

COOLGENIX CASE CLEANING GUIDELINES

For complete step-by-step instructions on cleaning your Hillphoenix Coolgenix display case, visit the hillphoenixlc.com website. Click on “Knowledge Base” and then choose the “Coolgenix Case Cleaning Video” for detailed instructions.

Contact Us:

dfr-info@doverfoodretail.com

Technical Support:

833-280-5714

CASE CLEANING

Before cleaning a Coolgenix case, be certain that all of the steps listed below have been completed to ensure proper case functionality, safety and compliance with warranty terms.

PRE-CLEANING CHECKLIST

- Identify the cases that need to be cleaned (Note: Multiple cases usually run on the same refrigeration circuit, so plan on cleaning all cases on that circuit at one time.)
- Post safety signs in the area of the cases that are going to be cleaned.
- Remove the product from the cases and relocate to a refrigerated storage area.
- Turn off the refrigeration to the cases, there are several options.
 - Turn off at the power supply.
 - If your case is equipped with a clean switch button, push the button. The push button allows for a 90 minute delay and will automatically turn back on after 90 minutes.
 - If your case is equipped with a cleaning toggle switch, flip the manual toggle off to clean and manually flip back on when case is cleaned.
 - If you are unable to turn the refrigeration off to the case by the above methods, put the case in a manual defrost through the Dixell Controller.

Push the DOWN key for more than 2 seconds and a manual defrost will start on the Dixell Controller. The controller must be turned back on when finished cleaning.
 - If your case is equipped by a different type of controller, refer to the controller manual for putting the case into manual defrost for case cleaning.
- Turn off the electrical circuits to the case at the power supply.
- Wait until the Coolgenix deck pans are room temperature before removing - the center pan will have a sensor attached on the bottom of the deck pan, detach the sensor before removing the pan.
- Visually inspect the cases for debris and ice.
- Check the drain to make sure it is not clogged.

- Gather all necessary cleaning materials:

Mild cleaning solution

Sanitizer

Clean towels or paper towels

Soap and hot water (Cleaning tank only)

Non-abrasive cleaning pads

Glass cleaner

CASE CLEANING CHECKLIST

1. Clean the top sill

- Spray the top sill with a mild cleaning solution and wipe it down with a clean cloth or paper towel.
- Spray the top sill with sanitizer and allow it to air dry.

2. Clean the rear doors and tracks (if applicable)

- Remove the rear doors from the tracks.
- Use a mild glass cleaner and a clean paper towel or cloth and wipe down the doors.
- Spray the doors with sanitizer and allow them to air dry.
- Spray the door tracks with a mild cleaning solution and wipe them down with a clean cloth or paper towel.
- A bottle brush may be used for cleaning the grooves in the door track.
- When cleaning the rear door tracks, be sure to clean the debris to the outside of the door track where there is a “wipe-out” groove machined into the track.
- Replace the rear doors into the tracks.

CASE CLEANING

3. Clean the Coolgenix display pans and interior components

- Depending on the case design, the front glass will lift or swing out to access the Coolgenix pans.
- Make sure the surface of the pan is room temperature before cleaning.
- If you have not done so already, remove the pan sensor located on the bottom of the center pan in the case.
- If the case is equipped with quick connects, disconnect the coolant hoses from the pans using the quick connects on the hoses. Don't worry – it is normal for a few drops of the secondary fluid to escape when disconnecting the pans. It is a food grade solution that will not harm you or the case.
- Coolgenix shelving and step deck applications will have the quick connects for ease of removal for cleaning.
- If the case is not equipped with quick disconnects, carefully lift the pans and lean against the front of the case until the case tank is cleaned.
- Remove the pan spanner bars and rear pan support bars.
- Spray the Coolgenix deck pans, spanner bars and rear pan support bars with a mild cleaning solution and wipe them down with a clean cloth or paper towel.
- DO NOT put the deck pans in the dishwasher. Elevated temperatures can cause them to distort and leak with the increase in internal temperature.
- Spray the deck pans, spanner and rear pan support bars with sanitizer and allow them to air dry.

4. Drip Rail

- The drip rail located under the top gravity coil in the display case should not be removed. Removing it could cause condensation to not drain properly.
- If there is a draining issue with the drip rail, see instructions on page 7-8 to ensure the drip rails are properly installed.
- If a build-up is inside the drip rail, gently spray out the pans with warm water without removing the drip rails. Any build-up should wash down the drain. Completely dry the exterior bottom of the drip rail with a soft cloth after cleaning to prevent condensation build-up.

5. Clean the tank

- Thoroughly spray the tank with soap and hot water or a cleaning solution and let stand for 5 minutes.
- Do not spray cleaning solution or water directly on electrical connections.
- Scrub any heavily soiled areas with a non-abrasive cleaning pad.
- Rinse the case interior using warm to hot water.
- Apply sanitizer solution to the tank.
- Dry interior glass with clean, dry paper towels or cloth.
- Allow the remainder of the case to air dry.

6. Clean the front glass

- For standard glass, use a mild glass cleaner and a clean paper towel or cloth to wipe the glass.
- For non-glare glass, refer to special cleaning instructions.

7. Clean prep areas

- Remove cutting board.
- Spray the cutting board with a mild cleaning solution and wipe it down with a paper towels or a clean cloth.
- Spray the cutting board with sanitizer and allow it to air dry.
- Spray the rear sill with a mild cleaning solution and wipe it down with paper towels or clean cloth.
- Spray the rear sill with sanitizer and allow it to air dry.
- Replace the cutting board.

CASE CLEANING

8. Clean the exterior

- Spray the exterior panels with a mild cleaning solution and wipe them down with a paper towel or clean cloth.
- Spray the exterior panels with sanitizer and allow the panels to air dry.

POST CLEANING CHECKLIST

- Make sure that the drain is free of debris that could have accumulated during cleaning.
- Clean up any spills on the floor.
- Make sure that all components have completely air dried.
- Ensure the exterior bottom of the drip rails are completely dry.
- Turn on the electrical circuit and verify operation of electrical components.
- Turn on the refrigeration to the cases either at the power supply, through the controller or it will automatically turn back on after 90 minutes if the push button cleaning switch is installed on the display case.
- Re-install the Coolgenix deck pans, spanner bars, and rear pan support bars back into the case. It is essential to insure the spanner bars are set back in place to prevent the pans from warping.
- If you have Coolgenix deck pans with disconnects, reconnect the pan to the quick connect hose.
- Reconnect the sensor to the center pan and insure proper contact - The sensor is essential for the case to PROPERLY FUNCTION AND MAINTAIN PROPER PRODUCT TEMPERATURES.
- Once proper temperature is established in the case, restock the case according to the store plan-o-gram.



**THIS DOCUMENT CONTAINS IMPORTANT INFORMATION ABOUT
CLEANING YOUR ULTRAVISION® ANTI-REFLECTIVE GLASS!
PLEASE READ AND FOLLOW THESE INSTRUCTIONS TO
PREVENT DAMAGE TO THE ANTI-REFLECTIVE COATINGS.**

SOVIS ULTRAVISION® tempered glass specialized Anti-Reflective coatings on each surface of the glass. These coatings reduce the glare from lighting so that the products on display are more visible to your customers.

While the Anti-Reflective coatings are durable, they are susceptible to scratching if abrasive materials are used for cleaning. Once the glass surfaces are scratched, it is impossible to restore the original finish. Special care must be taken to prevent damage when cleaning the glass. SOVIS recommends the following products for routine cleaning of ULTRAVISION® Anti-Reflective glass:

Cleaning Cloths – two products are recommended...

- **Scotch-Brite® High Performance Cloth** – manufactured by 3M® and available in most grocery stores under the name *Scotch-Brite® Microfiber Cleaning Cloth* in a 12" x 14" size. This cloth is washable and may be reused as long as it remains clean.
- **Spontex® Microfibre Cleaning Cloth** – distributed by Spontex® and available in most grocery stores under the same name in a 15.75" x 12" size. This cloth is washable and may be reused as long as it remains clean.

Cleaning Fluid – for more difficult cleaning jobs, these products are recommended...

- **Windex®** - standard product only (extra-strength or specialty products may not be suitable)
- **Glass-Plus®** - standard product only (extra-strength or specialty products may not be suitable)
- **Exceed® Multi-Surface & Glass Cleaner** – from Kay Chemical Company, Greensboro, NC
- **Warm Water**

Note: equivalent store-brand glass cleaning products are normally acceptable substitutes to the brand name products listed above.

The cleaning cloths named above will normally remove dust, grease, oil, and fingerprints without the need for cleaning fluids. A light spray of the cleaning fluids listed above will reduce the time required for cleaning. These materials have been tested and proven to clean ULTRAVISION® glass without scratching or damaging the Anti-Reflective coatings. If you need assistance with obtaining these materials, please contact your display case supplier.

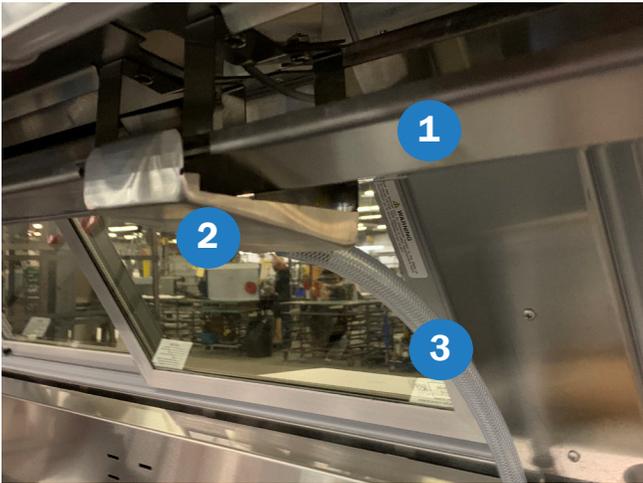
Under no circumstances should the following types of materials be used for cleaning glass with ULTRAVISION® Anti-Reflective coatings.

- Coarse Paper Towels
- Scouring Pads or Powders
- Steel Wool or Steel Fiber Materials
- Blades
- Acidic or highly Alkaline detergents
- Fluorine based detergents



DRIP RAIL

Under the gravity coil in the refrigerated display case is a drip rail. The drip rail is designed to catch water droplets from the gravity coil. During defrost, there will be a greater amount of water generated from the coil thawing and it is important to ensure the drip rail and the catch pan are installed correctly so the water droplets run downhill into the catch pan and down the drain hose. If the drip rail is installed improperly, it may alter the pitch for the water to properly drain. This could cause water to build up and freeze in the drip rail resulting in condensation forming on the drip rail or the catch pan and potentially drip onto product.



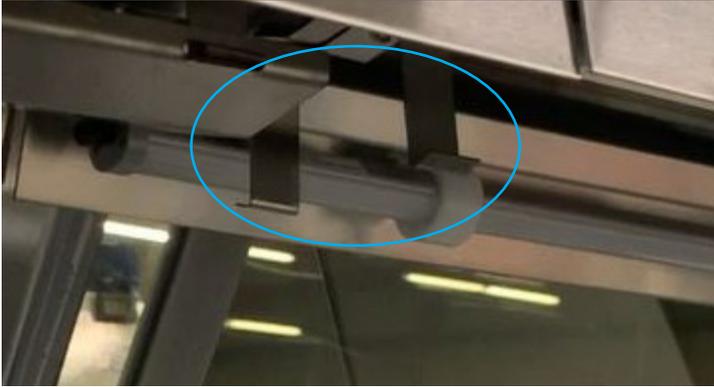
- 1 Drip rail:** Catches the water droplets generated from the case coil.
- 2 Catch Pan:** Connects to the outside of the drip rail and collects water from the drip rail.
- 3 Drain hose:** The drain hose is connected into the catch pan. Water drains down into the hose and into the case tank.

What if the catch pan or drip rail is bumped loose?

If the catch pan or drip rail is bumped loose or you remove them to ensure the drain hose is not obstructed, simply reinstall. It is important to make sure each part is assembled and clipped on properly per the steps provided.



- 1 Don't panic! When cleaning or merchandising the case, it is possible that either the catch pan, drip rail or both can be knocked loose. It is very easy to reinstall each item and you can be back on track within a matter of minutes. The most important thing to remember is ensuring each part is attached correctly into the provided clips.**



2 Locate the drip rail clips which are attached to the inside top of the display case and right in front of the light bulb. There should be two sets of brackets with one set on each end of the drip rail.



3 Insert the front and back clips into the slots located on each end of the drip rail. Ensure the clips are completely inserted.



The front clip did not get inserted in the slot on the drip rail, this could cause the water to not drain properly from the drip rail.



4 Attached the catch pan by clipping it over the front and back of the end of the drip rail. The end with the hose should be at the back of the case.



The front and back of the clip must be slid on over the drip rail. The V shape on the front of the catch pan did not get attached. Water will not drain properly.



5 Once all the parts are attached properly, your case should be functioning properly. For further assistance contact: 833-280-5714.