



by WHYNTER

PROTECH Commercial 4.0 cu.ft. Frozen Goods Showcase Freezer
with Top Sliding Display Door, Interior LED Lighting and Mobility Wheels

Model No. : DSF-401WG



Intertek



Congratulations on your new PROTECH product. To ensure proper operation, please read this User Manual carefully before using this product. Keep this manual in a safe place for future reference.

DISPOSAL INFORMATION

Thank you for choosing PROTECH. Please follow the instructions provided in this user manual to obtain the very best performance from your freezer. We trust that your PROTECH freezer will provide the performance and reliability that we stand for.

Please keep this user manual in a safe place for future reference.



This symbol on the product or its packaging indicates that this freezer cannot be treated as normal domestic trash, but must be handed in at a collection point for recycling electric and electronic freezers. Your contribution to the correct disposal of this product protects the environment.

Further information about the recycling of this product can be obtained from your local municipal authority.

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SAFETY PRECAUTIONS

To prevent death or injury to the user or other people and property damage, the following instructions must be followed. Incorrect operation due to ignoring of instructions may cause death, harm or damage.

- Read all instructions before using the freezer.
- Never clean freezer parts with flammable fluids. The fumes can create a fire hazard. Do not use an excessively wet cloth, industrial solvents, and oil-based products to clean this freezer.
- Do not store or use gasoline or any other flammable vapors and liquids in the vicinity of this or any other freezer. The fumes can create a fire hazard.
- Do not abuse, sit on, or stand on the freezer.
- This freezer is not intended for use by persons (including children with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge) unless they have been given supervision or instruction concerning use of the freezer by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the freezer.
- If the power cord is damaged, it must be replaced by the manufacturer or its service agent or a similarly qualified person in order to avoid a hazard.
- Use the freezer only for its intended function. Any other use will void the warranty.
- To avoid the risk of shock, the product should never be used in bathrooms, shower rooms, or in any other steamy or wet areas.
- During installation, the power supply must not be excessively or dangerously bent or flattened.
- Do not tamper with controls.
- Make sure the power plug is placed fully and firmly into the wall socket. If the wall receptacle you intend to use is not adequately grounded or protected by a time delay fuse or circuit breaker, have a qualified electrician install an outlet that is appropriate to local electrical codes and requirements.
- Do not use multiple sockets or an extension cord as it may overheat and become a risk of fire.
- Make sure the power plug is clean before usage.
- After turning the freezer off, please take the power plug out of the socket.
- Make sure hands are dry when connecting the power plug. The freezer is equipped with a three-prong grounded power plug on the power cord for your protection. Never modify, remove, or attempt to repair the power plug yourself.
- Do not repair, disassemble, and/or modify the freezer by yourself.
- Transport the freezer in an upright position only, or leave it in an upright position for at least 4 hours before first use.
- When positioning or moving the freezer, ensure that it is not turned upside down or greater than 45° or more off level.
- This freezer must be installed in an area protected from the elements, such as wind, rain, water spray, or drips.
- When using this freezer in confined spaces, such as a pantry, be sure to allow proper ventilation to prevent overheating and fire. Allow at least 5" of air space on all sides of the freezer for good air circulation.
- Always place the freezer on a hard, level, and even surface that can support the unit when it is full.
- Ensure objects are not obstructing the air vent.
- Never insert your fingers or other objects into the air outlets.
- This freezer must be earthed.
- The wires in the mains lead are colored in accordance with the following code:
 - Green or Green with a yellow strip: Grounding
 - White: Neutral
 - Black: Live

CAUTION – RISK OF FIRE OR EXPLOSION

- Flammable refrigerant used. Consult repair manual/owner's guide before attempting to install or service this product. All safety precautions must be followed.
- Dispose of property in accordance with federal or local regulations: Flammable refrigerant used.
- Due to puncture of refrigerant tubing; follow handling instructions carefully: Flammable refrigerant used.
- The freezer should be installed in accordance with the safety standard for refrigeration systems, ASHRAE15. The freezer shall not be installed in corridors or hallways of public buildings.
- Service should be performed by certified technicians using like components to minimize the risk of possible ignition due to incorrect parts or improper service.

INSTALLATION

To reduce the risk of fire, electrical shock, or injury when using your freezer, follow these basic precautions:

GENERAL SAFETY PRECAUTIONS

- Read all instructions before using the freezer.
- Never allow children to operate, play with, or crawl inside the freezer.

FIRE HAZARD PRECAUTIONS

- **DANGER:** An empty freezer can be hazardous for children or small pets. If disposing of the freezer, remove gasket seals, latches, lids, or the entire door from your unused freezer, or take other action to ensure the freezer is harmless.
- Never clean freezer parts with flammable fluids or harsh chemicals. The fumes can create a fire hazard or explosion.
- Do not store or use gasoline or any other flammable vapors and liquids in the vicinity of this or any other freezer. The fumes can create a fire hazard or explosion.

PRE-INSTALLATION PREPARATION

- Remove the exterior and interior packing.
- Before connecting the freezer to the power source, let it stand upright for approximately 4 hours. This will reduce the possibility of a malfunction in the cooling system from handling during transportation.
- Clean the interior surface with lukewarm water using a soft cloth.

INSTALLATION LOCATION AND SETUP

- The freezer is designed for freestanding installation.
- Allowance of at least 5 inches (127mm) of space between the back and sides of the freezer is suggested, which allows proper air circulation to cool the compressor and condenser.
- **WARNING:** Do not store or install the freezer outdoors. Choose a well-ventilated area with temperatures above 60°F (16°C) and below 90°F (32°C). This appliance must be installed in an area protected from the elements, such as wind, rain, water spray, or drips.
- Avoid locating the appliance in an area that may be exposed to excessive moisture.
- Place the freezer on a hard and level floor that is strong enough to support it when it is fully loaded.
- Installing the freezer on carpet is not recommended.
- Avoid installing the freezer in direct sunlight or near an oven or other heating source, as heat sources may affect performance.

FREESTANDING INSTALLATION GUIDELINES

- A freestanding installation will allow you to install the freezer in any place you desire provided that the required clearance space around the freezer is respected.
- In every setting, there must be adequate ventilation and access for service. Never install or operate the unit in an enclosed area, such as a closed cabinet.

ELECTRICAL CONNECTION

WARNING: Improper use of the grounded plug can result in the risk of electrical shock. If the power cord is damaged, have it replaced by a qualified electrician or contact PROTECH Service Department.

Outlet Requirements

- This freezer requires a standard 115/120 Volt AC ~/60Hz electrical ground outlet with a three-prong plug.
- Ensure that the wall outlet and circuit are properly grounded by a qualified electrician.
- Secure the cord behind the freezer to prevent accidental injury.

Usage Guidelines

- Always plug the freezer into its own individual electrical outlet matching the voltage rating on the freezer label to prevent overloading circuits.
- Avoid pulling the power cord to unplug the freezer; grip the plug firmly and pull straight out from the receptacle.
- Immediately repair or replace frayed or damaged power cords to prevent electrical hazards.

INSTALLATION

EXTENSION CORD

Due to potential safety hazards, it is strongly recommended not to use an extension cord with this freezer.

POWER FAILURE

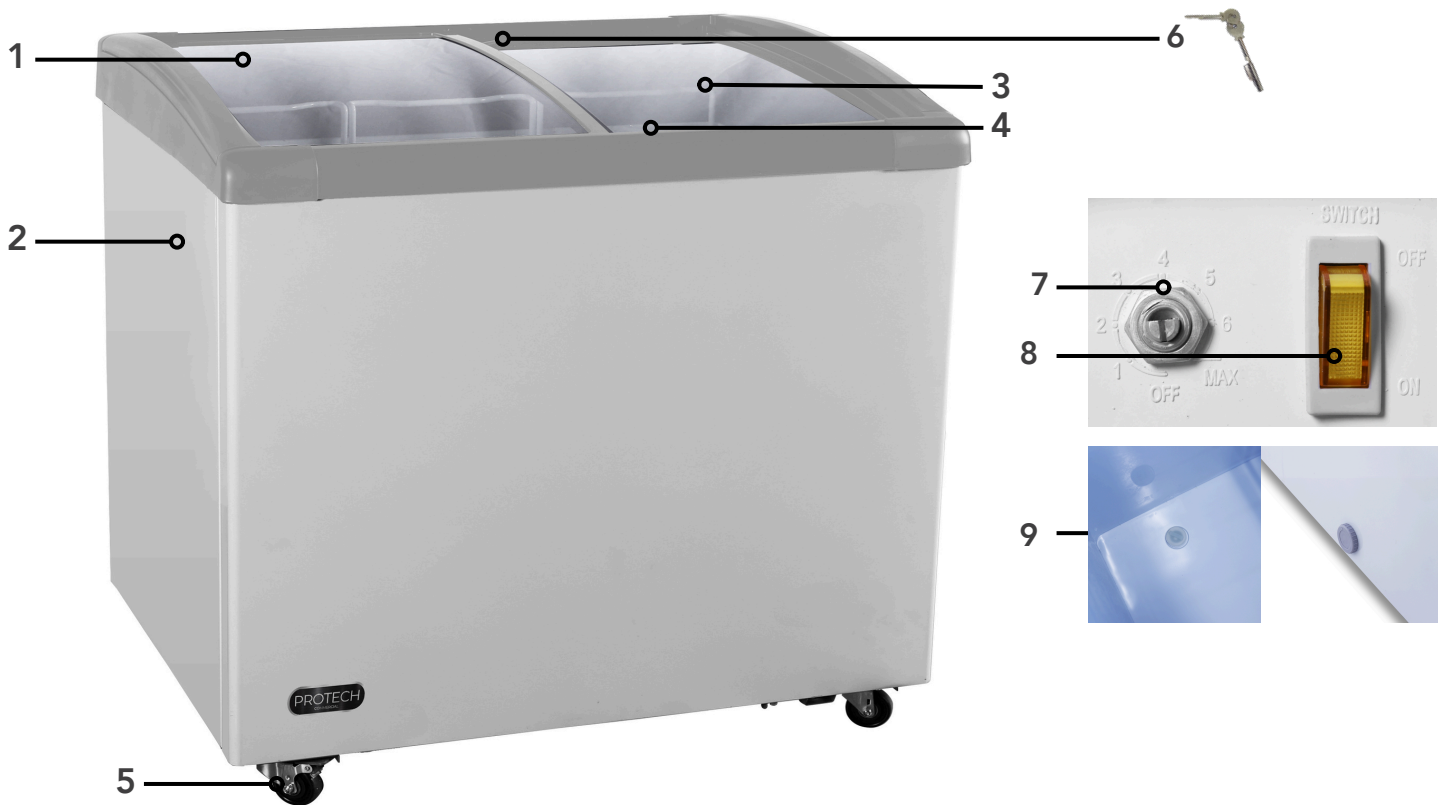
In the event of a power failure:

- Most power failures are resolved within a few hours and should not significantly affect the temperature of your freezer if you minimize opening the freezer cover.
- If the power outage is expected to last longer, take the necessary steps to disconnect your freezer to prevent potential hazards.
- Failure to unplug the freezer during an extended power outage could result in electrical shock or personal injury.

SPECIFICATIONS

Model	DSF-401WG
Color	White
Installation Type	Freestanding
Cabinet Storage Capacity	4.0 cu. ft. (117 L)
Temperature Range	-0.4°F to -14.8°F
Basket Count	3 pieces
Noise Level	52 dBA
Refrigerant	R290
Power Consumption	210W
Amps	2.0A
Power Supply	115V/60Hz
Net Weight	87 lbs
Unit Dimensions	30.5" W x 23.4" D x 32.7" H
UPC	850014459697

IDENTIFICATION OF PARTS



Part	Description
1	Dual Sliding Tempered Glass Doors
2	Durable Coated Steel Exterior
3	Freezer Basket (3)
4	Internal Light
5	Mobility Wheels (4), Lockable (2)
6	Lock and Key
7	Temperature Control Knob
8	Internal Light Switch
9	Internal Drain Plug (inside) and Drain Outlet (rear)

OPERATION

It is recommended to install the freezer in an area where the ambient temperature ranges between 50°F (10°C) and below 90°F (32°C). If the ambient temperature exceeds or falls below these recommended ranges, it may affect the performance of the freezer. For instance, placing the freezer in extremely cold or hot conditions can lead to fluctuations in interior temperatures.

TEMPERATURE CONTROL

The freezer is pre-configured and set to "4" by default upon first use. The temperature inside the freezer cabinet is regulated by the thermostat control knob, located on the external right side of the freezer. The markings "1 – MAX" indicate the different temperature settings, with "1" representing cold and "MAX" indicating the coldest range (-0.4°F to -14.8°F). The factory default setting is "4", with the internal temperature approximately -7.6°F. Typically, setting "4" or "5" is suitable for ice cream and similar products. Setting it to "MAX" will cause the compressor to run continuously.

NOTE: Please avoid running it at "MAX" for more than 24 hours. We do not recommend adjusting the temperature. If adjustment is necessary, simply use the freezer key to change the temperature setting (shown below).

Setting	Description
1	Use when a colder temperature is not required.
2	
3	
4	Normal setting suitable for daily use.
5	Use when a colder temperature is desired.
6	
MAX	Use when the freezer needs to operate at its coldest temperature.



The thermostat setting shown is set to 4

LOCKING WHEELS (2)

The wheels on this freezer are pre-installed and essential to the appliance's functionality. Please note that these wheels are not intended to be removed. To ensure stable positioning and prevent unwanted movement, your freezer come equipped with two locking wheels.

To lock:

1. Step on and press down the locking lever into the locked position. You may need to apply some pressure to engage the lock fully.
2. Once engaged, the wheel should no longer rotate freely, securing the freezer in place.

To disengage:

1. Pull the locking lever into the unlocked position. You may hear or feel a click as the lock disengages.
2. With the lock released, you can now move the freezer as needed.



Step on and press down the locking lever into the locked position

OPERATION

FOOD STORAGE

- Ensure adequate spacing between items in the freezer to allow for proper ventilation and even freezing.
- Wrap moisture-sensitive foods in sealed bags to prevent odor mixing and frost formation.
- Always cool food before placing it in the freezer; avoid putting hot food directly inside.
- The freezer is designed for storing and displaying packaged foods only.

DEFROSTING

- To defrost the freezer, first remove the interior drain plug and unscrew the drain outlet from the back of the freezer to allow the water to drain. Under typical ambient conditions, the freezer usually does not require defrosting; however, in colder ambient temperatures and/or high humidity, some frost may accumulate. To defrost, set the thermostat dial to "OFF," and defrosting should occur within a few hours. Once defrosting is complete, return the thermostat control knob to the desired setting. For faster defrosting, remove all items from inside the cabinet, unplug the freezer, and leave the sliding display door open. It is important to never use a knife or any other metal instrument to scrape ice or frost.
- To reduce frost, minimize the opening and closing of the doors. Ensure the doors are closed completely and there are no gaps that may allow air inside. Keep the freezer in a location within the recommended ambient conditions along with proper clearance.
- **NOTE:** Do not use mechanical devices, hot water directly, or a hair dryer to speed up defrosting.

PLACEMENT OF YOUR FREEZER

- Position the freezer in a dry and well-ventilated place, away from direct sunlight, heaters, and corrosive gases or chemicals.
- Clean the interior surface with lukewarm water using a soft cloth.
- Place the freezer on a hard and level floor that is strong enough to support it when it is fully loaded. Installing on carpet is not recommended.
- If the freezer needs to be lifted, two or more people should move the freezer. Failure to do so can result in back or other injury.

NORMAL SOUNDS

Your new freezer may produce sounds that are unfamiliar to you. Hard surfaces, like the floor and walls, can amplify these sounds. Here are common sounds you may hear and their possible causes:

- **Rattling Noises** - These noises may originate from the flow of refrigerant or the water line. Items stored on top of the freezer can also contribute to rattling sounds.
- **Compressor Sounds** - The high-efficiency compressor may emit pulsating or high-pitched sounds during operation.
- **Water Flow** - Water running from the evaporator to the water reservoir may result in a splashing sound.
- **Refrigerant Circulation** - At the end of each cycle, you may hear a gurgling sound caused by refrigerant flowing in the freezer.
- **Condenser Fan** - You may notice the sound of air being forced over the condenser by the condenser fan.

Please note that an individual's perception of noise is directly influenced by the environment in which the freezer is situated. Our freezers adhere to international standards for such equipment and incorporate the latest technical advancements. It's important to understand that some level of noise from the compressor and coolant circulating in the system is inevitable.

POWER INTERRUPTION

If the freezer is unplugged, encounter power interruption, or turned off, you must wait 3 - 5 minutes before restarting the freezer. If attempted to restart before this time delay, the freezer may not start.

CARE AND MAINTENANCE

PREPARING FOR STORAGE

If the freezer will not be used for an extended period or is to be moved to another location, it's necessary to defrost the unit and dry the interior.

1. Disconnect the freezer from the power supply by unplugging the power plug from the wall socket. Do not touch the power plug with wet hands. Never unplug the unit by pulling the cord.
2. Leave the sliding display door open to facilitate air circulation and prevent mold, mildew, and unpleasant odors.

CAUTION: Store the unit out of reach of children.

DEFROSTING AND DRAINING

Before cleaning or maintaining, disconnect the unit from power. Avoid touching the plug with wet hands and never pull on the plug to unplug it. To prevent damage, do not use sharp or metallic tools to scrape frost. Defrost when frost is ¼" thick as indicated on page 9.

To drain:

1. Remove the clear drain plug from the base and the black drain plug from the side to drain water.
2. Sponge up excess water from the bottom.
3. Clean the interior and dry it with a soft cloth. Replace the drain plugs, plug the unit back in, set the temperature, and return the food.

NOTE: Do not use mechanical devices, hot water directly, or a hair dryer to speed up defrosting.

CLEANING YOUR FREEZER

- Turn off the power, unplug the freezer, and remove all items including shelves.
- Wipe the interior with a warm water and baking soda solution. The solution should consist of about 2 tablespoons of baking soda to one quart of water.
- Clean the shelves with a mild detergent solution.
- Wipe the exterior cabinet with warm water and mild liquid detergent.
- Avoid using steel wool or steel brushes on the stainless steel surface, as these may cause erosion and rusting.

VACATION TIME

- For short vacations lasting less than two days, leave the freezer operating.
- For longer vacations, if the freezer will not be used for an extended period, remove all items, turn off the freezer, and thoroughly clean and dry the interior.

MOVING YOUR FREEZER

- Remove all items from inside the freezer.
- Securely tape down (we recommend using painter's tape) all loose items (such as shelves) inside your freezer.
- Turn the adjustable legs up to the base to avoid damage.
- Tape (we recommend using painter's tape) the sliding display door shut.
- Ensure the freezer remains secure in the upright position during transportation and protect the exterior with a blanket or similar item.

ENERGY SAVING TIPS

- Position the freezer in the coolest area of the room above 50°F (10°C) and below 90°F (32°C), away from heat-producing freezers and direct sunlight.
- Ensure adequate ventilation around the freezer. Never block the air vents.
- Keep the sliding display door tightly closed and avoid frequent or prolonged opening.
- Organize the contents inside the freezer.
- Avoid overfilling the freezer to allow for proper air circulation.

TROUBLESHOOTING

Many common freezer problems are easily resolved. Try the troubleshooting suggestions below to see if the problems can be resolved before having to contact the service department.

PROBLEM	POSSIBLE CAUSES	SOLUTIONS
The freezer does not operate	<ul style="list-style-type: none"> • There is a power failure • The freezer is not plugged in • A house fuse has blown or the circuit breaker is tripped 	<ul style="list-style-type: none"> • Ensure the freezer is plugged in and the power outlet has power • Replace the broken fuse or reset the breaker
The freezer is not cold enough	<ul style="list-style-type: none"> • The freezer is placed too close to a heat source • The sliding display door is opened too often • The sliding display door is not closed completely • The sliding display door gasket does not seal properly • The room temperature is outside of the normal operating range • Items are blocking the internal fan(s) 	<ul style="list-style-type: none"> • Adjust the temperature • Keep the freezer away from sunshine or other heat sources • Close the door tightly and do not open the door too frequently or for a long period of time • Ensure the door gasket is not loose. • Ensure the item is in an area with temperatures above 50°F (10°C) and below 90°F (32°C) • Ensure no items are placed against the back internal cabinet wall
The freezer turns itself on and off frequently	<ul style="list-style-type: none"> • The ambient (room) temperature is too low or high • A large amount of contents has been added to the freezer • The sliding display door is opened too often • The sliding display door is not closed completely • The fan is circulating the air in the cabinet • The sliding display door gasket does not seal properly 	<ul style="list-style-type: none"> • Decrease or increase the ambient (room) temperature • To minimize internal temperature fluctuation, do not add large amount of contents at once • Close the door tightly and do not open the door too frequently or for a long period of time • Ensure the door gasket is not loose • It is normal for the fan come on and off to circulate the air inside of the unit for even temperature distribution and to save energy

TROUBLESHOOTING

Many common freezer problems are easily resolved. Try the troubleshooting suggestions below to see if the problems can be resolved before having to contact the service department.

PROBLEM	POSSIBLE CAUSES	SOLUTIONS
The freezer makes too much noise	<ul style="list-style-type: none"> The noise may come from the flow of the refrigerant and expansion of the inside walls may cause popping and crackling noises Contraction and expansion of the inside walls may cause popping and crackling noises The freezer is not level 	<ul style="list-style-type: none"> It is normal that as each cooling cycle ends, you may hear rattling or gurgling sounds caused by the flow of refrigerant in the freezer The high efficiency compressor may make a pulsating or high pitched sound Some popping or cracking noises are normal as are caused by expansion and contraction of the inside walls due to temperature changes Make sure the unit is on a hard and level surface Do not place the freezer on carpet See Normal Sounds
The sliding display door does not close properly	<ul style="list-style-type: none"> The freezer is not level The shelves are out of position 	<ul style="list-style-type: none"> Make sure the freezer is on a hard and level surface Avoid placing the freezer on a carpeted or soft surface Correctly install the shelves
Condensation builds up on the sliding display door	<ul style="list-style-type: none"> Ambient temperature or humidity is high. The sliding display door gasket is not sealing. 	<ul style="list-style-type: none"> Lower the room humidity by a dehumidifier or air conditioner. Ensure the door gasket is not loose or damaged.
The unit is frosting often	<ul style="list-style-type: none"> The sliding display door was not closed completely The sliding display door gasket is not sealing Ambient temperature or humidity is high. 	<ul style="list-style-type: none"> Close the door tightly and do not open the door too frequently or for a long period of time Ensure the door gasket is not loose Lower the room humidity with a dehumidifier or air conditioner

ONE YEAR LIMITED WARRANTY

This PROTECH product is warranted to the original owner, purchased from an authorized PROTECH dealer within the 48 U.S. continental states, for one year from the original purchase date against defects in material and workmanship under normal commercial usage. Should your PROTECH product prove defective within one year from the date of purchase, contact PROTECH's Customer Support Team with the serial number and proof of purchase to make a warranty claim. A Return Authorization Number must be issued before returning any parts or products. Parts or products received without a PROTECH issued Return Authorization Number will be refused. Under this warranty, PROTECH will repair or replace any parts found defective with new or remanufactured parts or exchange the defective product with a new, refurbished, or remanufactured product at our discretion. All defective products and parts covered by this warranty will be repaired or replaced on a mail-in basis to PROTECH's Service Center. This warranty is not transferable. After the expiration of the warranty, the cost of labor and parts will be the responsibility of the original owner. Return freight is prepaid by PROTECH within two months of purchase. After two months to one year, the customer will be responsible for the return freight cost to PROTECH's Service Center. Please package the product carefully in its original packaging to avoid damage in transit. PROTECH is not responsible for damage resulting from shipper mishandling or improper packaging. Please retain the original box and packaging materials.

THIS WARRANTY DOES NOT COVER:

- Acts of God, such as fire, flood, hurricanes, earthquakes and tornadoes.
- Improper power supply such as power surge, low voltage, defective household wiring or inadequate fuses.
- Damage, accidental or otherwise, to the product while in the possession of a consumer not caused by a defect in material or workmanship.
- Damage caused by consumer misuse, tampering, lack of maintenance or failure to follow the care and special handling provisions in the instructions.
- Damage to the finish of the case, or other appearance parts caused by wear.
- Damage caused by repairs or alterations to the product by anyone other than authorized by the manufacturer.
- Removal, Replacement Packaging, Freight and Insurance cost for the warranty service.
- Products sold AS IS or from an unauthorized reseller.
- Products that have had their serial numbers removed or defaced.

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