Unlock the Keypad

1. Press and hold ▼ for at least 5 seconds, until **loc** disappears

Changing the Set Temperature

1. **Unlock** the keypad.
2. Press **SET** once to display the current setpoint.
3. Adjust with ▲/▼ (Typical setpoints | Chiller +2 to +4°C | Freezer -15 to -18°C)
4. Press **SET** again to confirm; display returns to room temperature

Manual Defrost (the room temp will rise by 10°C during a defrost)

1. **Unlock** the keypad.
2. Press and hold ▲ for at least 5 seconds; the compressor will stop and the defrost cycle will start.
3. Allow the cycle to complete; never chip ice with tools.

⚠ ADVANCED SETTINGS

(only when advised by Wessex technical support)

Change the Frequency of Auto Defrost

The default automatic defrost runs every 4 hours. This is normally sufficient but if ice is prone to building up, you can increase the frequency to every 3 hours, following these steps:

1. Unlock the keypad
2. Hold **SET** until it shows **PA**
3. Scroll to **2** and enter the password **15**
4. Scroll down to **DEF** and press **SET**
5. Scroll to **DIT** and press **SET**
6. It is probably set to **4**, push ▼ to choose **3** and press **SET** to confirm

Hard Reset

1. Remove the cable to switch the power to the coldroom **OFF**
2. Wait at least **2 minutes** to discharge internal components
3. Switch the power back **ON**; the controller reboots with saved settings
4. **Within 5 seconds** of switching it back on, hold the ▼ key to **unlock**
5. Once unlocked, hold **SET and ▼** together for 5 seconds, until it says **API**
6. Scroll ▲ to **AP2**, press **SET** and select **YES**
7. The system should reboot
8. ⚠ If the hard reset worked, **the set temp will now be -5°C**, change it to your required temperature

MAINTENANCE

CLEANING AND HYGIENE

- Use non-chlorinated detergents.
- Avoid any wet cleaning inside the room, as water will freeze, or soak through the floor to create a damp and smelly puddle under the room
- Use soft cloths and avoid abrasive pads
- Never jet-wash electrics, the grill on the condenser or evaporator.
- Never use tools to clear ice off the evaporator. Use the defrost function and contact Wessex
- Wipe door seals with a cloth, rinse and dry to avoid icing.



WEEKLY VISUAL CHECKS

Keep a log of your weekly maintenance and escalate issues to Wessex.

- Door seals:
 - check for cracks/tears/deformation/gaps
 - wipe clean
- Empty condensate bucket, make a note of the volume of water, and let your supervisor know if the level is unusually high or low
- Look for gaps, moisture or ice between the wall or roof panels
- Refrigeration units:
 - check for damage/unusual noise
 - ensure airflow is unobstructed
 - check the drain line for blockages/leaks
 - verify lights/displays

ANNUAL SERVICE

Contact Wessex support to book your annual Planned Preventive Maintenance

TROUBLESHOOTING

Temperature Monitoring & Logging

- The controller display on your coldroom shows the 'air-on' temperature. This is not the room temperature but is an indication of any heat in the room and work which the system is doing.
- For an accurate room temperature you should rely on an independent data logger, such as **LogTag**, **Coldchain Pro** or **Uibot WS1-Pro**. Your Wessex contact can supply and install these.



Emergency Response - Not holding temperature

- Notify the supervisor, and regularly check room temperature
- Secure doors and escalate to Wessex support
- Relocate critical stock if deviation exceeds 60 minutes and keep a log of these actions

Power Failure & Backup Response

- Confirm whether there is a main power loss and where the failure is
- Check that circuit breakers have not tripped, reset if necessary and report to Wessex support
- Monitor temperature continuously
- Keep the room closed; after restoration, inspect the equipment/stock; log duration and outcomes

TROUBLESHOOTING

Symptom	Likely cause	What to do
Room warm / high-temp alarm	Door open/ajar; curtains not used; recent hot-loading; blocked airflow; wrong setpoint; poor condenser ventilation	Close/seal the door; fit curtains; remove warm loads or stage-cool; clear evaporator clearance (≥ 600 mm) and central aisle; restore the setpoint; clear condenser grilles. If unresolved, run manual defrost and call Wessex.
Frequent icing / defrosts	Excess door openings; curtains removed; airflow blocked; hot-loading; drain issues	Reduce door openings; refit curtains; clear airflow; clear/restore drains; never use tools on fins; and never load hot products. Full system defrost may be required
Electric supply trips, possibly due to high head pressure	Condenser ventilation blocked; hot ambient; dirty coil	Improve ventilation; arrange coil cleaning with Wessex support; check plant room temperature
The door is difficult to open after closure	Pressure-vacuum effect	Wait briefly; avoid force; report to Wessex
Water on the floor/freezing at the threshold	Blocked/altered drain; door not sealing; icing carry-over	Clear/restore drain; check gaskets/door closer; manage icing; use curtains
No display / no power	Isolator off; breaker tripped; supply issue.	Switch isolator ON; reset the breaker. If the supply issue persists, call an electrician
Repeated alarms after reset	Underlying user/site condition or component fault	Work through the checks above; if the issue persists, call Wessex support

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