Installation & Service Technicians:

For installation questions regarding your Walk-in cooler / freezer always refer to the Installation manual that was provided with your order. **If you have any questions regarding Russell Refrigeration Eq. Tech Support, Econet Tech Support or Warranty issues please call the Tech support / Econet support direct see phone numbers at the bottom of this message.**

If the walk-in cooler refrigeration is having issues such as not holding temperature or icing up excessively, you want to call up a licensed refrigeration contractor to troubleshoot the system. Your licensed refrigeration contractor will then evaluate what is going on with the system and determine the best way to proceed.

If the contractor calls the Russell HTPG Technical Support line, they will need to provide the HTPG support personnel with the model and serial number of the equipment. In addition, the information highlighted in the check list document is extremely helpful to have during a support call.

If there is a part failure and the equipment is still under warranty, HTPG Technical Support will discuss with the on-site refrigeration contractor the best way to get them the required part**.**

There are two primary options.

- HTPG will send a part at no charge
    - This is typically sent overnight air but if it's late in the day or there's a weekend involved, it could end up taking longer.
- HTPG will discuss with the contractor going to a local supply house and purchasing the part there.
    - If there is a supply house close and they have the part in-stock, this can be quicker.
    - The contractor will then put together and invoice with the part receipt for reimbursement.

The Russell HTPG Evaporator coils are equipped with smart coil technology, (Econet) requires programming.

On the American Walk in Cooler Web site, we have a training section for service persons to watch and download on the fly, great information and handy to have during installation startups.

Below are the links to the training link on our Web Site and the 1 thru 4 videos are a must watch for any service technician that is not up to date on these Econet smart coils. There are (8) total training videos that will help troubleshoot and better understand the Econet controller programming, please share with your service department and technicians.

The Training Page / Links:
https://www.americanwalkincoolers.com/training/russell-econet-system

- Basic controller settings: https://www.americanwalkincoolers.com/training/russell-econet-system/1-configure-basic-controller-setting
- Basic controller defrost settings: https://www.americanwalkincoolers.com/training/russell-econet-system/2-adjusting-defrost-settings
- Basic controller installation and layout: https://www.americanwalkincoolers.com/training/russell-econet-system/3-installation-controller-layout
- Basic controller powering up the unit: https://www.americanwalkincoolers.com/training/russell-econet-system/4-powering-up-a-unit

Econet Tech Support: 256-575-2080
Russell Tech Support: 800-288-9488 Prompt #7
Rick Olander Technical Support: 256-259-7435
E-Mail richard.olander@htpg.com
Daryl McCoy Technical Support: 678-323-4933
E-Mail daryl.mccoy@htpg.com

REFRIGERATION SYSTEM SERVICE RECORD

Customer _____ Job Name _____ City / State _____ System No. _____ Date _____ Condensing Unit Model No. _____ Serial No. _____ Evaporator Model No. _____ Qty. _____ Serial No. _____ Room No. or Name _____ Design Temp. _____°F Actual Room Temp. _____°F Date System was Installed _____ Product Stored _____ Total Pounds _____ Routine / Scheduled Preventive Maintenance Service Call Outdoor Ambient _____°F

Service Requested _____

_____

Service Performed _____

_____

Design Voltage _____ Actual Voltage _____ Refrigerant R- _____

Electrical	**Specplate**	**Test Amps**		
Component	Amps	L1	L2	L3
Compressor	_____	_____	_____	_____
Condenser	_____	_____	_____	_____
Evaporator	_____	_____	_____	_____
Defrost Heaters	_____	_____	_____	_____

Evaporator Suction Temp _____°F Evaporator Suction Pressure _____ PSIG Convert PSIG to _____°F Evaporator Superheat _____°F

Compressor Suction Temp _____°F Compressor Suction Pressure _____PSIG Convert PSIG to _____°F Compressor Superheat _____°F Sight Glass Clear _____ Compressor Discharge Pressure _____PSIG Compressor Discharge Line Temp _____°F Compressor Oil Level _____Glass Sight Glass Clear _____ Sight Glass Dry _____Cond. Coil Clean _____ All Cond. Fans Operate _____ Liquid Temp. Leaving Cond. Unit _____°F

Room Thermostat Set at _____°F Room Temperature Holding at _____°F Evaporator Coil Clean _____ Drain Pan Clean _____ Fan Blades / Guards Clean _____ All Evap. Fans Operate _____ Room Air Circulation OK _____ Defrosting OK _____ System Pump-down OK _____ Cooler and Equipment in Safe Condition _____

Serviced by_____

Date _____ _____