

8 Troubleshooting

8.1 General errors

If you are experiencing a problem with your freezer, check the following troubleshooting guides before contacting your New Brunswick authorized Service technician.

Symptom/ message	Cause	Remedy
Door will not open	<ol style="list-style-type: none"> 1. The door handle is locked. 2. The heated vent port is blocked. 	<ol style="list-style-type: none"> 1. Unlock the door handle. 2. Break up the ice in the vent port using the plunger, (see <i>Heated vent port on p. 28</i>). <p>If the door will not open:</p> <ul style="list-style-type: none"> ► Call New Brunswick Service.
FILTER-CLEAN LED lights up	<ul style="list-style-type: none"> • Filter is contaminated. 	<ul style="list-style-type: none"> ► Clean the filter, (see <i>Air intake grille and filter on p. 28</i>). <p>If the LED remains lit:</p> <ul style="list-style-type: none"> ► Call New Brunswick Service.

8.2 Error messages

Your electronically-controlled New Brunswick freezer incorporates the unique Systems Monitoring And Reporting Technology (S.M.A.R.T. Plus™) self-diagnostic software to diagnose faults in its electronic systems, its probes and/or its refrigeration system.

This table interprets error codes that may appear in the control panel display:

Symptom/ message	Cause	Remedy
E-01	<ul style="list-style-type: none"> • PT100 Probe 1 failure. This probe, located inside the freezer cabinet, indicates cabinet temperature. 	<ul style="list-style-type: none"> ► Call New Brunswick Service department.
E-02	<ul style="list-style-type: none"> • Probe 2 failure. This probe monitors the cascade condenser. 	<ul style="list-style-type: none"> ► Call New Brunswick Service department.
E-03	<ul style="list-style-type: none"> • This probe monitors the air-cooled condenser. 	<ul style="list-style-type: none"> ► Call New Brunswick Service department.
E-04	<p>Air-cooled condenser temperature too high:</p> <ol style="list-style-type: none"> 1. Filter may be blocked. 2. Ambient temperature may be too high. <p>If alarm continues to sound:</p> <ul style="list-style-type: none"> • Fan may have failed. • Water supply not turned on, insufficient flow, regulating valve not opening or defective (water-cooled version only). 	<ol style="list-style-type: none"> 1. Clean filter according to the instructions (see <i>Air intake grille and filter on p. 28</i>). 2. Cool the room. <p>► Call New Brunswick Service department.</p>



A fan is required to cool the compressors on the water-cooled models.

8.3 After a mains/power failure

If mains/power is interrupted, the **POWER-FAIL** indicator lamp (see Fig. 4 on p. 15), Item 3, will illuminate. In addition, the audible alarm will sound and the display will flash at approximately 10-second intervals.

When mains/power is restored, both alarm and light will automatically be cancelled.

If mains/power has been interrupted for only a short time, the internal temperature of the freezer will not have risen above the temperature setpoint (the user-set alarm threshold), so normal operation will be resumed immediately.

If the interruption was long enough for the internal temperature to rise above the temperature setpoint, the **TEMP-ALARM** indicator will illuminate. If the internal temperature does not fall below the temperature setpoint within the programmed time after mains/power was restored, the audible alarm will sound again. The TEMP-ALARM indicator will extinguish when the internal temperature reaches the High Alarm temperature set point.

8.4 Interior warming

If the lid or door is left open long enough for the internal temperature to rise above the temperature setpoint, the same effects will be observed as described above regarding power failure.

To minimize the risk of this happening, the lid or door should only be opened when necessary, for a short period of time.

The upright freezers are fitted with internal doors which latch shut, minimizing temperature rise when the outer door is opened. Chest freezers are fitted with inner insulating lids to ensure efficient running of the freezer. The lids should remain fitted at all times when the freezer is running.