



Multideck Refrigerator

Instruction manual



**Model • Modèle • Modell • Modello • Modelo • Malli:
DY395 DY396 DY397 DY398**

Safety Instructions

- Position on a flat, stable surface.
- A service agent/qualified technician should carry out installation and any repairs if required. Do not remove any components or service panels on this product.
- Consult Local and National Standards to comply with the following:
 - Health and Safety at Work Legislation
 - BS EN Codes of Practice
 - Fire Precautions
 - IEE Wiring Regulations
 - Building Regulations
- DO NOT use jet/pressure washers to clean the appliance.
- DO NOT use the appliance outside.
- DO NOT use this appliance to store medical supplies.
- DO NOT allow oil or fat to come into contact with the plastic components or door seal. Clean immediately if contact occurs.
- DO NOT store products on top of the appliance.
- Bottles that contain a high percentage of alcohol must be sealed and placed vertically in the refrigerator.
- Always carry, store and handle the appliance in a vertical position and move by holding the base of the appliance.
- Always switch off and disconnect the power supply to the unit before cleaning.
- Keep all packaging away from children. Dispose of the packaging in accordance with the regulations of local authorities.
- If the power cord is damaged, it must be replaced by a POLAR agent or a recommended qualified technician in order to avoid a hazard.
- Children should be supervised to ensure that they do not play with the appliance.

- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience or knowledge, unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety.
- Polar recommend that this appliance should be periodically tested (at least annually) by a Competent Person. Testing should include, but not be limited to: Visual Inspection, Polarity Test, Earth Continuity, Insulation Continuity and Functional Testing.
- POLAR recommend that this product is connected to a circuit protected by an appropriate RCD (Residual Current Device).

Caution: Risk of Fire



- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.



Warning: Keep all ventilation openings clear of obstruction. Unit should not be boxed in without adequate ventilation.

- **Warning:** Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.
- **Warning:** Do not damage the refrigerant circuit.
- **Warning:** Do not use electrical appliances inside the food storage compartments of the appliance.

Product Description

DY395 - POLAR Multideck Refrigerator 950mm

DY396 - POLAR Multideck Refrigerator 1250mm

DY397 - POLAR Multideck Refrigerator 1550mm

DY398 - POLAR Multideck Refrigerator 1850mm

Pack Contents

The following is included:

- POLAR Multideck Refrigerator and keys
- Instruction manual

POLAR prides itself on quality and service, ensuring that at the time of packaging the contents are supplied fully functional and free of damage.

Should you find any damage as a result of transit, please contact your POLAR dealer immediately.

Installation

Note: Not for use in vans or trailers, food trucks or similar vehicles.

If the unit has not been stored or moved in an upright position, let it stand upright for approximately 12 hours before operation. If in doubt allow to stand.

Ventilation

- Locate the appliance in a dry place.
 - Protect against direct exposure to sunlight and sources of heat or draughts including air currents such as radiators, fans, air conditioning units and doors, etc.
 - Install the appliance in a place with good natural ventilation to increase ventilation properties.
 - Multidecks generate a considerable amount of heat and, if operated in a small unventilated room will quickly cause the room temperature to become excessive. This could cause the motor to overheat and possibly damage the compressor. At the very least, such an installation will cause the unit to use an excessive amount of electricity.
 - Poor ventilation / excessive heat can cause the multideck to produce excessive condensation.
1. Remove the appliance from the packaging. Make sure that all protective plastic film and coatings are thoroughly removed from all surfaces.
 2. To optimize performance and longevity, ensure a minimum clearance of 2.5cm is maintained between the unit and walls and other objects, with a minimum 20cm clearance on the top.
NEVER LOCATE NEXT TO A HEAT SOURCE.



Note: Before using the appliance for the first time, clean the shelves and interior with soapy water then dry well.

3. Set the brakes on the castors to keep the appliance in position.

Operation

Control Panel



- Plug the mains lead in to the socket and switch on, then turn on product using the mains switch (this will light up).

Digital Temperature Controller Operation

1. Press and hold **i** button.
2. Press \uparrow or \downarrow button to modify and store the displayed value.
3. Release **i** button to exit the adjustment and store new set temperature
- 4.

Lighting

To turn on the display light press the **M** button. To turn off press the **M** button again.

Defrost

The cycle will take place periodically throughout the day. It will display as **def**. The Customer is not required to alter this at any point.

Cleaning, Care & Maintenance

1. Before cleaning always disconnect the Multideck Refrigerator from the electricity supply.
2. Clean using either warm soapy water, or a suitable antibacterial cleaning agent, dry thoroughly before reconnecting the electricity supply.
3. Do not use abrasive or corrosive cleaning agents.

Cleaning the Condenser

Your Polar Multideck Refrigerator will benefit from having the condenser cleaned at regular intervals, your Polar service agent will be able to carry this out for you.

Operating outside of the recommend temperature range and placing next to a heat source will also increase the amount of ice and internal/external condensation. If external condensation occurs wipe the surface down with a cloth.

Excessive ice will result in longer running times that will increase energy consumption and increase the deterioration of components.

Troubleshooting

A qualified technician must carry out repairs if required.

Fault	Probable Cause	Solution
The appliance is not working	The unit is not switched on	Check the unit is plugged in correctly and switched on
	Plug or lead is damaged	Replace Plug or Lead
	Fuse in the plug has blown	Replace the fuse
	Mains power supply fault	Check mains power supply
Poor refrigeration performance	High ambient temperature	Ventilate room or area around Multideck
	Poor ventilation	Increase air flow around multideck
	Too much food in the Showcase is preventing cold air circulating	Take out some food
	Condenser needs to be cleaned	Consult a qualified Technician
Showcase is noisy when turned on	Multideck is not level	Adjust position to level
	Multideck is too close to a wall or other object	Move position
Fault Code def	Defrost Cycle in progress	No action required
Fault Code HI	Internal temperature has risen above set temperature.	Ensure all grills and ventilation are not obstructed. Pull down the shutter for 1 hour. IF unit still reads HI call for service
Fault Code LO	Internal temperature has dropped below set temperature	If this persists call for service
Fault Code E1	Air Probe Failure	Remove stock and switch off unit. Failure to do so may further damage the unit. Call for service
Fault Code E2	Failure has occurred to the evaporator probe	Call for service

Technical Specifications

Note: Due to our continuing program of research and development, the specifications herein may be subject to change without notice.

Model	Voltage	Power	Current	Capacity (Litres)	Refrigerant	Dimensions H x W x D mm
DY395	220-240V~ 50Hz	13a	~4.5	549	R290	1950x950x670 mm
DY396	220-240V~ 50Hz	13a	~4.5	731	R290	1950x1250x670 mm
DY397	220-240V~ 50Hz	13a	~4.5	914	R290	1950x1550x670 mm
DY398	220-240V~ 50Hz	13a	~4.5	1097	R290	1950x1850x670 mm

Operating Temperature Range	Default Temperature Setting	Defrost Interval Default Setting
1-10 (°C)	3 (°C)	2 hrs

Note: For optimal performance and efficiency, please ensure to mind the net usable capacity (load limit) when filling.

Impact of temperature settings on food waste:

In order to reduce food waste from decomposition or dehydration, this appliance should be operated in its designated operating range.

Optimum temperature for food storage: 6°C

To order spare parts please contact your Polar Stockist:

<https://www.polar-refrigerator.com/stockist>



Minimum period of spare parts to be available:

Door handles, door hinges, knobs, dials and buttons, door gaskets, peripheral trays, baskets and racks for storage, as appropriate to the appliance, will be made available to both end users and professional users for a minimum of eight years after the last unit of the model is placed on the market. A broader selection of parts will also be made available to Professional users for this period.

Model information can be found on the product database:

<https://eprel.ec.europa.eu/screen/product/refrigeratingappliancesdirectsalesfunction>



Model information can be found on the product:

The Model Identifier can usually be found on the inside wall and on the reverse of the unit.

Electrical Wiring

POLAR appliances are supplied with a 3 pin BS1363 plug and lead.

The plug is to be connected to a suitable mains socket.

POLAR appliances are wired as follows:

- Live wire (coloured brown) to terminal marked L
- Neutral wire (coloured blue) to terminal marked N
- Earth wire (coloured green/yellow) to terminal marked E

This appliance must be earthed.



If in doubt consult a qualified electrician.

Electrical isolation points must be kept clear of any obstructions. In the event of any emergency disconnection being required they must be readily accessible.

Disposal

EU regulations require refrigeration product to be disposed of by specialist companies who remove or recycle all gasses, metal and plastic components.

Consult your local waste collection authority regarding disposal of your appliance. Local authorities are not obliged to dispose of commercial refrigeration equipment but may be able to offer advice on how to dispose of the equipment locally.

Alternatively call the POLAR helpline for details of national disposal companies within the EU.

Compliance

The WEEE logo on this product or its documentation indicates that the product must not be disposed of as household waste. To help prevent possible harm to human health and/or the environment, the product must be disposed of in an approved and environmentally safe recycling process. For further information on how to dispose of this product correctly, contact the product supplier, or the local authority responsible for waste disposal in your area.



POLAR parts have undergone strict product testing in order to comply with regulatory standards and specifications set by international, independent, and federal authorities.



POLAR products have been approved to carry the following symbol:



UK

+44 (0)845 146 2887

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Every effort is made to ensure all details are correct at the time of going to press, however, POLAR reserve the right to change specifications without notice.

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<http://www.polar-refrigerator.com/>

