Perlick®

UNDERCOUNTER
USE & CARE GUIDE

PERLICK RESIDENTIAL
UNDERCOUNTER REFRIGERATION

To prevent appliance damage and injury, read these instructions thoroughly prior to operation.

FORM NO. Z2344
REV. D-08/24/2020

CONTENTS

3 Warranty Information

4 Safety Information

5 Operation

- **5** Digital Temperature Control
- **8** Dial Temperature Control

9 Outdoor Model Start-Up/Winterizing

9 LED/Light Bulb Replacement

10 Stainless Steel Care and Cleaning

11 Product/Replacement Part Information

12 Troubleshooting

INTRODUCTION

CONGRATULATIONS

Congratulations on your purchase of a Perlick high quality residential refrigeration product. Perlick's innovative product offering gives you the opportunity to enjoy the functionality and user friendliness in just about any room of your home, including kitchens, bedrooms, entertainment rooms, basements and even bathrooms.

All Perlick products are built with commercial grade stainless steel, providing you with the beauty and durability for a lifetime of use. This installation guide will show you how to properly install your new perlick product.

We dedicate considerable time to ensure that our products provide the highest level of customer satisfaction. If, however, service is required, call Perlick at 800.558.5592. For your own protection, never return merchandise for credit without our approval.

We thank you again for selecting a high quality Perlick product. We hope you enjoy using it.

Model Number: _____

Serial Number: _____

Purchase Date: _____

Dealer Name/Address:

_____

_____

_____

Phone Number: _____

c UL us 6 Year Compressor Warranty

PERLICK RESIDENTIAL PRODUCTS WARRANTY

WARRANTY:

Perlick Corporation ("Perlick") warrants to the original retail purchaser that during the Basic Warranty Period, Perlick's products will be free from free from defects in material and workmanship, and during the Extended Warranty Period, the hermetically sealed refrigeration system contained in Perlick's undercounter refrigerator will be free from defects in material and workmanship. This system consists entirely of the compressor, condenser, drier, connecting tubing, evaporator and hot gas bypass valve.

The Basic Warranty Period is as follows:

- For a new product or floor display model, other than the H50IM Clear Ice Maker: The three (3) year period commencing on the date of purchase by the original retail purchaser, except that the Basic Warranty Period will be the two (2) year period commencing on the date of purchase by the original retail purchaser if the purchase of the product is not registered with Perlick within ninety (90) days of purchase in the manner described below.
- For the H50IM Clear Ice Maker or a factory second (B-Stock) product: The one (1) year period commencing on the date of purchase by the original retail purchaser.

The Extended Warranty Period applies only to the hermetically sealed refrigeration system contained in Perlick's undercounter refrigerators. The Extended Warranty Period is the portion of the six (6) year period commencing on the date of purchase by the original retail purchaser that is not covered by the Basic Warranty Period.

REMEDY:

Perlick will provide the parts and labor necessary to repair or replace (at Perlick's option) any parts proven to be defective in material or workmanship during the Basic Warranty Period. Perlick will provide the replacement parts, but not the labor, for any parts of the hermetically sealed refrigeration system proven to be defective in materials or workmanship during the Extended Warranty Period. The cost of freight to ship the replacement parts will be paid by Perlick. Replacement parts are warranted for the remainder of the original warranty period, or ninety (90) days, whichever is longer.

IMPORTANT!

Read and understand all information in this manual before attempting the installation. All plumbing and electrical work must be performed by a qualified technician and conform to all applicable state and local codes.

REGISTRATION:

Your Perlick product can be registered via the online Warranty Registration form at http://www.perlick.com/residential-products/service-support/warranty-registration/.

OTHER TERMS AND CONDITIONS:

This Warranty applies only to products installed in the fifty states of the United States, the District of Columbia and the ten provinces of Canada.

To obtain the warranty coverage described in this Warranty, Perlick or its authorized distributor or dealer must receive written notice of the warranty claim within the applicable warranty period. To receive parts and/or service and the name and telephone number of the nearest Perlick authorized service representative, please contact your Perlick dealer or distributor, or Perlick's Customer Service Department by writing to it at Perlick Corporation, Attn: Customer Service Department, 8300 West Good Hope Road, Milwaukee, Wisconsin 53223; or by calling Perlick's Customer Service Department at 800-558-5592; or by e-mailing Perlick's Customer Service Department at warrantyserv@perlick.com. In addition, you can notify Perlick of a warranty claim by visiting Perlick's website at http://www.perlick.com/residential-products/service-support/ and filling out and submitting the Technical Service Request form that appears there.

All service provided by Perlick under this Warranty must be performed by Perlick's authorized service representatives, unless otherwise specified by Perlick in writing. Service will be provided during normal business hours.

This Warranty applies only to the original retail purchaser of the Perlick product, and may not be assigned or transferred.

THIS WARRANTY DOES NOT APPLY TO:

- Damage to Products occurring during transportation.
- Products that are used in a manner that is not normal residential or light commercial use.
- Products that are: improperly installed; misused or abused; operated with low voltage; wired in a manner not conforming to electrical codes; not properly operated in accordance with Perlick's instructions; not cleaned or maintained in accordance with Perlick's instructions; modified; or damaged by lightning or other acts of nature.
- Consumable items such as light bulbs.
- Cosmetic damage.
- Adjustments to controls, door reversal, cleaning the condenser or other routine maintenance.
- Products for which the original proof of purchase, delivery date or serial number cannot be verified.
- Products for which the defective parts are not returned for inspection if requested by Perlick.
- Damage to other property caused by the products, including but not limited to loss of food due to spoilage and damage caused by water leakage.

THIS LIMITED WARRANTY IS IN LIEU OF ANY OTHER WARRANTY, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE; PROVIDED HOWEVER, THAT TO THE EXTENT REQUIRED BY LAW, IMPLIED WARRANTIES ARE INCLUDED BUT DO NOT EXTEND BEYOND THE DURATION OF THE EXPRESS WARRANTY FIRST SET ABOVE.

PERLICK'S SOLE LIABILITY AND YOUR EXCLUSIVE REMEDY UNDER THIS WARRANTY ARE SET FORTH IN THE PARAGRAPH ENTITLED "REMEDY" SET FORTH ABOVE.

PERLICK SHALL HAVE NO LIABILITY WHATSOEVER FOR ANY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES ARISING FROM THE SALE, USE OR INSTALLATION OF THE PRODUCT OR FROM ANY OTHER CAUSES WHATSOEVER, WHETHER BASED ON WARRANTY (EXPRESS OR IMPLIED) OR OTHERWISE BASED ON CONTRACT, TORT OR ANY OTHER THEORY OF LIABILITY. IN NO EVENT SHALL PERLICK'S LIABILITY WITH RESPECT TO A PRODUCT EXCEED THE PURCHASE PRICE OF THE PRODUCT.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations and exclusions may not apply to you. This Warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

SAFETY

PLEASE READ all instructions completely before attempting to install or operate the unit. Take particular note of the DANGER, WARNING, and CAUTION information in the manual. The information is important for the safe and efficient installation, operation, and care of your Perlick unit.

DANGER!

Indicates a hazard WILL result in serious injury or death if precautions are not followed.

WARNING!

Indicates a hazard MAY result in serious injury or death if precautions are not followed.

CAUTION!

Indicates a hazard where minor injury or product damage may occur if precautions are not followed.

OPERATION

MASTER SWITCH

Signature Series products come equipped with a master power switch located behind the louvered toe kick. Remove the toe kick to turn power on or off to the unit.

INTERIOR LIGHT

Door units are equipped with an interior light that illuminate when the door is opened. All HP24 and HH24 models come standard with adjustable blue and white LED lighting. HC and HA come with a specialty appliance light located on back wall or ceiling depending on the model. The cabinet also comes equipped with a manual light switch for displaying the products through a glass door.

Always ensure that the manual light switch is in the OFF position before closing a solid wood or stainless steel door. If manual light switch is left on for an extended period of time, it may increase the cabinet temperature, and cause the refrigeration system to run harder.

LOADING PRODUCT

Before storing perishables, turn unit on and allow it to operate for a minimum of 24 hours to allow temperatures to stabilize. When loading items into the unit, do not block internal louvers and fan guard openings or performance will be decreased.

CHECKING PRODUCT TEMPERATURE

1). To accurately check the temperature of product stored in the refrigerated compartment, insert an accurate thermometer into a plastic unbreakable bottle, partially filled with water. Tighten bottle cap securely.

2). Place the bottle in the desired area for 24 hours. Refrain from opening the unit during the testing period. After 24 hours, check the temperature of the water. Adjust the temperature accordingly using the following procedures:

DIGITAL TEMPERATURE CONTROL

Signature Series Models

Figure 1. Digital Temperature Controller

Perlick Signature Series, C-Series and ADA Compliant freezer units come standard with state-of-the-art digital control. Please note there are three sets of instructions; one for 24" Signature Series Dual-Zone models, one for C-Series, and another set for 15", 24" Single-Zone and Sottile, and 48" Signature Series and ADA-Compliant Freezer models.

Programming Button Definitions:

SET SET Button

DEFROST button (melting snowflake)

UP Arrow

DOWN Arrow

ON/OFF Button

Signature Series Dual-Zone Control Instructions

On/Off

Press the ON/OFF button to turn the unit on or off.

Upper Compartment:

To view the upper compartment temperature, press and release the DEFROST button (melting snowflake).

Lower Compartment (Must be coldest zone):

Display reading always shows the lower compartment temperature.

TOUCH-SCREEN CONTROL OPERATION - REFRIGERATOR MODELS

Changing the Lower Compartment Temperature:

1. Press and hold the SET button until the display shows St1 with"F" flashing.
2. Press SET again to display the lower compartment's current temperature ("F" will continue to flash).
3. Use the UP or DOWN arrow key to scroll to the desired temperature. The controller will memorize the new temperature.

Changing the Upper Compartment Temperature:

1. Press and hold the SET button until the display shows St1 with"F" flashing. Press the DOWN arrow once; the display will read St2.
2. Press SET again to display the upper compartment's current temperature ("F" will continue to flash).
3. Use the UP or DOWN arrow key to scroll to the desired temperature. The controller will memorize the new temperature.

NOTE: Dependent on the model and configuration, the controllers have been programmed to only allow a lower compartment temperature adjustment range as specified within the chart below. The upper compartment range is not limited, but should always be kept within the specified range shown in the table for the upper compartment. See the chart below for the specified range allowed for your unit.

Signature Series – Dual-Zone Units	
Model	Range (F)
HP24Z	Upper 30° - 42°F / Lower -10° - 10°F
HP24C	Upper 45° - 65°F / Lower 30° - 42°F
HP24D	Upper 51° - 65°F / Lower 45° - 60°F

Dual-Zone Temperature Scale

To change F to C, press and hold the down arrow for 3 seconds.

To Start A Manual Defrost (HP24Z Models Only)

Press and hold the DEFROST button (melting snowflake) for 3-5 seconds. Melting snowflake will illuminate.

Signature Series 15", 24" Single-Zone and Sottile, and 48", ADA Freezer Control Instructions

To Set Target Temperature

Press and release the SET button. Display will show the current temperature setpoint.

To Change Setpoint Temperature

1. Press and hold the SET button until the display shows the current setpoint temperature with the "F" flashing.
2. Use the UP and DOWN arrow button to scroll to the desired temperature.

To Start A Manual Defrost (Freezer Models Only)

Press the DEFROST button (melting snowflake).

To See Maximum Stored Temperature

Press the UP arrow button to see the maximum stored temperature. To reset the maximum stored temperature, while displayed, press and hold the SET button until 'rst' flashes in the display.

To See Minimum Stored Temperature

Press the DOWN arrow button to see the minimum stored temperature. To reset the minimum stored temperature, while displayed, press and hold the SET button until 'rst' flashes in the display.

On/Off

Press the ON/OFF button to turn the unit on or off.

NOTE: Dependent on the model and configuration, the controllers have been programmed to only allow a temperature adjustment within a specified range. See the chart below for the specified range allowed for your unit.

Signature Series – HP15 Models		
Model	Min Temp Set	Max Temp Set
HP15R	33° F	42° F
HP15B	33° F	48° F
HP15W	45° F	65° F
HP15T	33° F	42° F
Signature Series – HP24 Models		
Model	Min Temp Set	Max Temp Set
HP24R	33° F	42° F
HP24F	-10° F	10° F
HP24B	33° F	48° F
HP24W	45° F	65° F
HP24T	33° F	42° F
Signature Series – HP48 Models		
Model	Min Temp Set	Max Temp Set
HP48WO	40° F	65° F
HP48WW	40° F	65° F
Signature Series Sottile		
Model	Min Temp Set	Max Temp Set
HH24RS	33°	42°
HH24BS	33°	48°
HH24WS	45°	65°
ADA-Compliant Series		
Model	Min Temp Set	Max Temp Set
HA24FB	-10°	10

LED Functions

The following table describes LED functions.

LED	Mode	Function
❄	ON	Compressor is on
❄	Flashing	Anti-short cycle delay is on
❄	ON	Defrost is on
ⓘ	ON	Alarm is on
°F	Flashing	You are in the process of programming the unit

DIGITAL TEMPERATURE CONTROL

C-Series Models

Figure 2. nEW 961 Digital Temperature Controller

Perlick C-Series units come standard with digital control.

Programming Button Definitions:

STAND-BY (ESC) **Press and release** • Returns to the previous menu level • Confirms parameter value **Press for at least 5 sec.** • Activates the Standby function (off) (When outside the menus)	**SET (ENTER)** **Press and release** • Opens Machine Status menu and displays alarms (if active) **Press for at least 5 sec.** • Opens Programming menu • Confirm commands
UP **Press and release** • Scroll menu items • Increases values **Press for at least 5 sec.** • Activates the Manual Defrost function	**DOWN** **Press and release** • Scroll menu items • Decreases values **Press for at least 5 sec.** • Function can be configured by the user

To Change Setpoint Temperature

1. Press ↵. "SP" will be displayed. Press ↵ again to display current setpoint temperature.
2. Press ▲ and ▼ to modify it and ↵ or ● to save the change.

On/Off

To turn the unit off, press and hold ● for at least 5 seconds. "OF" will be displayed. To turn the unit on again, press and hold ● for at least 5 seconds.

NOTE: Dependent on the model and configuration, the controllers have been programmed to only allow a temperature adjustment within a specified range. See the chart below for the specified range allowed for your unit.

TOUCH-SCREEN CONTROL OPERATION - FREEZER MODELS

C-Series Models	
Model	Temp Range
HC24RB	33° - 42° F
HC24BB	33° - 48° F
HC24WB	45° - 65° F

LED Functions

The following table describes LED Funtions

	Defrost LED Permanently on: defrost active Flashing: manual defrost active Off: otherwise		**Alarm LED** Permanently on: alarm active Flashing: alarm acknowledged Off: otherwise
	Evaporator LED Permanently on: fans active Off: otherwise		**Compressor LED** Permanently on: compressor active Flashing: a delay, a protection or a locked start-up Off: otherwise
	Aux LED Permanently on: Aux output active Off: otherwise		**°C LED** Permanently on: display the temperature Off: otherwise

NOTE: When switched on, the device performs a Lamp Test; the display and LEDs will flash for several seconds to check that they all function correctly.

DIAL TEMPERATURE CONTROL

ADA-Compliant Models

(Excludes ADA Freezer - HA24F models use digital controller found on page 5)

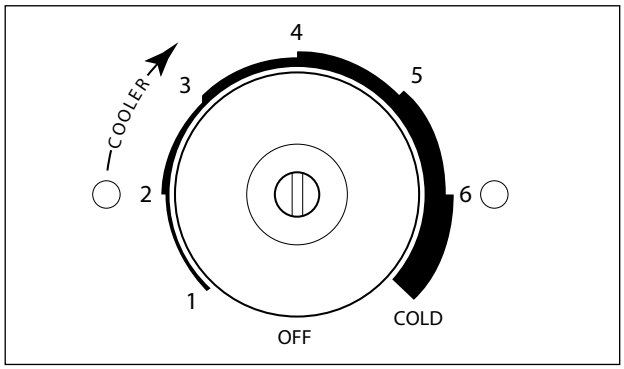

Figure 3. Dial Temperature Controller

Use a straight slot screwdriver to adjust the dial temperature control. The control is located at the top rear panel of the cabinet. Approximate temperature ranges are as follows:

ADA-Compliant Series	
Model	Temp Range
HA24RB	33° - 42° F
HA24BB	35° - 48° F
HA24WB	45° - 65° F

Adjust the temperature as follows:

Colder Temperature:

Turn the adjusting screw clockwise (to the right).

Warmer Temperature:

Turn the adjusting screw counterclockwise (to the left).

Temperature Control OFF:

Turn the adjusting screw completely counterclockwise to the OFF position until a click is heard.

NOTE: The condenser fan motor turns off with the compressor.

MAINTENANCE

SEASONAL MAINTENANCE FOR UL-APPROVED OUTDOOR MODELS

Winterizing

This process should occur when the daily low temperatures is at or below the temperatures stated below:
Freezer models: 32° F
Refrigerator models: 38° F
Beverage Center: 42° F
Wine Reserve: 45° F

It is best to winterize your unit before the low temperatures listed above.

1. Turn the unit to OFF position by pressing the OFF button on the controller. The controller displays the word "OFF" and, for Signature Series models, turn the master switch located behind the grille off (if the power cord is accessible, unplug the power cord. If not, turn off the circuit breaker to the electrical receptacle the cabinet is plugged into). For C-Series units, unplug or turn off the circuit breaker.
2. Remove all contents from the unit.
3. Remove the front grille.
4. Clean the condenser by using a vacuum cleaner to remove loose debris (leaves, dirt, etc.) that may have accumulated inside the grille.
5. Reinstall the front grille.
6. Clean the interior of the unit using stainless steel cleaner and polish (see page 9).
7. Clean the exterior of the unit using stainless steel cleaner and polish (see page 9).

NOTE: Do not place a cover over the unit. While not required, you may choose to remove the unit from the outdoor location and store indoors.

CAUTION!

Operating the unit at temperatures lower than those recommended will void the warranty.

Spring Start-Up

This process should occur after the daily low temperatures is above the temperatures stated below:
Freezer models: 32° F
Refrigerator models: 38° F
Beverage Center: 42° F
Wine Reserve: 45° F

1. Remove the grille.
2. Check the condensing unit to ensure it is clear of loose debris, and clean as necessary with a vacuum cleaner.
3. Reattach front grille to the unit.
4. Clean the interior of the unit using stainless steel cleaner and polish (see page 9).
5. Clean the exterior of the unit using stainless steel cleaner and polish (see page 9).
6. Plug the unit into the electrical receptacle or turn on the circuit breaker.
7. Turn on the master switch located behind the grille if model is Signature Series. Press the OFF button one time to turn the unit on. The controller display will show the actual temperature inside the cabinet.
8. The cooling process will begin to bring the unit to the set temperature. It's recommended you run the unit for 24 hours to stabilize the operating temperature before using.

DANGER!

Never attempt to repair or perform maintenance on the unit until the main electrical power to the unit has been disconnected!

LED REPLACEMENT (SIGNATURE SERIES)

Call your Perlick Factory Authorized Service Center. For the location of the Service Center in your area, contact your selling dealer, inquire via the web at www.perlick.com, E-mail us at warrantyserv@perlick.com, or call (800) 558-5592 during normal business hours.

LIGHT BULB REPLACEMENT (C-SERIES & ADA-COMPLIANT SERIES)

To replace a defective or burnt out bulb, remove the glass light cover by pulling out on the cover, unscrew the bulb and replace it with an identical or smaller bulb. The Perlick replacement part number is 63716-1.

STAINLESS STEEL CARE & CLEANING

General

Stainless steel is a "passive" metal because it contains other metals like chromium, nickel and manganese that stabilize the atoms. Chromium provides an invisible passive film that covers the steel surface, acting as a shield against corrosion. As long as the film is intact and not contaminated, the metal is passive and stainless. If the passive film of stainless steel has been broken, equipment can start to corrode and rust.

Three materials or processes can break down stainless steel's passive layer and allow corrosion to occur:

- Mechanical abrasion
- Deposits and water
- Chlorides

Mechanical abrasion refers to items that will scratch a steel surface. Steel pads, wire brushes and scrapers are prime examples.

Water comes out of the faucet in varying degrees of hardness. Hard water may leave spots. When allowed to sit, these deposits will break down the passive chromium layer and rust stainless steel. Other deposits from food preparation must be promptly removed with an appropriate cleaning agent.

Chlorides are found nearly everywhere. They are in water, food and table salt. Household and industrial cleaners are the worst offenders.

Preventing Stainless Steel Rust

Use non-abrasive tools to clean stainless steel products. Soft cloths and plastic scouring pads will not harm the steel's passive layer.

Clean with polish lines. Some stainless steels have visible polishing lines or "grain". When visible lines are present, always scrub in a motion parallel to the lines. When the grain cannot be seen, polish in a consistent straight pattern and not in a circular motion.

Use alkaline, alkaline chlorinated or non-chloride containing cleaners. While many traditional cleaners are loaded with chlorides, the industry is providing an ever-increasing choice of non-chloride cleaners. If you are not sure of chloride content in the cleaner being used, contact your cleaner supplier. If your present cleaner contains chlorides, ask your supplier for an alternative. Avoid cleaners containing quaternary salt; it also can attack stainless steel and cause pitting and rusting.

Keep food equipment clean. Use alkaline, alkaline chlorinated or non-chloride cleaners at recommended strength. Clean frequently to avoid build-up of hard, stubborn stains. The single most likely cause of damage is chlorides in the water. Remember, adding heat to cleaners that contain chlorides dramatically increases their effect on stainless steel.

If chlorinated cleaners are used, immediately rinse and wipe equipment and supplies dry. The sooner you wipe standing water, especially when it contains cleaning agents, the better. After wiping equipment down, allow it to air dry. Oxygen helps maintain the stainless steel passive film.

Cleaning the Cabinet Interior/Exterior

CAUTION!

NEVER use hydrochloric acid (muriatic acid) on stainless steel. Do not use abrasive cleansers or cloths on any interior or exterior surfaces or removeable parts.

Glass panels may be cleaned using any standard glass cleaner available on the market.

To clean interior and exterior non-metallic surfaces and removable parts, wash with mild solution of soap and lukewarm water with a little baking soda. Rinse and dry thoroughly. Avoid getting water on the lights, controllers, fan motors and unfinished wood wine rack faces.

Cleaning the Condenser

The condenser (located behind the front grille cover) should be cleaned every three (3) months. Use a soft bristle brush and vacuum to remove dust and lint.

CAUTION!

Avoid damaging or crushing the condenser fins or tubing.

TOUCH-SCREEN CONTROL OPERATION - WINE MODELS

Job	Cleaning Agent	Comments
Routine cleaning	Soap, ammonia, detergent	Apply with sponge or soft cloth
Fingerprints and smears	Areal 20, Lac-O-Nu, Lumin Wash, O-Cedar Cream Polish	Provides barrier film to minimize fingerprints. Can be used on all finishes. Rub the surface with a cloth as directed on the package.
Stubborn stains and discolorations	AllChem Concentrated Cleaner, Samae, Twinkle, Cameo Copper Cleaners, Grade FFF Italian Pumice Whiting, Steel Bright, Lumin Cleaner, Zud Restoro, Sta-Clean, Highlite Cooper's Stainless Steel Cleaner or Revere Stainless Steel Cleaner	Apply with a damp sponge or cloth, then rinse with clear water and wipe dry.
	Old Dutch, Lighthouse Sunbrite, Wyandotte Bab-O, Gold Dust, Sapollo, Bon Ami or Comet	For these household cleaners, rub with a damp cloth. They may contain chlorine bleaches so rinse thoroughly after use and wipe dry.
	Liquid NuSteel or Dubois Temp	For these products, rub the surface with a dry cloth using only a small amount of cleanser. Rinse with water and dry.
Heat tint or heavy discoloration	Penny-Brite, Copper Brite, Paste Nu-Steel, Dubois Temp or Tarnite	Rub onto surface with a dry cloth
	Bar Keepers Friend, Revere Stainless Steel Cleaner, Allen Polish, Steel Bright Wyandotte Bab-O or Zud	When using these cleaners, apply with a damp sponge or cloth, rinse thoroughly and wipe dry.
Tenacious deposits, rust, discoloration, industrial atmospheric stains	Oakite No. 33 Dilac, Texo NY, Flash-Klenz Caddy Cleaner, Turco Scale 4368 or Permag 57	Swab and soak with a clean cloth. Let stand for 15 minutes or more according to directions on package, then rinse and wipe dry.
Rust dicoloration or corrosion caused by cleaning agents containing hydrochloric (muriatic) acid or chlorine bleach	3M Scotch Pad, type A, grade "fine"	Clean off the surface soil using cleaning methods above. Then rub discolored or corroded areas lightly with a dry pad.

Use of property names is intended only to indicate a type of cleaner and does not constitute an endorsement. Omission of any proprietary cleaner does not imply its inadequacy. All products should be used in strict accordance with instructions on the package.
NOTE: Do NOT use steel wool or scouring pads to clean stainless steel.

For Product Information

- Contact your selling dealer
- Inquire via the web at www.perlick.com
- Call 800-558-5592 for factory assistance on planning installation or product information
- Write to Perlick Corporation, Customer Service Department, 8300 West Good Hope Road, Milwaukee, WI 53223
- Email us at warrantyserv@perlick.com

For Product Service

- Check the model and serial number of your unit located on the label attached to the inside top of the cabinet.
- Inquire via the web at www.perlick.com, or call 800-558-5592.

For Replacement Parts and Accessories

- Use only genuine Perlick replacement parts and accessories. Genuine Perlick parts and accessories are designed to work correctly with Perlick products and offer superior service life. The use of non-Perlick parts can damage the unit and may void the warranty.
- Check the model and serial number of your unit located on the label attached to the inside top of the cabinet. Call your Perlick Factory Authorized Service Center.
- Inquire via the web at www.perlick.com, or call 800-558-5592.

TROUBLESHOOTING

If the unit appears to be malfunctioning, read through the OPERATION section of this manual first. If the problem persists, check this troubleshooting section to see if you can refer to the cause and remedy of the problem and resolve it without a service call.

DANGER!

Never attempt to repair or perform maintenance on the unit until the main electrical power to the unit has been disconnected!

Problem	Cause	Solution
No interior light	Bulb is loose	• Tighten bulb
	Bulb is burnt out	• Replace bulb
	LED board is inoperable	• Contact Perlick Technical Service at 800-558-5592
Light stays on when door switch is closed	Manual switch is on	• Turn manual switch off
	Door is not making contact with the door switch	• Makre sure the door closes tightly
Noisy operation	Soft sounds from compressor, fan motor and valves heard	• Normal operation
	"Crackling" sound during defrost	• Normal operation
LED Controller display is flashing "P1"*	Thermostat probe has failed	• Contact Perlick Technical Service at 800-558-5592
LED Controller display is flashing "P2"*	Evaporator probe has failed	• Contact Perlick Technical Service at 800-558-5592
LED Controller display is flashing "HA"*	Internal compartment has exceeded the high temperature alarm preset value for over 30 minutes.	• Make sure the door is completely closed. • Check the door gasket seal. Replace if necessary. • Check the condenser and clean it if necessary. • Make sure the louvered plate is unobstructed. If surrounding ambient temperature has recently changed dramatically, the compartment may be affected. • Make sure the interior light is off. • Warm product was recently placed in the cabinet. Wait 24 hours for the product to chill and then recheck the temperature.
LED Controller display is flashing "LA"*	Internal compartment has exceeded the low temperature alarm preset value for over 30 minutes.	• Make sure the door is completely closed. • Check the door gasket seal. Replace if necessary. • If the surrounding ambient temperature has recently changed dramatically, the compartment temperature may be affected.
Unit is not running	No power is going to the unit.	• Home circuit breaker was tripped. Reset the circuit breaker. • ON/OFF keypad is turned off. Turn it on. • If it is a Dual-Zone model, check the Dual-Zone power switch (see page 4).
	Condenser is dirty.	• Clean the condenser

**** Applies to Signature Series models only***

TOUCH-SCREEN CONTROL OPERATION - WINE MODELS

Problem	Cause	Solution
Compartments are warmer than usual	Control preset is set to warm	• Lower the setpoint temperature. Refer to changing the set point for the specific model
	Light is staying on	• Turn the manual light switch off.
	Condenser is dirty or obstructed	• Clean the condenser and clear obstruction.
	The door is open or has been opened more frequently lately.	• Wait 24 hours and recheck the temperature.
	Internal louvers and/or the fan guard is obstructed.	• Reset the preset temperature if necessary – refer to page 5 and 6 of this guide. • Make sure the louvers and/or the fan are not obstructed.
	Warm product product was recently placed in the cabinet.	• Wait 24 hours for product to chill, then recheck the temperature.
System runs for a long period of time.	Condenser is dirty or obstructed.	• Clean the condenser and clear the obstruction.
	Door was kept open for a long time or was opened more frequently, or warm product was recently placed in the cabinet.	• Wait 24 hours and recheck temperature.
	Hot day and warm room temperature	• Normal for the system to run more frequently.
Condensation forms outside of the unit	High humidity and/or frequent door opening	• Normal Operation
Condensation forms inside the compartments	High humidity and/or frequent door opening	• Normal operation
	Door is not closing and sealing properly	• Make sure the door is closing properly. Check the door seal and replace if necessary. • If condensation persists, contact Perlick Technical Service at 800-558-5592

Perlick®

Perlick Residential is a division of Perlick Corporation

© 2020 Perlick Corporation

8300 West Good Hope Road, Milwaukee, WI 53223, USA

perlick.com/residential • (800) 558-5592

FORM NO. Z2344
REV. D-08/24/2020