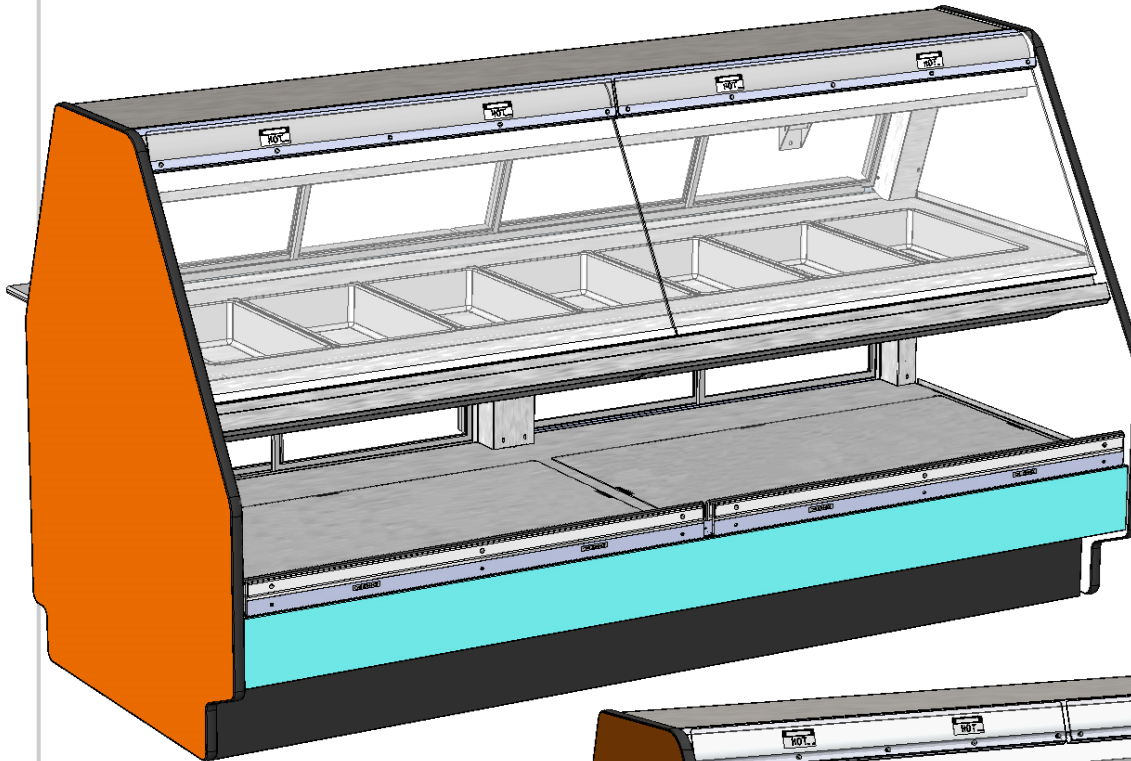


# FUSION USER MANUAL

SCC P/N  
21-04572

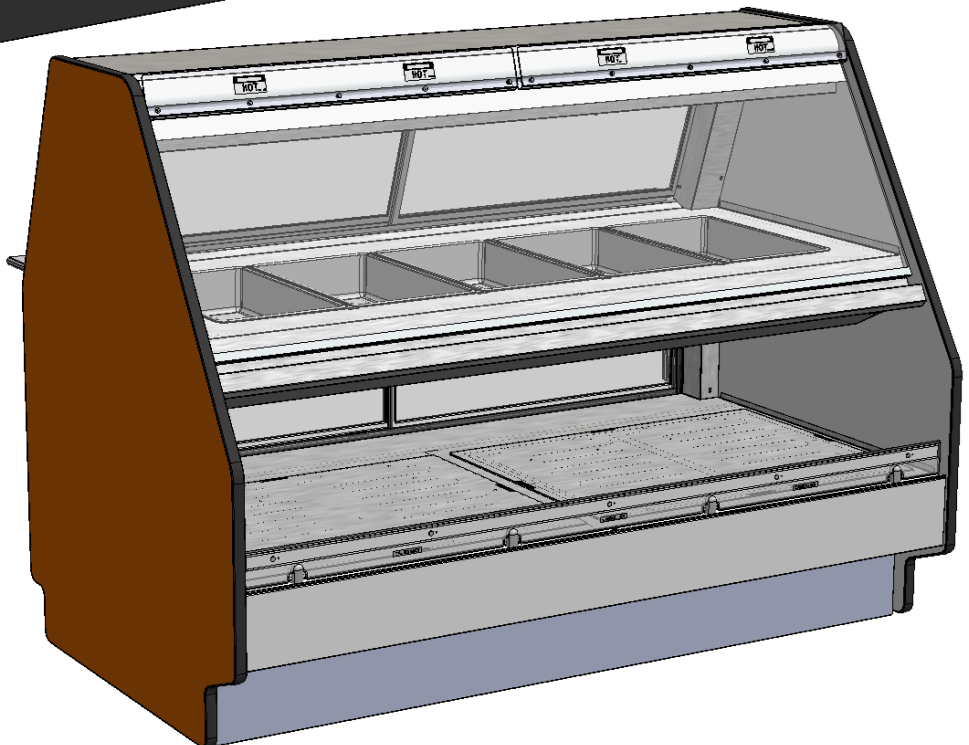
**SERVICE/SELF-SERVICE HEATED COMBINATION MERCHANDISER:**

- > **THERMOSTATS:** STRUCTURAL CONCEPTS THERMOSTATS
- > **SERVICE HEATED UPPER:** PANS
- > **SELF-SERVICE HEATED LOWER:** DECK
- > **UPPER SECTION:** CERAMIC OVERHEAD HEATERS AND CERAMIC METAL HALIDE LAMPS
- > **UPPER AND LOWER SECTIONS:** HEATER ROD SYSTEM / SLIDING, REMOVABLE DOORS



Model  
GCD856HHLB

Model  
GCD656HHLB



**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](http://www.structuralconcepts.com)

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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 placed 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 ALL ELECTRICAL SOURCES before servicing.**

**WARNING**

**HOT  
SURFACE**

**WARNING**

**Shelves and decks are hot!**

**Disconnect and allow to cool 45 minutes before cleaning, servicing or removing from case.**

**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.

**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](http://P65Warnings.ca.gov).**

## 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 of products in ambient store conditions with a max. temperature of 80 °F (27 °C) .

## COMPLIANCE

- Performance issues when in violation of applicable NEC, federal, state or local electrical codes are not covered by warranty. See below.

## PRECAUTIONS

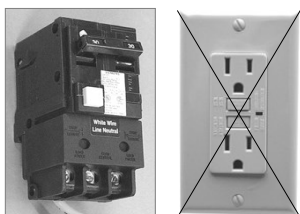
- Following are important precautions to prevent damage to unit or merchandise. Please read carefully!

## WIRING DIAGRAM

- Each case has its own wiring diagram folded and in its own packet. It may be placed near ballast box, field wiring box, raceway cover, or other related location.



**CAUTION! LAMP REPLACEMENT GUIDELINES**  
Incandescent lamps reflect specific size, shape and overall design. Replacement lamps must be replaced with similar incandescent lamps meeting the same factory specifications.

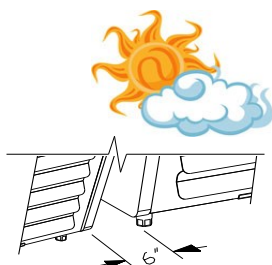


**CAUTION! GFCI BREAKER USE REQUIREMENT**  
If N.E.C. (National Electric Code) or your local code requires GFCI (Ground Fault Circuit Interrupter) protection, you **MUST** use a GFCI breaker in lieu of a GFCI receptacle.



**CAUTION! 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



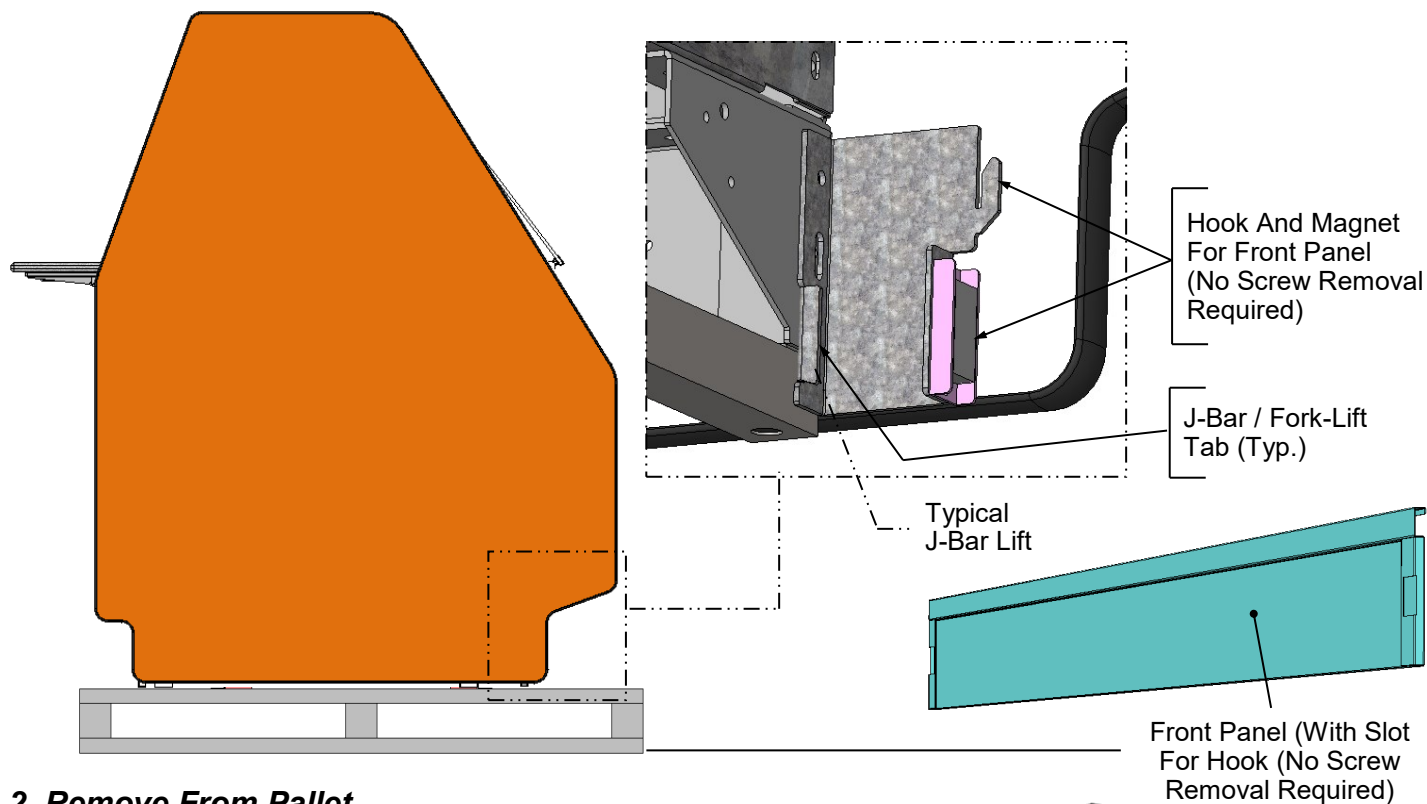
## CAUTION! ADVERSE CONDITIONS / SPACING ISSUES

- 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.

## INSTALLATION: REMOVAL FROM PALLET / REMOVING & REPLACING TOE-KICKS

### 1. Remove Toe-Kicks From Case

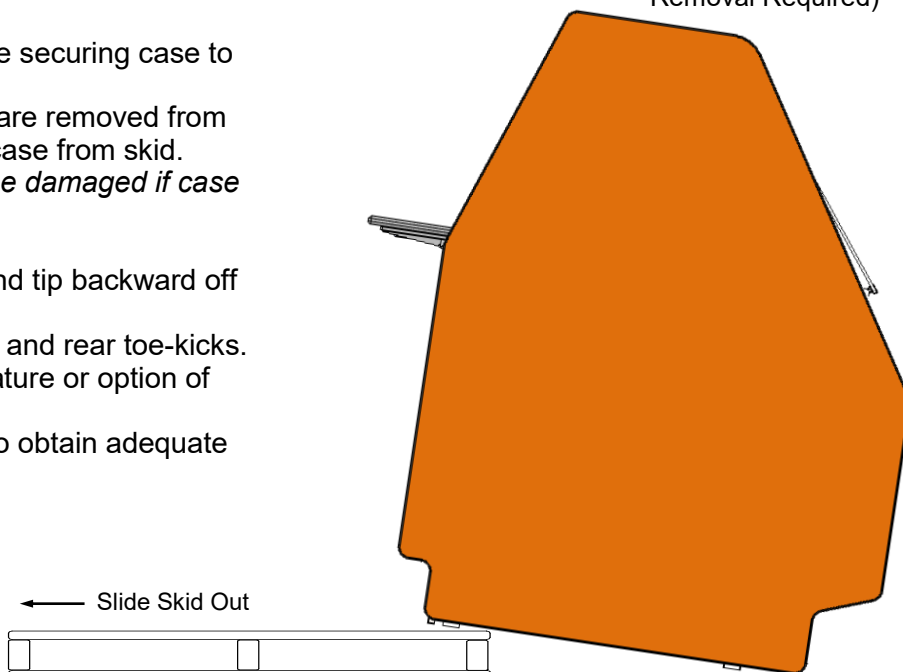
- Make sure front and rear toe-kicks are removed from case before removing case from pallet.
- *Caution! Frame support rails can be damaged if case hits floor with heavy force!*
- Front and/or rear toe-kicks consist of slots to connect to hooks and connect to magnets.
- Panels may be lifted up and off case hooks (no screw removal) and separated from magnets.
- Illustration below shows front panel after removal.



### 2. Remove From Pallet

- Remove shipping brace that may be securing case to skid.
- Make sure front and rear toe-kicks are removed from case before attempting to remove case from skid.
- *Caution! Frame support rails can be damaged if case hits floor with heavy force!*
- Support case to prevent tipping.
- Carefully slide unit to rear of skid and tip backward off skid.
- After case is in position attach front and rear toe-kicks.
- Illustration may not reflect every feature or option of your particular case.
- Note: Blocking may be necessary to obtain adequate height.

Note: Illustration shown may not reflect every feature or option of your particular case.



## INSTALLATION, CONT'D: IMPORTANT! HEATED SHELF "DANGER - HOT" LABEL PLACEMENT

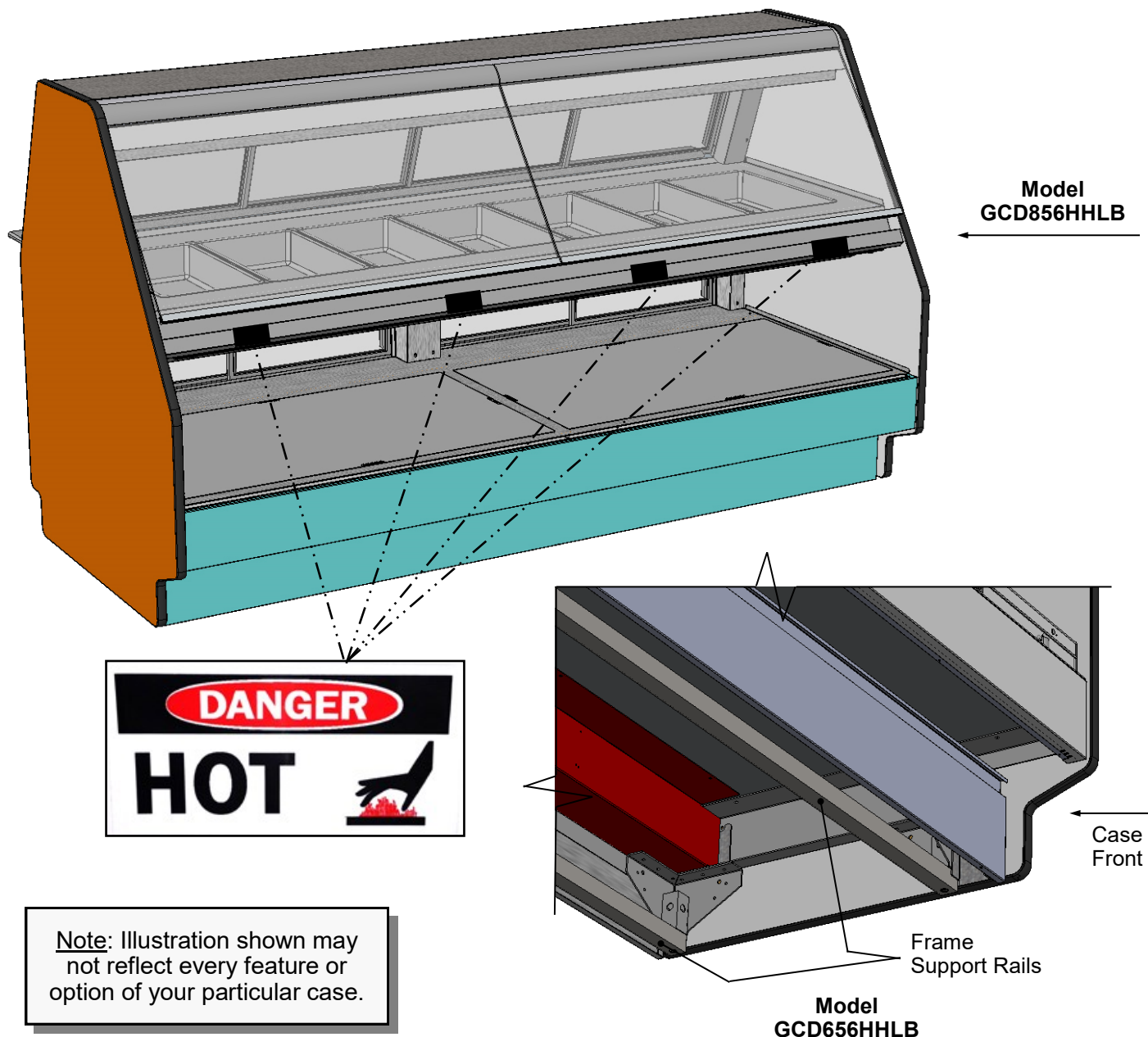
### 3. Frame Support Rails Must Be Shimmed

- Illustration below shows case with frame support rails.
- Shims are provided with all cases that have frame support rails.
- Use shims to level case.
- **Note:** After case is in position, seal to floor to prevent entry or leakage of liquid or moisture.

### 4. Important! Check That "Danger - Hot" (Or "Caution") Labels Are Attached To Case

- Shelves can get extremely hot and cause severe burns.

- Illustration below shows proper placement of "Danger - Hot" Labels.
- Two labels must be placed on each shelf and lower panel (as shown below).
- If labels are not properly attached, contact Structural Concepts regarding label P/N 20-11836.
- See **SCC TECHNICAL SERVICE CONTACT INFORMATION** section in manual for contact information.

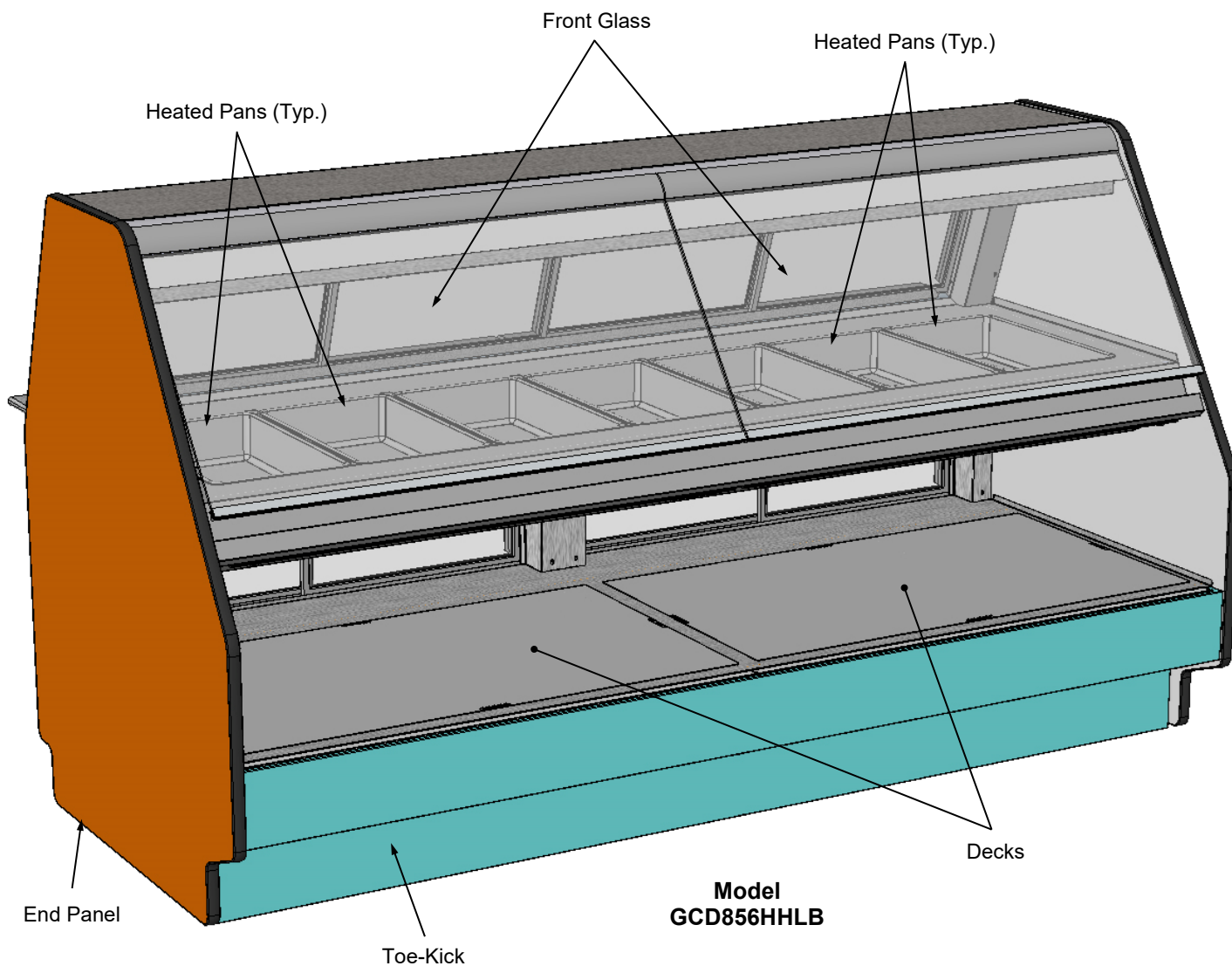


## CASE OVERVIEW: HEATED PANS, FRONT GLASS, END PANEL, DECKS, TOE-KICK

### **1. Case Front Components**

- Illustration shown may not reflect every feature or option of your particular case.
- See next page for case rear.

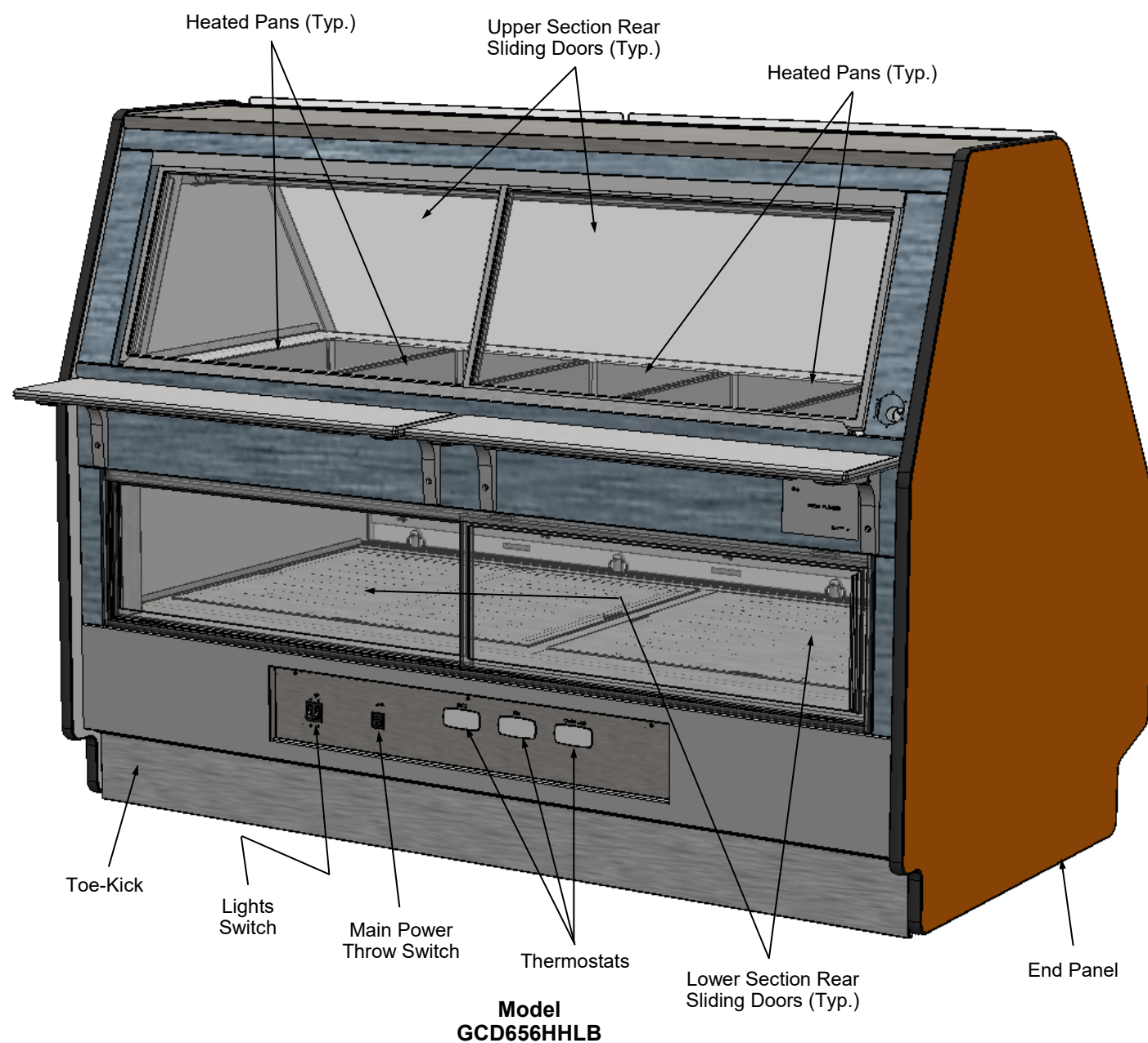
Note: Illustration shown may not reflect every feature or option of your particular case.



## 2. Case Rear Components

- Illustration shown may not reflect every feature or option of your particular case.
- See previous page for case front.

Note: Illustration shown may not reflect every feature or option of your particular case.



### **3. Ceramic Heaters**

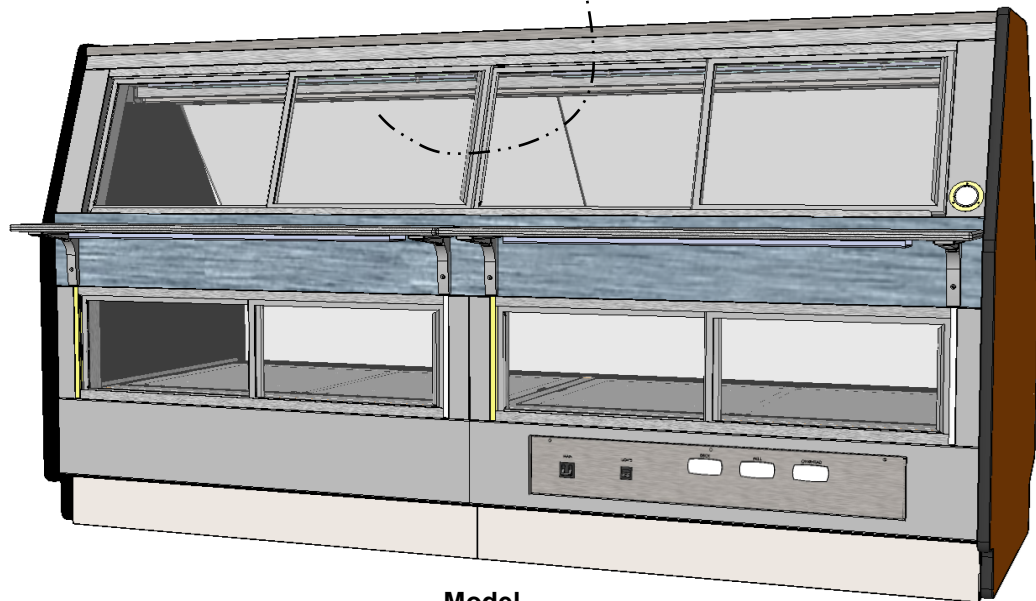
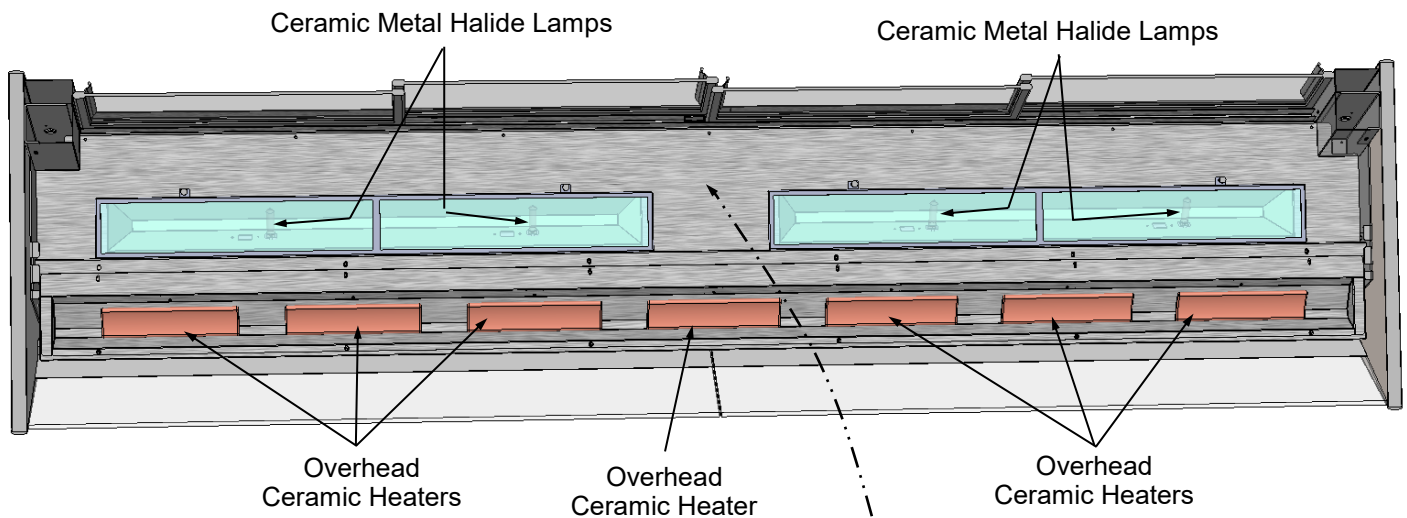
- Red PREHEAT light will come on when MAIN POWER SWITCH is turned on.
- Red PREHEAT light will turn off when temperature has reached factory pre-set level.

### **4. Ceramic Metal Halide Lamps**

- Ceramic metal halide lamps provide light to upper service section of case.

Note: Illustration shown may not reflect every feature or option of your particular case.

--- Sectioned Upper View Shown Below ---



**Model  
GCD856HHLB**

Gain access to field wiring / electrical raceway by removing rear panel (removal of screws is required).

## 5. Field Access Wiring Connections

Field wiring connection location is at rear-lower section of case (as shown below).

## 6. MAIN Power Lever Switch

- See illustration below.

## 7. LIGHTS Switch

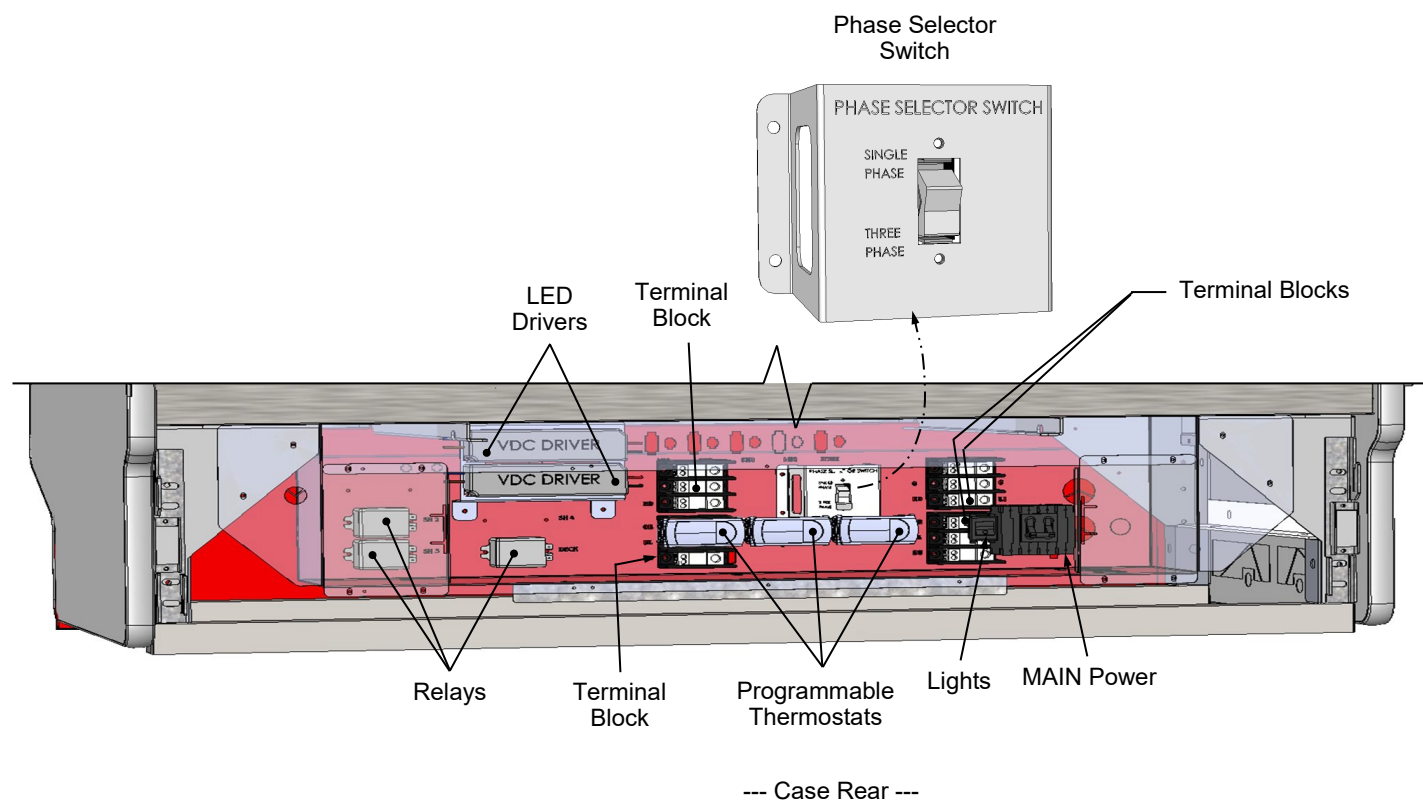
- See illustration below.
- Power to LED lights (lower section) and ceramic metal halide lights (upper) are controlled by this switch.

## 8. Thermometer

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

## 9. Programmable Thermostats

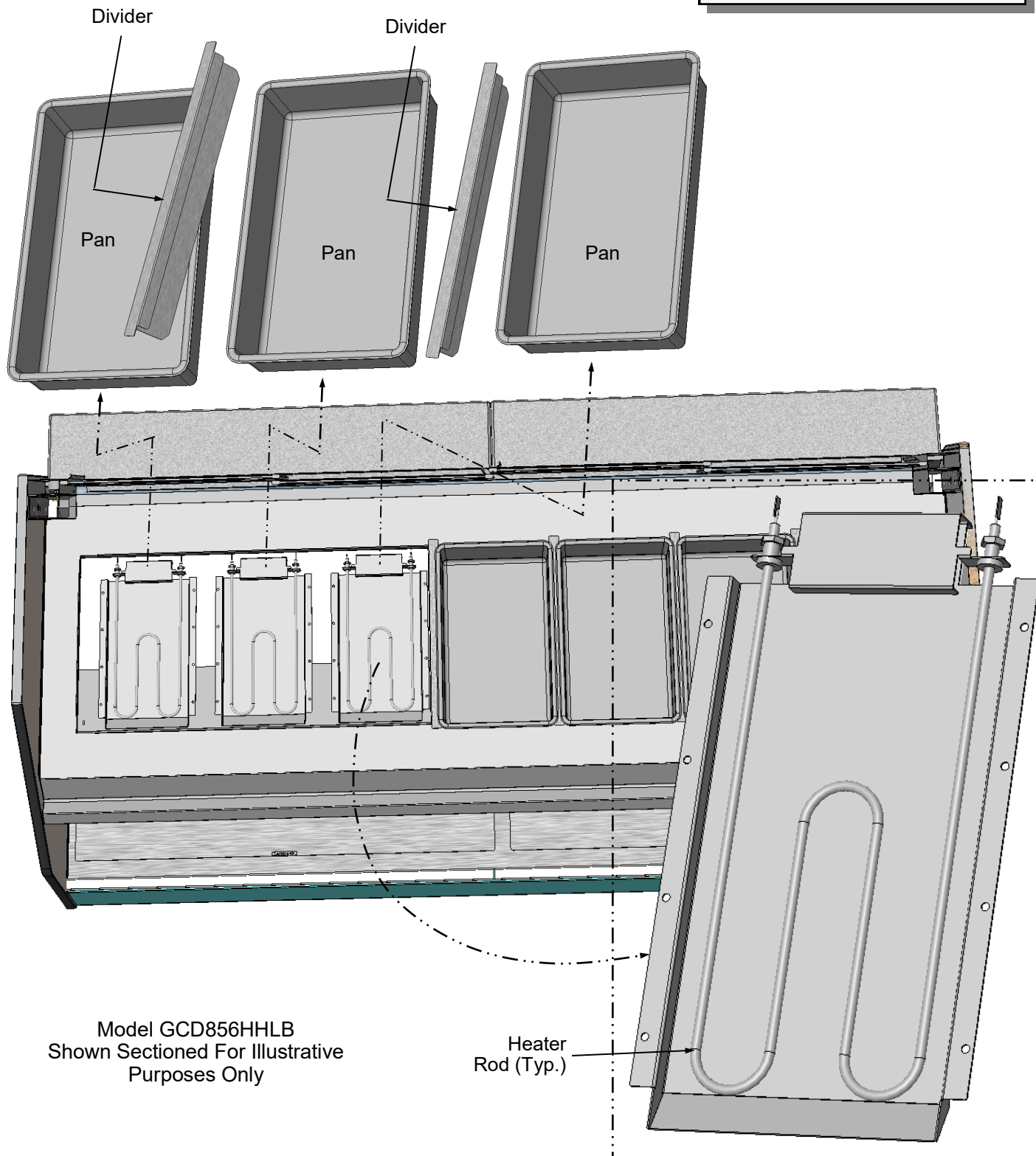
- Separate upper and lower section thermostats are provided.



### 10. Heater Rod Assemblies (Upper Section)

- Heated wells are each controlled with individual heater rods.
- View below is sectioned for illustrative purposes only.
- See wiring diagram for more specifics.

Note: Illustration shown may not reflect every feature or option of your particular case.

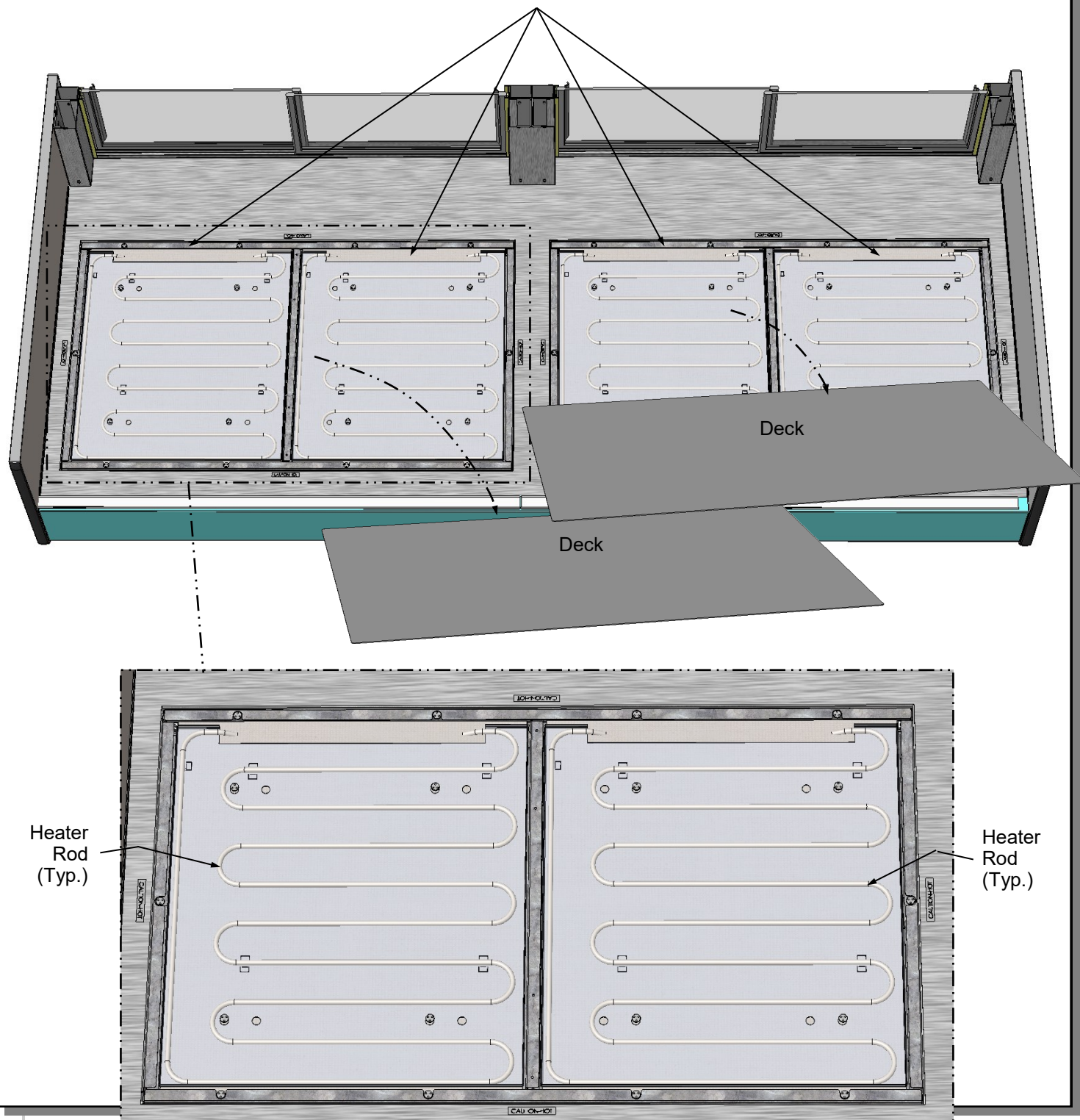


### 11. Heater Rod Assemblies (Lower Deck)

- Lower deck heat emanates via individual heater rods.
- View below is sectioned for illustrative purposes only.
- See wiring diagram for more specifics.

Note: Illustration shown may not reflect every feature or option of your particular case.

Model GCD856HHLB  
Shown Sectioned For Illustrative Purposes Only



### **1. Start-Up - Note: This Section Is For Authorized Personnel Only!**

- Control panel is at case rear. It may be accessed by removing rear panel (no screw removal required).
- Main power switch, lights switch and thermostats are on control panel. Replace front panel after energizing control panel
- Turn main power switch on to energize case (heated deck, heated shelves and lights).
- Turn on light switch for case lights to come on.
- **Caution! Deck, shelving and overhead lights are HOT! Do not touch until case has been turned off and allowed to cool for 45 minutes!**

### **2. Pre-Cooking Food / Checking Food Temp.**

- **Caution! Food MUST BE cooked PRIOR to being placed in the case. Food should be heated to between 150 °F to 160 °F (65.6 °C - 71 °C) prior to placing it in the case.**
- Temperatures of all food products are to be at 140 °F to 165 °F (60 °C to 74 °C), for shelves and deck.
- **Food temperature must NOT be allowed to be below FDA guidelines of 140 °F (60 °C).**
- Use ONLY food probe to check product temperature before placing it in case.

- **DO NOT** rely on case thermometer or infrared thermometer gun!
- After product is placed in case, check product temperature (again) after one hour to verify that proper food temperatures are maintained.

### **3. Thermostat Settings**

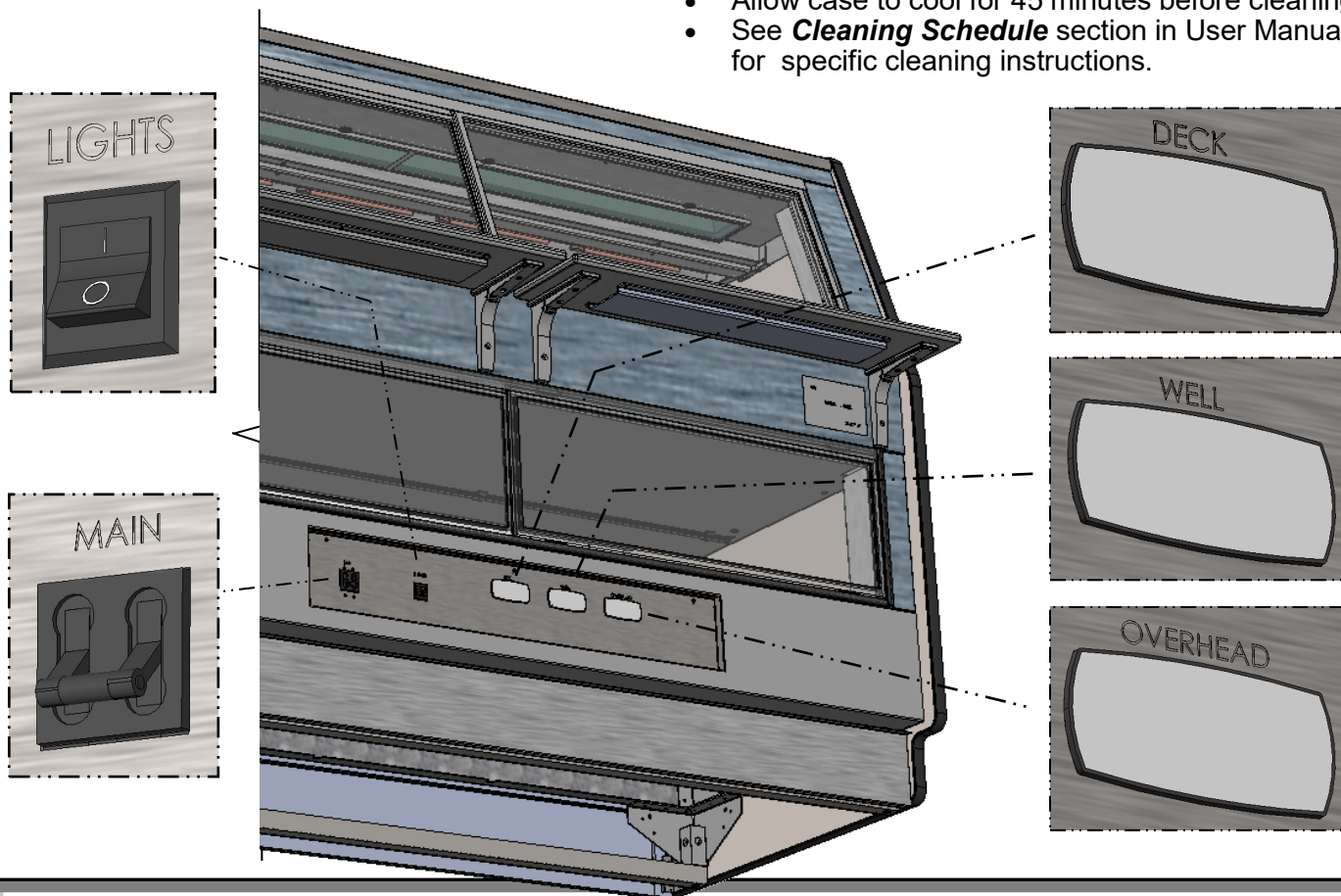
- **Important! Default thermostat settings are set at the factory. This case should rarely require adjustments to thermostat settings.**
- If thermostat settings need to be adjusted, see Programmable Controller section in user manual.
- If temperature is adjusted, allow 20 minutes at NEW settings to determine if product temperatures are acceptable.
- Check food temperature again after one hour.

### **4. 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.** Spills will harden to surface very quickly!

### **5. Shutting Down Case**

- Remove all product from case.
- Turn main power switch to "OFF" position.
- Allow case to cool for 45 minutes before cleaning.
- See **Cleaning Schedule** section in User Manual for specific cleaning instructions.

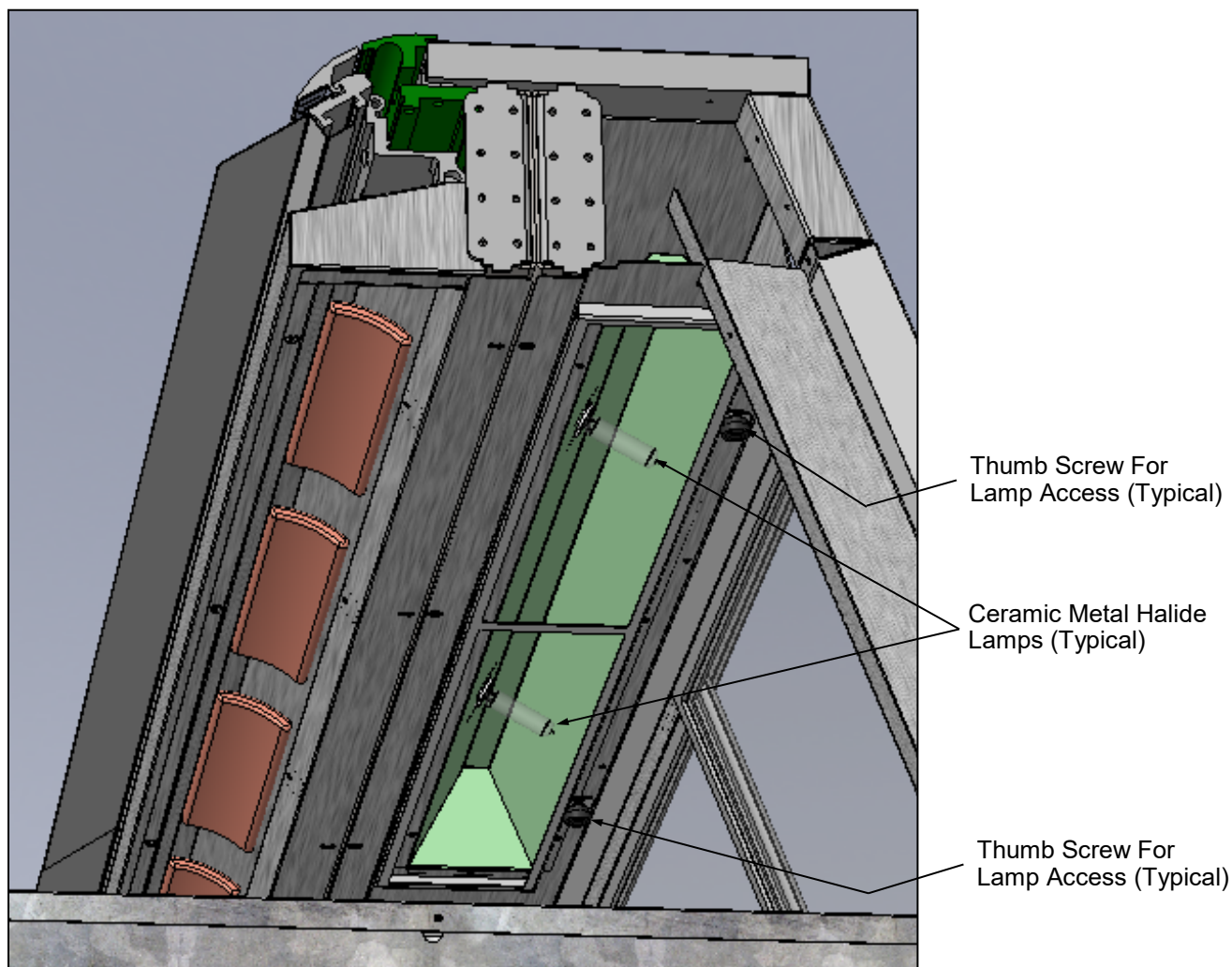


### 6. Ceramic Metal Halide Light Fixtures

- **Warning!** Disconnect power before providing maintenance & service to unit.
- **Warning!** Lamps are NOT manufactured to resist breakage. Replace with same wattage ceramic metal halide lamps (similarly manufactured). If uncertain of wattage, refer to label near rear sliding doors for specifics.
- **Warning!** As ceramic heaters may also heat up light fixture area, make certain that entire area has been allowed to cool before touching light fixtures.

Note: Illustration shown may not reflect every feature or option of your particular case.

- As ceramic metal halide lamps may take up to 15 minutes to gain full illumination, turn on lamps BEFORE loading product into case. This will allow proper time for proper illumination.
- Find overhead light switch location on **START-UP / LIGHTING / CASE TEMP. / PRODUCT HEATING / SCC TEMPERATURE CONTROLLERS** section in manual.
- Light switch turns on lamps to entire overhead section of case.
- To access light fixtures, remove fasteners.
- Then, slide overhead lamp housing toward case center (allowing screw to housing slot) and lower housing down from case.
- Replace light fixtures as necessary.



**Warning!** Disconnect power before providing maintenance and service to unit.

**Caution:** Lamps are treated to resist breakage and must be replaced with similarly treated lamps.

**Note:** Warranty will be void if claims arise from negligence, misuse of goods, extreme environmental conditions or improper maintenance.

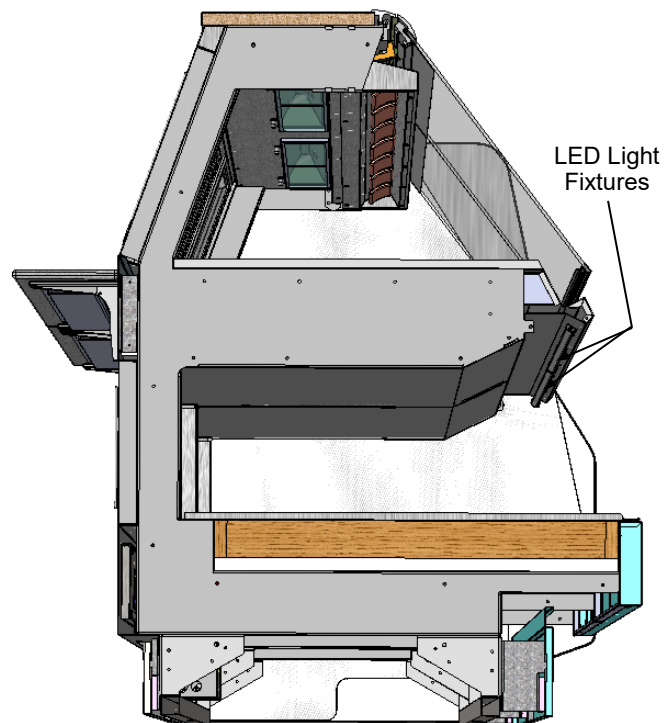
## 1. Rear Sliding Doors

**Note:** Doors are NOT interchangeable. There is an inner and outer door. Outer door must be removed first and replaced last.

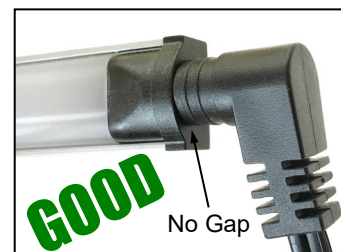
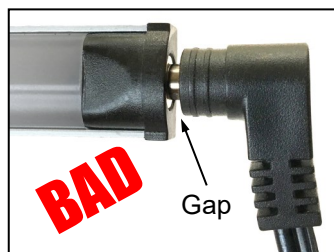
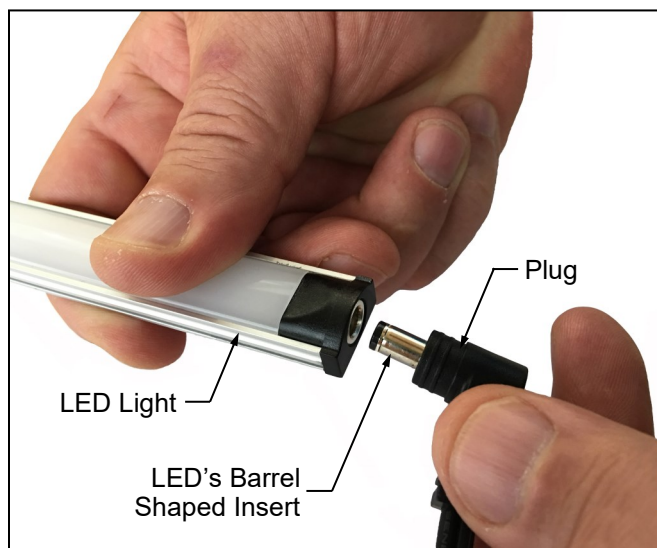
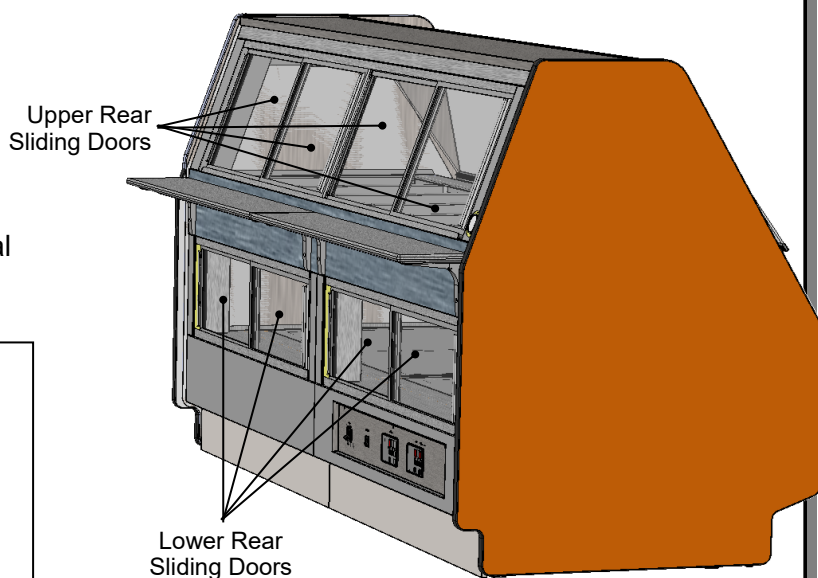
- The outer door is the right hand door (from the service side or rear of case).
- Move doors toward the center of the case.
- Individually lift each door up toward the top of the case; pivot the bottom of the door out.
- Replace rear sliding doors in reverse order they were removed.

## 2. 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.



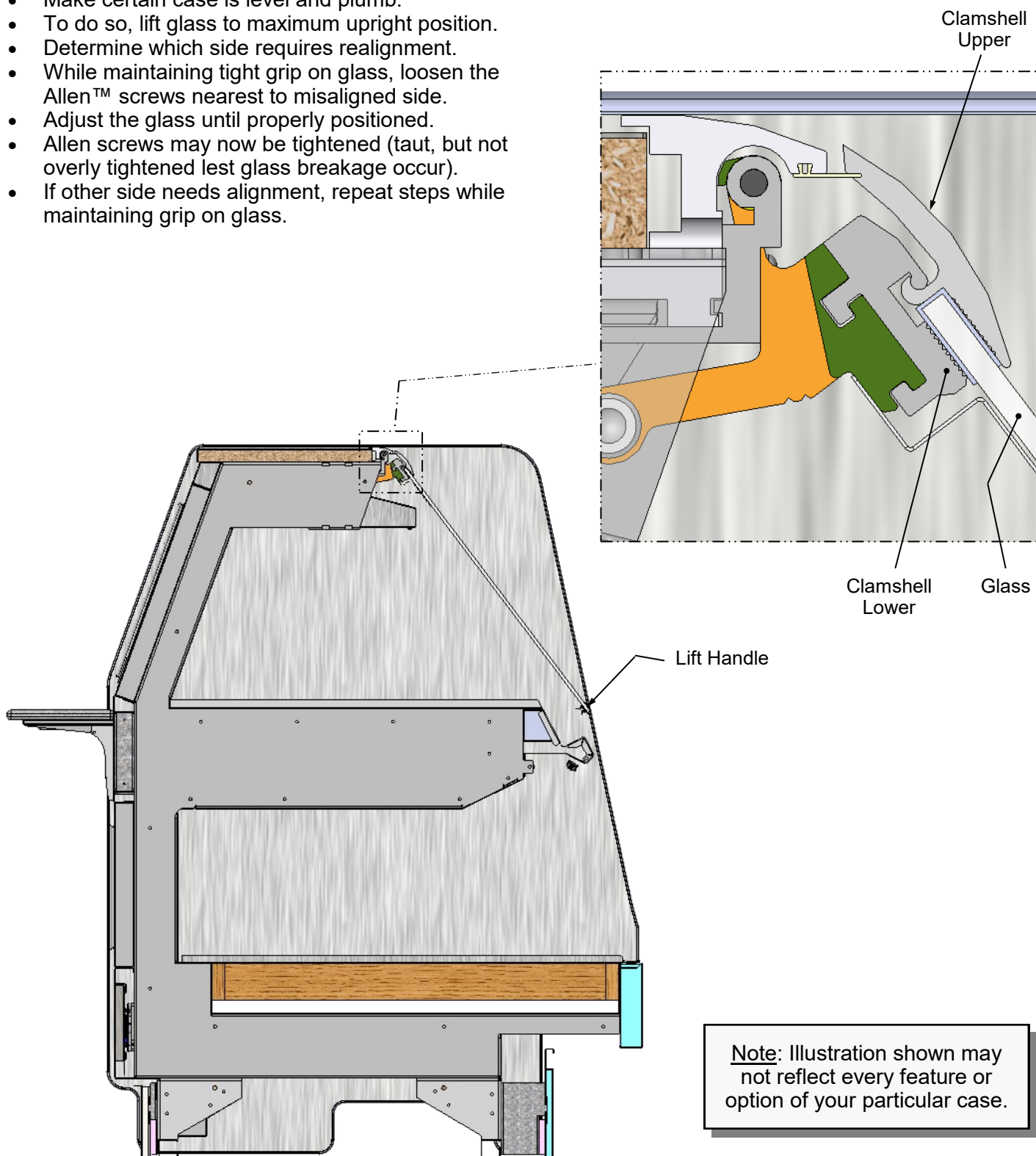
End Panel Removed  
For Illustrative Purposes Only



### **3. Front Glass Alignment & Adjustment via Clamshell**

**Caution!** Glass is extremely heavy! Two people may be required to perform this task.

- Make certain case is level and plumb.
- To do so, lift glass to maximum upright position.
- Determine which side requires realignment.
- While maintaining tight grip on glass, loosen the Allen™ screws nearest to misaligned side.
- Adjust the glass until properly positioned.
- Allen screws may now be tightened (taut, but not overly tightened lest glass breakage occur).
- If other side needs alignment, repeat steps while maintaining grip on glass.



**Note:** Illustration shown may not reflect every feature or option of your particular case.

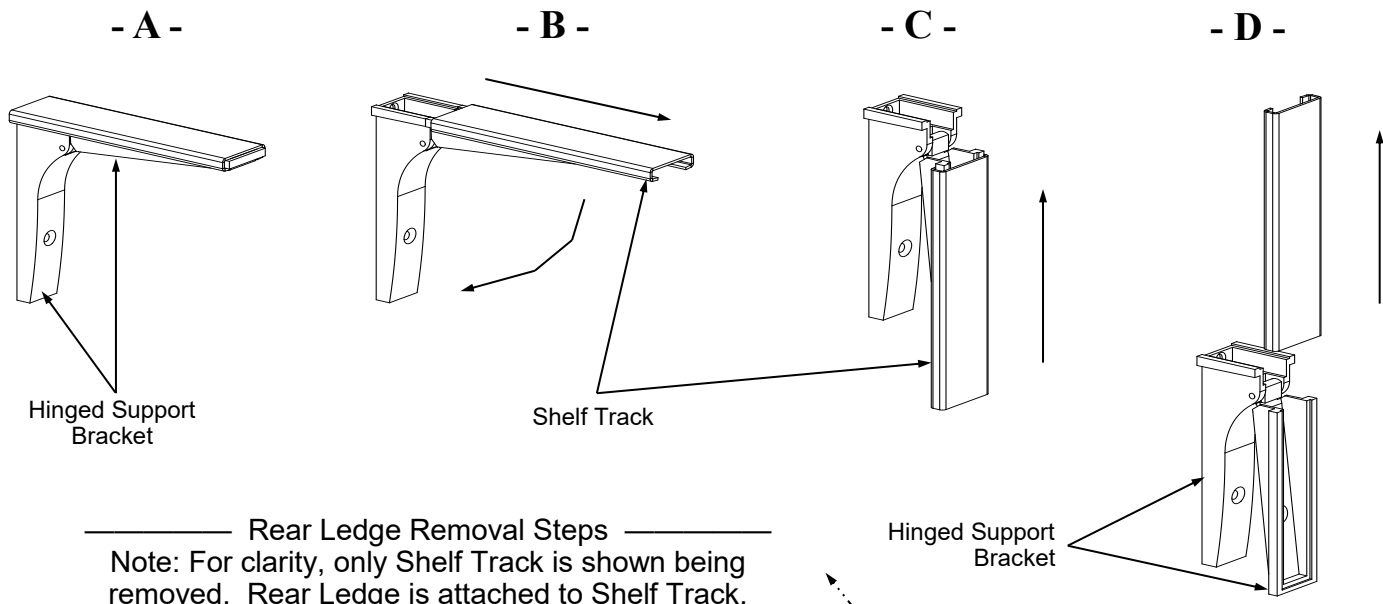
#### 4. Cutting Board / Rear Ledge Removal Steps

Illustrations below reflect step-by-step removal method.

A. Hinged support bracket is shown in its standard upright position.

B & C. While upright, rear ledge must be slid away from case and then rotated downward to vertical position.

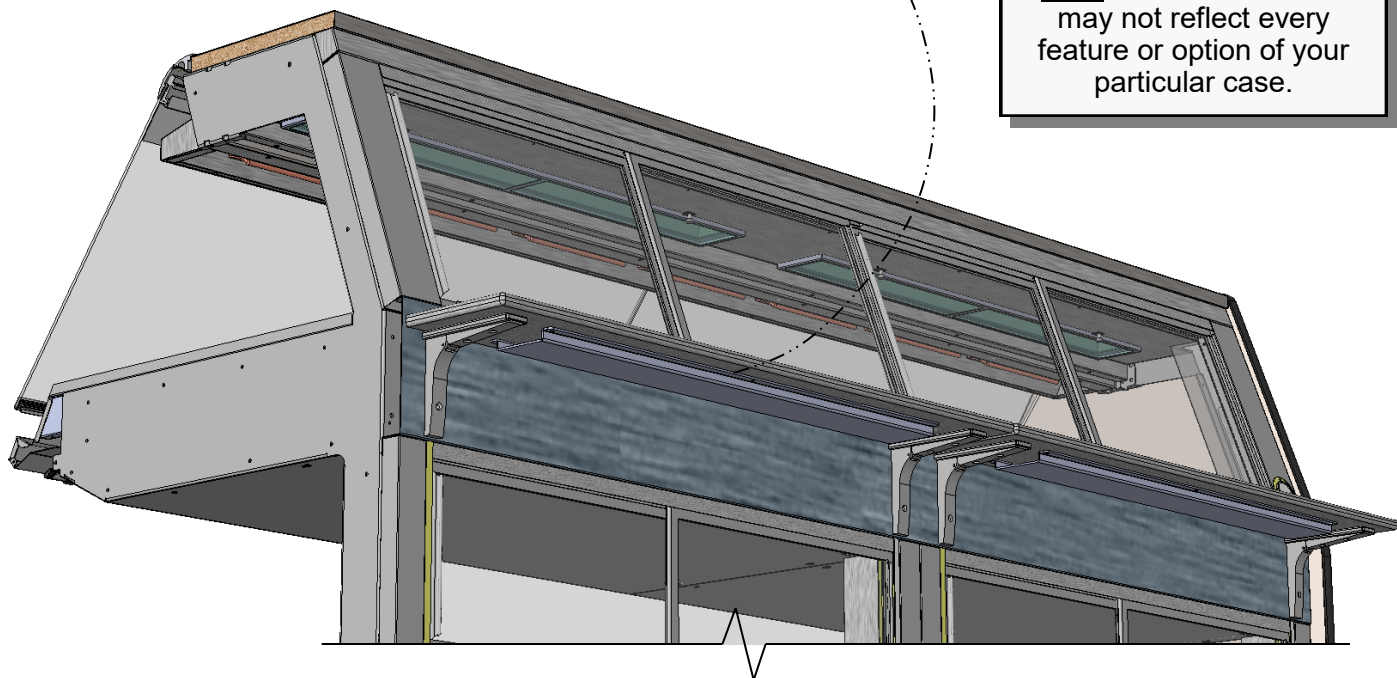
C & D. From the shelf's lowered position, lift from bottom edge upward to disengage shelf track (and attached rear ledge) from bracket.



#### Rear Ledge Removal Steps

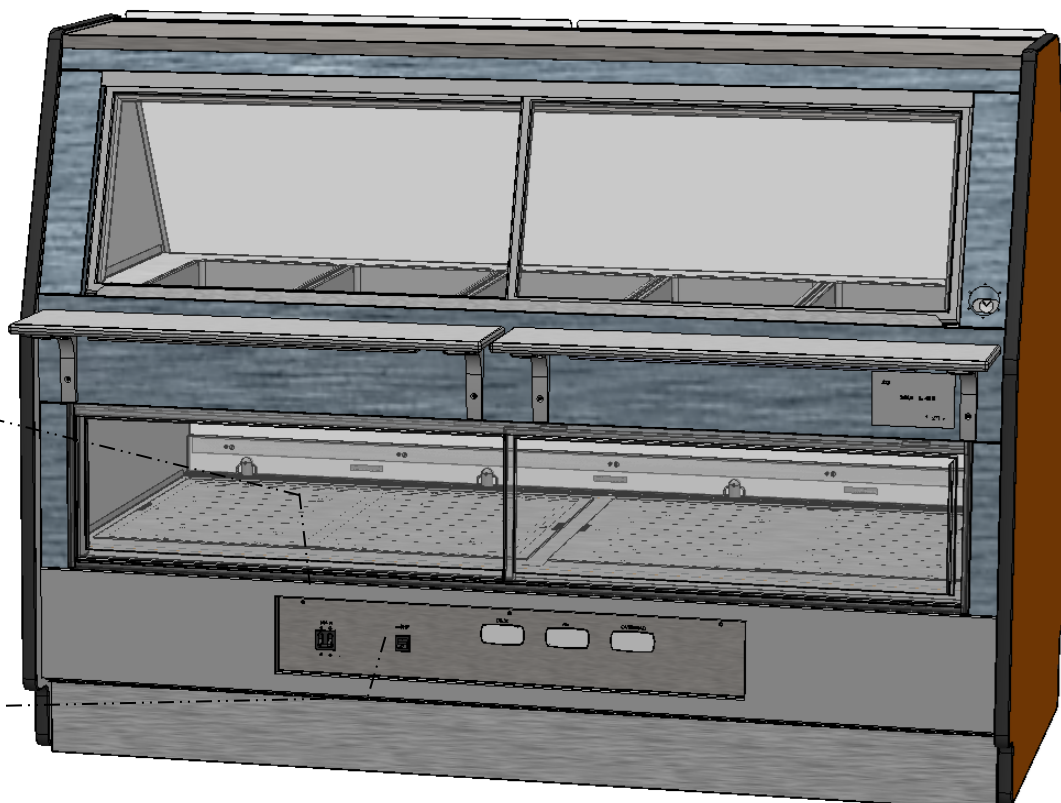
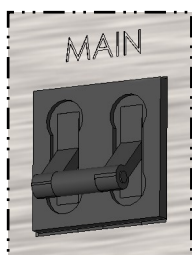
Note: For clarity, only Shelf Track is shown being removed. Rear Ledge is attached to Shelf Track.

Note: Illustration shown may not reflect every feature or option of your particular case.



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

AREA	FREQ.	INSTRUCTIONS
Interior	Daily	<p><b>Upper Heated Section Pans &amp; Dividers:</b> Remove pans (residing in heated wells) and dividers. <b>Warning! Do not access pans while unit is hot. Turn main power switch (shown below). Allow wells to cool to room temperature before cleaning.</b></p> <ul style="list-style-type: none"> <li>• <b>Pans:</b> Remove, submerge in and wash with soap and water. If pans are Teflon® coated, do not use wire “brillo” pads, or other abrasive pads that could scratch the coating. Rinse dry.</li> <li>• <b>Dividers:</b> Remove, submerge in and wash with soap and water.</li> <li>• After cleaning, replace all items in reverse order they were removed.</li> </ul>
	Daily	<p><b>Upper Case Area:</b> While upper pans are being cleaned, wipe down upper section (around pan area) with hot water solution and anti-bacterial soap solution.</p> <ul style="list-style-type: none"> <li>• Do NOT use wire Brillo® pads, or any coarse, abrasive brush or pads on top surface.</li> <li>• Rinse thoroughly. Dry with soft cloth.</li> </ul>
	Daily	<p><b>Lower Deck:</b> Wipe off decks with moist cloth dipped in mild soap and water solution.</p>



*Caution! Front Glass must be raised and lowered very carefully. When closing, weight of glass can pinch fingers between Front Glass and Case. Raise front curved glass. Clean inside cavity at both ends of the hinged top cap with a mild soap and water solution.*

AREA	FREQ.	INSTRUCTIONS
Exterior	Daily	<b><u>Glass Surfaces:</u></b> Clean all glass surfaces with household or commercial glass cleaner. Clean out door track with moist cloth.
	Daily	<b><u>Rear Sliding Door Exterior Glass (Upper and Lower Exterior Glass):</u></b> Clean with household or commercial glass cleaner.
	Daily	<b><u>End Panels, Front Panel, Toe-Kick, Rear Ledge Cutting Board, etc.:</u></b> Wipe off all surfaces with warm water and mild soap solution and non-abrasive cloth. Dry thoroughly.
	Daily	<b><u>Stainless Steel Surfaces:</u></b> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Never use scouring powders or steel wool as they will scratch stainless steel.</li> <li>• 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.</li> <li>• Remove streaks or heat stains from stainless steel by rubbing with club soda.</li> </ul>
	Weekly	<b><u>Rear Sliding Doors (Upper and Lower):</u></b> Remove from case and place in location away from foot traffic; clean doors and door tracks with a household or commercial cleaner. Return doors to case.
	Weekly	<b><u>Wood, Laminate and Painted Surfaces (Including Rear Storage Area):</u></b> Clean with mild soap and water solution and a soft cloth .
	Monthly	<b><u>Under Case Cleaning:</u></b> Remove front or rear toe-kick. Vacuum under case to remove all dust and dirt. Replace front toe-kick(s) when complete.

CASE ISSUES	TROUBLESHOOTING METHOD
<p>Product temperature deviates outside of acceptable range.</p> <p>Product either overheating or too cool.</p>	<ul style="list-style-type: none"> <li>If a large amount of product was added to the case, it will take time for the temperature to adjust. Product should be pre-heated before placing into display case.</li> <li>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.</li> <li><b><u>Authorized Personnel Only:</u></b> Adjust temperature control settings: See <b>CASE OPERATION...</b> section in this manual for instructions.</li> </ul>
System is not operating at all	Check that unit is properly plugged in.
	Confirm that the MAIN power “throw switch” is on.
	If power cord is used, confirm that it is plugged into outlet.
	<b><u>Authorized Personnel Only:</u></b> <ul style="list-style-type: none"> <li>Confirm that the utility power is on.</li> <li>Check that case is properly hard wired.</li> </ul>
	<b><u>Authorized Personnel Only:</u></b> Check the circuit breaker box for tripped circuits.
	<b><u>Authorized Personnel Only:</u></b> <ul style="list-style-type: none"> <li>GFCI may be required.</li> <li>If N.E.C. (National Electric Code) or your local code requires GFCI (Ground Fault Circuit Interrupter) protection, you <b>MUST</b> use a GFCI breaker in lieu of a GFCI receptacle.</li> </ul>
Product is not heating at all	Heating elements may be malfunctioning. <ul style="list-style-type: none"> <li>Call Structural Concepts Technical Service (listed on last page of manual).</li> <li>Move product out of case until unit is repaired.</li> </ul>
Ceramic metal halide lights are not working	<b><u>Caution! Case is extremely hot hot! Turn off main power switch and allow case to cool for 45 minutes before touching light bulbs.</u></b> <ul style="list-style-type: none"> <li>Be sure <b>ALL</b> lights are screwed in properly.</li> <li>Check that bulbs are not burned out.</li> <li>Replace bulbs if they are burned out.</li> </ul>

CASE ISSUES	TROUBLESHOOTING METHOD
Case Lights Are Not Working	Check that light switches are in the <b>ON</b> position.
	<ul style="list-style-type: none"> <li>• Check that <b>ALL</b> lights are plugged in and receptacles capped.</li> <li>• See <b>MAINTENANCE: UPPER AND LOWER REAR SLIDING DOORS / LED LIGHT FIXTURES</b> section in manual for illustrations showing good and bad connections.</li> </ul>
	Clean dirt and dust from the bulbs to prevent flickering.
	Check for burned out bulbs. Turn lights off & replace.
	<b><u>Authorized Personnel Only:</u></b> Check to insure voltage at ballasts. If voltage is entering but not exiting the ballast, ballast is faulty.

**Serial Label Location & Information Listed / Technical Information & Service**

- Serial labels are affixed at a wide range of places (on the header, near thermostat, at case rear, behind panels/toe-kicks, on electrical boxes, etc.).
- Serial labels contain electrical, temperature and refrigeration information, as well as regulatory standards to which the case conforms.
- Sample serial label is shown. A variety of models is displayed on serial label for illustration purposes only. Your case's serial label will reflect only one model.
- 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

3048256

CONFORMS TO UL STD 970

**SAMPLE ONLY**

Certified to Can/CSA C22.2 No. 9.0/0.4

**Addenda**

**Impulse**

**SAMPLE ONLY**

**Reveal**

120 VOLTS 60 HZ

FOR PARTS OR SERVICE CALL

STRUCTURAL CONCEPTS

AT 1-800-433-9490

**SAMPLE ONLY**

**SAMPLE ONLY**

**Harmony**

SHS5454.7981

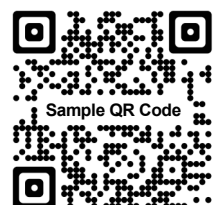
2688037CA408728

SINGLE PHASE 2.0 AMP

**SAMPLE ONLY**

**SAMPLE ONLY**

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**



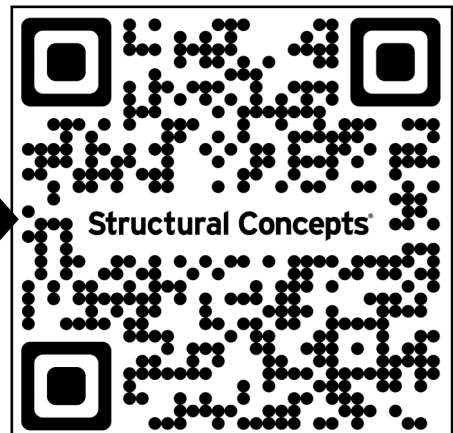
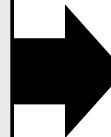
**Carel® iJF Platform**



**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 AM to 8:00 PM 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.

