

Freezer Service and Maintenance Manual

i.Series® and Horizon Series™ - Undercounter

Laboratory

i.Series

iLF104-ADA, iLF105 (Version D)

Horizon Series

HLF104-ADA, HLF105 (Version D)

Plasma Storage

i.Series

iPF104-ADA, iPF105 (Version D)

Horizon Series

HPF104-ADA, HPF105 (Version D)



Document History

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A	11 DEC 2012	8187	n/a	Initial release.
B	04 DEC 2013	8953	B supersedes A	<ul style="list-style-type: none">Removed all references to mechanical Access Control.Added references to magnetic Access Control.
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Document Updates

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The screenshots and component images appearing in this guide are provided for illustrative purposes only, and may vary slightly from the actual software screens and/or product components.

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1 About this Manual

This manual provides information on how to use i.Series® and Horizon Series™ undercounter laboratory and plasma storage freezers. It is intended for use by end users of the freezer and authorized service technicians.

Models are indicated by a distinguishing model number that corresponds to the series, type, number of doors, and capacity of the freezer. For example, “iLF105” refers to an i.Series Laboratory Freezer with 1 door and a capacity of 5 cu ft, while “HLF104” refers to a Horizon Series Laboratory Freezer with 1 door and a capacity of 4 cu ft.

Generic references are used throughout this manual to group models that contain similar features. For example, “105 models” refers to all models of that size (iPF104, iPF105, HPF104, HPF105, iLF104, iLF105, HLF104, HLF105). This manual covers all undercounter freezers, which may be identified singly, by their size, or by their respective “Series.”

1.1 Safety Precautions and Symbols

Symbols found in this document

The following symbols are used in this manual to emphasize certain details for the user:



Task Indicates procedures which need to be followed.



Note Provides useful information regarding a procedure or operating technique when using Helmer Scientific products.



NOTICE Advises the user against initiating an action or creating a situation which could result in damage to equipment; person injury is unlikely.



CAUTION Advises the user against initiating an action or creating a situation which could result in damage to equipment or impair the quality of the products or cause minor injury.



WARNING Advises the user against initiating an action or creating a situation which could result in damage to equipment and serious personal injury to a patient or the user.



Manufacturer



Authorized representative in the European Community

Symbols found on the units

The following symbols may be found on the freezer or freezer packaging:



CE Mark (European units only)



Earth / ground terminal



Caution: Risk of damage to equipment or danger to operator



Protective earth / ground terminal



Caution: Hot surface



Compliance with Restriction of Hazardous Substances Directive



Caution: Shock / electrical hazard



Compliance with European Union Directive WEEE 2002/96/EC applicable provisions.



Caution: Unlock all casters

Avoiding Injury

Review safety instructions before installing, using, or maintaining the equipment.

- ◆ Before moving unit, ensure door is closed and casters (if installed) are unlocked and free of debris.
- ◆ Before moving unit, disconnect the AC power cord and secure the cord.
- ◆ Never physically restrict any moving component.
- ◆ Avoid removing electrical service panels and access panels unless so instructed.
- ◆ Keep hands away from pinch points when closing the door.
- ◆ Avoid sharp edges when working inside the electrical compartment and refrigeration compartment.
- ◆ Ensure biological materials are stored at recommended temperatures determined by standards, literature, or good laboratory practices.
- ◆ Proceed with caution when adding and removing samples from the freezer.
- ◆ Do not open multiple, loaded drawers or baskets at the same time.
- ◆ Use manufacturer supplied power cord only.
- ◆ Using the equipment in a manner not specified by Helmer Scientific may impair the protection provided by the equipment.
- ◆ Ensure biological materials are stored safely, in accordance with all applicable organizational, regulatory, and legal requirements.

CAUTION

Decontaminate parts prior to sending for service or repair. Contact Helmer Scientific or your distributor for decontamination instructions and a Return Authorization Number.

1.2 Model and Input Power

Note

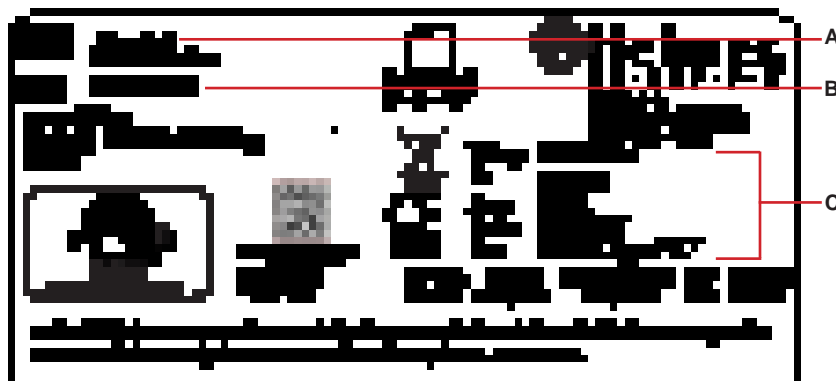
Service information varies depending on the model and power requirements.

Table 1. Model and Input Power

Model	Voltage	Frequency	Current Draw
104	115V	60 Hz	5.0 A
105	115V	60 Hz	5.0 A
	230V	50 Hz	4.0 A
	230V	60 Hz	3.25 A

1.3 Product Labels

This information appears on the product specification label, located on the rear of the freezer. The model also appears on a label located in the chamber on the upper side of the right wall.



Label	Description
A	Model (REF)
B	Serial number (SN)
C	Power requirements

Sample Product Specification label

i.Series Information

2 Installation and Configuration

2.1 Location Requirements

- ◆ Grounded outlet meeting the electrical requirements listed on the product specification label.
- ◆ Clear of direct sunlight, high temperature sources, and heating and air conditioning vents.
- ◆ Minimum 3"(76 mm) of space behind unit.
- ◆ Meets limits specified for ambient temperature (15 °C to 32 °C) and relative humidity.

2.2 Placement and Leveling

CAUTION

- To prevent tipping, ensure the casters (if installed) are unlocked and the door is closed before moving the freezer.
- Do not sit, lean, push or place heavy objects on top surface.

1. Move freezer into place. Lock casters if installed.
2. Ensure freezer is level.

Note

Helmer recommends the use of leveling feet and wall and floor brackets (PN 400472-2) for stabilization. Contact Helmer Technical Service for parts and instruction.

2.3 Stacked Undercounter Units

CAUTION

- For stacked configuration, both units must have leveling feet installed.
- Back brace bars and front stabilizing brackets must be installed (Blue - PN 400821-1; Stainless Steel - PN 400821-2)
- When stacking units, place the heavier unit on the bottom.
- Do not open multiple loaded drawers or baskets at the same time.

Contact Helmer or your distributor for more information regarding the stacking kit and methods to secure both units to the wall and/or floor.

2.4 Connect Back-Up Power

The monitoring system and chart recorder each have a back-up battery system enabling a period of continuous operation if power is lost.

Battery life varies by manufacturer as well as voltage level remaining. Providing full power is available and no battery-related alarms are active, back-up power for the monitoring system is available, back-up power for the optional Access Control system is available for up to 2.5 hours.

CAUTION

Before installing or replacing batteries, switch AC power and back-up battery switch OFF. Disconnect freezer from AC power.

Notes

- The optional Access Control system uses the monitoring system back-up battery for back-up power in the event of power failure.
- The monitoring system will start on back-up battery power alone. If the freezer was not previously connected to AC power and the back-up battery is switched on, the monitoring system will begin running on back-up power.
- If AC power is lost, the monitoring system will automatically disable some features to prolong back-up battery power. Data collection will continue until back-up power is depleted.

The back-up battery is located below the chamber, behind the front panel. The panel cover must be removed to access the battery.



Monitoring system back-up battery.

2.5 Prepare for Monitoring

The back-up battery is switched OFF for shipping. Switch back-up battery ON to provide the monitoring system and optional Access Control system with back-up power in the event of AC power failure.

Temperature Probes

Notes

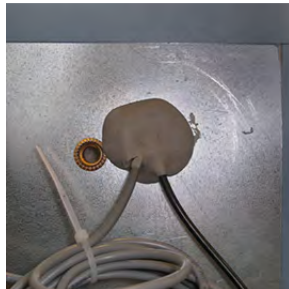
- Temperature probes are fragile; handle with care.
- Remote probes may also be introduced through the existing port and immersed in existing probe bottles.

The probe bottle along with a container of propylene glycol have been provided with this unit. The propylene glycol is mixed with water to create a solution which simulates the product stored in the freezer. The product simulation solution temperature reflects the product's temperature during normal operation.

The probe bottle should contain 4 oz. (120 mL) of product simulation solution at a 1:1 ratio of water to propylene glycol.



Left: Probe bottle with temperature probe



Right: Rear access port

Fill Probe Bottle

1. Remove all probes from bottle and remove bottle from bracket.
2. Remove cap and fill with 4 oz (120 mL) of product simulation solution.
3. Install cap and place bottle in bracket.
4. Replace probes, immersing at least 2" (50 mm) in solution.

Install Additional Probe Through Rear Port

1. Peel back putty to expose port.
2. Insert probe through port into chamber.
3. Insert probe into bottle.
4. Replace putty, ensuring a tight seal.

Chart Recorder (if included)

Notes

- If chart recorder has been operating on battery power, the battery should be replaced to ensure the back-up source has proper charge.
- For complete information, refer to the Temperature Chart Recorder Operation and Service Manual included with the unit.

The chart recorder has a back-up battery system, enabling a period of continuous operation if power is lost. Battery life varies by manufacturer as well as voltage level remaining. Providing full power is available, back-up power for the temperature chart recorder is available for up to 14 hours.

Prior to use:

Route the chart recorder probe through the rear access port and place in bottle with primary monitor probe.

Set Up and Operation

Access chart recorder by pulling the door open.



Install Battery

Connect the leads to the battery to provide back-up power to the chart recorder.

Install / Replace Chart Paper

Notes

- For accurate temperature reading, ensure the current time is aligned with the time line groove when chart knob is tightened
- Contact Helmer Customer Service to reorder chart paper; part number 220366 (52 sheets).



Chart recorder stylus and time line groove

1. Press and hold **C** button. When stylus begins to move left, release button. The LED flashes to indicate current temperature range.
2. When stylus stops moving, remove chart knob then move knob up and away.
3. Place chart paper on chart recorder.
4. Gently lift stylus and rotate paper so current time line corresponds to time line groove.
5. Hold chart paper and reinstall chart knob is fully tightened. (*Failure to fully tighten the knob can result in paper slipping and losing time.*)
6. Press and hold **C** button. When stylus begins to move right, release button.
7. Confirm stylus is marking on paper and stops at the correct temperature.
8. Calibrate chart recorder to match primary temperature if needed and close recorder door.

External Monitoring Devices

The remote alarm interface is a relay switch with three terminals:

- ◆ Common (COM)
- ◆ Normally Open (NO)
- ◆ Normally Closed (NC)

Terminals are dry contacts and do not supply voltage. Interface circuit is either normally open or normally closed, depending on terminals used.

Requirements for your alarm system determine which alarm wires must connect to terminals.

CAUTION

- The interface on the remote alarm monitoring system is intended for connection to the end user's central alarm system(s) that uses normally-open or normally-closed dry contacts.
- If an external power supply exceeding 33 V (RMS) or 70 V (DC) is connected to the remote alarm monitoring system's circuit, the remote alarm will not function properly and may cause damage to the control board or result in injury to the user.

The terminal on the remote alarm interface have the following maximum load capacity:

- ◆ 0.5 A at 125 V (AC)
- ◆ 1 A at 250 V (DC)

Connect to Remote Alarm Interface

1. On back of freezer, locate the remote alarm terminals.
2. Connect remote alarm wires to appropriate terminals, according to requirements for your alarm system.
3. Use a cable tie to relieve strain on alarm wires (as necessary).

2.6 Configure Storage

CAUTION

- Before moving drawers, ensure they are completely empty for safe lifting.
- Maximum basket, drawer, or shelf load is 100 lbs (46 kg).

Note

Before moving storage components, protect stored items in freezer from extended exposure to adverse temperature.

Product Loading Guidelines

When loading your freezer, take care to observe the following guidelines:

- ◆ Never load freezer beyond capacity.
- ◆ Always store items within shelves, drawers or baskets.
- ◆ Temperature uniformity is maintained by air circulation, which could be impeded if unit is overfilled, particularly at the top or back. Ensure proper clearance is provided below the fan.

Note

Products stacked against back wall may obstruct air flow and affect performance of unit.

Drawers and Baskets

Remove drawer or basket

1. Pull drawer or basket out until it stops.
2. Tilt the front of the drawer or basket upward.
3. Pull drawer or basket free of the slides.

Install a drawer or basket

1. Align end guides on drawer or basket with the slides.
2. Gently push drawer or basket into chamber until it stops.
3. Pull drawer or basket out until it stops; check for smooth operation.

Move drawer slides

1. Using a screwdriver, remove front bracket retainers.
2. Tap front brackets upward to disengage standards.
3. Remove slides from standards.
4. Insert slides into standard at appropriate height.
5. Tap front brackets downward to engage standards.
6. Using a screwdriver, install front bracket retainers.

Shelves

Remove shelf

1. With one hand, lift front edge of the shelf from the front brackets.
2. With the other hand, reach under the shelf and bump rear edge of the shelf upward to disengage rear brackets.

Install shelf

1. Insert shelf into chamber, placing it on brackets.
2. Gently bump rear edge of the shelf downward to engage brackets.
3. Pulling shelf forward gently; shelf should not disengage from rear brackets.

 **Move shelf brackets**

1. Using a screwdriver, remove front bracket retainers.
2. Tap front brackets upward to disengage standards.
3. Remove front brackets from standards.
4. Insert front brackets into standard at appropriate height.
5. Tap front brackets downward to engage standards.
6. Using a screwdriver, install front bracket retainers.

2.7 Optional Adapter Kits for Medication Dispensing Locks

Contact Helmer Technical Service or your distributor for service documentation pertaining to medication dispensing locks.

2.8 Reverse Door Hinges and Handle

Notes

- The following instructions apply to a reversing right-hinged door to a left-hinged door. Some steps will need to be reversed if changing from left-hinged to right-hinged.
- Before reversing door hinge and handle, protect stored items in freezer from extended exposure to adverse temperature.
- The door hinge and handle cannot be reversed on freezers equipped with Access Control.
- Unit must be on floor or an elevated work surface with adequate space to place door face-down in front of unit.
- To prevent personal injury and/or damage to the door, Helmer recommends two people for this procedure.

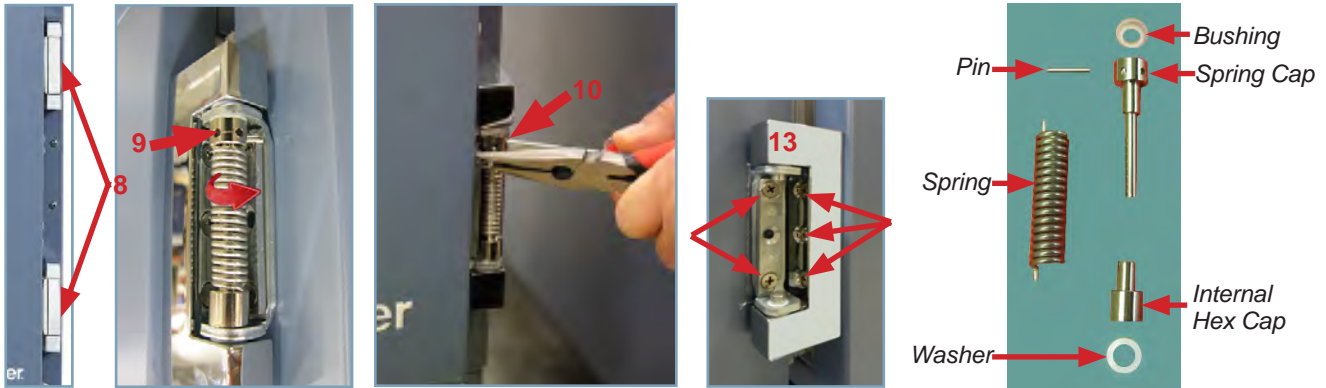


Remove door and hinges

1. With access panel cover closed, remove four screws securing the kick plate to the unit. Set kick plate and screws aside.
2. Open the front access panel and switch main power switch to OFF; switch back-up battery switch to OFF; disconnect AC power cord from power receptacle.
3. Remove six screws securing the access panel and cover to the unit and carefully place them in front of the unit ensuring there is no strain on the wiring.
4. Remove plug from access panel on handle-side of unit. Remove grommet from hole on hinged-side of unit and slide braided sleeve out of the slot.
5. Cut zip tie holding power cable inside the unit.



6. Remove four screws securing door handle assembly to the door and set assembly aside.
7. Remove two screws attaching the strike plate and spacer to the unit and set aside.

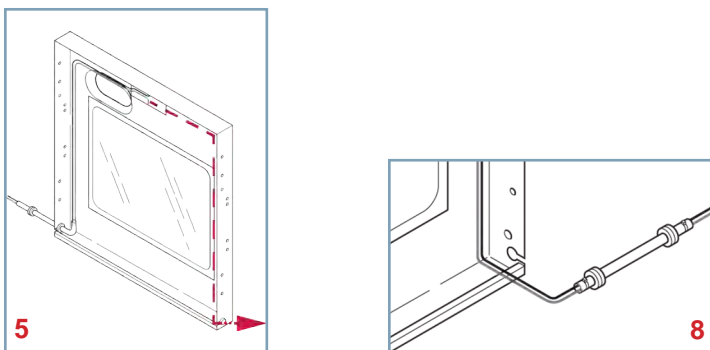


8. With door shut, remove cover plate from both hinges.
9. Remove the lower hinge spring assembly using a punch or J-hook tool to engage the left-most hole in the spring cap and rotate the spring cap from left to right and hold.
10. Using needle-nose pliers, remove the pin from the spring cap and slowly release spring back to the left.
11. Using a punch or J-hook tool to engage any hole in the spring cap, compress spring downward.
12. Remove spring assembly from lower hinge and set aside.
13. Supporting the door, remove five screws attaching lower hinge to door and unit, and noting the size and location of each screw. Set the hinge aside.
14. Remove the five screws attaching the upper hinge to the door and unit, and noting the size and location of each screw. Set the hinge aside.

Reroute communication cables



1. Carefully place door face-down in front of the unit taking care not to damage the display assembly and ensuring there is no strain on cables running from the cabinet to the door.
2. Remove the remaining screws from the door assembly. Using a punch or J-hook tool along the bottom edge, lift the inner door frame out of the outer door frame.
3. Remove the plug from the door on the handle-side and set aside.
4. Pull grommet out of hole in door on hinged-side and slide the braided sleeve out of the slot.



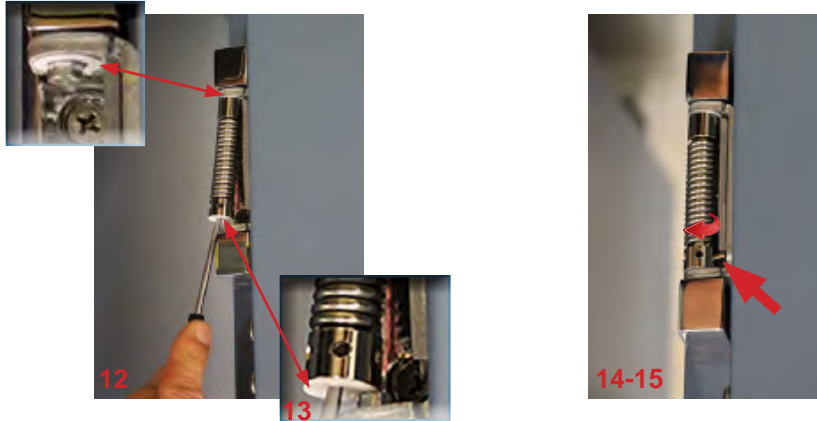
5. Reroute the power and communication cables along the inside edge of the door and through the slot in the corner opposite their initial location.
6. Tape cables to inside of door ensuring any excess cable is on the outside of the door.

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7. Cut zip ties that are securing the braided sleeve and slide the sleeve and grommets along the cables toward the door.
8. Slip braided sleeve through the slot in the door and insert the door-side grommet into the hole in the door.
9. Secure braided sleeve around cables using zip ties at each end to prevent sleeve from sliding.

Reassemble door / Reverse hinges

1. Reinstall inner door panel and secure with screws in holes opposite original configuration.
2. Reinstall hinges onto opposite side of door frame by aligning holes in hinge plates with holes in door frame and hand-threading the two long screws in each hinge (leave screws slightly loose).
3. Lift door to cabinet and align holes in the hinge plates with the corresponding holes in the cabinet.
4. Hand-thread three short screws through hinge and into cabinet ensuring the weight of the door does not rest on the hinges.
5. Level the door and tighten all screws securing hinges to the unit.
6. Reroute power and communication cables across the front of the unit behind the access panel and secure with zip tie.
7. Slide the braided sleeve through the slot in the access panel allowing approximately 3" (76 mm) of slack between the door and the cabinet so door can open and close without straining cables. Install grommet in access panel.
8. Attach door handle on opposite side of door with four screws.
9. Attach strike plate and spacer to opposite side of unit with two screws. Test locking mechanism to ensure proper functionality.
10. With door closed, configure the hinge spring assembly for the opposite side of door.



11. Orient the bend in the coil toward the front of the freezer and slide the internal hex cap with washer onto upper hex bolt in lower hinge plate.
12. Compress the spring upward using a punch or J-hook tool in the spring cap.
13. Slide the spring cap over the lower hex bolt in the lower hinge plate while compressing the spring.
14. Use a punch or J-hook tool to engage the right-most hole in the spring cap and rotate the spring cap from right to left, and hold.
15. Count four holes, beginning with and including the hole closest to the end of the coil, and insert the pin in the fourth hole.
16. Replace the hinge cover plates.
17. Reinstall access panel and cover securing with six screws.
18. Reinstall kick plate securing with four screws.
19. Plug power cord into power receptacle. Switch AC power switch ON. Switch back-up battery switch ON.
20. Verify door is level, hinges operate smoothly and door seals tightly.
21. Touch Mute to disable the high temperature alarm while freezer reaches operating temperature.

3 Controls

i.Series models are equipped with the i.C³ monitoring and control system. The i.C³ system combines temperature control and monitoring into a single user interface.

Note

Please refer to the i.C3 User Guide for complete information regarding the i.C3 User Interface.

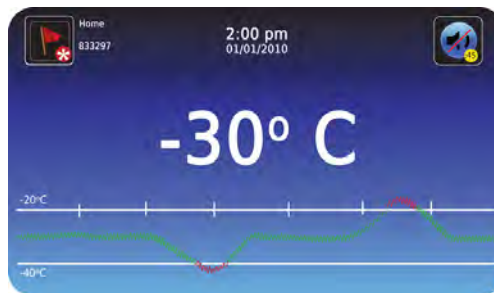
3.1 Home Screen and Screensaver

The Home Screen is the default screen and is displayed when:

- ◆ The Home icon is touched from any other screen.
- ◆ There is no interaction for two minutes or any screen other than those used to enter a password.



Home Screen



Screensaver

3.2 Home Screen Functions

Note

Refer to the i.C³ User Guide for options available on all i.C³ screens.

- ◆ View current interior cabinet temperature readings
- ◆ View the current system time and date
- ◆ Access any of the five homescreen applications (touch **i.C³ APPS** for additional applications)
- ◆ View information about current alarm events
- ◆ View whether the monitoring system is running on battery power
- ◆ Mute audible alarms
- ◆ Turn the chamber light on and off
- ◆ View a graph of the chamber temperature
- ◆ View unit ID
- ◆ Shortcut to Event Log

3.3 Alarm Reference

If an alarm condition is met, an alarm activates. Some alarms are visual only; others are visual and audible. Some alarms are sent through the remote alarm interface. The table indicates if an alarm is audible (A), visual (V), or sent through the remote alarm interface (R).

Table 3. i.Series Alarm Reference

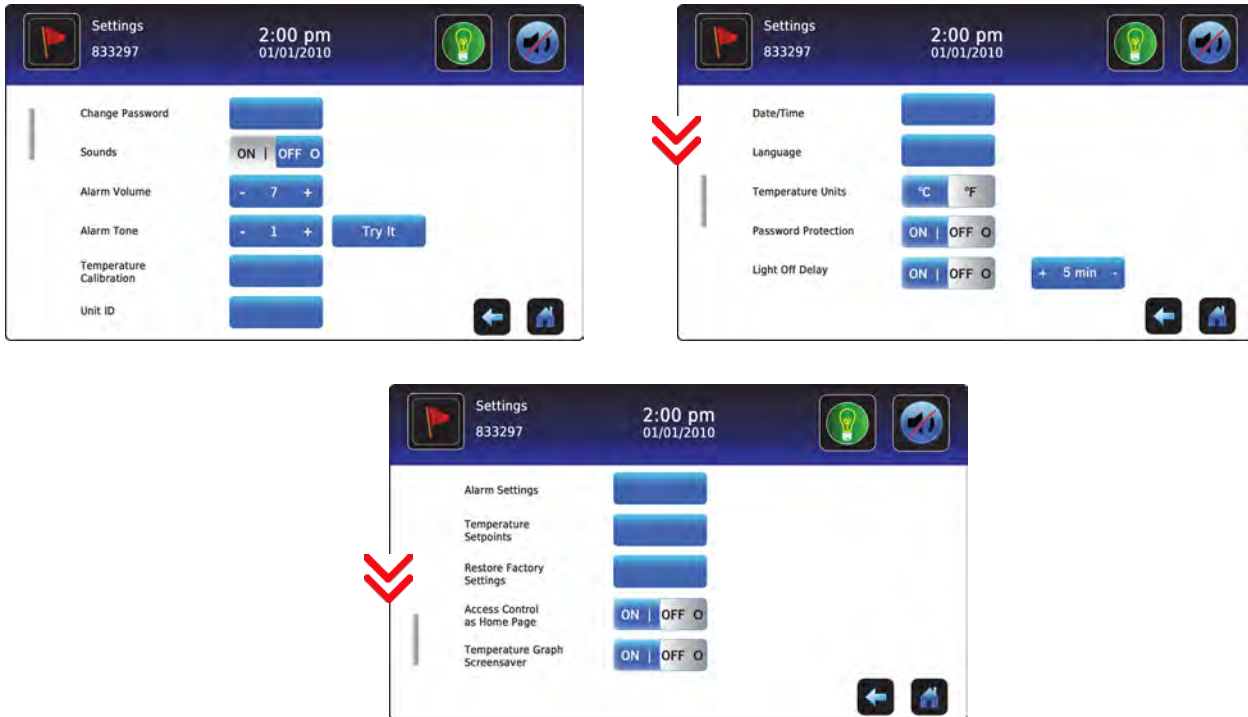
Alarm	Alarm Type	Alarm	Alarm Type
High Temperature	A, V, R	Low Battery	V
Low Temperature	A, V, R	No Battery	A, V, R
Compressor Temperature	A, V, R	Probe Failure	A, V, R
Door Open (Time)	A, V, R	Communication Failure	A, V, R
Power Failure	A, V, R		

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3.4 Settings



Through the i.C³ monitoring and control system, current settings may be viewed and changed. To view settings, touch **Home**, **i.C³ APPS**, **Settings**. Use a touch-drag motion to scroll up or down to display additional settings.



Settings screens

Note

- If the Settings screen is password protected enter appropriate password. If viewing settings for the first time, enter factory default password of "1234".
- Default values for general settings, alarm settings, and display settings are available in the i.C³ User Guide.
- Changing temperature settings affects operation of the freezer. Do not change settings unless instructed in product documentation or by Helmer Technical Service.

The i.C³ temperature monitor and controller is programmed at the factory. To change a setting, first enter the Settings screen, then the setting. The method for accessing the Settings mode for each setting varies

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Temperature Controller Programs

Temperature controller values are programmed at the factory. Setpoints can be viewed and changed through the i.C³ monitoring and control system. To view temperature setpoints, touch **Home**, **i.C³ APPS**, **Settings**. Scroll down and touch the button beside Temperature Setpoints to enter the Temperature Controller Programs screen.



Temperature Controller Programs screen

Table 4. Setpoints

Setting	Model
	104 / 105
Temperature Setpoint	-30.0 °C
Hysteresis Setpoint	2.0 °C
Delay on Start-Up	2 minutes
Control Relay Probe Error Duty Cycle	100%
Defrost Time	15 minutes

Temperature Setpoint

The setpoint is the temperature at which the unit operates.

Note

If the Settings screen is password protected enter appropriate password. If viewing for the first time, enter the factory default password of “1234”.

Change the setpoint if your organization requires a chamber temperature other than -30.0 °C.

1. Touch **i.C³ APPS**, **i.C³ Settings**.
2. Enter the Settings password.
3. Scroll down and touch **Temperature Setpoints**.
4. Touch **+** or **-** on the **Temperature Setpoint** spin box.

Hysteresis Setpoint

Hysteresis is the allowable temperature variance on each side of the freezer setpoint.

Delay on Start-Up

Compressor start-up is delayed to allow the i.C³ monitoring and control system to start first.

Control Relay Probe Error Duty Cycle

The duty cycle is the percentage of time the compressor will run in the event of a temperature control probe failure.

Note

Hysteresis, Delay on Start-up and Control Relay Probe Error Duty Cycle are factory-preset and should not be changed unless directed by Helmer Technical Service.

Defrost Time

Note

- Depending on the high temperature alarm setpoint and the actual temperature increase during the defrost cycle, frequent door openings may trigger repeated high temperature alarms.
- There must be a minimum of four hours between defrost cycles.

Defrost events may be scheduled to occur at specific times. A defrost event can be triggered on demand without affecting a programmed defrosting schedule. The number of programmed defrost events is dependent on environmental conditions and the frequency of usage. The recommended number of daily defrost cycles is three to four, at even intervals. Defrost events should take place when the freezer door is opened infrequently.

The i.C³ monitoring and control system can perform a maximum of four defrost cycles per day.

1. Touch **i.C³ APPS, Temperature Setpoints**.
2. Touch the **Manual Defrost: Start** button; The Defrost icon will appear for the duration of the defrost cycle.
3. To cancel, touch the **Manual Defrost: Stop** button.

Table 2. Default Defrost Cycles

Defrost Event	On/Off	Default Time
1	On	12:00 AM
2	On	8:00 AM
3	On	4:00 PM
4	Off	6:00 PM

User Configurable Alarm Settings

The following alarm settings may be changed by the operator. The setpoint for temperature alarms may be changed (where applicable), as well as the time delay between when the alarm condition commences and when the visual and audible alarms are initiated.

Table 5. User Configurable Alarms

Alarm	Description	Default Setpoint	Default Time Delay
High Temperature	Chamber temperature reading is above high temperature alarm setpoint	-20.0 °C	0 minutes
Low Temperature*	Chamber temperature reading is below temperature alarm setpoint	-35.0 °C	0 minutes
Power Failure	Power to unit has been disrupted	-	1 minute
Probe Failure	Temperature probe is not functioning properly	-	0 minutes
Door Open	Door is open beyond user-specified duration	-	3 minutes
Compressor Temperature	Compressor discharge temperature is too high	50.0 °C	0 minutes



Alarm settings screen

Change an alarm setting

1. Touch **i.C³ APPS, Settings**.
2. Enter the Settings password (default password is "1234").
3. Scroll down and touch **Alarm Settings**.
4. Touch **+** or **-** on the spin box corresponding to the alarm setting to be changed.
5. Touch **Home** to exit the Alarm Settings screen.

Non-Configurable Alarms

The following alarms indicate operational conditions which require the attention of the operator or a qualified service technician.

Table 6. Non-Configurable Alarm

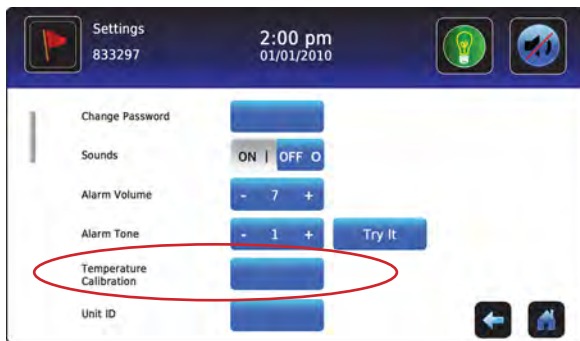
Alarm	Description
Low Battery	Rechargeable battery voltage is low
Communication Failure	<p>Communication Failure 1</p> <ul style="list-style-type: none"> Triggered if communication is lost between i.C³ display board and control board Unit will continue to run with previously saved settings Screen will not display temperature changes or alarm conditions i.C³ system will continue to reset until connection is re-established <p>Communication Failure 2</p> <ul style="list-style-type: none"> Triggered if communication is lost between i.C³ display board and internal system memory Unit will continue to run with previously saved settings <p>Communication Failure 3</p> <ul style="list-style-type: none"> Triggered if the database is automatically created The database is archived and a new database is automatically created Unit will continue to run with previously saved settings

i.Series Information

3.5 Temperature Calibration



Temperature calibration values are programmed at the factory. Calibration values can be viewed and changed through the i.C³ monitoring and control system. To view calibration settings, touch **Home**, **i.C³ APPS**, **Settings** and scroll down to **Temperature Calibration**.



Settings screen



Temperature Calibration screen

Notes

- If the Settings screen is password protected, enter the appropriate password. If viewing settings for the first time, enter factory default password of "1234".
- After two minutes of no interaction, the Home screen or Temperature Graph screensaver (if enabled) is displayed.
- Control Sensor and Control Sensor Offset, Evaporator Defrost and Evaporator Defrost Offset, and Compressor Probe Temperature calibration settings are factory-preset and should not be changed unless directed by Helmer Technical Service.

Control Sensor

The temperature controller senses unit cooler temperature through the control probe in the unit cooler. The unit cooler temperature typically varies from the chamber temperature, so an offset value is used by the control system to compensate for the difference.

The temperature controller adjusts chamber temperature around the freezer setpoint by activating the compressor when the control probe registers above the setpoint based on the hysteresis value.

 **Determine control sensor offset**

 **NOTICE**

- Control Sensor Offset is factory-preset and should not be changed. Contact Helmer Technical Service for instructions regarding changing the Control Sensor Offset.
 - The monitor temperature must be verified and accurate prior to adjusting the Control Sensor Offset.
1. View and record the Freezer Setpoint.
 2. Allow the unit to run with calibrated monitor temperature for several compressor cycles, and record the average monitor temperature .
 3. View and record the current Control Offset value.
 4. Subtract the Freezer Setpoint from the average monitor temperature and record the difference.
 5. Add the current Control Offset value to the recorded difference determined in the previous step to establish the new Control Offset value.

EXAMPLE 1	EXAMPLE 2
Freezer Setpoint is -30.0	Freezer Setpoint is -30.0
Average monitor temperature is -29.2	Average monitor temperature is -31.2
Current Control Offset is 0.3	Current Control Offset is 0.3
Subtract: $-29.2 - (-30.0) = 0.8$ (difference between average temperature and setpoint)	Subtract: $-31.2 - (-30.0) = -1.2$ (difference between average temperature and setpoint)
Add $0.3 + 0.8 = 1.1$; new Control Offset value	Add $0.3 + (-1.2) = -0.9$; new Control Offset value

 **Enter the new offset value**

1. Touch **Home, i.C³ APPS, Settings**.
2. Enter the Settings password.
3. Touch **Temperature Calibration**.
4. Touch **+** or **-** on the **Control Sensor Offset** spin box.
 - ◆ Raise the offset value to lower chamber temperature; lower the offset value to raise chamber temperature.
5. Touch **Home** to return to home screen.

Primary Monitor Probe

Verify primary monitor probe is reading chamber temperature correctly by comparing probe reading to the temperature measured by calibrated reference thermometer. If the probe is not reading correctly, change the value displayed on the monitor.

The factory default setting for the primary monitor probe is -30.0 °C.

 **Notes**

- Ensure product simulation bottle is full of solution.
- Probe in the bottle is connected to the monitoring system and senses chamber temperature. This probe activates the temperature alarms, but does not affect freezer setpoint.

 **Calibrate primary monitor probe**

1. Remove monitor probe from the probe bottle.
2. Unscrew the cap from the bottle.
3. Attach the thermometer to the monitor probe, and place them in the bottle. The probe and thermometer should be immersed at least 2" (50 mm).
4. Close the door and allow the chamber temperature to stabilize for 10 minutes.
5. Observe and note the thermometer temperature.
6. Touch, **i.C³ APPS, Settings, Temperature Calibration**.
7. Touch **+** or **-** on the **Upper Temperature** spin box to increase or decrease the value to match the measured value. The message "New Setting Saved" appears next to the spin box.
8. Remove thermometer from probe.
9. Replace bottle cap, ensuring a tight fit.
10. Place probe in bottle, immersing at least 2" (50 mm).

Compressor and Evaporator Probe

The compressor and evaporator temperature probes have been factory-calibrated. Changing the calibration settings is not typically necessary and should not be performed unless directed by Helmer Technical Service.

Factory Default Settings

Settings listed below may be simultaneously returned to factory default values.

Note

The factory default settings may not be the same as the settings that were factory-calibrated before the freezer was shipped.

Table 7. Default Settings

Setting	Restored Value
Home Screen Application Icons	i.C ³ APPS, Temperature Alarm Test, Temperature Graph, Information Logs, Download
Display Brightness	High (3 symbols)
Password (for Settings screen)	1234
Sounds	On
Alarm Volume	9
Alarm Tone	On
Temperature Calibration Values	Values previously entered during setup
Unit ID	Serial number entered at factory
Date Format	MM/DD/YYYY
Day	Not affected (maintained in real-time clock)
Month	
Year	
Time Format	12-hour
Minute	Not affected (maintained in real-time clock)
Hour	
AM/PM	
Language	Language previously selected during setup
Temperature Units	°C
Password Protection (for Settings screen)	On
Temperature Graph Screensaver	On
Access Control (optional) as Home Page	On
High Temperature Alarm Setpoint	-20.0 °C
High Temperature Alarm Time Delay	0 minutes
Low Temperature Alarm Setpoint *	-35.0 °C
Low Temperature Alarm Time Delay	0 minutes
Power Failure Alarm Time Delay	1 minute
Probe Failure Alarm Time Delay	0 minutes
Door Open (Time) Alarm Time Delay	3 minutes
Compressor Temperature Alarm Setpoint	50.0 °C
Compressor Temperature Alarm Time Delay	0 minutes
Chamber Setpoint	-30.0 °C
Chamber Hysteresis	2.0 °C
Delay on Start-Up	2 minutes
Control Relay Probe Failure Duty Cycle	100%

Setting	Restored Value
Defrost Event #1 On/Off	Off
Defrost Event #1 Start Time	12:00 AM
Defrost Event #2 On/Off	On
Defrost Event #2 Start Time	8:00 AM
Defrost Event #3 On/Off	Off
Defrost Event #3 Start Time	4:00 PM
Defrost Event #4 On/Off	On
Defrost Event #4 Start Time	6:00 PM
Defrost Time/Defrost Safety Operation Time	15 minutes

 **Restore Settings**

1. Touch **Home, i.C³ APPS, Settings, Restore Factory Settings.**
2. “Are you sure you want to restore factory settings?” message appears.
3. Touch **Yes** to restore the factory settings or **No** to maintain the current settings and clear the message.

Factory Settings

The settings listed below are set at the factory, and may be viewed and changed. Contact Helmer Technical Service to verify if changing factory settings is necessary, and for instructions in accessing Factory Settings screen.

Table 8. Factory Set Operating Functions

Setting	Description
Temperature Controller Page	Enable or disable the temperature controller screen

4 Maintenance

Maintenance tasks should be completed according to the schedule below.

 **CAUTION**

Maintenance should only be performed by trained refrigeration technicians.

 **Notes**

- The preventive maintenance schedule provides recommended minimum requirements. Regulations or physical conditions at your organization may require maintenance items be performed more frequently, or only by designated service personnel.
- Before performing maintenance, protect items in freezer from extended exposure to adverse temperature.
- Allow freezer temperature to stabilize at setpoint after performing service or after extended door opening.

Table 9. i.Series Preventive maintenance Schedule

Task	Frequency			
	Quarterly	1 year	2 years	As Needed
<ul style="list-style-type: none"> • i.Series: Test the high and low temperature alarms. 				
Test the power failure alarm (as required by your organization's protocols).				
Models with Access Control				
Test the Access Control battery.				
Replace Access Control back-up battery				
Test the door alarm (as required by your organization's protocols).				
Check the temperature calibration on the monitor and change it if necessary.				
Models with Chart Recorders				
Check the backup battery for the chart recorder after an extended power failure and change it if necessary, or change the battery if it has been in service for one year. Refer to the Temperature Chart Recorder Operation and Service Manual.				
Replace the monitoring system back-up battery.				
Check the level of the solution in the probe bottle. Refill or replace solution if necessary.				
Examine the probe bottle and clean or replace if necessary.				
<ul style="list-style-type: none"> • Inspect electrical components and wiring terminals in the electrical box for discoloration. Contact Helmer Technical Service if any discoloration is found. • Inspect all wiring for terminals for secure connection. Tighten wiring terminal connections as necessary. 				
Clean the condenser grill.				
Clean the door gaskets, interior, and exterior of the freezer.				

 **NOTICE**

Clean the condenser grill on a quarterly basis.

 **Notes**

- During a power failure the back-up battery provides power to the monitoring system, power failure alarm, and optional Access Control. If the back-up battery is not functioning, the power failure alarm will not be activated and the battery should be replaced.
- During a power failure, the back-up battery continues to provide power to the optional Access Control lock (if equipped). If the back-up battery is not functioning, the optional Access Control lock will not secure the door.

4.1 Alarm Tests



Test alarms to ensure they are working correctly. The freezer has alarms for chamber temperature, compressor temperature, door open (time), power failure, low battery, and power failure. To initiate alarm tests, touch **Home**, **i.C³ APPS**, **Temperature Alarm Test**.

Automatic Chamber Temperature Alarm Test



Temperature Alarm Test screen

Notes

- Test can be aborted by touching **Cancel Test**.
- Test takes less than five minutes.
- If the temperature alarm test does not automatically complete within two minutes, restart the i.C³ monitoring system.

When performing an automatic temperature alarm test, the Peltier device heats or cools the monitor probe until the high or low alarm setpoint is reached. An event is added to the Event Log to indicate a temperature alarm was activated. The Alarm Test icon is displayed on the Temperature Graph to indicate the temperature alarm was test-induced.

Test the low alarm

1. Identify current setting for low alarm setpoint.
2. Touch **Home**, **i.C³ APPS**, **Temperature Alarm Test**.
3. Touch **Low Alarm Test**.
4. “Peltier Test Probe Cooling” message appears.
5. When displayed temperature reaches the alarm setpoint, temperature reading turns red.
6. When completed, “Test Complete” appears.
7. Touch **Home**, **i.C³ APPS**, **Information Logs**, **Event Log**. Touch the event to view event details.
8. Observe the temperature at the time of the low temperature alarm event. Compare this to the alarm setpoint.

Test the high alarm

1. Identify current setting for high alarm setpoint.
2. Touch **Home**, **i.C³ APPS**, **Temperature Alarm Test**.
3. Touch **High Alarm Test**.
4. “Peltier Test Probe Warming” message appears.
5. When displayed temperature reaches the alarm setpoint, the temperature reading turns red.
6. When completed, “Test Complete” appears.
7. Touch **Home**, **i.C³ APPS**, **Information Logs**, **Event Log**. Touch the event to view event details.
8. Observe the temperature at the time of the high temperature alarm event. Compare this to the alarm setpoint.

 **Cancel the test**


1. Touch **Home, i.C³ APPS, Temperature Alarm Test.**
2. Touch **Cancel Test.**

 **Note**

When cancelling an automatic test, the message indicating the test is in progress clears immediately. If a setpoint was reached before the test was cancelled, the alarm activates and clears as described earlier.

Manual Chamber Alarm Test **NOTICE**

- Perform the low alarm test before the high alarm test to control the temperature more closely and complete the testing more quickly.
- Before testing alarms, protect items in freezer from extended exposure to adverse temperature.
- Temperature probes are fragile; handle with care.

 **Test the high alarm**

1. Identify setting for high alarm setpoint.
2. Place the glass of product simulation solution in the freezer.
3. When the product simulation solution has stabilized at the chamber temperature, remove the solution from the freezer.
4. Remove the monitor probe from the probe bottle and insert into the product simulation solution.
5. Observe the temperature on the i.C³ display at which the high temperature alarm sounds.
6. Compare the temperature at which the alarm sounds to the high alarm setpoint.
7. Remove probe from product simulation solution.
8. Place monitor probe in probe bottle, immersing it at least 2" (50 mm).

Power Failure Alarm Test **Note**

During a power failure, the power failure alarm sounds and the battery provides power to the monitoring system.

 **Test power failure alarm**

1. Change Power Failure delay setting to 0 minutes by touching **Home, Settings, Alarm Settings** then touching **+** or **-** on the Power Failure spin box to change the value to 0.
2. Switch AC ON/OFF switch OFF. Power failure alarm will activate immediately.
3. Switch AC ON/OFF switch ON. Power failure alarm will clear and audible alarm will cease.
4. Change Power Failure time delay to the original setting.

Door Open Alarm Test **Test door open alarm**

1. Change Door Open (Time) delay setting to 0 minutes by touching **Home, Settings, Alarm Settings**, then touching **+** or **-** on the Door Open (Time) spin box to change the value to 0.
2. Open door. Alarm will activate immediately.
3. Close door. Alarm will clear and audible alarm will cease.
4. Change the Door Open (Time) setting to the original setting.

4.2 Upgrade System Firmware

Helmer may occasionally issue updates for the i.C³ firmware. Follow upgrade instructions included with the firmware update.

4.3 Test and Replace Back-up Batteries

i.C³ Monitoring System Back-up Battery

On all i.C³ screens, the Battery icon will appear in the header bar when the system is running on battery power and the screen brightness will automatically be reduced. The monitoring system will automatically disable some features to extend battery life.

Check the i.C³ Monitoring System back-up battery

1. Turn the AC On/OFF switch OFF. The screen should continue to display information with reduced brightness and the battery icon will appear on the screen.
2. If the display is blank, replace the battery.
3. Switch AC ON/OFF switch ON.

Note

Use a battery which meets manufacturer's specifications.

Access Control Back-up Battery

During an AC power failure, the Access Control back-up battery provides back-up power to power the magnetic Access Control lock.

Test the Access Control back-up battery

1. Ensure monitoring system / Access Control battery key switch is switched ON.
2. Switch AC ON/OFF switch OFF.
3. Attempt to open the cabinet door.
4. If the door remains locked, the battery is functional.
5. If the door does not remain locked, replace the battery.
6. Switch AC ON/OFF switch ON.

Chart Recorder Back-up Battery (if included)

Refer to 360076-1 Temperature Chart Recorder Operation and Service Manual.

4.4 Check Probe Bottle

Remove the probe bottle from the bracket and inspect for cracks. Replace the bottle if necessary.

Ensure the probe bottle has approximately 4 oz. (120 mL) of product simulation solution at a 1:1 ratio of water to propylene glycol. The propylene glycol is used to create a solution which simulates the product stored in the freezer. The product simulation solution temperature reflects the product's temperature during normal operation. Failure to fill the bottle may prevent the chamber temperature from stabilizing that the temperature setpoint. The probe should be immersed at least 2" (50 mm).

4.5 Clean Freezer

Cabinet Exterior

Clean glass surfaces with soft cotton cloth and glass cleaner. Clean exterior surfaces with soft cotton cloth and non-abrasive liquid cleaner.

Cabinet Interior

Clean painted surfaces with mild detergent. Clean stainless steel surfaces with a general-purpose laboratory cleaner suitable for stainless steel.

Condenser Grill

CAUTION

Disconnect freezer from AC power when cleaning the condenser grill.

In environments where the freezer is exposed to excessive lint or dust, the condenser grill may require cleaning more frequently than stated in preventive maintenance schedule.

Clean the condenser grill using a soft brush and a vacuum cleaner.

Door Gaskets

Clean with soft cloth and mild soap and water solution.

Probe Bottles

Clean and refill probe bottles

1. Remove probe from bottle.
2. Remove bottle from bracket.
3. Clean bottle with water-bleach solution.
4. Fill bottle with 4 oz (120 mL) of product simulation solution.
5. Cap bottle tightly to minimize evaporation.
6. Place bottle in bracket.
7. Replace probe, immersing at least 2" (50 mm).

i.C³® Touchscreen

Clean touchscreen with a soft, dry cotton cloth.

5 Service

5.1 Refrigerant

⚠ CAUTION

- Review all safety instructions prior to recharging refrigerant. Refer to **Section 1.1 (Safety)**.
- Maintenance should only be performed by trained refrigeration technicians.

i Notes

- Use only non-CFC R-404A refrigerant.
- Pressure readings may vary based on chamber temperature and ambient air temperature.
- Normal low side pressures are 5 psi to 7 psi when unit is functioning at standard operating temperatures and measured at the end of the compressor cycle.
- If a refrigerant leak is suspected, Helmer recommends finding and fixing the leak prior to recharging the unit.

Full initial refrigerant charge varies by model and power requirements, which can be found on the product specification label.

Table 10. Refrigerant Charge

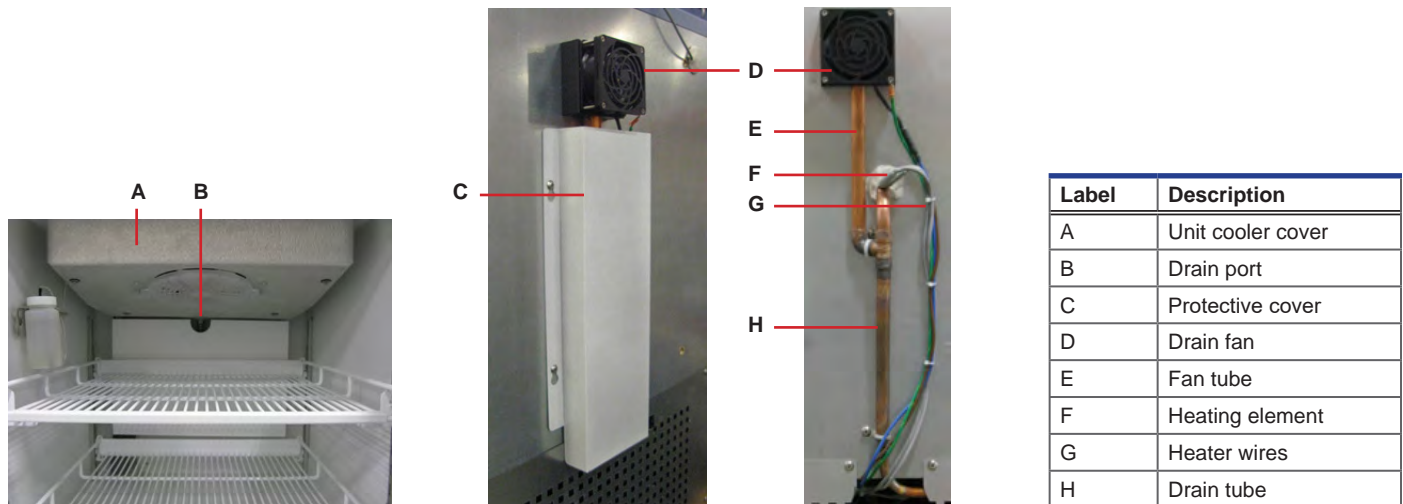
Model	Power Requirements	Refrigerant	Initial Charge
104 / 105	115 V	R404A	11.0 oz (312 g)
105	230 V	R404A	18.5 oz (524 g)

5.2 Remove / Replace Unit Cooler Cover

The unit cooler must be removed when servicing the control probe, fan motor(s) or coil.

⚠ NOTICE

If unit cooler cover is not removed as detailed in this procedure the drain port may be damaged. Improper drainage may result in excessive icing and freezer's inability to maintain temperature.



🔧 Remove unit cooler cover

⚠ CAUTION

The condensate evaporator and water evaporation tray are hot.

1. Switch AC ON/OFF switch OFF. Switch battery switch OFF.
2. Remove top drawer, basket, or shelf from the cabinet.
3. Loosen the four screws attaching the drain tube cover to the rear of the unit. Slide the cover up to disengage from the keyhole openings and remove.

4. Cut the wire ties securing the drain line to the cabinet.
5. On the back of the unit, peel the putty back to expose the drain tube and drain heater.
6. Remove the wire ties securing the heater wires to the cabinet. Verify the heating element is cool.
7. Inside the cabinet, remove the putty around the drain tube.
8. From the rear of the unit, remove the drain heater from the drain tube.
9. Remove the drain tube in the back of the unit by pulling it downward. The external section of the drain tube should separate from the fan tube at the 90° elbow, leaving the fan tube attached to the fan.
10. Inside the cabinet, detach the section of the drain tube connected to the unit cooler drain spout by gently twisting to separate, then pivot the drain tube upward and remove.
11. Using a 5/16" socket wrench, remove the four screws securing the unit cooler cover to the top of the cabinet while supporting the cover with one hand to prevent it from dropping.
12. Carefully lower the unit cooler cover to avoid damage to the fan wiring.



Install unit cooler cover

1. Verify unit cooler wiring is connected and routed correctly. Wiring should be routed above the copper tube inside the unit cooler. Reconnect wires if they have separated.
2. Lift the unit cooler cover into place and attach using four screws. Tighten using a 5/16" socket wrench to secure.
3. From the rear of the unit, insert the drain tube through the opening into the cabinet. The drain tube should be aligned with the unit cooler drain spout inside the chamber and the connection to the fan tube at back of the unit.
4. Attach the drain tube to the unit cooler drain spout and the fan tube.
5. Insert the drain line heater in the drain tube at an upward angle. The black heating element should no longer be visible.
6. Replace putty around the drain tube inside the cabinet.
7. Reinstall top drawer, basket, or shelf if previously removed.
8. Reattach the drain line heater wires to the cabinet using wire ties.
9. On the back of the cabinet, press putty around the drain hose and partially into the hole.
10. Install the protective cover on the rear of the cabinet.
11. Switch AC ON/OFF switch ON. Switch battery switch ON.
12. Touch **Mute** to disable the high temperature alarm while freezer reaches operating temperature.

6 Troubleshooting



Review all safety instructions prior to troubleshooting. Refer to Section 1.1.

6.1 General Operation Problems

Problem	Possible Cause	Action
A drawer or basket does not slide easily.	Debris in the drawer slides.	Pull the drawer or basket out and confirm the slides are free of debris. Clean if necessary.
	Drawer or basket is misaligned or not level.	Confirm both slides for the drawer or basket are mounted at the same height.
	A drawer or basket slide is faulty.	Confirm the slide is operating correctly. Replace if necessary.
	Ice buildup in the drawer slides.	Pull the drawer or basket out and confirm the slides are free of ice. De-ice if necessary.
The door does not open easily.	Door hinges are not lubricated.	Using a general-purpose grease, lubricate the pivots in the hinges.
	Debris in the hinges.	Confirm the hinges are free of debris. Clean the hinges if necessary.
	Hinge is faulty.	Confirm the hinge spring or pin is not damaged. Replace entire hinge (lower hinge only), if necessary.
	Lower hinge spring and/or pin may be bent or faulty.	Replace the entire lower hinge spring and pin assembly.
The i.C ³ monitor display is hard to read.	Screen brightness is set too low.	Change the screen brightness.
"Probe Failure" is displayed on the monitor.	Defrost probe or monitor probe wiring is an open circuit.	Check the continuity of the probe wiring and connections. Secure the connections if necessary.
		Confirm the probe is providing resistance in the range of 86 Ω to 110 Ω. Replace the probe if necessary.

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6.2 Chamber Temperature Problems

Problem	Possible Cause	Action
The chamber temperature displayed is higher or lower than the actual temperature.	Probe bottle is empty, or the amount of solution is too low.	Check the level of product simulation solution in the bottle. Clean and refill the bottle if necessary.
	Solution in the probe bottle is frozen.	Refill the bottle with new solution.
	Monitor is not calibrated.	Confirm the monitor probe is reading correctly. Calibrate the monitor probe if necessary.
	Monitor probe is not calibrated.	Check the chamber temperature calibration. Change the calibration if necessary.
	Connections for the monitor probe are loose.	Test the monitor probe connections. Secure the connections if necessary.
	Digital electronics are locked because of interruption in power.	Reset the monitoring system.
The chamber temperature meets an alarm condition, but the appropriate temperature alarm is not active.	Temperature alarm setpoint was changed.	Check the current setpoints for the temperature alarms. Change the setpoints if necessary.
The compressor runs continuously.	Freezer setpoint is set too low.	Confirm the setpoint is set within the operating range and change it if necessary.
	Temperature monitor/control board is faulty.	Confirm the temperature controller or monitor/control board is operating correctly. Replace it if necessary.
	Compressor solid-state relay is faulty.	Confirm the relay is operating correctly. Replace the relay if necessary.

Problem	Possible Cause	Action
The chamber temperature does not stabilize at the freezer setpoint.	Temperature monitor/control board is faulty.	Confirm the temperature controller or monitor/control board is operating correctly. Replace it if necessary.
	Condensing unit fan is not running.	Check the condensing unit fan connections. Replace the fan motor if necessary.
	Unit cooler fan is not running.	Check the voltage to the fan when door switch is activated. Replace the fan motor or door switch if necessary.
	Compressor motor not running.	Check amperage.
		Check start components. Contact Helmer Technical Service
	Refrigerant level is too low.	Check the refrigeration lines for leaks and repair them if necessary. Check the refrigerant level. Recharge the refrigerant if necessary.
	Compressor solid state relay is faulty.	Confirm the relay is operating correctly. Replace the relay if necessary.
	Condenser grill is dirty.	Check the condenser grill. Clean it if necessary.
	Circulation in the chamber is not adequate.	Check if there are any items that may obstruct air flow and remove them if necessary.
	Ambient air temperature around the freezer is too high.	Confirm freezer location meets requirements. Refer to the operation manual.
A component is faulty or internal connections are loose.	Contact Helmer Technical Service.	

6.3 Alarm Activation Problems

Problem	Possible Cause	Action
The freezer is in an alarm condition, but alarms are not audible.	Audible alarms are muted.	Verify that audible alarms are not muted. If time remaining is greater than five minutes, change MUTE timer value to five minutes and wait until timer resets.
	Alarm system is locked up.	Reboot unit by removing main power and battery power, then restore power to the unit.
	Alarm buzzer is faulty.	Replace the alarm buzzer.
	Alarm speaker is faulty.	Contact Helmer Technical Service.
The freezer meets an alarm condition, but the appropriate alarm is not active.	Alarm setpoint was changed.	Check the current setpoints for the alarms.
	A component is faulty or internal connections are loose.	Contact Helmer Technical Service.
The High Temperature alarm activates when the door is opened, then clears shortly after the door is closed.	The probe bottle is not full.	Check the level of product simulation solution in the bottle. Clean and refill bottle if necessary.
	The high temperature alarm setpoint is set too low.	Check the setpoint. Change the setpoint if necessary.
	Unit cooler fan continues to run while the door is open.	Test the door switch and unit cooler fan connections. Secure the connections if necessary. Replace the door switch or fan motor if necessary.
	A component is faulty or internal connections are loose.	Contact Helmer Technical Service.
The freezer is connected to power, but the AC Power Failure alarm is active.	ON/OFF AC power switch is OFF.	Turn the ON/OFF AC power switch to the ON position.
	Circuit breaker is tripped.	Reset or replace the circuit breaker.
	Outlet connection is faulty.	Verify power at the outlet. Repair the original outlet or connect to a different outlet if necessary.
	Power cord is faulty.	Confirm the power cord is connected securely. Secure the power cord if necessary.
	ON/OFF AC power switch located inside the front lower panel is faulty.	Replace the ON/OFF AC power switch.
	A component is faulty or internal connections are loose.	Contact Helmer Technical Service.

Problem	Possible Cause	Action
The Door Open alarm is activating sporadically.	Door is not closing completely.	Confirm hinges are free of dust and debris. Clean if necessary.
		Confirm door is aligned.
		Confirm hinge is not damaged and the door closes on its own. Adjust hinge spring (lower only) if necessary.
	Door is closing but not sealing completely.	Confirm the door gasket seals completely and is not damaged or deformed. Replace the door gasket if necessary.
	Connections for the door switch or door switch is faulty.	Test the switch connections. Secure the connections if necessary.
		Replace the door switch.
Monitor/control board is faulty.	Contact Helmer Technical Service.	
Door Ajar Timeout is set to zero, causing the alarm to activate immediately when the door is opened.	Check the current setpoint for the Door Ajar alarm. Change the setpoint if necessary.	
All alarms are activating sporadically.	A component is faulty or internal connections are loose.	Contact Helmer Technical Service.
	Compressor is overheating due to lack of airflow.	Check the condenser grill. Clean if necessary.
		Confirm freezer location meets requirements.
	Condenser alarm setpoint is too low.	Confirm the alarm setpoint is set at the expected or correct value.
Refrigerant level is too low.	Check refrigeration lines for leaks and repair if necessary. Check the refrigerant level. Recharge refrigerant if necessary.	
The condenser alarm is active.	Compressor is overheating due to a lack of air flow.	Check the condenser grill and clean if necessary.
		Confirm the freezer is correctly located. Refer to the operation manual.
	Condenser fan motor is faulty.	Replace the condenser fan motor.
	Condenser alarm setpoint is too low.	Confirm the alarm setpoint is at the appropriate value.
	Condenser probe is not calibrated.	Confirm the condenser probe is reading correctly. Calibrate the probe if necessary.
	Condenser temperature probe is faulty.	Test the probe. Replace the probe if necessary.
A component is faulty.	Contact Helmer Technical Service.	
An alarm activated, but the temperature recorded at activation does not match the alarm setpoint.	Monitor settings are not calibrated.	Confirm the monitor probe is reading correctly. Calibrate the probe if necessary.
	Temperature changed slightly around the time of activation.	No action necessary.
The No Battery alarm is activating sporadically.	Battery voltage level on the backup batteries for the monitoring system is low.	Replace the backup batteries for the monitoring system.

6.4 Testing Problems

Problem	Possible Cause	Action
The automatic temperature tests do not work.	High Alarm setpoint is set significantly higher than the default value, or the Low Alarm setpoint is set significantly lower than the default value.	Confirm the alarm setpoints are set at the expected or correct values.
		Test the temperature alarms manually.
	Connections for the monitor probe are loose.	Test the monitor probe connections. Secure the connections if necessary.
	Upper monitor probe is faulty.	Confirm the probe is reading correctly. Calibrate the probe if necessary.
		Confirm the probe is providing resistance in the range of 86Ω to 110Ω. Replace probe if necessary.
Monitor/control board is faulty.	Replace parts with those included in the control board kit, or replace the monitor/control board.	

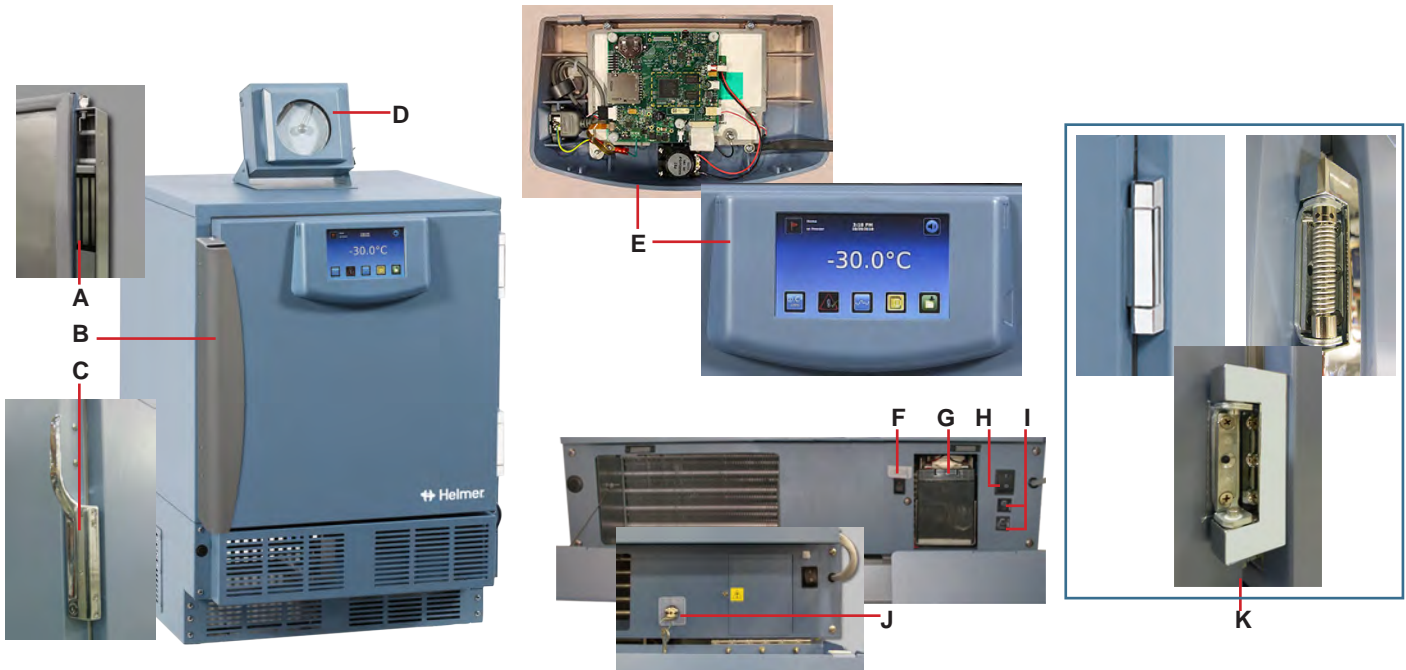
6.5 Condensation and Icing Problems

Problem	Possible Cause	Action
There is excessive water in the water evaporation tray inside the lower compartment in the back of the unit.	Humid air is entering the chamber	Confirm the freezer is level and the door is aligned, closing tightly, and gasket is not torn or deformed and is sealing correctly. Correct issues as necessary.
There is excessive ice in the chamber.	Humid air is entering the chamber.	Confirm the freezer is level and the door is aligned, closing tightly, and gasket is not torn or deformed and is sealing correctly. Correct issues as necessary.
	Drain line is plugged.	Confirm the drain tube is free of debris. Remove debris if necessary.
	Unit cooler drain line is damaged or restricted.	Confirm the unit cooler drain line is free of debris and is not restricted. Remove debris if necessary.
	A component is faulty.	Contact Helmer Technical Service
There is excessive moisture on the doors.	Relative humidity around freezer is too high.	Confirm freezer location meets requirements.
	Humid air is entering the chamber	Confirm the freezer is level and the door is aligned, closing tightly, and gasket is not torn or deformed and is sealing correctly. Correct issues as necessary.
After a defrost cycle, no water flows into the water evaporation tray.	Not enough time has elapsed since the end of the defrost cycle.	Allow approximately 20 minutes after the end of the defrost cycle to check for water in the evaporation tray.
	Drain line is plugged.	Confirm the drain tube is free of debris. Remove debris if necessary.
	Drain line heater is faulty.	Confirm the drain line heater is warm to the touch. Contact Helmer Technical Service to resolve issues as necessary.
	Defrost heater on the evaporator in the unit cooler is not working.	Check for ice buildup on the evaporator by looking through the fan grill with a flashlight. If there is significant ice buildup inside or behind the unit cooler, initiate a defrost cycle of the freezer.

7 i.Series® Parts

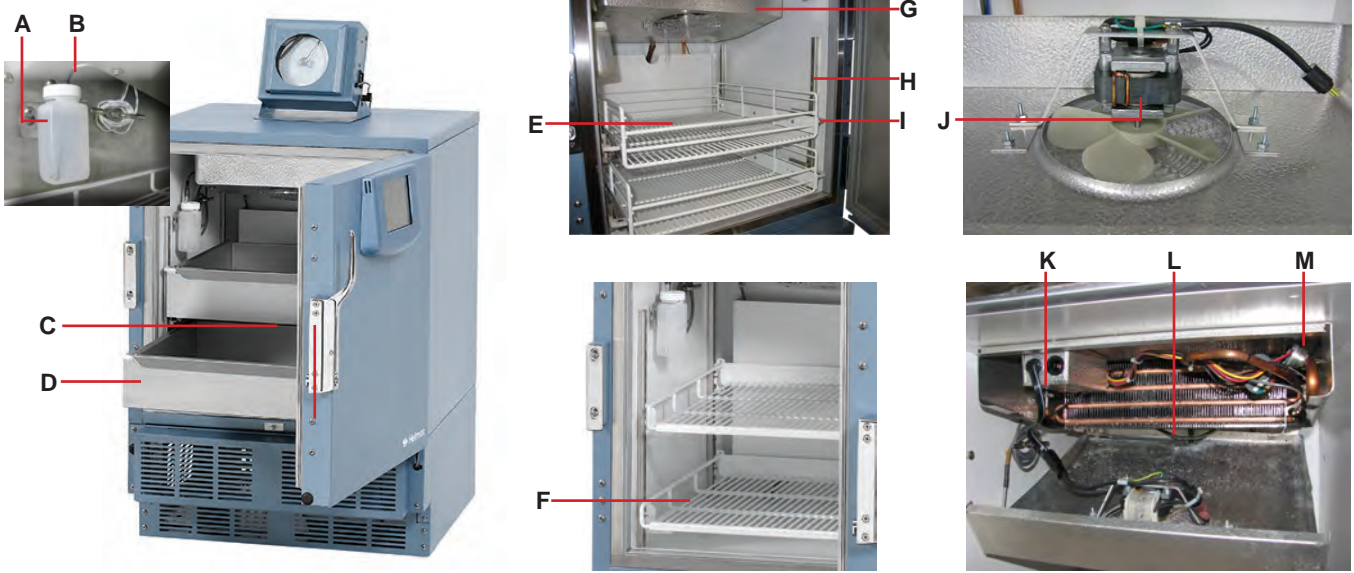
Note

- Before replacing parts, protect items in freezer from extended exposure to adverse temperature.
- Allow freezer temperature to stabilize at setpoint after replacing parts or after extended door opening.
- The i.C3 display assembly is sensitive to static electricity and can be damaged by electrostatic discharge. Use proper ESD precautions when handling the display assembly.



i.Series Information

Letter	Description	Model	Part Number	Letter	Description	Part Number	Volts	Hz	
A	Magnetic lock (optional Access Control) *= right hinged **= left hinged	105	800139-1*	Not shown	Chart paper (52 sheets)	220419	-	-	
		105	800286-1**		Chart recorder battery	120218	-	-	
		104	800141-1*	Not shown	E	Display assembly	800041-1	-	-
		104	800287-1**		USB / Power cable for i.Center display	800010-1	-	-	
B	Door handle (optional Access Control)	105	322000-1	F	Back-up battery switch	120202	-	-	
		104	322021-1	G	Monitoring system back-up battery	120628	-	-	
C	Door handle (magnetic offset latch with key lock)	-	220426	H	Main power switch	120478	-	-	
Not shown	Door gasket	-	321200-1	I	Circuit breakers	120272	230	50	
	Caster - swivel with brake	-	220380			120288	230	60	
	Casters (includes 4 casters and hardware)	-	400819-2	J	Battery key switch (optional Access Control)	401220-1	-	-	
D	Temperature chart recorder	-	500613-1	K	Hinge assembly	220506	-	-	

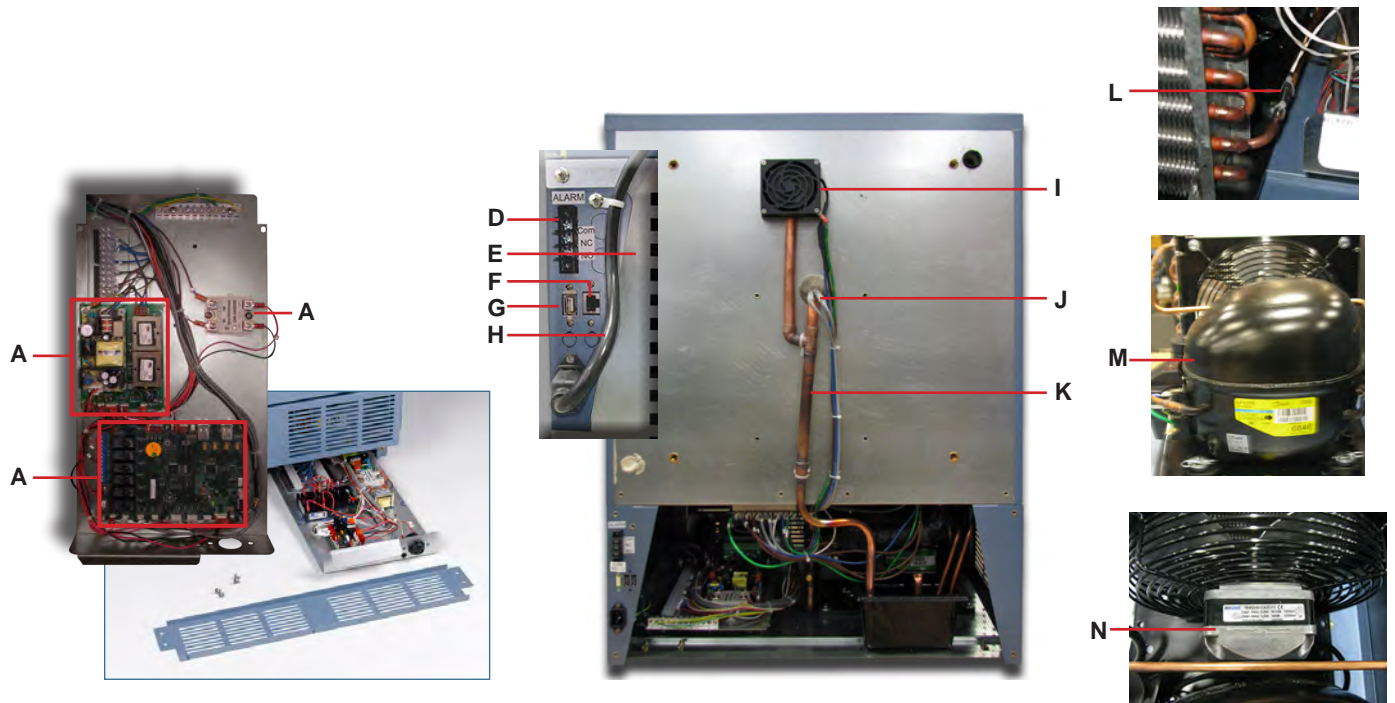


i.Series Information

Letter	Description	Model	Part Number	Volts	Letter	Description	Model	Part Number	Volts	
A	Probe bottle and propylene glycol kit	-	400922-2	-	G	Unit cooler assembly	104	800131-1	115	
B	Primary monitor probe	-	800038-1	-			105	120592	115	
Not Shown	Chart recorder probe	-	800024-1	-			105	800096-1	230	
	Mullion heater (behind strike plate)	105	800081-1	115	H	Standard (shelf, drawer, basket)		321173-1	-	
		105	800106-1	230			I	Slide assembly (drawer, basket)		400753-2
104		800133-1	-	J					Unit cooler fan motor	104
C	Door switch	-	120380		-	105	120540	115		
D	Drawer assembly (Blood Bank)	105	400854-3		-	105	120808	230		
		104	400584-1	-	K	Control probe		800048-1	-	
E	Roll out basket assembly (optional)	105	400890-3	-			L	Defrost heater		120633
		104	401136-1	-		120659			230	
F	Full shelf		400814-1	-	M	Defrost heater limit thermostat		800014-1	-	

⚠ CAUTION

Disconnect the freezer from AC power before accessing the electrical tray.

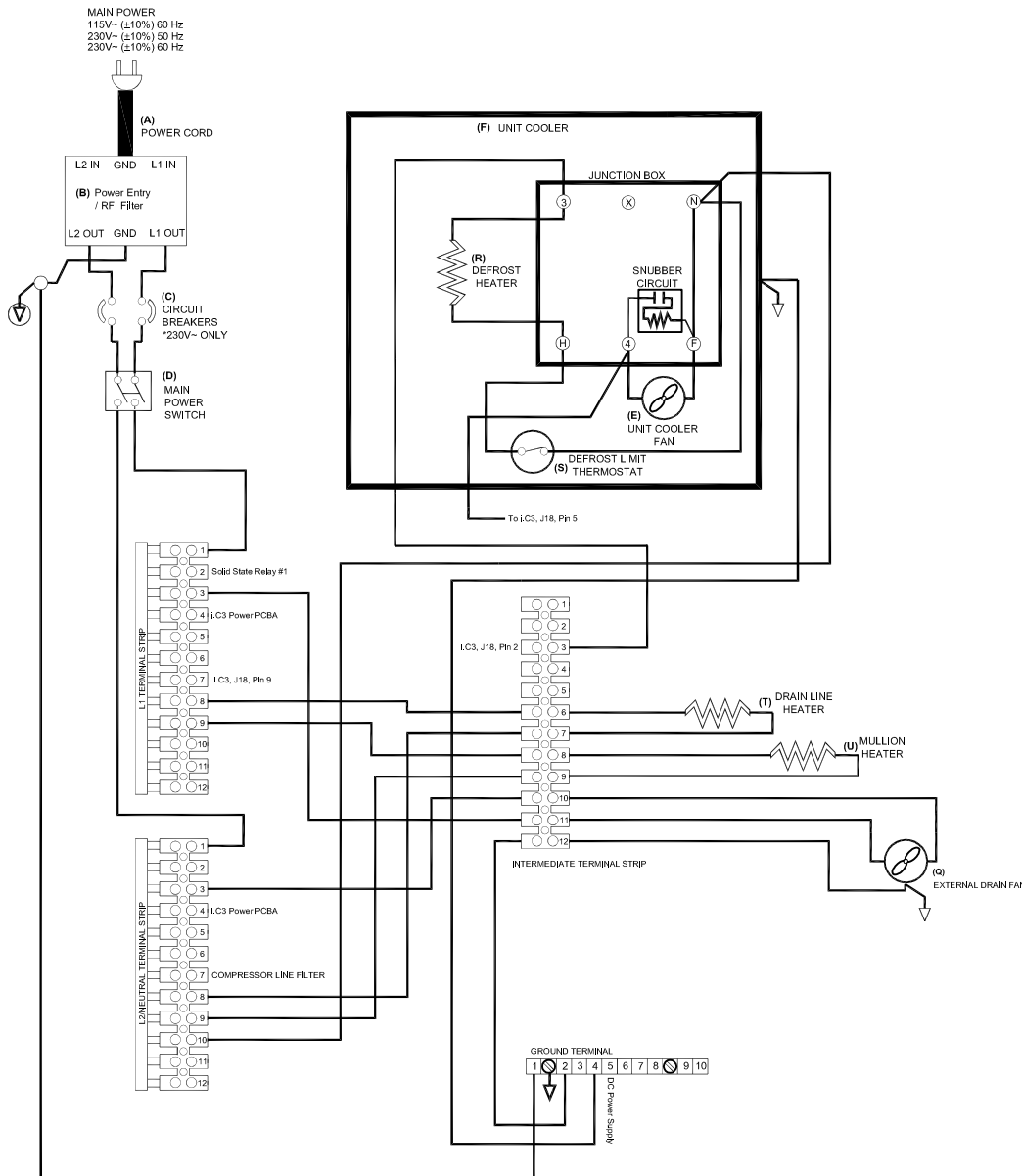


Letter	Description	Part Number	Volts	Hz	Letter	Description	Model	Part Number	Volts	Hz
A	Power supply board	800035-1	-	-	I	Drain line fan	-	400909-1	115	-
B	i.C ³ control board	800034-1	-	-	-		400909-2	230	-	
C	Solid state relay	120426	115	-	J	Drain line heater	-	800278-1	115	-
		120669	230	50			-	800279-1	230	-
		120671	230	60	K	Drain line assembly	104	401144-1	-	-
D	Remote alarm contacts	-	-	-	105		400910-1	-	-	
E	Rear cover	321184-1	-	-	L	Condenser probe	-	800039-1	-	-
F	RJ-45 Ethernet port	800008-2	-	-	M	Compressor	-	800134-1	115	-
G	USB port	120638	-	-			-	800104-1	230	50
H	Power cable (with connector)	120630	120	-			-	800105-1	230	60
		120631	230	-	N	Condenser fan motor	-	120608	115	
	Power cable (European models)	120156	230	-			-	120660	230	50
	Power cable (Chinese models)	120547	230	-			-	120661	230	60
Power cable (Saudi Arabian models)	120641	230	-							

i.Series Information

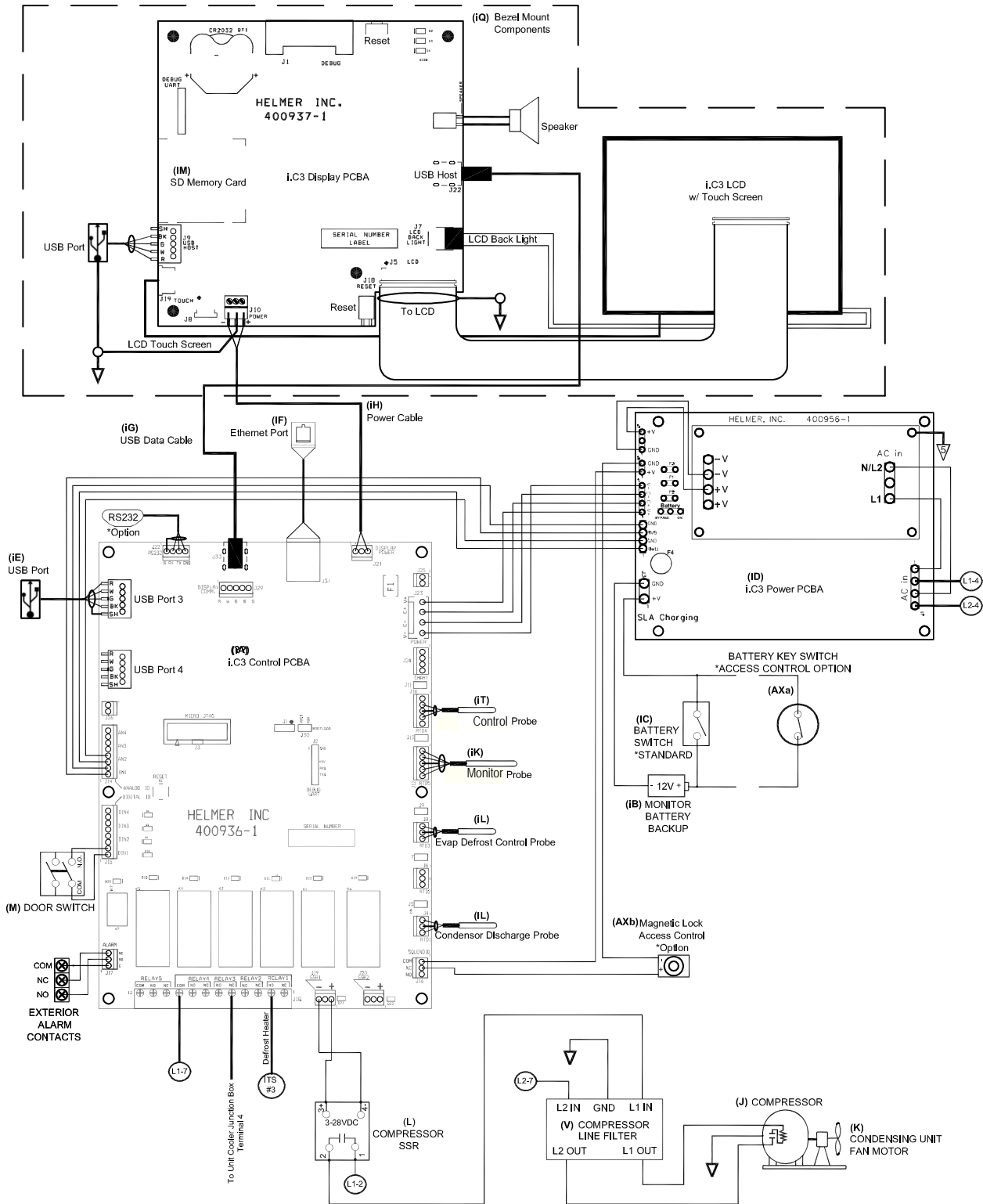
8 Schematics

8.1 iPF and iLF Models; 104 and 105 Configuration



i.Series Information

8.2 iPF and iLF Models; 105 Configuration



i.Series Information

Horizon Series™ Information

9 Installation and Configuration

9.1 Location Requirements

- ◆ Grounded outlet meeting the electrical requirements listed on the product specification label.
- ◆ Clear of direct sunlight, high temperature sources, and heating and air conditioning vents.
- ◆ Minimum 3"(76 mm) of space behind unit.
- ◆ Meets limits specified for ambient temperature (15 °C to 32 °C) and relative humidity.

9.2 Placement and Leveling

CAUTION

- To prevent tipping, ensure the casters (if installed) are unlocked and the door is closed before moving the freezer.
- Do not sit, lean, push or place heavy objects on top surface.

1. Move freezer into place. Lock casters if installed.
2. Ensure freezer is level.

Note

Helmer recommends the use of leveling feet and wall and floor brackets (PN 400472-2) for stabilization. Contact Helmer Technical Service for parts and instruction.

9.3 Stacked Undercounter Units

CAUTION

- For stacked configuration, both units must have leveling feet installed.
- Back brace bars and front stabilizing brackets must be installed (Blue - PN 400821-1; Stainless Steel - PN 400821-2)
- When stacking units, place the heavier unit on the bottom.
- Do not open multiple loaded drawers or baskets at the same time.

Contact Helmer or your distributor for more information regarding the stacking kit and methods to secure both units to the wall and/or floor.

9.4 Connect Back-Up Power

The monitoring system and chart recorder each have a back-up battery system enabling a period of continuous operation if power is lost.

Battery life varies by manufacturer as well as voltage level remaining. Providing full power is available and no battery-related alarms are active, back-up power for the monitoring system is available, back-up power for the optional Access Control system is available for up to 2.5 hours.

CAUTION

Before installing or replacing batteries, switch AC power and back-up battery switch OFF. Disconnect freezer from AC power.

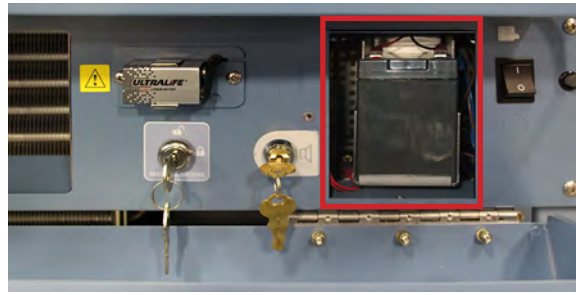
Notes

- The optional Access Control system uses an independent battery for back-up power.
- The monitoring system will start on back-up battery power alone. If the freezer was not previously connected to AC power and the back-up battery is switched on, the monitoring system will begin running on back-up power.
- If AC power is lost, the monitoring system will automatically disable some features to prolong back-up battery power. Data collection will continue until back-up power is depleted.

The monitoring system and optional Access Control back-up batteries are located below the chamber, behind the front cover. A panel cover must be removed to access the batteries.



Monitoring System back-up battery.



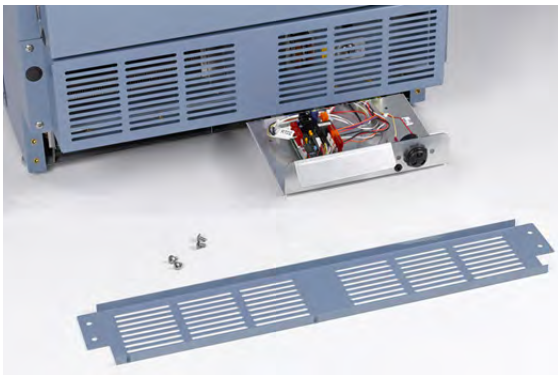
Optional Access Control back-up battery.

9.5 Defrost Events

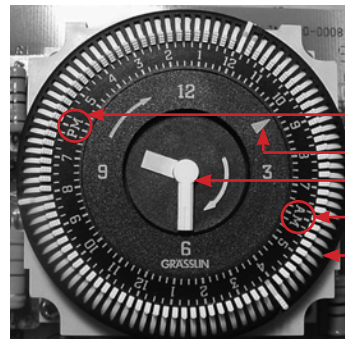
The number of defrost events is dependent on environmental conditions and the frequency of usage. The factory default settings for defrost events are 12:00 AM, 8:00 AM and 4:00 PM. Defrost events should take place when the freezer door is opened infrequently.

The number of defrost events executed daily, as well as the time(s) at which to initiate each event can be scheduled manually. The defrost controller features two time indicators and a time adjustment ring. The hour and minute hands show the current time in hours and minutes. The outer ring shows the current time including AM or PM, to the nearest 15-minute interval.

Access to the defrost controller is available from the front of the freezer by removing the kickplate and pulling out the electrical tray.



Electrical tray



- PM indicator
- Current time indicator (to nearest 15 minute inter
- Current time indicator (hour and minutes only)
- AM indicator
- Time adjustment ring

Defrost timer with default settings

i Notes

- Three defrost cycles are recommended for consistent freezer operation.
- Defrost events can be scheduled for any time of day (in 15 minute intervals).
- A defrost cycle lasts 15 to 30 minutes
- Defrost events must be at least one hour apart.

☑ Schedule Defrost Events

Set Current Time

1. Switch the AC ON/OFF switch OFF. Turn the Alarm Disable key switch OFF.
2. Remove the kick plate and pull out the electrical tray.
3. Rotate the time adjustment ring clockwise until the current time indicators show the current time.
4. Push the electrical tray in and replace the kick plate.
5. Switch the AC ON/OFF switch ON. Turn the Alarm Disable key switch ON.
6. Press the **Mute** button to disable the high temperature alarm while freezer reaches operating temperature.

Schedule a Defrost Event

1. Switch the AC ON/OFF switch OFF. Turn the Alarm Disable key switch OFF.
2. Remove the kick plate and pull out the electrical tray.
3. Add a defrost event by positioning the switch ON (toward the outer ring) at the appropriate time mark.
4. Remove a defrost event by positioning the switch OFF (toward the inside ring) at the appropriate time mark.
5. Push the electrical tray in and replace the kick plate.
6. Switch the AC ON/OFF switch ON. Turn the Alarm Disable key switch ON.
7. Press the **Mute** button to disable the high temperature alarm while freezer reaches operating temperature.

9.6 Prepare for Monitoring

The monitoring system back-up battery is taped next to the battery holder. Install and connect the battery to provide the monitoring system with back-up power in the event of AC power failure. If included, switch the Access Control back-up battery ON to provide the optional Access Control system with back-up power in the event of an AC power failure.

Temperature Probes** Notes**

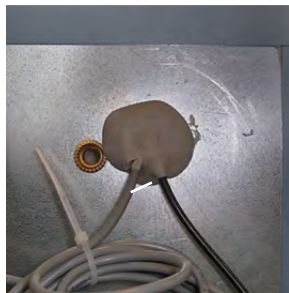
- Temperature probes are fragile; handle with care.
- Remote probes may also be introduced through the existing rear port and immersed in existing probe bottle.

The probe bottle along with a container of propylene glycol have been provided with this unit. The propylene glycol is mixed with water to create a solution which simulates the product stored in the freezer. The product simulation solution temperature reflects the product's temperature during normal operation.

The probe bottle should contain 4 oz. (120 mL) of product simulation solution at a 1:1 ratio of water to propylene glycol.



Left: Probe bottle with temperature probe



Right: Rear access port

 Fill Probe Bottle

1. Remove all probes from bottle and remove bottle from bracket.
2. Remove cap and fill with 4 oz (120 mL) of product simulation solution.
3. Install cap and place bottle in bracket.
4. Replace probes, immersing at least 2" (50 mm) in solution.

 Install Additional Probe Through Rear Port

1. Peel back putty to expose port.
2. Insert probe through port into chamber.
3. Insert probe into bottle.
4. Replace putty, ensuring a tight seal.

Chart Recorder (if included)

Notes

- If chart recorder has been operating on battery power, the battery should be replaced to ensure the back-up source has proper charge.
- For complete information, refer to the Temperature Chart Recorder Operation and Service Manual included with the unit.

The chart recorder has a back-up battery system, enabling a period of continuous operation if power is lost. Battery life varies by manufacturer as well as voltage level remaining. Providing full power is available, back-up power for the temperature chart recorder is available for up to 14 hours.

Prior to use:

Route the chart recorder probe through the rear access port and place in bottle with primary monitor probe.

Set Up and Operation

Access chart recorder by pulling the door open.



Install Battery

Connect the leads to the battery to provide back-up power to the chart recorder.

Install / Replace Chart Paper

Notes

- For accurate temperature reading, ensure the current time is aligned with the time line groove when chart knob is tightened
- Contact Helmer Customer Service to reorder chart paper; part number 220366 (52 sheets).



Chart recorder stylus and time line groove

1. Press and hold **C** button. When stylus begins to move left, release button. The LED flashes to indicate current temperature range.
2. When stylus stops moving, remove chart knob then move knob up and away.
3. Place chart paper on chart recorder.
4. Gently lift stylus and rotate paper so current time line corresponds to time line groove.
5. Hold chart paper and reinstall chart knob is fully tightened. (*Failure to fully tighten the knob can result in paper slipping and losing time.*)
6. Press and hold **C** button. When stylus begins to move right, release button.
7. Confirm stylus is marking on paper and stops at the correct temperature.
8. Calibrate chart recorder to match primary temperature if needed and close recorder door.

External Monitoring Devices

The remote alarm interface is a relay switch with three terminals:

- ◆ Common (COM)
- ◆ Normally Open (NO)
- ◆ Normally Closed (NC)

Terminals are dry contacts and do not supply voltage. Interface circuit is either normally open or normally closed, depending on terminals used.

Requirements for your alarm system determine which alarm wires must connect to terminals.

CAUTION

- The interface on the remote alarm monitoring system is intended for connection to the end user's central alarm system(s) that uses normally open or normally closed dry contracts.
- If an external power supply exceeding 33 V (RMS) or 70 V (DC) is connected to the remote alarm monitoring system's circuit, the remote alarm will not function properly and may cause damage to the control board or result in injury to the user.

The terminals on the remote alarm interface have the following maximum load capacity:

- ◆ 0.5 A at 125 V (AC)
- ◆ 1 A at 250 V (DC)

Connect to Remote Alarm Interface

1. On the electrical box, locate the remote alarm terminals.
2. Connect remote alarm wires to appropriate terminals, according to requirements for your alarm system.
3. Use a cable tie to relieve strain on alarm wires (as necessary).

9.7 Configure Storage

CAUTION

- Before moving drawers, ensure they are completely empty for safe lifting.
- Maximum basket, drawer, or shelf load is 100 lbs (46 kg).

Note

Before moving storage components, protect stored items in freezer from extended exposure to adverse temperature.

Product Loading Guidelines

When loading your freezer, take care to observe the following guidelines:

- ◆ Never load freezer beyond capacity.
- ◆ Always store items within shelves, drawers or baskets.
- ◆ Temperature uniformity is maintained by air circulation, which could be impeded if unit is overfilled, particularly at the top or back. Ensure proper clearance is provided below the fan.

Note

Products stacked against back wall may obstruct air flow and affect performance of unit.

Drawers and Baskets

Remove a Drawer or Basket

1. Pull drawer or basket out until it stops.
2. Tilt the front of the drawer or basket upward.
3. Pull drawer or basket free of the slides.

Install a Drawer or Basket

1. Align end guides on drawer or basket with the slides.
2. Gently push drawer or basket into chamber until it stops.
3. Pull drawer or basket out until it stops; check for smooth operation.

Move Drawer Slides

1. Using a screwdriver, remove front bracket retainers.
2. Tap front brackets upward to disengage standards.
3. Remove slides from standards.
4. Insert slides into standard at appropriate height.
5. Tap front brackets downward to engage standards.
6. Using a screwdriver, install front bracket retainers.

Shelves

Remove a Shelf

1. With one hand, lift front edge of the shelf from the front brackets.
2. With the other hand, reach under the shelf and bump rear edge of the shelf upward to disengage rear brackets.

Install a Shelf

1. Insert shelf into chamber, placing it on brackets.
2. Gently bump rear edge of the shelf downward to engage brackets.
3. Pulling shelf forward gently; shelf should not disengage from rear brackets.

Move Shelf Brackets

1. Using a screwdriver, remove front bracket retainers.
2. Tap front brackets upward to disengage standards.
3. Remove front brackets from standards.
4. Insert front brackets into standard at appropriate height.
5. Tap front brackets downward to engage standards.
6. Using a screwdriver, install front bracket retainers.

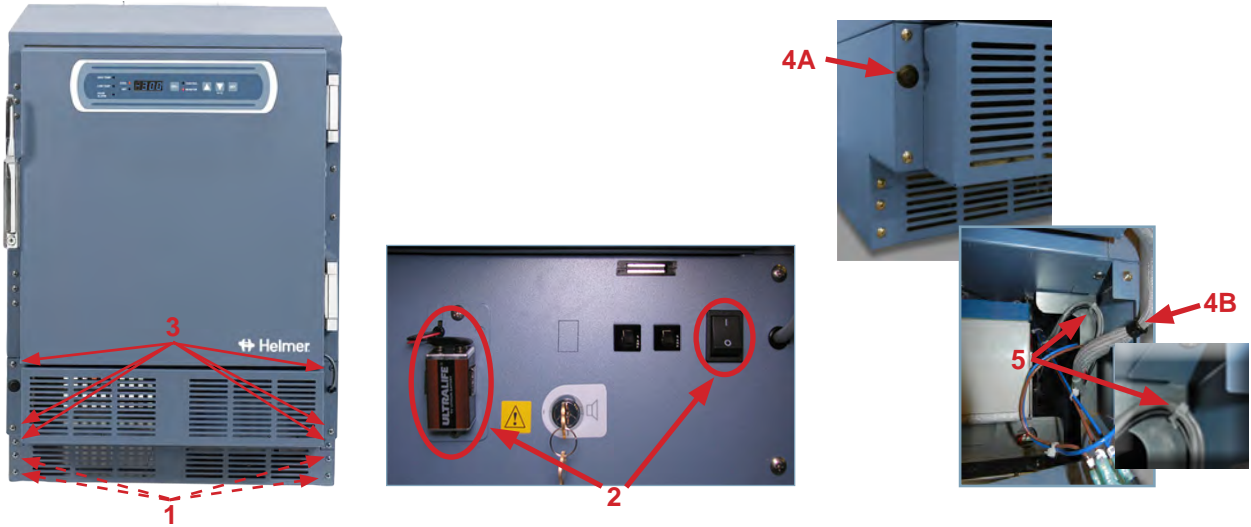
9.8 Optional Adapter Kits for Medication Dispensing Locks

Contact Helmer Technical Service or your distributor for service documentation pertaining to medication dispensing lock adapter kits.

9.9 Reverse Door Hinges and Handle

Notes

- The following instructions apply to reversing a right-hinged door to a left-hinged door. Some steps will need to be reversed if changing from left-hinged to right-hinged.
- Before reversing door hinge and handle, protect stored items in freezer from extended exposure to adverse temperature.
- The door hinge and handle cannot be reversed on freezers equipped with Access Control.
- Unit must be on floor or an elevated work surface with adequate space to place door face-down in front of unit.
- To prevent personal injury and/or damage to the door, Helmer recommends two people for this procedure.

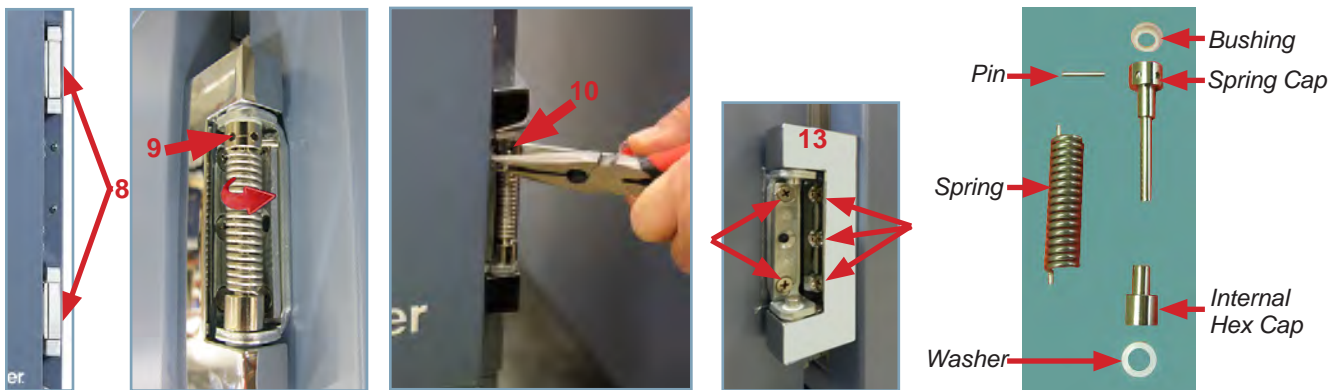


Remove Door and Hinges

1. With access panel cover closed, remove four screws securing the kick plate to the unit. Set kick plate and screws aside.
2. Open the front access panel and switch main power switch to OFF; disconnect back-up battery; disconnect AC power cord from power receptacle.
3. Remove six screws securing the access panel and cover to the unit and carefully place them in front of the unit ensuring there is no strain on the wiring.
4. Remove plug from access panel on handle-side of unit. Remove grommet from hole on hinged-side of unit and slide braided sleeve out of the slot.
5. Cut zip tie holding power cable inside the unit.



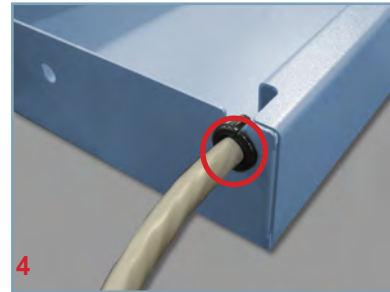
6. Remove four screws securing door handle assembly to the door and set assembly aside.
7. Remove two screws attaching the strike plate and spacer to the unit and set aside.



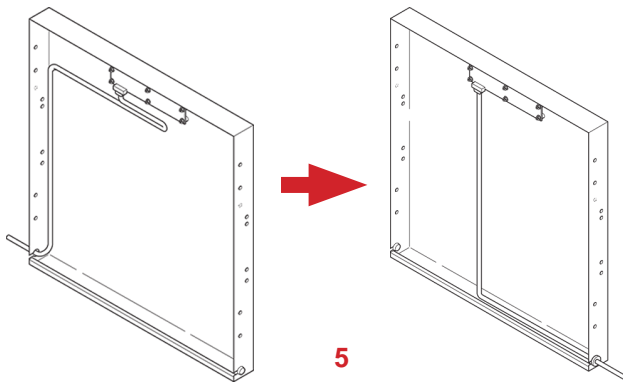
8. With door shut, remove cover plate from both hinges.
9. Remove the lower hinge spring assembly using a punch or J-hook tool to engage the left-most hole in the spring cap and rotate the spring cap from left to right and hold.
10. Using needle-nose pliers, remove the pin from the spring cap and slowly release spring back to the left.
11. Using a punch or J-hook tool to engage any hole in the spring cap, compress spring downward.

12. Remove spring assembly from lower hinge and set aside.
13. Supporting the door, remove five screws attaching lower hinge to door and unit, and noting the size and location of each screw. Set the hinge aside.
14. Remove the five screws attaching the upper hinge to the door and unit, and noting the size and location of each screw. Set the hinge aside.

Reroute Communication Cables



1. Carefully place door face-down in front of the unit ensuring there is no strain on cables running from the cabinet to the door.
2. Remove the remaining screws from the door assembly. Using a punch or J-hook tool along the bottom edge, lift the inner door frame out of the outer door frame.
3. Remove the plug from the door on the handle-side and set aside.
4. Pull grommet out of hole in door on hinged-side and slide the braided sleeve out of the slot.

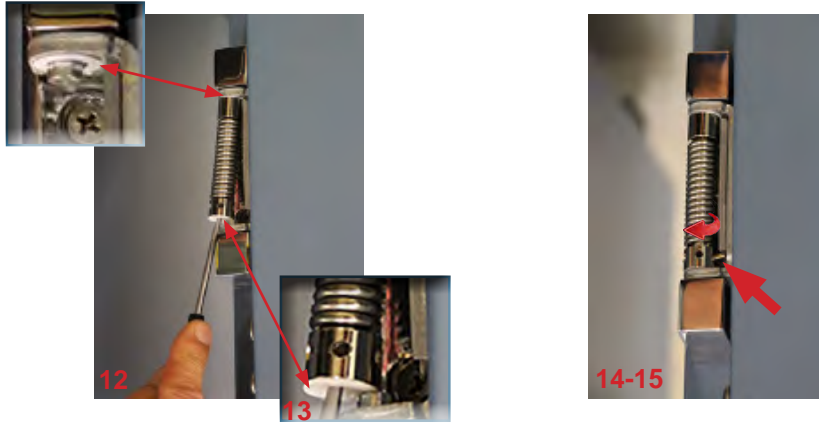


5. Reroute the data cable inside the door and out through the slot in the corner opposite from where the cable had previously exited the door. Cable should follow the bottom edge of the door frame.
6. Tape cable to the inside of the door ensuring any excess cable is on the outside of the door.
7. Cut zip ties securing the braided sleeve and slide the sleeve and grommets along the cables toward the door.
8. Slip cable through the slot in the door and insert the door-side grommet into the hole in the door.

Reassemble door / Reverse hinges

1. Reinstall inner door panel and secure with screws in holes opposite original configuration.
2. Reinstall hinges onto opposite side of door frame by aligning holes in hinge plates with holes in door frame and hand-threading the two long screws in each hinge (leave screws slightly loose).
3. Lift door to cabinet and align holes in the hinge plates with the corresponding holes in the cabinet.
4. Hand-thread three short screws through hinge and into cabinet ensuring the weight of the door does not rest on the hinges.
5. Level the door and tighten all screws securing hinges to the unit.
6. Reroute power and communication cables across the front of the unit behind the access panel and secure with zip tie.
7. Slide the braided sleeve through the slot in the access panel allowing approximately 3" (76 mm) of slack between the door and the cabinet so door can open and close without straining cables. Install grommet in access panel.
8. Attach door handle on opposite side of door with four screws.
9. Attach strike plate and spacer to opposite side of unit with two screws. Test locking mechanism to ensure proper functionality.

10. With door closed, configure the hinge spring assembly for the opposite side of door.



11. Orient the bend in the coil toward the front of the freezer and slide the internal hex cap with washer onto upper hex bolt in lower hinge plate.
12. Compress the spring upward using a punch or J-hook tool in the spring cap.
13. Slide the spring cap over the lower hex bolt in the lower hinge plate while compressing the spring.
14. Use a punch or J-hook tool to engage the right-most hole in the spring cap and rotate the spring cap from right to left, and hold.
15. Count four holes, beginning with and including the hole closest to the end of the coil, and insert the pin in the fourth hole.
16. Replace the hinge cover plates.
17. Reinstall access panel and cover securing with six screws.
18. Reinstall kick plate securing with four screws.
19. Plug power cord into power receptacle. Switch AC power switch ON. Switch back-up battery switch ON.
20. Verify door is level, hinges operate smoothly and door seals tightly.
21. Touch Mute to disable the high temperature alarm while freezer reaches operating temperature.

10 Controls

Horizon Series models are equipped with a monitor and optional control system which allows users to view and change current settings.

10.1 Monitor and Control Interface

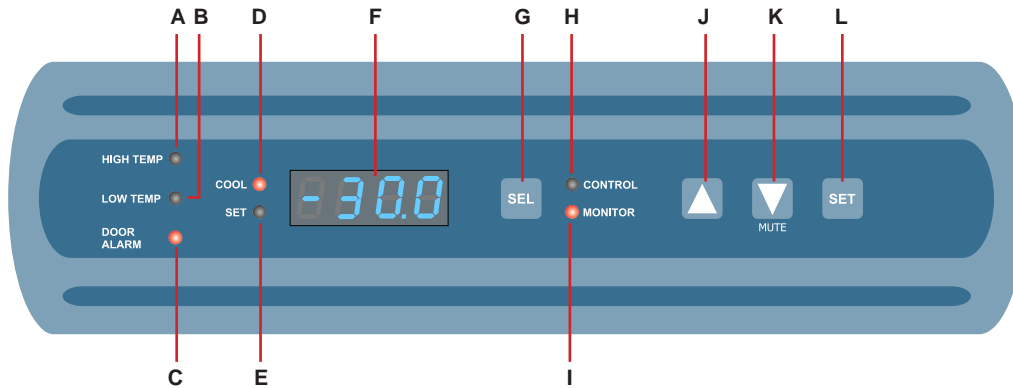


Table 11. Monitor and Control Indications

Label	Description	Function
A	HIGH TEMP lamp	Indicates when the freezer is in a high temperature alarm condition. Also indicates high alarm temperature setpoint is being changed.
B	LOW TEMP lamp	Indicates when the freezer is in a low temperature alarm condition. Also indicates low alarm temperature setpoint is being changed.
C	DOOR ALARM lamp	Indicates when the door is open.
D	COOL lamp	Indicates the compressor is running.
E	SET lamp	Indicates when temperature setpoint or alarm setpoint is being changed.
F	Display	Displays real-time temperature information, setpoints, and alarms.
G	SEL button	Toggles between alarm monitor and control modes.
H	CONTROL lamp	Indicates when the reading from the control probe is displayed.
I	MONITOR lamp	Indicates when the display is showing temperature readings from the monitor probe. Also indicates when alarm setpoints are being changed.
J	UP ARROW button	Increases a temperature setting.
K	DOWN ARROW / MUTE ALARM button	Decreases a temperature setting. Also mutes the audible alarm for five minutes.
L	SET button	Allows settings to be selected, prior to changing settings.

Note

The Alarm Disable key switch disables all audible alarms. This switch does not affect alarm lamps or signals sent through the remote alarm interface.


Display Minimum and Maximum Monitor Temperature Recordings

Notes


- This feature is standard on Horizon Series™ models with serial numbers of 2015494 or higher. Some exceptions may exist. For confirmation on your unit, please contact Helmer Technical Service.
- Units that do not include the minimum and maximum recording feature will not display .C or .F when entering the program mode. All temperature readings will appear in .C only.
- The following steps only apply to the primary monitor probe.

The minimum and maximum recording feature allows the user to view a minimum temperature occurrence and a maximum temperature occurrence within a given period of time. The timer provides a time reference in which those temperatures occurred.

 **View minimum temperature recording.**

1. Press and hold the **Down Arrow** button for 1 second and listen for a single beep. 
2. The display will alternate between **LO** and a valid temperature value five (5) times followed by a single beep to indicate exit back to the temperature display.



 **View maximum temperature recording.**

1. Press and hold the **Up Arrow** button for 1 second and listen for a single beep. 
2. The display will alternate between **HI** and a valid temperature value five (5) times followed by a single beep to indicate exit back to the temperature display.



 **View recorded temperature timer.**

 **Notes**

- The timer denotes the period of time that has elapsed. It does not display the time at which a minimum or maximum temperature occurred.
- The maximum period of time the timer can record is 99:59 (99 hours and 59 minutes).

1. Press and hold either the **Up** or **Down Arrow** button for 1 second.  or 
2. While the display is flashing the **HI** or **LO** value, press and hold the **SET** button for 1 second.
3. The display will alternate five (5) times between **CLr** and a value representing the number of hours and minutes that have elapsed since the last recording (example: 12:47 would represent 12 hours and 47 minutes). A single beep will follow to indicate exit back to temperature display.

 **Clear minimum and maximum temperature recordings.**

1. Press and hold either the **Up** or **Down Arrow** button for 1 second.  or 
2. While the display is flashing the **HI** or **LO** value, press and hold the **SET** button for 1 second and listen for a single beep.
3. While the display is flashing the elapsed time since last reset, press and hold the **SET** button for 2 seconds. **CLr** will be displayed followed by a series of 3 beeps to indicate exit back to the temperature display.

 **Notes**

The minimum and maximum temperature and timer will reset when:

- the unit is powered off and battery backup is not engaged, or
- after 99 hours and 59 minutes have elapsed.

10.2 Alarm Reference

If an alarm condition is met, an alarm activates. Some alarms are visual only; others are visual and audible. Some alarms are sent through the remote alarm interface.

The table indicates if an alarm is audible (A), visual (V), or sent through the remote alarm interface (R).

Table 12. Alarm Indications

Alarm	Alarm Type
High Temperature	A, V, R
Low Temperature	A, V, R
Door Open (Time)	A, V, R
Power Failure	A, V, R
Probe Failure	A, V, R

10.3 Settings

Temperature setpoint

The default setpoint for the freezer is -30.0 °C. This can be changed if your organization requires a chamber temperature other than -30.0 °C.

Change Setpoint

Note

The current temperature setpoint is typically higher than the chamber temperature.

1. On the monitoring system, press and release **SEL** to change to Control mode. The CONTROL lamp will illuminate.
2. Press and hold **SET** to display the current temperature setpoint.
3. Hold **SET** and press **Up Arrow** or **Down Arrow** to set the adjustment value.
4. Release **SET** button; the setpoint is changed.
5. Press and release **SEL** to return to Monitor mode. The MONITOR lamp will illuminate.

Temperature Settings

Temperature settings are factory pre-set. Settings can be viewed and changed through the Monitor and Control interface.

Table 13. Parameters, Indicators and Settings

Parameter	Visual Indicator	Range	Default
Celsius or Fahrenheit	None	.C, .F	.C
High Temperature	MONITOR Lamp & HIGH Lamp	-40.0 to 40.0 (°C) -40 to 104 (°F)	-20.0°C
Low Temperature	MONITOR Lamp & LOW Lamp	-40.0 to 40.0 (°C) -40 to 104 (°F)	-40.0°C
Monitor Offset	MONITOR Lamp	-10.0 to 10.0 (°C) -18 to 18 (°F)	Varies
Control Offset	CONTROL Lamp	-10.0 to 10.0 (°C) -18 to 18 (°F)	Varies
Hysteresis	CONTROL Lamp	0.5 to 2.5 (°C) 1 to 5 (°F)	2.0°C

View Settings and Offset Values

1. Press and hold the **Up** and **Down Arrows** simultaneously for 3 seconds to enter program mode.
2. The LED Display will show .C or .F to indicate Celsius or Fahrenheit.
3. Press and release **SEL** to scroll through the parameters and view settings.
4. Hold **Up** and **Down Arrows** simultaneously for 3 seconds to exit program mode.
5. The LED Display will show current monitor temperature.

Temperature Units

Note

If temperature units are changed, the temperature setpoints, offsets and alarm settings must be recalibrated.

Select Temperature Units

1. Press and hold the **Up** and **Down Arrows** simultaneously for 3 seconds to enter program mode.
2. The LED Display will show .C or .F to indicate Celsius or Fahrenheit.
3. Press and hold the **SET** button while pressing the **Up** or **Down Arrow** to select the desired temperature unit parameter.
4. Release **SET** button. The new setting is saved.
5. Press and hold **Up** and **Down Arrows** simultaneously for 3 seconds to exit program mode.

Alarm Settings

The high and low temperature alarm settings may be changed by the operator. Temperature alarm setpoints specify the temperature at which an alarm activates. The setpoint for temperature alarms may be changed.

High Temperature Alarm

Change the Alarm Setpoint

1. Press and hold the **Up** and **Down Arrows** simultaneously for 3 seconds to enter program mode.
2. The LED Display will show .C or .F to indicate Celsius or Fahrenheit.
3. Press **SEL** until HIGH TEMP and MONITOR lamps flash.
4. Hold **SET**, then press **Up** or **Down Arrow** to change the setpoint.
5. Release **SET** button. The new setting is saved.
6. Press and hold **Up** and **Down Arrows** simultaneously for 3 seconds to exit program mode.

Low Temperature Alarm

Change the Alarm Setpoint

1. Press and hold the **Up** and **Down Arrows** simultaneously for 3 seconds to enter program mode.
2. The LED Display will show .C or .F to indicate Celsius or Fahrenheit.
3. Press **SEL** until LOW TEMP and MONITOR lamps flash.
4. Hold **SET**, then press **Up** or **Down Arrow** to change the setpoint.
5. Release **SET** button. The new setting is saved.
6. Press and hold **Up** and **Down Arrows** simultaneously for 3 seconds to exit program mode.

Primary Monitor Probe

Verify the primary monitor probe is reading chamber temperature correctly by comparing primary monitor probe readings to the temperature measured by a calibrated reference thermometer. If the primary monitor probe is not reading correctly, change the monitor offset value displayed.

Calibrate Primary Monitor Probe

1. Remove the primary monitor probe from the probe bottle.
1. Unscrew the cap and remove.
2. Attach a calibrated independent reference thermometer traceable per national standards to the probe, and immerse at least 2" (50 mm) in probe bottle.
3. Close the door and allow the chamber temperature to stabilize for 10 minutes. Note the temperature on the calibrated reference thermometer and compare to the chamber temperature displayed on the monitor.
4. Adjust the monitor offset value higher or lower to reflect the difference between the chamber temperature displayed on the monitor and the temperature reading from the calibrated reference thermometer.
5. Remove reference thermometer from the probe.
6. Replace bottle cap, ensuring a tight fit.
7. Place probe in bottle, immersing at least 2" (50 mm).

Enter the New Offset Value

1. Press and hold the **Up** and **Down Arrows** simultaneously for 3 seconds to enter program mode.
2. The display will show .C or .F to indicate Celsius or Fahrenheit.
3. Press **SEL** until only the MONITOR lamp flashes.
4. Hold **SET**, then press **Up** or **Down Arrow** to change the monitor offset.
5. Release **SET** button. The new setting is saved.
6. Press and hold **Up** and **Down Arrows** simultaneously for 3 seconds to exit program mode.

Control Sensor

The temperature controller senses unit cooler temperature through the control probe in the unit cooler. The unit cooler temperature typically varies from the chamber temperature, so an offset value is used by the control system to compensate for the difference.

The temperature controller adjusts chamber temperature around the freezer setpoint by activating the compressor when the control probe registers above the setpoint based on the hysteresis value.

Determine Control Sensor Offset

Note

Control Sensor Offset is factory-preset and should not be changed. Contact Helmer Technical Service for instructions regarding changing the Control Sensor Offset.

1. View and record the Freezer Setpoint. (Reference **Section 10.3**)
2. Allow the unit to run with calibrated monitor temperature for several compressor cycles, and record the average monitor temperature .
3. View and record the current Control Offset value.
4. Subtract the Freezer Setpoint from the average monitor temperature and record the difference.
5. Add the current Control Offset value to the recorded difference determined in the previous step to establish the new Control Offset value.

EXAMPLE 1	EXAMPLE 2
Freezer Setpoint is -30.0	Freezer Setpoint is -30.0
Average monitor temperature is -29.2	Average monitor temperature is -31.2
Current Control Offset is 0.3	Current Control Offset is 0.3
Subtract: $-29.2 - (-30.0) = 0.8$ (difference between average temperature and setpoint)	Subtract: $-31.2 - (-30.0) = -1.2$ (difference between average temperature and setpoint)
Add $0.3 + 0.8 = 1.1$; new Control Offset value	Add $0.3 + (-1.2) = -0.9$; new Control Offset value

Enter new Offset Value

Notes

- Ensure Control Sensor Offset is being changed, and not Hysteresis.
- Control Sensor Offset and Hysteresis have the same visual indicator.

1. Press and hold the **Up** and **Down Arrows** simultaneously for 3 seconds to enter program mode.
2. The Display will show .C or .F to indicate Celsius or Fahrenheit.
3. Press **SEL** until only the CONTROL lamp flashes.
4. Hold **SET**, then press **Up** or **Down Arrow** to change the setpoint.
5. Release **SET** button. The new setting is saved.
6. Press and hold **Up** and **Down Arrows** simultaneously for 3 seconds to exit program mode.

Hysteresis

Hysteresis is the allowable temperature control variance on each side of the freezer setpoint.

Note

Hysteresis is factory-preset and should not be changed unless directed by Helmer Technical Service.

Non-Configurable Alarms

The Power Failure and Door Open alarms indicate operational conditions which may require the attention of the operator or a qualified service technician. The Power Failure alarm will activate immediately upon loss of power. The Door Open alarm will activate once the door has remained open for approximately three minutes. These settings are factory-preset and may not be changed.

11 Maintenance

Maintenance tasks should be completed according to the schedule below.

 **CAUTION**

- Review all safety instructions prior to recharging refrigerant. Refer to **Section 1.1** (Safety).
- Maintenance should only be performed by trained refrigeration technicians.

 **Notes**

- The preventive maintenance schedule provides recommended minimum requirements. Regulations or physical conditions at your organization may require maintenance items to be performed more frequently, or only by designated service personnel.
- Before performing maintenance, protect items in freezer from extended exposure to adverse temperature.
- Allow freezer temperature to stabilize at setpoint after performing service or after extended door opening.

Table 14. Horizon Series Preventive Maintenance Schedule

Task	Frequency			
	Quarterly	1 year	2 years	As Needed
Horizon Series: Test the high temperature alarm.				
Models with Access Control				
Test the Access Control battery.				
Replace Access Control back-up battery				
Test the door alarm (as required by your organization’s protocols).				
Check the temperature calibration on the monitor and change it if necessary.				
Models with Chart Recorders				
Check the backup battery for the chart recorder after an extended power failure and change it if necessary, or change the battery if it has been in service for one year. Refer to the Temperature Chart Recorder Operation and Service Manual.				
Replace the monitoring system back-up battery.				
Check the level of the solution in the probe bottle. Refill or replace solution if necessary.				
Examine the probe bottle and clean or replace if necessary.				
<ul style="list-style-type: none"> • Inspect electrical components and wiring terminals in the electrical box for discoloration. Contact Helmer Technical Service if any discoloration is found. • Inspect all wiring for terminals for secure connection. Tighten wiring terminal connections as necessary. 				
Clean the condenser grill.				
Clean the door gaskets, interior, and exterior of the freezer.				

 **NOTICE**

Clean the condenser grill on a quarterly basis.

 **Note**

During a power failure the back-up battery provides power to the monitoring system, power failure alarm, and optional Access Control. If the back-up battery is not functioning, the power failure alarm will not be activated and the battery should be replaced.

11.1 Alarm Tests

Alarms should be tested to ensure they are working correctly. The freezer has alarms for chamber temperature, power failure, and door open (time).

Chamber Temperature Alarm Test

NOTICE

- Before testing alarms, protect items in freezer from extended exposure to adverse temperature.
- Temperature probes are fragile; handle with care.

Test the High Alarm

1. Identify setting for high alarm setpoint.
2. Place the glass of product simulation solution in the freezer.
3. When the product simulation solution has stabilized at the chamber temperature, remove the solution from the freezer.
4. Remove the monitor probe from the probe bottle.
5. Place the probe in the product simulation solution, observe the temperature on the monitoring system display at which the high temperature alarm sounds.
6. Compare the temperature at which the alarm sounds to the high alarm setpoint.
7. Remove probe from product simulation solution.
8. Place monitor probe in probe bottle, immersing it at least 2" (50 mm).

Power Failure Alarm Test

Note

During a power failure, the battery should continue to provide power to the monitoring system.

1. Switch AC ON/OFF switch OFF. Audible power failure alarm will activate immediately and "PoFF" (power off) will appear on the display.
2. Switch AC ON/OFF switch ON. Audible power failure alarm will cease and "PoFF" will clear from the display.

Door Open Alarm Test

Note

Factory-set to three minutes and can not be changed.

1. Open freezer door and note the time.
2. After three minutes, audible alarm will activate and DOOR ALARM lamp will flash.
3. Close freezer door. Audible door open alarm will cease and DOOR ALARM lamp will stop flashing.

11.2 Test and Replace Back-up Batteries

Check Monitoring System Battery

The monitoring system does not indicate the charge level of the battery. Regularly test the battery and replace battery if the test fails or if the battery has been in use for one year.

Note

Use a battery which meets manufacturer's specifications.

Test the Battery

1. Switch the AC ON/OFF switch OFF.
2. Verify "PoFF" (power failure) message is displayed.
3. If the display is blank, replace battery.
4. Switch AC ON/OFF switch ON.

Check Optional Access Control System Battery

During an AC power failure, the Access Control back-up battery provides back-up power to power the magnetic Access Control lock. Test the Access Control back-up battery to ensure it is working properly.

Test the Battery

1. Ensure Access Control battery key switch is switched ON.
2. Switch AC ON/OFF switch OFF.
3. Verify "PoFF" (power failure) message is displayed.
4. Attempt to open the cabinet door, if the door remains locked, the battery is functional. If the door does not remain locked, replace the battery.
5. Switch AC ON/OFF switch ON.

Check Recorder Back-up Battery (if included)

Refer to 360076-1 Temperature Chart Recorder Operation and Service Manual.

11.3 Check Probe Bottle

Remove the probe bottle from the bracket and inspect for cracks. Replace the bottle if necessary.

Ensure the probe bottle has approximately 4 oz (120 mL) of product simulation solution (1:1 ratio of water to propylene glycol). The propylene glycol is mixed with water to create a solution which simulates the product stored in the freezer. The product simulation solution temperature reflects the product's temperature during normal operation. Failure to fill the bottle may prevent the chamber temperature from stabilizing at the temperature setpoint. The probe should be immersed at least 2" (50 mm).

11.4 Clean the Freezer

Cabinet Exterior

Clean exterior surfaces with soft cotton cloth and non-abrasive liquid cleaner.

Cabinet Interior

Clean painted surfaces with mild detergent. Clean stainless steel surfaces with a general-purpose laboratory cleaner suitable for stainless steel.

Condenser Grill

CAUTION

Disconnect freezer from AC power when cleaning condenser grill.

In environments where freezer is exposed to excessive lint or dust, condenser grill may require cleaning more frequently than stated in preventive maintenance schedule.

Clean the condenser grill using a soft brush and a vacuum cleaner.

Probe Bottles

Clean and refill bottle:

1. Remove probe from bottle.
2. Remove bottle from bracket.
3. Clean bottle with water-bleach solution.
4. Fill bottle with 4 oz (120 mL) of product simulation solution.
5. Cap bottle tightly to minimize evaporation.
6. Place bottle in bracket.
7. Replace probe, immersing at least 2" (50 mm).

12 Service

12.1 Refrigerant

⚠ CAUTION

- Review all safety instructions prior to recharging refrigerant. Refer to **Section 1.1 (Safety)**.
- Maintenance should only be performed by trained refrigeration technicians

i Notes

- Use only non-CFC R-404A refrigerant.
- Pressure varies depending on ambient air temperature.
- Normal low side pressures are 5 psi to 7 psi when unit is functioning at standard operating temperatures and measured at the end of the compressor cycle.
- If a refrigerant leak is suspected, Helmer recommends finding and fixing the leak prior to recharging the unit.

Full initial refrigerant charge varies by model and power requirements, which can be found on the product specification label.

Table 15. Refrigerant Charge

Model	Power Requirements	Refrigerant	Initial Charge
104 / 105	115 V	R404A	11.0 oz (312 g)
105	230 V	R404A	18.5 oz (524 g)

12.2 Remove / Replace Unit Cooler Cover

The unit cooler must be removed when servicing the control probe, fan motor(s) or coil.

⚠ NOTICE

If unit cooler cover is not removed as detailed in this procedure the drain port may be damaged. Improper drainage may result in excessive icing and freezer's inability to maintain temperature.

Label	Description
A	Unit cooler cover
B	Drain port
C	Protective cover
D	Drain fan
E	Fan tube
F	Heating element
G	Heater wires
H	Drain tube

☑ Remove Unit Cooler Cover

⚠ CAUTION

The condensate evaporator and water evaporation tray are hot.

1. Switch AC ON/OFF switch OFF. Switch battery switch OFF.
2. Remove top drawer, basket, or shelf from the cabinet.

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3. Loosen the four screws attaching the drain tube cover to the rear of the unit. Slide the cover up to disengage from the keyhole openings and remove.
4. Cut the wire ties securing the drain line to the cabinet.
5. On the back of the unit, peel the putty back to expose the drain tube and drain heater.
6. Remove the wire ties securing the heater wires to the cabinet. Verify the heating element is cool.
7. Inside the cabinet, remove the putty around the drain tube.
8. From the rear of the unit, remove the drain heater from the drain tube.
9. Remove the drain tube in the back of the unit by pulling it downward. The external section of the drain tube should separate from the fan tube at the 90° elbow, leaving the fan tube attached to the fan.
10. Inside the cabinet, detach the section of the drain tube connected to the unit cooler drain spout by gently twisting to separate, then pivot the drain tube upward and remove.
11. Using a 5/16" socket wrench, remove the four screws securing the unit cooler cover to the top of the cabinet while supporting the cover with one hand to prevent it from dropping.
12. Carefully lower the unit cooler cover to avoid damage to the fan wiring.

Install Unit Cooler Cover

1. Verify unit cooler wiring is connected and routed correctly. Wiring should be routed above the copper tube inside the unit cooler. Reconnect wires if they have separated.
2. Lift the unit cooler cover into place and attach using four screws. Tighten using a 5/16" socket wrench to secure.
3. From the rear of the unit, insert the drain tube through the opening into the cabinet. The drain tube should be aligned with the unit cooler drain spout inside the chamber and the connection to the fan tube at back of the unit.
4. Attach the drain tube to the unit cooler drain spout and the fan tube.
5. Insert the drain line heater in the drain tube at an upward angle. The black heating element should no longer be visible.
6. Replace putty around the drain tube inside the cabinet.
7. Reinstall top drawer, basket, or shelf if previously removed.
8. Reattach the drain line heater wires to the cabinet using wire ties.
9. On the back of the cabinet, press putty around the drain hose and partially into the hole.
10. Install the protective cover on the rear of the cabinet.
11. Switch AC ON/OFF switch ON. Switch battery switch ON.
12. Touch **Mute** to disable the high temperature alarm while freezer reaches operating temperature.

13 Troubleshooting

⚠ CAUTION

Review all safety instructions prior to troubleshooting. Refer to **Section 1.1** (Safety).

13.1 General Operation Problems

Problem	Possible Cause	Action
A drawer or basket does not slide easily.	Drawer or basket is misaligned or not level.	Confirm both slides for the drawer or basket are mounted at the same height.
	Ice or debris in the drawer slides.	Pull the drawer or basket out and confirm the slides are free of ice or debris. Clean or de-ice if necessary.
	A slide is faulty.	Confirm the slide is operating correctly. Replace if necessary.
The door does not open easily.	Door hinges are not lubricated.	Using a general-purpose grease, lubricate the pivots in the hinges.
	Debris in the hinges.	Confirm the hinges are free of debris. Clean the hinges if necessary.
	Hinge is faulty.	Confirm the hinge spring or pin is not damaged. Replace entire hinge (lower hinge only), if necessary.
	Lower hinge spring and/or pin may be bent or faulty.	Replace the entire lower hinge spring and pin assembly.
The chamber temperature meets an alarm condition, but the appropriate temperature alarm is not active.	Temperature alarm setpoint was changed.	Check the current setpoints for the temperature alarms. Change the setpoints if necessary.
"Prob" is displayed on the monitor	Temperature probe wiring is an open circuit	Check the continuity of the probe wiring and connections. Secure the connections if necessary.
		Confirm the probe is providing resistance in the 86 to 110 . Replace the probe if necessary.

13.2 Chamber Temperature Problems

Problem	Possible Cause	Action
The compressor runs continuously.	Freezer setpoint is set too low.	Confirm the setpoint is set within the operating range and change it if necessary.
	Temperature monitor/control board is faulty.	Confirm the temperature controller or monitor/control board is operating correctly. Replace it if necessary.
	Compressor solid-state relay is faulty.	Confirm the relay is operating correctly. Replace the relay if necessary.

Problem	Possible Cause	Action
The chamber temperature does not stabilize at the freezer setpoint.		
	Circulation in the chamber is not adequate.	Check if there are any items that may obstruct air flow and remove them if necessary.
	Condenser grill is dirty.	Check the condenser grill. Clean it if necessary.
	Ambient air temperature around the freezer is too high.	Confirm freezer location meets requirements. Refer to the operation manual.
	Unit cooler fan is not running.	Check the voltage to the fan when door switch is activated. Replace the fan motor or door switch if necessary.
	Condensing unit fan is not running.	Check the condensing unit fan connections. Replace the fan motor if necessary.
	Compressor solid state relay is faulty.	Confirm the relay is operating correctly. Replace the relay if necessary.
	Refrigerant level is too low.	Check the refrigeration lines for leaks and repair them if necessary.
		Check the refrigerant level. Recharge the refrigerant if necessary.
	Compressor motor not running.	Check amperage.
		Check start components. Contact Helmer Technical Service
	Temperature monitor/control board is faulty.	Check for loose connections and ohm display probe.
		Confirm the temperature controller or monitor/control board is operating correctly. Replace it if necessary.
Air circulation at the top of the chamber is not adequate.	Check if there are any items that may obstruct air flow and remove them if necessary.	
A component is faulty or internal connections are loose.	Contact Helmer Technical Service.	

13.3 Alarm Activation Problems

Problem	Possible Cause	Action
The freezer is in an alarm condition, but the appropriate alarm is not audible or active.	Alarm system is faulty.	Confirm the circuit board and line connections are functioning correctly.
	Monitor/control board is faulty.	Replace parts with those included in the control board kit, or replace the monitor/control board.
	Alarm buzzer is faulty.	Replace the alarm buzzer.
	A component is faulty or internal connections are loose.	Contact Helmer Technical Service.
	Alarm Disable key is in the OFF position.	Turn the Alarm Disable key to the ON position.
	Audible alarms are muted.	Verify that audible alarms are not muted.
	Alarm setpoint was changed.	Check the current setpoints for the alarms.
The High Temperature alarm activates when the door is opened, then clears shortly after the door is closed.	Connections for the monitor probe are loose.	Check the monitor probe connections. Secure the connections if necessary.
	Monitor probe is faulty.	Test the probe. Replace the probe if necessary.
	Unit cooler fan continues to run while the door is open.	Test the door switch and unit cooler fan connections. Secure the connections if necessary. Replace the door switch or fan motor if necessary.
	Probe bottle is empty.	Check the level of product simulation solution in the bottle. Clean and refill bottle if necessary.
	High temperature alarm setpoint is set too low.	Check the setpoint. Change the setpoint if necessary.
A component is faulty or internal connections are loose.	Contact Helmer Technical Service.	

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Problem	Possible Cause	Action
The freezer is connected to power, but the AC Power Failure alarm is active.	Outlet connection is faulty.	Verify power at the outlet. Repair the original outlet or connect to a different outlet if necessary.
	Power cord is faulty.	Confirm the power cord is connected securely. Secure the power cord if necessary.
	ON/OFF AC power switch located inside the front lower panel is faulty.	Replace the ON/OFF AC power switch.
	ON/OFF AC power switch is OFF.	Turn the ON/OFF AC power switch to the ON position.
	A component is faulty or internal connections are loose.	Contact Helmer Technical Service.
	Circuit breaker is tripped.	Reset or replace the circuit breaker.
The Door Open alarm is activating sporadically.	Door is not closing completely.	Clean hinges if debris is present. Confirm door is aligned. Confirm hinge spring and/or pin are not damaged. Replace hinge (lower only) if necessary.
	Door is closing but not sealing completely.	Confirm the door gasket seals completely. Replace the door gasket if necessary.
	Connections for the door switch are faulty.	Test the switch connections. Secure the connections if necessary.
	Door switch is faulty.	Replace the door switch.
	Monitor/control board is faulty.	Replace parts with those included in the control board kit, or replace the monitor/control board.
	A component is faulty or internal connections are loose.	Contact Helmer Technical Service.
An alarm activated, but the temperature recorded at activation does not match the alarm setpoint.	Monitor settings are not calibrated.	Confirm the monitor probe is reading correctly. Calibrate the probe if necessary.
	Temperature changed slightly around the time of activation.	No action necessary.

13.4 Condensation and Icing Problems

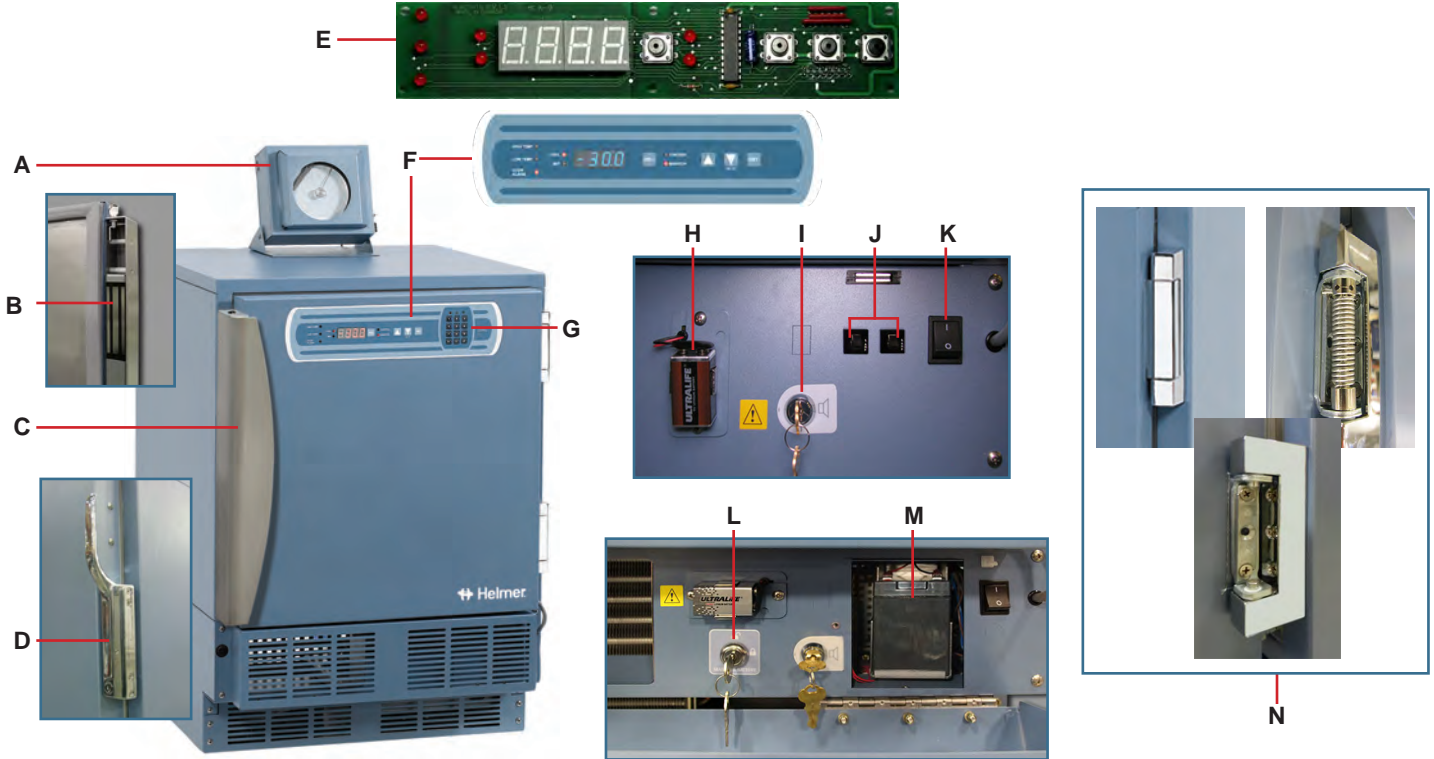
Problem	Possible Cause	Action
There is excessive water in the water evaporation tray inside the lower compartment in the back of the unit.	Humid air is entering the chamber	Confirm the freezer is level, and the door is aligned, closing tightly, and sealing correctly. Correct issues as necessary.
There is excessive ice in the chamber.	Humid air is entering the chamber.	Confirm the freezer is level, and the door is aligned, closing tightly, and sealing correctly. Correct issues as necessary.
	Unit cooler drain line is damaged or restricted.	Confirm the unit cooler drain line is free of debris and is not restricted. Remove debris if necessary.
	Drain line is plugged.	Confirm the drain tube is free of debris. Remove debris if necessary.
	External drain fan is faulty.	Confirm the external drain fan is running. Hold a piece of paper in front of the fan and confirm that the paper is being drawn toward the freezer. Confirm the connections are secure. Tighten connections if necessary. Replace the drain line fan if necessary.

Problem	Possible Cause	Action
There is excessive moisture on the doors.	Humid air is entering the chamber.	Confirm the freezer is level, and the door is aligned, closing tightly, and sealing correctly.
	Relative humidity around freezer is too high.	Confirm freezer location meets requirements.
After a defrost cycle, no water flows into the water evaporation tray.	Not enough time has elapsed since the end of the defrost cycle.	Allow approximately 20 minutes after the end of the defrost cycle to check for water in the evaporation tray.
	Drain line is plugged.	Confirm the drain tube is free of debris. Remove debris if necessary.
	Drain line heater is faulty.	Confirm the drain line heater is warm to the touch. Contact Helmer Technical Service to resolve issues as necessary.
	Defrost heater on the evaporator in the unit cooler is not working.	Check for ice buildup on the evaporator by looking through the fan grill with a flashlight. If there is significant ice buildup inside or behind the unit cooler, initiate a defrost cycle of the freezer.

14 Horizon Parts

Note

- Before replacing parts, protect items in freezer from extended exposure to adverse temperature.
- Allow freezer temperature to stabilize at setpoint after replacing parts or after extended door opening.
- The display board is sensitive to static electricity and can be damaged by electrostatic discharge. Use proper ESD precautions when handling the board.



Letter	Description	Model	Part Number	Letter	Description	Part Number	Volts	Hz
A	Temperature chart recorder	-	500613-1	G	Keypad	800007-1	-	-
Not shown	Chart paper (52 sheets)	-	220419	H	Monitoring system back-up battery	120399	-	-
	Chart recorder back-up battery	-	120218	I	Alarm disable key switch	120227	-	-
B	Magnetic lock assembly	104	800141-1	J	Circuit breakers	120272	230	50
		105	800139-1			120288	230	60
C	Door handle (includes manual keyed lock)	104	322021-1	K	AC power switch	120478	-	-
		105	322000-1	L	Back-up battery key switch (optional Access Control)	401220-1	-	-
D	Door handle (magnetic offset latch w/ key lock)	-	220426	M	Back-up battery (optional Access Control)	120628	-	-
E	Touchpad membrane	-	370106-1	N	Hinge Assembly	220506	-	-
Not shown	Control/monitor interface cable * = without Access Control ** = with Access Control	-	800032-1*					
			800033-1**					



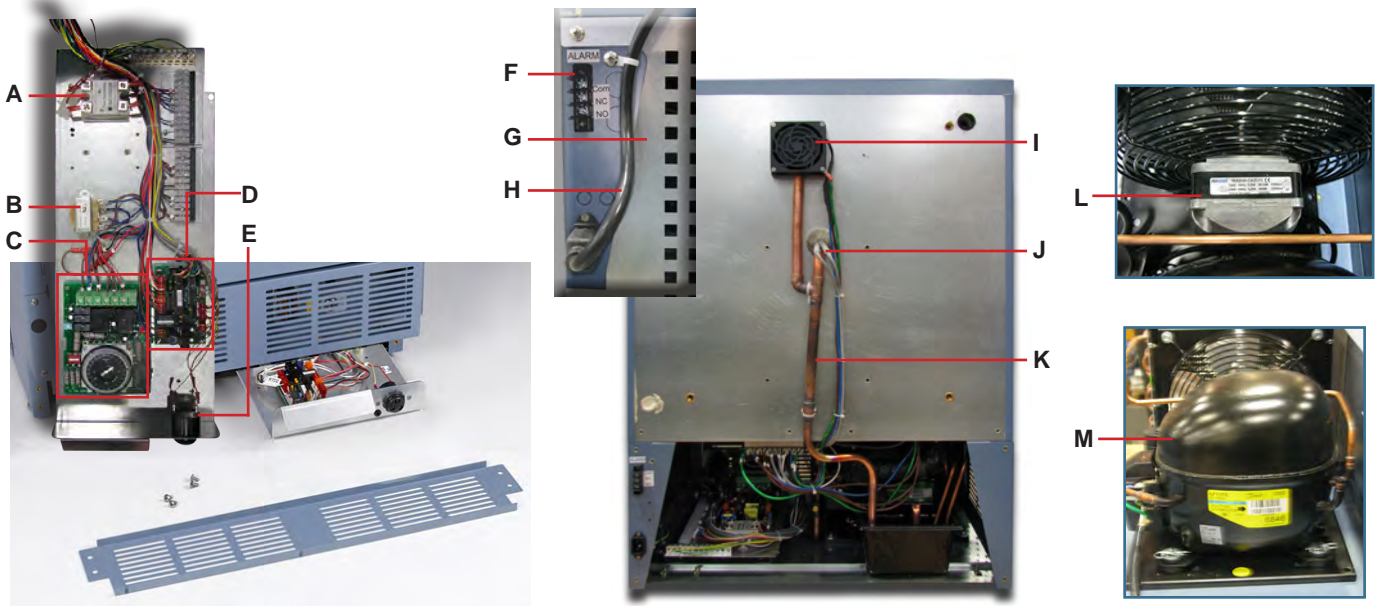
Letter	Description	Model	Part Number	Volts	Letter	Description	Model	Part Number	Volts	
A	Probe bottle and propylene glycol kit	-	400922-2	-	G	Unit cooler assembly	104	800131-2	115	
B	Primary monitor probe	-	800038-1	-			105	120592	115	
Not Shown	Chart recorder probe	-	800024-1	-			105	800096-1	230	
	Mullion heater (behind strike plate)	105	800081-1	115	H	Slide assembly (drawer, basket)	400753-2			-
		105	800106-1	230			I	Standard (shelf, drawer, basket)	321173-1	
		Door gasket	104	800133-1	-	J			Unit cooler fan motor	104
105	321200-1		-	105	120540		115			
104	321647-1		-	105	120808		230			
C	Door switch	-	120380	-	K	Control probe	-	800028-1	-	
D	Drawer assembly (Plasma freezer models)	105	400854-3	-	L	Defrost heater	105	120633	115	
		104	400584-1	-			-	-	120659	230
E	Roll out basket assembly (optional)	105	400890-3	-	M	Defrost heater limit thermostat	-	800014-1	-	
		104	401136-1	-	Not Shown	Fan delay/defrost termination thermostat	-	800085-1	-	
F	Full shelf	-	400814-1	-						

⚠ CAUTION

Disconnect the freezer from AC power before accessing the electrical tray.

i Note

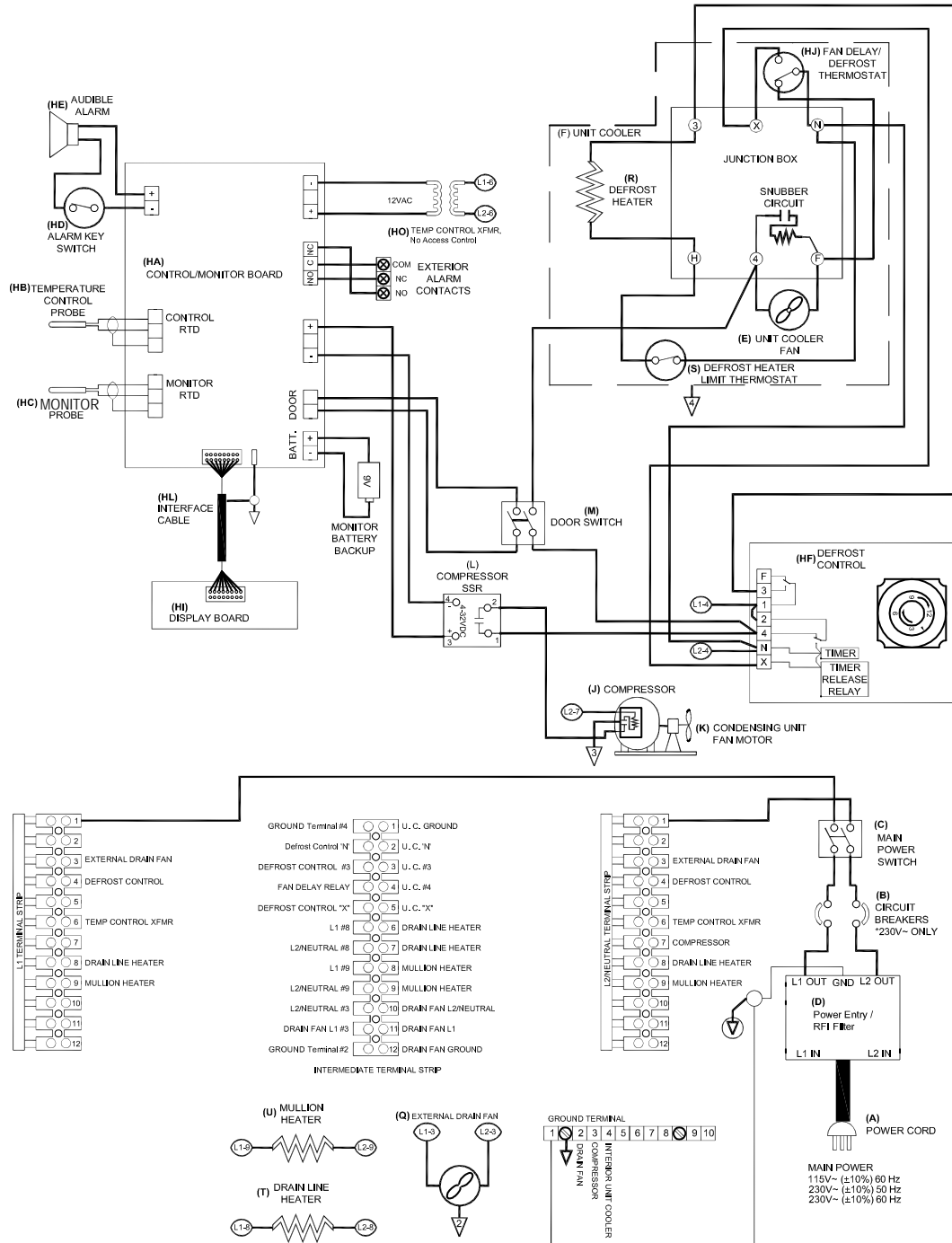
The control board is sensitive to static electricity and can be damaged by electrostatic discharge. Use proper ESD precautions when handling the board.



Letter	Description	Part Number	Volts	Hz	Letter	Description	Part Number	Volts	Hz	
A	Solid state relay	120426	115	-	H	Power cable (with connector)	120630	120	-	
		120669	230	50			120631	230	-	
		120671	230	60			120156	230	-	
B	Temperature control transformer	401097-1	115	-			120547	230	-	
		401098-1	230	-			120641	230	-	
C	Defrost timer	800015-1	-	-	I	Drain line fan	400909-1	115	-	
D	Control board * = serial numbers prior to 2015494 ** = serial numbers 2015494 and greater	800124-1*	-	-			400909-2	230	-	
		800277-1**	-	-	J	Drain line heater	800278-1	115	-	
E	Alarm buzzer	120160	-	-			800279-1	230	-	
		Not shown	12 V DC power supply (optional Access Control)	800035-1	-	-	K	Drain line assembly	400910-1	-
Power line filter	120299			115	-	L			Condenser fan motor	120608
	120677			230	-		120660	230		50
F	Remote alarm contacts		-	-	120661		230	60		
		G	Rear cover	321184-1	-	-	M	Compressor	800134-1	115
					800104-1	230			50	
					800105-1	230			60	

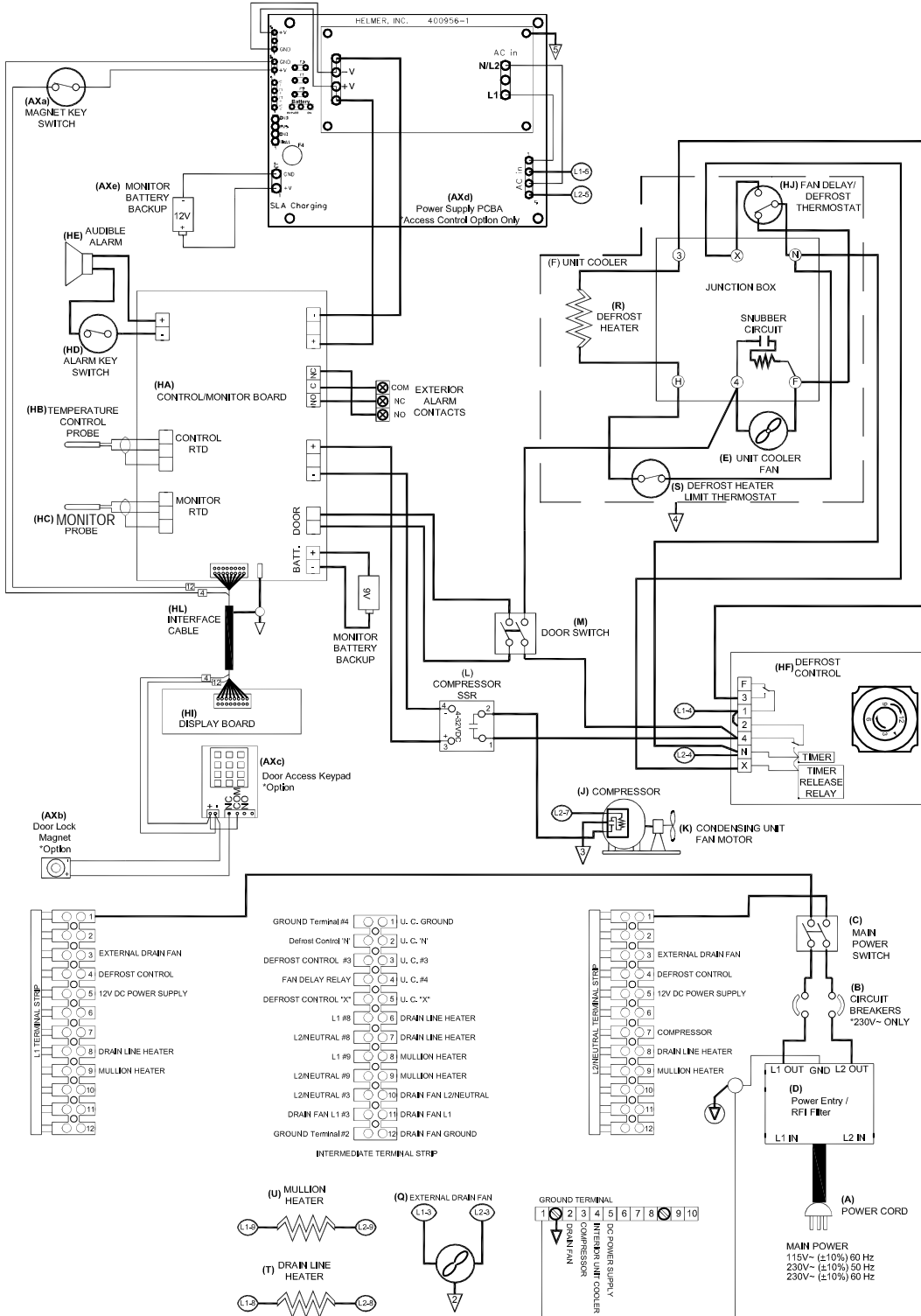
15 Schematics

15.1 HPF and HLF Models; 104 and 105 Configuration (without Access Control)



Horizon Series Information

15.2 HPF and HLF Models; 104 and 105 Configuration (with Access Control)



Horizon Series Information

Appendix A: Compliance

Regulatory Compliance

This device complies with the requirements of directive 93/42/EEC concerning Medical Devices, as amended by 2007/47/EC.

Sound level is less than 70 dB(A).



EC	REP	Emergo Europe Molenstraat 15 2513 BH The Hague, Netherlands
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WEEE Compliance

The WEEE (waste electrical and electronic equipment) symbol (right) indicates compliance with European Union Directive WEEE 2002/96/EC and applicable provisions. The directive sets requirements for labeling and disposal of certain products in affected countries.

When disposing of this product in countries affected by this directive:

- ◆ Do not dispose of this product as unsorted municipal waste.
- ◆ Collect this product separately.
- ◆ Use collection and return systems available locally.

For more information on the return, recovery, or recycling of this product, contact your local distributor.



Appendix B: Warranty

Rel.i™ Product Warranty USA and Canada

For technical service needs, please contact Helmer at 800-743-5637 or www.helmerinc.com. Have the model and serial number available when calling.

Rapid Resolution

When a warranty issue arises it is our desire to respond quickly and appropriately. The service department at Helmer is there for you. Helmer will oversee the handling of your warranty service from start to finish. Therefore, Helmer must give advance authorization for all service calls and/or parts needs relating to a warranty issue. Any repeat service calls must also be authorized as well. This allows for proper diagnosis and action. Helmer will not be responsible for charges incurred for service calls made by third parties prior to authorization from Helmer. Helmer retains the right to replace any product in lieu of servicing it in the field.

Compressor

For the warranty period listed below, Helmer will supply the refrigeration compressor, if it is determined to be defective, at no charge, including freight. Helmer will not be liable for installation, refrigerant, or miscellaneous charges required to install the compressor beyond the first year of the warranty period.

- ◆ i.Series model compressor warranty period is seven (5) years.
- ◆ Horizon Series model compressor warranty period is five (3) years.

Parts

For a period of two (2) years, Helmer will supply at no charge, including freight, any part that fails due to defects in material or workmanship under normal use, with the exception of expendable items. Expendable items such as glass, filters, light bulbs, and door gaskets are excluded from this warranty coverage. Inspection of defective parts by Helmer will be final in determining warranty status. Warranty procedures must be followed in all events.

Labor

For a period of one (1) year, Helmer will cover repair labor costs (including travel) and the cost of refrigerant and supplies necessary to perform authorized repairs. Repair service must be performed by an authorized Helmer service agency following the authorization process detailed above. Alternatively, your facility's staff may work with a Helmer technician to make repairs. Labor costs for repairs made by unauthorized service personnel, or without the assistance of a Helmer technician, will be the responsibility of the end user.

Additional Warranty Information

The time periods set forth above begin two (2) weeks after the original date of shipment from Helmer. Warranty procedures set forth above must be followed in all events.

THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. NO WARRANTIES OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE SHALL APPLY.

THE LIABILITY, IF ANY, OF HELMER FOR DIRECT DAMAGES WHETHER ARISING FROM A BREACH OF ANY SALES AGREEMENT, BREACH OF WARRANTY, NEGLIGENCE, OR INDEMNITY, STRICT LIABILITY OR OTHER TORT, OR OTHERWISE WITH RESPECT TO THE GOODS OR ANY SERVICES IS LIMITED TO AN AMOUNT NOT TO EXCEED THE PRICE OF THE PARTICULAR GOODS OR SERVICES GIVING RISE TO THE LIABILITY. IN NO EVENT SHALL HELMER BE LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, OR SPECIAL DAMAGES, INCLUDING WITHOUT LIMITATION DAMAGES RELATED TO LOST REVENUES OR PROFITS, OR LOSS OF PRODUCTS.

This warranty does not cover damages caused in transit, during installation by accident, misuse, fire, flood, or acts of God. Further, this warranty will not be valid if Helmer determines that the failure was caused by a lack of performing recommended equipment maintenance (per Helmer manual) or by using the product in a manner other than for its intended use. Installation and calibration are not covered under this warranty agreement.

Outside of USA and Canada

Consult your local distributor for warranty information.

END OF MANUAL

