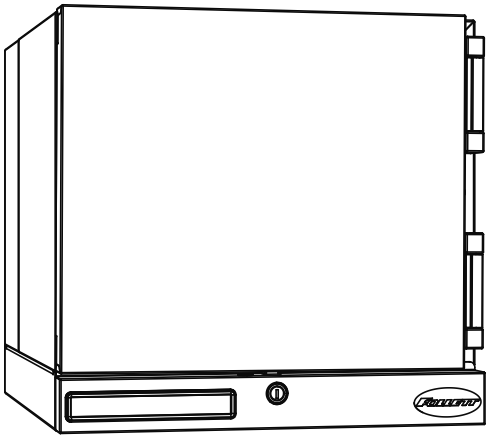
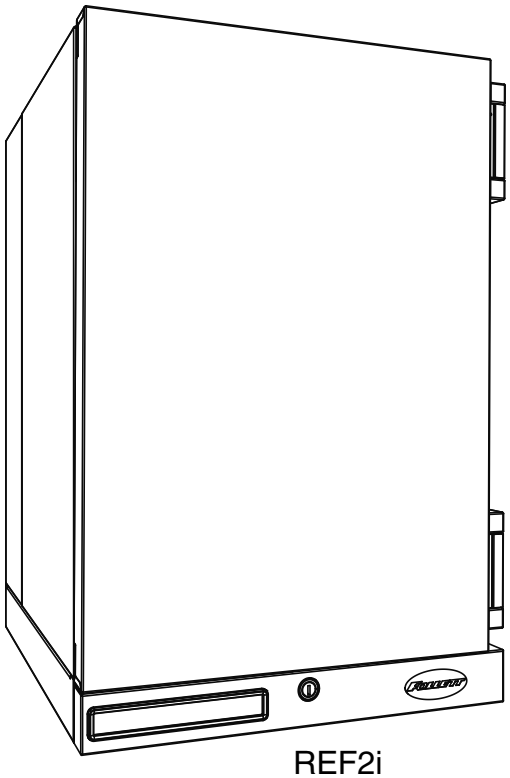
REF1i/REF2i Infinity Series™
Medical-Grade Countertop Refrigerators

Installation, Operation and Service Manual



REF1i



REF2i

Welcome to Follett

Follett equipment enjoys a well-deserved reputation for excellent performance, long-term reliability and outstanding after-the-sale support. To ensure that this product delivers that same degree of service, we ask that you take a moment to review this manual before beginning the installation. Should you have any questions or require technical help at any point, please call our technical service group at (877) 612-5086 or (610) 252-7301.

801 Church Lane • Easton, PA 18040, USA
Toll free (877) 612-5086 • +1 (610) 252-7301
www.follettice.com

Order parts online:
www.follettice.com
01597277R03

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Preliminary Information

Caution Symbols



Warning: Flammable Refrigerant



Caution: Risk of danger to operator or harm to equipment. Refer to manual.

⚠ DANGER

- Risk of fire or explosion. Flammable refrigerant used.

Before attempting to install or service this product, all safety precautions must be followed.

CAUTION! – Risk of fire or explosion. Dispose of properly in accordance with federal or local regulations. Flammable refrigerant used.

CAUTION! – Risk of fire or explosion due to puncture of refrigerant tubing; follow handling instructions carefully. Flammable refrigerant used.

CAUTION! – Handling, moving, and operating the refrigerator to avoid either damaging the refrigerant tubing or increasing the risk of a leak.

⚠ CAUTION!

- If the equipment is not transported vertically, a period of at least 24 hours must be allowed before starting.

The equipment must be transported and handled exclusively in upright position. This is required to avoid contamination of the refrigerant with compressor oil. Contamination could result in valve and heat exchanger coil failure, problems starting the electric motor, or the risk of gas leak. The manufacturer is not responsible for any problems due to transport executed in conditions other than those specified.

The equipment must be handled using a fork lift truck or a pallet truck with suitable forks (fork length at least equal to 2/3 length of unit).

⚠ WARNING!

- Read this manual thoroughly before operating, installing or performing maintenance on the equipment. Failure to follow instructions in this manual can cause property damage, injury or death.
- The machine contains R600a refrigerant. R600a (isobutane) is flammable.
- When servicing the equipment, be sure to lock the circuit breaker, and display an in-service notice.
- This equipment contains high-voltage electricity and refrigerant charge. Installation and repairs are to be performed by properly trained technicians aware of the dangers of dealing with high voltage electricity and refrigerant under pressure. The technician must also be certified in proper refrigerant handling and servicing procedures. All lockout and tag out procedures must be followed when working on this equipment.
- Repair on R600a systems must always be done in a well-ventilated area.
- Because R600a is highly flammable, a combustible gas leak detector is required when servicing R600a systems.
- Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.
- Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.
- Do not damage the refrigerant circuit.
- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.
- Do not use electrical appliances inside the food storage compartments of the appliance, unless they are of the type recommended by the manufacturer.
- Only use parts recommended or provided by the manufacturer.
- Do not tilt unit further than 30° off vertical during uncrating or installation.
- 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.
- This appliance is designed for commercial use.
- To reduce risk of shock, disconnect power before servicing.

Before you Begin

After uncrating and removing all packing material, inspect the equipment for concealed shipping damage. If damage is found, notify the shipper immediately and contact Follett Corporation so that we can help in the filing of a claim, if necessary.

Check your paperwork to determine which item number you have. Follett item numbers are designed to provide information about the type of refrigerator you are receiving.

Specifications

Dimensions

	REF1i	REF2i
Dimensions (external)	18.6" W x 24" D x 17.93" H (47 cm x 61 cm x 46 cm)	18.6" W x 24" D x 27.93" H (47 cm x 61 cm x 71 cm)
Dimensions (internal)	14.5" W x 10" D x 11.25" H (37 cm x 26 cm x 28.6 cm)	14.5" W x 10" D x 21.25" H (37 cm x 26 cm x 54 cm)
Shelf Size	13.75 W x 9 D (35 cm x 23 cm)	13.75 W x 9 D (35 cm x 23 cm)
Capacity	1 cu ft (28 L)	1.8 cu ft (51 L)
Vaccine Storage Usable Space	0.50 cu ft (0.01 m^3)	1.21 cu ft (0.03 m^3)
Weight (uncrated)*	62 lbs (28 kg)	76 lbs (34 kg)

* Add 22 lbs/10 kg for packaging.

Electrical Specifications

- 115 V, 60 Hz, 1 phase
- Full load: 1.5A
- Minimum circuit ampacity: 15A
- Connect to dedicated circuit, fuse or breaker
- Maximum size of branch circuit overcurrent device: 15A

CAUTION!

- *Unit uses a 250V 5A slow-blow 3AG fuse.*
- *Replace only with same size fuse.*

Refrigeration Specifications

Refrigerant	Charge Size (oz)	Maximum Design Pressures (psi)	
		High Side	Low Side
R600a	1.4	125	59

Installation Specifications

Intended for indoor use where:

- Ambient temperature does not exceed 38 C (100 F)
- Ambient relative humidity does not exceed 60% RH
- Altitude is below 2000 m
- Environment is classified as Pollution Degree 2

CAUTION!

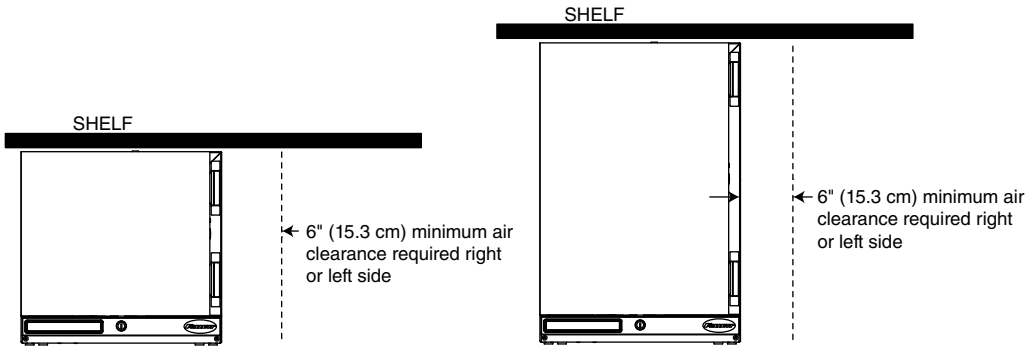
- *Equipment must be wired according to local and national electrical codes.*
- *Always disconnect power before servicing refrigerator.*

Installation

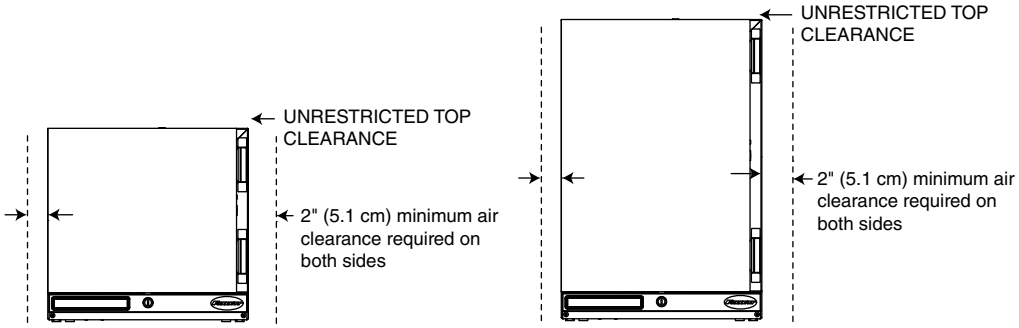
Locating the Refrigerator

Performance of REF1i and REF2i is affected by ambient temperature and location. To ensure proper performance, please refer to the following drawings and confirm that the clearance requirements are met. There is no clearance requirement for the back of the refrigerator so it can be placed against the wall.

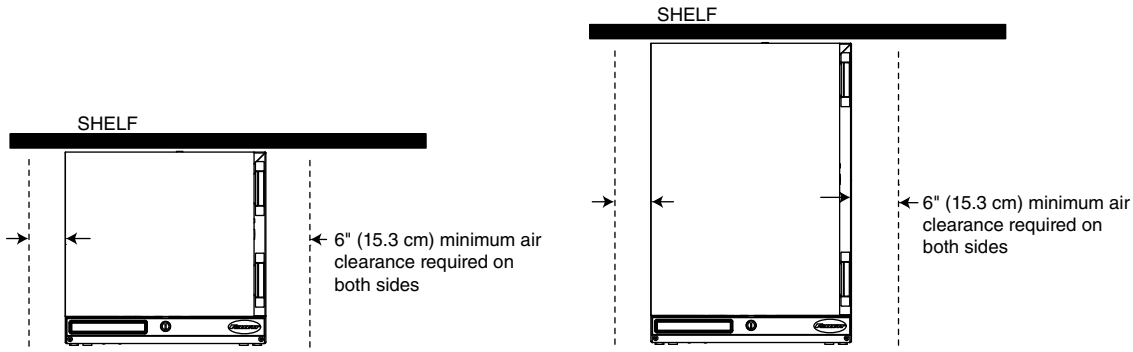
80 F (27 C) and 60% RH – located under overhanging cabinet or shelf with zero top clearance
Requires 6" (15.3 cm) clearance on either right or left side



80 F (27 C) and 60% RH – unrestricted top clearance location
Requires 2" (5.1 cm) clearance on both sides and unrestricted top clearance (12" (30.5 cm) min above unit)



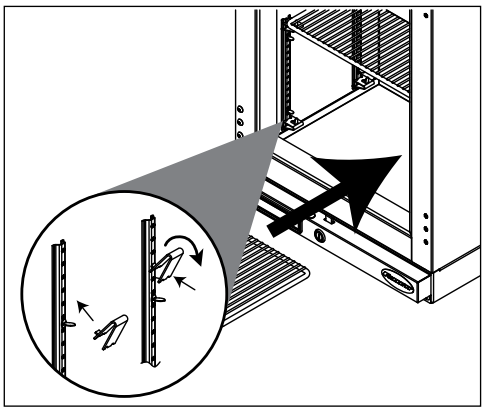
100 F (38 C) – maximum temperature location with zero top clearance
Requires 6" (15.3 cm) clearance on both sides



Installing Shelves

1. Remove shelves and shelf brackets packed inside refrigerator. (If ordered, find additional shelf accessory in separate box.)
2. Install shelf brackets in pilasters (insert top tab, squeeze and push in lower tab) **(Fig. 1)**.

Fig. 1



Installing Glycerine Solution in Product Simulation Bottle

(glycerine not included - P/N 00959296)

ATTENTION INSTALLER

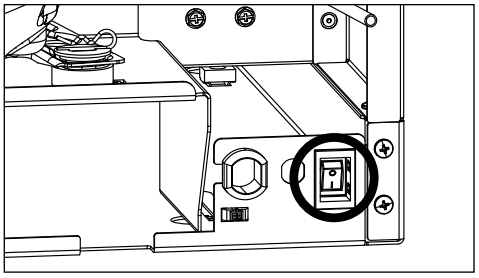
- It is imperative that the top/bottom probe bottle be filled with a solution that your facility uses to ensure proper operation of unit.
- Units are equipped with a third-party monitor installation port. Customers are required to refer to CDC Vaccine and Handling Toolkit (cdc.gov) for proper placement of the probe within the cabinet to ensure proper performance.
- NSF 456 requires the temperature display probe to be replaced or recalibrated. Follett recommends replacement/recalibration 12 months from the original date of calibration on the Certificate of Traceability supplied with your equipment at the time of purchase. Recalibration or purchasing a new calibrated probe is not covered by the original equipment warranty. To purchase a new Probe with Certificate of Traceability, please contact our Parts Department @ 1-800-523-9361 or partsales@follettice.com

Fig. 2



1. Remove the bottle from the bracket located in the upper left side of the refrigerator **(Fig. 2)**.
2. Remove the top and fill the bottle with a 50/50 solution of glycerine and water.
3. Replace the top (and probe).
4. Reinsert bottle into the bracket.
5. Plug in the refrigerator and return the power switch to ON **(Fig. 3)**.

Fig. 3

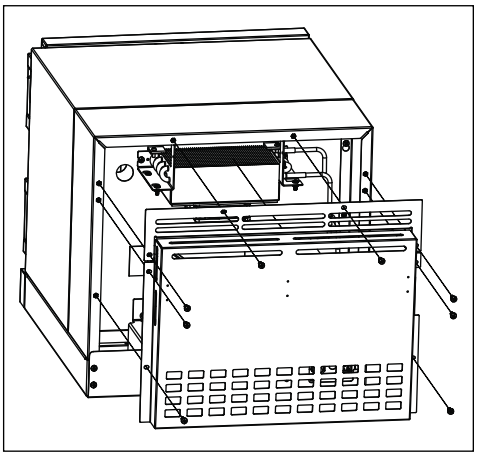


Installing Third-party Temperature Probe

Facilities using a third-party alarming and/or temperature monitoring system need to install the third-party probe in the refrigerator. Follett recommends removing any stored product before performing this procedure.

1. Move the power switch on lower rear panel to OFF and unplug the refrigerator.
2. Remove the rear panel of the refrigerator **(Fig. 4)**.
3. Open front door of refrigerator and remove shelf/shelves, if installed, for better access.

Fig. 4



4. From inside the refrigerator, push and fold the perforated cut out located on the inside, upper-right hand corner **(Fig. 5)**.
5. Use a long screwdriver or drill to create a hole (up to 1" (25.4 mm) diameter) through the exposed foam insulation.
6. From inside the refrigerator, feed non-probe end of wire through opening **(Fig. 6)**.
7. Secure probe to interior cabinet wall to avoid product interference.
8. Gently pull on non-probe end of wire to remove slack from inside of refrigerator.
9. Use Permagum* or equivalent sealant to replace foam insulation (removed in Step 5) to ensure proper performance of refrigerator.
10. Remove any debris that may have fallen into the drain pan or condensor area.
11. Route non-probe end of wire through appropriate ventilation hole in refrigerator rear panel.
12. Reinstall the rear panel.
13. Connect non-probe end of wiring to monitoring device.
14. Plug in the refrigerator and return the power switch to ON.

* Permagum is a registered trademark of the Presstite Engineering Company.

Fig. 5

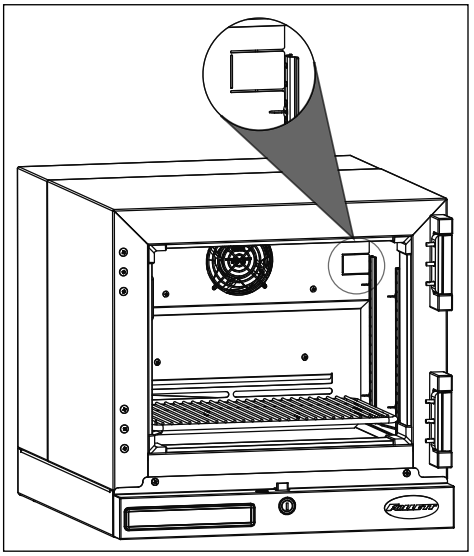
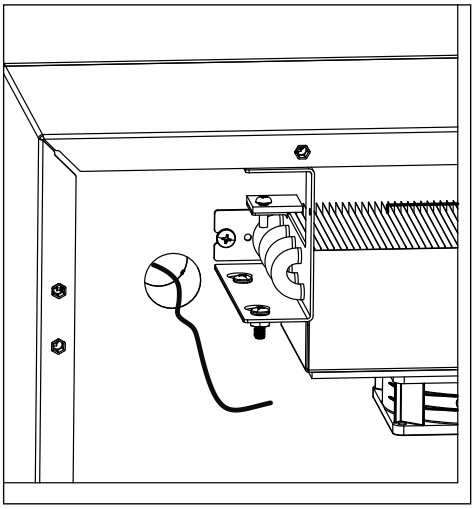


Fig. 6



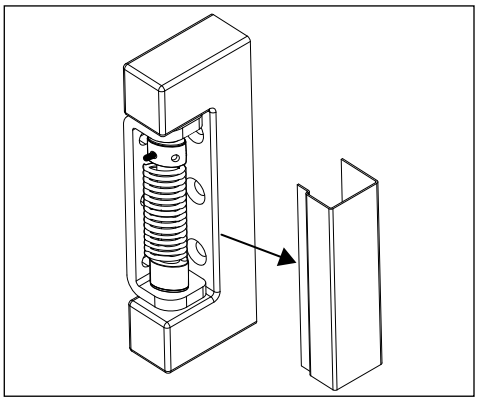
Reversing the Door Swing – Optional

WARNING!

For protection, safety goggles (and/or face shield) should be worn when removing and/or installing the hinge spring.

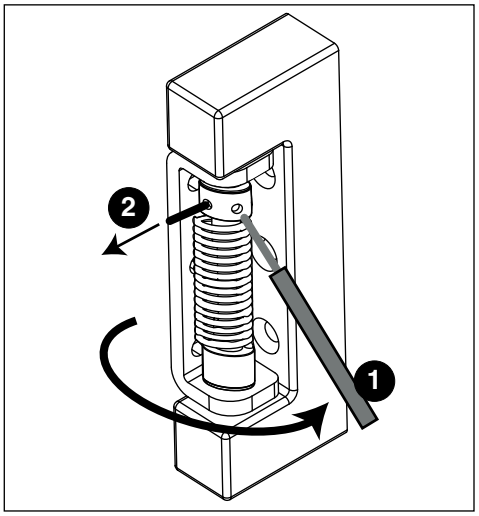
1. Use flat screwdriver to carefully remove hinge covers **(Fig. 7)**.

Fig. 7



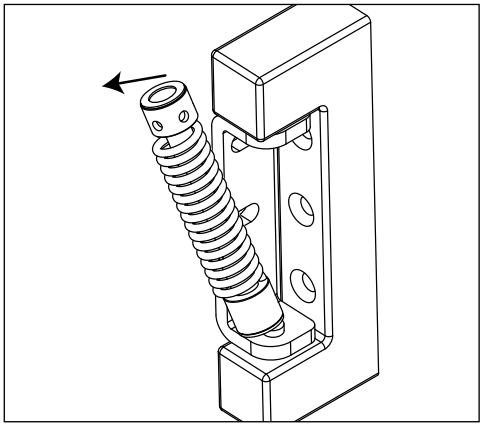
2. Using a small Phillips screwdriver, allen key or drift pin, rotate top of spring assembly (counter-clockwise for right-hand hinged doors) **(Fig. 8.1)** to remove the pin **(Fig. 8.2)**.
3. Relieve torque on the spring.

Fig. 8



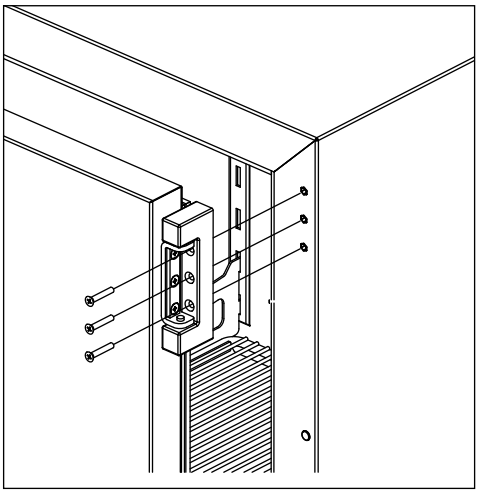
4. With a flat-head screwdriver, simultaneously push down and pry the top of the spring from out of the top of the hinge **(Fig. 9)**.

Fig. 9



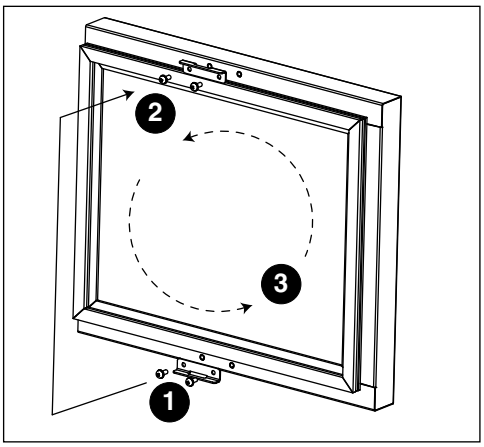
5. Support door and remove screws attaching hinge to refrigerator cabinet and remove the door **(Fig. 10)**.
6. Cover hinge screw holes with screws removed from opposite side of door and door frame.

Fig. 10



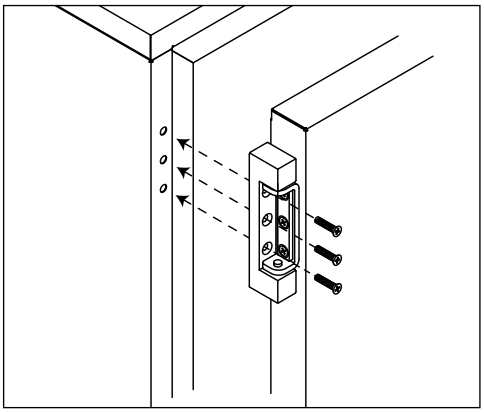
7. Remove screws holding lock strike-bracket at "bottom" inside of door **(Fig. 11.1).**
8. Remove screws from inside of door "top" and install bracket.
9. Plug "bottom" holes with retained screws and install lock strike-bracket to "top" inside of door **(Fig. 11.2)**.
10. Reverse door 180° so that lock strike-bracket is on the bottom inside of door **(Fig. 11.3)**.

Fig. 11



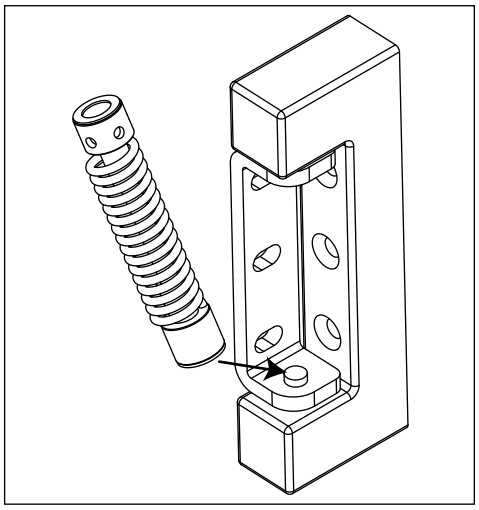
11. Reinstall the door on the opposite side of the doorframe. Adjust if needed.
12. Reinstall screws (torqued to 25 in-lbs) **(Fig. 12)**.

Fig. 12



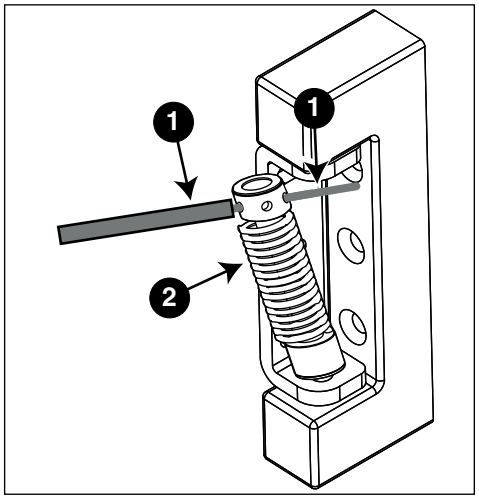
13. Insert bottom of spring kit onto bottom hinge pin **(Fig. 13)**.

Fig. 13



14. Insert tool as shown and press down on both sides of tool **(Fig. 14.1)** to compress spring kit**,** then insert top of spring kit onto top hinge pin **(Fig. 14.2)**.

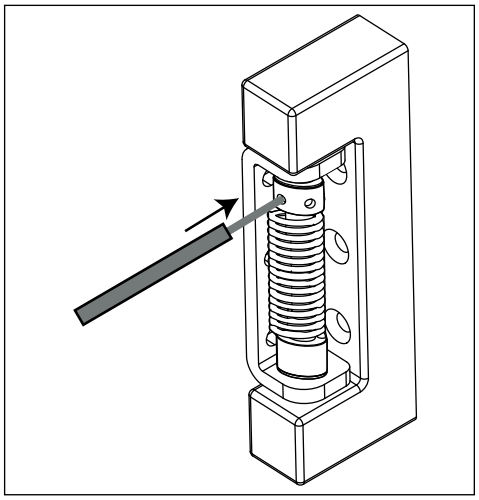
Fig. 14



Adjusting Hinge Closure Force

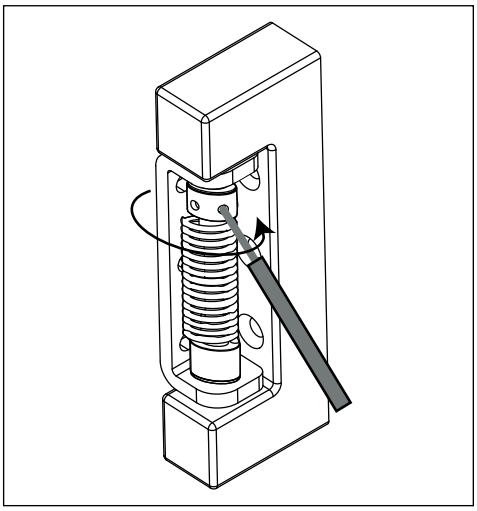
1. Remove the tool and insert it (Phillips screwdriver, Allen key, drift pin) into hole nearest the hinge bracket **(Fig. 15)**.

Fig. 15



2. Rotate top of spring counter-clockwise to increase the spring torque **(Fig. 16)**. Please note: Excessive spring tension will cause the hinge to squeak.

Fig. 16

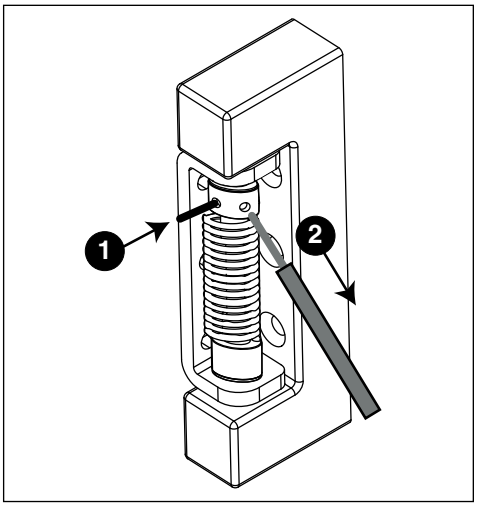


3. Insert pin into an open hole nearest the hinge bracket **(Fig. 17.1)**, and remove the tool used to torque the spring **(Fig. 17.2**).
4. Repeat Steps 2 and 3 until desired closure force is achieved.

CAUTION!

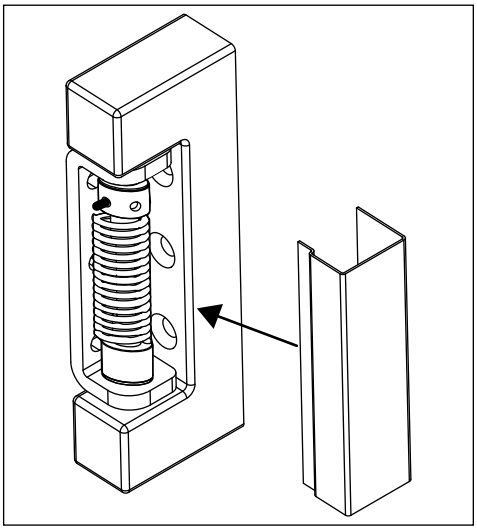
Do not overtorque the spring unnecessarily. Minimum closure force should close door when door is opened 1" (2.5 cm).

Fig. 17



5. Reinstall hinge cover **(Fig. 18)**.

Fig. 18



Cleaning

CAUTION!

Use only non-chlorine-based cleaners. Use of cleaners containing chlorine can cause staining and pitting of the stainless steel

Interior

Using a sponge or soft cloth, clean unit with a non-abrasive, non-chlorinated, all-purpose detergent.

Exterior

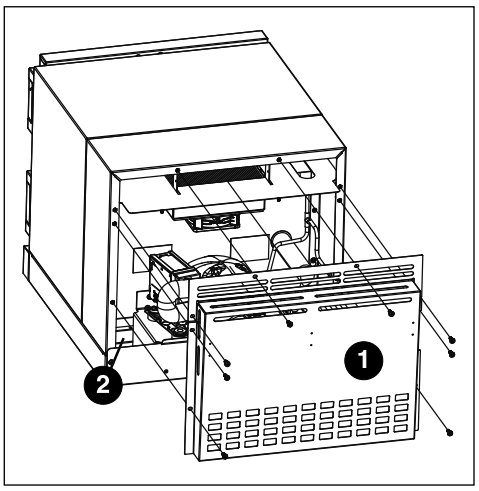
Wipe exterior with a soft cloth in the direction of grain as needed. Stainless steel polish may be used to enhance the finish of the unit.

Annual Cleaning

Removal of dust and other particulates from air intake areas and the condenser is important for proper operation. Under certain conditions, some environments with large amounts of dust may require more frequent cleaning.

1. Move the power switch on lower rear panel to OFF and unplug the refrigerator.
2. Remove rear panel **(Fig. 19.1)**.
3. Clean drain pan **(Fig. 19.2)** with a non-abrasive, non-chlorinated all-purpose detergent.
4. Use a vacuum cleaner with brush attachment to clean condenser, compressor motor, and related parts.
5. Reinstall rear panel.

Fig. 19



Operation

The refrigeration system works by removing heat from the cabinet interior and rejecting it to the surrounding room air.

Follett's patented P.I.D. controller allows the refrigeration system to modulate the RPMs of the compressor and condenser fan to match cabinet cooling requirements. The evaporator fan runs at a constant RPM value during cooling system operation.

Proportional Control - Primary

As the return air (P1 probe) temperature rises above the set point value, the compressor and condenser fan RPMs increase to provide additional cooling capacity.

As the return air (P1 probe) temperature approaches the set point, the compressor and condenser fan RPMs are reduced.

As the return air (P1 probe) temperature falls below the set point, the compressor and condenser fan RPMs will run at a minimum level to sustain product and cabinet temperature.

If the return air (P1 probe) temperature falls too far below the set point, the refrigeration system will shut off temporarily until cabinet temperature has increased to an acceptable level, at which point the compressor and fans will power back on.

Integral Control - Secondary

As a secondary control function, the Integral Control analyzes the amount of time that the return air (P1 probe) temperature has been above or below set point value and adjusts compressor and condenser RPMs accordingly.

Derivative Control - Tertiary

As a tertiary control function, the Derivative Control monitors return air (P1 probe) temperature for sudden spikes or drops. When identified, RPMs are adjusted to compensate.

Defrosting

Infinity Series undercounter refrigerators do not require manual defrosting. The unit defrosts automatically during an off-cycle defrost every 8 hours. The defrost terminates when the evaporator coil (P2 probe) temperature reaches 5 C (41 F) or after 30 minutes.

Melted frost from the evaporator coil drains out of the unit into the condensate tray which is located next to the condensing unit. The heat from the condensing unit evaporates any water collected in this tray.

Rechargeable Battery - Keypad Units Only

Your refrigerator is equipped with a rechargeable SLA AGM 12 V 1.2Ah battery. The unit also includes a charger which maintains battery charge in readiness of a potential power failure event.

⚠ CAUTION	
	▪ **Risk of hazard if non-rechargeable or otherwise improper battery is installed in the system.** ▪ **If battery maintenance is required, use only appropriate Follett-authorized service part or compatible SLA AGM 12 V 1.2Ah battery.**

Controller Operation

In normal operation, the controller displays product temperature in degrees C (default) or user-selected degrees F.

The controller is pre-programmed with a 4.4 C (40 F) set point. **COMP** displays when the compressor is running. If this set point does not meet your specific application needs, instructions for changing the set point are found below.

Controller Display

The controller display will show the product/bottle temperature in degrees C or degrees F as selected by the user except when the unit is in an alarm.

The controller has system indicators above the temperature display to let you know when: the compressor is energized (**COMP**), the evaporator fan is energized (**FAN**) or the unit is in defrost (**DEF**).



To display temperature Set-point		
Step	**Input**	**Display**
1	Press and release **SET**	Current set-point temperature will display for approximately 5 seconds. Display will return to current product temperature.

To change temperature Set-point		
Step	**Input**	**Display**
1	Press and hold **SET** for 3 seconds	Set-point will flash.
2	Press **UP** or **DOWN** arrows to desired set-point	New temperature set-point will flash on the display.
3	Press and release **SET** to accept	Product temperature will display.

Controller Security

The controller can be locked so that the set-points in the controller cannot be changed.

1. To lock, press **UP** and **DOWN** arrows simultaneously until **LOC** appears (approximately 5 s).
2. To unlock the controller, press up and down arrows simultaneously until **UNL** appears. Changes are only accepted when the controller is unlocked.

Changing Temperature Display from C to F

1. Press **SET** and **UP** arrow simultaneously until **L1** is displayed.
2. Press the **UP** arrow until **UNT** is displayed. Press **SET** then use the **UP** and **DOWN** arrows to change the temperature display from C to F. Press **SET** to accept. The display will return to the temperature in approximately 10 s.

Changing Temperature Display from Decimal to Integer

1. Press **SET** and **UP** arrow simultaneously until **L1** (first level menu) is displayed. Release.
1. Press **SET** and **UP** arrow simultaneously until **L2** (second level menu) is displayed.
2. Press the **UP** arrow until **rES** is displayed. Press **SET** then use the **UP** and **DOWN** arrows to select **Int** (integer) instead of **Dec** (decimal). Press **SET** to accept.

Sleep Function

Press the **SLEEP** button to blank the display, or press any button to wake the display. If the unit goes into an alarm, the display will wake to display the alarm.

Minimum and Maximum Temperature Function

Records the highest and lowest temperatures logged by the probe selected to be displayed. Default display probe is P3 (product simulation bottle probe).

High and low log display

1. Press the **UP** arrow to display the highest temperature recorded since last reset or power cycle.
2. Press the **DOWN** arrow to display the lowest temperature recorded since last reset or power cycle.

Reset high and low log

1. Press **UP** or **DOWN** arrow until recorded temperature is displayed.
2. Press and hold **SET** until **RST** is displayed.

Alarming Functions

Set high and low alarms

1. Press and hold **SET** and **UP** arrows simultaneously until **L1** is displayed. Use the **UP** and **DOWN** arrows to navigate parameters.
2. The **low** temperature alarm parameter is **AIL**. Once the parameter is displayed, press **SET** to display the low alarm temperature. The alarm temperature will flash on the display. Use the **UP** and **DOWN** arrows to set the alarm temperature. Press **SET** to accept.
3. The **high** temperature alarm parameter is **AIH**. Once the parameter is displayed, press **SET** to display the high alarm temperature. The alarm temperature will flash on the display. Use the **UP** and **DOWN** arrows to set the alarm temperature. Press **SET** to accept.

Note: All models have the alarms factory preset to 2 C (35.6 F) and 8 C (46.4 F).

Start-up alarm delay

The refrigerator unit has a 120 minute time delay between when the unit is energized to when the temperature alarms become active. This delay can be change in parameters in the controller under **Alarm Startup Delay (ASd)**.

Mute the Alarms

The mute button is used to temporarily mute the audible alarm for 10 minutes. If the alarm condition of the unit has not changed in 10 minutes, then the alarm will sound again.

Alarm acknowledgement and alarm Reset

The alarm will need to be acknowledged after the alarm condition has been resolved, before the alarm will reset. To acknowledge the alarm press and hold set until the RST is displayed.

Probe calibration

NSF 456 requires the temperature display probe to be replaced or recalibrated. Follett recommends replacement/recalibration 12 months from the original date of calibration on the Certificate of Traceability supplied with your equipment at the time of purchase. Recalibration or purchasing a new calibrated probe is not covered by the original equipment warranty. To purchase a new Probe with Certificate of Traceability, please contact our Parts Department @ 1-800-523-9361 or partsales@follettice.com

Alarm Codes

When the unit senses an alarm, the display will flash the following codes.

Value	Description
HA1	Temperature is above the High Alarm #1 set point.
LA1	Temperature is below the Low Alarm #1 set point.
Lob	Low battery alarm.

Error Codes

Value	Description
P1-P3	Controller is not sensing the probe.
P7	High pressure switch open.
P8	Compressor/inverter error.
F9	Error saving new parameter values to permanent storage.
F10	Incomplete model configuration.
F11	Number/membrane is sticking.
F21	Key shorted on user interface.
F22	Communication error with user interface.
F23	Communication error with Machine Control.

Advanced Settings

The refrigerator can be further customized through the first level (L1) and second level parameters (L2) in the chart below.

1. Press and hold **SET** and **UP** arrows simultaneously until **L1** is displayed.
2. Use the **UP** and **DOWN** arrows to navigate the parameters. When the desired parameter is displayed, press **SET**.
3. Use the **UP** and **DOWN** arrows to navigate the sub menu of the parameter. Press **SET** to accept and the display will return to the parameter list (after 30 seconds the display will return to the temperature display).

Parameter	Display	Description
Beeper Function	bPr	Controls the audible beeper function on the controller. **Off**, **All**, **door**, **Alarm**, Error.
Beeper Volume	bPu	Sets the volume of the beeper: **0** (minimum) to **10** (maximum).
Button Clicks	btc	Sets if a beep should sound each time a button is pressed. **Yes** or **No**.
Sleep Function	SLP	Determines if sleep function activated from the panel. **Yes** or **No**.
Sleep Timer	SLt	Amount of time before the screen blanks automatically. **0** s to **600** s.
Alarm1 High Temp	A1H	High temperature to activate alarm1. User set point to 121 C (250 F).
Alarm1 Low Temp	A1L	Low temperature to activate alarm1. User set point to –46 C (–50 F).
Alarm1 Probe	A1P	Probe for Alarm. **P1** (cabinet air), **P3** (simulation bottle).
Units	unt	Display temperatures in degrees C or F. **F** or **C**.

1. Press and hold **SET** and **UP** arrows simultaneously until **L1** is displayed.
2. Press and hold **SET** and **UP** arrows simultaneously again until **L2** is displayed.
3. Use the **UP** and **DOWN** arrows to navigate the parameters. When the desired parameter is displayed, press **SET**.
4. Use the **UP** and **DOWN** arrows to navigate the sub menu of the parameter. Press **SET** to accept and the display will return to the parameter list (after 30 seconds the display will return to the temperature display).

Parameter	Display	Description
Alarm1 Delay	A1d	Alarm1 delay before sounding. **0** to **60** minutes
Alarm1 Function	A1F	Defines the action taken when Alarm2 is activated. **NO** (normally open), **NC** (normally closed), **R1** (activate relay), **R2** (not used), **DIS** (disable).
Alarm1 Reset	A2r	Temperature difference to reset alarm1. **0** to **10** degrees.
Alarm Ring back	Arb	Defines the time delay until the alarm will resound. **0** to **120** minutes
Alarm Startup Delay	ASd	Defines the alarm delay during startup. **0** to **180** minutes.
Alarm Silencing	ASL	Determines if the alarms can be silenced or not. **Yes**, **No**.
Maintain Alarm	nAL	Determines if the alarm (1-3) should be maintained if the temperatures fall back into range. **Yes**, **No**.
Probe 1 Calibration	P1C	Offset value for probe 1 calibration. **-9.9** to **9.9**.
Probe 3 Calibration	P3C	Offset value for probe 3 calibration. **-9.9** to **9.9**.
Controller Parameter Reset	rSt	Reset to restore factory parameters.

Follett Keypad Lock

Default user passcode for first-time users

User Code 01 is factory set by default to **1 2 3 4 5 6**.

Note: In order to continue using 1 2 3 4 5 6 as a default, user-selectable programming codes must be stored in slots 02 to 40.

User Codes 02 to 40 do not have any codes set up and are available for user-programming.

Each time a button is pressed, a chirp will be heard.

To Change the Master Code

The master code is needed to add or change the individual user codes. By default, the master code is set to **1 2 3 4 5 6**.

The master code is stored in User ID # 99.

1. Press **3 6 5**, the *****, followed by the current Master Code, followed by **ENTER** (5 chirps will be heard).
2. Press **9 9**, followed by **ENTER**. (3 chirps will be heard).
3. Enter the new master code, followed by **ENTER** (3 chirps will be heard).
4. Re-enter the new master code, followed by **ENTER**. (5 chirps will be heard).
   – Pressing [**CANCEL**] at any point will cancel the routine.

To Enter or Change a User Code

1. Press **3 6 5**, the *****, followed by the Master Code, followed by **ENTER**. 5 chirps will be heard.
2. Enter the user ID (a two digit code from 00 to 40), followed by **ENTER**. 3 chirps will be heard.
3. Enter the new user code (4 to 6 numbers), followed by **ENTER**. 3 chirps will be heard.
4. Re-Enter the new User Code, Followed by **ENTER**. 5 chirps will be heard to acknowledge that a new code was entered.

Example: To enter a new user code of 4 4 3 3 5 5 for ID # 15

1. Press **3 6 5 * 1 2 3 4 5 6** [**ENTER**] (5 chirps will be heard).
2. Press **1 5** [**ENTER**] (3 chirps will be heard).
3. Press **4 4 3 3 5 5** [**ENTER**] (3 chirps will be heard).
4. Press **4 4 3 3 5 5** [**ENTER**] (5 chirps will be heard).

The new code has been entered for the ID.

To Delete a User Code

1. Press **3 6 5**, the *****, followed by the Master Code, followed by **ENTER**. 5 chirps will be heard.
2. Enter the user ID to clear, followed by **ENTER** (3 chirps will be heard).
3. Press **3 3 5**, **#** (3 chirps are heard) (335 = DEL).
4. Enter the user ID to clear, followed by **ENTER** (2 chirps will be heard).
5. Press **3 3 5**, **#** (5 chirps are heard).

The code assigned to that user ID has been deleted. If an error is encountered, the control will beep continuously for 3 seconds. The Master Code stored in user ID 99 cannot be deleted.

Example: To delete the user code in ID 15:

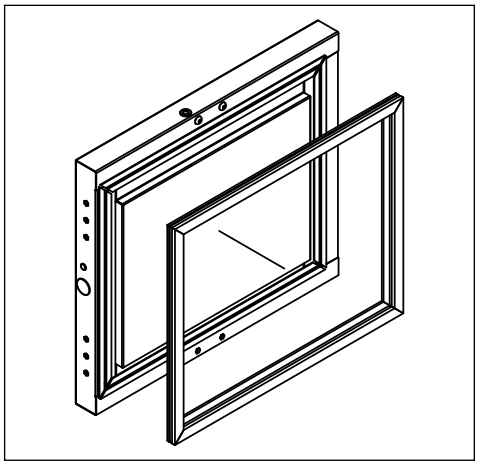
1. Press **3 6 5 # 1 2 3 4 5 6** [**ENTER**] (5 chirps will be heard).
2. Press **1 5** [**ENTER**] (3 chirps will be heard).
3. Press **3 3 5, #** (3 chirps will be heard) (335 = DEL).
4. Press **1 5** [**ENTER**] (2 chirps will be heard).
5. Press **3 3 5, #** (5 chirps will be heard).

Service

Door Gasket Replacement

1. Remove existing gasket from mounting track **(Fig. 20)**.
2. Verify mounting track is free of any remaining gasket material.
3. Align new gasket with mounting track and press firmly in place.
4. Open and close door, checking for proper gasket seal without pinching against refrigerator.

Fig. 20

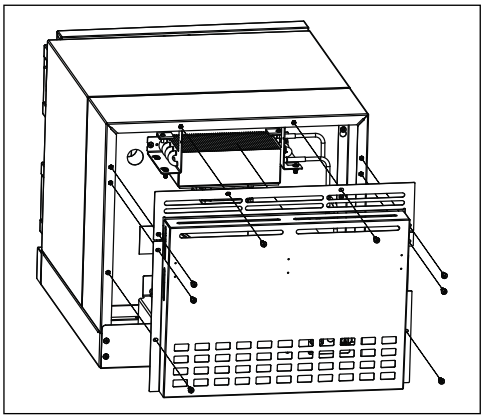


Access Compressor Compartment

Follett's compressor compartment allows technicians to gain full access to the condensing unit from the refrigerator back without cutting refrigerant lines.

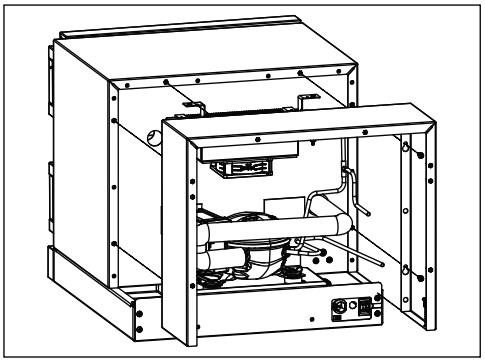
1. Remove rear panel **(Fig. 21)**.

Fig. 21



2. Remove two screws facing downward that secure the panel assembly to the base plate.
3. Loosen the six screws that secure the rear panel to the back of the refrigeration box. Lift rear panel off to access **(Fig. 22)**.

Fig. 22

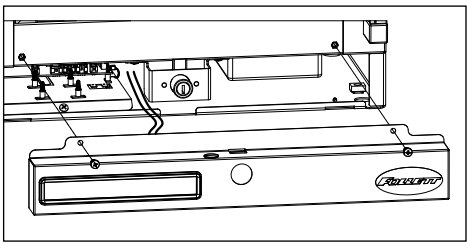


Controller Replacement

1. Turn power switch to the OFF position and unplug the unit from the power supply.
2. Remove the two screws **(Fig. 23)** on the front panel at the bottom of the unit.
3. Remove the front panel and slide the panel to the right of the refrigerator.

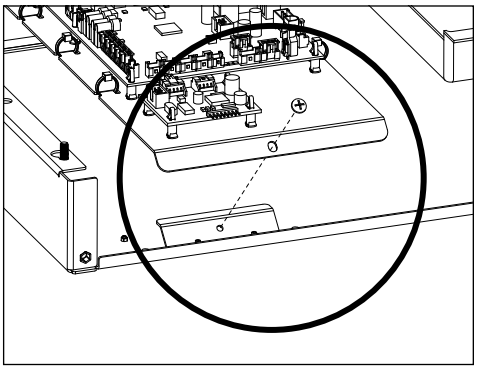
Note: Take care when removing, some wires may be connected to the front panel.

Fig. 23

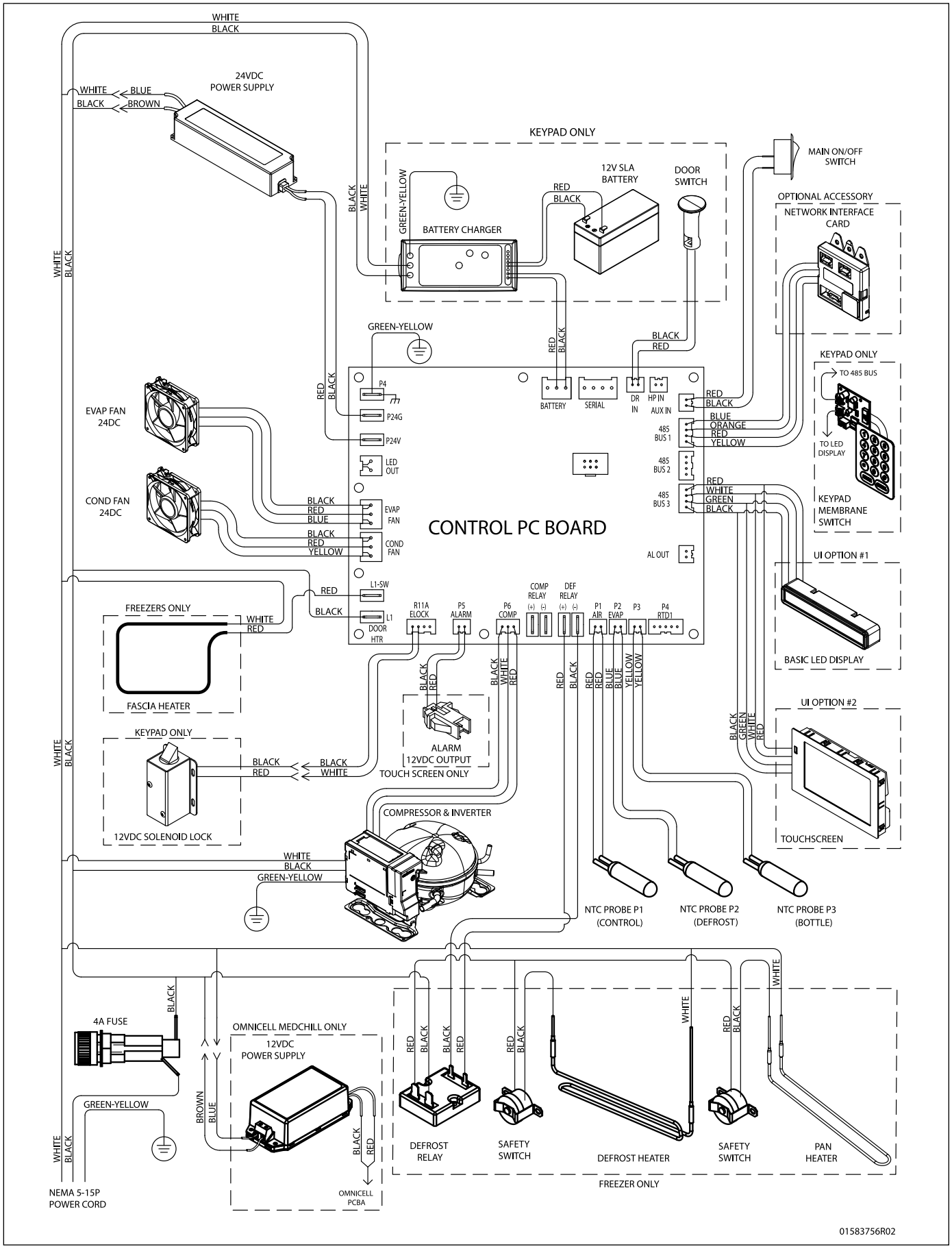


4. Find the control module and remove the screw at the front of the module **(Fig. 24)**.
5. Lift the module and pull forward.

Fig. 24



Wiring Diagram



Checking Refrigeration System Pressures

CAUTION!

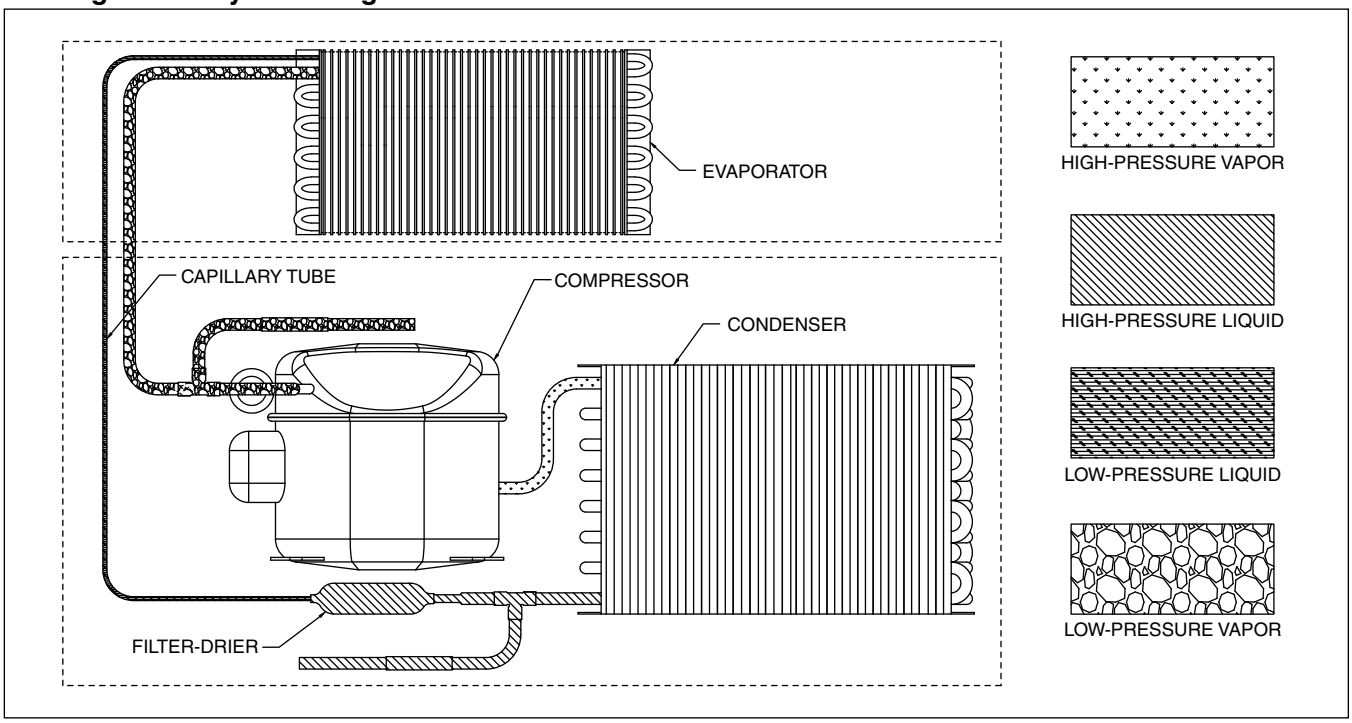
Please contact Follett Technical Service at (877) 612-5086 or (610) 252-7301 in the event of a refrigeration problem that requires evacuation and recharging.

REF1i, REF2i

	REF1i		REF2i	
Condenser inlet air temperature	**70 F (21.1 C)**	**80 F (26.6 C)**	**70 F (21.1 C)**	**80 F (26.6 C)**
Suction pressure (psig)	13.0	14.0	13.0	14.0
Discharge pressure (psig)	126	140	126	140

Note: Do not attempt to obtain correct refrigeration pressures by adjusting the system charge.

Refrigeration System Diagram



Compressor Information

Compressor model	FMSA4C
Run load amps (RLA)	1.25
Lock rotor amps (LRA)	2.17
Ohms start winding to common	13.2
Ohms run winding to common	13.2
Ohms start winding to run winding	13.2

Refrigerator Troubleshooting

Before calling for service

1. Check that unit is plugged in.
2. Test outlet with another appliance to verify power.

Troubleshooting Matrix

Symptom	Possible Cause	Solution
Refrigerator does not operate (no components run).	Power switch faulty or in OFF position; loose connection.	Turn power switch to ON; check switch and connections.
	Refrigerator not plugged in.	Connect plug.
	No power to cord.	Restore power.
	Temp controller not energizing components.	Check controller contact terminals for power. Replace controller if needed.
	Probe not sensing set point temperature.	Replace controller and/or probe.
	Probes not sensing correct temperature.	Verify all probe temperatures in ice bath and replace faulty probe.
Compressor does not run.	Compressor defective.	Replace compressor.
	Touchscreen unit: Check door switch	Replace as required.
	Missing door magnet or open reed switch circuit.	▪ Check for door magnet. ▪ Verify integrity of reed switch circuit.
Evaporator fan motor does not run.	Defective fan motor.	Replace fan motor.
Refrigerator does not shut off.	Controller keeping refrigeration system energized.	▪ Veriy control probe using an ice bath and replace as needed. ▪ Replace controller.
Refrigerator does not maintain temperature (all components run).	Condenser or evaporator coil needs cleaning.	Clean coils.
	Faulty door gasket.	Replace door gasket.
	Excessively high ambient or inadequate air clearance.	Maximum recommended ambient is 100 F (38 F).
	Refrigerant leak.	Locate and repair leak.
	Incorrect refrigerant charge.	Recover, evaluate and weigh in correct charge.
	No liquid in simulation bottle	Add glycerol to stabilize temperature display.
	Plugged capillary tube.	Replace capillary tube and filter drier.
	Inefficient compressor.	Consult technical services.

If problems persist after following this basic troubleshooting guide, call Follett technical service group at (877) 612-5086 or +1 (610) 252-7301.

Accessories

The following accessories are available for Performance Plus undercounter refrigerators. Instruction sheets are available in the download section of the Follett website (www.follettice.com).

Additional shelf (1) (item# 00969956)

Organizing bins, 6 (item# 00969931)

Casters (set of 4) (item# 01111947)

Pedestal, 12.00" (30.5 cm) (item# 01025881)

Stacking kit (countertop on countertop) (item# 01100742)

Stacking kit (countertop on undercounter) (item# 01100759)

Glycerine, 16 oz (item# 00959296)

Replacement overmolded NTC probe with NIST-traceable certificate of calibration (item# 01588961)

Temperature surveillance module (includes alarm, 8.00" (20.32 cm) chart recorder, remote contacts) (item# 01570860)

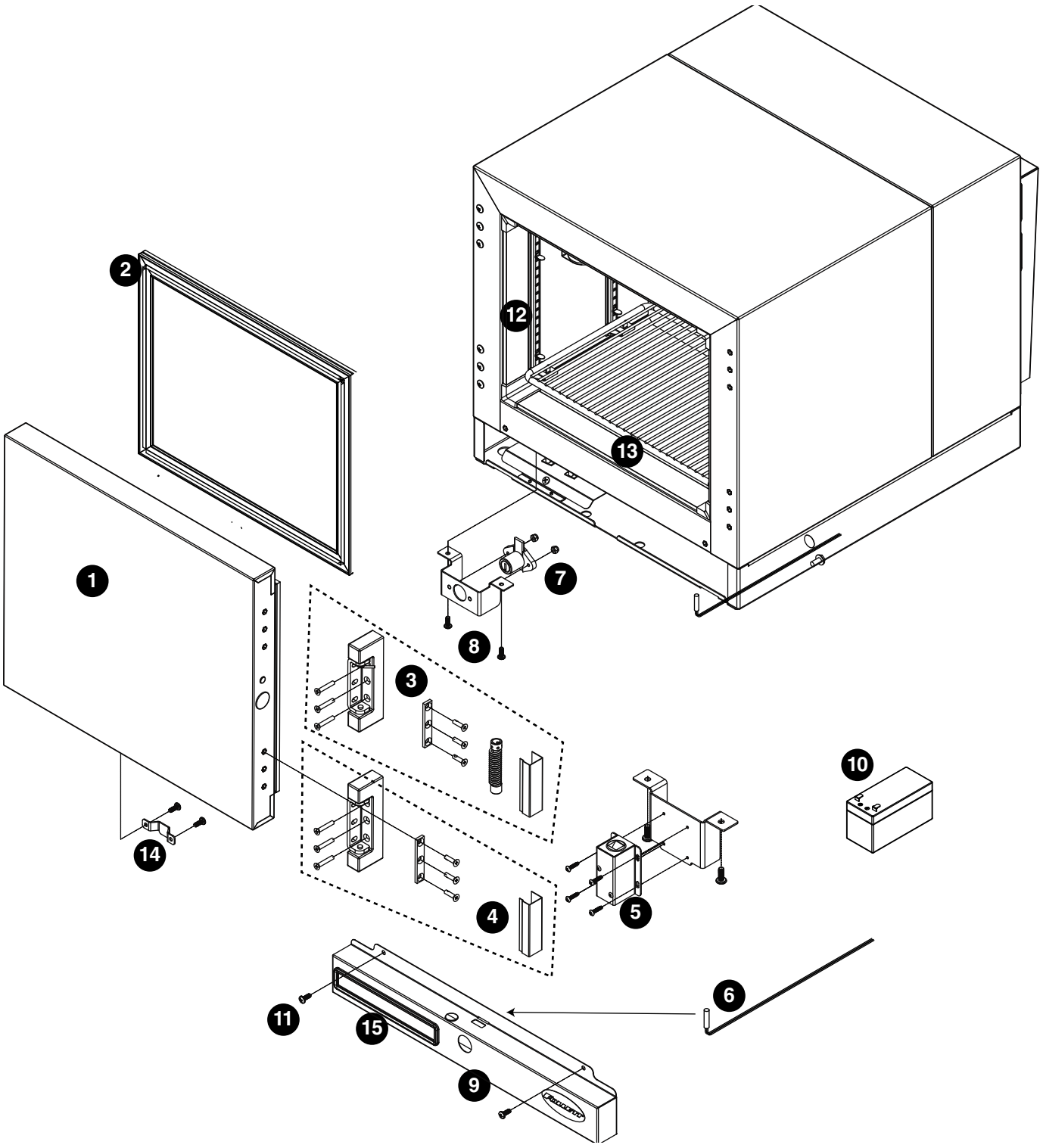
Dry contact kit for refrigerators and freezers for connection to remote alarm systems (item# 01590579)

DicksonOne VFC-compliant freestanding display data logger with Wi-Fi and Ethernet capability for use with any refrigerator or freezer (item# 01528512). NOTE: Subscription from Dickson required to access data on the cloud.

DicksonOne VFC-compliant freestanding touchscreen data logger with Power Over Ethernet and Wi-Fi capability for use with any refrigerator or freezer (item# 01528538). NOTE: Subscription from Dickson required to access data on the cloud.

Ambient temperature and humidity sensor, right angle, for use with DicksonOne freestanding display and touchscreen data loggers (item# 01539691)

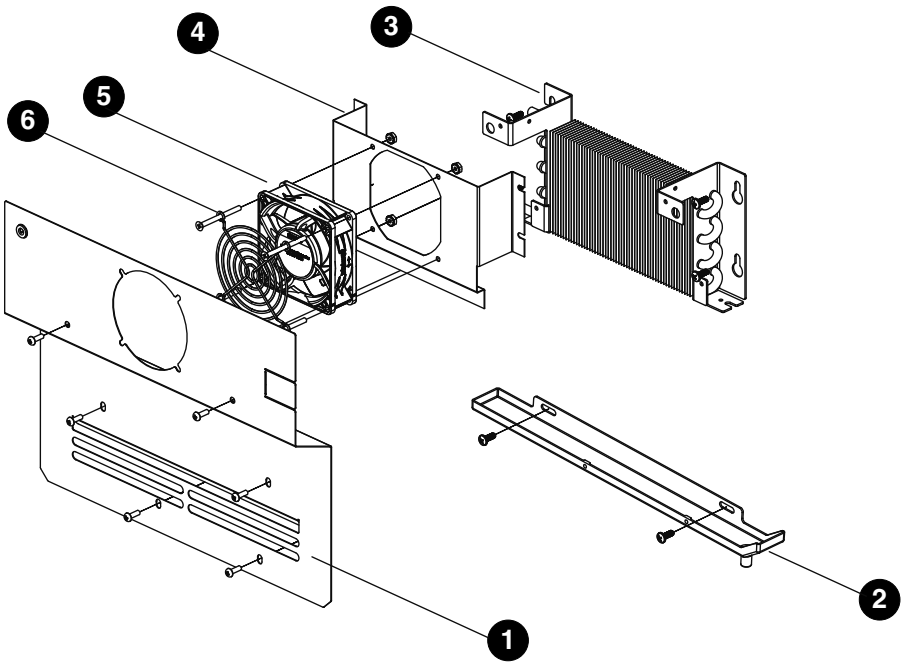
Replacement Parts



Hardware

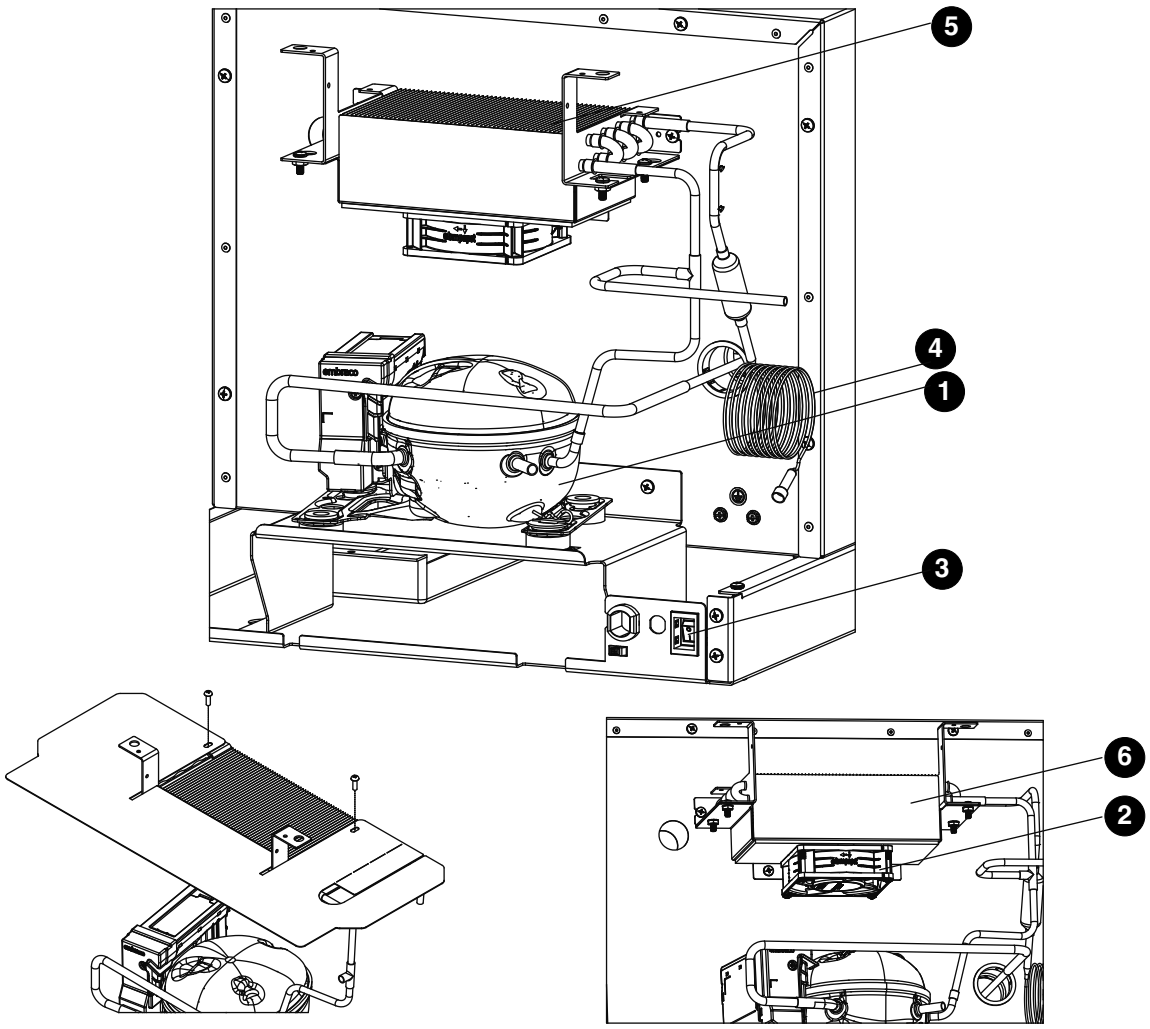
Reference #	Description	Part #
1	Door with gasket and lock strike bracket, REF1i	00953182
1	Door with gasket and lock strike bracket, REF2i	00953174
2	Gasket, door, REF1i	01182724
2	Gasket, door, REF2i	01182732
3	Hinge, top with spring and hardware	01053677
4	Hinge, bottom	00940478
Not shown	Hinge kit, top and bottom with hardware	01053685
5	E lock	01591098
6	Reed switch	01092048
7	Lock, deadbolt with keys	00959528
8	Bracket, lock mounting	01095843
9	Panel, front	01595008
Not shown	Panel, front with keypad	01595008
10	SLA battery	01552199
Not shown	Battery charger	01552181
Not shown	Foot pads	00900134
11	Screws, front panel (2 required)	203460
12	Thermal break, REF1i/2i, FZR1i/2i	01081736
13	Shelf	00969956
14	Bracket, lock strike	01041953
15	Display, basic	01085794
Not shown	Harness, display	01573294
Not shown	Bracket, bottle	00961656
Not shown	Bottle, solution, 60 mL	00112037
Not shown	Gasket, bottle	00112029
Not shown	Pilaster, screw	206796
Not shown	Pilaster	00961334
Not shown	Support, shelf	00156240
Not shown	Rear cover	01593078
Not shown	Probe guard	01593128
Not shown	Fuse	01595057
Not shown	Fuse holder	01593094

Evaporator



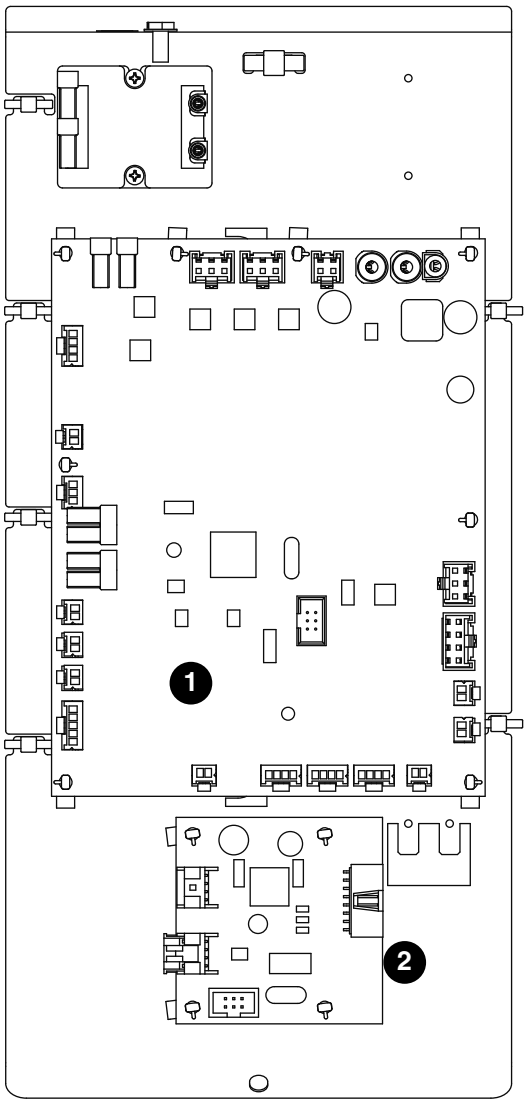
Reference	Description	Part #
1	Cover, Evaporator, REF1i	01594895
Not shown	Cover, Evaporator, REF2i	01594902
2	Drain Pan, Evaporator, REF1i and REF2i	01588243
3	Coil, Evaporator/Condenser, REF1i and REF2i	01588136
4	Shroud, Evap Fan, REF1i and REF2i	00958736
5	Motor, Fan	00940460
6	Guard, Fan	00940452
Not shown	Bracket, Probe Guard	00980854

Compressor Components



Reference	Description	Part #
1	Compressor, REF1i and REF2i (includes cap tube, filter/drier, and inverter)	01595040
2	Motor, Fan	01595065
3	Switch, Rocker, Recessed	01588193
4	Cap tube drier assy, REF1i/2i	01588011
5	Coil, Evap and condenser (includes drier and cap tube)	01588276
6	Shroud, Condenser Fan, REF1i and REF2i	01128438
Not shown	Cord, Power, NEMA 5-15 Hospital Grade	01595016

Control Board



Reference	Description	Part #
1	Board, Control REF1i Basic	01592963
1	Board, Control REF1i KP	01592971
1	Board, Control REF2i Basic	01592989
1	Board, Control REF2i KP	01592997
2	Driver board	01085844
Not shown	Probe, temperature	01539600
Not shown	Probe, temperature, NIST calibrated	01588961
Not shown	Stand offs, control board	00130906
Not shown	Power supply	01593086

Rejestracja gwarancji i ocena sprzętu

Dziękujemy za zakup urządzenia firmy Follett. Mamy nadzieję, że nasze urządzenia spełniają i przekraczają Państwa oczekiwania, gdyż naszym celem jest dostarczenie klientom wysoce wartościowych produktów i usług, zasługujących na ich pełne uznanie.

Prosimy zapoznać się z załączoną instrukcją instalacji i obsługi. Istotne jest przeprowadzenie instalacji zgodnie z wymogami producenta, co zapewni działanie urządzenia z maksymalną wydajnością.

Follett LLC nie będzie ponosić odpowiedzialności za szkody wtórne, wydatki, koszty podłączania lub odłączania lub jakiekolwiek straty wynikające z wady urządzenia.

Aby uzyskać szczegółowe informacje na temat warunków gwarancji, prosimy odwiedzić naszą strone internetową www.follettice.com/productwarranties.

Rejestracja gwarancji i ocena urządzenia to istotne czynności, ułatwiające nam utrzymanie aktualnych danych o miejscach instalacji naszych urządzeń i o ich działaniu. Prosimy o zarejestrowanie gwarancji na nabyte urządzenie firmy Follett na naszej witrynie www.follettice.com/support, gdzie należy wybrać Warranty Registration (Rejestracja gwarancji) i Equipment Evaluation (Ocena urządzenia). Jest to łatwe i nieskomplikowane, prosimy o znalezienie na to paru minut jeszcze dzisiaj. Na formularzu jest również miejsce na przekazanie nam komentarzy i informacji zwrotnych. Proszę podzielić się z nami swoimi wrażeniami, abyśmy mogli wykorzystać je w naszych ciągłych dążeniach do usprawnień.

Jesteśmy dumni z naszych znakomitych urządzeń i staramy się usilnie wspierać je znakomitą obsługą klienta i wsparciem technicznym. Chcielibyśmy wiedzieć, w jaki jeszcze sposób moglibyśmy Państwu pomóc. Z przyjemnością odpowiemy na Państwa pytania.

Registro de Garantía y Evaluación del Equipo

Gracias por haber elegido este producto Follett®. Esperamos que nuestro equipo cumpla o supere sus expectativas porque es nuestro objetivo ofrecer productos y servicios de gran valor que se ganen su plena confianza.

Le rogamos consulte el manual de instalación y de instrucciones adjunto, ya que es muy importante que la instalación se realice según las especificaciones de fábrica para que el equipo funcione a su máxima eficiencia.

Follett LLC no se hace responsable de los daños indirectos, costos, gastos por conexión y desconexión o pérdidas por causa de defecto de la máquina.

Si desea una información más completa sobre la garantía, visite nuestro sitio web www.follettice.com/productwarranties.

Las operaciones de registro de la garantía y evaluación del equipo son importantes para que podamos realizar un seguimiento de nuestro equipo y registrar el rendimiento de la maquinaria. Por favor, registre las garantías del equipo Follett en nuestro sitio web www.follettice.com/support y seleccione Registro de la Garantía y Evaluación del Equipo. Es muy sencillo, solo le llevará un momento realizar hoy mismo el registro. En el formulario incluimos un espacio en blanco para sus comentarios y opiniones. Infórmenos sobre su experiencia para que podamos incorporarla a nuestros continuos esfuerzos de mejora.

Nos enorgullecemos de producir un equipo excepcional y trabajamos duro para respaldarlo con un soporte técnico y un servicio de atención al cliente de primera. Le rogamos nos indique qué más podemos hacer para ayudarle. Estaremos encantados de responder a sus dudas.

Enregistrement de la garantie et évaluation de l'équipement

Merci d'avoir acheté un équipement Follett®. Notre objectif étant d'offrir des produits et des services de grande valeur vous satisfaisant pleinement, nous espérons que celui-ci satisfera, voire dépassera, vos attentes !

Veuillez consulter le manuel d'installation et d'exploitation. Il est important que l'installation soit réalisée conformément aux spécifications de l'usine, de sorte que votre équipement fonctionne à son rendement maximum.

Follett LLC n'est pas responsable de tout dommage consécutif, de toute dépense, de tout frais de raccordement ou de déconnexion, ni de toute perte liée à un défaut de la machine.

Pour lire la garantie dans son ensemble, visitez notre site Internet www.follettice.com/productwarranties.

L'enregistrement de la garantie et l'évaluation de l'équipement sont importants pour nous aider à suivre notre équipement et pour enregistrer les performances de la machine. Nous vous demandons donc d'enregistrer la garantie de votre équipement Follett sur notre site Internet, www.follettice.com/support, dans la section Warranty Registration and Equipment Evaluation. Cette opération est simple ; veuillez prendre un moment pour la réaliser aujourd'hui.

Le formulaire contient également un espace pour nous faire parvenir vos commentaires et un retour d'informations. Veuillez nous faire part de votre expérience pour que nous puissions prendre appui dessus pour poursuivre nos efforts constants d'amélioration.

Nous sommes fiers de produire des équipements exceptionnels et nous travaillons avec acharnement pour y associer une assistance à la clientèle et technique exceptionnelle. N'hésitez pas à nous indiquer dans quelle mesure nous pouvons vous aider. Nous serions ravis de répondre à vos questions.

Garantieregistrierung und Produktbeurteilung

Vielen Dank, dass Sie sich für ein Follett®-Produkt entschieden haben. Wir hoffen, dass unser Produkt Ihre Erwartungen erfüllen oder sogar übertreffen wird, weil wir uns zum Ziel gesetzt haben, hochwertige Produkte und Leistungen anzubieten, die Ihre uneingeschränkte Anerkennung verdienen werden!

Lesen Sie sich bitte die beiliegende Installations- und Betriebsanleitung durch. Es ist wichtig, dass die Installation entsprechend den Werksangaben erfolgt, damit Ihr Produkt mit maximalem Wirkungsgrad arbeiten kann.

Follett LLC ist nicht für Folgeschäden, Ausgaben, Gebühren für Anschluss oder Abschaltung oder Verluste aufgrund eines Defekts der Maschine haftbar.

Vollständige Garantieinformationen finden Sie auf unserer Website unter www.follettice.com/productwarranties.

Garantieregistrierung und Produktbeurteilung sind wichtig, damit wir einen Überblick über unsere Produkte behalten und ihre Effizienz bewerten können. Wir möchten Sie bitten, Garantien für Follett-Produkte auf unserer Website www.follettice.com/support zu registrieren und den Punkt „Garantieregistrierung und Produktbeurteilung" zu wählen. Es ist ganz einfach. Nehmen Sie sich bitte einen Moment Zeit, um die Registrierung heute vorzunehmen. Auf dem Formular ist auch Platz für Kommentare und Feedback vorhanden. Teilen Sie uns bitte Ihre Erfahrungen mit unseren Produkten mit, damit wir sie für unsere fortlaufenden Produktverbesserungen verwenden können.

Wir sind stolz darauf, dass wir besondere Produkte herstellen, und wir bemühen uns, unsere Produkte mit besonderem Kundendienst zu unterstützen. Lassen Sie uns bitte wissen, was wir noch für Sie tun können. Wir werden Ihre Fragen gerne beantworten.

Registrazione della garanzia e valutazione dell'attrezzatura

Grazie per aver acquistato un dispositivo Follett®. Ci auguriamo che il nostro prodotto soddisfi o superi le Sue aspettative, in quanto il nostro obiettivo è quello di offrire prodotti e servizi di alta qualità che soddisfino pienamente le vostre esigenze!

La preghiamo di leggere attentamente il manuale per l'installazione e per l'uso allegato. È infatti importante che l'installazione sia effettuata secondo le specifiche di fabbrica in modo tale che il dispositivo operi con la massima efficienza.

La Follett LLC non si assume alcuna responsabilità per danni conseguenti, spese, costi di collegamento o scollegamento o eventuali perdite dovute ad un difetto della macchina.

Per visualizzare i dettagli completi relativi alla garanzia, recarsi alla pagina www.follettice.com/productwarranties.

La registrazione della garanzia e la valutazione dell'attrezzatura sono importanti per aiutarci a tenere traccia dei nostri dispositivi e a registrare le prestazioni della macchina. Le chiediamo dunque di registrare le garanzie relative al dispositivo Follett sul nostro sito Web alla pagina www.follettice.com/support scegliendo Registrazione della garanzia e Valutazione dell'attrezzatura. Farlo è semplice; dedichi pochi minuti a registrare il prodotto oggi stesso. Sul modulo è inoltre previsto uno spazio in cui potrà fornirci i Suoi commenti e il Suo riscontro. Ci faccia sapere della Sua esperienza in modo che possiamo farne tesoro per il nostro continuo miglioramento.

Siamo orgogliosi di produrre macchinari di ottima qualità e lavoriamo sodo per offrire un servizio di assistenza clienti e tecnico di qualità altrettanto elevata. Ci faccia sapere come possiamo esserle di aiuto. Saremo lieti di rispondere a tutte le Sue domande.

Registo da garantia e avaliação do equipamento

Obrigado por ter adquirido equipamento Follett®. Fazemos votos de que o nosso equipamento cumpra ou exceda as suas expectativas, dado que temos por objetivo fornecer produtos e serviços de elevado valor que mereçam a sua total satisfação!

Pedimos-lhe que leia o manual de instalação e operações em anexo. É importante que a instalação seja levada a cabo de acordo com as especificações da fábrica, para que o seu equipamento funcione com a eficiência máxima.

A Follett LLC não assume a responsabilidade por quaisquer prejuízos indiretos, despesas, custos de ligação ou desligação ou quaisquer outras perdas decorrentes de um defeito na máquina.

Para consultar os dados da garantia, visite o nosso website www.follettice.com/productwarranties.

O registo da garantia e a avaliação do equipamento são importantes para nos ajudar a estar a par do nosso equipamento e registar o desempenho da máquina. Pedimos-lhe que registe as garantias de equipamento Follett no nosso website www.follettice.com/support, em "Warranty Registration and Equipment Evaluation". É muito simples; tire uns minutos para fazer o registo hoje mesmo. O formulário inclui também espaço para os seus comentários e feedback. Conte-nos a sua experiência para que possamos usá-la nos nossos esforços contínuos de melhoria.

Temos muito orgulho em produzir equipamento excecional e empenhamo-nos em proporcionar um apoio técnico e um apoio ao cliente igualmente excecionais. Diga-nos o que mais podemos fazer para o ajudar. Teremos todo o prazer em responder às suas perguntas.

Registrering af garanti og evaluering af udstyr

Tak for dit køb af Follett ®-udstyr. Forhåbentlig synes du, at vores udstyr lever op til eller overstiger dine forventninger, for vores målsætning er at levere produkter og serviceydelser af høj kvalitet, som du er fuldstændig tilfreds med!

Gennemlæs venligst den vedlagte installations- og driftsmanual. Det er vigtigt at installationen udføres i henhold til fabriksspecifikationerne, så dit udstyr kan fungere med maksimal effektivitet.

Follett LLC hæfter ikke for følgeskader, udgifter, tilslutnings- eller frakoblingsomkostninger eller nogen form for tab, der skyldes en maskindefekt.

Du kan læse de fulde oplysninger om garantien på vores website www.follettice.com/productwarranties.

Registrering af garantien og evaluering af udstyret er vigtigt for at hjælpe os med at følge op på vores udstyr og registrere maskinens ydelse. Vi beder dig registrere garantier på Follett-udstyr på vores website www.follettice.com/support og vælge Warranty Registration and Equipment Evaluation (Registrering af garanti og evaluering af udstyr). Det er nemt at gøre, så vi beder dig bruge et øjeblik på at registrere dig i dag. Formularen har også plads til, at du kan give os kommentarer og feedback. Fortæl os om dine erfaringer, så vi kan bruge dem i vores fortsatte bestræbelser på at forbedre os.

Vi sætter en ære i at fremstille udstyr i særklasse og arbejder hårdt på at kunne bakke udstyret op med fremragende kundeservice og teknisk support. Fortæl os, hvad vi ellers kan gøre for at hjælpe dig. Vi svarer gerne på dine spørgsmål.

Registratie van garanties en beoordeling van apparatuur

Gefeliciteerd met uw aankoop van Follett®-apparatuur. We hopen dat onze apparatuur uw verwachtingen invult of zelfs overstijgt, omdat we ernaar streven om hoogwaardige producten en diensten te leveren die u uitermate tevreden stellen!

Lees de bijgevoegde installatie- en bedieningshandleiding zorgvuldig door. Het is belangrijk dat de installatie uitgevoerd wordt volgens de fabrieksspecificaties, zodat uw apparatuur zo efficiënt mogelijk werkt.

Follett LLC is niet aansprakelijk voor enige gevolgschade, uitgaven, montage- of demontagekosten of enige door een defect van de machine geleden verliezen.

Bezoek onze website www.follettice.com/productwarranties voor alle garantiegegevens.

De registratie van garanties en de beoordeling van apparatuur is belangrijk voor ons om onze apparatuur te helpen traceren en de prestaties van de machine te registreren. We verzoeken u dan ook om garanties van Follett-uitrusting te registreren op onze website www.follettice.com/support en om “Warranty Registration” (Registratie van garanties) en “Equipment Evaluation” (Beoordeling van apparatuur) te kiezen. Gelieve hier even tijd voor vrij te maken. Het is namelijk zeer eenvoudig. Er is op het formulier ook plaats om opmerkingen en feedback te geven. Breng ons gerust op de hoogte over uw ervaring met onze apparatuur, zodat we ons kunnen blijven verbeteren.

We zijn trots op onze productie van uitstekende apparatuur en werken hard om dit bij te staan door een voortreffelijke klantendienst en technische ondersteuning. Aarzel echter niet om enige andere bijstand te vragen. We zullen uw vragen met plezier beantwoorden.

Garantiregistrering och utvärdering av utrustning

Tack för att du köpt utrustning från Follett®. Vi hoppas att du ska tycka att den uppfyller eller överträffar dina förväntningar, då vårt mål är att leverera produkter och tjänster av högt värde som gör dig helt nöjd!

Studera medföljande installations- och bruksanvisning. Det är viktigt att installationen genomförs enligt fabrikens anvisningar så att din utrustning arbetar med högsta effektivitet.

Follett LLC ansvarar inte för följdskador, kostnader, avgifter eller förluster som orsakats av fel på maskinen.

Fullständiga garantivillkor finns på vår hemsida www.follettice.com/productwarranties.

Garantiregistrering och utvärdering av utrustning är viktig för oss så att vi kan följa upp vär ultrustning och dess funktion. Vi vill att du registrerar Folletts utrustningsgaranti på vår hemsida www.follettice.com/support, där du väljer Garantiregistrering och produktutvärdering. Det är enkelt att göra, så ta dig tid en minut och registrera dig idag. Det finns också utrymme på blanketten för kommentarer och synpunkter. Berätta för oss vad du tycker så att vi kan använda det i våra ansträngningar att alltid bli bättre.

Vi är stolta över att producera överlägsen utrustning och vi arbetar hårt med att stötta den med överlägset kundansvar och tekniskt stöd. Tala om för oss vad vi kan göra mer för att hjälpa dig. Vi svarar gärna på dina frågor.

Warranty Registration and Equipment Evaluation

Thank you for purchasing Follett® equipment. We hope you find that our equipment meets or exceeds your expectations, as our goal is to deliver high value products and services that earn your complete satisfaction!

Please review the enclosed installation and operations manual. It is important that the installation be performed to factory specifications, so your equipment operates to its maximum efficiency.

Follett LLC will not be liable for any consequential damages, expenses, connecting or disconnecting charges or any losses resulting from a defect of the machine.

For full warranty details, visit our website www.follettice.com/productwarranties.

Warranty registration and equipment evaluation is important to help us keep track of our equipment and to record the machine’s performance. We request that you register Follett equipment warranties on our website www.follettice.com/support and choose Warranty Registration and Equipment Evaluation. It’s simple to do; please take a moment to register today. There is also space on the form to provide us with comments and feedback. Please let us know about your experience so we can capture it for our continuous improvement efforts.

We pride ourselves on producing outstanding equipment and we work hard to back it up with outstanding customer and technical support. Please let us know what else we can do to assist you. We would be happy to answer your questions.

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FOLLETT HEALTHCARE®

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