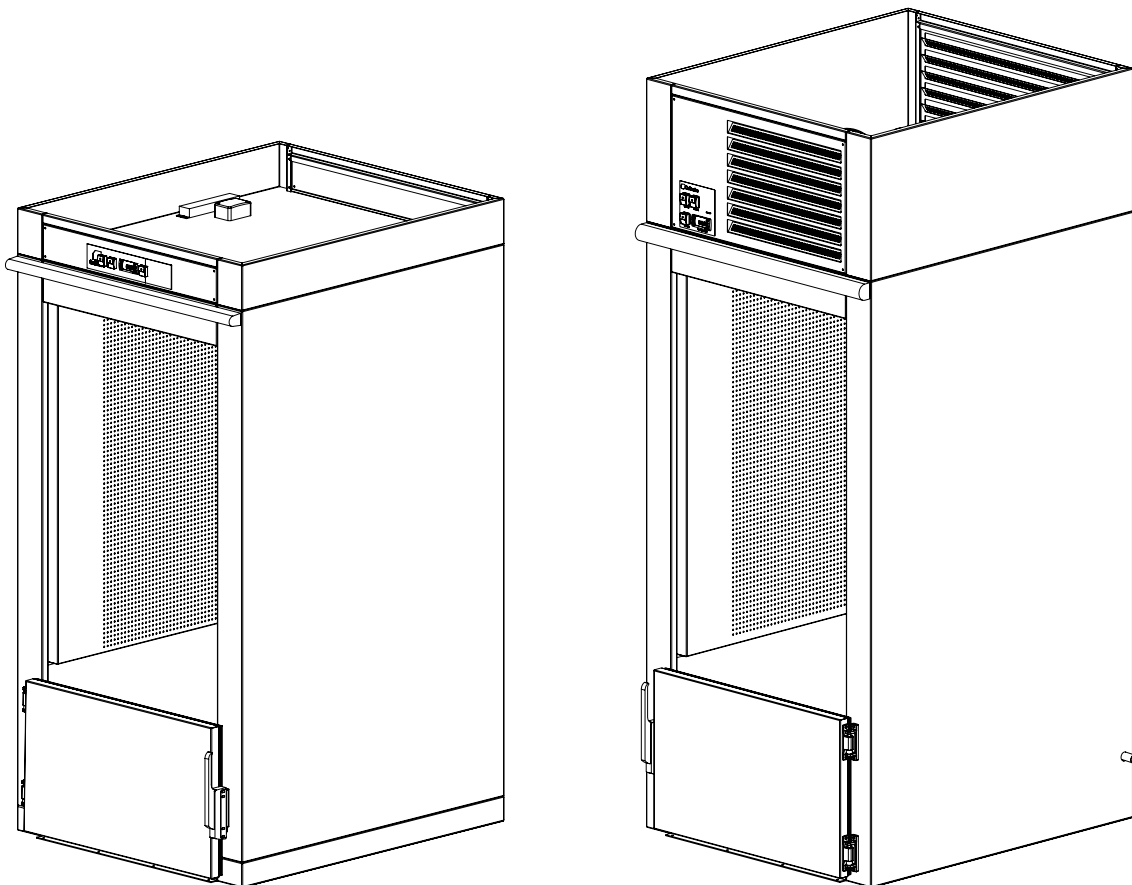


**Specification, Installation  
and Operation Manual**

**ROLL-IN PLATING REFRIGERATOR  
REMOTE & SELF CONTAINED**

Models:

CR.RPR.RC.965, CR.RPR.SC.965,  
CR.RPR.RC.1175 & CR.RPR.SC.1175



A guide on the use, care and maintenance  
of your quality Culinaire product



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## Your New Culinaire Product


Thank you for choosing this quality Culinaire product. All our products are designed and made to meet the needs of food service professionals. By using, caring and maintaining your Culinaire product according to these instructions, your Culinaire product should give you many years of reliable service.

Stoddart is a wholly Australian owned company, which manufactures Culinaire commercial catering equipment. All Culinaire products are engineered and manufactured in Australia to provide excellent results whilst offering-value-for-money, ease-of-use and reliability.

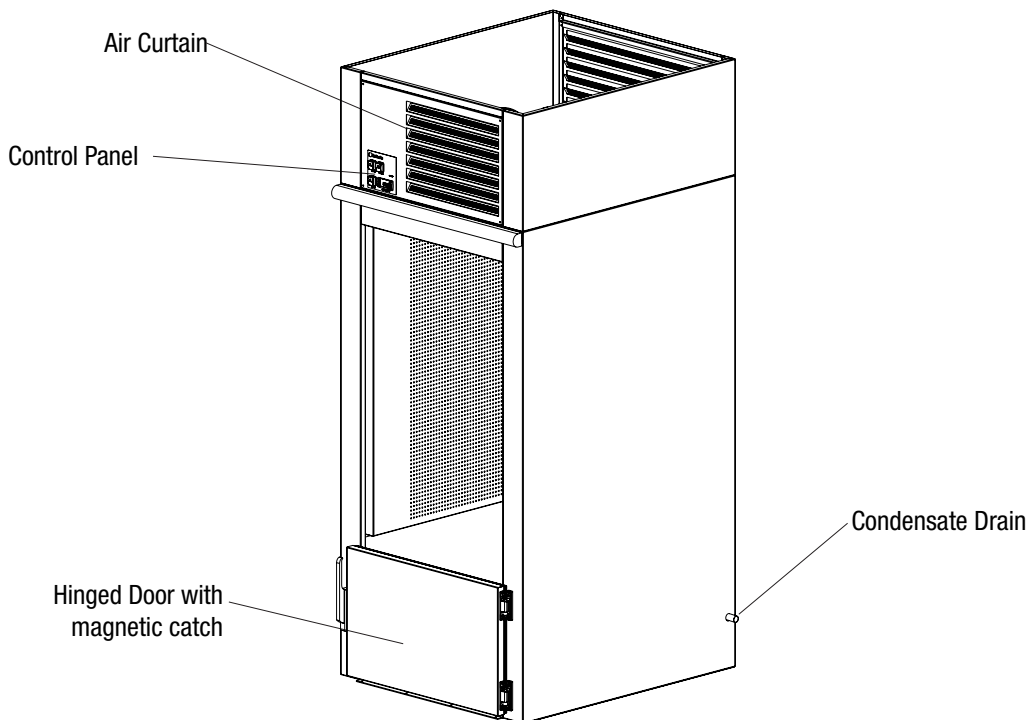
Culinaire manufacture a comprehensive range of equipment for kitchens, food preparation and presentation.

## Product Overview

Configuration may vary according to model.

	<p><b>WARNING!</b></p> <p><b>This unit includes refrigeration components. Cold surfaces can burn DO NOT touch these surfaces</b></p>
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Code	Explanation
CR	= Culinaire Refrigerated
RPR	= Roll-In Plating Refrigerator
RC	= Remote
SC	= Self Contained
965	= 965mm wide unit
1175	= 1175mm wide unit
L	= Left hand services, drain & hinged door



## Attention

Carefully read this instruction booklet, as it contains important advice for safe installation, operation and maintenance. Keep this booklet on hand in a safe place for future reference by other operators or users.

### Disclaimer

The manufacturer and distributor cannot be held responsible or liable for any injuries or damages of any kind occurred to persons, units or others, due to abuse and misuse of this unit in regards to installation, un-installation, operation, servicing or maintenance, or lack of conformity with the instructions indicated in this documentation.

All units made by the manufacturer are delivered assembled, where possible, and ready to install. Any installation, un-installation, servicing, maintenance and access or removal of any parts, panels or safety barriers that is not permitted, does not comply in accordance to this documentation, or not performed by a TRAINED AND AUTHORISED SPECIALIST will result in the IMMEDIATE LOSS OF THE WARRANTY.

The manufacturer cannot be held responsible or liable for any unauthorized modifications or repairs. All modifications or repairs must be approved by the manufacturer in writing before initiating. All modifications or repairs performed to this unit must be performed at all times by a TRAINED AND AUTHORISED SPECIALIST.ANTY.

**Stoddart design, manufacture & distribute Food Service Equipment (appliances) exclusively for the commercial market. This appliance is not designed nor intended for household or domestic use & must not be used for this purpose.**

This product is intended for commercial use, and in line with Australian electrical safety standards the following warnings are provided:

- This product is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the product by a person responsible for their safety. Children should be supervised to ensure that they do not play with the product
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard

## General Information

When using any electrical unit, safety precautions must always be observed.

Our units have been designed for high performance. Therefore, the unit must be used exclusively for the purpose for which it has been designed.

Read these instructions carefully and retain for future reference.

- All units MUST be installed according to the procedures stated in the installation section of this manual
- In the case of new personnel, training is to be provided before operating the equipment
- DO NOT use this unit for any other purpose than its intended use
- DO NOT store explosive substances such as aerosol cans with a flammable propellant in or near this unit
- Keep fingers out of "pinch point" areas
- This unit is NOT waterproof. DO NOT use jet sprays or hoses to the exterior of the unit
- Only use this unit with voltage specified on the rating label
- Do NOT remove any cover panels that may be on the unit
- DO NOT use sharp objects to activate controls
- If any fault is detected, refer to troubleshooting
- The manufacturer declines any liability for damages to persons and/or things due and to an improper/wrong and/or unreasonable use of the machine

## Service

- Only specifically trained/qualified Technicians (Stoddart, one of our service agents, or a similarly qualified persons) should carry out any and all repairs, maintenance and services



## Setting Up

Improper installation, adjustments, alterations, service or maintenance can cause property damage, injury or death.

### *Handling*

- Use suitable means to move the unit: eg. A lift truck or fork pallet trucks (the forks should reach more completely beneath the unit)

### *Unpacking*

- Check the unit for damage before and after unpacking. If unit is damaged, contact the distributor and manufacturer
- Should any item have physical damage, report the details to the freight company and to the agent responsible for the dispatch within seven (7) days of receipt. No claims will be accepted or processed after this period
- The unit is supplied fully assembled
- Remove all protective plastic film, tapes, ties and packers before installing and operating
- Clean off any remaining residue from the interior/exterior of the unit using a clean cloth dampened with warm soapy water

### *Positioning*

- Choose an area that is well ventilated and provides access for future maintenance
- Place the unit on a level stable work surface capable of supporting its weight
- Do not position the unit in a wet area, an area with a lot of heat and steam or near flammable substances
- Allow an air gap between the unit and other objects or surfaces. We recommend a minimum gap of 100mm for normal operational use (if the unit is near any heat sensitive material we suggest you allow additional space)
- Please consult national and local standards to ensure that your unit is positioned in accordance with any existing requirement

## Electrical Connection

	<p style="text-align: center;"><b>WARNING!</b></p> <p style="text-align: center;"><b>This unit must be installed in accordance with local electrical standards.</b></p>
---	---

### Information

Aggregate electrical ratings of the Unit are expressed in kilowatts in this manual.

#### Single Phase Units:

Supplied with an appropriately rated plug and lead fitted and be indicated as:

- 10A plug & lead fitted
- 15A plug & lead fitted
- 20A plug & lead fitted

OR

A terminal block for on-site connection, by a licensed electrician will be supplied inside the service compartment of the unit and be indicated as:

- 1Ø + N + E

#### Three Phase Units:

A terminal block for on-site connection, by a licensed electrician will be supplied inside the service compartment of the unit and be indicated as:


- 3Ø + N + E

#### Plug and lead Connection:

- Plug the unit into the applicable power point.

#### On-site Connection:

- The electrical supply must comply with the rating plate data
- Ensure that the machine is connected to a suitably rated and earthed power source
- Ensure that there is an isolation switch installed near the unit
- To connect the power, the unit has a terminal block in the electrical junction box. The power switches and electronic controller are the face of the electrical junction box
- The equipment should be earthed according to local electrical codes to prevent the possibility of electrical shock. It requires an earthed receptacle with separate electrical lines, protected by fuses or a circuit breaker of the proper rating
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard. Please contact Stoddart for parts and we will advise how to do this in order to avoid any electrical hazard
- The power cable should be dry and/or isolated from moisture or water

	<p style="text-align: center;"><b>WARNING!</b></p> <p style="text-align: center;"><b>Some procedures in this manual require the power to the equipment to be turned off and isolated. Turn the power OFF at the power point and unplug the power supply lead by the plug body. If the power point is not readily accessible turn the equipment off at the isolation switch or the circuit breaker in the switchboard.</b></p> <p style="text-align: center;"><b>Attach a yellow “CAUTION-DO NOT OPERATE” tag. This must be performed where relevant unless the procedures specify otherwise.</b></p> <p style="text-align: center;"><b>FAILURE TO DO SO MAY RESULT IN ELECTRIC SHOCK.</b></p>
---	---

## Plumbing Connections

### Information

- The drainage must be drained to a tundish
- The unit **MUST** be on a level surface for the water to drain properly

## Refrigeration Connections



**IMPORTANT!**  
This refrigeration system must be installed in accordance with local refrigeration standards

### Pre-Installation Pressure Test

- All refrigeration lines are pressurised with nitrogen before leaving the factory. Exported units are de-pressurised before shipping to a country other than Australia
- Refrigeration lines are tested at 1725kPa (250psi) for 24 hours in the factory. For safety, the pressure is reduced before leaving the factory
- Before use, the system **MUST** be checked for leaks. Check the pressure tag attached to the refrigeration lines. If the pressure tag is lost, the preset pressure of the lines when leaving the factory should be 1380kPa (200psi). Contact the manufacturer to confirm
- Any pressure loss **MUST** be reported to the distributor or manufacturer and fixed before the unit is used
- If exported, the system **MUST** be tested again for 24 hours before attaching the external refrigeration lines

### TX Valves

- The TUA or TUAE TX valve is supplied with the unit. Check the specification manual for more information
- Ensure the TX valve is working properly before use

### Refrigerant

- This unit designed for R404A refrigerant.

### Solenoid Valve - Liquid Line

- The solenoid is not sold or supplied with this product or by Stoddart. For purchasing and installation of the solenoid contact a local refrigeration company
- A 3 core flex is supplied for fitting the solenoid and is connected into the switching output 5 of the electronic controller. The switching output for the solenoid is marked on the 3 core flex
- Ensure the refrigeration lines are thoroughly pressure tested and vacuumed after fitting the solenoid valve.

### Isolation Valves

- Isolation valves (suction line and liquid line) are not sold or supplied with this product or by Stoddart. For purchasing and installation of the solenoid contact a local refrigeration company
- Ensure the refrigeration lines are thoroughly pressure tested and vacuumed after fitting the ball valve

### Refrigeration Lines

- All external refrigeration lines are not sold or supplied with this product or by Stoddart. For purchasing and installation of refrigeration lines contact a local refrigeration company
- The connecting refrigeration lines are on the side of the unit or inside the service compartment
- A 3/8" liquid line, and 1/2" suction line are provided to attach the external refrigeration lines
- The suction lines must be insulated
- All refrigeration lines **MUST** be vacuumed and pressure tested before using

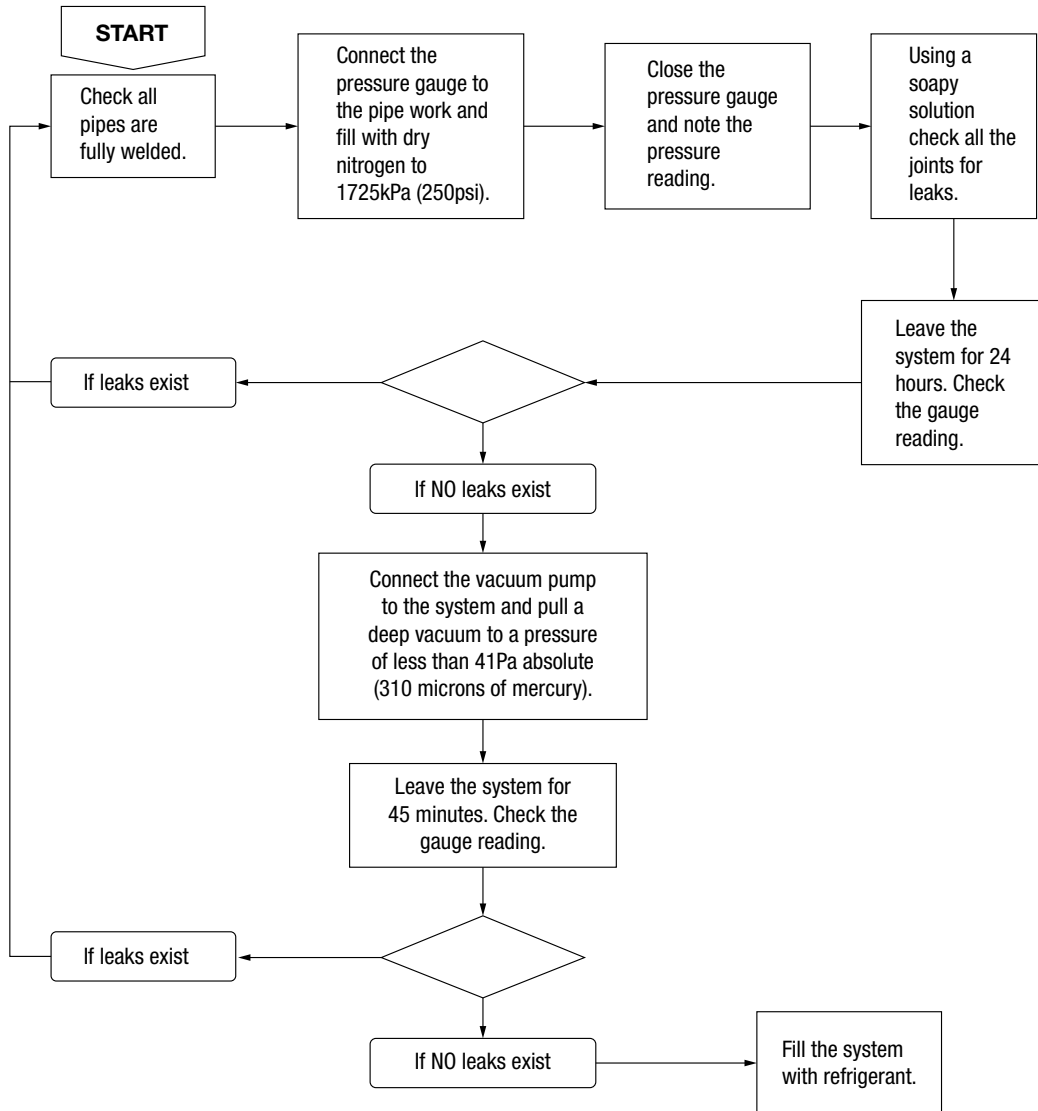
### Condenser Unit

- Condenser units are not sold or supplied with this product or by Stoddart. For purchasing and installation of a condensate unit contact a local refrigeration company
- Ensure the condenser unit has right capabilities for this unit and other units that will be attached
- Refrigeration capacity is on the rating label on the service compartment or in the specification manual
- Do **NOT** overload the condenser unit





**Remote Unit Leak Testing Diagram**

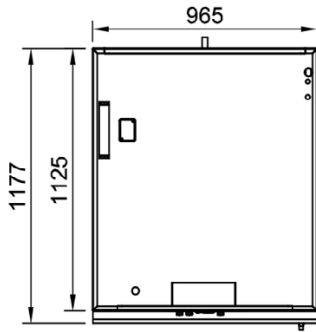


**Technical Specifications**

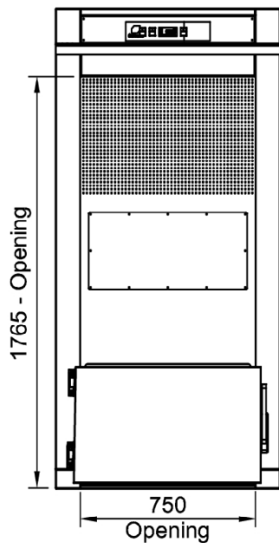
Code	Explanation
CR	= Culinaire Refrigerated
RPR	= Roll-In Plating Refrigerator
RC	= Remote
SC	= Self Contained
965	= 965mm wide unit
1175	= 1175mm wide unit
L	= Left hand services, drain & hinged door

**CR.RPR.RC.965**

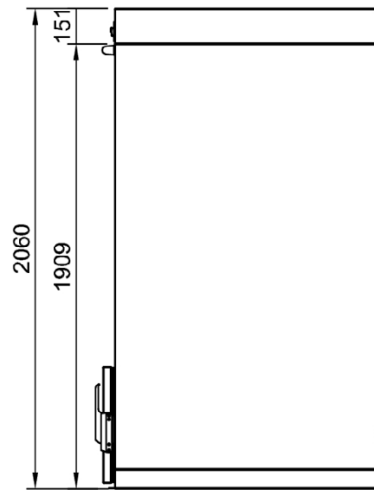
SPECIFICATIONS	
Model	CR.RPR.RC.96
Width	965mm
Depth	1177mm
Height	2060mm
Voltage / Frequency	240V / 50Hz
Power (kW)	1.2kW
Connection	1Ø + N + E
Refrigeration Systems	Remote 2500W -10°C SST
Temperature Range	2-4°C



Plan View



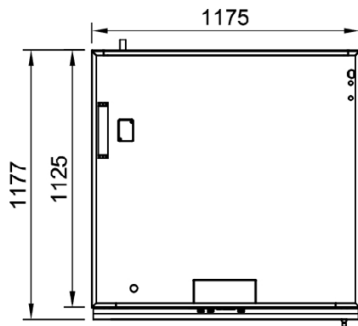
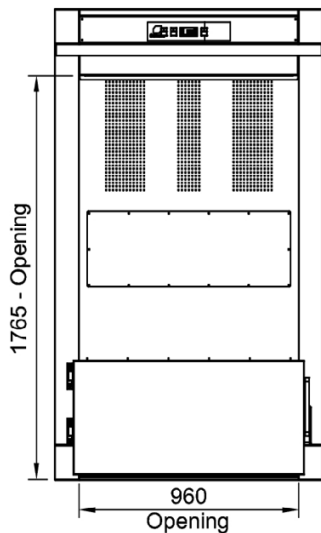
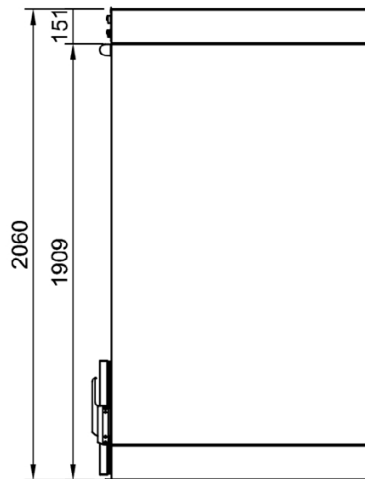
Front Elevation



End Elevation

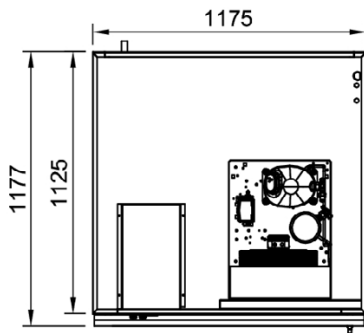
**CR.RPR.RC.1175**

SPECIFICATIONS	
Model	CR.RPR.RC.1175
Width	1175mm
Depth	1177mm
Height	2060mm
Voltage / Frequency	240V / 50Hz
Power (kW)	1.2kW
Connection	1Ø + N + E
Refrigeration Systems	Remote 2990W -10°C SST
Temperature Range	2-4°C

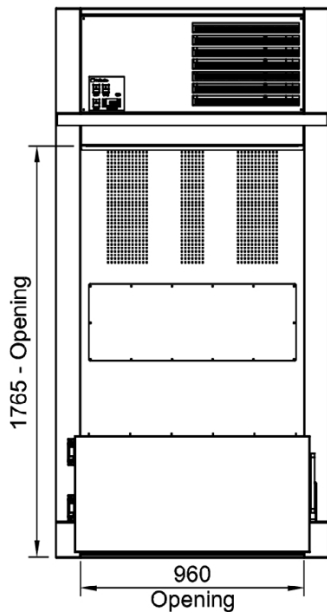

**Plan View**

**Front Elevation**

**End Elevation**

**CR.RPR.SC.965**

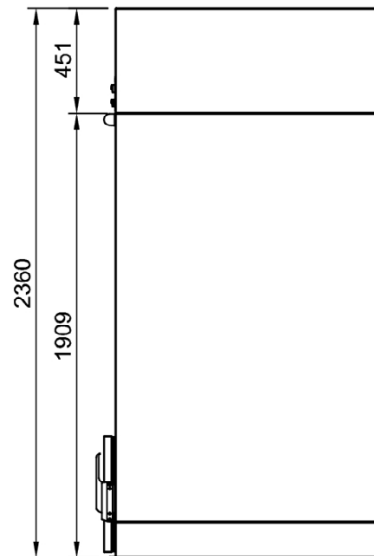
SPECIFICATIONS	
Model	CR.RPR.SC.965
Width	965mm
Depth	1177mm
Height	2360mm
Voltage / Frequency	240V / 50Hz
Power (kW)	2.4kW
Connection	1Ø + N + E
Refrigeration Systems	N/A
Temperature Range	2-4°C



Plan View



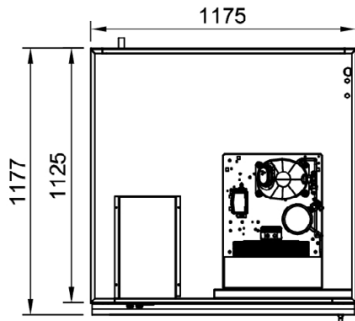
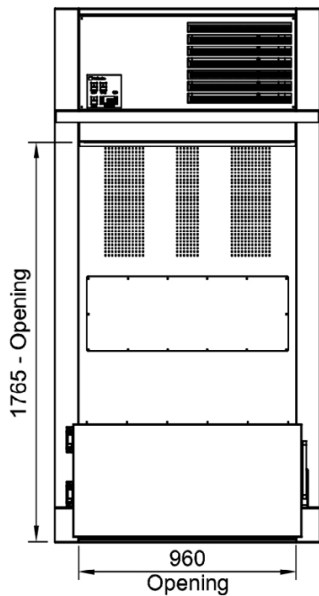
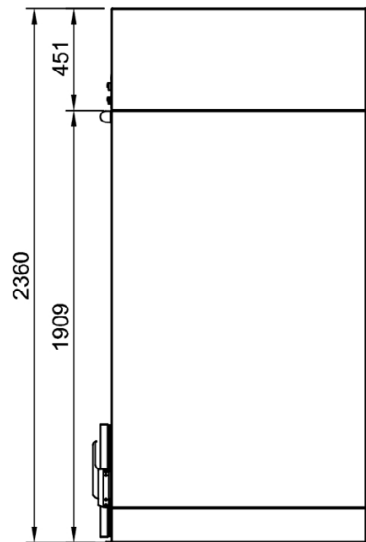
Front Elevation



End Elevation

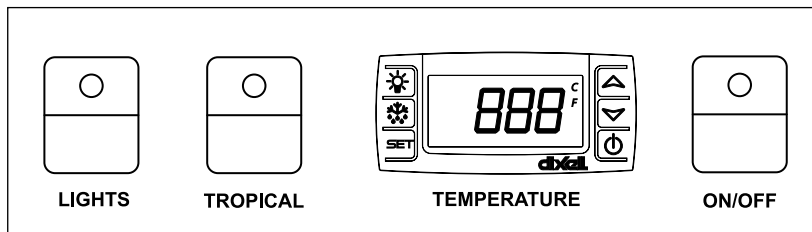
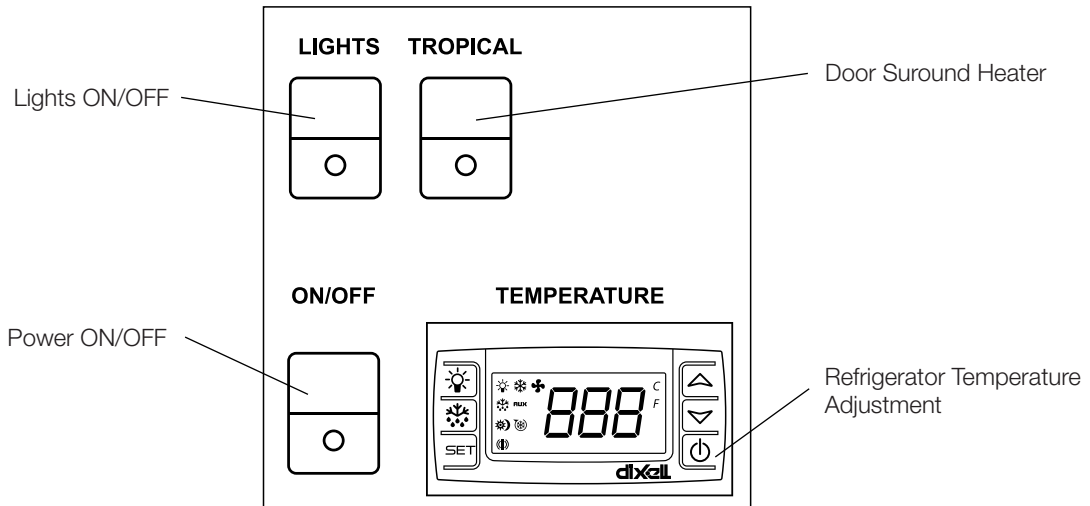
**CR.RPR.SC.1175**

SPECIFICATIONS	
Model	CR.RPR.SC.1175
Width	1175mm
Depth	1177mm
Height	2360mm
Voltage / Frequency	240V / 50Hz
Power (kW)	2.4kW
Connection	1Ø + N + E
Refrigeration Systems	N/A
Temperature Range	2-4°C


**Plan View**

**Front Elevation**

**End Elevation**

### Control Panel

Control Panel configuration may vary according to model.





## Initial Start-up & Operation

**IMPORTANT**

This unit is not designed to cool down products, it only maintains them at the regulated 2°C - 4°C serving temperature.

### *Initial Start Up*

- Before switching ON the unit, ensure the unit is installed correctly
- Once switched ON, check that the air is flowing within the unit. Check the lights and the door surround heaters are working
- After 45 minutes check the cabinet temperature has reached 2°C - 4°C
- Leave the unit to operate for 1-2 hours to remove any fumes or odours
- Let the unit cool then clean the whole unit, including the shelves, before placing in product

### *Operation*

- All food **MUST** be pre-chilled to before loading into the unit
- Ensure the unit is maintaining temperature is between 2°C - 4°C
- Ensure the door at the foot of the refrigerator is **CLOSED** to assist with maintaining the internal temperature
- Open door at bottom of unit and lift up curtain, load trolley into unit
- Ensure curtain covers trolley when loaded into unit
- Warm trays are recommended to chill on the bottom runners and moved up as the trays become colder. Trays on the top runners should be chilled for the most efficient use
- Door surround heating should be turned ON to prevent condensation build up. This can be switched ON/OFF on the rear control panel with the "TROPICAL" button
- Lights should be switched ON when the unit is in use and can be adjusted via the "Dimmer" switch

### *Loading Restrictions*

- The cabinet should only be loaded with 1 x 2/1 and 2 x 1/1 Gastronorm pans. Suitable trolley is sold separately to be rolled in and out of the base of the unit

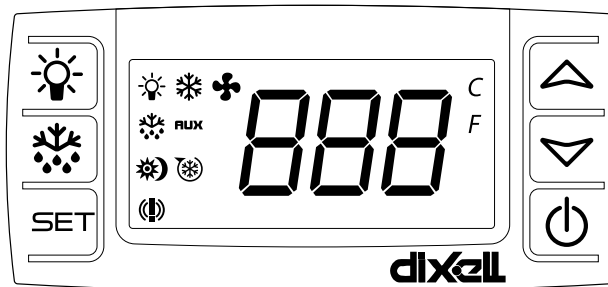
### *After Service - Information*

- The unit should be turned OFF after service








## Temperature Adjustment





- The “Refrigerator” temperature can be set between 2°C and 4°C. How to set the temperature is shown below
- Different modes require different temperatures
- The temperature probe only measures the temperature of the water/air, NOT the food temperature



### KEY FUNCTIONS:

<b>SET</b>	To display target set point; in programming mode it selects a parameter or confirm an operation.
 (DEF)	To start a manual defrost.
 (UP)	To see the maximum stored temperature; in programming mode it browses the parameter codes or increases the displayed value.
 (DOWN)	To see the minimum stored temperature; in programming mode it browses the parameter codes or increases the displayed value.
	To switch the instrument off, if onF = oFF.
	Not Enabled.

### KEY COMBINATIONS:



 + 	To lock and unlock the keyboard.
<b>SET</b> + 	To enter in programming mode. (Contact the Stoddart Service Department on 1300 307 289)
<b>SET</b> + 	To return to the room temperature display.

### HOW TO SEE THE SET POINT:



1. Push and immediately release the **SET** key, the display will show the Set point value;
2. Push and immediately release the **SET** key or wait 5 seconds to display the probe value again.

### HOW TO CHANGE THE SET POINT:

1. Push the **SET** key for more than 2 seconds to change the Set point value;
2. The value of the set point will be displayed and the “°C” or “°F” LED starts blinking;
3. To change the set point value push the  or  arrows within 10 seconds.
4. To memorise the new set point value push the **SET** key again or wait 10 seconds.

## Cleaning

### General Information




- Cleaning is recommended for health and safety purposes and to prolong the life of the unit
- Do NOT use abrasive pads or cleaners on the stainless steel or any other metal parts of the unit
- Do NOT use industrial chemical cleaners, caustic based cleaners or bleaches and bleaching agents, many will damage the metals and plastics used on this unit
- When drying, metal surfaces should be wiped with a soft cloth in the same direction as grained polish
- Do NOT remove any screws for cleaning. All internal sections of the unit are to be cleaned by a qualified technician
- This unit is NOT waterproof, do NOT hose, do NOT pour water directly onto the unit

### Corrosion Protection

- Stainless steel exhibits good resistance to corrosion however, if not properly maintained stainless steel can rust and/or corrode
- Any sign of mild rust and/or corrosion should be thoroughly cleaned with warm soapy water and dried as soon as possible
- NEVER use abrasive pads or cleaners for cleaning
- All metal surfaces should be checked while cleaning for damage, scuffs or scrapes as these can lead to rust and further damage to the product
- Mild rust and/or corrosion can be treated with a commercial cleaning agent that contains citric/oxalic/nitric/phosphoric. Do NOT use cleaning agents with chlorides or other harsh chemicals as this can cause corrosion. After treatment, wash with warm (not hot) soapy water and dry thoroughly
- Thoroughly wipe the surfaces dry after cleaning and do NOT let water pool on the unit. Check crevices and folds for pooling
- If an abrasive product is used while cleaning, thoroughly dry the unit and leave in an open or oxidised area for the stainless steel protective layer to replenish
- When using, ensure all liquids and moisture is cleaned up straight away. Food liquids such as juices from vegetables and fruits should NOT be left on preparation surfaces
- Do NOT leave items on the stainless steel such as cutting boards, rubber mats and bottles

### Surface Finish

- To protect the polish, stainless steel should be dried by wiping a dry soft cloth in the same direction as grained polish
- For NON-food contact surfaces, a light oil can be wiped on the surfaces with a cloth to enhance the stainless steel surface. Wipe in the direction of the grain
- Some commercial stainless stain cleaners can leave residue or film on the metal; this may trap fine particles of food on the surface, thus deeming the surfaces not food safe

	<p style="text-align: center;"><b>WARNING!</b> This unit is NOT waterproof, do NOT hose. DO NOT pour water directly onto the unit.</p>
	<p style="text-align: center;"><b>Important!</b> Some commercial stainless stain cleaners leave residue or film on the metal that may entrap fine particles of food, thus deeming the surface not FOOD SAFE.</p>
	<p style="text-align: center;"><b>WARNING!</b> Wait until the unit has cooled to a safe temperature before undertaking any cleaning or maintenance. Contact with hot surfaces can cause burns and serious injury.</p>

### ***Cleaning Schedule***

- Daily cleaning is required for the unit. This will help to maintain and prolong the efficiency of your unit
- The unit should be cleaned at the end of each work day

### ***Materials Required***

- Non Abrasive Cleaning pad
- Clean Sanitised Cloth
- Paper Towel
- Container of warm water
- Appropriate PPE (Personal Protective Equipment)

### ***Refrigerator***

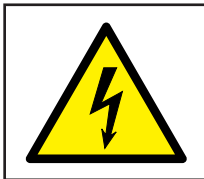
1. Isolate the unit from the power supply
2. Remove trolley
3. Clean the refrigerator section using a clean cloth dampened (not wet) with clean warm soapy water until all soil has been removed
4. Thoroughly wipe dry with a soft cloth after cleaning, do NOT allow to air dry. Do NOT let water pool, check crevices and folds

### ***External Surfaces***

1. Isolate from the power supply
2. Using a clean cloth dampened (not wet) with clean warm soapy water until all soil has been removed
3. Using a clean sanitised cloth, thoroughly wipe the stainless steel and metal parts dry. Do NOT let water pool on the unit. Check crevices and folds

### ***Ventilation Panels***

1. Use a vacuum to remove dust and debris from all the ventilation panels
2. Do NOT use water or a hose to remove dust or debris

**Troubleshooting**


**WARNING!**  
**Technician tasks are only to be completed by qualified service people. Check faults before calling service technician.**

(O) = Operator  
 (T) = Technician Task

Problem	Possible Causes	Task	Possible Corrective Action
Unit does not operate/start	The mains isolating switch on the wall, circuit breaker or fuses are OFF at the power board	O	Turn isolating switch, circuit breaker or fuses ON
	The main switch of the unit is OFF	O	Turn the main switch ON
	Condenser unit is OFF	O	Turn ON condenser unit
	Electrical wiring damaged	T	Replace / Fix electrical wiring
	Condenser unit broken	T	Replace / Fix refrigeration unit
	Faulty electronic controller	T	Replace controller
	Main circuit board is hot	T	Replace / Fix circuit board
	Refrigeration circuit board(s) is hot	T	Replace / Fix circuit board(s)
Unit is too warm	Ambient air entering the units	O	Move away from air flow
	Exhaust fan above the unit	O	Move unit / exhaust fan
	Baffle fully closed	O	Open baffle
	Warm items in unit	O	Pre-chill / Remove items / Wait 30min for items to chill
	Air not circulating	O	Remove some items / Clear air vents/Grills
	Too many items in the unit (overloaded)	O	Remove some items
	Items obstructing air vents / grills	O	Re-position items
	Defrost cycle is ON / just finished	O	Wait 30min for cabinet to cool
	Evaporator coil fins blocked	O/T	Clean fins / Run defrost cycle
	Evaporator coil iced up	T	Adjust defrost cycle to match environment / Remove warm items / Fix or replace door seals
	Temperature probe broken / disabled	T	Replace / Enable probe
	Set point temperature too high	T	Adjust the set point temperature
	Temperature probe damaged	T	Replace temperature probe
	Evaporator fans not operating	T	Replace / Fix fans
	Condenser unit overloaded (remote units)	T	Replace with bigger condenser unit / Remove some refrigerator units from the condenser unit
	Condenser coil blocked (remote units)	T	Remove dust and debris
	Undercharge/Overcharge of refrigerant	T	Add/remove refrigerant
	Faulty electronic controller	T	Replace controller
Set point too low	T	Adjust set point temperature	
Direct sunlight	O	Block sunlight, window tinting/shades	
Unit is too cold	Temperature probe broken/disabled	T	Replace / Enable probe
	Faulty electronic controller	T	Replace controller
	Continuous cycle setting ON (integral units)	T	Turn OFF continuous cycle)

## Appendix 1 – Australian Warranty and Contact Details

As the exclusive manufacturer and distributor of Stoddart products in Australia, Stoddart would like to congratulate you on your purchase of a Stoddart product.

Stoddart design, manufacture & distribute Food Service Equipment (appliances) exclusively for the commercial market.

These appliances are not designed nor intended for household or domestic use & must not be used for this purpose.

This product is intended for commercial use, and in line with Australian electrical safety standards the following warnings are provided:

- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the product by a person responsible for their safety. Children should be supervised to ensure that they do not play with the product.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard. Please contact Stoddart for parts and we will advise how to do this in order to avoid any electrical hazard.

## Australian Warranty Policy & Procedure

Stoddart is committed to providing a comprehensive and fair warranty for all of its equipment. The warranty incorporates a commercial manufacturers' warranty, together with the consumer warranty provisions of the National Consumer Protection Act (2009).

### 1. Commercial Warranty

- 1.1 Stoddart warrants to the original purchaser ("**Customer**") of equipment manufactured or distributed by Stoddart that for **12 months** from the date of installation of the equipment by Customer (the "**Warranty Period**"), any defect in workmanship or material will, subject to clauses 1.2 and 3, be:
  - a) Repaired without charge; or
  - b) In respect of any **Major Failure** which cannot be repaired, replaced or the purchase money refunded.
- 1.2 Stoddart will not be liable for any associated loss, damage or compensation claim resulting from any defect in workmanship or material, and such liability is expressly excluded from the operation of clause 1.1.

### 2. Consumer Warranty

- 2.1 Subject to clause 3, equipment supplied by Stoddart to Customer comes with guarantees that cannot be excluded under the Australian Consumer Law. Customer is entitled to a replacement or refund for a **Major Failure** and compensation for any other reasonably foreseeable loss or damage. Customer is entitled to have the equipment repaired, or replaced if the equipment fails to be of an **Acceptable Quality** and that failure does not amount to a Major Failure.

### 3. Warranty Clarification

- 3.1 Customer acknowledges and agrees:
  - i. A **Major Failure** occurs when the equipment suffers repeated and/or unexpected failure that cannot be repaired to Stoddart's satisfaction (acting reasonably) or which Stoddart considers (acting reasonably) renders the equipment unsafe or inoperable;
  - ii. Stoddart can only warrant the equipment will be of an **Acceptable Quality** when Customer uses the equipment in accordance with Stoddart's manufacturer's instructions or user manual ("**Instructions**"). Acceptable Quality does not imply a lifetime guarantee for the equipment;
  - iii. Certain components have a finite expected life, especially in a commercial or high-use environment. For example components such as refrigeration compressors, elements, thermostats/simmerstats, switches, fans, and temperature controllers can be expected to last up to **12 months** when used in accordance with the instructions;
  - iv. In a commercial environment, components such as lamps, fluorescent tubes, light bulbs, glass, silicone seals, gaskets and plastic components will require regular replacement. This is not covered by warranty and is at Customer's cost.;
  - v. The life of equipment may be adversely affected by misuse, neglect, unauthorised alteration, incorrect installation, power surges, accident, use of inappropriate chemicals, flooding, and acts of God;
  - vi. Proper maintenance and cleaning of equipment in accordance with the Instructions is essential to the equipment's effective operation;
  - vii. On site warranty services are limited to sites within 50km from the nearest Stoddart authorised service agent and service agent's reasonable travel costs must be paid by Customer prior to the commencement of the repairs;
  - viii. Additional labour costs will apply for service outside standard business hours of 8.00am to 4:30pm, Monday to Friday and on public holidays;
  - ix. Stoddart cannot guarantee the performance of equipment made specifically to Customer's design or specifications. Stoddart will, where reasonably possible, draw any issues arising from Customer's design or specifications to Customer's attention during the commissioning and/or manufacturing process; and
  - x. Customer must pay additional costs incurred by Stoddart as a result of Customer failing to provide suitable access to the equipment for inspection and service.

3.2 Stoddart's warranty liability under clauses 1 and 2 of these Terms exclude or do not cover:

- a) The matters acknowledged by Customer in clause 3.1;
- b) Situations where Stoddart is not satisfied (acting reasonably) the equipment or any part of the equipment has been used in accordance with the Instructions including misuse, neglect, unauthorised alteration, incorrect installation, power surges, accident, use of inappropriate chemicals, flooding, fire or act of God;
- c) Any consequential loss, damage or expense arising directly or indirectly from use of the equipment otherwise than in accordance with the Instructions;
- d) Any damage or malfunction arising from, or relating to, Customer's failure to properly maintain or clean the equipment in accordance with the Instructions;
- e) Damage caused to equipment during transportation, which is outside Stoddart's standard delivery conditions.
- f) Breakage or replacement of lamps, fluorescent tubes, light bulbs, glass, silicone seals, gaskets and plastic components.;
- g) Maintenance, repair or other works not undertaken by a Stoddart authorised service agent.
- h) Where remote refrigeration is connected by a person other than Stoddart to equipment produced by Stoddart, Stoddart cannot accept claims for repair of TX valves and control components, as the fault may arise from the installation of the remote refrigeration lines, equipment, and gas, by a party over which Stoddart has no control.
- i) Transportation costs associated with transporting the equipment to a Stoddart authorized service agent where Stoddart considers (acting reasonably) that repairs cannot be undertaken on-site; and
- j) Unless agreed to by Stoddart in writing to the contrary, warranty is not included in the sale price for goods sold to or installed in an overseas location.

## 4. Warranty Claim Procedure

4.1 The following procedure must be followed to claim under Stoddart's warranties:

- a) Refer to the trouble-shooting section of the Instructions to establish the nature of the fault. Check the equipment is plugged-in, turned-on or has no other valid reason for not operating.
- b) If step (a) does not overcome the issue, you should report the fault with the equipment to our service department (phone 1300 307 289 or fax 07 3344 6166). Our service department will assist you with further trouble-shooting. If our service department is unable to resolve the fault with the equipment they will request you complete a Stoddart Warranty Request Form and fax (07 3344 6166) or email ([service@stoddart.com.au](mailto:service@stoddart.com.au)) it to us. This form can also be completed online ([www.stoddart.com.au/warranty-claim](http://www.stoddart.com.au/warranty-claim)).
- c) To complete a Stoddart Warranty Request Form you will require the following information:
  - I. Proof of purchase stating model number and date of purchase;
  - II. The serial number of the equipment (this is located on the ratings plate sticker);
  - III. A description of the fault/problem;
  - IV. Your company details including the exact location of the equipment; and
  - V. Any restrictions on times or methods of access to the equipment.

Stoddart will not arrange a warranty call out until it receives the above information from you in writing.

- d) Upon receipt of a properly completed Stoddart Warranty Request Form, Stoddart will check its records to confirm whether the equipment is eligible for warranty repair. If warranty repair is required, Stoddart will issue an OFFICIAL AUTHORISATION NUMBER and details of work to be carried out by a Stoddart authorised service agent. This authorisation number **MUST** be obtained before any work is carried out. Stoddart will not accept invoices for work carried out without an official authorisation number or by an unauthorised service agent.
- e) Customer must quote the official authorisation number on all correspondence and invoices relating to a warranty claim to ensure prompt processing by Stoddart.
- f) Customer must pay all costs associated with a call-out for work that is not related to warranty repairs or outside Stoddart's Terms immediately.

## 5. Timing of Warranty Services

5.1 Stoddart will comply with its warranty liabilities contained in these Terms in a timely manner.

## 6. General Maintenance and Repairs

6.1 The equipment must be repaired and maintained by a qualified technician. Stoddart's authorised service agents are experienced technicians who understand the equipment and carry commonly used spare parts. Contact Stoddart's national service number listed below for details of your nearest Stoddart authorised service agent.

**For Warranty, maintenance, spare parts and repairs, contact:  
Tel: 1300 307 289 Fax: 07 3344 1000 email: [service@stoddart.com.au](mailto:service@stoddart.com.au)**

## Warranty Request Form

This form can also be completed online at: [www.stoddart.com.au/warranty-claim](http://www.stoddart.com.au/warranty-claim).

### WARRANTY REQUEST FORM

Phone: (07) 3440 7600 Int: +617 3440 7600  
 Phone: 1300 307 289  
 Fax: (07) 3344 1000 Int: +617 3344 1000  
 Email: [service@stoddart.com.au](mailto:service@stoddart.com.au)



To ensure we can provide the best possible service we require you to complete this form. Make, model and serial number, along with other essential information. To secure a call, you must also have an account with Stoddart or complete the credit card details below.

**THIS FORM MUST BE COMPLETED OR WARRANTY CANNOT BE PROCESSED**

Name of contact person on site: \_\_\_\_\_ Date: / /

Business/Organisation name: \_\_\_\_\_

Street Address: \_\_\_\_\_

Suburb: \_\_\_\_\_ State: \_\_\_\_\_ Post Code: \_\_\_\_\_

Phone (Site): \_\_\_\_\_ Mob: \_\_\_\_\_

Equipment Type: \_\_\_\_\_ Brand: \_\_\_\_\_

Model/PNC no.: \_\_\_\_\_ Serial no.: \_\_\_\_\_

Location (large sites only): \_\_\_\_\_ Open: \_\_\_\_\_ Close: \_\_\_\_\_

Date of purchase: / /

Company purchased from: \_\_\_\_\_

(please provide a copy of your tax invoice or delivery docket as proof of purchase)

Description of fault: \_\_\_\_\_

Has the following been checked (tick box if appropriate and checked)?

Electrical power supply  Gas  Water Supply

Name of person requesting warranty (please print): \_\_\_\_\_

**CREDIT CARD DETAILS - Required as security against chargeable work (see note below)**

Card type: Visa  Mastercard

Cardholder name: \_\_\_\_\_ Card no.: \_\_\_\_\_

Signature: \_\_\_\_\_ Expiry Date: / /

PLEASE NOTE: Warranty call-outs take place Mondays to Fridays between 8.00 and 16.30 (except public holidays). Any calls outside these times will be subject to penalty rates. Certain items such as glass components and light fittings are not covered under warranty. Claims for non-covered parts, no faults found, travel over 50km or other items outside our standard terms and conditions will be chargeable. Any chargeable items will be COD terms – payable onsite.

**CREDIT CARD INFORMATION MUST BE PROVIDED AS SECURITY AGAINST FALSE WARRANTY CALL-OUTS.  
 FAILURE TO DO SO WILL RESULT IN REQUEST BEING UNATTENDED.  
 NORMAL BUSINESS HOURS ARE 8AM – 4.30PM MONDAY TO FRIDAY**



***Stoddart Sales  
Servicing and Replacement***

**Sales Department**

Tel: 1300 791 954

Fax: (07) 3344 1000

Email: [fseorders@stoddart.com.au](mailto:fseorders@stoddart.com.au)

**Service & Spares Department**

Tel: 1300 307 289

Email: [service@stoddart.com.au](mailto:service@stoddart.com.au)

Email: [spares@stoddart.com.au](mailto:spares@stoddart.com.au)