

# USER MANUAL

Model: SSC20, SSC45, SSF18, SSF39

**PRO-KOLD**



## SOLID DOOR REFRIGERATOR AND FREEZER

- ◉ Use and care manual for HC refrigerant gas cooler

Carefully read this manual before  
using cooler



# USER MANUAL

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**PRO-KOLD**

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# IMPORTANT SAFETY INFORMATION

## READ ALL INSTRUCTIONS BEFORE USING

### INTRODUCTION

The next manual covers the information for the installation and operation of the REFRIGERATORS AND FREEZERS brand PROKOLD showcases.

It is crucially important that you and others who will operate the equipment read this manual carefully. You can also visit us on our website: [www.pro-kold.net](http://www.pro-kold.net) and download more information about this and other models of the PROKOLD family.

### SPECIFICATIONS

MODEL	DIMENSIONS			CAPACITY	WEIGHT		VOLTAGE	COMP POWER
	HIGH	WIDTH	DEPTH		NETO <sub>1</sub>	GROSS <sub>2</sub>		
REFRIGERATORS								
SSC-20-1S	78 11/16" 1998.66 mm	26 9/32" 667.54 mm	33 9/16" 852.487 mm	16 ft <sup>3</sup> 453 lts	110 kg 254 lbs	139 kg 304 lbs	120V	1/5 HP
SSC-45-2S		53 31/32" 1370.81 mm		34 ft <sup>3</sup> 963 lts	210 kg 575 lbs	256 kg 646 lbs	120V	1/3 HP
FREEZERS								
SSF-18-1S	78 11/16" 1998.66 mm	26 9/32" 667.54 mm	33 9/16" 852.487 mm	13.41 ft <sup>3</sup> 380 lts	110 kg 254 lbs	139 kg 304 lbs	120V	1/2 HP
SSF-39-2S		53 31/32" 1370.81 mm		27.55 ft <sup>3</sup> 780 lts	210 kg 575 lbs	256 kg 646 lbs	120V	1/2 HP 1/3 HP

1. Net weight of the team

2. Weight of the equipment plus packaging and packing

### WARNINGS



If the voltage is not found within range, it is necessary to install a voltage regulator between the power source and the equipment



Avoid power strips and/or extension cords.



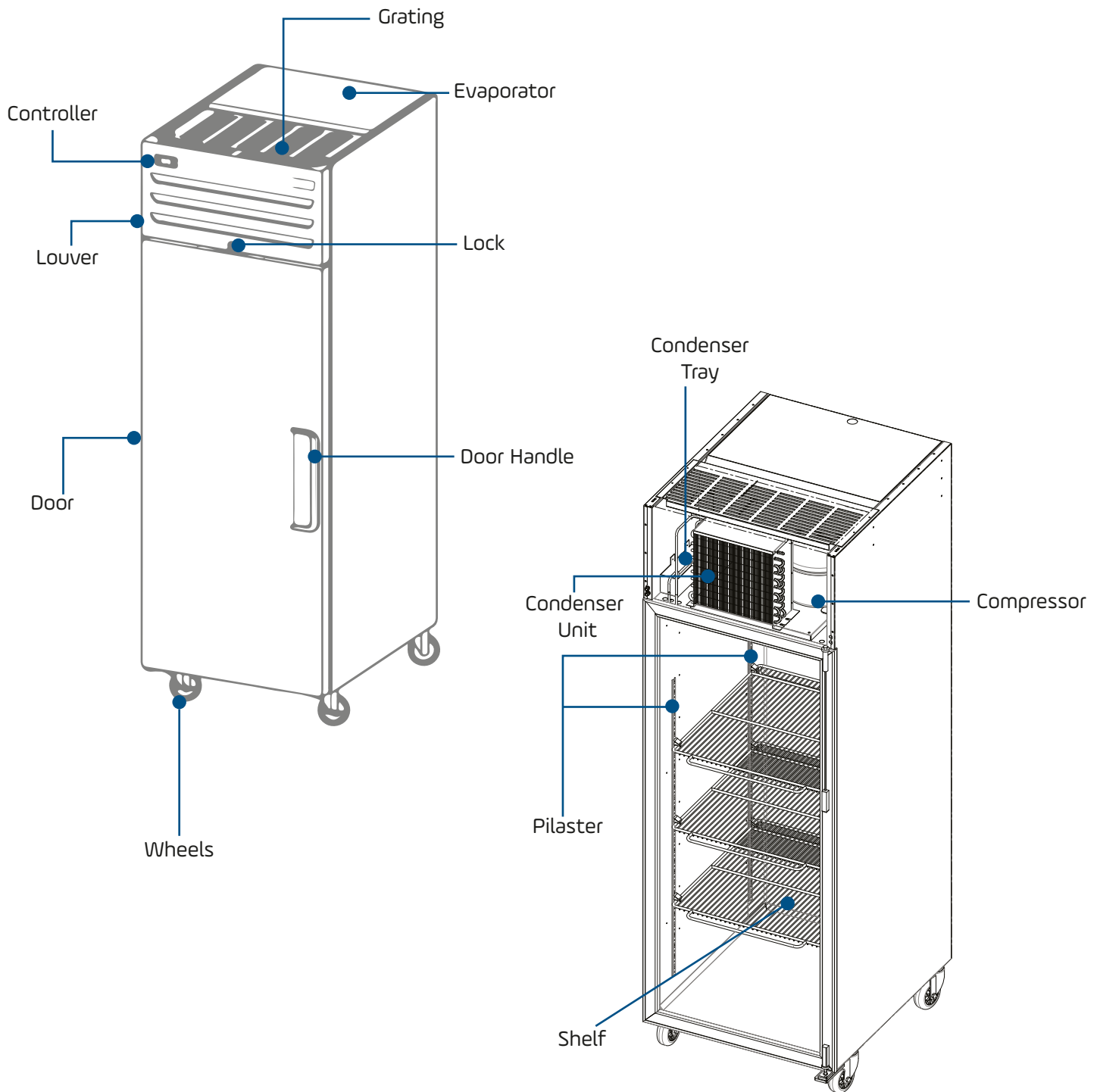
This equipment must not be used by minors or non-qualified personnel



If an assembled piece (non-removable) needs to be removed please contact an authorized service provider.



This equipment contains small parts and/or that can cause injuries. Do not allow minors to play inside the equipment.

**KNOWING YOUR EQUIPMENT**

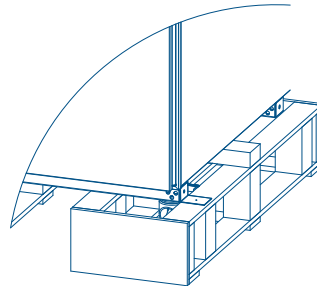
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## INSTALLATION

### Steps to remove the pallet.



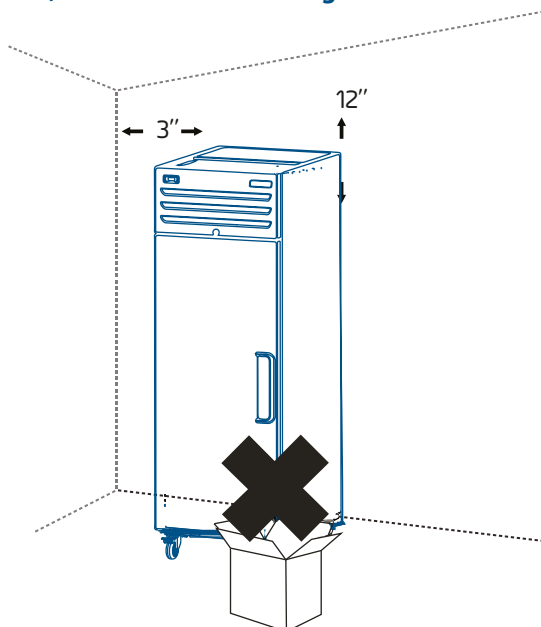
- A** Incline the equipment, locate the screws and remove them with a screwdriver.



- B** Once the screws are removed you may remove the floorboard/platform.

### AIR CIRCULATION

At the moment of the installation, make sure that there is at least 3" or separation between the sides and the back end of the equipment with any wall and 12" or separation between the top part and the roof. Place the equipment far from heat sources such as ovens, stoves and direct sunlight.

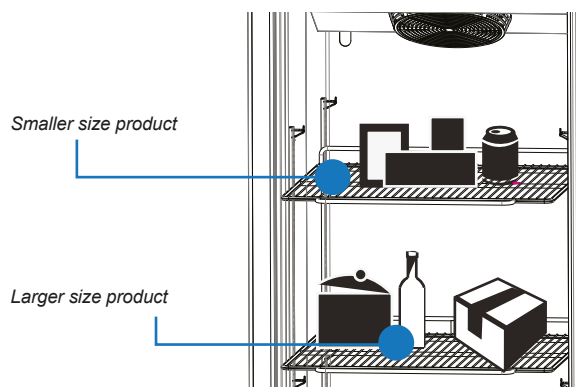


#### IMPORTANT!

Allowing the unit to rest (vertical position) at least 24 hours before connecting it, this will allow the oil to return to the compressor and avoid irreparable damage.

### ACCOMMODATION AND PRODUCT LOAD

We recommend placing the larger size products in the inferior part and the smaller size products in the upper trays. Do not place carton, plastic or covers upon the trays, this blocks the air circulation making the equipment inefficient. If you place trays, do it preferably in the inferior parts.



#### IMPORTANT!

The maximum load for each grill is 88.18 Lb (40 Kg)

### Heavy-duty Wheels

The wheels are already installed by default. The front wheels have a brake system to avoid movement during the installation.

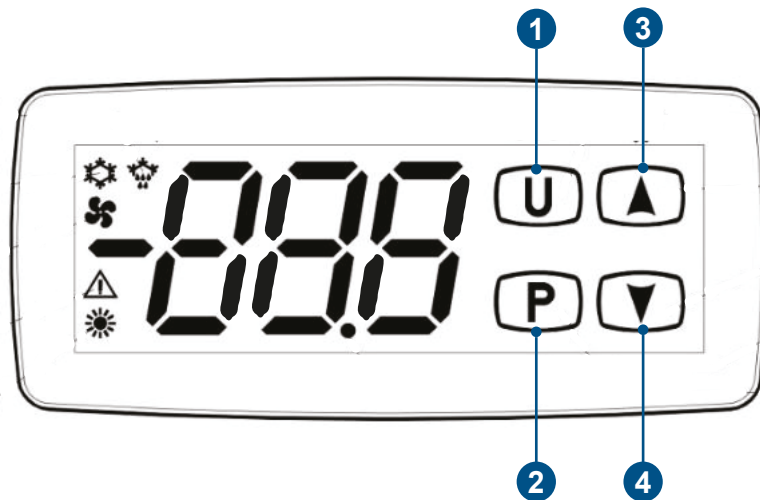
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## OPERATION

### OPERATION, FUNCTIONS AND SYMBOLOGY OF TEMPERATURE CONTROL

To turn on the device, just connect the plug of the unit to the voltage supply. Temperature control shall start blinking indicating that it is energizing the unit. The compressor has a delay for starting 1 minute.

**IMPORTANT:** It is totally normal to see displayed the message "dEF" and "PdF" in the controller screen. Once this period of the time finishes, the controller will display the temperature again.



Refrigeration



Alarm Status



Fan on



Warm-Up



Thaw

trb

Turbo Mode

FUNCIÓN		
U	b1C	Not operating
	b1L	Not operating
P	b2C	Turns the light on and off (for equipment with glass door)
	b2L	Not operating
▲	b3C	Increase reference point
	b3L	Defrost
▼	b4C	Decrease reference point
	b4L	Turbo Mode

\*IMAGES FOR ILLUSTRATION PURPOSES ONLY

**b#C:** Short pulsation button (With one pulsation)

**b#L:** Long pulsation button (activated with a long press of 3 seconds)

**Note:** Their assignments may not be shown on the printed buttons, follow the table with the functions described.

## ALARM MENU

Alarm code	Description
"od"	Retardation to connection
"Ln"	Keyboard locked
"Hi"	High temperature alarm
"Lo"	Low temperature alarm
"oP"	Door open alarm
"dEF"	Defrost in progress
"PdF"	Post-defrost in progress
"HU"	Maximum active voltage alarm
"LU"	Minimum active voltage alarm

## ERROR MESSAGES

MISTAKE	REASON	ACTION
E 1- E1 E2 - E2 E3 - 3E3	The probe may be broken (E) or shorted (-E), or it may have a value that is outside the programmed range.	Check the correct connection of the probe with the equipment and verify if the probe is working correctly.
EPr	Possible internal memory error.	Press the P key.
Err	Fatal computer memory error.	Replace the equipment or send it in for possible repair.

## CHANGE SET POINT

Is used to modify the preset temperature inside the equipment.  
Change the set point to the desired temperature:



1. Press "increase / decrease" (button 3 or 4) to adjust the reference point.



2. Press button 2 ( **P** ) to set the reference point.

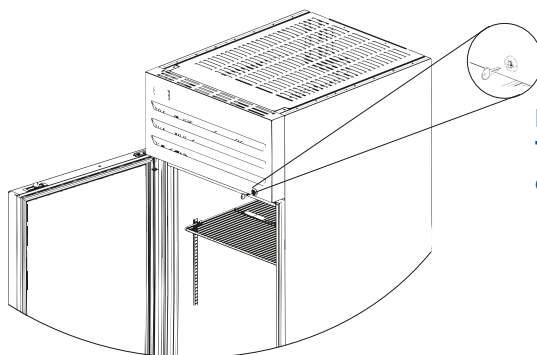
If the key **P** is not pressed after 5 seconds, the set point is automatically accepted and the display returns to showing the current temperature.

## MAINTENANCE

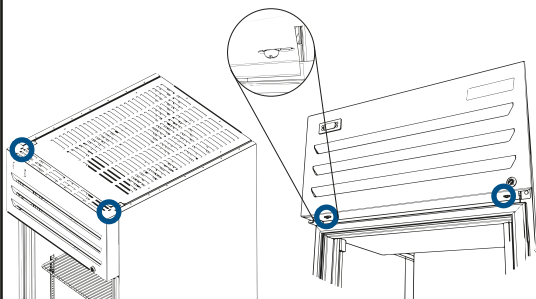
The equipment does not need any specific maintenance, however, it is recommended to periodically review the behavior where the compressor, condenser and other electrical connections are located to avoid accumulation of dust, lint or other types of particles that could affect the performance of the equipment.

### 8.1 STEPS FOR MAINTENANCE OF A CONDENSER UNIT

**NOTE:**  
The door must be open.

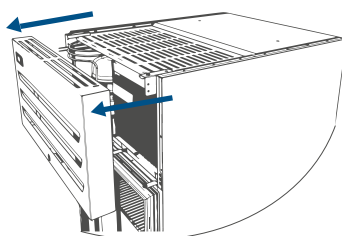


**NOTE:**  
The lock must be turned off to remove the louver.



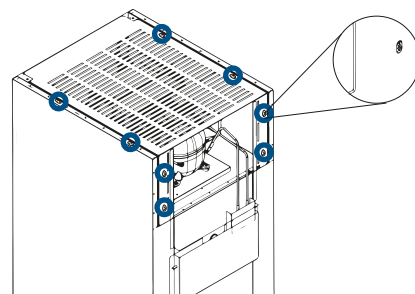
#### STEP 1

Remove the 4 screws holding the louver, (2) down and (2) up.  
As shown in the pictures.



#### STEP 2

Remove the louver, also disconnecting the harnesses.



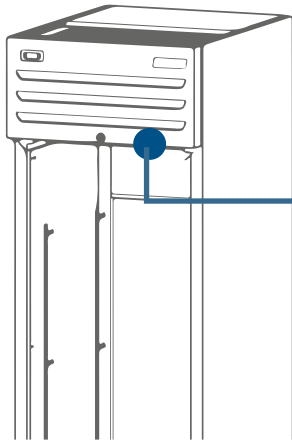
#### STEP 3

If case of having a SSC or SSF 18 or 39, remove 8 screws which hold the upper grill to be able to access the unit.  
Otherwise, if case having a SSC or SSF 20 or 45, only 4 are removed screws.

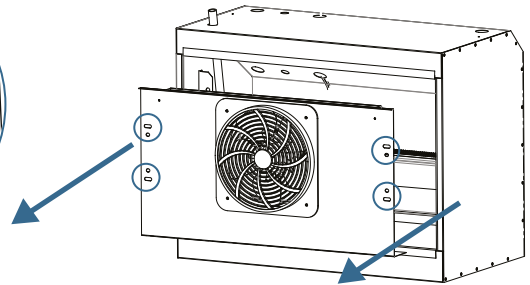
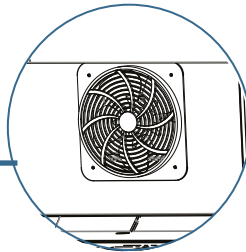
\*IMAGES FOR ILLUSTRATION PURPOSES ONLY



## 8.2 EVAPORATOR MAINTENANCE STEPS



**STEP 1.**  
Inside your equipment, you find the evaporator cover.

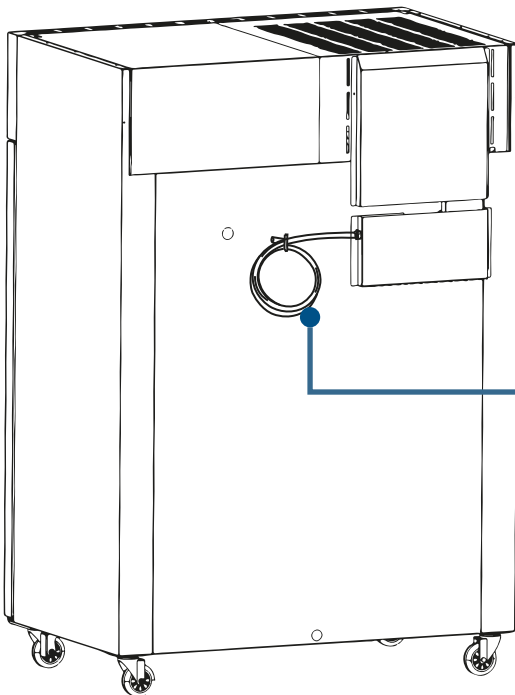


**STEP 2.**  
Remove the cover using a screwdriver to give maintenance, we recommend using air pressure or a cleaning rag to remove the dust.

*\*IMAGES FOR ILLUSTRATION PURPOSES ONLY*

## 8.3 STEPS TO DRAIN WATER FROM THE SYSTEM

Follow the steps below in case of excess water in the drain pan.



### STEP 1.

In case of having hooked the end from the hose, detach it from its place, to continue to drain the water.

**NOTE:** It is recommended that you bring a bucket so you can pour the water inside of her.

### STEP 2.

Once the drainage is complete water, place the hose in its position.

*\*IMAGES FOR ILLUSTRATION PURPOSES ONLY*

## CLEANING

Your refrigerator or freezer is made entirely of stainless steel and in case of RG / FG with glass door. These materials facilitate cleaning and help reduce proliferation of bacteria or fungi, in addition to its resistance to corrosion is greater in comparison with other materials. However, it is advisable to avoid direct contact with Acidic foods such as purees, sauces, seafood, etc. In case this happens, you must clean immediately.

**IMPORTANT:** disconnect the cooler from wall outlet before you perform any maintenance or cleaning task.

**IMPORTANT:** do not perform any cleaning task with water hose or jet wash as it may cause damage to electrical components and cause electric shock.

Preferably perform cleaning and maintenance tasks using safety work gloves.

Stain type	Suggested cleaning method
Common	Wash with soap or detergent (for dishes) and warm water. Apply it with a sponge or cloth. Rinse with clean water and dry completely.
Fingers, Hands	Use detergent and warm water. Dry completely.
Watermarks	Use clean water (from a jug if necessary). Avoid letting the air dry You can clean with disposable tissues.
Fats, oils	Rinse with clean water and pat dry.
Oxide	Wash the surface with special rust removers (sold in stores self-service). Apply using a non-abrasive sponge. Rinse thoroughly with clean water.
Dirt and rest of food	Wash the surface with mild soap. Apply using a non-abrasive cloth. Rinse with clean water.

## GENERAL CLEANING

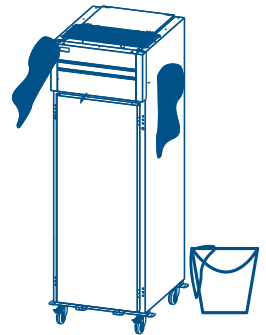
**Cooler regular cleaning avoids deterioration and impedes malfunctioning which may alter product preservation.**

**Clean device internal and external parts with a piece of cloth only, warm water and neutral soap. Dry surfaces using a soft cloth or rag.**

**Avoid cleaning surfaces with water hose or jet wash.**

**Do not use solvent or abrasive products for cleaning task as they may damage surface finishing.**

**Do not use sharp points to remove excessive dirt; use brush if required.**

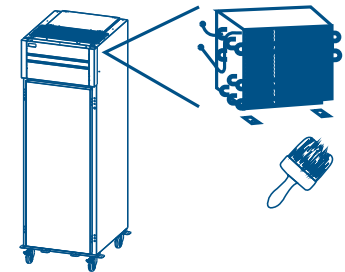
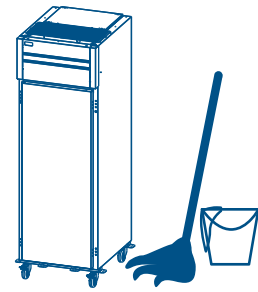


Use a broom or mop to clean area under cooler.  
Avoid splattering water directly under cooler's internal front area.

#### CONDENSER CLEANING

Condenser must be cleaned once per month or when required to avoid dirt from reducing cooling system efficiency.

To clean condenser, it is necessary to withdraw cooler's front grill. Remove dust, lint and trash with soft bristle brush or broom.



\*IMAGES FOR ILLUSTRATION PURPOSES ONLY

#### BEFORE REQUERING A SERVICE

Be served this guide of more common complaints and possible solutions. If by means of this information it could not have solved the problem, contact his authorized distributor.



#### **WARNING!**

Installation and operating instructions shall be provided with cautionary statements concerning the handling, moving and use of the refrigerator or freezer to avoid either damaging the tubing or increasing the risk of a leak.

PROBLEM	CAUSE	SOLUTION
The equipment does not start.	Is disconnected.	Make sure service cable is well connected to power supply.
Your equipment works but does not cool	Inserts/deflectors are not placed correctly.	Place inserts as indicated in this manual.
	The equipment just started working.	Please wait for 4 hours.
	The equipment has too many door openings in a short period of time.	Keep door closed as much time as possible to let refrigeration system time to reach a low temperature in the interior.
	Condenser is bloqued because of dust.	Clean the condenser (see maintenance chapter in this manual).
	Controller does not work properly.	Call to customer service.
	Refrigerant leakage.	Call to customer service.
	The evaporator ir blocked with ice.	Start defrost cycle by pressing button 3 for 5 seconds.
LED lamp does not turns on.	For units with glass door, the LED is turned on by pressing button 2.	Turn on the LED lamp by pressing button 2 of the controller.
	Controller does not work properly.	Call to customer service.
Condenser fan is not working	It protects because of high temperature.	Move the equipment to a ventilated place.
	An object is bloquing the fan.	Disconnect the equipment of the power supply and remove the object obstructing the fan, please connect again the equipment.
The condenser engine is no working	It is protected by high temperature. The engine bumed up	Move the equipment to a cooler and more ventilated location. If the temperature is not high, call a technician to check the compressor.
The equipment is working continually and it does not stop for temperature	The digital control is not working properly.	Call a technician to check the equipment.

## **LIMITED WARRANTY STATEMENT**

### **1 Year Parts/Labor Warranty**

Prokold Refrigeration, Inc. (hereafter "Pro kold") warrants to the original purchaser of every new Pro kold refrigerated unit (including the cabinet and all parts thereof) (hereafter "Unit") to be free from defects in material or workmanship. The Unit is a commercial Unit intended for commercial and/or industrial use only by trained and qualified personnel. Buyer assumes any and all responsibility for assuring that the Unit is used only by trained and qualified personnel. This Limited Warranty is enforceable only by the original purchaser of the Unit from an authorized Pro kold distributor and may not be enforced by any subsequent purchaser. Further, this limited warranty only covers defects in material or workmanship that arise (1) after proper installation and start-up in accordance with the instruction packet supplied by Pro kold with the Unit; (2) if proper maintenance is performed as specified by Pro kold in its instruction packet and (3) as long as the Unit is subjected only to normal and proper use as provided for in the instruction packet supplied with each Pro kold Unit.

Pro kold's obligation under this warranty is limited to a period of one (1) year from the date of original purchase or fifteen (15) months after shipment date from Pro kold, whichever occurs first.

The sole obligation of Pro kold under this warranty is limited to repair or replacement, including labor charges, of the defective parts, assemblies or unit at Pro kold's sole discretion. The labor warranty shall include (1) standard straight time labor charges only and (2) "reasonable" travel time. "Reasonable" travel time shall be determined by Pro kold on a case-by-case basis.

#### **WARRANTY CLAIM PROCEDURE**

All claims for labor or parts must be made directly to Pro kold. All claims shall include: (1) model number of the unit; (2) the serial number of the cabinet; (3) proof of purchase; (4) and all pertinent information supporting the existence of the alleged defect. In case of warranty compressor, Pro kold y will either request the compressor or compressor tag be returned to Pro kold y along with above listed information.

Any action for breach of these warranty provisions must be commenced within one (1) year after the cause of the action has occurred.

The product should be delivered in its original packaging or in a packaging affording an equal degree of protection.

Transportation and insurance charges to and from the Pro kold service center, if needed, are not included in this warranty.

#### **ADDITIONAL FOUR YEAR COMPRESSOR WARRANTY**

In addition to the one (1) year warranty stated above, Pro kold also warrants its hermetically sealed compressor to be free from defects in both material and workmanship under normal and proper use and maintenance service for a period of four (4) years from the date of original purchase but not to exceed 5 (five) years and three (3) months after shipment from the manufacturer. The compressor warranty is subject to any and all of the conditions, prerequisites and limitations of the one (1) year warranty listed above.

Compressors determined by Pro kold to have been defective within this extended time period will, at Pro kold's option, be either repaired or replaced with a compressor or compressor parts of similar design and capacity.

The four (4) year extended compressor warranty applies only to hermetically sealed parts of the compressor and does not apply to any other parts or components, included, but not limited to, cabinet, paint finish, temperature control, refrigerant, metering device, driers, motor starting equipment, fan assembly, heaters, fan assembly or any other electrical component, etcetera.

#### **404A/134A COMPRESSOR WARRANTY**

The four (4) year compressor warranty detailed above will be voided if the following procedure is not strictly adhered to:

- 1- This system contains R404A, R22 or R134A refrigerant and Polyol ester lubricant. The Polyol ester lubricant has rapid moisture absorbing qualities. If long exposure to the ambient conditions occurs, the lubricant must be removed and replaced with new lubricant. For oil amounts and specifications please call Pro kold Technical Support Department (713-691 1195). Failure to strictly comply with recommended lubricant specification voids the compressor warranty.
- 2- Drier replacement is very important and must be changed when a system is opened for servicing. A drier using XH-7 desiccant or an exact replacement solid core drier must be used. The new drier must also be the same capacity as the drier being replaced. Failure to strictly comply with this direction voids the compressor warranty.
- 3- Micron level vacuums must be achieved to insure low moisture levels in the system. 500 microns or lower must be obtained.
- 4- Compressor must be obtained through Pro kold, unless otherwise specified in writing through Pro kold Technical Support Department.

## WHAT IS NOT COVERED BY THIS WARRANTY

**THIS EXPRESS LIMITED WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY MADE BY PROKOLD REGARDING THE UNIT AT ISSUE. ALL OTHER WARRANTIES, WHETHER STATUTORY, ORAL, EXPRESS OR IMPLIED, ARE EXPRESSLY DISCLAIMED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTY OF MERCHANTABILITY AND IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE.**

As provided above, Pro kold's sole obligation under this warranty is limited to either repair or replace parts or unit at Pro kold's discretion, subject to the additional limitations below.

This warranty neither assumes nor authorizes any person to assume obligations other than those expressly covered by this warranty.

- **WEAR PARTS:** This warranty does not cover wear parts, which due to the nature of the machine, have limited usable life and have to be replaced on a use and wear basis.
- **PERIODIC MAINTENANCE:** Periodic and Recommended Maintenance of the equipment including, but not limited lost parts, misuse and abuse, adjustments, improper installation, and normal wear are not covered under this warranty.
- **NO SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES:** Pro kold is not responsible for any economic loss, including but not limited to: special, incidental or consequential damages (see Limitation of Liability section) whether or not on account of scale failure.
- **WARRANTY IS NOT TRANSFERABLE:** This warranty is not assignable and applies only in favor of the original purchaser/user to whom delivered. Any such assignment or transfer shall void the warranties herein made and shall void all warranties, express or implied, including any warranty of merchantability or fitness for a particular purpose.
- **IMPROPER USAGE:** Pro kold assumes no liability for parts or labor coverage for component failure or other damages resulting from improper usage or installation or failure to clean and/or maintain Unit as set forth in the warranty packet provided with the unit.
- **ALTERATION, NEGLECT, ABUSE, MISUSE, ACCIDENT, DAMAGE DURING TRANSIT OR INSTALLATION, FIRE, FLOOD, ACTS OF GOD.** Pro kold is not responsible for the repair or replacement of any parts that Pro kold determines have been subjected after the date of manufacture to alteration, neglect, abuse, misuse, accident, damage during transit or installation, fire, flood, or act of God.
- **PREVIOUS REPAIR.** Pro kold shall not be responsible under this Warranty if the Unit has been previously repaired by someone other than Prokold or Warrantor's authorized service personnel.
- **IMPROPER ELECTRICAL CONNECTIONS.** Pro kold is not responsible for the repair or replacement of failed or damaged components resulting from electrical power failure, the use of extension cords, low voltage, voltage drops to the unit.
- **NO IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE:** This warranty is exclusive and in lieu of all other warranties, including but not limited to the implied warranty of merchantability and the implied warranty of fitness for a particular purpose. There are no warranties which extend beyond the description on the face hereof.

## REGULATORY LAWS AND/OR STANDARDS

The performance of the parties hereto is subject to the laws of the United States. The company takes reasonable steps to keep its Units in conformity with various nationally recognized standards and such regulations which may affect its Units. However, the company recognizes that its Units are utilized in many regulated applications and that from time to time standards and regulations are in conflict with each other. Pro kold makes no promise or representation that its Unit will conform to any federal, state or local laws, ordinances, regulations, codes or standards except as particularly specified and agreed upon in writing as a part of the contract between The Buyer and Pro kold. Pro kold prices do not include the cost of any related inspections or permits or inspections fees.

**OUTSIDE U.S. and CANADA:** This warranty does not apply to, and Pro kold is not responsible for, any warranty claims made on Units sold or used outside the United States or Canada.

## LIMITATION OF LIABILITY:

Buyer's remedies set forth in this Limited Warranty are exclusive and Pro kold's aggregate liability for any claim of any kind for any loss or damage resulting from, arising out of, or connected with the performance of the Unit or from the manufacture, sale, delivery, resale, repair or use of the Unit whether based on contract, statute, warranty, tort (including but not limited to negligence), fault, strict liability, indemnity, or otherwise shall **in no event** exceed the price allocable to the Unit which gave rise to the claim. In no event shall Pro kold be liable to the Buyer for special, incidental or consequential damages of any kind or nature including, but not limited to: recovery of monetary damages, loss of profits or revenue or business opportunity, loss by reason of shutdown of facilities or inability to operate at full capacity, cost of obtaining replacement equipment, cost of cover or cost to other damaged equipment or property, and repair, replacement, and/or restoration of any materials, equipment, property, or work furnished by anyone other than Pro kold even if it is necessary to repair, replace, restore, remove, damage, and/or otherwise affect such materials, equipment, property, or work in order to complete repairs, replacement, and/or restoration of those furnished by Warrantor.

Pro kold's limited liability under this Limited Warranty is valid and enforceable even if the limited remedy provided in this Limited Warranty is determined to have failed of its essential purpose



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AMER ICA

EUROPE

ASIA

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OCEANIA

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