

9 Periodic Product Maintenance

Use of cloth to wipe interior:

With cold wall refrigerators, condensation may form on the interior of the cabinet and may require periodic wipe-down with an absorbent cloth.

Suitable products for cleaning interior/exterior:

The unit may be cleaned, when needed, using a mild detergent and a damp cloth.



IMPORTANT Avoid the use of chlorides (cleaners with bleach) as well as abrasive cleaners and scrubbers such as steel wool.

Cleaning around ventilation area and precautions:

Periodically inspect and monitor the ventilation area just above the door for dust accumulation. It may be cleaned with a duster or vacuum cleaner with a dust attachment.

Note *Do not remove the top cover. Do not attempt to clean the power supply located below the fan assembly. You could damage your unit.*

Cleaning the Catch Tray:

The catch tray is found on the bottom rear of the exterior cabinet. The bottom shelf can be removed for periodic cleaning or when excessive moisture or spills effect the bottom of the unit.

11 Troubleshooting

Troubleshooting Problems	Customer Resolution
Unit doesn't power on	Check for proper installation of the power plug.
Unit's audible alarm doesn't sound when out of temp range?	<p>Did you just power up the refrigerator and is the system pulling down to set point temperature? Alarm will not sound until the set point is met.</p> <p>Did you have a recent power failure and is the system pulling down to set point temperature? Alarm will not sound until the set point is met.</p>
LED Display Issues	
Solid red Data logging error but unit is operating normal	Download data and clear the data log. If light remains red there may be another issue with the internal data log; download data and contact Thermo Scientific Customer Care.
Flashing Red Data logging error during power failure mode (15 second intervals)	Download data and clear the data log. If continues flashing red, possibly there's an issue with the backup battery power running low. Replace it with appropriate battery.
Not Lit Power failure and no battery backup power	No action required.
Flashing Green Data Logging is active in a power failure mode (15 second intervals)	Restore power to the unit and confirm that the LED becomes solid green.
Interior Concerns	
Condensation I have frost forming on the walls	Are you opening the door frequently? If so, the cooling system is working hard to maintain the target set point and condensation may freeze on the walls. It will thaw during the next defrost cycle. Run a manual defrost cycle if desired.
I have condensation collecting on the walls	In a cold-wall system humidity will cause condensation to form on the walls.
Door doesn't close/closes incorrectly	Check to make sure something isn't blocking it from closing completely.
Door alarm keeps sounding	Check to make sure the door is properly aligned in the frame by looking for uneven surfaces. For example, is the gap from the hinge to edge equal in width all the way across the surface?
I can't hear any noise from the unit	Is the power on? Is the LED on front a solid green? If so, the unit is powered and operating normally. Once the refrigerator reaches its set point temperature then it will be very quiet during normal operating conditions.

Troubleshooting Problems	Customer Resolution
I hear more fan noise than normal	Has the temperature risen recently? Is the front free & clear for proper ventilation? If you've recently held the door open for an extended period of time or you put warmer product in the refrigerator then the unit is likely recovering to its set point temperature. Only be alarmed if you hear abnormal fan sounds.
How long do I have to wait before I can load the refrigerator?	Once the unit displays 5°C, you are safe to start loading. If loading with room temperature product, we recommend loading the refrigerator in small increments to avoid raising the temperature above the controlled temperature zone.
What is the difference between an air sensor and a glycol sensor?	The air sensor is located along the back panel and represents the open air temperature. A glycol sensor is the vial of liquid with a thermocouple inserted in the liquid. The glycol sensor is most representative of the typical product stored in the refrigerator. It will take the glycol sensor longer to reach the desired set point temperature and it will remain stable longer than the air sensor. The display is defaulted to read the glycol sensor.
System doesn't recognize USB drive	We recommend inserting the USB while the display is reading temperature (default screen). Once plugged in you should see a USB icon appear on the icon bar. If it doesn't register after a few attempts, try inserting a different USB memory stick. Contact Thermo Scientific customer service if this persists.
System doesn't download data to the USB	Did you confirm there is a USB icon on the icon bar? Is the LED on USB illuminating? Check the USB device to make sure there is space for the data file. Try using a different USB memory stick.
I got a system error code	Call Customer Care for assistance, 866-984-3766 Did you remove the red tab to activate the battery contacts? If the battery strength is low, it needs to be replaced.
Why does my screen image invert?	In the case of a power failure, system operates on Battery Mode: The LCD will remain functional through the use of a back-up battery. The LCD will be either in Active mode (LCD On) or in sleep mode (LCD Off). 1. When the LCD is in Active mode: <ul style="list-style-type: none"> • The system can store alarms and events in data log • The system can advise of alarms and events via audible and visual means • The door can be unlocked <ul style="list-style-type: none"> i. Unlocking the door through the LCD may lead to a temporary mirror effect on the screen ii. Unlocking the door through the LCD will also lead to loss of on screen Alarm or Event notification, but this alarm or event will be preserved in the data log

Troubleshooting Problems	Customer Resolution
	<p>2. When the LCD is in Sleep mode:</p> <ul style="list-style-type: none"> • The system cannot store alarms or events in data log • The system cannot give alarms or events via audible or visual means • Events or alarms present on LCD screen when the system is awake will be lost, but will be preserved in the data log • The system can only monitor and log the temperatures of both sensors i.e. Air and Glycol. Log interval will same as set by user <p>3. The LCD will change from sleep mode to active mode only under the following conditions:</p> <ul style="list-style-type: none"> • If a user touches the LCD • If AC power is restored <p>4. When the LCD changes from sleep mode back to active, a temporary mirroring effect may occur.</p> <p>5. All of the above mentioned behaviors which occur only during a situation of power failure and function via battery back-up, are considered normal & will not impact unit performance.</p>