

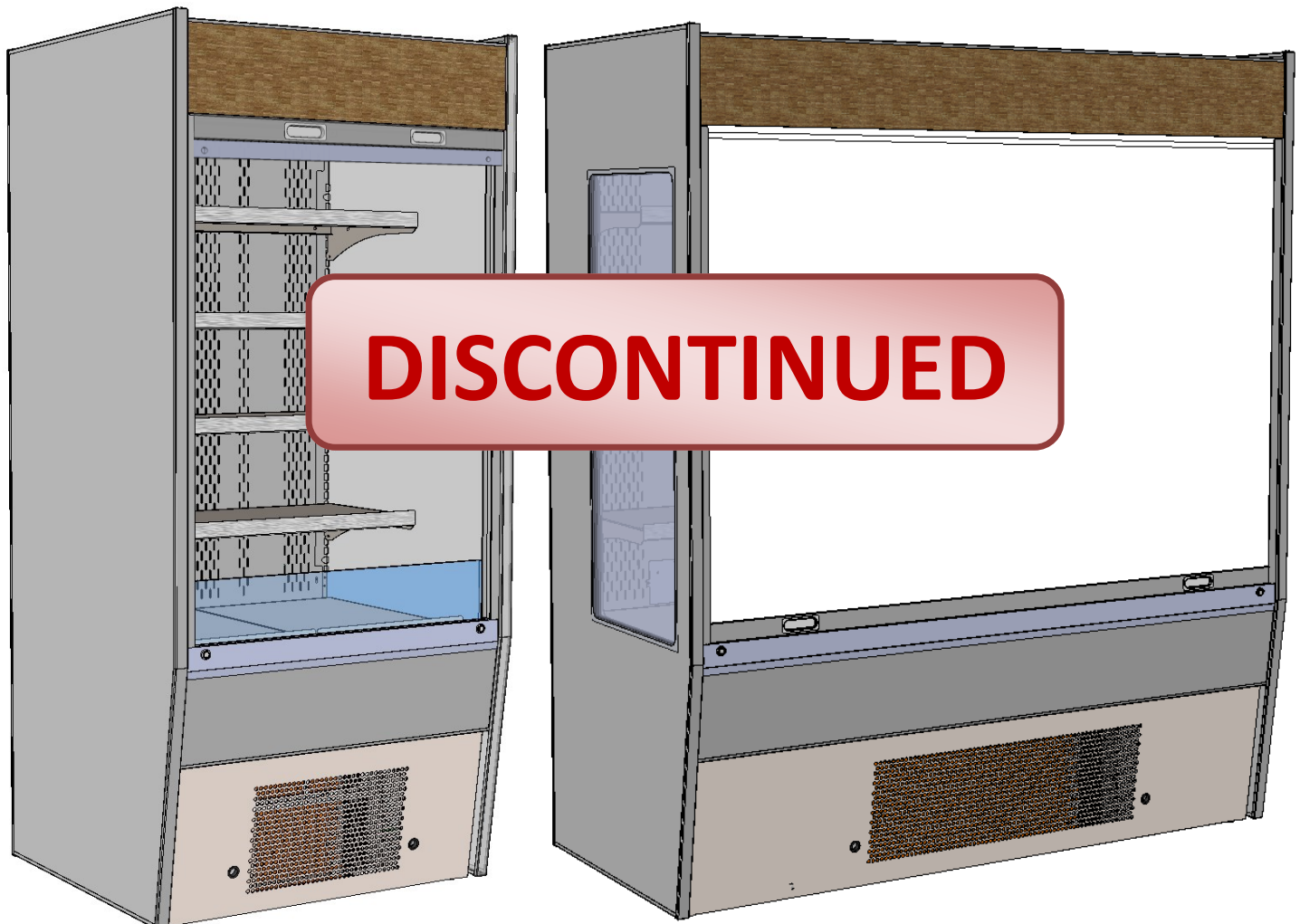
Oasis[®] USER MANUAL

SCC P/N
21-20006

HIGH ENVIRONMENT MOBILE REFRIGERATED SELF-SERVICE MERCHANDISER

- > ROLL-DOWN SECURITY DOOR
- > SELF-CONTAINED UNITS ARE STANDARD
- > CLEAN SWEEP FOR SELF-CONTAINED UNITS (OPTIONAL)

**See SCC P/N 21-20628 For These
Models' Field Service Parts List.**



Model HECO37R Shown With Roll-Down
Security Door Up (Similar Design to Models
HECO47R, HECO57R and HECO67R)

Model HECO57R Shown With Roll-Down
Security Door Down (Similar Design to Models
HECO37R, HECO47R and HECO67R)

MODEL HECO37R - 36 1/4"L* x 33 1/4"D x 82 1/8"H^
MODEL HECO47R - 47 1/4"L* x 33 1/4"D x 82 1/8"H^

MODEL HECO57R - 59 1/4"L* x 33 1/4"D x 82 1/8"H^
MODEL HECO67R - 71 1/4"L* x 33 1/4"D x 82 1/8"H^

*Includes End Panels. ^With Levelers Extended 1 1/4" From Base Frame

Structural Concepts[®]

DELIVERING FRESH. ALWAYS.™

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OVERVIEW

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

ENVIRONMENTAL CONDITIONS

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

- These display refrigerators are intended for use in an area where environmental conditions are controlled and maintained so that the ambient temperature does not exceed 85 °F (29.4 °C) and 60% maximum humidity.

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.

PRECAUTIONS and WIRING DIAGRAMS

- See next page for **PRECAUTIONS** and **WIRING DIAGRAM** information.

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.



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.



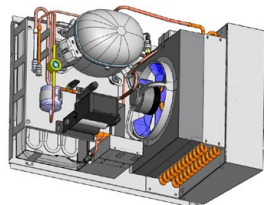
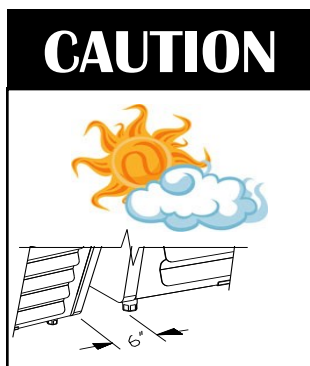
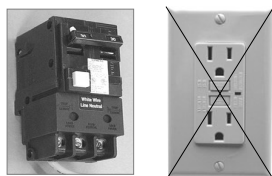
WARNING
Condensate Pan is Hot!
Disconnect and allow to cool before cleaning or removing from case.



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

PRECAUTIONS

- This sheet contains important precautions to prevent damage to unit or merchandise.
- Please read carefully!
- See previous page for specifics on **OVERVIEW**, **CONDITION 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.

CAUTION! LAMP REPLACEMENT GUIDELINES
LED lamps must 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! 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 EVAPORATOR PAN POSITIONS AND PLUG
Water on flooring can cause extensive damage!
Before powering up unit, check the following:

- Hot gas evap. pan **MUST BE** positioned directly under condensate drain.
- Overflow evap. pan plug **MUST BE** securely plugged into receptacle.

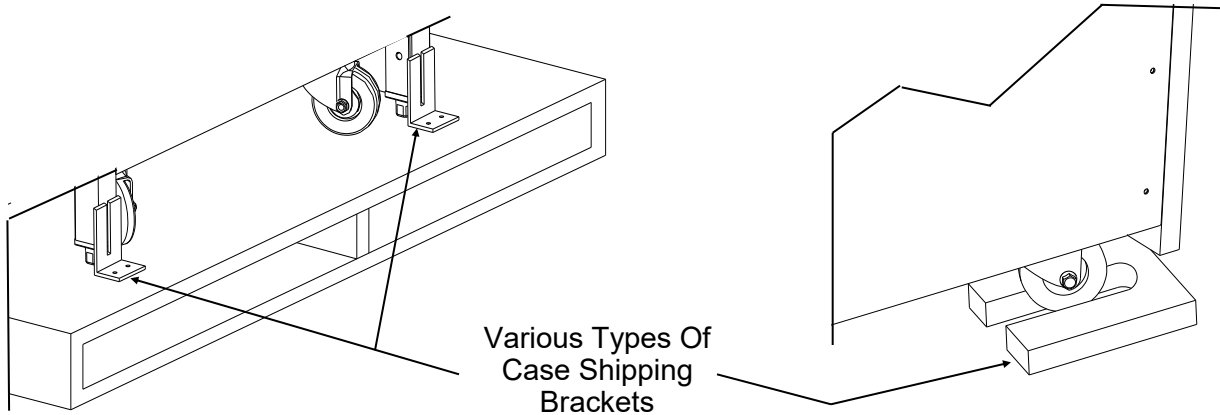
CAUTION! DO NOT RELY ON THERMOMETERS OR THERMOSTATS FOR PRODUCT (FOOD) TEMPERATURES.

- Thermometers & thermostats reflect air temperatures **ONLY**.
- For **ACTUAL** product (food) temperatures, use a calibrated food probe thermometers **ONLY** (NOT infrared food thermometers).

CASE REMOVAL FROM SKID (LEVELERS/CASTERS)

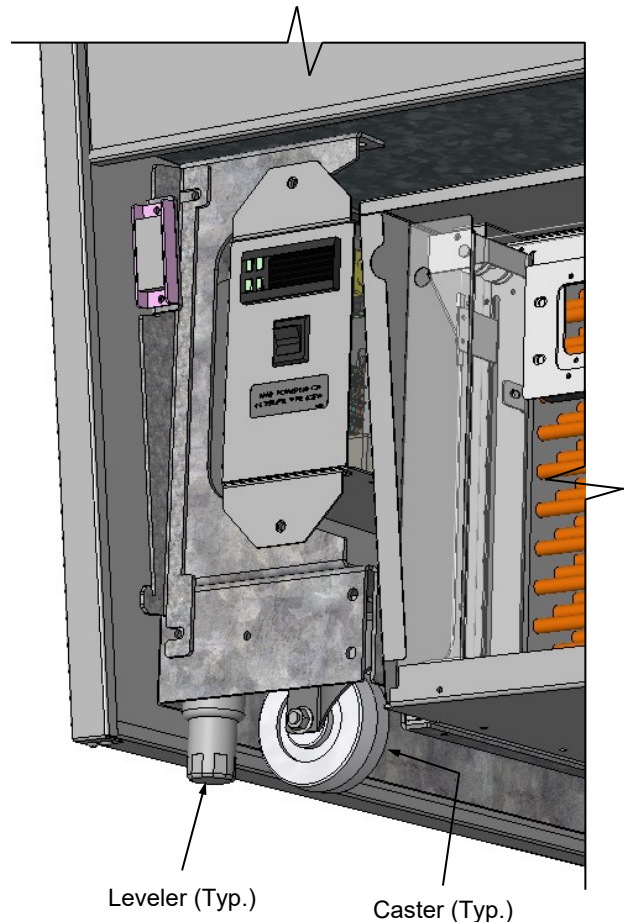
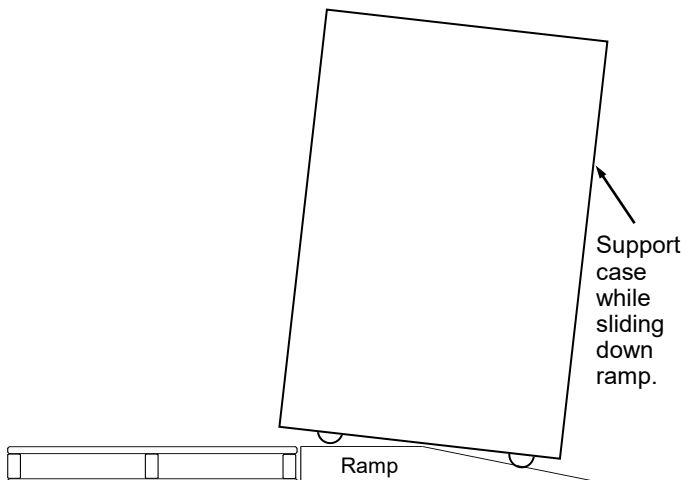
1. Removing Case Shipping Brackets That Are Attached To Skid

- 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. Removing Case From Skid

- Place ramp up against skid (to allow case to smoothly slide off from skid).
 - Maintain support of case at all times or center of gravity may cause case to fall.
 - Slide unit to rear of skid. Slide down ramp and off from skid.
 - After case is in proper position, lower levelers (by rotating counter-clockwise) so casters are raised off floor until case is securely in place.
 - To relocate case, raise levelers (by rotating clockwise) so casters are lowered onto floor and unit can be easily moved.
- Note: Illustration below reflects general outline of sample case and may not reflect your particular model or options).



INSTALLATION: MERCHANDISER SET-UP / ELECTRICAL SET-UP

1. Merchandiser Set-Up

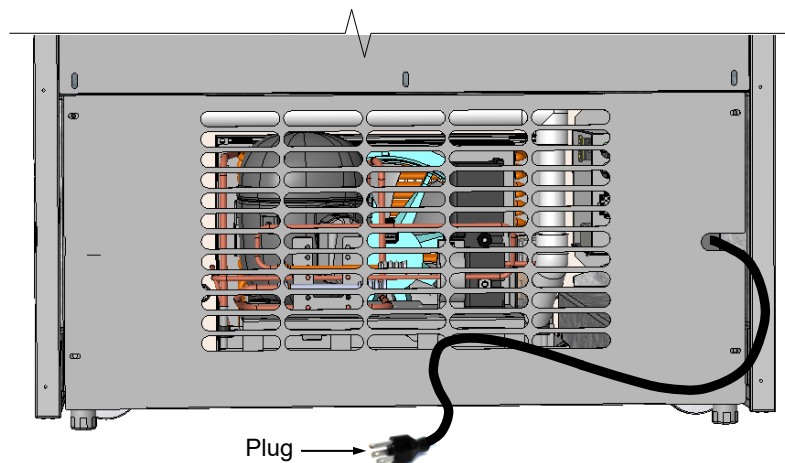
- Remove the rear lower grille.
- Ensure that the manufacturer provided hot gas evaporator pan is installed under the condensate drain.
- Ensure that overflow evaporator pan is plugged into the receptacle inside base.
- Reinstall the rear grille after confirming the above.

2. Electrical Set-Up

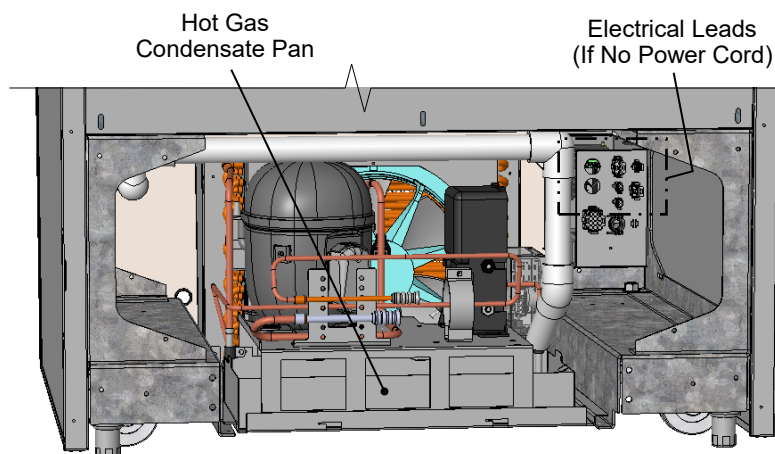
- **With Power Cord:**
 - ***For your safety, equipment is furnished with a properly grounded cord connector. Do not attempt to defeat the grounded connector!***
- Plug cord into certified electrical outlet with ground. See Overview/Warnings sheet for more specifics.
- **Without Power Cord:**

Note: Servicing to be accomplished by certified electrical contractor.

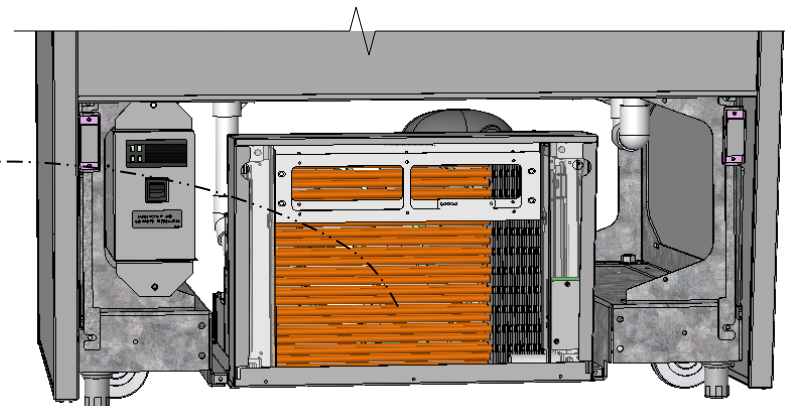
 - **Electrical Leads**
 - Remove cover from the left lower rear of the unit.
 - Electrical leads connections are provided in the junction box.



Rear Refrigeration Access After Rear Grille Removed
(Model HECO37R Shown. Your Unit May Not Reflect Every Feature Or Option Of Your Particular Case)



Rear Refrigeration Access After Rear Grille Removed
(Model HECO37R Shown. Your Unit May Not Reflect Every Feature Or Option Of Your Particular Case)



Front Refrigeration Access After Front Grille Removed
(Model HECO37R Shown Above)

1. Main Power Switch - Start-Up

- Remove the front grille simply by lifting up and off (no screw removal required).
- Turn on the main power switch. Main power switch is on the left hand side of unit (accessible after front grille has been removed).
- Evaporator coil fans, and compressor motor (for units with self contained refrigeration) will energize.
- From the front of the case, raise the deck pans and check to see that the coil fans are all functioning properly. Caution! Rotating fan blades are sharp. Do not place fingers near rotating blades!
- Replace front grille in reverse order it was removed.

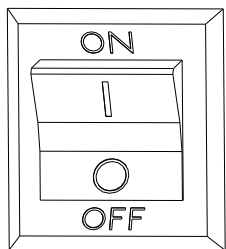
2. Temperature Controller

- The case temperature is set at the factory, (supply air is set for a case temp at 5 °C / 41 °F as determined by the case size).
- The temperature is controlled by a thermostat.
- See illustration at right for thermostat location.
- If a temperature setting change is required, refer to the **PROGRAMMABLE CONTROLLER** section of this operating manual.

--- Sample Temperature Controller ---



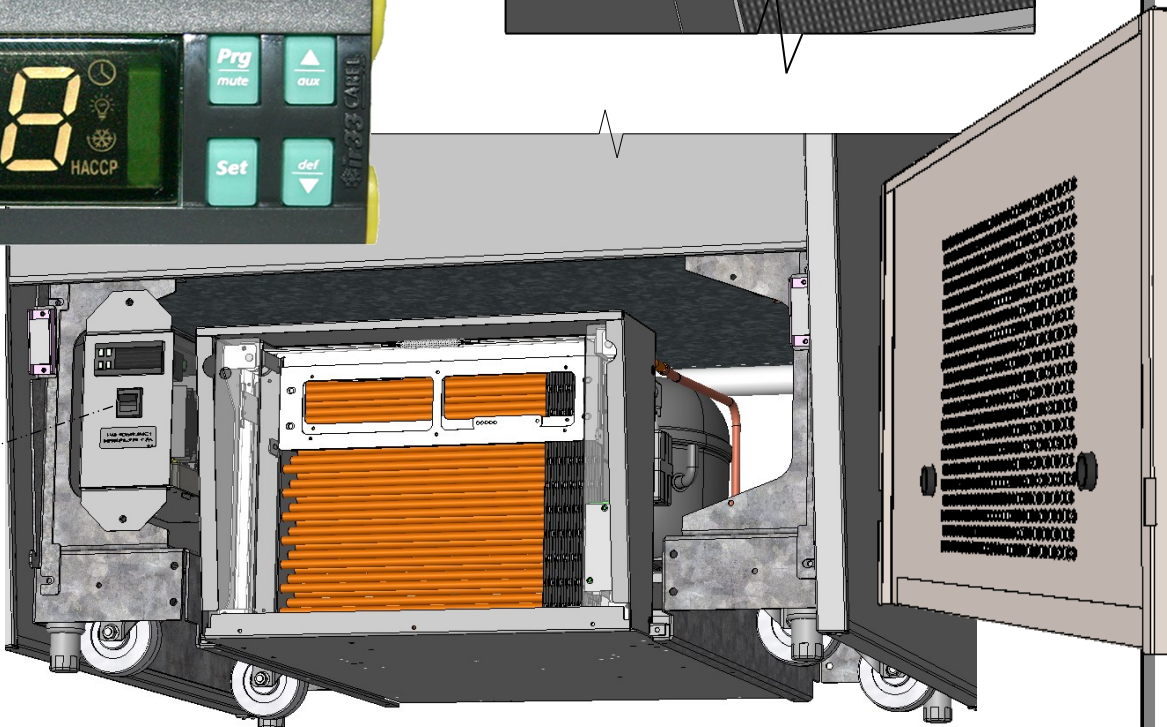
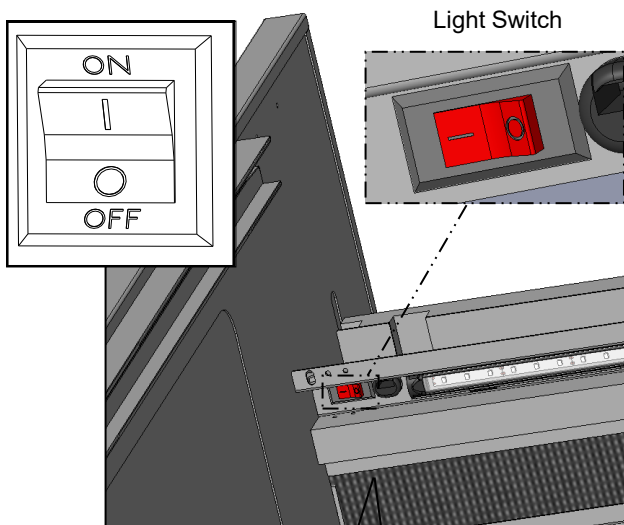
Main Power Switch



3. Light Switch At Header, Upper-Left

- Whether fluorescent or LED lights are used on case, switch is at header, upper-left (as shown immediately below).
- Turn on light switch.
- All lights should come on at the same time.
- Fluorescent bulbs may require a short warm-up period; initially, new fluorescent bulbs may be slightly dim or flicker.
- Whether fluorescent or LED, if lights do not turn on, check plug connections

--- View of Upper Left Header ---

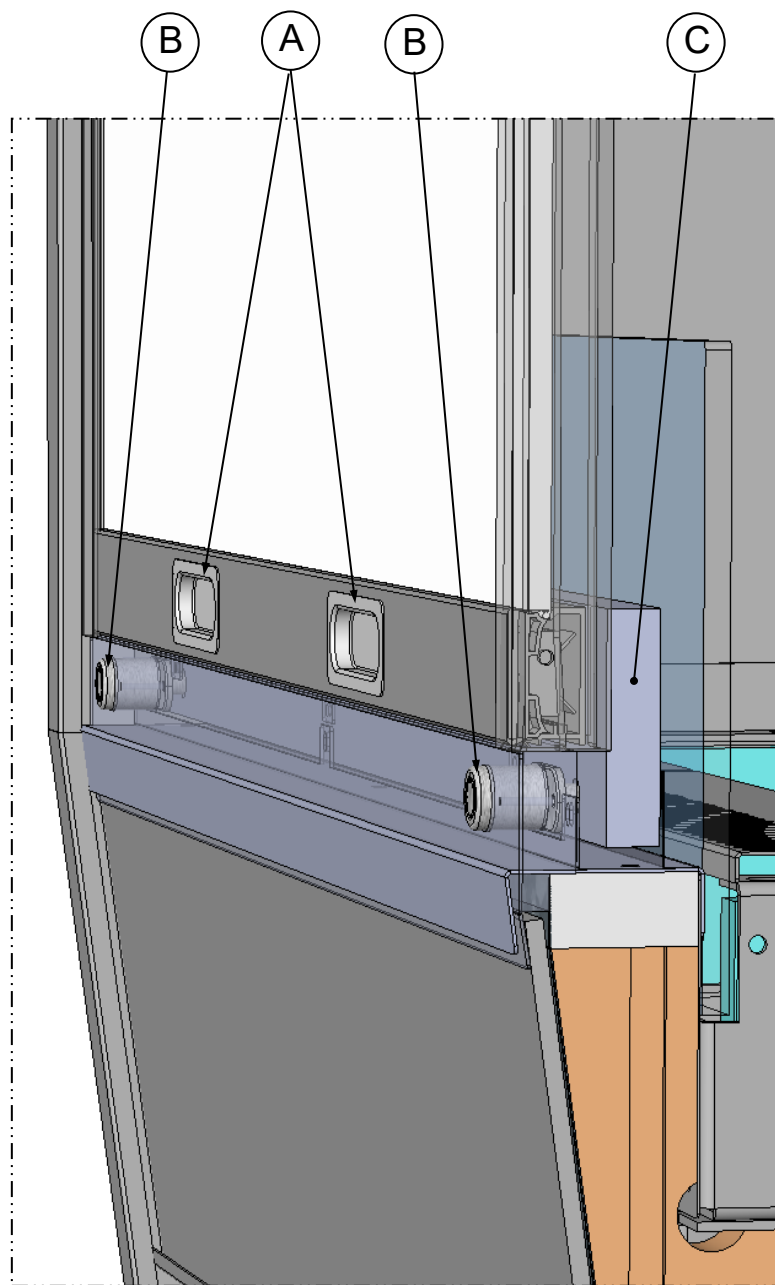


--- Case Front Access After Front Grille Removed (Model HECO37R) ---

ROLL-DOWN SECURITY DOOR - EXTENDED

Roll-Down Security Door: Shown Extended

- Roll-down security door has two handles ("A") for grasping, lowering and raising.
- After door is lowered, use key to turn lock ("B") clockwise to insert the "plunger rod" into lock plate ("C");
Note: Lock plate is part of roll-down security door assembly.
- Turn counter-clockwise to unlock.
- Keep keys in safe and secure place.
- See next page for view of case with roll-down security door in retracted (raised) position.



Enlarged View of Model HECO37R With Roll-Down Security Door. Partially Disassembled and Transparent For Illustrative Purposes Only.

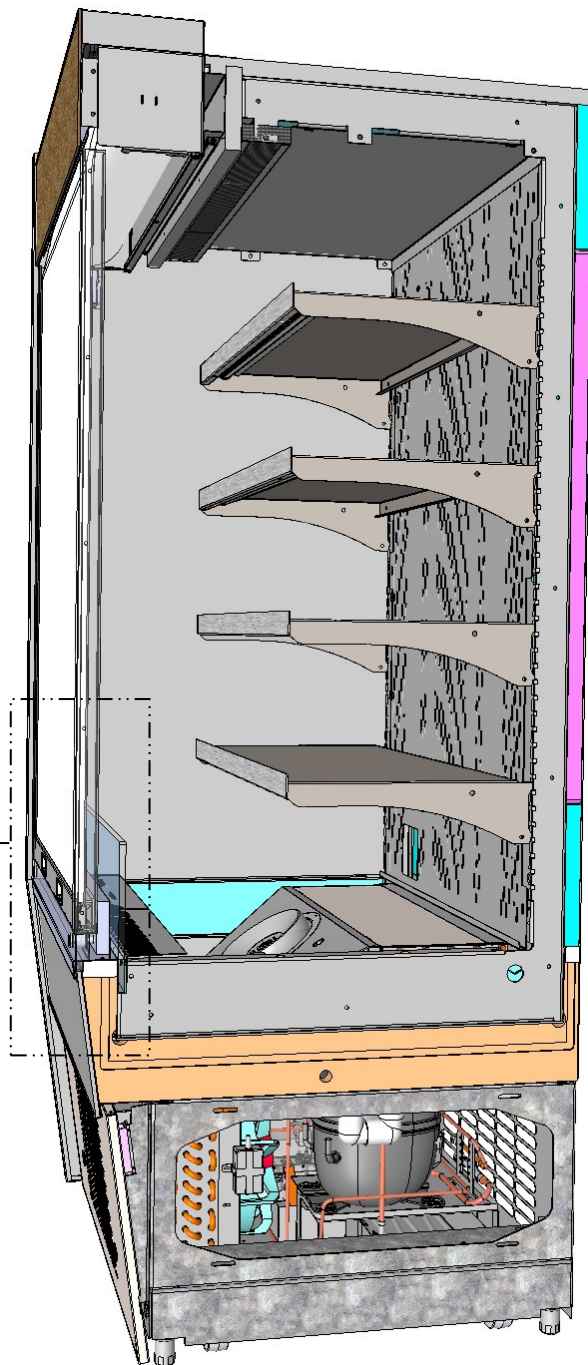
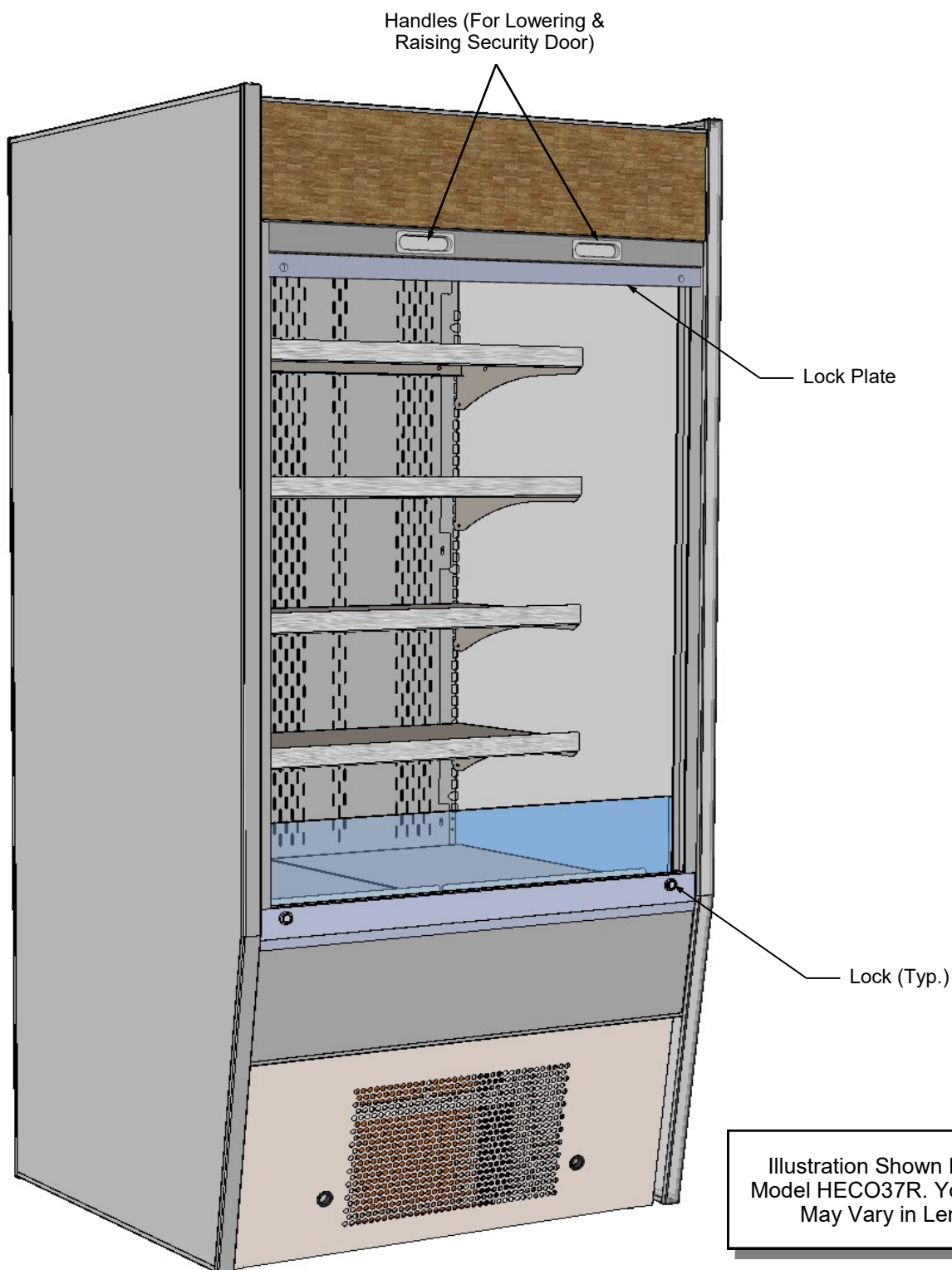


Illustration Shown Reflects Model HECO37R With Roll-Down Security Door. Your Model May Vary in Length.

ROLL-DOWN SECURITY DOOR - RETRACTED

Roll Down Security Door: Shown Retracted (Raised)

- Roll down security door has two handles for grasping, lowering and raising.
- After door is lowered, key may be turned clockwise to lock latch into strike bracket.
- Turn counter-clockwise to unlock.
- Keep keys in safe and secure place.



LED Style Light Fixtures

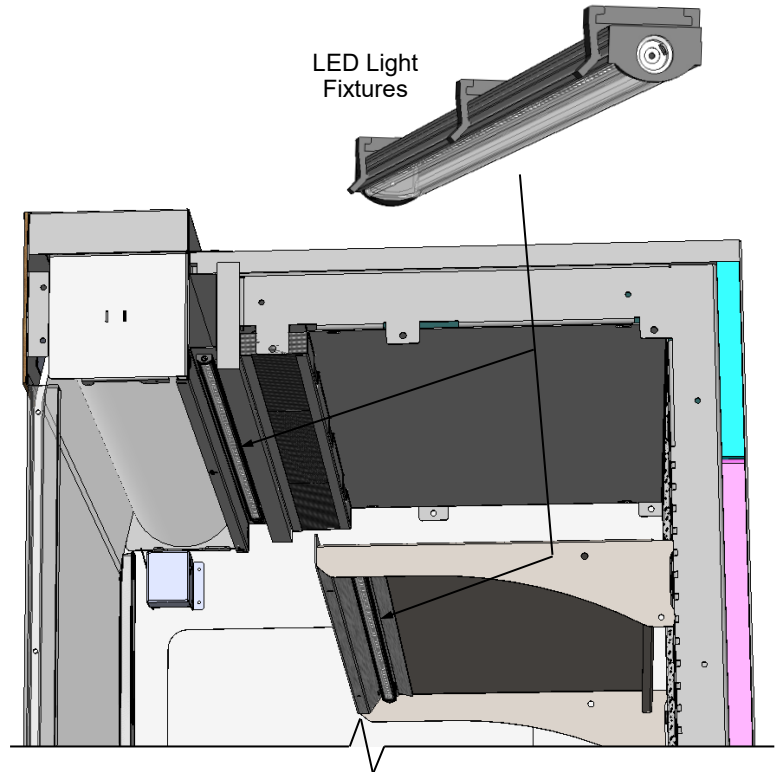
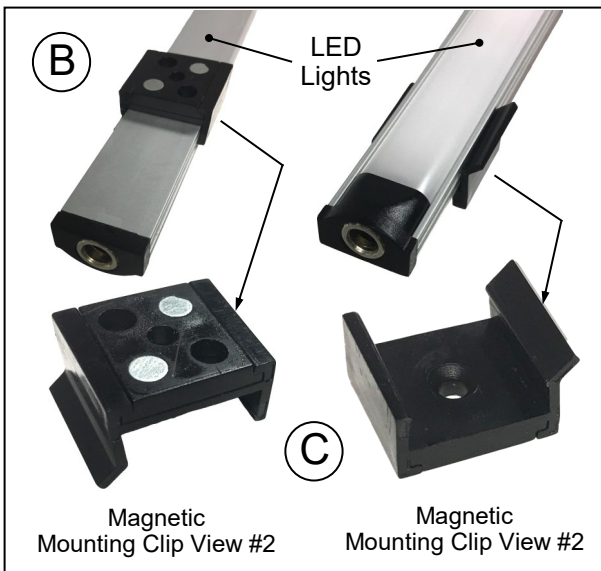
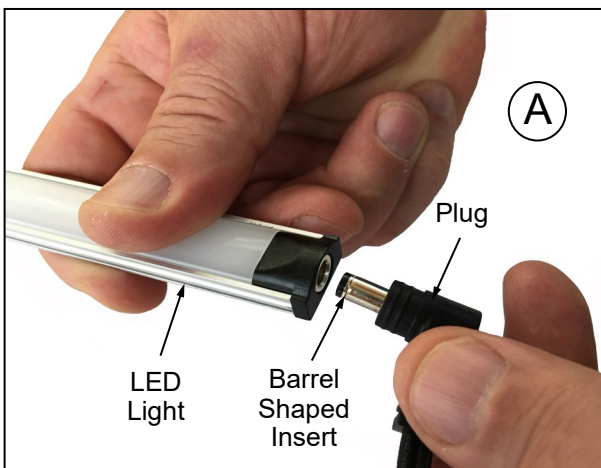
Removal of Faulty LED Lights:

- 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 with thumb.

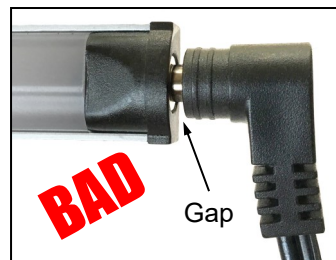
>> Note: Mounting clips MAY be riveted to shelf or header. In such instances, simply remove LED light from mounting clips by pressing against flange part of clips with thumb.

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.



--- Random, Partially Disassembled Model Shown Above ---



Fans Atop Case

- Fans help case maintain proper airflow to prevent condensation from forming in roll-down security door.
- See **MAINTENANCE FUNDAMENTALS, CONT'D: SHELF ASSEMBLY / SHELVES / LIGHTS / FAN SWITCH** section in manual for switch location.

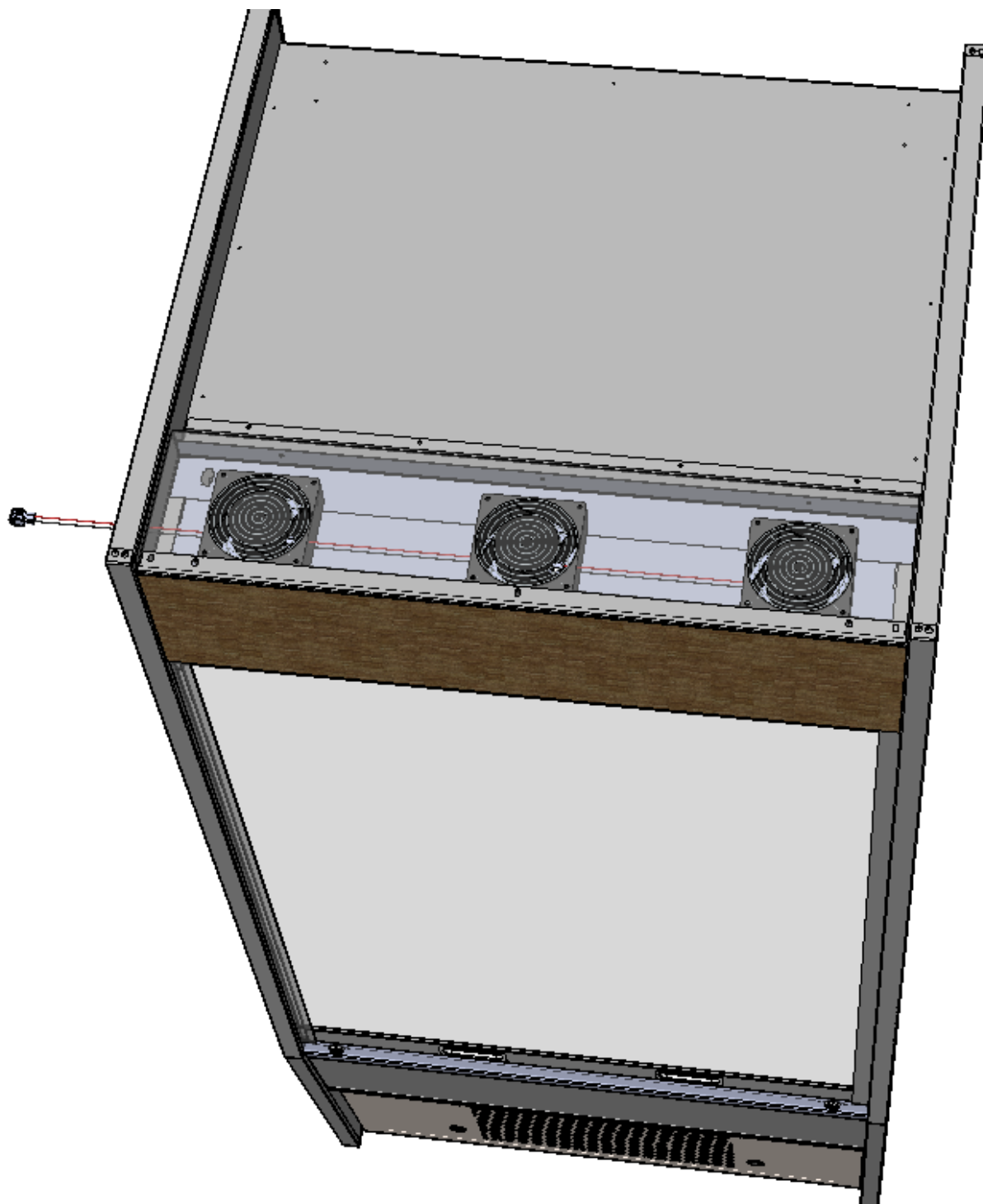


Illustration Shown Reflects Model HECO37R
With Roll-Down Security Door.
Your Model May Vary in Length.

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

1. Honeycomb Air Diffuser Removal

Honeycomb is located in discharge air duct.

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. 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 (vs. suction mode).

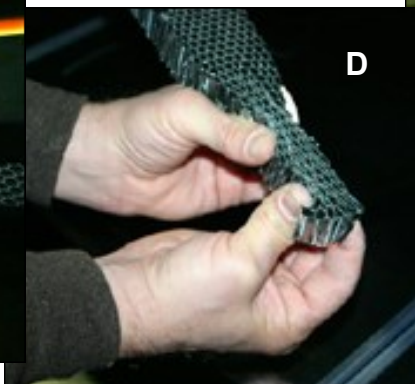
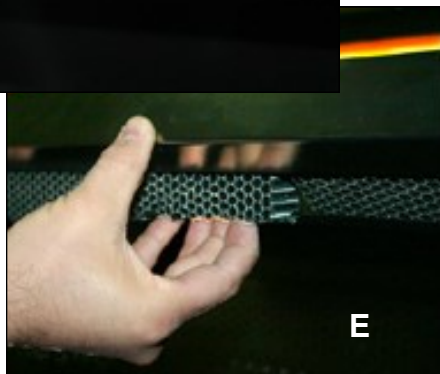
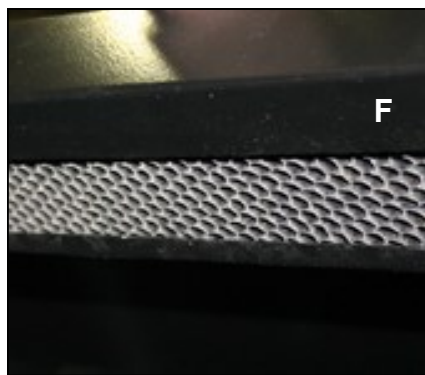
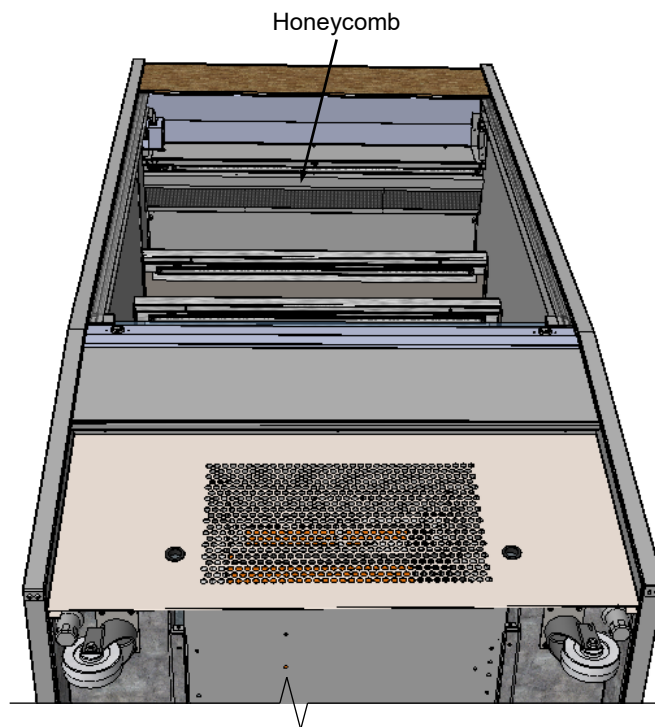
2. Honeycomb Air Diffuser Installation

D. Squeeze honeycomb to allow it to fit into 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.



1. Shelf Assembly Removal

- Shelves can be removed for maintenance, cleaning or adjustments
- Slide shelf back about 1/8 inch and rotate front up while lifting shelf assembly.
- For lighted shelving, unplug the light cord.
- Slide light assembly back about 1/8 inch and rotate front up while lifting light assembly.
- Remove brackets. Note it may be necessary to remove the nylon shipping bracket retainer. Pliers will be required to accomplish this task.

2. Adjustable Shelves

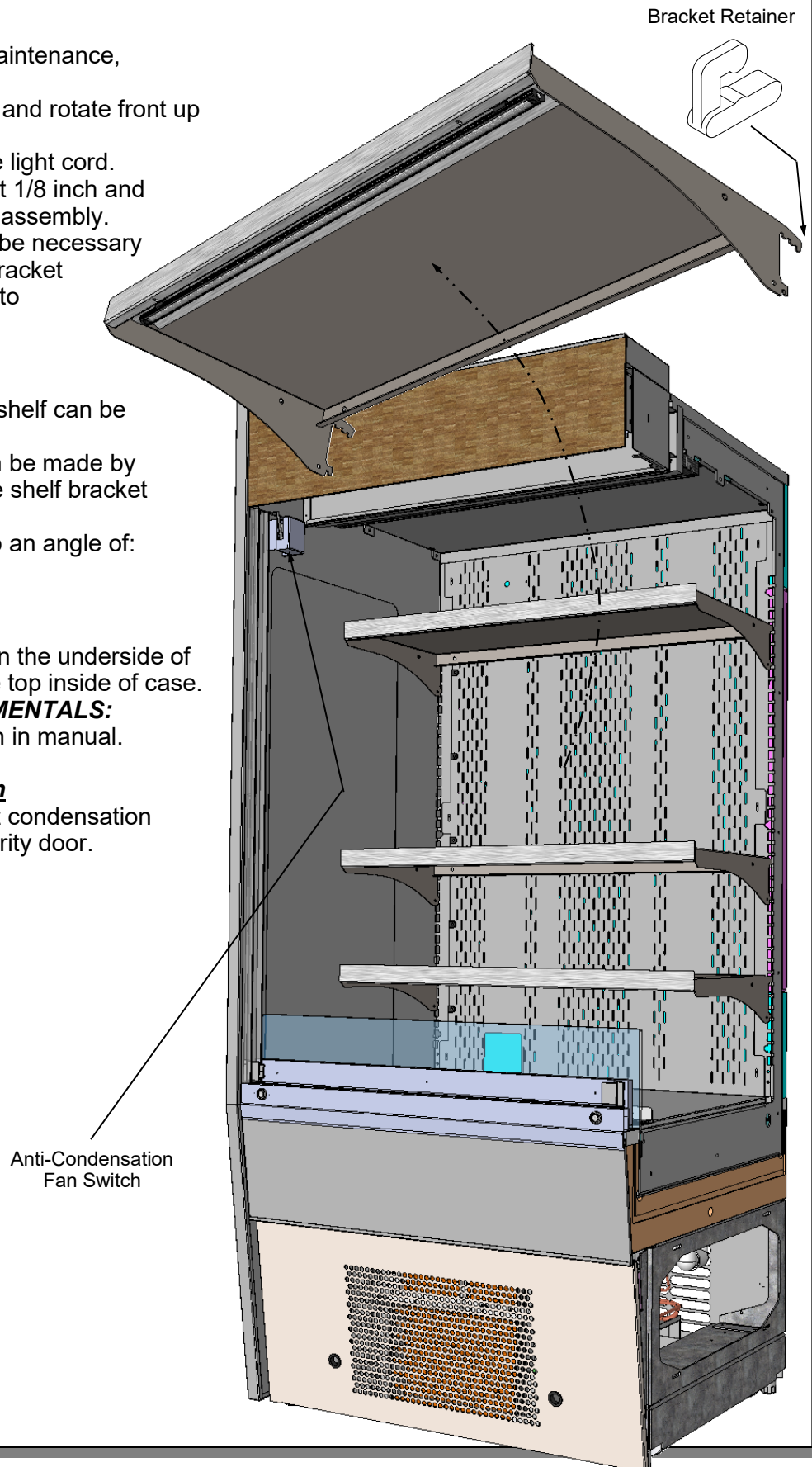
- Adjustment of the angle of the shelf can be made, not the position.
- Adjustments to the shelves can be made by pivoting the lower portion of the shelf bracket in the upright.
- The shelves can be adjusted to an angle of: 0, 5, and 10 degrees.

3. LED Light Fixtures

- LED light fixtures are located on the underside of each shelf assembly and at the top inside of case.
- See **MAINTENANCE FUNDAMENTALS: LED LIGHT FIXTURES** section in manual.

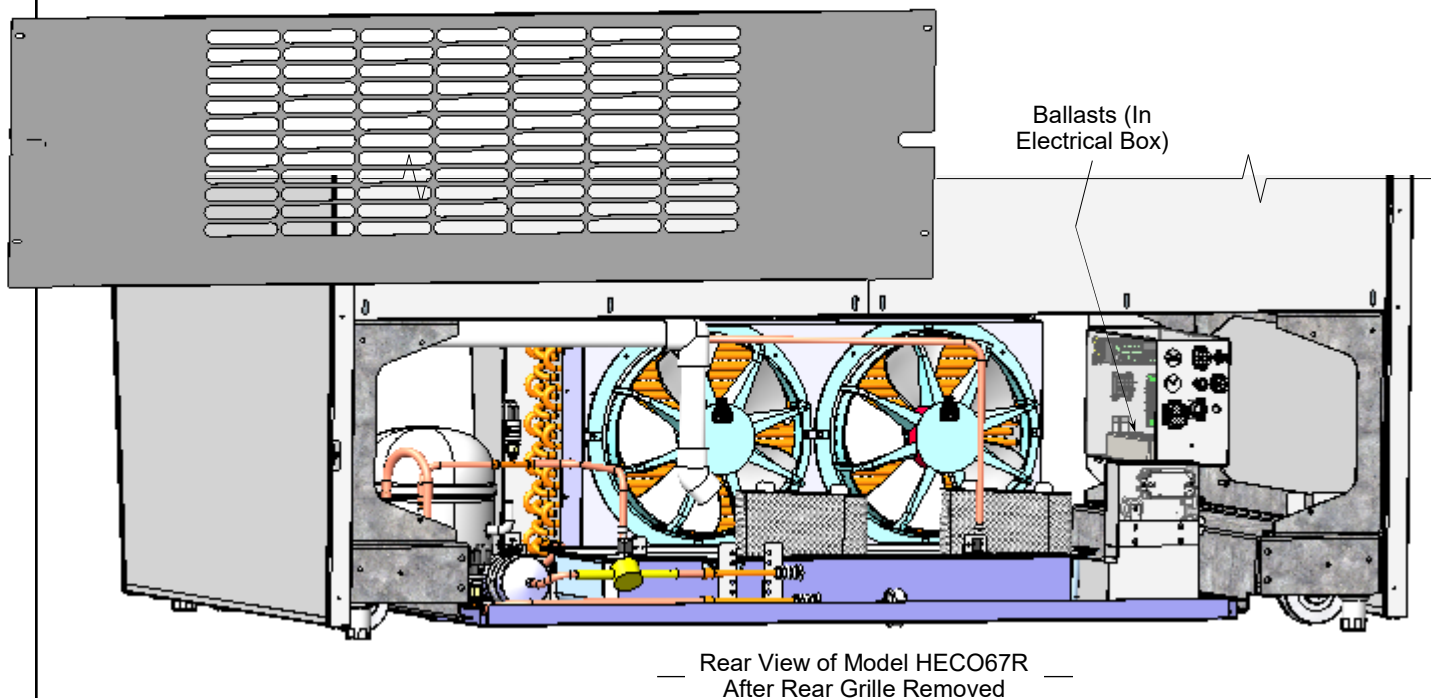
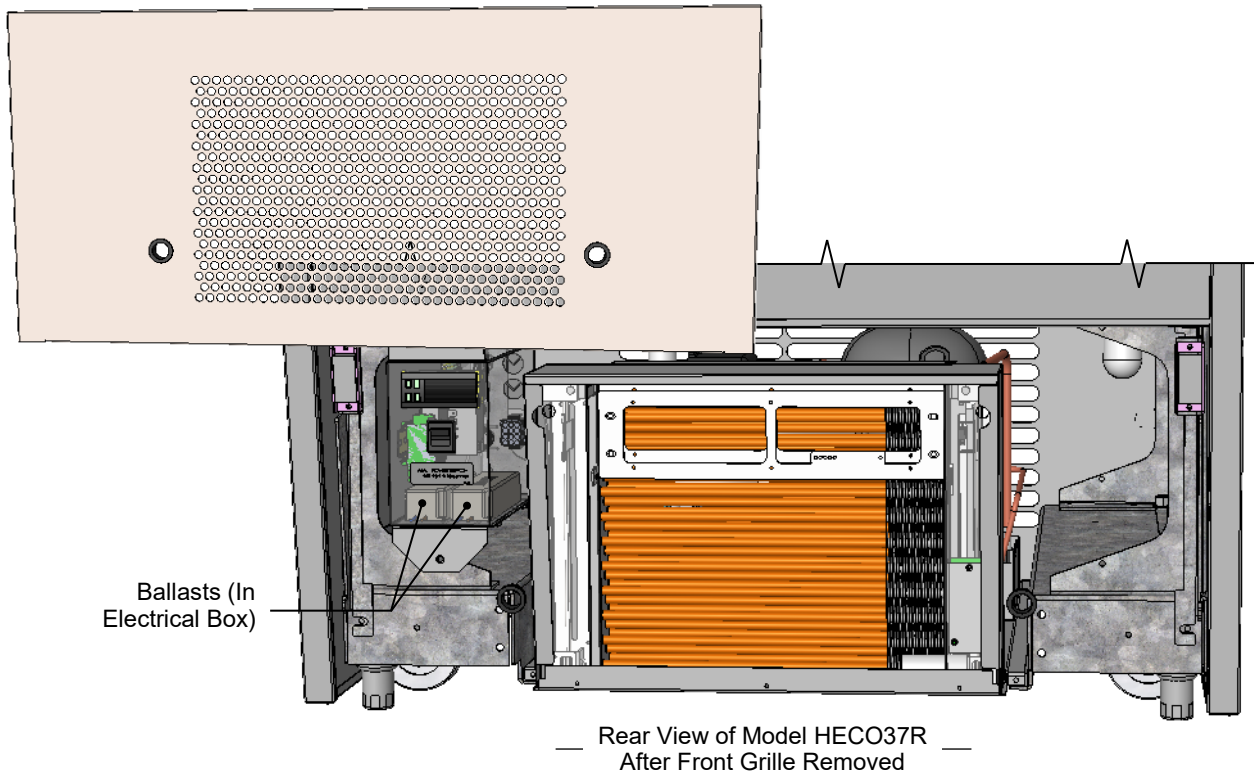
4. Anti-Condensation Fan Switch

- Anti-condensation fans prevent condensation from forming on roll-down security door.
- See illustration at right.



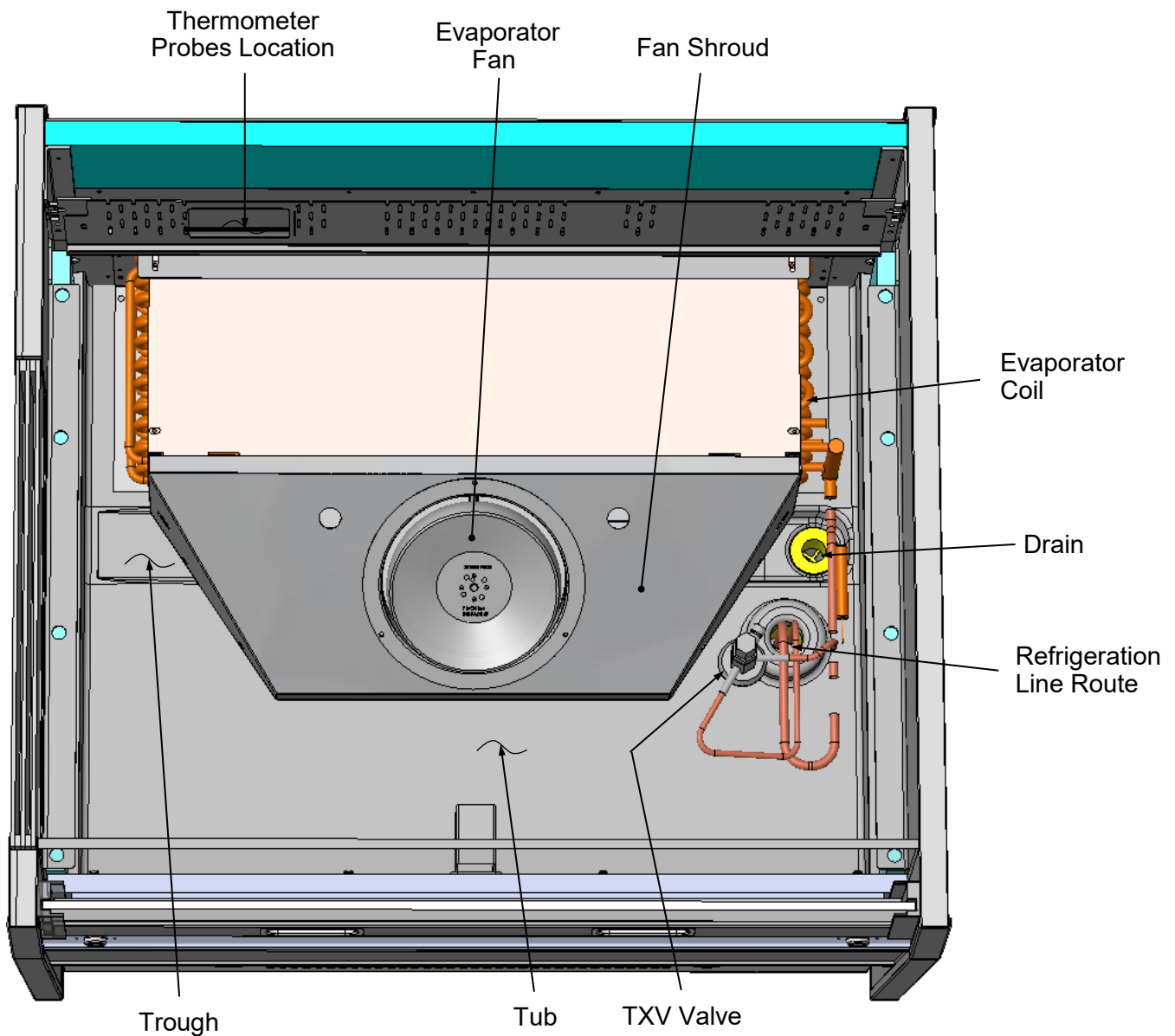
Ballast Access

- ***Assembly or disassembly and servicing is to be accomplished by a licensed electrical contractor.***
- Remove rear grille by lifting up and off.
- Ballast are mounted inside the electrical box.
- Illustrations shown reflect models HECO37R and HECO67R. Your model may slightly vary.



Evaporator Coil Fan

- ***Caution! Turn off main power before accessing the evaporator coil / deck pan area. Rotating blades can cause severe injury!***
- To access, remove all product.
- Remove display steps (if any).
- Remove deck pan for coil fans access.
- After cleaning or servicing, return case components in reverse order they were removed.
- Restore power to case.



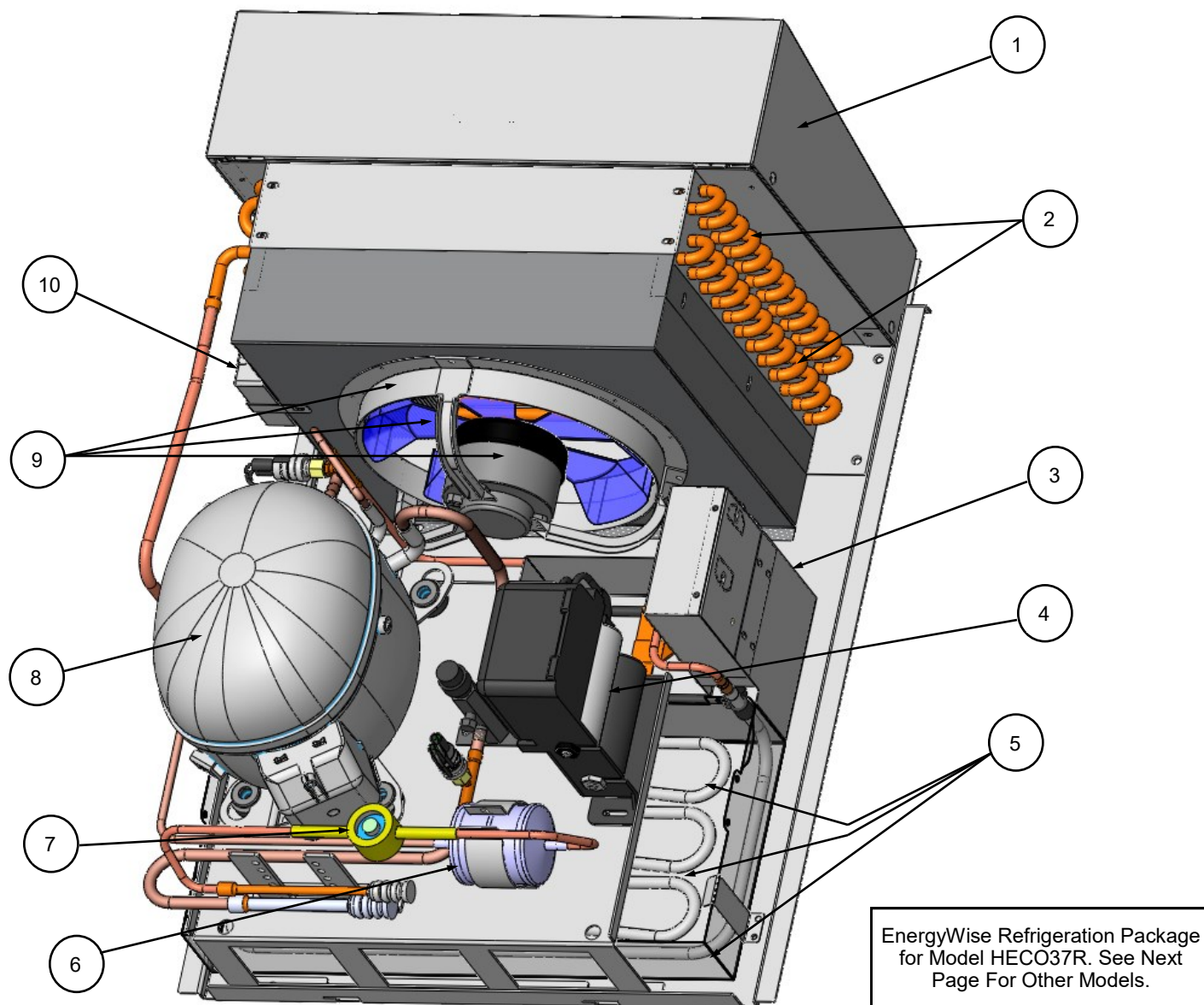
Model HECO37R Shown Above.
Your Model May Differ.

CONDENSER PACKAGE LAYOUT: MODELS HECO37R ONLY

Typical Configurations, Continued

- Note: Unit shown below is for models HECO37R only. Your condenser package layout may vary.
- Caution: Only certified refrigeration/electrical engineers or contractors are to access condenser unit.
- Access: Remove front grille by lifting up and off (no screw removal required). Slide out.

1	Condenser Coil Shroud (Optional: May House Clean Sweep™ Automatic Condenser Coil Cleaner)	6	Filter / Drier
2	Condenser Coil Tubing	7	Sight Glass
3	Electrical Coil Overflow Condensate Pan	8	Refrigeration Pump
4	Embraco® Start Components	9	Fan Motor & Fan Shroud
5	Hot Gas Condensate Pan & Serpentine Rods	10	Automatic Condenser Coil Cleaner Driver

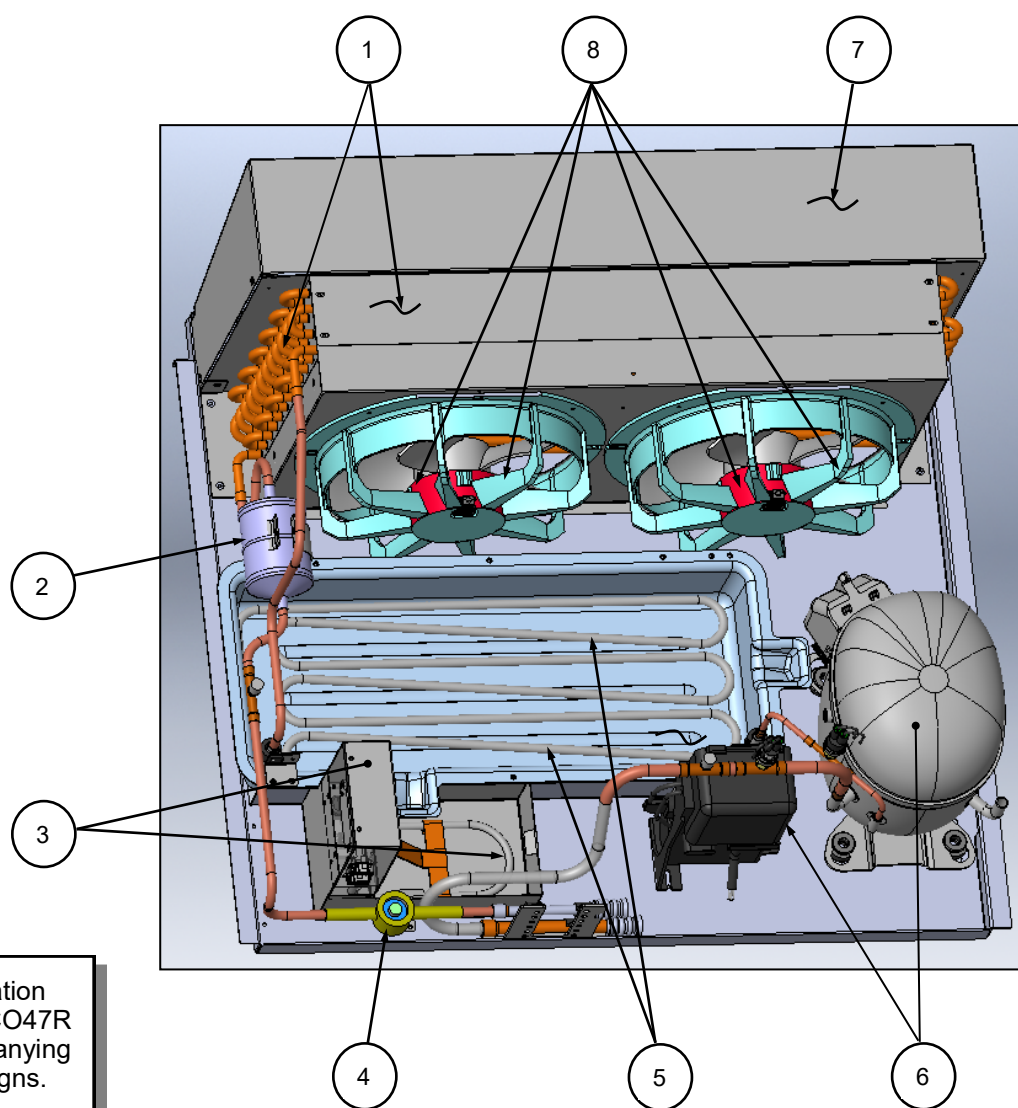


CONDENSER PACKAGE LAYOUT: MODELS HECO47R ONLY

Typical Configurations, Continued

- Note: Unit shown below is for Model HECO47R only. Your model's condenser package layout may vary.
- Caution: Only certified refrigeration/electrical engineers or contractors are to access condenser unit.
- Access: Remove front grille by lifting up and off (no screw removal is required). Slide out.

1	Coil and Coil Cover	5	Hot Gas Condensate Pan, Serpentine Rods
2	Filter / Drier	6	Refrigeration Pump and Embraco® Compressor Start Components
3	Electrical Coil Overflow Condensate Pan	7	Condenser Coil Fan Shroud (Optional: May Include Clean Sweep™ Automatic Condenser Coil Cleaner)
4	Sight Glass	8	Fan Motors & Fan Shroud



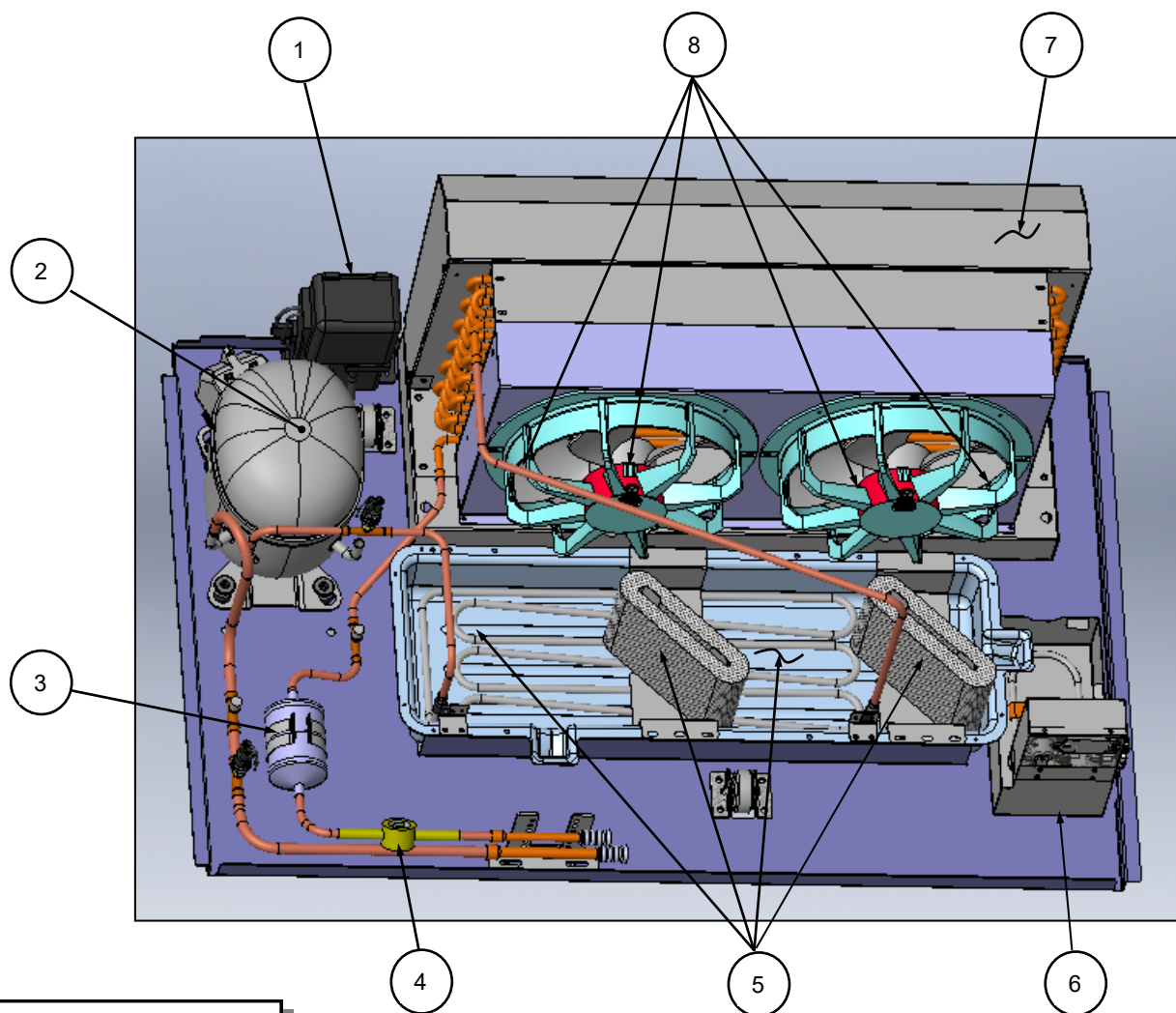
EnergyWise Refrigeration Package for Model HECO47R Is Shown. See Accompanying Sheets for Other Designs.

CONDENSER PACKAGE LAYOUT: MODELS HECO57R ONLY

Typical Configurations, Continued

- Note: Unit shown below is for Model HECO57R only. Your model's condenser package layout may vary.
- Caution: Only certified refrigeration/electrical engineers or contractors are to access condenser unit.
- Access: Remove front grille by lifting up and off (no screw removal is required). Slide out.

1	Embraco® Compressor Start Components	5	Hot Gas Condensate Pan, Serpentine Rods and Wicking Material
2	Refrigeration Pump	6	Electrical Coil Overflow Condensate Pan
3	Filter / Drier	7	Condenser Coil Fan Shroud (Optional: May Include Clean Sweep™ Automatic Condenser Coil Cleaner)
4	Sight Glass	8	Fan Motors & Fan Shroud



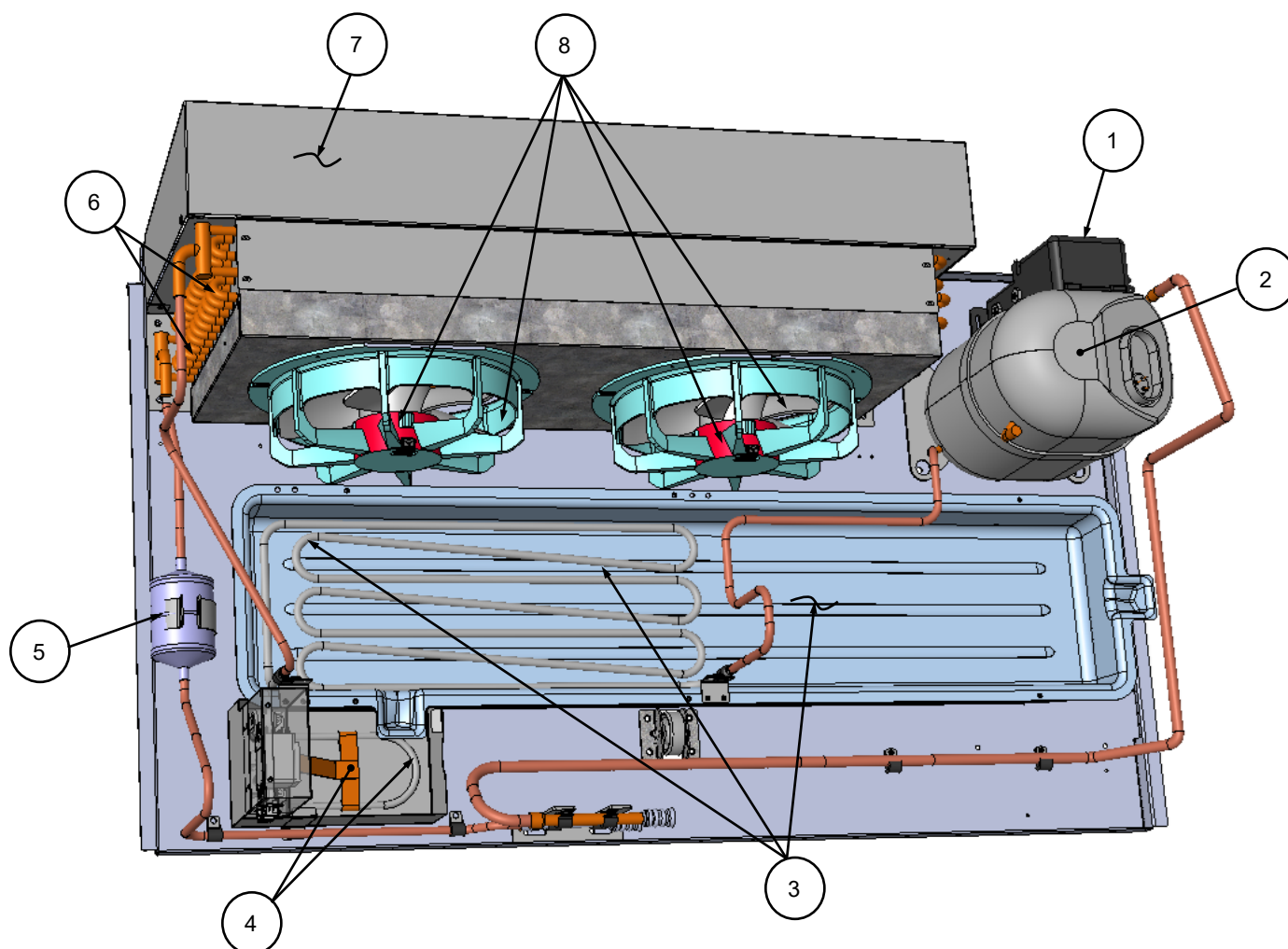
EnergyWise Refrigeration
Package for Model HECO57R
Is Shown. See Accompanying
Sheets for Other Designs.

CONDENSER PACKAGE LAYOUT: MODELS HECO67R ONLY

Typical Configurations, Continued

- Note: Unit shown below is for Model HECO67R only. Your model's condenser package layout may vary.
- Caution: Only certified refrigeration/electrical engineers or contractors are to access condenser unit.
- Access: Remove front grille by lifting up and off (no screw removal is required). Slide out.

1	Embraco® Compressor Start Components	5	Filter / Drier
2	Refrigeration Pump	6	Condenser Coil Tubing
3	Hot Gas Condensate Pan & Serpentine Rods	7	Condenser Coil Shroud (Optional: May Include Clean Sweep™ Automatic Condenser Coil Cleaner)
4	Electrical Coil Overflow Condensate Pan	8	Fan Motors & Fan Shroud



EnergyWise Refrigeration Package for Model HECO67R Is Shown. See Accompanying Sheets for Other Designs.

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

OASIS

MODEL NRS3648RXV-SAMPLE
SERIAL NO. 12345X30DZ098765


Intertek


Intertek

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

ELECTRICAL RATING
REFRIGERANT
DESIGN PRESSURE
MINIMUM CIRCUIT AMPACITY
MAXIMUM OVERCURRENT

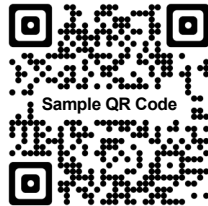
6-8 °F
6 defrosts per day, 45 °F

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

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

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).

SCAN FOR PRODUCT LITERATURE



Sample QR Code

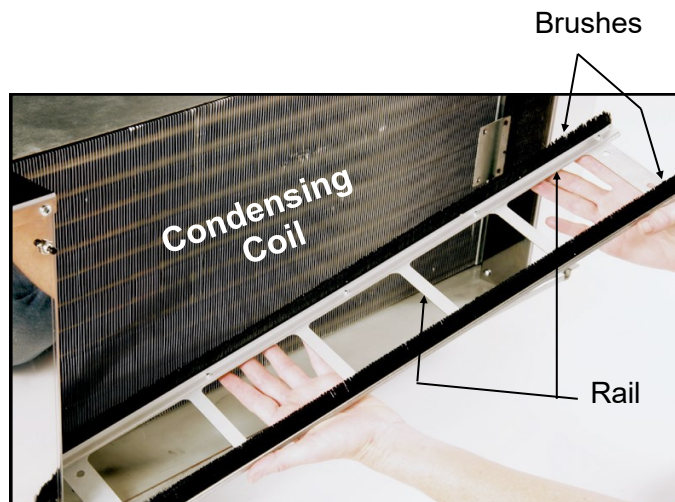
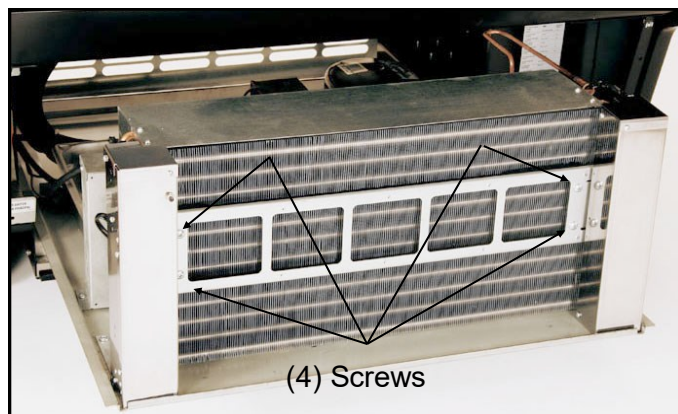
--- Sample Serial Label For Refrigerated Cases ---

CLEANING SCHEDULE (PERFORMED BY STORE PERSONNEL & TRAINED SERVICE PROVIDERS)

Cleaning	D*	W*	M*	Q*	Task
Clean Case Exterior	X				Acrylic must be cleaned with a mild soap and water solution and a soft cloth (<i>Never use a household cleaner on acrylic.</i>)
Clean Case Interior	X				Shelves and decks can be cleaned with a warm soap and water solution.
		X			Remove decks. Clean with soap and water.
		X			Vacuum tub under deck. Clean with soap and water. Wipe dry with clean cloth.
		X			Keep drains clean and free of debris which could clog the drain and rob the case of needed refrigeration.
Clean Condensing Coil		X			Clean the condenser coil. Using air pressure if available, or an industrial strength vacuum, clean the dust and dirt that collects on condenser coil. Be careful not to damage the fins on the coil.
Magnetic Condenser Coil Filter		X			<p>Magnetic Condenser Coil Filter (Self-Contained Units Only):</p> <ul style="list-style-type: none"> This filter prevent dust particles from entering condenser coil. It is accessible at case rear. Clean magnetic condenser coil filter by following either step 1 or 2; then follow step 3: <ol style="list-style-type: none"> 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 / 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 collects on filter. Rinse thoroughly. Dry with soft cloth or paper towel or allow to air dry. Replace.
Evaporator Fan Shroud Area (Trained Svc. Providers Only)			X		<p><u>Evaporator Fan Shroud Area (Under Decking):</u> Caution! Due to rotating fans in area, turn off case and disconnect plug from wall outlet before beginning fan shroud / tub area cleaning! 1) Turn off power. 2) Remove decks from case. 3) Clean fan shroud area (and surrounding tub area) with moist cloth.</p>
Tub & Drain (Trained Service Providers Only)				X	<p><u>Tub & Drain:</u> Caution! Due to rotating fans, turn off case. Disconnect plug from wall outlet before beginning tub & drain cleaning! Vacuum tub under decks. Clean with soap and water solution. Wipe dry with clean cloth. Keep drain free of debris to prevent clogging.</p>

*D = Daily / *W = Weekly / *M = Monthly / *Q = Quarterly

Preventive Maintenance	Freq.	Instructions
Case Exterior	Monthly	Condensing Coil: <ul style="list-style-type: none"> To remove rear grille, lift slots up and off hooks (no screw removal required). Use air pressure or industrial strength vacuum; clean dust and dirt that may collect on the Condenser Coil. See illustration below. Caution! Coil fins are sharp. Handle with care! Replace rear grille to case (no screws required). See illustration below.
	Qtly.	Clean Sweep™ Condensing Coil (Optional): <i>Disconnect power from case before cleaning Clean Sweep™ Condenser Coil!</i> <ul style="list-style-type: none"> Remove front grille (no screw removal required). Slide/roll out condensing unit assembly (at case front). Remove the four (4) screws holding the Clean Sweep™ rails intact. Remove the Clean Sweep™ rail. Wash rails' brushes in hot water and mild soap solution. If brushes are worn, they must be replaced. Call Technical Service Department to replace. Toll-Free number is listed at end of manual. Clean Condensing Coil: Use air pressure or industrial strength vacuum; clean the dust and dirt that may collect on the Condenser Coil. Caution! Coil fins are sharp. Handle with care! Reattach Clean Sweep™ rail to condensing unit (4 screws). Slide/Roll Condensing Unit Assembly back under case. Replace Rear Grille to case (4 screws). See illustration below.



--- Above photos are taken after front has been removed from case ---

WARNING! TURN OFF CASE BEFORE PERFORMING PREVENTIVE MAINTENANCE!

Preventive Maintenance	Frequency	Instructions
Case Exterior	Quarterly	<p><u>Compressor Area:</u> <i>Disconnect power from case before cleaning condenser coil!</i></p> <ul style="list-style-type: none"> • Slide/Roll out from under case. • Use moist cloth to wipe off dust & debris that collects on various parts.
	Quarterly	<p><u>Hot Gas Condensate Pan:</u> Use a de-scaling solution (such as CLR®) that will prevent corrosion, lime and rust, to clean pan. Use spray bottle to evenly spread solution throughout. Rinse thoroughly with spray bottle filled with clean water and sponge.</p>
	Quarterly	<p><u>Under Case Cleaning:</u> Once condenser package is clear of unit, vacuum under case to remove all dust and dirt that may collect under case.</p>
Case Interior	Quarterly	<p><u>Tub, Coil, Drain, Fan Blades, Motors, Brackets:</u></p> <p><i>Caution! Disconnect power from the case before cleaning the Tub, Coil, Fan, Motor and Drain Area!</i></p> <ul style="list-style-type: none"> • Remove Decking, Sub-Deck and Fan Shroud. • Use vacuum to clean Evaporator Coils. • Clean Tub, Coil and Drain with warm water, clean cloth, brush and mild soap solution. • Remove any debris that may clog drain. • Clean Fan Blades, Motors and Brackets by wiping down with moist cloth.
	Quarterly	<p><u>Honeycomb:</u> See MAINTENANCE FUNDAMENTALS: HONEYCOMB AIR DIFFUSERS section in this manual for cleaning specifics.</p>

TROUBLESHOOTING (TO BE PERFORMED BY STORE PERSONNEL)

Condition	Troubleshooting
Product is Drying Out	Check the relative humidity in the store.
Water Is On The Floor	Call service provider.
Fan Emits Excessive Noise	Call service provider.
Case Lights Are Not Working	Check that light switch is in the <i>on</i> position.
	Check that ALL of the light cords and plugs are properly connected. See MAINTENANCE FUNDAMENTALS: SHELF ASSEMBLY / SHELVES / CASTER LOCKING OPERATION section in this manual for specifics.
	LED Lights: check that plugs are properly inserted into LED light orifices. See MAINTENANCE FUNDAMENTALS: LIGHT FIXTURES section of manual.
	If case lights still do NOT come on, call service provider.
Case is Not Holding Proper Temperature	If a large amount of warm product was added to the case, it will take time for the temperature to adjust. Product must be pre-chilled before placing in case.
	Check that the case is not in the sun or near a heat or air-conditioning vent. See OVERVIEW / CONDITION / COMPLIANCE / WARNINGS / PRECAUTIONS / WIRING section in this manual for specifics.
	If case is located near front doors, temperature fluctuation can hinder unit's ability to maintain temperature.
	Check that condenser coil air filter and condenser coil has been cleaned. See CLEANING SCHEDULE (PERFORMED BY STORE PERSONNEL & TRAINED SERVICE PROVIDERS) section in this manual for specifics.
	Check air return grilles (area at front of decking) for obstructions. DO NOT set product on air grilles as this will prevent proper airflow!
	If case still is not holding proper temperature, call service provider.
Condensation Is Forming On Roll-Down Security Door	Turn on anti-condensation fan switch. See MAINTENANCE FUNDAMENTALS, CONT'D: SHELF ASSEMBLY / SHELVES / LIGHTS / FAN SWITCH for switch location.

Condition	Troubleshooting
Case Not Lining Up	See Installation Section for instructions on properly aligning case (alongside other cases) and adjusting levelers.
Water Is On Floor	<p>Caution! Water on flooring can cause much damage! Until cause is determined (and repaired), 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 drain into. Swap out regularly until case has completely drained.
	Check that the drain trap is free of debris.
	Check that the drain hose is correctly positioned over evaporator pan (or floor drain, for remote units).
	Check store conditions. To prevent condensation in these high environment merchandisers, maximum conditions are to be 60% humidity / 85° Fahrenheit.
	Check that hot gas condenser pan is operating properly.
	Check that overflow condenser pan is properly plugged in or connected.
	<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>Caution! Wicking material (if any on your particular hot gas loop system) may be dirty or worn and need replacement.</p> <ul style="list-style-type: none"> • Slide refrigeration system out from under unit. • After refrigeration system has been carefully slid out from under unit, replace wicking material with new. If wicking material is not available, contact Structural Concepts®. See toll-free number at last page of this operating manual.

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 in the <i>on</i> position.
	Check that ALL of the light cords and plugs are properly connected. See MAINTENANCE FUNDAMENTALS: LED LIGHT FIXTURES section in this manual for specifics.
	Service Technicians Only: Check voltage at LED drivers. If voltage is entering but not exiting, LED driver may be faulty.
	If case lights still do NOT come on, call service provider.
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 / CONDITION / 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 / CONDITION / COMPLIANCE / WARNINGS / PRECAUTIONS / WIRING section in manual for adverse conditions/spacing issue parameters.
	Check that 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.
Condensing Unit Is Not Operating	Check Set Point Temperature; it may be adjusted too high.
	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.



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



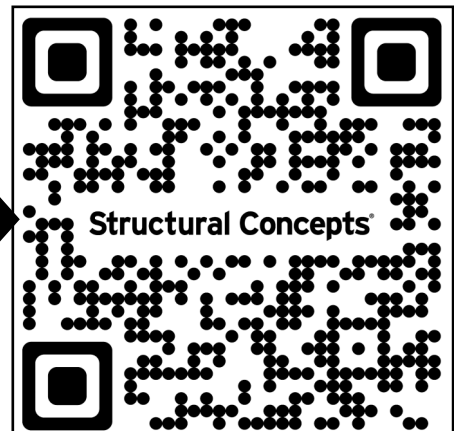
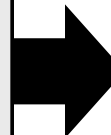
Carel® iJF Platform



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.

