



Walk-In Cooler & Freezer Troubleshooting

If your cooler is not functioning properly you will want to first take a look at your refrigeration equipment and ensure that the equipment is clean, and unobstructed. If your refrigeration equipment appears to be functioning properly you can move on to looking over the rest of your box. If your refrigeration equipment appears to be malfunctioning you will want to give your HVAC technician a call (preferably the technician who did the original installation).

When moving on to checking your box over, you will want to make sure that all penetrations are sealing properly. This includes any seams, your doors, ect. A good way to test this is to step inside of your cooler and shut the door behind you, if you see any light coming through then your walk-in is not properly sealing. If the box is not properly sealing you may need to replace the gaskets on your door, or have some touch up silicone placed. If you're not seeing any light coming through your cooler and your refrigeration equipment seems to be functioning properly, contact the branch you have made your purchase through. You will want to ensure that you have your invoice #, and supporting pictures or documentation of the issues at hand, and send those over to the branch email to get a service call scheduled.