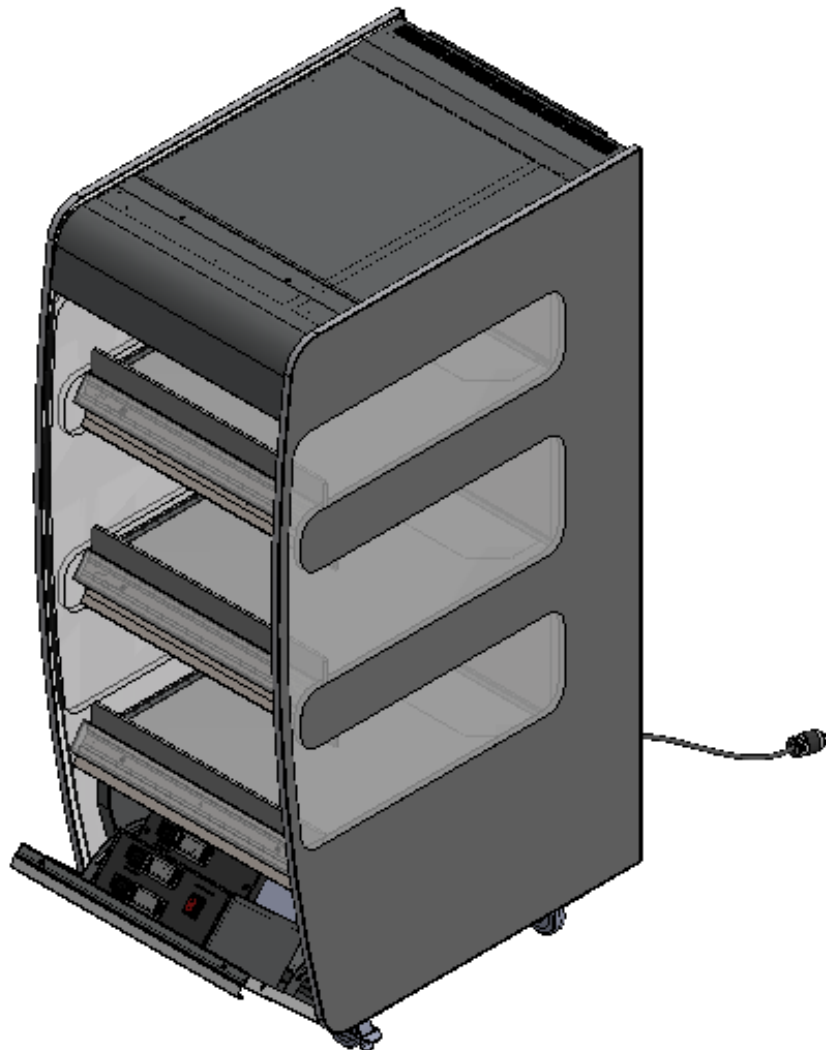


# OPERATORS MANUAL



Customer Service: 609-714-2330 / 866-727-0721

**flex**eserve **Zone**®

[www.rpiindustries.com](http://www.rpiindustries.com)

(V1 January 2017)

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## Introduction

This manual has been developed as a guide to assist with the continued safe operation of the equipment.

The document covers many aspects of use and maintenance; the relevant level of training and competence is required from the operators working with the equipment.

The Alan Nuttall Partnership Ltd cannot be held responsible for any accidents or injuries caused by instructions being carried out incorrectly or by the way the information is depicted. The guide must be read and understood before using the equipment.

This manual has been composed with the utmost care. However, as the result of a constant commitment to development and improvement, it may be the case that your equipment deviates in detail from what is described in this manual.

The following instructions are only intended as guidelines for the installation, operation and maintenance of the equipment. Furthermore, The Alan Nuttall Partnership Ltd accept no liability whatsoever for loss or injury caused by the failure to strictly adhere to the safety guidelines and instructions in this manual, whether due to carelessness, lack of the relevant training, qualification or competence, and during installation, operation, maintenance or repair of the equipment.

This manual should be retained for future use.

Conforms to UL Standard 197, and NSF 4; Certified to CSA Standard C22.2 No. 109

## Safety Symbols

The symbols defined below, which are relied upon for safety, are used on the Flexeserve® and/or throughout this document.



### **WARNING/CAUTION**

An appropriate safety instruction should be followed or caution to a potential hazard exists.



### **DANGEROUS VOLTAGE**

To indicate hazards arising from dangerous voltages.



### **HEAVY**

This product is heavy and reference should be made to the safety instructions for provisions of lifting and moving.



### **HOT SURFACE**

To indicate that the marked item can be hot and should not be touched without taking care.



### **INFORMATION**

Information provided for trained and skilled operators only.



### **MAINTENANCE**

Must only be undertaken by fully trained, qualified and competent engineers.



### **PROTECTIVE EARTH (GROUND)**

To identify any terminal that is intended for connection to an external conductor for protection against electric shock in case of a fault, or the terminal of a protective earth (ground) electrode.

## Safety Instructions

- This equipment may only be used by trained and skilled personnel. Any application that does not conform to the specified use is considered hazardous.
- The equipment must only be used for its intended purpose; any other application will be considered improper. The equipment is designed to keep food warm that has been cooked prior to use. The equipment is not for cooking.
- Heated areas of the Flexeserve® exceed 70°C (158 °F): only touch the components used to control the equipment.
- The equipment is not to be used for the storage or display of potentially hazardous food or uncooked products. All foods must be displayed in appropriate sealed containers/packaging.
- Food products are to be pre-cooked and displayed in appropriate containers/packaging.
- Do NOT place anything greater than 20 kg on to the display surface.
- On air-blast variants, do not cover or block exhaust vents.
- Children should not be allowed to play with or near the equipment.
- Before using the equipment:
  - Inspect power cable for damage. If damaged, disconnect and isolate the Flexeserve® unit;
  - If the glass display shelf is cracked, isolate the Flexeserve® unit and remove from service;
  - Ensure that there are no foreign or combustible objects other than approved food packaging in contact with the heated surfaces;
  - Ensure that the warming plate is checked for signs of damage. If any damage is found, isolate the electrical supply and report to RPI.
- Switch off the appliance:
  - When not in use;
  - Before carrying out any maintenance task, such as cleaning;
  - Before moving the equipment.

To ensure the equipment remains in optimum technical condition, maintenance work should be carried out at least once a year by a recommended RPI Service member.

The end user is fully responsible for the fulfilment of locally applicable safety regulations and guidelines at all times.

Any safety warnings and/or instructions attached to the equipment are part of the safety features. They must not be covered or removed, and must be present and legible during the life of the product. Immediately replace damaged or illegible pictograms, warnings and instructions.

## Specifications

The Flexeserve® range of products detailed within this manual are a series of warming countertop or display cabinets for the display of pre-cooked food bakery products in a container or closed packaging in commercial outlets.

Each zone maintains the food products to a fixed temperature of between 65 °C (149 °F) and 90 °C (194 °F) by either the means of an air blast heater or warming plate.

*NOTE: Some local or regional legislation may require a minimum temperature of the food product, such as 82 °C (179 °F).*

The Flexeserve® shall be factory set to maintain 82 °C (179 °F) core temperatures.

The Flexeserve® Display Cabinet range is provided with air blast, warming plate heating method or a combination of both.

The Flexeserve® Countertop model is provided with air blast heating only and only two warming zones (shelves) only.

The Flexeserve® free-standing display cabinets are provided with 3 to 5 warming zones (shelves). The Flexeserve® display cabinets are supplied on castors with the front castors being lockable when in position.

Model number prefixes are detailed as follows:

FXZNC	Combination heating models
FXZNA	Air blast heating models
FXZNP	Warming plate heating models

Full model part number configurations are detailed as follows:

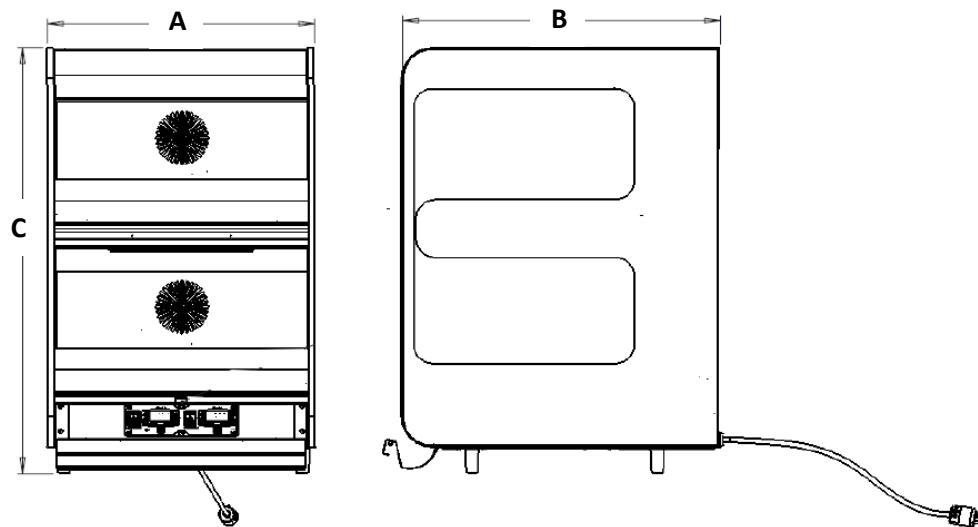
FXZN [a] [b] [c] [d] [e] - [f] [g] - e.g. FXZNA60S4C-SF61

Where:	[a] = Heating type: <b>A</b> =Air-blast, <b>P</b> =Warming plate only & <b>C</b> =Combination air or warming plate
	[b] = Width: <b>40</b> = 400 mm, <b>56</b> = 560 mm, <b>60</b> = 600 mm, <b>77</b> = 770 mm & <b>10</b> = 1020 mm
	[c] = Shelf depth: <b>S</b> = Standard (860 mm) or <b>N</b> = Narrow (660 mm)
	[d] = No of Display shelves (Zones): <b>2, 3, 4</b> or <b>5</b>
	[e] = Enclosure Form: <b>C</b> = Curved or <b>S</b> = Straight
	[f] = Any 2 alpha-numeric characters (Non Safety Critical)
	[g] = 6 followed revision status, any single alpha-numeric character

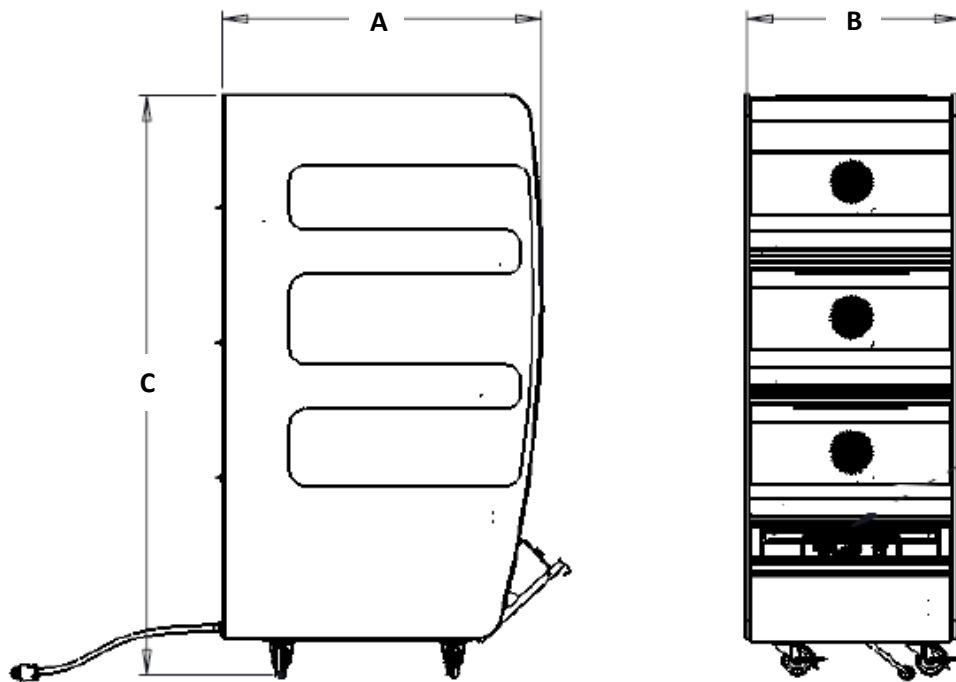
The Flexeserve® range are cord connected and supplied with an appropriate appliance coupler, and for indoor use only.

The ambient conditions required to operate the equipment are between 18 °C (64.4 °F) to 40 °C (104 °F), with a maximum relative humidity of 70 %.

## Overall Dimensions – Countertop 2 Tier Unit



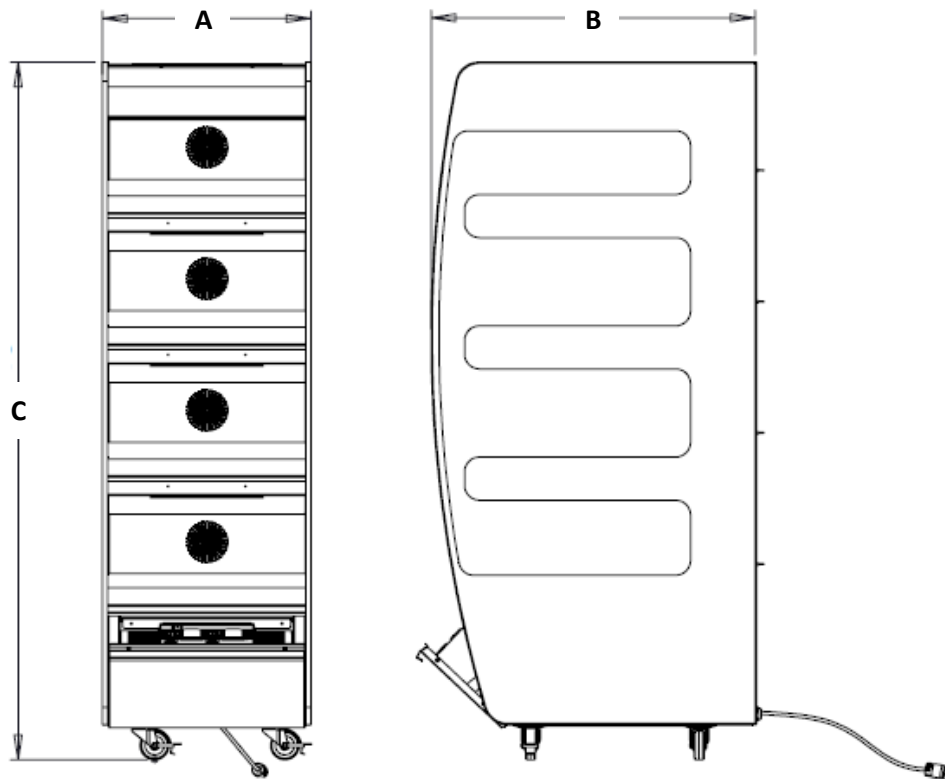
Width (A)	Depth (B)	Height (C)	Weight
400 mm/16 in	660 mm/26 in	885 mm/35 in	159 lb
600 mm/23 in	660 mm/26 in	885 mm/35 in	195 lb
1020 mm/41 in	660 mm/26 in	885 mm/35 in	234 lb

**Overall Dimensions – 3 Tier Unit**

Width (A)	Depth (B)	Height (C)	Weight
400 mm/16 in	860 mm/34 in	1500 mm/60 in	292 lb
600 mm/23 in	860 mm/34 in	1500 mm/60 in	320 lb
1020 mm/41 in	860 mm/34 in	1500 mm/60 in	508 lb

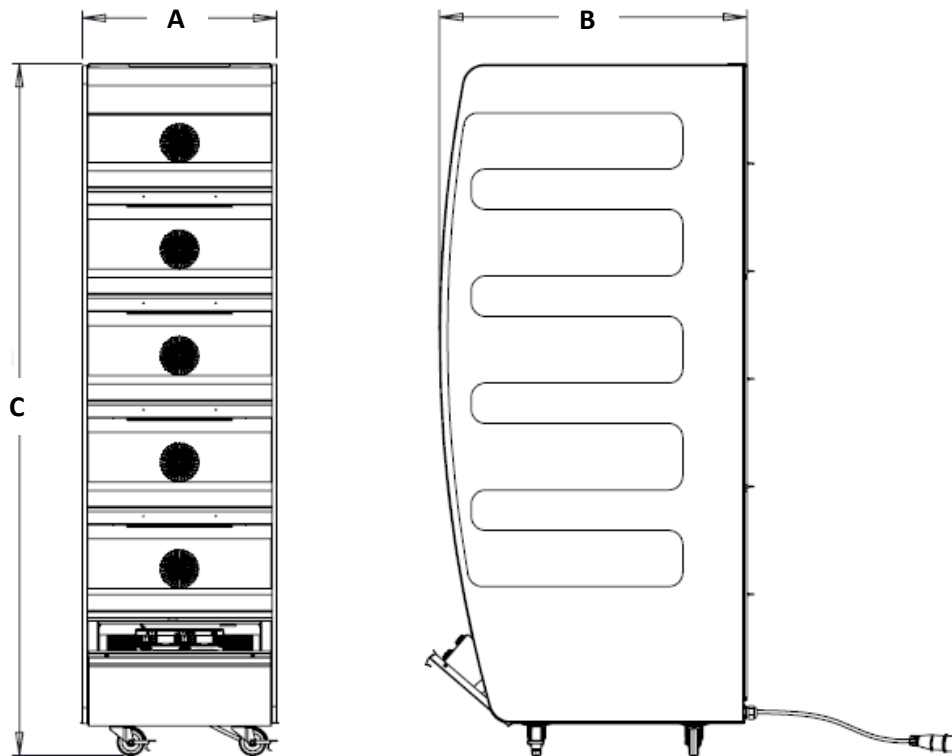


## Overall Dimensions – 4 Tier Unit



Width (A)	Depth (B)	Height (C)	Weight
400 mm/16 in	860 mm/34 in	1760 mm/70 in	344 lb
600 mm/23 in	860 mm/34 in	1760 mm/70 in	433 lb
1020 mm/41 in	860 mm/34 in	1760 mm/70 in	560 lb

## Overall Dimensions – 5 Tier Unit



Width (A)	Depth (B)	Height (C)	Weight
400 mm/16 in	860 mm/34 in	1940 mm/76 in	397 lb
600 mm/23 in	860 mm/34 in	1940 mm/76 in	485 lb
1020 mm/41 in	860 mm/34 in	1940 mm/76 in	613 lb

## Installation



### WARNING

Installation of these units should be carried out by appropriately qualified and skilled personnel. Failure to do so may invalidate the warranty.

The equipment will be delivered to site boxed on a pallet.

Remove all packaging materials from the unit and dispose of correctly, in accordance with local regulations.

Care must be taken when removing packaging so not to damage or scratch the painted, glass or stainless steel surfaces.

Remove all temporary tape.

Prior to the first use, clean with a proprietary cleaning solution, following the manufacturers' instructions. Refer to the cleaning and maintenance section of this document. Ensure excessive water is not used. Do NOT use aggressive detergents.

If there are any signs of damage, contact RPI Industries, Inc. immediately. Failure to report faults, defects or missing items upon delivery may incur charges. Deliveries must only be signed off if they are in a satisfactory condition.

Ensure safe manual handling practices are employed at all times. The unit should be lifted into position using the correct lifting procedures, in line with local and regional safety policies.

The following considerations must be given to the site of installation:

- AVOID placing sources of heat near the appliance.
- Do NOT install the appliance near other equipment that generates high temperatures in order to avoid damage.
- The equipment should be sited so that it is not affected by draughts from doors or air conditioning systems. Temperature fluctuations are likely to occur if the equipment is not sited appropriately. This will have an adverse effect on product temperatures and may increase running costs.
- Ensure the floor supports the weight of the unit at full capacity.
- Ensure the unit is installed on a flat, even surface.

The supporting or surrounding surfaces for the appliance must be:

- Non-combustible;
- Level, flat and even;
- Able to support the appliance's weight at full load, without undergoing deformation or structural failure;
- Immovable.

## Positioning



### WARNING

Installation of these units should be carried out by appropriately qualified and skilled personnel. Failure to do so may result in unsafe operation or personal injury.



### WARNING

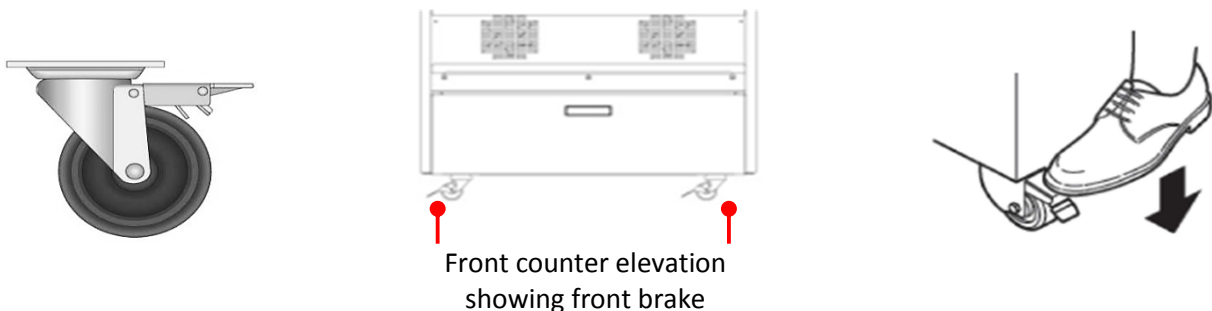
Adequate provision should be made for lifting and positioning the unit to avoid risk of damage or injury. Sufficient personnel should be available to handle each unit without contravening company or site health and safety policies.

It is recommended that a minimum of two persons are required for placing the equipment into position.

The equipment must be kept in the vertical orientation at all times.

Once the unit is placed in the desired location, it should be prevented from being moved.

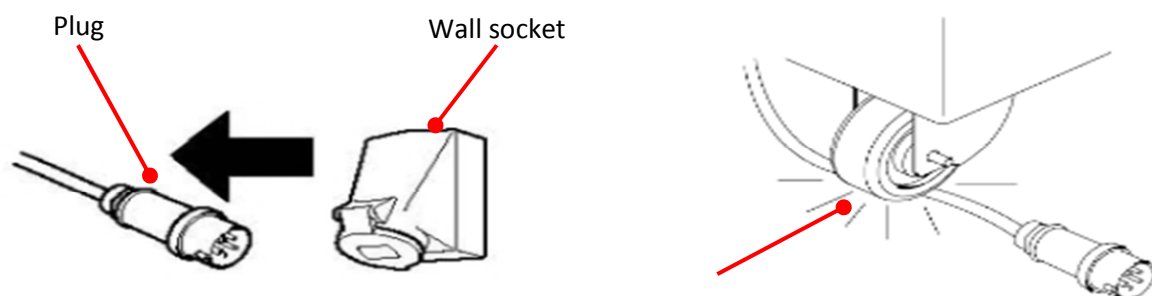
The Flexeserve® floor standing units (3, 4 and 5 tier units) have castor brakes fitted that should be applied. The castor brakes are located to the front elevation of the unit, as shown in the illustration below.



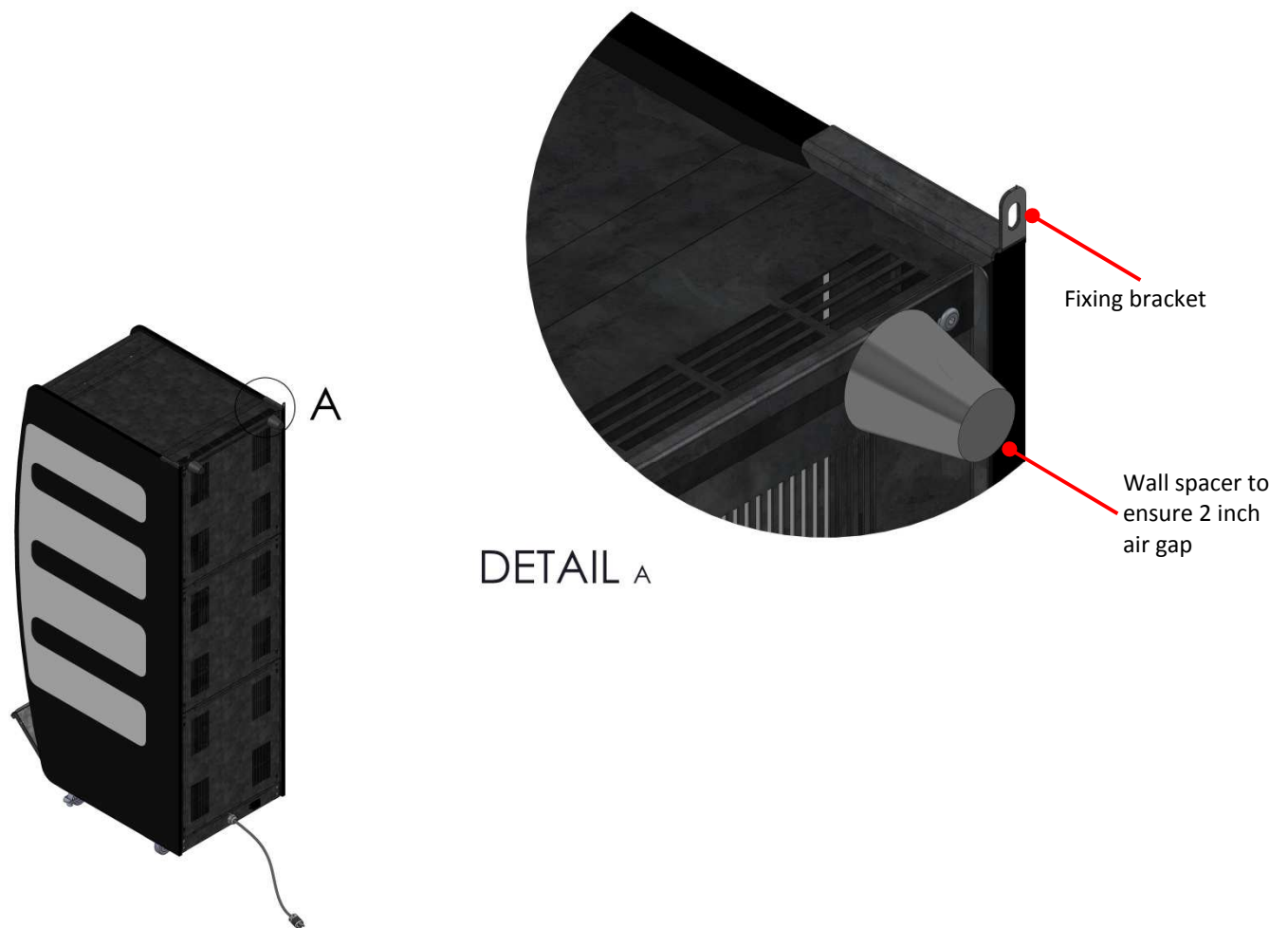
## Moving

Before moving the unit, isolate and disconnect the power cord from the wall socket. Stow the electrical power cord so that it does not become damaged during repositioning.

The units are not suited to pass over ledges or obstacles. Make sure that the wheels can move freely and never come into contact with the power cord (see figure below).



For optional wall location only:



1. Position the fixing brackets on to the top of each end panel.
2. Roll the unit into the desired location against the wall.
3. Mark on the wall through the slot of the fixing bracket.
4. Drill and secure using appropriate fixings (i.e. M5 screws).

## Electrical Connection



### WARNING

Connection must only be carried out by suitably trained, qualified and skilled engineers, in accordance with all regional and local electrical codes.

The appliances are electrically rated for a 208/240 V, 60 Hz electrical supply.

The Flexeserve® products are provided with a dedicated power cord and appropriate NEMA Style 6 power coupler rated for the equipment.

The equipment must be connected to a branch circuit protected grounded supply.

**NOTE:** For electrical ratings of the unit, refer to the electrical rating plate located to the rear of the unit. An example is shown below.



It is highly recommended to provide the equipment with an accessible means of isolation external to the equipment, i.e. a wall isolator switch.

MODEL Heating Type/ (WIDTH)	Countertop	3 Zone Unit		4 Zone Unit		5 Zone Unit	
	Air Blast Only	Air Blast/ Combi	Warming Plate Only	Air Blast/ Combi	Warming Plate Only	Air Blast/ Combi	Warming Plate Only
400/560	1500 W	2250 W	725 W	3000 W	950 W	3750 W	1200 W
600			800 W		1050 W		1300 W
770	3000 W	5000 W	950 W	6000 W	1250 W	7500 W	1550 W
1020			1175 W		1600 W		1925 W



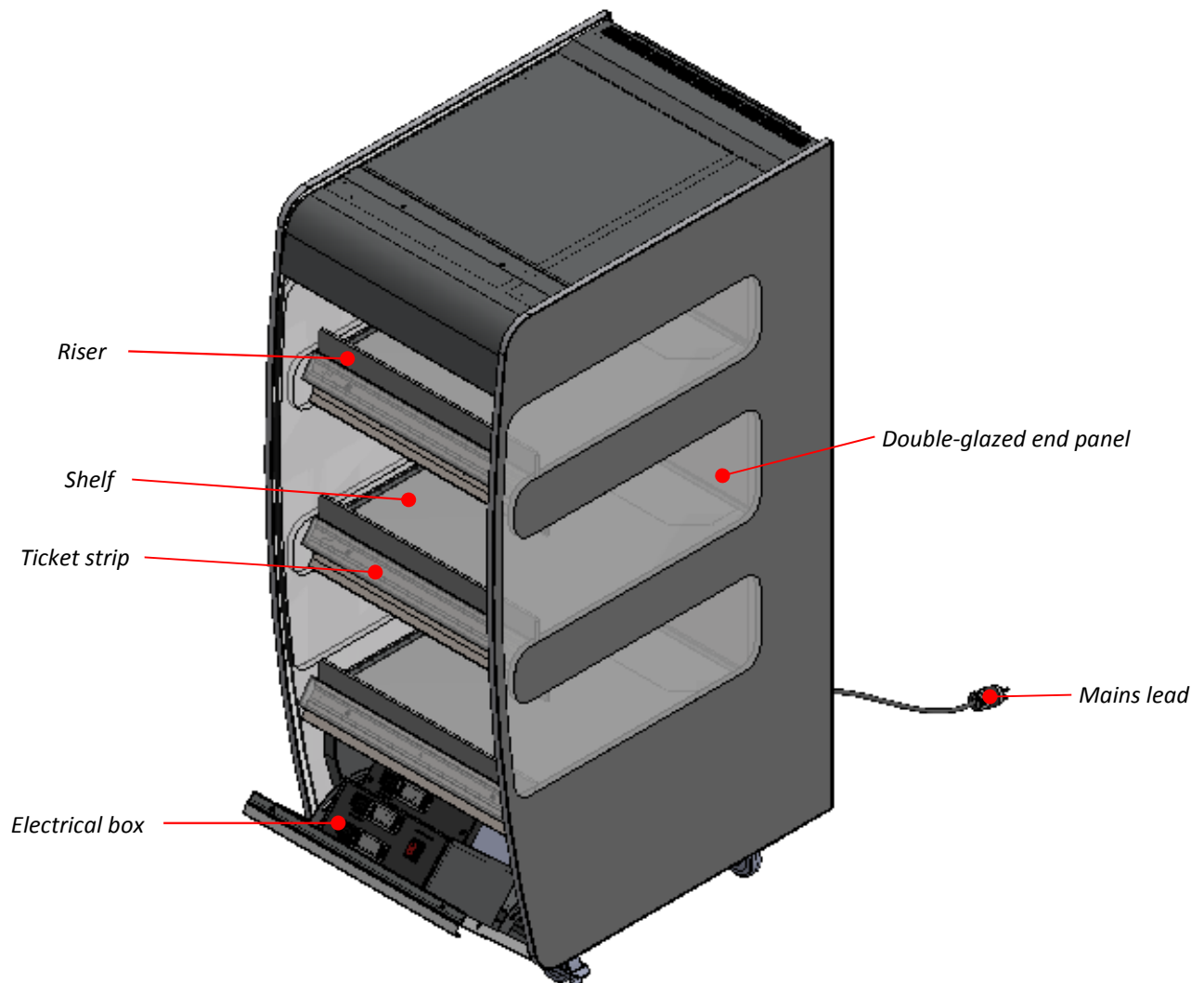
### WARNING

For all types of installation, ensure the mains lead is in a safe position. Under no circumstances should any electrical cables or power points be installed directly in contact with any part of the unit or pose a risk to safety.

If the mains power lead becomes damaged, isolate the equipment and remove from service immediately until a replacement is fitted.

## Equipment Configuration

Slide signage into the ticket edges. Close the valance panel when not in use.



## Power ON/OFF

Each zone is supplied with an isolator or power switch to turn the display cabinet on or off, which is located within the front valance of the display cabinet.

Set the switch/isolator to 'I' to apply power to the equipment and set to 'O' to power off.

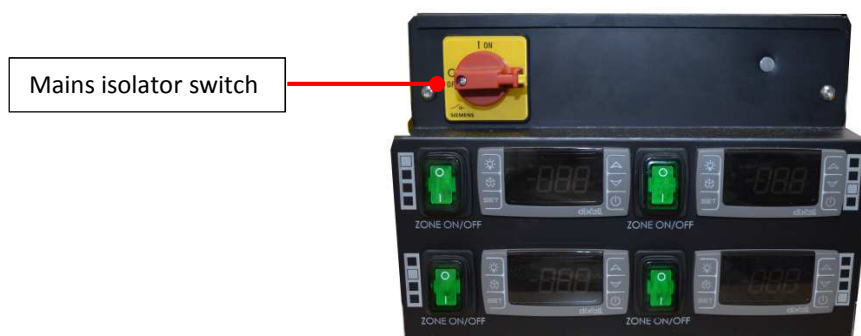
### All 2 tier units example:



### 400, 560 & 600mm units - 3, 4 and 5 tier example:



### 770 & 1020mm 3, 4 and 5 tier units example:



## CAUTION

In an emergency, switch off the appliance and isolate fully from the mains supply. Ensure that you take time to familiarise yourself with this location.



## Combination (FXZNC Models) – Selecting Heat Source & Zones On

### Individual Zone/Tiers



#### WARNING

The operation of this equipment must be carried out by trained and competent personnel only.



#### CAUTION

The surface of the hot zones will become hot, reaching temperatures above 158 °F.

The Flexeserve® FXZNC combination models are provided with alternative methods of heating; air blast or warming plate. The user can select either means of heating.

The models are supplied with one set of controls for each heated zone (shelf). The controls are located behind the valance panel at the base of the equipment.

Ensure the equipment is empty and clean prior to switch on. Check the equipment is connected to a power socket.

Before switching on the equipment, it is the operator's responsibility to visually inspect the equipment to ensure that there is no damage that may compromise safety.



Switch on the zone power switch and the display will illuminate. The display will show the ambient temperature. When hot air or hot shelf are selected, the equipment will begin to rise and establish the temperature set-point automatically, generally 185 °F.

Where multiple hot zones are required, select and set the appropriate Zone power switches to on separately.

The hot zones should be left empty without interference and may take up to 60 minutes to reach operating temperature. No products should enter the display area until it has reached the correct operating temperature.



Do NOT place unpacked food products directly on to the hot plate(s).

## Combination (FXZNC Models) – Switching Zone(s) Off

### Individual Zone/Tiers



#### CAUTION

When switched off or disconnected from the power source, the surface of the hot zones may still be hot, and may take up to 2 hours to cool down.



#### WARNING

Cleaning and maintenance should only be carried out when sufficiently cooled and with the mains supply isolated.

To switch off the respective zone, set the zone power switch to 'O' (central) position.



When the hot zone is turned off, the temperature display will go blank and the hot zone will be switched off.

To isolate, fully disconnect the incoming mains supply by the equipment power switch/isolator or disconnecting the power cord from the supply.

## Air Blast (FXZNA Models) or Warming Plate (FXZNP Models) Only – Switching On

### Individual Zone/Tiers



#### WARNING

In an emergency, switch off the appliance and isolate fully from the mains supply. Ensure that you take time to familiarise yourself with this location.



#### CAUTION

The surface of the hot zones shall become hot, reaching temperatures above 158 °F.

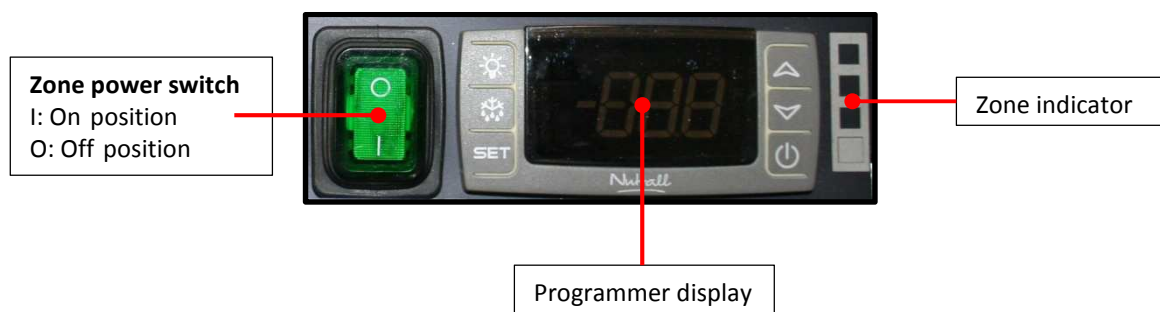
The Flexeserve® FXZNA models are fitted with air blast heating only.

The Flexeserve® FXZNP models are fitted with warming plate heating only.

Each of the above model variants are supplied with one set of controls for each hot zone. The controls are located behind the valance panel at the base of the equipment.

Ensure the equipment is empty and clean prior to switch on. Check the equipment is connected to a power socket.

Before switching on the equipment, it is the operator's responsibility to visually inspect the equipment to ensure that there is no damage that may compromise safety.



Switch on the zone power switch and the display will illuminate. The display will show the ambient temperature. The equipment will begin to heat and reach the established temperature set-point automatically, generally 185 °F.

Where multiple hot zones are required, select and set the appropriate zone power switches to on separately.

The hot zones should be left empty without interference and may take up to 60 minutes to reach operating temperature. No products should enter the display area until it has reached the correct operating temperature.



#### WARNING

Do NOT place unpacked food products directly on to the hot plate(s).

## Air Blast (FXZNA Models) or Warming Plate (FXZNP Models) Only – Switching Off

### Individual Zone/Tiers



#### WARNING

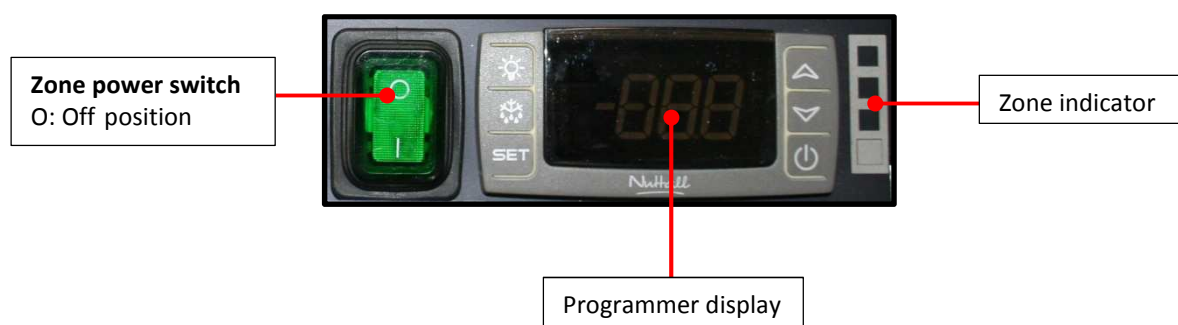
When switched off or disconnected from the power source, the surface of the hot zones may still be hot, and may take up to 2 hours to cool down.



#### WARNING

Cleaning and maintenance should only be carried out when sufficiently cooled and with the mains supply isolated.

To switch off the respective zone, set the zone power switch to 'O' (central) position.



When the hot zone is turned off, the temperature display and power switch will go blank and the hot zone will be switched off.

To isolate, fully disconnect the incoming mains supply by the equipment power switch/isolator or by disconnecting the power cord from the supply.

## Operation



### WARNING

Only if the operator has been trained and is skilled in the operation of the equipment covered in this guide should this information be followed.

Do NOT attempt to cook products on the warming plates.

Do NOT place cooking vessels on the warming plates.

Do NOT place anything greater than 20 kg on to the display surface.

The equipment will only keep products warm that have initially been cooked prior to display. Ensure food is transferred to the display area immediately after cooking in appropriate display containers or packaging.

Ensure temperatures of the displayed products are checked and recorded on a regular basis, in accordance with local procedures.

The temperature of the zone is displayed by the appropriate zone controller and is for indication only. Do NOT use this as a reference, regular probing of the product temperatures are to be performed.



The Alan Nuttall Partnership Ltd is manufactured to comply with health regulations, and are tested and certified to NSF standards. You must operate the equipment properly using only calibrated thermometers to ensure produce is thoroughly cooked to the safety standards.

The equipment will be supplied with a pre-configured factory temperature set-point that can only be modified by an RPI Service Department Rep.

Where multiple hot zones are required, all temperature displays must be adjusted accordingly.

## Display and Merchandising

Different products require varying display times. These must be considered to ensure the best quality and temperature for consumption is achieved. The Alan Nuttall Partnership Ltd does not accept responsibility for variances or losses of quality that occur due to product differences.

All items placed in the unit should be in the correct packaging/containers, in line with in-store procedures and best practice.

To ensure good heat conduction into the product, only place a single layer of products on to the display area.

Remove products in damaged packaging from the equipment and clean as soon as possible.

## Product Probing



### INFORMATION

Legal requirements dictate all products displayed for an extended period within any heated display area should be periodically probed throughout the day's trading to ensure the core temperature of the product is above the legal holding temperature of 149 °F. Refer to in-house operations manual for product probing instructions.

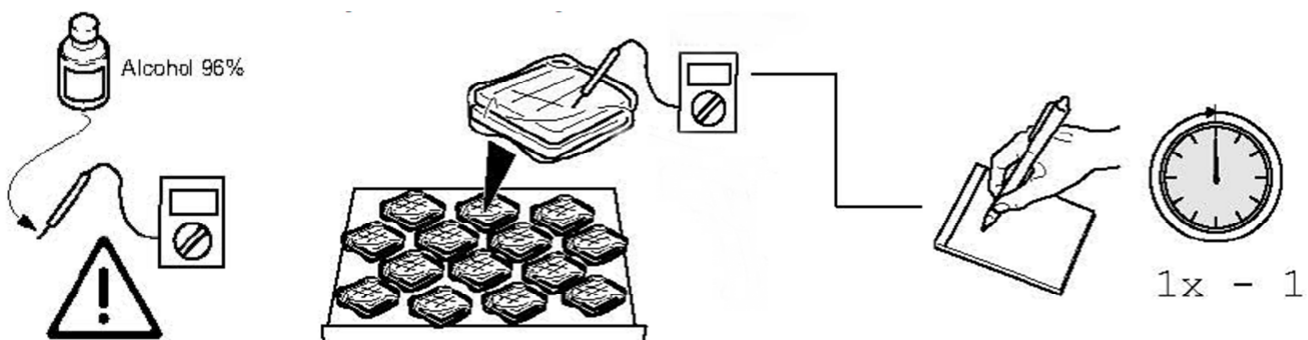
All products to be displayed should enter the equipment immediately. To ensure products retain a suitable temperature during the required display time, the minimum entry core should be  $\geq 185^{\circ}\text{F}$ .

The equipment is not designed to increase product temperature; the products gradually fall in temperature throughout the display period to ensure good product quality. It is critical that the entry core temperature is as high as possible so the maximum display time is achieved. The product will fall in temperature during its display time regardless of the entry temperature; therefore a low entry temperature will reduce display time.

At the end of recommended display times, any unsold products should be removed, reduced and disposed of, in accordance with company and food safety standards.

The Alan Nuttall Partnership Ltd does not take responsibility for variances or losses of quality that may occur due to product differences.

## Checking of the Product Temperature



## Daily Cleaning



### WARNING

Isolate the equipment fully before any cleaning is undertaken.



### WARNING

Ensure the equipment has completely cooled before any cleaning is undertaken.

Only suitably trained personnel should carry out cleaning procedures.

Ensure that the power has been isolated.

Ensure the tray surface is allowed to cool to room temperature. Clean the surface of the tray with a damp cloth soaked in mild detergent; never immerse the shelves in water.

Ensure that water is not allowed to pool or sit on the glass surface. Sanitize and dry, as required.



### WARNING

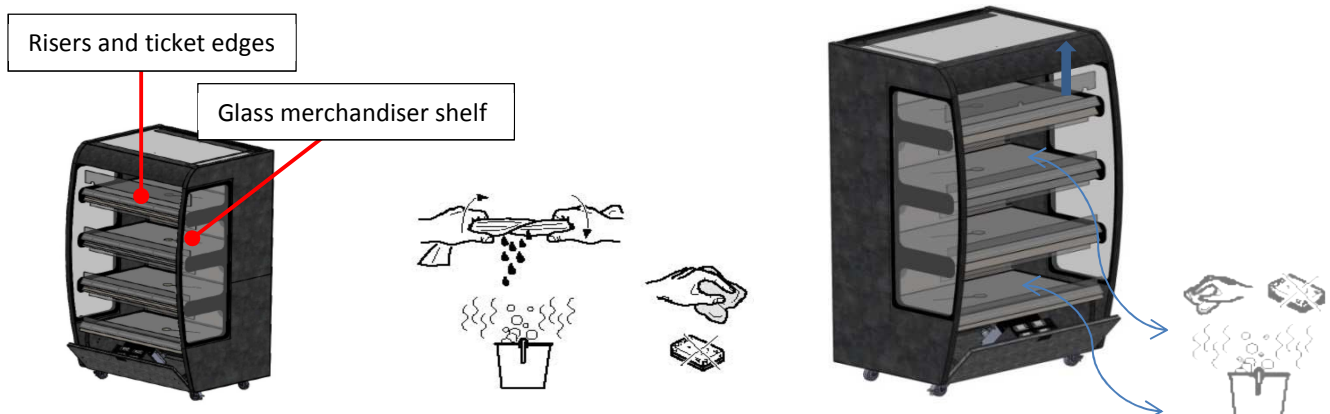
If the surface glass is cracked or damaged, discontinue use.

Do NOT use excessive amounts of water.

Do NOT clean the equipment with high-pressure cleaners, jets of hot water or high-pressure steam. All traces of food debris should be removed completely.

Do NOT use abrasive cleaning products as these could damage the finish of the equipment. It is recommended that non-abrasive cleaning products are used. Do NOT use glass cleaning products.

The risers and ticket edges can be removed and cleaned by lifting.



Once the front risers are removed, the glass merchandiser shelf, inner side wells, lamp diffuser glass and external surfaces can be cleaned using none abrasive cleaning products.



Do NOT use aggressive detergents.

ENSURE ALL RISERS ARE REFITTED BEFORE USE OF THE UNIT.

## Troubleshooting



### WARNING

Never attempt to open electrical connection enclosures. Only approved, trained and competent engineers should access the base of the unit and electrical areas.



### WARNING

The information provided is for guidance only. The Alan Nuttall Partnership Ltd cannot be held responsible for any accidents or injuries caused by instructions being carried out incorrectly or by the way the information is depicted.

Fault	Cause	Solution
Products are not maintaining temperature.	The produce has been displayed in the equipment at a low temperature, i.e. < 185 °F.	It is vital that produce enters the display space at 185 °F or above, even after it has been packaged. A lower entry temperature will dramatically reduce display time.
	Drafts from doorways and air conditioning units in the vicinity of the equipment can cause the temperature to drop.	Relocate the equipment to a more suitable location. If this is not possible, raise the temperature settings (call your service provider, as an Engineer is required to do this).
	The set temperature is too low.	Increase the temperature using the programmer.
	Zone not heating up.	Call your service provider.
The temperature display is blank.	Over temperature thermostat has operated.	Call your service provider.
	Programmer is faulty.	
Cabinet is not operating.	No power.	Check the isolation switch is switched on.
	Zone fuse has tripped.	Call your service provider.
	Over temperature thermostat has operated.	
	Mains circuit breaker of the store has tripped.	Check store procedures.
Lights are not working.	Light unit has failed.	Call your service provider.

This information is provided for guidance only and is not exhaustive. Always use best practice fault-finding techniques to establish and eliminate faults.

Some faults must only be investigated by a trained and qualified Engineer. For assistance, contact your service provider.



## Spare Parts and Service

For all spares and service requirements, please contact your service provider.

Your product can be identified by the data plate located on the rear of the unit.



To help us process your service call efficiently, we will require the following information:

1. Model number;
2. Model description;
3. Serial number;
4. Site address;
5. Site telephone number;
6. Description of fault.

 **INDUSTRIES, INC.**



PHONE: 609-714-2330 / FAX: 609-714-2331



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