

READ AND SAVE THESE INSTRUCTIONS

Oasis[®] USER MANUAL

SCC P/N
99523

SELF-CONTAINED REFRIGERATED SERVICE / SELF-SERVICE MERCHANDISERS



Model COU2757R Shown
With Product For Illustrative
Purposes Only

Model COU2757R
Model COU2757R.3748
Model COU2757R.4031
Model COU2757R.5427

Structural Concepts[®]

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

TABLE OF CONTENTS

OVERVIEW / TYPE / COMPLIANCE / WARNINGS / PRECAUTIONS / WIRING	3-4
SHIPPING SUPPORT REMOVAL / FRONT & REAR GRILLE REMOVAL / REMOVING CASE FROM SKID	5
CASE PLACEMENT / CASTER LOCKING & UNLOCKING OPERATION / START-UP AND OPERATION	6
MAINTENANCE FUNDAMENTALS	7
LIGHT FIXTURES	8
ELECTRICAL & REFRIGERATION FUNDAMENTALS	9
REFRIGERATION FUNDAMENTALS	10
SERIAL LABEL LOCATION & INFORMATION LISTED / TECHNICAL INFO & SERVICE	11
CLEANING SCHEDULE (TO BE PERFORMED BY STORE PERSONNEL)	12
CLEANING SCHEDULE (TO BE PERFORMED BY TRAINED SERVICE PROVIDERS ONLY)	13
PREVENTIVE MAINTENANCE - HONEYCOMB AIR DIFFUSERS (TO BE PERFORMED BY TRAINED SVC. PROVIDERS ONLY)	14
TROUBLESHOOTING (TO BE PERFORMED BY STORE PERSONNEL)	15-16
TROUBLESHOOTING (TO BE PERFORMED BY TRAINED SERVICE PROVIDERS ONLY)	17-19
TROUBLESHOOTING (BY TRAINED SERVICE PROVIDERS ONLY) - CONDENSING SYSTEM	20
TROUBLESHOOTING (BY TRAINED SERVICE PROVIDERS ONLY) - EVAPORATOR SYSTEM	21
ILLUSTRATED PARTS BREAKDOWN - COU2757R	22
PARTS LIST - COU2757R	23
GENERAL LAYOUT OF CONDENSER PACKAGE	24
PROGRAMMABLE CONTROLLER INFORMATION.....	25
TECHNICAL SERVICE CONTACT INFORMATION / WARRANTY INFORMATION	26

OVERVIEW

- The upper (service) section of this case is designed to merchandise packaged/unpackaged, non-hazardous/hazardous, product at ambient temperatures.
- The lower (self-service) section of this case is designed to merchandise packaged/unpackaged, non-hazardous/hazardous, product at 41 °F (5 °C) or less product temperatures.
- Product must be pre-chilled at 41 °F (5 °C) or less prior to being placed in refrigerated areas of case.
- Cases should be installed and operated according to this operating manual's instructions to ensure proper performance.
- Improper use will void warranty.

NSF/ANSI TYPE I vs. II ENVIRONMENTAL CONDITIONS

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

- NSF/ANSI Type I Conditions: Product is displayed in store conditions with maximum ambient temperature of 75 °F (24 °C) and relative humidity of 55%.
- NSF/ANSI Type II Conditions: Product is displayed in store conditions with maximum ambient temperature of 80 °F (27 °C) and maximum relative humidity of 55%.
- If unsure if your unit is classified as NSF/ANSI Type I or Type II, see tag next to serial label on your case.

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

- This page 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
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
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
Condenser Pan is Hot!
Disconnect or turn off unit 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!
- See previous page for specifics on **OVERVIEW**, **TYPE**, **COMPLIANCE** and **WARNINGS**.

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

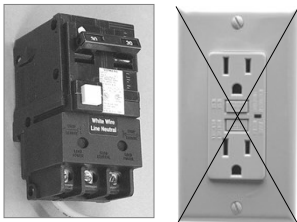
- This equipment is prohibited from use in California with any refrigerants on the "List of Prohibited Substances" for that specific end-use, in accordance with California Code of Regulations, title 17, section 95374.
- This disclosure statement has been reviewed and approved by Structural Concepts and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

THERMOMETER & THERMOSTAT USE

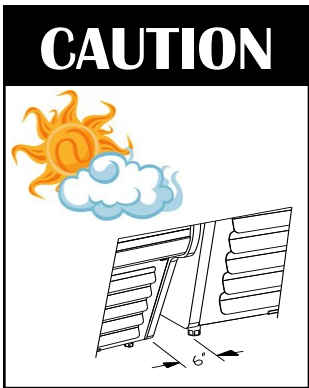
- Thermometers/thermostats only reflect air temperatures. For ACTUAL product (food) temperatures, use a calibrated food probe thermometer ONLY.
- For accurate readings, DO NOT use infrared food thermometers.



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

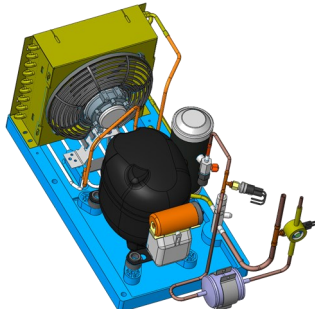


CAUTION! GFCI BREAKER USE REQUIREMENT
If N.E.C. (National Electric Code) or your local code requires GFCI (Ground Fault Circuit Interrupter) protection, you MUST use a GFCI breaker in lieu of a GFCI receptacle.



CAUTION! 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.

SHIPPING SUPPORT REMOVAL / FRONT & REAR GRILLE REMOVAL / REMOVING CASE FROM SKID

1. Removing Caster Shipping Support (or Shipping Support Bracket) Attached To Skid

- Remove screws holding shipping supports (or shipping support brackets) to skid. Discard.
- **Note:** Shipping supports and/or brackets will vary in size, shape, material and location depending upon case type and model.
- See illustration below-left.

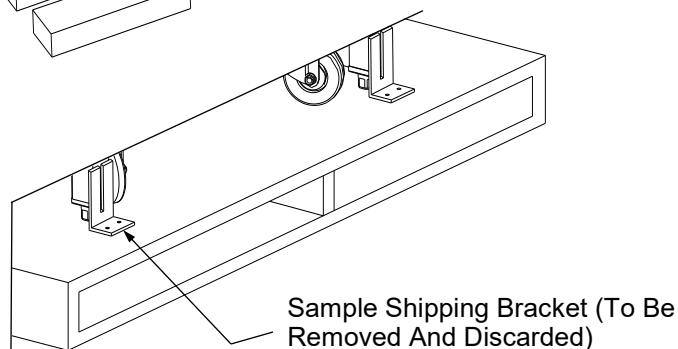
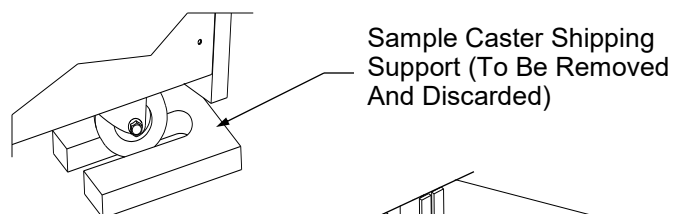
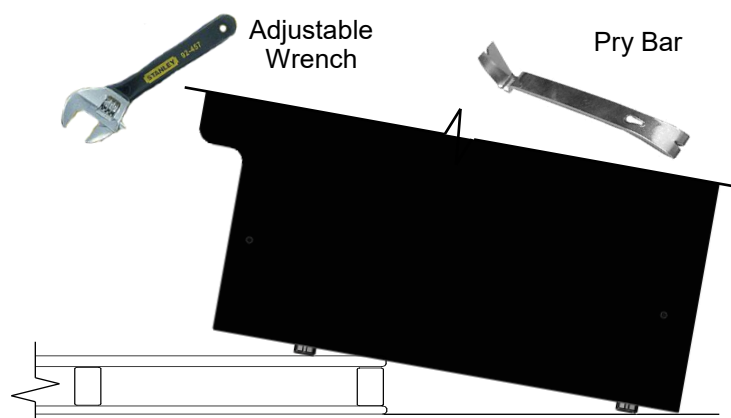
2. Remove Front and Rear Grille Before Removing From Skid

- Front and rear grilles may be attached to case during shipment.
- If they are attached to case, they must be removed prior to skid removal.
- Screw removal may be required.
- After case is in position (and level and plumb, if case has levelers), you must reattach these components to case.

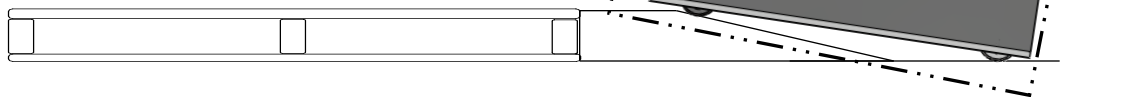
3. Remove Case From Skid

- To prevent damage, support case while it is being removed from skid.

- For units with casters, the case may be rolled off skid via ramp (as shown below-right) and into position.
- For units with legs/levelers, carefully slide case off skid (at one end). Then slide skid out from under case at other end (as shown immediately below).
- Use adjustable wrench and/or pry bar to level.
- Case must be level & plumb after it is in position.



Note: Front and Rear Grille Must Be Removed Prior To Skid Removal To Prevent Damage To Components!



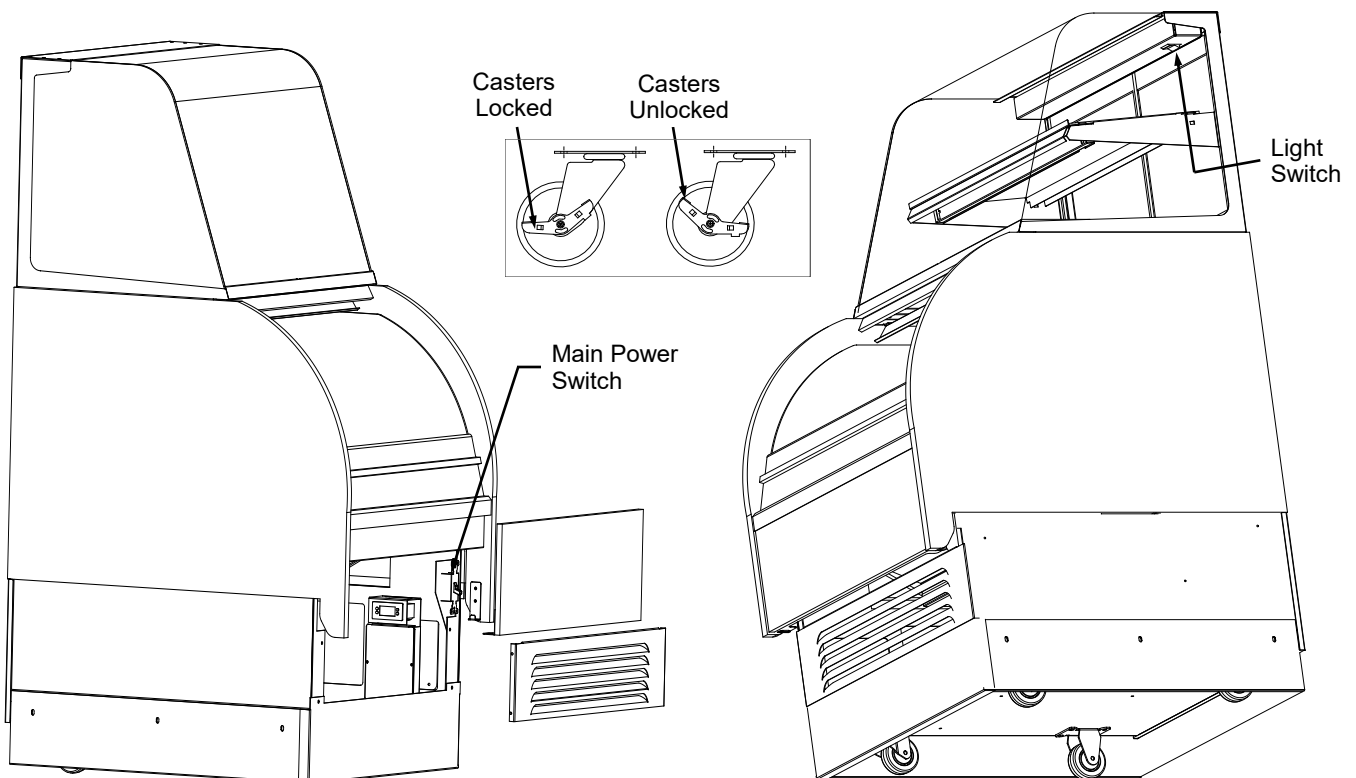
1. Caster Locking / Unlocking Operation

- If casters have locking feature, they may be locked to prevent case from moving (after case has been moved into position).
- To lock caster (from the unlocked position), press down on each RAISED caster lever (as shown in illustration below-left). Casters will lock in place.
- To unlock casters (from the locked position), press down on the RAISED caster lever (as shown in illustration below-left). Casters will now be unlocked.

2. Merchandiser Start-Up

- Do not use an extension cord with this appliance.
- Do not operate this equipment with a damaged cord, plug or outlet.
- Insure the main power switch is off.
- Plug cord into a certified 110V electrical outlet with ground.
- Turn main power on.
 - Remove upper front panel (simply lift up and off with no screw removal required. Switch is on the right side of case.
- Coil fan should turn on.
 - From inside of case, check for discharge air from front baffle, to confirm that the fans are functioning properly.

- When case is in start-up mode or has been idle for a long period of time, the unit will require 75-minutes running time to pull-down temperature.
- Turn lights on.
 - Light switch is a rocker type on the under right side of the top light.
 - 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.
- It is recommended that the **self-contained** refrigerated cases maintain front and rear airflow clearance of approximately twelve inches.
- Obstruction or restriction of air can void warranty.
- **Note:** Case temperature is set at the factory, as determined by the case size.
 - Temperature is controlled by a thermostat.
 - If a temperature setting change is required, refer to the instructions for the temperature controller operating section of this manual.
- *Note: See serial label on case for set point.*



Removing the Front Panel

- Lifting the panel from lower edge upward approximately a half inch into a channel lip, disengages the support tabs on the lower edges.
- Pivot out lower edge approximately one inch and lower panel to remove.

Removing the Front Grille

- Lifting the grille upward approximately a half inch disengages a top support flange and the support tabs on the back lower side of the grille from the frame .
- Pivot out lower edge and remove grille.

Removing the Rear Doors

- Move the rear doors toward the center of the case.
- Individually lift each door up toward the top of the case and pivot the bottom of the door out from track.

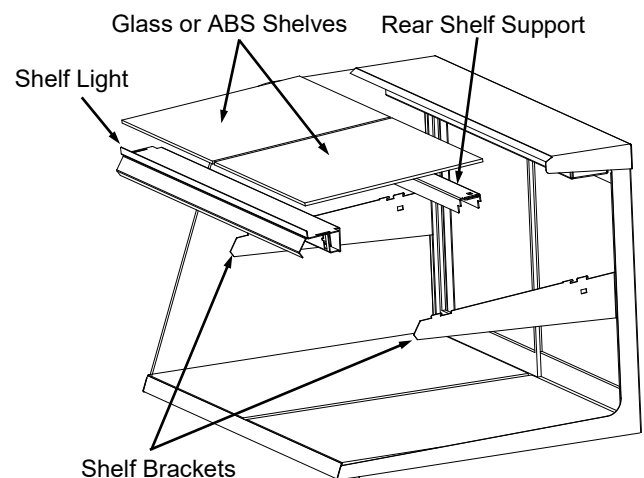
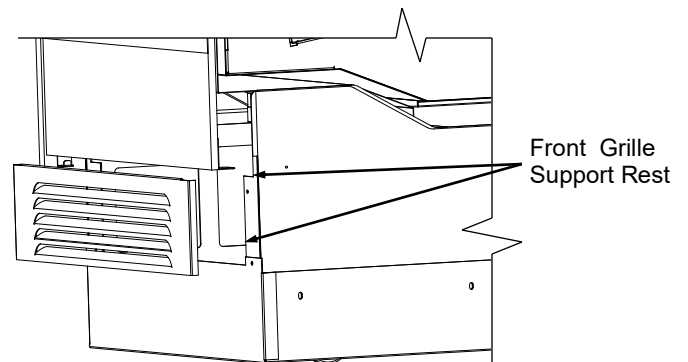
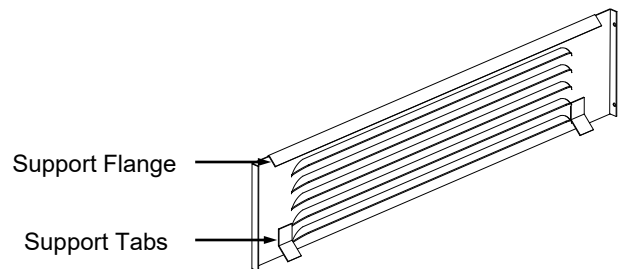
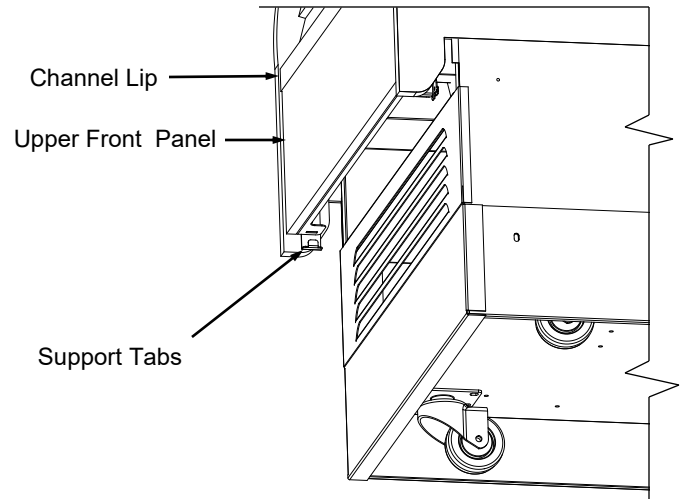
Removing Interior Shelving:

- Remove the rear doors.
- Remove the glass or ABS shelving.
- Remove the rear shelf support from brackets.
- Remove shelf light from brackets and rotate to facilitate maintenance.
 - Note: shelf light cannot be remove without being disassembled.
- Shelf brackets can not be removed.

Light Fixture

Removal/replacement of lamp:

- See next page.



LED Style Light Switch and Fixtures

>> LED light switch is located at left of top LED light (as illustrated below-right).

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 with thumb.

>> Note: Mounting clips MAY be riveted to shelf or header. In such instances, simply remove LED light

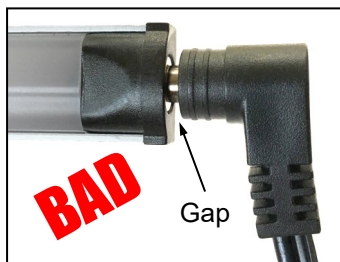
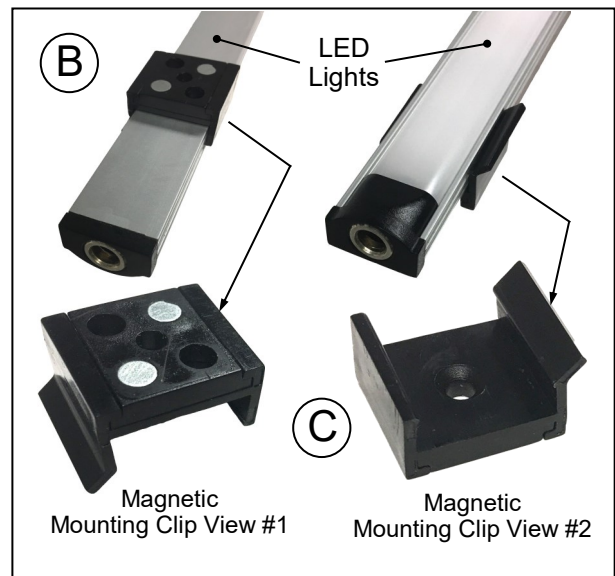
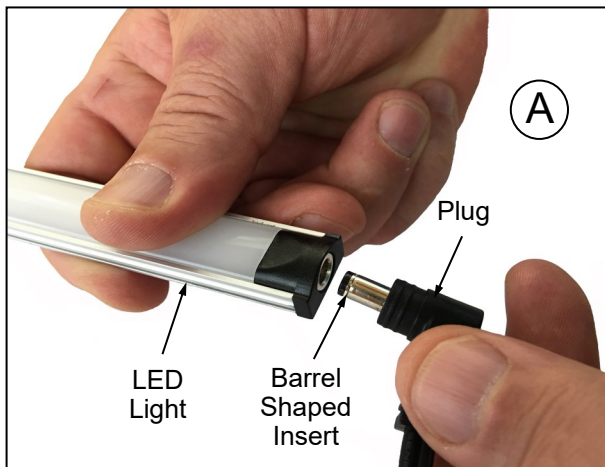
from mounting clips by pressing against flange part of clips with thumb.

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.



Electrical: Access and Connections

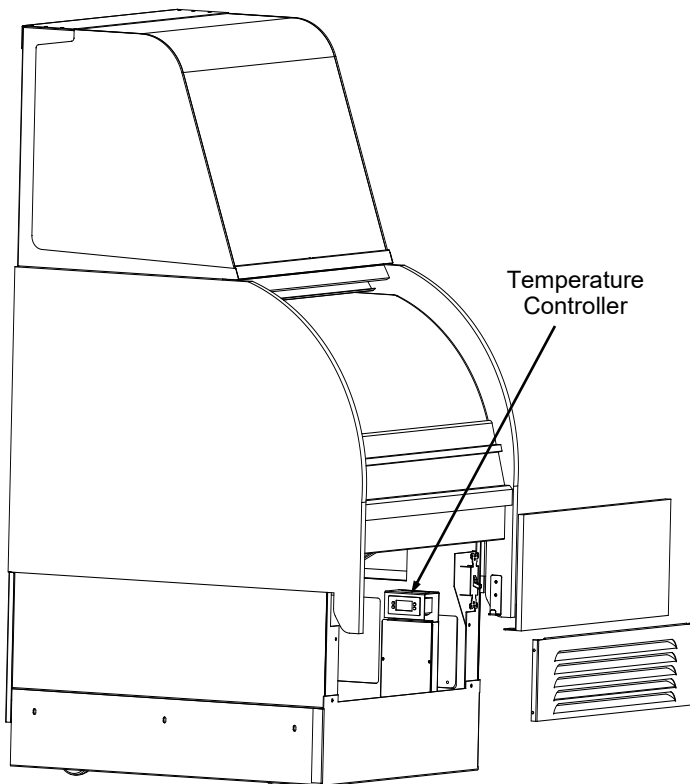
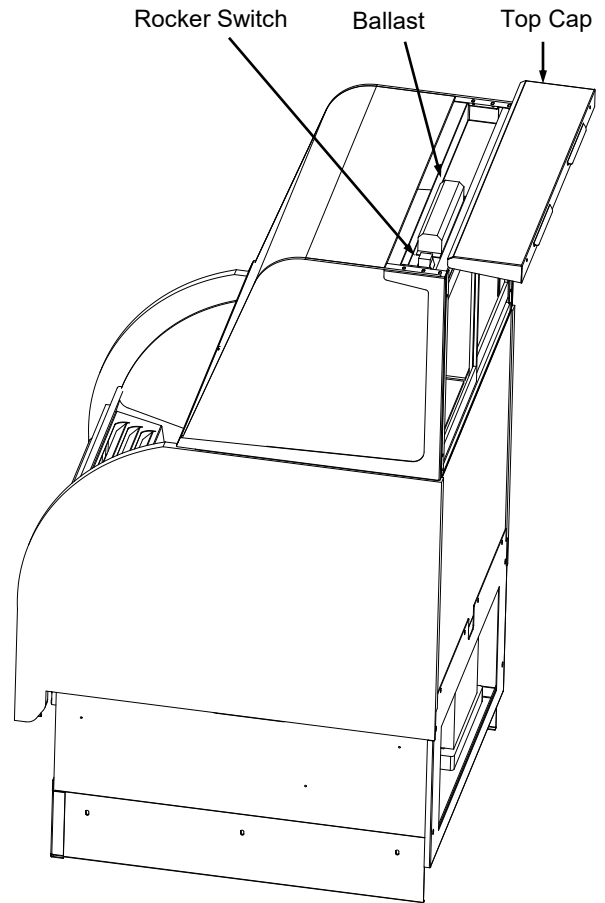
Warning, disconnect power before providing maintenance and service to unit.

Ballast access

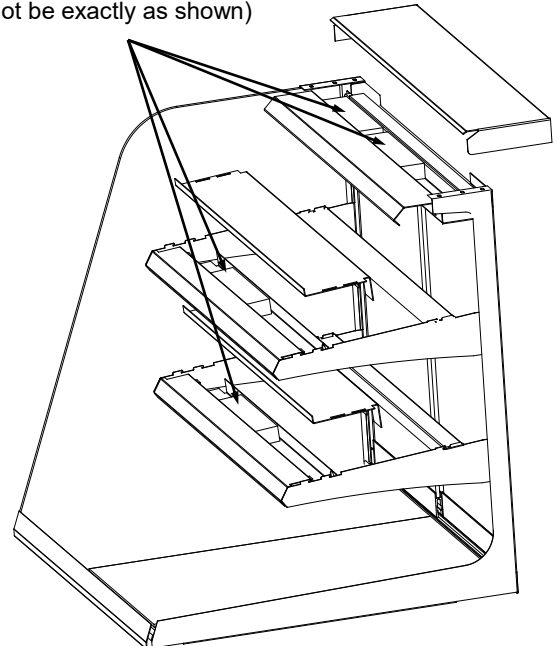
- Remove 4 screws from the back of the top cap to access electrical connections and ballasts.

Temperature & Defrost Control

- 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, follow the instructions for the **Carel® Controller** in the technical information section of this operating manual.
- If service is required to the temperature control unit, call Structural Concepts. This maintenance should be performed by a certified technician.



Approximate Ballast locations (illustration may not be exactly as shown)



REFRIGERATION FUNDAMENTALS

Evaporator fan access

- Remove lower decking. A finger hole is provided to assist in lifting up and pulling out deck.

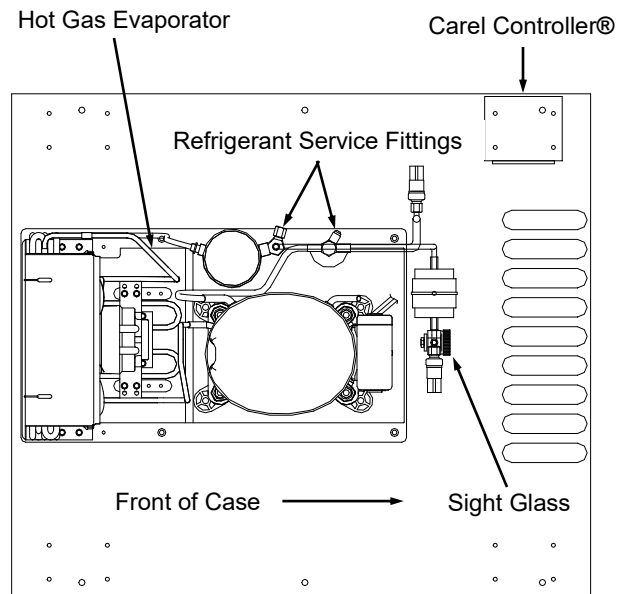
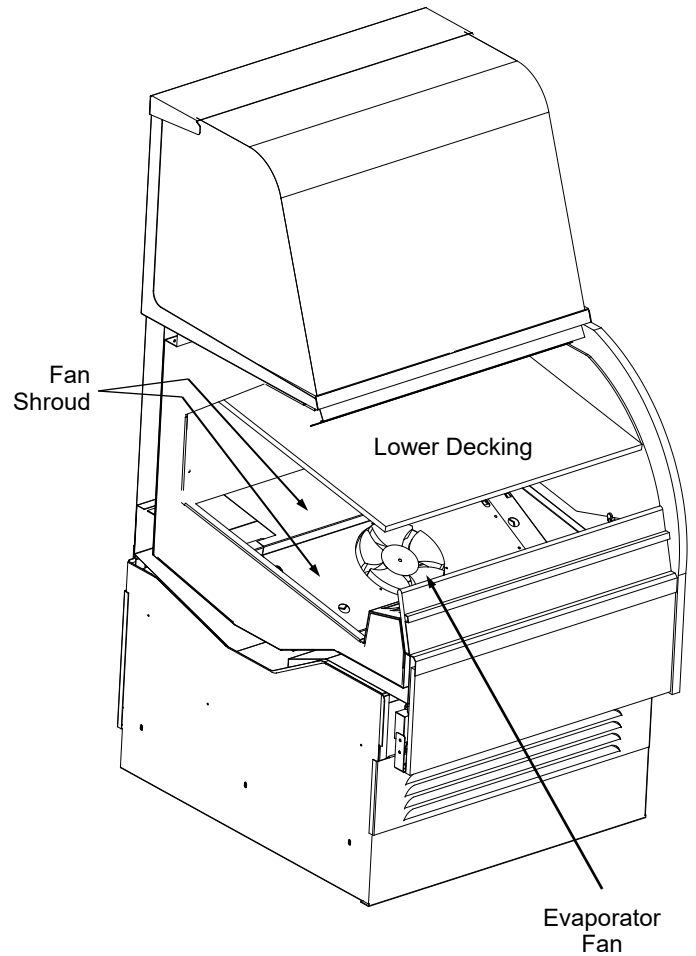
Expansion valve access

- Remove lower decking. A finger hole is provided to assist in lifting up and pulling out deck.
- Remove fan shroud assembly.
 - Unplug the fan at the shroud support.
 - Remove four screw knobs from the fan shroud.
- Carefully remove shroud to avoid damage to mirrors or front air deflector.

Refrigeration:

Access and Connections



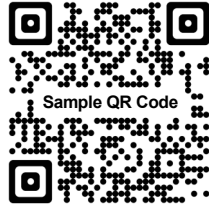
- **Assembly or disassembly and servicing to be accomplished by licensed refrigeration contractor.**
- Refer to maintenance fundamentals for access.
 - Remove front panel.
 - Remove front grill.



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[®]		Fusion	MODEL NRS3648RXV-SAMPLE
888 E. Porter Rd - Muskegon, MI 49441			SERIAL NO. 12345X30DZ098765
		Blend	SAMPLE ONLY
Intertek	Intertek	Addenda	
		Harmony	
		Impulse	
		Oasis	SAMPLE ONLY
		Reveal	
SAMPLE ONLY			
3048256	ELECTRICAL RATING	120/1/60 16 A	
Conforms to UL Std. 471	REFRIGERANT	R513A AMOUNT 50 OZ	
Conforms to NSF/ANSI Stds. 2 & 7	DESIGN PRESSURE	HIGH 186 LOW 88	
CERTIFIED TO CAN/CSA	MINIMUM CIRCUIT AMPACITY	20A	
STD C22.2 NO 120	MAXIMUM OVERCURRENT	20A	
Super Heat Temp	6-8 °F	FOR PARTS AND SERVICE	SCAN FOR PRODUCT LITERATURE
Defrost	6 defrosts per day, 45 °F	CALL 1-800-433-9490	
SAMPLE ONLY			Sample QR Code
	SAMPLE ONLY	SAMPLE ONLY	
SAMPLE ONLY		SAMPLE ONLY	

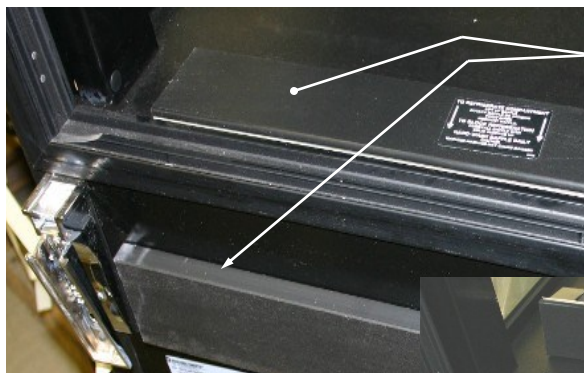
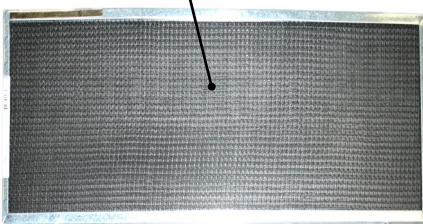
--- Sample Serial Label For Refrigerated Cases ---

CLEANING SCHEDULE (TO BE PERFORMED BY STORE PERSONNEL)

WARNING! TURN OFF POWER TO CASE BEFORE PERFORMING PREVENTIVE MAINTENANCE!

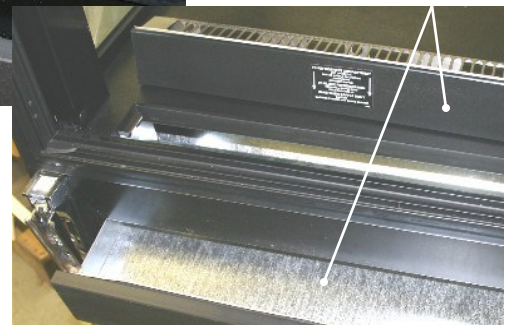
Freq.	Instructions
Daily	Glass / Mirrors: Clean with household or commercial glass cleaner.
Daily	Acrylic: Clean with a warm water and mild soap solution and soft cloth. Never use ammonia-based cleaners (or regular glass cleaner) on acrylic.
Weekly	<p>Magnetic Condenser Coil Filter (Self-Contained Units Only):</p> <ul style="list-style-type: none"> This filter helps prevent dust particles from entering condenser coil. It is accessible at rear. Clean magnetic condenser coil filter by following either of these steps: <ol style="list-style-type: none"> As magnetic condenser coil filter is dishwasher safe, remove from case (no screw removal required) and use a rag or soft-bristled brush to wipe off excess dust particles from filter. Run in normal dishwasher cycle. Remove from dishwasher. Dry with soft cloth or paper towel. Return to case. If not using dishwasher, remove magnetic condenser coil filter from case. Use a rag or soft-bristled brush to wipe off excess dust particles from filter. Submerge in warm, soapy water. Use soft-bristled brush to remove dust, dirt, grease and grime that may collect on filter. Rinse thoroughly.
Weekly	Condensing Coil: Remove base panel and condensing coil cover. Vacuum or brush condenser coil with metal or fiber brush to remove dust and dirt. Be careful to avoid damaging coil fins while cleaning!
Weekly	Rear Sliding Doors and Door Track: Remove rear doors. Clean w/household or commercial cleaner. Clean out door track with moist cloth.
Daily	Decks & Inserts: Wipe down and clean with mild soap, water & soft cloth.
Weekly	Baffle: Remove from case. Clean with soft-bristled brush. See photos A - B - C below.
Weekly	Crumb Drawer: Pull out and empty. Clean with moist cloth. See photo B below.
Weekly	Decks & Inserts: Remove and clean with mild soap, water & soft cloth

Magnetized Condenser Coil Filter

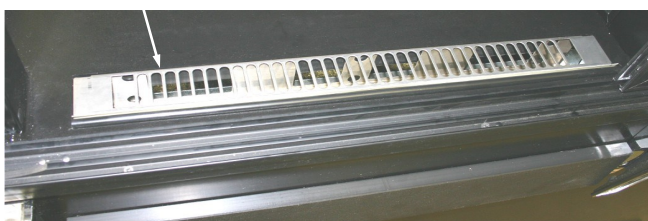


A. Baffle (Preventing Refrigeration) & Crumb Tray (shown not pulled out)

B. Baffle (out of case) & Crumb Tray (pulled out)



C. Baffle (Enhancing Refrigerating)



CLEANING SCHEDULE (TO BE PERFORMED BY TRAINED SERVICE PROVIDERS ONLY)

WARNING! TURN OFF POWER TO CASE BEFORE PERFORMING PREVENTIVE MAINTENANCE!

Freq.	Instructions
Qtly	Condensing Coil: Using air pressure or an industrial strength vacuum, clean the dust and dirt that may collect on the condenser coil. It may be necessary to use a soft-bristled brush to loosen up caked dust and debris that may form on coil.
Qtly	Under Case Cleaning: Once refrigeration package is clear of unit, vacuum under case to remove all dust and dirt that may collect.
Qtly	Tub, Coil and Drain: Remove evaporator fan panel (as shown in images #1 and 2 below) and clean tub, coil and drain with warm water and mild soap solution. Remove debris clogging drain.
Qtly	Compressor Area: Slide out from case. Wipe off dust & debris with moist cloth.
	<p>Hot Gas Loop (or Electric Coil) Condensate Pan / Refrigeration Package: <i>Caution! You must turn off main power switch before cleaning!</i></p> <ul style="list-style-type: none"> • Remove front panel. Turn main power switch off. • Slide refrigeration package out from under rear of case. • Use a scrub-brush and a non-corrosive de-scaling solution (to remove calcium, lime and rust) to clean hot gas loop condensate evaporator pan. Follow instructions as to proper dilution, safety precautions and scrubbing method. • After thoroughly cleaning pan with scrub-brush and solution, rinse thoroughly with clean water (in spray bottle) and wipe dry with sponge or paper towel. • Use moist cloth to wipe off dust & debris that collects on fans, sight glass, overflow pan, etc. • Slide condenser package back under case. • Return rear panel to case.
Qtly	Fan Blades, Shroud, Drain: Wipe down each blade and shroud with moist cloth. Clean out drain. See images #1 and 2 below.
Qtly	Honeycomb: See PREVENTIVE MAINTENANCE - HONEYCOMB AIR DIFFUSERS (TRAINED SERVICE PROVIDERS ONLY) section in this manual for specifications.
Qtly	Upper and Lower Step Inserts: Remove from Case. Wipe down with damp cloth.

Image #1
Use finger holes to lift up Deck. Remove from case.



Image #2
Clean under air return grille and fan shroud area with moist cloth. Remove drain cleaning access door and clean drain.



Honeycomb Air Diffuser Removal

See **PREVENTIVE MAINTENANCE (TO BE PERFORMED BY TRAINED SERVICE PROVIDER)** section in this manual for cleaning frequency.

A. Wedge a non-metallic device of suitable strength (such as a ballpoint pen) between the honeycomb and the end panel.

Caution! Use care not to dislodge the heating wire (that prevents condensation on the lamp assembly).

B. Apply pressure to collapse the honeycomb to allow it to be pulled out of honeycomb retainer.

C. Carefully pry downward and away from the honeycomb retainer. Remove entirely from case.

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 (vs. suction mode).

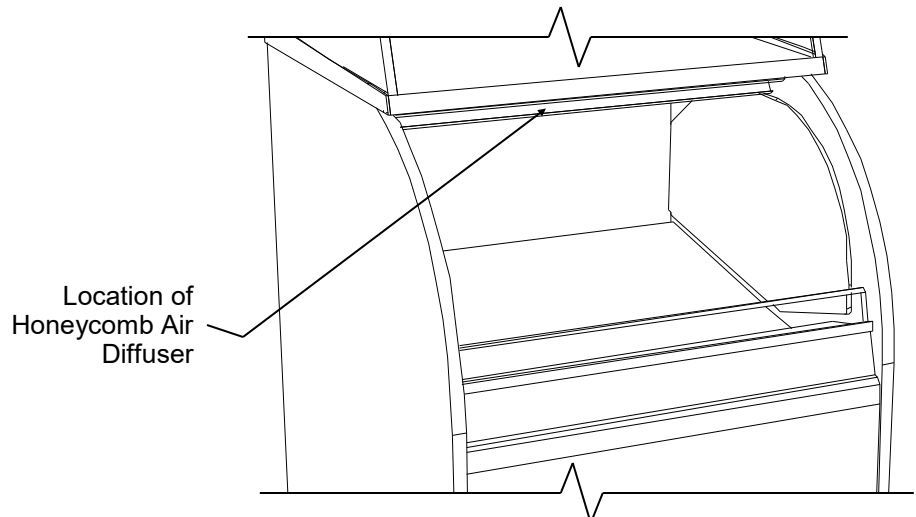
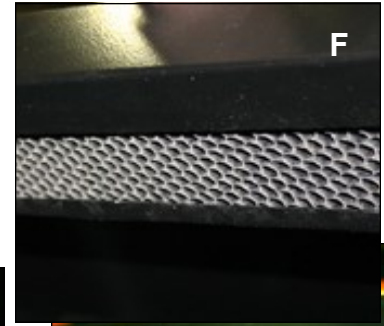
Honeycomb Air Diffuser Installation

D. Squeeze honeycomb to allow it to fit 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.



Product is Drying Out	Check the relative humidity in the store.
Water on the Floor	Check that the drain is correctly positioned over condensate pan.
	Check that condensate overflow pan is plugged in.
	Check that drain and drain trap do not have debris in them.
Excessive Fan Noise	Check that the case is aligned, level and plumb.
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.
Alarm is Flashing (or Sounding)	See alarm and fault codes
Digital Control Display is Blank	Check that the MAIN power switch is on.
	Check the circuit breaker box for tripped circuits.
Fans Not Working	Check that the MAIN power switch is on.
Case Lights Not Working	Check that ALL of the lights are plugged in.
	Check bulbs for proper installation and connection.
	Check for burned out bulbs.
	Clean dirt and dust from the bulbs to prevent flickering.
	Check that light switch is in the <i>on</i> position.

Controller Display Flashing	If display is flashing, see PROGRAMMABLE CONTROLLER section in this User Manual.
Not Holding Temperature	If a large amount of warm product was added to the case, it will take time for the temperature to adjust. Unit needs pre-chilled product.
	The temperature will change during defrost cycle but will return to normal when compressor turns on.
	Check to see if the condenser coil has been cleaned.
	Check that the case is not in the sun or near a heat or air-conditioning vent. See OVERVIEW / TYPE / COMPLIANCE / WARNINGS / PRECAUTIONS / WIRING section in this manual for specifics.
	Check <i>air</i> grilles for obstruction and remove.
	Ensure that front air grilles are not obstructed by product or other décor.
	Note: Keep product off front air grilles! Product displayed on front air grilles will cause case to run warm and will negate warranty.
	<p>THERMOMETER & THERMOSTAT LIMITATIONS:</p> <ul style="list-style-type: none"> • Thermometers/thermostats only reflect air temperatures. For ACTUAL product (food) temperatures, use a calibrated food probe thermometer ONLY. • For accurate readings, DO NOT use infrared food thermometers.
Condensing Unit Not Operating	Check that the main power switch is turned on.
	Controller may be in defrost mode. Compressor cycling on and off is a normal condition. See PROGRAMMABLE CONTROLLER section in this User Manual.
	Check if the case is on and the control display is blank. If blank, contact technical support (see toll-free number at end of manual).

CONDITION	TROUBLESHOOTING
<p>Water Is On The Floor</p>	<p>Caution! Disruption of power can cause water to overflow pan and seep onto flooring causing damage! Check that power to case is constant. Until power is restored, follow these procedures:</p> <ul style="list-style-type: none"> • Use wet-dry vacuum (or mop & bucket) to remove standing water. • Use 'catch pans' for water to drainage. Swap out regularly until evaporation of case is complete (or until power is restored). • When power to case is restored, evaporator pan should function properly and water will no longer overflow onto flooring.
	<p>Check that the drain trap is free of debris.</p>
	<p>Check that the drain hose is correctly positioned over condensate pan (or floor drain, for remote units).</p>
	<p>Check store conditions.</p> <ul style="list-style-type: none"> • To prevent condensation in NSF/ANSI Type I environments, maximum conditions are to be 55% relative humidity / 75° Fahrenheit. • For NSF/ANSI Type II environments, maximum conditions are to be 55% relative humidity / 80° Fahrenheit. • If you are unsure if your unit is classified as NSF/ANSI Type I or Type II, see tag next to serial label on your case.
	<p>Check that evaporator pan is properly plugged in or connected.</p>

CONDITION	TROUBLESHOOTING
Fan Emits Excessive Noise	Check that the case is aligned, level and plumb.
	Check evaporator fan for cleanliness.
	Unplug/power off fan motors. Check motor shaft for bearing wear.
	Check that fan motors are securely mounted in brackets.
	Verify that fan blades are securely mounted to fan motor.
	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 in at the fan shroud.
	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.
Digital Control Display Is Blank	Check that the MAIN power switch is on.
	Check the circuit breaker box for tripped circuits.
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	Check that light switch is on. See START-UP AND OPERATION in this manual for location.
	Check that ALL of the light cords and plugs are properly connected. See MAINTENANCE FUNDAMENTALS section in this manual.
	Check voltage at ballast (or driver). If voltage is entering but not exiting, ballast (or driver) may be faulty.
Control Display Is Flashing	See your case's serial label for your model's specified settings. See SERIAL LABEL LOCATION & INFORMATION LISTED / TECH INFO & SERVICE for label location, etc.
Case Is Not Holding Temperature	If a large amount of warm product was added to the case, it will take time for the temperature to adjust. Unit needs product to be pre-chilled.
	Temperature changes during defrost mode but will return to normal. Fourth LED will indicate defrost cycle in progress.
	Check that case is not in sun or near a heat or air-conditioning vent. See OVERVIEW / TYPE / COMPLIANCE / WARNINGS / PRECAUTIONS / WIRING section in manual for adverse conditions/spacing issue parameters.
	If case is located near front doors, temperature fluctuation can hinder unit's ability to maintain temperature. See OVERVIEW / TYPE / COMPLIANCE / WARNINGS / PRECAUTIONS / WIRING section in manual for adverse conditions/spacing issue parameters.
	Check that magnetized condenser coil air filter (attached to rear grille) has been cleaned. See GENERAL CLEANING (TO BE PERFORMED BY STORE PERSONNEL) section in operating manual for instructions.
	Check that condenser coil has been cleaned.
	Check air return grilles for obstructions.
	Check sight glass for flashing and/or low charge.
	Check Set Point Temperature; it may be adjusted too high.
	<p>THERMOMETER & THERMOSTAT LIMITATIONS:</p> <ul style="list-style-type: none"> • Thermometers/thermostats only reflect air temperatures. For ACTUAL product (food) temperatures, use a calibrated food probe thermometer ONLY. • For accurate readings, DO NOT use infrared food thermometers.
Condensing Unit Is Not Operating	Check that the power is turned on.
	Determine if temperature controller settings are properly set. See your case's serial label for your model's specified settings. See SERIAL LABEL LOCATION & INFORMATION LISTED / TECH INFO & SERVICE section in manual for label location, etc.

TROUBLESHOOTING (BY TRAINED SERVICE PROVIDERS ONLY) - CONDENSING SYSTEM

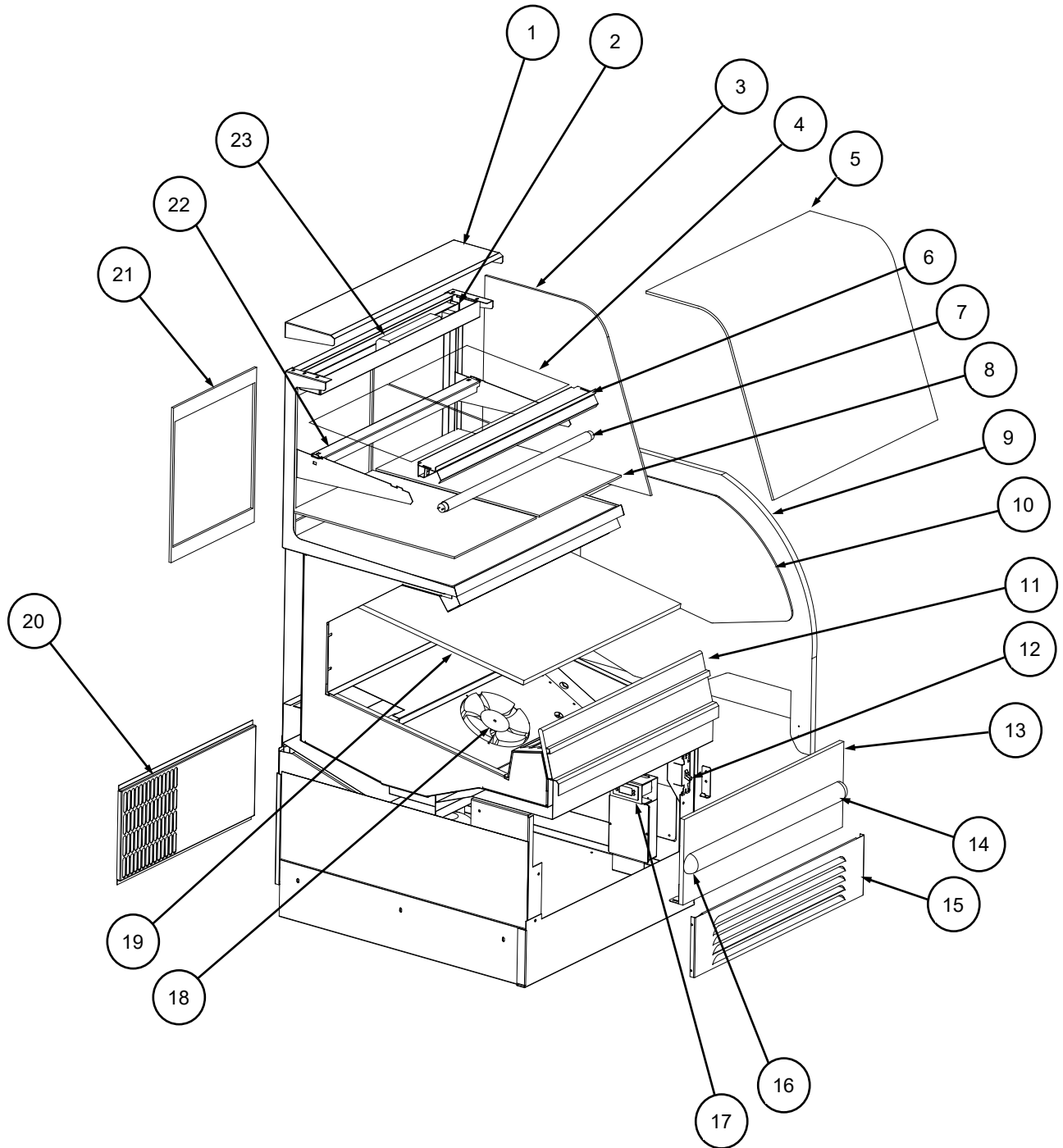
CONDITION	TROUBLESHOOTING
Head Pressure Too High	Check that the condensing coil is not dirty or covered.
	Check that condensing fans are working.
	Check that refrigerant is not overcharged.
	Perform sub-cooling check and verify that no contaminants are in system.
	Check that liquid line filter dryer is not plugged.
	Check that close-offs are intact (around condensing coil) and that air is not recirculate.
	Check that store ambient temperature isn't above maximum allowed. See OVERVIEW / TYPE / COMPLIANCE / WARNINGS / PRECAUTIONS / WIRING / PLUGS section in this manual.
Head Pressure Too Low	Check if sight glass is flashing or showing low charge.
	Check that suction pressure isn't too low.
	Check that compressor reed valves aren't bad. Look for high suction/low head pressure. Perform pump-down.

TROUBLESHOOTING (BY TRAINED SERVICE PROVIDERS ONLY) - EVAPORATOR SYSTEM

CONDITION	TROUBLESHOOTING
Low Suction Pressure	Check if sight glass is flashing or showing low charge.
	Check that expansion valve (TXV) isn't restricted. Check element charge.
	Check that liquid line or filter isn't restricted. Check that refrigeration lines and/or hoses are not kinked on either high or low sides.
	Check that evaporator fan motors are working.
	Check that superheat is between 6 °F to 8 °F.
	Check that there is no air recirculation around evaporator coil.
	Check that evaporator coil is not iced up.
High Suction Pressure	Check for refrigerant overcharge.
	Check that compressor reed valves aren't bad. Look for high suction/low head pressure. Perform pump down.
	Check that the "cooling load" isn't high. Product must be pre-chilled before placing in refrigerated section of case.
	Check that case is at least <u>15-feet</u> from exterior doors, overhead HVAC vents or any air curtain disruption.
	Check that unit is not exposed to direct sunlight via windows or any other heat source (ovens, fryers, etc.).
	Check that superheat adjustment isn't low.
	Check TXV bulb installation <ul style="list-style-type: none"> a. Poor thermal contact. b. Warm location.

ILLUSTRATED PARTS BREAKDOWN - MODEL COU2757R & COU2757R.3748

NOTE: DUE TO OPTIONS AND FEATURES THAT MAY BE CHOSEN BY CUSTOMER, ILLUSTRATED PARTS BREAKDOWN SHOWN MAY NOT EXACTLY REFLECT YOUR PARTICULAR MODEL.

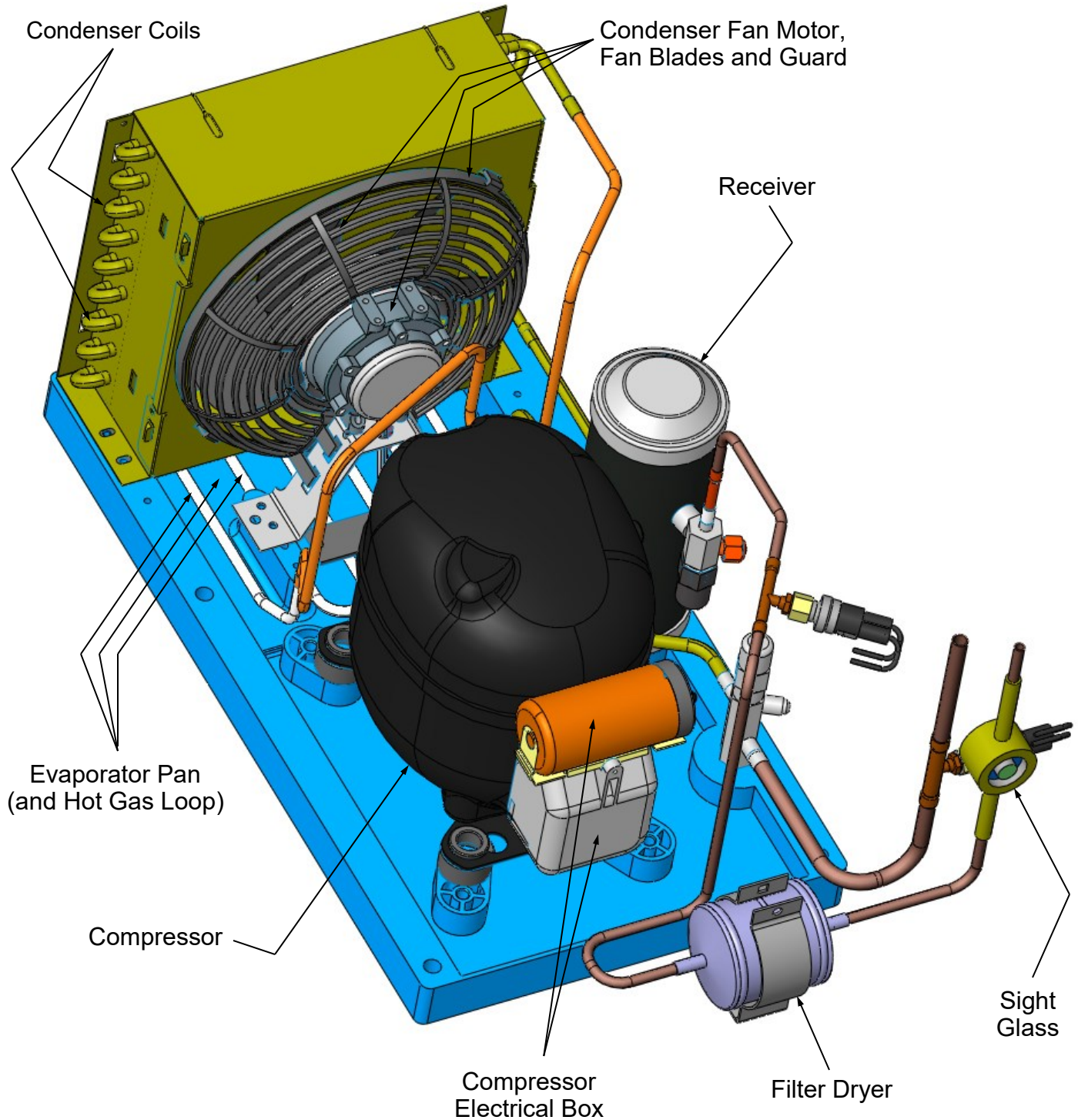


PARTS LIST - MODEL COU2757R & COU2757R.3748

1	Top Cap	13	Front Panel
2	Rocker Switch	14	Bumper Insert
3	End Glass	15	Front Grille
4	Shelf, Glass	16	Bumper End Cap
5	Curved Front Glass	17	Temperature Controller
6	Shelf Light	18	Fan Motor, Evaporator
7	Lamp Bulb	19	Deck Pan
8	ABS Decks	20	Rear Grille
9	End Panel	21	Rear Door
10	End Panel Mirror	22	Rear Rack Support
11	Air Deflector Glass	23	Ballast
12	Single Pole Switch		

GENERAL LAYOUT OF CONDENSER PACKAGE

Note: Condenser Package Layout Shown Below is Used Primarily on Model COU2757R Units. Illustration Shown May Not Exactly Reflect Every Feature or Component of Your Unit.





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



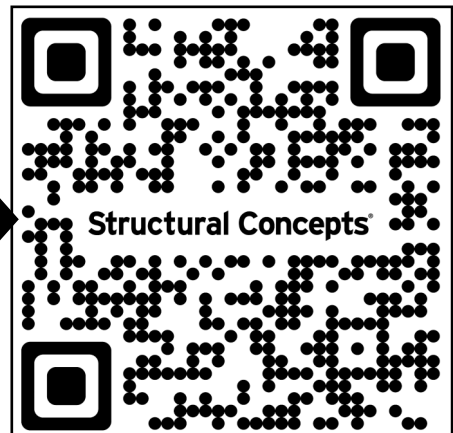
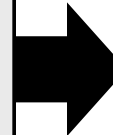
Carel® iJF Platform



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.

