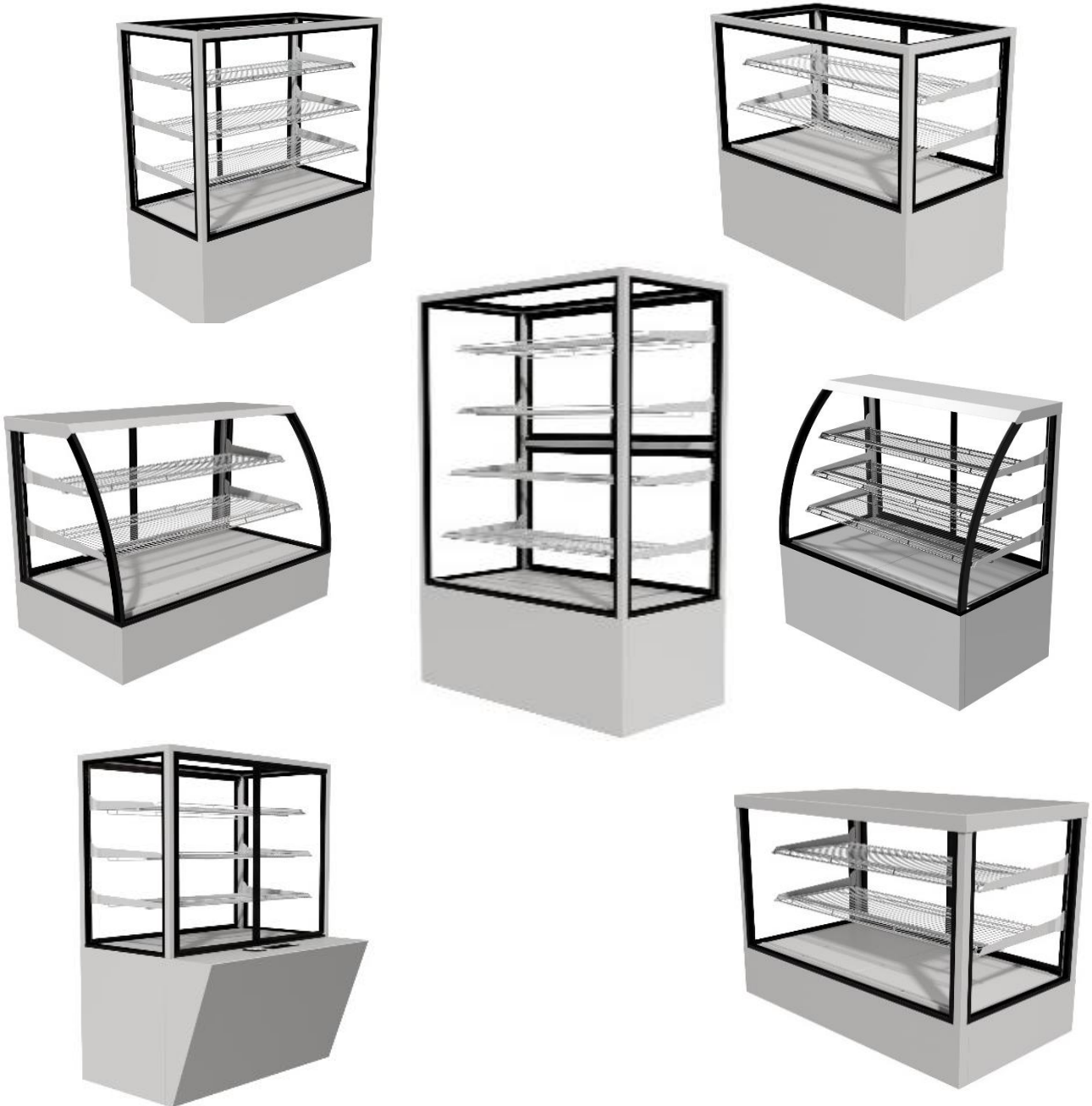


# *Festive*

## **Chilled Display Cabinet**

### **Installation and Operating Manual**



This instruction Manual is also available on our Website [www.festive.co.nz](http://www.festive.co.nz)

## MODELS COVERED

Tower	TC6, TC9, TC12
York	YC6, YC9, YC12, YC15, YC18, YC24
Regent	RC6, RC9, RC12, RC15, RC18, RC24
Baker	BC6, BC9, BC12, BC15, BC18, BC24
Lincoln	LC6, LC9, LC12, LC15, LC18, LC24
Devon	DCI6, DCI9, DCI12, DCI15, DCI18, DCI24, DCC9, DCC12, DCC15, DCC18, DCC24
Cornwall	CCI6, CCI9, CCI12, CCI15, CCI18, CCI24, CCC9, CCC12, CCC15, CCC18, CCC24

## QUICK START INSTRUCTIONS

1. Fully unpack the cabinet and ensure that all packaging material has been removed from the cabinet. Fit Shelving.
2. Ensure that the doors are fully closed. The cabinet cannot operate effectively with the doors left open.
3. Plug the cabinet into its own power socket at the wall (multi plug boxes are not recommended). Always turn the cabinet on and off at the wall.



4. Flick down the red on/off switch on the cabinet.
5. Run the cabinet in for a few hours to help remove any fumes or odours.
6. The cabinet is set to defrost at regular intervals. A defrost button on the controller panel will light up when the cabinet is in defrost mode.
7. Load the cabinet with pre-chilled products (food display cabinets are not storage cabinets and should therefore be loaded with pre-chilled products). Be careful not to overload the shelves.
8. When turning the cabinet off, switch the cabinet off at the wall.
9. Please read your instruction manual and familiarise yourself with the cabinet operation.

## HOW TO RESOLVE COMMON OPERATOR PROBLEMS

### Unsatisfactory Cabinet Temperature:

1. Ensure the condenser coil has adequate ventilation. It is critical to the effective operation of the cabinet that the condenser fan is able to draw in cool air and disperse hot air. See Ventilation Instructions <https://festive.co.nz/resources/>
2. Location. Cabinets should always be located away from direct sunlight, draughts, and equipment that generate heat and water vapour.
3. Air circulation is blocked or impeded:
  - a. Ensure bottom trays (where fitted) after cleaning are placed back into the cabinet correctly.
  - b. Remove food / trays and plates away from vents and airflows.
4. Evaporator coil iced up – turn cabinet off until ice has melted. Call Festivé to adjust defrost cycle if icing up reoccurs.
5. Condenser grill dirty - vacuum this to remove dirt. Book service with qualified technician.
6. Any door left open (even slightly) will interfere with the correct operation of the cabinet. Ensure that all doors are fully closed at all times.

**REFER TO** This instruction Manual for further trouble shooting suggestions on **page 9** **OR** phone us at Festivé Ltd on +64 3 349 3380 or email [sales@festive.co.nz](mailto:sales@festive.co.nz) for help or assistance.

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### CONTACT DETAILS

For further information or help, contact your supplier or:

Email: [sales@festive.co.nz](mailto:sales@festive.co.nz)

Website: [www.festive.co.nz](http://www.festive.co.nz)

Telephone: +64 3 349 3380

Mail: Festivé NZ Limited  
35 Establishment Drive  
Hornby  
Christchurch 8042  
New Zealand

## INTRODUCTION

Congratulations on purchase of a Festivé food display cabinet. Festivé designs and manufactures quality cabinets designed to meet the exacting needs of its customers. Please take the time to carefully read and understand this manual. This will help ensure that maximum benefit from the cabinet can be gained. If you have any queries, contact your dealer or Festivé.

## SAFETY

**Please carefully read the important safety information provided below:**

- **Do not overload your power supply.**
- **The cabinet must be supplied with the voltage specified.**
- **Always ensure that the power to the cabinet is earthed.**
- **Always disconnect the cabinet from the mains power supply before cleaning, undertaking maintenance or allowing the cabinet to be serviced by a properly qualified tradesman.**
- **Keep clear of, and never touch, moving parts.**
- **Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.**
- **Ensure that staff are familiar with the above safety information, as well as all other information in this manual.**

## INSTALLATION INSTRUCTIONS

In order to ensure that the cabinet operates efficiently it is important to spend time preparing the area and the cabinet for installation. Some key points and useful advice are provided below:

### **A. Location**

Cabinets should always be located away from direct sunlight, draughts, and equipment that generate heat and water vapour.

### **B. Power Supply**

Ensure a suitable power supply exists. Plug the cabinet into its own power point at the wall (multi boxes are not recommended). Always turn the cabinet on and off at the wall.

### **C. Site Preparation**

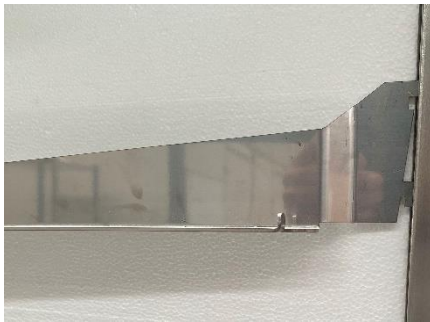
The cabinet should be installed on a level floor, plinth or bench. This ensures proper functioning of doors and condensate management. Any necessary bench cut-outs should have been made prior to installation, and a suitable power point located appropriately. Carefully position the cabinet in its correct position and ensure it is level. Adequate access to the cabinet for loading and cleaning is required.

### **D. Cabinet Preparation.**

Carefully un-wrap the cabinet and any other parts supplied. Remove all tape and ties etc.

## E. Shelf Brackets and Shelves

The shelf brackets are removable and height adjustable. Notches in the brackets allow each one to be positioned in either a level or tilt position. Ensure that the brackets are firmly pushed down. Fit the shelves provided on the shelf brackets.



Shelf Bracket in level position



Shelf Bracket in tilt position (7° angle)

## F. Condenser Assembly Unit

Ensure the condenser assembly (refrigeration) unit has adequate ventilation. It is critical for the effective operation of the cabinet that the condenser fan is able to draw in cool air from the room and disperse hot air into the room. The refrigeration of the cabinet will be one of three options: Condenser Built In (CBI), Condenser in Cradle (CIC), or Remote condenser unit.

### 1. Condenser Built In (CBI)

This applies to all Tower, York, Baker, Regent, and Lincoln Chilled models and the Devon and Cornwall Compact Chilled models. With a CBI the refrigeration unit is built into the base of the cabinet and all that needs to be done is fit the cabinet into place and follow the Operating Instructions on page 7.

### 2. Condenser in Cradle (CIC)

This applies to the Devon and Cornwall Chilled units with the CIC option. With CIC the condenser assembly unit is already attached to the underneath of the cabinet by a built in cradle.



Condenser in Cradle attached under cabinet.

The cabinet and cradle need to be fitted into the counter-top and adequate ventilation provided for the refrigeration unit as shown on **page 13**.

### 3 Remote Condenser Assembly

This applies to the Devon and Cornwall Chilled units with the Remote Condenser option, and occasionally Tower, some York, Baker, Regent, and Lincoln Chilled models where the refrigeration is remoted. The cabinet comes with a remote condenser unit (supplied separately in a box) that will need a **qualified refrigeration engineer** to install and connect. **Note: the pipe distance between the condenser unit and the cabinet should not exceed 2 meters for a capillary based system.**



Remote condenser unit

## OPERATING INSTRUCTIONS

- Switch the cabinet on at the wall.
- Ensure that the doors are closed. The cabinet cannot operate effectively with the doors left open.
- Flick down the two red toggle switches (one for the refrigeration unit and one for the lights).



electronic controller & red toggle switches

- The refrigeration unit will begin running and will progressively bring the temperature down to the factory set point temperature of 2°C.
- The electronic controller displays the operating temperature that the cabinet is running at.
- The cabinet operates at a temperature differential of 2°C from the set point, i.e. the refrigeration unit will stop when the cabinet temperature drops to 2°C and restart when it rises to 4°C.
- To change the set point temperature:
  - push the red 'SET' button on the controller. The 'set point' temperature will start flicking on the display.
  - push the red 'UP ARROW' on the controller to raise the 'set point' temperature setting
  - push the red 'DOWN ARROW' on the controller to lower the 'set point' temperature setting
  - push the red 'SET' button to return the display to the operating temperature
- Load the cabinet with pre-chilled products (food display cabinets are not refrigerators and should preferably be loaded with pre-chilled products). Be careful not to overload the shelves.
- The cabinet is set to defrost at 4 hour intervals. A defrost button on the bottom left of the controller panel will light up when the cabinet is in defrost mode. The cabinet is fitted with an intelligent defrost system that will automatically shorten or extend the defrost time dependent on requirements.
- Always switch the cabinet off at the wall.



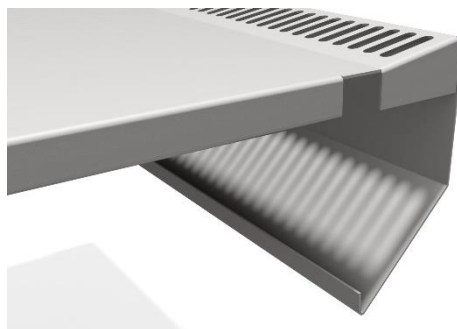
## CLEANING

It is critical that the cabinet is regularly cleaned in order to achieve hygienic and efficient operation. Some advice on this is provided below:

- Always turn the cabinet off at the wall before cleaning.
- Do not use bleaches and other aggressive cleaning products (chemicals and scourers) that could damage the cabinet surfaces.
- Never use hot water on glass as this may 'shock' the glass and cause 'thermal breakage', i.e. shattering of glass due to sudden temperature change.
- Clean the exterior with soapy water using a soft damp cloth. Never apply too much water and always be careful to minimize moisture on and near the electronic controller and power lead. Dry the exterior immediately afterwards.
- Gently lift up and remove the sliding doors. These should be placed on a cloth on a level surface to be cleaned.
- Clear the door track of any debris. Bottom door track is removable for cleaning (use warm soapy water only)

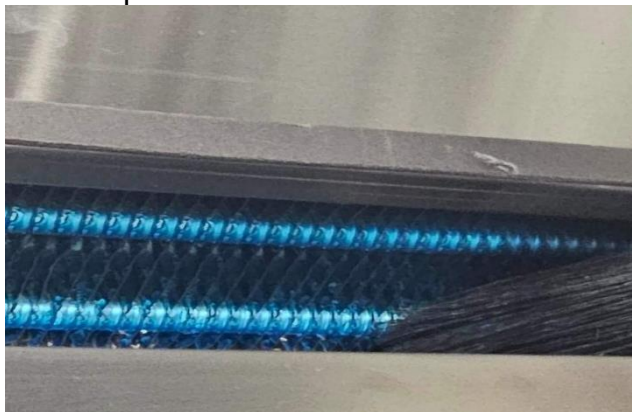


- Remove and clean the shelves and shelf brackets.
- With a damp cloth clean the interior ceiling and walls.
- Fully remove and clean the bottom trays. Ensure that the crumb catcher at the bottom end of the tray is cleaned out of any food material.



- With a damp cloth clean and remove any food from the refrigeration well.
- Do not pour water into the cabinet or refrigeration well as this may cause the condensate tray to over fill.

- A vacuum cleaner and/or soft brush may be used to collect debris from within and around the blue evaporator coil.



evaporator coil

- Be careful not to bend the fins on the coil. The fins are sharp and can cause cuts if caution is not exercised.
- To reassemble, simply follow the above instructions in reverse.

## SERVICING

Regular servicing of the cabinet 4 monthly by a qualified technician is important to its ongoing efficient operation:

- **Condenser Unit.** Regularly check that the condenser fins at the rear of the cabinet are free from dust, as any build-up will reduce the efficiency of the cabinet and can cause excess power consumption or even compressor failure. The back panel at the rear of the cabinet should be removed and the dust removed by brushing and vacuuming the fins. On occasions dust build-up in the condenser fins can be extensive and pressurised gas (air or nitrogen) may need to be blown through the fins to clear them. It is recommended that the condenser coil is cleaned four monthly, and in cases of high dust exposure that the fins are blown with high pressure gas.



condenser unit

## LED LIGHT STRIP

- If an LED light requires replacement: Remove LED Light strip  
(1) Unscrew light strip from shelf and or brackets (2) Unclip cable connecting light strip to cable attached to inside leg of cabinet.
- Attach replacement simply follow the above instructions in reverse.



Unscrew



Unclip



Detach

## SPARE PARTS

Festivé endeavours to maintain stocks of spare parts for its customers. If spare parts are required, please quote both the serial number of the cabinet and the item number(s) from the list below. It is important to use only Festivé spare parts to ensure compatibility, performance, and meet warranty conditions.

	Description		Description
1	On/ Off and Light Toggle Switches	12	Compressor Assembly
2	LED Driver	13	Top Door Channel and Track
3	LED Light Strip	14	Bottom Door Channel and Track
4	Electronic Controller	15	Door Brush Strip
5	Temperature Probe	16	End Glass
6	Rubber Door Seal	17	Top Glass
7	Rear Outer Sliding Door	18	Front Glass
8	Rear Inner Sliding Door	19	Shelf Bracket Pair (specify size + type)
9	Front Outer Sliding Door	21	Extra Shelf (specify size + type)
10	Front Inner Sliding Door	22	Relay
11	Evaporator Fan	23	Evaporator Coil

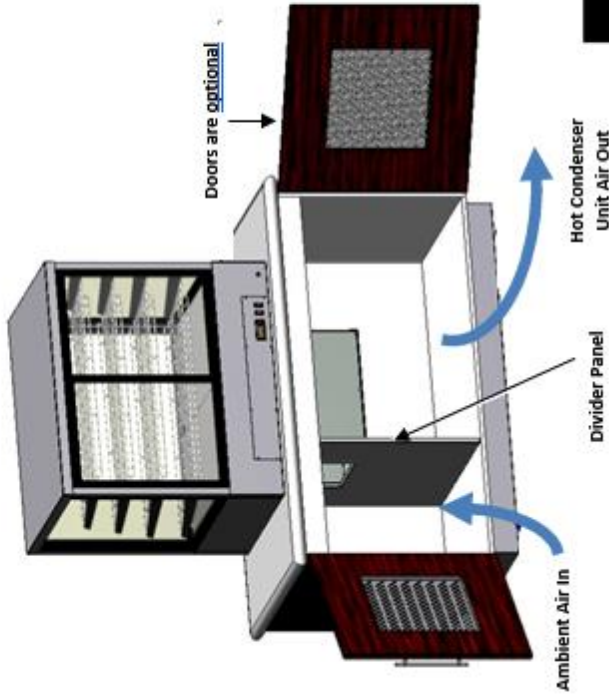
## TROUBLE SHOOTING

<b>Problem</b>	<b>Possible Cause</b>	<b>Solution</b>
Cabinet won't start	Circuit broken at the main power board	Replace fuse/turn circuit breaker on
	The cabinet switch is off	Turn the cabinet switch on
	Electronic controller is faulty	Replace the electronic controller
Unsatisfactory cabinet temperature	Air circulation is blocked/impeded	Remove food/trays away from vents and airflows. Clean/vacuum air vents
	Evaporator coil fins blocked	Remove and clean crumb catcher. Clean coil fins
	Evaporator coil iced up	De – ice coil. Adjust defrost cycle if reoccurs
	Condenser fan grill dirty	Vacuum to remove dirt / service
	Door has been left open	Close door(s)
	Electronic controller is faulty	Replace the electronic controller
	Temperature probe dislodged or damaged	Check probe is held on clip and not damaged
	Ambient temperature is greater than 25 degrees	Reduce ambient temperature and/or move cabinet
	Door not sealing properly	Ensure cabinet is level and replace door seals if damaged/missing
Cabinet lights not working	Light switch is off	Turn light switch on
	LED Driver not working	Replace LED driver
	Connections Loose	Check connections



# Festivé Devon/Cornwall Condenser in Cradle (CIC) Recommended Joinery Assembly

## JOINERY ASSEMBLY



## COUNTERTOP CUT-OUT

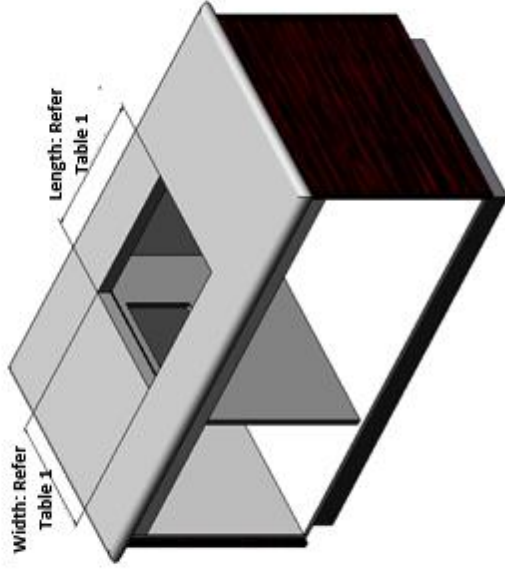


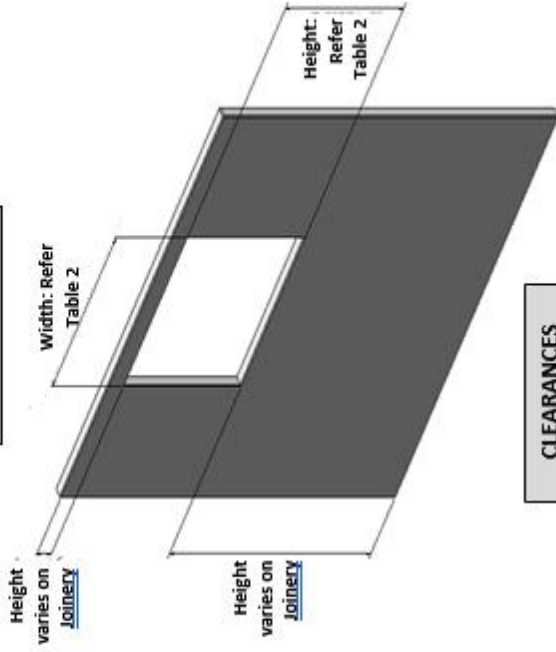
Table 1

COUNTERTOP CUT-OUT			
Cabinet Size	Length (mm)	Width (mm)	Width (mm)
DCI/CCI 6 & 9	530	395	395
DCI/CCI 12, 15, 18 & 24	640	395	395

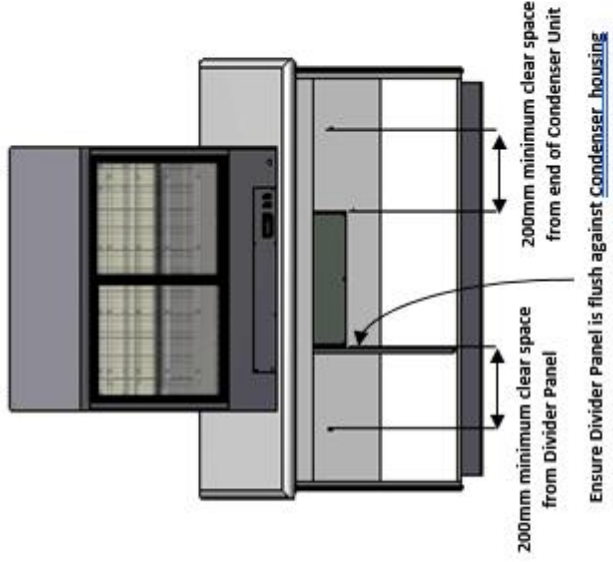
Table 2

DIVIDER PANEL CUT-OUT			
Cabinet Size	Height (mm)	Width (mm)	Width (mm)
DCI/CCI 6	210	230	230
DCI/CCI 9	240	260	260
DCI/CCI 12, 15, 18 & 24	280	280	280

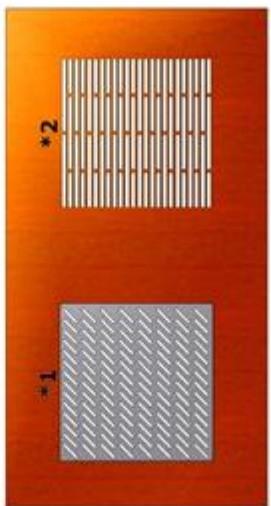
## DIVIDER PANEL



## CLEARANCES



## VENTING



Two options for vents on doors.  
Minimum dimensions: 400 x 400mm  
\*1 - metal grill slotted  
\*2 - routed slots in joinery

# WARRANTY

## Warranty Cover

Festivé warrants to the original purchaser of a Festivé manufactured food display cabinet any defect in workmanship or material resulting in the malfunctioning of the cabinet while under correct use. Liability under this warranty is limited to replacing or repairing (at the Company's discretion) a part without charge. The warranty support for any refrigeration unit requires evidence of four (4) monthly servicing of chilled cabinets by a qualified refrigeration technician. The warranty period extends for:

### Refrigerated & Ambient Cabinets:

- Parts and Labour for first year: up to twelve (12) months from sale
- Parts Only for second year: twelve (12) to twenty-four (24) months from sale
- Parts and Labour for Refrigeration Unit for two years: up to twenty-four (24) months from sale. Subject to four (4) monthly servicing by a qualified refrigeration technician

### Heated & Bain Marie Cabinets:

- Parts and Labour for first year: up to twelve (12) months from sale

## Warranty Conditions

Liability under this warranty does not cover:

- Loss, damage or expense directly or indirectly arising from use or inability to use the product or from any other cause.
- Any part of the cabinet which has been subject to misuse, neglect, incorrect installation, alteration, accident or damage caused during transportation, use of abrasive chemicals, flooding, fire or acts of God.
- Poor or inadequate cleaning of the cabinet that may lead to damage, wear or corrosion of any part.
- Damage resulting from failure to have four (4) monthly servicing of refrigerated cabinets carried out by a qualified refrigeration technician, supported by service records.
- Refrigeration failure as a result of inadequate ventilation to the refrigeration unit.
- Installation of remote condenser units.
- Breakage of glass or plastic components or the replacement of light tubes or door seals.
- Improper electrical connections
- Improper adjustment of controlling equipment.
- Fair wear and tear.
- Any damage directly or indirectly arising from the non-use of Festivé supplied parts.
- Any loss, damage or expense directly or indirectly arising from failure to follow product operating and maintenance instructions.
- Repairs or maintenance carried out by a service agent un-authorized by Festive
- Travelling distance in excess of 160kms return trip from an authorised service agent
- Service outside of normal business hours. If this is required an "out of hours" surcharge will apply.

## Warranty Procedure

All warranty repairs **must be pre-authorized by a Festive representative**. Direct authorisation to affect a warranty repair can be made through contact with:

### In New Zealand:

Ph: +64 3 349 3380 - Festive NZ Limited  
E: [warranty@festive.co.nz](mailto:warranty@festive.co.nz)

### In Australia:

Ph: +64 3 349 3380 - Festive NZ Limited  
E: [warranty@festiveaustralia.com](mailto:warranty@festiveaustralia.com)

Cabinet serial number, model, site address, contact details and fault description will need to be provided.