





CLEANING GUIDELINES FOR OPERATOR

(RETAILER/FOOD SERVICE PROVIDER)

APPLICABLE FOR THE FOLLOWING **ENCORE COUNTER** CABINETS:

  <p>TEMPERATURE REFRIGERATED CONTROLLED AMBIENT HEATED AMBIENT</p>  	<p>INSTALLATION FREESTANDING IN-COUNTER ON-COUNTER</p>	<p>FRONT TILT FRONT SLIDING DOORS OPEN FRONT</p>
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CLEANING GUIDELINES

FPG recommends the following daily and weekly cleaning of Encore food display cabinets by the Operator.

Operator, please:

- Complete all tasks - we recommend in the order they are listed.
- Adapt the frequency to your business need.
 - The only exception to this is the cleaning of the pre-filter in refrigerated and controlled ambient cabinets. This is mandatory for the cabinet warranty and must be done weekly.**
- While not mandatory, we recommend maintaining a record of all servicing by the Operator.
- Come across an issue, unusual smell or noise?
Follow your organisation's procedure for accessing your technical service provider.
 - To enable speedy resolution, **take photos** to highlight the issue and share these with your service provider.
- It is important to retain products at food-safe temperatures. During cleaning, any food which will later be returned to the cabinet needs to be stored at the correct temperature.

CLEANING NOTES

You will need:

- Soft, clean cloths
- Hand dishwashing liquid such as Cussons, Morning Fresh, Palmolive, Sunlight, or similar
- For stainless steel, a good quality metal cleaning and polishing compound such as ChemZ Stainless Steel Cleaner
- A good quality commercial grade glass cleaner
- A handheld vacuum cleaner ideally with nozzle or brush attachments to access tight areas.

Do not use:

- Abrasive pads or cream cleansers. These can damage cabinet surfaces.

DAILY TASKS



1. POWER OFF

Follow instructions on the cabinet to switch off the power and unplug it from the wall before commencing cleaning.

Remove product from the shelves and base.

Hint: Allow heated cabinets to cool before progressing.

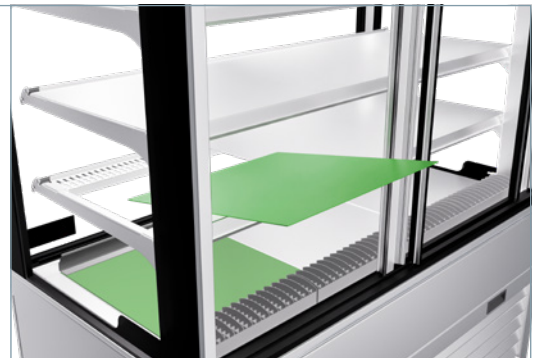
Hint: Ensure product is kept at the right temperature if it is going to be used to restock the cabinet at the end of cleaning.



2. SHELF TRAYS AND BASE TRAYS

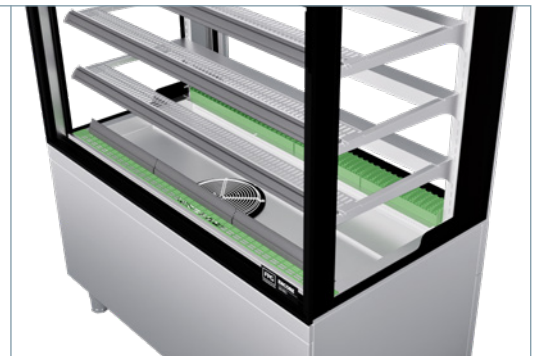
Remove trays and wash in warm soapy water. Rinse and air dry.

For stainless steel shelf trays, apply stainless steel polish with a soft cloth to achieve a professional finish.



3. FRONT AND REAR AIR GRILLES

Check that the front and rear air grilles are not blocked by ticket strips, product, or other debris.



4. POWER ON

Replace the clean, dry shelf trays and base trays.

Plug the cabinet back into the wall and follow instructions on the cabinet to switch on the power.

If the cabinet will be re-stocked, wait for the cabinet to reach the required temperature.



WEEKLY TASKS



1. CONTROLLER TEMPERATURE

Check the controller temperature is in range.

The FPG default range is:

- **Refrigerated: +1°C - +5°C**
- **Controlled Ambient: +16°C - +18°C**
- **Heated: from +65°C**

Hint: If it is out of range, please review the trouble-shooting checklist in the FPG Cabinet Manual before contacting your technical service provider.

Hint: Your organisation may have set a different controller temperature. Please check your company's operational guidelines.



2. LED LIGHTING

Check that the LED lighting is working, and that the diffusers are in place.



3. POWER OFF

Follow instructions on the cabinet to switch off the power and unplug it from the wall before continuing servicing.

Remove product from the shelves and base.

Hint: Allow heated cabinets to cool before progressing.

Hint: Ensure product is kept at the right temperature if it is going to be used to restock the cabinet at the end of servicing.



WEEKLY TASKS



4. CHASSIS REAR LOUVRE

Check adequate airflow to/from the refrigeration system by ensuring that the louvre at the rear of the cabinet chassis is unblocked.



5. CHASSIS REAR LOUVRE PANEL

Use a vacuum cleaner to remove dust and fluff from the ventilation louvres.



6. ACCESS THE PRE-FILTER

Open the louvre panel by pulling the top of the louvre panel forward, to disengage the magnetic catches.
Lift the panel upwards to clear the cabinet.



7. PRE-FILTER

Slide the pre-filter to the right and use the vacuum cleaner to remove dust and debris.

If the filter is very dirty, also wash it in warm soapy water. Rinse and air dry.

Return the pre-filter by sliding it left into its frame. Close the louvre panel.

Hint: Cleaning the pre-filter weekly is a pre-requisite of the cabinet warranty.



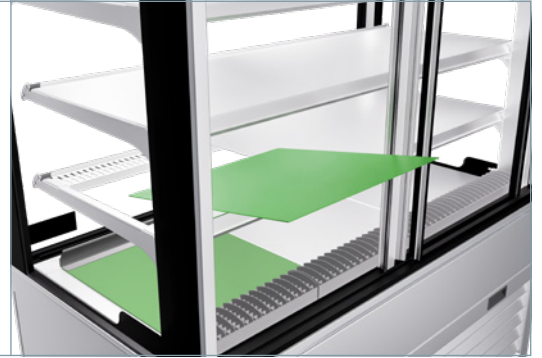
WEEKLY TASKS



8. SHELF TRAYS AND BASE TRAYS

Remove trays and wash in warm soapy water.
Rinse and air dry.

For stainless steel shelf trays, apply stainless steel polish with a soft cloth to achieve a professional finish.



9. DOOR SEALS

Check the door seals for damage.



10. SLIDING DOORS

EXCLUDES REAR SLING DOORS THAT SLIDE AND SWING, IF FITTED.

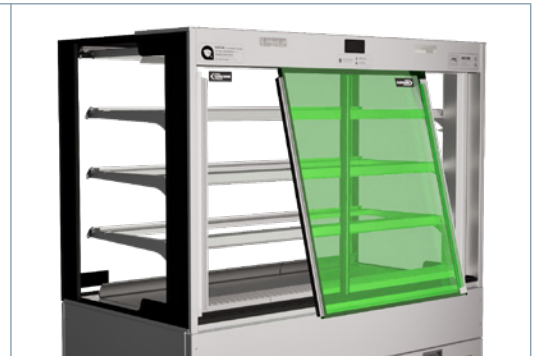
Slide the door to the central position along its slot.

Place your hands on either side of the door, lifting it up and then swinging it out at the bottom.

Take care not to slam the doors on a hard surface – the glass could shatter. We recommend placing the doors on a soft cloth.

Clean both sides of the glass doors with glass cleaner using a soft cloth.

Hint: For ease of access, we recommend leaving the sliding doors off the cabinet until the inside of the cabinet has been cleaned.



WEEKLY TASKS

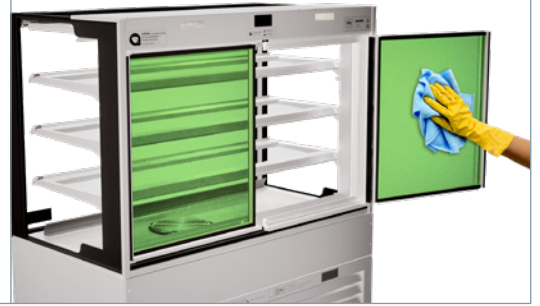


11. REAR SLING DOORS

DOORS THAT SLIDE AND SWING, IF FITTED.

Use the door swing function to open the doors.

Clean both sides of the glass doors with glass cleaner using a soft cloth.



12. SIDE GLASS

Clean both sides of the glass with glass cleaner using a soft cloth.



13. TILT FRONT GLASS

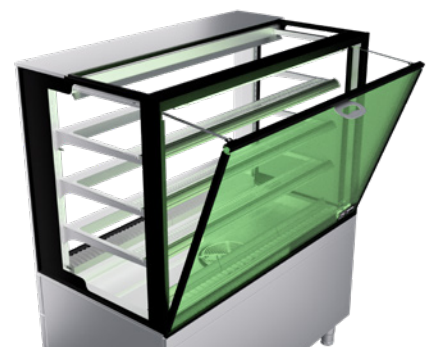
SERVE-OVER CABINETS

The front glass tilts forward from the top.















Position the small handle (supplied with the cabinet) at the top centre of the glass and gently pull the front glass open.

Clean both sides with glass cleaner using a soft cloth.

Gently push the top of the glass back into position.



WEEKLY TASKS

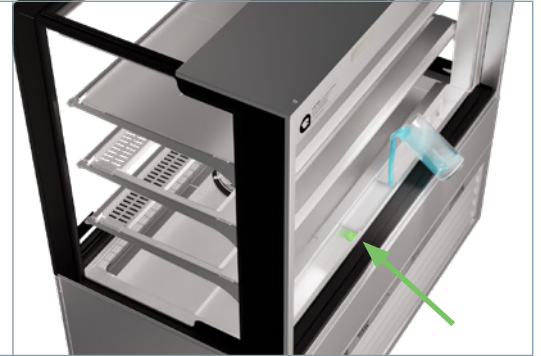
   	<p>13. BASE CAVITY</p> <p>To remove dust and debris, vacuum the base cavity. Alternatively, gently sweep using a soft bristled brush.</p>	
 	<p>14. REAR STORAGE CAVITY</p> <p>To remove dust and debris, vacuum the rear storage cavity. Alternatively, gently sweep using a soft bristled brush.</p>	
 	<p>15. PLASTIC AIR GRILLES</p> <p>Remove internal grilles at the rear of the cabinet and wash in warm soapy water. Rinse and air dry.</p>	
 	<p>16. AREA UNDER THE PLASTIC AIR GRILLES</p> <p>Clean the area under the air grilles with a soft cloth and all-purpose cleaner.</p> <p>Return the air grilles. Ensure that they are installed the right way up and that there is nothing blocking the air grilles.</p>	

WEEKLY TASKS



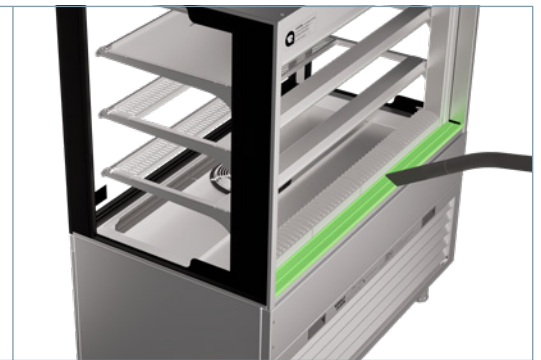
17. CONDENSATE DRAIN LINES

Check and clean the condensate drain lines by flushing with a cup (250ml) of clean water.



19. DOOR TRACKS

Vacuum the door tracks.



20. SHELF TRAYS AND BASE TRAYS

Refit the clean, dry shelf trays and base trays.



21. SLIDING DOORS

EXCLUDES REAR SLING DOORS THAT SLIDE AND SWING, IF FITTED.

Refit the doors, making sure that they are located in the correct slots, top and bottom.

Hint: The left door should be in the inner slot, and the right door in the outer slot.



WEEKLY TASKS



OPEN
FRONT

22. FRONT PERSPEX AIR DAM

Remove the air dam located at the front of the cabinet and clean with a soft cloth and glass cleaner.

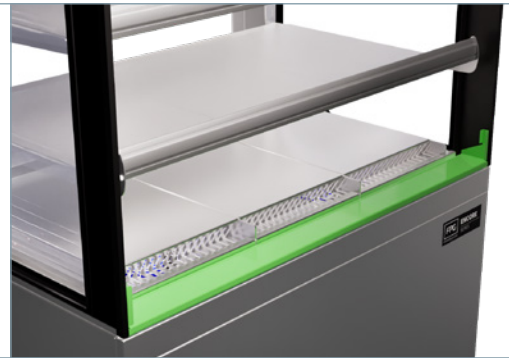


OPEN
FRONT

23. FRONT AIR DAM CHANNEL

Clean the channel with a soft cloth and all purpose cleaner.

Return the Perspex air dam.



24. POWER ON

After cleaning, plug the cabinet back into the wall and follow instructions on the cabinet to switch on the power.

If the cabinet will be re-stocked, wait for the cabinet to reach the required temperature.

