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## Frequently Asked Questions

### **I have recorded a too low/ too high temperature in the memory**

Your vaccine freezer is programmed to run between -25 & -15 degrees C in normal operation.

If the audible alarm is sounding or the display is flashing AL, LO or HI contact Rollex Medical and your immunisation coordinator immediately.

If the freezer has gone above -15 degrees, this can also be considered a normal part of day to day operation. Was the freezer restocked or a stock take done? Is it flu season and has the freezer been opened repeatedly in short succession?

Also consider the possibility of a power cut.

Check the current display temperature is it normal? The high temperature in memory merely indicates an event sometime since the controller memory was last reset. The data on your logger if it is programmed correctly will tell you the approximate time of the event, the duration and the temperatures recorded.

If the alarm was sounding and has been silenced and the freezer is not returning to normal operating temperature within 30 minutes contact Rollex Medical. Remember to check the display temperature, not the memory unless you have correctly reset it.

If you are concerned by a temperature breach, check your data logger if available, and contact your local immunisation coordinator.

### **There's a difference between the high & low from the display memory and my data logger**

It is normal to record temperatures in the cabinet up to 2 degrees higher depending on the size of the cabinet and the amount of stock and the placement and type of logger used.

### **There's a high temperature or spike on my data logger**

This can be normal. If the freezer door was open at the time of a logger recording or had been open shortly beforehand for an extended period, the temperature within the cabinet will have temporarily increased before the freezer has come back into normal range. If there are several subsequent recordings (depending on recording frequency) was the door left ajar or was there a power cut?

The important thing is the recovery time, on a logger recording frequency of 20 minutes one reading may be high because of the above factors. The readings beforehand were fine and the readings after the event were also ok. This means that the event was of a short duration.

### **The door of my freezer doesn't self-close**

We appreciate that medical centers are busy and hectic places at times. The freezer doors do not have self-closing mechanisms but all of our current models have adjustable front feet on the base of the cabinet. It is recommended in the manual that

the freezer is installed on a level flat surface and carpet is not generally recommended. By using a furniture cup under each of the front feet to tilt the cabinet body back slightly you can ensure that the door will self-close in the majority of cases. Fit the cups or adjust the feet and open the door 1cm, then let it go and the door should close automatically. This should ensure that the door does not get left accidentally ajar.

### **The power has just gone off... How long will the vaccines be ok for?**

This will depend on the cabinet temperature at the time of the power cut; it will also depend on the ambient temperature that the freezer is situated in. If the event is expected to be of short duration, lock the freezer door and DO NOT open it, until power has been restored and the cabinet temperature has returned to normal conditions. The freezer controller may go into alarm 10 minutes after the power has been restored.

If the power outage is expected to be of a longer duration then follow your emergency plan, this may mean relocating your product to another working freezer in another location or temporary storage in a correctly packed and insulated chilly bin. Contact your immunisation coordinator for further advice.

### **The power has just gone off... Do I have to reprogram the controller?**

The settings in the controller are permanently stored and do not require reprogramming after a power cut or having the freezer relocated.

### **The power went off and the freezer didn't alarm.**

When the power goes off, all functions of the freezer are inactive unless an emergency supply or UPS is fitted. When power is restored, the controller will reinitialise and then restart the compressor after a short period. Depending on the cabinet temperature and the efficiency of the freezer the audible alarm will not sound if the cabinet reaches normal operating temperature within 10 minutes. The high temperature will be

recorded as the controller reinitialises and will be stored in the memory until it is next accessed, recorded and reset.

Please note that the vaccines may have been exposed to higher temperatures if the duration has been some time, the better temperature data will be available from a temperature logger within the freezer cabinet if fitted. If the temperature takes longer than 10 minutes to return below the upper alarm point, the audible alarm will sound until the correct button on your controller is depressed.

Consult the manual of your freezer for the correct operation or visit [www.rollexmedical.co.nz/support](http://www.rollexmedical.co.nz/support) for a PDF copy or data sheet.

### **We want to relocate the freezer**

Turning off the freezer and relocating is not a problem. If the freezer remains upright during the process the power can be restored as soon as convenient. If the freezer is transported sideways then the refrigerant and compressor oil must be allowed to settle before reconnecting power to the unit. Contact us for advice.

The freezer will not require recalibration after shifting

If you are changing address, please let us know of your new address and contact details so that we may update our client records.

### **Plug In Residual Current Device (RCD) Warning**

Plug in RCD devices are different to a switchboard fitted device providing electric shock protection to body protected areas. The essential difference is that when the power goes off, a plug in RCD device **does not** reset and restore the power, whereas a switchboard mounted device will only trip due to an electrical fault or short circuit. It is strongly recommended that your vaccine freezer is not plugged in via a plug in RCD device due to continuous power being required.

### **The freezer dropped below -25 but the alarm didn't sound.**

For the audible alarm on the vaccine freezer controller to sound, the event must be continuous, typically this is 10 minutes below -25 degrees, if the temperature returns above the low alarm point within this time there is no audible warning however the lowest temperature is recorded in the controller memory. This can be caused by frequent door openings or recovery from a higher temperature, this may cause the cabinet temperature to drop below the normal operating temperatures while the cabinet stabilises.

### **The freezer went above -15 but the alarm didn't sound.**

For the audible alarm on the vaccine freezer controller to sound, the event must be continuous, typically this is 10 minutes above -15 degrees, if the temperature restores below the high alarm point within this time there is no audible warning however the highest temperature is recorded in the controller memory.