

Reveal[®] USER MANUAL

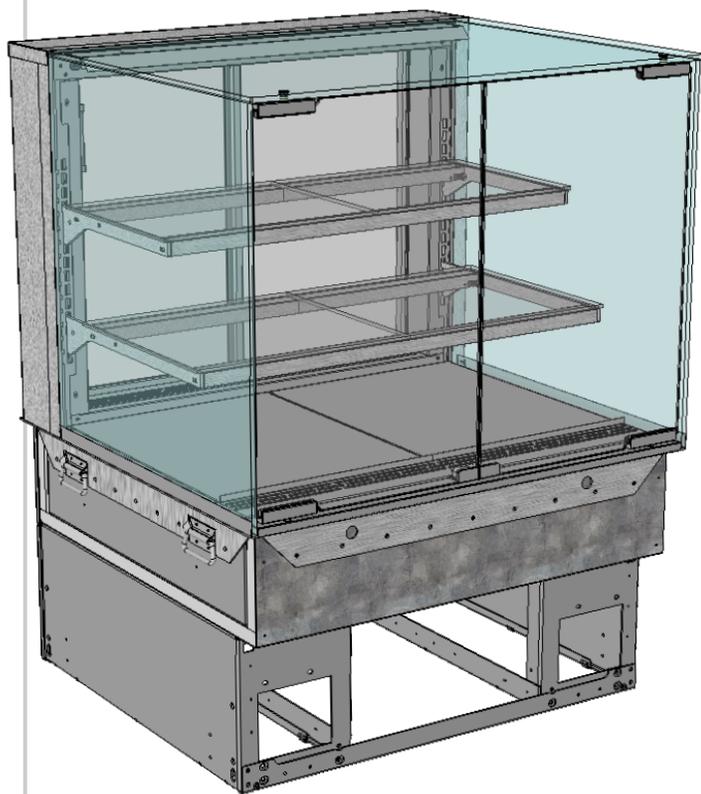
SCC P/N
21-20981

REVEAL[®] SLIDE-IN HEATED SERVICE MERCHANDISERS

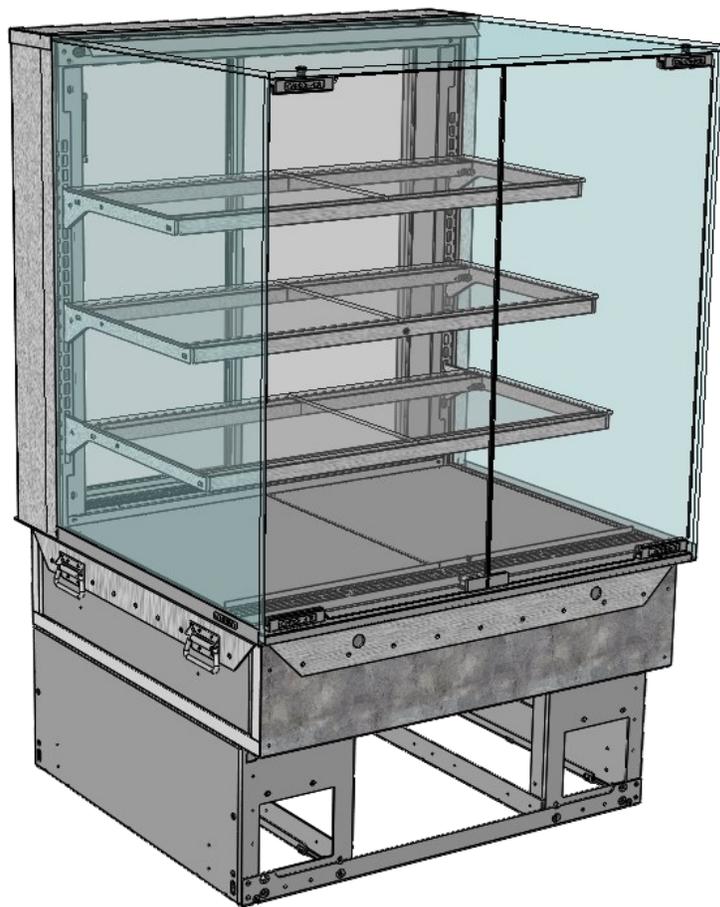
> REAR SLIDING DOORS

> **CAUTION! DO NOT PUSH OR PULL ON UPPER GLASS ENCLOSURE!**

> **ONLY USE HANDLES (AT EACH END OF CASE) TO PUSH OR PULL CASE INTO POSITION!**



Model NE3627HSV Slide-In Unit Shown With
Dual Shelves (Your Unit May Vary)



Model NE3635HSV Slide-In Unit Shown With
Three Shelves (Your Unit May Vary)

**Important! See Structural Concepts Reveal[®]
Service Counter Guide P/N 21-21126 (That
Accompanies This Manual) For Cabinetry
Construction/Design Requirements.**

Structural Concepts[®]

DELIVERING FRESH. ALWAYS.™ Structural Concepts Corp. · 888 E. Porter Rd · Muskegon, MI 49441 Phone: 231.798.8888 Fax: 231.798.4960 · www.structuralconcepts.com

TABLE OF CONTENTS

TABLE OF CONTENTS	2
REVEAL® FREE STANDING HEATED SERVICE MODEL APPLICABILITY & DIMENSIONS	3
REVEAL® SLIDE-IN SERVICE HEATED MODEL APPLICABILITY & DIMENSIONS	4-5
INSTALLATION: DISCONNECTING CASE FROM PALLET / REMOVAL OF CASE FROM PALLET	6
INSTALLATION, CONT'D: SHELVING ASSEMBLY COMPONENTS	7
INSTALLATION, CONT'D: PLUG IN UNIT / MAIN POWER SWITCH AND LED LIGHT SWITCH	8
INSTALLATION, CONT'D: ATTACHING REAR UPPER PANEL AND WATER FILL FUNNEL	9
CASE DESIGN: FRONT VIEW OF SLIDE-IN, SERVICE HEATED MERCHANDISERS	10
CASE DESIGN, CONT'D: REAR VIEW OF SLIDE-IN, SERVICE HEATED MERCHANDISERS	11
CASE DESIGN, CONT'D: CONTROLLER / LED DRIVER / LIGHTS SWITCH / MAIN POWER SWITCH	12
CASE DESIGN, CONT'D: TUB ACCESS / HEATER / POWERED HUMIDIFICATION SYSTEM ACCESS	13
CASE DESIGN, CONT'D: POWERED HUMIDIFICATION SYSTEM / WATER CAPACITY/TYPE	14
CASE DESIGN, CONT'D: POWERED AND PASSIVE HUMIDIFICATION SYSTEM OVERFLOW	15
CASE DESIGN, CONT'D: PASSIVE HUMIDIFICATION SYSTEM / HUMIDITY CONTROL LEVER AND ADJUSTMENT LEVER KEY	16
CASE DESIGN, CONT'D: LED LIGHTS / LED LIGHTS SWITCH / THERMOMETER	17
CASE DESIGN, CONT'D: REAR SLIDING DOOR REMOVAL / REPLACEMENT	18
CASE STARTUP: HEATER SETTINGS / LIGHTS SWITCH / SHUTTING DOWN CASE / KEY STORAGE	19
PRODUCT PLACEMENT / AIRFLOW CONSIDERATION / LOAD LINES	20
CLEANING SCHEDULE (TO BE PERFORMED BY STORE PERSONNEL)	21
PREVENTIVE MAINTENANCE (TO BE PERFORMED BY TRAINED SERVICE PROVIDER)	22
TROUBLESHOOTING (TO BE PERFORMED BY STORE PERSONNEL ONLY)	23-24
TROUBLESHOOTING (TO BE PERFORMED BY TRAINED SERVICE PROVIDERS ONLY)	25-26
SERIAL LABEL INFORMATION & LOCATION	27
PROGRAMMABLE CONTROLLER INFORMATION.....	28
TECHNICAL SERVICE CONTACT INFORMATION / WARRANTY INFORMATION	29

REVEAL® SLIDE-IN SERVICE HEATED MODEL APPLICABILITY & DIMENSIONS

Model	Upper Display Height	Overall Height	Case Depth x Length
NE3613HSV	13 5/8"UDH	32 7/8"OH	33"D x 35 3/4"L
NE3620HSV	20 3/8"UDH	39 5/8"OH	33"D x 35 3/4"L
NE3627HSV	27 7/8"UDH	47 1/8"OH	33"D x 35 3/4"L
NE3635HSV	35 1/4"UDH	54 5/8"OH	33"D x 35 3/4"L
NE4813HSV	13 5/8"UDH	32 7/8"OH	33"D x 47 3/4"L
NE4820HSV	20 3/8"UDH	39 5/8"	33"D x 47 3/4"L
NE4827HSV	27 7/8"UDH	47 1/8"OH	33"D x 47 3/4"L
NE4835HSV	35 1/4"UDH	54 5/8"OH	33"D x 47 3/4"L

OVERVIEW

- These Structural Concepts Reveal® heated cases are designed to hold pre-heated, perishable, packaged foods at 140 °F to 180 °F (60 °C to 82 °C).
- Cases should be installed and operated according to this operating manual's instructions to insure proper performance. Improper use will void warranty.
- Product must be pre-heated before placing in merchandiser. This case is NOT designed to heat product from cold or ambient condition.
- All heating elements are thermostat controlled for individual adjustment.

THERMOMETER

- 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. See below.

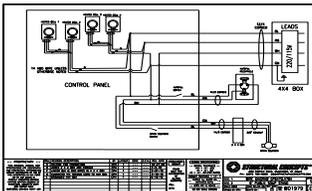
WARNINGS

- Please read the important warnings in this document carefully as they can prevent injury or death.
- See next page for **PRECAUTIONS**.



ATTENTION CONTRACTORS

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



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 field wiring box, raceway, or other related location.



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



WARNING
 Decks and shelves may be hot! Disconnect and allow to cool before cleaning or removing from case.



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!



CAUTION! LAMP REPLACEMENT GUIDELINES
LED lamps reflect specific size, shape and overall design.
Any replacements must meet factory specifications.



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

- Thermometers and thermostats reflect air temperatures **ONLY**.
- For **PRECISE** food temperatures, use calibrated food thermometers **ONLY**.



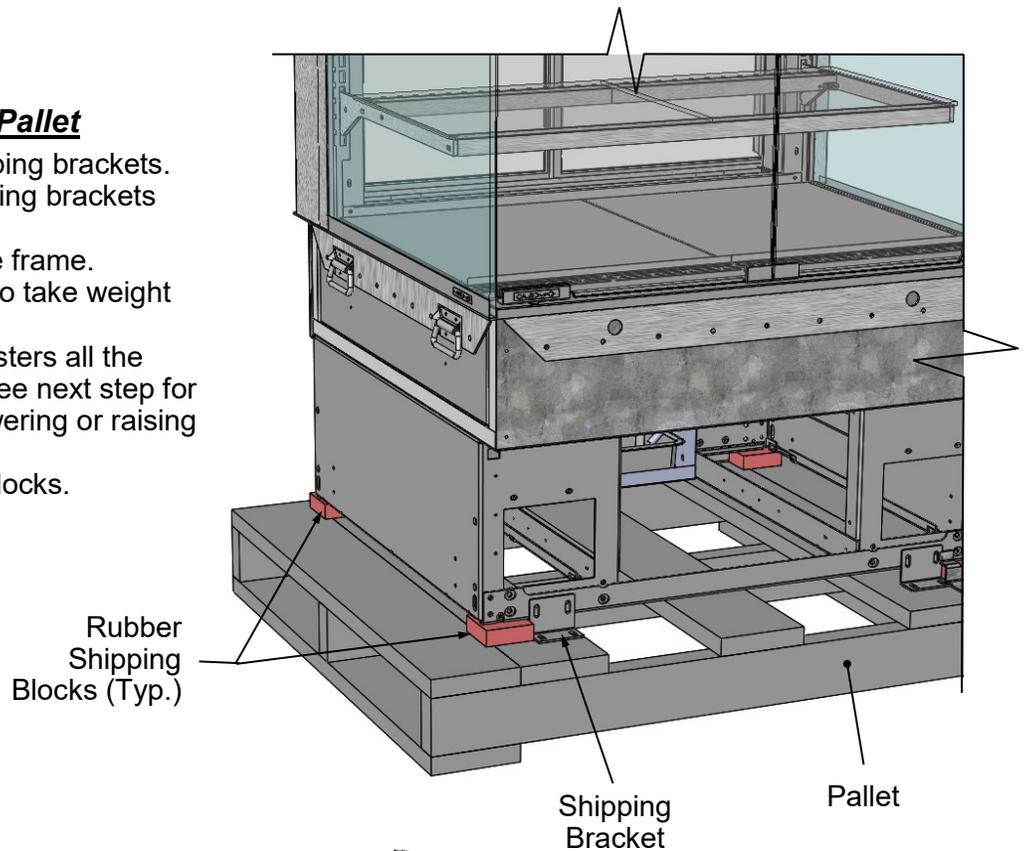
CAUTION!

- To prevent sagging or breakage, do not exceed **5 LBS (2.3 KG)** weight load per top glass section (between vertical supports).
- To prevent scratching or marring, do not place **ANY** items on glass.

INSTALLATION: DISCONNECTING CASE FROM PALLET / REMOVAL OF CASE FROM PALLET

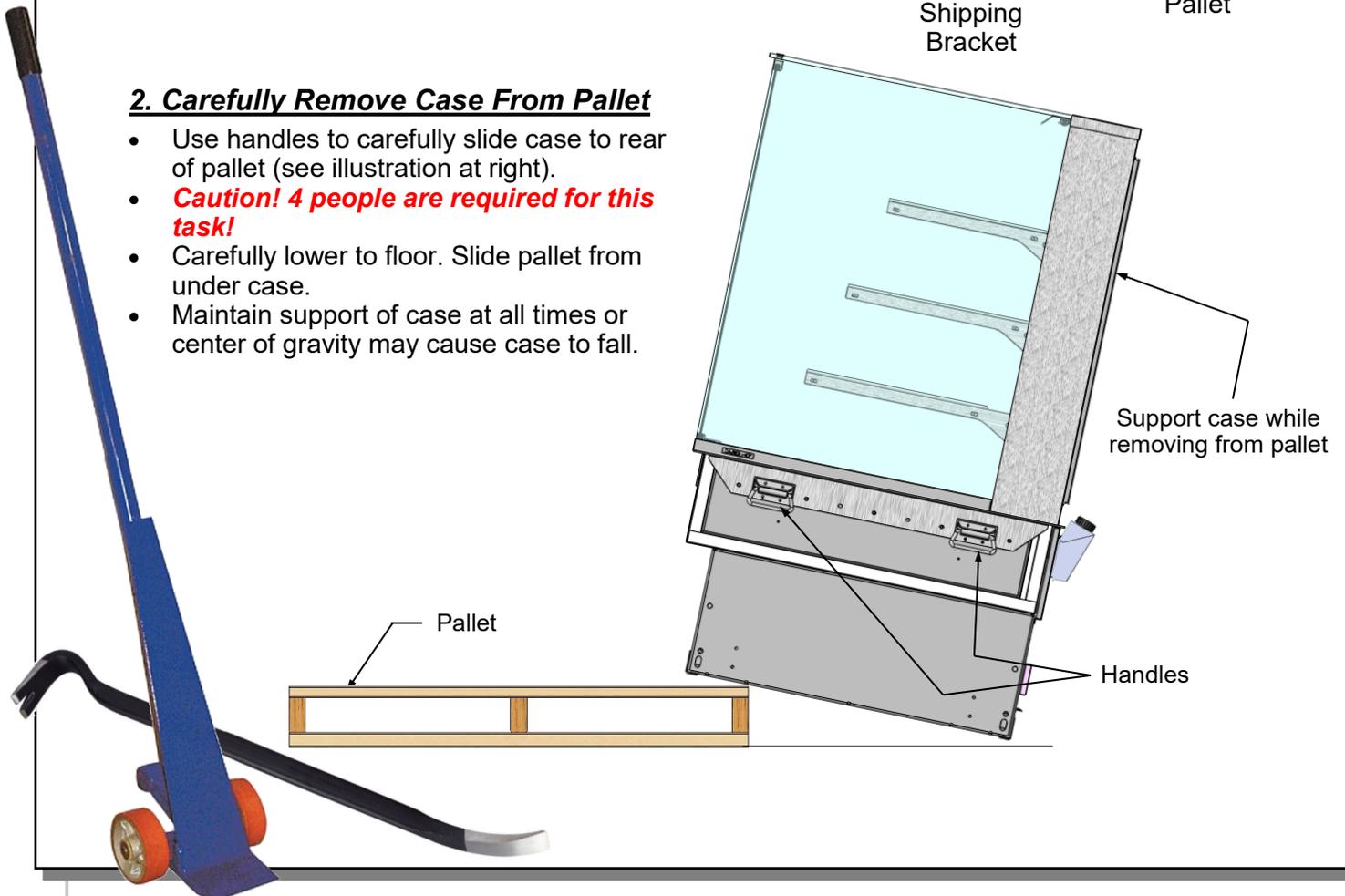
1. Disconnect Case From Pallet

- Remove screws from shipping brackets. Remove and discard shipping brackets from pallet.
- Place J-bar/pry under base frame. Raise case up from pallet to take weight off casters.
- With case raised, lower casters all the way down against pallet (see next step for detailed instructions on lowering or raising casters).
- Remove rubber shipping blocks.



2. Carefully Remove Case From Pallet

- Use handles to carefully slide case to rear of pallet (see illustration at right).
- **Caution! 4 people are required for this task!**
- Carefully lower to floor. Slide pallet from under case.
- Maintain support of case at all times or center of gravity may cause case to fall.



INSTALLATION, CONT'D: SHELVING ASSEMBLY COMPONENTS

3. Shelf Assembly Components

- Check that glass shelving is in proper position before placing product in case
- Shelves may be adjusted vertically or entirely removed from merchandiser.

- Metal shelving brackets ARE NOT able to be angled. They are at a fixed 90° position.
- These components comprise EACH shelf assembly.

SHELF ASSEMBLY COMPONENTS

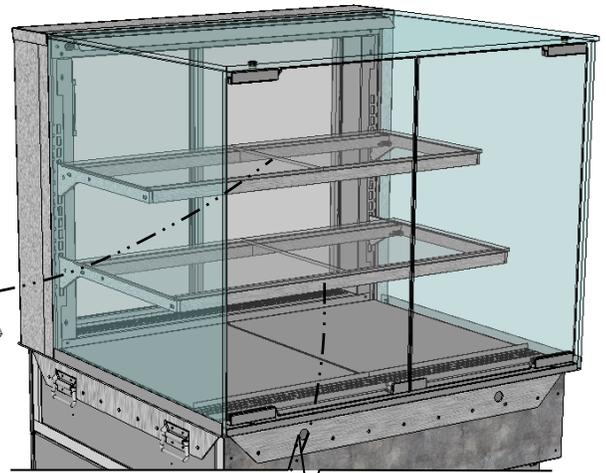
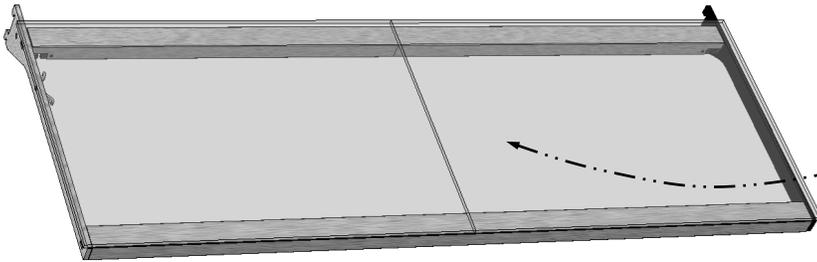
P/N	COMPONENT NAME	AMOUNT	P/N	COMPONENT NAME	AMOUNT
1	GLASS, LEFT HAND*	1	5	BRACKET, RIGHT HAND	1
2	GLASS, RIGHT HAND*	1	6	LIGHT, LED	1
3	REAR/FRONT SHELF SUPPORT RAIL	2	7	CLIP, LED	2-3*
4	BRACKET, LEFT HAND	1	8	FRONT COVER~	1

*Assembled with rear cover (to rest on rear support rail) before leaving factory.

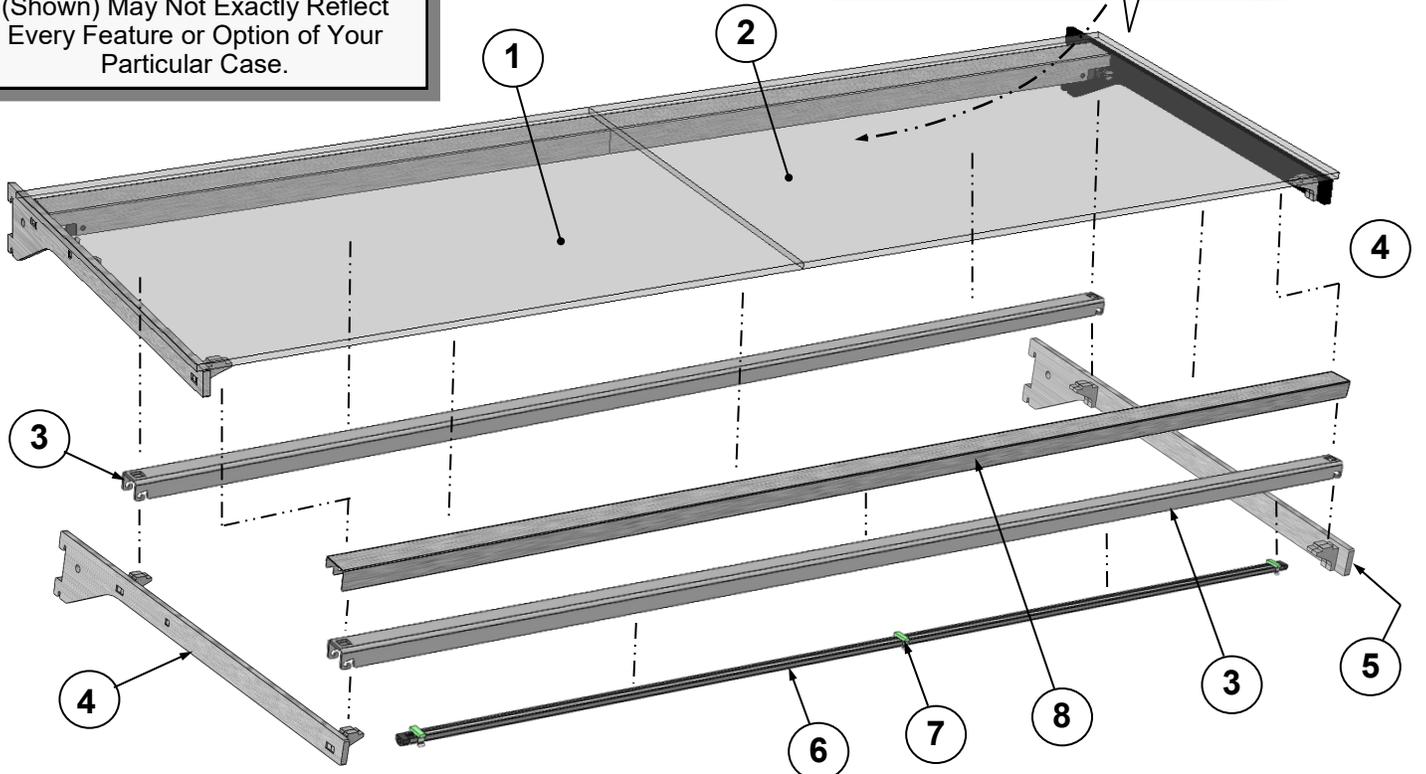
**Number of LED clips depends upon case length.

~To rest on front shelf support rail.

Fully Assembled Shelf Assembly
(For Illustrative Purposes Only)



Model NE3627HSV Slide-In Unit
(Shown) May Not Exactly Reflect
Every Feature or Option of Your
Particular Case.



INSTALLATION, CONT'D: PLUG IN UNIT / TURN ON MAIN POWER SWITCH AND LED LIGHT SWITCH

4. Handles On Sides of Case

- Side handles MAY remain on case if space allows. Otherwise, they may be removed.
- See "Space For Countertop" specifics below.
- If removed from case, keep handles in safe place for future possible case relocation use.

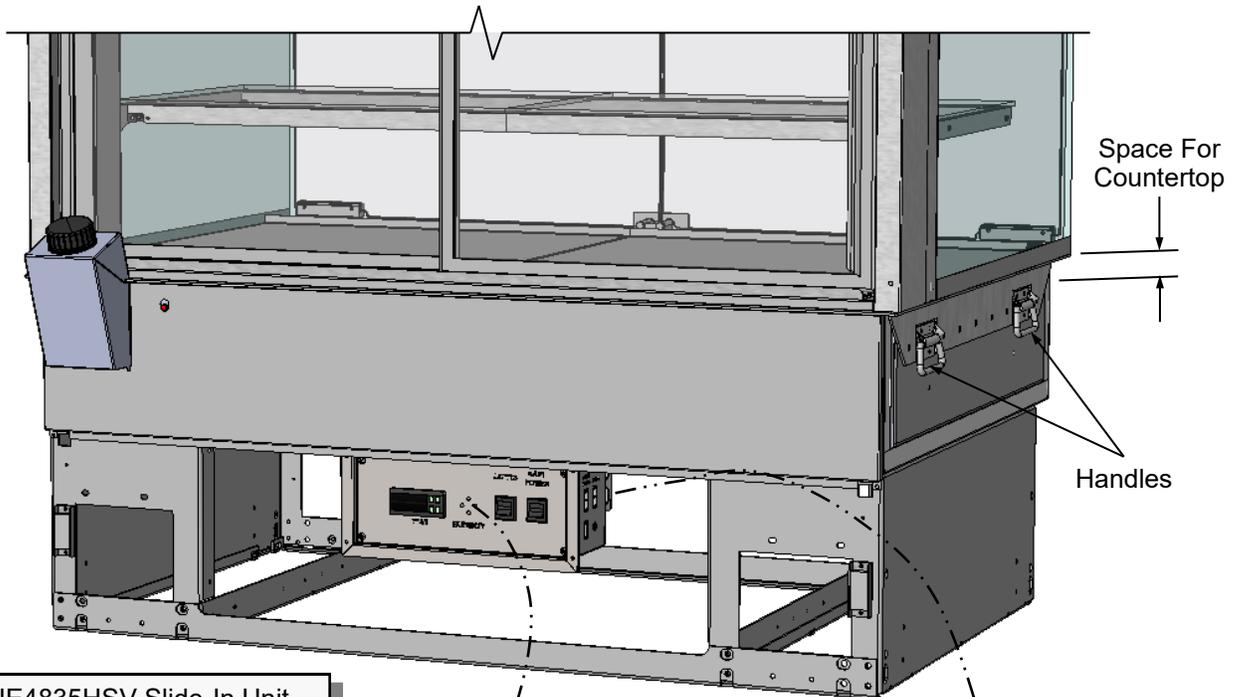
5. Plug Case In

- Check field access box for factory-supplied power cord.

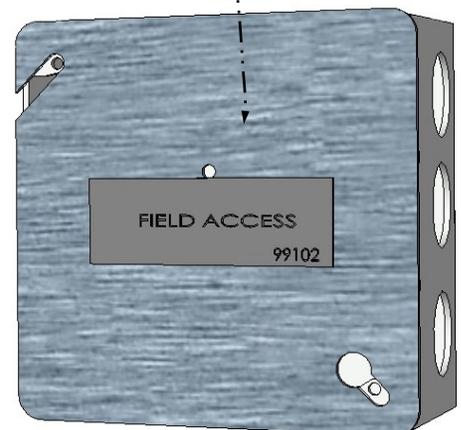
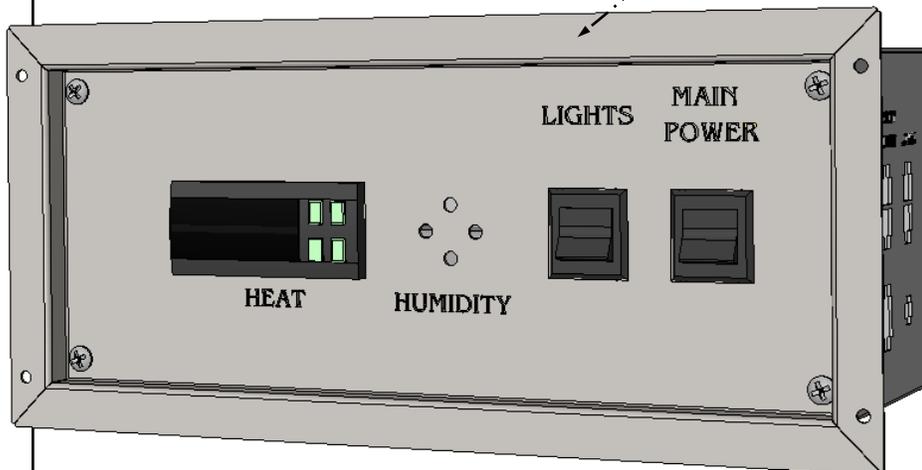
- Plug case into electrical outlet.
- See enlarged illustration below-right.

6. Main Power Switch / LED Light Switch

- Main power switch and LED lights switch is accessible at case rear electrical box.
- Turn on main power switch and LED lights switch.
- See illustration below.



Model NE4835HSV Slide-In Unit (Shown) May Not Exactly Reflect Every Feature or Option of Your Particular Case.



INSTALLATION, CONT'D: ATTACHING REAR UPPER PANEL AND WATER FILL FUNNEL

7. Attach Rear Upper Panel & Water Fill Funnel

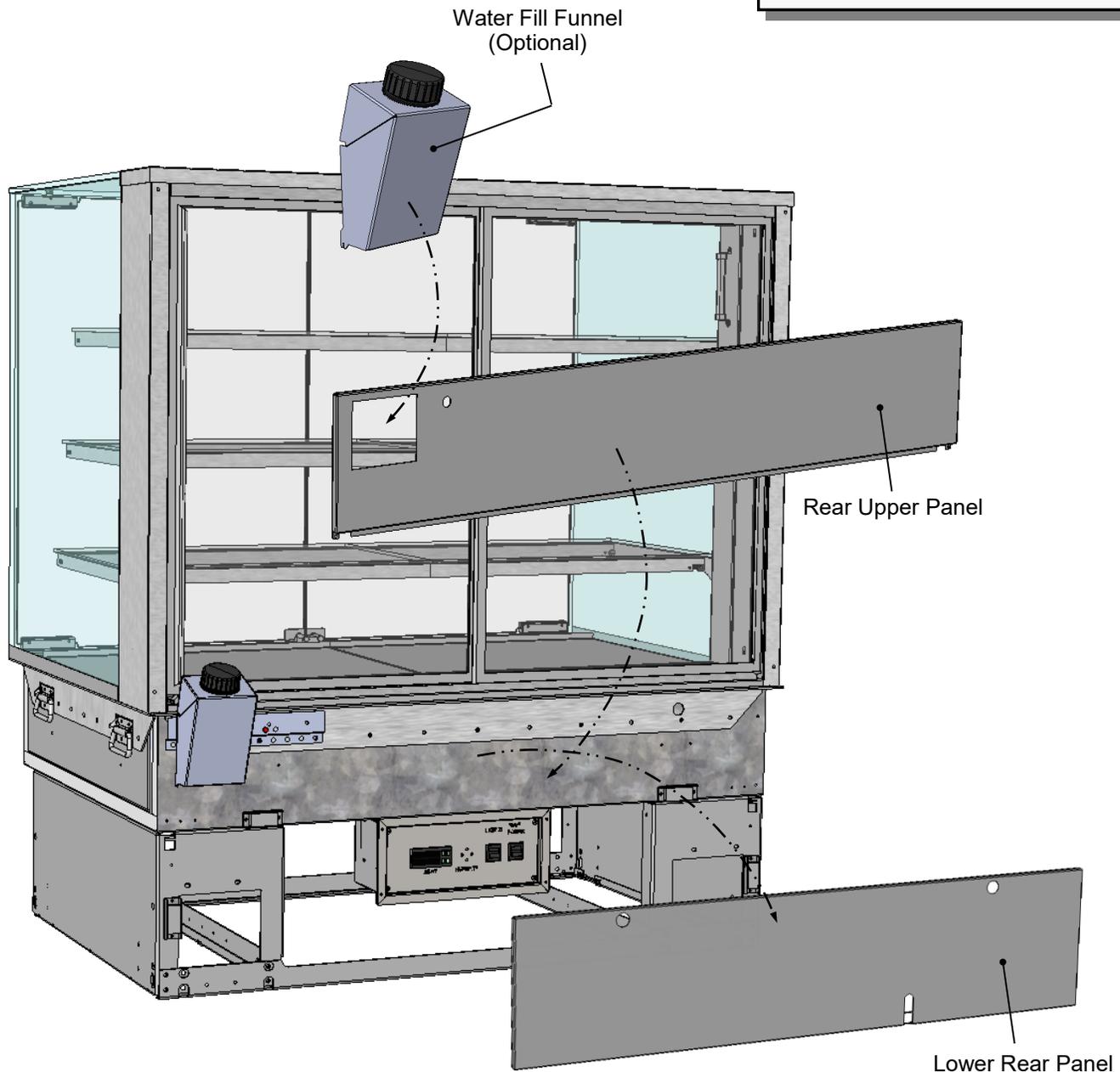
- Place rear upper panel onto case rear.
- Two (2) magnets will hold it firmly in place.
- See illustration below

>> **Note:** These components may be removed in reverse order they were shown being attached on this sheet.

8. Lower Rear Panel

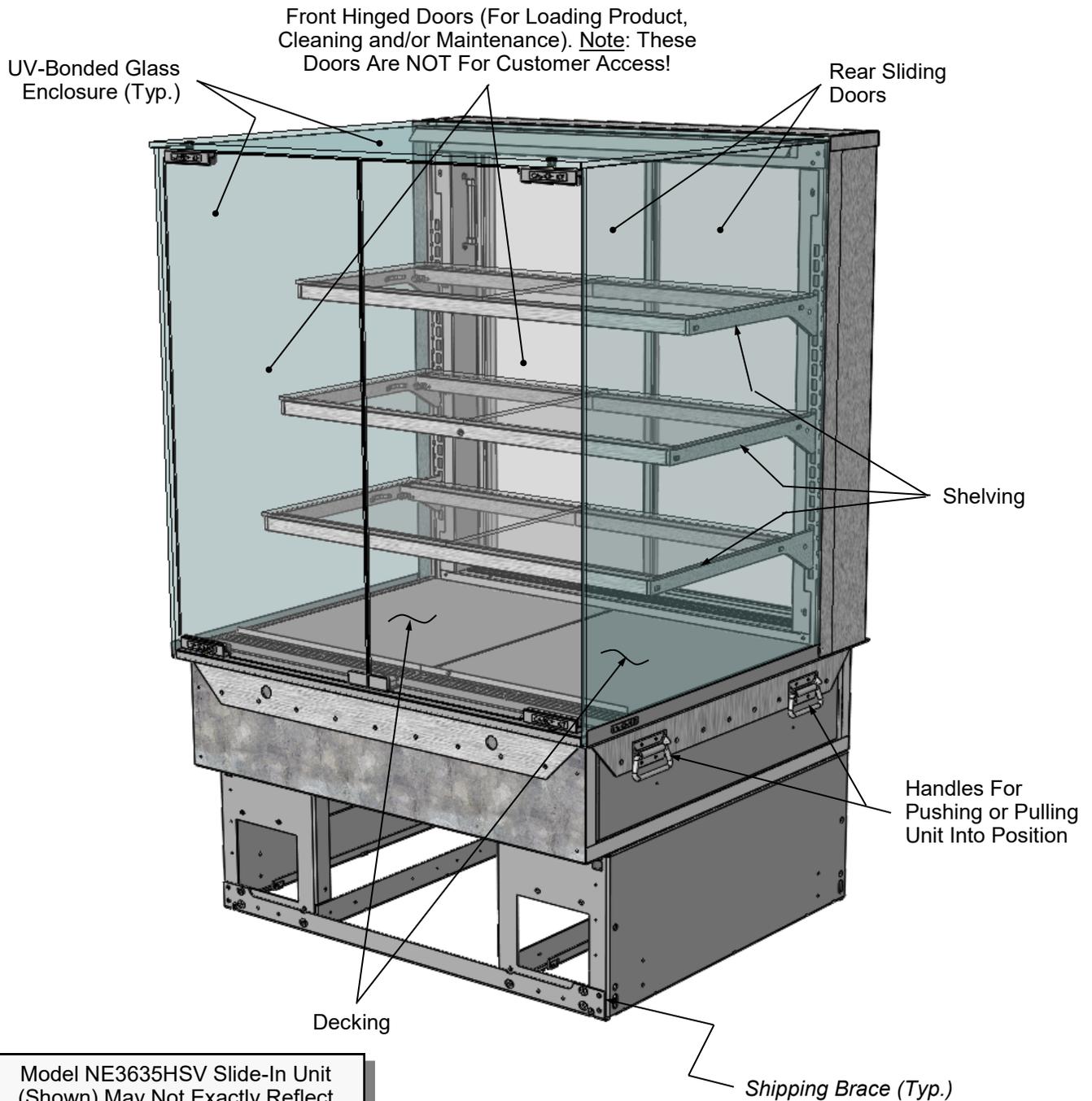
- Lower rear panel may be removed without tools.
- Use two (2) finger holes to grasp lower rear panel.
- Pull away from the two (2) magnets that hold it firmly in place.
- See illustration below.

Model NE4835HSV Slide-In Unit (Shown) May Not Exactly Reflect Every Feature or Option of Your Particular Case.



1. Front View Of Slide-In, Service Heated Merchandisers

- Model NE3635HSV Slide-In unit is illustrated below.
- **As these units are for service cases only, front hinged doors are for loading product, cleaning and/or maintenance (NOT for customer access)!**
- See next page for rear view of same model.

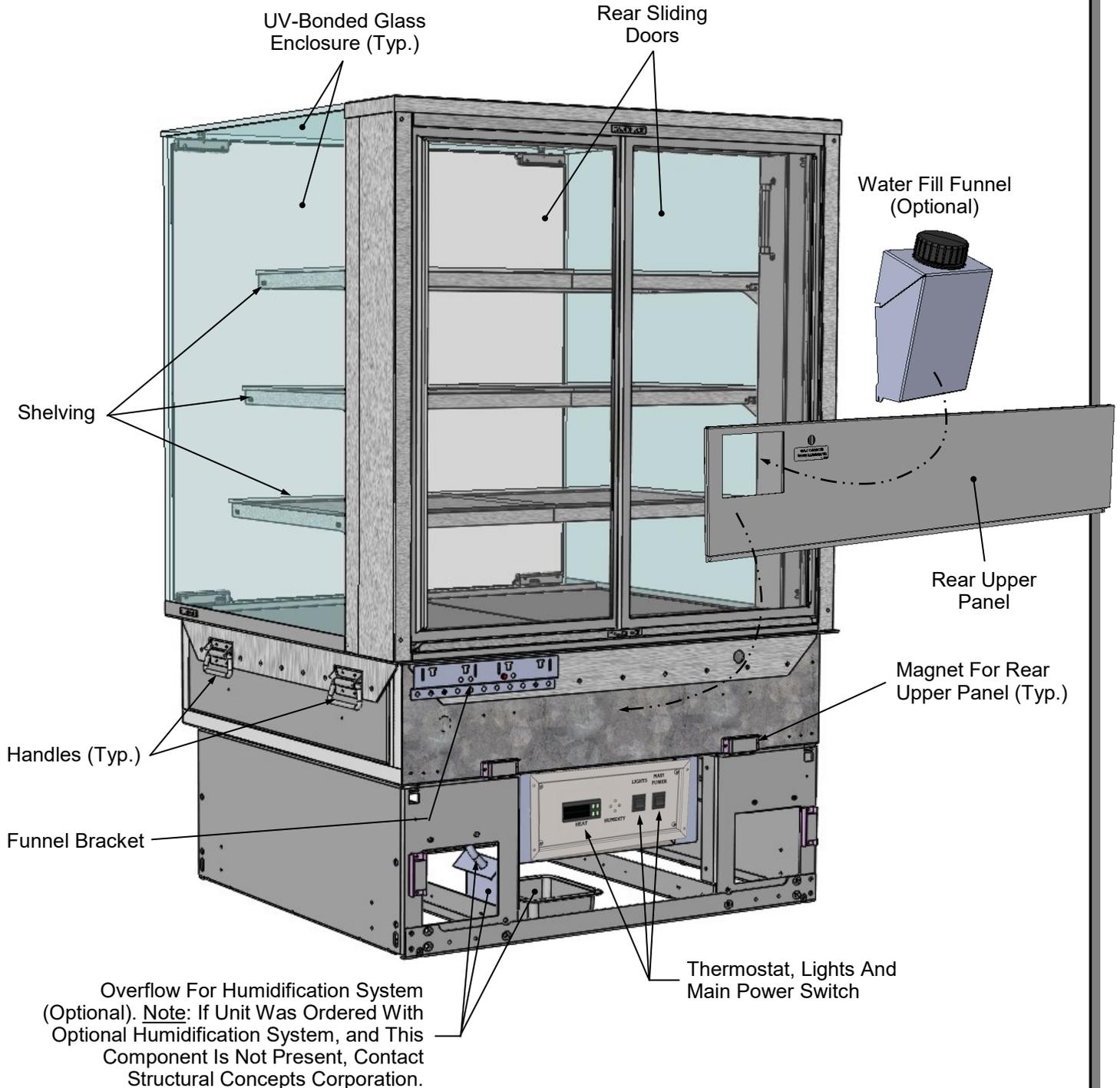


Model NE3635HSV Slide-In Unit (Shown) May Not Exactly Reflect Every Feature or Option of Your Particular Case.

2. Rear View Of Slide-In, Service Heated Merchandisers

- Model NE3635HSV Slide-In unit is illustrated below.
- See previous page for front view of same model.

Model NE3635HSV Slide-In Unit (Shown) May Not Exactly Reflect Every Feature or Option of Your Particular Case.

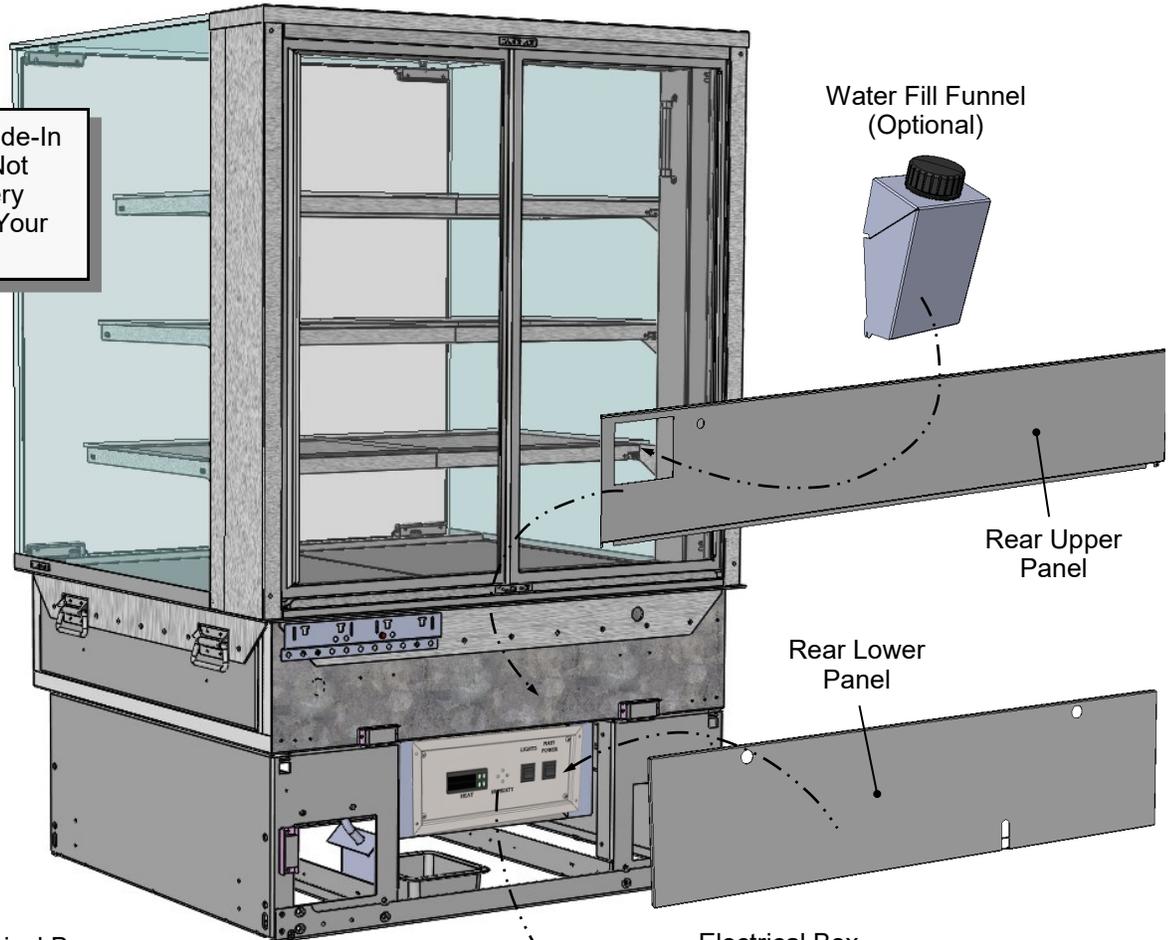


3. Thermostat / LED Driver / Lights / Main Power Switch

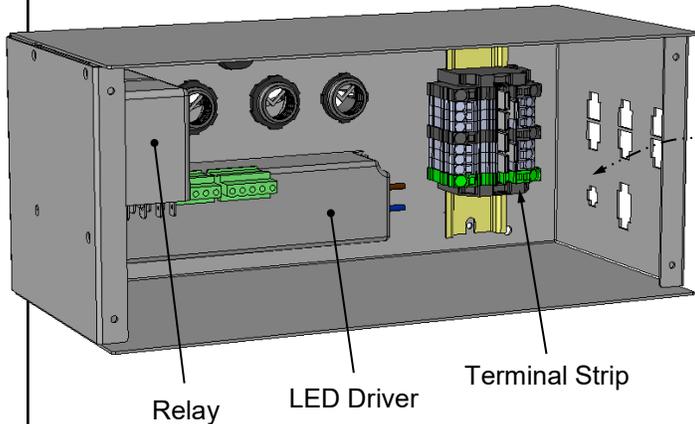
- Remove rear lower panel by lifting up and off; no screw removal is required.
- Remove 4 screws from the controller/DC driver box cover to access electrical components.

- Note: Only certified electricians are to access electrical components in case.
- After accessing controller, return components to case in reverse order they were removed.

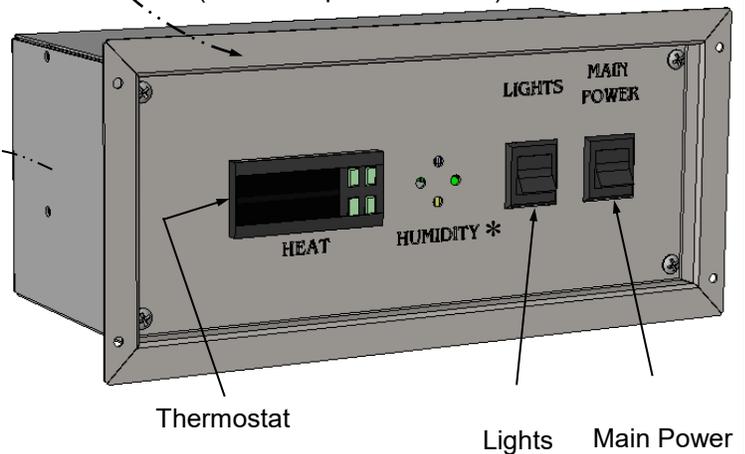
Model NE3635HSV Slide-In Unit (Shown) May Not Exactly Reflect Every Feature or Option of Your Particular Case.



Electrical Box (With Faceplate Removed)



Electrical Box (With Faceplate Attached)



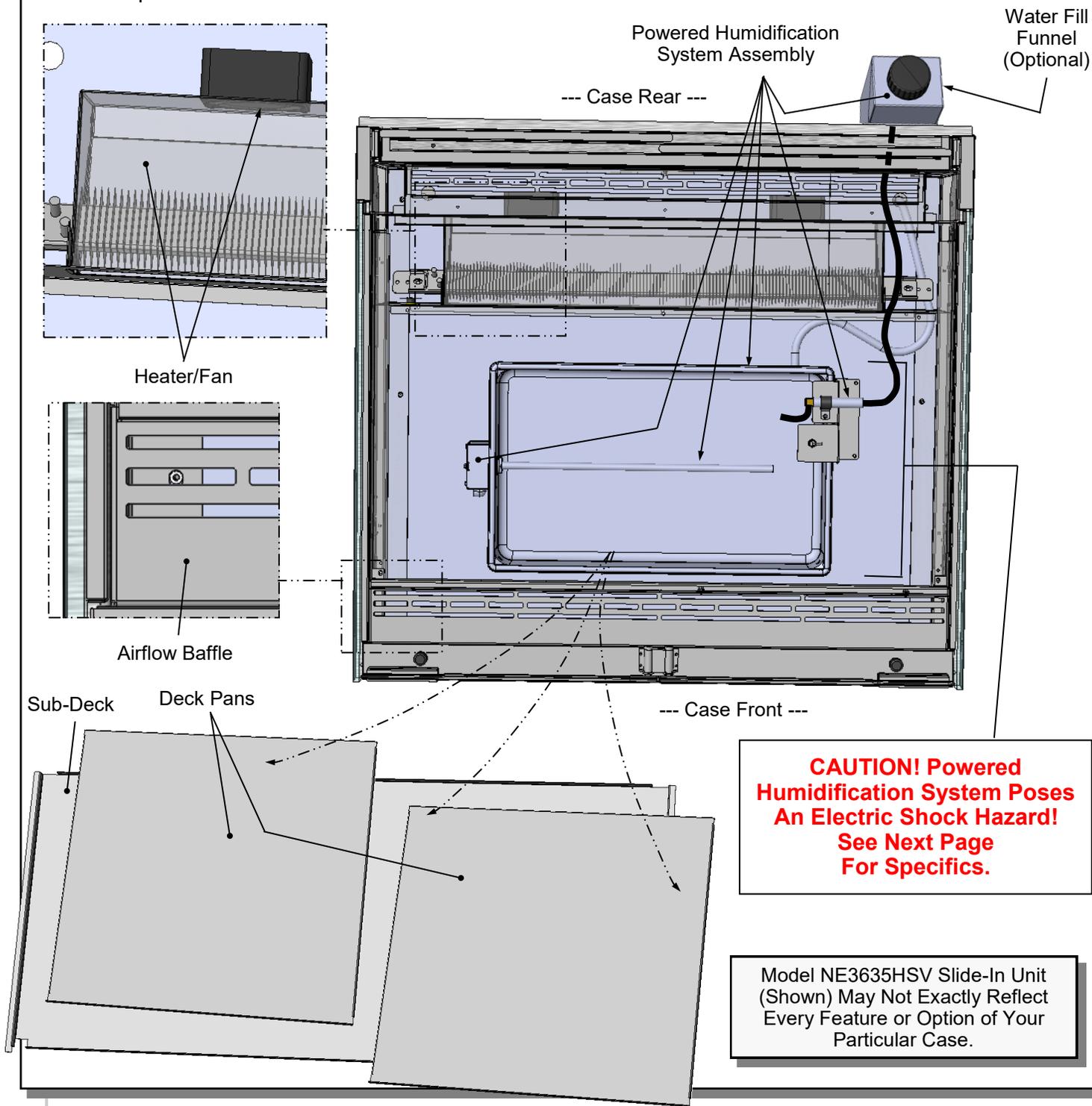
*Note: If "HUMIDITY" etching is on faceplate, simply ignore; such markings are not applicable to cases in this manual.

4. Tub Area Access / Heater / Powered Humidification System (Optional) Access

Note: Powered humidification system assembly service is to be performed by refrigeration/electrical contractors only.

Caution! Turn main power off before accessing tub area.

- To access powered humidification system assembly, remove sub-deck and deck pans. No screw removal is required.
- After cleaning or servicing powered humidification system assembly, return sub-deck & deck pans to case.
- Restore power to case.



5. Powered Humidification System (Optional)

CAUTION! ELECTRIC SHOCK HAZARD!

- **Overfilling Powered Humidification system can cause electrical shock.**
- **LED indicator will alert case operator when MAX CAPACITY has been reached.**
- **DISCONTINUE filling the funnel (shown at right) when Powered Humidification system is FULL (and MAX CAPACITY is reached).**
- **Note: See page 16 of this manual for specifics on setting and adjusting the Powered Humidification System.**

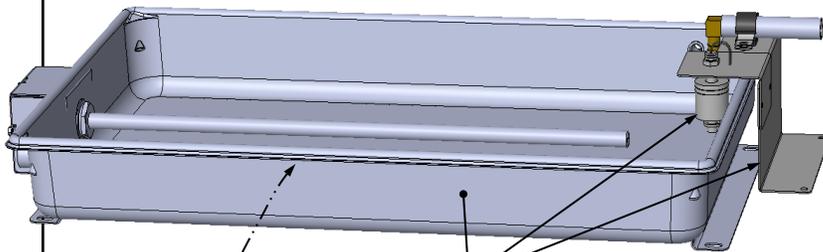
6. Water Capacity - Important! Please Read!

- Capacity of MOST units is 7 quarts.
- Capacity of SMALLER units (NE3613HSV, NE4813HSV and ALL PASSIVE HUMIDIFICATION UNITS) is only 3.5 quarts
- At initial fill, ADDITIONAL water will be required for the water fill funnel.

- Do NOT overfill (see above for warnings).
- **IMPORTANT! If humidification system overfills, you must check overflow at rear of case. See next page its location and illustration.**
- **IMPORTANT! If MAX CAPACITY light malfunctions, you must check overflow periodically to assure that water does not overflow onto floor.**

7. Type of Water

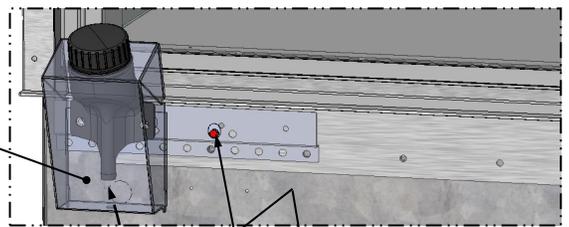
- Use ONLY distilled water (to prevent corrosion of electrical & mechanical components).
- DO NOT use deionized water, as it may damage heating element.
- Regardless of type of water utilized, regular cleaning must be performed to prevent residue, lime and mineral deposits. See **PREVENTIVE MAINTENANCE** section in manual for funnel and cleaning instructions.



Powered Humidification System (To Be Attached To)

Water Fill Funnel (Optional) / Shown Transparent

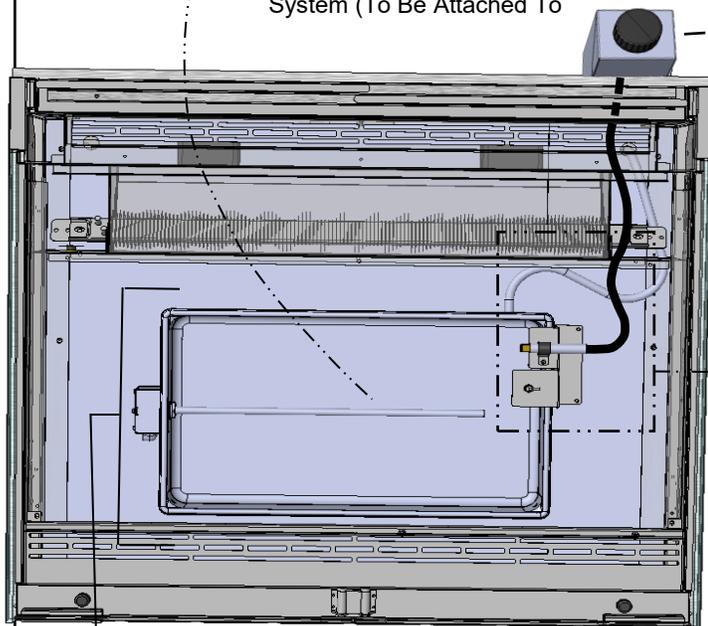
--- Rear View of Case ---



MAX CAPACITY WHEN ILLUMINATED
21-18808

Hose From Humidification System To Overflow

Hose From Water Fill Funnel (Optional) To Humidification System



Powered Humidification System

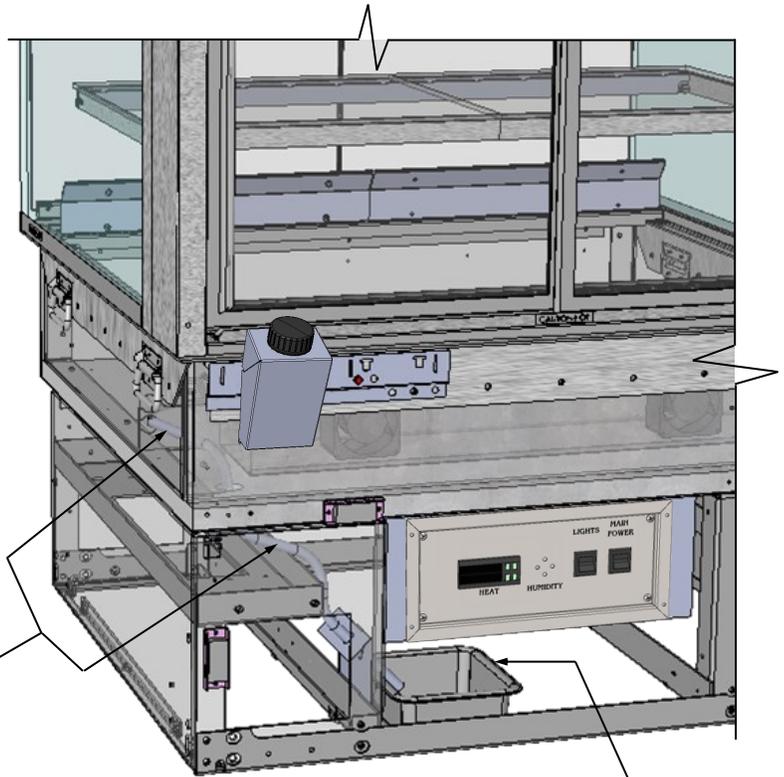
Water Inlet Hose

Float (Activates Humidification System Based On Water Level)

Connect Quick-Connect Coupling Here (For Water Inlet)

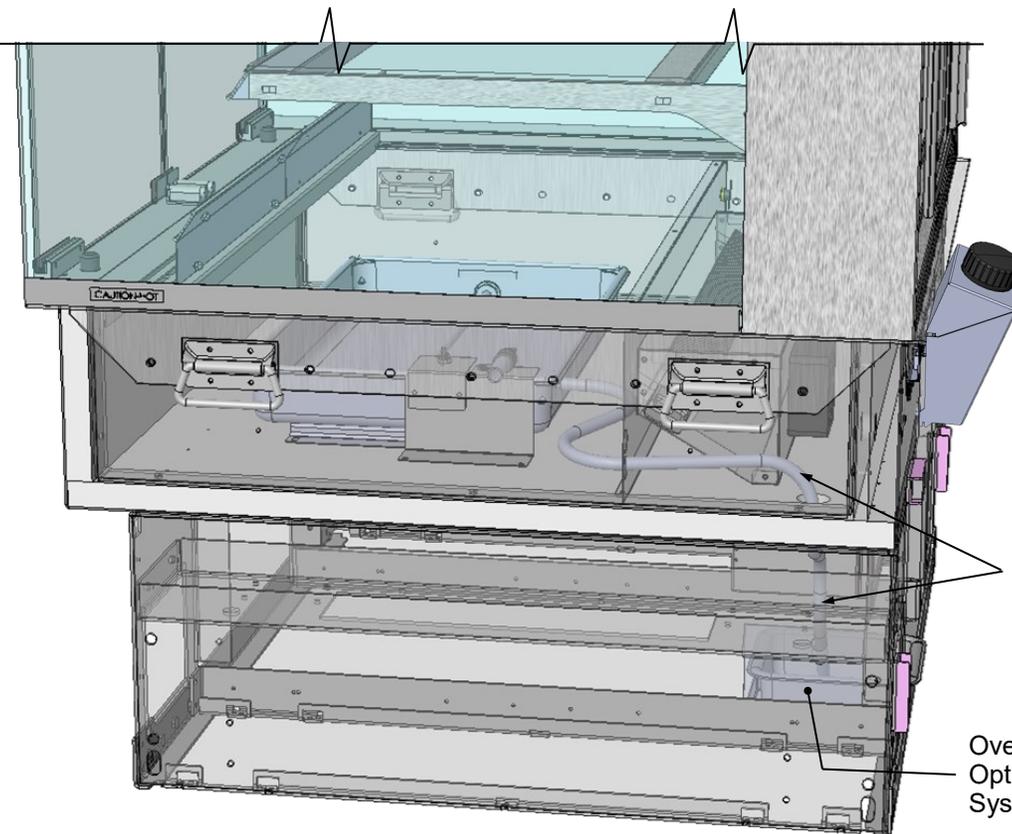
8. Overflow Systems (For Powered or Passive Humidification Systems)

- An easily viewable overflow is located at the lower-rear of case.
- **Important! Overflow MUST BE emptied regularly to prevent overflowing onto floor!**
- **IMPORTANT! If humidification system overfills, you must check overflow (shown).**
- **IMPORTANT! If MAX CAPACITY light malfunctions, you must check overflow periodically to assure that water does not overflow onto floor.**
- Partially transparent and disassembled illustrations are shown at right and below.



Hose From Optional Powered (or Passive) Humidification System To Overflow

Overflow For Optional Humidification System



Hose From Optional Humidification System To Overflow

Overflow For Optional Humidification System

Model NE3635HSV Slide-In Unit (Shown Partially Disassembled And Transparent) May Not Exactly Reflect Every Feature Or Option of Your Particular Case.

9. Passive Humidification System (Optional)

- Passive Humidification Systems are **ONLY ON SMALL UNITS** (NE3613HSV & NE4813HSV).
- **Cases with these systems DO NOT have humidity controlled by thermostat (at case rear).**
- Instead, humidity is controlled by sliding the outer cover's control lever either left or right (as shown below).

10. Humidity Control Via Lever and Key

> Access the humidity control lever by inserting the control lever key **THROUGH** front grille slot and attaching it to outer cover's lever.

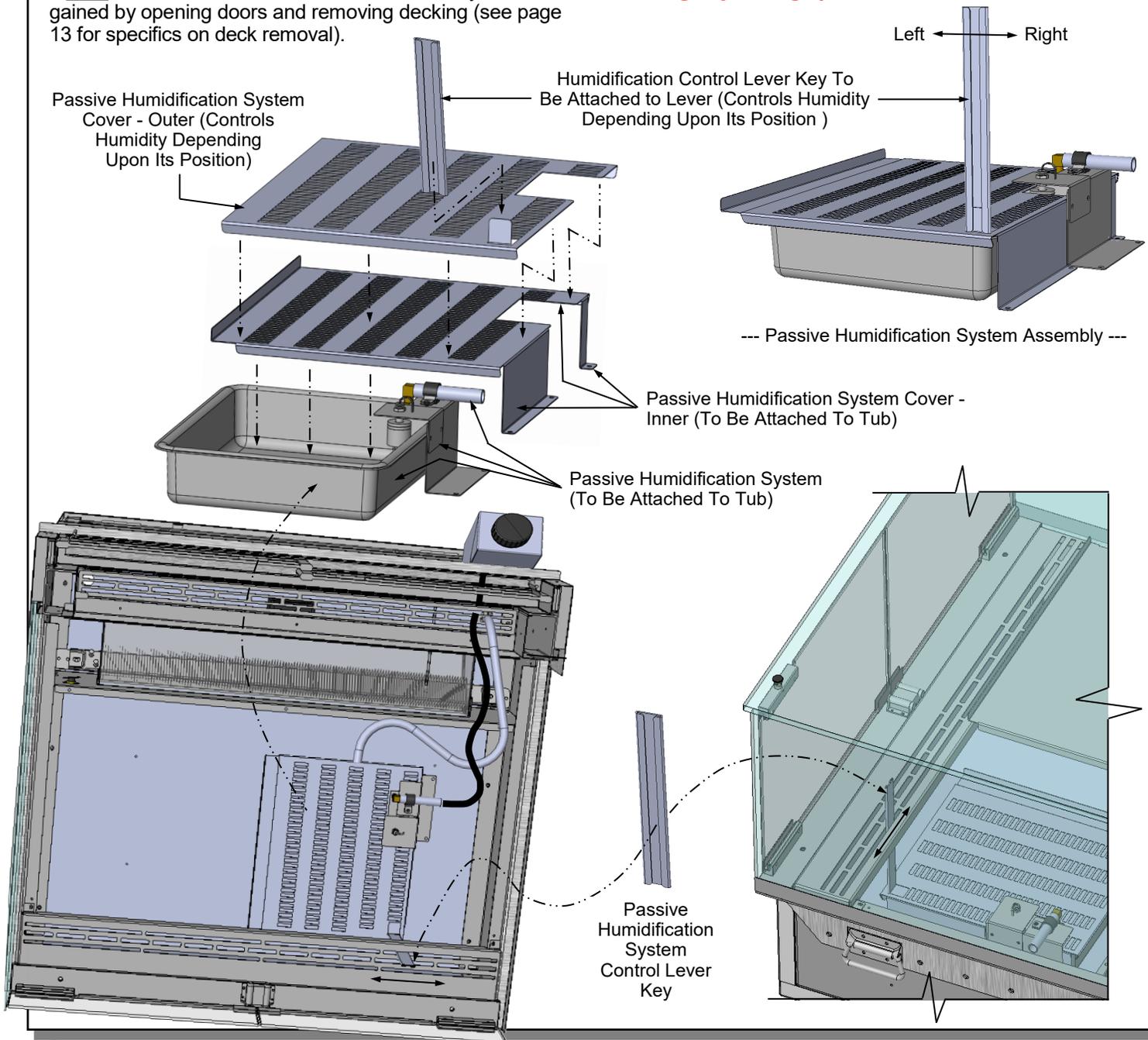
> **Note:** Access to humidification cover/lever may ALSO be gained by opening doors and removing decking (see page 13 for specifics on deck removal).

A. If product seems to be drying out, simply slide the lever to the left (**OPEN POSITION**); more humidity will fill case, making product more moist.

B. If product seems to be overly moist, simply slide lever to the right (**CLOSED POSITION**); less humidity will permeate case, making product less moist.

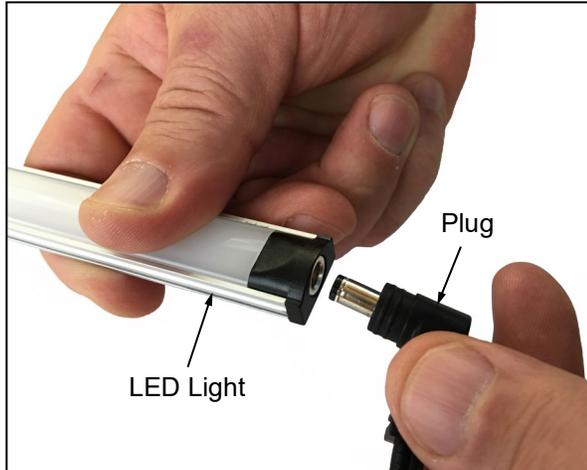
C. Passive Humidification System lever can be **PARTIALLY OPENED** (by sliding lever midway along slot) to incrementally control humidification (and product moistness) in case.

> **Caution!** The humidification control lever key has magnet to allow it to be stored/attached at case rear so it is not lost! See next page for illustration showing key storage/placement.



11. LED Lights

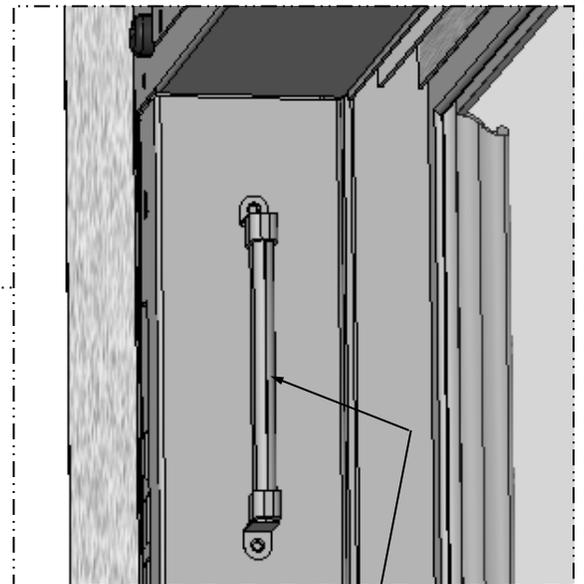
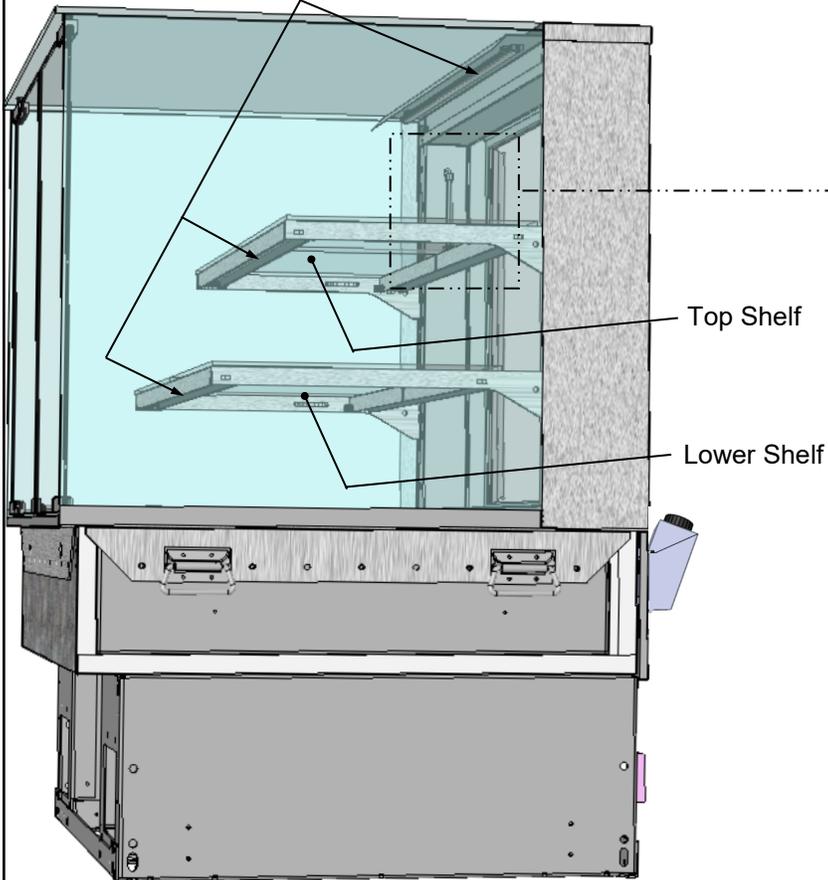
- LED lights are located at both header and shelving of case (as shown below).
- Check that ALL of the light plugs are properly connected to the LED light.



- Plug must be inserted ALL THE WAY into the LED light orifice (with no gap) to work properly.
- See **TROUBLESHOOTING** section in manual if LED lights malfunction.

12. Thermometer Function & Placement

- Thermometer provides air temperature of heated section of case.
- Thermometers DOES NOT provide actual food temperature.
- Use probe thermometer to determine actual product temperatures.



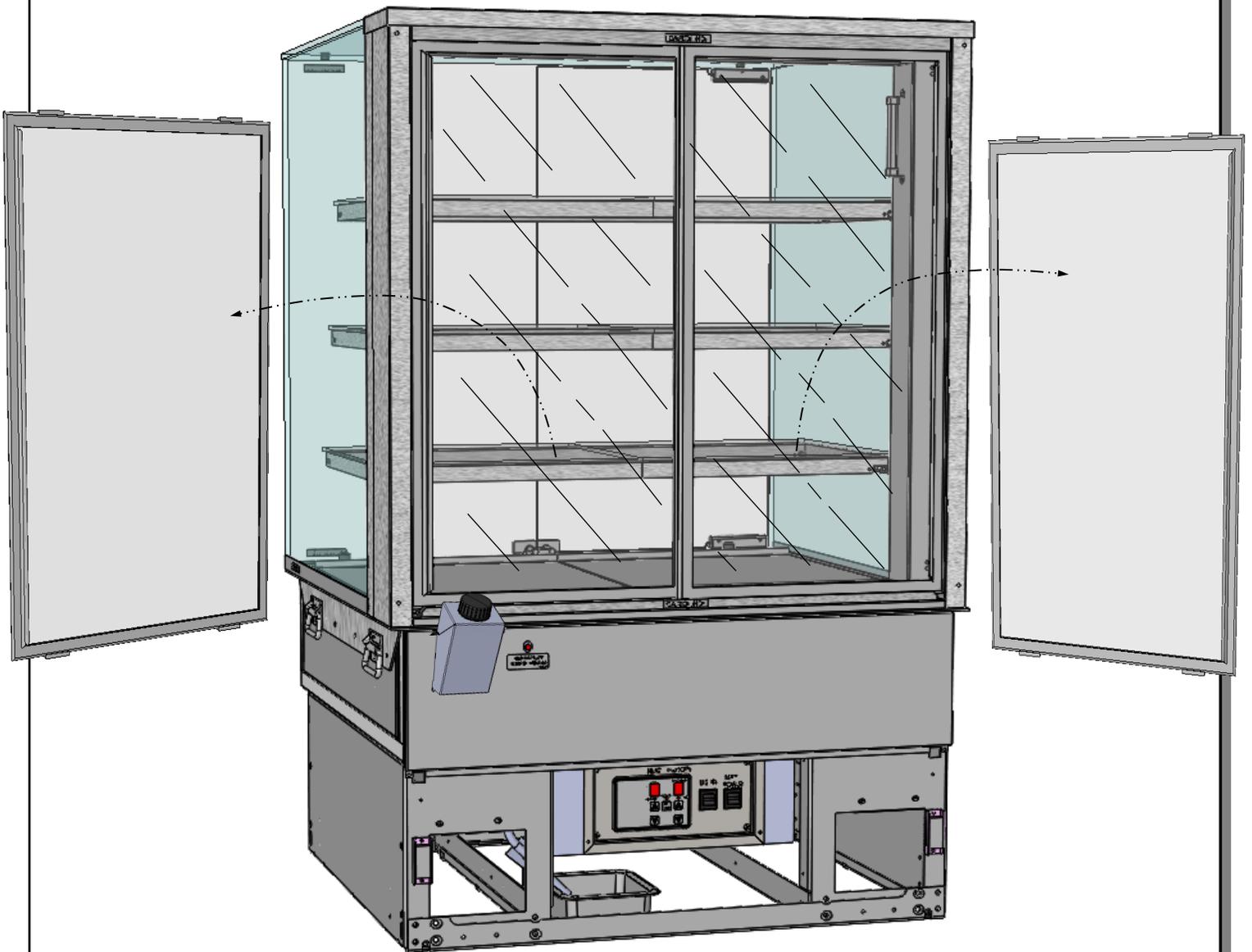
Thermometer Shown
(Shelving Removed For
Illustrative Purposes Only)

Model NE3627HSV Slide-In Unit
(Shown) May Not Exactly Reflect
Every Feature or Option of
Your Particular Case.

13. Rear Sliding Door Removal / Replacement

- To remove rear sliding doors, move rear doors toward center of the case.
- Individually lift each door up toward the top of the case; pivot the bottom of the door out.
- Return doors to case in reverse order they were removed.

Model NE3635HSV Slide-In Unit
(Shown) May Not Exactly Reflect
Every Feature or Option of
Your Particular Case.



1. Main Power Switch

- Control panel (at case rear) is accessible by removing lower-rear panel.
- Turn main power switch “ON” to energize case.

2. Heating Up Case / Adjusting Settings

- **Note:** Case is designed to MAINTAIN product temperatures – NOT heat up product! Do not place product that is cold or ambient temperature in case.
- **Before placing pre-heated food in case, allow 1 1/2 hours (90-minutes) for case to achieve its desired temperature.**
- If adjusting heater settings, allow 20 minutes at new settings for temperature to affect product.

3. Light Switch

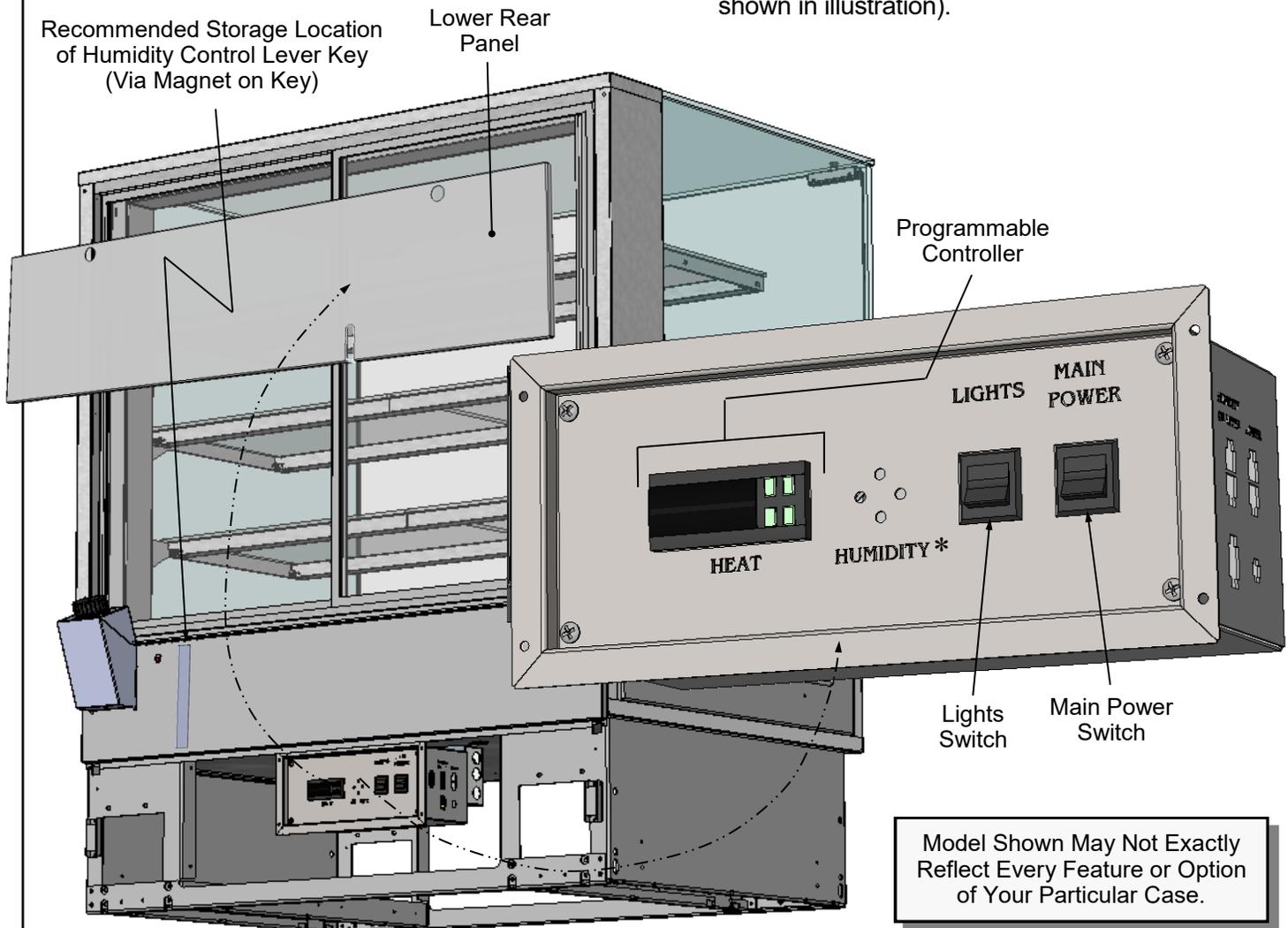
- Turn lights switch “ON” to turn on lights.
- All LED lights will come on at the same time.

4. Shutting Down Case

- Remove all product from case.
- Turn main power switch to “OFF” position.
- **Caution! Deck and shelving is hot. Allow case to cool for 45 minutes before cleaning.**
- **Note:** When main power is turned back on, you do NOT need to re-enter settings. Temperatures will revert back to LATEST SETTINGS before shutdown.

5. Control Lever Key Storage Location

- For units with passive humidification systems, a control lever key is provided. It is designed with a magnet to hold it securely.
- Control lever key may be stored at case rear (as shown in illustration).



***Note:** If “HUMIDITY” etching is on faceplate, simply ignore; such markings are not applicable to cases in this manual.

1. Product Placement

- Product can be placed on decking or steps (risers) within the service display area.
- A wide range of product may be displayed.

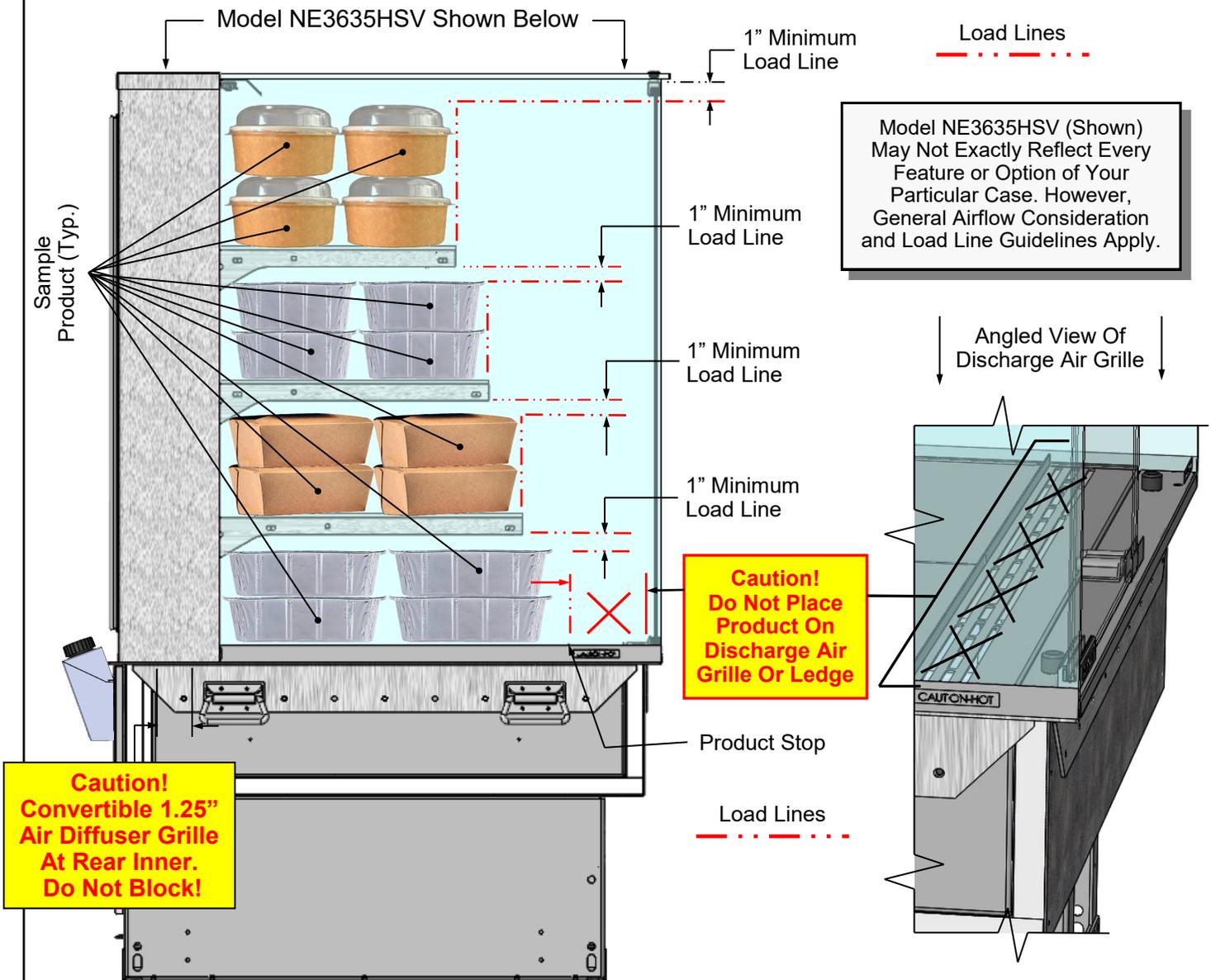
2. Air Diffuser Grille & Return Air Grille Considerations

- Proper airflow is critical to maintain proper product temperature.
- Proper product placement will allow front air to flow over (and around) product to return air grille at case rear. See illustration below for specifics.

- Caution! For discharged air to reach the return air grille, you must not block front OR rear grilles with product.
- Do not place product on front ledge of case.

3. Load Lines

- Load lines represent the limit that product can be placed (either horizontally or vertically) and/or stacked in case.
- Keep product at or under load lines to assure that heated airflow is properly cycled from air diffuser through return air grille.
- Proper product placement will maintain acceptable product temperature.
- See illustration below.



CLEANING SCHEDULE (TO BE PERFORMED BY STORE PERSONNEL)

FREQ.	INSTRUCTIONS
Daily	<u>Glass Surfaces (Including Shelves):</u> Clean glass surfaces and shelves with household or commercial glass cleaner.
Daily	<u>Water Inlet Funnel (Optional) At Rear of Case:</u> > Raise lid. Remove/drain water. Spray with disinfectant. Wipe out/remove residue. Refill with distilled water.
Daily	<u>Rear Sliding Door Exterior Glass:</u> Clean with household or commercial glass cleaner. Clean out rear door track with moist cloth.
Daily	<u>End Panels, Front Panel, Toe-Kick, etc.:</u> Wipe off all surfaces with warm water and mild soap solution and non-abrasive cloth.
Daily	<u>Decks:</u> Wipe off decks with moist cloth dipped in mild soap and water solution.
Daily	<u>Stainless Steel Surfaces:</u> <ul style="list-style-type: none"> • Wash with a solution of hand dishwashing liquid detergent and water or a solution of baking soda and water. Rinse and polish dry with paper towel or soft cloth. • Never use scouring powders or steel wool as they will scratch stainless steel. • Brighten by polishing with a 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 from stainless steel by rubbing with club soda.
Quarterly	<u>Under Case Cleaning:</u> <ul style="list-style-type: none"> • Remove front and/or lower rear panel. • Use broom or vacuum to remove all dust, dirt, food particles or residue from underside of case. • For units with optional humidification system, check overflow; if it needs to be emptied or cleaned, do so. • Replace front and/or lower rear panel after cleaning.

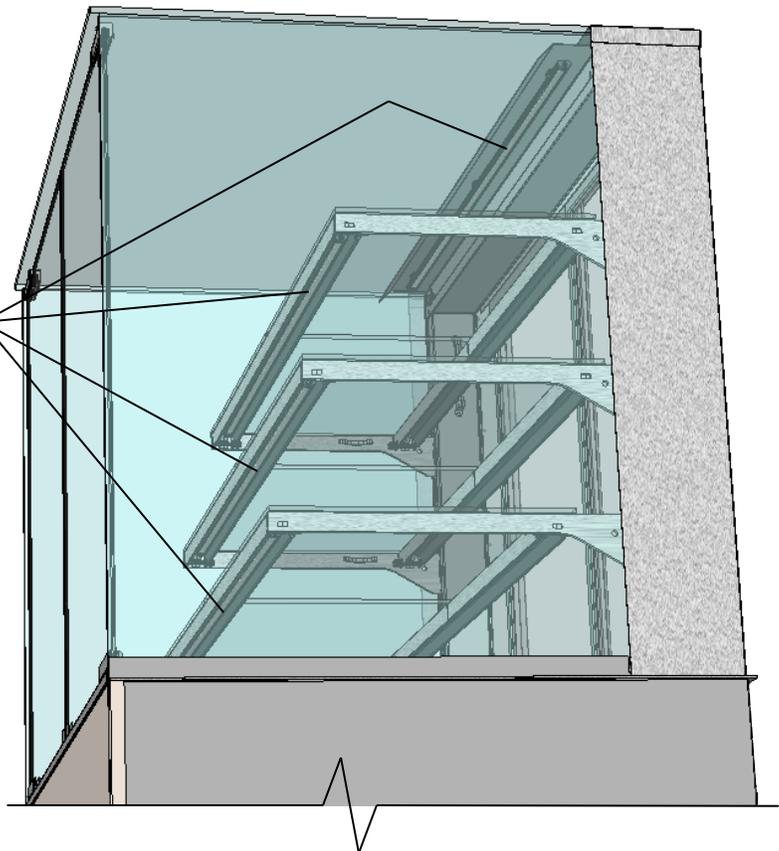
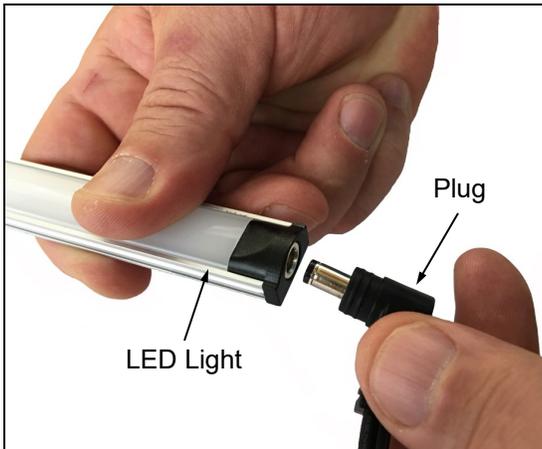
PREVENTIVE MAINTENANCE (TO BE PERFORMED BY TRAINED SERVICE PROVIDER)

WARNING! TURN OFF CASE BEFORE PERFORMING PREVENTIVE MAINTENANCE!

FREQ.	INSTRUCTIONS
Quarterly	<p><u>Tub Area:</u></p> <ul style="list-style-type: none"> • Caution! Turn off power to case. Allow case to cool for 45 minutes before proceeding. • Open front doors to access decking. • Remove sub-deck and deck pans. See CASE DESIGN, CONT'D: TUB AREA / HEATER / OPTIONAL POWERED HUMIDIFICATION SYSTEM ACCESS section in manual for instructions and illustrations. • Wipe down tub, axial fans and deck pan. • Thoroughly clean humidification system to remove residue and grime. Use disinfectant/germicide in spray bottle to kill bacteria. Rinse with clean water in spray bottle. • Return subdeck and deck pans to case. • Restore power to case.
Quarterly	<p><u>Cleaning Optional Powered & Passive Humidification Systems</u></p> <p>Preparation:</p> <ul style="list-style-type: none"> • Caution! Turn off power to case. Allow case to cool for 45 minutes before proceeding. • Open front doors to access decking. • Remove sub-deck and deck pans. See CASE DESIGN, CONT'D: TUB AREA / HEATER / OPTIONAL POWERED HUMIDIFICATION SYSTEM ACCESS section in manual for instructions and illustrations. • Use wet/dry vacuum to empty the humidification system of water. <p>Humidification System:</p> <ul style="list-style-type: none"> • For <i>Passive Humidification Systems</i> only, remove stainless steel cover (two pieces) from case. Submerge in warm, soapy water and clean thoroughly with soft-bristled brush. Rinse. Dry. Return to case AFTER the humidification system cleaning process has been completed. • For cleaning humidification system, use a mixture of 75% water / 25% unflavored white vinegar to fill the rear water inlet funnel. • Set control panel's HUMIDITY setting at its highest (9) and allow unit to run for 30 minutes. • Use a soft-bristled brush to dislodge the lime/calcium accumulation from the humidification system. • Turn off main power switch and allow the unit to cool. • Use wet/dry vacuum to remove the de-liming solution from the humidification system. • Use a clean sponge and/or clean rags to sop up any remaining de-liming solution. • Then, using clean, pure water, fill and drain the humidification system until any remaining water and/or white vinegar solution is rinsed through and the water discharge is clean. <p><u>Water Inlet Funnel Hose and Hose From Humidification System Pan To Overflow:</u></p> <ul style="list-style-type: none"> • Remove the water inlet funnel (from case rear); disconnect from hose. Submerge in warm, soapy water. Clean with soft-bristled brush. Rinse. Dry. Return it to case rear. Securely reconnect hose to water inlet funnel. • Check that hose to BOTH water inlet funnel and humidification system is supple and in good condition; If cracking or showing signs of fatigue, contact Structural Concepts for replacement. • Turn power back on and fill the water inlet funnel back up (as described in the CASE DESIGN, CONT'D: POWERED HUMIDIFICATION SYSTEM / WATER CAPACITY/TYPE section of this manual).

CONDITION	TROUBLESHOOTING
<p>Water Is On The Floor</p>	<p>Water on floor can cause extensive damage to flooring! Resolve immediately.</p> <p>> For units with optional heated humidification system, check overflow (at rear of case). See CASE DESIGN, CONT'D: POWERED HUMIDIFICATION SYSTEM / WATER CAPACITY/TYPE section in manual for water capacity specifics. Important! You must check overflow periodically (at least weekly) to make sure it is not going to overflow. Also, to be able to always SEE overflow state, it may be a good practice to REMOVE lower end panel!</p> <p>> Check condition of BOTH the humidification system fill funnel hose and overflow hose. If they are cracking or show fatigue, they must be replaced. Contact Structural Concepts Corp. for replacement hose(s).</p> <p>> Check connections (including quick-connects) and/or clamps on all hoses. If loose or poorly connected, tighten securely.</p> <ul style="list-style-type: none"> • Access to water fill funnel connector is gained by lifting it up and off rear of case. • Access to humidification system is gained by removing decking. Caution! You must turn off power to case and allow to cool for 30 minutes before accessing components under decking! • See CASE DESIGN, CONT'D: POWERED HUMIDIFICATION SYSTEM / WATER CAPACITY/TYPE After checking all the above, if water is still dripping onto floor, call service provider.
<p>Poor or No Humidification</p>	<p>> Check that heating element works (on water inlet side).</p> <p>> Check that float is functional. See CASE DESIGN, CONT'D: POWERED HUMIDIFICATION SYSTEM / WATER CAPACITY/TYPE section in manual for location/ illustration. If it is malfunctioning call service provider.</p> <p>> Humidity is to be adjusted based on product.</p> <ul style="list-style-type: none"> • Adjust humidity control by adjusting controller (at case rear). • Raise humidity level one point at a time (e.g., if humidity level is at “5”, press the “up” key to change it to “6”). • See CASE DESIGN, CONT'D: MAIN POWER / LIGHTS / PRE-HEAT / OPERATION / SHUTTING DOWN section specifics on adjusting humidity.
<p>Fan Noise Is Excessive</p>	<p>Call service provider.</p>
<p>Case is Not Holding Proper Temperature</p>	<p>If a large amount of cool (or ambient) product was added to the case, it will take time for the temperature to adjust. Product must be pre-heated before placing in case.</p>
	<p>See CAREL CONTROLLER FOR HEATED UNITS section in this User Manual for thermostat specifics.</p>
	<ul style="list-style-type: none"> • Check air return grilles (area at front of decking) for obstructions. • DO NOT set product on air grilles as this will prevent proper airflow! • See PRODUCT PLACEMENT / AIRFLOW CONSIDERATION / LOAD LINES section in manual for product placement guidelines.
	<p>Check that the case is not in the sun. See OVERVIEW / DISPLAY TYPE I vs. II / COMPLIANCE / WARNINGS / PRECAUTIONS section in this manual for specifics.</p>
	<p>If case still is not holding proper temperature, call service provider.</p>

CONDITION	TROUBLESHOOTING
Case Lights Not Working	Check that light switch is in the <i>ON</i> position. <ul style="list-style-type: none"> See INSTALLATION, CONT'D: PLUG IN UNIT / TURN ON MAIN POWER SWITCH AND LED LIGHT SWITCH section in manual for switch location (regardless of case design).
	If case is not hard-wired, check that power cord is properly connected to wall outlet.
	Check that ALL of the light plugs are properly connected to the LED light. <ul style="list-style-type: none"> Plug must be inserted ALL THE WAY into the LED light orifice (with no gap). See illustrations below-left.
	Power may not be reaching the case. <ul style="list-style-type: none"> Contact store management to have trained service provider perform troubleshooting. Troubleshooting to be performed by trained service providers only is on next page.
	If case light still do not come on, it may need to be replaced. <ul style="list-style-type: none"> Contact Structural Concepts' Technical Service Department for replacement light (see TECHNICAL SERVICE section of this manual for contact information). To replace, disconnect plug from existing LED light. Disconnect LED light from its brackets. Replace with new LED light. Insert plug ALL THE WAY into LED light orifice.



CONDITION	TROUBLESHOOTING
<p>Water Is On The Floor</p>	<p>Caution! If too much water fills humidification system, case is designed for water to overflow at rear of case.</p> <ul style="list-style-type: none"> • IMPORTANT! If humidification system overfills, you must check overflow at rear of case. • IMPORTANT! If MAX CAPACITY light malfunctions, you must check overflow periodically to assure that water does not overflow onto floor. • IMPORTANT! If humidification system overfills, you must soak up excess water from floor with sponge. Otherwise, water on floor can cause damage.
<p>Fans Emit Excessive Noise</p>	<p>Check that the case is aligned, level and plumb.</p>
	<p>Check axial fans for cleanliness.</p>
	<p>Check that fan motors are securely mounted in brackets.</p>
	<p>Check that nothing is preventing blade rotation.</p>
	<p>Check that the fan shroud is properly secured.</p>
<p>Fans Are Not Working</p>	<p>Check that the MAIN power switch is on.</p>
	<p>Check that fans are plugged.</p>
	<p>Check for foreign material obstructing fan performance.</p>
	<p>Check that fan blades freely rotate within fan shrouds</p>
	<p>Check that power is going to fans</p>
	<p>Check that fan wiring is connected on terminal blocks.</p>

CONDITION	TROUBLESHOOTING
<p>Case Lights Are Not Working</p>	<p>See <i>TROUBLESHOOTING (TO BE PERFORMED BY STORE PERSONNEL)</i> section in manual for most common troubleshooting solutions.</p>
	<p>Check power.</p> <ul style="list-style-type: none"> • If power is not supplied to the case, facility may have faulty power distribution. • If power is supplied to the case but lights are not energized, case's power supply may be faulty.
<p>Case Is Not Holding Temperature</p>	<p>If a large amount of product was added to the case, it will take time for the temperature to adjust.</p>
	<p>Check that case is not in sun or near a heat or air-conditioning vent.</p>
<p>Digital Control Display Is Blank</p>	<p>Check that the MAIN power switch is on.</p>
	<p>Check the circuit breaker box for tripped circuits.</p>
<p>System Is Not Operating</p>	<p>Check that the utility power is on.</p>
	<p>Check that the MAIN power switch is on.</p>
	<p>Check the circuit breaker box for tripped circuits.</p>



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



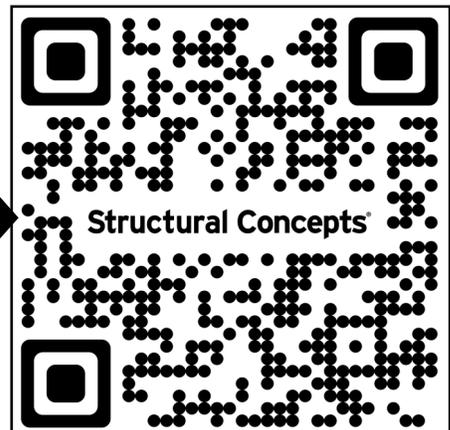
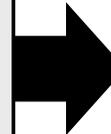
Carel® iJF Platform



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.

