

## ReFlex Underbench

SKOPE Salad and Pizza Prep  
R290



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R290  
Service Manual

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# 1 Servicing Hydrocarbon

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## Overview

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This cabinet uses hydrocarbon R290 as its refrigerant. R290 is a natural refrigerant that has a very low environmental impact.

Special service requirements apply, as R290 is a flammable refrigerant.

### Safety hazards



The main hydrocarbon safety hazards are:

- Flammability
- Venting of hydrocarbon and compressor oil
- Asphyxiation

### Service requirements

Do not interfere with the refrigeration system. All refrigeration maintenance and repairs must be undertaken according to the SKOPE Hydrocarbon Service Requirements. See the “SKOPE Hydrocarbon Service Requirements” for more information, including examples of hazardous activities.

### Electrical safety precautions

To comply with safety and radio interference regulations, make sure you route wiring correctly and use the correct components. In order to maintain safety and compliance with regulations, any wiring that is disturbed during servicing must be replaced and secured in its original position.

## SKOPE Hydrocarbon Service Requirements

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Servicing must only be performed by Approved SKOPE Service Technicians, and must meet all requirements in the SKOPE Hydrocarbon Service Policy (available from SKOPE), including the following:

- MUST – Ensure all workers are trained in the **safety** of hydrocarbon products to the appropriate level for the work required.
- MUST – Follow all Local Safety Regulations relevant to flammable refrigerant gases.
  - Australia should refer to AIRAH Flammable Refrigerants – Safety Guide.
  - New Zealand should refer to Flammable Refrigerant Safety Documentation (Refrigerant Licence NZ).
- MUST – Adhere to all on-site (workplace) Health and Safety requirements.
- MUST – Not modify or alter the design of SKOPE equipment in any way.
- MUST – In cases where the refrigeration system is not readily removable from the cabinet, send the entire cabinet to the hydrocarbon workshop for repair.
- MUST – *Only* use SKOPE OEM spare parts or identical replacement parts. Any variation in replacement part may render the system non-compliant and unsafe.
- MUST – Follow all best practice work activities for servicing hydrocarbon refrigerants (SKOPE recommends attending specific hydrocarbon refrigeration handling training courses). Nitrogen must be used for purging the system before commencing brazing (“hot work”).
- MUST – Adhere to relevant SKOPE Service Manual. If there is any contradiction, the local regulations take precedence over SKOPE requirements.
- MUST – Work only in suitable, safe and compliant workspaces. Personal protective equipment (PPE) must always be used when working on hydrocarbon equipment.
- MUST – Always carry and use flammable gas detectors when diagnosing refrigeration faults in hydrocarbon equipment.
- MUST – Know where and how to safely and quickly isolate the power supply to cabinet before undertaking any service work.
- MUST – Not perform any brazing etc. (“hot work”) in the field. This is to be completed in a suitable service depot or workshop (in a dedicated, specific hazardous work area compliant with local flammable gas regulations).
- MUST – Not transport a refrigeration system with a known active leak. If there is an active leak the refrigerant must be safely removed (by using bullet piercing valves or line tap valves) before transportation. Valves must be removed at the hydrocarbon service depot once the repair is completed.
- MUST – Have an emergency plan for the hydrocarbon workshop area, which includes suitable evacuation and fire control plans and equipment.
- MUST – Only use refrigerant grade hydrocarbon to the precise mass specified on removable refrigeration system serial label.
- MUST – Be accurate with the refrigerant charge. The refrigerant mass is ultra-low charge and must only be measured with scales which are accurate to +/- 1.0 gram. Refrigerant must **not** be overcharged or added to an already charged system.
- MUST – Use identical drier replacement, as any change will affect the gas charge volume and affect reliability compliance and safety.
- MUST – Only replace pipework with parts which are identical to genuine SKOPE parts.
- MUST – Not introduce a sparking device inside a cabinet or inside a removable refrigeration system. Never use battery drills.
- MUST – Not perform any activity that could stress a refrigeration pipe (unless in a workshop).
- MUST – Get customer authorisation to permanently swap a removable refrigeration system.
- MUST – Have the AoFrio SCS Field app installed on a Bluetooth-enabled device carried by the service technician. (This does not apply to cabinets that do not use the AoFrio controller.)  
The app should be used for safe, accurate diagnosis of the system, and it is required to complete a controller replacement in the field.
- RECOMMENDED – Have the AoFrio SCS Track app installed on a Bluetooth-enabled device carried by the service technician. This passive app collects system data from the AoFrio SCS Connect controller and transmits it to the cloud.
- PERMITTED – Use a logistics company to transport a complete refrigerator where no separation of the refrigeration system occurs. Logistics companies are not required to be contracted to this SKOPE Service Policy.

## 2 Specifications

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### Models

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This service manual is applicable to the SKOPE ReFlex salad and pizza prep models detailed in the table below. Refer to the relevant product specification sheet (available on the SKOPE website: [www.skope.com](http://www.skope.com)) for specifications.

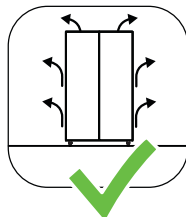
**Table 1: Model specifications**

Model	SKOPE ID	Product description
RF7.PPS.2.SD	RB2S	2-door Salad Prep
RF7.PPS.3.SD	RB3S	3-door Salad Prep
RF8.PPZ.3.SD	RB3Z	3-door Pizza Prep (hinged lid)
	RB3ZT/1189	3-door Pizza Prep (sliding lid)
RF8.PPZ.4.SD	RB4Z	4-door Pizza Prep (hinged lid)
	RB4ZT/1196	4-door Pizza Prep (sliding lid)

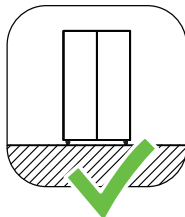
### 3 Installation

#### Installation Guidelines

When installing this cabinet, ensure you consider and meet the installation guidelines below.



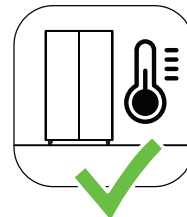
**Ventilation**  
Ensure all ventilation requirements below are met.



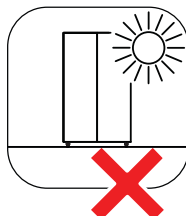
**Surface**  
The installation surface must be capable of supporting the loaded cabinet.



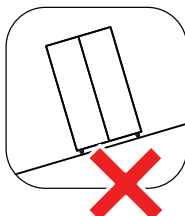
**Door Opening**  
Allow adequate space for the door/s to open and close properly.



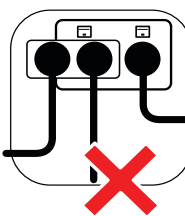
**Climate Class**  
The cabinet must be installed in an environment within its climate class.  
The climate class is stated on the cabinet rating label inside the cabinet.



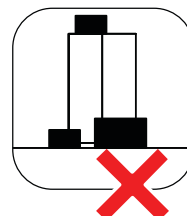
**Sunlight**  
Do not install the cabinet in direct sunlight.



**Uneven Surface**  
Do not install the cabinet on an uneven surface.



**Power Supply**  
Do not overload the power supply.

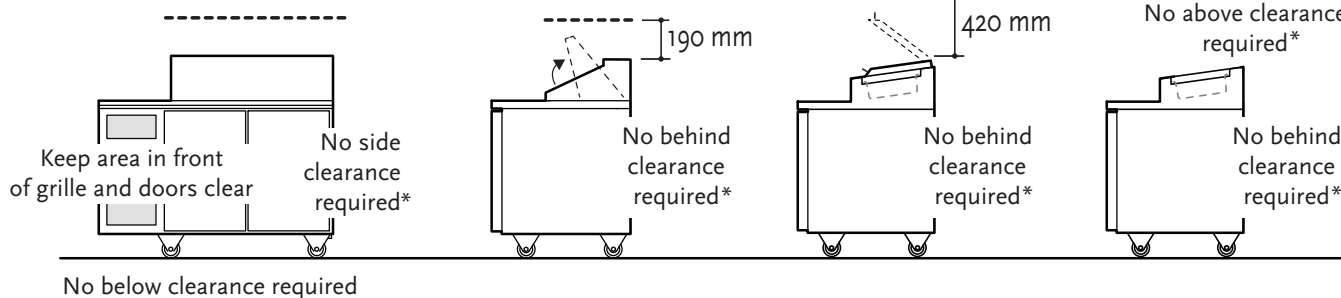


**Blocking Ventilation**  
Do not store boxes or items in front or on top of the cabinet.

#### Ventilation Requirements

This cabinet must have the following ventilation clearances at all times:

Above clearance for cover opening: 190 mm (salad), 420 mm (pizza cabinet with hinged lid), 0 mm (pizza cabinet with sliding lid)



\*When installed for continuous duty in climate class 7 environment (35°C ambient/75% relative humidity), SKOPE recommends providing 50 mm clearance around the sides and back of the cabinet.

## **Cleaning Before First Use**

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Disconnect the cabinet from the mains power supply before cleaning (see page 20).

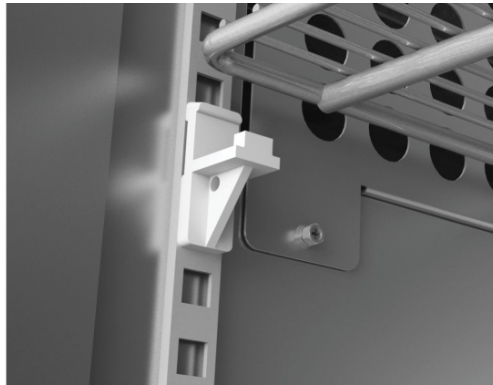
Thoroughly clean and sanitise the cabinet interior and food contact surfaces, such as the worktop, before using for the first time. Only use standard stainless steel cleaners suitable for food preparation areas.

Clean the cabinet exterior as described in “Routine Cleaning” on page 48.

## **Shelves**

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Each shelf is held in place with four shelf clips, which clip into the shelf support strips. The shelf clips may be positioned at different heights to suit various product.



## **Power Cord**

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Before final positioning of the cabinet, pull the power cord out and connect it to the mains power supply.

## 4 Electronic Controller

### Overview

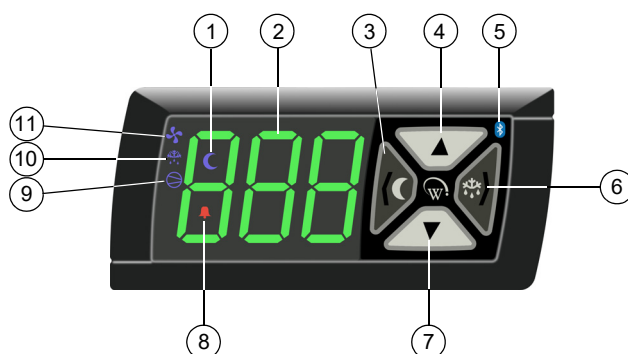
The cabinet is fitted with an AoFrio SCS Connect electronic controller. The controller is located in the cartridge compartment and is visible from the outside of the cabinet through the cartridge cover. The controller is pre-programmed. SKOPE does not recommend changing the settings unless it is absolutely necessary. To ensure efficient operation, the controller automatically forces a defrost cycle when required.

#### IMPORTANT

The controller must only be adjusted by an authorised service agent.

### Controller Faceplate

**Buttons and Display** The faceplate includes the front display panel and interface buttons.



**Table 2: Controller faceplate**

No.	Description			Use
1	<b>Night mode</b>	Indicator	On during Night mode.	
2	<b>Display</b>	Indicator	Digital display of: <ul style="list-style-type: none"> <li>the cabinet's air (not product) temperature.</li> <li>alarm messages.</li> </ul>	
3	<b>Light switch - Night mode (back/abort)</b>	Button	Used during programming.	<ul style="list-style-type: none"> <li>Press to switch the lights on or off.</li> <li>Press and hold to switch the cabinet between Day and Night modes.</li> </ul>
4	<b>Up</b>	Button	Used during programming.	
5	<b>Bluetooth</b>	Indicator	<ul style="list-style-type: none"> <li>On when ready to connect to a device.</li> <li>Flashing when connected to a device.</li> </ul>	
6	<b>Defrost cycle (next/enter)</b>	Button	Used during programming.	Press and hold to start a manual defrost.
7	<b>Down</b>	Button	Used during programming.	
8	<b>Fault - Alarm</b>	Indicator	On during a fault or alarm.	
9	<b>Compressor</b>	Indicator	On when the compressor is running.	
10	<b>Defrost mode</b>	Indicator	On during the defrost cycle.	
11	<b>Fan</b>	Indicator	On when the fans are running.	

**Service Mode** The service mode can be run using the controller faceplate, but SKOPE strongly recommends using the SCS Connect Field app. You will need a 9-digit PIN to enter the service mode via the controller. If you don't have one, contact SKOPE Customer Services to request a PIN.

Service mode includes:

#### Parameters

Allows you to access and edit individual controller parameters.

#### Reset

Returns the controller back to factory or default settings.

#### Manual test

Allows you to see the input values from the sensors, check the effects of output adjustments to peripherals, and run pre-set test routines.

#### Statistics

Displays logged values and event counts for diagnostics and fine tuning.

#### About

Lists the properties of the refrigeration system and the controller, including cabinet model codes, and firmware, hardware and software versions.

Refer to [AoFrio documentation](#) or [MAN80199 "SCS Connect Electronic Controller"](#) for further information.

## Apps

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**SCS Connect Field App** The AoFrio Field app for mobile devices allows technicians to connect and interact with SKOPE equipment that uses the AoFrio SCS Connect electronic controller. The app allows technicians to:

- View the current state of cabinet components (temperatures, compressor and fan motor states).
- View a 7-day history of those states.
- Manually change component states.
- Update and change controller parameters.
- Update controller firmware.

All technicians who service SKOPE equipment fitted with the AoFrio SCS Connect electronic controller are required to have the AoFrio Field app installed on their Bluetooth-enabled mobile device. SKOPE also recommends that all technicians have the AoFrio Track app installed.

See [MAN80199 SCS Connect Electronic Controller](#) (<https://tinyurl.com/4n2dvury>) for details on the SCS Connect Field app and SCS Connect Track app.

**Table 3: Parameter numbers**

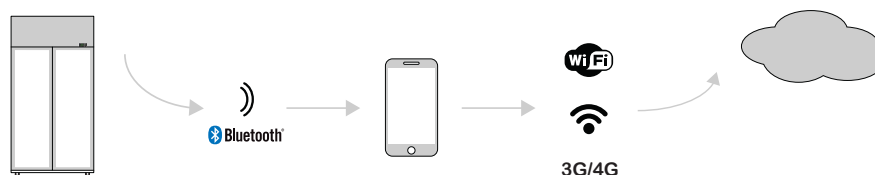
	RF7.PPS.2.SD	RF7.PPS.3.SD	RF8.PPZ.3.SD	RF8.PPZ.4.SD
620	✓	✓		
621			✓	✓

## SCS Connect Track App

The AoFrio Track app for mobile devices transfers data from SKOPE equipment that uses the SCS Connect controller to a cloud-based server.

The app works automatically in the background. When the app detects a controller, it connects via Bluetooth to receive data from the controller and send data to the cloud. If no mobile data connection is available, the app stores data until a connection becomes available.

SKOPE recommends that all technicians who service SKOPE equipment fitted with the AoFrio SCS Connect electronic controller have the AoFrio Track app installed on their Bluetooth-enabled mobile device.



See [MAN80199 SCS Connect Electronic Controller \(https://tinyurl.com/4n2dvury\)](https://tinyurl.com/4n2dvury) for details on the SCS Connect Field app and SCS Connect Track app.

## SKOPE Connect App

The SKOPE-connect app is designed for end-users only, and provides wireless access to the controller from mobile devices with Bluetooth capability.

The app allows users to adjust some electronic controller settings, including energy saving modes, open and closing hours and preset temperature set points for specific product.

## Faults and Alarms

If a fault occurs, it is logged, the Fault - Alarm indicator is lit on the controller faceplate, and a message may be displayed. Faults do not affect product temperature, and do not require action from the shop owner, unless they turn into an alarm.

If an alarm occurs, it is logged, the Fault - Alarm indicator is lit, and the alarm message is displayed on the controller faceplate. Alarms may result in abnormal product temperature.

Some faults and alarms can be cleared by the shop owner, and others can only be cleared by a service technician. Faults and alarms can be cleared by the shop owner by power-cycling the cabinet. However the fault or alarm will only clear if the problem has been fixed. If the problem still exists after a power-cycle, a service technician will need to fix the problem.

**Table 4: Faults**

Description	Possible root cause	Actions
Door left open The door has been left open for several minutes Excessive door open counts	• Door not self-closing	• Open the door and let it go. If it does not close on its own, repair the self-closing mechanism.
	• Door switch/circuit	• Check the door switch and replace if necessary.
	• Controller	• Check the controller, which may need replacing.



Table 4: Faults (continued)

Description	Possible root cause	Actions
<b>Over-voltage protection</b> The maximum allowable mains supply voltage has been exceeded. The cabinet has temporarily shut down to prevent damage and will restart once the supply voltage decreases.	Should be a one-off. If it continues, consider:	Test the incoming voltage to ensure it is correct. The test voltage needs to be between 198 and 264 volts.
	• poor line voltage	<ul style="list-style-type: none"> <li>If outside this, the controller will shut the system down until the voltage returns to between these measurements.</li> <li>If the voltage is correct and the controller is still showing a fault, replace the controller.</li> </ul>
	• rural location	
	• voltage setting parameter	• Check the voltage parameter settings are between 198 and 264 volts. If this parameter is outside the correct voltage, changing it may damage the controller.
	• controller	• The controller may be reading incorrectly and need replacing.
<b>Under-voltage protection</b> The mains supply voltage has dropped below the minimum allowable level. The cabinet has temporarily shut down to prevent damage and will restart once the supply voltage increases.	Should be a one-off. If continues, consider:	Test the incoming voltage to ensure it is correct. The test voltage needs to be between 198 and 264 volts.
	• power supply overloaded	
	• poor line voltage	<ul style="list-style-type: none"> <li>If outside this, the controller will shut the system down until the voltage returns to between these measurements.</li> <li>If the voltage is correct and the controller is still showing a fault, replace the controller.</li> </ul>
	• multi-box use	• Check that there are not too many plugs using the same multi-box adaptor causing the voltage to drop.
	• rural location	
	• voltage setting parameter	• Check the voltage parameter settings are between 198 and 264 volts. If this parameter is outside the correct voltage, changing it may damage the controller.
	• controller	• The controller may be reading incorrectly and need replacing.
<b>High condensing temperature protection</b> The system was operating at an elevated temperature and has temporarily shut down to prevent damage. Extended operation in this condition may result in ALARM 15, increased energy consumption and a reduction in cabinet life.	• Condenser not clean	Cartridge swap is not required. <ul style="list-style-type: none"> <li>Remove and clean the condenser filter.</li> <li>Check that the condenser is free of debris.</li> <li>If the coil is dirty, clean it with a vacuum cleaner or soft brush.</li> </ul>
	• Poor installation or ventilation	<ul style="list-style-type: none"> <li>Check the installation guidelines.</li> <li>If fitted, check the rear stand-offs are extended.</li> </ul>
	• Condenser fan motor or blade	• Check that the condenser fan blades are in place and all condenser fans are operating correctly.
	• Controller	The controller may be reading incorrectly and need replacing. <ul style="list-style-type: none"> <li>Confirm the temperature reading with an independent thermometer.</li> </ul>
	• Very high ambient temperature	• Check if the probes are faulty and reading incorrectly.

Table 4: Faults (continued)

Description	Possible root cause	Actions
<p>Excessive compressor cycling protection</p> <p>The system has been turning on and off too frequently.</p>	<ul style="list-style-type: none"> <li>Door not self-closing</li> </ul>	<ul style="list-style-type: none"> <li>Open the door and let it go. If it does not close on its own, repair the self-closing mechanism.</li> </ul>
	<ul style="list-style-type: none"> <li>Blocked condenser</li> </ul>	<ul style="list-style-type: none"> <li>Remove and clean the condenser filter.</li> <li>Check that the condenser is free of debris.</li> <li>If the coil is dirty, clean it with a vacuum cleaner or soft brush.</li> </ul>
	<ul style="list-style-type: none"> <li>Poor installation or ventilation</li> </ul>	<ul style="list-style-type: none"> <li>Check the installation guidelines.</li> </ul>
	<ul style="list-style-type: none"> <li>Cartridge or cabinet gasket seals leaking</li> </ul>	<ul style="list-style-type: none"> <li>Remove the cartridge and check the integrity of the gaskets and seals.</li> <li>If required, replace the door gasket.</li> </ul>
	<ul style="list-style-type: none"> <li>Hot product</li> </ul>	<ul style="list-style-type: none"> <li>Check if the product has been recently loaded, and is causing the extra heat.</li> </ul>
	<ul style="list-style-type: none"> <li>Product blocking cabinet airflow</li> </ul>	<ul style="list-style-type: none"> <li>Check if the return air grille is covered by product. If so, move the product from the grille and observe.</li> </ul>
	<ul style="list-style-type: none"> <li>Compressor is overloaded from excess door openings or ambient temperature</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that the cabinet is operating in its climate class.</li> </ul>
	<ul style="list-style-type: none"> <li>Condenser or evaporator fan motor or blade</li> </ul>	<ul style="list-style-type: none"> <li>Inspect the condenser and evaporator fans safely, and replace if faulty.</li> </ul>
	<ul style="list-style-type: none"> <li>Controller</li> </ul>	<ul style="list-style-type: none"> <li>The controller may be reading incorrectly and need replacing.</li> </ul>
	<ul style="list-style-type: none"> <li>Compressor or gas leak</li> </ul>	<ul style="list-style-type: none"> <li>Swap the cartridge.</li> </ul>

Table 5: Alarms

Code	Description	Possible root cause	Action
dor	<p>Door left open</p> <p>The door has been left open for several minutes. The alarm will revert to door left open <b>fault</b> after 10 minutes (see Table 4, "Faults", on page 12.</p>	<ul style="list-style-type: none"> <li>Door not self-closing (torsion fault)</li> <li>Door switch/circuit</li> <li>Controller</li> </ul>	<ul style="list-style-type: none"> <li>Open the door and let it go. If it does not close on its own, repair the self-closing mechanism.</li> <li>Check the door switch and replace if necessary.</li> <li>Check the controller, which may need replacing.</li> </ul>
8	Estimated product temperature below allowable range	<ul style="list-style-type: none"> <li>Low ambient temperature</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that the cabinet is operating in its climate class.</li> </ul>
	The estimated product temperature has been below the allowable range for longer than the permissible time.	<ul style="list-style-type: none"> <li>App settings</li> </ul>	<ul style="list-style-type: none"> <li>Check all app settings, and reinstall the parameters if required.</li> </ul>
		<ul style="list-style-type: none"> <li>Controller</li> </ul>	<ul style="list-style-type: none"> <li>Check the probe calibration to make sure that the controller is reading the temperature correctly.</li> </ul>

Table 5: Alarms (continued)

Code	Description	Possible root cause	Action
		<ul style="list-style-type: none"> <li>Excessive door openings</li> <li>Door being left open</li> <li>Door leaking air (bad gasket or door not self-closing)</li> <li>Sealed refrigeration system</li> <li>Incorrect setpoint</li> <li>Too much product</li> <li>Blocked return air grille</li> <li>Warm product loaded into cabinet</li> </ul>	<ul style="list-style-type: none"> <li>Make sure the door is not opened unnecessarily.</li> <li>Ensure the door is closed.</li> <li>Open the door and let it go. If it does not close on its own, repair the self-closing mechanism.</li> <li>If required, replace the door gasket.</li> <li>Consider a cartridge swap.</li> <li>Reload the correct parameters using the SCS Connect Field app.</li> <li>If the cabinet is overloaded, remove the excess product.</li> <li>Check if the return air grille is covered by product. If so, move the product from the grille and observe.</li> </ul>
9	<p>Estimated product temperature above allowable range</p> <p>The estimated product temperature has been above the allowable range for longer than the permissible time.</p>	<ul style="list-style-type: none"> <li>Blocked condenser</li> <li>Poor installation or ventilation</li> <li>Frozen or blocked evaporator coil</li> <li>Cartridge gasket leaking (to cabinet seal or lid seal)</li> <li>Compressor is overloaded from excess door openings or ambient temperature</li> <li>Condenser or evaporator fan motor or blade</li> <li>Incorrect parameter settings</li> <li>Controller</li> <li>Compressor or gas leak</li> </ul>	<ul style="list-style-type: none"> <li>Remove and clean the condenser filter.</li> <li>Check that the condenser is free of debris.</li> <li>If the coil is dirty, clean it with a vacuum cleaner or soft brush.</li> <li>Check the installation guidelines.</li> <li>De-ice the coil and check that the evaporator fan motor is working.</li> <li>Check the defrost cycle and that the defrost probe are working correctly.</li> <li>Check that the drain is clear.</li> <li>Check that the gasket is intact and not broken and leaking.</li> <li>Ensure the installation levers are lifting the cartridge up onto the case correctly.</li> <li>Make sure the door is not opened unnecessarily.</li> <li>Ensure that the cabinet is operating in its climate class.</li> <li>Inspect the condenser and evaporator fans safely, and replace if faulty.</li> <li>Use the SCS Field app to check that the correct setpoint and parameters have been selected.</li> <li>Check the probe calibration to make sure that the controller is reading the temperature correctly.</li> <li>Swap the cartridge.</li> </ul>

Table 5: Alarms (continued)

Code	Description	Possible root cause	Action
15	Excessive condensing temperature protection The system was operating at an excessive temperature and has shut down to prevent permanent damage.	<ul style="list-style-type: none"> <li>• Very high ambient temperature</li> </ul>	Cartridge swap is not required. <ul style="list-style-type: none"> <li>• Ensure that the cabinet is operating in its climate class.</li> </ul>
		<ul style="list-style-type: none"> <li>• Condenser is not clean</li> </ul>	<ul style="list-style-type: none"> <li>• Remove and clean the condenser filter.</li> <li>• Check that the condenser is free of debris.</li> <li>• If the coil is dirty, clean it with a vacuum cleaner or soft brush.</li> </ul>
		<ul style="list-style-type: none"> <li>• Poor installation or ventilation</li> </ul>	<ul style="list-style-type: none"> <li>• Check the installation guidelines.</li> </ul>
		<ul style="list-style-type: none"> <li>• Condenser fan motor or blade</li> </ul>	<ul style="list-style-type: none"> <li>• Inspect the condenser and evaporator fans safely, and replace if faulty.</li> </ul>
		<ul style="list-style-type: none"> <li>• Incorrectly placed condenser probe</li> </ul>	<ul style="list-style-type: none"> <li>• Either:               <ul style="list-style-type: none"> <li>• Measure the probe resistance to make sure it is within the range.</li> <li>• Compare the probe's temperature with the known temperature, using an external trusted thermometer.</li> </ul> </li> <li>• Replace the probe if required.</li> </ul>
17	Control probe failure A critical system sensor has failed and the cabinet can no longer operate.	<ul style="list-style-type: none"> <li>• Control probe or circuit</li> </ul>	Cartridge swap is not required. <ul style="list-style-type: none"> <li>• Either:               <ul style="list-style-type: none"> <li>• Measure the probe resistance to make sure it is within the range.</li> <li>• Compare the probe's temperature with the known temperature, using an external trusted thermometer.</li> </ul> </li> <li>• Replace the probe if required.</li> </ul>
		<ul style="list-style-type: none"> <li>• Controller</li> </ul>	<ul style="list-style-type: none"> <li>• If you have replaced the probe and it is still reading incorrectly, replace the controller.</li> </ul>
18	Electrical over-current protection activated The compressor was drawing too much current and has shut down to prevent permanent damage.	<ul style="list-style-type: none"> <li>• Blocked condenser</li> </ul>	<ul style="list-style-type: none"> <li>• Remove and clean the condenser filter.</li> <li>• Check that the condenser is free of debris.</li> <li>• If the coil is dirty, clean it with a vacuum cleaner or soft brush.</li> </ul>
		<ul style="list-style-type: none"> <li>• Product blocking cabinet airflow</li> </ul>	<ul style="list-style-type: none"> <li>• Check if the return air grille is covered by product. If so, move the product from the grille and observe.</li> </ul>
		<ul style="list-style-type: none"> <li>• Compressor is overloaded from excess door openings or ambient temperature</li> </ul>	<ul style="list-style-type: none"> <li>• Make sure the door is not opened unnecessarily.</li> <li>• Ensure that the cabinet is operating in its climate class.</li> </ul>
		<ul style="list-style-type: none"> <li>• Compressor or gas leak</li> </ul>	<ul style="list-style-type: none"> <li>• Swap the cartridge.</li> </ul>

Table 5: Alarms (continued)

Code	Description	Possible root cause	Action
19	Failed to reach set temperature The refrigeration system has been operating continuously for a long period without reaching the set temperature.	<ul style="list-style-type: none"> <li>Blocked condenser</li> </ul>	<ul style="list-style-type: none"> <li>Remove and clean the condenser filter.</li> <li>Check that the condenser is free of debris.</li> <li>If the coil is dirty, clean it with a vacuum cleaner or soft brush.</li> </ul>
		<ul style="list-style-type: none"> <li>Poor installation or ventilation</li> </ul>	<ul style="list-style-type: none"> <li>Check the installation guidelines.</li> </ul>
		<ul style="list-style-type: none"> <li>Frozen or blocked evaporator coil</li> </ul>	<ul style="list-style-type: none"> <li>De-ice the coil and check the that evaporator fan motor is working.</li> <li>Check the defrost cycle and that the defrost probe is working correctly.</li> </ul>
		<ul style="list-style-type: none"> <li>Cartridge, cabinet, or door gasket leaking</li> </ul>	<ul style="list-style-type: none"> <li>Check that the gasket is intact and not broken and leaking. If required, replace the door gasket.</li> <li>Ensure the installation levers are lifting the cartridge up onto the case correctly.</li> </ul>
		<ul style="list-style-type: none"> <li>Product blocking cabinet airflow</li> </ul>	<ul style="list-style-type: none"> <li>Check if the return air grille is covered by product. If so, move the product from the grille and observe.</li> </ul>
		<ul style="list-style-type: none"> <li>Compressor is overloaded from excess door openings or ambient temperature</li> </ul>	<ul style="list-style-type: none"> <li>Make sure the door is not opened unnecessarily.</li> <li>Ensure that the cabinet is operating in its climate class.</li> </ul>
		<ul style="list-style-type: none"> <li>Condenser or evaporator fan motor or blade</li> </ul>	<ul style="list-style-type: none"> <li>Inspect the condenser and evaporator fans safely, and replace if faulty.</li> </ul>
		<ul style="list-style-type: none"> <li>Controller</li> </ul>	<ul style="list-style-type: none"> <li>The controller may be reading incorrectly and need replacing.</li> </ul>
20	Over-cooling product The internal temperature is too low. The system has temporarily shut down until the temperature has returned to normal.	<ul style="list-style-type: none"> <li>Set temperature has been raised by a large amount</li> </ul>	<ol style="list-style-type: none"> <li>Confirm if really too cold.</li> <li>Change parameters accordingly.</li> </ol>
		<ul style="list-style-type: none"> <li>Controller</li> </ul>	<ul style="list-style-type: none"> <li>The controller may be reading incorrectly and need replacing.</li> </ul>
22	Evaporator fan over-current protection The current supplied to the evaporator fan motor is too high.	<ul style="list-style-type: none"> <li>Faulty fan motor</li> </ul>	<ul style="list-style-type: none"> <li>Replace the fan motor.</li> </ul>
		<ul style="list-style-type: none"> <li>Fan blade fault (imbalance, debris, blockage)</li> </ul>	<ul style="list-style-type: none"> <li>Visually inspect the fan blades and replace if faulty.</li> </ul>
23	Condenser fan over-current protection The current supplied to the condenser fan motor is too high.	<ul style="list-style-type: none"> <li>Faulty fan motor</li> </ul>	<ul style="list-style-type: none"> <li>Replace fan motor.</li> </ul>
		<ul style="list-style-type: none"> <li>Fan blade fault (imbalance, debris, blockage)</li> </ul>	<ul style="list-style-type: none"> <li>If the fan motor is working correctly, update the controller firmware to the latest version.</li> </ul>
		<ul style="list-style-type: none"> <li>Controller</li> </ul>	<ul style="list-style-type: none"> <li>The controller may be reading incorrectly and need replacing.</li> </ul>
24	Controller communication error Controller has lost communication channels.	<ul style="list-style-type: none"> <li>Parameters</li> </ul>	<ul style="list-style-type: none"> <li>Load the correct parameter settings.</li> </ul>
		<ul style="list-style-type: none"> <li>Controller or circuit</li> </ul>	<ul style="list-style-type: none"> <li>The controller may be reading incorrectly and need replacing.</li> </ul>
25	Controller update failed Controller update could not be completed.	<ul style="list-style-type: none"> <li>Parameters</li> </ul>	<ul style="list-style-type: none"> <li>Load the correct parameter settings.</li> </ul>
		<ul style="list-style-type: none"> <li>Controller or circuit</li> </ul>	<ul style="list-style-type: none"> <li>The controller may be reading incorrectly and need replacing.</li> </ul>
26	Controller hardware failure Controller hardware has failed.	<ul style="list-style-type: none"> <li>Parameters</li> </ul>	<ul style="list-style-type: none"> <li>Load the correct parameter settings.</li> </ul>
		<ul style="list-style-type: none"> <li>Controller or circuit</li> </ul>	<ul style="list-style-type: none"> <li>Replace the controller.</li> </ul>

Table 5: Alarms (continued)

Code	Description	Possible root cause	Action
27	Probe failure A probe other than the control probe has failed. The cabinet will continue to operate with partial function but requires service.	• Evaporator probe or connections	Cartridge swap is not required. • Either: • Measure the probe resistance to make sure it is within the range. • Compare the probe's temperature with the known temperature, using an external trusted thermometer. • Replace the probe if required.
		• Controller	• The controller may be reading incorrectly and need replacing.
28	No downward tendency The temperature is no longer decreasing.	• Blocked condenser	• Remove and clean the condenser filter. • Check that the condenser is free of debris. • If the coil is dirty, clean it with a vacuum cleaner or soft brush.
		• Poor installation or ventilation	• Check the installation guidelines.
		• Cartridge or cabinet gasket seals leaking	• Check that the gasket is intact and not broken and leaking. If required, replace the door gasket. • Ensure the installation levers are lifting the cartridge up onto the case correctly.
		• Door not self-closing or door gasket leaking	• Open the door and let it go. If it does not close on its own, repair the self-closing mechanism. • If required, replace the door gasket.
		• Product blocking cabinet airflow	• Check if the return air grille is covered by product. If so, move the product from the grille and observe.
		• Compressor is overloaded from excess door openings or ambient temperature	• Ensure that the cabinet is operating in its climate class.
		• Condenser or evaporator fan motor or blade	• Inspect the condenser and evaporator fans safely, and replace if faulty.
		• Controller	• The controller may be reading incorrectly and need replacing.
29	Compressor cutting out The compressor cut out on its internal protection or pressure switch.	• Compressor or gas leak	• Swap the cartridge.
		• Blocked condenser	• Remove and clean the condenser filter. • Check that the condenser is free of debris. • If the coil is dirty, clean it with a vacuum cleaner or soft brush.
		• Poor installation or ventilation	• Check the installation guidelines.
		• Cabinet, door or cartridge seal leaking	• Check that the gasket is intact and not broken and leaking. If required, replace the door gasket. • Ensure the installation levers are lifting the cartridge up onto the case correctly.
		• Product hot or blocking the cabinet airflow	• Check if the return air grille is covered by product. If so, move the product from the grille and observe.
		• Compressor is overloaded from excess door openings or ambient temperature	• Make sure the door is not opened unnecessarily. • Ensure that the cabinet is operating in its climate class.
		• Condenser or evaporator fan motor or blade	• Inspect the condenser and evaporator fans safely, and replace if faulty.
		• Controller	• The controller may be reading incorrectly and need replacing.
29	Compressor cutting out The compressor cut out on its internal protection or pressure switch.	• Compressor or gas leak	• Swap the cartridge.
		• Blocked condenser	• Remove and clean the condenser filter. • Check that the condenser is free of debris. • If the coil is dirty, clean it with a vacuum cleaner or soft brush.

Table 5: Alarms (continued)

Code	Description	Possible root cause	Action
30	Excessive automatic defrosting The system is automatically defrosting too frequently.	<ul style="list-style-type: none"> <li>Door not self-closing or door gasket leaking</li> </ul>	<ul style="list-style-type: none"> <li>Open the door and let it go. If it does not close on its own, repair the self-closing mechanism.</li> <li>If required, replace the door gasket.</li> </ul>
		<ul style="list-style-type: none"> <li>Evaporator probe</li> </ul>	Either: <ul style="list-style-type: none"> <li>Measure the probe resistance to make sure it is within the range.</li> <li>Compare the probe's temperature with the known temperature, using an external trusted thermometer.</li> </ul>
		<ul style="list-style-type: none"> <li>Evaporator motor or fan</li> </ul>	<ul style="list-style-type: none"> <li>Check that the fan motors are working and the fan blades are not damaged.</li> </ul>
		<ul style="list-style-type: none"> <li>Controller</li> </ul>	<ul style="list-style-type: none"> <li>The controller may be reading incorrectly and need replacing.</li> </ul>
		<ul style="list-style-type: none"> <li>Blocked drain</li> </ul>	<ul style="list-style-type: none"> <li>Clear the blockage with a wet vacuum.</li> <li>Clear the debris to prevent a blockage.</li> </ul>
		<ul style="list-style-type: none"> <li>Defrost setting too high</li> </ul>	<ul style="list-style-type: none"> <li>Reload the correct parameters using the SCS Connect Field app.</li> </ul>
		<ul style="list-style-type: none"> <li>Compressor or gas leak</li> </ul>	<ul style="list-style-type: none"> <li>Swap the cartridge.</li> </ul>
31	Compressor stalling The compressor is stalling on start up.	<ul style="list-style-type: none"> <li></li> </ul>	Take a spare cartridge in case of refrigeration system fault.
		<ul style="list-style-type: none"> <li>Blocked condenser</li> </ul>	<ul style="list-style-type: none"> <li>Remove and clean the condenser filter.</li> <li>Check that the condenser is free of debris.</li> <li>If the coil is dirty, clean it with a vacuum cleaner or soft brush.</li> </ul>
		<ul style="list-style-type: none"> <li>Poor installation or ventilation</li> </ul>	<ul style="list-style-type: none"> <li>Check the installation guidelines.</li> </ul>
		<ul style="list-style-type: none"> <li>Cabinet, door or cartridge seal leaking</li> </ul>	<ul style="list-style-type: none"> <li>Check that the gasket is intact and not broken and leaking. If required, replace the door gasket.</li> <li>Ensure the installation levers are lifting the cartridge up onto the case correctly.</li> </ul>
		<ul style="list-style-type: none"> <li>Door not self-closing or door gasket leaking</li> </ul>	<ul style="list-style-type: none"> <li>Open the door and let it go. If it does not close on its own, repair the self-closing mechanism.</li> <li>If required, replace the door gasket.</li> </ul>
		<ul style="list-style-type: none"> <li>Product hot or blocking the cabinet airflow</li> </ul>	<ul style="list-style-type: none"> <li>Check if the return air grille is covered by product. If so, move the product from the grille and observe.</li> </ul>
		<ul style="list-style-type: none"> <li>Compressor is overloaded from excess door openings or ambient temperature</li> </ul>	<ul style="list-style-type: none"> <li>Make sure the door is not opened unnecessarily.</li> <li>Ensure that the cabinet is operating in its climate class.</li> </ul>
		<ul style="list-style-type: none"> <li>Condenser or evaporator fan motor or blade</li> </ul>	<ul style="list-style-type: none"> <li>Inspect the condenser and evaporator fans safely, and replace if faulty.</li> </ul>
		<ul style="list-style-type: none"> <li>Controller</li> </ul>	<ul style="list-style-type: none"> <li>The controller may be reading incorrectly and need replacing.</li> </ul>
		<ul style="list-style-type: none"> <li>Compressor or gas leak</li> </ul>	<ul style="list-style-type: none"> <li>Swap the cartridge.</li> </ul>

## 5 Replacement Procedures

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### Electrical Safety

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#### Caution

Disconnect the cabinet from the mains power supply before attempting **any** maintenance.

Correct wiring routing is as important as using the correct components for compliance with safety and radio interference regulations.

In order to maintain safety and compliance with regulations, make sure you replace any wiring that is disturbed during servicing and secure it back in its original position.

#### Procedure 1: To disconnect the cabinet from the mains power supply

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1. Switch the cabinet off at the mains power supply.
  2. Unplug the power cord from the mains power supply.
- 

### Lighting

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The cabinet is fitted with LED modular interior lights. Ensure the light is replaced with the same light type. Fluorescent or LED tubes cannot be used in place of LED modular lights.

#### IMPORTANT

Replace the light with the same SKOPE OEM part.

**Do not** use alternative LED strip or tube lights, or fluorescent tubes.

The lighting is made up of three components which are replaceable:

- LED modular light/s
- LED light power supply
- Interior wiring loom

Lighting components are all non-serviceable items. If a component is faulty, remove it and fit a SKOPE OEM new replacement component.

Refer to:

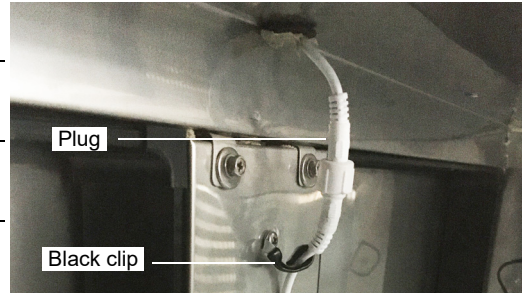
- Table 12, "Cabinet and cartridge troubleshooting", on page 50 to determine which component may be at fault.
- the procedures over the next few pages for component replacement instructions.

Ensure you disconnect the cabinet from the mains power supply before cleaning or removing parts (see Procedure 1 above).



**Procedure 2: To replace an interior light component**

1. Disconnect the cabinet from the mains power supply (see Procedure 1).
2. Remove the shelves from either side of the light.
3. Unhook the black clip and unplug the light.
4. Unscrew and replace the light.
5. Plug in the light and hook black clip to plug, then reassemble the shelves.
6. Reconnect the cabinet to the mains power supply and check for correct operation.

**Procedure 3: To replace the LED driver power supply**

1. Disconnect the cabinet from the mains power supply (see Procedure 1).
2. Gain access to the cartridge electrics panel (see Procedure 16, "To remove and open the cartridge electrics box", on page 32).
3. Unplug, unscrew and replace the light power supply.
4. Reassemble and test the cabinet for correct operation.

**Hood and Lid**

The salad preparation cabinets are fitted with hinged hoods, and the pizza preparation cabinets are fitted with either hinged or sliding lids. These components can be easily removed for cleaning or to fit a replacement part.

**Note:** Hinged and sliding lids are not interchangeable.

The sliding lids are acrylic and can be cleaned in a dishwasher. There are four types of sliding lid to fit the different positions.

## Hinged Hoods and Lids

### Salad Prep

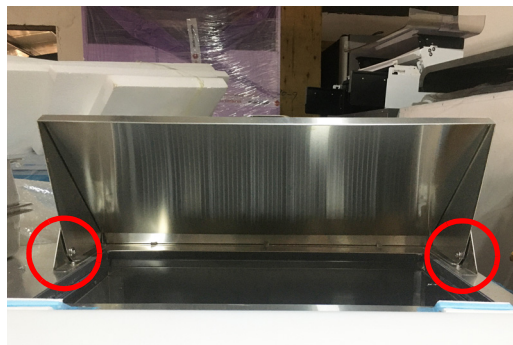
#### Procedure 4: To remove a hinged hood from a salad prep cabinet

---

##### Before you start

- You will need to remove two sets of fasteners. These can be accessed on the inside of the hood.
  - You will need a spanner or socket wrench.
- 

1. Open the hood of the cabinet.



2. Unscrew the two sets of fasteners on both sides of the hood.



3. Take care with the fasteners. Secure them so they don't get lost or damaged.



4. Remove the 5 x thumb screws from their mounting positions.

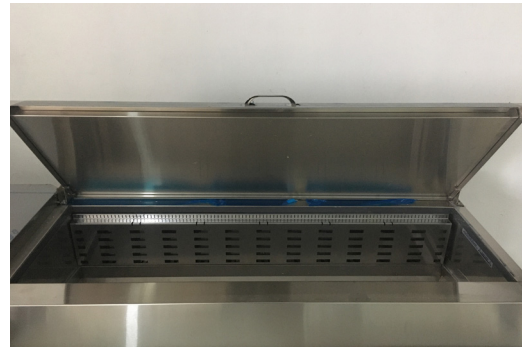


5. Remove the hood from the cabinet body.
  6. To fit a cleaned or replacement hood, reverse the removal process.
-

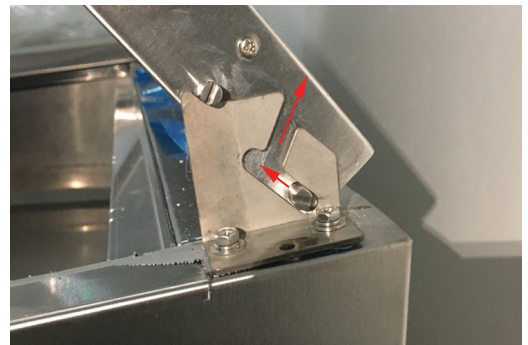
## Pizza Prep

### Procedure 5: To remove a hinged lid from a pizza prep cabinet

1. Open the lid of the cabinet. It will naturally slide into a locked position



2. Slide the pins forward on an angle, and guide them up through the exit feature on the bracket.



3. Remove the lid from the cabinet brackets.



4. To fit a cleaned or replacement lid, reverse the removal process.

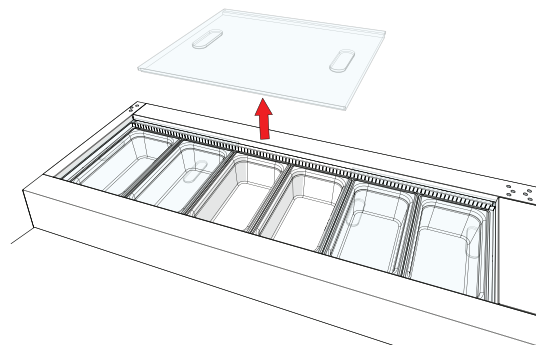
## Sliding Lids (Pizza Prep only)

### Procedure 6: To remove and replace a sliding lid from a pizza prep cabinet

#### Before you start

There are four different lids to fit the different locations. Note each lid's position to replace it correctly.

1. To remove a lid, lift it from the well.



2. To replace a lid, put it back in the correct position, with the finger slots facing upwards.

## Doors

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**Alignment Adjustment** If a door is out of alignment, realign it by loosening the top and/or bottom hinge bracket fixing screws, move the door as required, and re-tighten the hinge bracket screws.

**Door Gasket** The one-piece door gasket clips into the door frame and runs around the perimeter of the door. Remove the gasket by peeling it from the door frame, starting at a corner.

If the gasket is out of shape after refitting, use a hair dryer to heat and reshape it.

**Removing and Refitting the Door** For ease of servicing, the door can be removed from the cabinet.

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### Procedure 7: To remove the door

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1. Disconnect the cabinet from the mains power supply (see Procedure 1).
2. Unscrew the top and bottom hinges and remove door from cabinet.



3. If necessary, remove top and bottom hinges, and self-closing mechanism (see "Door Hinges" on page 25).
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### Procedure 8: To refit the door

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1. If necessary, refit self-closing mechanism and top and bottom mechanism. Ensure all bushes and washers are present, and the bottom hinge is fitted in closed position for correct self closing.
  2. Refit the door to the cabinet.
  3. Check that the door seal gasket is fitted correctly and forms a complete seal with the cabinet when the door is closed.
- 

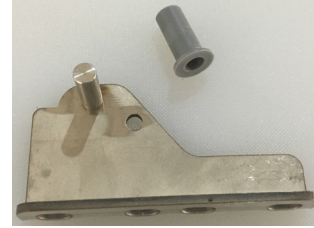
**Door Tension** The door is fitted with a self-closing mechanism which allows the door to self-close. If door tension is lost, check that the self-closing mechanism is installed correctly, and if necessary replace (see Procedure 9, "To remove the hinges", on page 25).

**Door Hinges** Each door is fitted with top and bottom hinges, and an additional self-closing mechanism which allows the door to self-close. The hinges and self-closing mechanism are replaceable.

**Procedure 9: To remove the hinges**

---

1. Remove the top hinge, washers and bush from the top of the door.



2. Unscrew and remove the bottom hinge and washers from the bottom of the door.



3. Unscrew and remove the self closing hinge from the bottom of the door.



**Door Locks** Each door is fitted with a key lock. The lock bolt can be removed and replaced. The lock is foamed into the door and cannot be removed.

**Procedure 10: To replace a door lock bolt**

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1. Unlock and open the door.
- 
2. Use a slotted screwdriver to remove or fit the lock bolt to the lock mechanism inside the door.





## Castors and Legs

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The cabinet is supplied fitted with swivel castors. The front castors are lockable, the rear castors are free. A set of adjustable height legs is also included in the cabinet.

The castors can be removed for plinth mounting or for fitting the height adjustable legs.

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### Procedure 11: To remove the castors

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1. Raise the cabinet off the ground.
- 
2. Unbolt the castors from the bottom of the cabinet.



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### Procedure 12: To fit the height adjustable legs

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1. Fit the legs into the castor mounting holes.
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### Procedure 13: To plinth mount

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1. The underside of the cabinet is completely flat for plinth mounting.



## Cartridge End Panel

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The panel at the left hand end of the cabinet can be replaced.

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### Procedure 14: To replace the end panel

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1. Disconnect the cabinet from the mains power supply (see Procedure 1).
  2. Unscrew and remove the front panel: Two screws at the bottom and two screws at the top of the front panel.
  3. Unscrew and remove the end panel: Three screws at the back of the cabinet and six screws from the side of the cabinet.
  4. Fit the replacement end panel, and refit the front panel.
-

## Refrigeration System

### Before Servicing Overview

- Ensure you have read and understood this manual before starting any servicing.
- Ensure installation complies with electrical wiring regulations or rules, and the relevant part of the applicable refrigeration code of practice: the *Australia and New Zealand Refrigerant Handling Code of Practice 2024*.
  - [Part 1 – Self-contained low charge systems](#).
  - [Part 2 – Systems other than self-contained low charge systems](#).

### Important

- SKOPE hydrocarbon refrigeration systems must only be serviced by appropriately skilled and qualified refrigeration mechanics.
- Servicing a sealed refrigeration system must occur at a hydrocarbon workshop or service area with dedicated hydrocarbon equipment and personal protective equipment (PPE).
- All local hydrocarbon storage and handling regulations and procedures must be followed at all times.

Ensure all electronic controller alarms diagnostics and refrigeration system diagnostics are performed to confirm a refrigeration system fault is present.

Check all components including the electronic controller and electrical systems.

Ensure your work area is well ventilated.

### IMPORTANT

Use only dedicated hydrocarbon SKOPE OEM spare parts.

**Do not** use alternative parts.

For safety compliance, use only SKOPE-supplied components specified for the appliance.



### Safety hazards

The main hydrocarbon safety hazards are:

- Flammability
- Venting of hydrocarbon and compressor oil
- Asphyxiation

### Refrigerant identification

Correctly identifying the refrigerant is critical to maintain safety and the correct functioning of the cabinet.

- The cabinet rating label (located in the upper inside of the cabinet) states the refrigerant type.
- Warning labels are fitted to hydrocarbon refrigeration cabinets to indicate the use of hydrocarbon refrigerant.

### Personal protective equipment (PPE)

Correctly wear or use all PPE required by local regulations and procedures during servicing.

### Service equipment

Only use dedicated hydrocarbon service equipment which is hydrocarbon-compliant. Electrical equipment that could be exposed to the refrigerant must be intrinsically safe.

In addition to standard tools for accessing and removing parts, specialist tools are required for completing the refrigeration system service tasks in this manual:

- Intrinsically safe refrigeration vacuum pump, rated by the manufacturer as suitable for use with hydrocarbon refrigerant
- Dedicated hydrocarbon gauge set
- Flammable gas detector to warn if flammable refrigerant is present
- Charging scales, rated by the manufacturer as suitable for use with hydrocarbon refrigerant, accurate to 1 gram

#### **Leak detector**

A leak detector is used to track and locate the source of hydrocarbon gas leaks. It is:

- recommended for servicing hydrocarbon units on-site.
- required for servicing hydrocarbon units off-site.

#### **Service vehicle**

- Must be suitable for transporting flammable gas.
- Vehicle cargo area:
  - Must be well ventilated to outside the vehicle only.
  - Must have no ignition sources, nor any areas where the gas may pool.
- Must be able to transport swap units.
- Should carry minimum SKOPE hydrocarbon service parts.

**On-site Work** The service technician must have required knowledge, skills, qualifications, and tools before beginning any on-site work on the refrigeration sealed system.

#### **Minimum knowledge and skills**

- Qualifications and certifications required by local/state regulatory bodies to service hydrocarbon refrigeration systems
- Safe working practices, including a safe working environment at all times

#### **Minimum tools and equipment**

- Safety signs and/or barrier – suitable to create a safe work zone 1.5 m around the cabinet
- Hydrocarbon gas detector
- Dedicated hydrocarbon gauge set
- Bullet valves/line piercing valves suitable for a 6 mm tube

#### **Off-site Work Hydrocarbon workshop**

The following tools and equipment are required in the hydrocarbon workshop:

- Dedicated area for hazardous work – suitable for servicing and releasing flammable hydrocarbon refrigerant
- Hydrocarbon leak detector
- Refrigeration gauge set – suitable for flammable hydrocarbon refrigerant
- Dry nitrogen – suitable for purging and high pressure testing
- Intrinsically safe refrigeration vacuum pump, rated by the manufacturer as suitable for use with hydrocarbon refrigerant
- Charging scales, rated by the manufacturer as suitable for use with hydrocarbon refrigerant, accurate to 1 gram
- Hydrocarbon refrigerant supply cylinder

**Not Cooling Fault** If a customer reports a “not cooling” fault, and it has been established that the cabinet is not cooling, follow the procedure on page 54 when making the service visit.



## Refrigeration Cartridge

**Refrigeration Cartridge Assembly** The refrigeration cartridge is an end-mounted, electronically controlled, removable cartridge. The electronic controller and electrics panel (including the light power supply) is matched to the cabinet, and must be left with the cabinet when exchanging the cartridge. Replacement spare part cartridges are not supplied with controller and electrics panel.

For safety and compliance, only repair the cartridge with SKOPE-supplied parts made specifically for this cabinet. Other parts may appear suitable, but may not be approved or safe for use in a cabinet with hydrocarbon refrigerant.

The cartridge must only be used on a SKOPE hydrocarbon-compliant cabinet. Refer to the cabinet rating label to determine if the cabinet is suitable for use with a hydrocarbon cartridge. The rating label **must** state refrigerant as R290. If the label states a different refrigerant, or does NOT state a refrigerant, it is NOT suitable for a hydrocarbon cartridge.

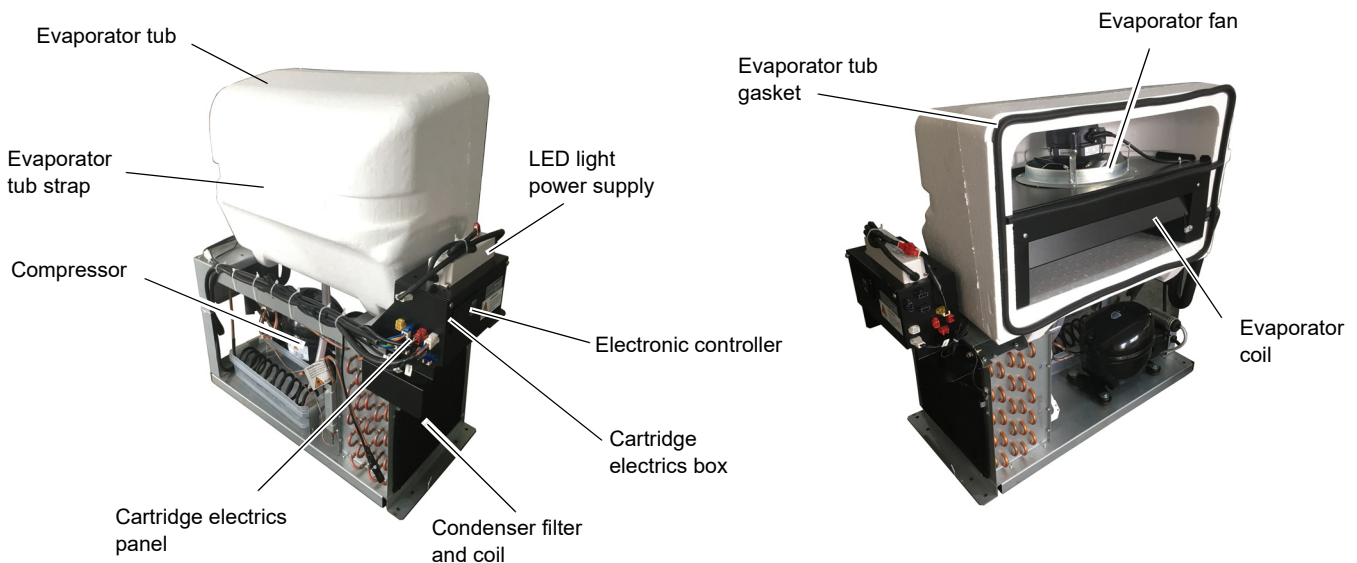
### WARNING

The hydrocarbon cartridge must only be used on an hydrocarbon-compliant cabinet.

For servicing or transportation, the refrigeration cartridge unplugs and lifts off the cabinet. Some minor servicing can be performed without removing the refrigeration cartridge.

The model and serial number are both printed on the cartridge rating/serial number label attached to the panel above the condenser coil.

Different fridge and freezer cartridges are used across different models, and cartridge spare parts vary between different cartridges. Refrigeration system pipe routing varies between different model releases.



**Removing the Cartridge** **Note:** The cartridge electrics box (including the electrics panel, electronic controller and LED light power supply) is matched to the cabinet, and must be left with the cabinet when exchanging the cartridge. Replacement spare part cartridges are not supplied with an electrics box.

Follow the steps below and image over the page to remove the refrigeration cartridge from the cabinet. Ensure you disconnect the cabinet from the mains power supply before removing the cartridge.

### WARNING

The cabinet body is connected to installation earth via the refrigeration cartridge. Removing the cartridge removes the cabinet earth. **Never** connect the cabinet heating leads to the electrics box or any other power supply with the cartridge removed or you could be creating the risk of an electric shock.

### CAUTION

Some connector colours vary depending on date of manufacture. After unplugging connectors, **always** ensure you reconnect them correctly as operational faults may occur otherwise. SKOPE recommends photographing the wiring setup for future reference before unplugging.

#### Procedure 15: To remove the refrigeration cartridge

1. Disconnect the cabinet from the mains power supply (see Procedure 1)
2. Cut the cable tie at the back of the cabinet to release the power cord.
3. Unscrew the front panel with a Phillips head screwdriver:
  - Two screws at the bottom
  - Two screws at the top
4. Unscrew the cartridge (Phillips head screwdriver):
  - Two screws at the bottom
  - Four screws on the right hand side of the cartridge
  - Two screws for the front bracket

The two screws for the rear bracket do not need to be unscrewed.
5. Partially slide the cartridge out. Hold the bottom of the cartridge electrics box to slide the cartridge out, and take care of loose plugs, cables and the evaporator box gasket when sliding the cartridge.
6. Release the electrical cables on the left hand side of the cartridge by cutting the cable ties securing the cables.
7. Photograph the wiring setup for reference when you refit the cartridge.
8. Unplug the cartridge from the cabinet (see the image below):
  - Black 3-way plugs (heater elements) at the front of the electrics box.
  - Red 2-way plugs (LED lamps) at the front of the electrics box.
  - White 2-way plug (door switch) on the wiring loom.

**Procedure 15: To remove the refrigeration cartridge (continued)**

9. You can now remove the cartridge from the cabinet.

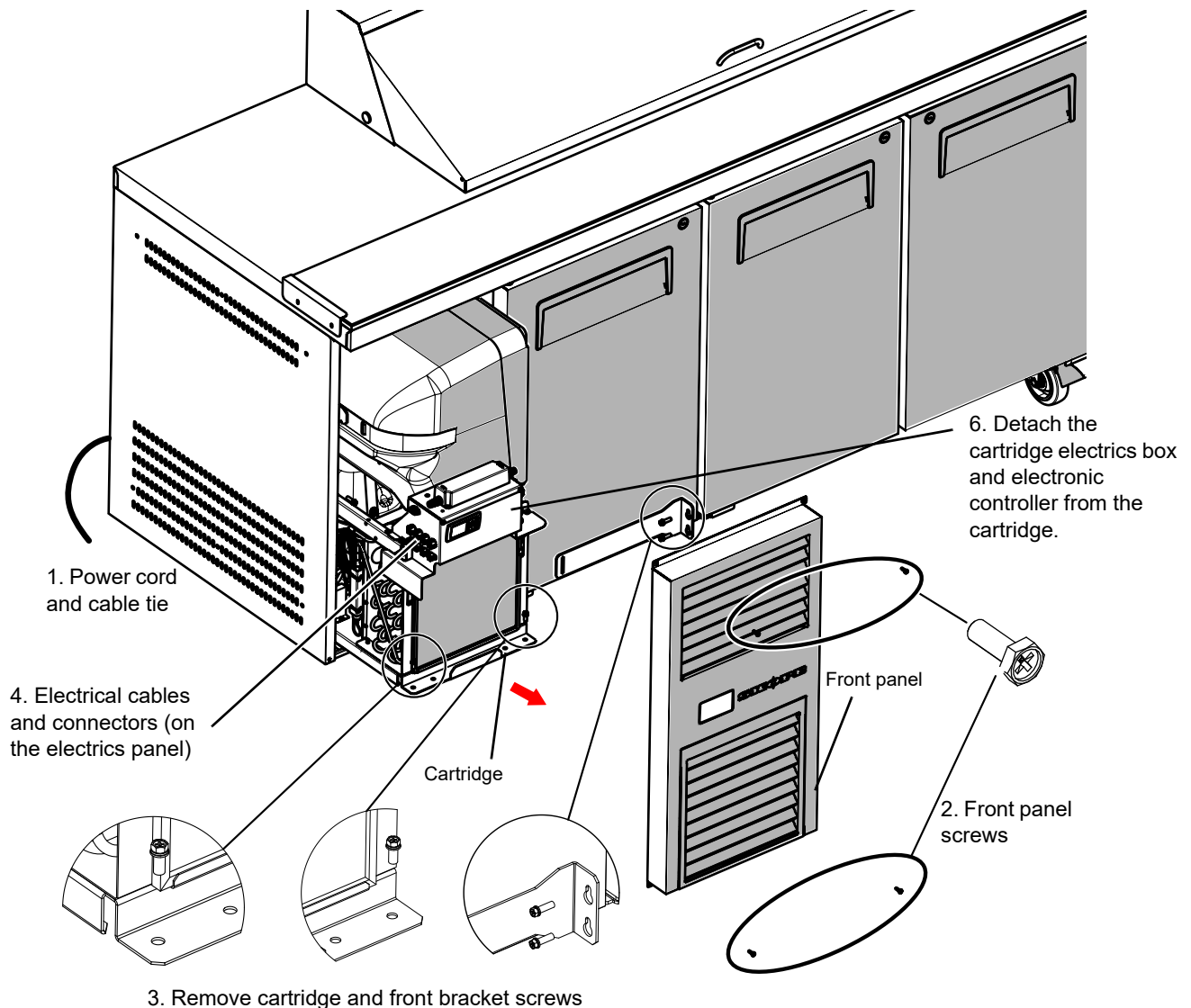
**When swapping the cartridge**

10. Detach the cartridge electrics box from the cartridge: using a Phillips head screwdriver, unscrew the three screws at the bottom edge of the cartridge electrics box.

11. Detach the electronic controller from the cartridge (see Procedure 21 on page 36).

12. Reverse the steps above to refit the cartridge. When refitting:

- **IMPORTANT:** Ensure that you reconnect the plugs correctly, as operational faults may occur if they are incorrect. Refer to the wiring diagram on page 40, and the recommended photograph (step 7) for reference.
- Check that the evaporator tub gasket is in good condition.
- Ensure that all plugs and cables are reconnected to the correct socket and cable-tied back into place.
- Take care that wires and cables are clear of the cartridge when moving it.
- Ensure that the cartridge is pushed fully into the cabinet and screwed in place. Check that the hook of the rear bracket is hooked in the left side slot of the bracket.
- Make sure that you refit the front panel cover.



**Defrost Cycle** Defrost parameters vary depending on product type. You can review them in the SCS Connect Field app.

**Cartridge Electrics Panel** The panel mount socket connectors for the cartridge and cabinet are on the cartridge electrics panel.

The cartridge electrics box (including the electrics panel, electronic controller, and LED light power supply) is matched to the cabinet, and must be left with the cabinet when exchanging the cartridge. Replacement spare part cartridges are not supplied with an electrics box.

### Important

Plugs may come loose as a result of movement and vibrations during servicing. Take care when refitting the cartridge electrics box to ensure that all plugs are securely attached to the correct sockets.



### Procedure 16: To remove and open the cartridge electrics box

1. Remove the cartridge from the cabinet (see Procedure 15 on page 30).
2. Unscrew the electrics box from the cartridge (3 × screws).
3. To open the cartridge electrics box see Procedure 21 on page 36.

**Condenser Fan** The condenser fan assembly is made up of a fan motor, fan blade and mounting brackets which can be replaced if necessary.

If the fan stops for any reason, check all connections to ensure no plugs have come loose.



**IMPORTANT**

Replace the motor with the same SKOPE OEM part.

**DO NOT** use alternative parts.

It is important that the fan blade and/or fan motor is replaced with the same part to ensure safety, correct alignment, refrigeration performance, and compliance. Fan blades should be tightened to the recommended torque settings (shown in the table below).

**Table 6: Fan motor manufacturer recommended torque settings**

Fan motor manufacturer	Torque setting
AoFrio	1.4 Nm

**Procedure 17: To access and remove the condenser fan assembly**

1. Disconnect the cabinet from the mains power supply (see page 20).
2. Remove the cartridge from the cabinet (see page 30).
3. Remove the control box (see page 32).
4. Take note of cable routing (photo recommended), then cut the cable ties holding the condenser fan motor cable along the cartridge, and free up the condenser fan motor cable.
5. Unscrew the condenser fan assembly from the condenser coil, and remove the assembly (fan motor, fan blade, mounting brackets) from the cartridge by lifting the shroud up and out.

**Procedure 18: To replace the fan blade**

1. Remove the condenser fan assembly (see above).
2. Remove the screw and washer from the centre of the fan blade, and lift the blade from the motor.
3. Replace new blade and fix with 12mm flat washer and serrated head screw. Tighten the blade to recommended torque setting (1.4 Nm).
4. Refit the condenser fan assembly to the cartridge. Following the same path as the original probe, secure the condenser fan motor cable with cable ties as necessary.
5. Reassemble and test the cabinet for correct operation.

**Procedure 19: To replace the fan motor**

1. Remove the condenser fan assembly and the fan blade (see previous page).
2. Detach the fan motor from the fan mounting brackets by removing the four screws from the mounting bracket.
3. Fit new motor and reattach fan blade with 12 mm flat washer and serrated head screw. Tighten the blade to recommended torque setting (1.4 Nm).
4. Refit the condenser fan assembly to the cartridge. Following the same path as the original cable, secure the condenser fan motor cable with cable ties as necessary.
5. Reassemble and test the cabinet for correct operation.

**Evaporator Tub** When refitting the tub, start at the bottom and take care of the plastic guide which could damage the tub if misaligned.



**Evaporator Fan** The evaporator fan assembly is a one-piece assembly which can be replaced if necessary. If the fan stops for any reason, check all connections to ensure no plugs have come loose. Refer to the label on the electrics box cover to identify the evaporator fan plug and socket in the electrics box.

The fan assembly is fixed to evaporator shroud with screws and metal bars.

**IMPORTANT**

Replace the motor with the same SKOPE OEM part.

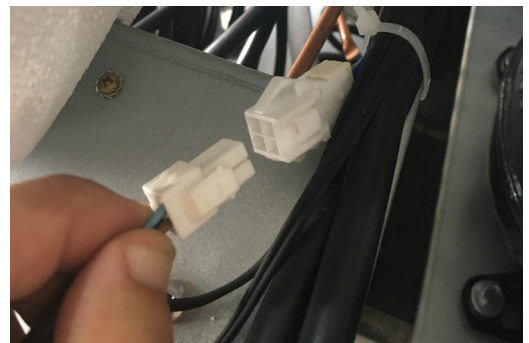
**DO NOT** use alternative parts.

It is important that the assembly is replaced with the same part to ensure safety, correct alignment and refrigeration performance, and compliance.

**Procedure 20: To access and replace the evaporator fan assembly**

1. Remove the cartridge from the cabinet (see page 29).

2. Unplug 4-way white connector behind the tub.



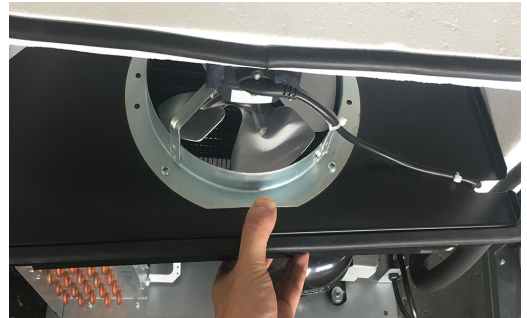


**Procedure 20: To access and replace the evaporator fan assembly (continued)**

3. Unscrew two screws from evaporator assembly.



4. Remove evaporator fan assembly from tub.



5. Reassemble and test the cabinet for correct operation.

**Compressor** The compressor is located at the back of the refrigeration cartridge. If the compressor is causing excessive noise, check the mountings to ensure there is no damage to the rubber or the washers, nuts and screws.

Before replacing the compressor, check all plug connections and ensure the compressor electrics are operating correctly. The compressor must be supplied with consistent voltage over 220 volts. Ensure the voltage does not drop at start-up. If the voltage does drop, ensure the cartridge has a direct power supply (not from a multi-box or extension cord). Generally a faulty compressor may have a distinct hissing sound and run with a very hot body temperature.

**IMPORTANT**

To prevent possible vibration noise, ensure that the pipes do not touch the cartridge housing and condenser assembly.

**Electronic Controller**

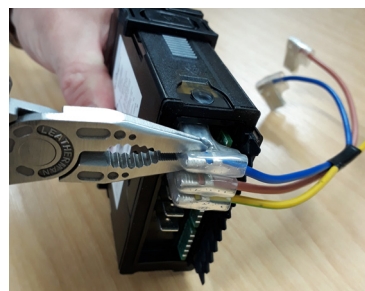
The electronic controller and electrics panel (including the light power supply) is matched to the cabinet, and must be left with the cabinet when exchanging the cartridge. Replacement spare part cartridges are not supplied with controller and electrics panel.

Different controller parameter sets are used across different models. Ensure the controller is set-up with the correct parameter set for the cabinet model.

**Controller Location** The electronic controller is located on the electrics panel at the front of the refrigeration cartridge.

### Procedure 21: To access and remove the controller

1. Disconnect the cabinet from the mains power supply (see Procedure 1)
2. Unscrew the front panel with a Phillips head screwdriver:
  - Two screws at the bottom
  - Two screws at the top
3. Unscrew two self-tapping screws on top of the cartridge electrics box, and remove LED light power supply from the cartridge electrics box.
4. Unscrew two self-tapping screws in the front of cartridge electrics box, and detach the cartridge electrics box lid from the electrics box base.



5. Use needle nose pliers to press in and unlock the tabs on each side of the electronic controller, and gently remove the QC terminals.

6. Push the AoFrio SCS controller through the front of the cartridge electrics box, then unplug the electronic controller from the cartridge.

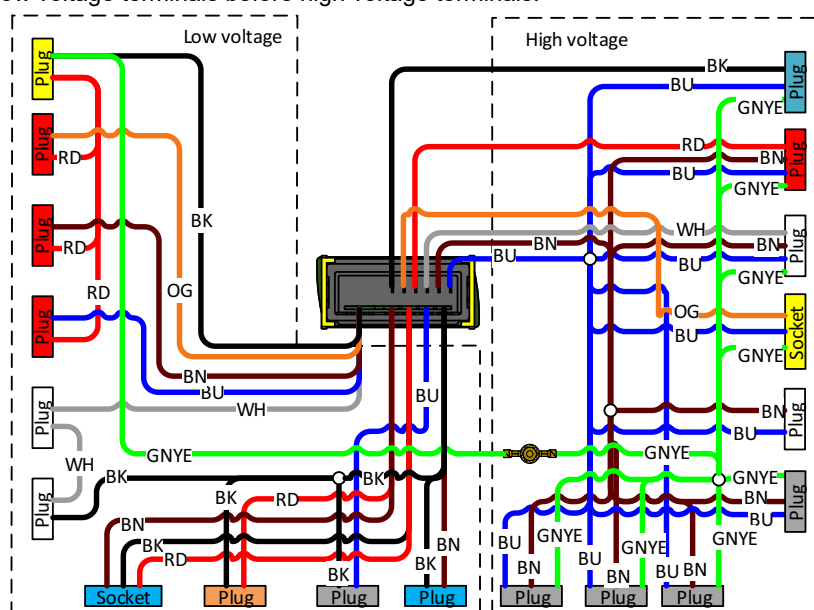
## Replacing the Controller

Follow the steps below to replace the controller.

**Note:** Replacement spare part electronic controllers are not supplied with the parameter set loaded. This must be loaded via the SCS Connect Field app after replacing the controller. Internet access may be required.

## Procedure 22: To replace the controller

1. Disconnect the cabinet from the mains power supply (see Procedure 1).
2. Access the electronic controller (see "Controller Location" on page 35).
3. Disconnect the terminals from the back of the controller.
4. Fit the new replacement controller, and connect up the terminals at the back of the controller.  
Connect low voltage terminals before high voltage terminals.





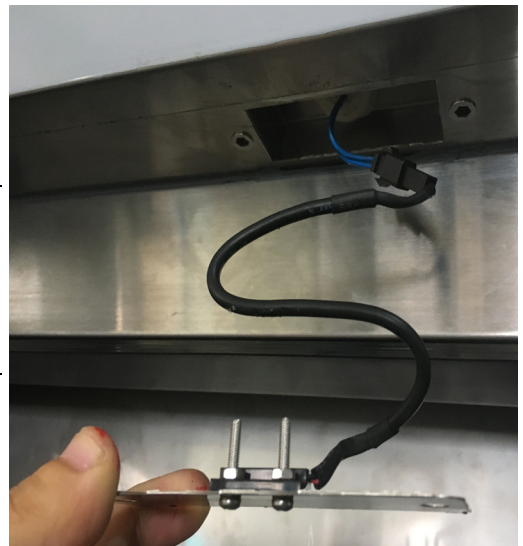
**Procedure 22: To replace the controller (continued)**

5. Reassemble the cabinet and perform an electrical safety test.
6. Reconnect the cabinet to the mains power supply.
7. Use a mobile device to connect to the controller with the SCS Connect Field app (see "SCS Connect Field App" on page 11).
8. Navigate to the LOAD PARAMETER FILE menu.
9. Select the appropriate parameter file from LOCAL. If not available in LOCAL, search for the parameter file in SERVER (internet access required), and download to LOCAL.
10. Confirm correct file and WRITE TO SCS.
11. After WRITE TO SCS is complete, select MENU DISCONNECT to save parameter set on SCS.
12. Power cycle the controller, reconnect via SCS Connect Field app and check that correct parameter set has been applied.
13. Navigate to the SCS SETUP menu and select the model (as per the cabinet rating label).
14. Set up controller and cabinet links as required:
  - Corporate:  
The service tech must link to the controller to the cabinet serial number in the SCS Connect Field app.
  - General Market:  
The owner must set up SKOPE-connect (if in use).

**Door Switch** The cabinet is fitted with a door switch above each door, which tells the electronic controller when a door is opened. A small magnet on the top edge of the door activates the switch.

**Procedure 23: To replace the door switch**

1. Disconnect the cabinet from the mains power supply (see Procedure 1).
2. Unscrew and remove the door switch cover:  
2 × screws.
3. Unplug and replace the door switch.
4. Refit the cover.
5. Reconnect the cabinet to the mains power supply and check for correct operation.



**Control Probe** The control probe is clipped to the inside of the evaporator assembly.



**Procedure 24: To replace the control probe**

1. Remove the cartridge from the cabinet (see page 29).
2. Gain access to the evaporator fan assembly (see steps 2 to 3, "To access and replace the evaporator fan assembly" on page 34).
3. Take note of cable routing (photo recommended), then carefully cut cable ties to release the probe cable. Detach the probe from the evaporator assembly, trace back to its connector and unplug.
4. Replace the probe. Following the same path as the original probe, fit the new probe with cable ties as necessary. Ensure the probe cable is securely connected and cable tied in place.
5. Reassemble and test the cabinet for correct operation.

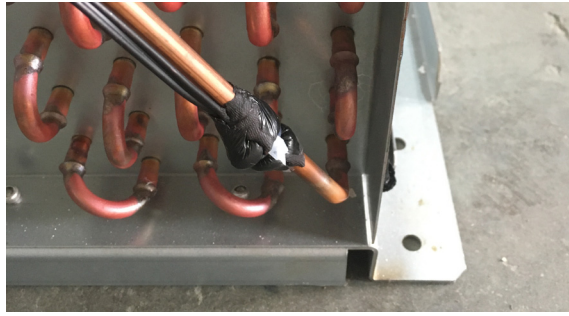
**Evaporator Probe** The evaporator probe is located within the evaporator coil. It controls the refrigeration system defrost initiation and termination.



**Procedure 25: To replace the evaporator probe**

1. Remove the cartridge from the cabinet (see page 29).
2. Gain access to the evaporator fan assembly (see steps 2 to 3, "To access and replace the evaporator fan assembly" on page 34).
3. Take note of cable routing (photo recommended), then carefully cut cable ties to release the probe cable. Carefully separate the coil fins around the probe, withdraw the probe from the evaporator coil, trace back to its connector and unplug.
4. Replace the probe. Following the same path as the original probe, fit the new probe with cable ties as necessary.
5. Ensure the probe is located in the same location (between the 4th and 5th fins), secured in place with the evaporator fins, and that the probe cable is securely connected and cable-tied in place.
6. Reassemble and test the cabinet for correct operation.

**Condenser Probe** The condenser probe is located on the side of the condenser coil.



**Procedure 26: To replace the condenser probe**

1. Disconnect the cabinet from the mains power supply (see Procedure 1).
2. Remove the refrigeration cartridge (see page 30).
3. Take note of cable routing (photo recommended), then carefully cut cable ties to release the probe cable. Detach the probe from the side of the condenser coil, and trace the probe cable back to its connector, and unplug.
4. Following the same path as the original probe, run the new probe to the condenser coil and secure with cable ties. Locate the probe in the same location as the original probe.
5. Reassemble and test the cabinet for correct operation.

**Ambient Probe** The ambient probe is located in front of the condenser coil. It monitors the temperature around the refrigeration cartridge. **Note:** The ambient probe is wired in series with the door switch.

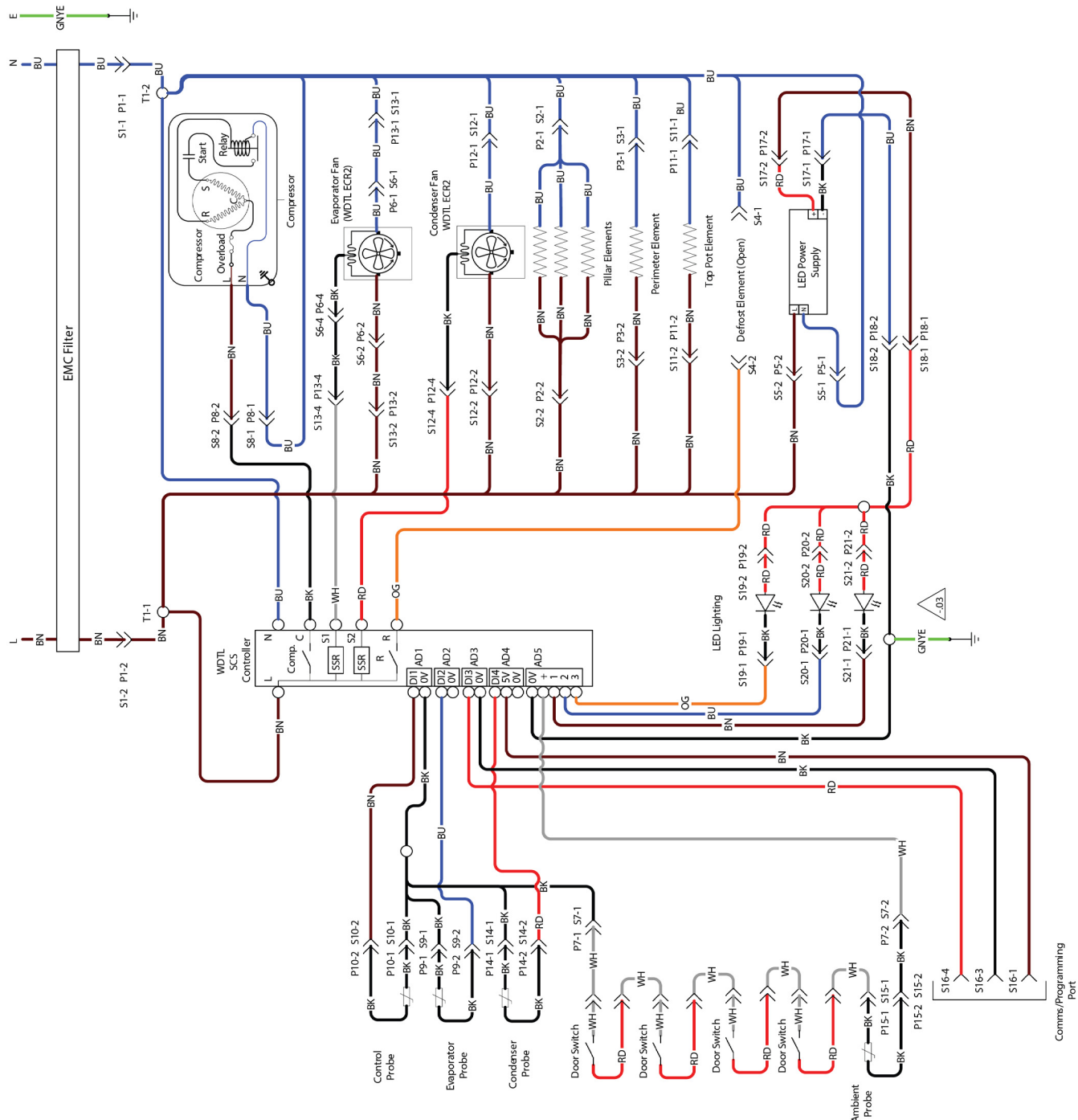


**Procedure 27: To replace the ambient probe**

1. Disconnect the cabinet from the mains power supply (see Procedure 1).
2. Remove the refrigeration cartridge (see page 30).
3. Take note of cable routing (photo recommended), then carefully cut cable ties to release the probe cable. Detach the probe from the front of the cartridge, and trace the probe cable back to its connector and unplug.
4. Following the same path as the original probe, run the new probe to the condenser coil and secure with cable ties. Locate the probe in the same location as the original probe.
5. Reassemble and test the cabinet for correct operation.

## 6 Wiring

## ReFlex Salad and Pizza Prep



## Wire colours

BK	Black
BN	Brown
RD	Red
OG	Orange
GN	Green
BU	Blue
GY	Grey
WH	White
GYNE	Green-Yellow

Based upon IEC 757 Standard

**Legend**

S1/P1	Power connection socket/plug	Black 4-way
S2/P2	Pillar element wire socket/plug	Black 3-way
S3/P3	Perimeter element wire socket	Black 3-way
S4/P4	Defrost element socket	Open, Yellow 4-way
S5/P5	LED driver AC input socket/plug	White 3-way
S6/P6	Evaporator extension flex socket/plug	White 4-way
S7/P7	Door sensor socket/plug	White 2-way
S8/P8	Compressor unit socket/plug	Blue 4-way
S9/P9	Evaporator extension flex socket/plug	Black 2-way
S10/P10	Cabinet sensor socket/plug	Blue 2-way
S11/P11	Top pot element wire socket/plug	Black 3-way
S12/P12	Condenser motor unit socket/plug	Red 4-way
S13/P13	Evaporator motor unit socket/plug	White 4-way
S14/P14	Condenser sensor socket/plug	Orange 2-way
S15/P15	Ambient sensor socket/plug	White 2-way
S16/P16	Programming/comms port socket	Blue 4-way
S17/P17	LED driver DC output socket/plug	Red 2-way
S18/P18	LED driver extension DC output flex socket/plug	Yellow 2-way
S19/P19	LED lighting channel A socket/plug	Red 2-way
S20/P20	LED lighting channel B socket/plug	Red 2-way
S21/P21	LED lighting channel C socket/plug	Red 2-way
T1	Unit terminals	—

## 7 Spare Parts

### Cabinet Assembly – Salad Prep

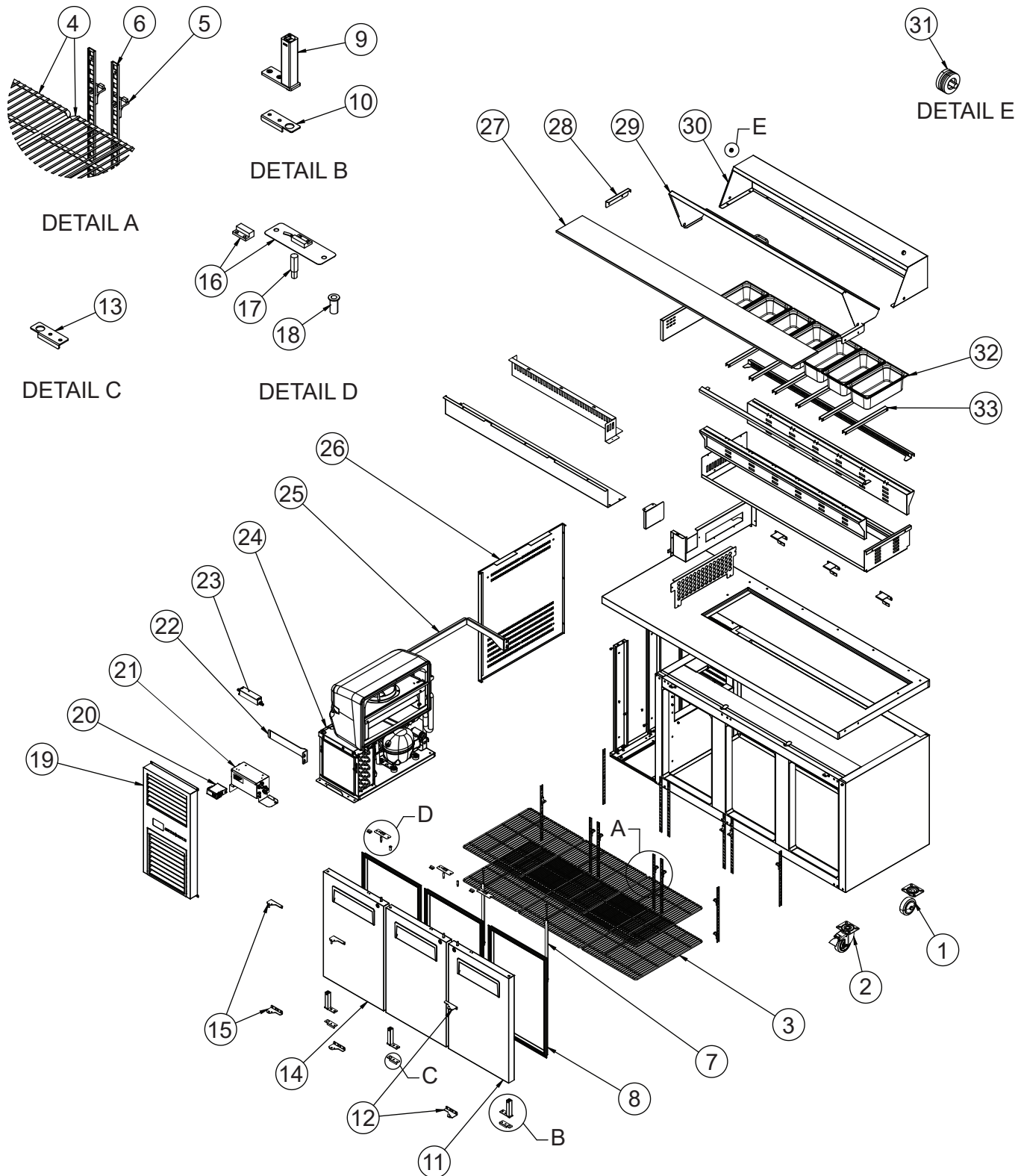




Table 7: Parts – Cabinet assembly: Salad Prep

No.	Description	Part No.	RF7.PPS.2.SD	RF7.PPS.3.SD
1	Castor – unbraked	SKC-2-190-0048-0	✓	✓
2	Castor – braked	SKC-2-190-0047-0	✓	✓
3	Shelf set – 2-door Salad	SKC-0-050-0061-0	✓	
	Shelf set – 3-door Salad	SKC-0-050-0062-0		✓
4	Shelf – 2-door Salad 390 × 510	SKC-2-190-0061-0	✓	
	Shelf – 3-door Salad, middle 475 × 510	SKC-2-190-0046-0		✓
	Shelf – 3-door Salad, side 415 × 510	SKC-2-190-0045-0		✓
5	Shelf clip	SKC-2-110-0625-0	16	24
6	Shelf support strip	SKC-2-190-0044-0	8	12
7	Light – LED	SKC-4-050-0155-0	1	2
8	Door gasket – small	SKC-2-190-0060-0	2	
	Door gasket – large	SKC-2-190-0037-0		3
9	Hinge – self-closing	SKC-2-170-0410-0	2	3
10	Door stopper – right hand	SKC-2-190-0040-0	1	1
11	Solid door – right hand – small	SKC-0-180-0019-0	1	
	Solid door – right hand – large	SKC-0-180-0009-0		1
12	Hinge set – right hand	SKC-0-050-0064-0	1	1
13	Door stopper – left hand	SKC-2-190-0043-0	1	1
14	Solid door – left hand – small	SKC-0-180-0020-0	1	
	Solid door – left hand – large	SKC-0-180-0010-0		2
15	Hinge set – left hand	SKC-0-050-0063-0	1	2
16	Door sensor kit	SKC-4-050-0130-0	2	3
17	Lock pin and key kit	SKC-2-006-0996-0	2	3
18	Bush – top of door	SKC-2-110-0354-0	2	3
19	Cabinet panel – louvre	SKC-0-180-0011-0	✓	✓
20	WDTL SCS firmware – ReFlex	ELZ11749-1627	✓	✓
21	Controller electrical assembly	UA0300026-SP	✓	✓
22	Evaporator tub mount bracket – front	US08N00005	✓	✓
23	MEAN WELL LPF-16-24	ELZ12161	✓	✓
24	Refrigeration cartridge – packed	ULQCNI-0029-P	✓	✓
25	Evaporator tub mount bracket – rear	US08N00004	✓	✓
26	Cabinet panel – left hand	SKC-2-180-0124-0	✓	✓
27	Cutting board – 2-door Salad 200 × 1267	SKC-2-190-0056-0	1	
	Cutting board – 3-door Salad 200 × 1797	SKC-2-190-0032-0		1
28	Retainer kit – cutting board set (left hand and right hand)	SKC-0-050-0065-0	✓	✓
29	Hinged lid – 2-door Salad	SKC-0-180-0041-0	✓	
	Hinged lid – 3-door Salad	SKC-0-180-0042-0		✓
30	Hood – 2-door Salad	SKC-0-180-0018-0	✓	
	Hood – 3-door Salad	SKC-0-180-0008-0		✓
31	Hinge set – hood – Salad	SKC-0-050-0071-0	2	2
32	GN1/3 pans (100 mm deep, stainless steel 304)	SXX12239	4	7
33	Pan holder	SSY12193	3	6

## Cabinet Assembly - Pizza Prep

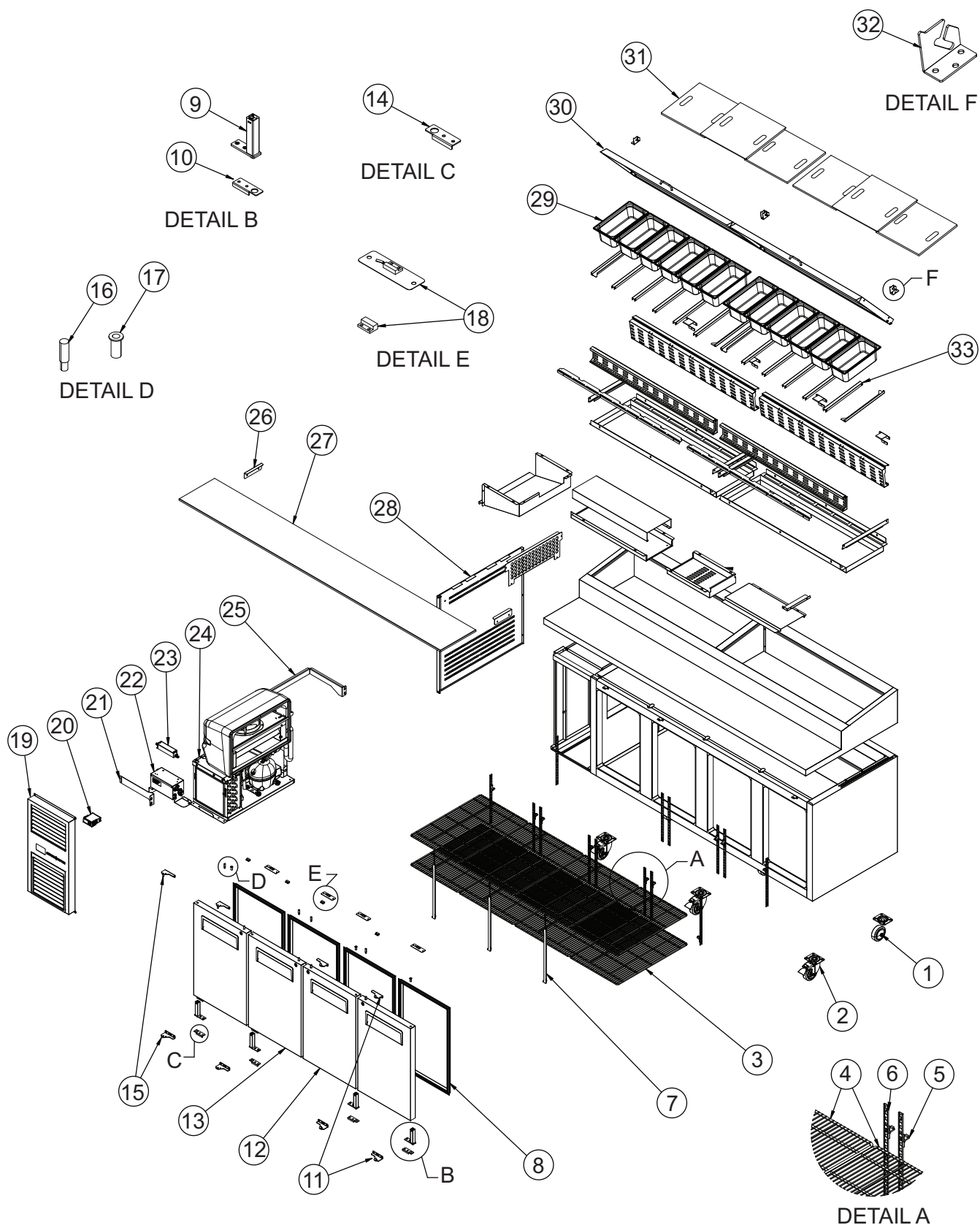




Table 8: Parts – Cabinet assembly: Pizza Prep

No.	Description	Part No.	RF8.PPZ.3.SD	RF8.PPZ.4.SD
1	Castor – unbraked	SKC-2-190-0048-0	✓	✓
2	Castor – braked	SKC-2-190-0047-0	✓	✓
3	Shelf set – 3-door Pizza	SKC-0-050-0066-0	✓	
	Shelf set – 4-door Pizza	SKC-0-050-0067-0		✓
4	Shelf – 3-door Pizza, middle 475 × 610	SKC-2-190-0073-0	✓	✓
	Shelf – 3-door Pizza, side 415 × 610	SKC-2-190-0072-0	✓	✓
5	Shelf clip	SKC-2-110-0625-0	24	32
6	Shelf support strip	SKC-2-190-0044-0	12	16
7	Light – LED	SKC-4-050-0155-0	2	3
8	Gasket – door – large	SKC-2-190-0037-0	3	4
9	Hinge – self-closing	SKC-2-170-0410-0	3	4
10	Door stopper – right hand	SKC-2-190-0040-0	1	2
11	Hinge set – right hand	SKC-0-050-0064-0	1	2
12	Door – solid – right hand – large	SKC-0-180-0009-0	1	2
13	Door – solid – left hand – large	SKC-0-180-0010-0	2	2
14	Door stopper – left hand	SKC-2-190-0043-0	2	2
15	Hinge set – left hand	SKC-0-050-0063-0	2	2
16	Lock pin and key kit	SKC-2-006-0996-0	3	4
17	Bush – top of door	SKC-2-110-0354-0	3	4
18	Door sensor kit	SKC-4-050-0130-0	3	4
19	Cabinet panel – louvre	SKC-0-180-0011-0	✓	✓
20	WDTL SCS firmware – ReFlex	ELZ11749-1627	✓	✓
21	Evaporator tub mount bracket – front	US08N00005	✓	✓
22	Controller electrical assembly	UA0300026-SP	✓	✓
23	MEAN WELL LPF-16-24	ELZ12161	✓	✓
24	Refrigeration cartridge – packed	ULQCNI-0030-P	✓	✓
25	Evaporator tub mount bracket – rear	US08N00004	✓	✓
26	Retainer kit – cutting board set (2 pieces)	SKC-0-050-0070-0	✓	✓
27	Cutting board – 3-door Pizza 310 × 1797	SKC-2-190-0068-0	1	
	Cutting board – 3-door Pizza 400 × 1797	SKC-2-190-0088-0	1	
	Cutting board – 4-door Pizza 310 × 2279	SKC-2-190-0081-0		1
	Cutting board – 4-door Pizza 400 × 2279	SKC-2-190-0087-0		1
28	Cabinet panel – left hand	SKC-2-180-0187-0	✓	✓
29	GN1/3 pans (100 mm deep, stainless steel 304)	SXX12239	9	12
30*	Hinged lid – Pizza – small	SKC-0-180-0030-0	1	
	Hinged lid – Pizza – large	SKC-0-180-0029-0	1	2
31*	Sliding lid – 3-pan well (2 lids)	PLY12785-KIT-2	1	
	Sliding lid – 6-pan well (3 lids)	PLY12786-KIT-3	1	2
32	Hinge set – lid – 3-door Pizza	SKC-0-050-0069-0	✓	
	Hinge set – lid – 4-door Pizza	SKC-0-050-0068-0		✓
33	Pan holder	SSY12193	7	10

\* **Note:** Hinged and sliding lids are not interchangeable.

## Cartridge Assembly – Salad and Pizza Prep

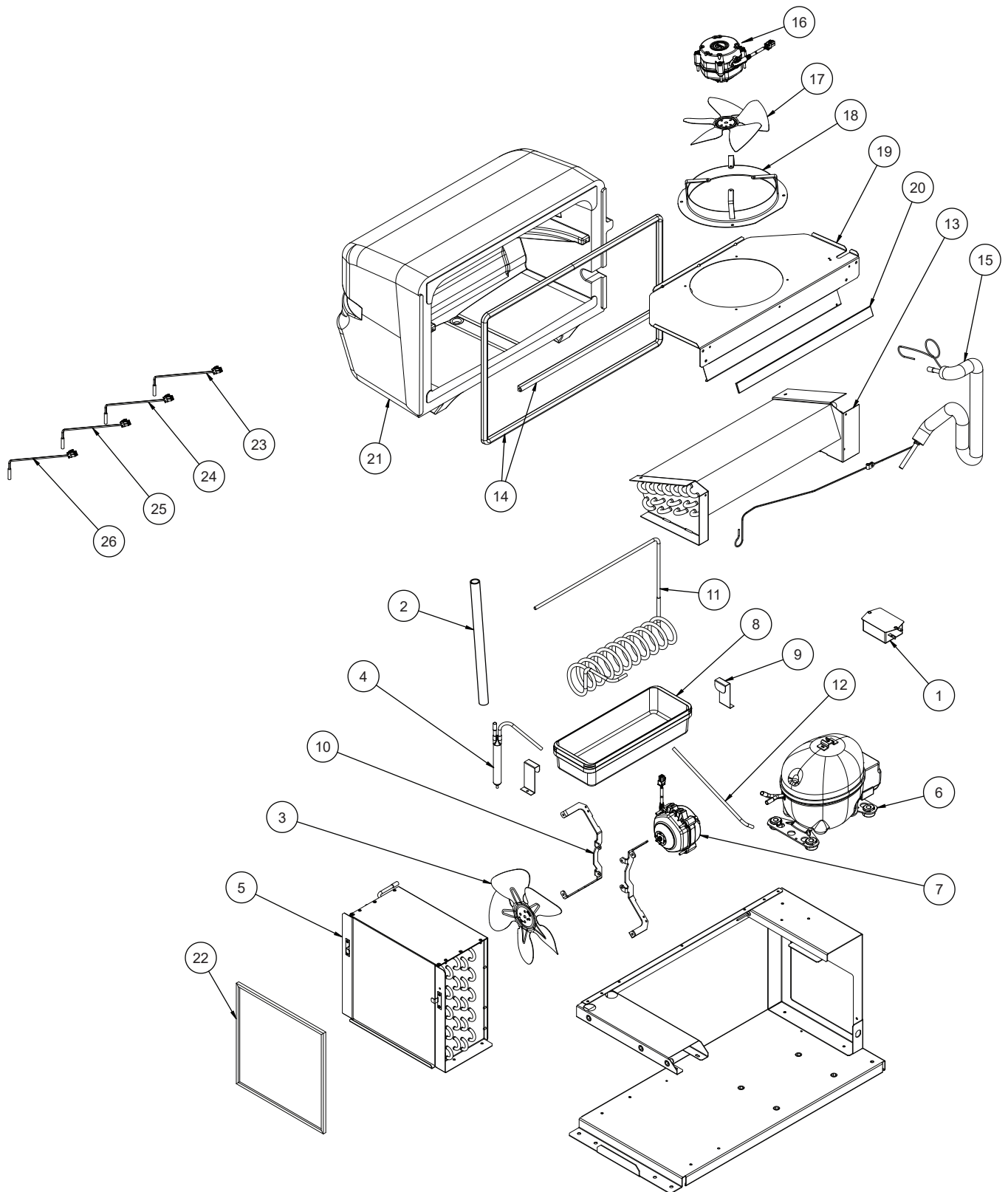


Table 9: Parts – Cartridge assembly: Salad and Pizza Prep

No.	Description	Part No.	ULQCN1-0029	ULQCN1-0030
1	Schaffner EMI filter FN2030Z-10-06	ELZ10136	✓	✓
2	15 mm ID tubing	PLE12167-290SP	✓	✓
3	Fan blade ø200 28°	0074000313	✓	✓
4	10 gm spun drier	DRY12258	✓	✓
5	Condenser	CLS12066	✓	✓
6	Compressor EM2X3125U R290 6.09CC	CPR12100	✓	
	Compressor EMX3140U R290 9.50CC	CPR12164		✓
7	Fan motor ECR2-0361 WDTL	ELM11309	✓	✓
8	Condensate tray	UP10N00005	✓	✓
9	Condensate tray bracket	US03N00005	✓	✓
10	Motor bracket – 200 mm WD	US01N00001	✓	✓
11	Discharge line	UT03N00019	✓	
		UT03N00020		✓
12	Process tube	UT04N00001	✓	✓
13	Evaporator coil	CLS12065	✓	✓
14	Cartridge D gasket set (total length 2200)	RUE12210-2200	✓	✓
15	Suction line assembly	UA0400016	✓	
		UA0400017		✓
16	AN motor ECR2-0F61 WDTL	ELM11858	✓	✓
17	Right hand fan blade 172 mm, 28° pitch	FAN1168	✓	✓
18	Fan mount wall ring	US01N00003	✓	✓
19	Evaporator fan shroud	US02N00010	✓	✓
20	21 x 3.0 3829 PE inseal 384 mm	RUE6617	✓	✓
21	Evaporator box	UP05N00024	✓	✓
22	Filter	UP12N00001	✓	✓
23	Ambient probe	UW0300037-075WH	✓	✓
24	Application probe	UW0300037-150BU	✓	✓
25	Evaporator probe	UW0300037-150BK	✓	✓
26	Condenser probe	UW0300037-075OG	✓	✓
27	Power supply cord (not shown)	UW0100056	✓	✓
28	Evaporator fan ext. loom (not shown)	UW0100058	✓	✓
29	Compressor flex (not shown)	UW0100059	✓	
30	Compressor flex EMX3140U (not shown)	UW0100068		✓
31	Earth wire – EMI filter (not shown)	W-GNYY100-0200AIC	✓	✓

## 8 Maintenance

### Routine Cleaning

**Cabinet** Disconnect the cabinet from the mains power supply before cleaning.

Wipe the outside of the cabinet with a damp cloth, and the inside of the cabinet with standard stainless steel cleaners suitable for food preparation areas. Take care to keep moisture away from electrical parts.

#### IMPORTANT

Do **NOT** use abrasive, corrosive or solvent based cleaners, as this could damage the protective coating on the cabinet exterior.

The following duct and well components can be removed without a tool for routine cleaning.

(Refer to “Cabinet Assembly – Salad Prep” on page 42.)

**Table 10: ReFlex Salad Prep – removable parts**

No.	Description	Part Number
34	Pan holder	SSY12193
36	Side well – left	SSY12195
39	Air curtain venting – small	SSY12198
	Air curtain venting – medium	SSY12199
40	Well side vent – small	SSY12200
	Well side vent – medium	SSY12201

(Refer to “Cabinet Assembly – Pizza Prep” on page 44.)

**Table 11: ReFlex Pizza Prep – removable parts**

No.	Description	Part Number
33	Well side bracket top	SSY12225
34	Pan holder	SSY12193
44	Well DAG 6 pots	SSY12218
	Well DAG 3 pots	SSY12219
45	Well RAG 6 pots	SSY12220
	Well RAG 3 pots	SSY12221

**Condenser Coil** The condenser coil must be kept clean. SKOPE strongly recommends monthly cleaning of the condenser coil and air filter. Do **NOT** use hard or sharp tools to clean the coil as these may cause damage.

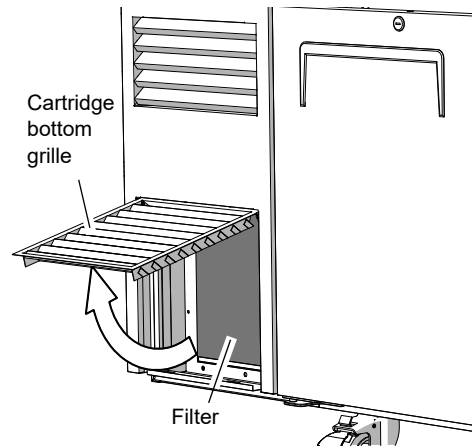
#### WARNING

Unplug the cabinet from the mains power supply before cleaning the condenser coil.

**Procedure 28: To clean the condenser coil and condenser filter**

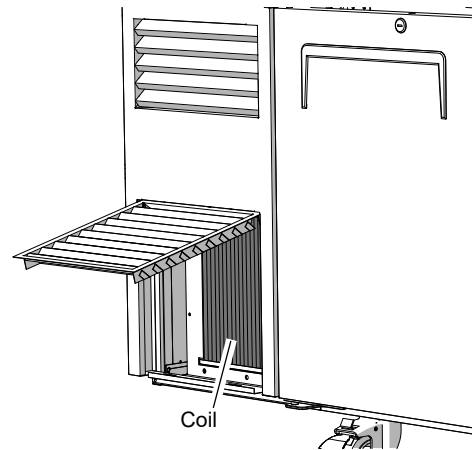
1. Disconnect the cabinet from the mains power supply (see page 20).

2. The filter is located behind the cartridge bottom grille. Rotate the grille out and slide the filter up and off the cabinet.



3. Clean the filter with a vacuum cleaner, wash with cold water and shake off any excess water before refitting. Do **NOT** apply hot water, blow-dry or place in dishwasher. If necessary, discard and refit new filter.

4. With the cabinet unplugged from the mains power supply and the filter removed (see steps above), brush the condenser coil with a soft brush to remove any dust and fluff.



5. Refit the filter, close the bottom grille and reconnect the cabinet to the mains power supply.

## 9 Troubleshooting and Diagnostics

### Electronic Controller

Alarms signal unexpected operational changes in the cabinet. When an alarm is activated, use the service app for the electronic controller to help diagnose the problem, and service as necessary.

### Cabinet and Refrigeration Cartridge

For problems with the cabinet and refrigeration cartridge use Table 12.

**Table 12: Cabinet and cartridge troubleshooting**

Problem	Possible cause	Recommended action
• Cabinet not operating	• Loss of power supply	Check the mains power supply.
• No controller display	• Loose plug	Check that all plugs are connected correctly.
• Cabinet not operating as usual	• Incorrect parameters	AoFrio: Reload the parameter set. The parameter number should be on or near the electronic controller.
• Defrost cycle incorrect length		
• Fan not working	• Loose plug	Check all plugs are connected correctly.
• Lights not on	• Electronic controller is in Night mode	<ul style="list-style-type: none"> <li>Switch the light on while keeping the cabinet in Night mode by pressing the light button on the electronic controller faceplate.</li> <li>Change the cabinet into Day mode by pressing and holding the light button on the electronic controller faceplate, or holding the door open for 10 seconds.</li> </ul>
	• Faulty door switch	Check that the door switch is working. Use the app to help diagnose the problem.
	• Refrigeration system error (indicated by the electronic controller)	Diagnose and repair. If a system fault is found contact SKOPE for information on how to proceed.
	• Light switched off	<ul style="list-style-type: none"> <li>Open the door.</li> <li>Switch the light on via the light button on the electronic controller faceplate, or the app.</li> </ul>
	• Failed LED light	Replace the light.
	• Plug not connected properly	Check and clean the plugs.
	• Power supply fault	Replace the light's power supply.
• Light component not working	• Plug not connected properly	Check and clean the plug connection.
	• Faulty light	Replace the light.
• Excess noise vibration	• Refrigeration pipes transferring vibration into the cartridge	Re-align the pipes to ensure they are not touching the evaporator box bottom surface, or condenser coil assembly.
	• Refrigeration check valve (only present at low compressor speed)	No action. This is not a fault.
• Excess noise vibration	• Refrigeration pipes transferring vibration into the cartridge	Re-align the pipes to ensure they are not touching other parts of the refrigeration cartridge.

Table 12: Cabinet and cartridge troubleshooting (continued)

Problem	Possible cause	Recommended action
• Compressor not operating	• Compressor electrics	<ul style="list-style-type: none"> <li>• Check all plug connections and ensure that the compressor electrics are operating correctly.</li> <li>• Make sure the compressor is supplied with consistent voltage over 220 volts.</li> <li>• Ensure the voltage does not drop at start-up. If the voltage does drop, ensure the cartridge has a direct power supply (not from a multi-box or extension cord).</li> </ul>
	• Failed compressor	Replace the compressor.
• Excess compressor noise	• Noise variation is usual as the variable speed compressor speed changes	No action. This is not a fault.
	• Damaged mountings	Check the mountings to ensure there is no damage to the rubber, or the washers, nuts or screws.
• Frozen evaporator coil	• Evaporator probe fault	Replace the evaporator probe.
	• Setpoint is too low	Check and raise the setpoint.
	• Electronic controller fault	Replace the controller.
	• Short of refrigerant	Perform refrigeration system diagnostics and service as required.
• Failed thermal fuse	• Failed evaporator probe	• Replace the evaporator probe.
	• Electronic controller fault	• Replace the electronic controller.
	• Element or fuse not in the correct position	• Position the element or fuse correctly.
	• Refrigeration system failure	• Contact SKOPE for information on how to proceed.
• Ice build-up inside the evaporator box	• Leaking cartridge seal	Check that the evaporator box seals are fully clamped. Micro-gaps will allow ice build-up in the cabinet.
• Ice build-up inside the cabinet	• Ice will build on the inside surfaces of the cabinet over a period of time, depending on how long doors are open, ambient temperature, temperature of newly loaded product	When the ice growth becomes a problem, unplug and thaw out the freezer as required.
• Power consumption is higher than expected	• Excessive door opening	Limit door openings.
	• Cartridge is operating too hot	<ul style="list-style-type: none"> <li>• Clean the condenser.</li> <li>• Ensure the cabinet has good ventilation around the refrigeration cartridge.</li> <li>• Ensure the cabinet is within the maximum operating temperature.</li> </ul>
	• Product is too cold	Raise the setpoint.

Table 12: Cabinet and cartridge troubleshooting (continued)

Problem	Possible cause	Recommended action
• Product is too warm	• Electronic controller is in Night mode	Change the cabinet into Day mode by pressing and holding the light button on the electronic controller faceplate, or holding the door open for ten seconds.
	• Door not closing properly	• Check and clean the door gasket. • Ensure the cabinet is on a level surface.
	• Excessive door opening	Limit door openings.
	• Refrigeration system error (indicated by the electronic controller)	Diagnose and repair. If a system fault is found contact SKOPE for information on how to proceed.
	• Cartridge is operating too hot	• Ensure the cabinet has good ventilation around the refrigeration cartridge.
	• Excessive refrigeration heat load	• Ensure the cabinet is within the maximum operating conditions.
	• Setpoint is too high	Lower the setpoint.
	• The cabinet is recently loaded	Allow the product time to cool down.
• Moisture build up on cabinet exterior	• The cabinet is overstocked	• Remove some product. • Do not allow product to hang over the shelves, or be stocked above the load limit label.
	• Frequent door opening	Limit door openings.
	• Door not closing properly	• Check and clean the door gasket. • Ensure the cabinet is on a level surface.
• Cabinet door does not close properly	• High humidity	Check the ambient operating temperature and reposition the cabinet if necessary.
	• Cabinet is on an uneven surface	Level the cabinet.
	• Door is obstructed	Check the shelves and product.
• Warm cabinet temperatures • Compressor operating for long periods (more than 1 hour)	• Door gasket is dirty	Check and clean the door gasket.
	• Blocked condenser coil	Clean the condenser coil.
	• Poor ventilation around the refrigeration cartridge	• Ensure the cabinet has good ventilation around the refrigeration cartridge. • Ensure the cabinet is within the maximum operating temperature.

## Refrigeration System

The following diagnostic test is useful for workshop diagnosis of a short of gas situation. Perform the test before opening the refrigeration system.

It is beneficial to have a correctly operating cartridge running beside the cartridge being serviced to compare behaviour.

**Note:** These diagnostic procedures are indicative only.

### Procedure 29: Refrigeration system diagnostic test

#### Before you start

Perform this procedure in a suitable workshop (see page 28).

1. Disconnect the cabinet from the mains power supply (see page 20).
2. Remove the refrigeration cartridge, including controller and wiring loom assembly.
3. Unplug the evaporator fan motor (white 4-pin plug) from the wiring loom.



**Procedure 29: Refrigeration system diagnostic test (continued)**

4. Install door switch jumper (white 2-pin plug) into wire harness.
5. Remove the evaporator tub cover and install blocker to prevent condenser airflow from affecting the evaporator coil.
6. Connect the refrigeration cartridge to the mains power supply and allow to run for approximately 10 minutes until the evaporator temperature stabilises.
7. Optional: For enhanced diagnostics, connect to the controller via a Bluetooth-enabled device running the SCS Connect Field app.
8. Refer to the relevant table below as a guideline to determine if the system charge is correct at typical ambient condition around 25°C.

**Table 13: RF7.PPS.2.SD, RF7.PPS.3.SD (cartridge ULQCNI-0029)**

Observation	50% charged	75% charged	100% charged
Suction pipe at compressor	Cool/dry	Cool/dry	Cold/dry
Evaporator coil	1 × U-bend frosted	4 × U-bends frosted	50% U-bend frosted
Cartridge power	125 W/0.6 A	150 W/0.7 A	150 W/0.7 A
Evaporator temperature	< 5°C	< -4°C	< -7°C

**Table 14: RF8.PPZ.3.SD, RF8.PPZ.4.SD (cartridge ULQCNI-0030)**

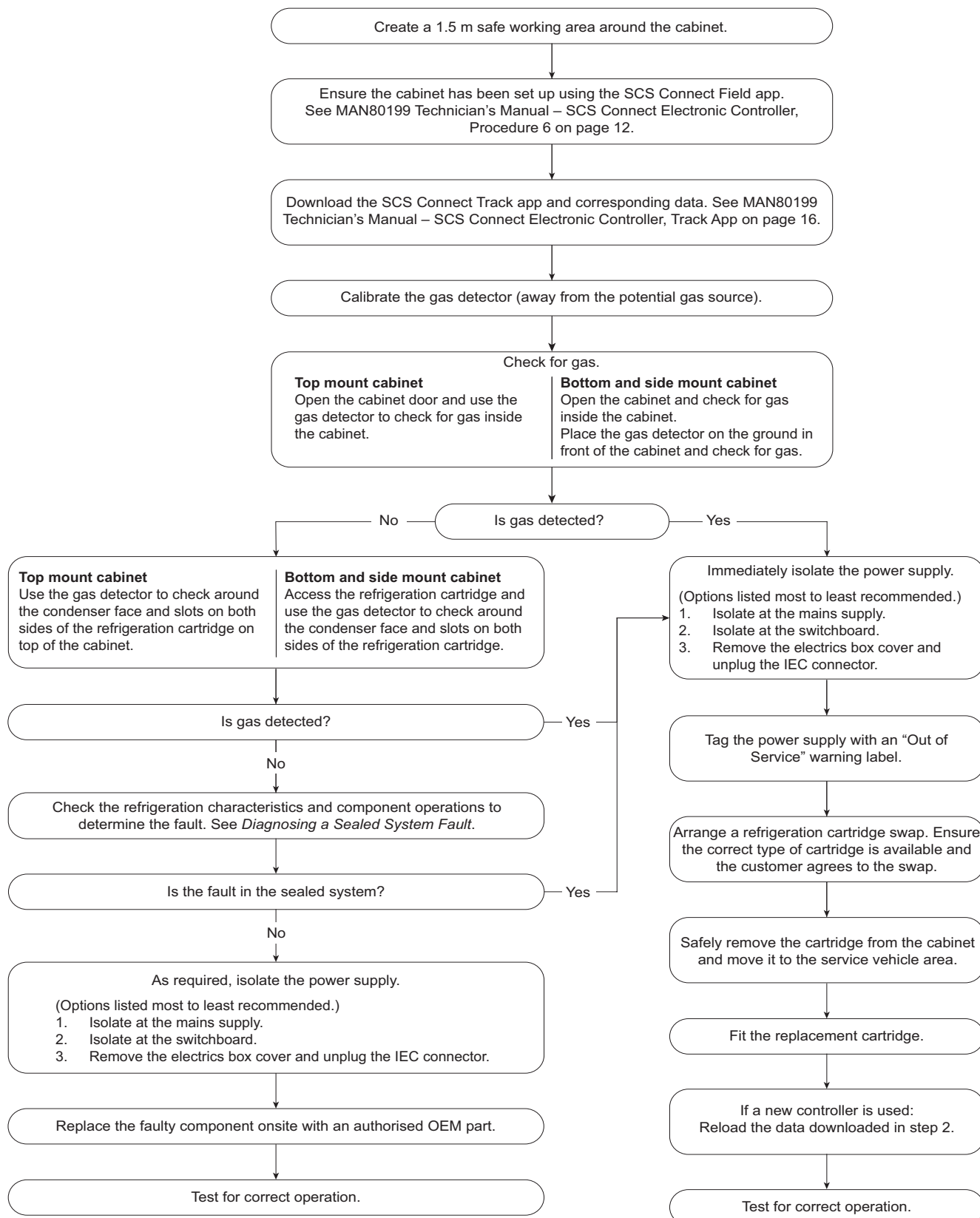
Observation	50% charged	75% charged	100% charged
Suction pipe at compressor	Cool/dry	Cool/dry	Light frost on compressor shell
Evaporator coil	3 × U-bends frosted	50% U-bend frosted	75% U-bend frosted
Cartridge power	210 W/1.7 A	230 W/1.7 A	230 W/1.7 A
Evaporator temperature	< 5°C	< -4°C	< -7°C

9. Generally, a system with the correct refrigerant charge will frost back to the compressor. If the frost does not go back to the point shown there may be a capillary blockage or compressor fault. The point where the frost stops is affected by the ambient temperature. The tables above show system characteristics at different charge and 25°C ambient condition for a cartridge running on the bench.
10. Determine whether the system is short of refrigerant, blocked capillary or compressor fault.
  - A dry suction could indicate either short of gas, blocked capillary or compressor fault, and further analysis may be required.
  - If there is no frost present at the evaporator coil inlet pipe a blocked capillary is likely.
  - If frost is forming at evaporator coil inlet pipe system, and suction/compressor is behaving as shown in table above at 50% or 75%, the system is likely short of gas.
11. After fault has been diagnosed and repaired, reassemble the refrigeration system and test run.

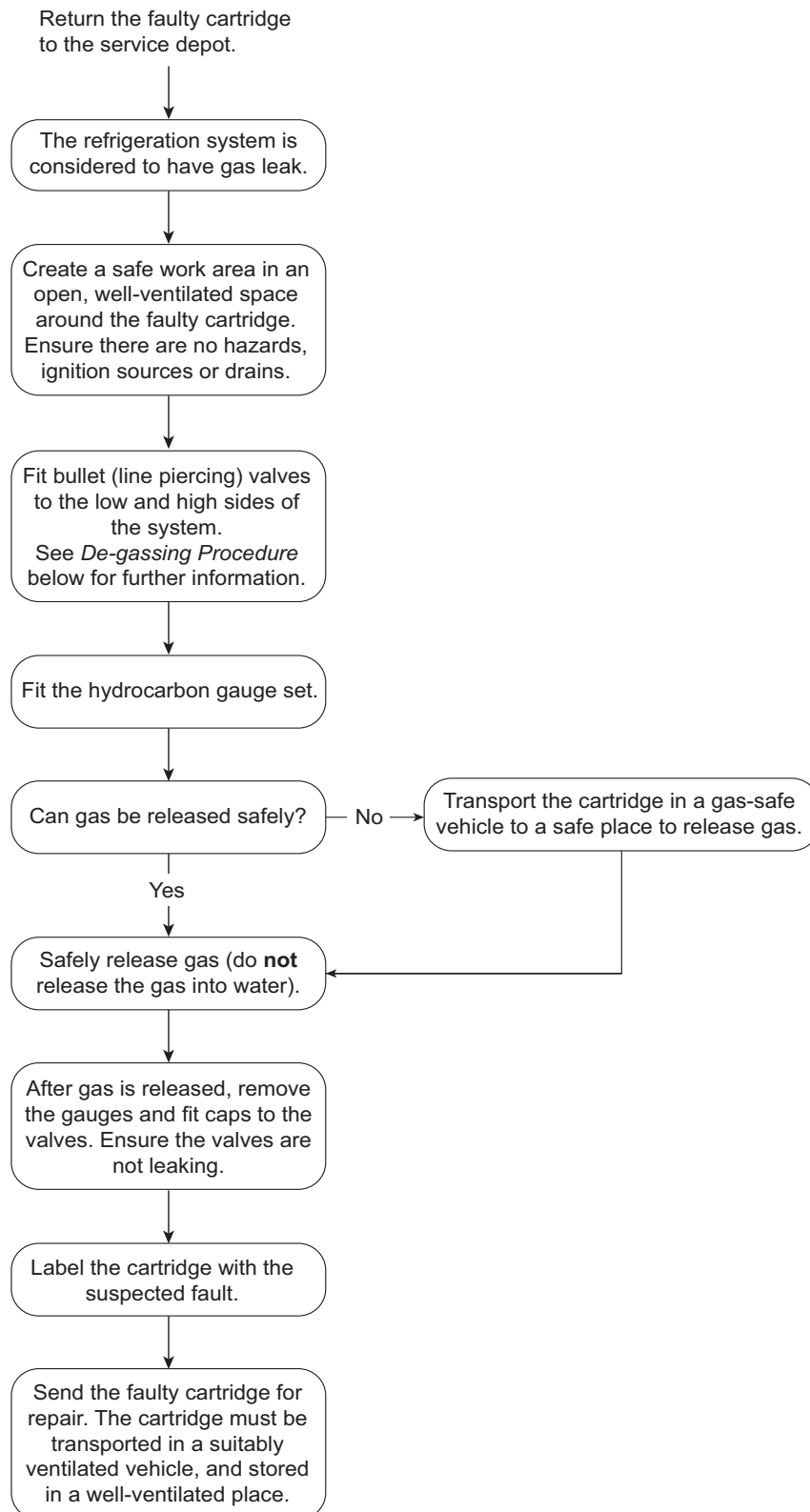
## On-site Work Procedure

If a customer reports a “not cooling” fault, and it has been established that the cabinet is not cooling, follow the procedures below when making the service visit.

### Swap Cartridge



## Return Faulty Cartridge



# SKOPE Contacts

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