Attention Refrigeration Contractor: Access Complete Library of Documents Pertaining To This Display Case In Two Ways:

1. *Scan QR Code With Smartphone.*
2. *Or, If Viewing This Document Electronically, Simply Press (or Click) The QR Code Below.*

Structural Concepts®
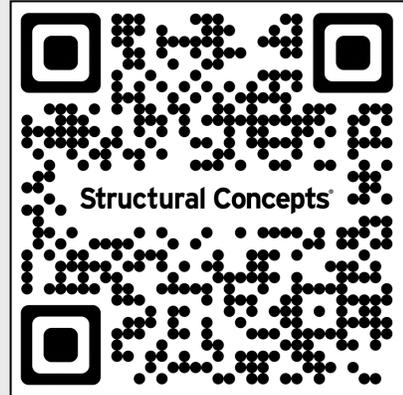
--- QR Code P/N 21-25955 ---

Structural Concepts®

DELIVERING FRESH. ALWAYS.™

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TABLE OF CONTENT

General Overview of Properly Operated Case

>> Components are proper placed on case
(as illustrated below).

>> Product is pre-chilled at 38 ° to 41 °F (depending upon product type) before it is placed in the case.

1. To maintain proper food safety temperatures, all product is kept BELOW the top of acrylic risers.

2. Caution! Food in 'clamshell containers' must be placed at case rear to insure proper cooling of its product!

3. Check that temperature switch is at correct setting to correspond with product. If **BOTH** types of product are in the case, switch is to be at lowest temperature setting.

4. Note: Thermometer displays ONLY air temperature - NOT product temperature. *If thermometer reads above 41 °F, case is in defrost mode.*

5. Defrost Icon: During defrost mode, the programmable controller displays a 'melting snowflake' icon. Defrost occurs every 4 hours and is necessary for proper case function. Product will remain at safe temperatures during this time.

6. For accurate product temperature readings, probe thermometer is used rather than infrared thermometer.

7. To keep case running properly, condenser coil is being cleaned EVERY WEEK.

8. Review Case Surroundings:

 • Check that front & rear lower panels (with louvers) are not obstructed.

 • Check if case is affected by HVAC vent or outside door airflow. If so, such airflow must be prevented from entering the case. Otherwise, the case's 'air screen' may be compromised causing unsafe food temperatures.

--- Case Rear ---

Sample HVAC Vents
(Your Store's Vent Design
and/or Layout May Differ)

Rear Air
Exhaust

Serial Label

Front Air Intake

--- Control Panel ---

Electrical
Box Cover

--- Case Front ---

Lower Front
Panel

**O = 38 °F
MEAT & DAIRY**

**I = 41 °F
PRODUCE**

MAIN
POWER
SWITCH

21-18410

O = 38 °F
MEAT & DAIRY

I = 41 °F
PRODUCE
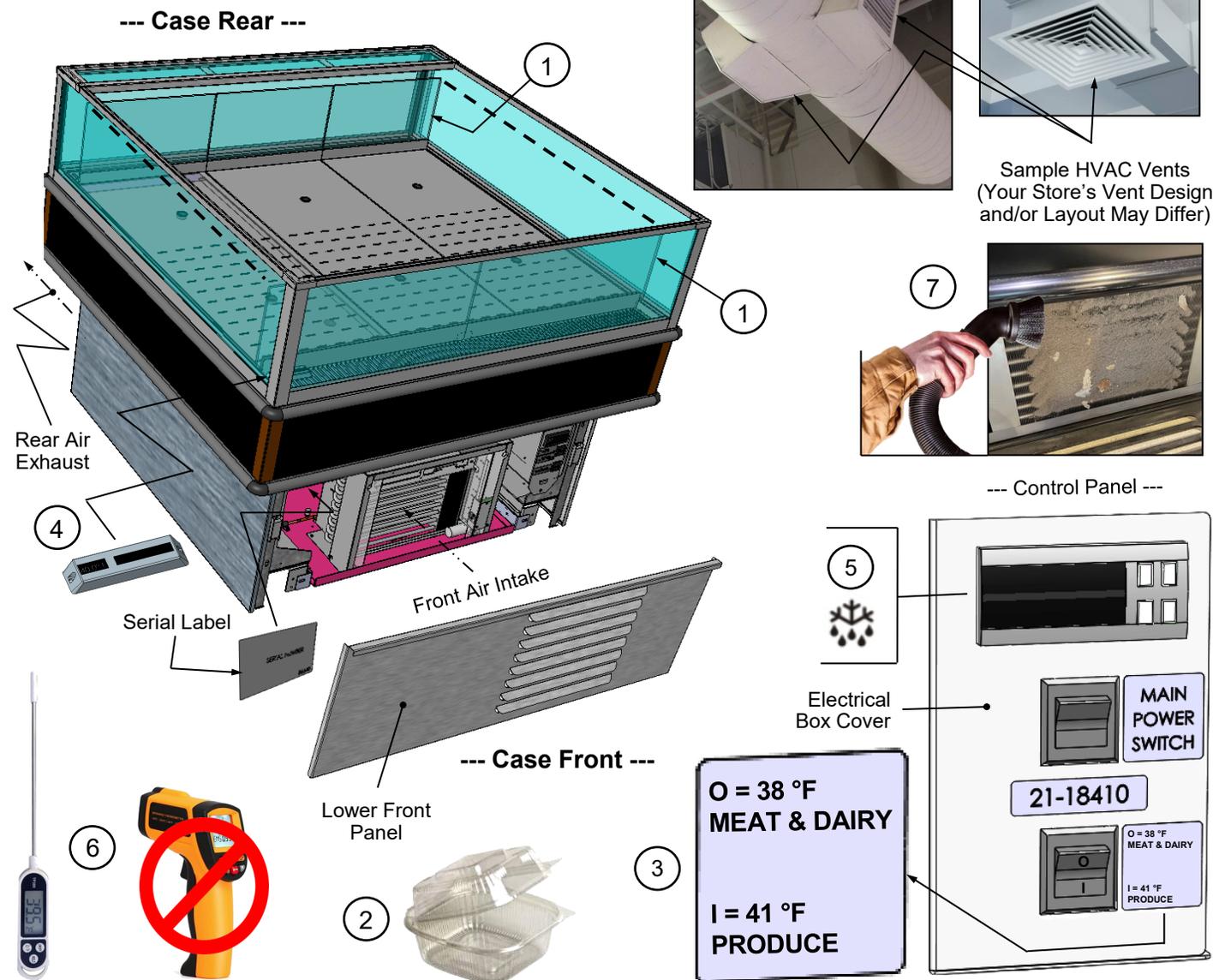
Evaporator System - T'Shooting & Maintenance

\>\> Illustration shown is after decking has been removed.

Troubleshooting

1. Check programmable controller to see if case is at factory settings. If not, do so. See Carel® Programmable Controller section for instructions on setting case to factory settings.

2. Check that coil is not frozen. If it is, case may need to be put into multiple defrosts or turned off entirely. *Caution! De-icing coil can result in excess water entering the overflow evaporator pan and draining onto floor!*

3. Check that defrost probe is properly positioned and **IS IN CONTACT** with the metal U-bend surface. Probes must NOT be separated from U-bend by cork insulation tape. Reposition or reattach probes if necessary.

4. Check that discharge air probe DOES NOT come in contact with tub; it must be suspended in space away from tub surface.

5. Check if evaporator fan is working properly. If not, the motor may need to be connected properly or replaced.

Maintenance

>> *Caution! Don't place fingers near rotating fan blades!*

\> Check if there is residue clogging up drain. If so, remove.
\> Use a clean rag dipped in mild, warm, soapy water and wipe down drain trough, refrigeration lines, TXV, fan blades, coil tubes, tub, etc.

\> After all components have been cleaned thoroughly, return decking to case.

Contacting Structural Concepts

Important! When contacting Structural Concepts, please have the following information ready:
\> *Serial number (on serial label)*
\> *Model number (on serial label)*
\> *Location/department of case in store*
\> *Store address*
\> *Store contact name, email and telephone number*
\> *A brief explanation of the issue or parts needed.*

Call Technical Service: Monday - Friday, 8 a.m. to 5 p.m. EST (Closed Holidays) at 1(800) 433-9490 Ext. 1.

④ Discharge Air Probe

②

③ Defrost Probe

Likely Probe Location on U-Bend

⑤

Probe Wire Route

① Programmable Controller
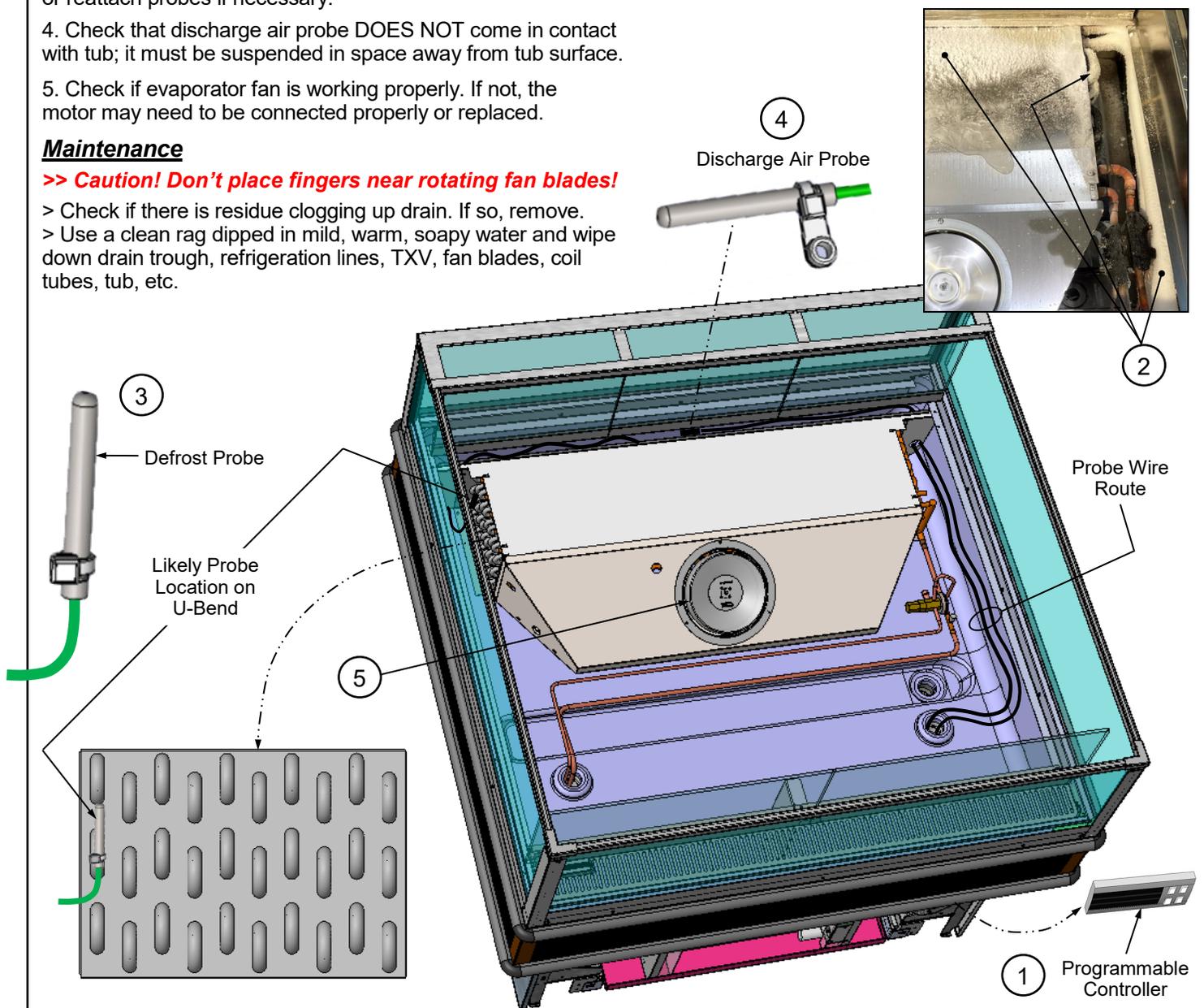
Condensing Unit - T'Shooting & Maint.

>> Important! Several condensing units are shown for illustrative purposes only. They may not reflect every feature or option of your unit's system.

>> Caution! Disconnect power from case before cleaning condensing unit!

>> Remove lower front panel and possibly shipping retention screws. *Caution! Only slide condensing unit out from under case until hoses (that connect condensing unit to case) have reached their extended length. Sliding out too far can damage refrigerant hoses!*

Troubleshooting

- Is the condensing fan motor working? If not, check connections.
- Is the sight glass flashing? If so, it may be low on refrigerant.
- Is there a refrigeration leak? If so, contact Structural Concepts (see previous page).
- Has the compressor failed? If so, contact Structural Concepts (see previous page).

Maintenance of Condensing Unit:

- Use moist cloth to wipe off dust & debris that collects on components (fans, sight glass, overflow pan, etc.).
- Check condensate and overflow pans. Use a soft-bristled brush and de-scaling solution. Clean thoroughly. Then, rinse thoroughly with clean water (in spray bottle); dry with paper towel.
- If wicking material is dirty, worn or disintegrating, it must be replaced. Contact Structural Concepts for replacement wicking material.

Maintenance of Condensing Coil:

- Use vacuum with soft-bristled brush to remove dust and dirt that may collect on condenser coil and fins.
- *Caution! Coil fins are sharp. Handle with care!*
- After thoroughly cleaning condensing coil/fins, carefully slide condensing unit back under case.
- Replace lower panel via hook/magnet method (no screws required).
- Return power to case.
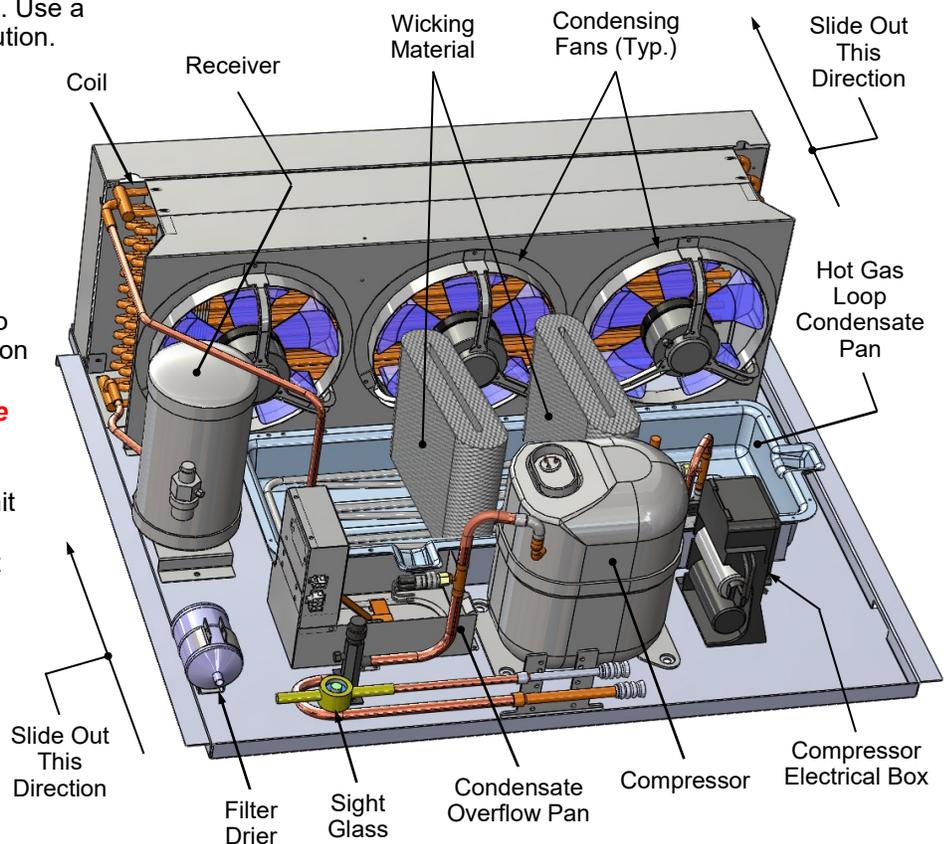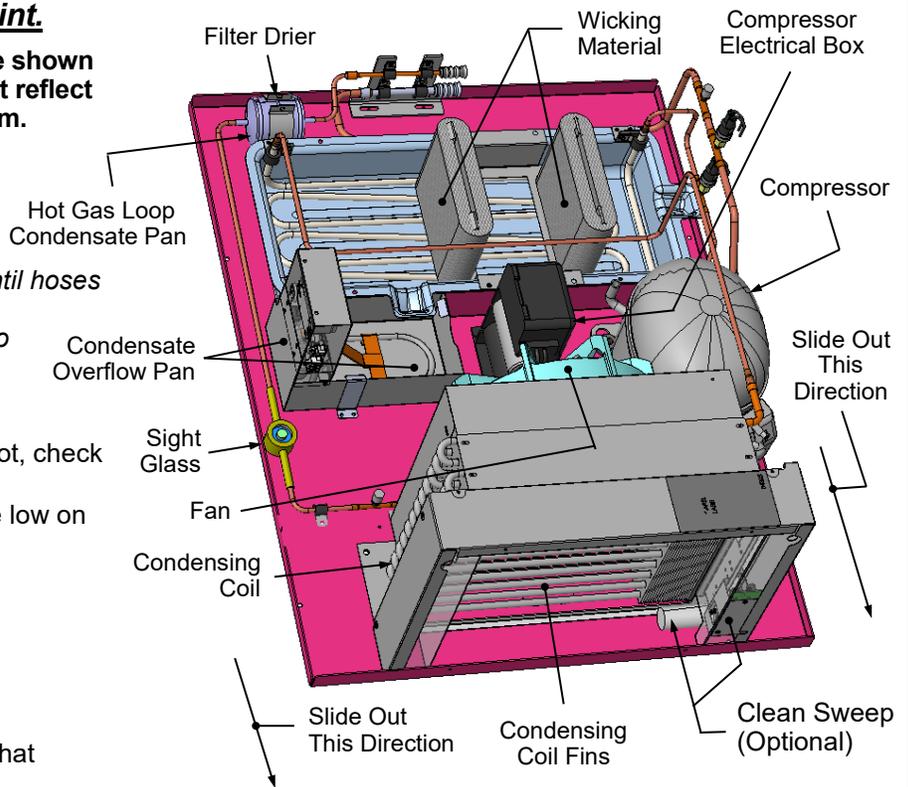
WARNING!

THE FOLLOWING PAGE CONTAINS A LINK TO PROGRAMMABLE CONTROLLER INFORMATION.

IT IS RECOMMENDED THAT YOU DO NOT CHANGE SET POINT OR ADJUST THE CONTROLLER MORE THAN 2 °F UP OR DOWN (4 °F TOTAL). DOING SO COULD VOID WARRANTY.

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 From Units Shown.

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.