



Solstice Refrigerator Diagnosis Form

Refrigerator model : _____

Serial number : _____

Franchisee name : _____

Franchisee phone number : _____

Refrigerator purchase date : _____

Refrigerator sale date : _____

Refrigerator return date : _____

This form must be completed when you experience a problem with a Solstice by Solfreeze 12-24V DC refrigerator. Once you have completed this form, e-mail it to rma@tced.ca. If you are a mobile unit, please complete this form and contact us at 450 691-3309 while still at the customer's premises so we can decide what needs to be done.

1. Is the light on inside the refrigerator? ☐ yes ☐ no

2. Room temperature: _____

3. Turn the thermostat knob to the maximum level and wait 2 hours.

Refrigerator temperature after 2h: _____

Freezer temperature after 2h: _____

NB: In order to measure the temperature, we ask you to use a thermometer with a temperature probe inside the fridge/freezer. Place the probe in the center of the freezer, 4 inches from the back wall, and in the refrigerator, place the probe on the first shelf.

4. Lower the thermostat until you hear a click.

At what level do you hear the thermostat click? _____

5. Let the fridge run for 2 h at setpoint.

Refrigerator temperature with thermostat at setpoint after 2 h: _____

Freezer temperature with thermostat at setpoint after 2 h: _____

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5.1 If you don't hear a click, perform the jumper test on the electronics module.

Procedure:

- Switch off the refrigerator and disconnect the power supply to avoid any electrical hazard.
- Locate the compressor electronics module (often a Secop BD35F or BD50F).
- Find the T (thermostat) and C (common) terminals on the module connector.
- Install a jumper (a small wire or jumper) between terminals T and C.
- Reconnect and switch on the refrigerator.

Expected result:

The compressor should run continuously, regardless of the status of the thermostat or temperature sensor. If the compressor doesn't work even with the jumper, there's probably another problem (faulty electronic module, insufficient power supply, damaged compressor).

Let it run for 2 h.

Refrigerator temperature after 2 h test: _____

Temperature in freezer after 2 h test: _____

6. How far is the refrigerator from the battery or 12/24V DC source?

_____ ft

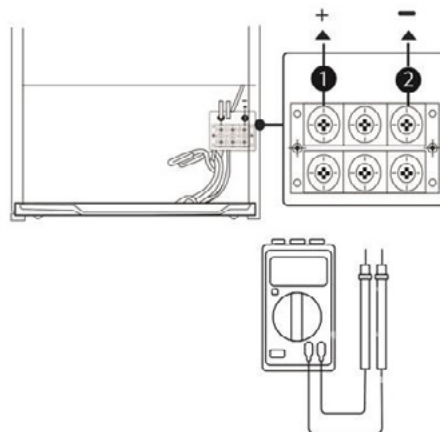
7. What gauge of wire is used to connect the 12/24V DC source to the refrigerator?

_____ AWG

8. What is the voltage at the refrigerator's rear terminal block? Measure the voltage at the while the compressor is running.

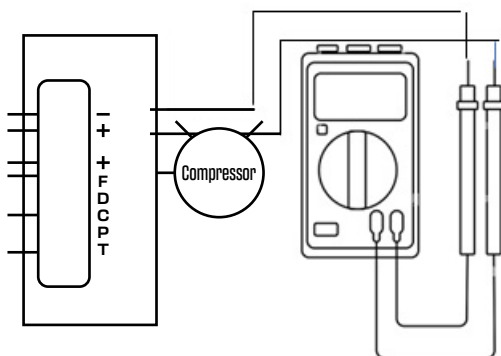
Make sure it stays between 12V and 14.5V (for a 12V system) or 24V to 29V (for a 24V system).

_____ Volt



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9. What is the voltage at the Secop electronic module? _____ Volt



10. If no reading is obtained

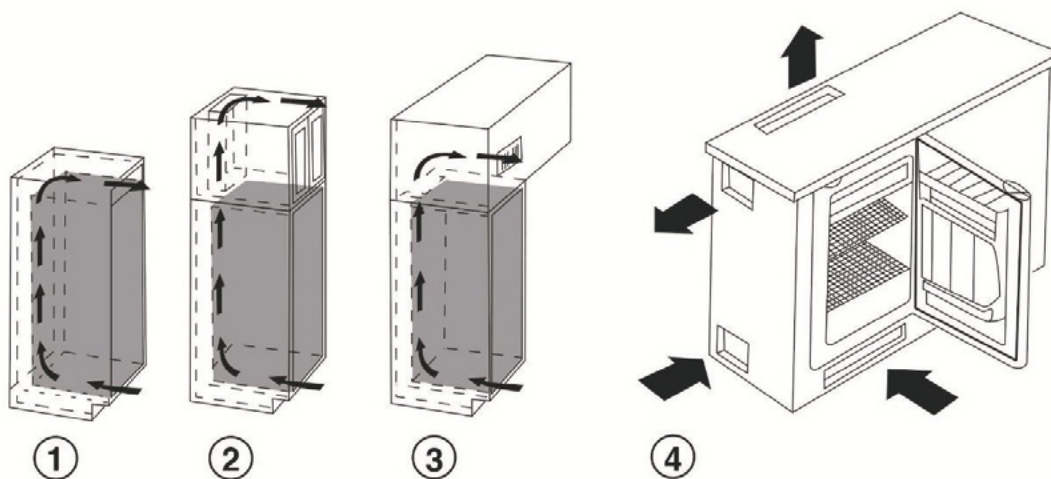
Unplug the refrigerator to avoid any electrical hazard.
Check the voltage directly at the supply wires coming
to the to the refrigerator terminal block. _____ Volt

If the voltage is correct at this point, but not at the refrigerator terminal
block there may be a connection problem.

11. Is the refrigerator built-in? ☐ yes ☐ no

If so, how many inches from the rear wall is the refrigerator installed?
_____ Inches

12. Are any of these ventilation diagrams followed? ☐ yes ☐ no



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If you are a mobile unit, fill in this form and contact us at 450 691-3309 while you are still at the customer's premises, so that we can determine the best solution for you. We can determine the best solution for you.

As soon as we receive the form, we'll suggest appropriate solutions to the problem. If necessary, you will be given a returns number, which must be and must be forwarded to TCED's claims department. The latter will organize replacement of the unit if required.

send form

TCED

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