

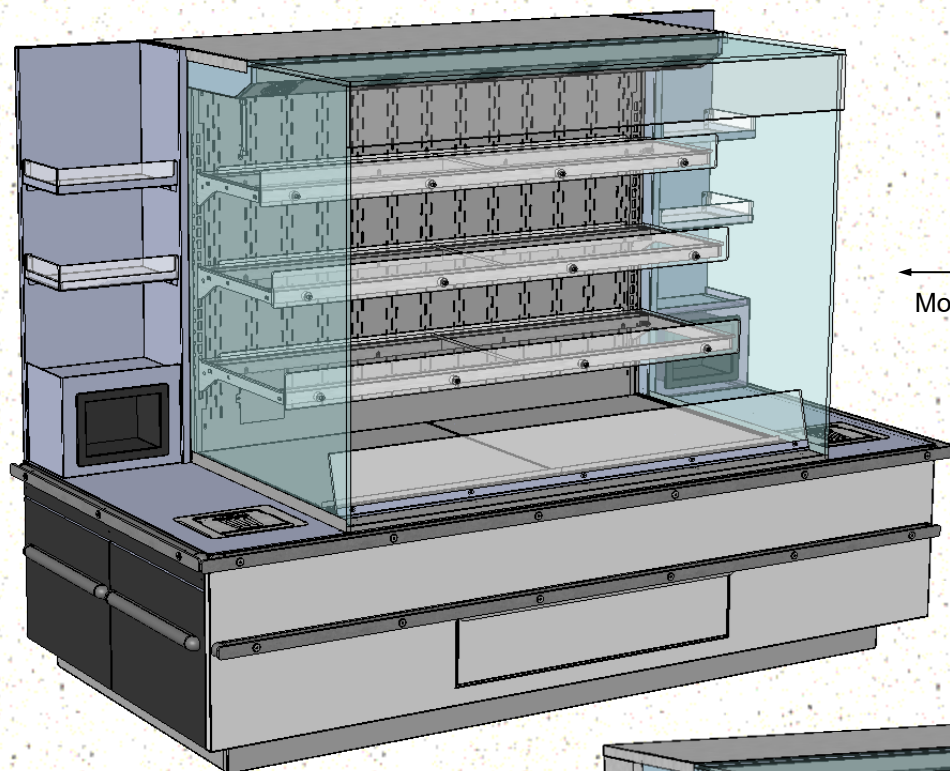
BLEND®

User Manual

SCC P/N
21-27717

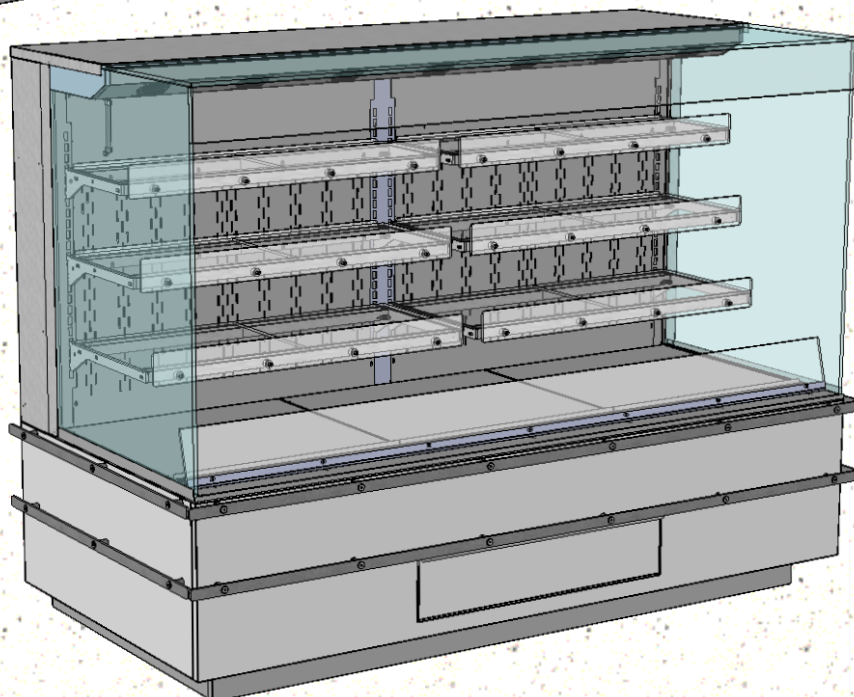
BLEND® SELF-SERVICE HEATED MERCHANDISERS

- > THIS USER MANUAL IS APPLICABLE TO MODELS NM4855HSSV AND NM7255HSSV
- > SOLID BACK UNITS WITH FIXED METAL PERFORATED PLENUM (SHOWN THROUGHOUT MANUAL)
- > **CAUTION! DO NOT PUSH OR PULL ON UPPER GLASS ENCLOSURE WHILE MOVING INTO POSITION!**
- > **ONLY USE CORNERS OF CASE TO PUSH OR PULL CASE INTO POSITION!**



Model NM4855HSSV
Shown At Left

Model NM7255HSSV
Shown At Right



Note: See Blend® Case-To-Case
Adjoinment Guide P/N 21-26284 For
Lineup Options As Well As
Step-By-Step Lineup Instructions.

Structural Concepts®

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OVERVIEW

- These Blend® 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 conditions.***
- 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.

WARNING

**ELECTRICAL
HAZARD**

**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

**HOT
SURFACE**

**WARNING**

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



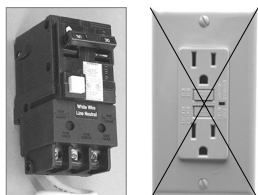
WARNING: This product can expose you to chemicals, including Urethane (Ethyl Carbamate), which are known to the state of California to cause cancer and birth defects or other reproductive harm. For more information go to P65Warnings.ca.gov.

PRECAUTIONS

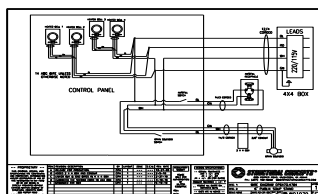
- Following are important precautions to prevent damage to unit or merchandise.
- Please read carefully!



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.



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.



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.



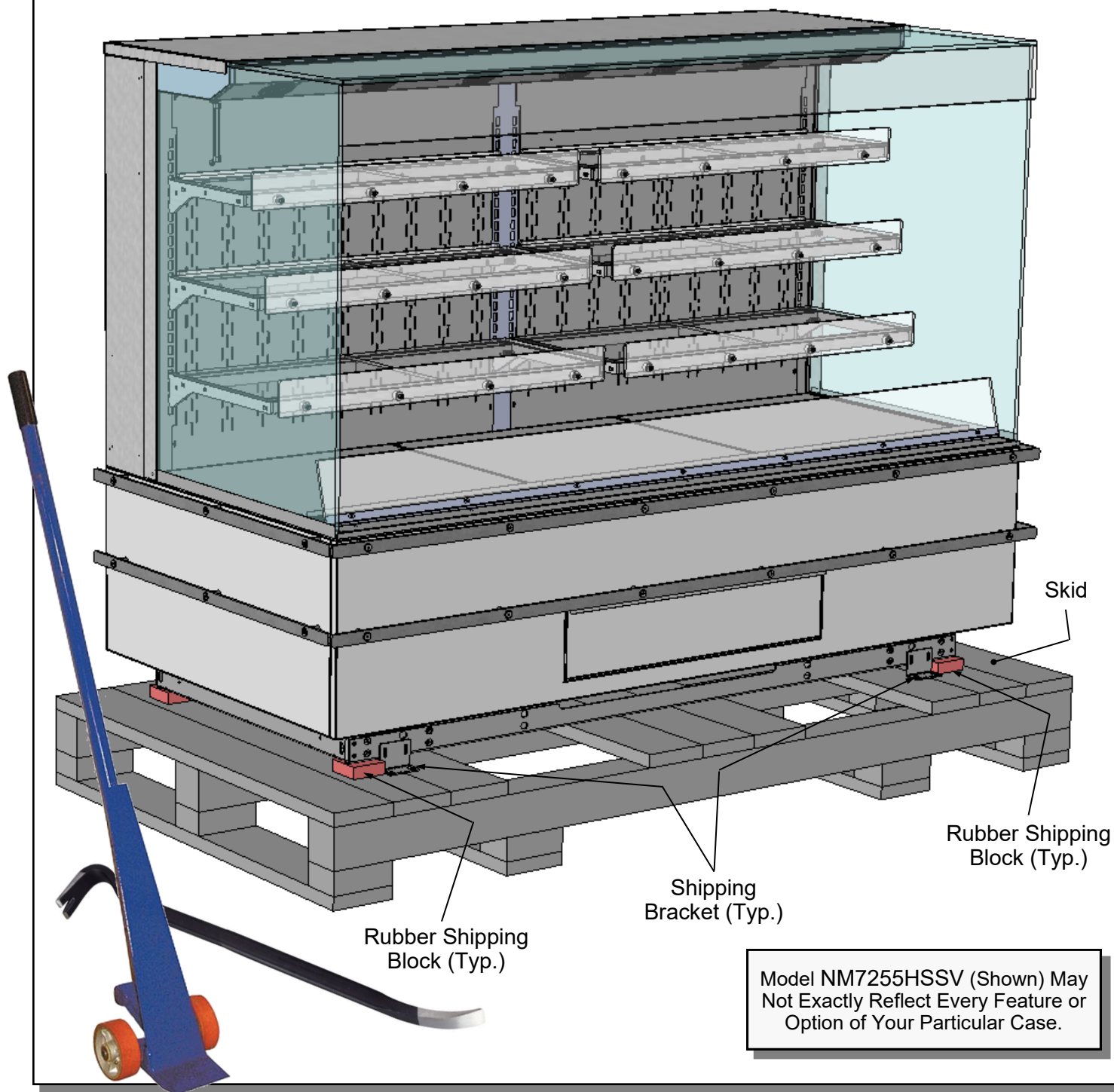
CAUTION! DO NOT RELY ON THERMOMETERS OR THERMOSTATS FOR PRODUCT (FOOD) TEMPERATURES.

- 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.

INSTALLATION: DISCONNECTING CASE FROM SKID

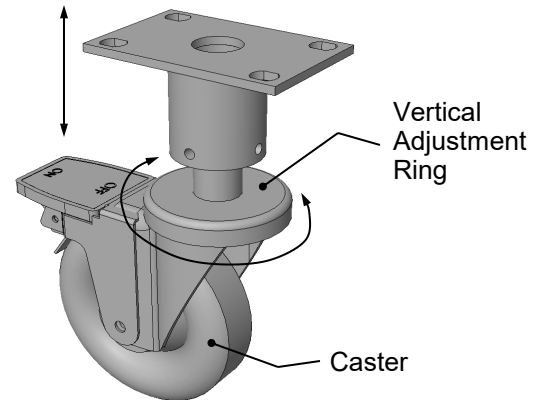
1. Disconnect Case From Skid

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



2. Caster Height: Raising and Lowering

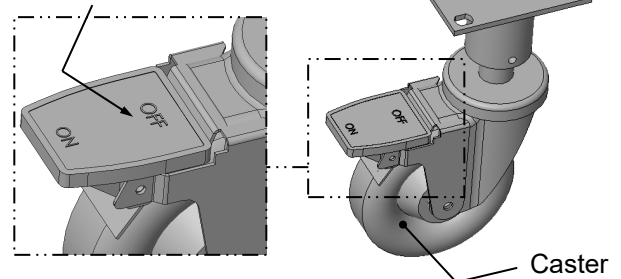
- Raise or lower casters (to adjust case height) by rotating casters' vertical adjustment rings.
 - Rotate vertical adjustment ring clockwise to lower caster (and increase height of case).
 - Rotate vertical adjustment ring counter-clockwise to raise caster (and decrease height of case).



3. Caster Rolling Capability: Unlocking

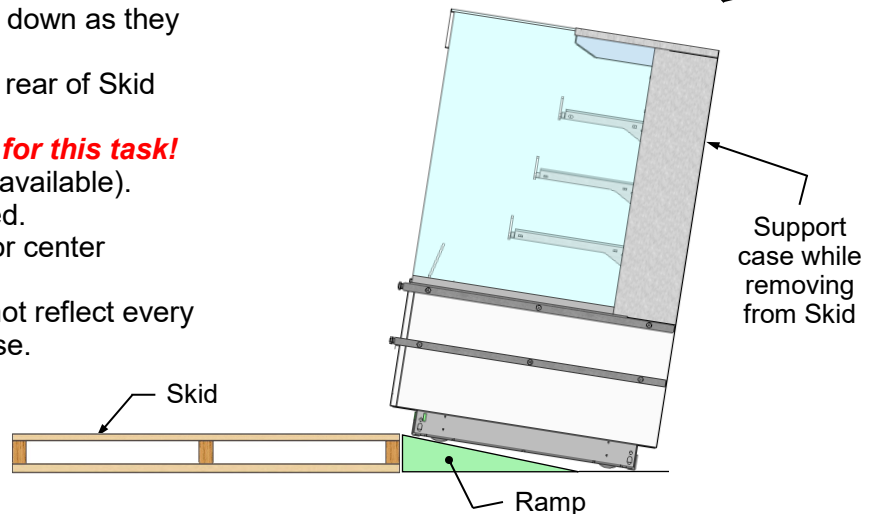
- Important! Case is shipped with caster mechanisms factory set at **ON** (locked) to prevent case from rolling.
- Unlock casters by pressing **OFF** on the caster mechanism.
- See illustration at right.

Press "OFF" Lever To Unlock Casters (And Allow Casters To Roll)



4. Carefully Remove Case From Skid

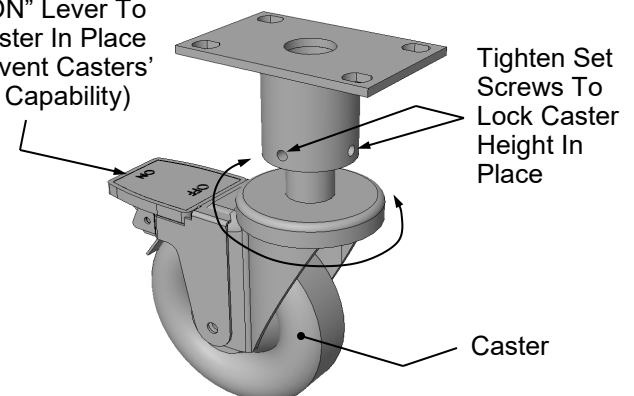
- Check that casters are lowered as far down as they will go (as instructed in step #4).
- Use handles to carefully slide case to rear of Skid (see illustration at right).
- **Caution! 4 people may be required for this task!**
- Carefully lower to floor (using ramp if available).
- Slide Skid from under case as required.
- Maintain support of case at all times or center of gravity may cause case to fall.
- NM725HSSV (shown at right) may not reflect every feature or option of your particular case.



5. Casters: Locking

- After case is at desired position (and height), use level to check that case is level and plumb.
- Readjust height as needed (as instructed in step #4).
- **Locking Height:** After proper height (and positioning) of case is attained, tighten the two (2) set screws to lock each caster's height in place.
- **Locking Movement:** Then, to prevent casters' rolling capability, lock casters by pressing ON atop the "ON" and "OFF" lever mechanism (shown at right). Case will now be secured at its new location.

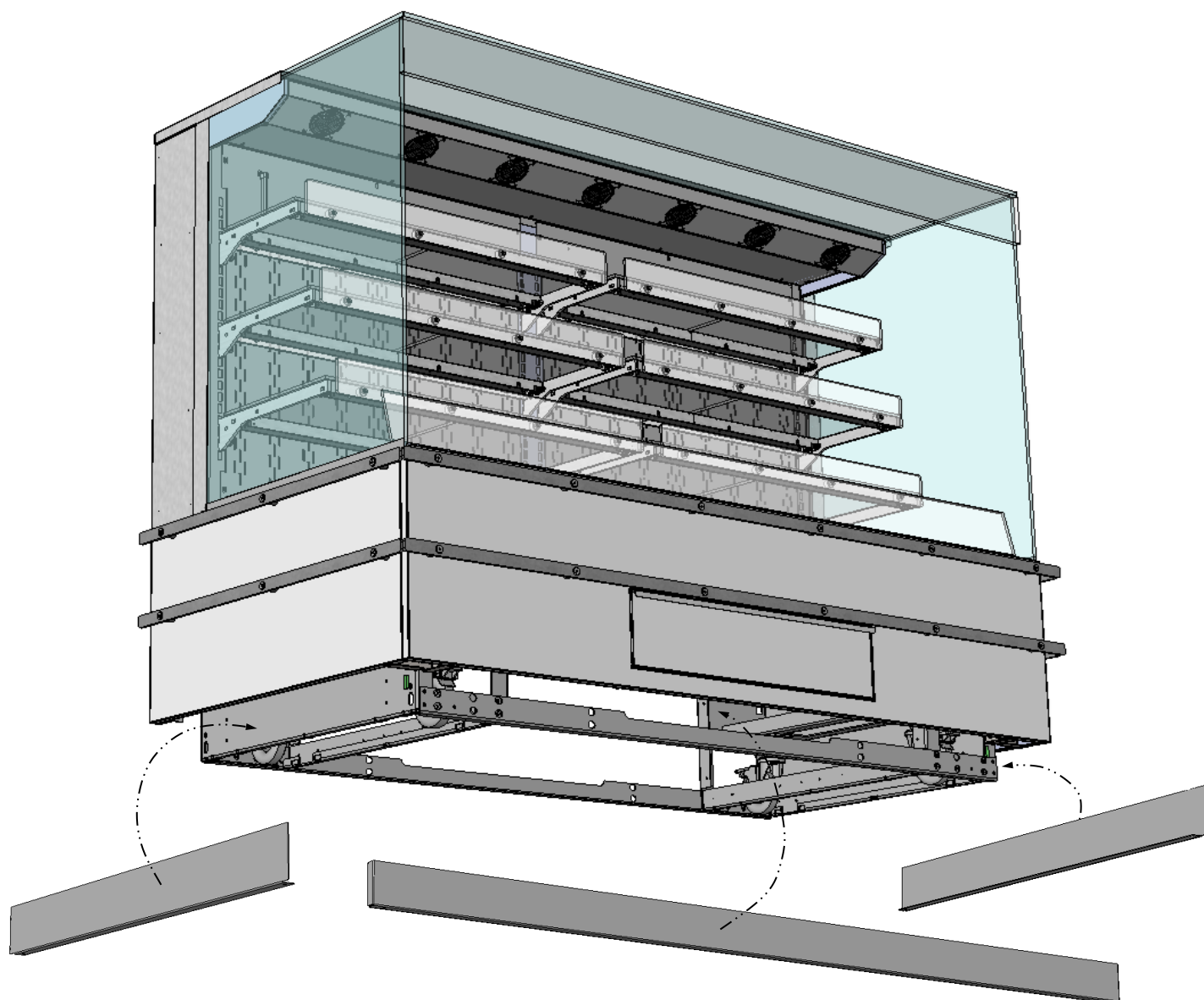
Press "ON" Lever To Lock Caster In Place (And Prevent Casters' Rolling Capability)



6. Attach Front/Side Toe-Kicks

- Magnets on case's lower areas will allow toe-kicks to be attached without screws.
- See illustration below.

Model NM7255HSSV (Shown) May Not Exactly Reflect Every Feature or Option of Your Particular Case.



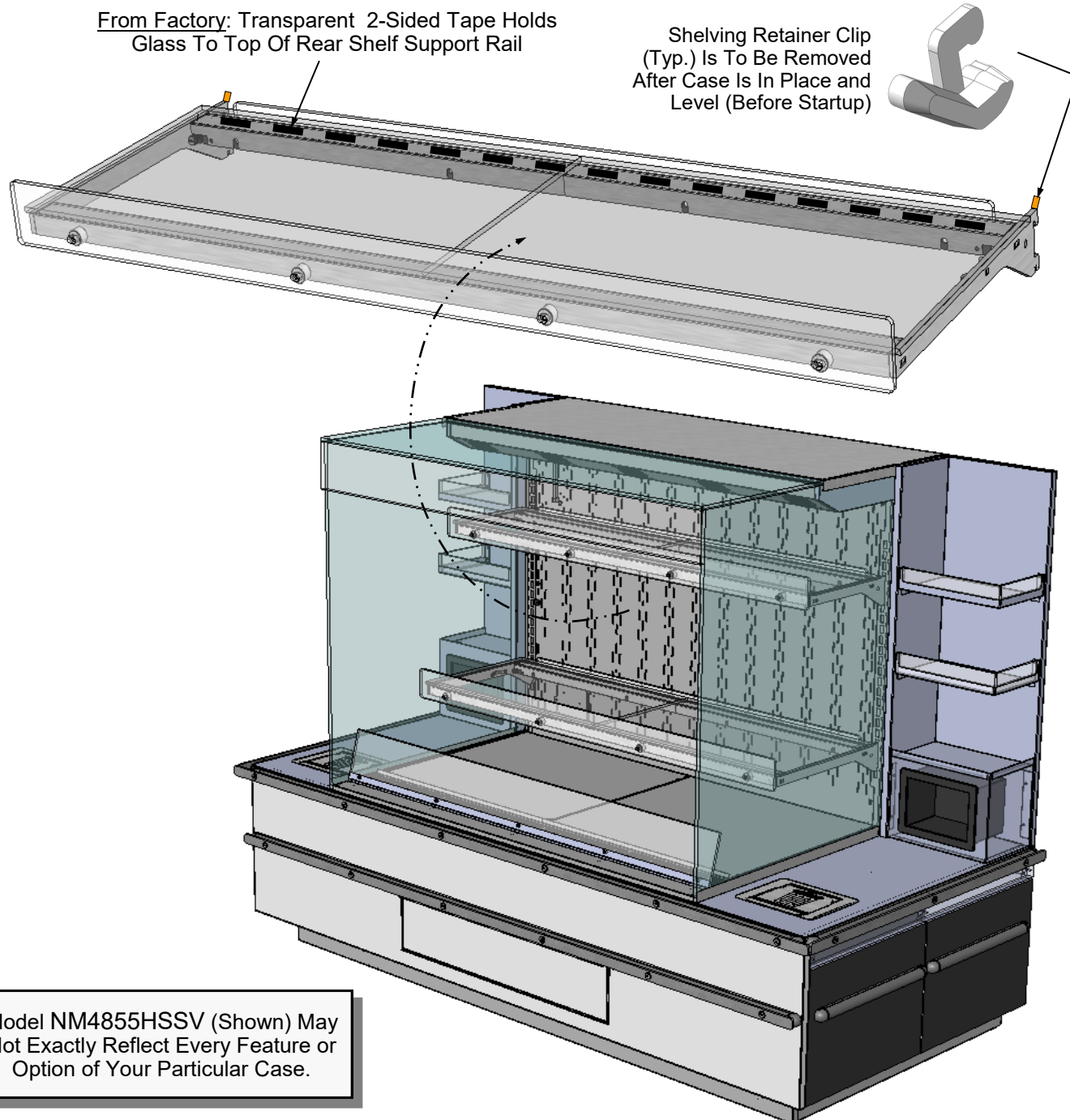
7. Shelving Assemblies

- Shelving retainer clips help secure shelves during shipping
- **After case is in place & level (before startup), you must remove shelving retainer clips. See illustration below.**
- 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.

8. Shelving Retainer Clips To Be Removed

- **Important Note:** If you have not done so already, after case is in place and level (before startup), you must remove shelving retainer clips.
- See illustration below.



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

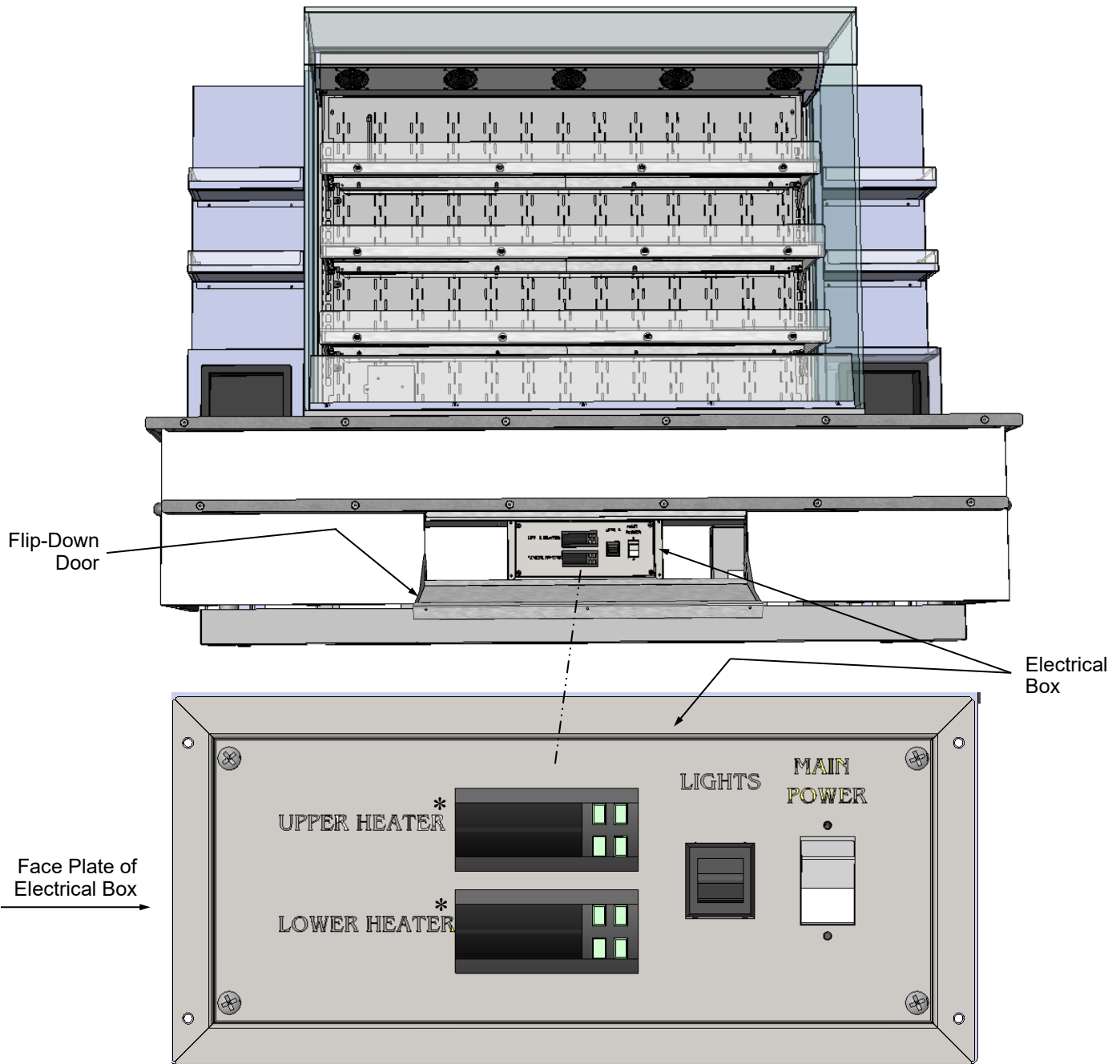
Note: Applicable To Model NM4855HSSV Only

9. Plug Case In

- Check field access box for factory-supplied power cord.
- Plug case into electrical outlet.
- See enlarged illustration below-right.

10. Main Power / LED Lights Switch and Thermostats

- Main power switch, LED lights switch and thermostats are accessible at electrical box.
- Flip down door.
- Turn on main power switch & LED lights switch.
- Thermostats will energize.
- Flip door back up.



***Note:** Only taller units have upper and lower heaters (with two programmable controllers). All others have only ONE heater (with ONE programmable controller).

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

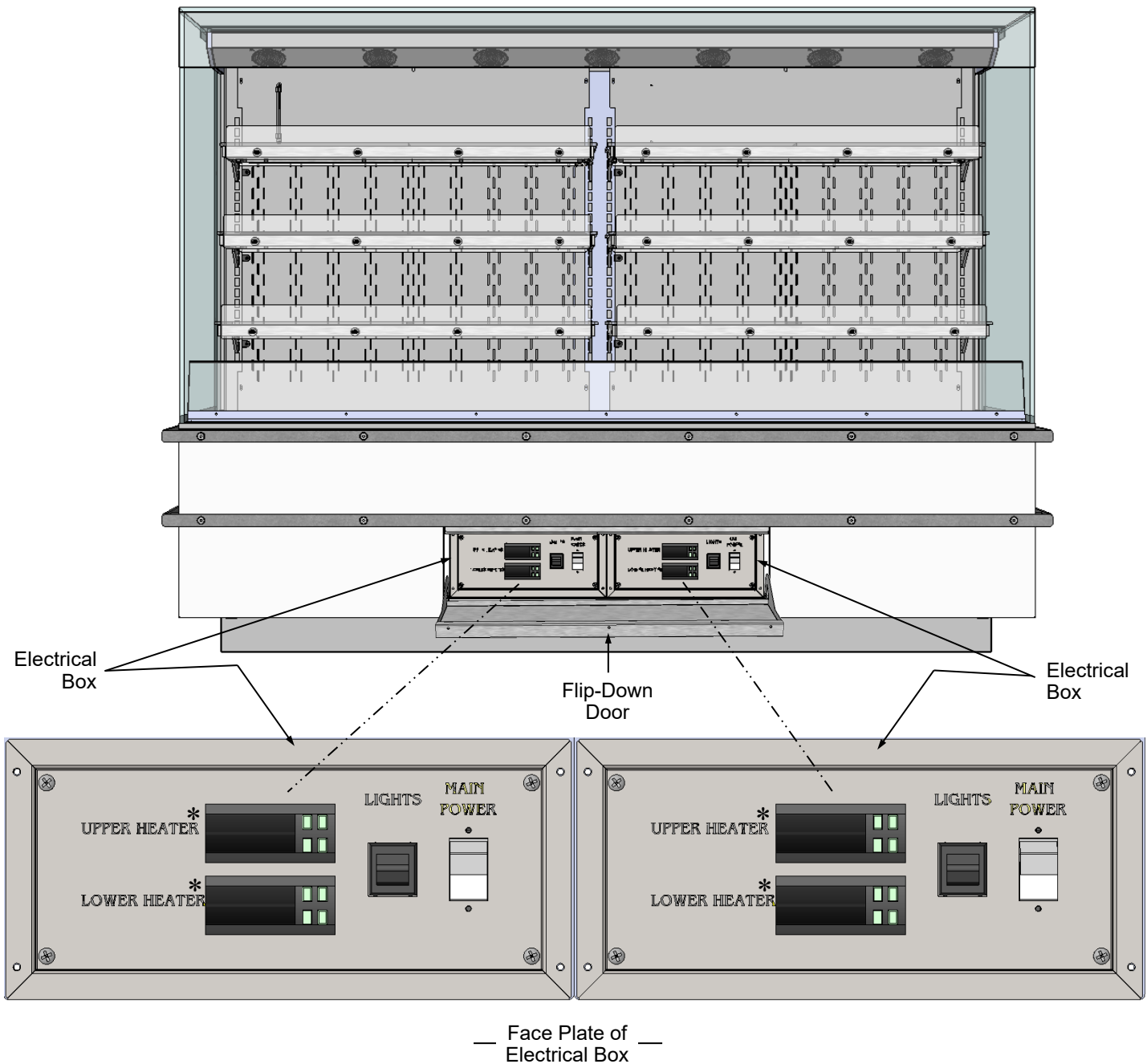
Note: Applicable To Model NM7255HSSV Only

11. Plug Case In

- Check field access box for factory-supplied power cord.
- Plug case into electrical outlet.
- See enlarged illustration below-right.

12. Main Power / LED Lights Switch and Thermostats

- Main power switch, LED lights switch and thermostats are accessible at electrical box.
- Flip down door.
- Turn on main power switch & LED lights switch.
- Thermostats will energize.
- Flip door back up.



***Note:** Only taller units have upper and lower heaters (with two programmable controllers). All others have only ONE heater (with ONE programmable controller).

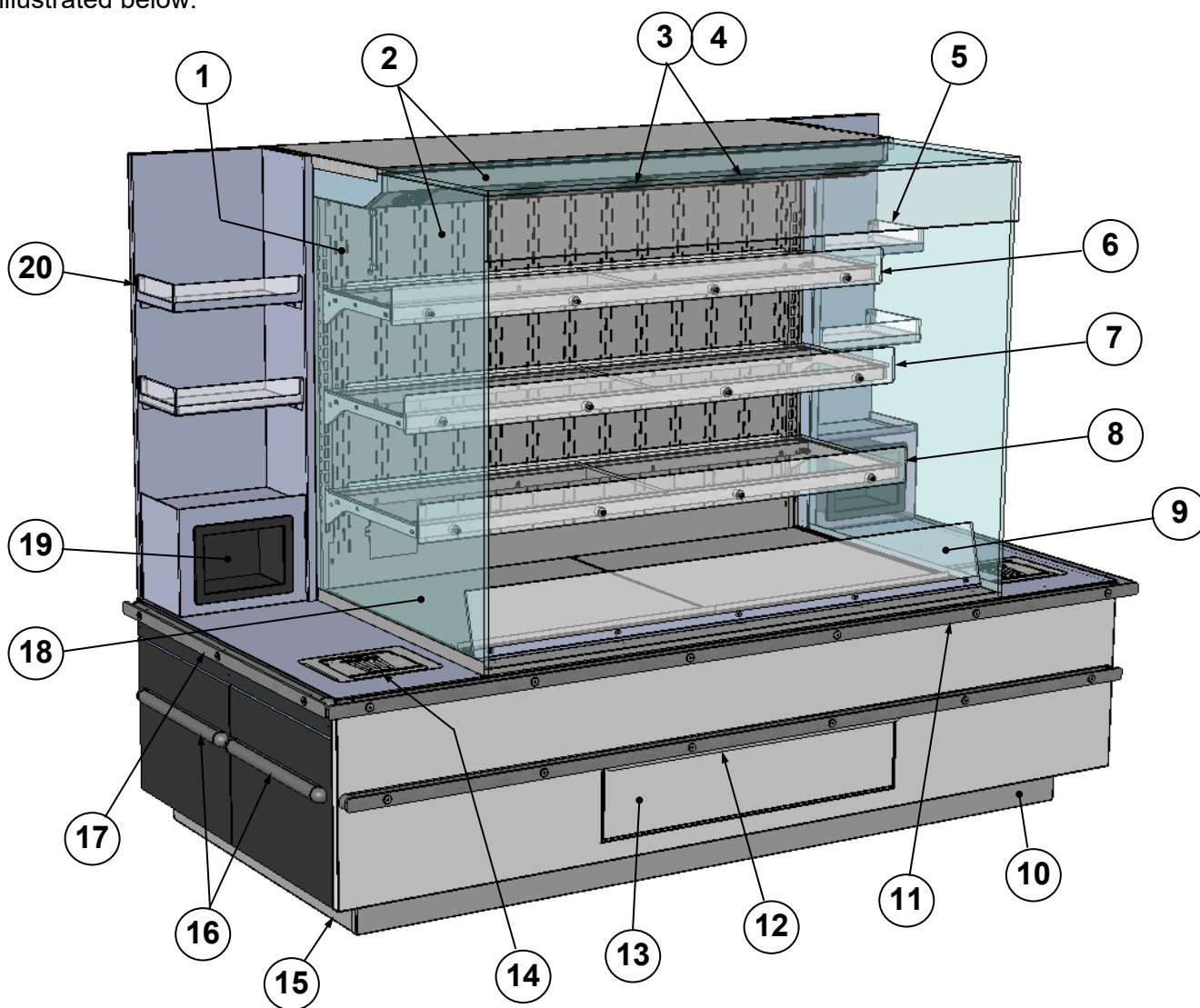
**CASE DESIGN
&
FIELD SERVICE
PARTS LIST
FOR
MODEL
NM4855HSSV
ONLY**

CASE DESIGN & FIELD SERVICE PARTS LIST: MODEL NM4855HSSV ONLY

1. Case Front View

- Model NM4855HSSV with rear plenum is illustrated below.

- Units with rear sliding doors differ from unit shown.



FIELD SERVICE PARTS LIST: CASE FRONT VIEW

P/N	COMPONENT NAME	AMT	P/N	COMPONENT NAME	AMT
1	REAR PLENUM	1	11	BUMPER, METAL-UPPER	1
2	UV-BONDED GLASS ASSEMBLY	1	12	BUMPER, METAL-LOWER	1
3	FAN (IN UPPER AIRFLOW SYSTEM)*	5*	13	FLIP-DOWN DOOR, CONTROLS	1
4	HEATER ROD**	1	14	DOOR, TRASH	2
5	STORAGE SHELF WITH PRODUCT STOP (R)	2	15	TOE-KICK, SIDE	2
6	UPPER SHELF WITH PRODUCT STOP	1	16	BUMPER, RUBBER-SIDE	4
7	MIDDLE SHELF WITH PRODUCT STOP	1	17	BUMPER, METAL-SIDE	2
8	LOWER SHELF WITH PRODUCT STOP	1	18	DECK	2
9	AIR DEFLECTOR, ACRYLIC	1	19	HOLDER, NAPKIN	2
10	TOE-KICK, FRONT	1	20	STORAGE SHELF WITH PRODUCT STOP (L)	2

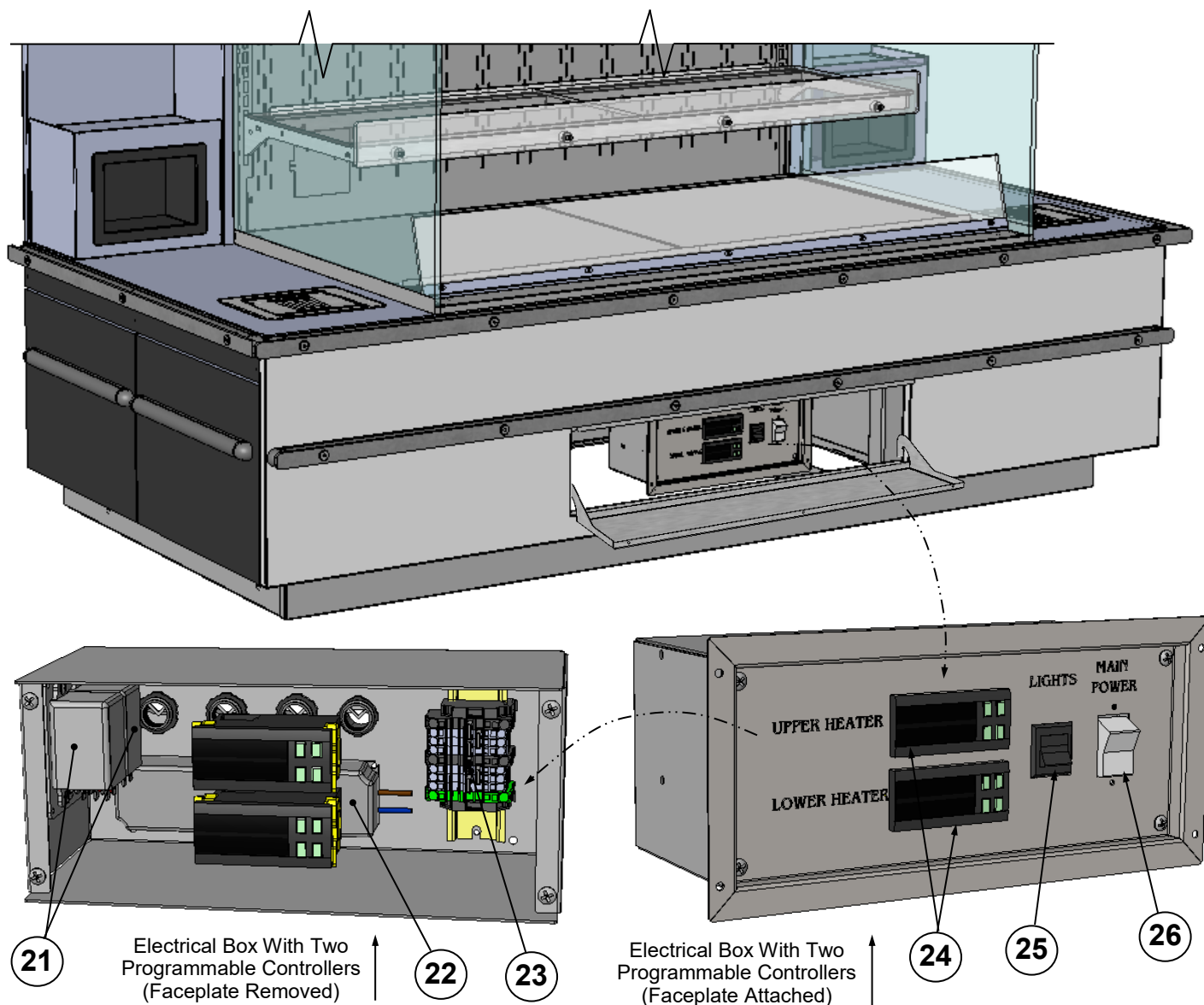
*Number of fans vary depending upon model.

**Note: Certain taller models have a heater rod (accompanied by a separate programmable controller).

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

- Model NM4855HSSV with rear plenum is illustrated below.
- Note:** Only certified electricians are to access electrical components in this case.

- Caution!** Turn off power to case before accessing.
- Lower the flip-down door.
- Remove 4 screws from the controller/DC driver box cover to access electrical components.
- After accessing controller components, return the flip-up door to its former position (closed).



FIELD SERVICE PARTS LIST: ELECTRICAL BOX COMPONENTS

P/N	COMPONENT NAME	AMT	P/N	COMPONENT NAME	AMT
21	RELAYS	2	24	PROGRAMMABLE CONTROLLERS	2*
22	DRIVER	1	25	LIGHTS SWITCH	1
23	TERMINAL STRIP	1	26	MAIN POWER SWITCH	1

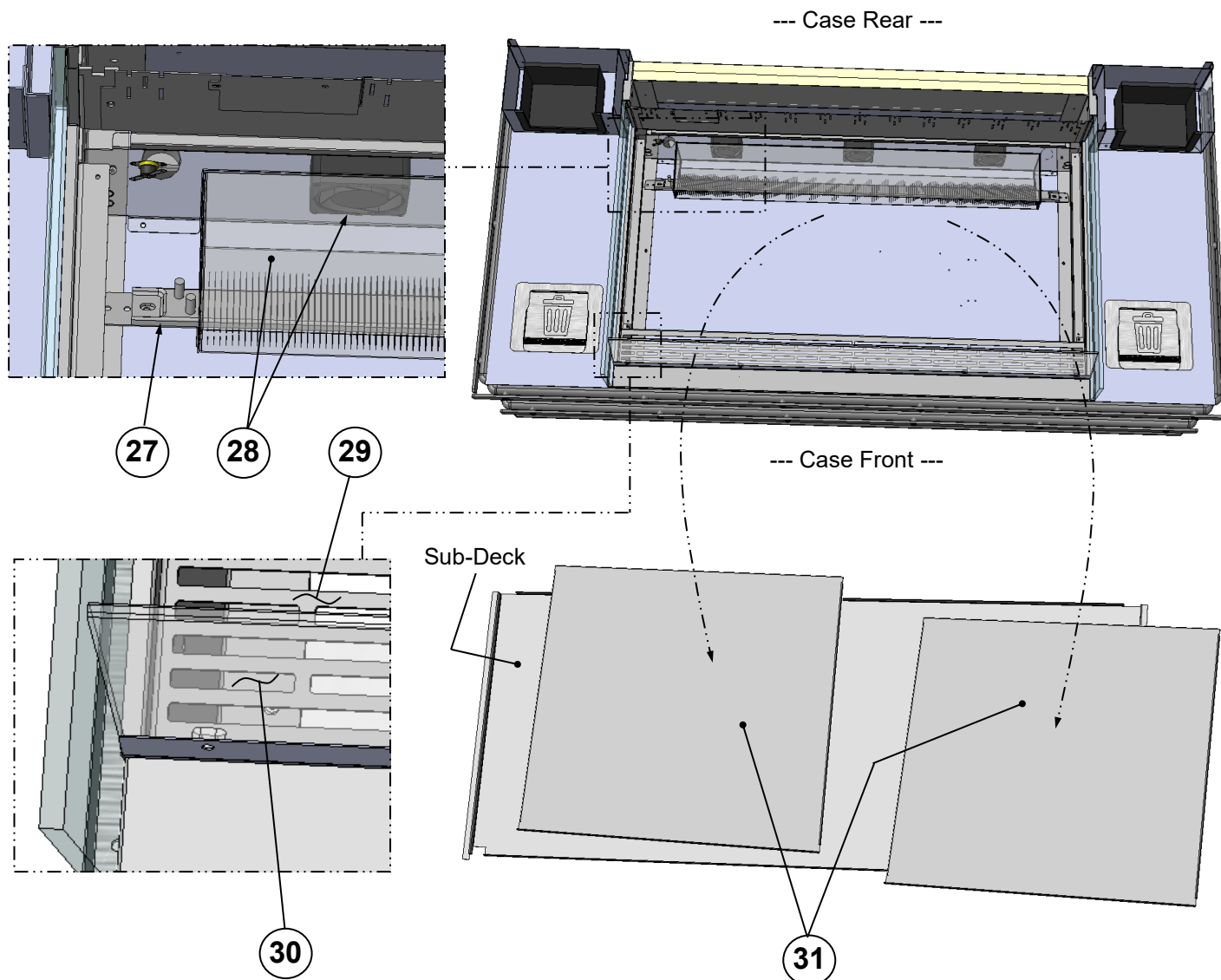
* **Note:** Only taller models have upper AND lower heaters (requiring two programmable controllers). All others have only ONE heater (with ONE programmable controller).

3. Tub Area Access / Heater / Airflow Baffle & Deflector

Caution! Turn main power off before accessing heater components.

- Model NM4855HSSV with rear plenum is illustrated below.
- To access tub area (including heater) remove sub-deck and deck pans.
- No screw removal is required.
- After cleaning or servicing, return sub-deck & deck pans to case.
- Restore power to case.

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



FIELD SERVICE PARTS LIST: HEATER / DECKS / BAFFLE / AIR DEFLECTOR

P/N	COMPONENT NAME	AMT	P/N	COMPONENT NAME	AMT
27	HEATER STRIP	2	30	AIR DEFLECTOR, ACRYLIC	1
28	HEATER/FAN (HOUSING SHOWN X-PARENT)	3*	31	DECK PANS	2
29	BAFFLE, AIR DISCHARGE	1			

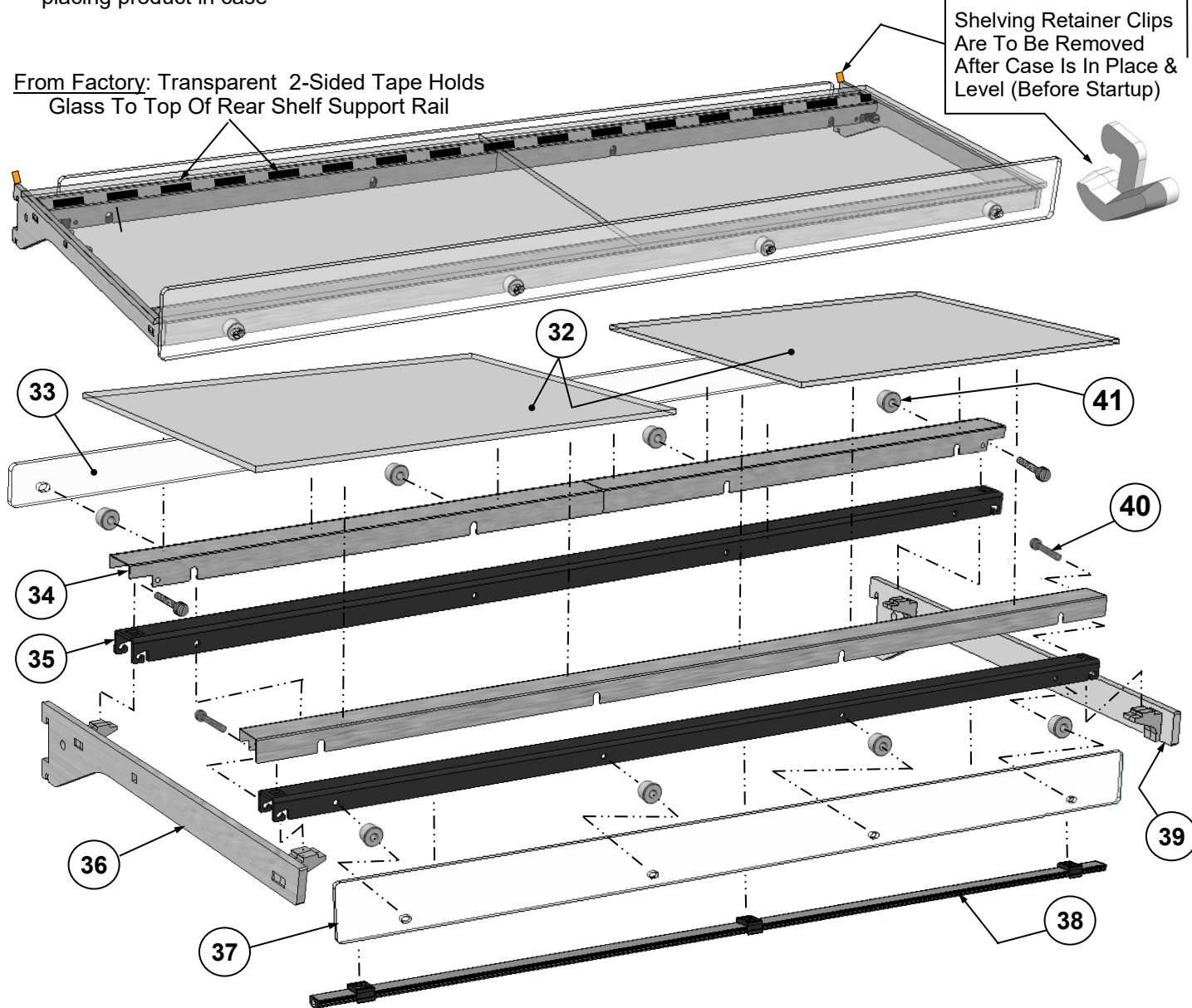
*Number may vary depending upon model.

4. Shelf Assembly Components

- **Note:** After case is in place & level (before startup), remove shelving retainer clips (sample clip shown below-right).
- 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.

From Factory: Transparent 2-Sided Tape Holds Glass To Top Of Rear Shelf Support Rail



FIELD SERVICE PARTS LIST: SHELVING ASSEMBLY COMPONENTS

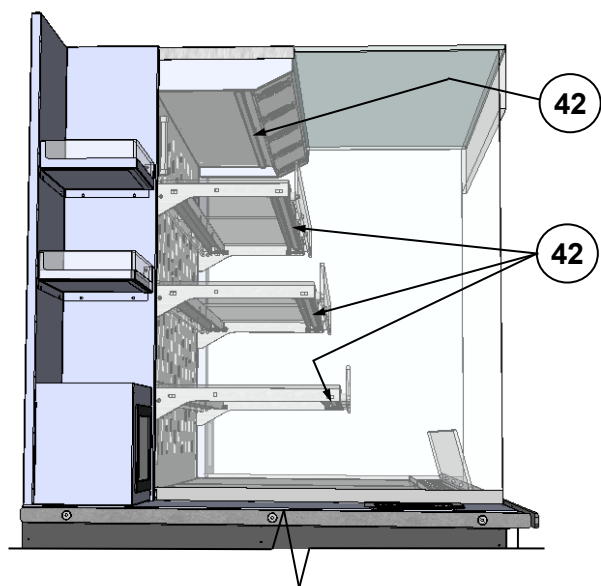
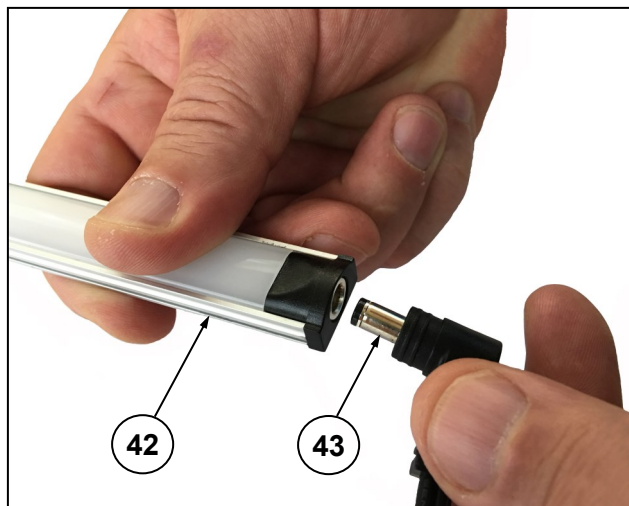
P/N	COMPONENT NAME	AMT	P/N	COMPONENT NAME	AMT
32	GLASS, LEFT/RIGHT HAND	2	37	SHELF GUARD, FRONT POLYCARBONATE*	1
33	SHELF GUARD, REAR POLYCARBONATE*	1	38	LIGHT, LED	1
34	SHELF SUPPORT RAIL, OUTER**	2	39	BRACKET, RIGHT HAND	1
35	SHELF SUPPORT RAIL, INNER	2	40	THUMB SCREW, SHELF SUPPORTS	4
36	BRACKET, LEFT HAND	2	41	BUMPER STAND	8

* Polycarbonate does NOT need to be removed to remove shelf assemblies from case.

** Assembled with shelf support rail, inner (item #22) and thumb screw (item #27) before leaving the factory.

5. LED Light

- 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.
- See **TROUBLESHOOTING** section in manual if LED lights malfunction.

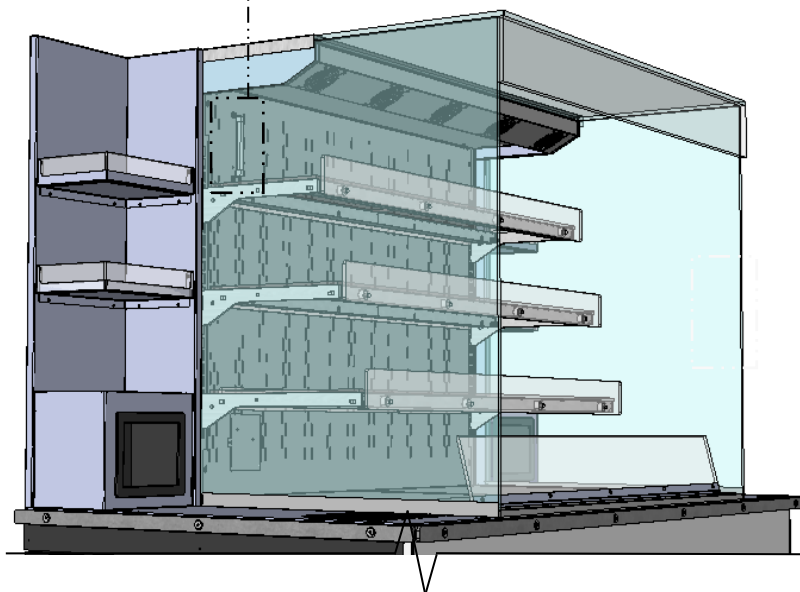
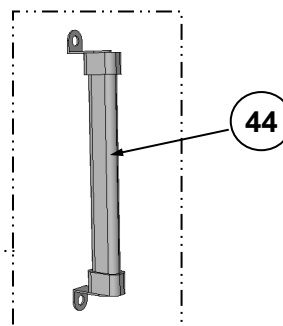


6. LED Light Plug

- LED lights are located at both header and shelving of case (as shown below).
- Check that ALL plugs are properly connected to the LED lights.
- Plug must be inserted ALL THE WAY into the LED light orifice (with no gap) to work properly.

7. Thermometer

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



FIELD SERVICE PARTS LIST: LED LIGHTS / PLUGS / THERMOMETER

P/N	COMPONENT NAME	AMT	P/N	COMPONENT NAME	AMT
42	LED LIGHT FOR HEADER AND SHELVES (ALSO CALLED OUT ON PREVIOUS PAGE)	4	44	THERMOMETER	1
43	PLUG, LED LIGHT	4	45		

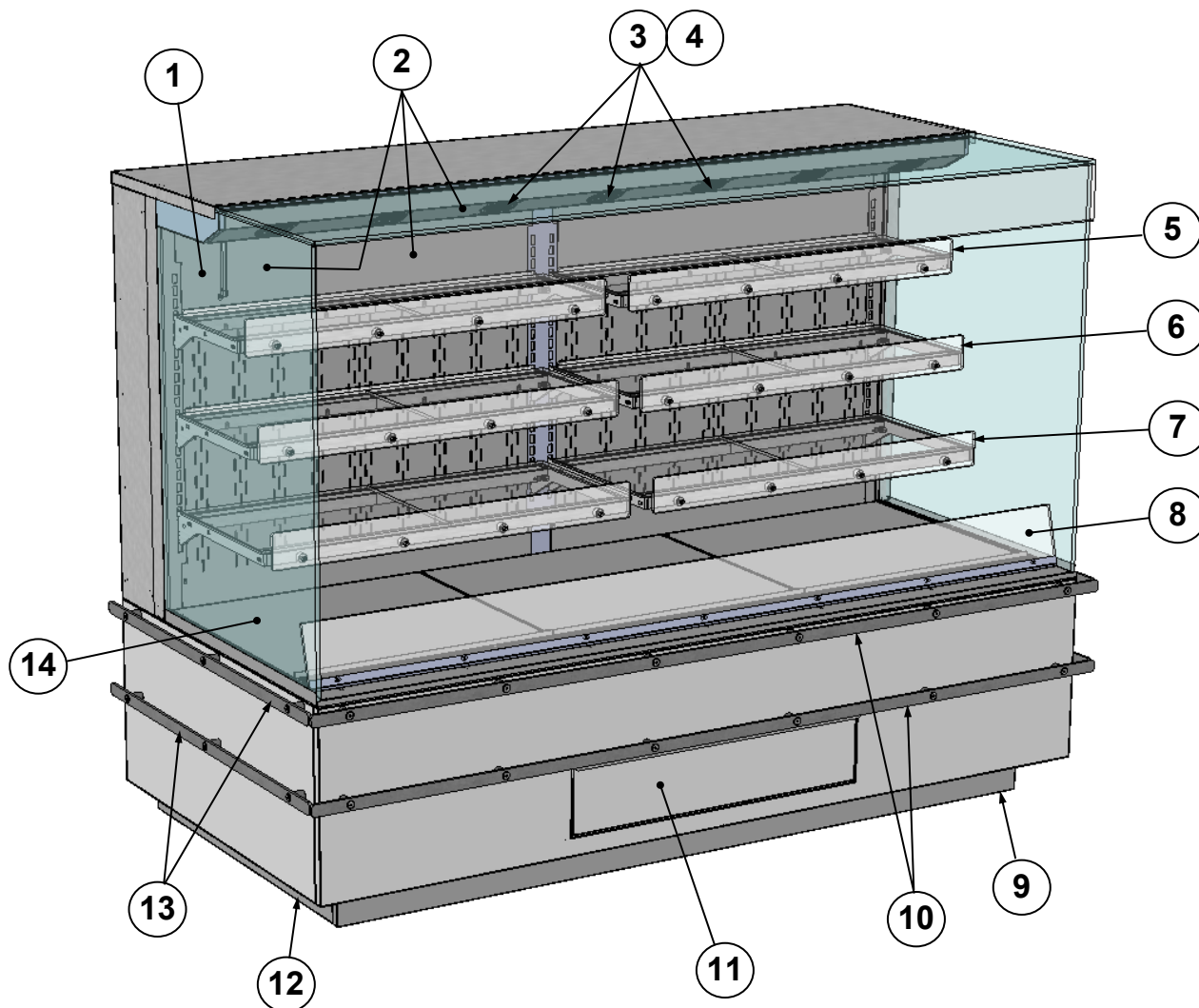
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NM7255HSSV
ONLY**

CASE DESIGN & FIELD SERVICE PARTS LIST, CONT'D: MODEL NM7255HSSV ONLY

1. Case Front View

- Model NM7255HSSV with rear plenum is illustrated below.

- Units with rear sliding doors differ from unit shown.



FIELD SERVICE PARTS LIST: CASE FRONT VIEW

P/N	COMPONENT NAME	AMT	P/N	COMPONENT NAME	AMT
1	REAR PLENUM (L)	1	9	TOE-KICK, FRONT	1
2	UV-BONDED GLASS ASSEMBLY	1	10	BUMPER, METAL	2
3	FAN (IN UPPER AIRFLOW SYSTEM)*	5*	11	FLIP-DOWN DOOR, CONTROLS	1
4	HEATER ROD**	1	12	TOE-KICK, SIDE	2
5	UPPER SHELF WITH PRODUCT STOP	2	13	BUMPER, METAL-SIDE	4
6	MIDDLE SHELF WITH PRODUCT STOP	2	14	DECK	3
7	LOWER SHELF WITH PRODUCT STOP	2			
8	AIR DEFLECTOR, ACRYLIC	1			

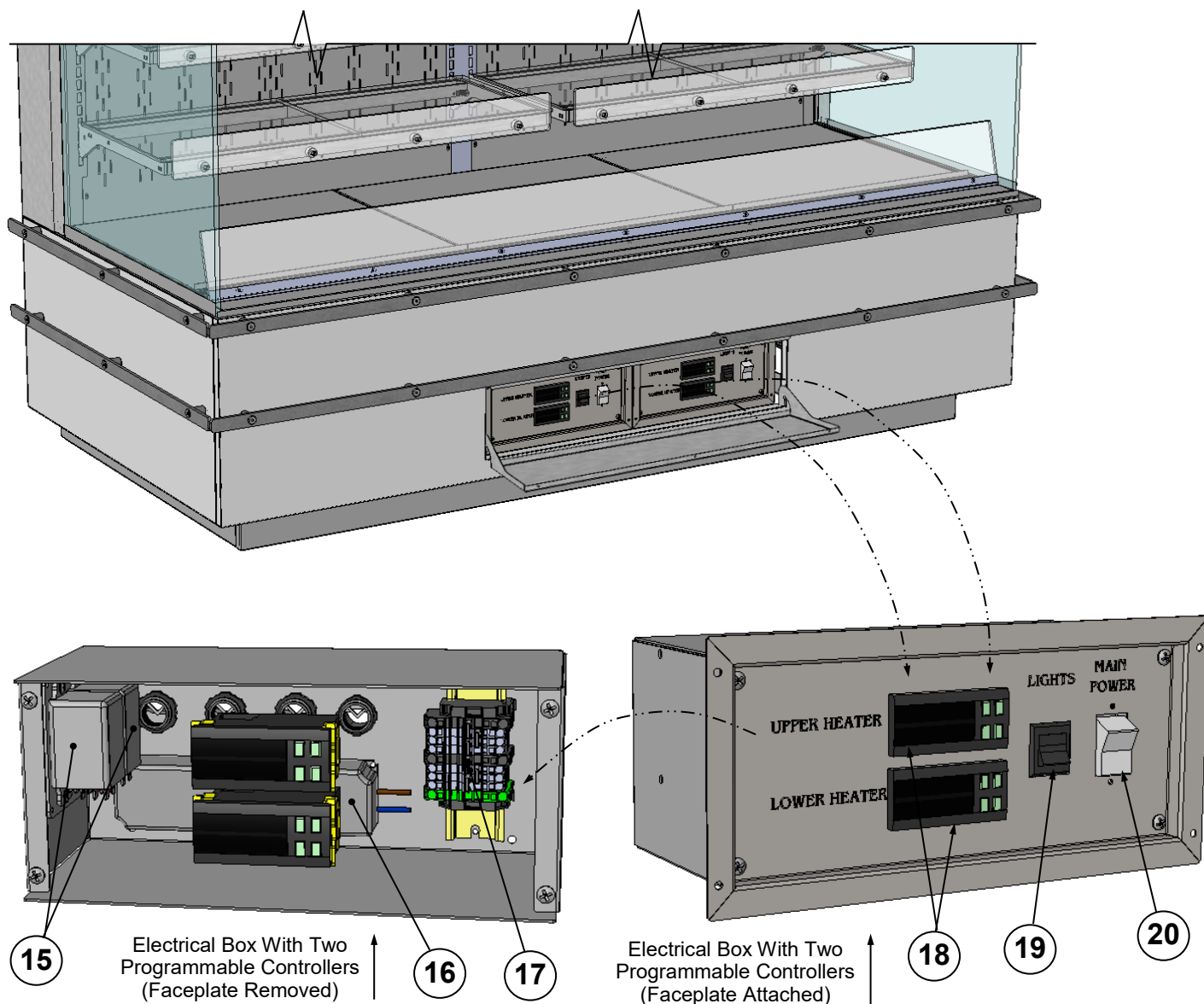
*Number of fans vary depending upon model.

**Note: Certain taller models have a heater rod (accompanied by a separate programmable controller).

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

- Model NM7255HSSV with rear plenum is illustrated below.
- Note:** Only certified electricians are to access electrical components in this case.

- Caution!** Turn off power to case before accessing.
- Lower the flip-down door.
- Remove 4 screws from the controller/DC driver box cover to access electrical components.
- After accessing controller components, return the flip-up door to its former position (closed).



FIELD SERVICE PARTS LIST: ELECTRICAL BOX COMPONENTS (FOR EACH ELECTRICAL BOX)

P/N	COMPONENT NAME	AMT	P/N	COMPONENT NAME	AMT
15	RELAYS	2	18	PROGRAMMABLE CONTROLLERS	2*
16	DRIVER	1	19	LIGHTS SWITCH	1
17	TERMINAL STRIP	1	20	MAIN POWER SWITCH	1

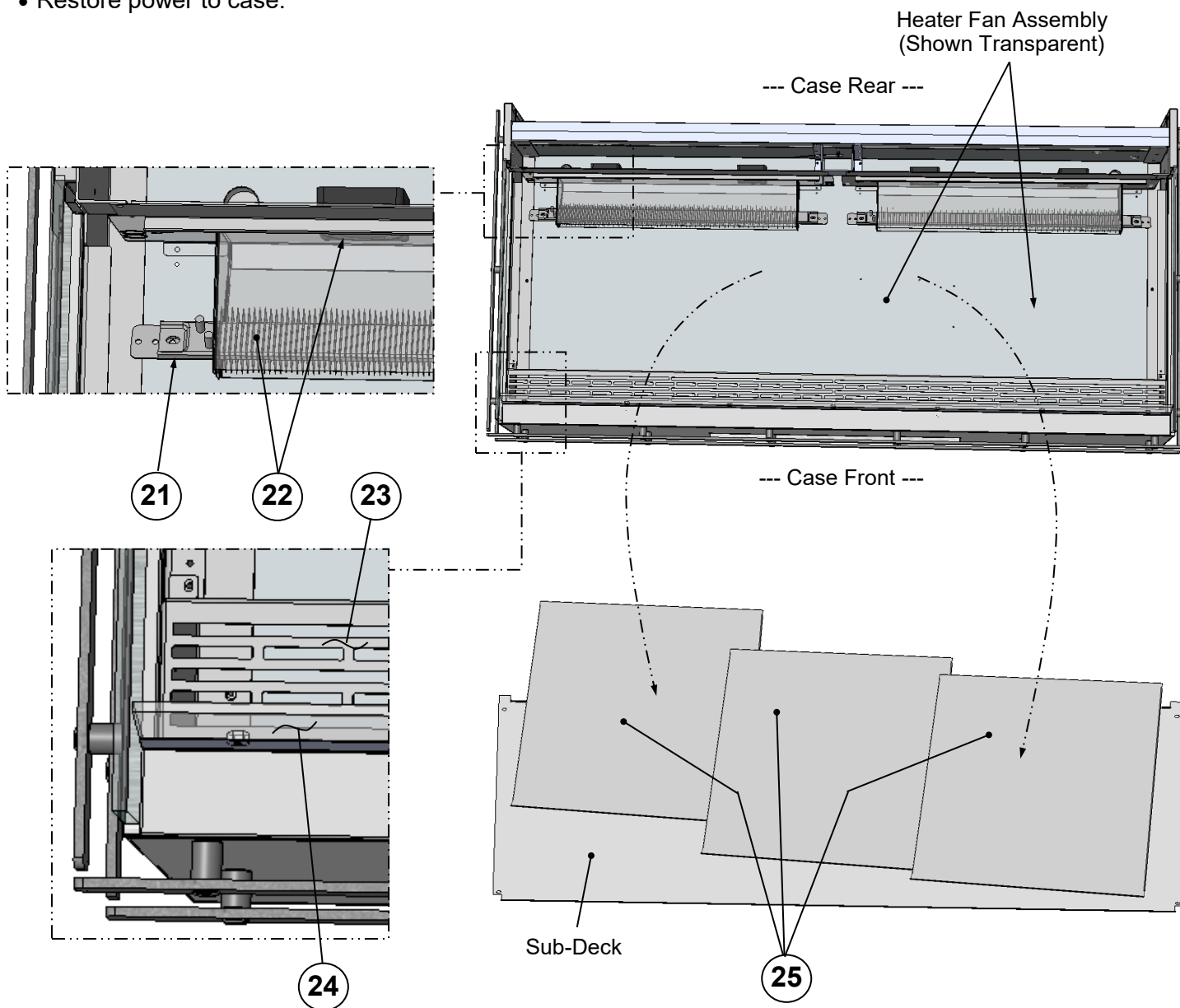
* **Note:** Only taller models have upper AND lower heaters (requiring two programmable controllers). All others have only ONE heater (with ONE programmable controller).

3. Tub Area Access / Heater / Airflow Baffle & Deflector

Caution! Turn main power off before accessing heater components.

- Model NM7255HSSV with rear plenum is illustrated below.
- To access tub area (including heater) remove sub-deck and deck pans.
- No screw removal is required.
- After cleaning or servicing, return sub-deck & deck pans to case.
- Restore power to case.

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



FIELD SERVICE PARTS LIST: HEATER / DECKS / BAFFLE / AIR DEFLECTOR

P/N	COMPONENT NAME	AMT	P/N	COMPONENT NAME	AMT
21	HEATER STRIP	2	24	AIR DEFLECTOR, ACRYLIC	1
22	HEATER/FAN (HOUSING SHOWN X-PARENT)	4*	25	DECK PANS	3
23	BAFFLE, AIR DISCHARGE	1			

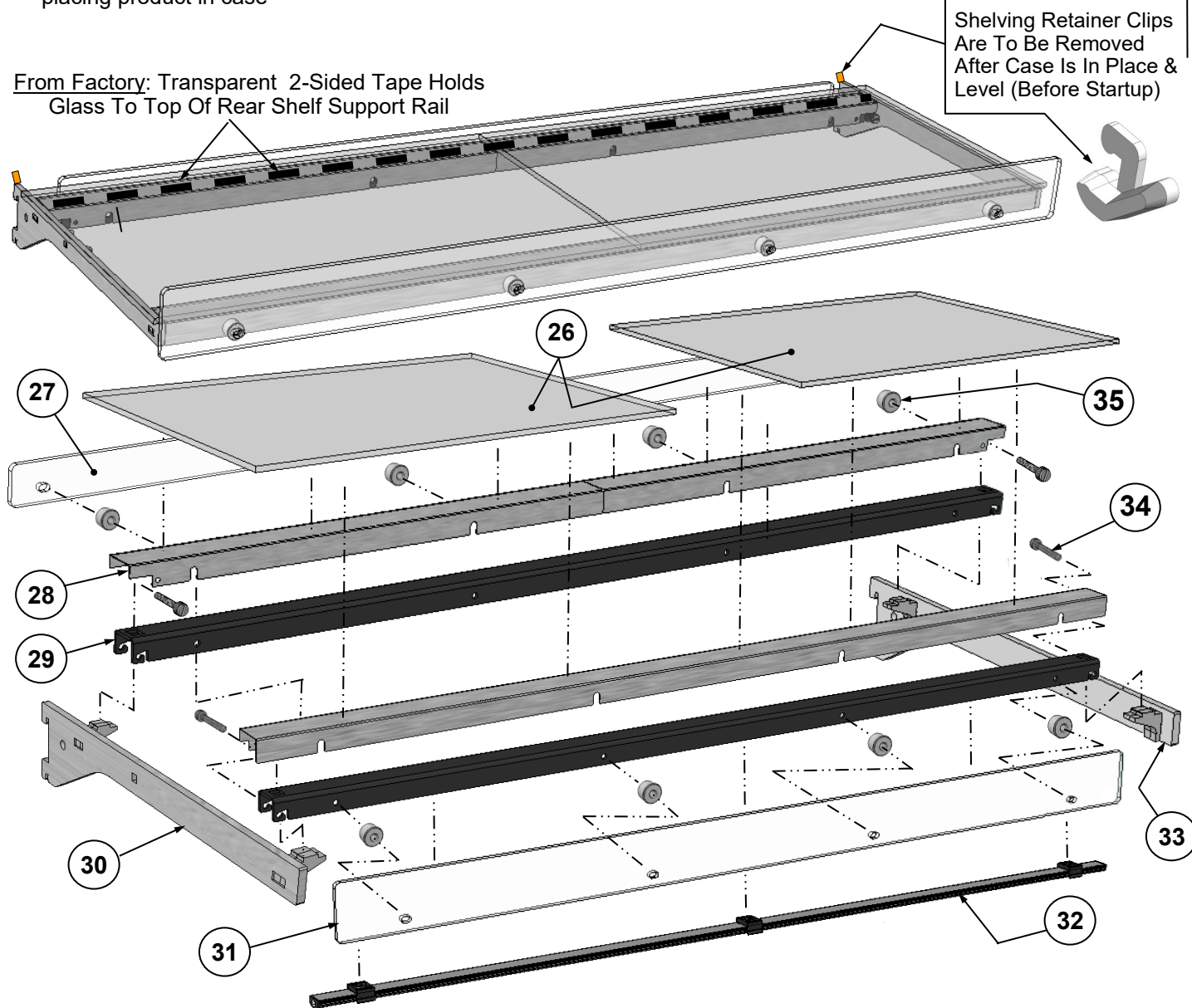
*Number may vary depending upon model.

4. Shelf Assembly Components

- **Note:** After case is in place & level (before startup), remove shelving retainer clips (sample clip shown below-right).
- 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.

From Factory: Transparent 2-Sided Tape Holds Glass To Top Of Rear Shelf Support Rail



FIELD SERVICE PARTS LIST: SHELVING ASSEMBLY COMPONENTS

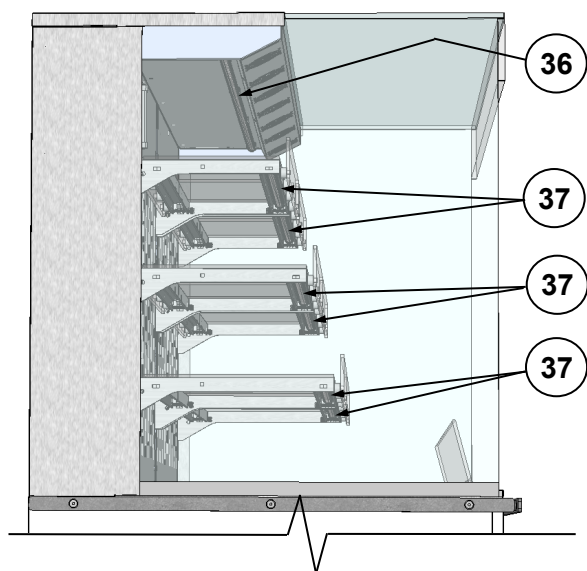
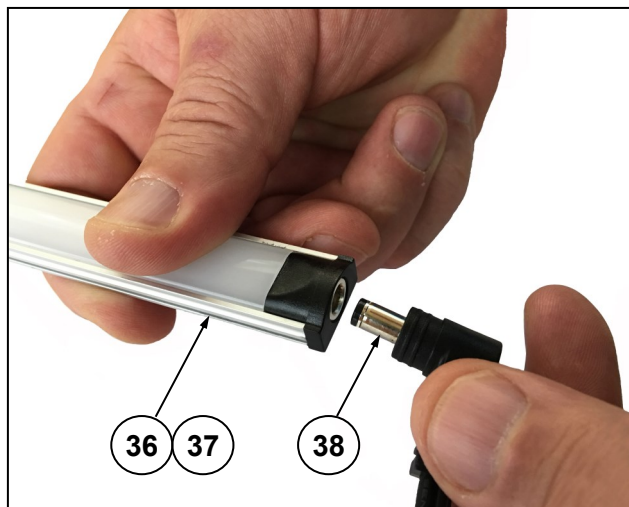
P/N	COMPONENT NAME	AMT	P/N	COMPONENT NAME	AMT
26	GLASS, LEFT/RIGHT HAND	2	31	SHELF GUARD, FRONT POLYCARBONATE*	1
27	SHELF GUARD, REAR POLYCARBONATE*	1	32	LIGHT, LED	1
28	SHELF SUPPORT RAIL, OUTER**	2	33	BRACKET, RIGHT HAND	1
29	SHELF SUPPORT RAIL, INNER	2	34	THUMB SCREW, SHELF SUPPORTS	4
30	BRACKET, LEFT HAND	2	35	BUMPER STAND	8

* Polycarbonate does NOT need to be removed to remove shelf assemblies from case.

** Assembled with shelf support rail, inner (item #22) and thumb screw (item #27) before leaving the factory.

5. LED Light

- 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.
- See **TROUBLESHOOTING** section in manual if LED lights malfunction.

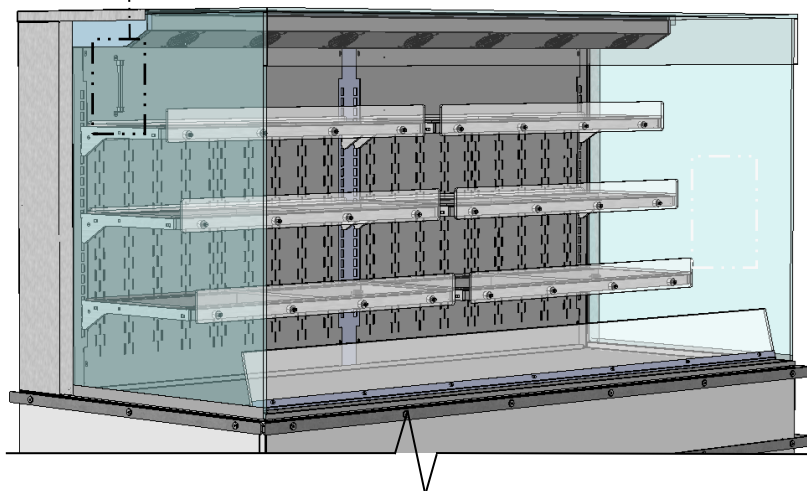
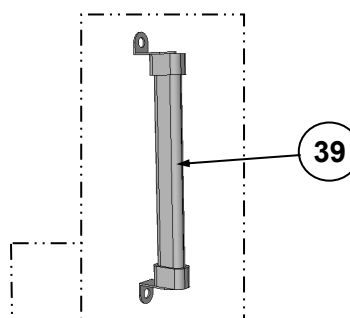


6. LED Light Plug

- LED lights are located at both header and shelving of case (as shown below).
- Check that ALL plugs are properly connected to the LED lights.
- Plug must be inserted ALL THE WAY into the LED light orifice (with no gap) to work properly.

7. Thermometer

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



FIELD SERVICE PARTS LIST: LED LIGHTS / PLUGS / THERMOMETER

P/N	COMPONENT NAME	AMT	P/N	COMPONENT NAME	AMT
36	LED LIGHT FOR HEADER	1	38	PLUG, LED LIGHT	7
37	LED LIGHT FOR SHELVES (ALSO CALLED OUT ON PREVIOUS PAGE)	6	39	THERMOMETER	1

1. Main Power Switch

- Control panel is accessible by flipping down front panel (as illustrated below).
- Turn main power switch “ON” to energize case.

2. Heating Up Case / Adjusting Settings

- **Note:** Cases are designed to MAINTAIN product temperatures – NOT heat up product! Do not place product that is cold or ambient temperature in case.

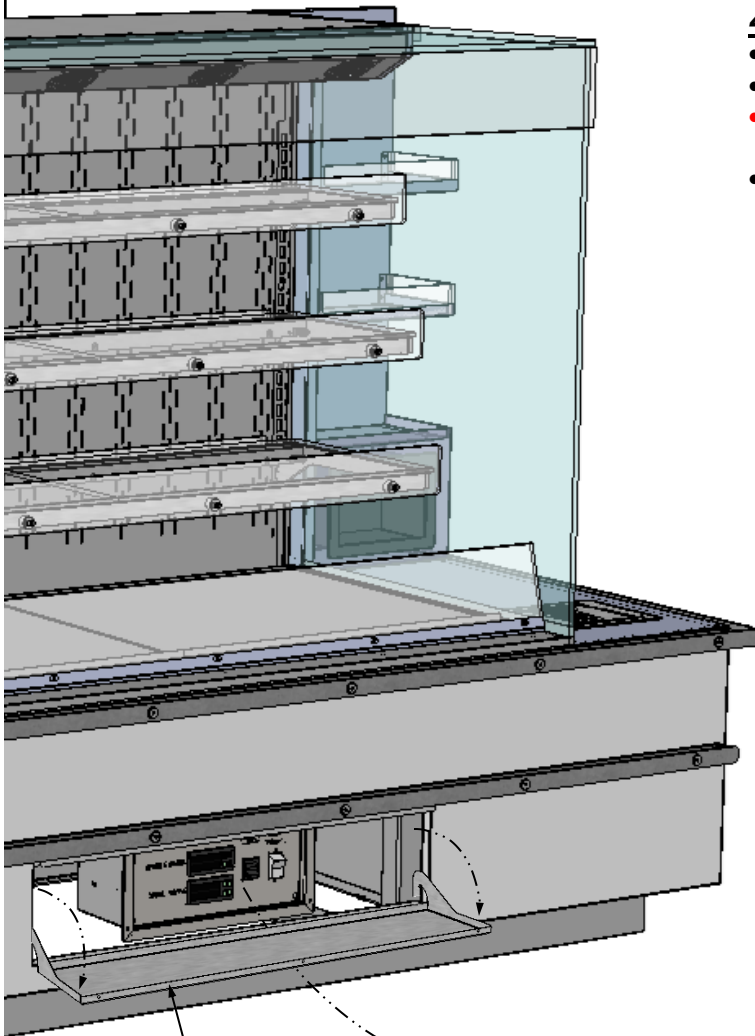
- **Before placing pre-heated food in case, allow 1 1/2 hours (90-minutes) for case to achieve its desired temperature.**
- If adjusting heater settings, allow 20 minutes at new settings for temperature to affect product.

3. Light Switch

- Control panel (at case front) is accessible after lowering front panel.
- Turn lights switch “ON” to turn on lights.
- All LED lights will come on at the same time.

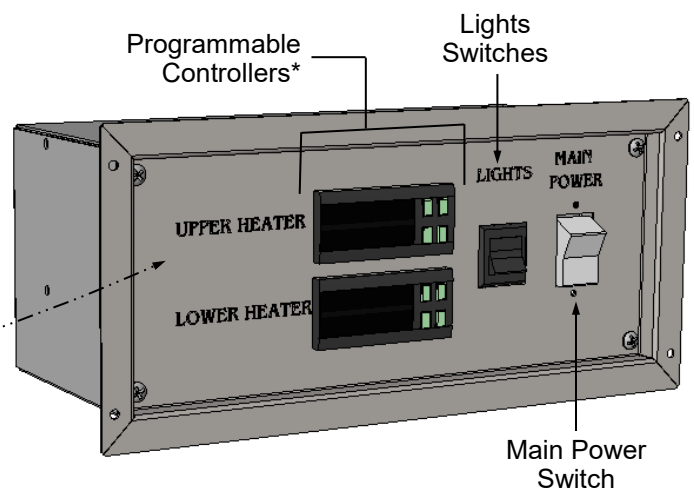
4. Shutting Down Case

- Remove all product from case.
- Turn main power switch to “OFF” position.
- **Caution! Deck and shelving are 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 your LATEST SETTINGS before shutdown.



Front Panel

Model NM4855HSSV (Shown) May Not Exactly Reflect Every Feature or Option of Your Particular Case.



*Note: Only taller units have upper and lower heaters (with two programmable controllers). All others have only ONE heater (with ONE programmable controller).

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.

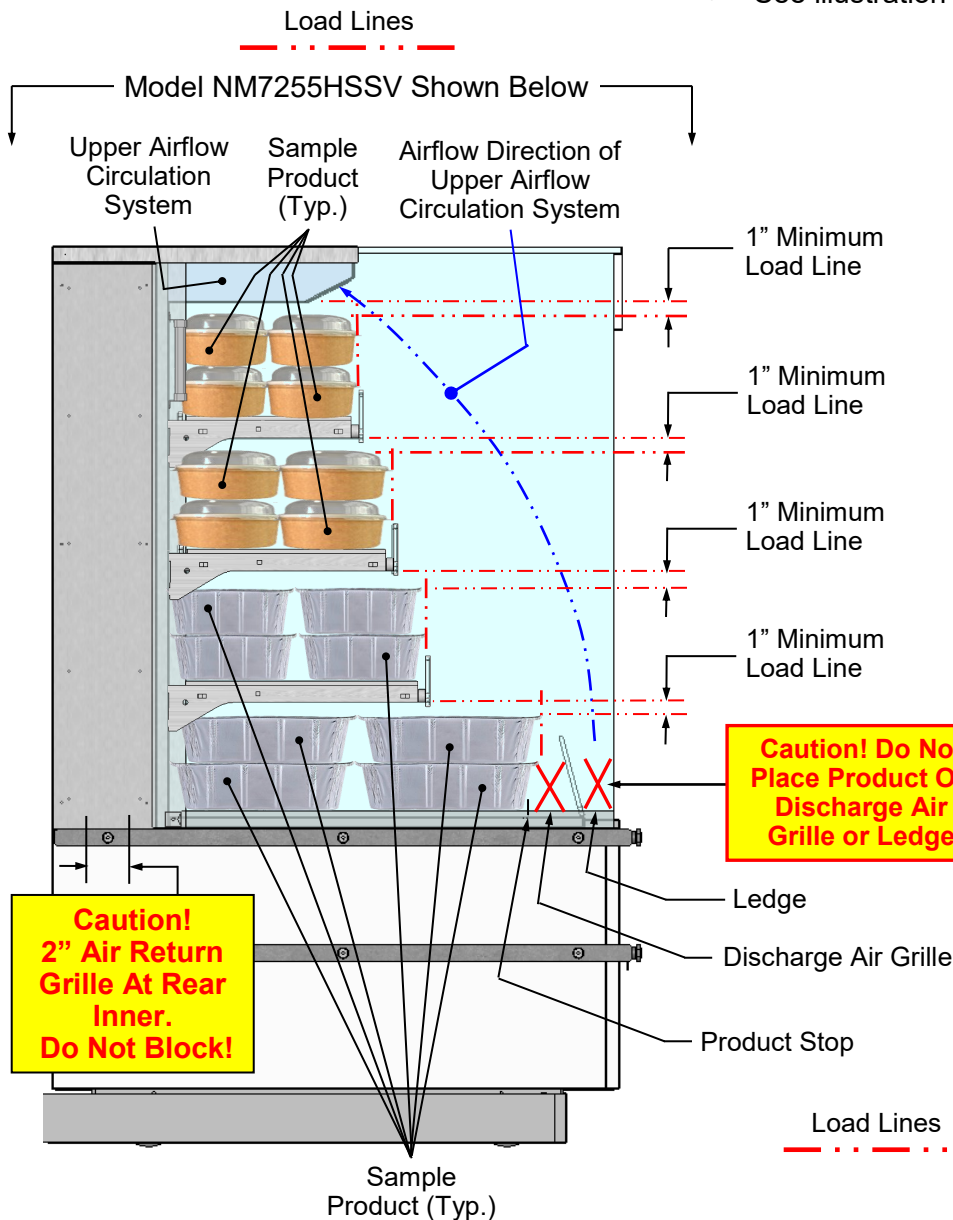
2. Air Diffuser Grille & Return Air Grille Considerations

- Proper airflow is critical to maintain proper product temperature.
- Proper product placement will allow discharged air to flow over (and around) product to the return air grille (at case rear) AS WELL AS the upper airflow circulation system. See illustration below.

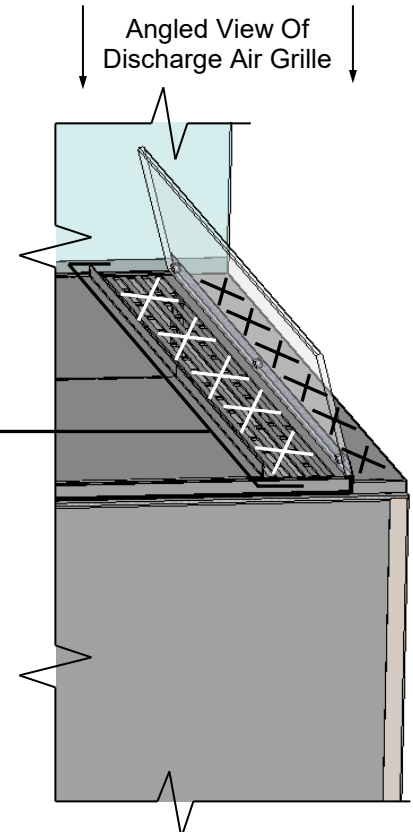
- See illustration below.
- Caution! For discharged air to reach the return air grille, you must not block front OR rear grilles with product.
- Do not place product on front ledge of case.

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.



Model NM7255HSSV (Shown) May Not Exactly Reflect Every Feature or Option of Your Particular Case. However, General Airflow Consideration and Load Line Guidelines Apply.



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>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.

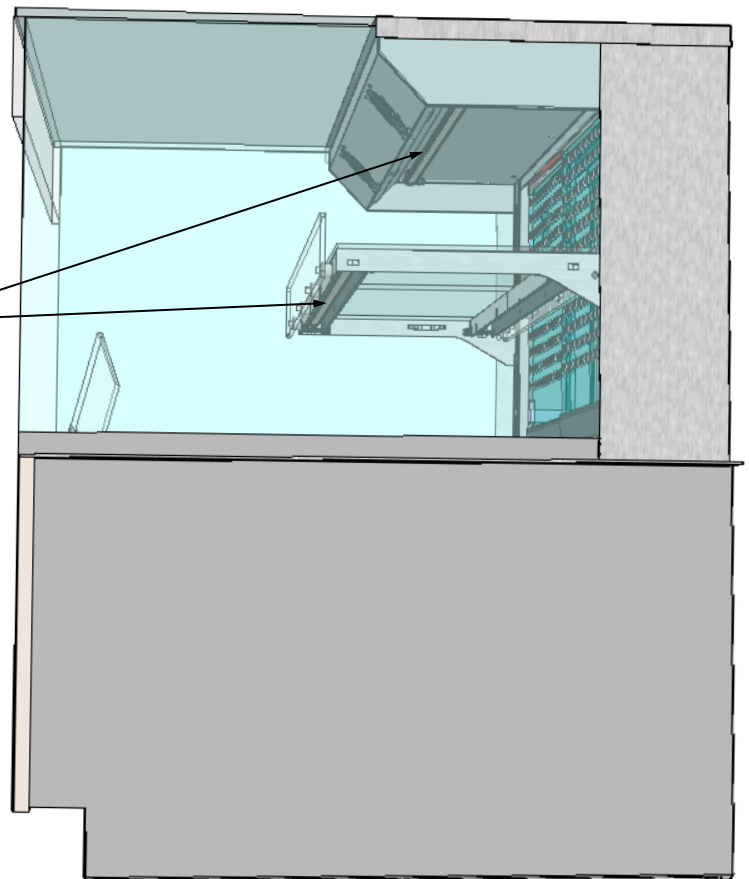
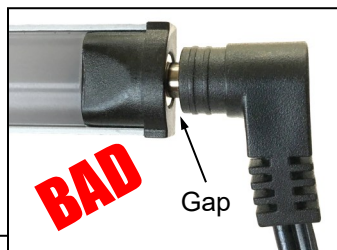
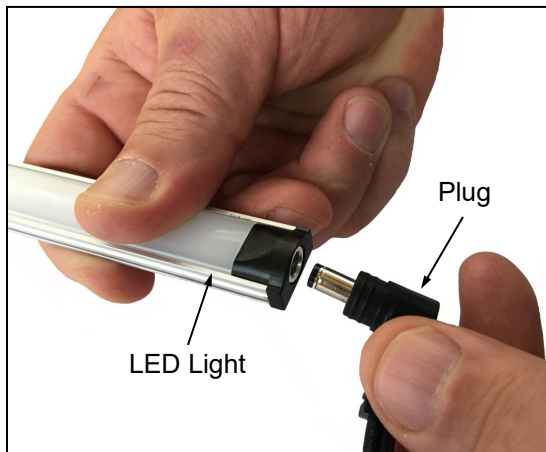
PREVENTIVE MAINTENANCE (TO BE PERFORMED BY TRAINED SERVICE PROVIDER)

WARNING! TURN OFF CASE BEFORE PERFORMING PREVENTIVE MAINTENANCE!

FREQ.	INSTRUCTIONS
Quarterly	<p>Tub Area:</p> <ul style="list-style-type: none">• <i>Caution! Turn off power to case. Allow case to cool for 45 minutes before proceeding.</i>• Remove sub-deck and deck pans.• Wipe down tub area.• Return subdeck and deck pans to case.• Restore power to case.

CONDITION	TROUBLESHOOTING
Fan Noise Is Excessive	Call service provider.
Case is Not Holding Proper Temperature	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.
	<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.
	Check that the case is not in the sun or directly under HVAC/air conditioner ducts. See OVERVIEW / DISPLAY TYPE I vs. II / COMPLIANCE / WARNINGS / PRECAUTIONS section in this manual for specifics.
	If case still is not holding proper temperature, call service provider.
	Check all fans to confirm that all are operating.

CONDITION	TROUBLESHOOTING
Case Lights Not Working	<p>Check that light switch is in the ON position.</p> <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.
	<p>Check that ALL of the light plugs are properly connected to the LED light.</p> <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.
	<p>Power may not be reaching the case.</p> <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.
	<p>If case light still do not come on, it may need to be replaced.</p> <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
Fans Emit Excessive Noise	Check that the case is aligned, level and plumb.
	Check axial fans for cleanliness.
	Check that fan motors are securely mounted in brackets.
	Check that nothing is preventing blade rotation.
	Check that the fan shroud is properly secured.
Fans Are Not Working	Check that the MAIN power switch is on.
	Check that fans are plugged.
	Check for foreign material obstructing fan performance.
	Check that fan blades freely rotate within fan shrouds
	Check that power is going to fans
	Check that fan wiring is connected on terminal blocks.
System Not Operating	Check that the utility power is on.
	Check that the MAIN power switch is on.
	Check the circuit breaker box for tripped circuits.


CONDITION	TROUBLESHOOTING
Case Lights Are Not Working	See <i>TROUBLESHOOTING (TO BE PERFORMED BY STORE PERSONNEL)</i> section in manual for most common troubleshooting solutions.
	<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.
Case Is Not Holding Temperature	If a large amount of product was added to the case, it will take time for the temperature to adjust.
	Check that case is not in sun or near a heat or air-conditioning vent.
Digital Control Display Is Blank	Check that the MAIN power switch is on.
	Check the circuit breaker box for tripped circuits.
System Is Not Operating	Check that the utility power is on.
	Check that the MAIN power switch is on.
	Check the circuit breaker box for tripped circuits.

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



Intertek

Reveal

MODEL NRS3648RXV-SAMPLE
SERIAL NO. 12345X30DZ098765

Harmony

Blend

Addenda

Grocerant

Oasis

Impulse


Fusion

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

SINGLE PHASE 1.84 AMPS

SCAN FOR PRODUCT LITERATURE



Sample QR Code

--- 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



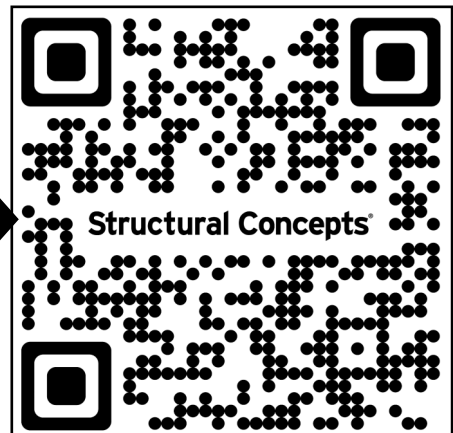
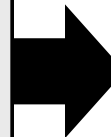
Carel® iJF Platform



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.

