2024

User Manual

HKN-GXE47R2

Reach-In Refrigerators & Freezers

Reach-In Refrigerators Models:

HKN-GXE23R1 - 29" single solid door	**HKN-GXE23R1G - 29" single glass door**
HKN-GXE47R2 - 54" double solid doors	**HKN-GXE47R2G - 54" double glass doors**
HKN-GXE72R3 - 81" three solid doors	**HKN-GXE72R3G - 81" three glass doors**

Reach-In Freezers Models:

HKN-GXE23F1 - 29" single solid door
HKN-GXE47F2 - 54" double solid doors
HKN-GXE72F3 - 81" three solid doors

Note:

Please read this manual thoroughly prior to equipment set-up, operation, and maintenance.

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WARNINGS

- Do not store or use gasoline or other flammable vapors or liquids in the vicinity of this or any other equipment.
- Improper installation, adjustment, alteration, service or maintenance can cause property damage, injury or death.
- Read the installation and maintenance instructions thoroughly before installing or servicing this equipment.
- Have the equipment installed by a qualified installer in accordance with all federal, state and local codes.
- Leave sufficient space between the cabinet and the wall as well as the ceiling, ensuring no complete sealing in the back part of the cabinet. Provide an air vent to the outside. Caution: Maintain a minimum distance of 8 inches from the cabinet to the wall.
- Remove all outer packaging for bottom heat radiation to prevent the risk of fire.
- Use an individual single-phase socket and ensure a reliable connection to a grounding wire. Caution: Avoid connecting the grounding wire to a water or gas pipe.
- Handle with care during transportation; avoid hard collisions or intense vibrations. The cabinet's inclination should not exceed 45°.
- Refer to the Trouble Shooting references if the unit encounters issues. Do not attempt to resolve problems independently; consult a certified technician.
- **DANGER** - Risk of fire or explosion due to the use of flammable refrigerant. Avoid using mechanical devices for refrigerator defrosting and refrain from puncturing refrigerant tubing.
- **DANGER** - Risk of fire or explosion. Flammable refrigerant used. Repairs should only be performed by trained service personnel. Do not puncture refrigerant tubing.
- **CAUTION** - Risk of fire or explosion. Flammable refrigerant used. Consult the repair manual/owner’s guide before servicing. Follow all safety precautions.
- **CAUTION** - Risk of fire or explosion. Properly dispose of the appliance following federal or local regulations. Flammable refrigerant used.
- **CAUTION** - Risk of fire or explosion due to puncture of refrigerant tubing; follow handling instructions carefully. Flammable refrigerant used.
- **CAUTION** - Keep ventilation openings in the appliance enclosure or structure clear of obstructions.
- **CAUTION** - Servicing must be conducted by factory authorized service personnel to minimize the risk of ignition from incorrect parts or improper service.

Reach-In Refrigerators
& Freezers

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Instructions and images in this **manual** are only for reference and **may differ** from the **actual** product. Launch the **E-Manual**.

NOTE:

- Loss or spoilage of products in your refrigerator/freezer is not covered by warranty.
- Additionally, following the recommended installation procedures, you must run the refrigerator/freezer 24 hours before usage.

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Safety information:

- **WARNING**: Use this appliance for its intended purpose as described in this Owner's Manual. Ignoring these notices may result in serious injury and/or damage to the unit.

ATTENTION:

- This refrigerator must be properly installed and located according to the installation instructions before use.
- Do not allow children to climb, stand, or hang on the shelves in the refrigerator, as they could damage the refrigerator and injure themselves.
- Before cleaning or making repairs, unplug the refrigerator.
- To minimize shock and fire hazards, avoid overloading the outlet; designate one outlet for your unit.
- Do not use extension cords.
- Avoid placing your hands under the unit when moving it.
- If the unit is not in use for an extended period, unplug it from the outlet.
- After unplugging the unit, wait at least 10 minutes before re-plugging it to prevent damage to the compressor.

Proper grounding required:

- To minimize shock and fire hazards, ensure that the unit is properly grounded.

Prohibition:

- Do not attempt to remove or repair any component unless instructed by the factory.
- Ensure that the unit is not resting on or against the electrical cord and plug.
- To minimize personal injury, refrain from hanging on the doors.
- Do not store any flammable or explosive gases or liquids inside the unit.
- Do not attempt to alter or tamper with the electrical cord.

Appliance disposal:

- When recycling the appliance, ensure that refrigerants are handled according to local and national codes, requirements, and regulations.

Refrigerant disposal:

- Your old refrigerator may have a cooling system that uses "Ozone Depleting" chemicals. If you are discarding your old refrigerator, ensure the refrigerant is removed for proper disposal by a qualified service technician. Intentionally releasing any refrigerants can result in fines and imprisonment under provisions of environmental regulations.

Installation

IMPORTANT! PLEASE READ BEFORE INSTALLATION:

■ *If the unit has recently been transported, allow the unit to stand still for a minimum of 24 hours before plugging it in.*
■ *Ensure that the unit reaches the desired temperature before loading it with products.*
■ *Make sure there is proper ventilation around the unit in the operating area.*
■ *Install all accessories (e.g., poly pans, drawers, casters) before plugging in the unit.*
■ *Read the Operation/Owner's Manual thoroughly.*

Uncrating. Tools required

• Adjustable Wrench • Phillips Screwdriver • Level

The recommended procedure for uncrating the unit is as follows:

- A. Remove the outer packaging (cardboard, bubbles, or Styrofoam corners, and clear plastic). Inspect for concealed damage. File a claim with the freight carrier immediately if there is damage.
- B. Move the unit as close to the final location as possible before removing the wooden skid.

Cabinet Location Guidelines

■ Install the unit on strong and level surfaces – the unit may make unpleasant noises if the surface is uneven, and it may malfunction.

■ Install the unit indoors in a well-ventilated area – the unit performs more efficiently in such areas. Maintain a clearance of at least 3” on the back of the unit for optimal performance. Outdoor use may cause decreased efficiency and damage to the unit.

■ Avoid installation in high humidity and/or dusty areas – humidity could cause rust and decrease unit efficiency. Clean the condenser at least once a month with a brush or clean cloth to prevent malfunctions.

■ Select a location away from heat and moisture-generating equipment – high ambient temperature will overwork the compressor, leading to higher energy bills and unit breakdown. Malfunctions due to high ambient temperature will void the warranty.

Electric installation & safety information

- If the supply cord is damaged, replace it with a special cord or assembly available from the manufacturer or its service agent.
- Replace lamps with identical lamps only.

Electrical instructions

Before connecting your new unit to a power supply, check the incoming voltage with a voltmeter. Correct any voltage below 100% of the rated voltage immediately. All units are equipped with a service cord and must be powered at the proper operating voltage at all times. Refer to the cabinet data plate for this voltage.

WARNING: Compressor warranties are void if the compressor burns out due to low voltage.
WARNING: Do not remove the power supply cord ground!
WARNING: Do not use electrical appliances inside the food storage compartments unless recommended by the manufacturer.

Regular maintenance

WARNING: Disconnect power cord before cleaning any parts of the unit.

CLEANING THE CONDENSER COIL - Required Tools:

- Phillips screwdriver
- Stiff bristle brush
- Adjustable wrench

For efficient operation, it is important to keep the condenser surface free of dust, dirt, and lint. Condensers accumulate dirt and dust and require cleaning every 30 days. We recommend cleaning the condenser coil and fins at least once per month. Clean with a commercial condenser coil cleaner, available from any kitchen equipment retailer. Brush the condenser fins from top to bottom, not side to side. After cleaning, straighten any bent condenser fins with a fin comb.

Cleaning the fan blade and motor:

- If necessary, clean the fan blades and motor with a soft cloth. If it is necessary to wash the fan blades, cover the fan motor to prevent moisture damage.

Cleaning the interior of the unit:

- When cleaning the cabinet interior, use a solvent of warm water and mild soap.
- Do not use steel wool, caustic soap, abrasive cleaners, or bleach that may damage the stainless-steel surface.
- Wash door gaskets on a regular basis, preferably weekly. Simply remove door gasket from the frame of the door, soak in warm water and soap for thirty (30) minutes, dry with a soft cloth, and replace.
- Check door gaskets for proper seal after they are replaced.
- Periodically remove the shelves and pilasters from the unit and clean them with mild soap and warm water. To remove the pilasters, first remove the shelves and shelf brackets. Then, simply lift the pilaster up and out.

Stainless steel care and cleaning:

Recommended cleaners for stainless steel:

- Soap, ammonia, and detergent medallion applied with a soft cloth or sponge for routine cleaning.
- Cameo, Talc, Zud First Impression are for stubborn stains and discoloration. Rub in the direction of polish lines.
- Easy-off and De-Grease It oven aid are excellent for removals on all finishes for grease-fatty acids, blood, and burnt-on foods.

- Any good commercial detergent can be applied with a sponge or soft cloth to remove grease and oil.
- Benefit, Super Sheen, Sheila Shine are good for restoration/passivation.

CAUTION: Do not use any steel wool, abrasive, or chlorine-based products to clean stainless steel surfaces.

Stainless Steel Enemies:

There are three basic items that can break down stainless steel's passivity layer and allow corrosion to occur:

- Scratches from wire brushes, metal scrapers, and steel pads are just a few examples of items that can be abrasive to stainless steel's surface.
- Deposits left on stainless steel can leave spots. Hard water that is heated can leave deposits if left to sit for too long. These deposits can cause the passive layer to break down and rust stainless steel. All deposits left from food prep or service should be removed as quickly as possible.
- Chlorides are present in table salt, food, and water. Household and industrial cleaners are the worst type of chlorides to use.

8 Steps that can help prevent rust on stainless steel:

- Use the correct cleaning tools. Use non-abrasive tools when cleaning your stainless-steel products. The stainless steel's passive layer will not be harmed by soft cloths and plastic scouring pads.
- Clean along the polish lines. Polish lines or grain are visible on some stainless steel. Always scrub parallel to visible lines. Use a plastic scouring pad or soft cloth when grain is not visible.
- Use alkaline, alkaline chlorinated, or non-chloride containing cleaners. While many traditional cleaners are loaded with chlorides, the industry is providing an ever-increasing choice of non-chloride cleaners.
- Water treatment. To reduce deposits, use soft water whenever possible. Installation of certain filters can be an advantage. Contact a treatment specialist about proper water treatment.
- Maintain cleanliness of food equipment. Use cleaners at recommended strength (alkaline, alkaline chlorinated, or non-chloride). Avoid buildup of hard stains by cleaning frequently.
- When using chlorinated cleaners, you must rinse and wipe dry immediately. It is better to wipe standing cleaning agents and water as soon as possible. Allow all stainless steel equipment to air dry. Oxygen helps maintain the passivity film on stainless steel.
- Hydrochloric acid (muriatic acid) should never be used on stainless steel.
- Regularly restore/passivate stainless steel.

Troubleshooting

Before requesting any service on your unit, please check the following points. Please note that this guide serves only as a reference for solutions to common problems.

Problem	Possible Cause	Possible Solution
Compressor not running.	Fuse blown or circuit breaker tripped.	Replace fuse or reset circuit breaker.
	Power cord unplugged.	Plug in power cord.
	Thermostat set too high.	Set thermostat to lower temperature.
	Cabinet in defrost cycle.	Wait for defrost cycle to finish.
Condensing units run for long periods of time.	Excessive amount of warn product placed in cabinet.	Allow adequate time for product to cool down.
	Prolonged door opening or door ajar.	Ensure doors are closed when not in use.
	Door gasket(s) not sealing properly.	Avoid opening doors for long periods of time.
	Dirty condenser coil. Evaporator coil iced over.	Ensure gaskets are snapped in completely.
		Remove gasket and wash with soap and water.
		Check condition of gasket and replace if necessary.
		Clean the condenser coil.
		Unplug unit and allow coil to defrost.
		Make sure thermostat is not set too cold.
		Ensure that door gasket(s) are sealing properly.
Cabinet temperature is too warm.	Thermostat set too warm.	Set thermostat to lower temperature.
	Blocking air flow.	Re-arrange product to allow for proper air flow.
	Excessive amount of warm product placed in cabinet.	Make sure there is at least four inches of clearance from evaporator.
	Fuse blown or circuit breaker tripped.	Allow adequate time for product to cool down.
	Prolonged door opening or door ajar.	Replace fuse or reset circuit breaker.
	Evaporator coil iced over.	Clean the condenser coil.
		Ensure doors are closed when not in use.
		Avoid opening doors for long periods of time. (see above)
Cabinet is noisy.	Loose part(s).	Ensure tubing is free from contact with other tubing or components
	Tubing vibration.	Locate and tighten loose part(s).
Interior light is not working.	Poor switch connection.	Turn off light switch and turn it back on.
	Bulb is not connected.	Make sure the bulb is correctly inserted in the socket.
	Bulb has burned out.	Replace the bulb