

Walk-In Freezer Alarm Response Guide

Immediate Diagnostic Protocol for Kitchen Staff

Value Proposition: A one-page emergency reference chart that kitchen staff can print, laminate, and mount directly near the digital temperature control panel for instant troubleshooting response.

DISPLAY/CODE	SEVERITY	PRIMARY ROOT CAUSE	IMMEDIATE STAFF ACTION REQUIRED
HI / HI-T	CRITICAL	Internal chamber temperature has exceeded 15°F (-9°C) for over 60 minutes.	Enforce immediate 100% door lockdown. Verify compressor is humming and fans are spinning.
LO / LO-T	MODERATE	Abnormally low temperatures detected or sensor miscalibration.	Monitor for frozen inventory damage. Request a calibration parameter check on the next service routine.
dF / dFr	STATUS	Unit is actively running a normal scheduled defrost cycle.	No Action Needed. Normal operation. Temperature readings may temporarily climb slightly.
E1 / P1	CRITICAL	Chamber room temperature sensor probe failure or broken wiring lead.	System cannot read its own cold levels. Place an independent thermometer inside and call service immediately.
E2 / P2	MODERATE	Evaporator defrost termination sensor fault detected.	Freezer will still run but cannot optimize its ice melt cycles. Schedule a preventative technical repair visit.
DOOR	CRITICAL	Magnetic proximity door sensor open continuously for over 15 minutes.	Verify door is pulled fully flush. Check for ice obstacles on the floor or warped gaskets blocking lines.

UNIVERSAL 3-STEP ESCALATION PROTOCOL

- 1. Isolate and Protect Inventory:** Lock the walk-in handle. Do not access the freezer for optional stock selections until the alarm resolves or stabilization occurs.
- 2. Clear Structural Airflows:** Check that the external condenser unit on the roof/alley is completely clear of boxes, vegetation, or structural blocks.
- 3. Verify Active Power Breakers:** Check the commercial kitchen power distribution board to ensure the dedicated freezer circuit has not flipped to the neutral/off position.

WHEN TO TRIGGER AN EMERGENCY DISPATCH CALL

- Chamber temperatures continue climbing by more than 2°F every 15 minutes while the door is tightly sealed.
- The internal evaporator unit or drain lines are visually dripping water or dropping solid ice blocks onto the workspace floor.
- The display remains entirely dark, or the system emits a persistent mechanical grinding or rhythmic clicking noise.

24/7 Technical Response Line: Contact your dedicated **Coldroom+ HVACR Sector** engineering team immediately to prevent stock spoilage. Have your active alarm code prepared for the dispatcher.