

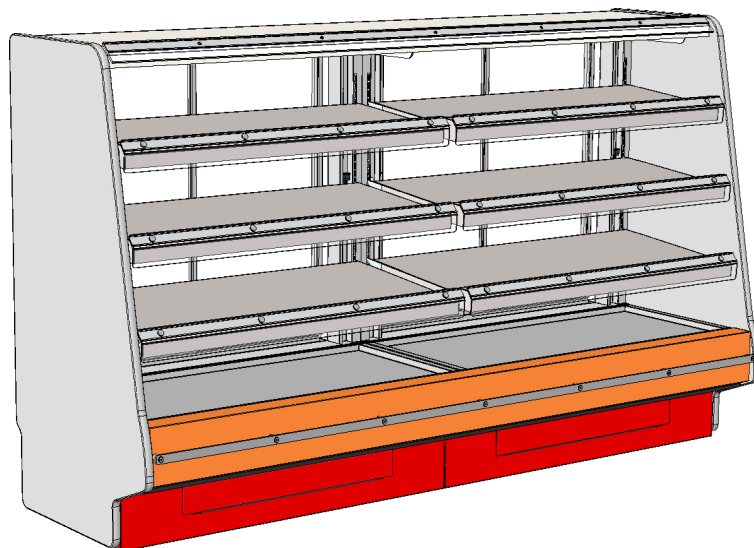
FUSION USER MANUAL

SCC P/N
20-17518

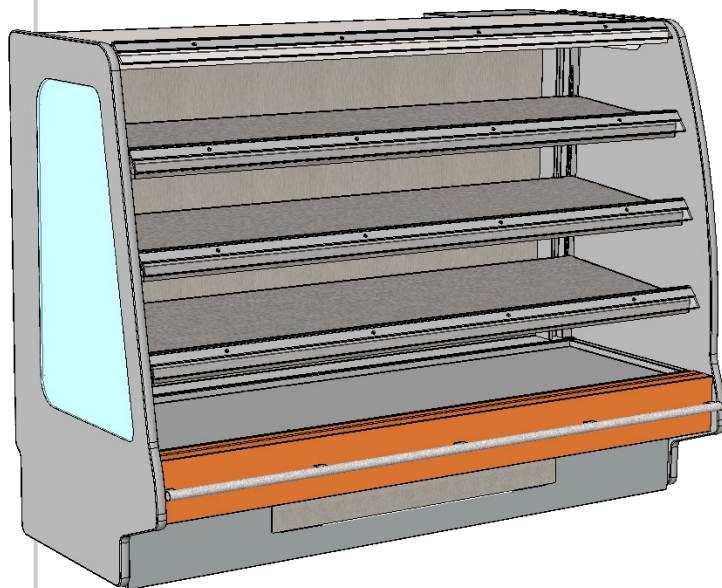
FUSION HEATED SHELVING, SELF-SERVICE 55 1/4", 60" and 66 1/4" TALL MERCHANDISERS



Standard 3-Shelf Model GHSS460H (Shown Stocked For Illustrative Purposes Only)

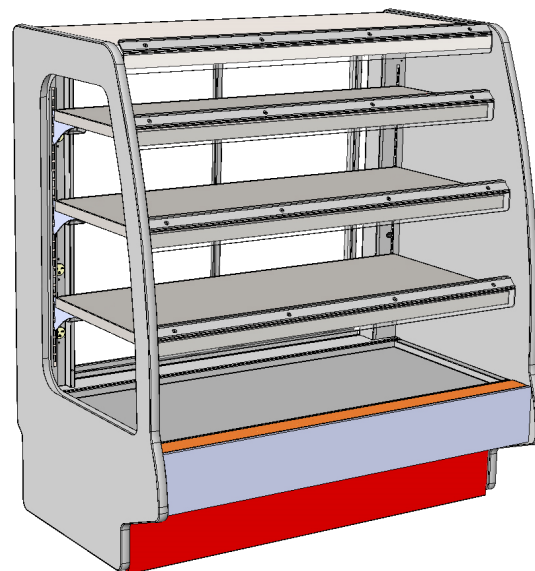


Standard 3-Shelf Model GHSS856HLB
(With Stainless Steel Front Bumper)



Standard 3-Shelf Model GHSS656HLB
(With Stainless Steel Front Bumper)

Note: See Next Page For Partial List Of Models That This Manual Is Applicable To.



Standard 3-Shelf Model GHSS456HLB
Optional Controls Placement (Either Front or Rear)
With LEDs (Instead of Incandescent Lights)

CAUTION-HOT

Important! See Installation Section Of User Manual For Specifics On Confirming Proper Placement of "Caution-Hot" Labels on Heated Shelves

Structural Concepts®

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TABLE OF CONTENTS

OVERVIEW / TYPE / COMPLIANCE / WARNINGS / PRECAUTIONS / WIRING / PLUGS	3-4
INSTALLATION: SKID REMOVAL / FRAME SUPPORT RAIL SHIMMING / LEVELER ADJUSTMENTS	5
INSTALLATION, CONT'D: FIELD ACCESS WIRING CONNECTIONS/ SWITCHES / THERMOMETERS	6
INSTALLATION, CONT'D: IMPORTANT! HEATED SHELF "DANGER - HOT" LABEL PLACEMENT	7
REMOVING VERTICAL LOWER FRONT (OR REAR) PANELS	8
START-UP, OPERATION & SHUTDOWN - MODEL GHSS460H & GHSS656HLB 3-SHELF UNITS (FRONT ACCESS UNITS) / AUTHORIZED PERSONNEL ONLY!	9
START-UP & OPERATION - MODEL GHSS456HLB (REAR ACCESS UNIT) - AUTHORIZED PERSONNEL ONLY!	10
START-UP & OPERATION - MODEL GHSS460HLB 3-SHELF UNIT (FRONT ACCESS UNIT) AUTHORIZED PERSONNEL ONLY!	11
START-UP & OPERATION - MODEL GHSS660H 4-SHELF UNIT (FRONT ACCESS UNIT) AUTHORIZED PERSONNEL ONLY!	12
DOOR REMOVAL (OPTIONAL) / DECK, SHELVING, OVERHEAD DIFFERENTIATION	13
INCANDESCENT LAMP FIXTURES / REPLACEMENT GUIDELINES	14
OPTIONAL LED LIGHTS / SWITCH / LED LIGHT FIXTURES / LED REMOVAL and REPLACEMENT	15
VAPOR THERMOMETER	16
CLEANING SCHEDULE (DAILY / WEEKLY) - CASE EXTERIOR	17
CLEANING SCHEDULE (DAILY / WEEKLY) - CASE INTERIOR	18
CLEANING SCHEDULE (DAILY / WEEKLY) - CASE EXTERIOR & INTERIOR: STAINLESS STEEL	19
TROUBLESHOOTING	20
SERIAL LABEL & LOCATION / TECHNICAL INFORMATION / ADD'L INFORMATION	21
PROGRAMMABLE CONTROLLER (SELECT, CLICK ON OR SCAN QR CODE FOR INFO).....	22
TECHNICAL SERVICE CONTACT INFORMATION / WARRANTY INFORMATION	23

This Manual Is Applicable To The Following Models*

**GHSS452HLB / GHSS456HLB / GHSS460H / GHSS460HLB / GMSS467H / GMSS667H
GMSS867H / GHSS652HLB / GHSS656HLB / GHSS660H / GHSS856HLB**

***This Manual May Be Applicable To Models Not Listed Above or Herein.**

OVERVIEW

- These Structural Concepts cases should be installed and operated according to these instructions to ensure proper performance. Improper use will void warranty.
- This unit is designed to display products in ambient store conditions with a maximum temperature of 80 °F (27 °C).

DRY HEAT PURPOSES / PRE-HEATING PRODUCT, ETC.

This case is designed for dry heating operations throughout the product area. Heat is generated from heated shelving/deck.

- Structural Concepts® heated merchandisers are designed for packaged 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 to display perishable, packaged products. Improper use will void warranty.
- Depending upon model, overhead incandescent lamps may be used on shelving and header of merchandiser.

INTEGRATED AVERAGE PRODUCT TEMPERATURE

- These units are designed to merchandise product at an integrated average product temperature of 150 °F (66 °C).

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. Please see below.

WARNINGS

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



**ATTENTION
CONTRACTORS**

COMPLIANCE

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

WARNING

**ELECTRICAL
HAZARD**

**WARNING**

Risk of electric shock.

Disconnect ALL ELECTRICAL SOURCES before servicing.

WARNING

**HOT
SURFACE**

**WARNING**

Shelves and decks are hot!

Disconnect and allow to cool 45 minutes before cleaning, servicing or removing from case.

**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.
- For accurate readings, DO NOT use infrared food thermometers.

**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.

OVERVIEW

- These Structural Concepts cases should be installed and operated according to these instructions to ensure proper performance. Improper use will void warranty.
- This unit is designed to display of products in ambient store conditions with a max. temperature of 80 °F (27 °C) .

COMPLIANCE

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

PRECAUTIONS

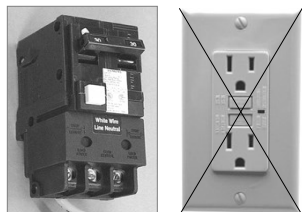
- Following are important precautions to prevent damage to unit or merchandise. Please read carefully!

WIRING DIAGRAM

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



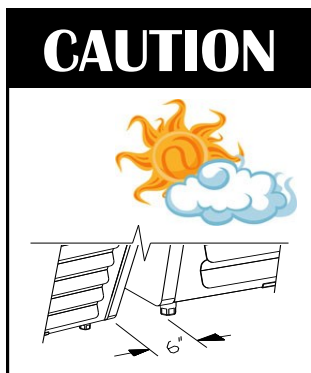
CAUTION! LAMP REPLACEMENT GUIDELINES
Incandescent lamps reflect specific size, shape and overall design. Replacement lamps must be replaced with similar incandescent lamps meeting the same factory specifications.



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**

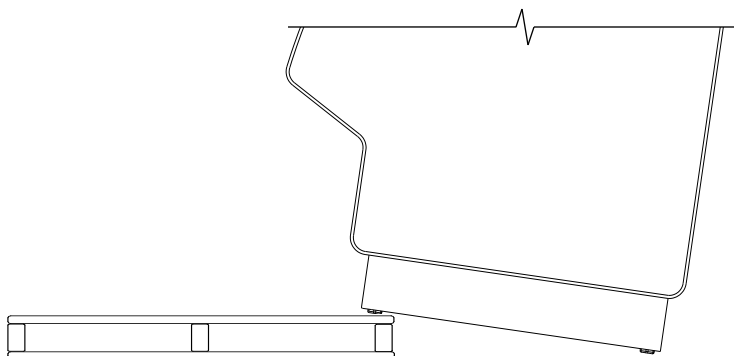
- Performance issues caused by adverse conditions are **NOT** covered by warranty.
- End panels must be tightly joined or kept at least **6-inches** away from any structure to prevent condensation.
- Unit must be kept at least **15-feet** from exterior doors, overhead HVAC vents or any air curtain disruption to maintain proper temperatures.
- Do not expose to direct sunlight or heat source (ovens, fryers, etc.).

**CAUTION!**

- Cases with glass enclosures: To prevent sagging or breakage, do not exceed **5 LBS (2.3 KG)** weight load per top glass section (between vertical supports).
- To prevent scratching or marring, do not place **ANY** items on glass.

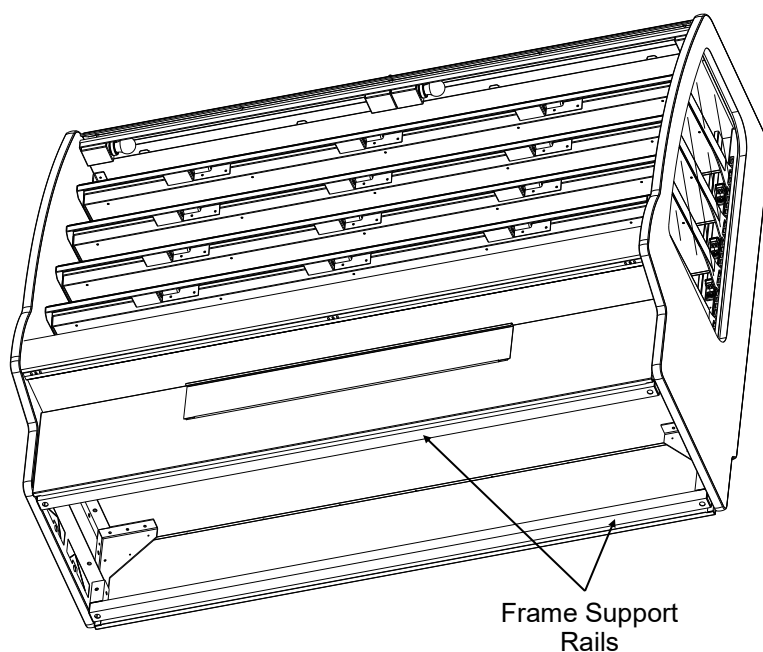
1. Remove Unit From Skid

- Caution: Case must always remain supported or center of gravity will allow case to fall.
- Slide unit to rear of skid and lean backward off skid.
- Slide skid out from under case while case is being supported.



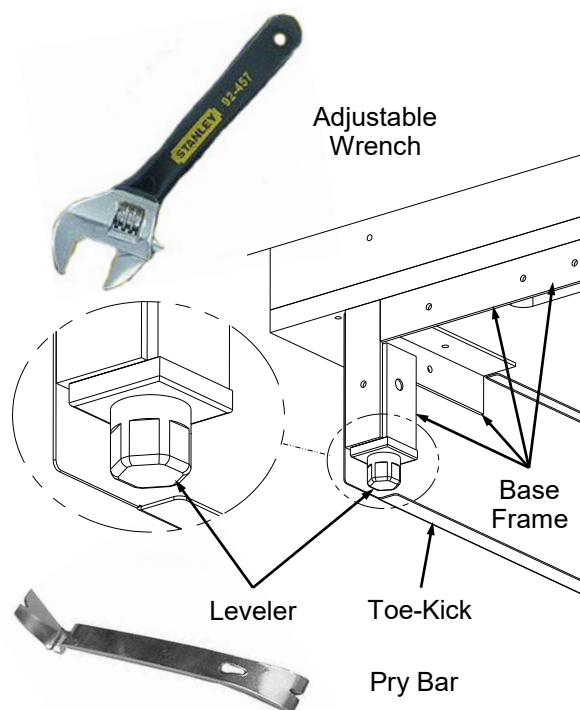
2. Frame Support Rails Must Be Shimmed

- Most cases have frame support rails (shown below).
- Shims will be provided with all cases that have frame support rails. Use shims to level case.
- You may need to remove front and/or rear toe-kick to access levelers
- **Note: After case is in position, it must be sealed to floor to prevent entry or leakage of liquid or moisture.**



3. Adjust Levelers

- Some cases have levelers. If so, after case is in proper position, adjust case so it is level and plumb (see illustration below).
- You may need to remove front and/or rear Toe-Kick to access levelers.
- Use adjustable wrench to adjust leveler.
- Depending upon case weight it may be necessary to use a pry bar to accomplish this task.
- Do not use pry bar on toe-kick as it may buckle.
- Do not use pry bar on end panel as it may chip.
- Use pry bar ONLY on base frame to avoid damaging case.
- See illustration and photo below.



INSTALLATION, CONT'D: FIELD ACCESS WIRING CONNECTIONS/ SWITCHES / THERMOMETERS

Gain access to field wiring / electrical raceway by removing front panel (removal of screws is required).

4. Field Access Wiring Connections

Field wiring connection location is at customer-right, at underside of raceway (as shown below).

5. Lamp Power Switch

- Lamp switch is at customer-right.
- One (1) lamp switch controls all bulbs in unit.

6. Single vs. Three-Phase Selector Switch

- Both single phase field wiring leads AND three phase field wiring leads are provided.
- Phase selector switch (see location below) must match field wiring.
- **Note:** Depending upon options chosen, phase selector switch lockout bracket may be standard.

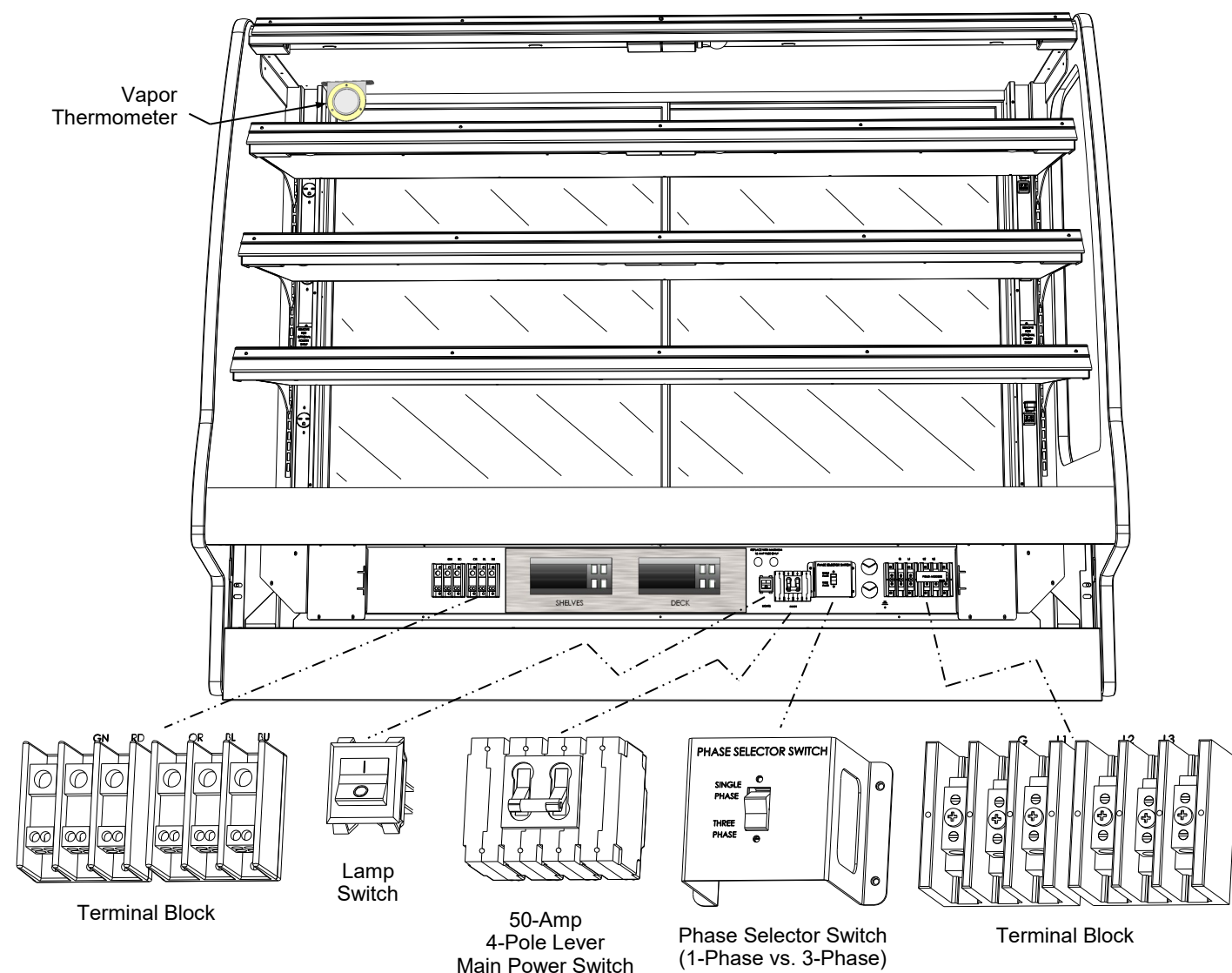
If not, optional phase selector switch lockout bracket (SCC P/N 20-35413) is available.

7. 50-Amp 4-Pole Lever Main Power Switch

- See illustration below.
- Power to all lights AND heated shelves is shut off when this switch is turned off.

8. Thermometers

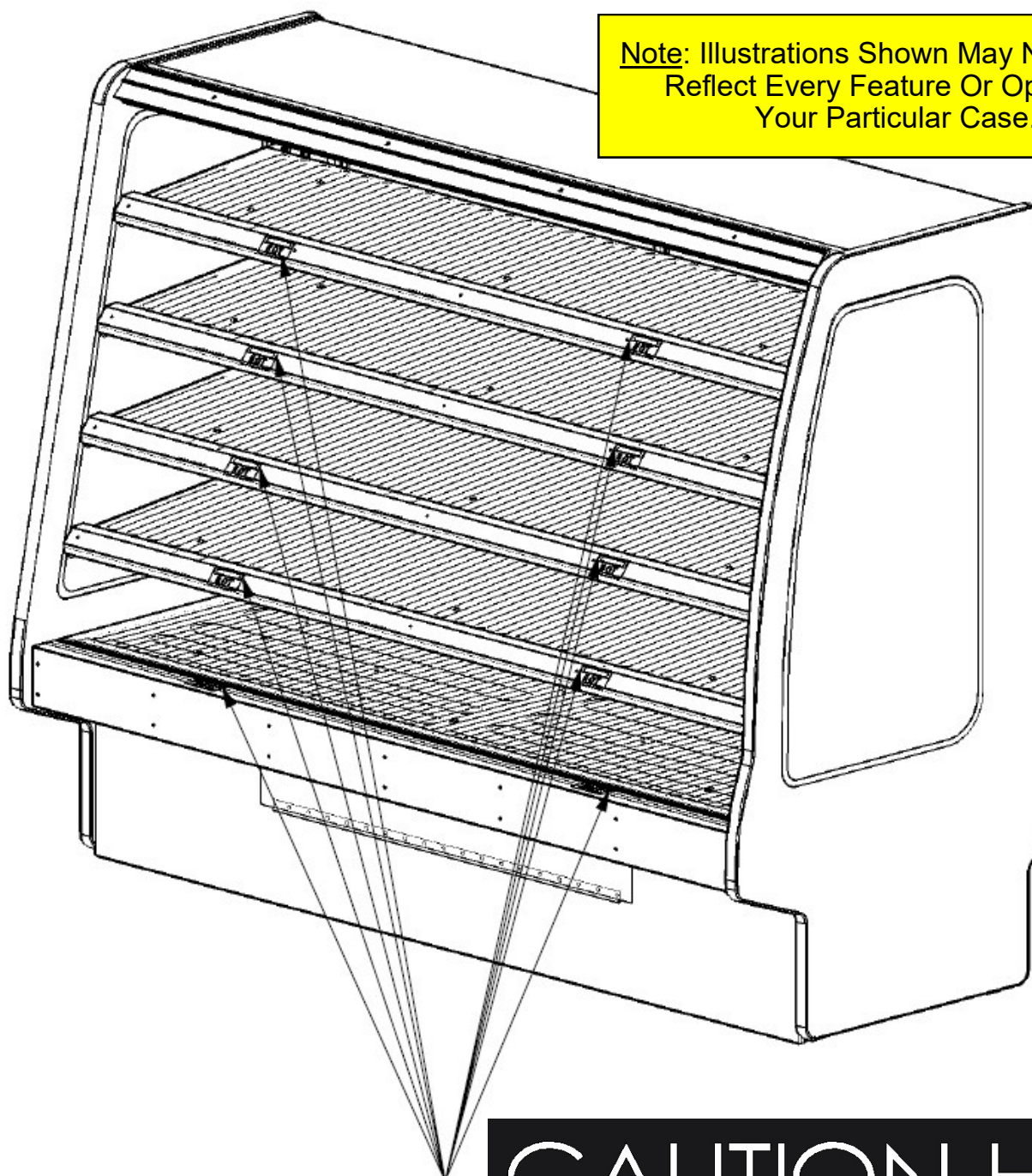
- Thermometers in equipment reflect internal air temperature only (not actual food temperature).
- Use probe thermometers to determine actual product temperatures.
- See **Vapor Thermometer** section in manual for temperature dial design and range.



9. Important! Check That "Danger - Hot" Labels Are Properly Attached To Case.

- Shelves can get extremely hot and cause severe burns.
- Illustration below shows proper placement of "Danger - Hot" Labels.
- Two labels must be placed on each shelf and lower panel (as shown below).
- If labels are not properly attached, contact Structural Concepts regarding label P/N [20-11836](#).
- See **SCC TECHNICAL SERVICE CONTACT INFORMATION** section in manual for contact information.

Note: Illustrations Shown May Not Exactly Reflect Every Feature Or Option Of Your Particular Case.



CAUTION-HOT

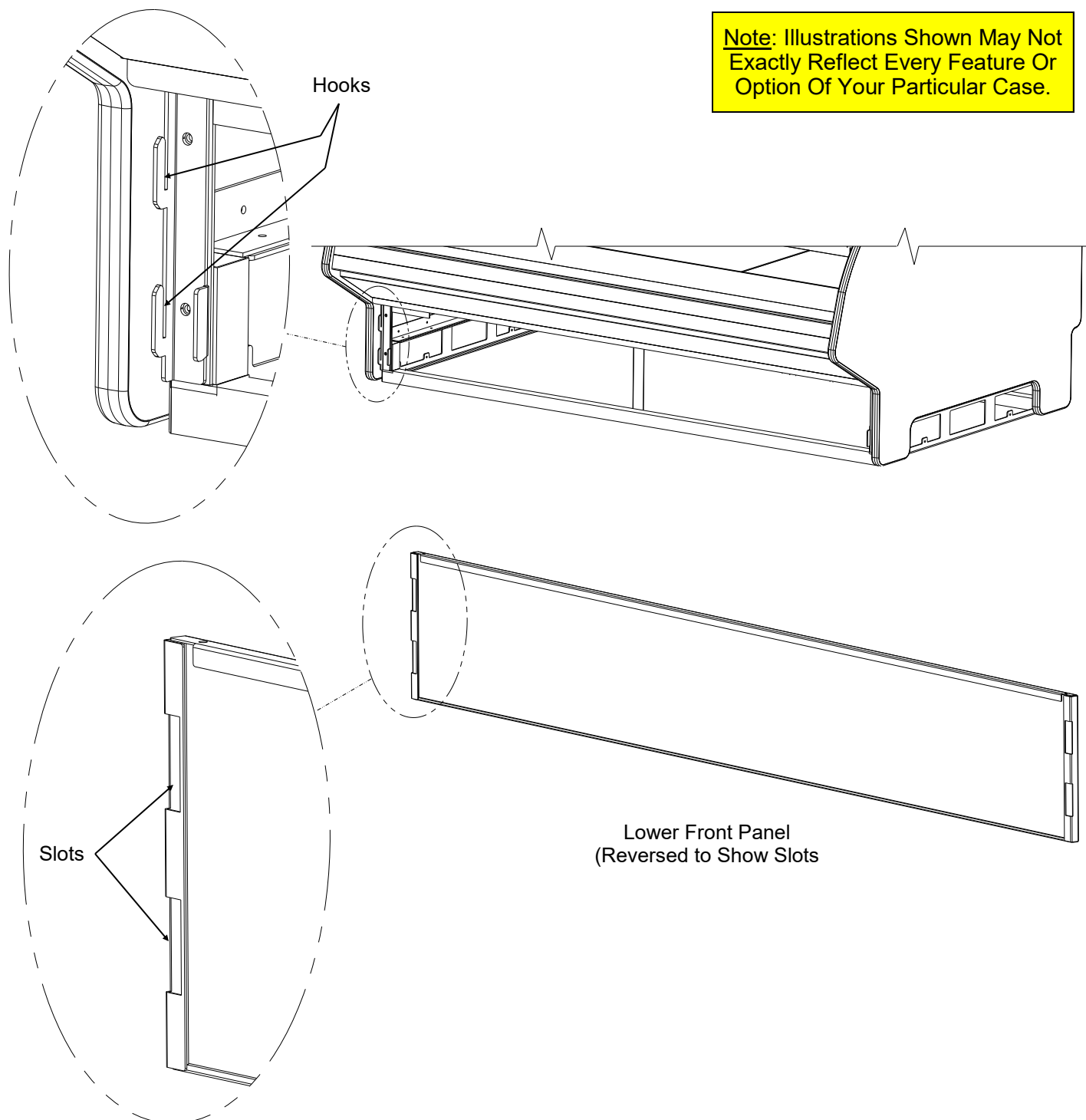
REMOVING VERTICAL LOWER FRONT (OR REAR) PANELS

Removing Vertical Lower Front (or Rear) Panel

- No screw removal is required to remove lower front panel.
- Simply lift lower front panel slots up and off case hooks.

- Replace in same manner it was removed.
- Illustrations shown may not exactly reflect every feature or option of your particular case.

Note: Illustrations Shown May Not Exactly Reflect Every Feature Or Option Of Your Particular Case.



1. Start-Up - Note: This Section Is For Authorized Personnel Only!

- Control panel is at case front. It may be accessed by removing front panel (no screw removal required).
- Main power switch, lights switch and thermostats are on control panel. Replace front panel after energizing control panel
- Turn main power switch on to energize case (heated deck, heated shelves and lights).
- Turn on light switch for case lights to come on.
- **Caution! Deck, shelving and overhead lights are HOT! Do not touch until case has been turned off and allowed to cool for 45 minutes!**

2. Pre-Cooking Food / Checking Food Temperature

- **Caution! Food MUST BE cooked PRIOR to being placed in the case. Food should be heated to between 150 °F to 160 °F (65.6 °C - 71 °C) prior to placing it in the case.**
- All food products temps are to be at 140 °F to 165 °F (60 °C to 74 °C), for shelves and deck.
- **Food temperature must NOT be allowed to be below FDA guidelines of 140 °F (60 °C).**
- Use ONLY food probe to check product temperature before placing it in case.
- **DO NOT** rely on case thermometer or infrared thermometer gun!
- After product has been placed in case, check product temperature (again) after one hour to verify that proper food temperatures are maintained.

3. Thermostat Settings

- **Important! Default thermostat settings are set at the factory. This case should rarely require adjustments to thermostat settings.**
- If thermostat settings need to be adjusted, see **PROGRAMMABLE CONTROLLER** section in this User Manual.
- If temperature is adjusted, allow 20 minutes at NEW settings to determine if product temperatures are acceptable.
- Check food temperature again after one hour.

4. Operating Tips

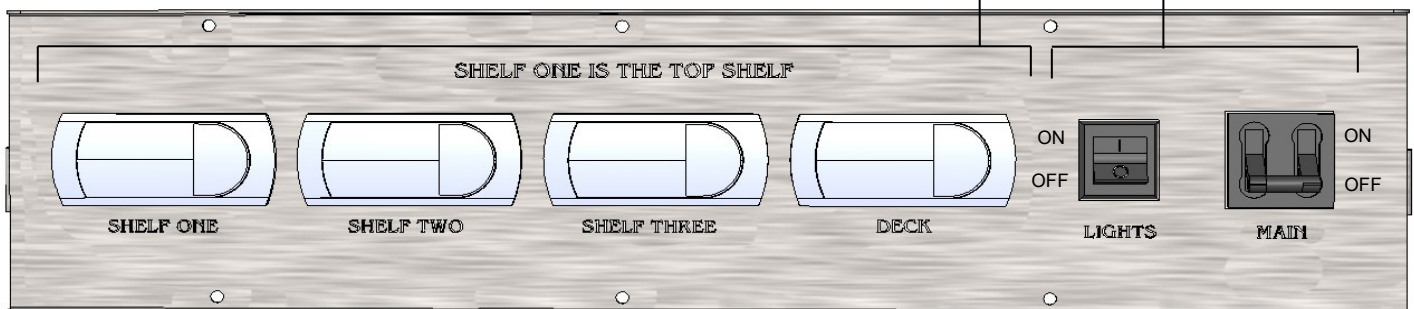
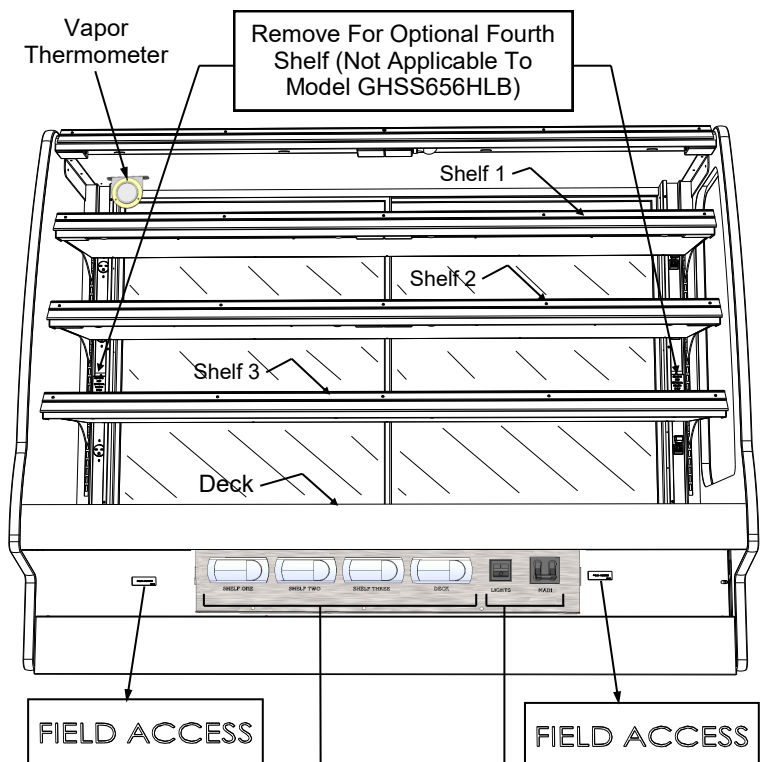
- When restocking, place new product at back and rotate older product to front of case.
- Display product expected to sell within 4 hrs.
- **Clean up residue immediately.** Case will cause spills and debris to harden to surface!

5. Shutting Down Case

- Remove all product from case.
- Turn main power switch to "OFF" position.
- Allow case to cool for 45 minutes before cleaning.
- See **CLEANING SCHEDULE** section in User Manual for specific cleaning instructions.

6. Optional 4-Shelf Unit

- Case is wired for 4th shelf.
- Both receptacle and plug protective covers may be removed by accessing two (2) screws.



1. Start-Up - Note: This Section Is For Authorized Personnel Only!

- Control panel is at case rear. It may be fully accessible or accessed by removing rear panel (no screw removal required).
- Main power switch, lights switch and thermostats are on control panel. Replace rear panel after energizing control panel
- Turn main power switch on to energize case (heated deck, heated shelves and lights).
- Turn on light switch for case lights to come on.
- **Caution! Deck, shelving and overhead lights are HOT! Do not touch until case has been turned off and allowed to cool for 45 minutes!**

2. Pre-Cooking Food / Checking Food Temperature

- **Caution! Food MUST BE cooked PRIOR to being placed in the case.** Food should be heated to between 150 °F to 160 °F (65.6 °C - 71 °C) prior to placing it in the case.
- All food products temps are to be at 140 °F to 165 °F (60 °C to 74 °C), for shelves and deck.
- **Food temperature must NOT be allowed to be below FDA guidelines of 140 °F (60 °C).**
- Use ONLY food probe to check product temperature before placing it in case.
- **DO NOT** rely on case thermometer or infrared thermometer gun!
- After product has been placed in case, check product temperature (again) after one hour to verify that proper food temperatures are maintained.

3. Thermostat Settings

- **Important! Default thermostat settings are set at the factory. This case should rarely require adjustments to thermostat settings.**
- If thermostat settings need to be adjusted, see **PROGRAMMABLE CONTROLLER** section in this User Manual.
- If temperature is adjusted, allow 20 minutes at NEW settings to determine if product temperatures are acceptable.
- Check food temperature again after one hour.

4. Operating Tips

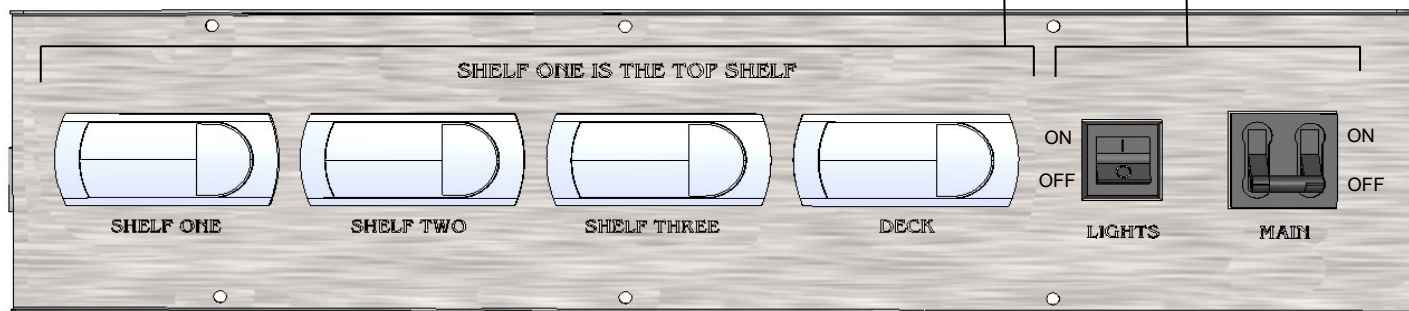
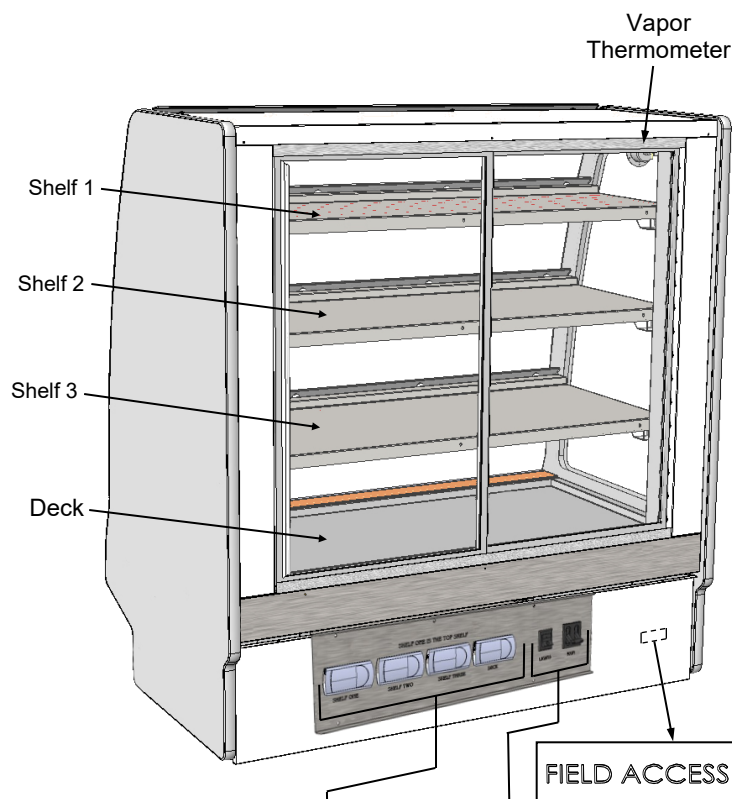
- When restocking, place new product at back and rotate older product to front of case.
- Display product expected to sell within 4 hrs.
- **Clean up residue immediately.** Case will cause spills and debris to harden to surface!

5. Shutting Down Case

- Remove all product from case.
- Turn main power switch to "OFF" position.
- Allow case to cool for 45 minutes before cleaning.
- See **CLEANING SCHEDULE** section in User Manual for specific cleaning instructions.

6. Optional 4-Shelf Unit

- Case is wired for 4th shelf.
- Both receptacle and plug protective covers may be removed by accessing two (2) screws.



1. Start-Up - Note: This Section Is For Authorized Personnel Only!

- Control panel is at case front. It may be accessed by removing front panel (no screw removal required).
- Main power switch, lights switch and thermostats are on control panel. Replace front panel after energizing control panel
- Turn main power switch on to energize case (heated deck, heated shelves and lights).
- Turn on light switch for case lights to come on.
- **Caution! Deck, shelving and overhead lights are HOT! Do not touch until case has been turned off and allowed to cool for 45 minutes!**

2. Pre-Cooking Food / Checking Food Temperature

- **Caution!** Food MUST BE cooked PRIOR to being placed in the case. Food should be heated to between 150 °F to 160 °F (65.6 °C - 71 °C) prior to placing it in the case.
- All food products temps are to be at 140 °F to 165 °F (60 °C to 74 °C), for shelves and deck.
- **Food temperature must NOT be allowed to be below FDA guidelines of 140 °F (60 °C).**
- Use ONLY food probe to check product temperature before placing it in case.
- **DO NOT** rely on case thermometer or infrared thermometer gun!
- After product has been placed in case, check product temperature (again) after one hour to verify that proper food temperatures are maintained.

3. Thermostat Settings

- **Important! Default thermostat settings are set at the factory. This case should rarely require adjustments to thermostat settings.**
- If thermostat settings need to be adjusted, see **PROGRAMMABLE CONTROLLER** section in this User Manual.
- If temperature is adjusted, allow 20 minutes at NEW settings to determine if product temperatures are acceptable.
- Check food temperature again after one hour.

4. Operating Tips

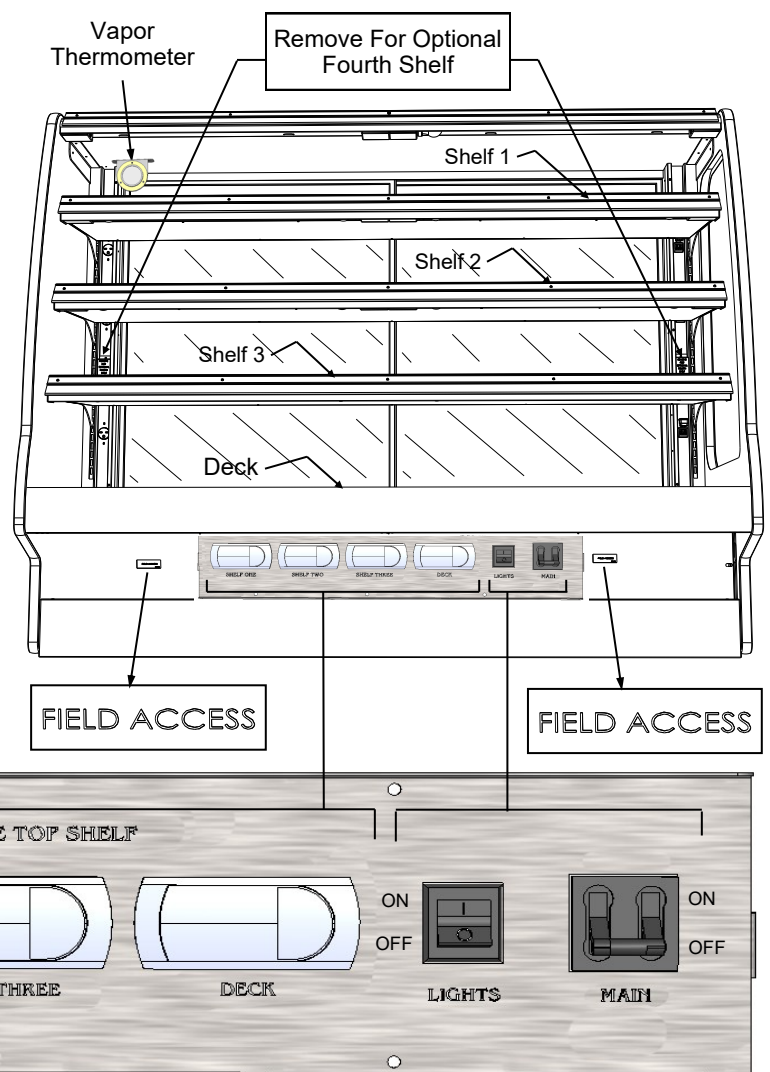
- When restocking, place new product at back and rotate older product to front of case.
- Display product expected to sell within 4 hrs.
- **Clean up residue immediately.** Case will cause spills and debris to harden to surface!

5. Shutting Down Case

- Remove all product from case.
- Turn main power switch to "OFF" position.
- Allow case to cool for 45 minutes before cleaning.
- See **CLEANING SCHEDULE** section in User Manual for specific cleaning instructions.

6. Optional 4-Shelf Unit

- Case is wired for 4th shelf.
- Both receptacle and plug protective covers may be removed by accessing two (2) screws.



1. Start-Up - Note: This Section Is For Authorized Personnel Only!

- Control panel is at case front. It may be accessed by removing front panel (no screw removal required).
- Main power switch, lights switch and thermostats are on control panel. Replace front panel after energizing control panel
- Turn main power switch on to energize case (heated deck, heated shelves and lights).
- Turn on light switch for case lights to come on.
- **Caution! Deck, shelving and overhead lights are HOT! Do not touch until case has been turned off and allowed to cool for 45 minutes!**

2. Pre-Cooking Food / Checking Food Temperature

- **Caution!** Food MUST BE cooked PRIOR to being placed in the case. Food should be heated to between 150 °F to 160 °F (65.6 °C - 71 °C) prior to placing it in the case.
- All food products temps are to be at 140 °F to 165 °F (60 °C to 74 °C), for shelves and deck.
- **Food temperature must NOT be allowed to be below FDA guidelines of 140 °F (60 °C).**
- Use ONLY food probe to check product temperature before placing it in case.
- **DO NOT** rely on case thermometer or infrared thermometer gun!
- After product has been placed in case, check product temperature (again) after one hour to verify that proper food temperatures are maintained.

3. Thermostat Settings

- **Important! Default thermostat settings are set at the factory. This case should rarely require adjustments to thermostat settings.**
- If thermostat settings need to be adjusted, see **PROGRAMMABLE CONTROLLER** section in this User Manual.
- If temperature is adjusted, allow 20 minutes at NEW settings to determine if product temperatures are acceptable.
- Check food temperature again after one hour.

4. Operating Tips

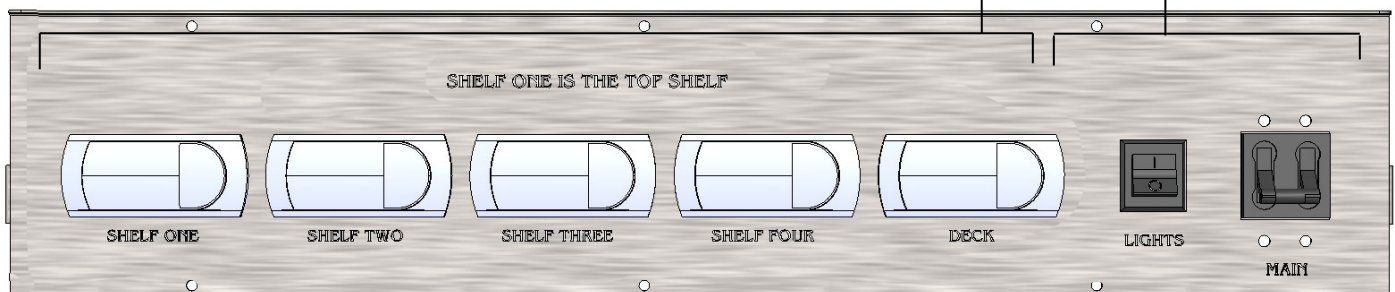
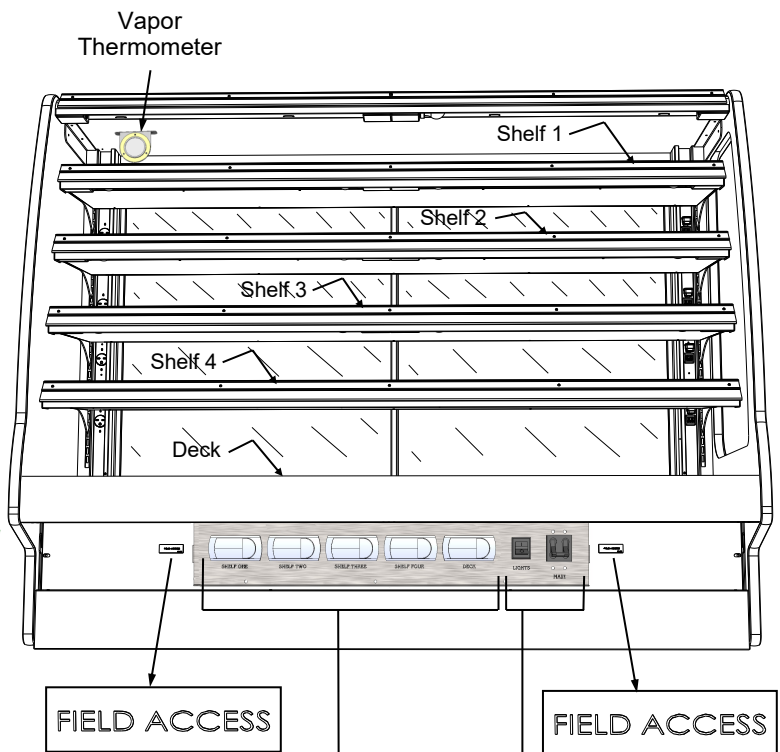
- When restocking, place new product at back and rotate older product to front of case.
- Display product expected to sell within 4 hrs.
- **Clean up residue immediately.** Case will cause spills and debris to harden to surface!

5. Shutting Down Case

- Remove all product from case.
- Turn main power switch to "OFF" position.
- Allow case to cool for 45 minutes before cleaning.
- See **CLEANING SCHEDULE** section in User Manual for specific cleaning instructions.

6. Optional 4-Shelf Unit (Shown In This Unit)

- Case is wired for 4th shelf.
- Both receptacle and plug protective covers may be removed by accessing two (2) screws.



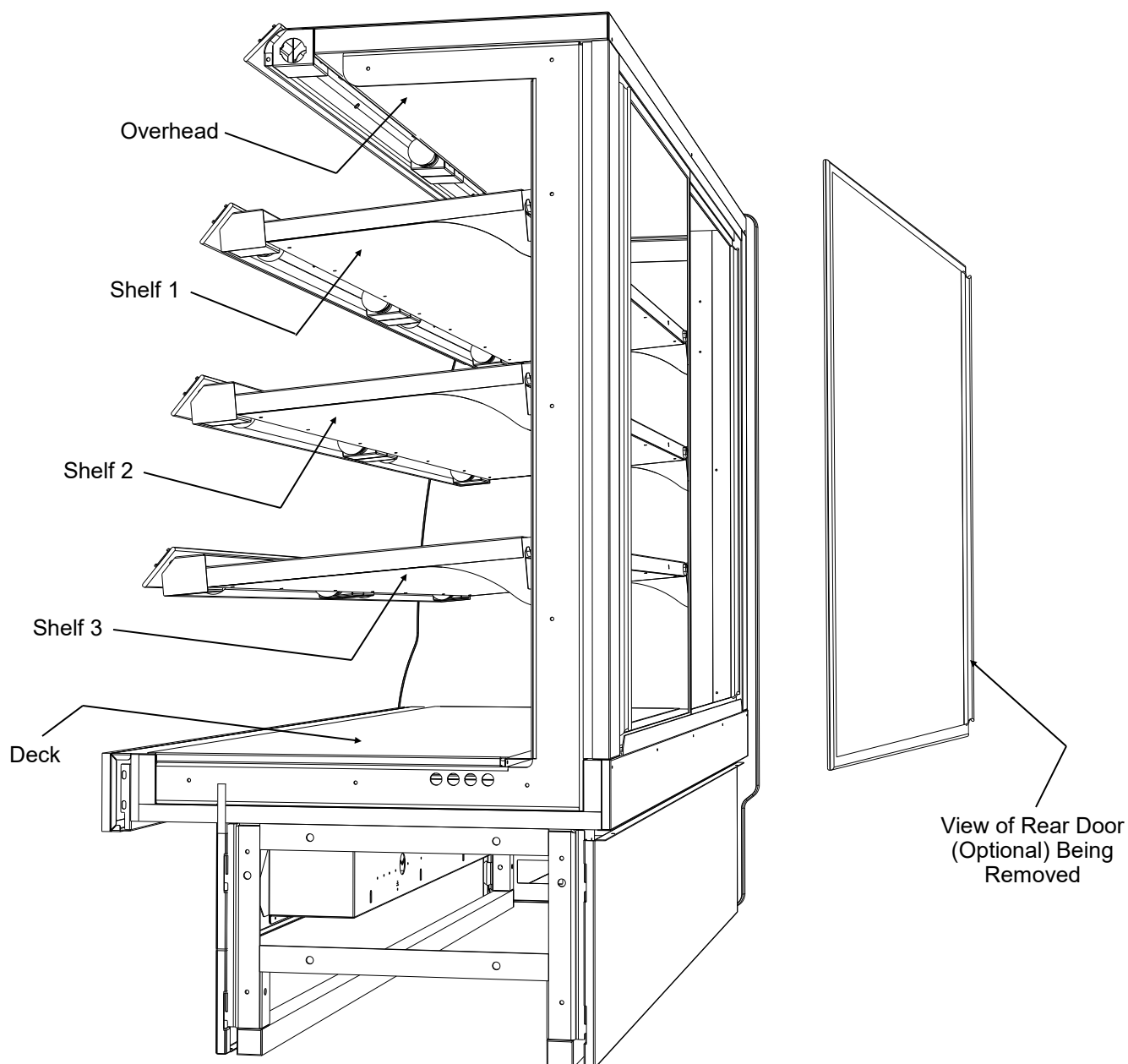
DOOR REMOVAL (OPTIONAL) / DECK, SHELVING, OVERHEAD DIFFERENTIATION

1. Removing The (Optional) Rear Doors

- See illustration below.
- Move rear doors toward the center of case.
- Individually lift each door up toward the top of case and pivot bottom of the door out.
- **Caution!** Gently set doors down to avoid marring, scraping, scratching or breakage.

2. Overhead, Shelving & Deck

- See illustration below for location of each.
- Temperature settings may vary between overhead, shelving and deck.
- **Caution!** Surfaces are very hot! Before servicing or cleaning make certain temperature control settings are turned completely off and case is allowed to cool for 45 minutes.
- **Note:** Illustration below reflects 3-shelf unit. Depending upon options chosen, unit may have four (4) shelves.



INCANDESCENT LAMP FIXTURES / REPLACEMENT GUIDELINES

1. Lamp Fixtures

Removal of lamps:

- Caution! Lamps are extremely hot! Turn off lamp switch and allow to cool before removing lamps.
- Grasp lamp firmly; carefully unscrew from socket.
- See illustration below.

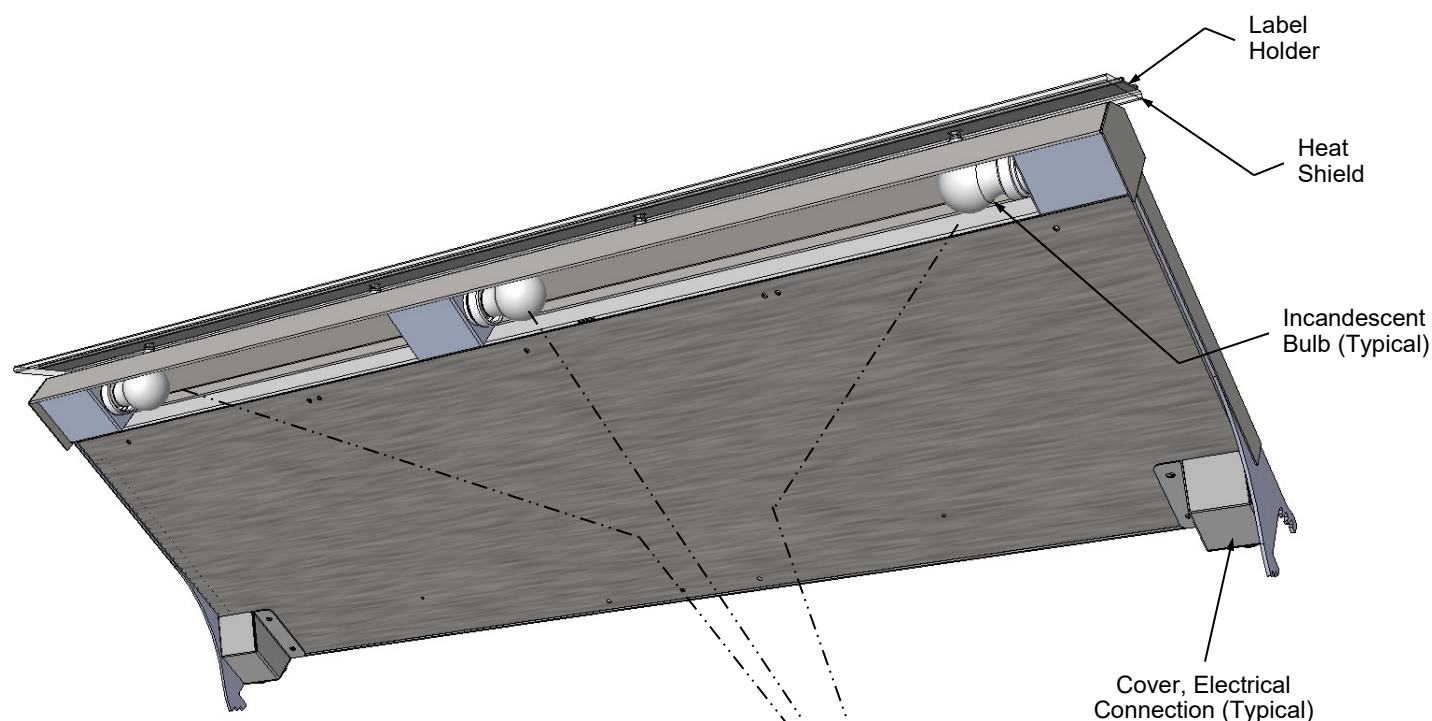
Installation of lamp:

- Grasp lamp firmly and carefully screw into socket.
- Turn on Lamp Switch.
- See illustration below

2. Replacement Guidelines

- Incandescent lamps reflect specific size, shape and overall design.
- Any replacements must meet factory specifications.
- Note: Labels are placed near each lamp. Replace lamps **ONLY** with those specified.
- See illustration below-left for **ACTUAL LABEL** that specifies allowable lamp replacements.

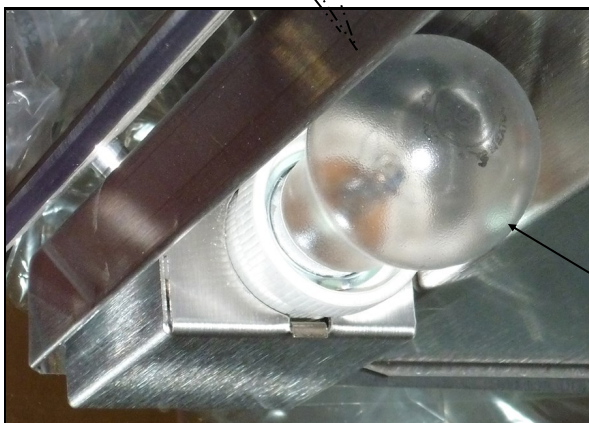
>> See next page for LED light fixture information.



LAMPS ARE TREATED TO
RESIST SHATTERING
REPLACE WITH SIMILARLY
TREATED LAMP
60 WATT MAX

20-16489

Note: Labels Are Placed Near
Each Lamp. Replace Lamps
ONLY With Those Specified.



Note 1: Depending
Upon Style and
Option Chosen,
Incandescent Bulb
Size and Shape
May Vary.

1. Optional LED Light Fixtures and Switch

- Light switch (that controls incandescent and LED lights in same front panel as thermostats).
- Turning on incandescent lights will also turn on LED lights.
- See **STARTUP & OPERATION** section for general layout and light switch location.

2. LED Style Light Fixtures

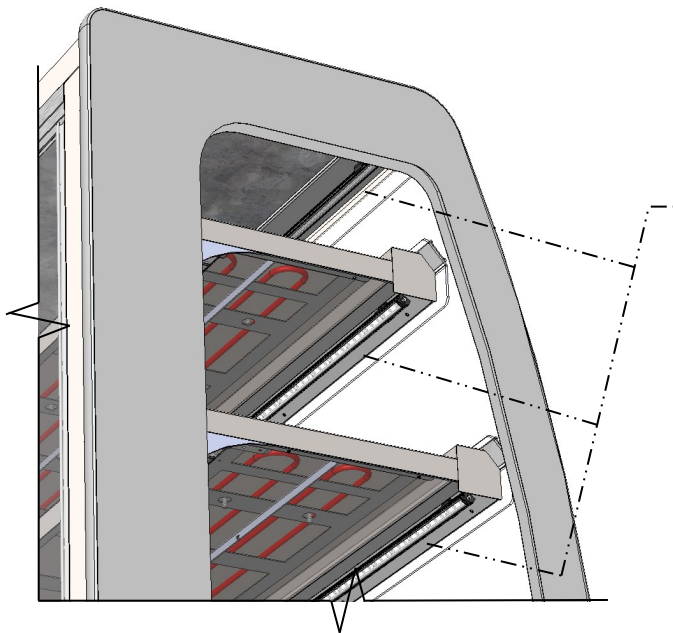
Removal of Faulty LED Lights:

- 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.

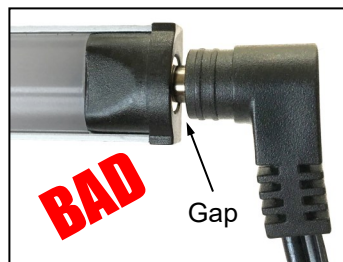
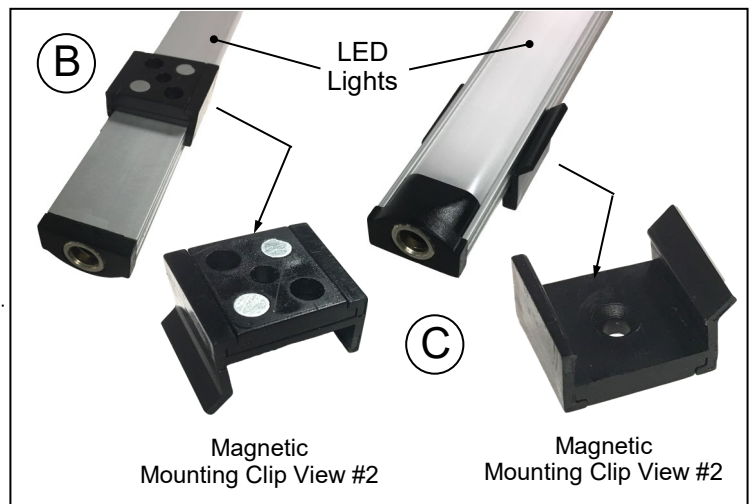
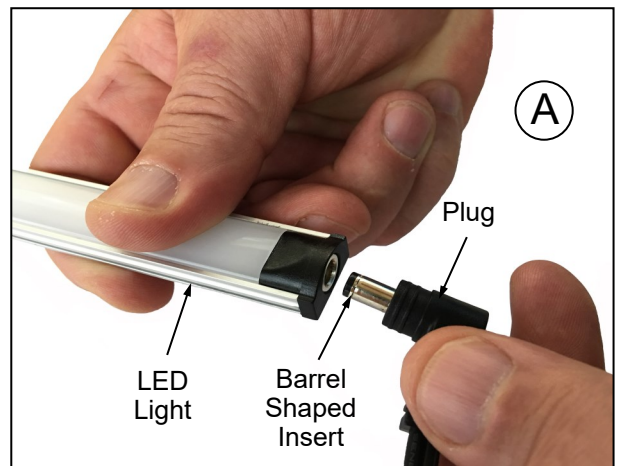


View of LED Lights At Underside of Header and Shelving (On Certain Models)

- 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.

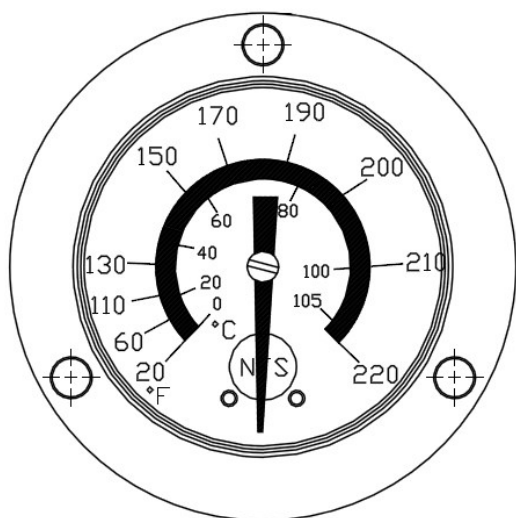
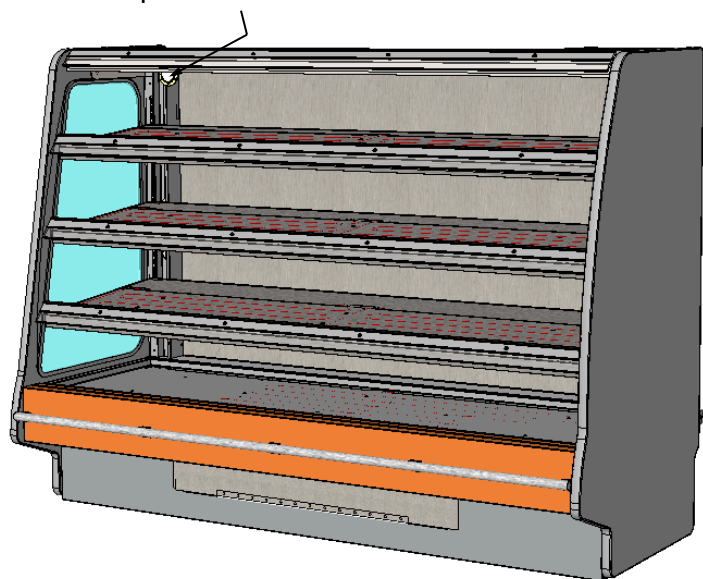


VAPOR THERMOMETER

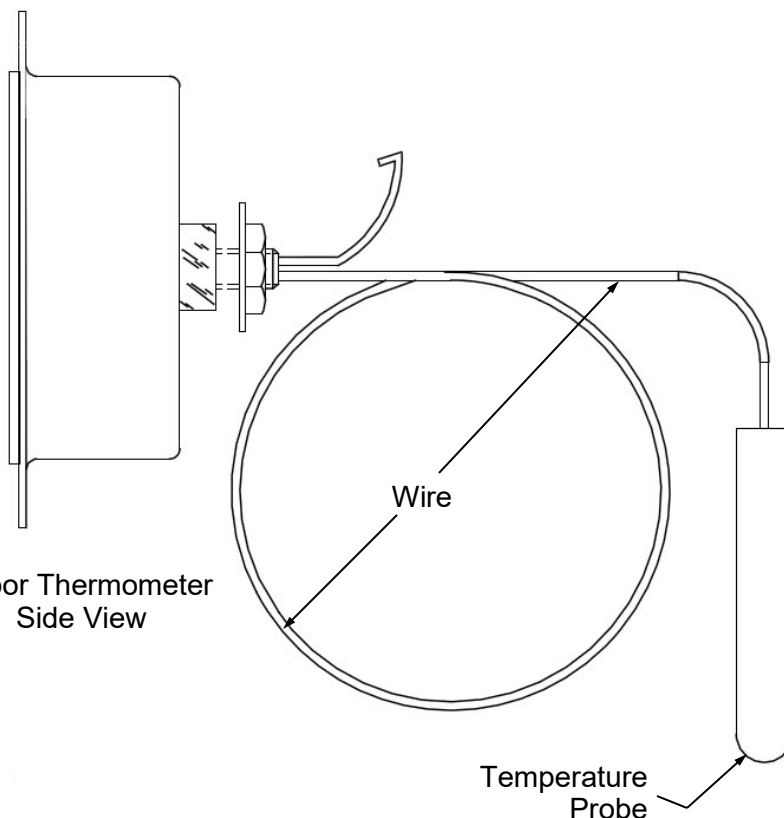
Vapor Thermometers

- Vapor thermometers in merchandisers reflect internal air temperature only (not actual food temperature).
- Temperature range is from 20 °F to 220 °F (-6 °C to 105 °C)
- Use probe thermometers to determine actual product temperatures.
- See view of random case at right for general location of vapor thermometer.
- Illustrations below show dial design and temperature range.

General Location of Vapor Thermometer



Vapor Thermometer
Front View



Vapor Thermometer
Side View

RANGE	MOUNTING	PART #
20° TO 220 °F ; TO -6° TO 105 °C	FRONT FLANGE	76947

CLEANING SCHEDULE (DAILY / WEEKLY) - CASE EXTERIOR

Cleaning	Daily	Weekly	Task
Case Exterior	X		<u>Rear Sliding Glass Doors:</u> • Clean with a household or commercial glass cleaner.
	X		<u>Stainless Steel (Case Top, Sides, Front, Rear, Etc.):</u> • See CLEANING SCHEDULE (DAILY/WEEKLY) - CASE EXTERIOR & INTERIOR: STAINLESS STEEL section in this operating manual.
		X	<u>Under Case Cleaning:</u> • Remove rear panel (8 screws) or front panel (2 screws). • Clean under case with vacuum.

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

Cleaning	Daily	Weekly	Task
Case Interior	X		<u>Glass:</u> Clean inside surfaces of rear door and sides of case with a household or commercial glass cleaner. Wipe dry with clean cloth or paper towel.
	X		<u>Polycarbonate Heat Shields (Above Each Shelf):</u> • Use a liquid detergent and clean with a clean cloth. • Caution! Do not use glass cleaner on polycarbonate heat shields. Such cleaning solution will cause heat shield to become cloudy and crackled.
	X		<u>Stainless Steel (Case Top, Sides, Front, Rear, Etc.):</u> See CLEANING SCHEDULE (DAILY/WEEKLY) - CASE EXTERIOR & INTERIOR: STAINLESS STEEL section in this operating manual.
	X		<u>Shelves and Decks:</u> <u>Spills (Unhardened):</u> Clean immediately to prevent hardening or “baking” of spills. 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. <u>Spills (Hardened):</u> 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.

CLEANING SCHEDULE (DAILY/WEEKLY) - CASE EXTERIOR & INTERIOR: STAINLESS STEEL

General Stainless Steel Surface Cleaning (To Be Performed As Often As Needed):

- Certain grades of stainless steel, and some are more prone to corrosion than others.
- Stainless steel can become exposed to a wide variety of contaminants, which if left untreated can cause stains and rust.
- Stainless steel requires a specific cleaning procedure to maintain its sheen and remain rust-free.
- Wash with a solution of liquid dishwashing detergent and hot water.
- Rinse with pure hot water from spray bottle. Wipe with clean sponge. This will remove soap residue that can lodge in stainless steel's microscopic grooves, causing rust.
- Dry with clean, soft cloth or paper towel.
- ***Caution!** To prevent rust, you MUST rinse with pure hot water from a spray bottle while wiping with clean sponge after EACH cleaning.*
- ***Caution!** Never clean with scouring powder or steel wool as they can mar, scratch and/or erode the surface of stainless steel. When the surface properties of stainless steel have been compromised, rust can form.*

Brightening:

- Method 1: Brighten by polishing with a soft cloth or sponge with a solution of one part vinegar to 2 parts water in a spray bottle.
- Method 2: Sprinkle baking soda on sponge and rub gently with soft cloth or sponge.
- ***Caution!** To prevent rust, you MUST rinse with pure hot water from a spray bottle while wiping with clean sponge after EACH cleaning.*
- Dry with clean, soft cloth or paper towel.

Removing Streaks or Stains:

- Method 1: Place two teaspoons of rubbing alcohol on a microfiber cloth or pad. Rub the cloth along the grain of the appliance until the entire area has been wiped. The rubbing alcohol will air dry itself.
- Method 2: Dip soft cloth or sponge in club soda and rub gently over area of concern.
- ***Caution!** To prevent rust, you MUST rinse with pure hot water from a spray bottle while wiping with clean sponge after EACH cleaning.*
- Dry with clean, soft cloth or paper towel.

Polishing:

- Place a dab of olive oil onto clean soft cloth. Spread over area until a light sheen is observed. Use pressure to "work the oil" into the small grooves in the surface. Apply firm, steady pressure using small circular motions.
 - > Dry buff: Remove excess oil with clean cloth or paper towel using small circular motions.
 - > Wet buff: Use an ounce or white vinegar with clean cloth or paper towel using small circular motions.
 - > Continue wiping until oily finish has been removed.
- ***Caution!** To prevent rust, you MUST rinse with pure hot water from a spray bottle while wiping with clean sponge after EACH cleaning.*
- Dry with clean, soft cloth or paper towel.

Removing Rust:

- If rust has begun to form, there are a variety of products that can treat it.
- Among these are CLR® (calcium, lime and rust remover) and Chemetall Oakite 33 (rust, oxides and scale remover).
- ***Caution!** To prevent food contamination, personal injury or further corrosion, carefully observe and follow the rust removing product's precautions and instructions.*

TROUBLESHOOTING

CASE ISSUES	TROUBLESHOOTING METHOD
Product is drying out	Make certain that product has not exceeded allotted display time. <u>Authorized Personnel Only:</u> Adjust temperature control settings. See START-UP, OPERATION AND SHUTDOWN section for your model in this manual for instructions.
Product temperature deviates outside of acceptable range (product either overheating or too cool)	- If deck or shelving contains few or no products, a temperature reading that is outside of range may be experienced. - When case is properly stocked, air is trapped between product; temperatures should maintain proper range. - 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. <u>Authorized Personnel Only:</u> - Adjust temperature control settings: See START-UP, OPERATION AND SHUTDOWN section for your model in this manual for instructions.
System is not operating at all	Check that unit is properly plugged in. Confirm that the MAIN power switch is on. If power cord is used, confirm that it is plugged into outlet. <u>Authorized Personnel Only:</u> Confirm that the utility power is on. <u>Authorized Personnel Only:</u> Check the circuit breaker box for tripped circuits. <u>Authorized Personnel Only:</u> 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.
Product is not heating at all	Heating elements may be malfunctioning. - Call Structural Concepts Technical Service (at last page of this manual). - Move product to separate location until unit is repaired.
Case lights are not working	<u>Caution! Case is extremely hot hot! Turn off main power switch and allow case to cool for 45 minutes before touching light bulbs.</u> - Be sure ALL lights are screwed in properly. - Check that bulbs are not burned out.

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 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®

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

Addenda

Impulse

SAMPLE ONLY

Reveal

120 VOLTS 60 HZ

FOR PARTS OR SERVICE CALL

STRUCTURAL CONCEPTS

AT 1-800-433-9490

SAMPLE ONLY

SAMPLE ONLY

Harmony

SHS5454.7981

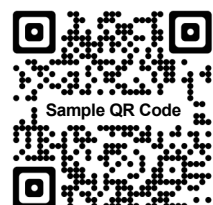
2688037CA408728

SINGLE PHASE 2.0 AMP

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



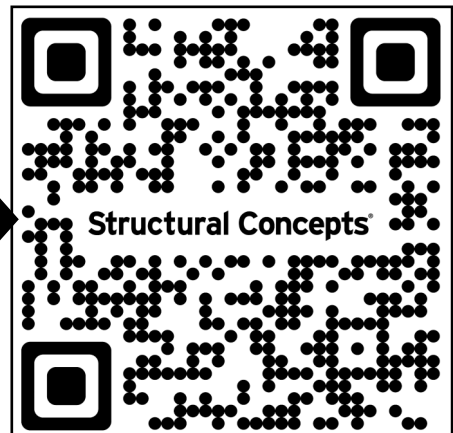
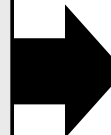
Carel® iJF Platform



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 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.

