

JOB NAME \_\_\_\_\_ SERIAL NUMBER \_\_\_\_\_



# Arctic®

WALK-IN COOLERS AND FREEZERS

Engineering Reimagined®

## Walk-In Installation, Operation, Maintenance & Warranty Manual

Latest Manual revision available at: [www.arcticwalkins.com/resource-library/](http://www.arcticwalkins.com/resource-library/)



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WARRANTY

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# TABLE OF CONTENTS

TABLE OF CONTENTS.....	1
SECTION 1: GENERAL INFORMATION.....	3
1.1 INTRODUCTION.....	3
1.2 INSPECTION .....	3
1.3 HANDLING OF PANELS .....	3
SECTION 2: INSTALLATION .....	5
2.1 INSTALLATION PROCEDURE .....	5
2.2 FLOOR PANELS.....	9
2.3 FLOORLESS WALK-INS .....	9
2.3.1 Coolers .....	9
2.3.2 Freezers .....	9
2.3.3 Combinations .....	10
2.4 WALL PANELS .....	10
2.5 DOORS .....	11
2.5.1 Hinged Door Panels .....	11
2.5.2 Sliding Doors .....	12
2.5.3 Display Doors .....	13
2.6 CEILING PANELS.....	13
2.7 OUTDOOR INSTALLATION .....	14
2.7.1 Roof Covers .....	14
2.7.2 Sloped Material .....	16
2.7.3 Door Caps – Rain Gutter.....	16
2.7.4 Box-to-Slab Attachment .....	17
2.8 DIAMOND TREAD PLATE INSTALLATION.....	18
2.8.1 DTP on Wall Panels .....	18
2.8.2 DTP on Floor Panels .....	18
2.9 COMPLETING THE INSTALLATION .....	18
2.9.1 Installer .....	18
2.9.2 Electrical Contractor .....	19
2.9.3 Refrigeration Contractor.....	20
SECTION 3: MAINTENANCE .....	23
3.1 CLEANING.....	23
3.2 DOOR HARWARE .....	23
3.3 WALK-IN CEILINGS .....	23
3.4 DISPLAY THERMOMETER ADJUSTMENTS.....	23
SECTION 4: SERVICE .....	24
4.1 DOOR CLOSER.....	24
4.2 DOOR HEATER REPLACEMENT.....	25
4.3 DOOR SWEEP REPLACEMENT .....	25
4.4 MAGNETIC GASKET REPLACEMENT .....	26
SECTION 5: WARRANTY.....	27

SECTION 6: SUPPORT & SERVICE .....	29
6.1 ARCTIC SUPPORT CONTACT INFORMATION .....	29
6.2 REFRIGERATION TECHNICAL SUPPORT .....	29
6.3 TRANSIT DAMAGE .....	29
6.4 INCORRECT PARTS SHIPPED.....	29
6.4.1 Refrigeration Systems.....	29
6.4.2 Walk-in Components & Windows.....	30
6.5 REQUESTING SERVICE & REPAIR UNDER WARRANTY .....	30
6.5.1 Refrigeration Part Replacements During The 1-Year Warranty Period.....	30
6.5.2 Compressor Replacements During The 1-Year Warranty Period.....	30
6.5.3 Compressor Replacements After The 1-Year Warranty Period.....	30
6.6 ARCTIC WALK-IN PARTS.....	30
.....	

# SECTION 1: GENERAL INFORMATION

## 1.1 INTRODUCTION

These instructions have been prepared to assist you with the assembly and maintenance of your Arctic Walk-in Cooler/Freezer.

**A single set of instructions can scarcely cover all situations; however, the following procedures apply to most installations and can be used as guidelines in all.**

Your walk-in has been fully pre-assembled at the factory to ensure proper match and fit of all panels (or partially pre-assembled depending on the size of the box). Each panel has been labeled with the appropriate number designation for walls, doors, floors, and ceilings. A layout drawing is provided to assist the installer in the assembly of the unit.

We suggest that you read and become familiar with these instructions before proceeding with the installation.

## 1.2 INSPECTION

The panels and equipment were inspected at the factory before shipment; however, freight damage or shortages can occur. Count and inspect your shipment carefully and describe on the delivery ticket any shortages or damage to cartons/pallets or contents before signing for the shipment. If concealed damage is discovered after receipt of goods, save all packaging materials, and contact us immediately. If shipment is pre-paid, Arctic handles the transit claim. If freight is third party the customer handles the claim and Arctic assists.

### **ACCESSORY BOX**

**Locate the accessories box which contains the Installation Drawings, Assembly wrench, Plugs and other accessories necessary for the assembly of the walk-in box. The accessories box is typically smaller than other cartons and should be easily accessible before unstacking the panels.**

## 1.3 HANDLING OF PANELS

Always wear protective gear (gloves and safety glasses) when handling walk-in panels. Damage to the panel sections and accessories can occur if they are not handled properly during unloading or set-up. To minimize risk of damage, observe the following precautions:

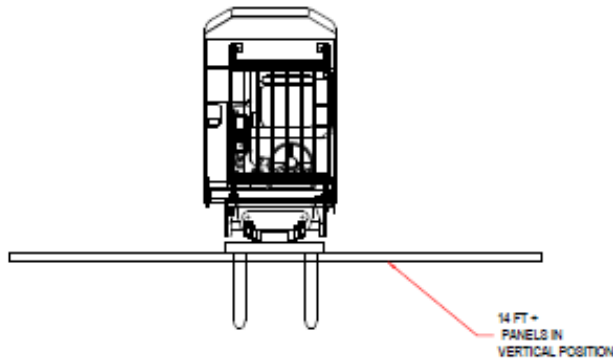
1. Stack panels on a platform, on 2x4's or protective material to avoid contact with ground.
2. Protect panels from direct contact with any rough surface.
3. Avoid resting panels on their corners or edges and keep panels flat to prevent denting.
4. When handling panels over 14' long, hold panels vertically. If panels are to be handled flat the center section must be supported with additional manpower.
5. **Do not leave your panels stored as shipped for extended periods of time. Panels in contact with other panels, other metals, or some packaging materials in the presence of moisture can become permanently stained.**
6. If panels must be kept in outdoor storage, cover them carefully with a dark plastic sheeting or a dark tarpaulin to keep sun out. Panels in contact with other panels, other metals, or packaging materials in the presence of moisture can become permanently stained. Store panels on edge with the grooved side (female) facing down. Use dried wood spacers to provide a ventilation gap between panels to prevent stains from forming on the panels' metal skins. Avoid storing panels outside (even if covered) for long periods of time as it may cause deterioration of the materials not covered by the warranty.

### **HANDLING OF LONG PANELS (14FT OR LONGER)**

Follow lifting handling instructions shown on Fig. 1A.

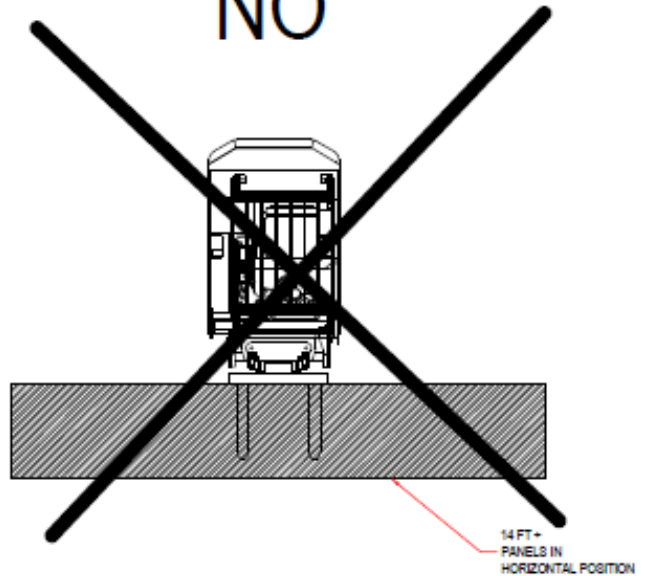
For Panels 14ft long or longer please follow this handling instructions

YES



1 PLAN VIEW  
SCALE: 3/16"=1'-0"

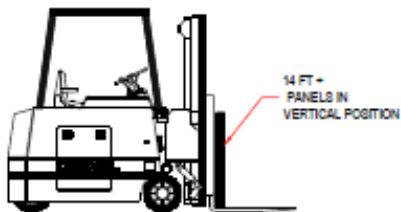
NO



1 PLAN VIEW  
SCALE: 3/16"=1'-0"

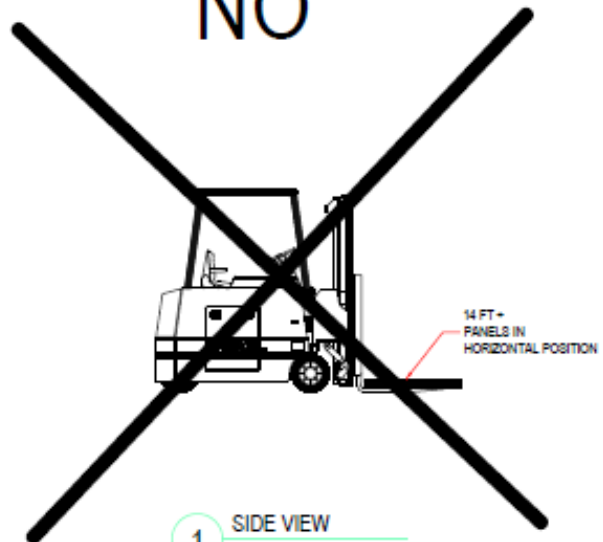
NOTE: Panel/s must be secured in the vertical position to prevent movement or falling.

YES



1 SIDE VIEW  
SCALE: 3/16"=1'-0"

NO



1 SIDE VIEW  
SCALE: 3/16"=1'-0"

**FIG 1A. LONG PANEL LIFTING HANDLING**

# SECTION 2: INSTALLATION

## 2.1 INSTALLATION PROCEDURE

Always wear protective gear (gloves and safety glasses) when handling walk-in panels. **A layout drawing included in the Accessories Box**, will guide you in establishing where each panel goes. Separate the different types of floor panels: floor, ceilings, walls and partitions. This simple procedure will minimize handling and save labor. See Fig. 2A & 2B.

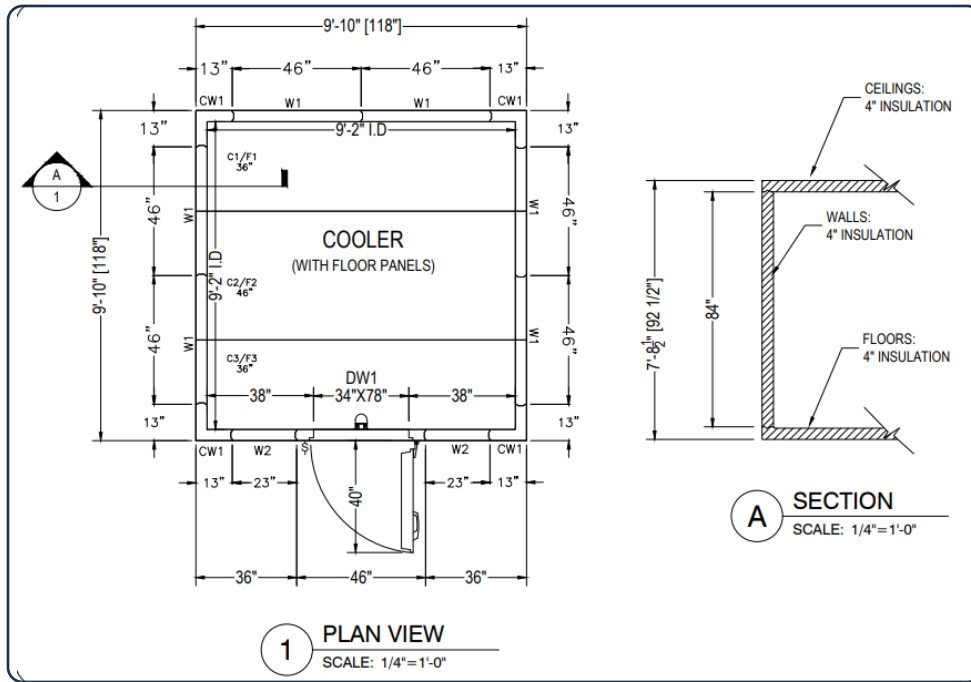


FIG 2A. LAYOUT DRAWING EXAMPLE

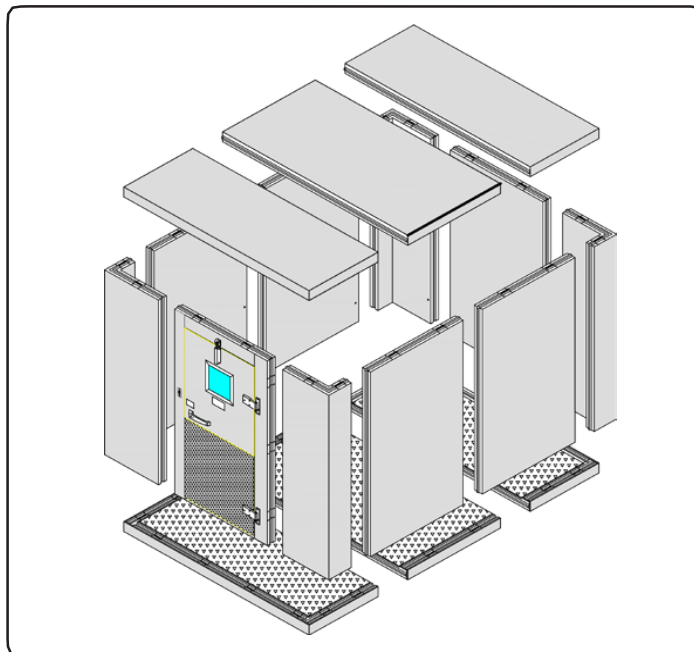


FIG 2B. TYPES OF PANELS

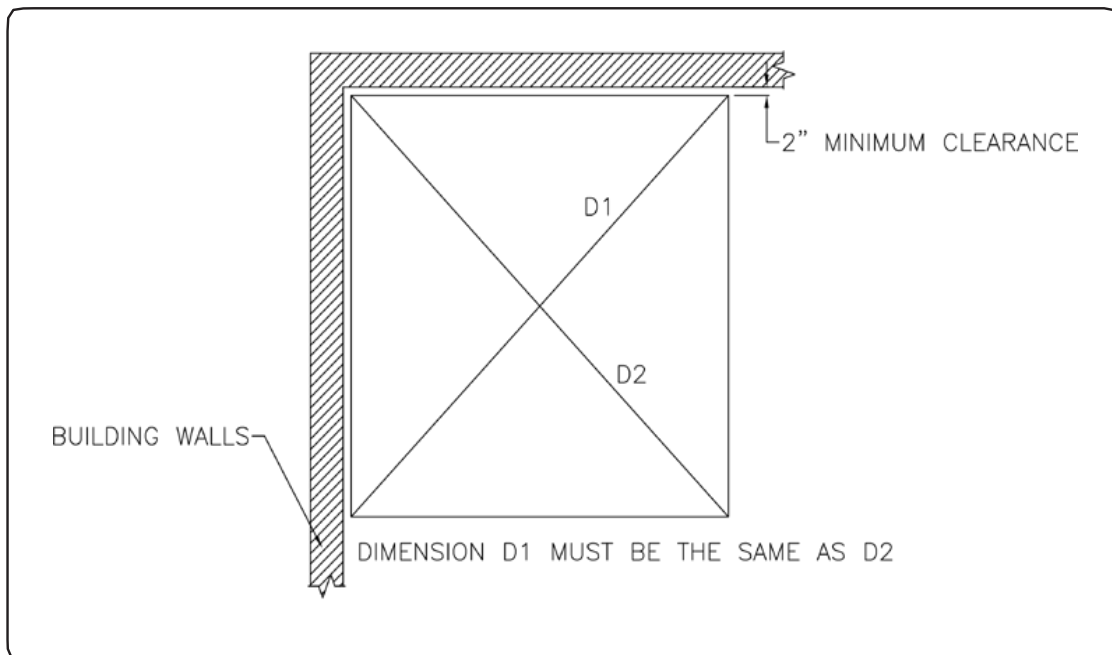
Make sure that the walk-in area is free of debris and swept clean. A clear site will reveal any major surface unevenness and any irregularities on the adjacent building walls. **For proper installation, tight panel seams, and proper door operation, the site floor or slab must be flat and level. Check both directions for floor levelness.**

**A minimum 2" clearance of "breathing space" should be allowed between the walk-in and adjacent walls.** This clearance is necessary for air circulation to prevent moisture condensation, and to allow for any variation in building walls which may not be square or plumb. This clearance may not be practical when an outdoor walk-in is against an exterior building wall and the walk-in roof cover must be flashed up to the building wall.

**Pay particular attention to the location of self-contained refrigeration units and remote condensing units which must have sufficient space for service access and proper air circulation. Follow the OEM installation instructions and clearance recommendations provided with the refrigeration unit.**

Chalk the perimeter outline of the structure and confirm its squareness by making diagonal measurements. If the corner angles are square, you are ready to start installation. See Fig. 2C.

On screed and other floorless applications, the chalk line will correspond to the outline of the walk-in's wall perimeter and NOT the outer edge of the screed or aluminum angle itself.



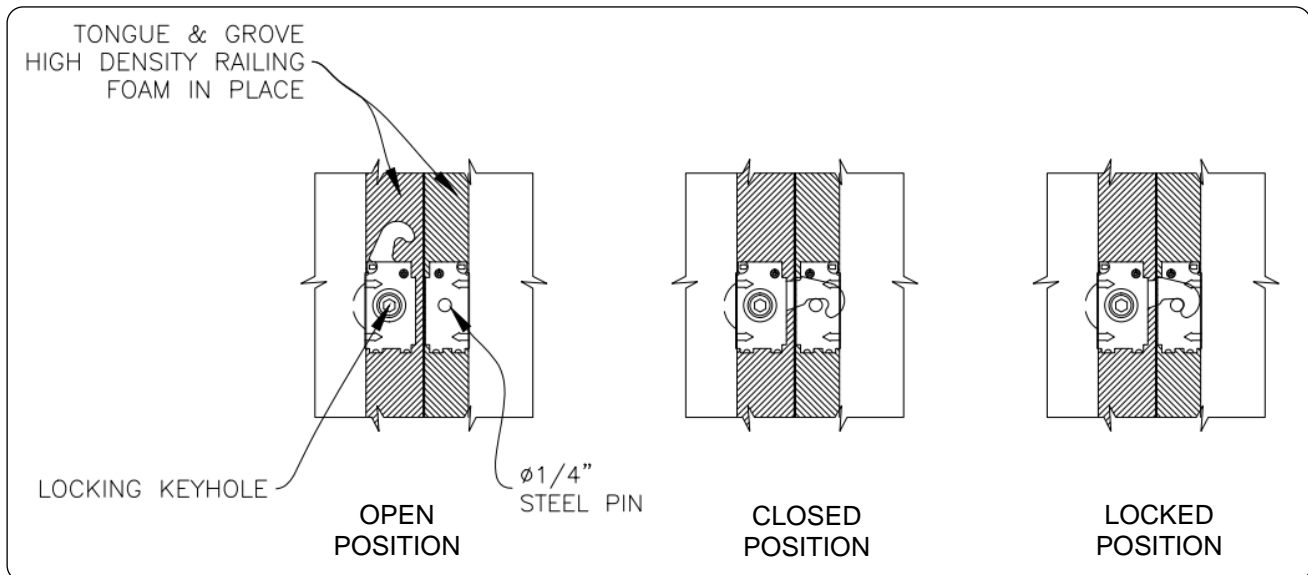
**FIG 2C. SITE LAYOUT**

Take time to familiarize yourself with the construction of the panels and their interlocking mechanism.

All Arctic panels have tongue (male) and groove (female) perimeter edges. This interlocking design, along with the factory-installed NSF gasket will result in an air-tight structure if installed square and level.

All panels are equipped with locking devices set into aligned positions along the perimeter. The male cam-locks (with arm) are located in the tongue edge; the female locks (with pin) are located in the groove edge. Access to locking mechanism (male cam-lock) is provided through a hole on the interior side of the panels. See Fig. 2D.

**The Accessory Box includes an L-shaped 5/16" hex wrench.** Insert the tapered end of the hex wrench into the hole in the panel and engage it firmly in the opening of the locking arm. First turn the wrench counterclockwise to check that the locking arm is brought to a completely open position before joining panels. To lock, turn the wrench clockwise approximately 75 degrees to engage arm with pin. Cam action of the lock will pull the panels together, compressing their gaskets and providing an airtight seal.



**FIG 2D. CAM-LOCK DETAIL**

Now, check the installation drawing and study the general layout and specific panel location. **All panels are labeled on their inside face to match the layout drawing (arrows on wall panels point up).** The job number marked on the panel edges identifies all panels for a particular job. For jobs, with more than one walk-in, the job number will have a letter suffix to identify which panels correspond to which walk-in: -A, -B, -C, -D, etc.

Note that panels and lock locations are always described from the interior of the box. From this vantage, the male (tongue) edges of wall panels are usually on the right side of the panel.

### **CONCRETE FLOORS – IMPORTANT INFORMATION**

**Always consult with your General Contractor before installation of your walk-in box in a recently poured concrete pad or tiled floor to ensure enough curing time has been allowed.**

Concrete, grout, and other construction materials may outgas chemicals for weeks (or even months) that can cause staining/corrosion of walk-in cooler metal surfaces. Muriatic acid liquid and fumes, which is often used by concrete contractors, will also cause staining/corrosion. We recommend that our customers and their General Contractors fully understand the cure time of the concrete, tile grout, and any other materials in proximity to the walk-in and provide adequate ventilation to move these gases out and away from the walk-in cooler. Inadequate ventilation or ventilation for too short of a time may result in staining/corrosion of walk-in cooler metal. This staining/corrosion is not covered by warranty. If in doubt, contact your concrete supplier, tile contractor, general contractor, etc. for the number of days for the concrete, grout, and other construction materials to have fully outgassed and install your walk-in cooler after this date.

### **CAULKING – IMPORTANT INFORMATION**

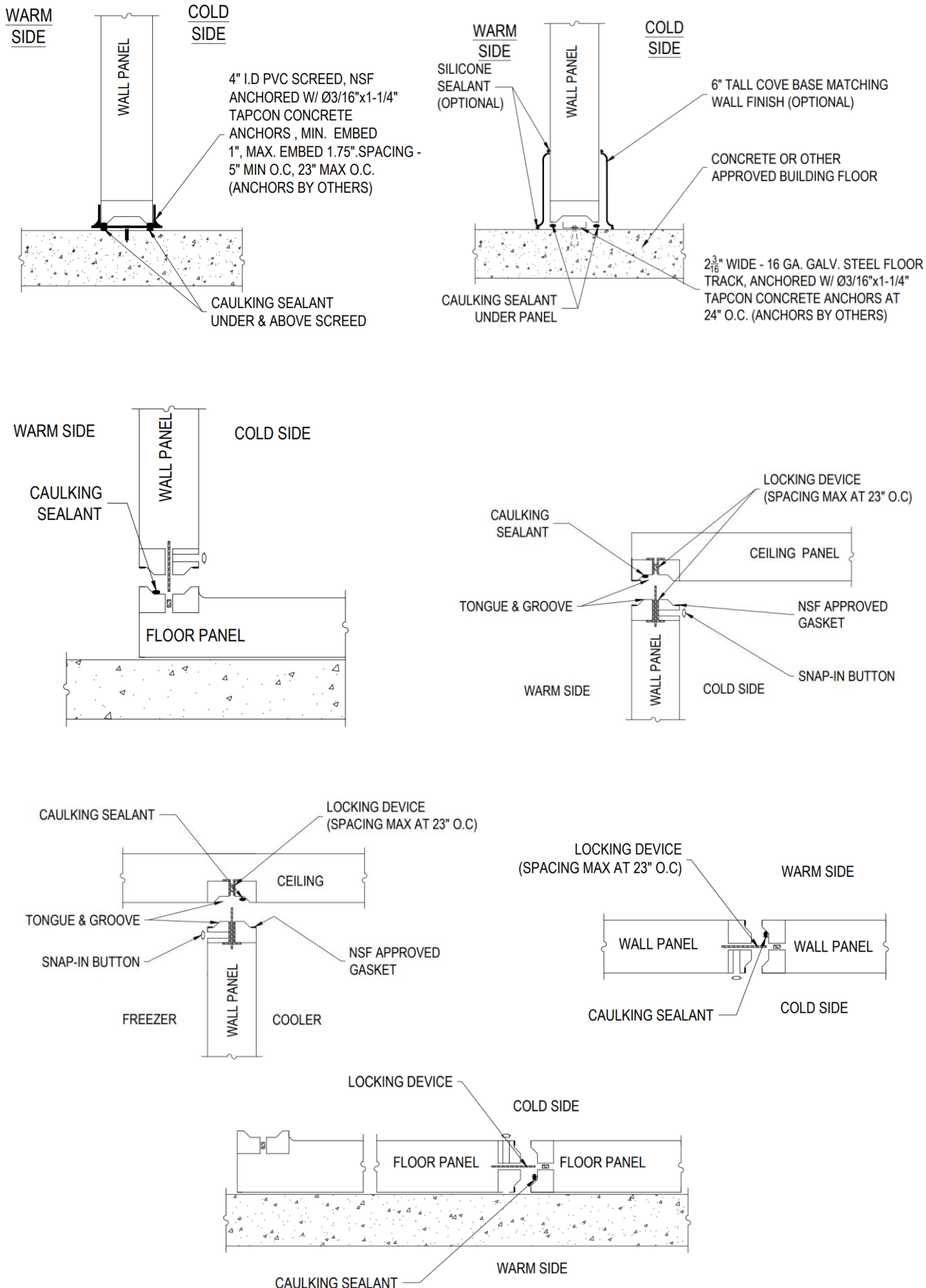
The use of caulking sealant in between seams of walk-in panels is an accepted industry practice and in some cases a requirement depending on the application or location of the project. Please consult with your local inspector before installation of the walk-in to ensure compliance with local codes and regulations.

All Arctic *Signature Series* boxes include caulking sealant. When applying caulking sealant between panels, **apply the sealant bead on the warm side** of the joint. Estimated rate of usage is about 25 linear feet of caulking per 10oz tube using a ¼" bead.

All Arctic *floorless* boxes include caulking sealant for application between the screed to floor connection (screed design) or wall to floor connection (no screed design). Estimated rate of usage is about 25 linear feet of caulking per 10oz tube using a ¼" bead.

*See caulking guidelines illustrated on page 8.*





**FIG 2E. CAULKING RECOMMENDATIONS**

## 2.2 FLOOR PANELS

A moisture barrier of 4-mil polyethylene (supplied by others) must be laid between the floor panels and the existing floor. For large areas overlap moisture barriers by at least six inches at joints.

Start with a floor end section in the proper location according to the layout drawing. Floor panels must be level on both length and width. Next, place the appropriate adjoining center or end section into position. Ensure that all edges are flush and level, then lock the panels together and check again for levelness. As you proceed with assembly of the floors, check that the chalk line is being followed. Complete the assembly of the remaining floor panels in the same manner.

### Leveling walk-ins with floors

If the surface is not level, the floor must be leveled using a leveling bed (supplied by others) or installing shims (supplied by others) under the corners and cross panel joints, as needed, to ensure proper support and levelness of panels. Shims under floor panels must be 23" on center or less, to provide adequate support to the walk-in. Shimming only the outer edges may result in damage to the walk-in.

On large boxes, it is NOT recommended to assemble the entire floor first. It is recommended to assemble the box in "ring" sections. Imagine you are building a tunnel. Floors-walls-ceilings-floors-walls-ceilings-etc.

## 2.3 FLOORLESS WALK-INS

### Leveling walk-ins without floors

Floorless walk-ins can be attached to the existing floor with steel track, aluminum angle or set on PVC screeding. A flat level surface is a MUST for all floorless walk-in installations. On PCV screed or aluminum angle designs, the wall outline (not the screed or angle edge) should match the chalk lines layout described in Section 2.1 (Fig. 2C).

### 2.3.1 Coolers

For **vinyl screed installations**, a ¼" bead of caulk should be applied on each side between the floor panel and the screed and a ¼" bead of caulk should be applied on each side between the floor and the screed to seal the screed-to-floor connection and to help compensate for any minor irregularities in the building floor (Fig 2E). Check layout and if required secure the screed into position with concrete nails or anchors (supplied by others) - Fig. 2E.

For **track installations**, install the steel track driving the anchoring pins into the floor at 24" O.C. Always check with local inspectors, before and during installation, as requirements in depth of penetration and spacing of the anchoring pins can vary depending on local regulations. After track is installed apply two ¼" beads of caulking sealant at the bottom of each wall panel (Fig. 2E). If supplied install the metal cove base by screwing them to the face of the wall panels and applying a bead of silicone sealant atop the cove (Fig. 2E).

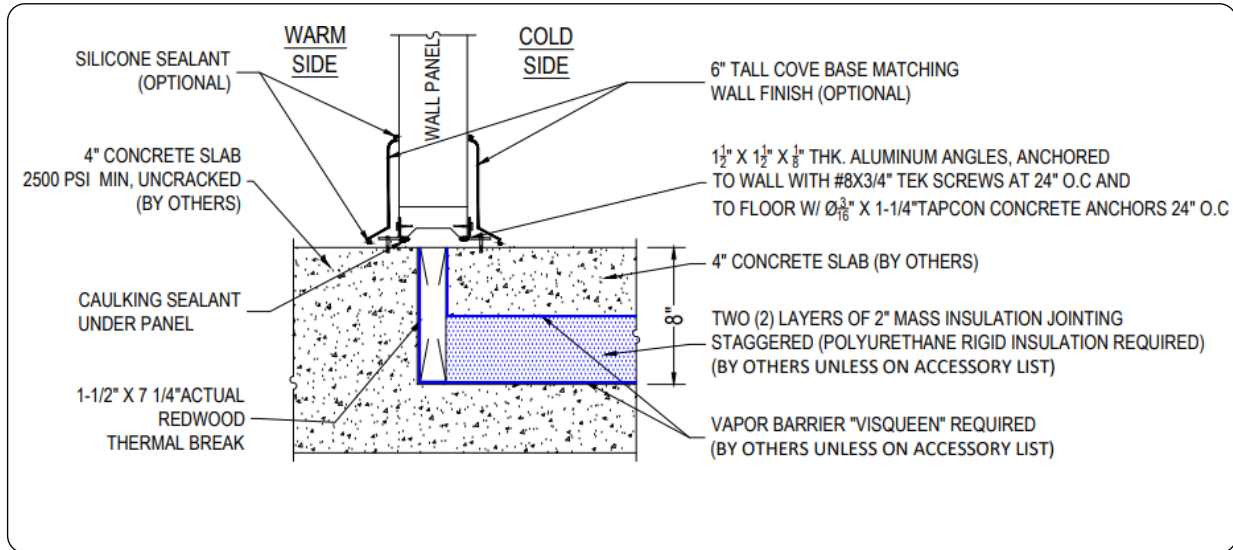
The factory provides tubes of caulk for a typical floorless installation (1 tube/25ft); however, more (supplied by others) may be needed if the building floor or slab is particularly rough.

### 2.3.2 Freezers

**"Floorless" freezers are provided with the understanding that the customer will be providing a properly engineered insulated floor.** This is commonly achieved with a poured concrete slab over insulation incorporating a vertical thermal barrier directly under the walk-in walls between the insulation and the slab's surface as shown in Fig. 2F. *(FIG 2F is NOT intended as an approved engineering insulated slab design. It is ONLY a reference for common practices. Consult an experienced contractor to ensure proper design of any walk-in cooler or freezer insulated concrete pad).*

In this type of application Arctic normally provides interior and exterior floor angle to attach the walls to the floor. The angle is attached to the floor with anchor bolts or concrete nails (hardware supplied by others) and to the walk-in walls with sheet metal screws. Care must be taken not to chip the edges of the slab.

Please read important information on page 6 about concrete floors and curing time.

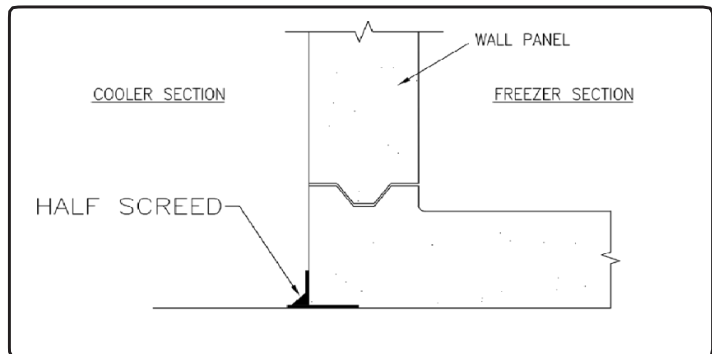


**FIG 2F. INSULATED SLAB**

**IMPORTANT NOTE:** Figure 2F is NOT intended as an approved engineering insulated slab design. It is ONLY a reference for common practices. Consult an experienced contractor to ensure proper design of any walk-in cooler or freezer insulated concrete pad.

### 2.3.3 Combinations

For combination walk-ins with a floorless cooler section with PVC screed and freezer with a floor, a half-screed piece is provided for the edge of the freezer within the cooler section. This piece must be attached beneath the freezer floor to match the rest of the PVC screed on the interior of the cooler section as shown in Fig. 2G.



**FIG 2G.: COOLER FLOORLESS / FREEZER WITH FLOOR**

## 2.4 WALL PANELS

Review the layout drawing and select a corner to start the assembly of the walls. We suggest that you start with the most inaccessible corner or one adjacent to your building wall.

Place the corner panel even with the outside of the floor or the chalk line if floorless. Partially lock (not fully locked) the corner panel to the floor. Now select a wall panel to install on the right side of the corner. Lock this panel firmly to the corner in such a way that their tops are level. Partially lock the wall panel to the floor panel. Continue in the same fashion, making your way around the cooler on both directions and checking for levelness across the tops of the wall panels. Install the door panel (See section 2.5.1 Hinged Door Panels) and leave a front

corner panel as the last wall panel to be installed. When possible, choose a corner panel that is easy to access and not next to an adjacent building wall.

Once all wall and door panels are installed, checked for levelness and door plumbed and squared as described in: 2.5 Doors, you can proceed to permanently lock all the wall panels to the floor.

On large boxes, it is NOT recommended to assemble all the floor, then walls and then ceilings. It is recommended to assemble the box in “ring” sections. Imagine you are building a tunnel. Floors-walls-ceilings-floors-walls-ceilings-etc.

## 2.5 DOORS

### 2.5.1 Hinged Door Panels

Proper door operation requires the door frame to be perfectly plumb and square. Ensure that the door closes, seals, and locks properly.

#### **IMPORTANT**

Doors and frames have been checked for proper fit and operation at the factory.

An unlevel floor may cause doors to not hang or close properly. This can occur at the time of installation or at later date after traffic and the weight of stored product have caused the floor panels to settle. It may be necessary to shim under the walk-in floor or door frames at one side or other to adjust a misaligned frame. After confirming that the frame is square and plumb, lightly loosening the hinge screws, shimming the door plug inside the frame, re-positioning and re-tightening the hinge screws helps on most occasions. Loosening and relocking frame cam-locks may also permit some adjustment. Make sure frame legs are parallel to each other and to adjacent wall panel. The door may not seal properly if the frame is twisted or out of plumb. See Fig. 2F on next page.

- Walk-in cooler door frames without heater cables are shipped with either a metal brace or a wood spreader plate joining the two frame legs to maintain the frame square during shipping. *NOTE: Shipping brace not on shown on Fig. 2F.*
- Walk-in cooler door frames for floorless applications DO NOT include a floor threshold.
- Walk-in doors with thresholds are shipped with the threshold installed. Remove threshold when installing the door and re-install when completing walk-in installation (See section 2.9.1)

#### **Floorless Walk-ins**

- On floorless coolers sent with a metal brace, the metal spreader should be removed before installing the door panel and anchoring the frame to the floor.
- On floorless coolers sent with a wood spreader, the door panel can be installed and the spreader can be removed later.
- On floorless freezers, the door panel will have a door sill that accommodates the door heater. DO NOT remove the door sill. A threshold will be provided to cover the door sill and protect the heater cable.
- Secure door frame legs to the interior floor, using the two (2) door frame “L” aluminum brackets and the screws provided in the Accessories Box.

#### **Walk-ins with a floor**

- Do not remove the metal spreader (coolers) or the aluminum sill (freezers). A threshold (provided) must be installed to cover the metal spreader (coolers) or the aluminum sill (freezers).

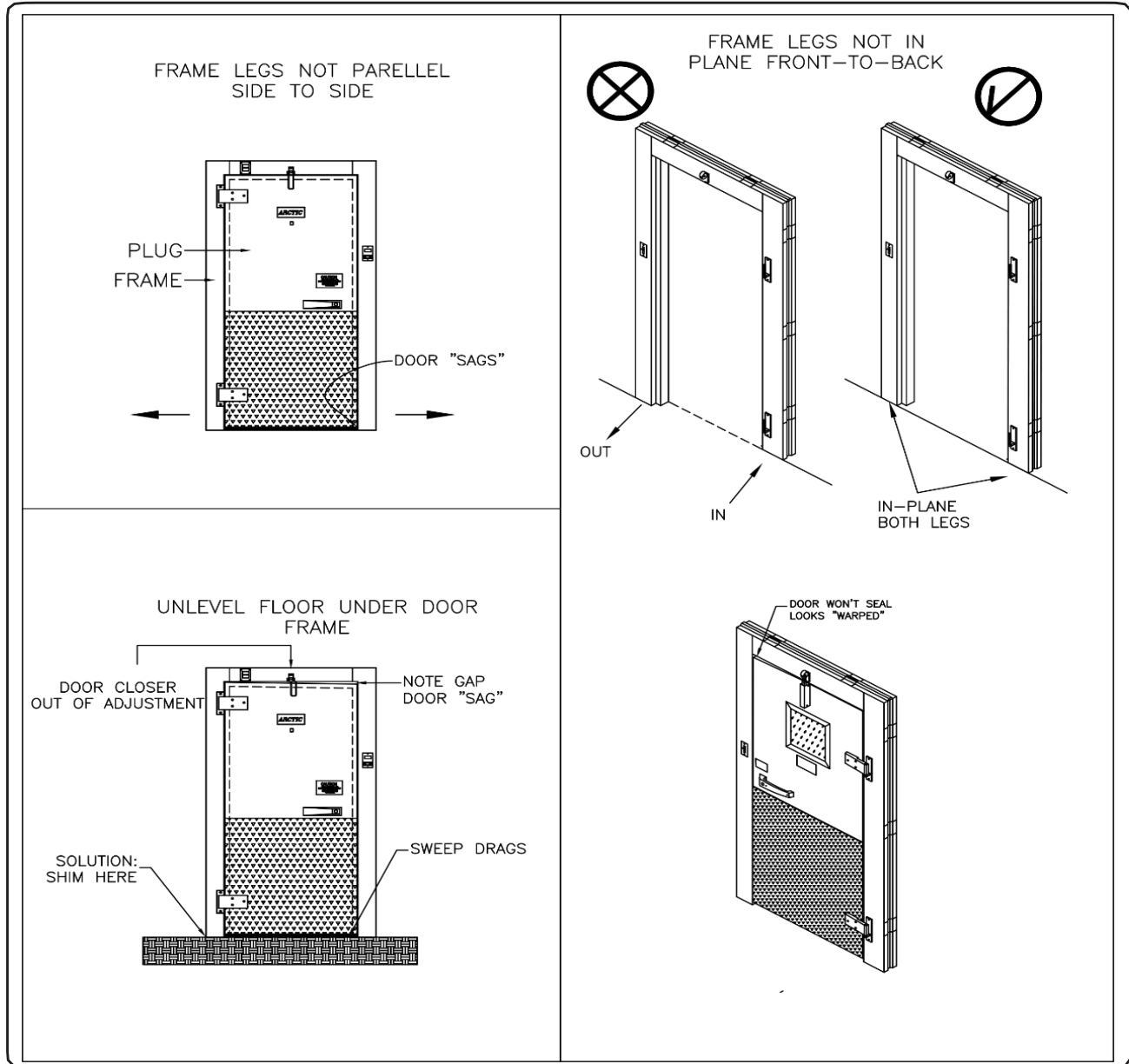
**NOTE:** On boxes with multiple doors, ensure that each door plug goes with the original frame it was shipped as they may not properly fit in a different frame.

#### **Hinged Door Panels General Electrical Information**

All electrical installations must be done by a qualified electrician. All electrical connections should be made to comply with national and local codes. Refer to drawings included with the walk-in for wiring diagram information.

All door frames are prewired at the factory. On some models, the light fixture above the door serves as a junction box for the electrician to supply 120V (See section 2.9.2). Other models come with a flexible conduit out of the ceiling panel to provide a point of connection for the electrician to supply 120V (See section 2.9.2).

On Freezer door panels, a door frame heater cable, and a heated pressure relief port (PRV) are installed and pre-wired at the factory. A micro thermostat is installed at the factory to control the walk-in door heater cable (See section 2.9.2 for details).



**FIG 2F. INSTALLATION HINGED DOOR PROBLEMS**

### 2.5.2 Sliding Doors

Arctic manufactured sliding doors are pre-assembled, checked for operation and dismantled for shipping at the factory. All components are labeled for field installation. For installation instructions please follow Arctic's **Sliding Door Installation Guide** (latest Rev. available at: [arcticwalkins.com/installation-and-operation/](http://arcticwalkins.com/installation-and-operation/)).

Sliding doors NOT manufactured by Arctic are NOT pre-assembled at the factory. Please follow the OEM's installation guidelines included with the doors to ensure proper installation and operation.

### 2.5.3 Display Doors

Display doors are NOT unpacked, nor pre-assembled, nor mounted at the factory. Please follow the OEM's installation guidelines included with the display doors to ensure proper installation and operation.

## 2.6 CEILING PANELS

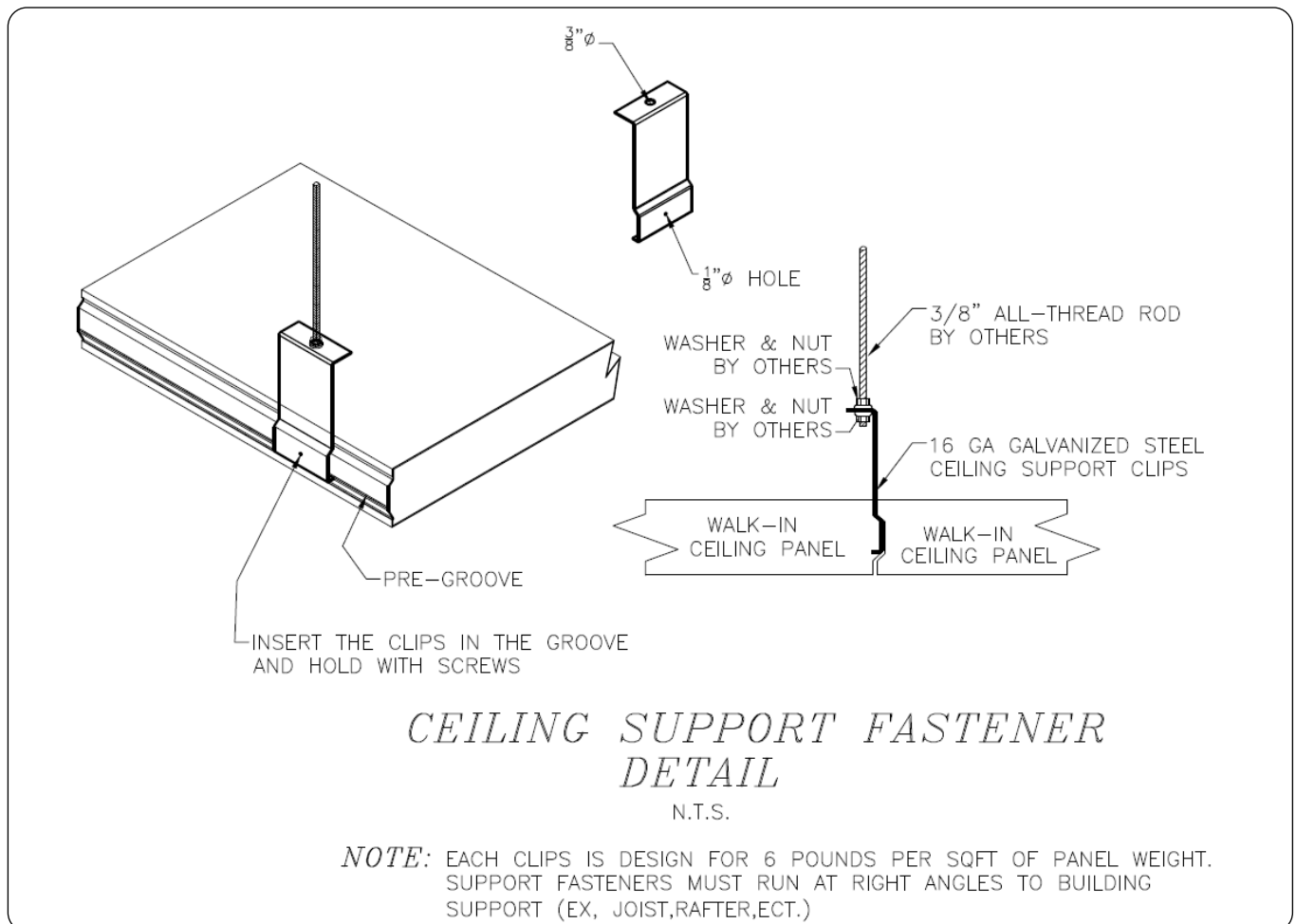
Refer to the layout drawing and select the end ceiling panel adjacent to your building wall. Place this panel into position and carefully align it with the corner and side wall. Lock it firmly to the corners and along the back wall, but not to the side walls. Select the next ceiling panel, as shown on the layout drawing, and carefully align it with the edges of the end ceiling and the walls.

After you are satisfied with the alignment, firmly lock the ceilings together along the center seam, but lock only loosely (not fully locked) to the walls.

Continue placing ceiling panels in the same manner, until the opposite end section is installed. Now carefully check the alignment of the ceiling with the corner and perimeter walls, and once you are satisfied, complete the firm locking to the wall panels.

When specified in the drawings, ceiling panels with larger spans may be supplied with ceiling fasteners as shown in Fig. 2G.

On large boxes, it is NOT recommended to assemble all the floor, then walls and then ceilings. It is recommended to assemble the box in "ring" sections. Imagine you are building a tunnel. Floors-walls-ceilings-floors-walls-ceilings-etc.



**FIG 2G. CEILING SUPPORT FASTENERS**



## 2.7 OUTDOOR INSTALLATION

### 2.7.1 Roof Covers

Walk-ins installed outdoors must be protected with a membrane roof cover. If the walk-in has a self-contained refrigeration system, please see section 2.9.3 before proceeding to install the roof membrane.

If the walk-in has **sloped material for roof installation**, please read these instructions first to familiarize yourself with the roof cover installation and start the installation by following steps on **section 2.7.2 (Sloped Material)**.

On large roof surfaces requiring more than one membrane, membranes must be overlapped at least 4.5" and **MUST** be professionally heat-welded in the field to complete installation.

#### The membrane roof package contents are:

- Membrane roof cover
- Termination bars (plastic trim)
- Black Phillips head metal screws
- 2" Truss plates
- Caulking

#### The following procedure must be followed to ensure proper weather protection.

1. Unpack your roll, being careful not to cut the membrane.
2. Make sure the roof area to be free of all debris.
3. Unroll the membrane over the roof area making sure the tabs are on the underside (shiny side goes up).
4. Maneuver the membrane as necessary so it fits squarely over the roof area, allowing equal amounts of membrane to overhang at least 6" on the edges of the roof. If windy conditions are present, use a heavy flat object (not sharp) around the perimeter to keep the wind from lifting the membrane.
5. Once the membrane is centered on the roof, either fold or roll the membrane back towards the center of the roof so the underside fastening tabs are exposed (Fig.2H numeral 2). The roll or fold must be parallel to the fastening tabs.
6. When you reach the first fastening tab stop rolling or folding.
7. The tab should be flat on the roof deck.
8. Install the 2" Truss plates along the fastening tab using the Black Philips screws (Fig.2H numeral 3), keeping them spaced 12" O.C. Ensure you are not screwing directly over a ceiling panel seam - stay 6" away from any panel seam.
9. Continue to roll the membrane until the next tab is exposed and in place, ready for fastening.
10. Pull this tab tightly to reduce any wrinkle that may occur. Once pulled tight, hold in position until secured with a couple of fasteners.
11. In a similar manner install the fasteners along the tab at 12" O.C.
12. Continue steps 10 & 11 until you reach the last tab. On large roof surfaces requiring more than one membrane, repeat the same process with another roll, only starting at the other end of the roof, following the same procedures, and staggering the membrane seams at about 27" O.C.(Fig. 2H numeral 5).
13. You should have at least six inches of membrane overhanging the edge of the roof. Holding this overhang tight, down over the edge, create a straight fold on the corners by tucking the excess fabric inside and install the termination bar at least 5" below the walk-in roof edge. If the termination bar has a caulking lip, have the lip on the upside.
14. Fasten the term bar using the pilot holes with the self-drilling Black Philips head screws provided.
15. After all term bars are attached at the same height, trim excess membrane under the termination bar with a sharp knife, using the bottom edge of the bar as a cutting guide.
16. Now caulk the top edge of the termination bar with the caulking provided. Your roof should now be completed.

#### **IMPORTANT**

#### **Caution! The membrane is slippery when wet.**

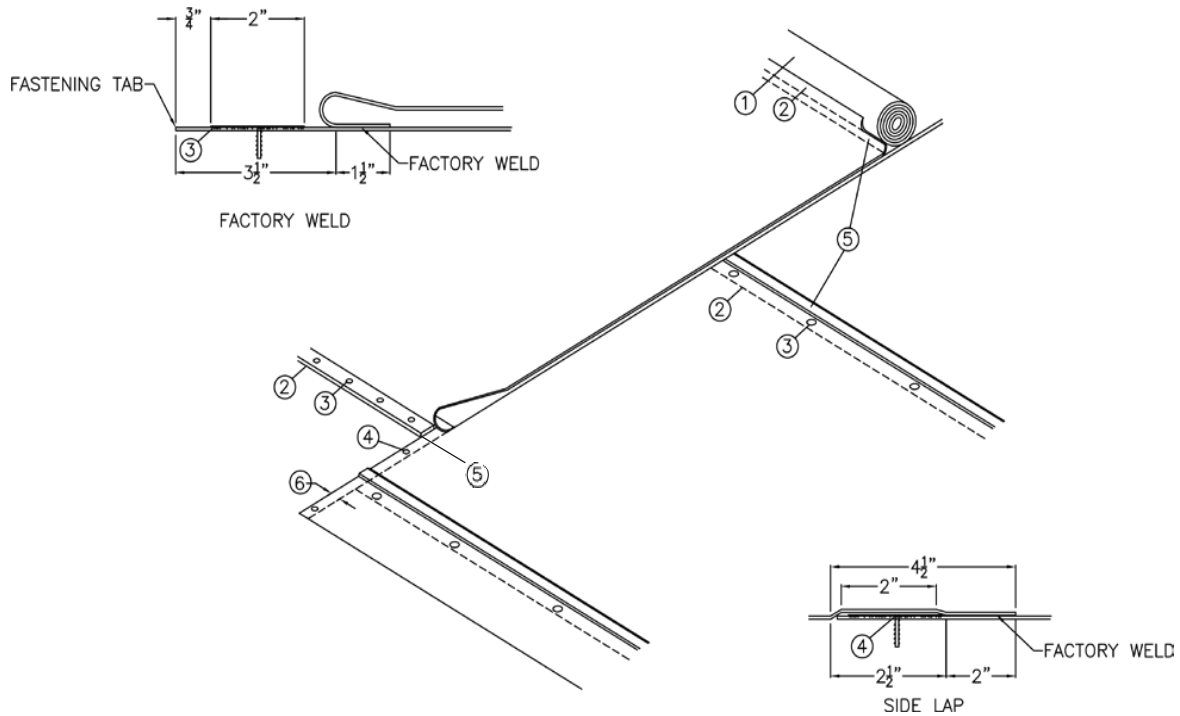
Keep sharp objects off the roof, such as nails, screws, etc.

Do not drop hot cigarettes or objects on the membrane.

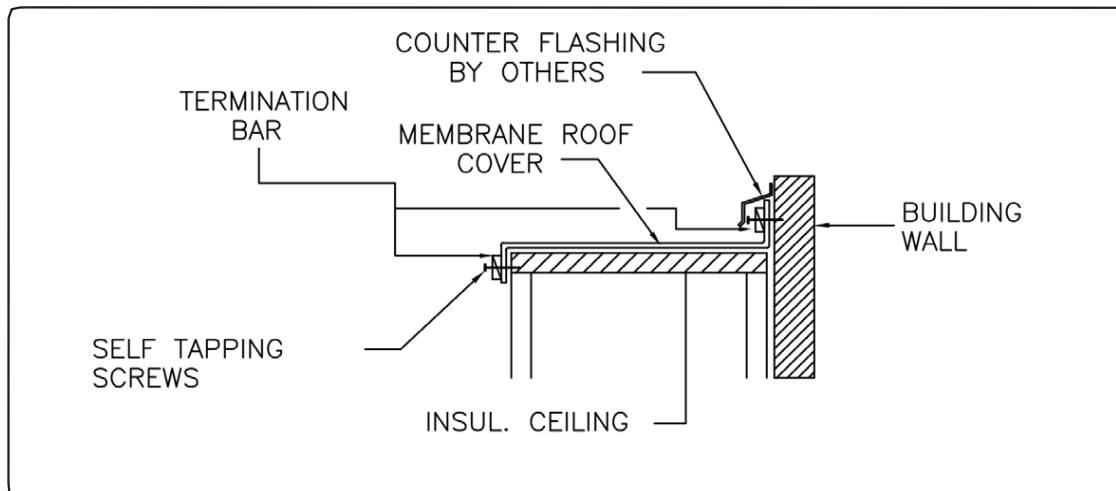
Any puncture or holes that may occur during installation can be temporarily repaired with duct tape or caulking; a final repair must be done using a heat gun.

### Membrane roof roll-out and fastener placement

1. Membrane roll. NOTE: roll remains behind previously fastened tab during roll-out.
2. Factory tab
3. Approved fastener w/barbed stress plate – 2" Truss Plates
4. Approved fastener w/barbed stress plate – 2" Truss Plates at ~27" o/c
5. Fastening Tabs, staggered equidistant between fastening tabs of adjacent roles at ~27" o/c
6. Side lap roll to roll – minimum 4 1/2"



**FIG 2H. MEMBRANE ROLL-OUT AND FASTENER PLACEMENT ON LARGE ROOF SURFACES – TWO OR MORE ROOF MEMBRANES NEEDED**



**FIG 2I. TYPICAL MEMBRANE COVER INSTALLATION WITH ADJACENT WALL**



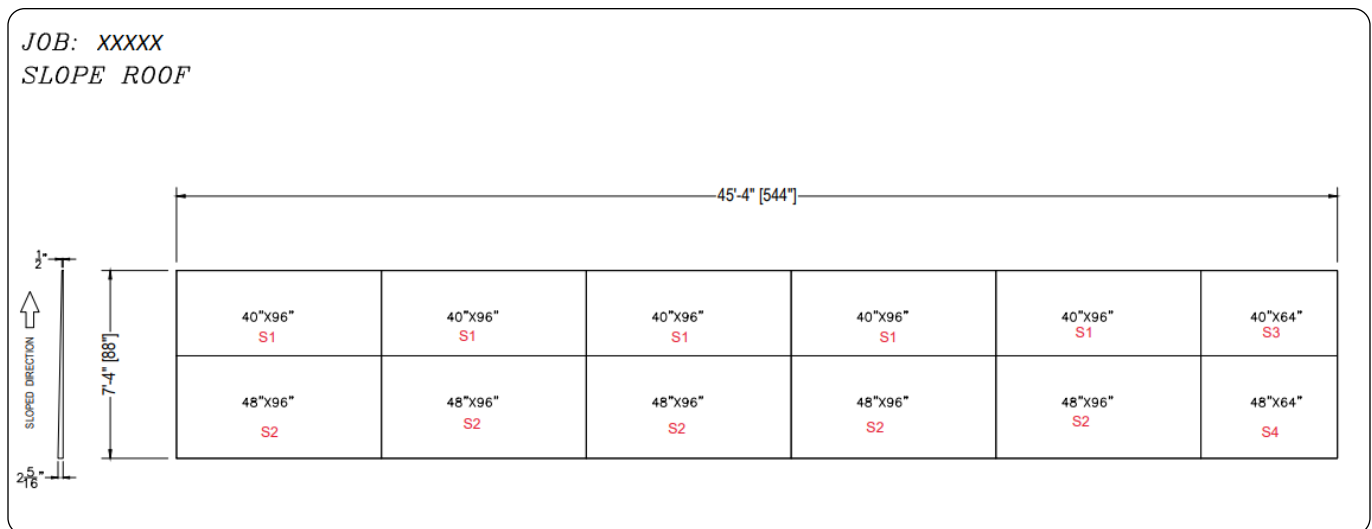
## 2.7.2 Sloped Material

Boxes provided with sloped material for the roof include:

- Lay Out Drawing - Identifying the location of the foam sheets. Drawing included in the Accessories Box.
- Sloped material – Precut EPS foam sheets
- Anchoring Hardware – Screws and large flat washers.

Follow these steps when installing sloped foam roof panels:

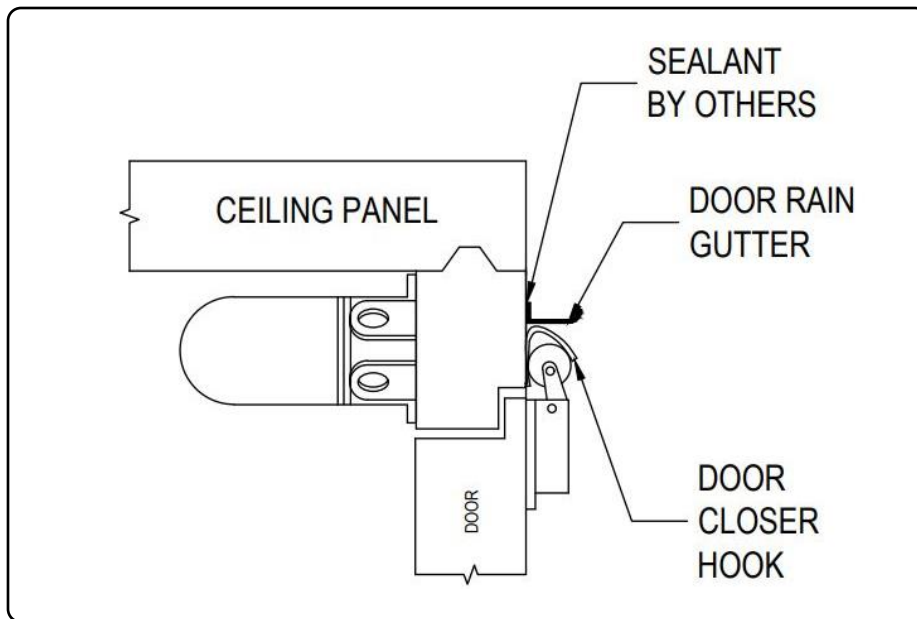
1. Carefully unpack all foam sheets.
2. Locate the walk-in Accessories Box and find the slope material drawing and installation hardware.
3. Following the sloped material Lay Out Drawing locate the corresponding sheets and lay accordingly on top of the walk-in ceiling. For ease of assembly, it may be necessary to anchor the foam sheets to the ceiling panels when laying out the sloped material. Use one or two screws and flat washers to keep each foam sheet in place. Gently drive the screw with a washer to avoid breaking the foam sheet. DO NOT drive the screw far into the foam sheet, just enough to keep it secured in place.
4. If a second layer of sheets is indicated in the drawing, lay out the corresponding sheets and screw in place using one or two screws and washers per sheet.
5. On larger boxes, you may work in sections as you install the roof membrane. Work installing the sloped panels in sections in the same direction as you will be installing the roof membrane (Section 2.7.1). This will prevent excessive foot traffic over the installed sloped ceiling material when installing the roof cover over it. Another option is to install all the sloped material first and lay down movable pieces of OSB or plywood to allow installers to walk over the installed sloped material while installing the roof membrane to prevent damaging the foam sheets.
6. Refer to section 2.7.1 for instructions on installing the roof membrane.



**FIG 2J. SLOPED MATERIAL LAY OUT DRAWING EXAMPLE**

## 2.7.3 Door Caps – Rain Gutter

On free-standing walk-ins where the door is exposed to the outside, Arctic offers a door cap to prevent rainwater from running down into the door gasket. The cap should be attached with sheet metal screws (included) to the walk-in above the door to allow water to drain quickly towards the hinged side of the door, caulk (by others) the joint between cap and wall to prevent leaks (Fig. 2K).



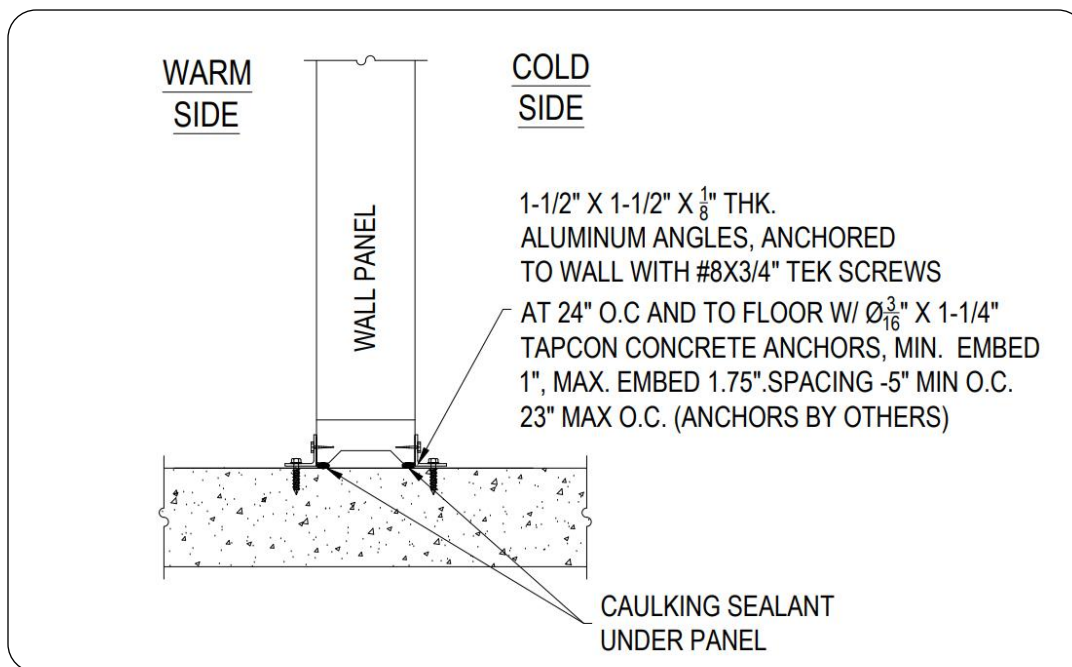
**FIG 2K. DOOR CAP – RAIN GUTTER INSTALLATION**

### 2.7.4 Box-to-Slab Attachment

An outdoor walk-in is usually placed on a raised concrete slab. Local codes may require that the walk-in be attached to the slab using perimeter angle (supplied by others). This angle is attached to the edges of the walk-in floor or walls with sheet metal screws and to the slab with concrete nails or anchor bolts (supplied by others). See Fig. 2L.

Be sure to allow enough distance between the edge of the walk-in walls/floor and the end of the slab to prevent the edges from cracking away due to pressure of the fasteners.

Apply sufficient caulking between the angle and both the slab and walk-in to deter water infiltration.



**FIG 2L. BOX TO SLAB ATTACHMENT WITH PERIMETER ANGLES**

## 2.8 DIAMOND TREAD PLATE INSTALLATION

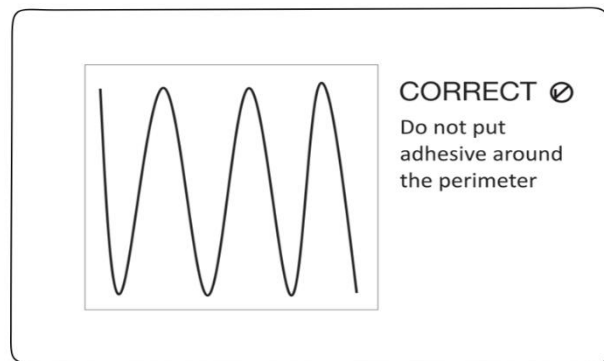
Beer coolers and other walk-ins subject to heavy use, frequently require an overlay of aluminum Diamond Tread Plate (DTP) on the walls and/or floors. **DTP should be installed prior to start-up of refrigeration.**

### 2.8.1 DTP on Wall Panels

1. Remove all dust, dirt, grease, etc. from wall panels and back of DTP using mild soap. Allow panels and DTP sheets to dry.
2. Lay out DTP in appropriate order. On intricate DTP lay-outs the back of the sheet will be marked with an identifier that corresponds to a sheet shown on the drawing that accompanies the walk-in.
3. Apply adhesive (supplied) to the rear side (smooth side) of the DTP sheet in a serpentine pattern. See Fig.2M. Do not apply adhesive around perimeter of DTP as this will prevent air from reaching all of the adhesive which will slow the curing process. A thin line of adhesive is recommended to make contact with the wall panel. One tube of adhesive for every 4' x 10' sheet of DTP is recommended. See Fig. 2M.
4. Use tape (supplied by others) to hold the DTP in place while the adhesive cures and anchor the DTP using #8x2" self-drilling screws with flat washers around the perimeter of DTP approximately every two feet.
5. Allow 24 hours at ambient temperature for adhesive to cure. Leave doors open to allow for proper ventilation of walk-in.
6. After 24 Hours, apply a bead of silicone (supplied) on exposed edges and corners of DTP to fill any gaps.

### 2.8.2 DTP on Floor Panels

1. Installation is essentially the same as for wall panels.
2. All DTP floor seams should be beaded with a 1/4" wide bead of USDA silicone caulking (provided) to inhibit moisture from seeping through the seams of the DTP. Allow sufficient time for caulking to cure prior to start-up of refrigeration.
3. TEK screws are provided to fasten DTP to floor.



**FIG 2M. CORRECT ADHESIVE APPLICATION FOR DIAMOND TREAD**

## 2.9 COMPLETING THE INSTALLATION

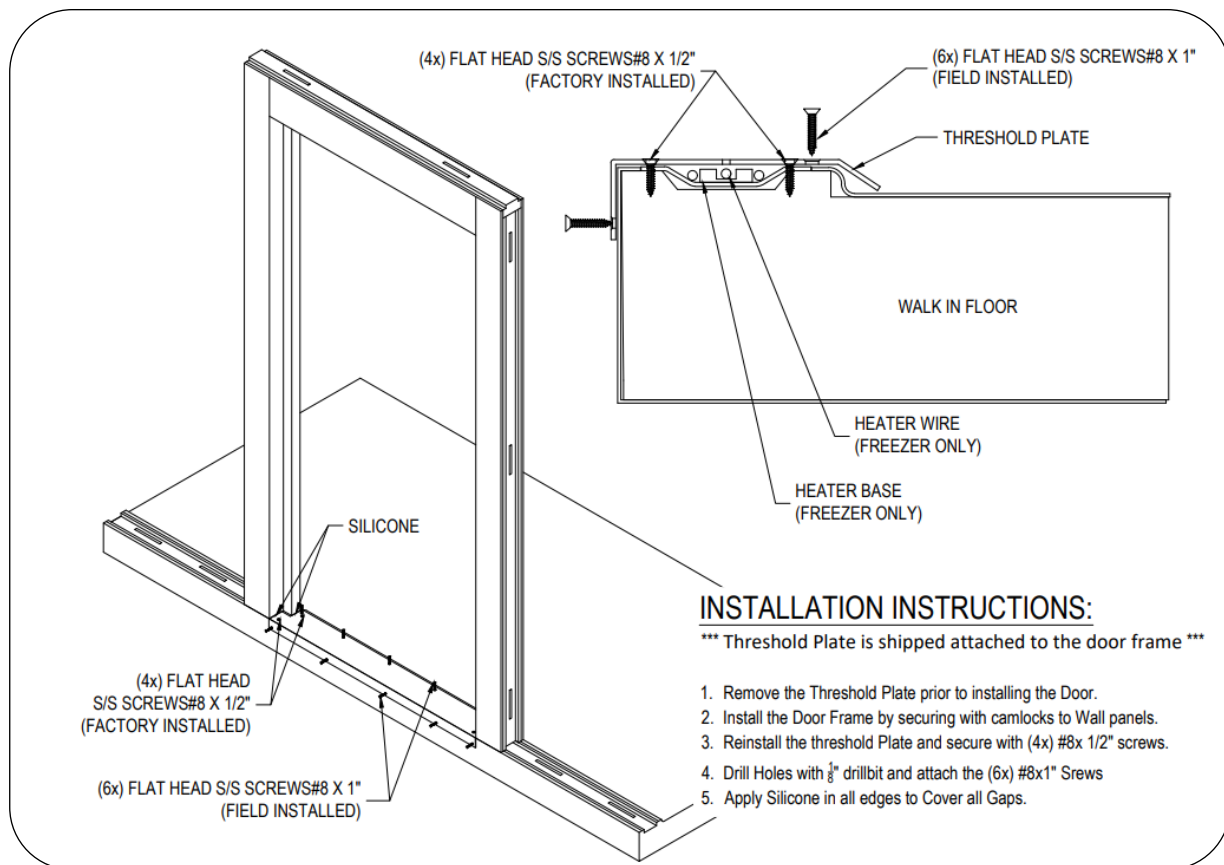
Several tasks remain to complete the installation of your Arctic Walk-in. Some of these are the installer's responsibility while others must be performed by qualified electrical and/or refrigeration contractors.

### 2.9.1 Installer

1. **Install the snap-in plastic caps** included in the Accessories Box to seal cam-lock access holes.
2. **Fasten down thresholds** (see Fig. 2N). On doors fitted with heater cables, make sure that door heater wires are not frayed or pinched.

**IMPORTANT NOTE ABOUT THRESHOLDS:** Thresholds with anti-condensate heater wires under them (all freezers & some coolers) must be installed to be removable in order to change the heater wire should it fail. Never allow tile or concrete to cover either the threshold or its fasteners nor the heater plate (heater sill).

**Cooler doors on floorless applications DO NOT include a threshold.**



**FIG 2N. DOOR THRESHOLD DETAIL IN A STEP-IN WALK-IN WITH HEATER**

**IMPORTANT NOTE TO GENERAL CONTRACTORS AND SUB-CONTRACTORS ABOUT FLOORS:** For walk-ins with tile or concrete wearing floors installed after the walk-in, the metal wall facings may be susceptible to staining due to excessive moisture created by hydration of concrete-type materials. It is essential that the area be properly ventilated, especially when using muriatic acid due to its effects on aluminum and stainless steel. Additionally, metal surfaces must be protected from lime and other chemicals found in cement products. Protection must be applied between concrete and the metal surfaces (for example, liquid tar brushed or sprayed above the concrete contact line, heavy epoxy paint, double-layered 8-mil H.D. polyethylene, or 30 lb. asphalt-impregnated roofing paper).

## 2.9.2 Electrical Contractor

All electrical installations must be done by a qualified electrician. All electrical connections must comply with National and Local Codes.

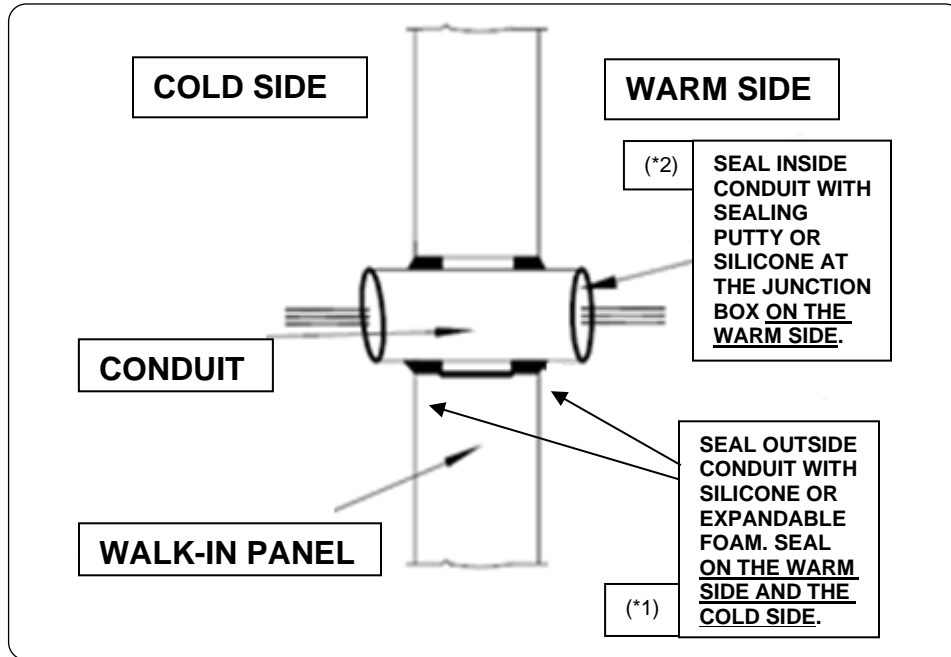
Refer to drawings included with the walk-in or contact our support team for wiring diagram information.

Run electrical power supply, 120V - 3 Wire -15amp on a dedicated circuit to the door panels. On some models, the light fixture above the door serves as a junction box to supply power. Other models come with a flexible conduit out of the ceiling panel to provide a point of connection. As needed, depending on the walk-in model, penetrations can be made through a ceiling or wall panel, and they MUST be properly sealed (See Fig 2P).

All door panel components (light switches, temperature displays, door light, etc.) are pre-wired at the factory. On Freezer door panels, a door frame heater cable, and a heated pressure relief port (PRV) are installed and pre-wired at the factory. A micro thermostat is installed at the factory to control the walk-in door heater cable.

### **IMPORTANT ELECTRICIAN!**

To prevent condensation from forming inside the walk-in, inside the electrical boxes and the conduit lines, ALL incoming electrical conduit penetrations and electrical installations must be sealed outside the conduit with silicone or expanding foam (\*\*1) on Fig. 2P) AND they must be sealed inside the conduit with silicone or sealing putty at the junction box on the warm side (\*\*2) on Fig. 2P).



**FIG 2P. SEALING OF WALK-IN ELECTRICAL INSTALLATIONS**

#### **IMPORTANT NOTES:**

- Damages occurred to components and parts caused by condensation due to improper electrical installation are **NOT** covered by the warranty.
- Wall or ceiling penetrations must not interfere with panel seams or locking devices. Stay 6" away from cam-locks seams or edges.
- DO NOT penetrate the roof cover of outdoor walk-ins.
- Run power to the mechanical refrigeration equipment as required by the original equipment manufacturer's installation guide.

### **2.9.3 Refrigeration Contractor**

Install mechanical refrigeration equipment in compliance with National and Local Codes.

#### **GENERAL INSTALLATION RECOMMENDATIONS FOR ALL REFRIGERATION UNITS**

Refrigeration installation and start-up should be performed by a qualified refrigeration contractor as variation in field conditions such as altitude, walk-in temperature, product load, ambient temperature, and humidity, frequently require adjustments to thermostat, expansion valves (superheat), pressure control or defrost settings. Operations in extreme low ambient conditions may require variations in refrigerant charge. Extreme high ambient conditions may require additional accessories (not included).

Installation must follow all Original Equipment Manufacture's (OEM) guidelines. A manual is included with the unit. Contact the OEM for any technical advice during installation.

Drill clean holes through the walk-in wall for condensate drain and refrigerant lines. DO NOT PUNCH. All

penetrations must be clear of panel seams and locking devices and be sealed completely inside (cold side) and outside (warm side). Remote low temperature systems include a drain-line heater cable which should be wrapped around the drain line to prevent freezing. If a longer drain heater cable is required, it must be provided by others. The use of PVC for freezer drain lines is not recommended - soft copper should be used.

Low temp systems include either a defrost timer or a digital controller which must be set by the installer to initiate the time and control the duration of defrost cycles. The frequency of cycles is determined by the usage of the walk-in (frequency of door openings, ambient temperature, and humidity as well as product load) and their duration by the amount of frost to be removed. Keep both to the minimum necessary to maintain temperature and to keep evaporator coils free of built-up frost. Please contact the OEM of the refrigeration equipment for further technical advice.

Evaporator fans should run continuously on medium temperature systems (coolers) and intermittently (off during defrost) on low temperature systems. Low temp system fans do not come on until the evaporator temperature gets down to about 25°F (-4°C). See evaporator OEM's instruction manual for specific installation and operation details.

#### **IMPORTANT REFRIGERATION CONTRACTOR!!**

Ensure that all refrigeration systems are installed with the refrigerant specified in the Order Documentation, Invoice, and/or Approved Drawings. **If no refrigerant is specified on the data tag of the equipment or on the documentation shipped with the equipment, please contact our support team to obtain information.**

USE OF UNESPECIFIED REFRIGERANT WILL VOID THE WARRANTY OF THE REFRIGERATION EQUIPMENT.

#### **THERMOSTAT ADJUSTMENTS**

Should temperature requirements change, the thermostat range and set point may be adjusted. Please follow OEM's guidelines described in the equipment manual when performing adjustments to the thermostat.

**Caution:** Do not set a walk-in's thermostat below the walk-in's design temperature (35°F for coolers and -10°F for freezers) or product freezing and/or excessive evaporator coil icing may result. Always have a licensed refrigeration technician make any critical adjustments.

#### **REFRIGERATION WIRING**

For wiring assistance and technical questions of refrigeration equipment please see Section 6.2.

#### **GENERAL INSTALLATION RECOMMENDATIONS FOR SELF-CONTAINED UNITS**

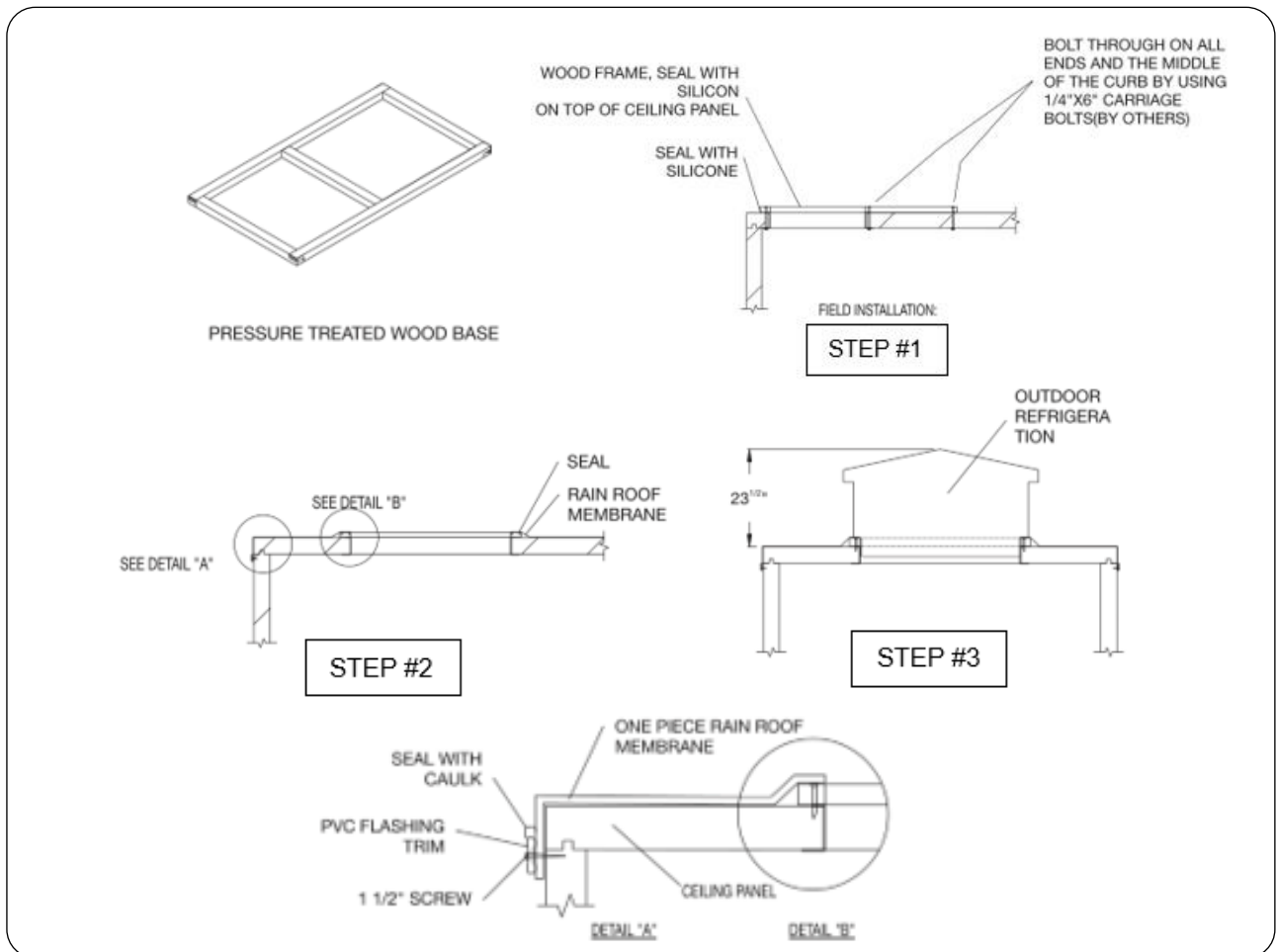
Self-contained refrigeration units are fully inspected and tested at the OEM prior to shipment. WE STRONGLY recommend that start-up of self-contained units be performed by a qualified refrigeration contractor as variation in field conditions such as altitude, walk-in temperature, product load, ambient temperature, and humidity, frequently require adjustments to the unit's settings. Extreme high ambient conditions may require additional accessories (not included). Please contact the OEM of the refrigeration equipment for further technical advice.

Always refer to the Installation & Operation Manual included with the self-contained unit and contact the OEM for any technical advice during installation.

Refer to walk-in drawings for correct positioning/orientation of the self-contained unit. Heavier self-contained units will require the use of mechanical lifting equipment.

## INSTALLATION OF OUTDOOR SELF-CONTAINED UNITS

1. A pressure treated wood base (supplied by Arctic) shall be fastened securely to the box ceiling by bolting through with carriage bolts (supplied by others). Through-bolts should be insulated or non-conductive to prevent sweating (Fig. 2Q).
2. The membrane roof cover shall be installed in the box covering the curb. After the roof cover is in place, open a small hole on the roof cover where the evaporator is going to be. Tuck inside on all four sides overlapping the membrane around the curb and secure it to the curb (Fig. 2Q - detail B).
3. Secure the self-contained unit to the roof curb. Seal screw heads as necessary to prevent moisture from entering beneath the membrane. (Fig. 2Q)



**FIG 2Q. INSTALLATION OF OUTDOOR SELF-CONTAINED UNITS**



## SECTION 3: MAINTENANCE

Arctic walk-ins are designed and manufactured to offer you many years of trouble-free service. Appropriate maintenance and care will protect your investment and prolong the useful life of your walk-in.

Panel damage due to misuse or negligence following Arctic's maintenance and cleaning guidelines is NOT covered by the panel warranty.

### 3.1 CLEANING

- To maintain the appearance of the walls, clean periodically with warm water and a mild soap solution.
- Dry thoroughly to prevent ice buildup.
- Do NOT use caustic or abrasive cleaners.
- Use ONLY a WELL WRUNG OUT damp mop to clean floor panels.
- DO NOT HOSE DOWN OR POUR WATER ON WALL OR FLOOR PANELS.
- DO NOT USE hydrochloric (muriatic) acid to clean any part of the walk-in.
- Clean spills immediately! Use warm water, mild soap, and dry thoroughly.  
**Caution! PERSONAL INJURY MAY RESULT FROM SLIPPERY FLOORS.**
- Clean door gaskets regularly- use baking soda and warm water mixture and wipe dry with a soft cloth.
- Be certain that there is sufficient air circulation around the condensing unit.
- To prevent overheating, periodically remove any grease and dust buildup from the condenser coil and fins.

### 3.2 DOOR HARWARE

- Lubricate hinge pins and sockets with petroleum jelly at least once a year.
- Periodically check hardware to ensure that fasteners are firmly anchored.

### 3.3 WALK-IN CEILINGS

**Standard ceiling panels are not designed to support any weight but their own.** If it is necessary to put a condensing unit on top of the walk-in, it should not exceed 300 lbs. gross weight and should only be placed as close as possible to a corner or wall panel.

DO NOT STORE GOODS ATOP THE WALK-IN NOR PERMIT PEOPLE TO WALK ON THE CEILING PANELS. ONLY TEMPORARY PERSONAL FOR INSPECTIONS AND REPAIRS SHALL BE ALLOWED.

Heavy light fixtures and conduit which are attached only to the interior surface skins of ceiling panels may cause separation of metal from foam. Heavy fixtures and evaporator coils should be through-bolted using nylon all-thread rods to minimize thermal (cold) transfer and consequent moisture condensation. All through penetrations must be sealed properly inside and outside.

**Snow / Ice Load:** To avoid ceiling failure/collapse due to snow/ice (not covered by the panel warranty), snow accumulation of more than 3" must be carefully removed in a manner which does not cause damage (tears, etc.) to the membrane roof cover.

### 3.4 DISPLAY THERMOMETER ADJUSTMENTS

#### Dial Thermometer

To calibrate, pop off the plastic lens using a thin-blade screwdriver in the slots provided. With the same screwdriver, in the slot of the thermometer's pointer hub, hold the tail of the pointer with your finger as you gently turn the screwdriver. Clockwise to decrease the temperature reading and counterclockwise to increase your temperature reading. Re-check the temperature and press the lens back into place.

#### Digital Thermometer

Digital thermometer with light switch is pre-wired and mounted on the door frame. Digital Display user guides are available at: [www.arcticwalkins.com/installation-and-operation/](http://www.arcticwalkins.com/installation-and-operation/)



## SECTION 4: SERVICE

### 4.1 DOOR CLOSER

The door closer has been adjusted at the factory so that the rubber roller just touches and slightly turns as it passes the tip of the hook when the door is closing. See Fig. 4A. When properly installed, the door is self-closing and should not be slammed. Slamming the door may cause the door closer to come out of alignment.

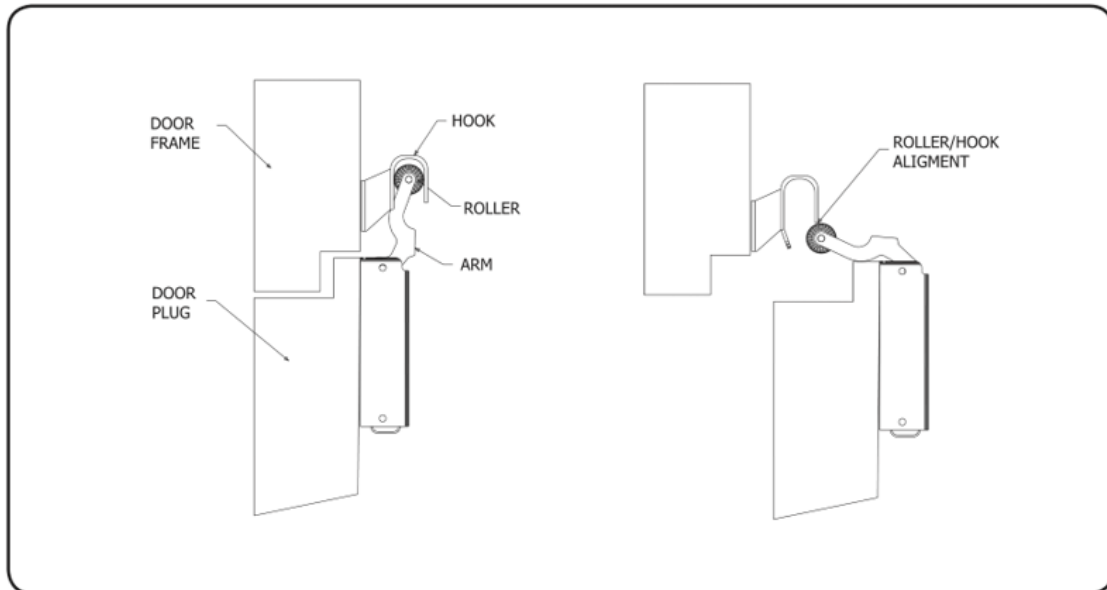


FIG 4A. DOOR CLOSER

Readjustment of the door closer can be accomplished loosening the screws that attach the hook to the frame and in some cases with the addition of washers under the top fastening screws, in order to lower the hook. Washers installed under the lower screws will raise the hook. See Fig. 4B.

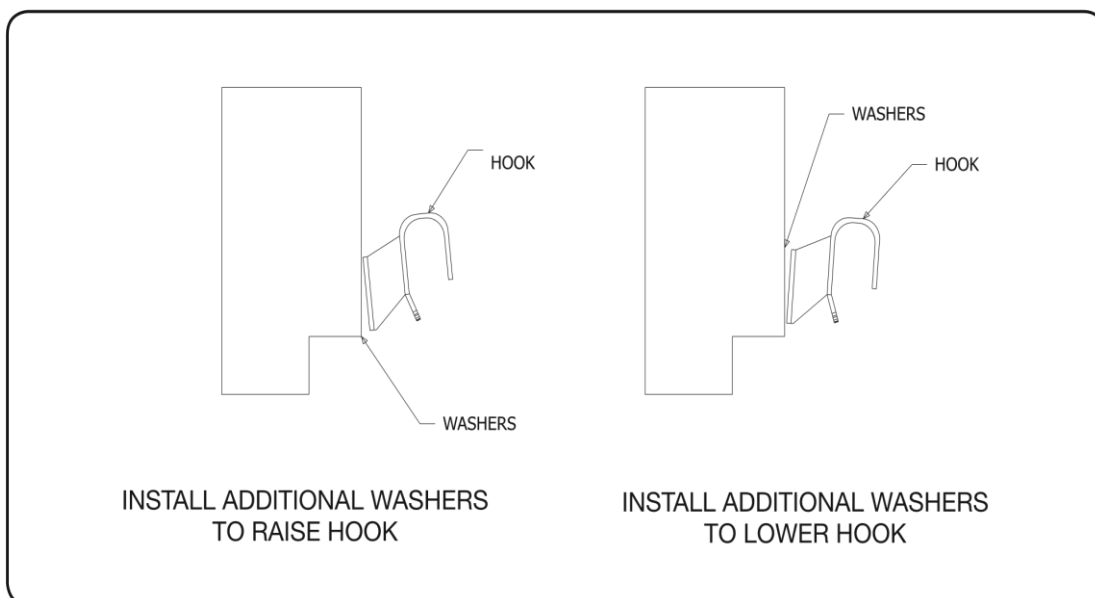
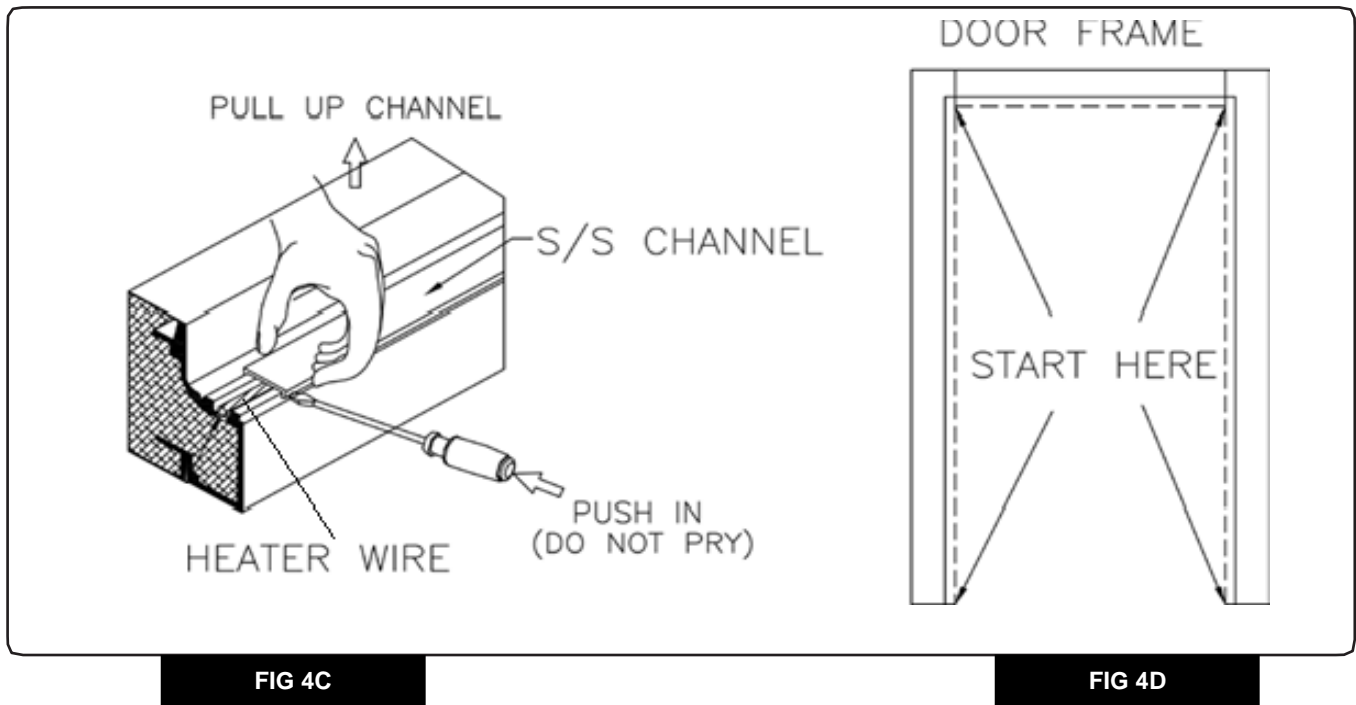


FIG 4B. RE-ADJUSTMENT OF DOOR CLOSER

## 4.2 DOOR HEATER REPLACEMENT

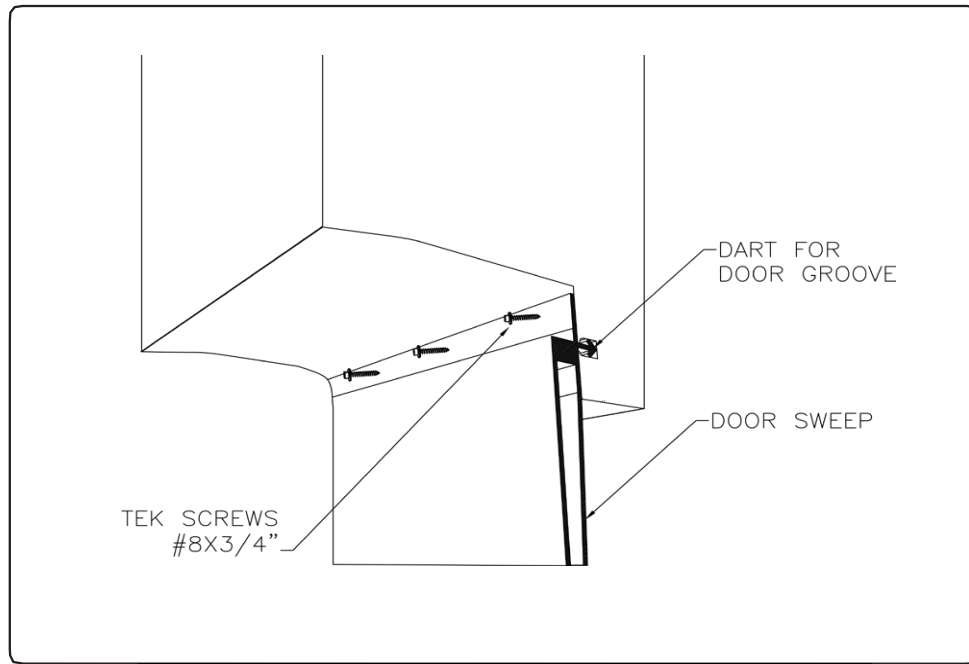
**NOTE:** A micro thermostat is installed at the factory to control the walk-in door heater cable. It is preset to maintain ~102°F (39°C). Ensure the micro thermostat is working correctly first!!

1. TURN POWER OFF AT THE SOURCE! The door heater is connected to the same circuit as the door light fixture.
2. Remove threshold.
3. Using a thin-blade screwdriver apply pressure (not leverage) to the door frame extrusion as shown in Fig. 4C. Pull the metal Snap-On cover with your hand as shown. Always start at one end as indicated in Fig. 4D and continue the operation described above until the entire cover is removed.
4. Remove globe from the vapor proof light fixture.
5. Remove receptacle plate on vapor proof light junction box and disconnect heater wire leads (gray leads).
6. Remove defective heater wire.
7. Install replacement heater wire. Tack with permagum sparingly in order to hold wire in place in its channel.
8. Reinforce with aluminum foil tape (two wraps) at four corners.
9. "Snake" heater wire at threshold taking extra care not to overlap wire or allow wire to touch itself. Tack down with permagum and foil tape.
10. Reconnect heater wire leads on vapor proof light junction box.
11. Re-Install receptacle plate and globe on vapor proof light.
12. To replace the metal channel, applying pressure with your hand, press down until the cover snaps in place.
13. Re-install threshold.
14. Turn power supply on.



## 4.3 DOOR SWEEP REPLACEMENT

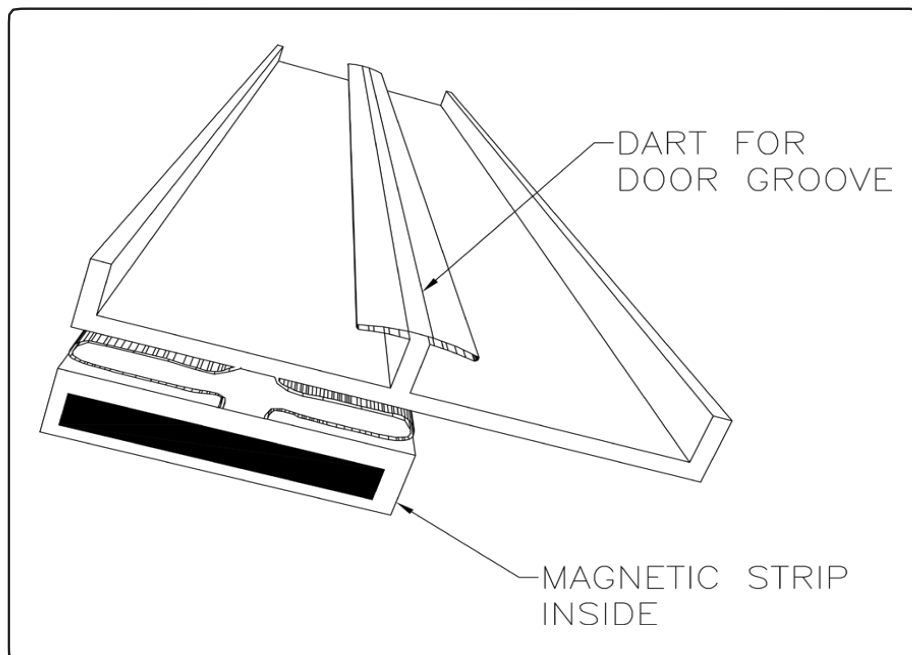
1. Remove the screws anchoring the old door sweep.
2. Install new sweep by pushing the dart into the groove in the channel. The interior sweep should be at least as wide as the door opening. The length of the exterior sweep should be the same as the width of the door face. Make relief cut-outs at the end of each exterior sweep where it overlaps the magnetic gasket.
3. Replace screws removed in Step 3. See Fig. 4E.
4. Be sure that the building floor under the door swing radius is free of any protrusions or sharp objects which may damage the sweep.



**FIG 4E. DOOR SWEEP REPLACEMENT**

#### 4.4 MAGNETIC GASKET REPLACEMENT

1. The door gasket snaps into a narrow channel inside the door's edge and can be removed by gently pulling it upward starting at the bottom of the door. DO NOT USE SCREW DRIVERS TO PRY THE GASKET OUT OF THE GROOVE AS YOU MAY DAMAGE THE TRIM ON THE DOOR.
2. Warm up the gasket before installation by submerging it on warm water. The gasket should be soft and pliable.
3. The new gasket is installed by pushing its dart into the door groove starting at one upper corner. Be sure that the gasket is the right size before attempting to install it. If needed, use a small rubber mallet to help push the gasket in the groove when installing.



**FIG 4F. MAGNETIC GASKET REPLACEMENT**

## SECTION 5: WARRANTY



SCAN QR CODE TO REGISTER YOUR WALK-IN ONLINE at [www.arcticwalkins.com/](http://www.arcticwalkins.com/)

THE WARRANTY WILL BECOME EFFECTIVE UPON RECEIPT BY ARCTIC OF THE “FULLY- COMPLETED” WARRANTY REGISTRATION ONLINE FORM.

Arctic’s Warranty Terms & Conditions at: [arcticwalkins.com/warranty-service/](http://arcticwalkins.com/warranty-service/)

### FIFTEEN YEAR PANEL WARRANTY

Arctic Industries LLC (“Arctic”) warrants the original purchaser/user, for a period of fifteen (15) years from date on invoice, the WALK-IN PREFABRICATED INSULATED BOXES AND PANELS manufactured by Arctic to be free from defects in material and factory workmanship, provided they remain in the location where originally installed and under conditions of intended normal use and service. Arctic’s obligation under this warranty shall be limited to repairing or replacing, at its discretion, FOB Arctic’s factory, any of the nonconforming goods or parts of said walk-in which proved to be defective.

#### Exclusions

- Equipment which has been subject to any accident, fire, smoke, flood, electrical surge, lightning, alteration, damage in transit, abuse, negligence, misuse, criminal mischief, improper installation, or by any cause other than defects in factory workmanship and materials.
- Charges for removal of defective parts or for installation of replacement parts.
- Equipment and parts sold or supplied by Arctic but manufactured by other companies which are covered by their own warranties.

### FIVE YEAR LIMITED COMPRESSOR WARRANTY

Arctic Industries LLC (“Arctic”) warrants to the original purchaser/user, for a period of five (5) years from date on invoice, the original COMPRESSOR supplied by Arctic to be free from defects in material and factory workmanship, provided it remains in the location where originally installed, under conditions of intended normal use and service, installed by a licensed refrigeration contractor under the OEM guidelines, and operated with the refrigerant specified in the original order documentation. Arctic’s obligation under this warranty shall be limited to repairing or replacing, at its discretion, the warranted compressor which proved to be defective. This warranty is limited to one (1) compressor replacement. The compressor replaced under this warranty shall be warranted for one (1) year from date of replacement. There are no other warranties expressed or implied. All replacement compressors shall be protected by the installation of a new liquid line drier. All replacement compressors shall be an exact or suitable replacement of the original compressor and shall use the same refrigerant as specified in the original order documentation. All replacement compressors must be installed by a licensed refrigeration contractor.

Warranted compressors within the first year are covered by the ONE YEAR PARTS & LABOR REFRIGERATION WARRANTY. All replacement compressors within the **first year** of warranty **must be exchanged over-the-counter at a local refrigeration supplier** as per compressor OEM guidelines.

#### Exclusions

- External electrical components, refrigerant, and **any part of the equipment other than the compressor.**
- Refrigeration not supplied by Arctic Industries.
- Stand-alone refrigeration – not supplied with the purchase of an Arctic Walk-in cooler or freezer.
- This Warranty shall be void if the compressor identified herein is installed or operated contrary to the manufacturer’s instructions, or if identification or serial numbers have been altered, damaged, or removed.
- Refrigeration systems installed using a refrigerant different than the specified in the original order documentation.
- Equipment which has been subject to any accident, fire, smoke, flood, electrical surge, lightning, alteration, damage in transit, abuse, negligence, misuse, criminal mischief, improper installation, or by any cause other than defects in factory workmanship and materials.
- Accidental damages or loss of any refrigerant.
- Loss of any products or property stored or located within the area being cooled.

- Loss of profits or income due to any malfunctioning of the warranted compressor.
- Costs of labor, freight, or other incidental costs, or for any expenses incurred due to short or reduced supply.
- Equipment sold outside of the continental United States.

### **ONE YEAR ORIGINAL EQUIPMENT PARTS WARRANTY**

Arctic Industries LLC (“Arctic”) warrants to the original purchaser/user, for a period of one (1) year from the date of installation or fifteen (15) months from date on invoice, whichever event occurs first, all PARTS, HARDWARE, AND DOOR PARTS originally supplied by Arctic to be free from any defect in material or factory workmanship, provided they remain in the location where originally installed and under conditions of intended normal use and service. Arctic’s obligation under this warranty shall be limited to repairing or replacing, at its discretion, any of the nonconforming goods or parts proved to be defective.

#### **Exclusions**

- Equipment which has been subject to any accident, fire, smoke, flood, electrical surge, lightning, alteration, damage in transit, abuse, negligence, misuse, criminal mischief, improper installation, or by any cause other than defects in factory workmanship and materials.
- Charges for removal of defective parts or for installation of replacement parts.
- Equipment and parts sold or supplied by Arctic but manufactured by other companies which are covered by their own warranties.
- FOB Arctic’s factory on orders sold outside the continental United States.

### **ONE YEAR REFRIGERATION LABOR WARRANTY**

Arctic Industries LLC (“Arctic”) warrants to the original purchaser/user, for a period of one (1) year from the date of installation or fifteen (15) months from date on invoice, whichever event occurs first, all REFRIGERATION ORIGINALLY SUPPLIED BY ARCTIC, to be free from defect in material or factory workmanship, provided it remains in the location where originally installed, under conditions of intended normal use and service, installed by a licensed refrigeration contractor under the OEM guidelines and operated with the refrigerant specified in the original order documentation. Arctic’s obligation under this warranty shall be limited to repairing or replacing, at its discretion, any of the nonconforming goods or parts proved to be defective, and to cover reasonable costs of labor, based on Arctic’s Warranty Labor Allowance Guidelines, associated with the repair or replacement of the defective warranted parts. All repairs must be performed by a licensed refrigeration contractor.

#### **Exclusions**

- Refrigeration not supplied by Arctic Industries.
- Standalone Refrigeration – not supplied with the purchase of a Walk-in cooler or freezer.
- Refrigeration system installed or operated contrary to the OEM’s instructions, or if identification or serial numbers have been altered, damaged, or removed.
- Refrigeration systems installed using a refrigerant different than the specified in the original order documentation.
- Field wiring, plumbing, refrigeration lines, system adjustments, maintenance, or diagnostics.
- Equipment which has been subject to any accident, fire, smoke, flood, electrical surge, lightning, alteration, damage in transit, abuse, negligence, misuse, criminal mischief, improper installation, or by any cause other than defects in factory workmanship and materials.
- Accidental damages, loss of any products or property stored or located within the area being cooled, loss of profits or income due to any malfunctioning of the warranted parts.
- Costs of labor, freight, or other incidental costs, or for any expenses incurred due to short or reduced supply.
- Equipment sold outside of the continental United States.

### **ARCTIC STANDARD WARRANTY DISCLAIMER**

The above stated warranties are expressly in lieu of any other warranties, expressed or implied, including any warranty of merchantability or fitness for a particular application. Under no circumstances shall Arctic Industries LCC be liable to the purchaser or any other party for any special or consequential damages.

## SECTION 6: SUPPORT & SERVICE

### 6.1 ARCTIC SUPPORT CONTACT INFORMATION

Please provide walk-in serial number stamped on the data tag located inside on the door frame.

#### ARCTIC CUSTOMER SERVICE

Central and Eastern U.S. (305) 883-5581  
Western U.S. (626) 508-0920  
[support@arcticwalkins.com](mailto:support@arcticwalkins.com)

### 6.2 REFRIGERATION TECHNICAL SUPPORT

For technical assistance regarding refrigeration systems technicians are encouraged to contact the OEM technical support team when on site. Model and serial number of equipment will be requested.

- Installation
- Refrigeration Field Wiring
- Type of refrigerant
- Charge
- Settings & Adjustments
- **EcoNet** questions & troubleshooting (Russell)
- **Carel** controller questions & troubleshooting (Heatcraft)
- [Troubleshooting](#)

#### HTPG (RUSSELL)

**1-800-288-9488 prompt #7**  
**EcoNet Tech Support: 256-575-2080**

#### HEATCRAFT

Install & Troubleshooting Team  
Phone: **800-321-1881 prompt #2**  
Email: [sesweb@heatcraftcpd.com](mailto:sesweb@heatcraftcpd.com)

### 6.3 TRANSIT DAMAGE

- Do NOT refuse walk-in shipments.
- Take lots of pictures before uncrating and after
- Document visible damage on the Delivery Receipt
- Mark the Delivery Receipt as "DAMAGED" and have the driver sign for it
- Contact your Arctic representative immediately

### 6.4 INCORRECT PARTS SHIPPED

#### 6.4.1 Refrigeration Systems

- Before unpacking, please check Model of the equipment and confirm it matches the Order Acknowledgement
- Save all packaging until unit has been installed and operational
- Contact your Arctic Representative immediately regarding any discrepancies

## 6.4.2 Walk-in Components & Windows

- Before unpacking, please check Model of the component and confirm it matches the Order Acknowledgement
- Save all packaging until the component has been installed and operational
- Contact your Arctic Representative immediately regarding any discrepancies.

## 6.5 REQUESTING SERVICE & REPAIR UNDER WARRANTY

Any licensed refrigeration company can service Arctic walk-ins. Refrigeration companies who service Arctic walk-ins under the 1-Yr warranty period, must submit proper documentation including: Walk-in serial number stamped on door data tag, condensing unit model and serial number, evaporator model & serial number, photos and complete explanation of diagnostics and worked performed. Arctic will cover reasonable labor charges within the factory's [Warranty Labor Allowance Guidelines](#).

### 6.5.1 Refrigeration Part Replacements During The 1-Year Warranty Period

Arctic does NOT stock refrigeration parts. Parts under warranty must be ordered from our OEMs through Arctic. Arctic can reimburse common refrigeration parts available at local refrigeration suppliers, at the supplier's cost, with a proof of purchase. When preferred by the refrigeration service company, Arctic can replace the part used from their stock for a similar part.

### 6.5.2 Compressor Replacements During The 1-Year Warranty Period

Arctic does NOT stock refrigeration parts or compressors. Arctic MUST be contacted to authorize any compressor replacements during the 1-yr parts and labor warranty period. During the first year, compressors MUST be exchanged over the counter at a local refrigeration supply. The faulty compressor MUST be returned to the local refrigeration supplier to be tagged and sent out for inspection to the OEM. Arctic will cover reasonable labor charges within the factory's [Warranty Labor Allowance Guidelines](#) for the replacement of the compressor.

### 6.5.3 Compressor Replacements After The 1-Year Warranty Period

Arctic does NOT stock refrigeration parts or compressors. Arctic MUST be contacted to authorize any compressor replacements during the 5-yr limited warranty period. After the 1-year Warranty, Arctic will ONLY cover the cost of the compressor (no other components and no labor included). If available at a local refrigeration supplier, original proof of purchase of the compressor must be provided by the installer for reimbursement. If the compressor has been located at a local refrigeration supplier, Arctic can be contacted to process a purchase order for the compressor (part only – no other components) and authorize a pick-up.

## 6.6 ARCTIC WALK-IN PARTS

For walk-in parts under warranty please contact us at: [support@arcticwalkins.com](mailto:support@arcticwalkins.com)

To order replacement parts for Arctic walk-ins please visit us at: [www.mywalkinparts.com](http://www.mywalkinparts.com)



WALK-IN COOLERS AND FREEZERS

Engineering Reimagined®

**Arctic Industries, LLC.**

Miami, FL

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