

# Oasis<sup>®</sup> USER MANUAL

SCC P/N  
99651



Model C3Z4867.5884A

SELF-CONTAINED  
REFRIGERATED SERVICE /  
SELF-SERVICE CASE

Model C3Z3667.....36" L \* x 41 7/8" D\*\* x 68 5/8" H\*\*\*  
Model C3Z4867.....48 1/8" L \* x 41 7/8" D\*\* x 68 5/8" H\*\*\*  
Model C3Z4867.5884A.....48 1/8" L \* x 32 75" D~ x 45 5/16" H\*\*\*  
Model C3Z6067.5884B.....60 1/2" L \* x 32 75" D~ x 66 5/8" H\*\*\*

\* Includes end panels.

\*\* Without Flip-Up Ledge Raised. 54 1/2" when Raised.

~ Without Flip-Up Ledge Raised. 45 3/8" when Raised.

\*\*\* With Levelers Extended 1 1/2" below Base Frame.

## TABLE OF CONTENTS

OVERVIEW / TYPE / COMPLIANCE / WARNINGS / PRECAUTIONS / WIRING / PLUGS .....	3-4
INSTALLATION: SHIPPING BRACKETS / SKID REMOVAL .....	5
INSTALLATION, CONT'D: POSITIONING / ALIGNING / LEVELER ADJUSTMENT .....	6
START-UP AND OPERATION .....	7
ANTI-THEFT SECURITY GRID .....	8
MAINTENANCE & OPERATION .....	9-12
ELECTRICAL FUNDAMENTALS .....	13
REFRIGERATION FUNDEMENTALS .....	14-15
SERIAL LABEL LOCATION & INFORMATION LISTED / TECH INFO & SERVICE .....	16
CLEANING SCHEDULE - BY STORE PERSONNEL: DAILY "D" / WEEKLY "W" / MONTHLY "M" .....	17
PREVENTIVE MAINTENANCE [TO BE PERFORMED BY TRAINED SERVICE PROVIDER] .....	18-20
TROUBLESHOOTING [GENERAL OVERVIEW] .....	21
TROUBLESHOOTING: REFRIGERATION PACKAGE OVERVIEW .....	22
PROGRAMMABLE CONTROLLER INFORMATION.....	23
TECHNICAL SERVICE CONTACT INFORMATION / WARRANTY INFORMATION .....	24

**OVERVIEW**

- These Structural Concepts merchandisers are designed to merchandise packaged products at 41 °F (5 °C) or less product temperatures.
- Product must be pre-chilled to 41 °F (5 °C) or less prior to being placed in the merchandiser.
- Cases should be installed and operated according to this operating manual's instructions to ensure proper performance.
- Improper use will void warranty.

**TYPE 1 vs. TYPE 2 CONDITIONS**

This unit is designed for the display of products in ambient store conditions where temperatures and humidity are maintained within a specific range.

- For Type 1 Conditions (most cases): ambient conditions are to be at 55% maximum humidity and maximum temperatures of 75 °F (24 °C).

- For Type 2 Conditions: ambient conditions are to be at 55% maximum humidity and maximum temperatures of 80 °F (27 °C).
- If unsure if unit is designed for Type 1 or Type 2 conditions, see tag next to serial label. See **SERIAL LABEL LOCATION & INFORMATION LISTED / TECH INFO & SERVICE** section in this manual for sample serial labels.

**COMPLIANCE**

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

**WARNINGS**

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

**COMPLIANCE**

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

**WARNING**

ELECTRICAL  
HAZARD

**WARNING**

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

**WARNING**

KEEP  
HANDS  
CLEAR

**WARNING**

Hazardous moving parts. Do not operate unit with covers removed.  
Fan blades may be exposed when deck panel is removed.  
Disconnect power before removing deck panel.

**WARNING**

HOT  
SURFACE

**WARNING**

Condensate Pan (or Overflow Condensate Pan) is Hot!  
Electric condensate pan must be disconnected and allowed 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](http://P65Warnings.ca.gov).

## PRECAUTIONS

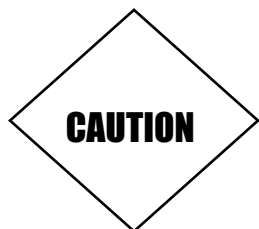
- This sheet contains important precautions to prevent damage to unit or merchandise. Read carefully!

## WIRING DIAGRAM

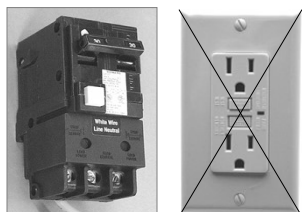
- Each case has its own wiring diagram folded and in its own packet.
- Wiring diagram placement may vary; it may be placed near ballast box, field wiring box, raceway cover, or other related location.

## REFRIGERANT DISCLOSURE STATEMENT

- This equipment is prohibited from use in California with any refrigerants on the "List of Prohibited Substances" for that specific end-use, in accordance with California Code of Regulations, title 17, section 95374.
- This disclosure statement has been reviewed and approved by Structural Concepts and Structural Concepts attests, under penalty of perjury, that these statements are true and accurate.



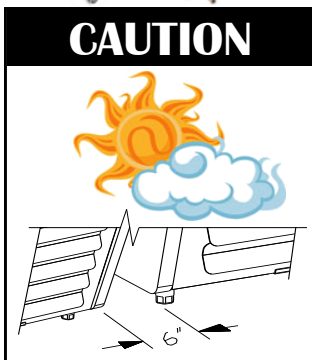
**CAUTION! LAMP REPLACEMENT GUIDELINES**  
LED lamps, they must reflect specific size, shape and overall design. Any replacements must meet factory specifications. Fluorescent lamps have been treated to resist breakage and must be replaced with similarly treated lamps.



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

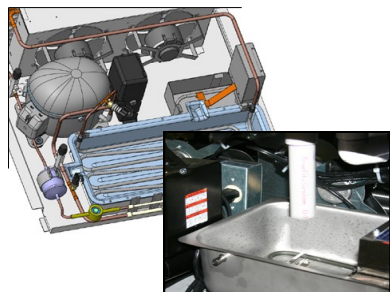


**CAUTION! POWER CORD AND PLUG MAINTENANCE**  
Risk of electric shock. If cord or plug becomes damaged, replace only with cord and plug of same type.



**CAUTION! ADVERSE CONDITIONS / SPACING ISSUES**

- Performance issues caused by adverse conditions are **NOT** warranted.
- To prevent damage to end panels due to condensation, apply industrial grade silicone sealant and tightly join to opposite end panels. When not adjoining cases, keep end panels at least 6" away from walls and 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.



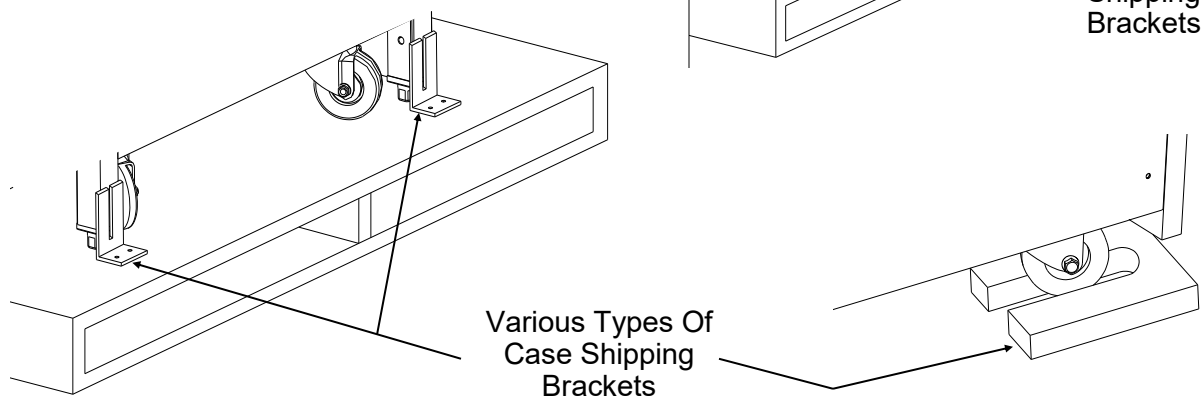
**CAUTION! CHECK CONDENSATE PAN, ITS POSITION & PLUG!**  
Water on flooring can cause extensive damage!

- Before powering up case, check that condensate pan is positioned directly under case's condensate drain.
- Before powering up case, check that condensate pan's electrical plug is **SECURELY** connected to condensate system's receptacle.
- If wicking material is used in condensate pan, check that it is secure.

## INSTALLATION: SHIPPING BRACKETS / SKID REMOVAL

### **1. Removing Case Shipping Brackets That Are Attached To Skid**

- Remove screws holding Case Shipping Brackets to skid.
- Remove Case Shipping Brackets from Skid.
- See illustrations below. **Note:** Shipping Brackets will vary in size, shape, material and location depending upon case type and model.

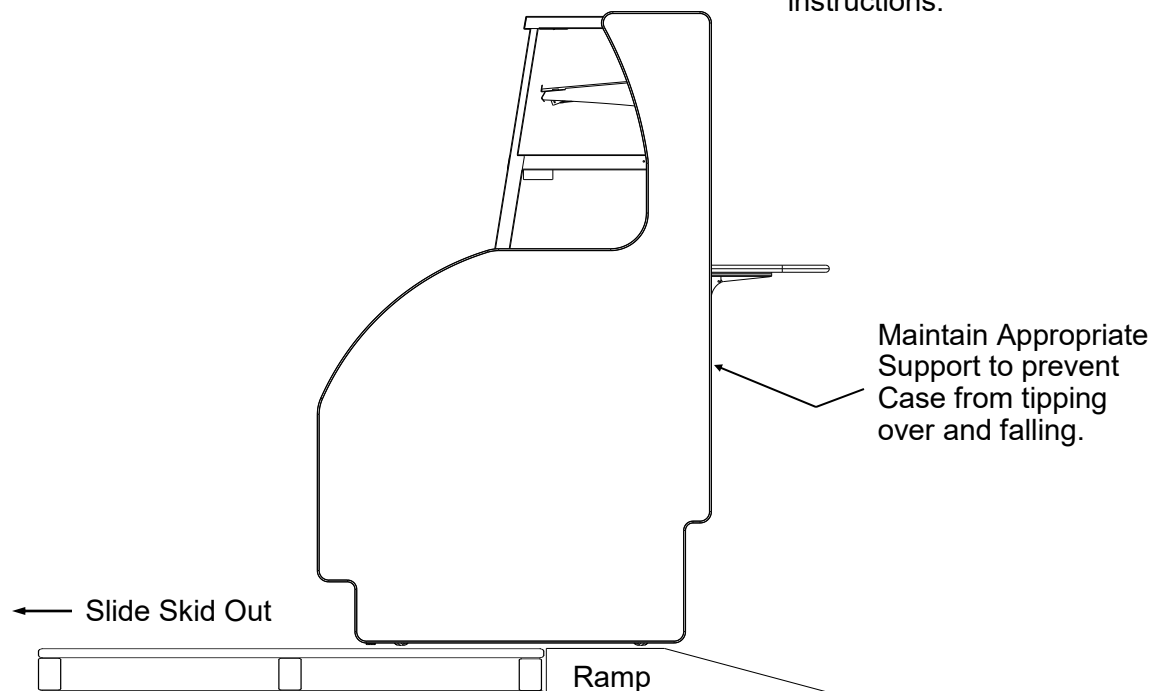


### **2. Remove Unit From Skid**

- Slide unit to rear of skid; tip backward off skid.
- Make certain to maintain appropriate support to prevent Case from tipping over and falling.

#### **Note:**

- Case can be repositioned with pallet truck when front lower panel is removed.
- Blocking may be necessary to obtain adequate height.
- Unit will have either levelers or casters.
- If unit has levelers, see next page for instructions.

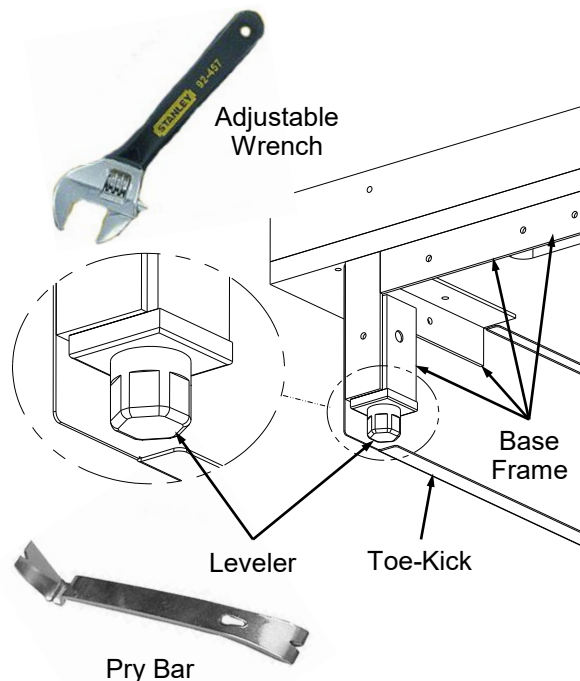


## **3. Position & Align Case Alongside Other Cases**

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

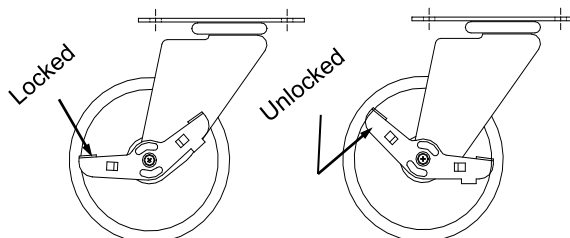
## **4. Adjust Levelers**

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



## **5. Cases With Casters: Lock and Unlock**

- To lock casters, press down on lever.
- To unlock casters, pull lever up.
- See illustration at right.

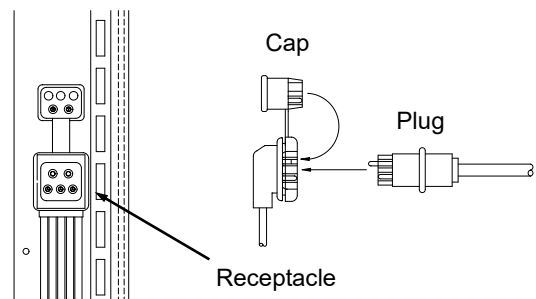
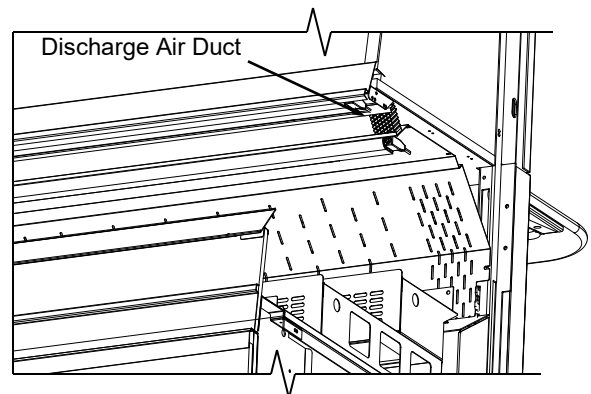
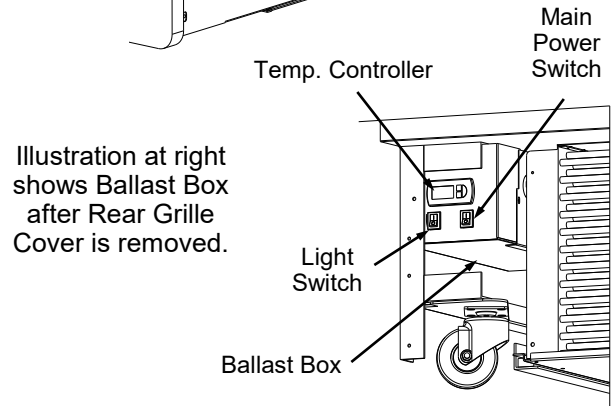
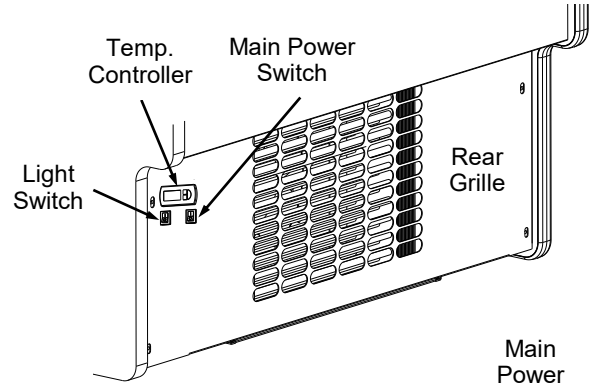
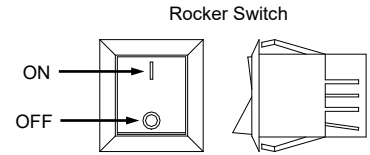


## START-UP AND OPERATION

### **Merchandiser Start-Up**

- Turn main power on. Switch is located at Rear Lower section of Case, next to light switch. See illustration at right.
- The temperature controller will illuminate.
- Coil fans should turn on. From inside of case, check for discharge air from front baffle, to confirm that the fans are functioning properly.
- When the case is in a start up mode or has been idle for a long period of time, the unit will require 75 minutes run-time in order to pull-down temperature.
- Turn lights on. All of the lights should come on at the same time. First time lighting may require a short warm up period for the bulbs. Slightly dim or a flickering of new bulbs is normal. If lights do not turn on, check that all of the light plugs are in. The lighting is wired in series **so all lights must be plugged in or receptacles capped** in order for the case to light.
- Be certain that nothing obstructs rear air flow. Warranty will be voided if malfunction occurs due to obstructed airflow.
- The interior case temperature reaches 2° C / 35° F to 5° C / 41°F. **Note:** The case temperature is set at the factory, as determined by the case size. The temperature is controlled by a thermostat. If a temperature setting change is required, refer to the instructions for your particular Temperature Control Programming operating section of this manual.
- *Note: Set point should be -7°C 20°F. This will maintain the product temperature range. Settings lower than 7°C / 20°F can cause food items to freeze.*

**Note:** Rocker Switch illustrated at right reflects type of Light Switch and On/Off Switch

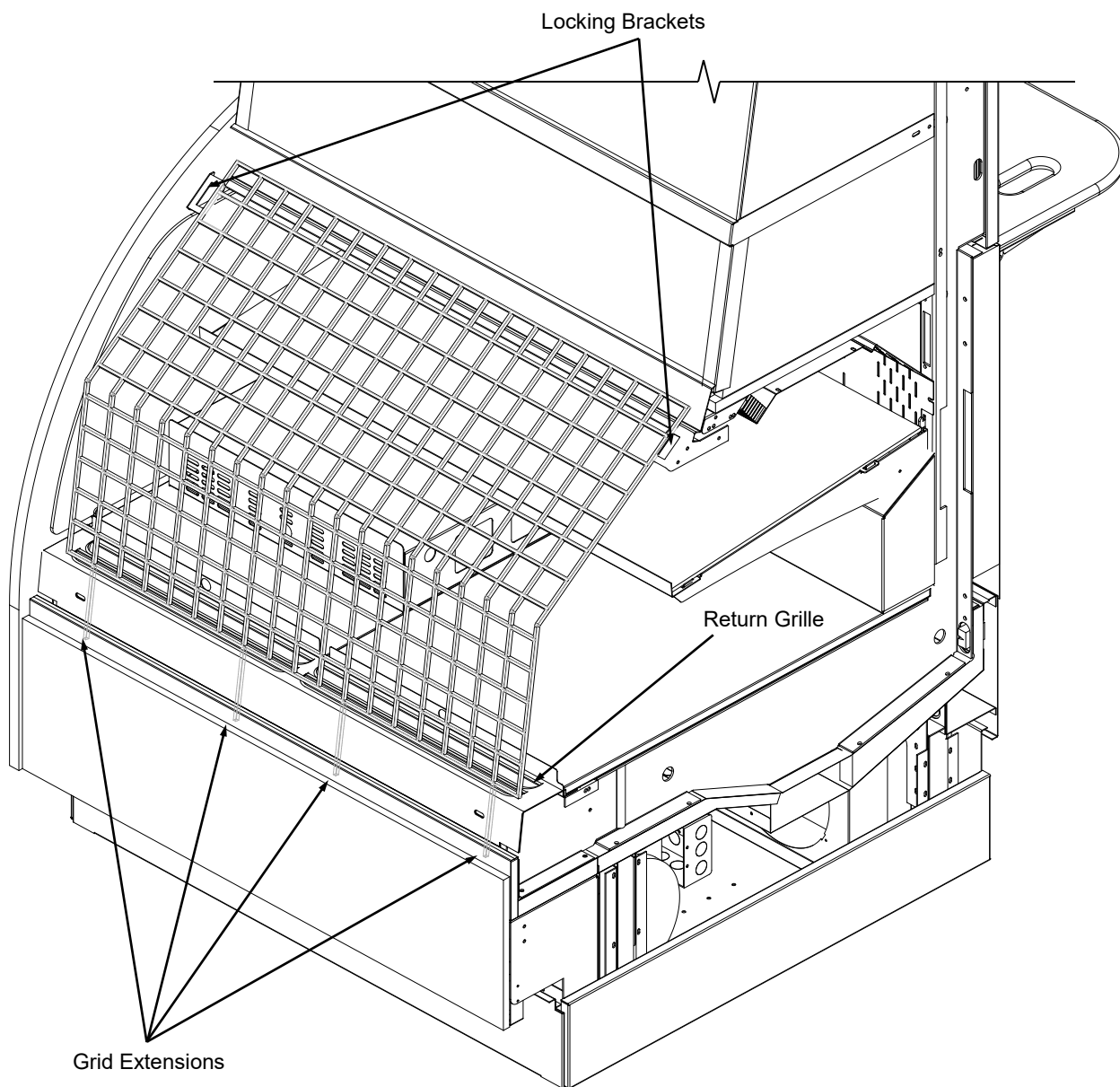




## ANTI-THEFT SECURITY GRID

### **Anti-Theft Grid Installation (Optional Item)**

- Position Anti-Theft Grid so that the locking rods extend down pointing towards the floor and the forming of the angled grid is pointing away from the case.
- Insert grid extensions into the forward air return lover.
- With “U” shackle released from the padlock base, insert the locking “U” of the padlocks through the stationary locking bracket.
- Rotate “U” shackle 90 degrees and pull up through the grid and secure “U” shackle into padlock base.
- Note: Illustration below may not reflect exact representation of every Case and/or Anti-Theft Grid.



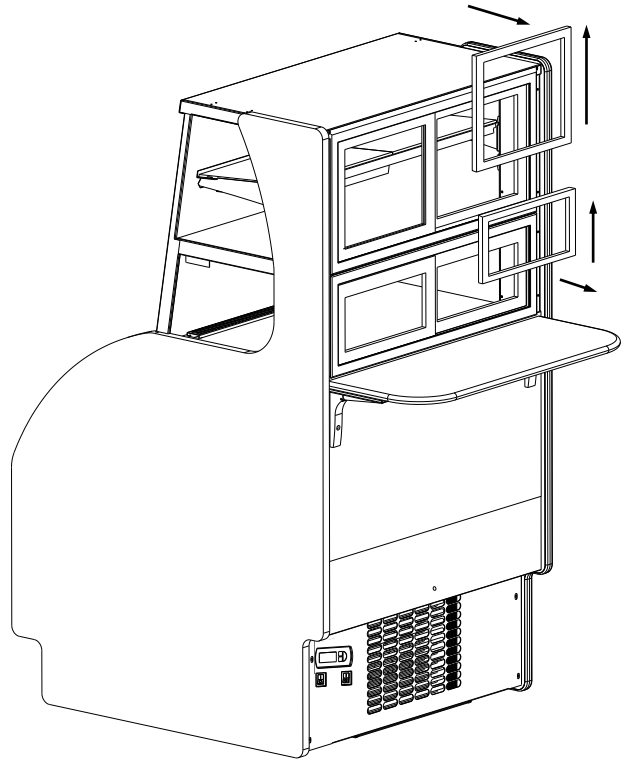


### **1. Removing the Rear Doors**

- Move the rear doors toward the center of the case.
- Individually lift each door up into the upper door frame track at the top of the case.
- Pivot the bottom of the door out.
- Slip out of the upper door frame track.

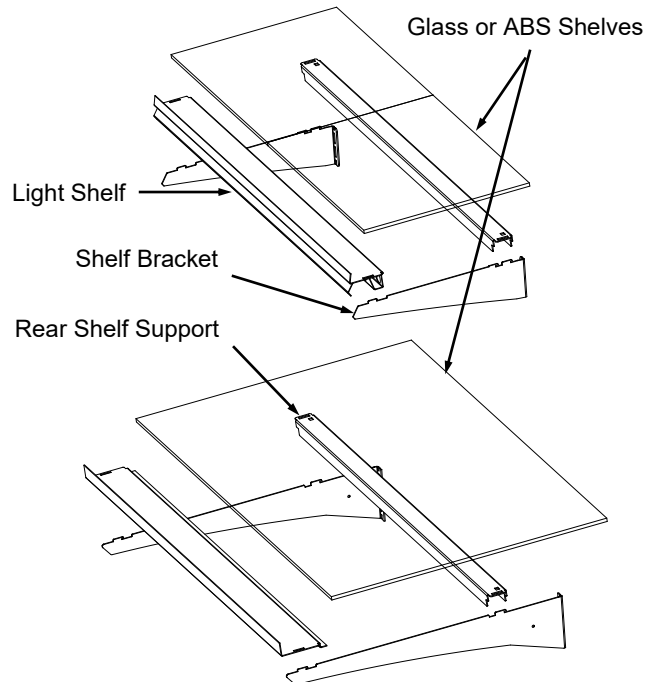
### **2. Installing the Rear Doors**

- Doors are not interchangeable, and must be installed as labeled.
- **Note: Doors are labeled in the lower corners to identify their proximity to the interior of the case (inner or outer door).**
- The inner door must be installed first in the inner door track.
- Insure that the door pull handle is to the outside and to the left of the case.
- Insert the door into the upper inside track and lower door onto the inside lower track.
- Move inner door to the left.
- Install the outer door with the door pull handle to the right and the chrome door stop to the inside lower right.
- Insert the door into the upper and outer track and lower door onto the outer lower track.

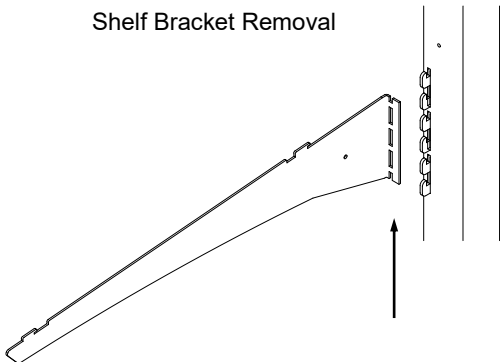


### **3. Removing Interior Shelving**

- Remove the glass or ABS shelving.
- Carefully set aside.
- Unplug shelf light.
- Remove rear shelf support.
- Remove brackets.
  - Use even pressure to slide bracket up.
  - Pull forward to disengage from support pins.



Shelf Bracket Removal



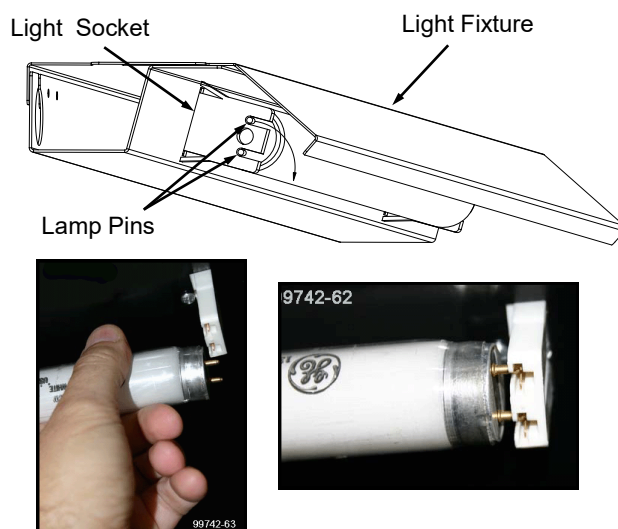
## 4. Fluorescent Light Fixtures

### Removal of lamp:

- Rotate lamp (1/4 turn) either direction to disengage (upper or lower) pins/contacts from lamp mounting sockets.
- Remove bulb by applying even pressure from the back side at the bulb ends and pulling the remaining contact from the sockets.

### Installation of lamp:

- Align pins with slot.
- Insert pins into socket by rotating the bulb 1/4 turn to secure either the (upper or lower) pinned contacts into the sockets.
  - Rotate remaining bulb contacts (1/4 turn) into the remaining lamp mounting socket contacts.



## 5. LED Style Light Fixtures

### Removal of Faulty LED Lights:

- LED lights rarely require change-out.
- Contact Structural Concepts' Technical Service Department for replacement LED lights.
- Turn off LED light switch.
- To remove faulty LED light, follow these steps:
  - A. Disconnect plug from LED light.
  - B. Using both hands, grasp LED light assembly (with its magnetic mounting clips). Pull downward and off its shelf (or header).
  - C. Remove magnetic mounting clips from LED light by pressing against flange part of clip.

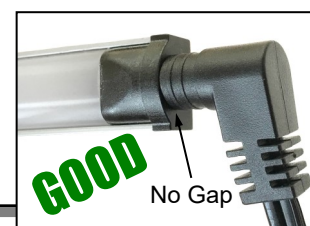
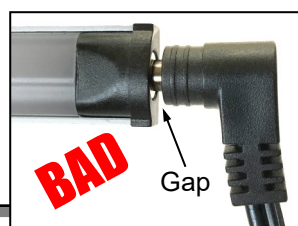
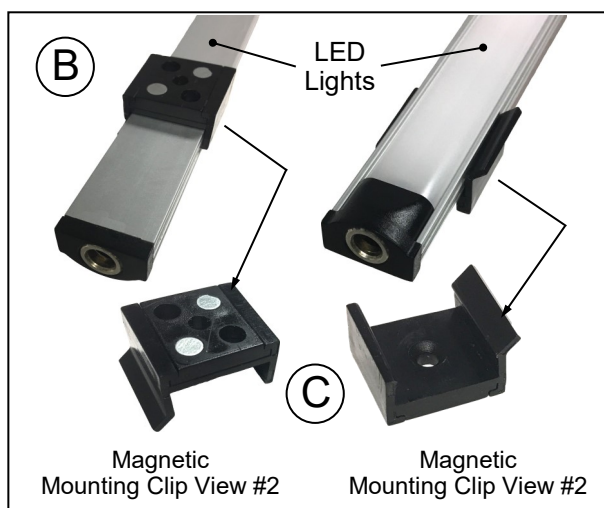
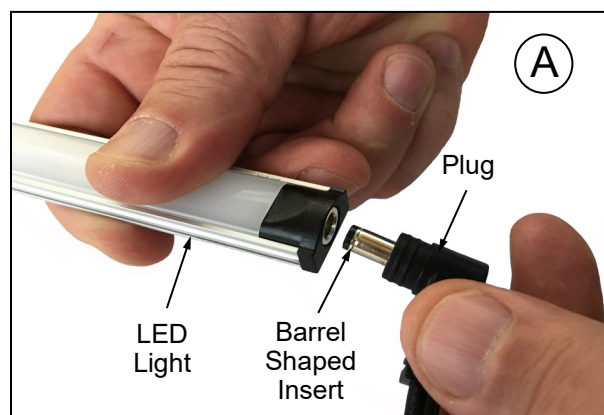
>> **Note:** Mounting clips MAY be riveted to shelf or header. In such instances, simply remove LED light from mounting clips by pressing against flange part of clips with thumb.

### Replacement of LED lights:

- Attach magnetic mounting clips onto LED light.
- Adjust magnetic mounting clips so they are equally spaced on LED light.
- Reattach LED light assembly to its shelf/header.
- Position properly in shelf/header.

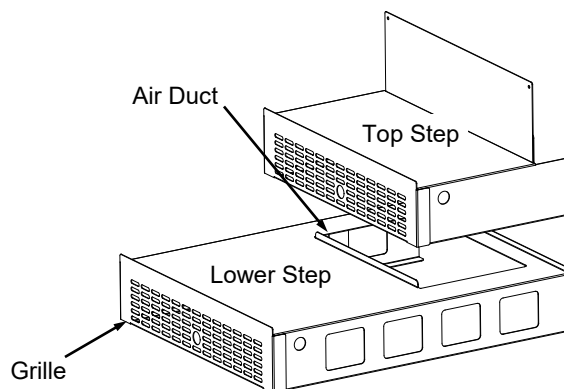
>> **Note:** If mounting clips are riveted to shelf (or header), attach by placing LED in base of clip and then snapping into clip at FLANGE SIDE.

- Press plug's barrel-shaped insert all the way into LED light.
- **Important:** If plug is not inserted ALL THE WAY IN the LED light's orifice, the light may not energize. See "BAD" vs. "GOOD" insertion illustrations below-right.
- Turn LED light switch back on.



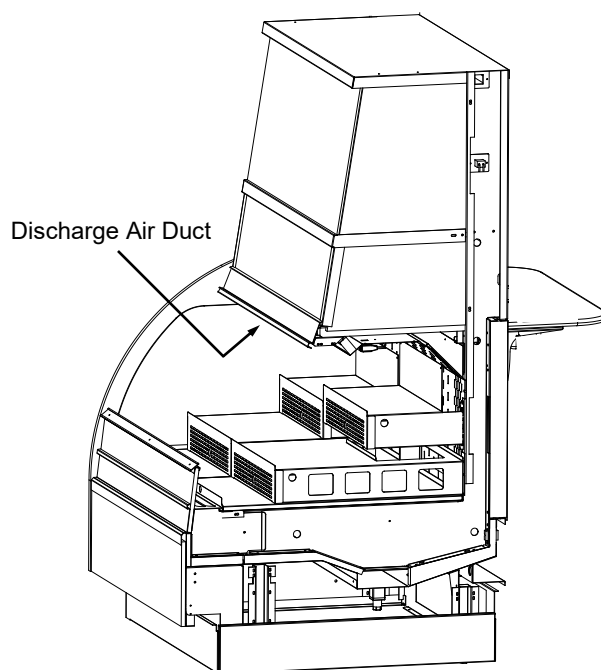
## 6. Inserts Application

- Place (large) lower step with air duct up with grill facing to the front of case.
- Place (small) top step above lower step (grille forward) and fully covering the air duct in the lower step.
- Position steps all the way to the back of case (see illustrations).



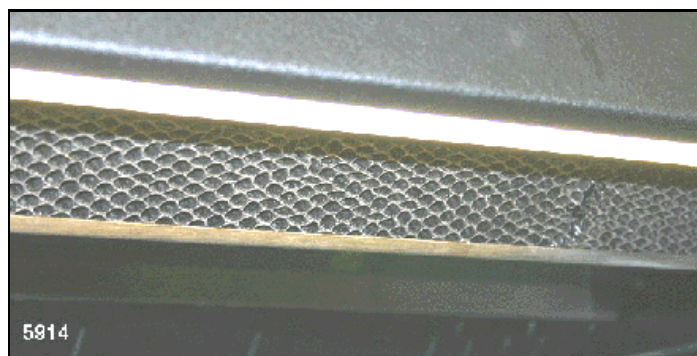
## 7. Honeycomb Air Diffuser Removal

- Honeycomb is located in discharge air duct.
- From inside the unit's lower refrigerated area, locate the two most forward screws which secure the lower light and discharge panel.
- Remove the two most forward screws and allow the panel to hang down supported by the rear screws.
  - **Do not force panel lower.**
- Using long-nose pliers, wedge the instrument between the honeycomb and the end panel. Be careful to avoid scraping or marring the case.
- Apply pressure to collapse the honeycomb and pry downward and away from the lower light & discharge panel.
- Pull honeycomb out fully buy grasping with fingers and pulling downward.

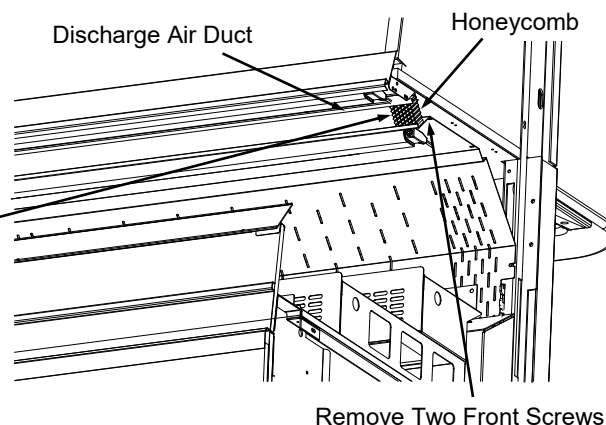


## 8. Honeycomb Air Diffuser Installation

- Insert honeycomb up into honeycomb retainer first.
- Replace the two screws that secure the leading edge of lower light & discharge panel.

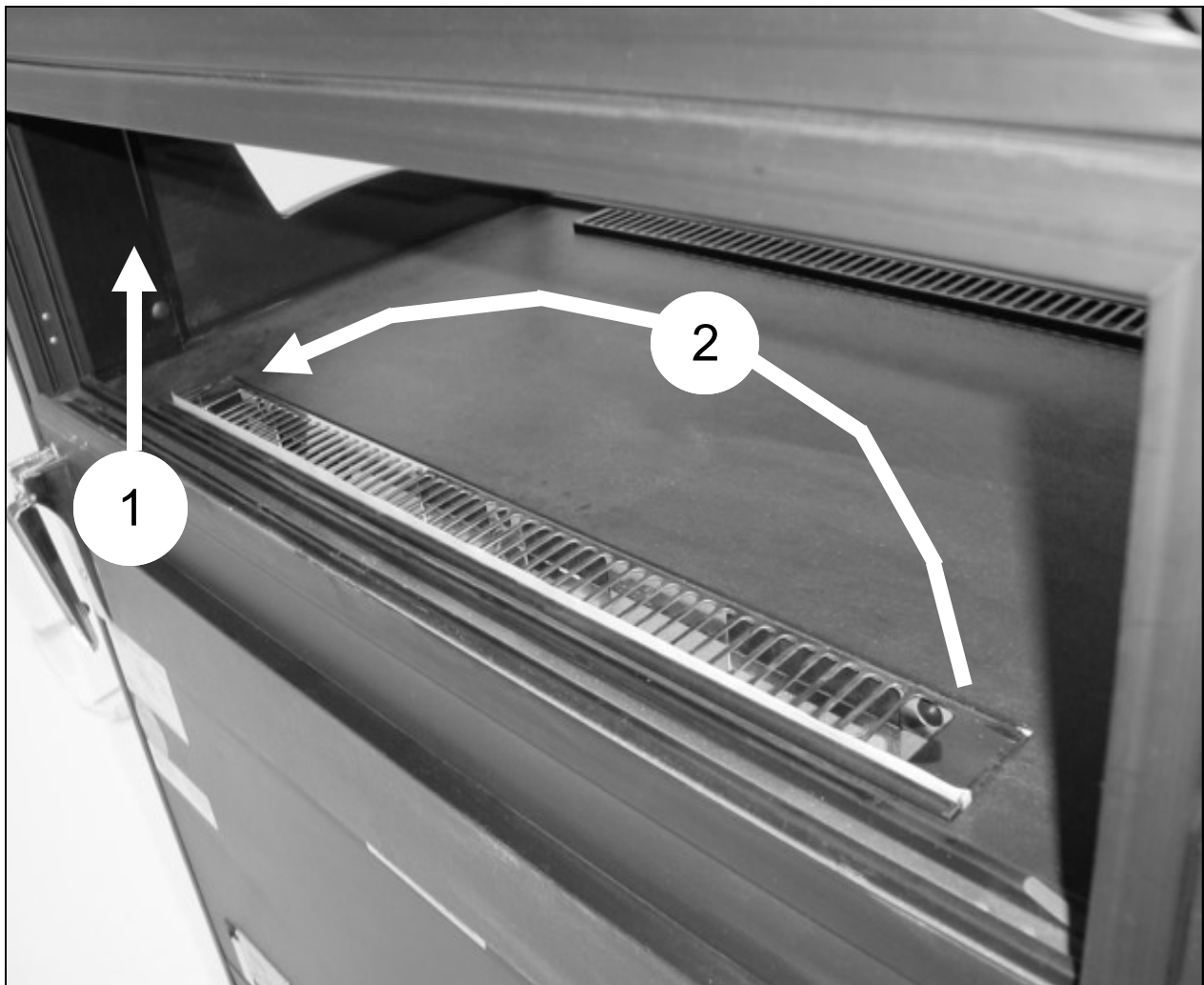


— Photo of Honeycomb —



**9. Middle Service Area, Ambient / Refrigerated**

- Rear baffle also serves as a collector of crumbs.
- When removing baffle, be careful to avoid tipping baffle to the degree that crumbs fall into case.
- To convert middle Service Area from Ambient to Refrigerated, follow these instructions.
  1. Lift Baffle up (out of chamber).
  2. Keeping slots upright, rotate baffle 180° (without “rolling”). See illustration below.



### **Electrical: Access and Connections**

**Warning, disconnect power before providing maintenance and service to unit.**

#### Temperature & Defrost Control

- The case temperature Set Point is set at the factory, as determined by the case size and sensor probe location.
- The temperature is controlled by a thermostat.
- If a temperature setting change is required, follow the instructions for your particular Temperature Controller in the technical information section of this operating manual.
- If service is required to the temperature control unit, call Structural Concepts Corporation. This maintenance should be performed by a certified technician.

#### Ballast access

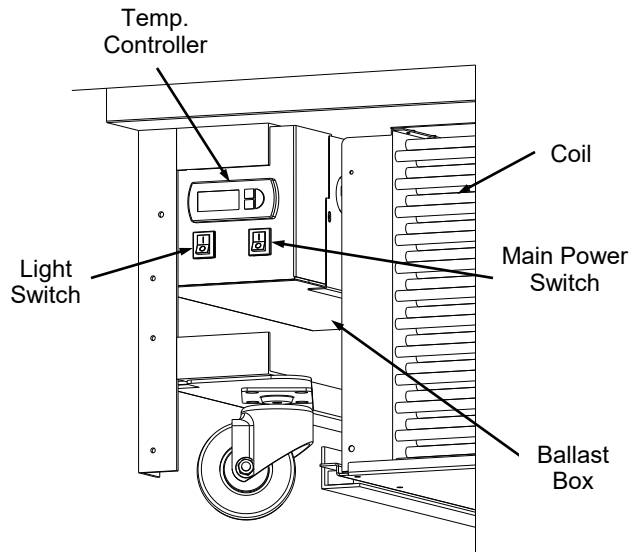
- Remove screws from rear wireway cover and slide Ballast Box out to access electrical connections and ballasts.

#### Evaporator fans and coil access

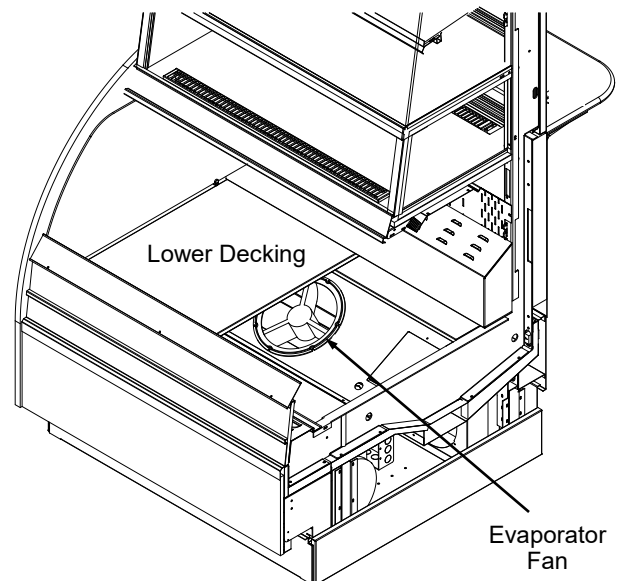
- Remove lower decking using finger hole to lift up and pulling out.

#### Removing fan assembly

- Unplug the fan.
- Remove screws from around the fan duct.



Note: Above illustration is of case rear with Rear Grille removed



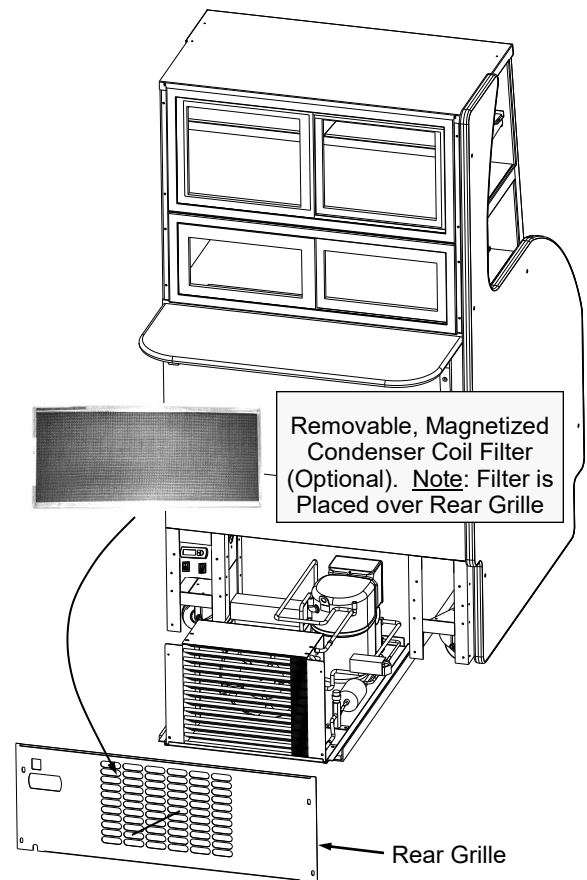


### 1. Refrigeration: Access, Connections & Removal

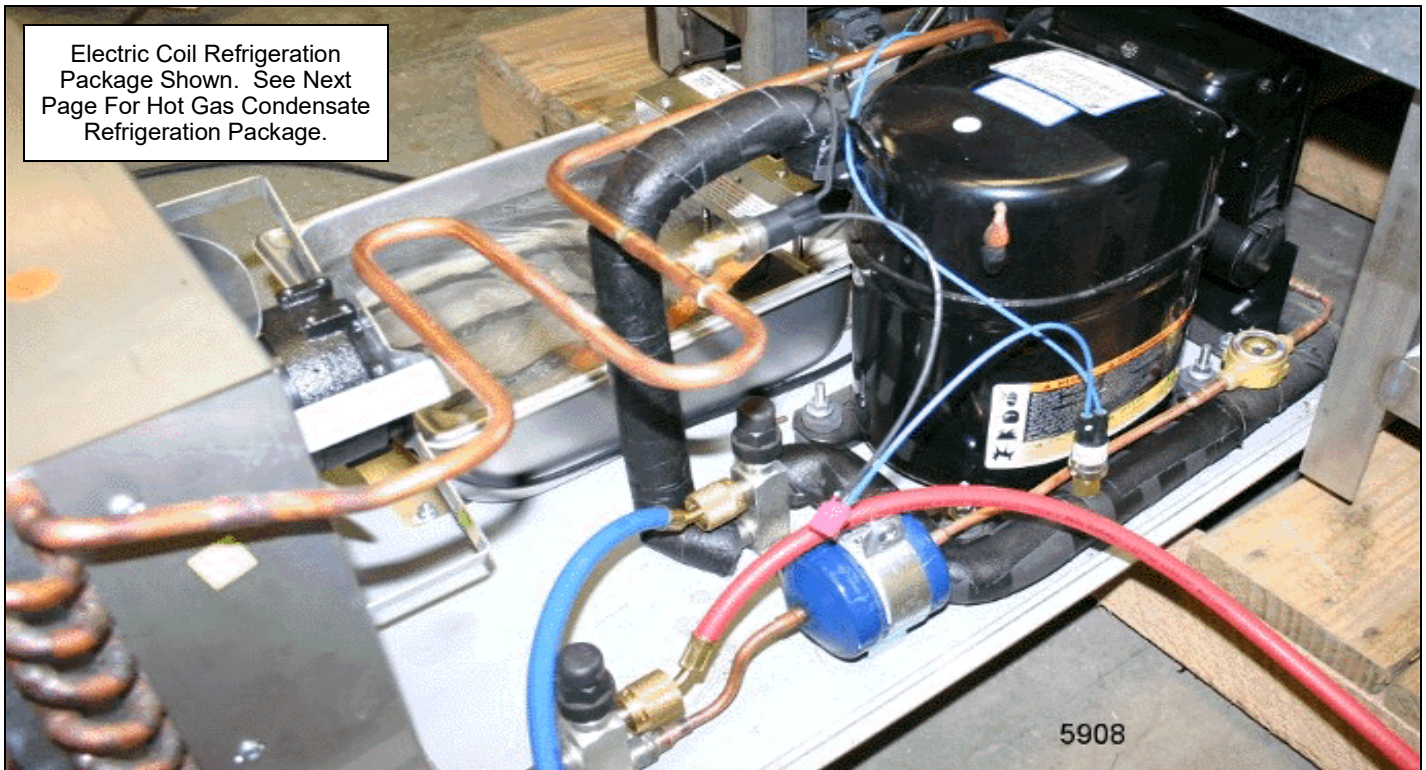
- Remove Rear Grille by removing the (4) connecting Screws .
- Insure that the flexible drain hose is guided when removed from the slot of hose support.
  - **Note: During installation** insure that the flexible drain hose is fully reinserted into the slot of hose support for proper drainage.
- **Assembly or disassembly and servicing to be accomplished by licensed refrigeration contractor.**
- The control module has “quick disconnect” electrical fittings to the LED face control and to the refrigeration unit. Insure that cords remain clear of the evaporator pans heating element.

**Warning!** While pulling or pushing unit in or out from under the case:

- Be careful to avoid damaging condensate drain.
- Use caution to avoid damage to copper refrigeration lines and hoses.
- Insure that the flexible drain hose is properly positioned for proper drainage.
- Exercise care to prevent condenser unit from dropping. There are no rollers, levelers or stops preventing condenser unit from coming entirely free from case when pulled out.

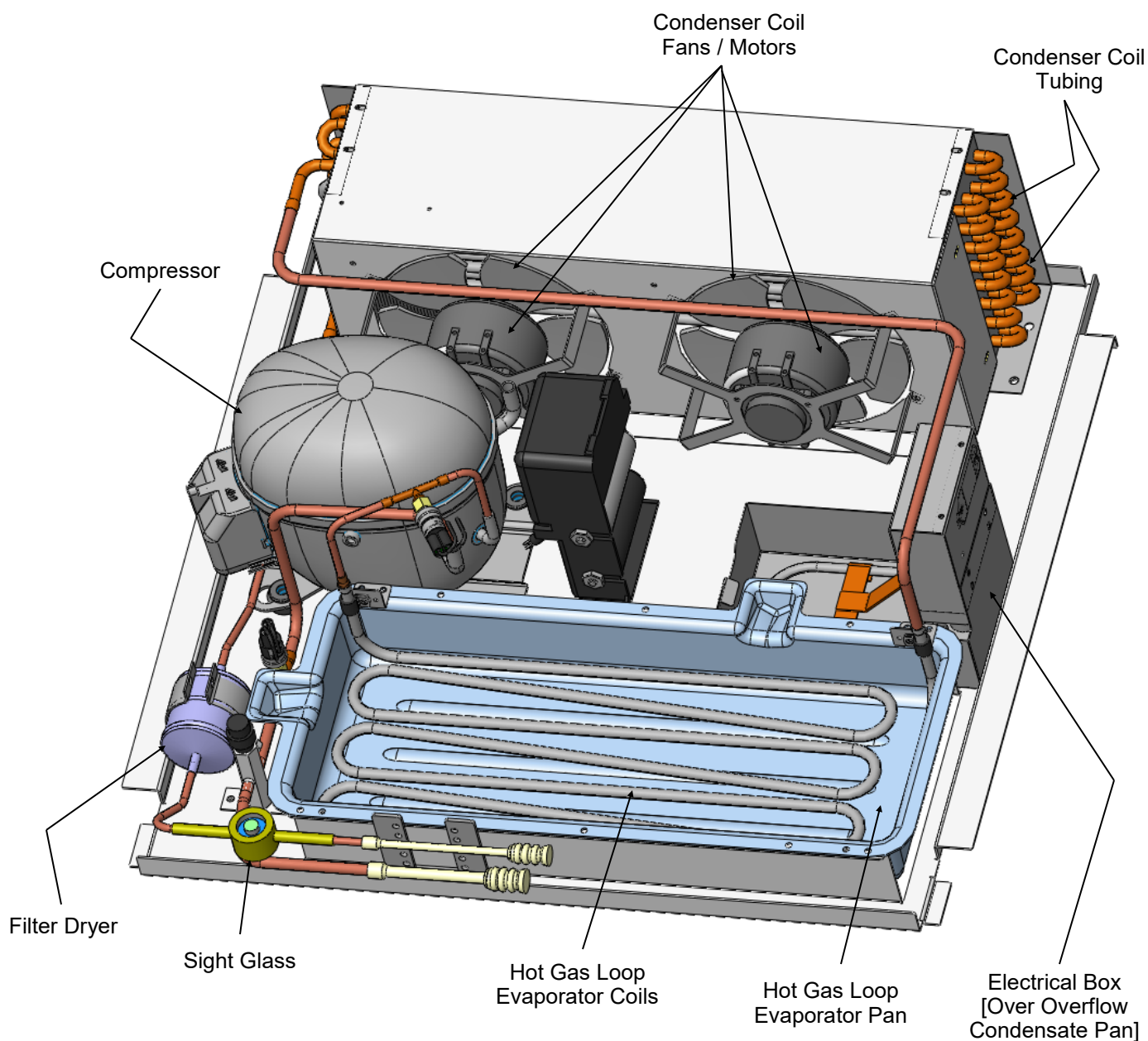


Electric Coil Refrigeration Package Shown. See Next Page For Hot Gas Condensate Refrigeration Package.



### **2. Refrigeration Package Configuration**

- Refrigeration package shown below is designed for Model C3Z4867.5884A.
- Note: Your particular compressor may have slightly different refrigeration package/layout.
- See previous page for electric coil condensate refrigeration package.







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

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

**3048256**  
Conforms to UL Std. 471  
Conforms to NSF/ANSI Stds. 2 & 7  
CERTIFIED TO CAN/CSA  
STD C22.2 NO 120

Super Heat Temp  
Defrost

**Reveal**  
**Blend**  
**Harmony**  
**Impulse**  
**Oasis**

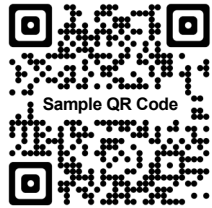
**Addenda**  
**Grocerant**  
**Fusion**

MODEL NRS3648RXV-SAMPLE  
SERIAL NO. 12345X30DZ098765

**120/1/60 16 A**  
**R513A AMOUNT 50 OZ**  
**HIGH 186 LOW 88**  
**20A**  
**20A**

FOR PARTS AND SERVICE  
CALL 1-800-433-9490

SCAN FOR PRODUCT LITERATURE



Sample QR Code

SAMPLE ONLY

SAMPLE ONLY

SAMPLE ONLY

SAMPLE ONLY

SAMPLE ONLY

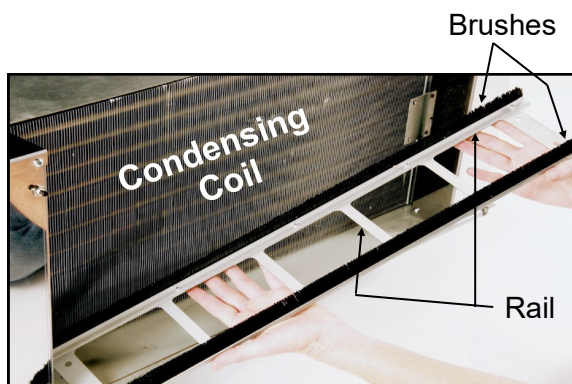
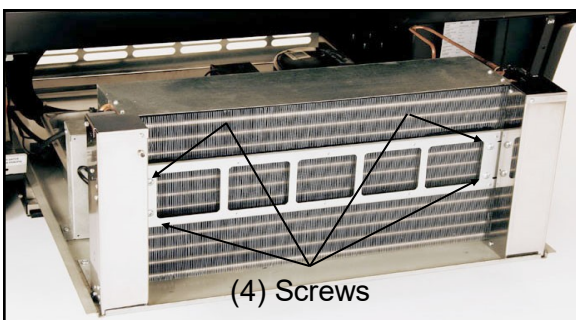
TYPE II DISPLAY REFRIGERATOR: THIS EQUIPMENT IS INTENDED FOR USE IN AN AREA WHERE THE ENVIRONMENTAL CONDITIONS ARE CONTROLLED AND MAINTAINED SUCH THAT THE AMBIENT TEMPERATURE DOES NOT EXCEED 80 °F (27 °C).

--- Sample Serial Label For Refrigerated Cases ---

**CLEANING SCHEDULE - BY STORE PERSONNEL: DAILY "D" / WEEKLY "W" / MONTHLY "M"**

Cleaning	D	W	M	Task
Clean Case Exterior	X			Clean side glass, front glass, top glass and sliding rear doors (glass) with household or commercial glass cleaner and soft cloth.
	X			Clean wood, laminate and painted surfaces with a warm soap and water solution and soft cloth. Never use wire cloth or abrasive cleaners on case.
		X		Removable, magnetized condenser coil filter (attached to outside of condenser coil): <ul style="list-style-type: none"> <li>Always clean air filter AT LEAST weekly.</li> <li>Remove from case. Submerge in warm, soapy water. Use soft-bristled brush to remove dust, grease and grime that can collect on filter. Rinse thoroughly. After filter has dried, return to case.</li> <li>See <b>REFRIGERATION FUNDAMENTALS</b> section in this manual for illustration of magnetized condenser coil filter and its attachment location to grille.</li> </ul>
			X	Remove rear doors and clean with a household or commercial glass cleaner. Wipe down door tracks with a warm soap and water solution and soft cloth.
Clean Case Interior	X			The deck can be wiped down with a warm soap and water solution and soft cloth.
		X		Remove the deck and clean with soap and water solution and soft cloth.
		X		Clean the acrylic air deflector (at case front) with soap and water solution and soft cloth. Never use ammonia-based cleaners on acrylic or Plexi-glas.
		X		To clean crumbs and residue from upper section, remove baffle from case, brush out crumbs or residue. Wipe down with clean rag dipped in mild soap and water solution.
			X	<u>Lower Section Only</u> : Remove step assembly from unit and clean with mild soap and warm water solution and brush. Dry thoroughly and return to case. <u>Caution!</u> Remove (and return) step assembly carefully to avoid scratching or marring inside of case.
			X	<u>Condenser unit coils at case rear</u> : Remove rear panel (by sliding up and away from case). Use an industrial strength vacuum with brush. Clean dust collecting on the condenser coils. <u>Caution!</u> Do not damage fins on condenser coil while cleaning.
			X	<u>Under-case cleaning</u> : Remove front and/or rear toe-kick. Use vacuum with hose attachment to clean under case.

PREVENTIVE MAINTENANCE	FREQUENCY	INSTRUCTIONS
Case Exterior	Monthly	<p><b>Condensing Coil:</b></p> <ul style="list-style-type: none"> <li>Remove rear grille (by removing 4 screws).</li> <li>Use air pressure or industrial strength vacuum; clean dust and dirt that may collect on the Condenser Coil. See illustration below.</li> <li><b>Caution! Coil fins are sharp. Handle with care!</b></li> <li>Replace Rear Grille to case (4 screws).</li> <li>See illustration below.</li> </ul>
	Quarterly	<p><b>Optional Clean Sweep™ Condensing Coil:</b> <i>Disconnect power from case before cleaning Clean Sweep™ Condenser Coil!</i></p> <ul style="list-style-type: none"> <li>Remove Rear Grille (by removing 4 screws).</li> <li>Slide/Roll out condensing unit assembly.</li> <li>Remove the four (4) screws holding the Clean Sweep™ rails intact.</li> <li>Remove the Clean Sweep™ rail.</li> <li>Wash rails' brushes in hot water and mild soap solution.</li> <li>If brushes are worn, they must be replaced. Call Technical Service Department to replace. Toll-Free number is listed at end of manual.</li> <li>Clean Condensing Coil: Use air pressure or industrial strength vacuum; clean the dust and dirt that may collect on the Condenser Coil.</li> <li><b>Caution! Coil fins are sharp. Handle with care!</b></li> <li>Reattach Clean Sweep rail to condensing unit (4 screws).</li> <li>Slide/Roll Condensing Unit Assembly back under case.</li> <li>Replace Rear Grille to case (4 screws).</li> <li>See photos below.</li> </ul>



--- Above photos are taken after rear grille has been removed from case ---

**WARNING! TURN OFF CASE BEFORE PERFORMING PREVENTIVE MAINTENANCE!**

PREVENTIVE MAINTENANCE	FREQUENCY	INSTRUCTIONS
Case Exterior	Quarterly	<p><b><u>Condensate Package:</u></b> <i>Disconnect power from case before cleaning Condenser Coil!</i></p> <ul style="list-style-type: none"> <li>• Slide/Roll out from under case.</li> <li>• Use moist cloth to wipe off dust &amp; debris that collects on various parts.</li> </ul>
	Quarterly	<p><b><u>Under Case Cleaning:</u></b> Once refrigeration package is clear of unit, vacuum under case to remove all dust and dirt that may collect under case.</p>
Case Interior	Quarterly	<p><b><u>Drain, Coil, Fan Blades, Motors, Brackets:</u></b></p> <p><i>Disconnect power from the case before cleaning the Drain, Coil, Fan Blades, Motors and Brackets!</i></p> <ul style="list-style-type: none"> <li>• Remove Decking, Sub-Deck and Fan Shroud.</li> <li>• Use vacuum to clean Evaporator Coils.</li> <li>• Clean Tub, Coil and Drain with warm water, clean cloth, brush and mild soap solution.</li> <li>• See below for specific tub flushing instructions.</li> <li>• Remove any debris that may clog drain.</li> <li>• Clean Fan Blades, Motors and Brackets by wiping down with moist cloth.</li> </ul>
	Quarterly	<p><b><u>Tub:</u></b></p> <p><i>Disconnect power from the case before cleaning the tub!</i></p> <p>Vacuum tub under deck or flush with water if necessary. To flush out the tub, disconnect power to the case. Remove the deck and fan shroud. Direct drain to floor drain or a bucket and hose out the tub. Run hose into the drain to flush out debris.</p>
	Quarterly	<p><b><u>Honeycomb:</u></b> Remove the honeycomb. Vacuum, then clean with warm water and soap. See instructions in case operation section of this manual. See <b><i>PREVENTIVE MAINTENANCE [TO BE PERFORMED BY TRAINED SERVICE PROVIDER] - Page 3 of 3</i></b> in this manual for specifics.</p>

**Preventive maintenance should be performed every 30 days unless conditions warrant a more frequent replacement cycle.**

### **1. Honeycomb Air Diffuser Removal**

- A. Wedge non-metallic device of suitable strength (such as a ballpoint pen) between honeycomb and end panel.
- Caution!** Do not dislodge the heating wire (that helps prevent condensation).
- B. Apply pressure to collapse the honeycomb to allow it to be pulled out of honeycomb retainer.
- C. Pry downward and away from honeycomb retainer.

*Clean honeycomb with warm water and soap solution. Submerge if necessary. Use brush to dislodge stubborn or sticky residue. Dry by using vacuum's 'blow mode'.*

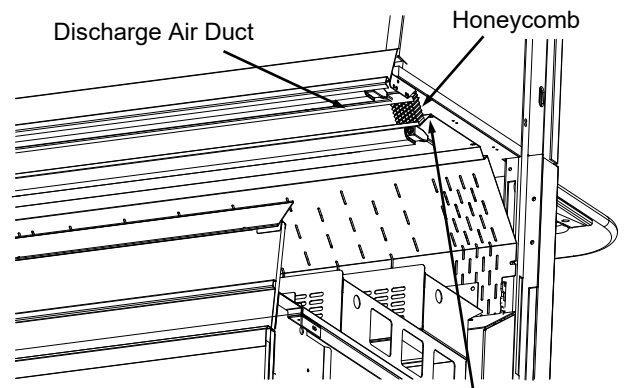
### **2. Honeycomb Air Diffuser Installation**

- D. Squeeze honeycomb into the honeycomb retainer.
- E. Carefully slide honeycomb into place.
- F. Adjust honeycomb so that it fits flat against retainer. It must not be wavy or out of position.

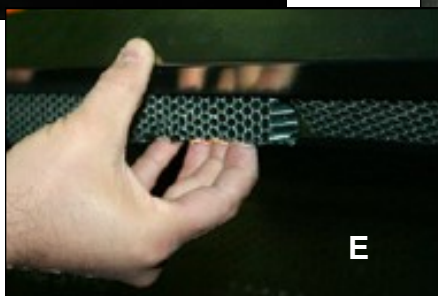
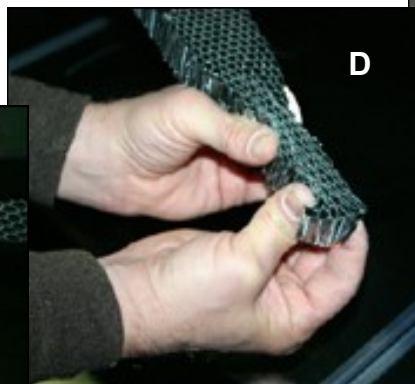
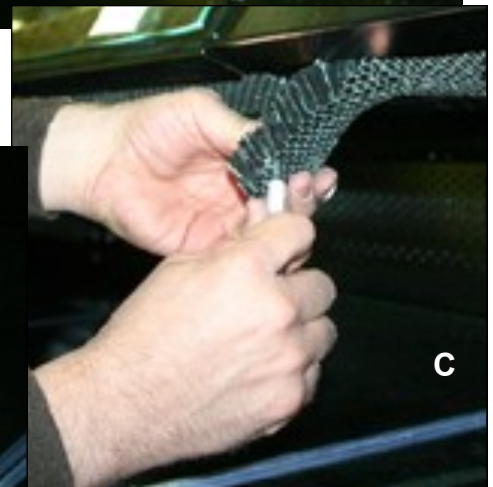
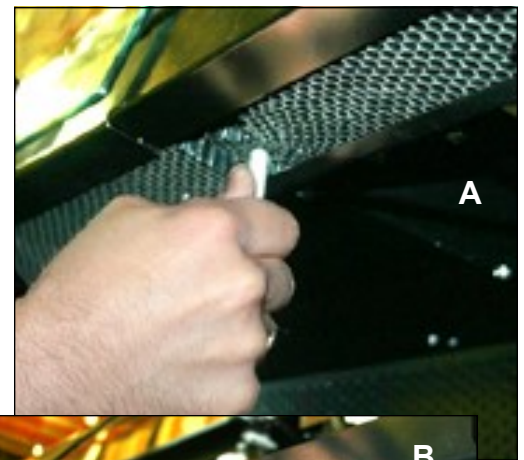
**Note:** For honeycomb air diffusers in other locations, these same general instructions apply.

### **3. Air Duct - Upper Section (Top-Right Illustration)**

- Depending upon model, Upper Section Air Duct may be removable for cleaning. If so, simply lift Air Duct up and out of chamber to access area to clean.
- If Upper Section Air Duct is not removable from case, Honeycomb removal will allow access to area.
- Clean with brush or vacuum with brush attachment.
- Wipe down with moist cloth.



Remove Two Front Screws



## TROUBLESHOOTING [GENERAL OVERVIEW]

<b>Product is Drying Out</b>	TSP*: Check the relative humidity in the store.
<b>Doors/Glass Won't Shut Properly</b>	TSP*: Confirm that the case is aligned, level and plumb. Check that residue or sticky substances are not preventing proper closure.
<b>Case Not Properly Lining Up</b>	TSP*: See <b>Installation</b> section of Manual for instructions on properly aligning case and adjusting levelers (alongside other cases).
<b>System is not Operating</b>	Confirm that the utility power is on.
	Confirm that the MAIN power switch is on.
	TSP*: Check the circuit breaker box for tripped circuits.
	If cord is used, confirm that unit is properly plugged in.
<b>Condensing Unit Not Operating.</b>	Controller is in defrost mode (not an alarm). Compressor is running in a normal condition. See the Temperature Controller section of this Manual.
	Check that the power is turned on.
	TSP*: Review factory time settings on the Temperature Controller.
<b>Case Lights Not Working</b>	Be sure <b>ALL</b> lights are plugged in or receptacles capped.
	Check bulbs for proper installation and connection.
	Check for burned out bulbs.
	Clean dirt and dust from the bulbs to prevent flickering.
	After performing all other checkpoints, if lights are still not working check for faulty ballasts; this should be performed by a certified electrician.
<b>Fans Not Working</b>	TSP*: Check that fans are plugged in at the fan shroud.
	TSP*: Check for foreign material obstructing fan performance.
<b>Not Holding Temperature</b>	The temperature will change during defrost mode but will return to normal.
	Warm product may have been added to the case. <u>Note</u> : Product must be pre-chilled to 41 °F [5 °C] or less prior to being placed in merchandiser.
	Discharge air must not be disrupted or blocked by product.
	TSP*: Check that the coil fans are working.
	TSP*: Check the evaporator coil for ice build up.
	Check that the case is not in the sun or near a heat or air-conditioning vent.
	Check that case is NOT located near outside doors. Wide temperature fluctuation can challenge case's ability to hold internal product temperatures.
	Check that the condenser coil is clean (self contained unit).
	DO NOT RELY ON THERMOMETERS OR THERMOSTATS FOR PRODUCT (FOOD) TEMPERATURES. <ul style="list-style-type: none"> <li>• Thermometers &amp; thermostats reflect air temperatures ONLY.</li> <li>• For ACTUAL product (food) temperatures, use a calibrated food probe thermometers ONLY.</li> <li>• For accurate readings, DO NOT use infrared food thermometers.</li> </ul>

\*TSP = Trained Service Providers

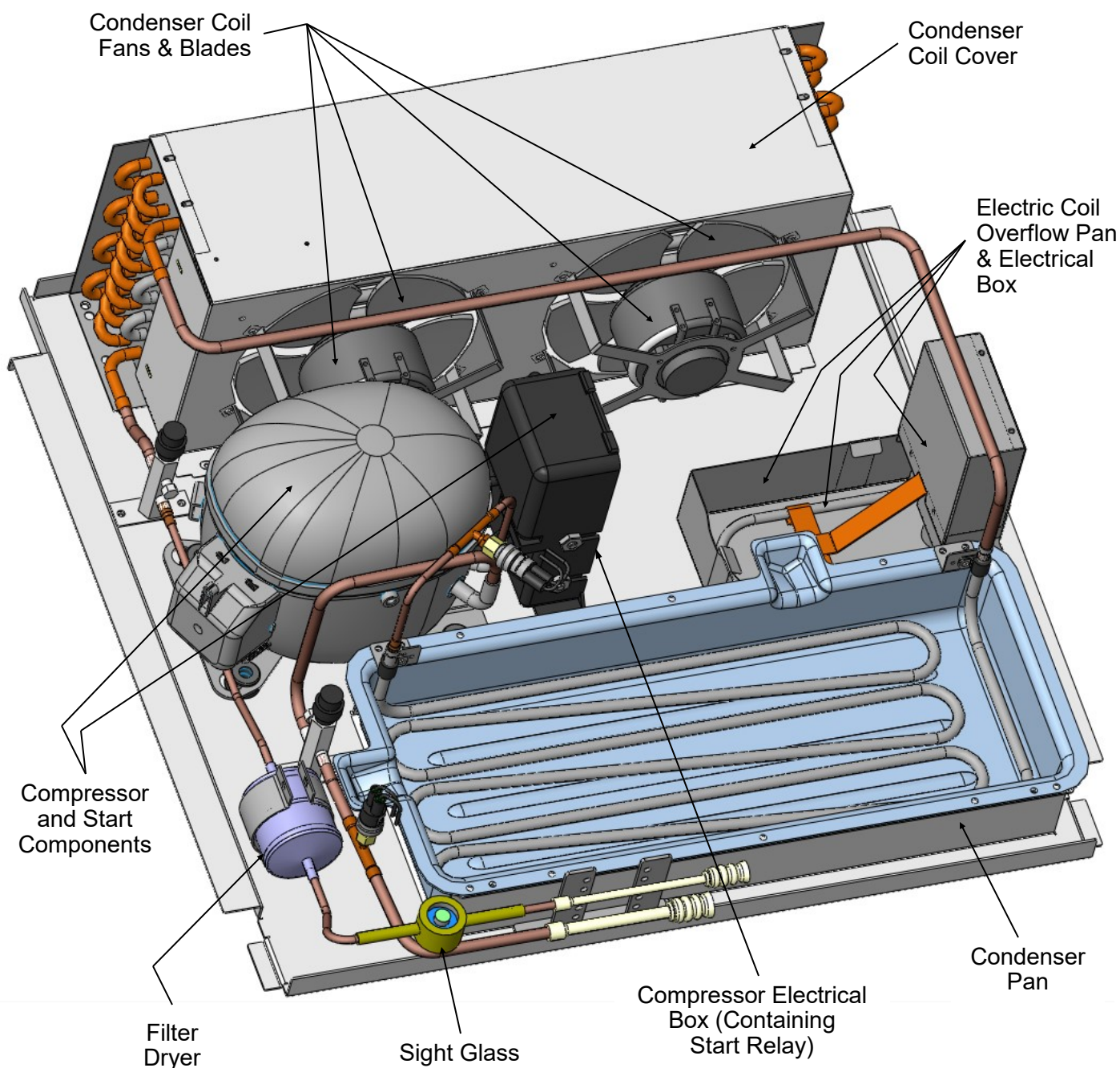


## TROUBLESHOOTING: REFRIGERATION PACKAGE OVERVIEW

### **Refrigeration Package / Compressor Component Locations**

- Illustration below shows refrigeration package, compressor, condenser pan, fans, blades, etc.
- See pages that follow for troubleshooting instructions.
- Refrigeration unit pulls out from back of unit for service.
- Only refrigeration contractors are to access refrigeration package.

**NOTE: THE BELOW ILLUSTRATION MAY NOT EXACTLY REFLECT YOUR PARTICULAR CASE'S FEATURES OR OPTIONS.**







**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**



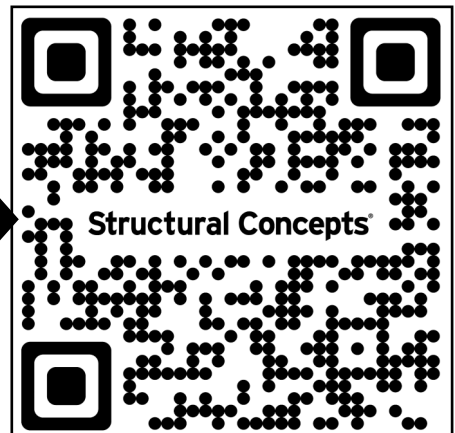
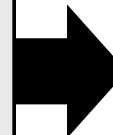
**Carel® iJF Platform**



**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.

