

Oasis[®]

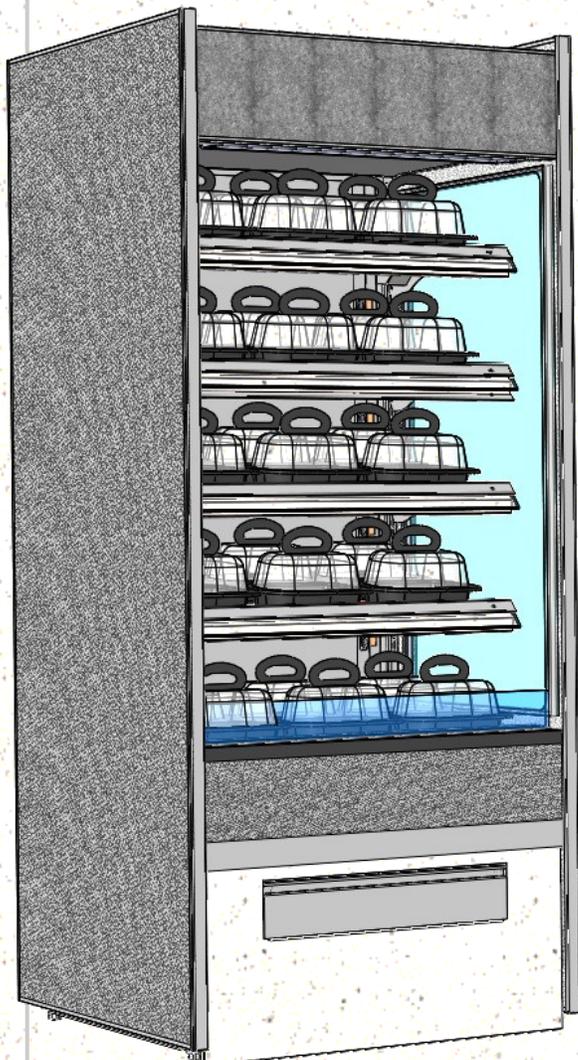
USER MANUAL

SCC P/N
20-44626

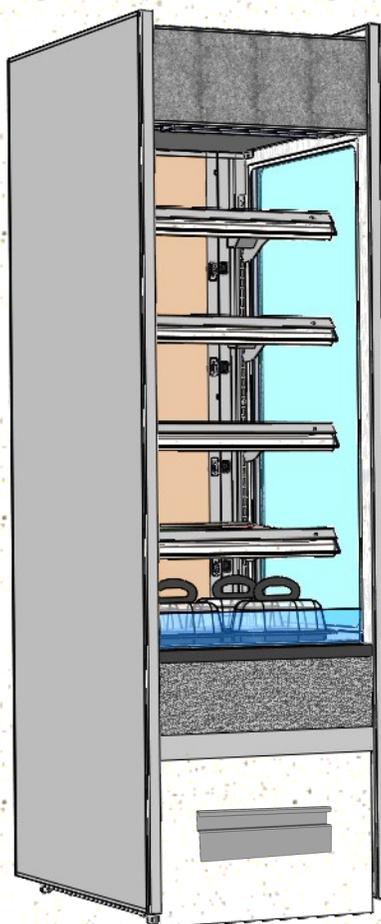
SELF-SERVICE, GRAB-N-GO
MERCHANTISERS / HEATED SHELVES /
FRONT CONTROL PANEL / CERAMIC
METAL HALIDE LIGHTS



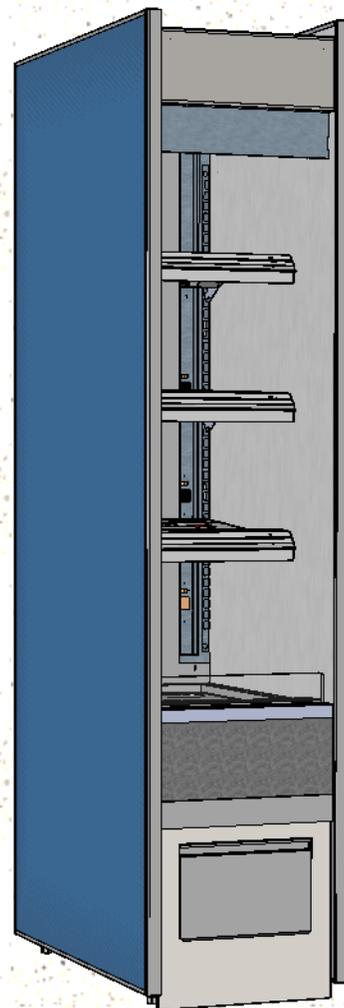
Important! See Installation
Section Of This Manual For
Specifics On Confirming
Proper Placement of
“Danger-Hot” Labels on
Heated Shelves and Deck



Model B3632H



Model B2432H



Model B1832H

Structural Concepts

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OVERVIEW

- These Structural Concepts cases should be installed and operated according to these instructions to ensure proper performance. Improper use will void warranty.
- This unit is designed to display products in ambient store conditions with a maximum temperature of 80 °F (27 °C) .

DRY HEAT PURPOSES / PRE-HEATING PRODUCT, ETC.

This case is designed for dry heating operations throughout the product area. Heat is generated from heated shelving/deck.

- Structural Concepts® heated merchandisers are designed for packaged foods at 140 °F to 165 °F (60 °C to 74 °C).
- Product must be pre-heated to these temperatures PRIOR TO being places in merchandiser. This case is NOT designed to heat product from cold or ambient conditions.
- This merchandiser is designed to display perishable, packaged products. Improper use will void warranty.
- Depending upon model, overhead incandescent lamps may be used on shelving and header of merchandiser.

INTEGRATED AVERAGE PRODUCT TEMPERATURE

- These units are designed to merchandise product at an integrated average product temperature of 150 °F (66 °C).

THERMOMETERS

- Thermometers in equipment reflect internal air temperature only (not actual food temperature).
- Use probe thermometers to determine actual product temperatures.

COMPLIANCE

- Performance issues when in violation of applicable NEC, federal, state and local electrical and plumbing codes are not covered by warranty. Please see below.

WARNINGS

- This page contains important warnings to prevent injury or death. Please read carefully!



**ATTENTION
CONTRACTORS**

COMPLIANCE

This equipment MUST be installed in compliance with all applicable NEC, federal, state and local electrical and plumbing codes.

WARNING

**ELECTRICAL
HAZARD**



WARNING

Risk of electric shock. Disconnect power before servicing unit. CAUTION! More than one source of electrical supply is employed with units that have separate circuits. Disconnect ALL ELECTRICAL SOURCES before servicing.

WARNING

**HOT
SURFACE**



WARNING

Shelves and Decks Are Hot! Disconnect and allow to cool 45 minutes before cleaning or removing from case. Ceramic metal halide lamps are hot! Turn off or disconnect and allow to cool 45 minutes before servicing or replacing.



WARNING: This product can expose you to chemicals, including Urethane (Ethyl Carbamate), which are known to the state of California to cause cancer and birth defects or other reproductive harm. For more information go to P65Warnings.ca.gov.

PRECAUTIONS

- Following are important precautions to prevent damage to unit or merchandise. Please read carefully!

POWER CORD AND PLUG MAINTENANCE

- Caution! Risk of electric shock.
- If cord or plug becomes damaged, replace only with cord and plug of same type.



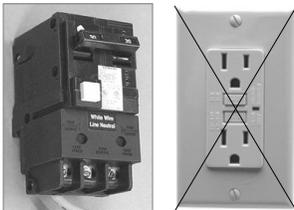
CAUTION! DO NOT RELY ON THERMOMETERS OR THERMOSTATS FOR PRODUCT (FOOD) TEMPERATURES.

- Thermometers & thermostats reflect air temperatures ONLY.
- For ACTUAL product (food) temperatures, use a calibrated food probe thermometers ONLY.
- For accurate readings, DO NOT use infrared food thermometers.



CAUTION! LAMP REPLACEMENT GUIDELINES

Ceramic metal halide lamps reflect specific size, shape and overall design. Any replacements must meet factory specifications. Ceramic metal halide lamps must be replaced with similar lamps.



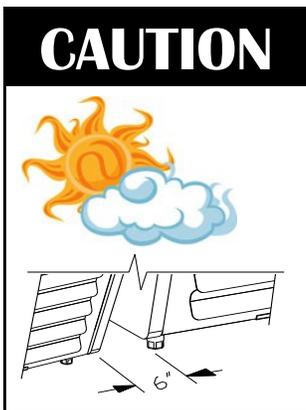
CAUTION! GFCI BREAKER USE REQUIREMENT

If N.E.C. (National Electric Code) or your local code requires GFCI (Ground Fault Circuit Interrupter) protection, you MUST use a GFCI breaker in lieu of a GFCI receptacle.



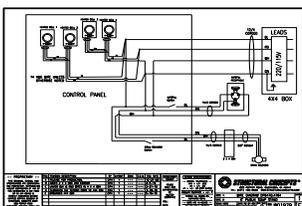
CAUTION! POWER CORD AND PLUG MAINTENANCE

Risk of electric shock. If cord or plug becomes damaged, replace only with cord and plug of same type.



CAUTION! ADVERSE CONDITIONS / SPACING ISSUES

- Performance issues caused by adverse conditions are NOT warranted.
- To prevent damage to end panels due to condensation, apply industrial grade silicone sealant and tightly join to opposite end panels. When not adjoining cases, keep end panels at least 6" away from walls & structures. Rear panels must also be kept at least 6" from walls and structures.
- Case must not be exposed to direct sunlight or any heat source.
- To maintain proper case temperature, keep case at least 15-feet from exterior doors, overhead HVAC vents or any air curtain disruption.
- Self-contained case clearance: 6" min. air intake / 6" min. air discharge.



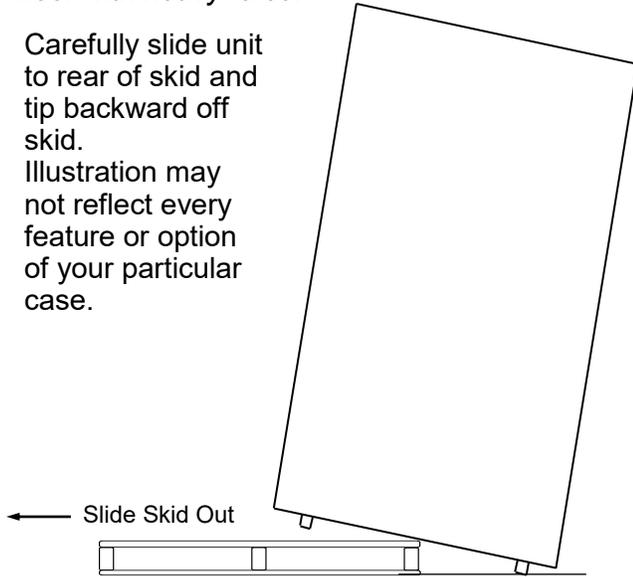
WIRING DIAGRAM FORMAT & LOCATION

- Each case has its own wiring diagram folded & in its own packet.
- Wiring diagram placement may vary; it may be placed near ballast box, field wiring box, raceway cover, or other related location.

INSTALLATION: CASE REMOVAL / POSITIONING & ALIGNING CASE

1. Remove Case From Skid (Levelers)

- Remove shipping brace that may be securing case to skid.
- Support case to prevent tipping.
- **Caution! Levelers can be damaged if case hits floor with heavy force!**
- Carefully slide unit to rear of skid and tip backward off skid.
- Illustration may not reflect every feature or option of your particular case.



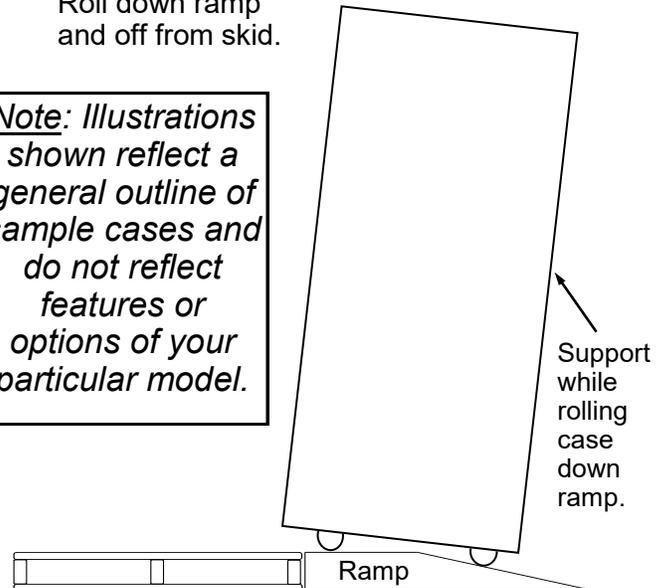
Case can be repositioned with pallet truck when front lower panel is removed. Blocking may be necessary to obtain adequate height.

2. Remove Case From Skid (Casters)

- Remove shipping brackets that may be securing casters to skid
- Place ramp up against skid (to allow case to smoothly slide off from skid).
 - Maintain support of case at all times or center of gravity may cause case to fall.
 - Unlock Casters. Roll unit to rear of skid.

Roll down ramp and off from skid.

Note: Illustrations shown reflect a general outline of sample cases and do not reflect features or options of your particular model.

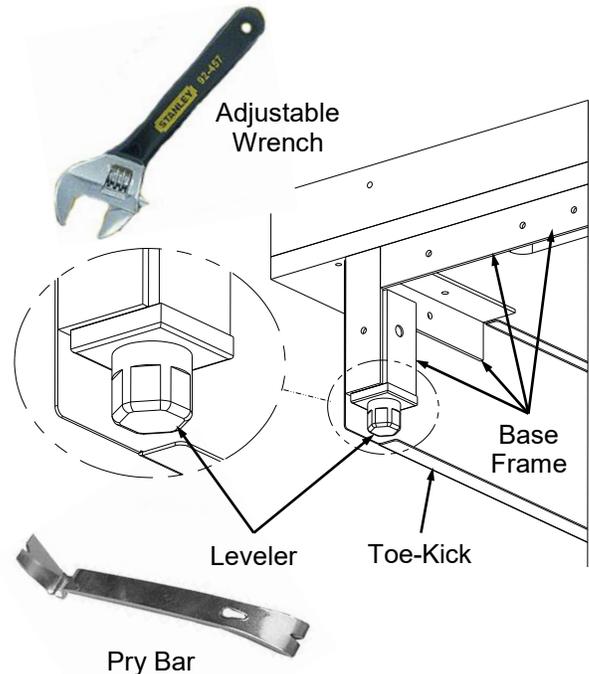


3. Position & Align Case Alongside Other Cases

- Before adjusting levelers, make certain that the case is in proper position and, if required, aligned with adjoining case(s).
- This may require the repositioning of the case you are installing or the already positioned case(s).

4. Adjust Levelers

- After case is in proper position, adjust case so it is level and plumb (see illustration at right).
- You may need to remove front and/or rear Toe-kick to access levelers.
- Use adjustable wrench to adjust leveler.
- Depending upon case weight it may be necessary to use a pry bar to accomplish this task.
- Do not use pry bar on toe-kick as it may buckle.
- Do not use pry bar on end panel as it may chip.
- Use pry bar **ONLY** on base frame to avoid damaging case.
- See illustration and photos at right.



5. Important! Check That “Caution-Hot” Labels Are Properly Attached To Case

- Shelves can get extremely hot and cause severe burns.
- Illustration below shows proper placement of “Caution-Hot” labels.
- At least ONE label must be placed on each shelf (as shown below). Wide units may have two or more labels placed on shelves and deck.
- If labels are not properly attached, contact Structural Concepts to obtain labels. See **SCC TECHNICAL SERVICE CONTACT INFORMATION** section at last page in manual.

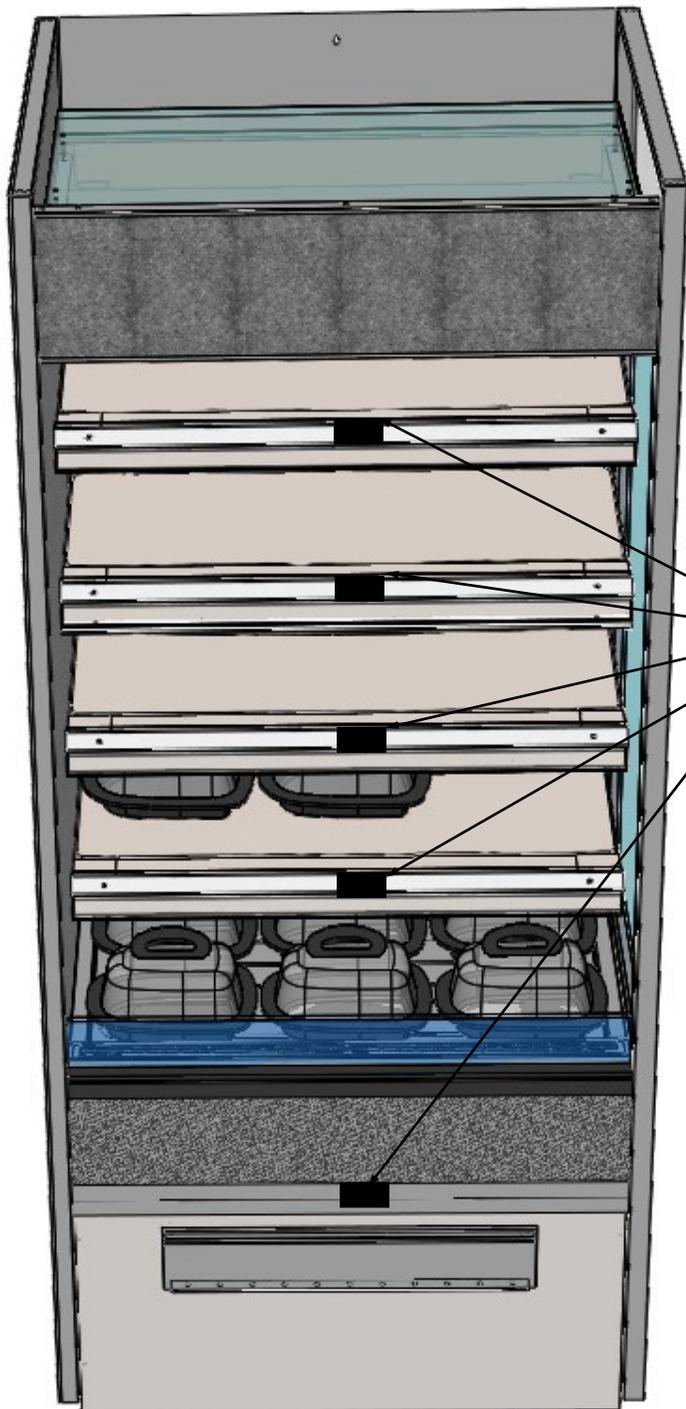


Illustration Shown May Not Exactly Reflect Every Feature or Option of Your Particular Case.

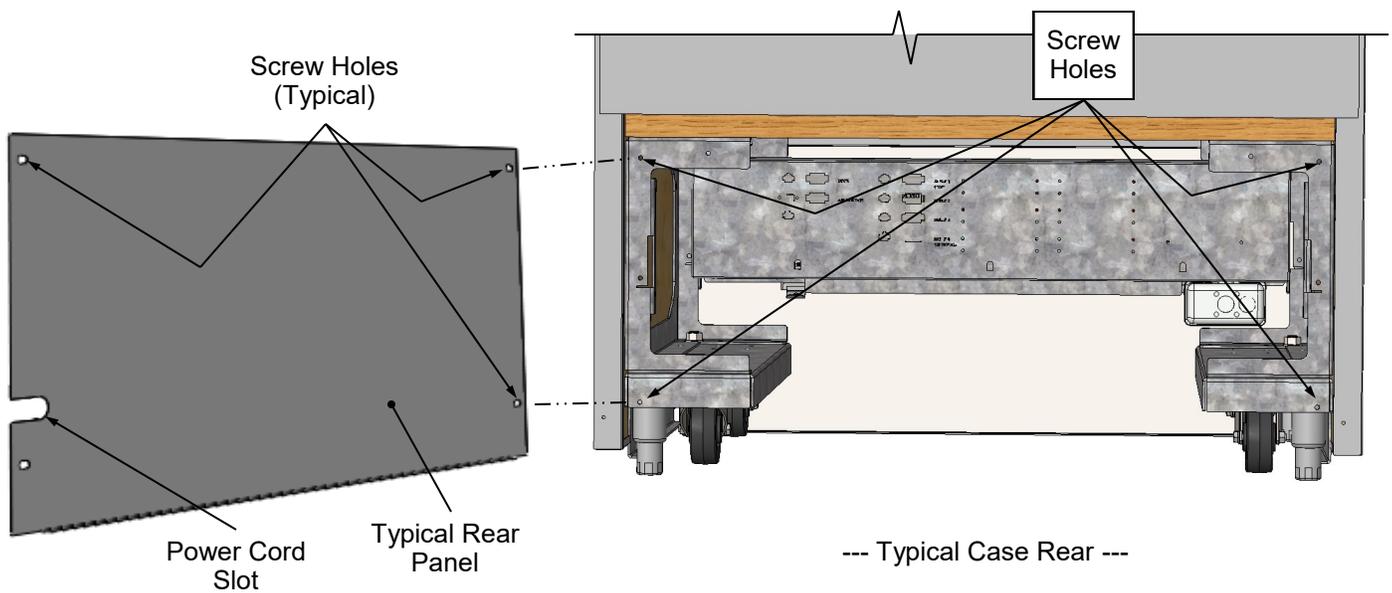
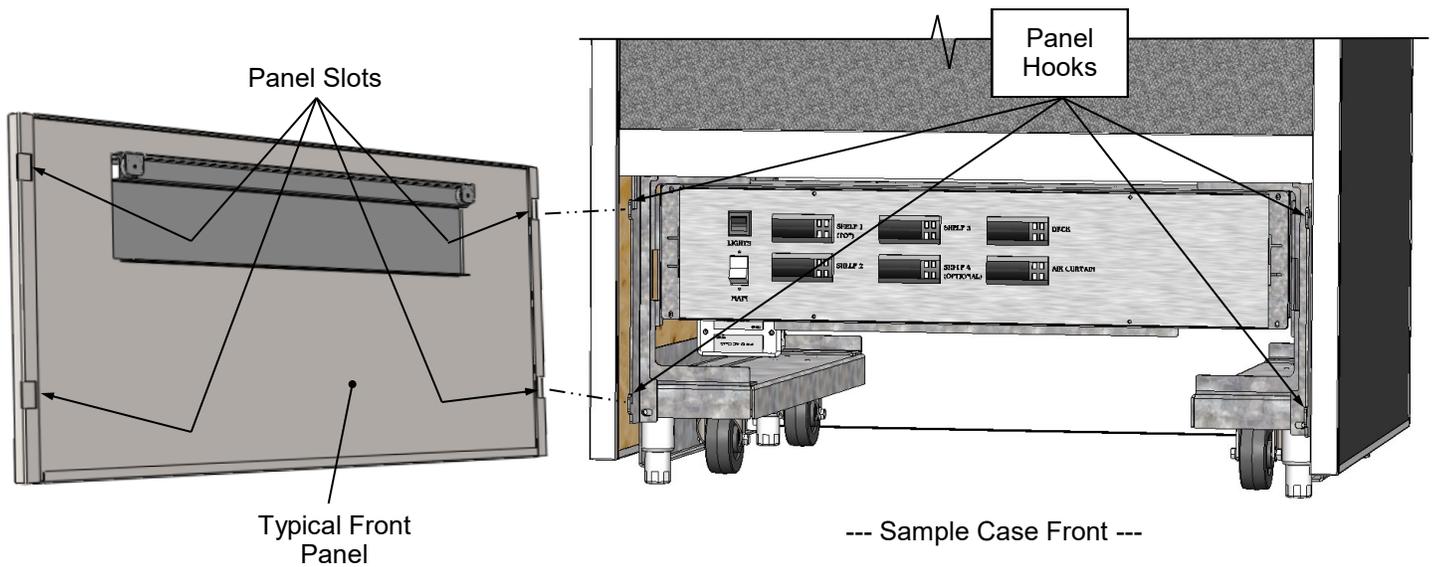


Important! Check That “Caution-Hot” Labels Are Placed On Heated Shelves and Deck As Shown In Illustration At Left

6. Removable Front & Rear Panels

- Front panels are removable by simply sifting up and off (via slot/hook method). See illustration below.
- Rear panels are removable by accessing four (4) screws. See illustration below.
- Return to case in reverse order it was removed.

Illustrations Shown May Not Exactly Reflect Every Feature or Option of Your Particular Case.



1. Front Flip-Down Door / Main Power / Lights

- Models have flip-down door with magnet features allowing access to controls at front of case.
- Main power switch, lights and pre-heat buttons are accessible when down-down door is lowered.
- When main power switch is turned on, power to entire case is provided.
- When light switch is turned on, all lights in entire case will turn on.

- Certain models employ magnets along with slot/hook method on front/rear panels.
- Replace front/rear panels in same manner they had been removed.

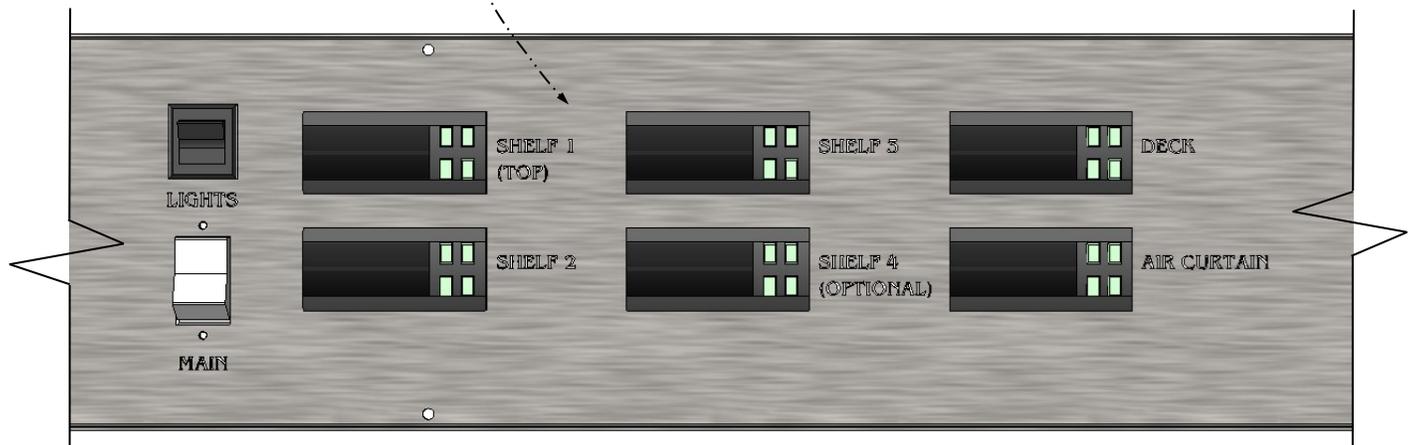
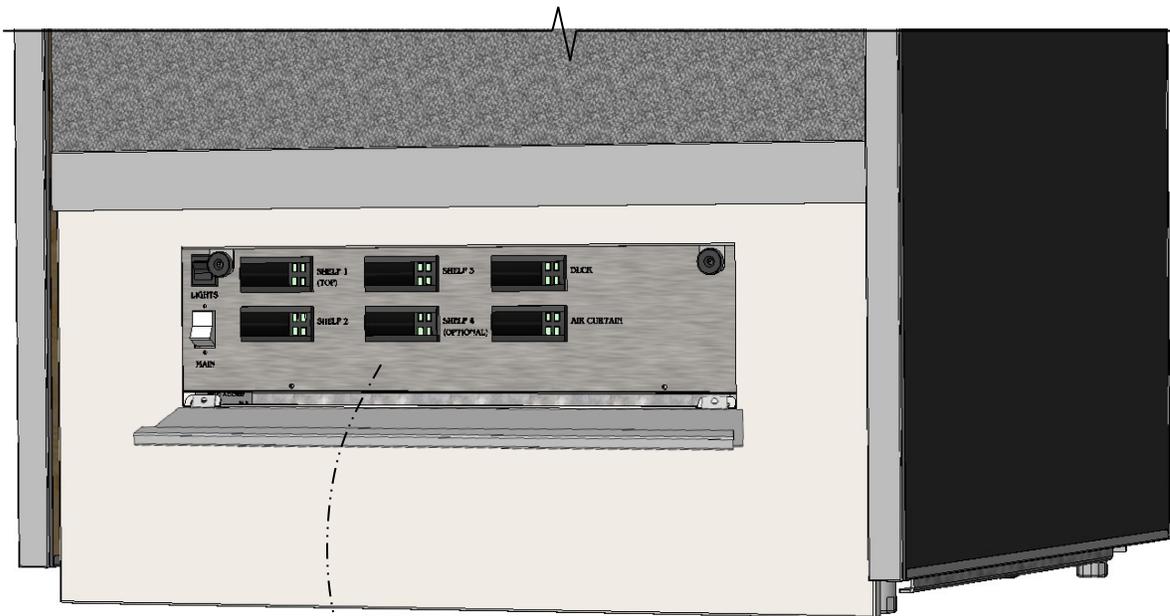
3. Electrical Raceway Access

- Directly behind front (or rear) panel is the electrical raceway.

2. Front/Rear Panel Removal

- To remove front (or rear) panels, lift front panel up and off case. No screw removal is required to remove front panel.

Note: Model B3632H Is Shown With Flip-Down Door Removed. General Layout Is Applicable To All Models Represented In This Operating Manual.



STARTUP, CONTINUED - CONTROL PANEL EXPLODED VIEW (MODEL B2432H ONLY)

Model B2432H - Control Panel Exploded View

1. Field Access Box

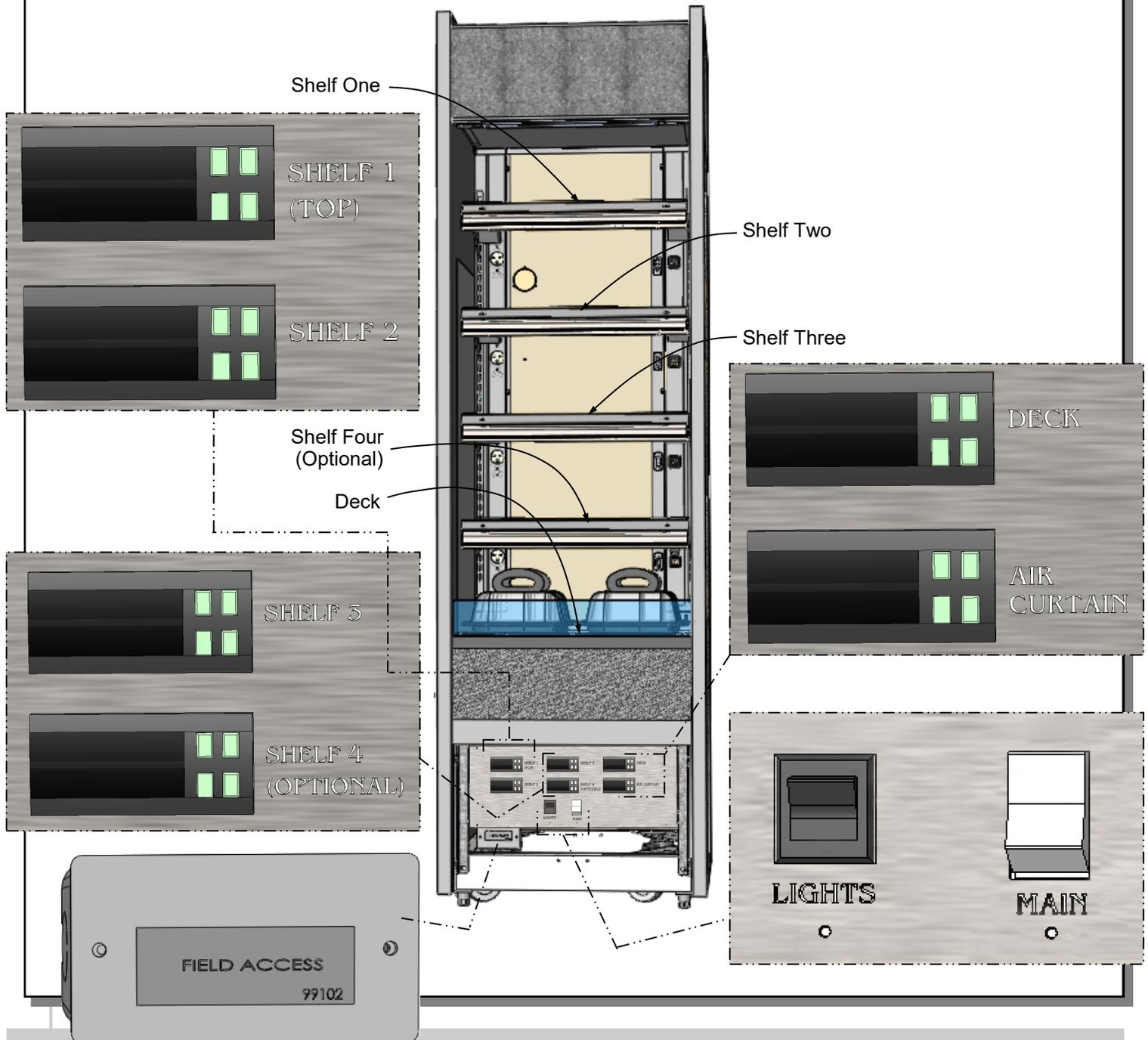
- Field access box is at lower-left of control panel.

2. Main Power / Lights

- Main power switch and lights switch are at right of control panel (as shown below).

3. Shelves and Deck Heater Controls

- Heater controls to shelves and deck are on control panel.
- See Carel® Controller information in this manual for specifics.



STARTUP, CONTINUED - CONTROL PANEL EXPLODED VIEW (MODEL B3632H ONLY)

Model B3632H - Control Panel Exploded View

1. Field Access Box

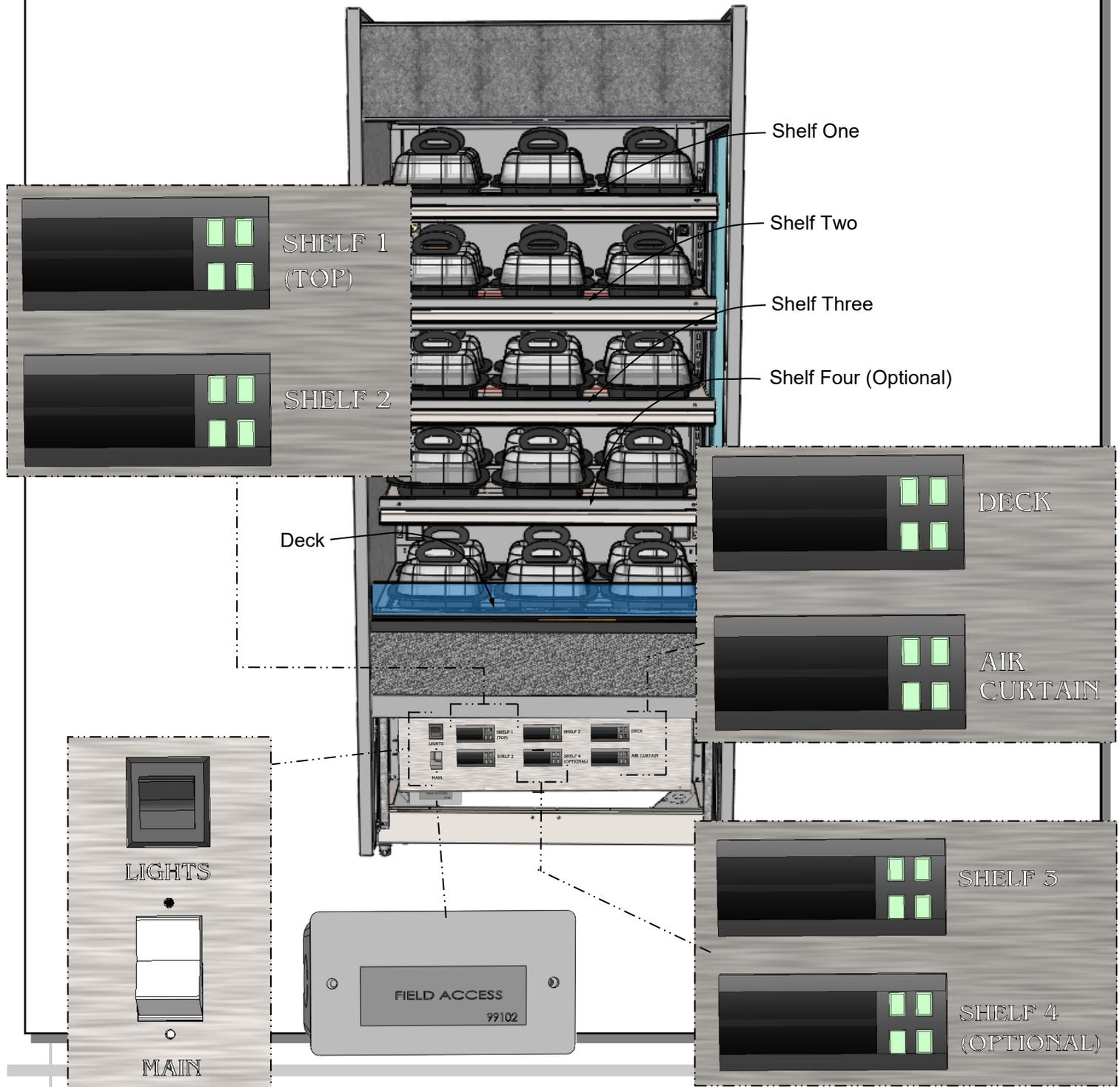
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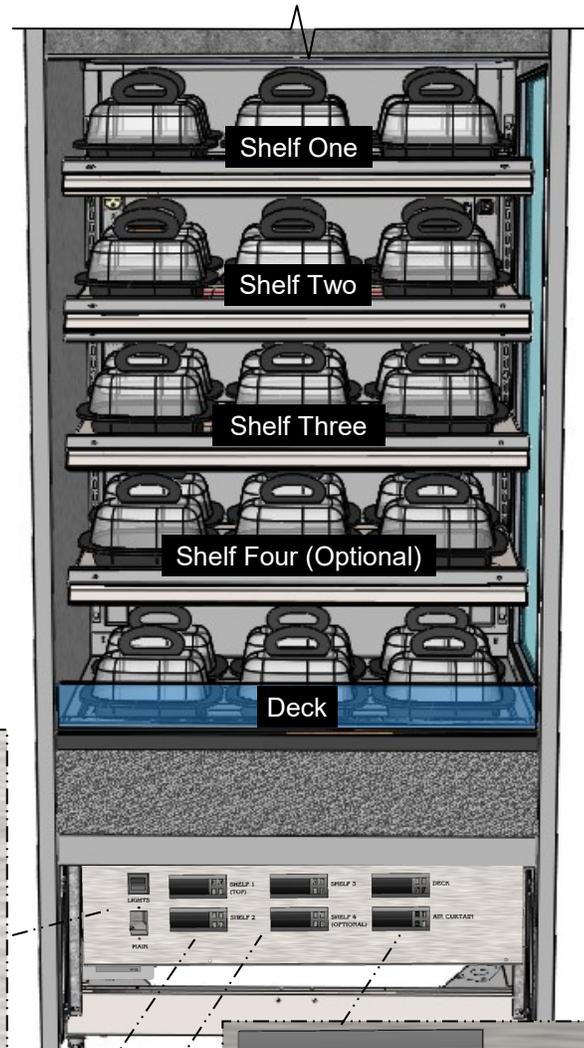


STARTUP, CONTINUED - OPERATION AND SHUTDOWN (AUTHORIZED PERSONNEL ONLY!)

1. Merchandiser Daily Start-Up (For Authorized Personnel Only)

- Lift up hinged door at case front. Both switches should be in off position.
- Turn main power switch / lamp switch on.
- **Inoperative Dashboard Notations:** Markings of “Well,” “Overhead” and “Pre-Heat” may on faceplates. These functions are NOT used on these models and are to be disregarded.
- **Ceramic Metal Halide Note:** Lamps may take up to 15 minutes to fully illuminate.
- **Cautionary Note:** Deck, shelving and overhead lights are hot! Do not touch unless dials have been turned off & area is cool!
- Each programmable controller controls a particular shelf as well as the deck.
- Programmable controllers are pre-set at the factory and should RARELY require adjustment.
- Allow 15-20 minutes for temperature to reach desired temperature before placing product on shelves/deck.
- **Caution!** Food MUST BE cooked PRIOR to being placed in the case. Food should be heated to a temperature of between 150 °F to 160 °F (65.6 °C - 71 °C) prior to placing in case. Food temperature must NOT be allowed to be below FDA guideline of 140 °F (60 °C).
- Use probe to check food temperature before placing in case.
- After product is placed in case, check product temperature (again) after one hour to verify that proper food temperatures are maintained.
- Should product temperatures be outside of range, adjust temperature controls for that particular shelf or deck up or down by one number.
- Check food temperature again after one hour.

Note: Model B3632H Is Shown. General Layout Is Applicable To All Models Represented In Manual.



2. Temperature Control Settings

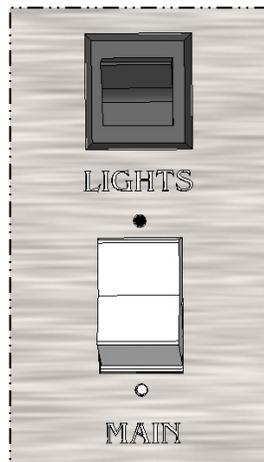
- Temperatures of all food products are to be at 140 °F to 165 °F (60 °C to 74 °C), for decks and shelves (including optional shelf #4).

3. Operating Tips

- When restocking, place new product at back and rotate older product to front of case.
- Display product expected to sell within 4 hours.
- **Clean up residue immediately.** Case will cause spills and debris to harden to surface!

4. Shutting Down Case

- Remove all product from case. Turn main power switch “OFF.”
- Allow case to cool for 45 minutes before cleaning.



1. Ceramic Metal Halide Light Fixture Warnings

- ***Warning!*** Turn off lights switch before replacing ceramic metal halide lights.
- ***Warning!*** Lamps are manufactured to resist breakage. Replace with same wattage lamp that is similarly manufactured. If uncertain of wattage, refer to label on case for specifics.
- ***Warning!*** As ceramic metal halide lamps may heat up entire light fixture area, allow case to cool down for 45 minutes before accessing.

2. Removal of Ceramic Metal Halide Lamps

- Loosen lamp access screws. Allow lamp cover to drop downward.
- Wrap lamp in cloth or paper towel (as added protection from warm lamp).
- Grasp lamp with firm grip and pull straight outward (without bending or twisting lamp).

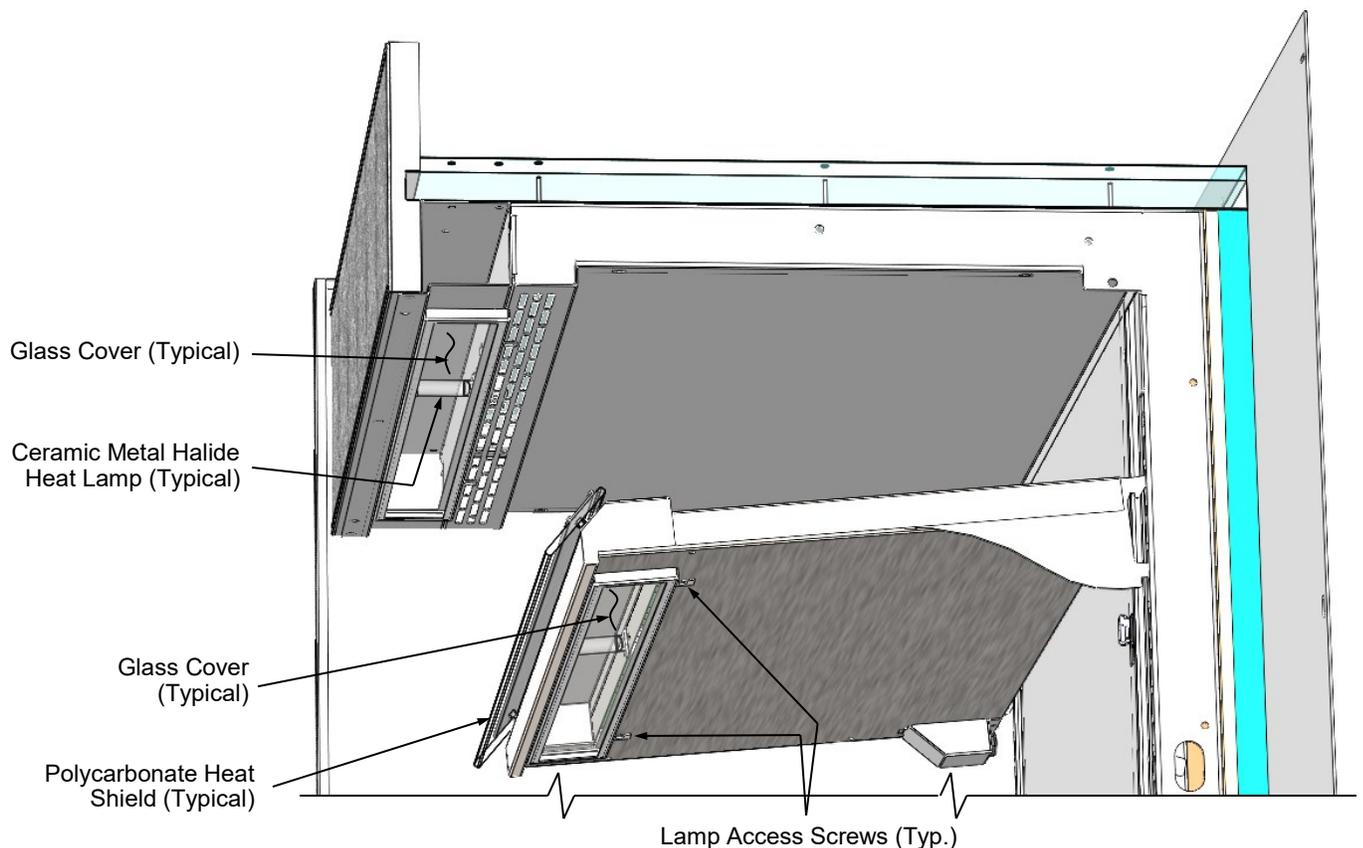
3. Installation of Ceramic Metal Halide Lamps

- Wrap new lamp in cloth or paper towel (as added protection from warm lamp AND to prevent oils from skin from getting on lamp).
- Firmly grasp and carefully insert into open socket.
- Raise lamp cover back into place. Tighten screws that had been loosened.
- Turn lamp switch back on. **Note:** Ceramic metal halide lamps may take up to 15 minutes to gain full illumination.

4. Polycarbonate Heat Shields

- Polycarbonate heat shields can heat up to extremely hot temperatures.
- Allow to cool before touching or cleaning.

Note: Illustration Shown May Not Exactly Reflect Every Feature or Option of Your Particular Case



CLEANING SCHEDULE (DAILY / WEEKLY) - CASE EXTERIOR

Cleaning	Daily	Weekly	Task
Case Exterior	X		<p>Wood or Laminate Surfaces</p> <ul style="list-style-type: none"> • Clean with warm, soapy water and clean cloth or sponge. • Dry with clean cloth or paper towel.
	X		<p>Insulated Glass</p> <ul style="list-style-type: none"> • Clean outside surfaces of glass with household or commercial glass cleaner. • Dry with clean cloth or paper towel.
	X		<p>Stainless Steel (case top, sides, front, rear, etc.)</p> <ul style="list-style-type: none"> • Wash with solution of hand-dishwashing liquid detergent & warm water or solution of baking soda and water. Rinse and polish dry with paper towel or soft cloth. • Do not use scouring powders or steel wool as it will scratch surfaces. • Brighten by polishing with cloth dipped in vinegar or in ammonia; sprinkle baking soda on sponge and rub gently; rinse. Polish dry with paper towel. • Remove streaks or heat stains by rubbing with club soda. • Caution! Do not drip or spill cleaning solution into case!
		X	<p>Under Case Cleaning Remove front or rear panel. Clean under case with vacuum.</p>

CLEANING SCHEDULE (DAILY / WEEKLY) - CASE INTERIOR

Caution! TURN MAIN POWER SWITCH TO “OFF” and allow case to cool at least 45 minutes before cleaning case interior!

Cleaning	Daily	Weekly	Task
Case Interior	X		<p>Glass Clean inside surfaces of glass with a household or commercial glass cleaner. Wipe dry with clean cloth or paper towel.</p>
			<p>Polycarbonate Heat Shields (At Each Shelf)</p> <ul style="list-style-type: none"> • Use a liquid detergent and clean with a clean cloth. • Caution! Do not use glass cleaner on polycarbonate heat shields. Such cleaning solution will cause heat shield to become cloudy and cracked.
	X		<p>Shelves / Decks / Wire Racks Spills (Unhardened): Clean immediately to prevent hardening or “baking” of spills. Remove wire rack (if any) to access area. Use a dry cloth, folded over several times to clean up spills; this will prevent being burned due to steam from wet cloth on the hot surfaces. Spills (Hardened): Clean hardened spills with a damp cloth dipped in household cleaner. For stubborn stains, use firm-bristled nylon brush or scouring pad dipped in warm, soapy water. Use spray bottle with water and clean paper towel to wipe up residue. Wire racks may be removed, submersed in warm to hot soapy water, and cleaned with soft-bristled brush.</p>
		X	<p>Ceramic Metal Halide Glass Covers After case has been allowed to cool 45 minutes, use household or commercial glass cleaner and clean cloth (or paper towel) to remove any smudges, fingerprints, or oily residue from glass surface.</p>

TROUBLESHOOTING

CASE ISSUES	TROUBLESHOOTING METHOD
Product is drying out	<p>Make certain that product has not exceeded allotted display time.</p> <p><i>Authorized Personnel Only:</i></p> <ul style="list-style-type: none"> Adjust temperature control settings. See START-UP, OPERATION AND SHUTDOWN section for your model in this manual for instructions.
Product temperature deviates outside of acceptable range (product either overheating or too cool)	<ul style="list-style-type: none"> If deck or shelving contains few or no products, a temperature reading that is outside of range may be experienced. When case is properly stocked, air is trapped between product; temperatures should maintain proper range. Probe thermometer may be faulty. Use a stainless steel stem-type thermometer with dial of at least a 1-inch internal diameter and test product. Accuracy to within 1.8 °F / 1 °C is acceptable. <p><i>Authorized Personnel Only:</i></p> <ul style="list-style-type: none"> Adjust temperature control settings: See START-UP, OPERATION AND SHUTDOWN section for your model in this manual for instructions.
System is not operating at all	Check that unit is properly plugged in.
	Confirm that the MAIN power switch is on.
	If power cord is used, confirm that it is plugged into outlet.
	<p><i>Authorized Personnel Only:</i></p> <p>Confirm that the utility power is on.</p>
	<p><i>Authorized Personnel Only:</i></p> <p>Check the circuit breaker box for tripped circuits.</p>
	<p><i>Authorized Personnel Only:</i></p> <p>GFCI may be required. If N.E.C. (National Electric Code) or your local code requires GFCI (Ground Fault Circuit Interrupter) protection, you MUST use a GFCI breaker in lieu of a GFCI receptacle.</p>
Product is not heating at all	<p>Heating elements may be malfunctioning.</p> <ul style="list-style-type: none"> Call Structural Concepts Technical Service (at last page of this manual). Move product to separate location until unit is repaired.
Ceramic metal halide lamps are not working	<p><i>Caution! Case is extremely hot! Turn off main power switch and allow lamps to cool for 45 minutes before touching light bulbs.</i></p> <ul style="list-style-type: none"> Be sure ALL lamps are inserted properly (and all the way for proper connection to take place). Check that bulbs are not burned out. It may take 15 minutes for ceramic metal halide lamps to fully illuminate.

Serial Label Location & Information Listed / Technical Information & Service

- Serial labels are affixed at a wide range of places (on the header, at case rear, behind panels or toe-kicks, on electrical boxes, etc.).
- Serial labels contain electrical information as well as regulatory standards to which the case conforms.

- Sample serial label shown below.
- For additional technical information and service, see the *TECHNICAL SERVICE* page in this manual for instructions on contacting Structural Concepts' Technical Service Department.

Structural Concepts®
888 E. Porter Rd - Muskegon, MI 49441



3048256
Conforms to UL Std. 65
CERTIFIED TO CAN/CSA
STD C22.2 NO 120

120 VOLTS 60HZ
FOR PARTS OR SERVICE CALL
STRUCTURAL CONCEPTS
AT 1-800-433-9489

Reveal

MODEL NRS3648RXV-SAMPLE
SERIAL NO. 12345X30DZ098765

Blend **Addenda**

Harmony **Grocerant**

Impulse

Oasis **Fusion**

SINGLE PHASE 1.84 AMPS

SCAN FOR PRODUCT LITERATURE



Sample QR Code

SAMPLE ONLY

SAMPLE ONLY

SAMPLE ONLY

SAMPLE ONLY

SAMPLE ONLY

--- Sample Serial Label For Ambient/Heated Cases ---



Determine Which Programmable Controller Is On Your Case (Controllers That Are Commonly Used By Structural Concepts Are Shown Below). Your Particular Programmable Controller May Differ.



Carel® PJEZ Platform



Carel® ir33 Platform



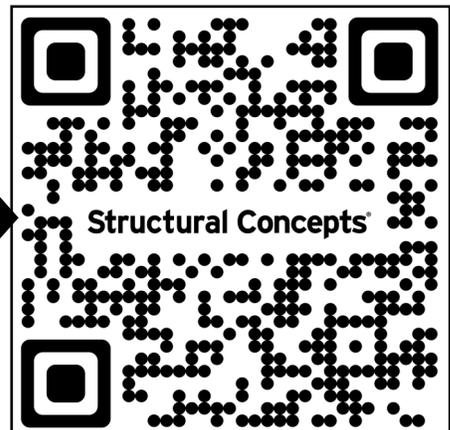
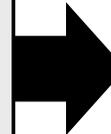
Carel® iJF Platform



Dixell® XM670K-XM679K Platform

To Access Information About The Programmable Controller That Is Used On Your Case, Follow These Instructions:

- > If Viewing This Document on Smart Phone, Tablet or Computer, Select/Click On The QR Code at Right.
- > If Viewing This Document In Print (Hard Copy), Scan The QR Code at Right With Your Smart Phone or Tablet.



STRUCTURAL CONCEPTS TECHNICAL SERVICE CONTACT INFORMATION & LIMITED WARRANTY

TECH SERVICE/WARRANTY CONTACT INFO:
1 (800) 433-9490 / EXTENSION 1
DAYS/HOURS AVAILABLE:
MONDAY - FRIDAY (CLOSED HOLIDAYS)
8:00 a.m. TO 5:00 p.m. EST

**YOU MUST HAVE THE FOLLOWING INFO AVAILABLE
BEFORE CONTACTING STRUCTURAL CONCEPTS:**
SERIAL NO. / MODEL NO. / STORE NO. / STORE
ADDRESS / DETAILS (PHOTOS, LEAK LOCATIONS,
DAMAGE, STORE'S AMBIENT CONDITIONS, ETC.)

**To Access The Limited Warranty To Your
Case, Follow These Instructions:**

- > If Viewing This Document on Smart Phone, Tablet or Computer, Select/Click On The QR Code at Right.
- > If Viewing This Document In Print (Hard Copy), Scan The QR Code at Right With Your Smart Phone or Tablet.

