

1

Keep the door shut

A closed fridge stays cold for longer. Put a sign on it so staff do not keep opening it.

2

Note the time and temperature

Write down when you noticed the problem and the temperature on the display and on a probe thermometer.

3

Check the basics

- Power, plug, switch and fuse
- Thermostat not turned up by mistake
- Condenser blocked by boxes or dust
- Door seal damaged or door left ajar
- Heavy ice on the evaporator

4

Protect the food

Move high-risk food (meat, dairy, cooked food, desserts) to a working fridge, or into cool boxes with ice packs, as soon as possible.

5

Probe the food

Check the temperature of the food itself, starting with high-risk items. Record each reading.

6

Decide what to keep

Food above 8°C: check how long it has been out of temperature. If you do not know, or it is longer than your food safety procedure allows, **throw it out**.

7

Call an engineer

Give the make, model and serial number from the rating plate and describe the fault. Do not keep switching the unit on and off.

8

Record it

Note what happened, what you threw away and what was repaired in your equipment service log and food safety diary.

EMERGENCY CONTACTS & DETAILS

Refrigeration engineer (name and phone)

Manager on call

Back-up fridge or cold storage location

Unit make, model and serial number

Out-of-hours engineer

Equipment supplier

Where the cool boxes and ice packs are kept

Warranty or service contract number

BE READY BEFORE IT HAPPENS

- Keep cool boxes and frozen ice packs on site.
- Know which fridge can take extra stock in an emergency.
- Book a yearly service: most breakdowns start with a dirty condenser, a failing fan or a worn door seal.