



T E R S O
SOLUTIONS, INC.

Compact NA RFID Freezer

Terso Solutions, Inc.
5540 Research Park Drive
Madison, WI 53711
USA



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Introduction

Read this manual carefully before using the freezer and follow the instructions for safe operation.

Terso Solutions does not guarantee safe operation if the freezer is not used as intended as outlined in this manual.

Keep this manual in an easily accessible place to refer to as necessary.

The contents of this manual are subject to change without notice due to improvement in performance or functions.

Contact Terso Technical Support if a page of the manual is lost or page order is incorrect.

Contact Terso Technical Support if any point in this manual is unclear or if there are any inaccuracies.

Precautions for Safe Operation

It is imperative that the user complies with this manual as it contains important safety advice

Items and procedures are describes so that and end user can use this freezer correctly and safely. If the precautions advised are followed, this will prevent possible injury to the user and any other person.

Precautions are illustrated in the following way:



WARNING

Failure to observe WARNING signs could result in a hazard to personnel possibly resulting in serious injury or death



CAUTION

Failure to observe CAUTION signs could result in injury to personnel and damage to the freezer and associated property

Symbol shows:



This symbol means an action is prohibited.

- This symbol means an instruction must be followed.

Be sure to keep this manual in a place accessible to users of this freezer.



Caution, read all accompanying documents before operating the device.



This mark is labeled on the cover in which the electrical components of high voltage are enclosed to prevent electrical shock. The cover should be removed by qualified engineers or service personnel only.




This mark indicates the location of the protective earth conductor. Do not disconnect. Disconnection of the protective earth conductor may impair the protection provided by the device.




WARNING

- **Risk of shock is present inside the device.** The cover should be removed by qualified engineers or service personnel only.

 **Do not use the freezer outdoors.** Current leakage or electric shock may result if freezer is exposed to rain water.

- **Be sure to install the freezer on a sturdy floor.** If the floor is not strong enough or the installation site is not adequate, injury may result from the freezer falling or tipping over.

 **Never install the freezer in a flammable or volatile location.** This may cause explosion or fire.

 **Never install the freezer where acid or corrosive gases are present** as current leakage or electrical shock may result due to corrosion.

- **Make sure a dedicated power source is used** as indicated on the rating label attached to the freezer.


- **Make sure to remove dust from the power supply plug** before inserting in a power source. A dusty plug or improper insertion may pose a hazard.



WARNING


- **Use a power supply outlet with ground (earth)** to prevent electric shock. If the power supply outlet is not grounded, it will be necessary to have qualified engineers install a ground.

- **When removing the plug from the power supply outlet, grip the power supply plug, not the cord.** Pulling the cord may result in electric shock or fire by short circuit.

 **Never damage or break the power supply plug or cord. Do not use the supply plug if its cord is loose.** This may cause fire or electric shock.


 **Do not touch any electrical parts such as power supply plug or any switches with a wet hand.** This may cause electric shock.

 **Never ground the freezer through a gas pipe, water main, telephone line or lightning rod.** Such grounding may cause electric shock in the case of an incomplete circuit.

 **Do not insert metal objects such as a pin or wire into any outlet, vent or gap** for inner air circulation. This may cause electric shock.

- **If this freezer is to be used for storing poisons, radioactive material or other harmful products, ensure that it is in a safe area.** Failure to do so may lead to an adverse effect on the health of personnel in the area and local environment. In this case, a request for repair or maintenance will necessitate a safety check sheet for maintenance personnel.

 **Never splash water directly onto the freezer** as this may cause electric shock or short circuit.

 **Never disassemble, repair, or modify this freezer yourself.** Any such work carried out by an unauthorized person may result in fire or injury due to a malfunction.

- **Disconnect the power supply plug if there is something wrong with the freezer.** Continued abnormal operation may cause electric shock or fire.

- If the freezer is to be stored unused in an unsupervised area for an extended period of time, ensure **that children do not have access and that doors cannot be closed completely.**



WARNING

- **Make sure to prepare a safety check sheet** when you request any repair or maintenance for the safety of service personnel.
- **Select a level and sturdy floor for installation.** This precaution will prevent the freezer from tipping. Improper installation may result in injury from the freezer tipping over.



CAUTION

- ⊘ **Do not disconnect the protective earth conductor.** Disconnection may impair the protection provided by the device.
- ⊘ **Do not place any switches or disconnect devices in the earth conductor.**
- ⊘ **Do not touch any stock, especially metal objects, in the freezer with a wet hand.** This may cause frostbite.
- ⊘ **Do not climb onto the freezer.** This may cause injury by tipping or damage to the freezer.
- **Always hold the handle when closing the door.** This will reduce the likelihood of a trapped finger.
- ⊘ **Do not lean on the door.** This may cause injury if the freezer tips over.
- **Always disconnect the power supply plug before moving the freezer.** Take care not to damage the power cord. A damaged cord may cause electric shock or fire.
- **Be careful not to tip over the freezer** during movement to prevent damage or injury.
- **Always disconnect the power plug** when the freezer is not used for long periods of time.
- **Always disconnect the power supply to the freezer prior to any repair or maintenance** of the freezer in order to prevent electric shock or injury.

Cautions for Usage

1. Never store corrosive materials such as acid or alkali unless the container is completely sealed up. Corrosion may lead to failure of the freezer in time.
2. Always close the door firmly. The door open buzzer will sound after the door is open for five minutes. The buzzer can be canceled automatically when the door is closed.
3. Always open and close the door gently. Rough operation may lead to stored items falling down, incomplete closing, or damage of the door and/or locking mechanism.
4. The inner chamber is refrigerated by a forced air circulation system. Ensure that the intake and exhaust vents are not blocked. Adequate space should be provided between items inside to allow air circulation.
5. Items should be added to the freezer in small batches to minimize temperature increase.
6. If condensation forms on the door or frame surface, wipe it off with a dry soft cloth.
7. The heat discharge pipe is attached inside of the freezer's side and rear frame. The frame may get hot at start up of operation. This does not mean the freezer is malfunctioning.

Environmental Conditions

This equipment is designed to be safe at least under the following conditions:

1. Indoor use
2. 2000m / 6550ft altitude
3. 5° C to 40° C / 41° F to 104° F, ≤80% relative humidity

Components

Back Panel

1. AC On/Off Switch
2. AC Power Inlet
3. AC Power Outlets (outlets will vary depending on operating country)
4. WAN Ethernet Jack
5. Hardware Reset
6. Emergency Door Release
7. Buzzer Mute Switch

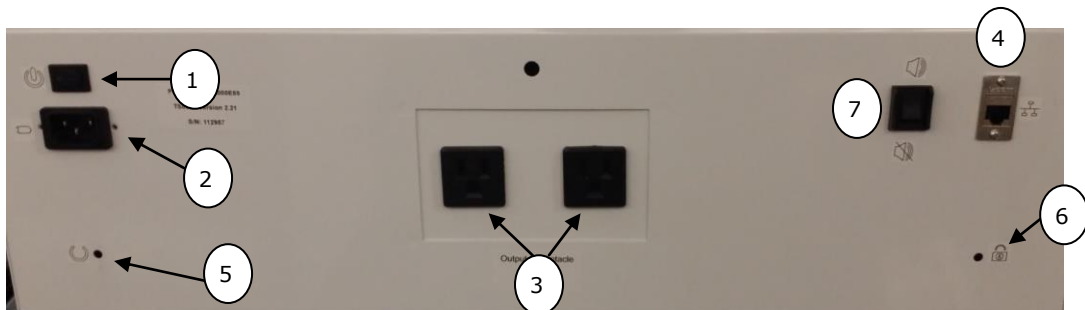


Fig 1: Freezer Back Panel

Freezer Front

1. USB Interface Jack
2. LCD Screen
3. Proximity Badge Reader
4. Freezer Door
5. Door Handle



Fig 2: Freezer Front

Installation

Site

To operate this freezer properly and to obtain maximum performance, install the freezer in a location with the following conditions:

- **A location with a sturdy and level floor**

Install the freezer on a sturdy floor to ensure proper door alignment



WARNING

Be sure to install the freezer on a sturdy floor. If the floor is not strong enough or the installation site is not adequate, this may result in injury from the freezer falling or tipping over.



CAUTION

Select a level and sturdy floor for installation. This precaution will prevent the freezer from tipping.

- **A location not prone to high humidity**



WARNING

Do not use the freezer outdoors. Current leakage or electric shock may result if the freezer is exposed to rain water.

Never install the freezer in a humid place or a place where it is likely to be splashed by water. This may result in current leakage or electric shock.

Do not install the freezer under water pipes or steam pipes. This may result in current leakage or electric shock.

- **A location without a flammable or corrosive gas**



WARNING

Never install the freezer in a flammable or volatile location. This may cause explosion or fire.

Never install the freezer where acid or corrosive gases are present as current leakage or electric shock may result due to corrosion.

Installation

Inspection

With packaging in place, inspect the freezer for any damage that may have occurred during transit. If any damage is present, please contact Terso Technical Support at +1 (888) 376-0257 in the US or +49 621 8501 233 in Europe.

Unpacking

- Cut the banding and remove all packaging. Gently position the freezer in place on the ground. Check for any rocking and adjust feet as necessary. Once level, ensure all feet are in solid contact with the ground.
- **Remove accessories from inside the freezer.** Items included are a **Power Cable and Ethernet Cable.** Other items may also be included such as an Ethernet Hub or other freezer specific items.

Proper Handling

Move the freezer to the installation site. There are two rollers on the back of the freezer to aid in positioning. Roll the freezer by firmly pushing on the upper section of the body. Always move the freezer with the door facing you. Carefully roll the freezer into position leaving at least a 3"/76mm gap between the freezer and the wall.

Connecting AC Power

Plug the square end of the power cord into rear panel of the device; plug the other end into a grounded wall outlet with a minimum of a 10-amp rating.

The power outlet must be within 3m / 6ft of the freezer and must be easily accessible.

Outlets on the back of the device as well as the power cord supplied are installed specifically for each country of deployment. See the *Specifications* section of this document for supported countries.

Connecting Communications

Plug the Ethernet cable into the rear panel and then into the appropriate wall data jack.

Access Verification

Present a pass below the LCD screen on the front panel. The LCD text should indicate that the door is now unlocked. The door can be closed at any time and will be locked upon doing so. This can be verified by gently pulling on the door handle.

Remote Alarm Contacts

Alarm contacts on the bottom front of the freezer are available to wire the freezer into an alarm system. These contacts can alarm on high/low temperature, power outages, and control probe or microboard failures. Refer to the freezer manufacturer's user manual for further details, or contact Terso Technical Support at +1 (888) 376-0257 in the US or +49 621 8501 233 in Europe. Support can also be contacted by visiting <http://support.tersosolutions.com>.

Operating Instructions

Operating Temperature

The freezer is pre-programmed to operate at a temperature of -20 degrees C. If this setting needs to be updated, please refer to the freezer manufacturer's user manual for instructions to do so, or contact Terso Technical Support at +1 (888) 376-0257 in the US or +49 621 8501 233 in Europe. Support can also be contacted by visiting <http://support.tersosolutions.com>.

Basic Access Process

An end user will present an access badge to the proximity badge reader on the freezer. The badge needs to be presented close to the proximity reader to be read. The LCD screen will indicate granted access when a valid badge has been presented.

The end user now can open the door for a predetermined time period, normally about five seconds. Otherwise the user will need to present the pass again. Desired products may now be taken out. The freezer will give an audible alarm if the door is left open for, typically, more than five minutes.

Close the freezer door once products have been retrieved. The freezer will automatically lock the door and begin its inventory process. The updated inventory will then be sent to Terso Solutions for processing. The freezer will not be accessible during the inventory process. Typically, the inventory process will take about a minute to complete. Access will then be restored and the process here can be repeated.

Alarms

All freezer alarms are automatically communicated to Terso Solutions. Terso Solutions staff may contact on site staff to assist in correcting a potential problem.

Alarm Types

Door Ajar

When freezer's door is left open for longer than five minutes, an audible alarm will sound until the door is closed. If the door appears to be closed, verify nothing is obstructing the door and attempt to re-close.

Power Outage

In the event of a power outage, an audible alarm will sound. The alarm will continue until AC power has been restored or the onboard UPS system runs out of power. Once power has been restored, the freezer will perform an inventory scan and then be ready for normal use.

Temperature

The freezer continuously monitors its internal temperature where inventory items are kept. If the temperature becomes too hot or cold, Terso Solutions staff will contact on site staff to attempt to troubleshoot and/or move temperature sensitive products to a safe location. The freezer may also prevent access if the inventory items have become compromised.

Hardware Failure

The freezer will automatically attempt to correct any hardware errors preventing the freezer from functioning correctly. However, in the event that a hardware component fails, the freezer may lock itself down to prevent access. Terso Solutions staff will be in contact with on site staff if this is the case.

Door Breach

If the freezer's door is forced open, a notification indicating a forced entry occurred will be sent to Terso Solutions. Any products taken will be reported. This is a rare occurrence but may result in damage to the freezer.

Maintenance

There are no user serviceable parts in the freezer. Please contact Terso Solutions for any service related inquiries.



WARNING

Always disconnect the power supply to the freezer prior to any repair or maintenance in order to prevent shock or injury.

Cleaning

Use a dry cloth to wipe off small amounts of dirt on the outside and inside of the freezer and all accessories. If the outside panels are dirty, clean them with a diluted neutral dishwashing detergent. (Undiluted detergent can damage the plastic components. For the dilution refer to the instruction of the detergent.) After cleaning with diluted detergent, always wipe off the same areas with a wet cloth. Then wipe off the freezer or accessories with a dry cloth.

Never pour water onto or into the freezer. Doing so can cause electric shock or short circuit.

Do not clean the freezer with scrubbing brushes, acid, thinner, solvents, powdered soap, cleanser or hot water. These agents can scratch the paint or cause it to peel. Plastic and rubber parts can be easily damaged by these materials. Especially never use any volatile solvent to clean the plastic or rubber parts. When a neutral dishwashing detergent is used to clean the freezer, wipe it up thoroughly with a cloth soaked in clean water.

Troubleshooting

If the freezer appears to not be operating correctly, check to ensure that it is plugged in to a wall outlet and powered on. If further support is needed, contact Terso Technical Support at +1 (888) 376-0257 in the US or +49 621 8501 233 in Europe. Support can also be contacted by visiting <http://support.tersosolutions.com>.

Disposal

Terso Solutions will handle the disposal of the freezer and its components. Please contact Terso Solutions at +1 (888) 376-0257 in the US or +49 621 8501 233 in Europe to arrange for freezer disposal.

Specifications

Attribute	Specification (Imperial)	Specification (Metric)
External Dimension	42H x 24W x 26D in	1054H x 610W x 660D mm
Internal Dimension	28H x 21W x 18D in	711H x 533W x 457D mm
External Space	42H x 24W x 47D in Place 3" from back wall and 21" from front wall	1054H x 610W x 1194D mm Place 76mm from back wall and 534mm from front wall
Volume	5.7 ft ³	161 L
Unit Weight	170 lbs.	77 kg
Control Range	-13° F to 5° F	-25° C to -15° C
Per Drawer Weight Rating	10 lbs.	4.5 kg
Electrical Input Rating	120VAC, 60Hz, 2A	
Electrical Output Rating	120VAC, 60Hz, 5A max (5A only if connected device has its own power protection)	
Power Consumption	180W max	
Battery	12VDC, 1.3A, Sealed lead acid, qty 2	
Security Device	Electromagnet	
Access Control	EM4102/EM4200 Proximity Reader	
Environmental Protection	IPX0	
Refrigerant	R-134a	
Cooling Method	Forced air circulation	
Communications	Ethernet based LAN DSL optional Cellular optional	

Model Specifics

Model	Country	RFID Frequency	Plug Style	Door Style
TS036	US	902-928 MHz	NEMA 5-15	Metal

Note: Design or specifications are subject to change without prior notice

Safety Check List



CAUTION

Please fill out this form before servicing

Provide this form to the service engineer to keep for safety purposes.

Safety Check List

Freezer Contents:

Risk of infection	Yes	No
Risk of toxicity	Yes	No
Risk of radioactive sources	Yes	No

Please list any potentially hazardous materials that have been stored in this freezer:

Contamination of the Freezer

No contamination	Yes	No
Decontaminated	Yes	No
Contaminated	Yes	No