

# FUSION User Manual

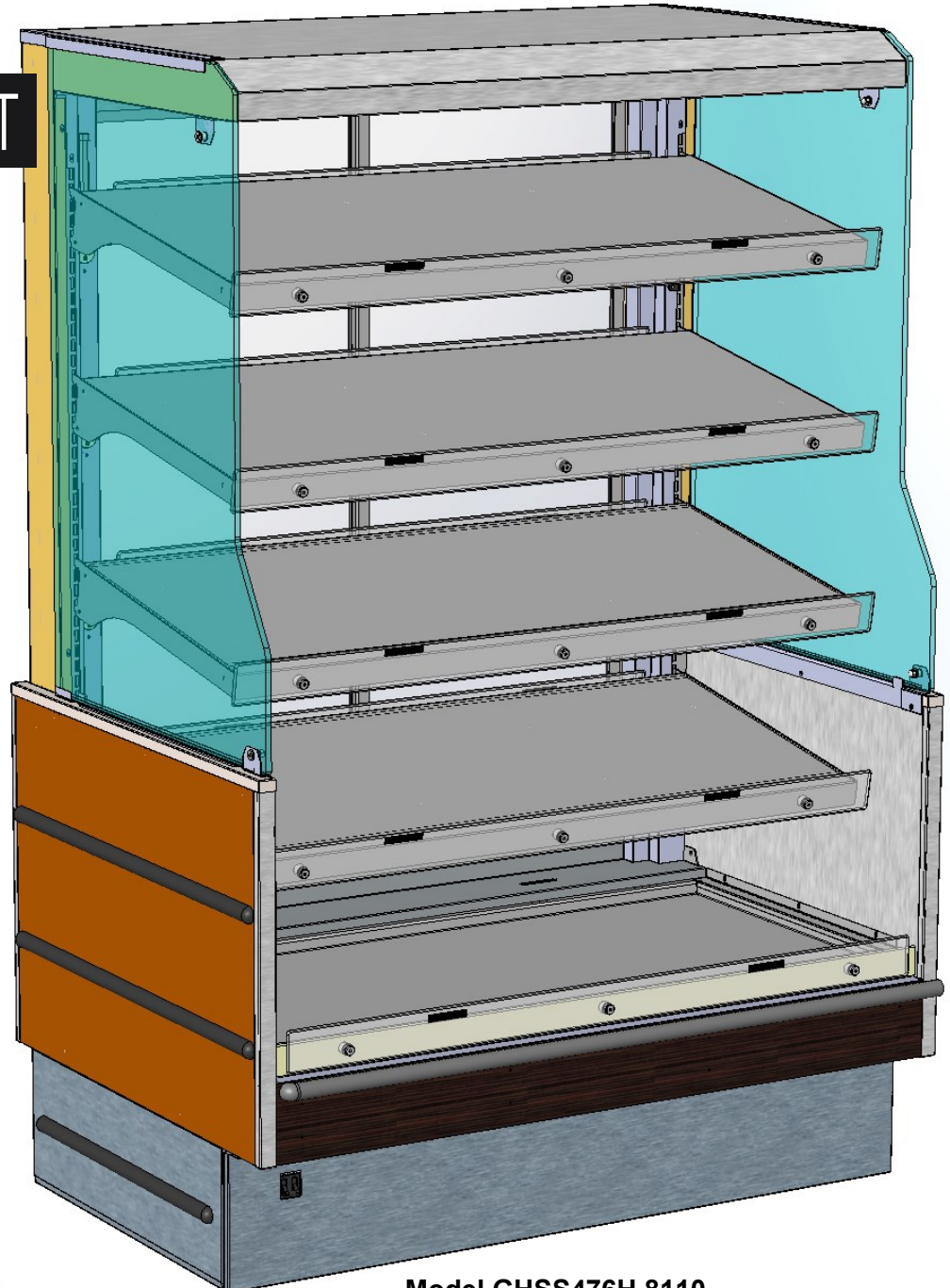
SCC P/N  
21-30330

## SELF-SERVICE MERCHANDISER WITH HEATED SHELVES AND DECK

- > THERMOSTATS (CONTROLLING HEAT TO SHELVES/DECK)
- > HEATER FANS (NEAR UPPER PLENUM)
- > REAR SLIDING REFLECTIVE GLASS DOORS (STANDARD)
- > REAR STAINLESS SOLID BACK (OPTIONAL)
- > SOLID METAL SHELVING
- > GLASS END PANELS

## CAUTION-HOT

Important! See Installation Section of Manual to Confirm Proper Placement of "Caution-Hot" Labels on Polycarbonate Heat Shields on Heated Shelves and Deck



**Structural Concepts®**

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Model GHSS476H.8110

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**OVERVIEW**

This Fusion merchandiser is designed for dry heating operations throughout the product area. Heat is generated from both shelving and deck.

- Cases should be installed and operated according to this operating manual's instructions to insure proper performance.
- These Structural Concepts® self-service heated merchandisers are designed to hold pre-heated hot foods at 140 °F to 165 °F (60 °C to 74 °C).
- Product must be pre-heated to these temperatures PRIOR TO being placed in merchandiser. This case is NOT designed to heat product from cold or ambient conditions.
- This merchandiser is designed for display of perishable, packaged products.
- Improper use will void warranty.

**TYPE "1" CONDITION**

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

- Ambient conditions are to be at 55% max. humidity and maximum temperatures of 75 °F (24 °C).

**INTEGRATED AVERAGE PRODUCT TEMPERATURE**

- These units are designed to merchandise product at an integrated average product temperature of 150 °Fahrenheit / 66 °Celsius.

**THERMOMETERS**

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

**COMPLIANCE**

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

**WARNINGS**

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



**ATTENTION  
INSTALLER**

**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**  
Shelves and Deck Are Hot! Turn Off Main Power Switch and allow to cool 45 minutes before cleaning or removing from case.



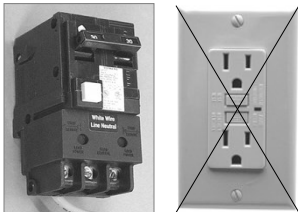
**WARNING:** This product can expose you to chemicals, including Urethane (Ethyl Carbamate), which are known to the state of California to cause cancer and birth defects or other reproductive harm. For more information go to [P65Warnings.ca.gov](http://P65Warnings.ca.gov).

**PRECAUTIONS**

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



**CAUTION! LAMP REPLACEMENT GUIDELINES**  
LED lamp 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.

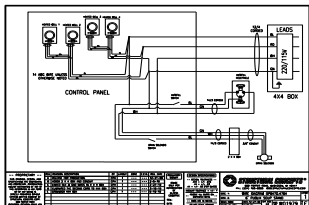


**CAUTION! POWER CORD AND PLUG MAINTENANCE**  
Risk of electric shock. If cord or plug becomes damaged, replace only with cord and plug of same type.



**CAUTION! ADVERSE CONDITIONS / SPACING ISSUES**

- Performance issues caused by adverse conditions are **NOT** warranted.
- When adjoining to another heated case (without end panels), apply industrial grade silicone sealant along uprights and lower base. Tightly join to opposite end panels.
- 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.



**WIRING DIAGRAM FORMAT & LOCATION**

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



**SEAL FLOOR-MOUNTED UNITS TO THE FLOOR**

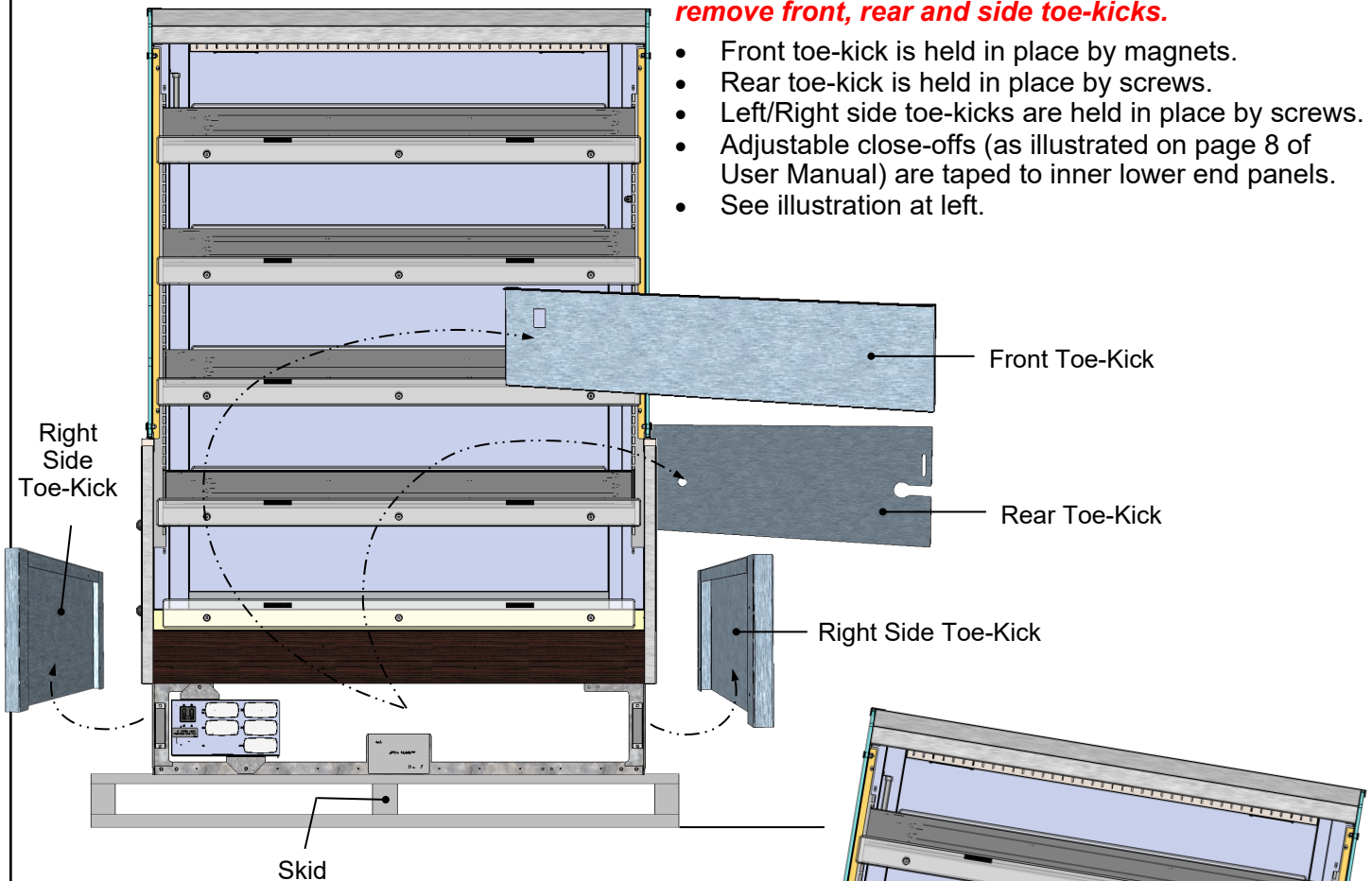
- Thoroughly clean floor to assure a secure seal.
- Base frames or fixed (non-removable) cladding, panels, adjustable close-offs and/or splash guard brackets must be sealed to floor with silicone that meets or exceeds food grade NSF/ANSI Standard 51.

## INSTALLATION: TOE-KICK REMOVAL FROM CASE / CASE REMOVAL FROM SKID

### 1. Remove Front, Rear and Side Toe-Kicks

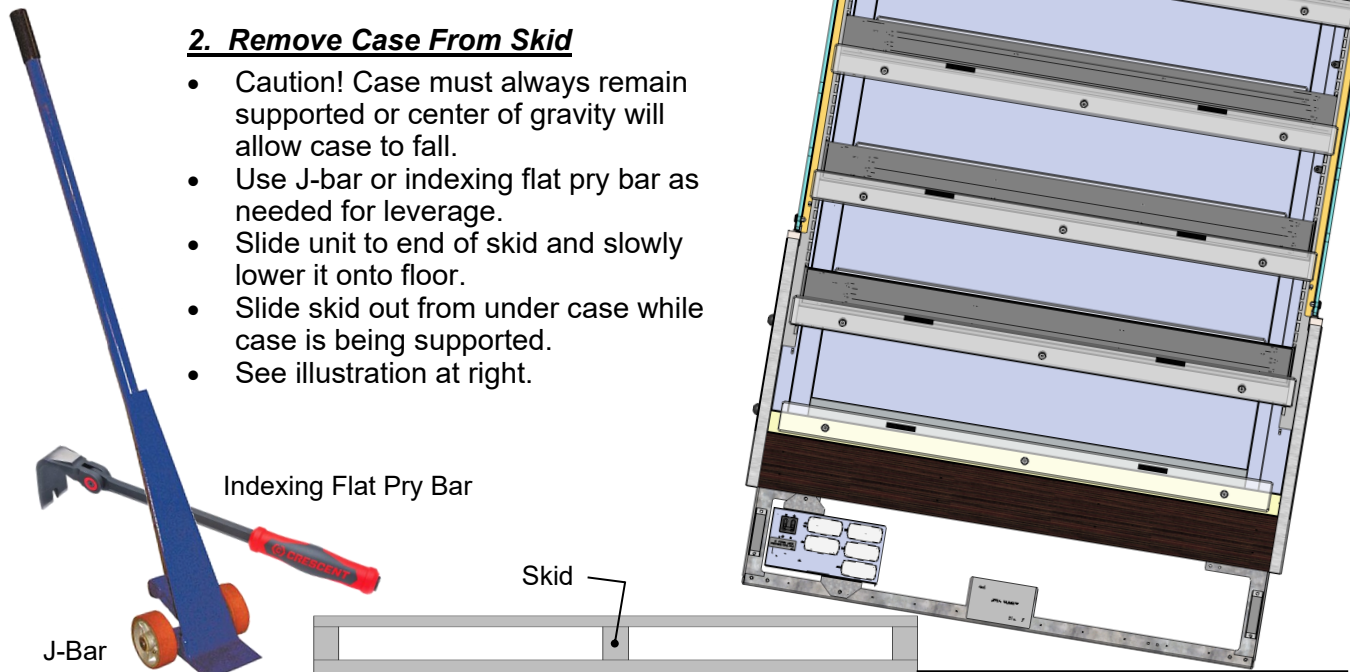
**Important! To prevent damage to case, you must remove front, rear and side toe-kicks.**

- Front toe-kick is held in place by magnets.
- Rear toe-kick is held in place by screws.
- Left/Right side toe-kicks are held in place by screws.
- Adjustable close-offs (as illustrated on page 8 of User Manual) are taped to inner lower end panels.
- See illustration at left.



### 2. Remove Case From Skid

- Caution! Case must always remain supported or center of gravity will allow case to fall.
- Use J-bar or indexing flat pry bar as needed for leverage.
- Slide unit to end of skid and slowly lower it onto floor.
- Slide skid out from under case while case is being supported.
- See illustration at right.



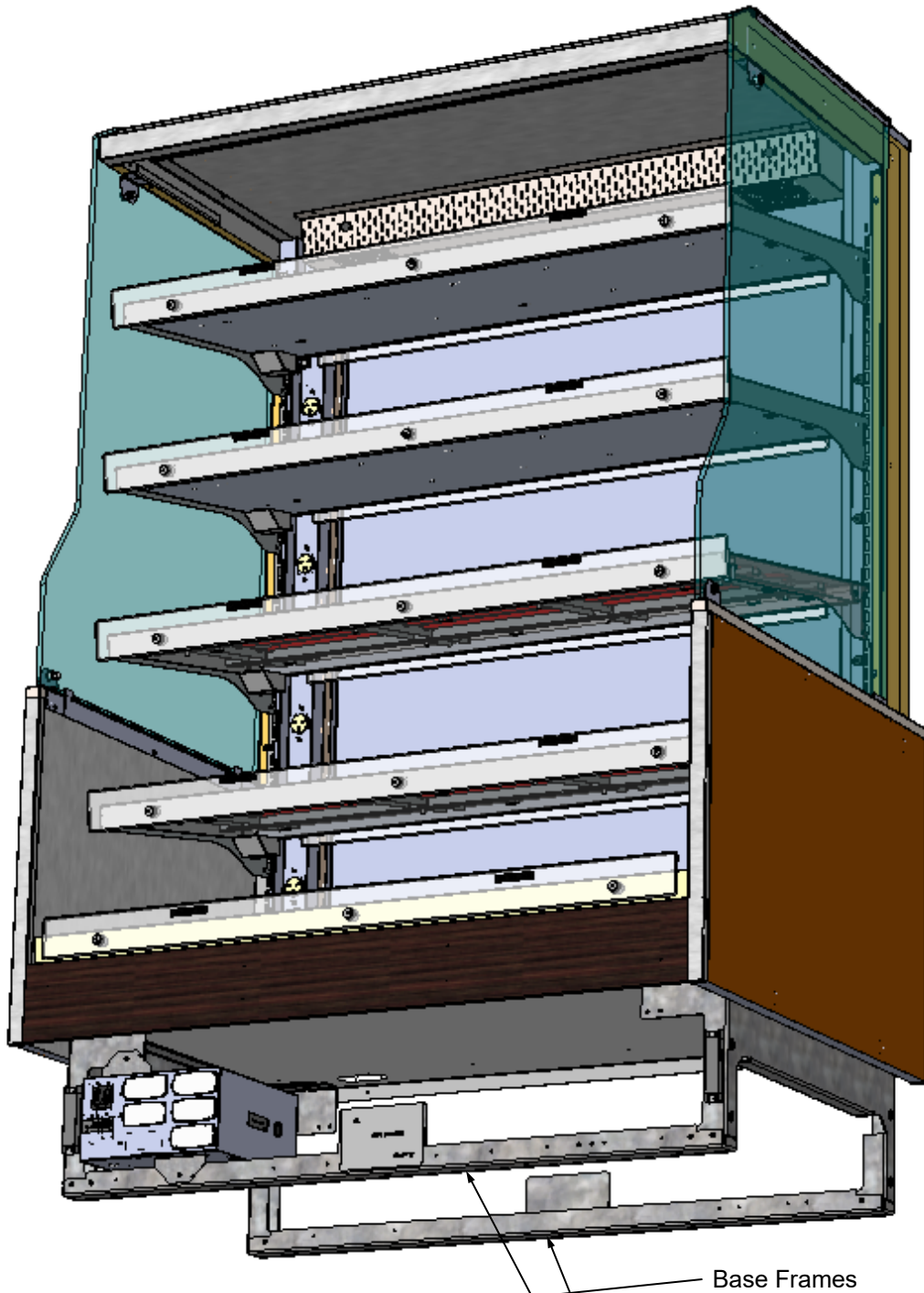
## INSTALLATION: POSITIONING & ALIGNING CASE / BASE FRAME SHIMMING

### 3. Positioning & Aligning Case Alongside Others

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

### 4. Shim Base Frames

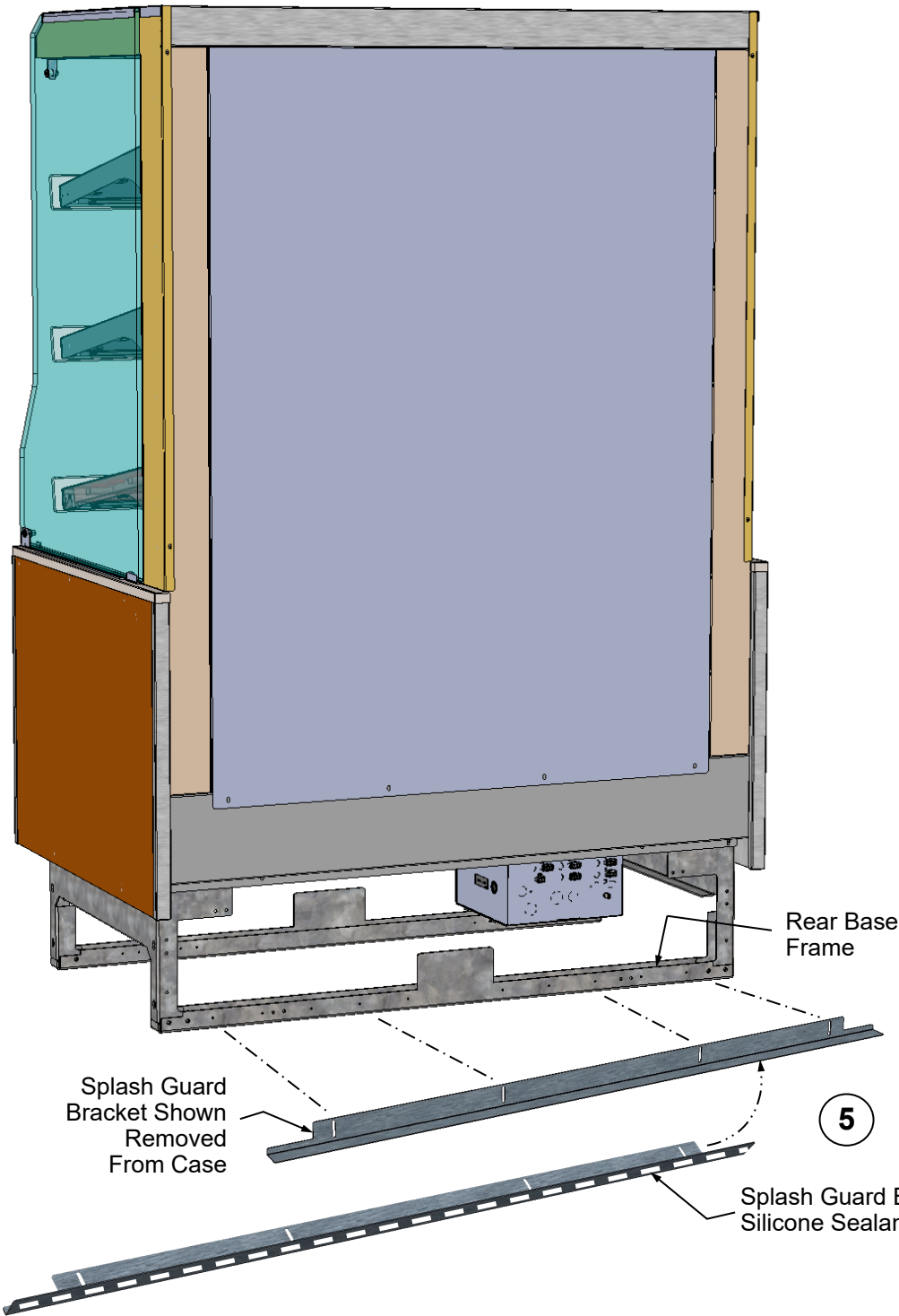
- Shims will be provided for leveling case.
- Shims are to be placed at underside of base frames.
- Use indexing flat pry bar as needed for leverage.
- Front and rear toe-kicks should remain off case while shimming base frames.



**5. Applying Sealant To Underside of Splash Guard Bracket / Attaching It To Rear Base Frame**

- Splash guard bracket prevents entry or leakage of liquid or moisture to underside of case.
- Splash guard bracket will likely be attached to skid during shipment.

- After case has been properly positioned and base frames have been shimmed, place a bead of silicone sealant to underside of splash guard bracket (that will rest on floor).
- Center the back of the bracket flush against frame support rail; attach to frame support rail with SCC-supplied screws.
- See illustrations below.



Silicone Sealant (To Match Case Color) Conforming To NSF/ANSI 51 Specs (For Outer Bead Applications)

## INSTALLATION, CONT'D: INNER CLOSE-OFFS / SIDE TOE-KICKS / SEALING CLOSE-OFFS TO FLOOR

### 6. Inner Adjustable Close-Offs

- Inner adjustable close-offs are gravity-based (without screws to hold them intact).
- Inner adjustable close-offs are taped at the inside of side toe-kicks during shipment.
- Remove tape from close-offs, allowing them to freely float up and down (as shown).

### 7. Attaching Side Toe-Kicks

- Side toe-kicks are attached to base frame with four (4) supplied screws at each end (as shown).
- Inner adjustable close offs **MUST BE** inserted in side toe-kicks before attachment to base frame.

### 8. Silicone Sealant Application

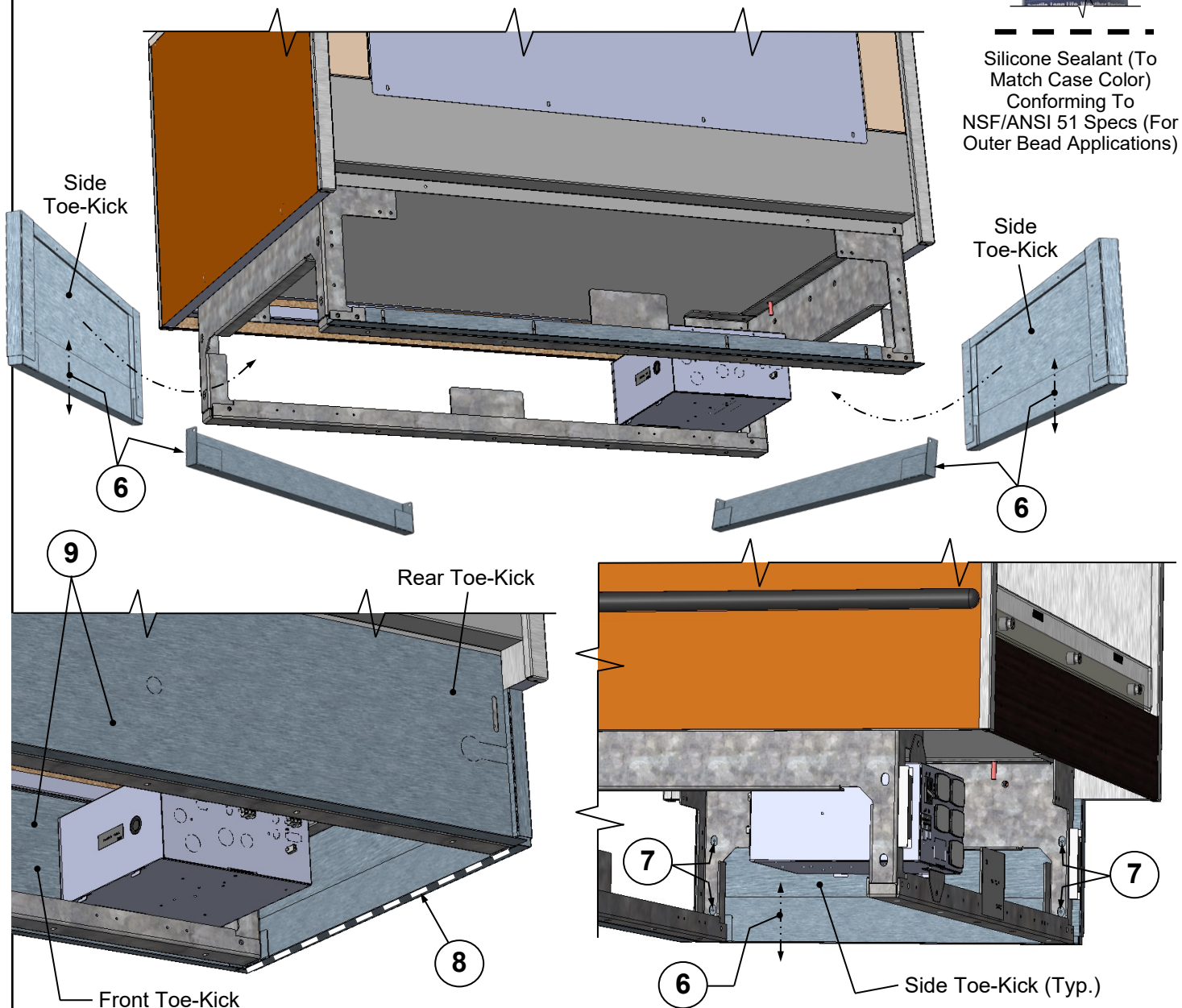
- Apply silicone sealant to floor directly underside of gravity-based adjustable close-offs.
- Lower close-offs and seal them to the floor.
- Case shown suspended for illustration purposes only.

### 9. Replace Front & Rear Toe-Kicks

- Replace front toe-kick (via magnets) and rear toe-kicks (via screws).
- See illustrated below.



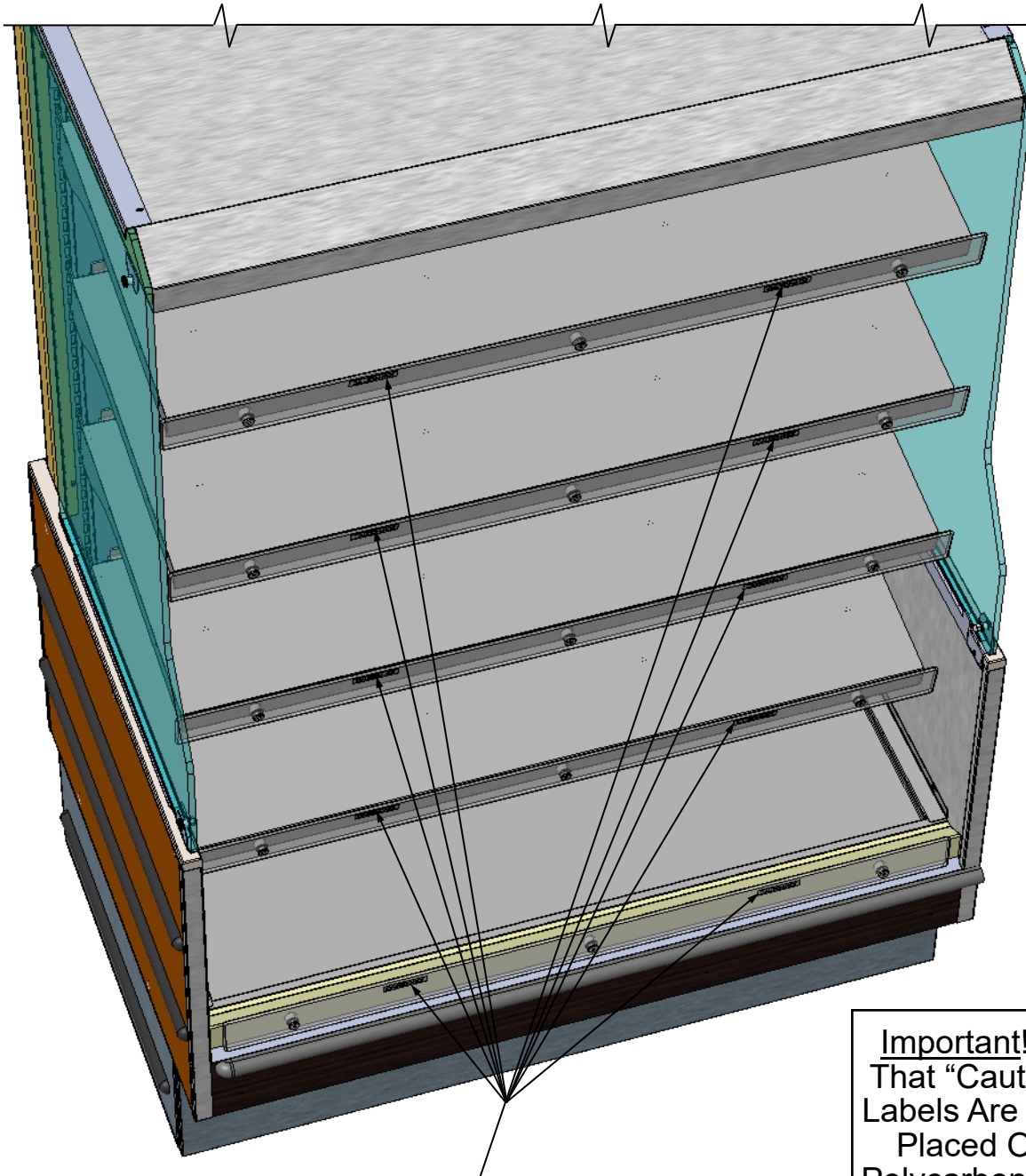
Silicone Sealant (To Match Case Color)  
Conforming To  
NSF/ANSI 51 Specs (For  
Outer Bead Applications)



## INSTALLATION, CONT'D: IMPORTANT! HEATED SHELF LABEL PLACEMENT

### 10. Important! Check That "Caution-Hot" Labels Are Properly Attached To Case.

- Shelves and deck can get extremely hot and cause severe burns.
- Illustration below shows proper placement of "Caution-Hot" labels.
- Two labels must be placed on each shelf and deck (as shown below).
- If labels are NOT properly attached, contact Structural Concepts. See **SCC TECHNICAL SERVICE CONTACT INFORMATION** section in this manual for contact information.



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CAUTION-HOT

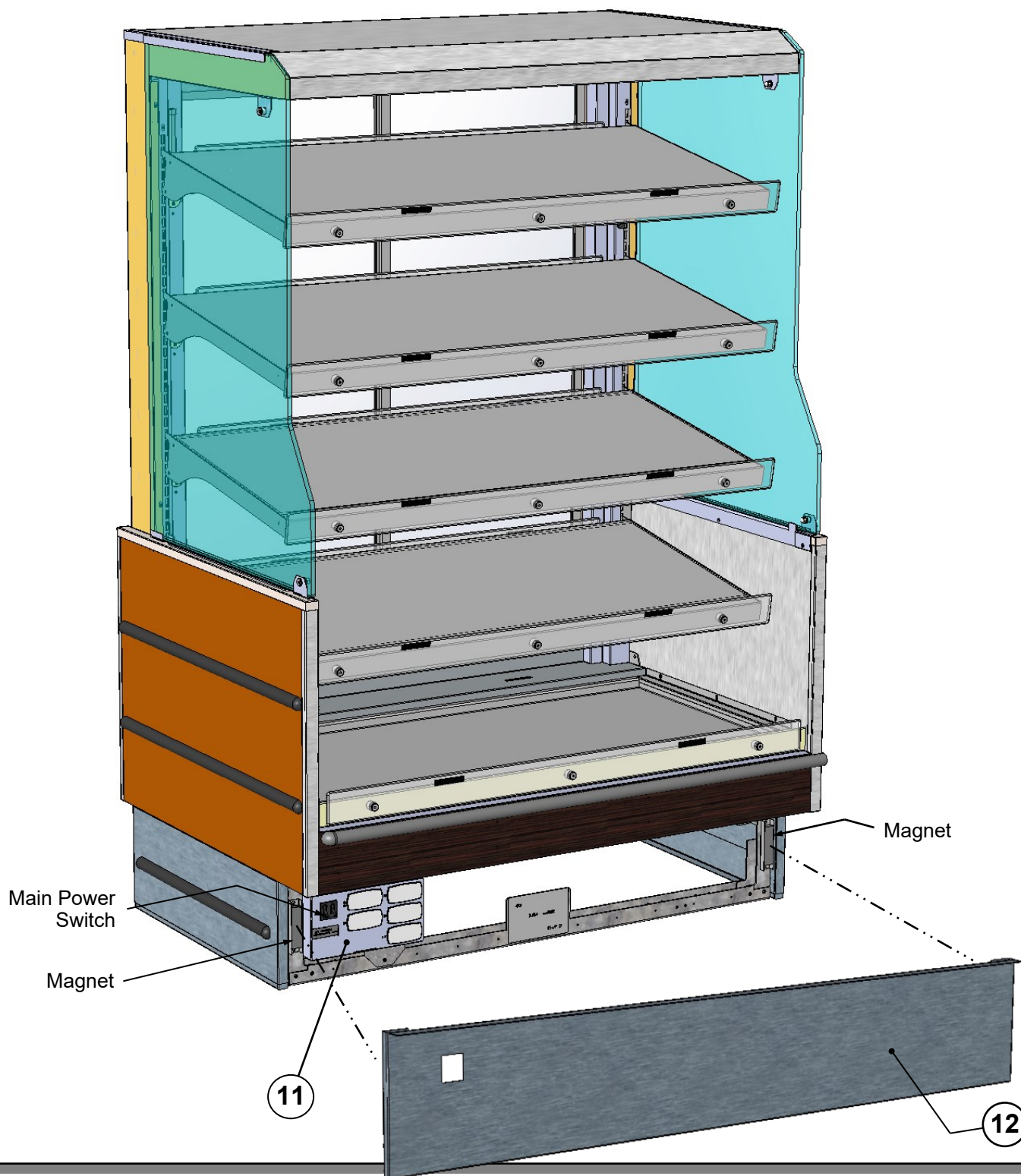
Important! Check That "Caution-Hot" Labels Are Properly Placed On The Polycarbonate Heat Shields (on Heated Shelves and Deck) as Shown.

**11. Electrical Box/Field Wiring Box**

- Electrical/field wiring box is accessible at front of case (after removal of front toe-kick).
- Electrical box contains main power switch and thermostats to all shelves and deck.

**12. Removable Toe-Kick (Magnetized)**

- Front toe-kick is usually shipped separately.
- Front toe-kick is removable by grasping upper lip and pulling forward (to release from magnets).
- See illustration below.



## STARTUP: ELECTRICAL BOX / MAIN POWER SWITCH / LED LIGHTS / THERMOSTATS / THERMOMETER

### **1. Electrical / Field Wiring Box**

- Electrical box contains main power switch and thermostats.
- It is accessible by removing front panel.

### **2. Main Power Switch**

- Main power switch is in electrical box at case front.
- Main power switch controls power to lights AND thermostats.

### **3. LED Lights**

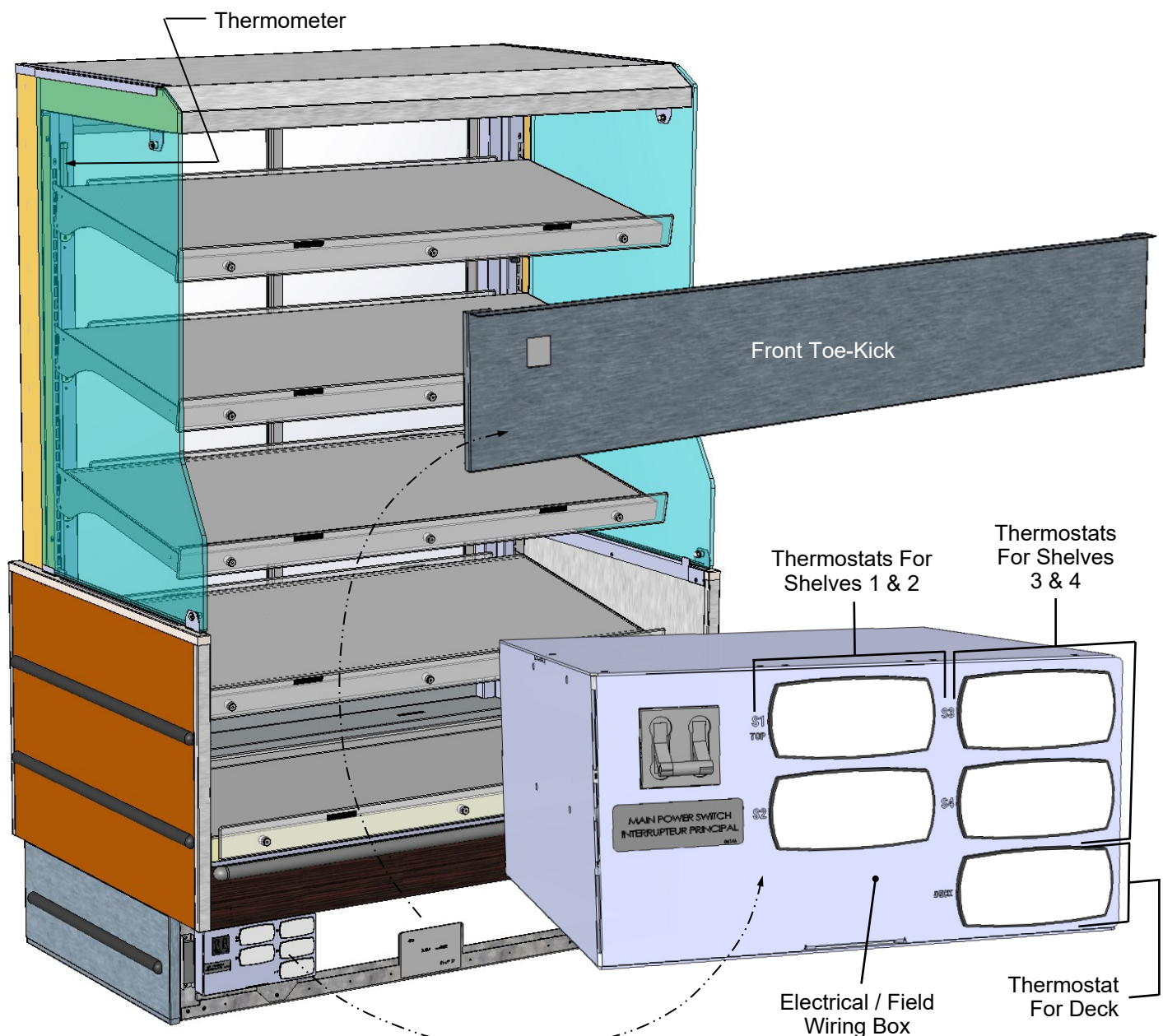
- Case's LED lights will come on when Main Power Switch is turned on.

### **4. Thermostats**

- Thermostats are in electrical box at case front.
- Thermostats control heat to deck and four (4) shelves.
- See next page for thermostat controller specifics.

### **5. Thermometer**

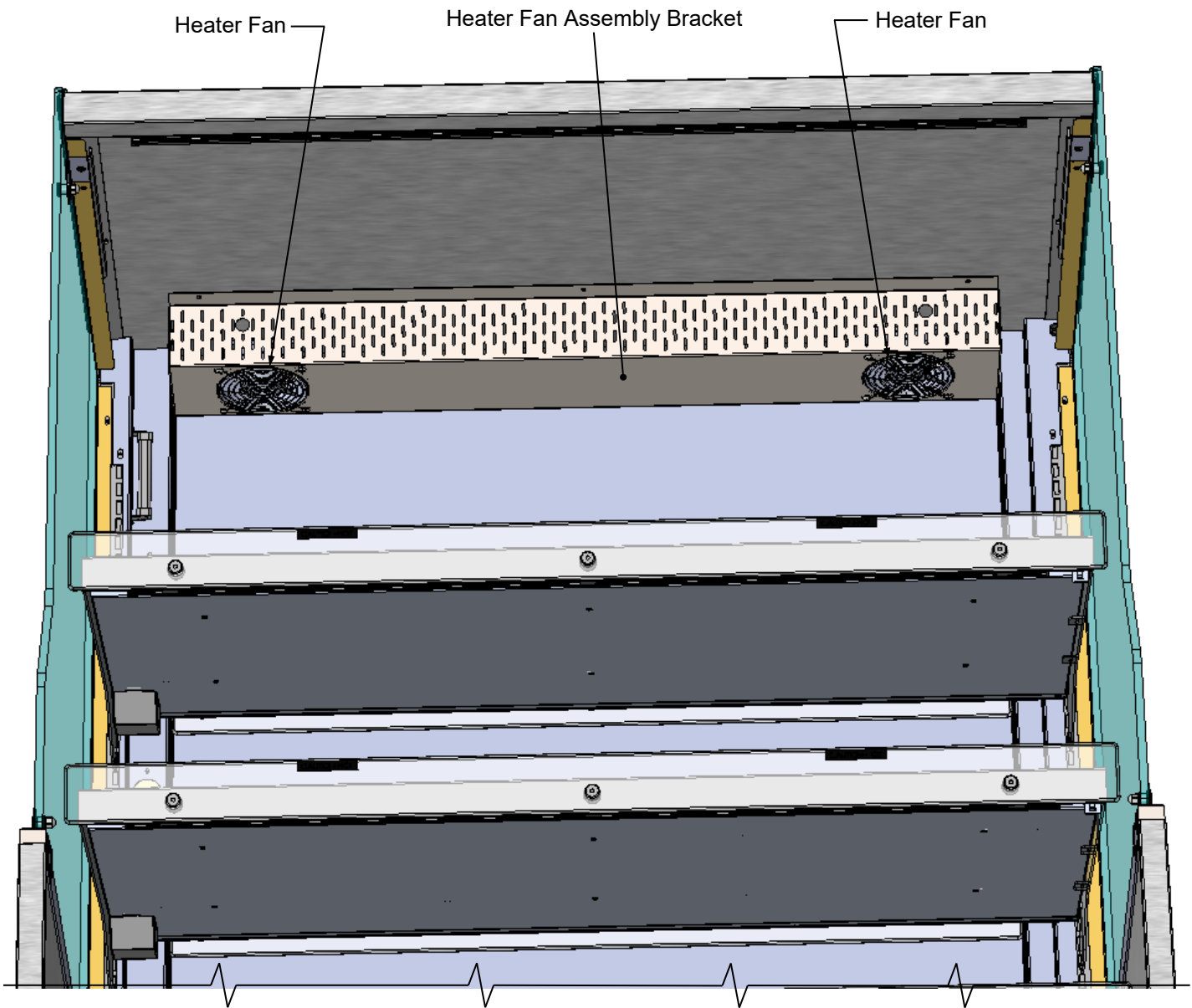
- Thermometer is located at upper left of upright.
- Thermometer reflects internal air temperature only (not actual food temperature).
- Use probe thermometer to determine ACTUAL product temperatures.



## STARTUP, CONT'D: HEATER FANS

### **6. Heater Fans**

- Heater fans operate WITHOUT a separate on/off switch.
- Heater fans draw warm air from top of case and distributes it to entire case.
- When unit is energized, check that heater fans are operational.
- If either heater fan is inoperable, check ***TROUBLESHOOTING*** section in this User Manual.
- See illustration below for general location of heater fans.



--- Angled View of Model GHSS476H.8110 (To View Heater Fan Assembly Bracket) ---

## STARTUP, CONT'D: START-UP, OPERATION AND SHUTDOWN (AUTHORIZED PERSONNEL ONLY!)

### 7. Merchandiser Daily Start-Up

- Turn Main Power Switch "ON" (by flipping switch up).
- LED lights will immediately come on.
- Thermostats (for all shelves and deck) are pre-set at factory to recommended settings.
- **Caution!** Food **MUST BE** cooked **PRIOR** to being placed in the case. Food should be heated to a temperature of between 150 °F to 160 °F (65.6 °C to 71 °C) prior to placing in case. *Food temperature must NOT be allowed to be below FDA guideline of 140 °F (60 °C).*
- Use probe to check food temperature before placing in the case.
- After product is placed in case, check product temperature (again) after one hour to verify that proper food temperatures are maintained.
- Due to thermostats being pre-set at factory, adjustments to thermostats should be very rare. However, should product temperatures be outside of range, see programmable controller section in manual for specifics on adjusting thermostats.
- After thermostat has been adjusted, check food temperatures again after one hour with probe.

### 8. Temperature Control Settings

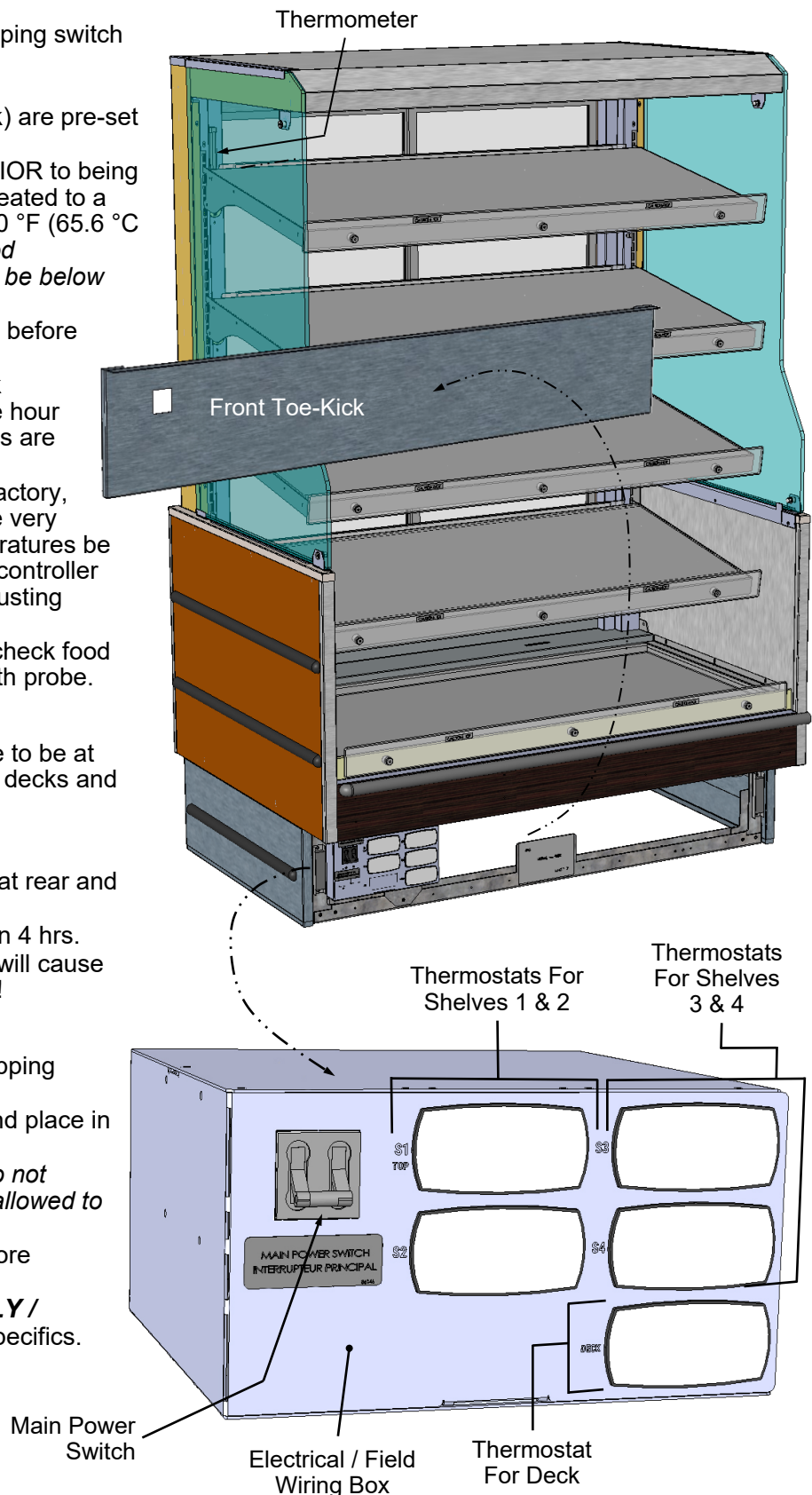
- Temperatures of all food products are to be at 140 °F to 165 °F (60 °C to 74 °C), for decks and shelves (including optional shelf #4).

### 9. Operating Tips

- When restocking, place new product at rear and rotate older product to front of case.
- Display product expected to sell within 4 hrs.
- **Clean up residue immediately.** Case will cause spills and debris to harden to surface!

### 10. Shutting Down Case

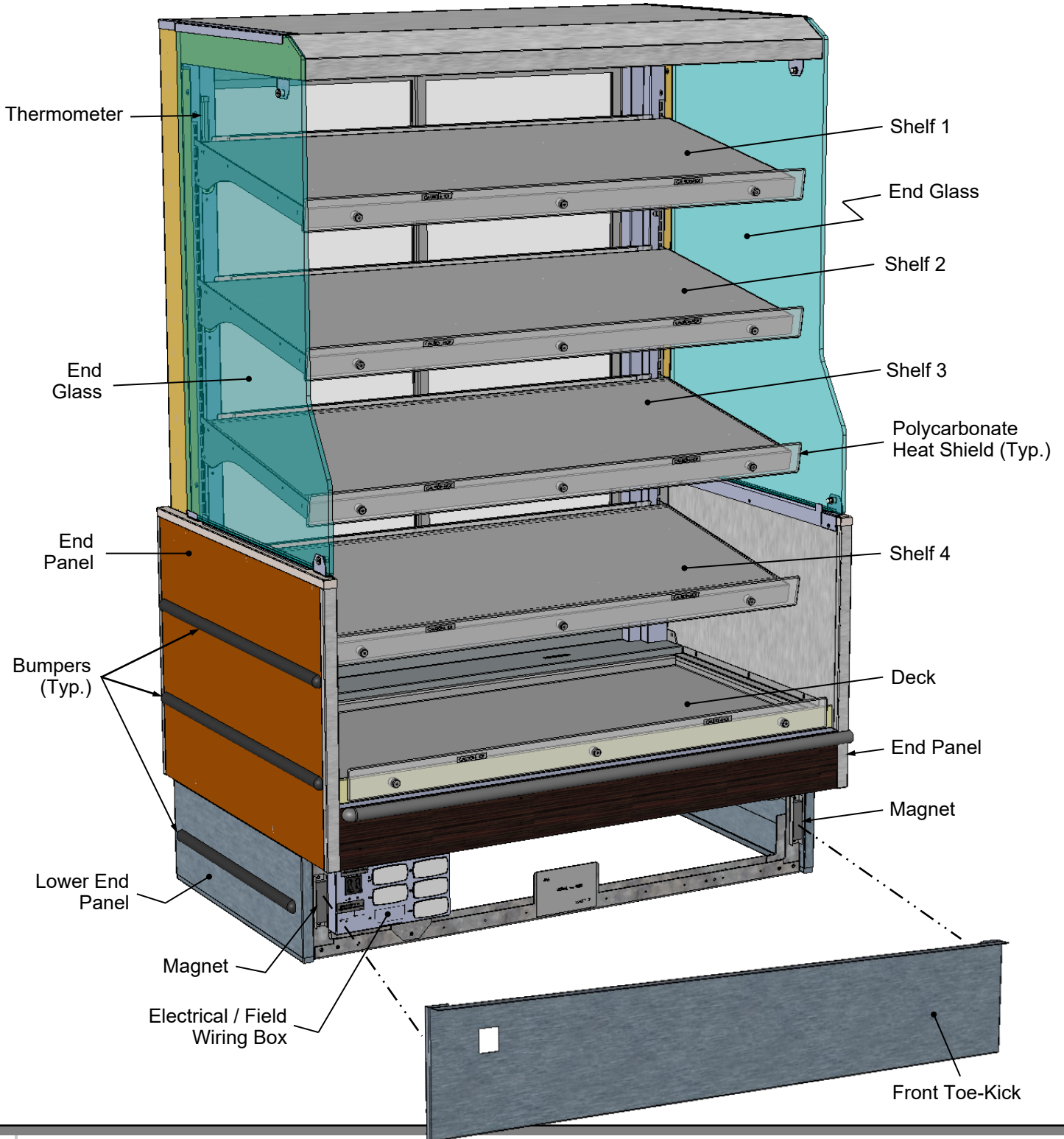
- Turn Main Power switch "OFF" (by flipping switch down).
- Remove all product from the case (and place in refrigerated units).
- **Caution! Deck and shelving is hot! Do not touch until case has been turned off allowed to cool for 45 minutes!**
- Allow case to cool for 45 minutes before cleaning.
- See **CLEANING SCHEDULE (DAILY / WEEKLY) - CASE INTERIOR** for specifics.



## GENERAL LAYOUT: CASE FRONT

### 1. General Layout: Case Front

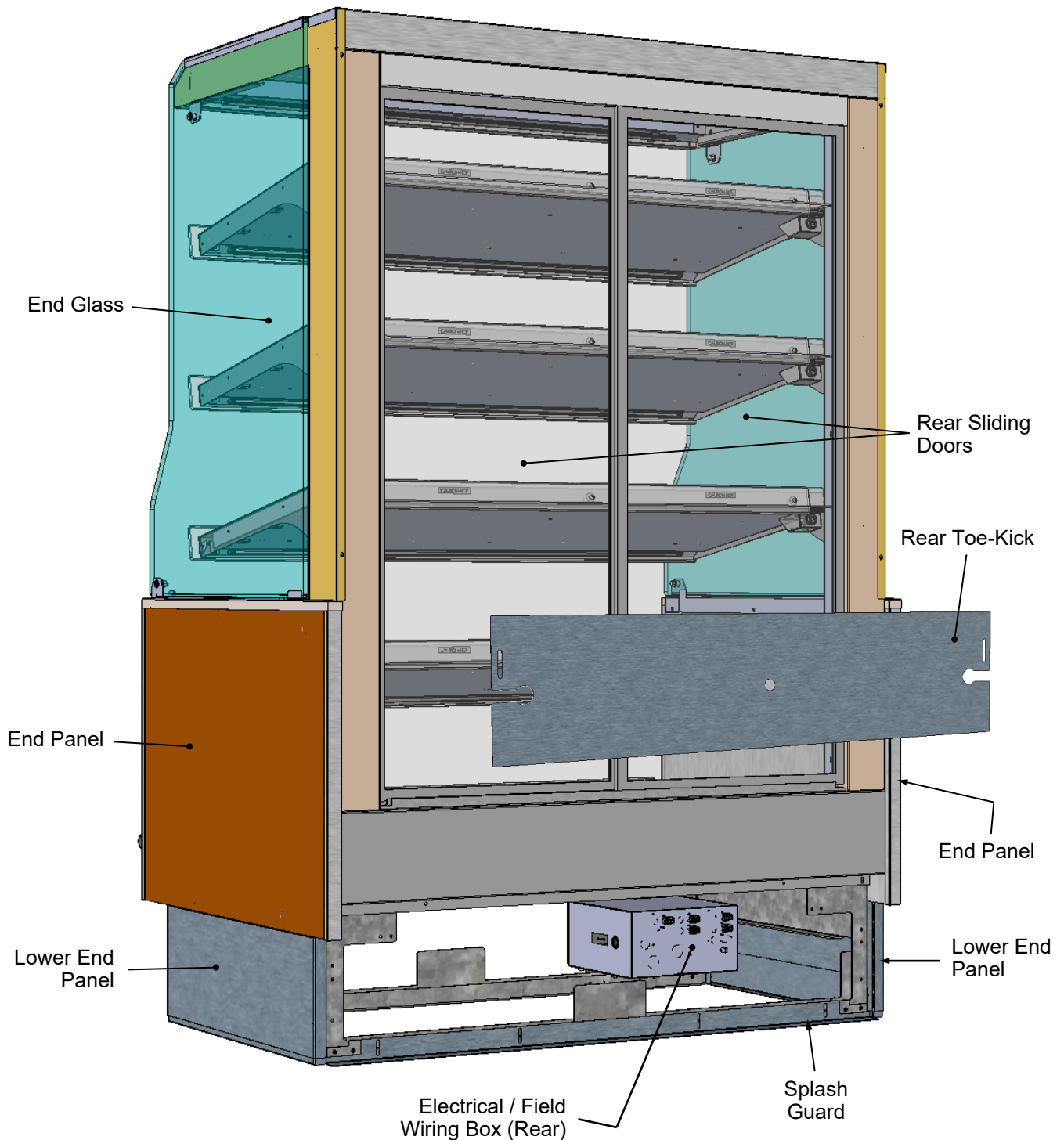
- Note: Model GHSS476H.8110 with rear sliding doors is shown.
- Solid back panel is optional.
- Illustration shown may not exactly reflect every feature or option of your particular model.
- See next page for general layout of case rear.



## GENERAL LAYOUT, CONT'D: CASE REAR

### **2. General Layout, Cont'd: Case Rear**

- Note: Model GHSS476H.8110 with rear sliding doors is shown.
- Solid back panel is optional.
- Illustration shown may not exactly reflect every feature or option of your particular model.
- See previous page for general layout of case front.



**3. General Layout, Cont'd: LED Light Fixtures**

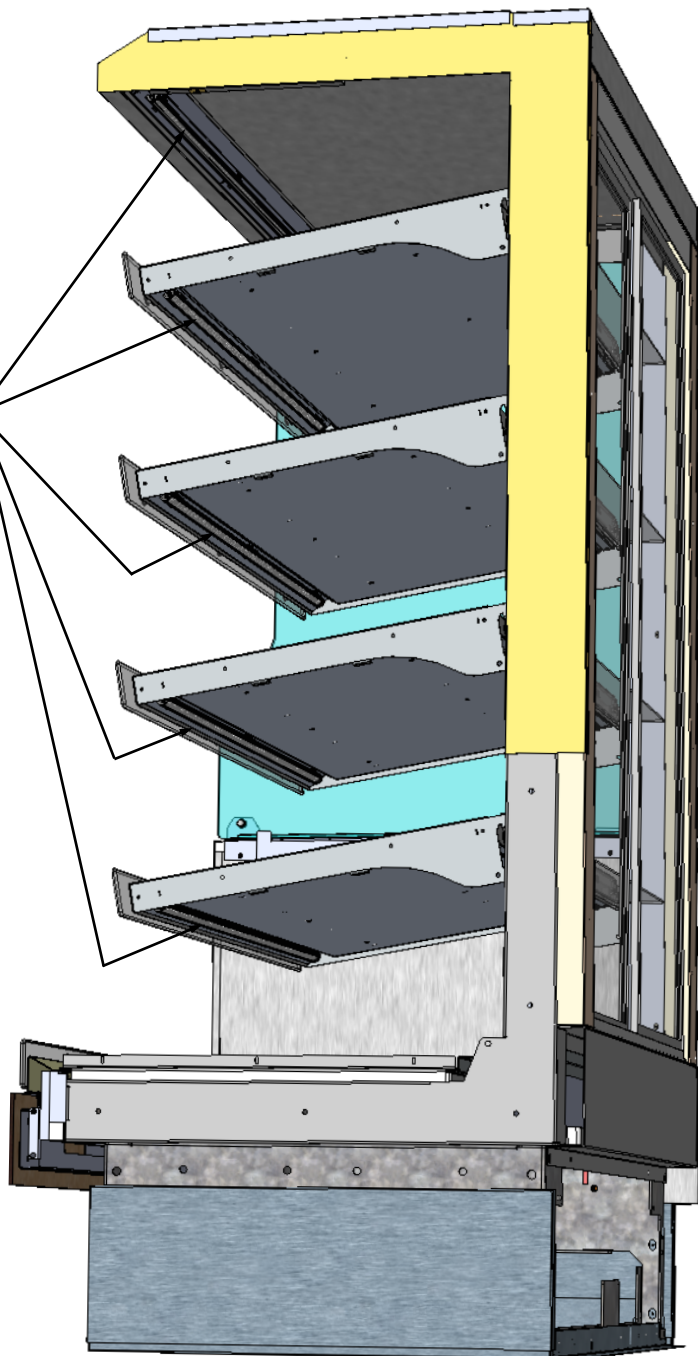
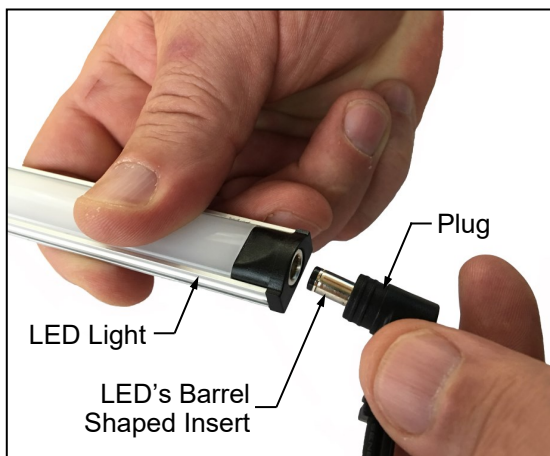
*Removal of faulty LED light:*

- LED lights rarely require change-out.
- To remove faulty LED light, simply grasp light near retaining spring and carefully pull away from its spring. Disconnect plug from LED's socket.
- Contact Structural Concepts' Technical Service Department for replacement parts (see the Technical Service section of operating manual for information).

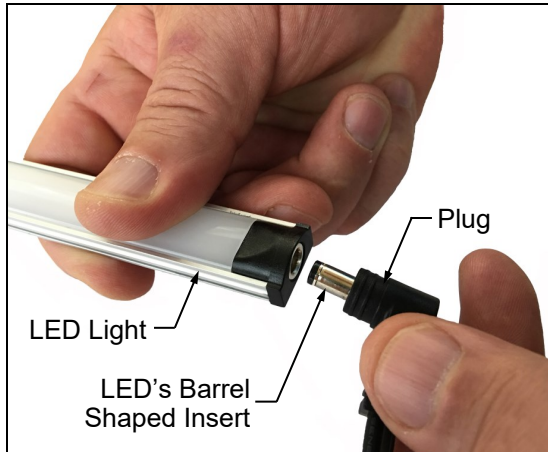
*Replacement of LED light:*

- To replace LED light fixture, simply insert new LED light at proper position (socket must be near plug). Carefully snap into metal springs so LEDs are held firmly in place.

- Note: LED light and plug must be connected in a specific manner or they will not work.
- Make certain oval edge of plug connects to oval edge of LED light.
- See next page for additional LED light guidelines.



**Note:** Model GHSS476H.8110 With Solid Back Panel Is Shown. It May Not Exactly Reflect Every Feature Or Option Of Your Particular Model.



#### **4. Power Cord and Plug**

- Power cord and plug (for LED lights) locations vary depending upon model.
- Caution! You must plugged in an approved outlet!

#### **5. LED Lights**

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



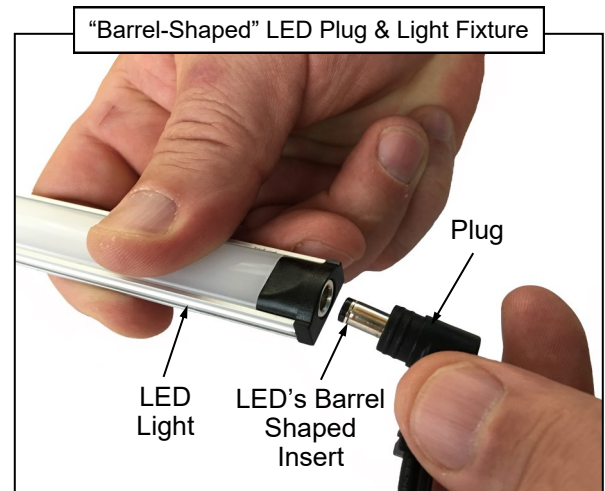
#### **6. LED Style Light Fixtures**

##### ***Removal of faulty LED light:***

- LED lights rarely require change-out.
- To remove faulty LED light, simply grasp light near retaining spring and carefully pull away from its spring. Disconnect plug from LED's socket.
- Contact Structural Concepts' Technical Service Department for replacement parts (see Technical Service section of this manual for information).

##### ***Replacement of LED light:***

- To replace LED light fixture, simply insert new LED light at proper position (socket must be near plug). Carefully snap into metal springs so LEDs are held firmly in place.
- **Note:** LED light and plug must be connected in a specific manner or they will not work.
- Barrel type LED light design merely requires that plug be pushed all the way in.
- See illustrations at right.



**CLEANING SCHEDULE: CASE EXTERIOR - DAILY, WEEKLY AND MONTHLY**

Cleaning	Daily	Weekly	Monthly	Task
Case Exterior	X			<p><b>Wood or Laminate Surfaces</b></p> <ul style="list-style-type: none"> <li>• Clean with warm, soapy water and clean cloth or sponge.</li> <li>• Dry with clean cloth or paper towel.</li> </ul>
	X			<p><b>Insulated Glass</b></p> <ul style="list-style-type: none"> <li>• Clean outside surfaces of glass with household or commercial glass cleaner.</li> <li>• Dry with clean cloth or paper towel.</li> </ul>
		X		<p><b>Stainless Steel (Case Top, Lower Panels, Etc.)</b></p> <ul style="list-style-type: none"> <li>• Wash with solution of hand-dishwashing liquid detergent &amp; warm water or solution of baking soda and water. Rinse and polish dry with paper towel or soft cloth.</li> <li>• Do not use scouring powders or steel wool as it will scratch surfaces.</li> <li>• Brighten by polishing with cloth dipped in vinegar or in ammonia; sprinkle baking soda on sponge and rub gently; rinse. Polish dry with paper towel.</li> <li>• Remove streaks or heat stains by rubbing with club soda.</li> <li>• <b>Caution! Do not drip or spill cleaning solution into case!</b></li> </ul>
			X	<p><b>Under Case Cleaning</b></p> <ul style="list-style-type: none"> <li>• Remove rear panel (2 screws) or front panel (no screws).</li> <li>• Clean under case with vacuum and extension.</li> </ul>

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

Cleaning	Daily	Task
Case Interior	X	<p><b>Glass</b></p> <ul style="list-style-type: none"> <li>• Clean inside surfaces of glass with a household or commercial glass cleaner.</li> <li>• Wipe dry with clean cloth or paper towel.</li> </ul>
	X	<p><b>Polycarbonate Heat Shields (At Front of Shelves)</b></p> <ul style="list-style-type: none"> <li>• Use a liquid detergent and clean with a clean cloth.</li> <li>• Caution! Do not use glass cleaner on polycarbonate heat shields (as it contains ammonia). Cleaning solution with ammonia will cause heat shield to become cloudy and crackled.</li> </ul>
	X	<p><b>Shelves / Deck / Wire Racks</b></p> <ul style="list-style-type: none"> <li>• <b><u>Spills (Unhardened)</u></b>: Clean immediately to prevent hardening or “baking” of spills. Remove wire rack (if any) to access area. Use a dry cloth, folded over several times to clean up spills; this will prevent being burned due to steam from wet cloth on the hot surfaces.</li> <li>• <b><u>Spills (Hardened)</u></b>: Clean hardened spills with a damp cloth dipped in household cleaner. For stubborn stains, use firm-bristled nylon brush or scouring pad dipped in warm, soapy water. Use spray bottle with water and clean paper towel to wipe up residue. Wire racks may be removed, submersed in warm to hot soapy water, and cleaned with soft-bristled brush.</li> </ul>

## TROUBLESHOOTING

CASE ISSUES	TROUBLESHOOTING METHOD
Product is drying out	<p>Make certain that product has not exceeded allotted display time.</p> <p><b><u>Authorized Personnel Only:</u></b></p> <ul style="list-style-type: none"> <li>Adjust temperature control settings. See <b>START-UP, OPERATION AND SHUTDOWN</b> section for your model in this manual for instructions.</li> </ul>
Product temperature deviates outside of acceptable range (product either overheating or too cool)	<ul style="list-style-type: none"> <li>If deck or shelving contains few or no products, a temperature reading that is outside of range may be experienced.</li> <li>When case is properly stocked, air is trapped between product; temperatures should maintain proper range.</li> <li>Probe thermometer may be faulty. Use a stainless steel stem-type thermometer with dial of at least a 1-inch internal diameter and test product. Accuracy to within 1.8 °F / 1 °C is acceptable.</li> </ul> <p><b><u>Authorized Personnel Only:</u></b></p> <ul style="list-style-type: none"> <li>Adjust temperature control settings: See <b>START-UP, OPERATION AND SHUTDOWN</b> section for your model in this manual for instructions.</li> </ul>
System is not operating at all	<p>Check that unit is properly plugged in.</p>
	<p>Confirm that the MAIN power switch is on.</p>
	<p>If power cord is used, confirm that it is plugged into outlet.</p>
	<p><b><u>Authorized Personnel Only:</u></b></p> <p>Confirm that the utility power is on.</p>
	<p><b><u>Authorized Personnel Only:</u></b></p> <p>Check the circuit breaker box for tripped circuits.</p>
	<p><b><u>Authorized Personnel Only:</u></b></p> <p>GFCI may be required. 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.</p>
Product is not heating at all	<p>Heating elements may be malfunctioning.</p> <ul style="list-style-type: none"> <li>Call Structural Concepts Technical Service (at last page of this manual).</li> <li>Move product to separate location until unit is repaired.</li> </ul>
LED lights are not working	<ul style="list-style-type: none"> <li>Check that main power switch is in the <i>on</i> position.</li> <li>Check that ALL of the light cords and plugs are properly connected. See <b>GENERAL LAYOUT, CONT'D: LED LIGHT / LED REMOVAL and REPLACEMENT</b> section in manual for connection instructions and illustrations.</li> <li>If case lights still do not come on, call Structural Concepts Technical Service.</li> </ul>
Heater Fans Are Not Operational	<p><b><u>Authorized Personnel Only:</u></b></p> <ul style="list-style-type: none"> <li>Confirm that the main power switch is on.</li> <li>If main power switch is on, check that LED lights are operational.</li> <li>If LED lights are NOT operational, check utility power.</li> <li>If LED lights ARE operational and heater fans are STILL not on, contact Structural Concepts Technical Service.</li> <li><u>Note:</u> Heater fans are accessible by removing fan bracket screws.</li> </ul>

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

- Serial labels are affixed at a wide range of places (on the header, at case rear, behind panels or toe-kicks, on electrical boxes, etc.).
- Serial labels contain electrical information as well as regulatory standards to which the case conforms.

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

**Structural Concepts®**

888 E. Porter Rd - Muskegon, MI 49441



Intertek

3048256

CONFORMS TO UL STD 970

**SAMPLE ONLY**

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

**Fusion**

SHS5454.7981

2688037CA408728

120 VOLTS 60 HZ SINGLE PHASE 2.0 AMP

FOR PARTS OR SERVICE CALL

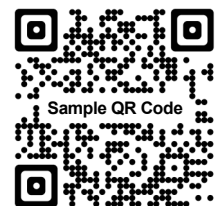
STRUCTURAL CONCEPTS

AT 1-800-433-9490

**SAMPLE ONLY**

**SAMPLE ONLY**

SCAN FOR PRODUCT LITERATURE



--- Sample Serial Label For Ambient/Heated Cases ---



**Determine Which Programmable Controller Is On Your Case (Controllers That Are Commonly Used By Structural Concepts Are Shown Below). Your Particular Programmable Controller May Differ.**



**Carel® PJEZ Platform**



**Carel® ir33 Platform**



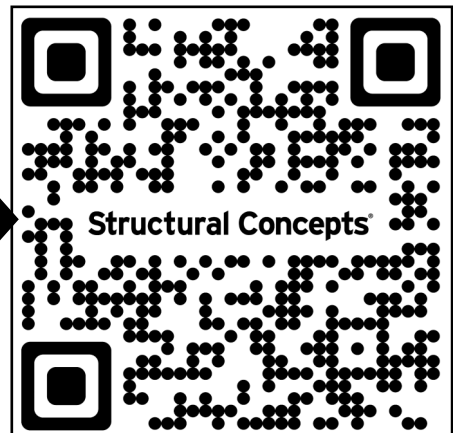
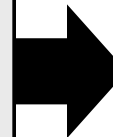
**Carel® iJF Platform**



**Dixell® XM670K-XM679K Platform**

**To Access Information About The Programmable Controller That Is Used On Your Case, Follow These Instructions:**

- > If Viewing This Document on Smart Phone, Tablet or Computer, Select/Click On The QR Code at Right.
- > If Viewing This Document In Print (Hard Copy), Scan The QR Code at Right With Your Smart Phone or Tablet.



**STRUCTURAL CONCEPTS TECHNICAL SERVICE CONTACT INFORMATION & LIMITED WARRANTY**

**TECH SERVICE/WARRANTY CONTACT INFO:**  
1 (800) 433-9490 / EXTENSION 1  
**DAYS/HOURS AVAILABLE:**  
MONDAY - FRIDAY (CLOSED HOLIDAYS)  
8:00 a.m. TO 5:00 p.m. EST

**YOU MUST HAVE THE FOLLOWING INFO AVAILABLE  
BEFORE CONTACTING STRUCTURAL CONCEPTS:**  
SERIAL NO. / MODEL NO. / STORE NO. / STORE  
ADDRESS / DETAILS (PHOTOS, LEAK LOCATIONS,  
DAMAGE, STORE'S AMBIENT CONDITIONS, ETC.)

**To Access The Limited Warranty To Your  
Case, Follow These Instructions:**

- > If Viewing This Document on Smart Phone, Tablet or Computer, Select/Click On The QR Code at Right.
- > If Viewing This Document In Print (Hard Copy), Scan The QR Code at Right With Your Smart Phone or Tablet.

