



# vision aire

part of the idesign range

## Operation and Maintenance Manual Chilled Displays

freestanding



drop-ins



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## IMPORTANT

Counterline Ltd cannot be held responsible for any accidents or injuries sustained through misuse or improper operation / maintenance of its products. Please follow our guidelines set out within this handbook for safe working practice. At the design stage, please ensure that the counter understructure can take the weight of the display(s), and that adequate provision has been made for lifting and positioning the display, to avoid risk of damage or injury.

## SAFETY INFORMATION

	<p><b>It is essential that this Vision unit is provided with an electrical supply by a qualified electrician and installed by a competent person.</b></p>
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The presence of liquids on the display and risk of spillage must be taken into account in designing the electrical installation around the unit. For additional safety we strongly recommend the fitting of a 30ma trip RCD protection device to the electrical supply. **Under no circumstances should electrical cables or points be installed below the evaporator tray area, as water may overflow and cause a hazard.**

Vision display units are heavy. We strongly recommend the use of mechanical lifting equipment when handling the units and positioning them in counters. If no such lifting equipment is available then sufficient personnel must be available to handle each unit without contravening Company or site Health and Safety Policies.

Before commencing any cleaning or maintenance operation the Vision unit must be isolated from the mains supply by either removing the supply plug from its socket or switching off at the local isolator.



<p><b>NB: Switching off using the power switch on the control panel does not fully isolate the unit. These instructions must be implemented in conjunction with your own Company's Health and Safety instructions.</b></p>
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## WARRANTY

All Counterline products are guaranteed against faulty materials and workmanship for 12 months from the date of invoice provided that they have been installed, operated, cleaned and maintained in accordance with these instructions.

This guarantee specifically excludes damage caused by misuse, scratched or broken glass, quartz heat lights, fluorescent lights and electronic starters.

## WARNING

<div data-bbox="209 1653 308 1771"></div> <div data-bbox="209 1823 308 1912"></div> <div data-bbox="357 1666 1023 1901"><p><b>BEFORE CARRYING OUT ANY MAINTENANCE OR CLEANING OPERATIONS SET OUT IN THIS MANUAL, PLEASE ENSURE THAT THE ELECTRICAL POWER SUPPLY IS ISOLATED AND SWITCHED OFF AT THE MAINS.</b></p></div>
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## OPERATION

 <b>WARNING</b>	<p><b>It is essential that you read the instructions carefully and follow all of the cleaning and maintenance instructions. Failure to do so can result in premature failure that will not be covered by warranty.</b></p>
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Vision chilled display units are designed to merchandise chilled food maintaining food temperatures by using re-circulated cold air.

Each shelf level is illuminated by a fluorescent strip light for optimum product presentation. Assisted service units have full height curved glass sneeze screen.

All units have solid glass ends and either fixed rear panels or double-glazed doors. The principles of operation and cleaning are the same for all models whether self help or assisted service, floor mounted or tabletop.

If you have any difficulties or need advice please do not hesitate to call our Service department on **0151 548 2211**. Make sure that you have the unit serial number to hand before calling.






Vision units are available as stand-alone units with an integral base or as a drop-in unit with under-slung compressor. The basic operation and maintenance of these units is the same.

## 1.0 - SWITCHING YOUR VISION CHILLED DISPLAY UNIT ON

### CONTROLLER SET UP



### INDICATIONS

-  Thermostat output
-  Fan output
-  Defrost output
-  Activation of 2nd parameter set
-  Alarm

### BUTTONS

- |  |  |
|--|--|
|  Info / Set point button          |  Manual activation/ increase button |
|  Manual defrost / decrease button |  Stand-by button                    |

The digital controller controls both the circulating air temperature and the defrost cycles. It is pre-set to an average air temperature of 0°C, which should maintain food below 5 °C in an ambient temperature below 25 °C.

At this stage there is no need to alter this or any other setting of the digital controller.

## 1.1 - FAULT ON SWITCHING ON

If after the operation of the main power switch on the control panel it does not illuminate:

1. Check that your Idesign unit has been connected to a mains supply by your installer, and that this supply is live.
2. Isolate the unit and check the supply fuse.
3. Take care to ensure that you replace a fuse with one of the same rating. If you can find no fault call your installer for help.

## 1.2 - TEMPERATURE CONTROL

In the Vision system of chilled food display, the food temperature is maintained at or below 5 °C by a stream of re-circulated cold air.

The air blows across the display deck, coming from grilles or holes on the operators side and returning to the fans via a grille at the customer's side.

**It is essential that neither of these grilles be obstructed in any way, as the airflow and efficiency of the refrigeration system will be restricted.**






The top of the displayed food must also be 50mm lower than the edge of the well or the glass surround if fitted. This system is very effective in a draught free environment with an ambient temperature of no more than 25°C.

Where ambient temperatures above 25 °C or draughty conditions exist, the display will not maintain food temperatures at required levels.

Your digital controller will be pre set at the factory to give a food display temperature of 2/5°C in typical operating conditions. Under normal conditions the controller displays the actual temperature of the cold air around the food.


If you need to alter the pre set temperature proceed as follows:

Gantry digital controller (See diagram below)






1. Press Button  for a least half a second, to display the set point value.
2. By keeping the button  pressed, use button  or  to set the desired value.
3. When button  is released, the new value is stored.

It is important that only small adjustments of say 1 or 2°C are made to the controller at any one time. The unit should then be allowed to operate for at least one normal working day and food core temperatures monitored before any further adjustments are made.


## 1.3 - DEFROST CYCLES

On a gantry controller, if required, a manual defrost can be started by pressing button  for five seconds.



-  Thermostat output
-  Fan output
-  Defrost output
-  Activation of 2nd parameter set
-  Alarm

## 1.4 - DISPLAY LIGHTING

On a gantry control display lights are switched on by pressing button  with the light symbol on it. If the lights do not come on, consult the self help page on section 3 of this manual.

## 1.5 - LOADING WITH FOOD

- Vision chilled display units are designed to merchandise food that is already at a temperature of 3-5 deg C.
- They are not designed to cool food from ambient temperature.
- It is essential that all food and beverages have therefore been chilled to this temperature before being placed in the display.
- The unit should be allowed 30 mins to get down to the required temperature before loading.
- Vision chilled displays rely on the flow of cooling air from louvres at the front and rear of the display area.
- These louvres must not be obstructed by placing items too close to them, otherwise the display will not be able to function correctly and food will not be held at a safe temperature.

## 1.6 - CHILLED VISION REAR DOORS

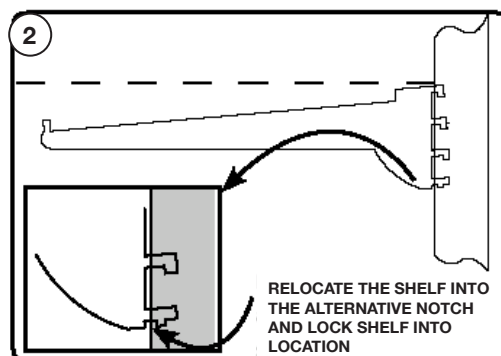
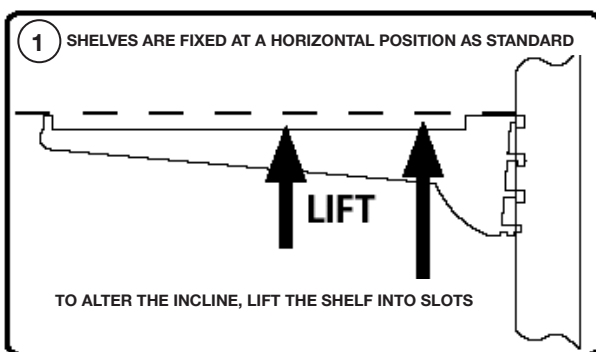
- Operator access to the display shelves is via one or two double glazed doors.
- When merchandising the shelves the doors should be left open for the shortest possible time, as the unit will not maintain temperature if a door is left open for an extended period.

## 1.7 - SHELF ADJUSTMENT



**You must wear safety glasses whilst removing any glass.**

- If your display is fitted with a full height sneeze screen, you will need to remove it before attempting to carry out this operation.
- Refer to the section on replacement glass for instructions.
- You will also need to remove the glass shelves.
- Firstly using both hands lift off each glass shelf and set aside on a surface protected by a soft cloth.
- Do not lay one shelf on top of another as you may cause scratching.
- The shelves can be set into one of three positions.
- On delivery they will be set horizontally.
- They can also be set into two different angles, sloping towards the customer.
- To alter the angle grasp each bracket in both hands and lift it about 5mm.



- Then lower the front edge of the bracket to about the angle you are looking and drop the whole bracket down again so that it re-engages into the upright framework.
- Repeat this operation with all the brackets, one at a time. Take care to ensure that both brackets on each shelf are set to the same angle before attempting to replace the glass. Ideally all shelves should be set to the same angle.
- (Re-assembly is the reverse of the above).

## 1.8 - INSTALLATION OF WALL-SITED CHILLED VISION DISPLAYS

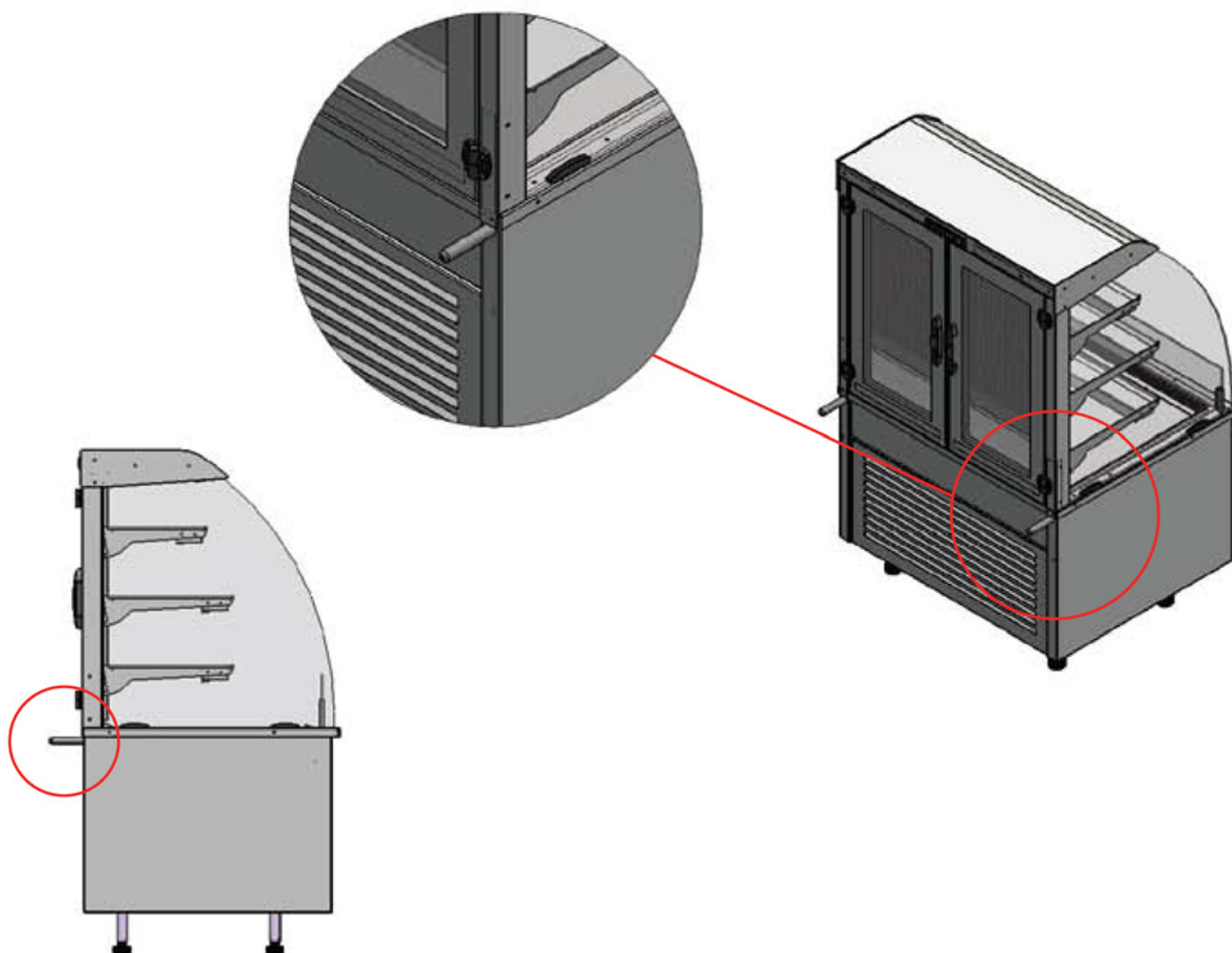
It is important that any free standing chilled wall unit is positioned correctly to ensure that an adequate intake and exhaust airflow is provided. This has been achieved by the fitting of rear wall stops 100mm in depth as standard. These stops are supplied loose together with fixings inside the O&M manuals. These stops must be fitted by the person installing the display.

The wall stops must not be removed under any circumstances as they create the necessary space through which the exhaust hot air from the compressor unit will escape.



**None fitting or removal of the wall stops will invalidate the product warranty and any subsequent service calls maybe chargeable.**

If a unit is fitting into an alcove or similar design, attention by others is required to ensure that the escaping exhaust hot air is not restricted by overhead display signage or bulkhead designs.



## 2.0 - CLEANING SAFETY NOTE

Before commencing any cleaning operation the ldesign unit must be isolated from the mains supply by either removing the supply plug from its socket or switching off at the local isolator.

**NB: Switching off using the power switch on the control panel does not fully isolate the unit. Under no circumstances must a pressure washer or hosepipe be used in the vicinity of this unit.**

## 2.1 - STAINLESS STEEL

Stainless steel should be cleaned daily using a suitable proprietary stainless steel polish applied in accordance with the manufacturer's instructions.

A list of recommended cleaning products is available from our service department.

**Do not use harsh abrasives or cleaning pads such as Scotchbrite**

## 2.2 - SLIDING REAR DOORS

**The glass doors should be removed weekly for cleaning.**

- To remove a door, slide it to the center of the unit and grip it firmly about half way up with one hand on each side.
- Lift the door about 10mm and gently pull away from the unit.
- The bottom edge of the door should now be free and if the door is now lowered 20mm or so the top edge will also come free.
- The door can then be set-aside on a flat surface protected by a soft cloth.
- The door frames can be cleaned with a non-abrasive proprietary odourless cleaner on a soft cloth.
- The glass should be cleaned on both sides of the doors using a proprietary glass cleaner and clean cloth.
- Again care should be taken to select a cleaner with minimum odour to avoid food tainting.
- Replacement of the doors is the reverse of the above procedure:
- Take hold of the door in both hands as you did for removal, ensuring that the edge with the two rollers is at the bottom. Offer the top edge of the door into the top track and gently push it up as far as it will go.
- Move the lower edge of the door away from you until the rollers are over the track and then lower it back into position.
- Check that the door slides freely.



**The doors are handed and must be replaced in the same orientation as they were on delivery. It is essential that safety glasses are worn when removing any pieces of glass.**

## 2.3 - VISION GLASS

Glass shelves and sneeze screens should be cleaned daily or as required using a proprietary glass cleaner and clean cloths. Care should be taken to select a cleaner with minimum odour to avoid food tainting.

Assisted service units will be provided with a full height curved glass sneeze screen and fully glazed ends.

The front glass is supported along its lower edge in a full-length hinge, so that the glass can be opened forwards towards the customer side for access to clean its inner face.

To open the glass, stand in front of the counter, take hold of both ends of the glass at the top and pull it upwards and towards you. After cleaning, the glass is returned to its normal position. The ends are located by sliding into black plastic guide channels. Normally the ends can be cleaned in situ, but occasionally they should be removed to allow for more thorough cleaning.

To remove the glass ends you must first remove the front sneeze screen (if fitted) by carefully lifting it out of the hinge channel along its lower edge. This should be carried out by two people. After removal the glass should be set-aside on a ...



...flat surface protected by soft cloths. The glass ends can then be slid forward until they release from the channels, when they can be lifted clear of the unit and set aside on a surface protected by soft cloths. They can then be cleaned on both sides.



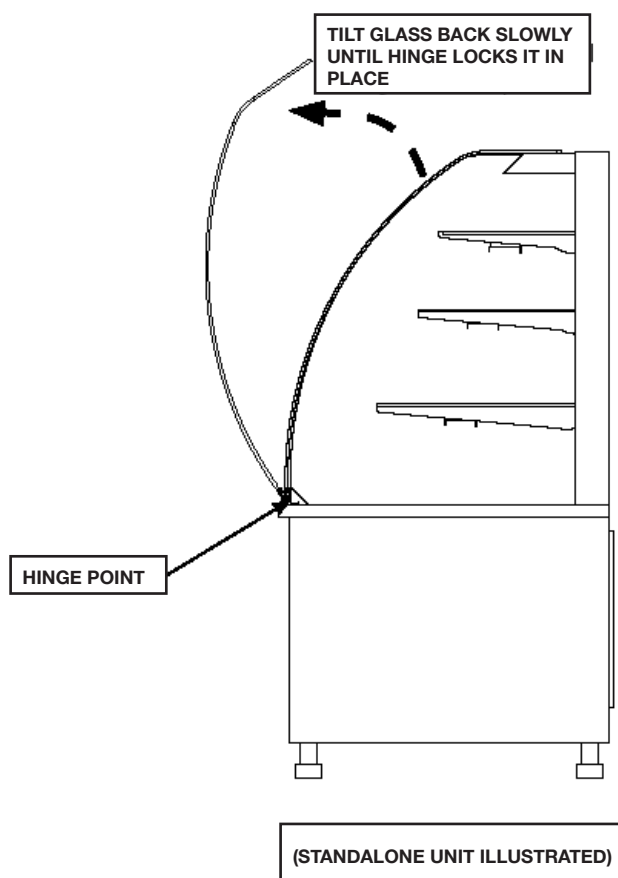
**Note: It is essential that safety glasses are worn when removing any pieces of glass.**

- Remove any food debris using a vacuum cleaner suited to wet use, followed by a cloth and detergent.
- Wipe the fan blades using a damp cloth and detergent.
- Finally spray the interior of the tank and the finned cooling coil generously with a sanitising solution such as Dettox.
- Avoid using excess water if your unit is not connected to a plumbed drain, as this may cause the automatic evaporating drip tray to overflow.
- Re-assembly is the reverse of the above.

When cleaning the unit you must inspect the main cooling coil. You should find the coil covered with a thin layer of frost or ice. Anything up to about 2mm thick is quite normal but anything in excess of this seriously impairs its efficiency.



**Note: If there is a build up of ice refer to section 3**



## 2.4 - REAR AIR GUIDES

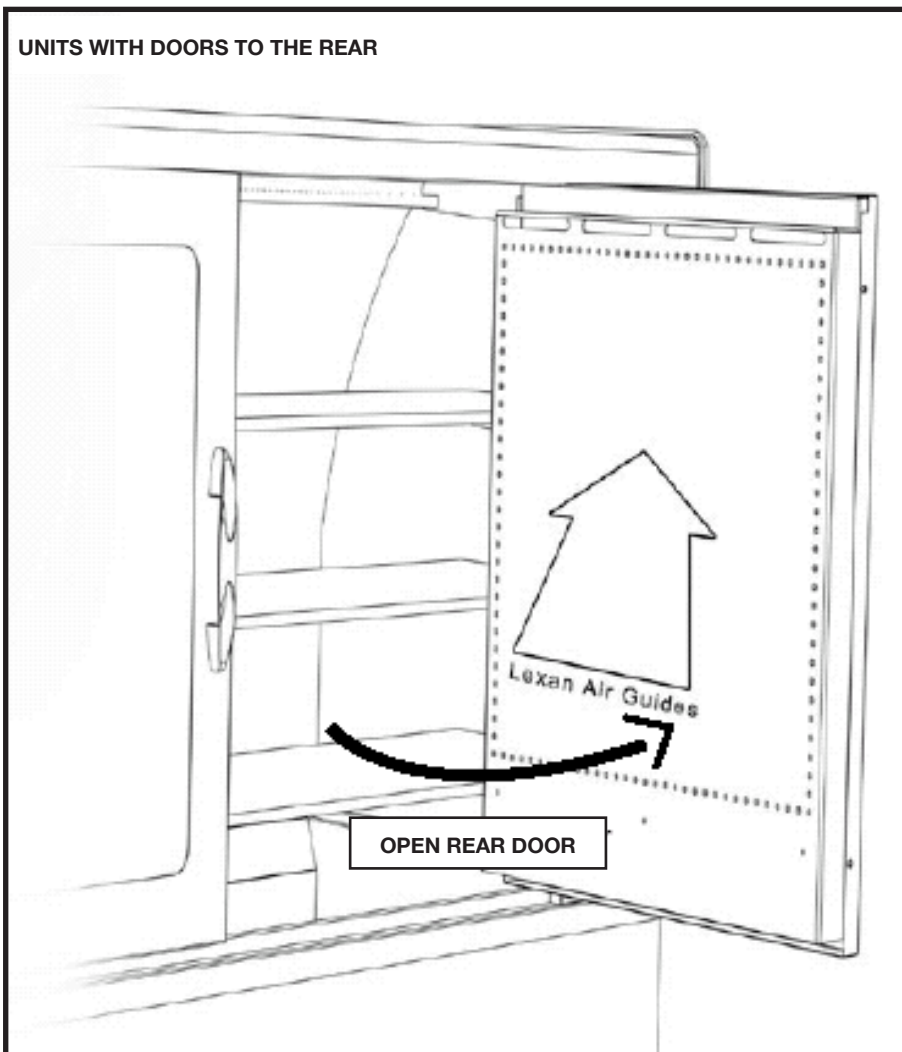
- Vision chilled displays use vertical perforated panels behind the shelves to guide the chilled air around the unit.
- In fixed back units they are polished stainless steel, in units with rear doors they are clear plastic.
- The air guides are located into slots in the rear doors or rear framework.
- In fixed back units it is necessary to first remove the glass shelves (see instructions 1.11 pg 12) to gain access to the air guides. In units with rear doors access is obtained by simply opening the doors.
- At weekly intervals these should be removed by lifting upwards and away from the doors or framework, and then wiped on both sides with a soft damp cloth.



**Under no circumstances should any abrasive be used, as it will scratch the surface of the plastic or stainless steel.**

To reassemble, locate the projecting tongues on the guides into the slots in the doors or framework and then gently ease the guides downwards into position.

**UNITS WITH DOORS TO THE REAR**



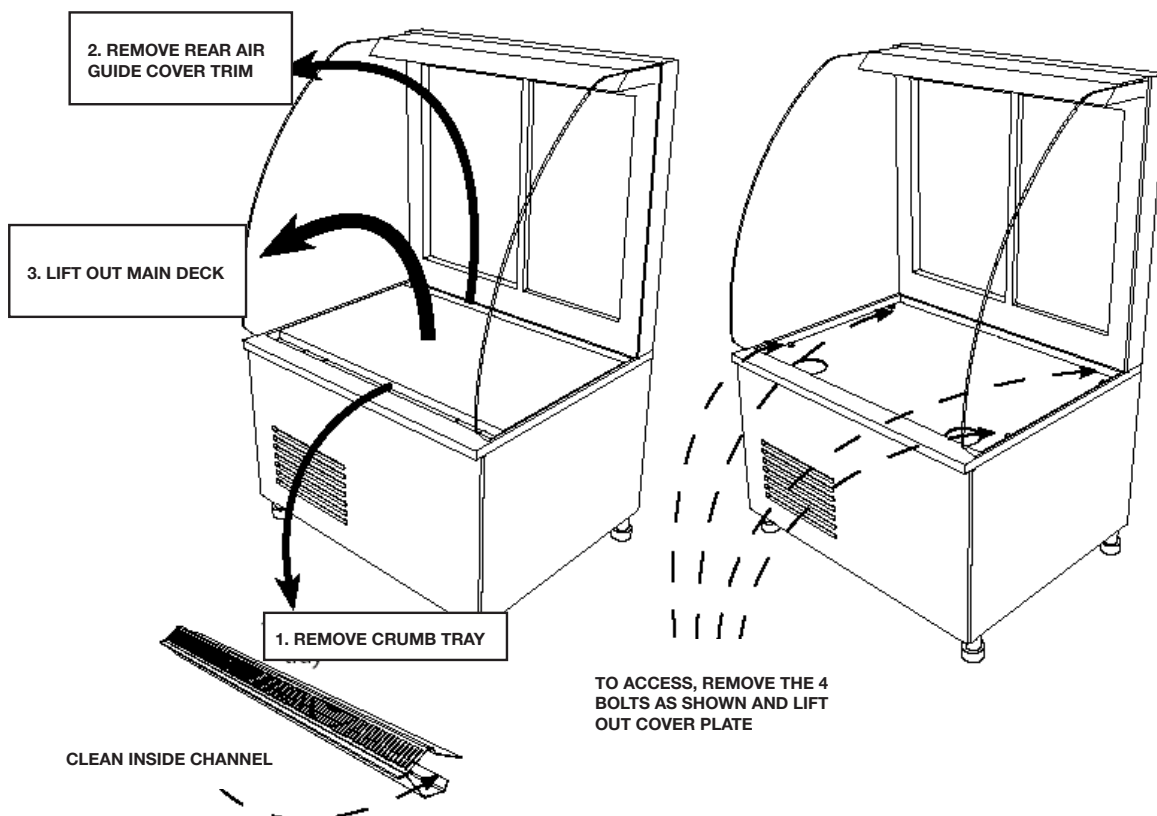
## 2.5 - CLEANING CHILLED DISPLAY MAIN TANK

**Note:** This operation must be carried out monthly with the display disconnected from the electrical supply.

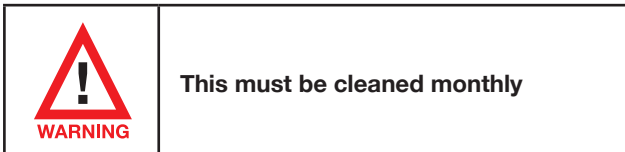
- If your display is fitted with a full height sneeze screen, you will need to remove it before attempting to carry out this cleaning operation.
- Lift out the main display deck sections and set aside. This will expose two separate metal plates, one of which supports the air circulation fans and the second is a baffle plate guiding the air through the main cooling coil.
- These plates are secured by finger-tightened screws, which are removed without tools.
- Once the screws have been removed the fan mounting plate can be lifted out taking care not to strain the wiring, the coil cover plate can then be removed and the main cooling coil exposed.
- Remove any food debris using a vacuum cleaner followed by a cloth and detergent.
- Wipe the fan blades using a damp cloth and detergent.
- Finally spray the interior of the tank and the finned cooling coil generously with a sanitising solution such as Dettox. Avoid using excess water if your unit is not connected to a plumbed drain, as this may cause the automatic evaporating drip tray to over flow.
- Re-assembly is the reverse of the above.

When cleaning the unit you must inspect the main cooling coil. You should find the coil covered with a thin layer of frost or ice. Anything up to about 2mm thick is quite normal but anything in excess of this seriously impairs its efficiency.

**If there is a build up of ice refer to section 3.1.**



## 2.6 - CONDENSING UNIT FINNED COIL

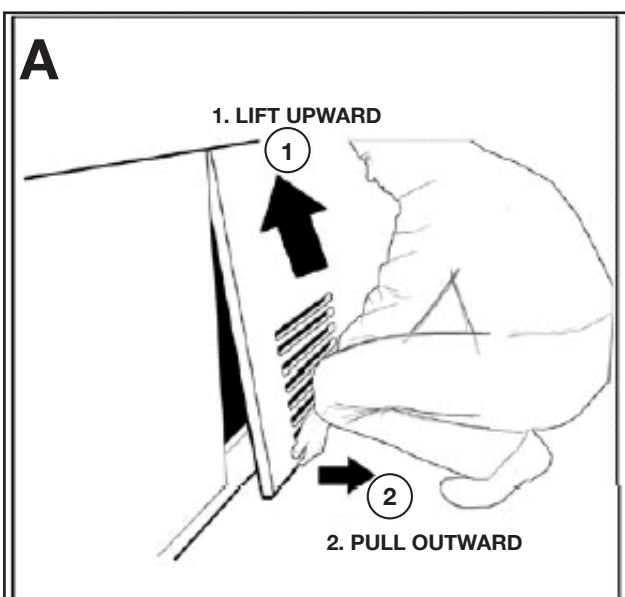
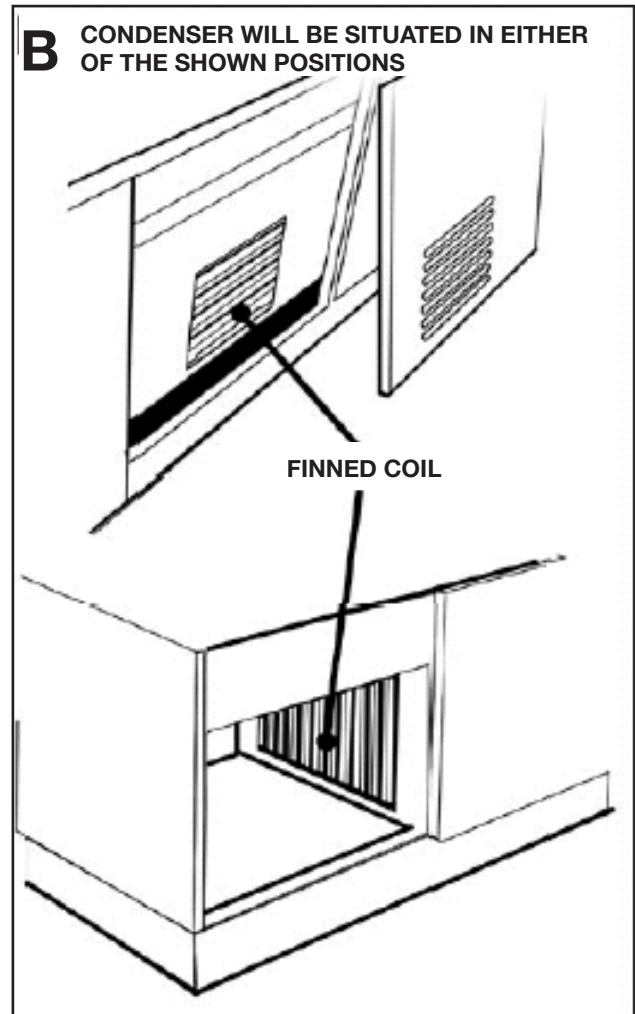


Located under the display is the condensing unit. This can be accessed for cleaning by either removing a grille in the fascia panelling of the counter or by removing the panel itself.

The exact method of access will depend on the counter construction. If you cannot work out how to get access you must contact your installer for assistance.

The size of the condensing unit will vary with the type of display but in general it is about 400 mm square and comprises a grid of very fine black metal fins. These fins become choked with dust and airborne particles. They should be cleaned using a soft brush to loosen the dust and a vacuum cleaner to remove it. The fins are very delicate and considerable care is required.

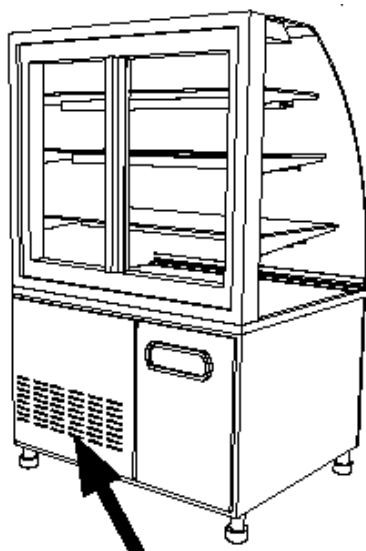
If you are in any doubt as to your ability to carry out this operation safely call your installer and arrange for them to do it for you. If this operation is neglected or carried out without sufficient care, a new condensing unit may be required, and the cost of its replacement will not be covered by warranty.



## 2.7- AUTOMATIC EVAPORATING TRAY

- Isolate the display from the electrical supply and then allow the drip-tray to cool down for 30 mins or so before touching.
- The drip tray is located under the right hand end of the display when viewed from the rear. It can be accessed for cleaning by either removing a grille in the rear panelling of the counter or by removing the panel itself.
- The exact method of access will depend on the counter construction. If you cannot work out how to get access you must contact your installer.
- The drip tray is a stainless steel tank about 500mm long and 100mm high, resting in it is a heating element, which is connected via a short lead to a plug. Remove the plug from its socket and carefully lift out the drip tray and element together. There is likely to be some water in the tray, which you should discard.
- Inside the tray and on the element will be a build up of deposits similar to the scale inside a kettle. As much of this as possible must be removed by a combination of scraping, Scotchbrite and kettle cleaner.
- It is not necessary to achieve perfection, just remove the majority of the scale.

**Be careful not to distort the element or to put any strain on the wiring when cleaning it.** Re-assembly is the reverse of the above.

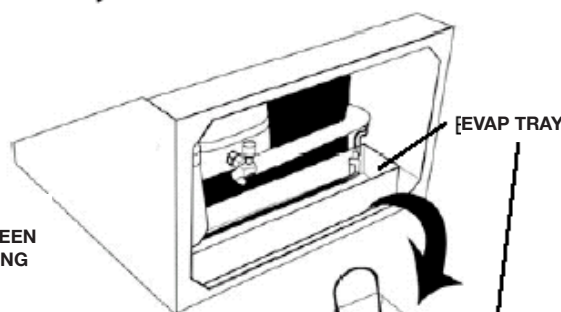


**A** OPEN ACCESS REAR PANEL



**WARNING**  
*Warning: Take care when removing the evap-tray. Ensure the unit is switched off and the evap-tray has cooled sufficiently*

ONCE THE REAR ACCESS PANEL HAS BEEN REMOVED YOU WILL SEE THE FOLLOWING



**B**

CAREFULLY UNPLUG THE EVAP TRAY AND REMOVE FROM THE UNIT

**C**

CLEAN AND REPLACE

## 3.0 - BUILD UP OF ICE ON THE COIL

In conditions of high humidity it is possible for ice to accumulate on the coil, and not be fully cleared by the defrost system. This problem is usually only likely to occur on units operating 24hours a day in conditions of high humidity. The result will be a failure to maintain temperature, as airflow through the coil is restricted.

If during cleaning an excessive build up of ice is observed, turn the unit off overnight with the main deck and airflow baffle plates removed.

**Isolate the display unit completely from the mains electricity supply. Turning off the power switch on the display is not sufficient.**

**If the build up was very heavy and the unit is fitted with an automatic evaporating drip tray it will be necessary to guide the water resulting from the melting of the ice into a bucket rather than the evaporating drip tray otherwise it will overflow.**

**Remove the evaporator drip tray and locate a funnel or bucket under the plastic waste pipe located above it. See cleaning instructions for removal of the drip tray.**

When all the ice has melted re-assemble the tank and deck components, re-fit the evaporator drip tray, then switch the power back on and check the operation of the unit.

If you are in any doubts of your ability to carry out the above procedure please contact our service department for assistance.



**Please note that a visit by a service engineer to clear the coil of ice will not be covered by warranty unless it is established that it was caused by a component failure.**

If the build up repeats itself try turning the unit off every night.

**If this does not solve the problem call our service department on 0151 548 2211 to check the operation of the defrost system.**

## 3.1- SELF HELP GUIDE FOR VISION CHILLED DISPLAYS

PROBLEM	ACTION
Nothing is working	<ul style="list-style-type: none"> <li>• Ensure the power lead is properly plugged into a socket outlet.</li> <li>• If unsure that socket outlet is live, plug in another appliance to confirm power is available.</li> <li>• Check fuse in plug top and on control panel.</li> <li>• Make sure power/ main switch is on.</li> </ul>
Only the lights are working	<ul style="list-style-type: none"> <li>• Check that the other switches/ control knobs are turned on.</li> <li>• Check that the electronic temperature controller is illuminated.</li> </ul>
Condensing unit has gone off	It will switch off at a regular intervals as governed by the controller and come back on automatically
The controller displays 'DEF'	To prevent the display icing up, an automatic defrost cycle is pre-programmed into the controller. DEF will appear every 2 hours during defrost and recovery. This is to maintain the efficiency of the display.
Steam is seen from louvered door	The automatic condensate waste tray is operating normally.
The temperature of the produce is too high	<ul style="list-style-type: none"> <li>• Check setting of temperature controller</li> <li>• Ensure airways are not blocked</li> <li>• Ensure fans are operating</li> <li>• Ensure the doors are closed</li> <li>• Move display case from draughts/ air conditioning vents</li> <li>• The condensing unit coil maybe blocked. See section 2.6 - page 12.</li> <li>• The evaporator coil maybe iced up. See section 3.0 - page 14</li> </ul>

If your problem is not listed or persists please contact our service department for help.

**IMPORTANT:** Please ensure you have your serial number before calling. This can be located in the center of the gantry controller fascia plate.

**Address:** Counterline Ltd, 12 Randles Road, Knowsley Business Park, Merseyside, L34 9HZ

**Telephone:** +44 (0)151 548 2211

**Fax:** +44 (0)151 549 2179

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**General Enquiries:** [enquiries@counterline.co.uk](mailto:enquiries@counterline.co.uk)

**Website:** [www.counterline.co.uk](http://www.counterline.co.uk)

