

Operation manual



MK2 2, 3 Tier - Rear Feed
MODELS 600 | 1000
North America

flexeserve Zone[®]
true hot-holding | flexible merchandising

Flexeserve[®] Customer Support
[t] Call Toll-Free 833 955 8300
[e] customer.support@flexeserve.com



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Introduction

This manual has been developed as a guide to assist with the continued safe operation of the equipment.

The document covers many aspects of use and maintenance; the relevant level of training and competence is required from the operators working with the equipment.

The Alan Nuttall Partnership Ltd cannot be held responsible for any accidents or injuries caused by instructions being carried out incorrectly or by the way the information is depicted. The manual must be read and understood before using the equipment.

This manual has been composed with the utmost care. However, as the result of a constant commitment to development and improvement, it may be the case that your equipment deviates in detail from what is described in this manual.

The following instructions are only intended as guidelines for the installation, operation and maintenance of the equipment. Furthermore, The Alan Nuttall Partnership Ltd accept no liability whatsoever for loss or injury caused by the failure to strictly adhere to the safety guidelines and instructions in this manual, whether due to carelessness, lack of the relevant training, qualification or competence, and during installation, operation, maintenance or repair of the equipment.

This manual should be retained for future use.

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Safety Symbols

The symbols defined below, which are relied upon for safety, are used on Flexeserve Zone® and/or throughout this document.



WARNING/CAUTION

An appropriate safety instruction should be followed or caution to a potential hazard exists.



DANGEROUS VOLTAGE

To indicate hazards arising from dangerous voltages.



HEAVY

This product is heavy and reference should be made to the safety instructions for provisions of lifting and moving.



HOT SURFACE

To indicate that the marked item can be hot and should not be touched without taking care.



INFORMATION

Information provided for trained and skilled operators only.



MAINTENANCE

Maintenance of the equipment must only be undertaken by fully trained, qualified and competent engineers.



PROTECTIVE EARTH (GROUND)

To identify any terminal that is intended for connection to an external conductor for protection against electric shock in case of a fault, or the terminal of a protective earth (ground) electrode.

Safety Instructions

- This equipment may only be used by trained and skilled personnel. Any application that does not conform to the specified use is considered hazardous.
- The equipment must only be used for its intended purpose; any other application will be considered improper. Flexeserve Zone® is designed to hot-hold food that has been cooked prior to display only. The equipment is not for cooking.
- Heated areas of Flexeserve Zone® exceed 158°F (70°C): only touch the components used to control the equipment.
- Food products are to be pre-cooked to the appropriate temperature and displayed in suitable containers/packaging.
- Do NOT place anything heavier than 44lbs (20kg) on to the display surface.
- Do NOT cover or block exhaust vents or fan plates.
- Children should not be allowed to play with or be near the equipment.
- Before using the equipment:
 - Inspect the power cable for damage. If damaged, disconnect and isolate Flexeserve Zone®;
 - If the glass display shelf is cracked, isolate Flexeserve Zone® and remove from service;
 - Ensure that there are no foreign or combustible objects other than approved Flexeserve Zone® accessories or approved food packaging in contact with the heated surfaces;
 - Ensure that the glass shelf surface is checked for signs of damage. If any damage is found, isolate the electrical supply and report to Flexeserve® Customer Support Department.
- Switch off the appliance:
 - When not in use;
 - Before carrying out any maintenance task, such as cleaning;
 - Before moving the equipment.

To ensure that the equipment remains in optimum technical condition, maintenance work should be carried out at least once a year by an approved Flexeserve® Service Provider.

The end user is fully responsible for the fulfilment of locally applicable safety regulations and guidelines at all times.

Any safety symbols, warnings and/or instructions attached to the equipment are part of the safety features. They must not be covered or removed, and must be present and legible during the life of the product. Immediately replace damaged or illegible symbols, pictograms, warnings and instructions.

Specifications

The Flexeserve Zone® range of products detailed within this manual is a series of 2 tier and 3 tier rear feed heated displays for the presentation of pre-cooked food products in a suitable container or packaging in commercial outlets.

The Flexeserve Zone® rear feed models are provided with 2 or 3 fixed position heated zones.

The recipe set-point values have been pre-set with factory standard settings and also in accordance with customer confirmed recipe specifications.

Each zone maintains the food products to customer confirmed recipe set-point temperatures between 104°F (40°C) and 194°F (90°C) by means of an air circulation heater.

NOTE

Each Flexeserve Zone® will have settings of 'OFF', 'lights only' function, 'standard high' 194°F (90°C), 'standard medium' 185°F (85°C), and 'standard low' 104°F (40°C) air temperatures, as default when first activated.

The Flexeserve Zone® range is cord connected and supplied with an appropriate appliance coupler, and for indoor use only.

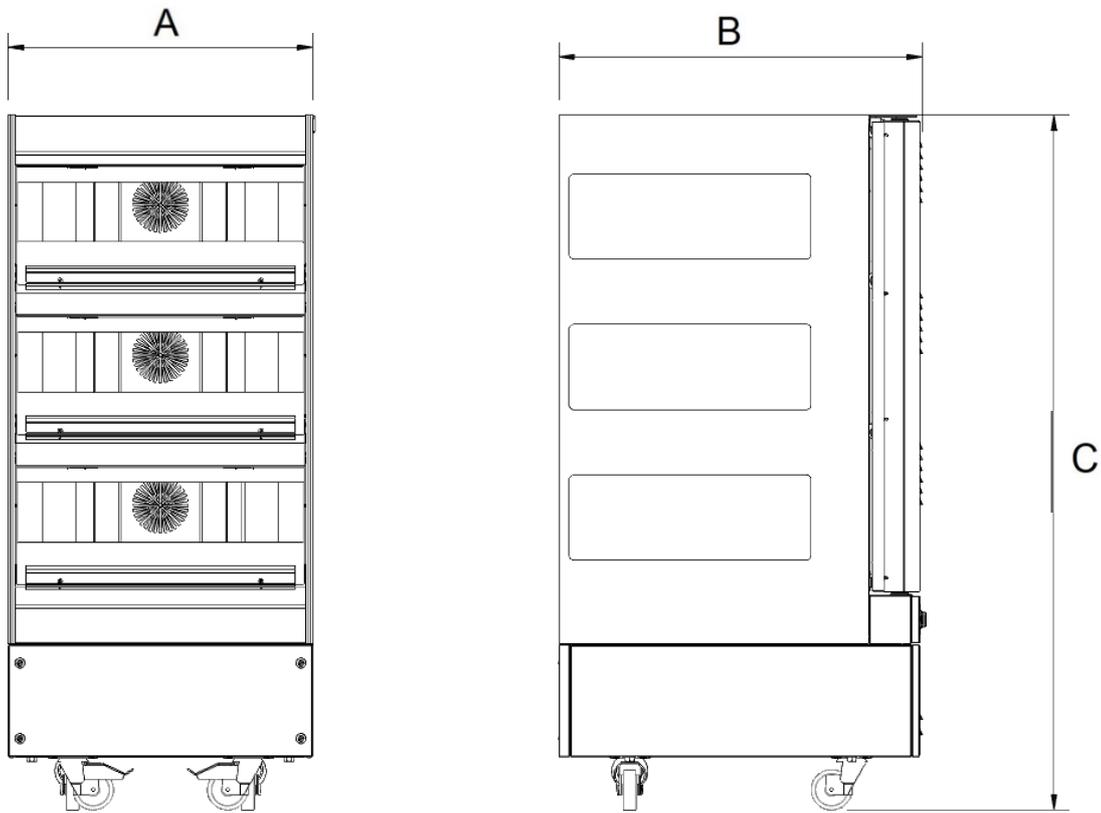
The ambient conditions required to operate the equipment are between 65°F (18°C) to 104°F (40°C), with a maximum relative humidity of 70%.

Overall Dimensions – 2 Tier – Rear Feed



MODEL TYPE	A - Width	B - Depth	C - Height	Weight
600 Square	23.6" (600mm)	28" (712mm)	35.8" (910mm)	227lb (103kg)
1000 Square	39.3" (1000mm)	28" (712mm)	35.8" (910mm)	350lb (159kg)

Overall Dimensions – 3 Tier – Rear Feed



MODEL TYPE	A - Width	B - Depth	C - Height	Weight
600 Square	23.6" (600mm)	28" (712mm)	54.3" * (1380mm)	366lb (166kg)
1000 Square	39.3" (1000mm)	28" (712mm)	54.3" * (1380mm)	541lb (245kg)

**3 tier unit height shown with castors fitted. Maximum height can be adjusted using feet to 55.5" (1410mm).*

Installation



WARNING

Installation of these units should be carried out by appropriately qualified and skilled personnel. Failure to do so may invalidate the warranty.

The equipment will be delivered to site boxed on a pallet.

Remove all packaging materials from the unit and dispose of correctly, in accordance with local regulations.

Care must be taken when removing packaging so not to damage or scratch the painted, glass or stainless-steel surfaces.

Remove all temporary tape.

Prior to the first use, clean with a proprietary food-safe cleaning solution, following the instructions set out in the cleaning and maintenance section of this manual. Ensure that an excessive amount of water is NOT used. Do NOT use aggressive detergents.

If there are any signs of damage, contact Flexeserve® Customer Support immediately. Failure to report faults, defects or missing items upon delivery may incur charges.

Ensure that safe manual handling practices are employed at all times. Flexeserve Zone® should be placed into position using the correct procedures, in line with local and regional safety policies.

The following considerations must be given to the site of installation:

- Avoid placing sources of heat near the appliance.
- Do NOT install the appliance near other equipment that generates high temperatures in order to avoid damage.
- The equipment should be sited so that it is not affected by draughts from doors or air conditioning systems. Temperature fluctuations are likely to occur if the equipment is not sited appropriately. This will have an adverse effect on product temperatures and may increase running costs.
- Ensure that the floor supports the weight of the unit at full capacity.
- Ensure that the unit is installed on a flat, even surface.
- A gap of at least 2 inches (50mm) should be left between the back of the equipment and any wall/solid surface.

The supporting or surrounding surfaces for the appliance must be:

- Non-combustible;
- Level, flat and even;
- Able to support the appliance's weight at full load, without undergoing deformation or structural failure;
- Immovable.

Positioning



WARNING

Installation of these units should be carried out by appropriately qualified and skilled personnel. Failure to do so may result in unsafe operation or personal injury.



WARNING

Adequate provision should be made for lifting and positioning the unit to avoid risk of damage or injury. Sufficient personnel should be available to handle each unit without contravening company or site health and safety policies.

It is recommended that a minimum of two persons are required for placing the equipment into position.

The equipment must be kept in the vertical orientation at all times.

A gap of at least 2 inches (50mm) should be left between the back of the equipment and any wall/solid surface.

Once the unit is placed in the desired location, it should be prevented from being moved.

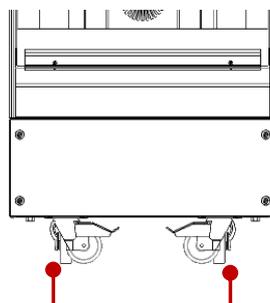
The Flexeserve® 2 tier countertop units have four feet fitted, as shown in the illustration below. Ensure that the unit is situated fully on the countertop in an area convenient for use.

The surface of the countertop should be completely level to prevent the unit or its contents from falling. The countertop should be strong enough to support the weight of the unit and its contents at full capacity.



2 tier countertop rear feed unit showing feet

The Flexeserve® 3 tier units have both castors and feet fitted. The castor breaks should be applied, which are located to the front elevation of the unit, as shown in the illustration below. There are also feet fitted, which can be adjusted to stabilise the unit.



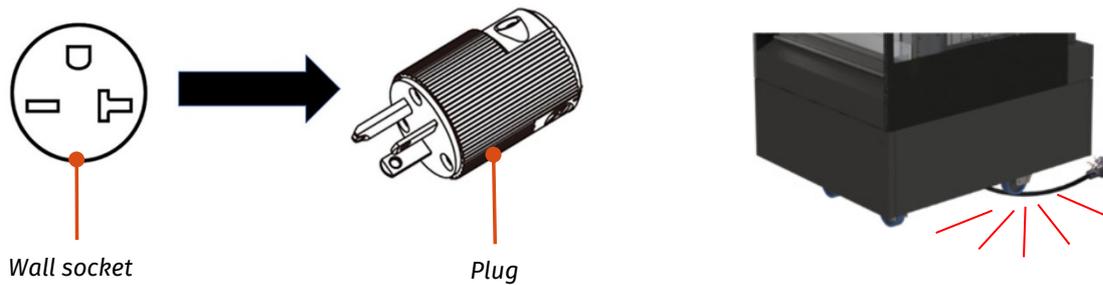
Front counter elevation showing front brake castors



Moving

Before moving the unit, isolate and disconnect the power cord from the wall socket. Stow the electrical power cord so that it does not become damaged during repositioning.

The units are not suited to pass over ledges or obstacles. Make sure that the wheels can move freely and never come into contact with the power cord (see figure below).



Electrical Connection



WARNING

Connection must only be carried out by suitably trained, qualified and skilled engineers, in accordance with all regional and local electrical codes.

The appliances are electrically rated for a 208V, 60Hz electrical supply.

Flexeserve Zone® products are provided with a dedicated power cord and appropriate NEMA Style 6 power coupler rated for the equipment.

The equipment must be connected to a branch circuit protected grounded supply in accordance with local electrical codes.

Each unit must have its own dedicated power supply.

NOTE For electrical ratings of the unit, refer to the electrical rating sticker located on the lower flat section behind the doors. An example is shown below.



It is highly recommended to provide the equipment with an accessible means of isolation external to the equipment, i.e. a wall isolator switch.

Electrical Ratings

All models are rated 208V (2 wire + ground).

TOTAL POWER		
MODEL	2 TIER	3 TIER
600	2100 W	3200 W
1000	3000 W	4500 W

Internet Connection

Each Flexeserve Zone® unit is IOT compatible and is capable of Ethernet connectivity via a wired connection and a subscription to Cloud services.



WARNING

For all types of installation, ensure that the power cord is in a safe position. Under no circumstances should any electrical cables or power points be installed directly in contact with any part of the unit or pose a risk to safety.

If the mains power lead becomes damaged, isolate the equipment removing from service immediately until a replacement is fitted by a suitably trained, qualified and skilled engineer, in accordance with all regional and local electrical codes.

Equipment Configuration



CAUTION

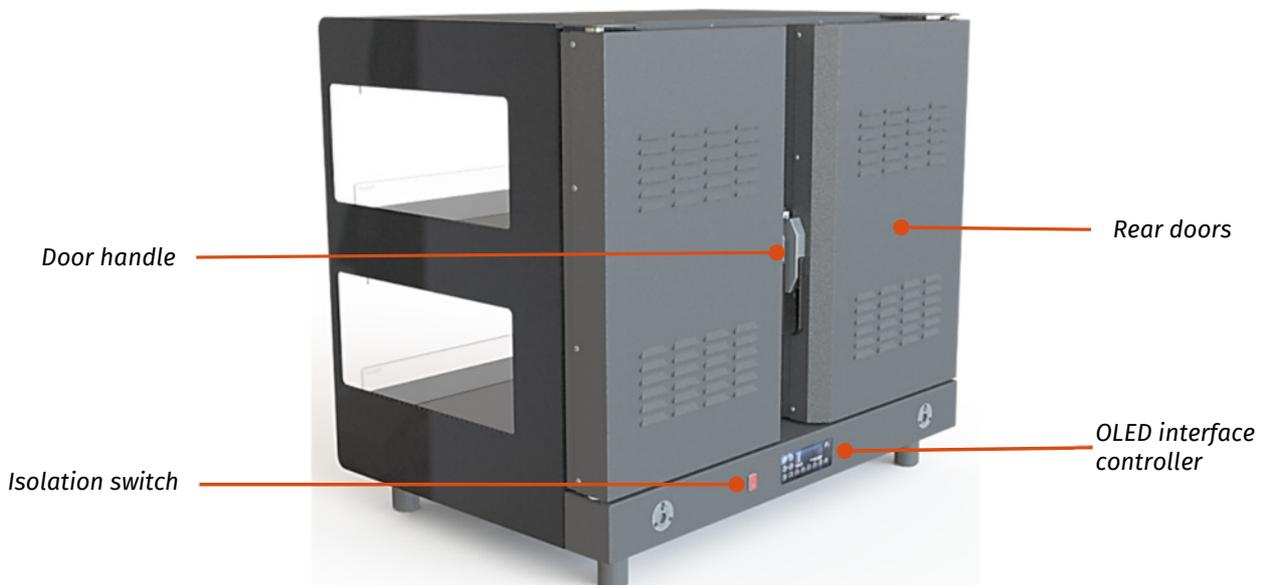
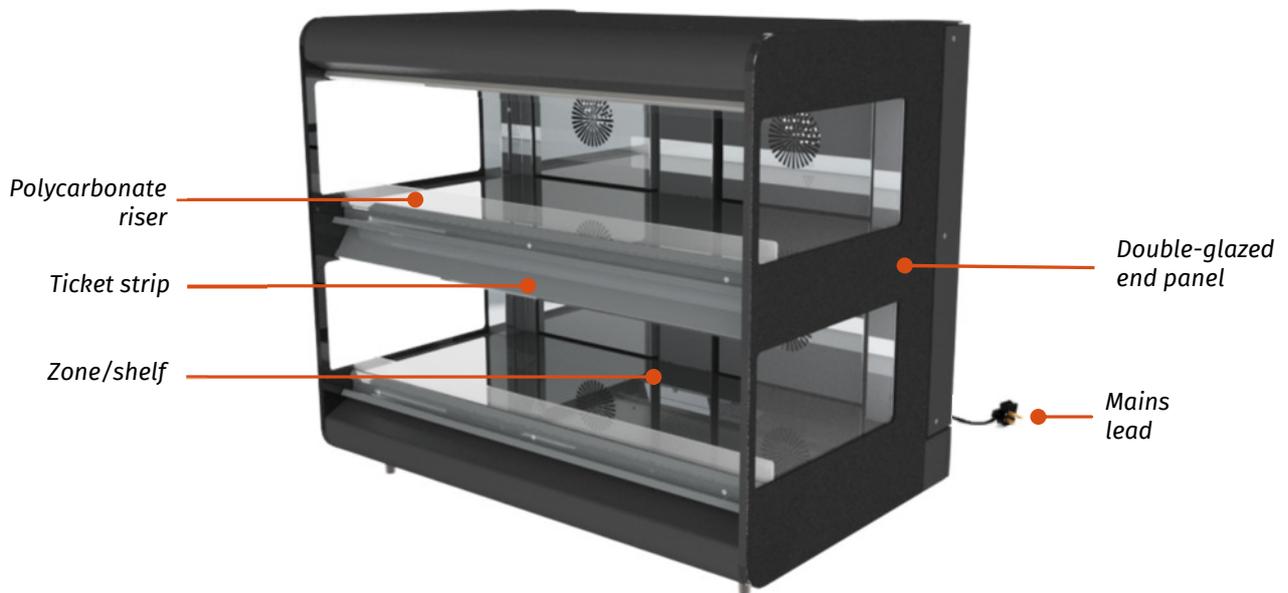
Each zone (shelf) must have the polycarbonate risers fitted to ensure safe and correct operation.



CAUTION

The unit will not operate correctly without the polycarbonate risers in the correct position.

Slide signage into the ticket strip. Close the rear doors when not in use.



Power ON/OFF

Each Flexeserve Zone® unit is supplied with a mains isolator switch to turn the display unit on or off, which is located within the rear OLED viewing panel of Flexeserve Zone®.

Set the mains isolator switch to the 'I' position to apply power to the equipment and set to the 'O' position to power off.

Rear Feed Panel

Mains isolator switch
I = On position
O = Off position



WARNING

In an emergency, switch off the appliance and electrically isolate fully from the mains supply. Ensure that you take time to familiarise yourself with this location.

NOTE If the unit is utilising an Internet connection, leave the mains isolator in the 'on' position and only use in case of safety isolation and servicing of the equipment.

Switching On

Individual Zones - Heating



WARNING

In an emergency, switch off the appliance and isolate fully from the mains supply. Ensure that you take time to familiarise yourself with this location.



CAUTION

The surface of the zones will become hot, reaching temperatures above 158°F (70°C).

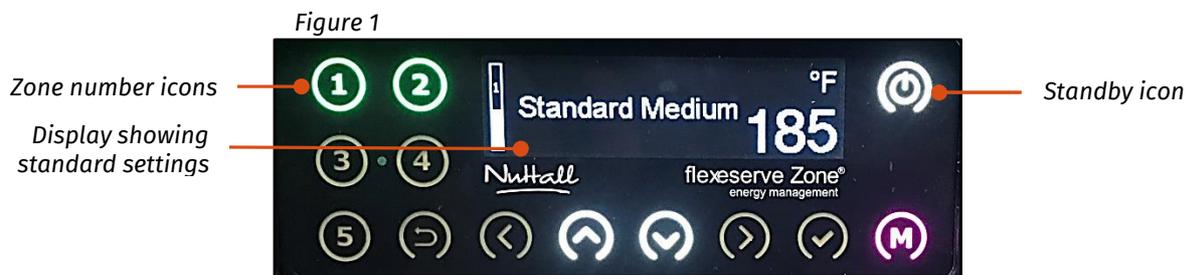
Each of the model variants are supplied with one OLED interface controller, which enables activation and access to all individual zones (shelves). This is located on the rear base panel of the equipment.

Ensure that the equipment is empty and clean prior to switching on. Check that the equipment is connected to a power socket.

Before switching the equipment on, it is the operator's responsibility to visually inspect the equipment to ensure that there is no damage that may compromise safety.

Touch and hold the standby icon and the display will show and scroll through the previously set settings, e.g. 195 °F, 185 °F, 104 °F, Lights Only and OFF (Figure 1).

Each connected zone (shelf) is represented on the controller by the numbers 1 – 5. The numbers work in descending order with number '1' representing the top shelf and number '5' representing the bottom shelf. Depending on the amount of zones (shelves) in your particular unit, the zone numbers will be illuminated, e.g. 2 tier Flexeserve Zone® will illuminate numbers 1 and 2, as shown below.



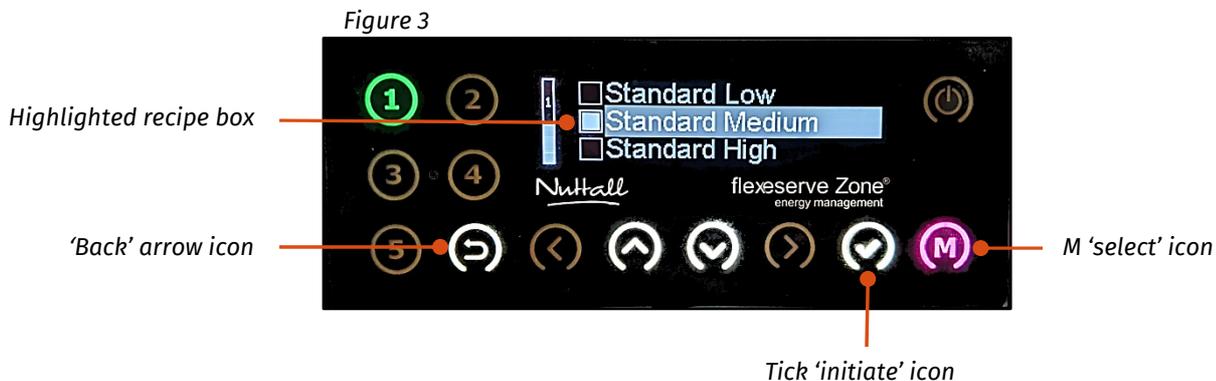
To initiate a recipe to an individual zone, touch and hold the individual zone number icon to enter the recipe selection menu. The selected zone number icon will flash to indicate the zone has been selected. Scroll through the recipe selection screen using the up and down arrow icons to highlight the desired recipe (Figure 2).



Select the recipe by touching the pink 'M' icon until the desired recipe box is highlighted (Figure 3). If de-selection is required, touch the 'M' icon again.

To initiate the recipe selection, touch the tick icon (Figure 3).

To go back to the previous screen at any point, touch the 'Back' arrow icon.



The selected zone will begin to heat and reach the pre-configured recipe temperature automatically. The zone number icon will illuminate amber whilst the zone reaches its recipe set temperature. The individual zone number icon will change to illuminate green to indicate that the zone has reached the set temperature and the food products relevant to this recipe can be entered into the applicable zone.

The zones should be left empty, without interference, until the individual zone number icon has illuminated green. No products should enter the display area until it has reached the correct operating temperature.



WARNING

Do NOT place unpacked food products directly on to the hot shelves.

Individual Zones – Ambient/Lights Only



WARNING

In an emergency, switch off the appliance and electrically isolate fully from the mains supply. Ensure that you take time to familiarise yourself with this location.

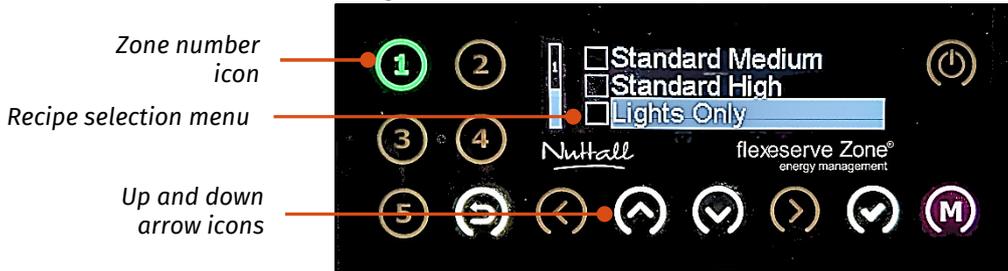


CAUTION

When switching from heating mode to ambient mode, the surface of the zones will remain hot for a period of time. Ensure that the unit has sufficiently cooled before placing ambient products into the zone (shelf).

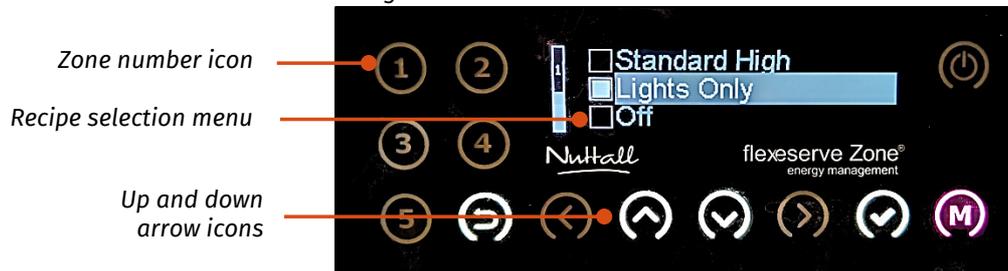
To initiate the 'Lights Only' (ambient) setting to an individual zone, touch and hold the applicable individual zone number icon to enter the recipe selection menu. The selected zone number icon will flash to indicate the zone has been selected. Scroll through the recipe selection menu using the up and down arrow icons to highlight the 'Lights Only' recipe (Figure 4).

Figure 4



Select the recipe by touching the pink 'M' icon until the 'Lights Only' box is highlighted (Figure 5). If de-selection is required, touch the 'M' icon again.

Figure 5



To go back to the previous screen at any point, touch the 'Back' arrow icon.

If switching from any heated recipe to 'Lights Only' (ambient) mode, the selected zone will begin to cool and reach ambient temperature automatically.

To reactivate the heating mode from 'Lights Only' (ambient) mode, please see the 'Individual Zones – Heating' section.

Switching Off

Individual Zones



CAUTION

When switched off or disconnected from the power source, the surface of the zones (shelves) may still be hot, and may take up to two hours to cool down.



WARNING

Cleaning and maintenance should only be carried out when each of the zones (shelves) have sufficiently cooled and with the mains supply electrically isolated.

To turn off an individual zone, touch and hold the individual zone number icon to enter the recipe selection menu. The selected zone number icon will flash to indicate the zone has been selected. Scroll through the recipe selection menu using the up and down arrow icons to highlight the 'Off' setting (Figure 6).

Figure 6



Select the 'Off' setting by touching the pink 'M' icon until the 'Off' box is highlighted (Figure 7). If de-selection is required, touch the 'M' icon again.

To initiate the 'Off' selection, touch the tick icon (Figure 7).

Figure 7



To go back to the previous screen at any point, touch the 'Back' arrow icon.

When the zone is turned off, the OLED interface display will read 'Off' against the selected zone, and the zone will be switched off (Figure 8).

Figure 8



To turn off all zones and activate standby mode for the entire unit, touch and hold the standby icon until the display reads 'Standby', and all of the zones will be switched off (Figure 9).

Figure 9



To fully isolate the unit, disconnect the incoming mains supply by setting the mains isolator switch to the 'O' position, or by disconnecting the power cord from the supply.

Operation

Adjusting Temperatures



WARNING

Only if the operator has been trained and is skilled in the operation of the equipment covered in this guide should this information be followed.

Do NOT attempt to cook products on the shelves of the equipment.

Do NOT place cooking vessels on the shelves of the equipment.

Do NOT place anything heavier than 44lbs (20kg) on to the display surface.

The equipment will only maintain the temperature of products that have initially been cooked, prior to display. Ensure that food is transferred to the display area immediately after cooking in appropriate containers or packaging.

Ensure that temperatures of the displayed products are checked and recorded on a regular basis, in accordance with local regulations.

The temperature is displayed for each applicable zone by the OLED interface controller and is for indication of operating temperature only. Do NOT use this as a reference to core temperature of foods on display; regular temperature probing of the product is to be performed.

The recipe set-point values have been pre-set with factory standard settings and also in accordance with customer confirmed recipe specifications. This is to ensure that the agreed food holding temperatures are retained and prevents the temperature from being adjusted beyond legal and safety limits. These standard and confirmed settings can only be adjusted by a Flexeserve® appointed engineer.

To view the recipe that is assigned to a particular zone (shelf), touch the relevant zone number icon for one second. The display will then show the assigned recipe (Figure 10).



Flexeserve Zone® is manufactured to comply with health and safety regulations, and has been tested and certified to NSF standards. You must operate the equipment properly using only calibrated temperature probes to ensure food is thoroughly cooked to the safe standards according to local regulations.

Changing the Time/Date on the OLED Interface Controller

To change the time/date on the OLED interface controller, touch the pink 'M' icon for one second (Figure 11). You will then enter the 'Main Menu' display screen.

Figure 11



Scroll through the main menu using the up and down arrow icons until 'Time/Date' is highlighted (Figure 12).

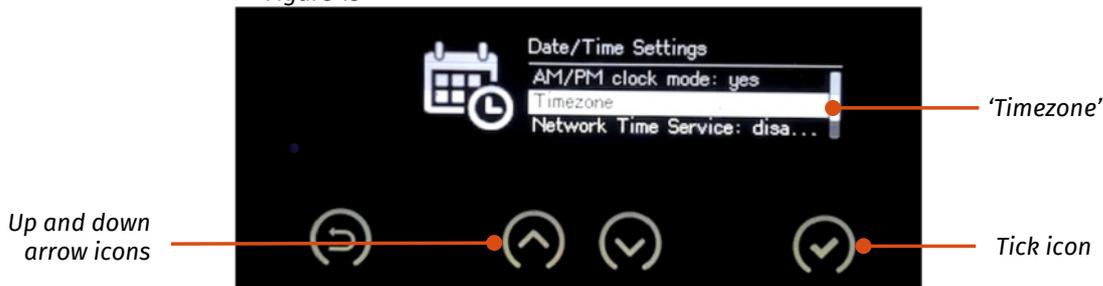
Figure 12



Touch the tick icon to take you to the 'Date/Time Settings' display.

To change the timezone, scroll through the date/time settings using the up and down arrow icons until 'Timezone' is highlighted (Figure 13).

Figure 13



Touch the tick icon to take you to the 'Timezone' display.

Scroll through the regions using the up and down arrow icons until the appropriate region is highlighted (Figure 14).

Figure 14



Touch the tick icon to set the selected region's timezone.

To go back to the previous screen at any point, touch the 'Back' arrow icon (Figure 14).

To change the time/date, repeat the above steps until you reach the 'Date/Time Settings' display.

Scroll through the date/time settings using the up and down arrow icons until 'Change Date/Time' is highlighted (Figure 15).

Figure 15



Touch the tick icon to take you to the 'Edit Date/Time' display.

Scroll through the 'Edit Date/Time' display using the forward and backwards arrow icons until the applicable date/time number to be altered is highlighted (Figure 16).

Figure 16



Once highlighted, scroll through the numbers using the up and down arrow icons (Figure 13) until the desired date/time number is reached.

Once all of the applicable date/time numbers have been altered, touch the tick icon to set the new date/time.

To go back to the previous screen at any point, touch the 'Back' arrow icon (Figure 14).

Changing the Language on the OLED Interface Controller

To change the language on the OLED interface controller, touch the pink 'M' icon for one second (Figure 11). You will then enter the 'Main Menu' display screen.

Scroll through the main menu using the up and down arrow icons until 'Language' is highlighted (Figure 17).

Figure 17



Touch the tick icon to take you to the 'Language Menu' display.

Scroll through the language menu using the up and down arrow icons until the desired language is highlighted (Figure 18).

Figure 18



Touch the tick icon to set the selected language.

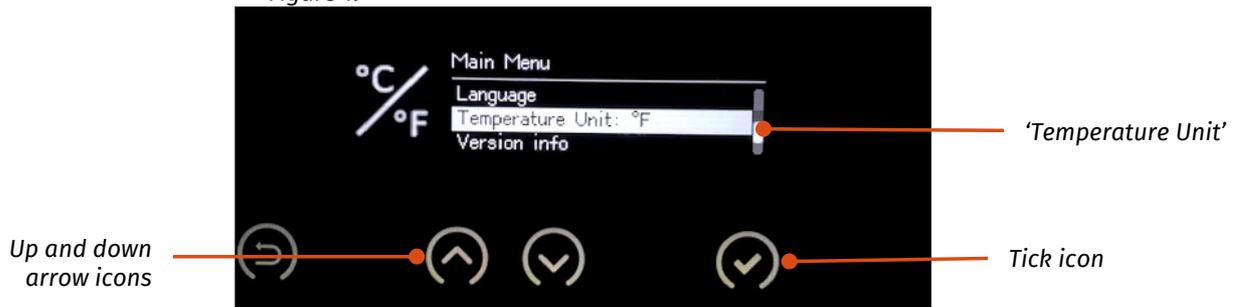
To go back to the previous screen at any point, touch the 'Back' arrow icon (Figure 14).

Changing the Temperature Unit on the OLED Interface Controller

To change the temperature unit on the OLED interface controller, touch the pink 'M' icon for one second (Figure 11). You will then enter the main menu display screen.

Scroll through the main menu using the up and down arrow icons until 'Temperature Unit' is highlighted (Figure 19).

Figure 19



Touch the tick icon to set the temperature unit of measurement (°C/°F).

Door Operation

To open the rear doors on Flexeserve Zone®, lift the door handle and pull the door towards you.



Once the door has been opened, the fans and elements will be switched off. You will notice that the OLED interface display will read 'DOOR OPEN' (Figure 19).

Figure 19



An audible alarm will sound after 10 seconds if the door has not been closed correctly after the products have been loaded. This is to alert the operative that the door has been left open for longer than the recommended time, and to prevent heat loss from the unit, ensuring that the product temperature is maintained.

Please see periodic product core temperature probing information on the following page.

To close, push the rear door until it clicks into place. You will notice that the alarm will shut down and the fans and elements will start up again.

Display and Merchandising

Different products require varying display times according to their core temperature. These must be considered to ensure the best quality and safe temperature for consumption is achieved. The Alan Nuttall Partnership Ltd does not accept responsibility for variances or losses of quality that occur due to product differences.

All items placed in Flexeserve Zone® should be in the correct packaging/containers, in line with in-store procedures and best practice. Remove products in damaged packaging from the equipment and clean as soon as possible.

Do not obstruct the fan(s) at the rear of each zone as this can cause the built-in safety shut-off to activate and stop the equipment from working.

Product Probing



INFORMATION

Legal requirements dictate all products displayed for an extended period within any heated display area should be periodically probed throughout trading to ensure the core temperature of the product is above the legal holding temperature of the local authority. Refer to in-house operations manual for product probing instructions.

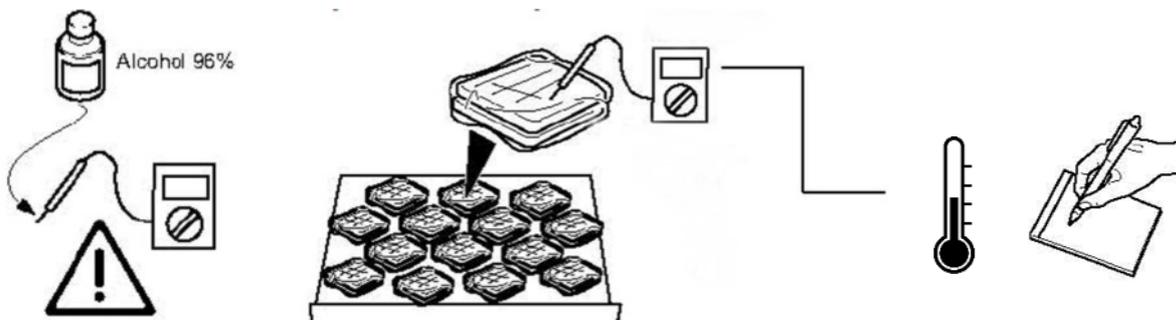
It is beneficial to enter the product into the holding unit as hot as possible for that particular food product to maximise shelf-life at the safe temperature.

The equipment is not designed to increase product temperature; the products gradually fall and regulate in temperature throughout the display period to ensure good product quality. It is critical that the entry core temperature is as high as possible so the maximum display time is achieved. The product will fall in temperature during its display time regardless of the entry temperature; therefore, a low entry temperature will reduce display time.

At the end of recommended display times, any unsold products should be removed, reduced and disposed of, in accordance with company and food safety standards.

The Alan Nuttall Partnership Ltd does not take responsibility for variances or loss of quality that may occur due to product differences.

Recording Product Temperatures



The core temperature of the products should be periodically probed and recorded according to local authority guidelines.

Daily Cleaning



CAUTION

Isolate the equipment fully before any cleaning is undertaken.



CAUTION

Ensure that the equipment has completely cooled before any cleaning is undertaken.

Only suitably trained personnel should carry out cleaning procedures.

Ensure that the power has been isolated.

Ensure that all display surfaces are allowed to cool to room temperature. Clean the surface of the shelf with a damp cloth soaked in mild detergent.

Ensure that water is not allowed to pool or sit on the glass surface. Sanitize and dry, as required.



WARNING

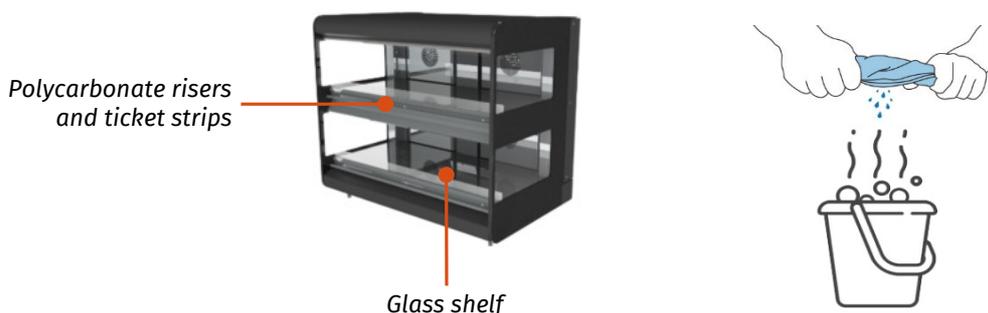
If the surface glass is cracked or damaged, discontinue use.

Do NOT use excessive amounts of water.

Do NOT clean the equipment with high-pressure cleaners, jets of hot water or high-pressure steam. All traces of food debris should be removed completely.

Do NOT use abrasive cleaning products as these could damage the finish of the equipment. It is recommended that non-abrasive cleaning products are used. Do NOT use glass cleaning products.

The polycarbonate risers and ticket strips can be removed and cleaned by lifting.



Once the front polycarbonate risers are removed, crumbs and debris can be swept forwards and out of each zone. Glass shelves, inner side wells, lamp diffuser glass and external surfaces can be cleaned using non-abrasive cleaning products.

Open the rear doors and clean all ledges within the loading area using mild detergent and a soft cloth.



WARNING

Do NOT use aggressive detergents. Ensure that all risers are refitted before use of the unit.

Cleaning the Rear Louvered Panels

The rear louvered panels should be checked and, if required, dust and debris should be removed using a soft, clean brush. Remove all debris that has gathered beneath the louvers.



The Alan Nuttall Partnership Ltd cannot take responsibility for any malfunction or damage if these cleaning procedures are not adhered to.

Troubleshooting



CAUTION

Never attempt to open electrical connection enclosures. Only approved, trained and competent engineers should access the base of the unit and electrical areas.



WARNING

The information provided is for guidance only. The Alan Nuttall Partnership Ltd cannot be held responsible for any accidents or injuries caused by instructions being carried out incorrectly, or by the way the information is depicted.

Fault	Cause	Solution
Products are not maintaining temperature.	Produce has been displayed in the equipment at a low temperature.	It is beneficial for the holding time to enter the product into Flexeserve Zone® as hot as possible for that particular food product.
	Draughts from doorways and air conditioning units in the vicinity of the equipment can cause the temperature to drop.	Relocate the equipment to a more suitable location. If this is not possible, raise the temperature settings (call your service provider, as an Engineer is required to do this).
	Incorrect recipe selected.	Initiate correct recipe against product type using the OLED interface controller.
	Zone not heating up.	Contact Customer Support.
Unit is not operating.	No power.	Check that the isolation switch is switched on.
	Zone fuse has tripped.	Contact Customer Support.
	Over-temperature thermostat has operated.	
	Mains circuit breaker of the store has tripped.	Check store procedures.
	OLED interface controller is initiated to the 'Off' setting.	Change setting to correct recipe on the OLED interface controller.
Lights are not working.	Light unit has failed.	Contact Customer Support.
	OLED interface controller is initiated to the 'Off' setting.	Initiate 'Lights Only' or specific recipe setting.

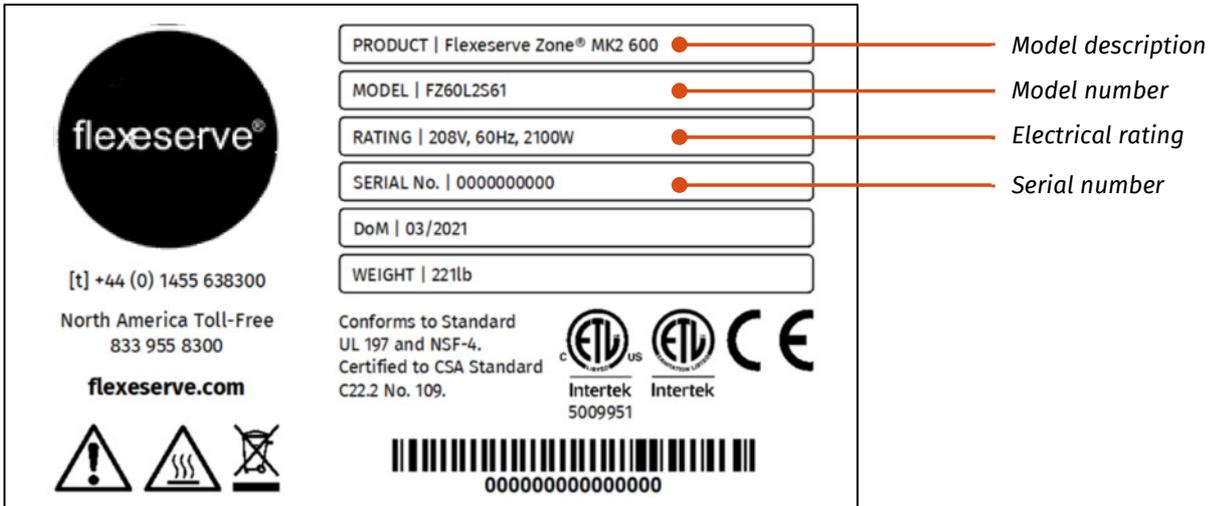
This information is provided for guidance only and is not exhaustive. Always use best practice fault-finding techniques to establish and eliminate faults.

Some faults must only be investigated by a trained and qualified Engineer. For assistance, contact **Customer Support**.

Spare Parts and Service

For all spares and service requirements, please contact **Customer Support**.

Your product can be identified by the electrical rating sticker located on the lower flat section behind the doors.



To help us process your service call efficiently, we will require the following information:

1. Model number;
2. Model description;
3. Serial number;
4. Site address;
5. Site telephone number;
6. Description of fault.

Contact Us

At Flexeserve®, we continue to make improvements. Feedback regarding any concerns relating to this equipment is always welcome.



Customer Support & Enquiries

[t] **Call Toll-Free** 833 955 8300



Customer Support Enquiries

[e] customer.support@flexeserve.com
[e] info@flexeserve.com



Customer Support & Enquiries

FLEXESERVE®
The Alan Nuttall Partnership Ltd - Orchard House, Dodwells Road, Hinckley, Leicestershire, LE10 3BZ United Kingdom



Website

[w] www.flexeserve.com