OPERATING MANUAL FOR UPRIGHT & COUNTER COMMERCIAL REFRIGERATION PRODUCTS

IMPORTANT INFORMATION (PLEASE RETAIN THIS DOCUMENT)

This Manual covers the installation, operation and routine maintenance requirements for standard Williams Upright & Counter Commercial Refrigeration products.

Provided the instructions in this Operating Manual are read and implemented correctly, the optimum performance and reliability of your equipment should be maintained.

We assume the installer, user and service provider are appropriately trained, skilled and competent to properly and safely carry out the work, and will use the necessary safety equipment, and take the necessary precautions required of their intended work.

Improper installation, maintenance or repair may put the user at considerable risk.

Williams cabinets/counters are available in a choice of temperature ranges and specific ambient ratings. Units must be installed in an environment within the Climate Class which as indicated on its product label.

Temperature parameters are typically set as follows:

General Produce (H)	+1°C / +4°C
Frozen Produce (L)	-18°C / -22°C
Chilled Food (CF)	0°C / +3°C
Meat/Fish (M/F)	+2°C / -2°C

Williams commercial foodservice refrigeration units are designed for the storage of chilled or frozen food and drinks. The use of Williams units for any specialist food types, specialist products or other applications is not warranted unless subject to prior approval by Williams. Units are designed specifically to store product already chilled or frozen, at the required temperature. Corrosive foodstuffs such as vinegar, brine, seafood, cut tomatoes, cut onions etc, must be put into sealed containers to minimise the risk of cabinet rust and corrosion. Units are not designed to be ordinarily switched off as bacteria growth, mould, odours, rust or water overflow could occur.

Transport the unit standing upright at all times, do not lay the cabinet on sides or back.

Avoid disposal to landfill. Please recycle metals, plastics and electronics.

Refrigerant Designation	Global Warming Potential
HFC - R134a	1430
HFC - R404A	3922
HC - R290	3

Model No.: .....

Serial No.: .....

IMPORTANT REFRIGERATION AWARENESS FOR SYSTEMS CHARGED WITH FLAMMABLE REFRIGERANTS

WARNING

SYSTEM CHARGED WITH FLAMMABLE REFRIGERANT

REFRIGERANT:R290 (REFRIGERANT GRADE PROPANE ONLY)
Ensure all installation and service technicians have the required licences to work on the appliance(s) and are aware the appliance(s) contains an environmentally friendly but flammable refrigerant.

It is the installers responsibility to ensure the installation of the appliance(s) comply with the AS/ANZ 60079.10.1:2009 regulation/standard, ensure there are no sources of ignition or electrical equipment placed under the vent or in any area where refrigerant could gather in the event of a leak.

Technical Safety and Advice
All appliances are only to be installed by persons who are appropriately trained, skilled and competent to properly and safely carry out the work, and serviced by qualified engineers for the handling of hydrocarbon refrigerants

Ensure procedures are adhered to in the following Operating Manual.

Should a suspected leak become apparent, immediately evacuate the area and remotely switch off the cabinet.

DO NOT remove the plug from the socket as this could act as a source of ignition. Leaking refrigerant may ignite and cause injuries.

Please note the further safety advice in respect of the movement, maintenance and safe disposal of this appliance.

Keep ventilation openings in the appliance enclosure or in the structure clear of obstruction.

Contact Williams Refrigeration on +61 3 8787 4747, stating the suspected fault.

IMPORTANT SAFETY INFORMATION

Warning:
Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.

Warning:
Do not use electrical appliances inside the food storage compartments of this appliance.

Warning:
Keep ventilation openings of the appliance enclosure or the structure of built in equipment, clear of obstruction.

Warning:
Do not use mechanical devices or other means to accelerate the defrosting process.

Warning:
Do not damage the refrigerant circuit, i.e. pipe work or components.

ELECTRICAL

The appliance must be disconnected from its power source during cleaning; when maintenance and the replacement of parts is required, the equipment must be safely disconnected and isolated from the power supply using a lock-off system at the isolation device.

It is advised that the electrical supply to the equipment is protected by an appropriately selected Residual Current Device (RCD) with a rating no greater than 30mA.

If the supply cord is damaged, it must be replaced by a service engineer or other qualified person. Only the supply cord supplied by Williams Refrigeration must be used.

Fixed wiring appliances (those not supplied with a plug) shall incorporate a switch disconnector to meet the specification of IEC 60947; this is to be installed within the fixed wiring installation in accordance to the local wiring rules / regulation to provide all pole disconnection of the power supply.

IMPORTANT MAINTENANCE AND SAFETY INFORMATION FOR KITCHEN OPERATORS

Commercial kitchens, bakeries and foodservice areas are environments where electrical and gas appliances may be located close to liquids, or operate in and around damp conditions or where restricted movement for installation and service is evident.

THE IMPORTANCE OF A PLANNED MAINTENANCE PROGRAM

It is important to keep equipment in good condition, and undertake regular safety inspections and maintenance. Poor standards of maintenance are a major underlying cause of accidents. Good maintenance by competent staff ensures that equipment performs well and reliably, and helps prevent accidents.

Damaged and defective plugs, cables and switches are common causes leading to accidents. You should regularly check the condition of electrical equipment and fittings.
Refrigerant and Gas appliance controls and safety devices must be maintained in a safe condition.

ENSURRE EQUIPMENT OPERATORS ARE TRAINED

It is important that kitchen staff are properly trained in the safe use and operation of the equipment and understand the importance of following cleaning instructions.

Catering and hospitality staff should be reminded to undertake common-sense visual inspections and immediately report obvious faults.

Leaks from equipment can lead to slips, whilst faults with electrical components may give rise to an increased risk of electric shock. Users should also act immediately if they observe issues with refrigerant and flame supervision devices or smell gas. Gas leaks can be hazardous and lead ot the risk of fire, explosion and carbon monoxide poisoning.

Unsafe equipment is dangerous. Do not use faulty appliances. Immediately report any defects and contact your appointed service provider.

INSTALLATION

REMOVAL OF REDUNDANT APPLIANCES

Refrigeration appliances contain refrigerant and gases in their insulation and must be disposed of professionally by a licensed waste management contractor.

Please ensure that old or redundant refrigeration appliances are disposed of safely and legally. It is recommended that doors are removed prior to disposal in order to ensure safety.

UNPACKING

Remove all external and interior packing and accessories. Ensure all such material is disposed of safely.

Check that no damage has occurred to the appliance, the tubing of the refrigeration system, power cable and plug top during transit. If damage has occurred do not use the appliance.

The appliance should be installed in a well ventilated room on a flat and level floor. The appliance should be installed in a dry place, avoiding direct exposure to sunlight and sources of heat or draughts including air currents such as radiators, fans, air conditioning units and doors etc.

Units should not be installed in any manner that would impede normal service access.

PROTECTIVE COATING

Some surfaces may be protected by an adhesive plastic coating. This should be removed prior to placing your appliance into use. Carefully peel away to reveal the finished surface. Care should be taken to ensure that no adhesive residue remains on the surface. Any stubborn or tough adhesive marks can be removed by following the advice on Page 6.

VENTILATION

Refrigerators generate a considerable amount of heat and, if operated in a small unventilated room will quickly cause the room temperature to become excessive. This could cause the motor to overheat and possibly damage the compressor. At the very least, such an installation will cause the unit to use an excessive amount of electricity.

In addition to ventilation in a room, please ensure that cabinets with top-mounted systems have 500mm clearance between the cabinet top and the ceiling for engineer access and ventilation. For all other cabinets, please ensure a minimum clearance of 50mm is provided around the unit to ensure efficient and effective performance.

Do not block vents by stacking boxes on top or in front of the unit as this could affect performance and give rise to safety risk.

LEVELLING (CASTORS/LEGS/PLINTH)

The appliance should stand level to ensure the correct operation of self-closing doors and proper drainage of condensate from the evaporator.

Models fitted with castors are non-adjustable. Therefore a level platform / floor should be provided where the appliance is to be located. Where swivel and brake castors are fitted and it has been positioned, please ensure its brakes have been activated by pressing the metal bar down. Remember to release the brakes before trying to move it.

On models fitted with legs, levelling may be achieved by adjusting the bottom section. It is a general requirement in Australia that all built-in commercial refrigerated cabinets must be on a plinth, or legs that are a minimum of 150mm high. Please check with your local building and Health inspectorate requirements.

Adjustable legs may be supplied as an option when ordered. While it is intended that such cabinets are fitted with legs, they may be transported with small castors for ease of transport mobility. Using interchangeable legs will typically increase the height of the unit by 30mm.

For marine specification models with flanged feet for deck and bulkhead fixing, installation should be carried out by a specialist marine company.

MAINS CONNECTION

Commercial kitchens and foodservice areas are environments where electrical appliances may be located close to liquids, or operate in and around damp conditions or where restricted movement for installation and service is evident.

Great care must be exercised at all times when installing, operating, or servicing this appliance.

For appliances fitted with a moulded plug for safety, ensure that the mains power cable is extended free from the refrigeration system to avoid entanglement. If a plug or mains cable requires replacement, contact the Williams Spares Office on +61 3 8787 4747.

The installation of a fixed appliance and periodic inspection should only be undertaken by a qualified, skilled, and competent electrician; and connected to the correct power supply suitable for the load as stipulated by the appliance data label.

The electrical installation and connections should meet the necessary requirements to the local electrical wiring regulations and any electrical safety guidelines.

All appliances rely upon a suitable connection to earth to ensure safe operation. If in doubt, contact a qualified, skilled, and competent electrician before using the appliance.

Commercial kitchens and foodservice areas are environments where electrical appliances may be located close to liquids, or operate in and around damp conditions or where restricted movement for installation is evident.

The installation and periodic inspection of the appliance should only be undertaken by a qualified, skilled and competent electrician; and connected to the correct power supply suitable for the load as stipulated by the appliance data label.

The electrical installation and connections should meet the necessary requirements to the local electrical wiring regulations and any electrical safety guidelines.

We recommend:-

- **Supplementary electrical protection with the use of a suitable type and rated residual current device (RCD) with a trip rating no greater than 30mA.**
- **Fixed wiring appliances incorporate a locally situated switch disconnector to connect to, which is easily accessible for switching off and safe isolation purposes. The switch disconnector must meet the specification requirements of IEC 60947**

If the appliance has been laid on its back or tipped, DO NOT switch on immediately. Leave in an upright position for at least 3 hours before switching on.

REMOTE REFRIGERATION SYSTEMS

These units require connection to a remote condensing unit (supplied by others). Sizing, selection and installation of the remote condensing unit must be undertaken by a competent and qualified refrigeration engineer.

A separate power supply is needed for the remote condensing unit.

CONNECTION TO A MAIN DRAIN

All cabinets installed as remote systems require connections to drains or provision of a tundish. Check with local building and Health inspectorate requirements.

Some self contained cabinets such as fish cabinets also require drainage services to be provided.

SHELF/SLIDE FITTING

When positioning slides on Gastronorm units, present slide to racking by holding it in the opposite hand to the side of the cabinet to that which they are to be applied. Present slide at 45° angle (figure 1). When in place, let slide drop into position to create a horizontal ledge on which the shelves will sit.

Many units are fitted with pilaster and clips (figure 2) for fitting. Some models such as Amber freezer models are fitted with fixed shelves.

FIG 1.

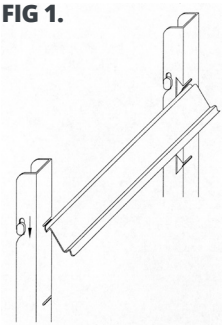
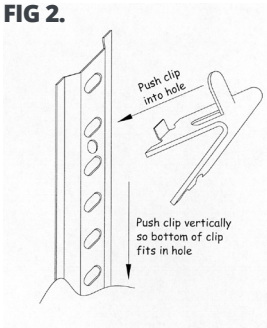


FIG 2.



LOADING / SHELF DISTRIBUTION

Before loading, allow the appliance to reach its normal operating temperature.

When loading the appliance, please ensure that its load is equally distributed throughout and ensure air can circulate around and through stored products. Ensure all items are covered and that raw and cooked foods are stored separately.

Care should be taken when loading the appliance. Do not obstruct the air ducts. Take care of any parts with possible sharp edges.

LOCKING FACILITY

On models with a locking facility, it is recommended that the key be removed from its lock during normal working use. This will prevent bending or breaking of the key which could result in the lock having to be replaced.

Removing the key will also prevent accidental locking when the door is open. This will prevent the door from closing properly and cause the interior temperature to rise. If not checked in time, a loss of food may result.

OVERNIGHT OPERATION

Thermowells / Salad Units / Blown Air Well
We recommend that users remove all food products and place in suitable refrigerated storage overnight.

CONTROLLER

CONTROLLER / DISPLAY

The display should be checked daily to ensure that the correct temperature is being maintained.

CONTROLLER

Switching on your Appliance
Your equipment is delivered ready to run. Plug into the mains and the appliance is ready to use. '- -' will appear and the temperature displayed. Wait until the cabinet has reached normal operating temperature (indicated on the controller) before loading.

Key to Controls

	Temperature set / Information menu
▼	Decrease / Scroll Down
▲	Increase / Scroll Up
	Unit running indicator
	Evaporator fan running indicator

ADJUSTING THE OPERATING TEMPERATURE

The thermostat is built in to the controller and is adjustable between factory set parameters.

All units are factory pre-set, however conditions on site will vary compared with test conditions and it may be necessary to perform the following adjustments in order to obtain a perfect temperature cycle.

ADJUSTMENT OF CONTROLLER

To adjust operating temperature, press and hold key for 3 seconds. Use ▲ ▼ keys to adjust.

If no further adjustments are made within 10 seconds, the desired operating temperature will be stored, and the display will revert to the actual cabinet operating temperature.

Defrost Operation
When defrosting is in progress, a defrost indicator on the controller will become illuminated and **dF** will appear in the LED display.

Defrost is automatic and the appliance will go through a cycle at pre-set intervals. The defrost operation does raise the cabinet temperature slightly for a short period but does not affect product stored inside.

Off-Cycle defrost is carried out on Fridges (H). Electric or Hot Gas defrost is carried out on Freezers (L).

Some models such as the LA135 and LA400 do not have automatic defrost. To action a manual defrost the unit should be turned off periodically (usually overnight) to enable the build-up of frost on the evaporator to melt.

To instigate a manual defrost press and hold ▲ ▼ buttons simultaneously.

Probe Fail Safe Feature
The controller features a fail-safe condition. In the event of a temperature probe failure, the compressor will alternate at 5 minute intervals indefinitely between 'running' and 'not running' and E1 or E2 will be displayed. Normal compressor function will only be restored when the probe fault has been repaired.

Should a probe failure occur please contact Williams Refrigeration Spares Office on +61 3 8787 4747 for a replacement part stating the unit's serial number.

INFORMATION VIEW MODE

A single press of will activate information view mode. It is possible to scroll forward through the references with ▲ and backwards with ▼ .

To view a result, scroll to desired reference, press and hold , release to stop viewing and automatically move to next parameter.

To exit information view mode, ▲ and ▼ simultaneously or wait 10 seconds and controller will exit automatically.

It is possible to clear recorded values of HI, LO and

CR by pressing ▲ or ▼ when viewing the value of relevant reference by holding button marked

The following parameters are available for viewing:

T1	Current air probe temperature
*** T2**	Current evaporator probe temperature
**** Hi**	Highest recorded cabinet temperature
**** Lo**	Lowest recorded cabinet temperature
cr	Number of weeks since last condenser clean

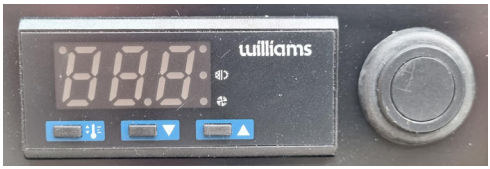
LIGHTS (WHERE APPLICABLE)

Cabinets fitted with round touch sensitive switches

These switches have a dual function of ON-OFF and Dimming.

Operations is as follows:

1. Quick touch ON/OFF
2. Holding increases or decreases brightness



APPLIANCE ROUTINE MAINTENANCE / CLEANING

ROUTINE MAINTENANCE

Regular servicing of the appliance should be undertaken to ensure correct operation, it is functioning as intended, and that it is safe to use.

Safely disconnect the appliance from the power supply before cleaning, servicing or undertaking general maintenance.

Appliances must be maintained at regular intervals. The frequency of maintenance will depend on your specific use and location.

We recommend servicing as a minimum annually. Service and maintenance should only be undertaken by a qualified service provider. Visits may then be made at agreed intervals to carry out required safety tests, functional checks, adjustments and repairs.

CLEANING

Always wear appropriate personal protective equipment (PPE) when cleaning the appliance. Care should be taken for parts with possible sharp edges.

Stainless steel and other sheet metal used in WRA appliances are corrosion-proof and need no additional protective coating to maintain its gloss and usability for a long time.

Abrasive or corrosive cleaning agents should never be used. These can damage surfaces and cause corrosion. They include:

- Cleaners containing chloride;
- Bleaches containing hypochlorite (if accidentally spilled on stainless steel, rinse off with water immediately and thoroughly);
- Silver polish

If the cabinet exterior is looked after correctly it will retain an “as new” finish for many years. A damp cloth is usually sufficient for wiping away light dirt, food debris and finger marks and normal day to day cleaning should be carried out with a soft cloth and soapy water.

Dry thoroughly afterwards and where possible remove all racking, shelving and drawer fittings to aid the process.

Kitchen fats, oils and greases can also cause brown spots or staining to appear on the stainless steel surface.

For stainless steel with visible polishing grains, clean the steel with the grain, not against the grain. When water has been used for cleaning or rinsing, wipe the surface dry to prevent water from drying and forming watermarks, especially in areas with hard water. Avoid this type of watermark by using distilled water.

For tougher spots, suitable creamy polishes like JIF Professional Original Cream Cleanser can be effective. Light pressure should be used when cleaning with the grain. The cleaning process should be repeated to prevent any dirt becoming lodged in the surface grain again.

JIF Professional Original Cream Cleanser can also be used for wiping off water spots and can alleviate discoloration. Remove this type of residue by rinsing with clean water, preferably distilled water, and wiping away any remaining streaks of polish or watermarks.

Tough grease or oil marks can also be removed using denatured alcohol or acetone. There is no risk of corroding stainless steel by using such solvents. For ease of use limit the amount of solvent used. Wash more than once using a pure solvent on a clean soft rag until all traces of the greasy residue are removed.

Specialist Stainless Steel Cleaners - NON FOOD CONTACT SURFACES ONLY
Innosoft B570 is a special deep cleaner that is suitable for the intensive cleaning of contaminated stainless steel surfaces, and removes stains and oxides in a single operation.

Innoclean B580 completely removes any residues left after the use of Innosoft B570 and passivates the surface which helps to prevent further corrosion.

SHELF / SUPPORT/ RACKING REMOVAL

First remove the shelves, then remove the shelf supports by grasping firmly in the centre and lifting slightly. Turn the shelf support towards the interior of the cabinet by pushing it in the centre as you twist the support through 90°. The shelf support will be released. (NB: the supports are designed to be anti-tilt and you may therefore experience some resistance at first which will be overcome with practice). When all shelves have been removed, remove the racking by lifting up and over the nylon retaining blocks.

BLOWN AIR WELL SYSTEMS

Many food preparation counters incorporate blown air well systems. Some food can find its way into the associated duct system. These ducts MUST be removed and cleaned regularly, at least every day to minimise food safety risk.

Removing ducts for cleaning

Remove all pans from well.

Reach into the well to the power 'joint' in the duct and lift up.

Remove the complete duct for cleaning both sides of well.

Remove any food debris and thoroughly clean all surfaces.

Do not push any food scraps into the cabinet or fan system.

Well covers

Blown air well counters are designed for use with the providing sliding covers. The covers should be slid across to access the required food product and then closed again.

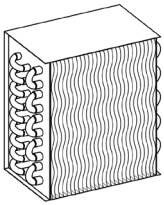
During peak periods the covers may be removed for a short time approximately 2 hours (subject to ambient conditions). If not replaced and closed, the refrigeration system will be compromised and may 'ice up' affecting system performance and reliability. Pans should be left in the well at **ALL** times during working hours and there should be **NO** gaps between the pans.

CONDENSER CLEANING

Regular maintenance should be carried out on a regular basis by competent / trained personnel. The condenser is part of the refrigeration unit and is located in the unit compartment. Warranty does not cover failure of compressors or fans due to blocked condensers.

Brush fins vertically with a stiff brush, taking care not to damage them or to push dirt / dust further in, and then vacuum away.

FIG 3.



TOP MOUNTED CABINETS

(Diamond/Pearl/Ruby/Garnet/Sapphire/ Crystal)

The condensing unit and refrigeration equipment can be accessed from above or in some cases behind. To gain access, remove the top unit cover by gently pushing the cover upwards and away, detaching it from the cabinet as it rests on retaining clips.

BOTTOM MOUNTED UNITS

(Quartz/Quartz Star)

The condensing unit and refrigeration equipment can be accessed by removing the unit cover. Gently push the cover upwards and away to detach it from the cabinet, as it rests on retaining clips.

COUNTERS

(Opal/Emerald/Jade/Boronia/Cameo)

The condensing unit can be accessed by removing the condenser front cover from the unit compartment.

Unscrew and pull down and away from the cassette door cover. Unlock torsion bar and disconnect internal power connector from the cassette. Lift the cassette slightly at front and draw it out of the cabinet to gain access to refrigeration unit.

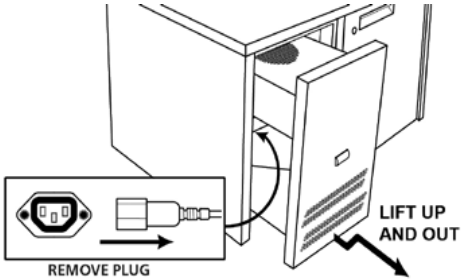
(Banksia)

Lift cassette up slightly at front and draw out of cabinet. Stop half way and disconnect the internal power connector to the cassette. Continue to withdraw fully once power connector is disconnected.

Pull the cassette forward and it will slide out to provide access to condensing unit and refrigeration equipment.

To replace the cassette, reverse the procedure.

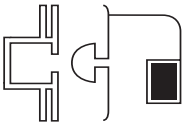
Take care not to damage any electrical connections and cables during the removal and cleaning process.



Please ensure the drain pipe is relocated in the vaporiser tray at the rear of the counter. Ensure the unit is unplugged when removing the system. Before plugging the counter in after cleaning, ensure all electrical cables are safe and un-damaged.

CLEANING / REPLACING THE GASKET

Door gaskets should be checked and cleaned regularly and replaced if damaged. To clean the gasket, wipe with warm soapy water and a soft cloth, ensuring it is completely dry before closing the door. **DO NOT** use a sharp knife to clean or scrape the gasket. Damaged gaskets do not seal correctly and can increase the amount of electricity consumed, seriously affecting the efficiency and performance of the appliance.



Damaged gaskets are easily replaced. Simply pull (or unscrew) out the existing part and push (screw in) the new gasket into the channel (gasket retainer) at the centre and work along, pushing gasket into channel.

EVAPORATOR/DRAINLINE

Inspect periodically to ensure the drain hole is not blocked.

BREAKDOWN

You must immediately report any damage or defect arising with the appliance. Unsafe equipment is dangerous. Do not use the appliance. Isolate the power supply and contact Williams Refrigeration or your appointed Service Provider.

In the event of a breakdown, please contact Williams Refrigeration or your Service Provider.

When calling, please advise model and serial number. This information can be found on the data plate inside the appliance. Please ensure that all redundant parts are disposed of safely and legally.

TROUBLE SHOOTING INFORMATION AND ALARM CODES

Fault Display	Possible Cause	Action
Cabinet not operating	No power supply	Check fuse or power source
Cabinet not maintaining temperature	1. Dirty condenser	Clean
	2. Air circulation restricted	Remove restriction
	3. Defective fan motor	Call Williams
	4. Defective compressor relay	Call Williams
	5. Loose electrical connection	Call Williams
Faults displayed by control	E1 or E2 - Control probe failure	Call Williams
Preparation Well warm	1. Lids left off pans or pans not in place	Lids and pans to be in place at all times
	2. Ambient air entering well area	Ensure perspex lids are in place as much as possible

CHOOSING GENUINE SPARE PARTS

Choosing the correct spare parts is vital to the ongoing running of your appliance - that's why Williams Refrigeration offer a comprehensive network of servicing, support and spare parts all available directly from Williams.

Our spare parts are exactly the same quality and standard as we use to build your appliance and have been rigorously checked, tested and inspected to ensure the very best quality and exact fit.

You can contact us directly for everything from fault diagnosis to parts selection and ordering. Simply provide the serial number of your appliance and we will do the rest to ensure you receive the right part first time.

For further information please call our Spares Department on +61 3 8787 4747

PARTS & LABOUR WARRANTY POLICY - AUSTRALIA ONLY

Please refer to Williams Refrigeration Australia Terms and Conditions of Sale for full details.

16 LIABILITY / WARRANTY

16.1 Except as the Terms specifically state, or as contained in any express warranty provided in relation to the goods or services, the Agreement does not include by implication any other term, condition or warranty in respect of the quality, merchantability, acceptability, fitness for purpose, condition, description, assembly, manufacture, design or performance of the goods or services or any contractual remedy for their failure.

16.2 Williams products are not designed for nor have the appropriate certifications, licences or accreditations for use in personal, domestic or household applications. The Customer warrants that Williams products will not be used for such applications. To the extent permitted by law, Williams specifically does not warrant its products used in such applications.

16.3 If the Customer is a consumer nothing in these Terms restricts, limits or modifies the Customer's rights or remedies against Williams for failure of a statutory guarantee under the ACL.

16.4 If the Customer on-supplies the goods to a consumer and:

(a) the goods or services are not of a kind ordinarily acquired for personal, domestic or household use or consumption, then the amount specified in section 276A(1) of the ACL is the absolute limit of Williams' liability to the Customer;

(b) the goods or services are of a kind ordinarily acquired for personal, domestic or household use or consumption, payment of any amount required under section 274 of the ACL is the absolute limit of Williams' liability to the Customer; howsoever arising under or in connection with the sale, installation, use of, storage or any other dealings with the goods or services by the Customer or any third party.

16.5 If clause 16.2 or 16.4 do not apply, then other than as stated in the Terms or any written warranty statement Williams is not liable to the Customer in any way arising under or in connection with the sale, installation, use of, storage or any other dealings with the goods or services by the Customer or any third party.

16.6 Williams is not liable for any indirect or consequential losses or expenses suffered by the Customer or any third party, howsoever caused, including but not limited to loss of perishables, loss of turnover, profits, business or goodwill or any liability to any other party except to the extent of any liability imposed by the ACL.

16.7 Nothing in the Terms is to be interpreted as excluding, restricting or modifying or having the effect of excluding, restricting or modifying the application of any State or Federal legislation applicable to the sale of goods or supply of services which cannot be excluded, restricted or modified.

16.8 Where the Customer is a consumer, the following mandatory statement applies: Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

16.9 Williams warrants, subject to the exclusions and limitations below, the goods will be free from defects in materials and workmanship for the applicable warranty period set out below ("Warranty").

16.10 Subject to the remainder of clause 16, Williams, in its reasonable discretion if it deems necessary, will repair or replace any goods to remedy any fault covered by Warranty, provided that:

(a) the goods may have acceptable variance; and

(b) any replacement or repaired goods will only be warranted for the unexpired portion of the Warranty period attached to the original goods.

16.11 Unless stated otherwise, our standard warranty period and product covered is;

(a) Self contained units, 24 months from our original invoice date;

(b) Units connected to a remote condenser, 12 months parts only warranty from our original invoice date;

(c) Spare parts, 3 months from our original invoice date.

16.12 Provision of the Warranty is subject to:

(a) the Customer not being in breach of these Terms or any additional Agreement as may be in place;

(b) proof of purchase of the goods being directly from Williams or an authorised distributor or agent of Williams;

(c) Williams' or its representative, at its option, having access to the goods for the purposes of inspection and verification of any claim;

(d) the Customer accepting an invoice for any replacement parts claimed under Warranty, which will be reimbursed, excluding freight costs, only after confirmation of the claim by Williams;

(e) The full payment of any invoices rendered by Williams to the Customer for non Warranty work;

(f) the Customer has not repaired or undertaken to repair the goods without prior authorisation from Williams nor altered the goods in any way;

(g) the Customer uses and maintains the goods in accordance with Williams' instructions and in accordance with commonly accepted operating

practices;

(h) the Customer providing written notice within 3 days of delivery of any goods that it believes do not meet specifications or goods that are defective; and

(i) correct storage, siting and installation of the goods in accordance with Williams' instructions.

16.13 The following Warranty exclusions apply:

(a) Any product which Williams publishes as excluded from application of this Warranty;

(b) Any product for which the Warranty period published by Williams (in advertising material or otherwise) differs from the Warranty period outlined above;

(c) defects or malfunctions that are the result of incorrect or poor maintenance by the Customer;

(d) damage or alteration to the goods arising from circumstances outside the direct control of Williams, including, without limitation, power surges, disruptions, flooding, fire or acts of god or where the goods are not used for their intended purpose;

(e) any part of a refrigeration cabinet which has been subject to misuse, neglect, alteration or changed in any manner, incorrect installation or accident that has been caused by the Customer or its invitee;

(f) the failure of goods that have been supplied to a Customer's specification or design and that failure was caused by a Customer specification or design fault;

(g) any problem that might arise due to poor installation or siting of the goods, including but not limited to, lack of sufficient fresh air circulation, marine or mobile applications;

(h) any problem that might arise out of the installation of remote cabinets, including but not limited to, blockages or leaks in the refrigeration system, replacement refrigerant and components including TX valves, and wiring issues with controllers;

(i) any third party equipment that the Customer might have specified;

(j) any installation or removal costs necessary to access or service the goods;

(k) any time spent on security clearance, inductions and suchlike;

(l) damage to, or breakage of, glass doors, gaskets, power leads, hinges, lights or plastic components; and

(m) the failure of gaskets, lights, hinges, locks, TX valves and batteries.

16.14 Williams reserves the right to replace defective parts of the goods with parts and components of similar quality, grade and composition where an identical part or component is not available.

16.15 Goods presented for repair may be replaced by re-furbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

16.16 The Customer warrants to use the goods in accordance with:

(a) any instructions provided to it by Williams from time to time;

(b) all government and local regulations, including but not limited to all relevant environmental laws and regulations governing the storage, installation, use, handling, maintenance and disposal of the goods.

(c) all necessary and appropriate precautions and safety measures relating to the storage, installation, use, handling and maintenance of the goods.

(d) Williams' approved Warranty work undertaken by authorised service agents is arranged during our normal working hours only (generally Monday —Friday, 8am to 4.30pm, excluding public holidays).

16.17 The Customer bears the cost of making the Warranty claim.

16.18 Approved Warranty repair work will be conducted for free only on the Australian mainland and within 50kms of a Williams Authorised service agent premises. If the Customer is located more than 50km away, then any distance will be charged to the Customer on the excess at commercial rates.

16.19 Williams makes no express warranties or representations other than as set out in this clause 16.

16.20 The repair or replacement of the goods or part of the goods is the absolute limit of Williams' liability under the Warranty.

16.21 The benefits of this Warranty are in addition to any rights and remedies imposed by Australian State and Federal legislation that cannot be excluded.

16.22 In the case of goods not manufactured by Williams but are sourced from third parties and supplied by Williams, this Warranty will not operate to extend the terms of the original manufacturer of those goods.

16.23 Our contact details are:

Williams Refrigeration Australia Pty Ltd
38-42 Gaine Road
Dandenong South, Victoria, 3175
Ph: 03-8787 4747
Fax: 03-8787 4787
Email: wrasupport@williamsref.com.au

For more information, please refer to our website www.williams-refrigeration.com.au for current Terms and Conditions of Sale.

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ISO 9001 Quality Management Systems CERTIFIED
ISO 14001 Environmental Management CERTIFIED
ISO 45001 Occupational Health and Safety Management CERTIFIED