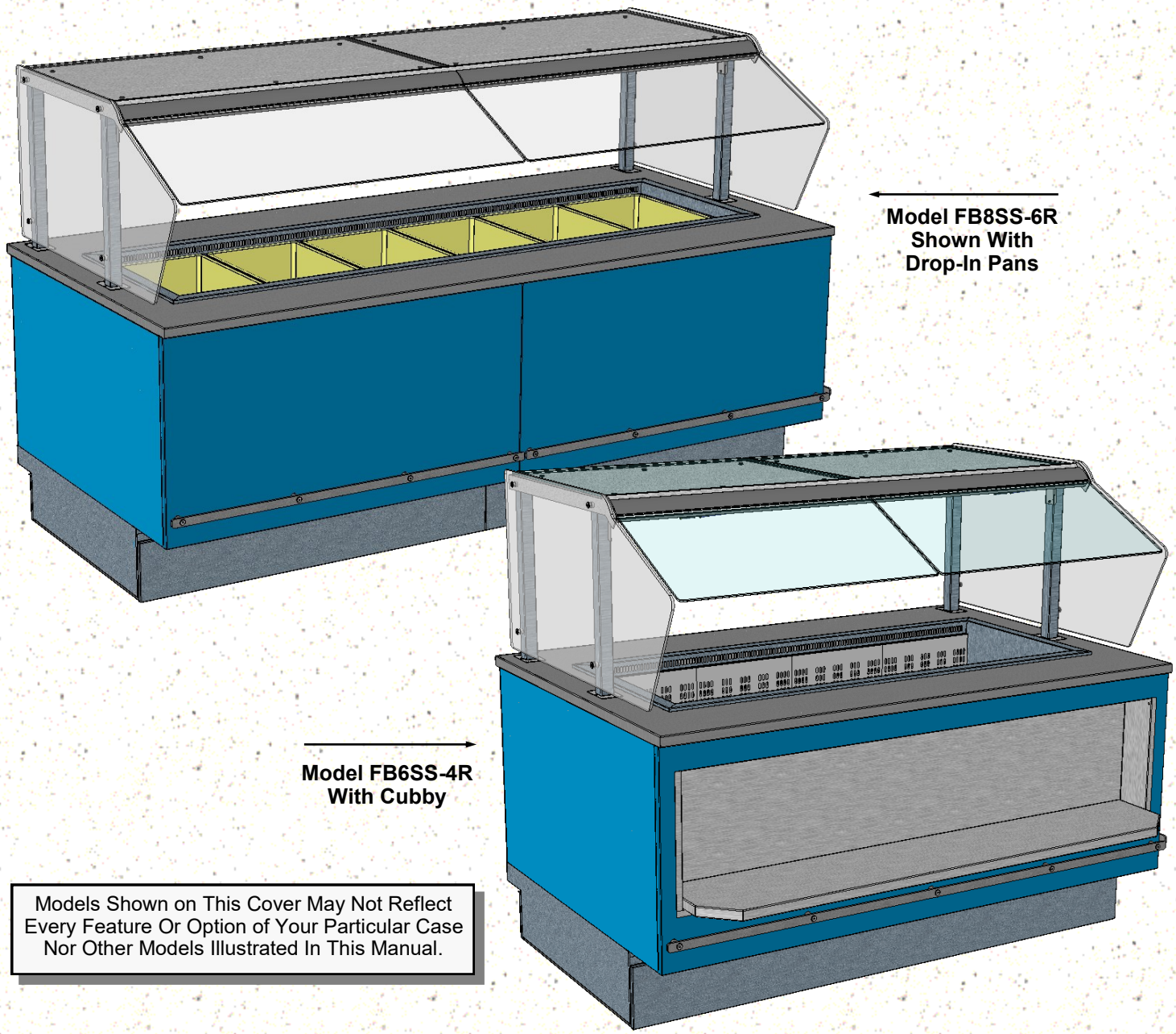
CAREFULLY FOLLOW THESE INSTRUCTIONS

GROCERANT USER MANUAL

SCC P/N 20-96491

GROCERANT™ REMOTE SELF-SERVICE INLINE COLD WELL FOOD MERCHANDISERS WITH DROP-IN PANS ||| NOTE: UNITS MAY INCLUDE CERTAIN FEATURES OR OPTIONS LISTED BELOW:

- > ADJUSTABLE SNEEZE GUARD GLASS DESIGN
- > STAINLESS STEEL SUPPORT POSTS
- > REFRIGERATED INSULATED WELLS
- > REFRIGERATED WELLS WITH "SHARED AIR" PLENUMS (SEE "SHARED AIR" SECTION IN MANUAL FOR SPECIFICS)
- > REAR REFRIGERATED STORAGE VIA SLIDING DOORS, HINGED DOOR OR DRAWERS
- > OPTIONAL OPEN/AMBIENT REAR STORAGE
- > ADJUSTABLE SIDE SPLASH BRACKETS
- > REMOVABLE FRONT PANEL (FOR ADJOINMENT PURPOSES)
- > GUSSETS AND TABS (FOR ADJOINMENT PURPOSES)
- > REMOVABLE REAR PLATE (FOR ADJOINMENT PURPOSES)



Model FB8SS-6R Shown With Drop-In Pans

Model FB6SS-4R With Cubby

Models Shown on This Cover May Not Reflect Every Feature Or Option of Your Particular Case Nor Other Models Illustrated In This Manual.

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

TABLE OF CONTENTS

TABLE OF CONTENTS 2
OVERVIEW / CONDITION "TYPE" / COMPLIANCE / WARNINGS / PRECAUTIONS 3-4
CASE REMOVAL FROM SKID / POSITIONING / FORK LIFT / J-BAR or DOLLY 5

ADJOINMENT GUIDE: LOWERING FRONT PANEL FOR END PANEL ADJOINMENT 6
ADJOINMENT GUIDE, CONT'D: REAR ADJOINMENT ACCESS (VIA COVER PLATE REMOVAL).. 7
ADJOINMENT GUIDE, CONT'D: BASE FRAME / GUSSET / BREAKOFF ADJOINMENT BRACKET 8

SPLASH GUARD BRACKETS: INSERTION AT CASE FRONT / ADJUSTABILITY / SEALING TO FLOOR 9

FRAME SUPPORT RAILS / REMOVABLE FRONT AND REAR TOE-KICKS 10

ELECTRICAL OVERVIEW: FIELD ACCESS / DRIVERS / FIELD SENSOR / T-STRIP 11
ELECTRICAL OVERVIEW, CONT'D: THERMOMETERS 12

START-UP & OPERATION - REFRIGERATED UPPER SECTION 13

REFRIGERATED REAR SECTION WITH SLIDING DOORS 14
REFRIGERATED REAR SECTION WITH DRAWERS 15
REFRIGERATED REAR SECTION WITH HINGED DOOR 16
REAR REFRIGERATED "SHARED AIR" SECTION / SLIDING DOORS / THERMOMETERS 17

CLEANING SCHEDULE: DAILY "D" / WEEKLY "W"..... 18
CLEANING & MAINTENANCE of NATURAL QUARTZ SURFACES 19
CLEANING SCHEDULE: CAESARSTONE® SOLID SURFACE 20
CLEANING SCHEDULE: GRANITE, MARBLE & STONE SURFACE CLEANING, CARE & MAINTENANCE 21
CLEANING SCHEDULE: STAINLESS STEEL 22
CLEANING SCHEDULE: DAILY / WEEKLY: DECK PANS / DIVIDERS / PRODUCT PANS / TUB 23

TROUBLESHOOTING (TO BE PERFORMED BY STORE PERSONNEL) 24
TROUBLESHOOTING (TO BE PERFORMED BY TRAINED SERVICE PROVIDERS ONLY) 25

SERIAL LABEL LOCATION & INFORMATION LISTED / TECH INFO & SERVICE 26

TECHNICAL SERVICE CONTACT INFORMATION / WARRANTY INFORMATION 27

OVERVIEW

- These Structural Concepts cases are designed to merchandise packaged products at 41 °F (5 °C) or less product temperatures (unless custom cases with wire rack shelving).
- Product must be pre-chilled to 41 °F (5 °C) or less before being placed in merchandiser.
- Cases should be installed and operated according to this operating manual's instructions to ensure proper performance. Improper use will void warranty.

TYPE 1 vs. TYPE 2 CONDITIONS

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

- Type 1 conditions: ambient conditions are to be 55% max. humidity and 75 °F (24 °C) max. temperature.
- Type 2 conditions: ambient conditions are to be 60% max. humidity and 80 °F (27 °C) max. temperature.
- If unsure if unit is Type 1 or 2, see tag next to serial label. See ***SERIAL LABEL LOCATION & INFORMATION LISTED / TECH INFO & SERVICE*** section in this manual for sample serial labels).

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!

PRECAUTIONS and WIRING DIAGRAMS

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



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
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.



WARNING
Condensate pan and overflow condensate pans are HOT!
Disconnect and allow to cool before cleaning or removing from case.

PRECAUTIONS

- Following are important precautions to prevent damage to unit or merchandise. 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. It may be placed near ballast box, field wiring box, raceway cover, or other related location.

REFRIGERANT DISCLOSURE STATEMENT

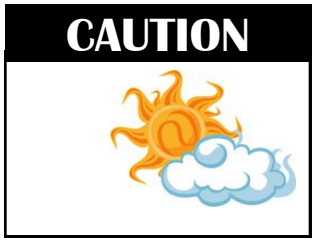
- This equipment is prohibited from use in California with any refrigerants on the "List of Prohibited Substances" for that specific end-use, in accordance with California Code of Regulations, title 17, section 95374.
- This disclosure statement has been reviewed and approved by Structural Concepts and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





CAUTION! GFCI BREAKER REQUIREMENT

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



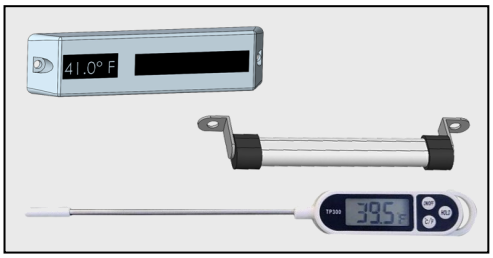
CAUTION! ADVERSE CONDITIONS / SPACING ISSUES

- **Performance issues caused by adverse conditions are NOT warranted.**
- **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.**



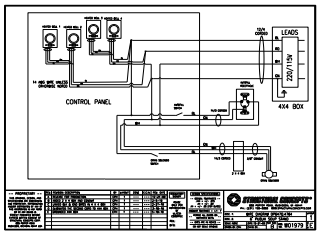
CAUTION! POWER CORD AND PLUG MAINTENANCE

Risk of electric shock. If cord or plug becomes damaged, replace only with cord and plug of same type.



CAUTION! 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.**



WIRING DIAGRAM FORMAT & LOCATION

- **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.**
- **See sample wiring diagram at left (for illustrative purposes only).**



CAUTION!

To prevent sagging, do not exceed 5 LBS (2.3 KG) weight load per top glass section (between posts and/or supports).

Remove Case From Skid

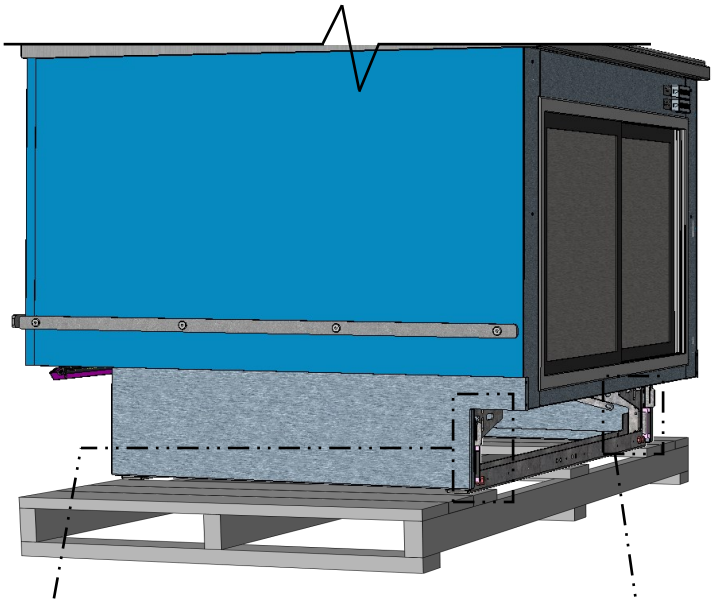
Illustration Shown May Not Reflect Every Feature Or Option of Your Particular Case.

Fork Lift

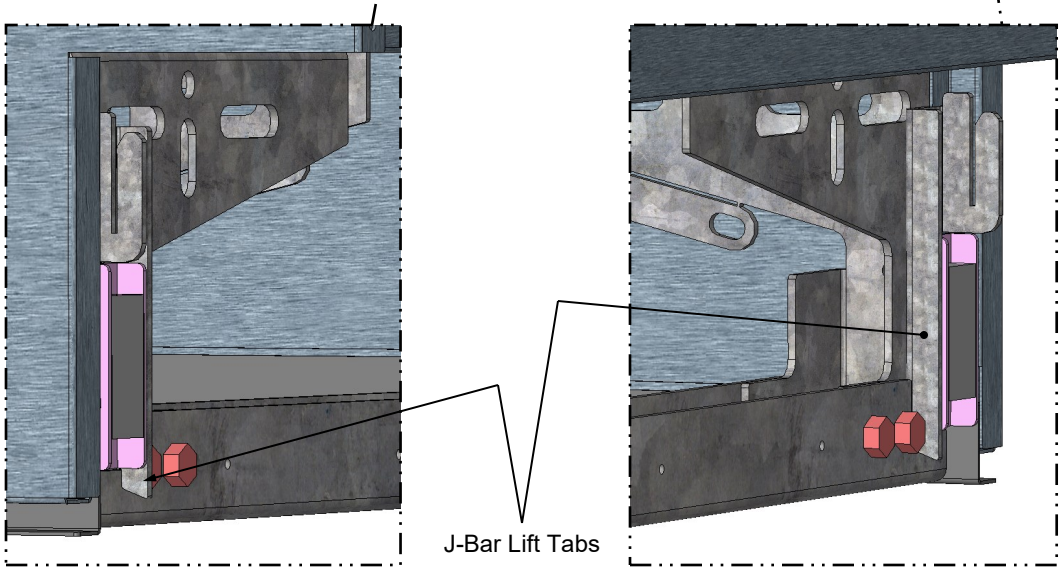
- To lift case up for lift-truck forks to slide into position, place J-bar, pry bar or dolly under J-Bar lift tabs (location shown below).
- *Note: REAR lift tabs are extended beyond base frame bolts (to allow greater access).*
- Raise case up to allow forks to slide under rails.
- Insert forks under rails.
- Make certain case is well-supported on forks. Move case to desired location. Lower in place.
- *Note: Illustration shown may not reflect every feature or option of your particular model.*

J-Bar, Pry Bar or Dolly Only (No Fork Lift)

- ***Caution! Do not push or pull on glass while moving case into position!***
- With several people in position, carefully slide frame support rail to edge of skid.
    - Slide case off skid and lower frame support to floor.
    - Once the frame support rail rests on the floor, have several people supporting front of case while skid is slid out from under case.
    - After case is off skid, several people may be required to slide into position.
    - Or, depending upon case weight, use J-Bar to incrementally lift and rotate case into desired position.
    - *Note: Illustrations shown may not exactly reflect every feature or option of your particular case.*







ADJOINMENT GUIDE: LOWERING FRONT PANEL FOR END PANEL ADJOINMENT

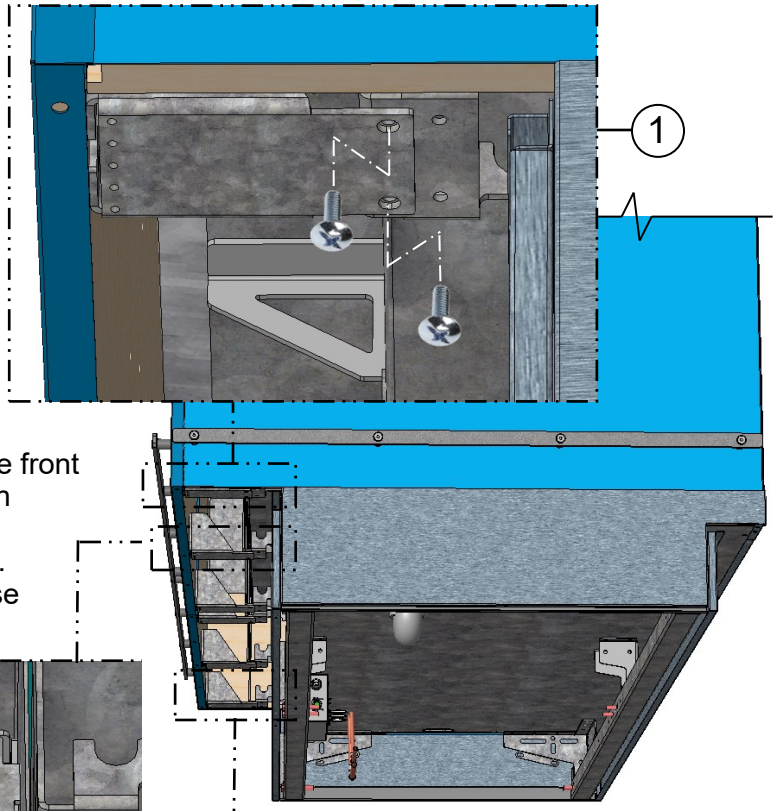
Adjoinment Guide

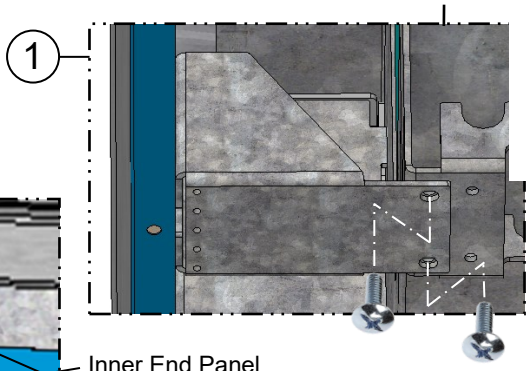
1. Lowering Front Panel

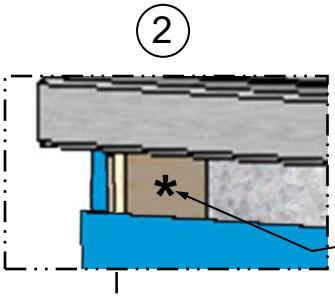
- Lowering front panel allows screws to be inserted through inner end panels and into adjacent cases.
- To do so, you must first remove two (2) screws from brackets located at front underside of case.
- Number of brackets vary depending upon case length.

2. Adjoining End Panels

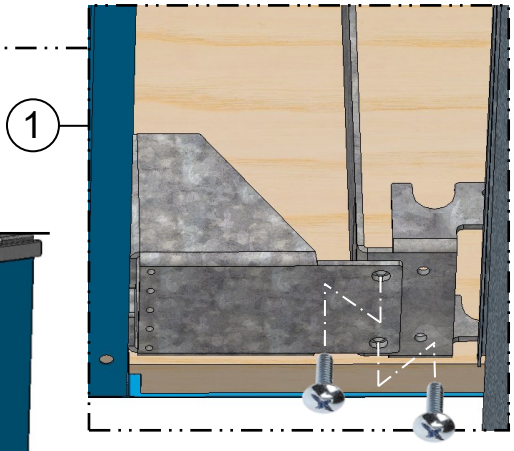
- Use wood screw to attach to adjacent case.
- After adjoining screw has been attached, raise front panel back up and reattach (2) screws in each bracket.
- Drill bits and screws are provided in lineup kit.
- Number of brackets vary depending upon case length.







Inner End Panel Adjoinment Spot (At Both Ends) After Front Panel Is



Screw Locations
(Remove To Lower The Front Panel)

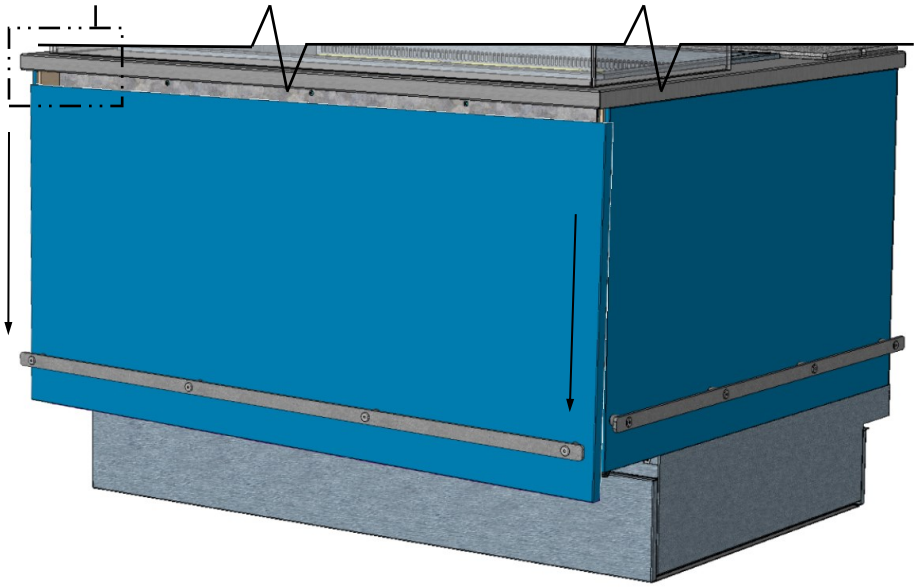
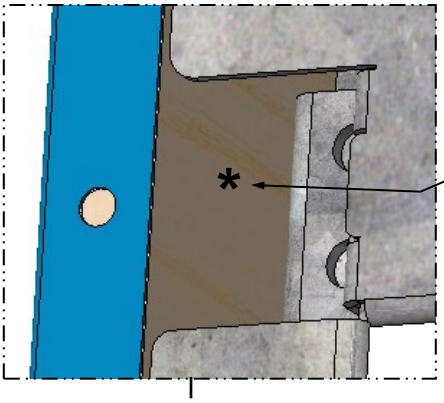


Illustration Shown May Not Reflect Every Feature Or Option of Your Particular Case.

Adjoinment Guide, Continued

3. Rear Adjoinment Cover Plate

- Removal of rear adjoinment cover plate allows access to inner end panels (at both ends of case).
- Attach through end panel to adjacent case end panel with wood screws.
- Note: Drill bits for pilot holes and wood screws are included in adjoinment kit.
- Return rear adjoinment cover plate to case in reverse order it was removed.



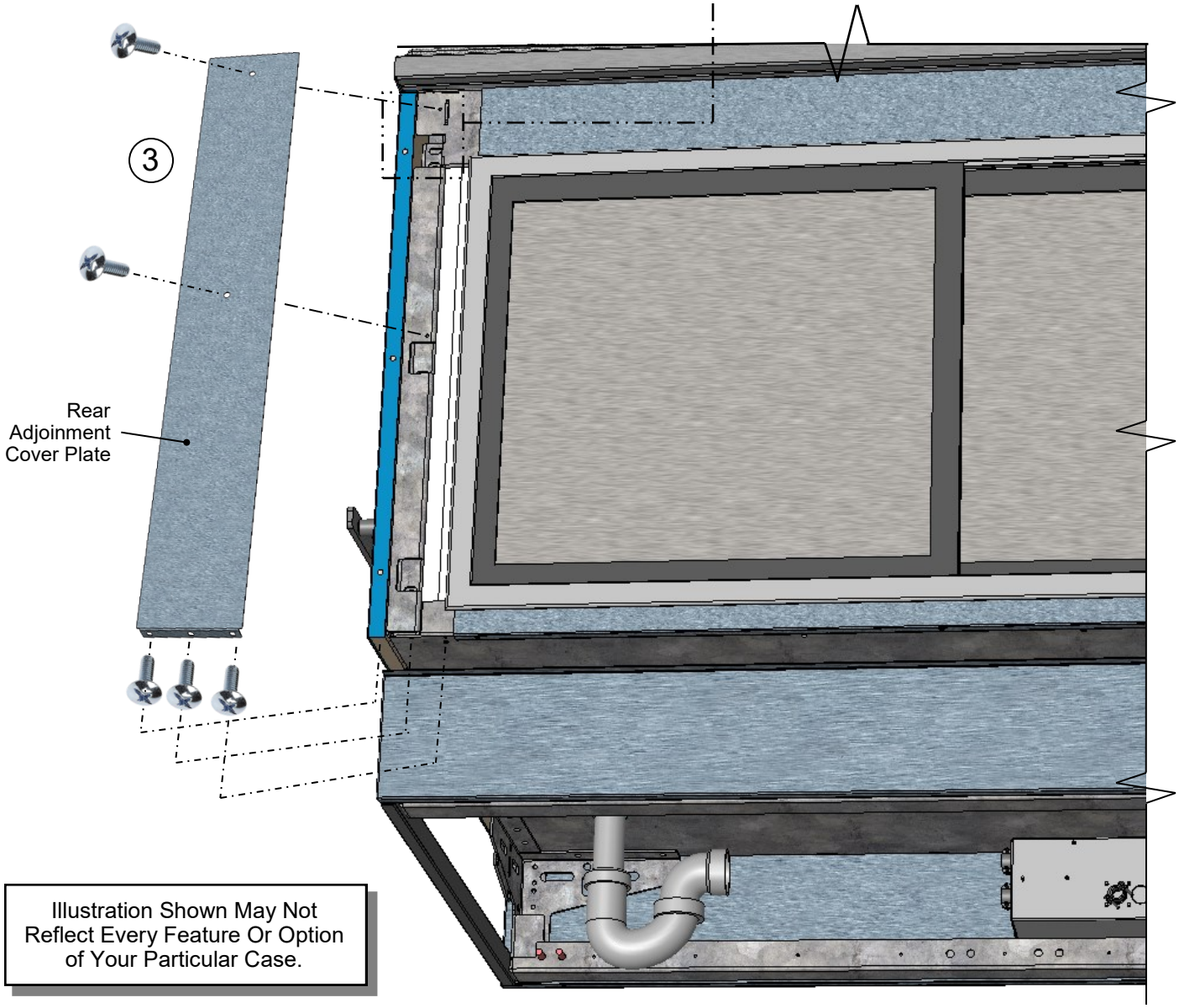


Illustration Shown May Not Reflect Every Feature Or Option of Your Particular Case.

Adjoinment Guide, Continued

4. Base Frame Adjoinment

- Base frames (at both ends of case) have many holes and obrounds to adjoin to adjacent case base frames.
- Use 5/16”ø bolt to adjoin base frames.

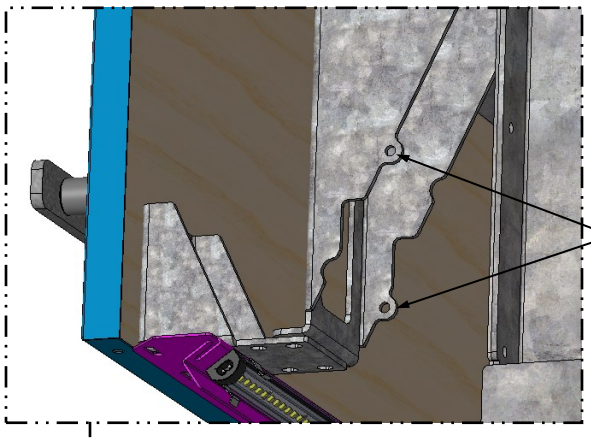
5. Gusset Adjoinment

- Gussets (at both ends of case) have holes for wood screws to attach to adjacent case’s end panel.
- See illustration at top-left.

6. Breakoff Adjoinment Bracket (Optional)

- An adjoinment bracket comes from the factory attached to base frame.
- As an option, it may be broken off and attached to the front base frames of adjoining cases.
- See illustrations below.

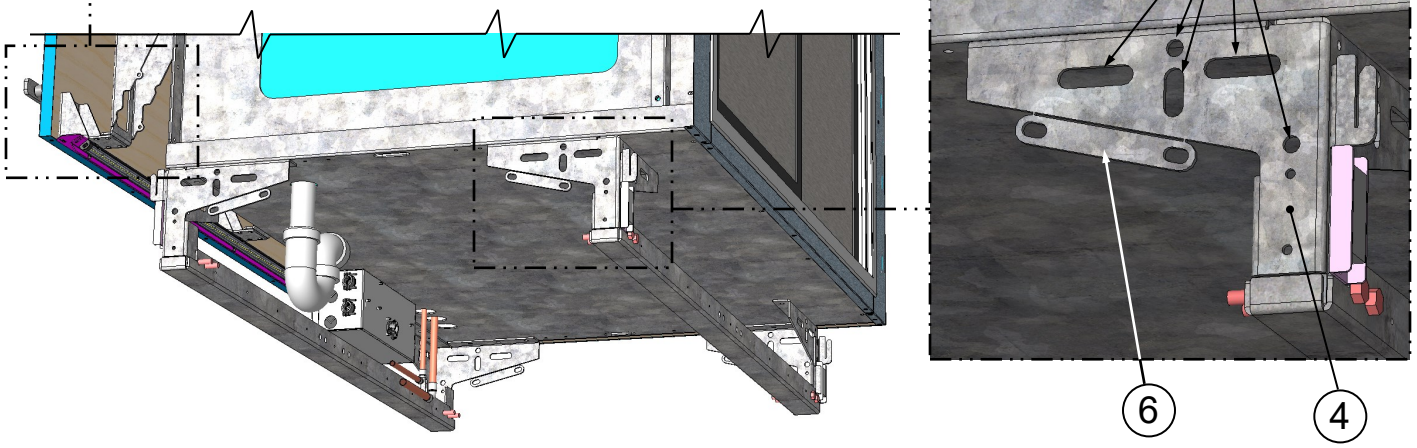
Illustration Shown May Not Reflect Every Feature Or Option of Your Particular Case.



Gusset Holes For Wood Screw Attachment To Adjacent Case’s End Panel

5

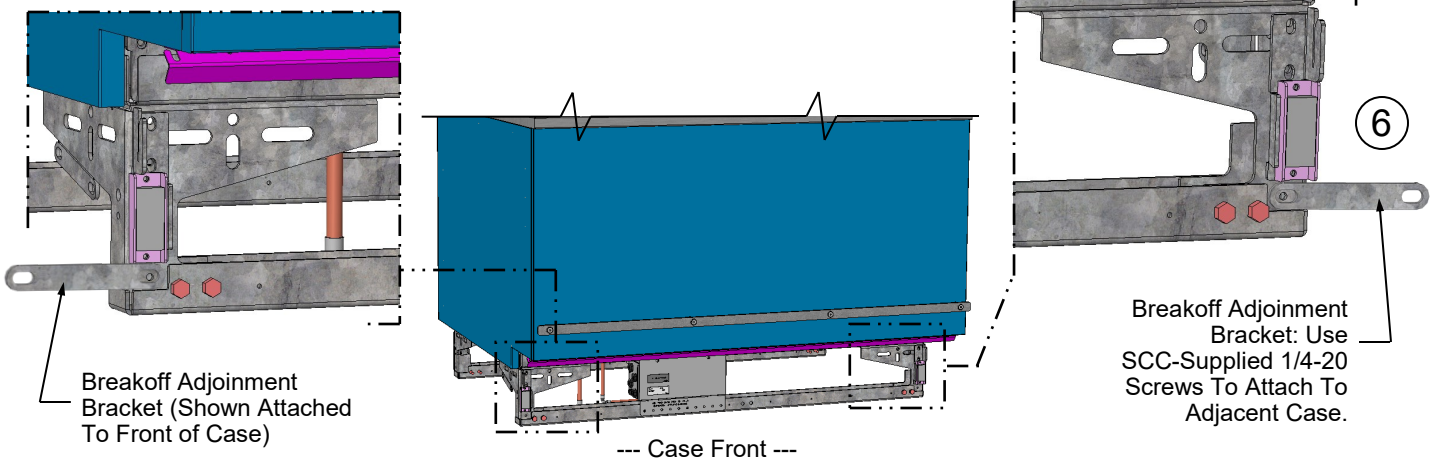
Base Frame Holes For 5/16”ø Bolt Adjoinment Into Adjacent Case’s Base Frame



6

4

6



6

Breakoff Adjoinment Bracket (Shown Attached To Front of Case)

Breakoff Adjoinment Bracket: Use SCC-Supplied 1/4-20 Screws To Attach To Adjacent Case.

--- Case Front ---

SPLASH GUARD BRACKETS: INSERTION AT CASE FRONT / ADJUSTABILITY / SEALING TO FLOOR

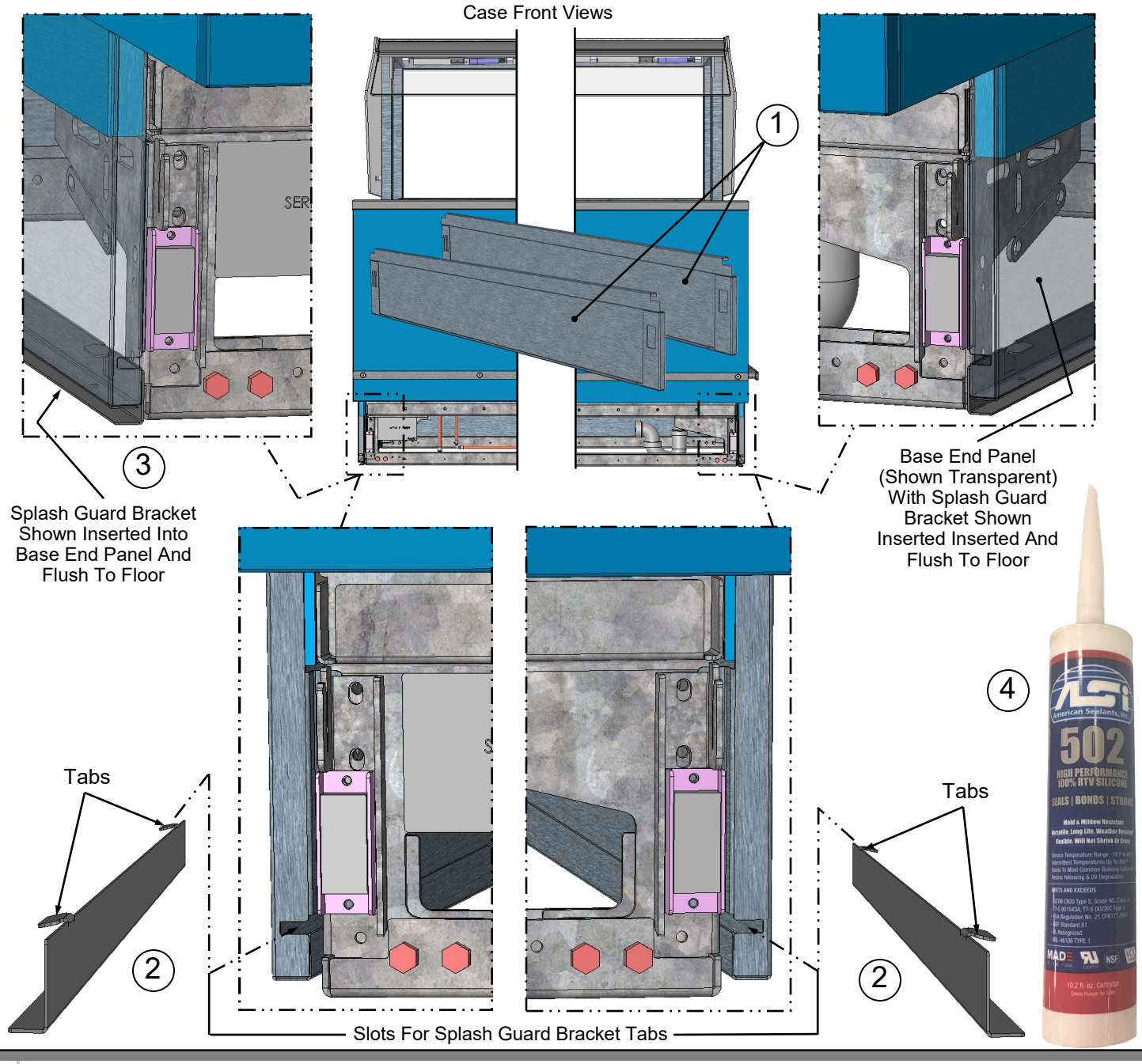
Splash Guard Brackets

- The separately shipped splash guard brackets are designed to prevent entry or leakage of liquid or moisture to underside of case.
- Case must be properly positioned and frame support rails shimmed before bracket placement.
- Follow these instructions for proper splash guard placement.

1. Remove front toe-kick (slot/hook/magnet method).
2. Insert the separately shipped splash guard brackets into the base end panel slots.
3. Slide splash guard brackets into base end panels until tabs drop into panel slots. Splash guard brackets will now self-adjust flush to floor.
4. Raise splash guards upward and apply a bead of industrial grade silicone sealant to underside. Press splash guards bracket firmly to floor.

>> Replace front toe-kick.

Model FB8SS-6R Is Shown. It May Not Reflect Every Feature Or Option of Your Particular Case.



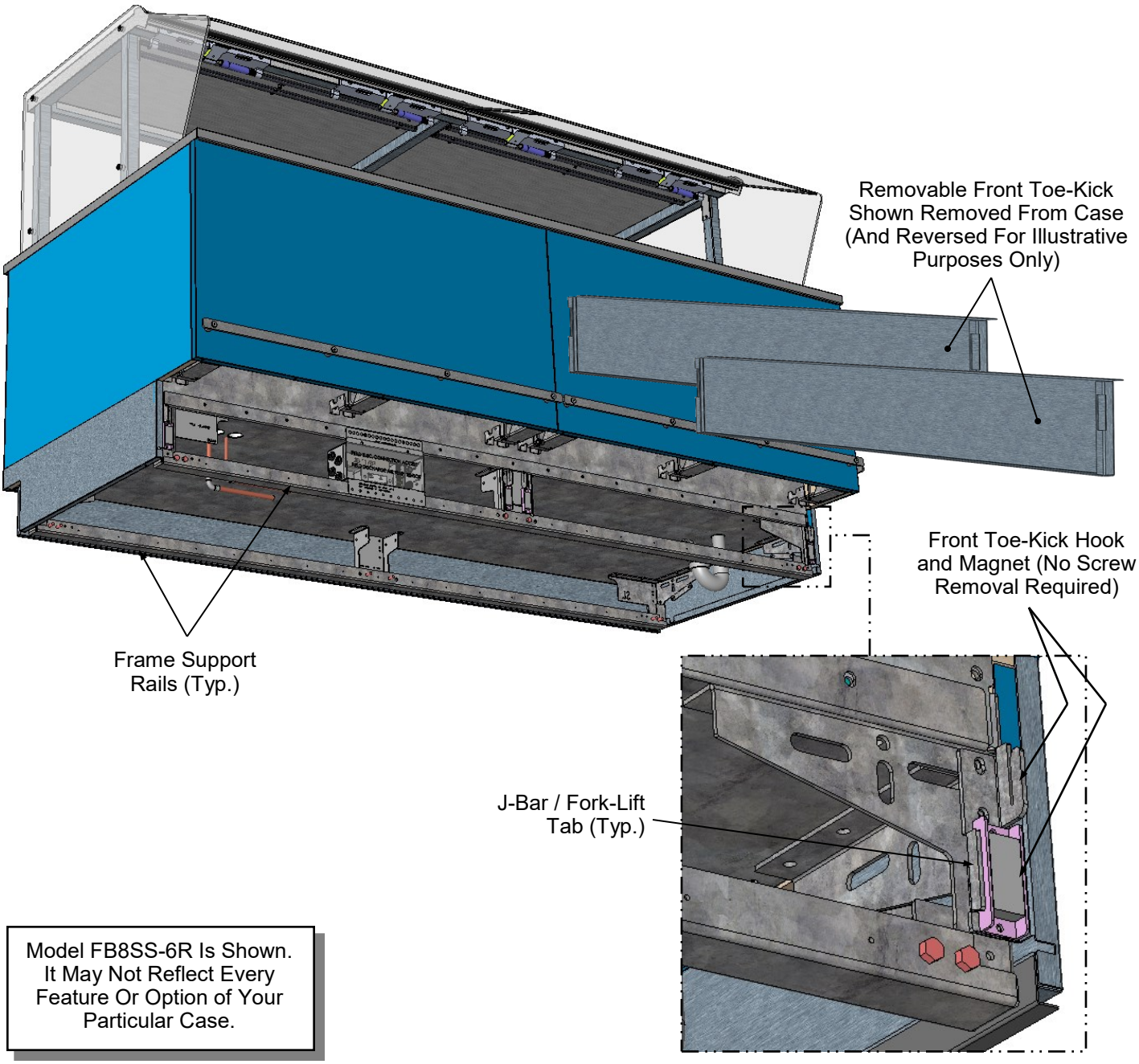
FRAME SUPPORT RAILS / REMOVABLE FRONT AND REAR TOE-KICKS

1. Frame Support Rails

- Illustration below shows random case with frame support rails at underside.
- Frame support rails must be shimmed.
- Shims will be provided with all cases.
- ***Note: After case is in position, it must be sealed to floor to prevent entry or leakage of liquid or moisture.***

2. Removable Front and Rear Toe-Kicks

- Front and rear toe-kicks consist of slots that may be lifted up and off case hooks (no screw removal) and separated from magnets.
- Illustration below shows front toe-kicks being removed.
- Return to case after accessing for cleaning or service.

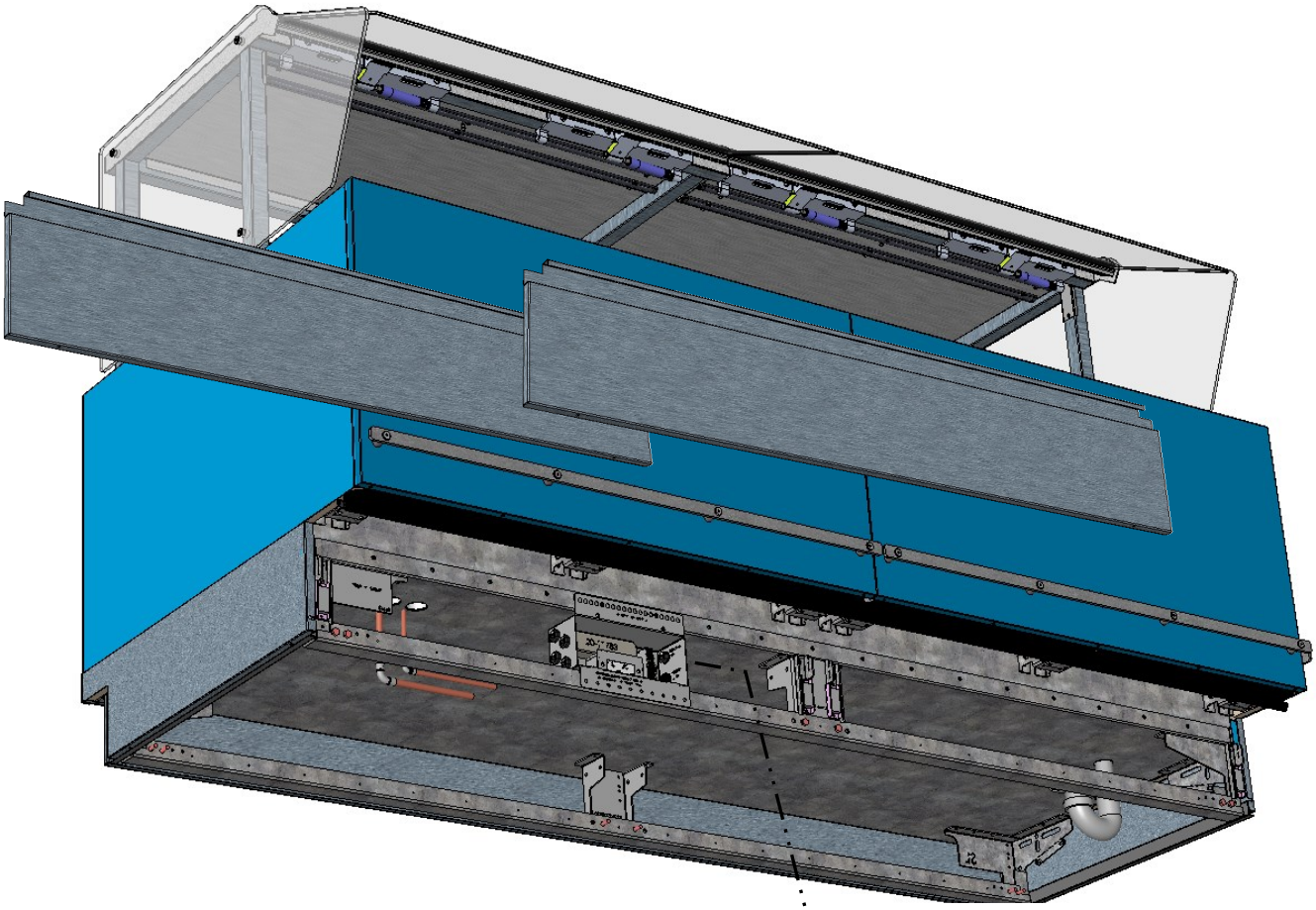


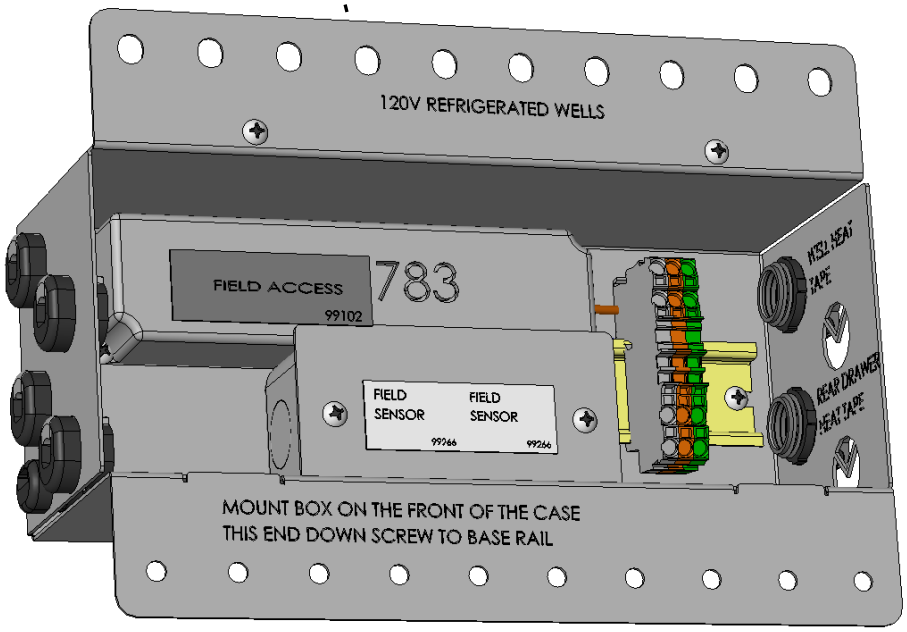
Model FB8SS-6R Is Shown. It May Not Reflect Every Feature Or Option of Your Particular Case.

ELECTRICAL OVERVIEW: FIELD ACCESS / DRIVERS / FIELD SENSOR / T-STRIP

1. Electrical Overview: Field Access Box / Drivers / Field Sensor Box / Terminal Strip

- Caution! Only certified electricians are to perform electrical connectivity duties.
- Remove front panels (via hook/magnet method) to access field access box (see previous page).
- Remove screws at front of field access boxes allows access to drivers and other electrical components.



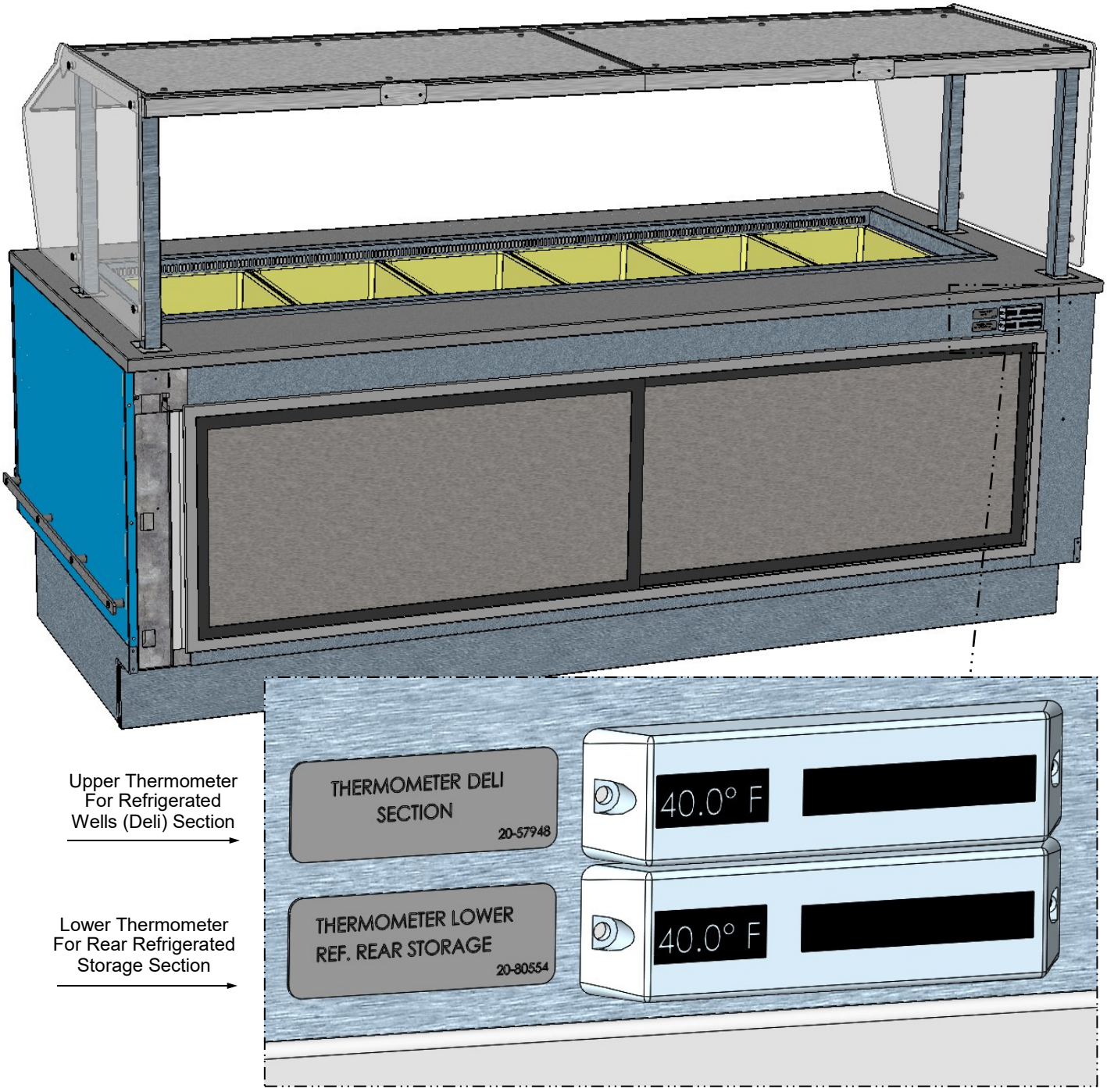


Model FB8SS-6R Is Shown. It May Not Reflect Every Feature Or Option of Your Particular Case.

ELECTRICAL OVERVIEW, CONTINUED: THERMOMETERS

2. Thermometers

- Upper digital thermometer displays temperatures of the refrigerated upper section (with pans & dividers).
- Lower digital thermometer displays temperatures of lower refrigerated rear storage.
- Thermometer directly above refrigerated storage compartment measures case's internal temperature.
- Thermometers are for monitoring internal air temperature only (not actual food temperature).
- Use probe thermometers to determine actual product temperatures.
- See illustration below for general locations.



Upper Thermometer For Refrigerated Wells (Deli) Section

Lower Thermometer For Rear Refrigerated Storage Section

Note: Exact location of fans, refrigeration lines, coil, shroud, valves and thermometer may vary depending upon your case.

Merchandiser Start-Up and Operation

1. Powering Up Refrigerated Section

- Refrigeration upper section energize when field-wired.
- Listen for fans to verify that unit is energized.

2. Axial Fans

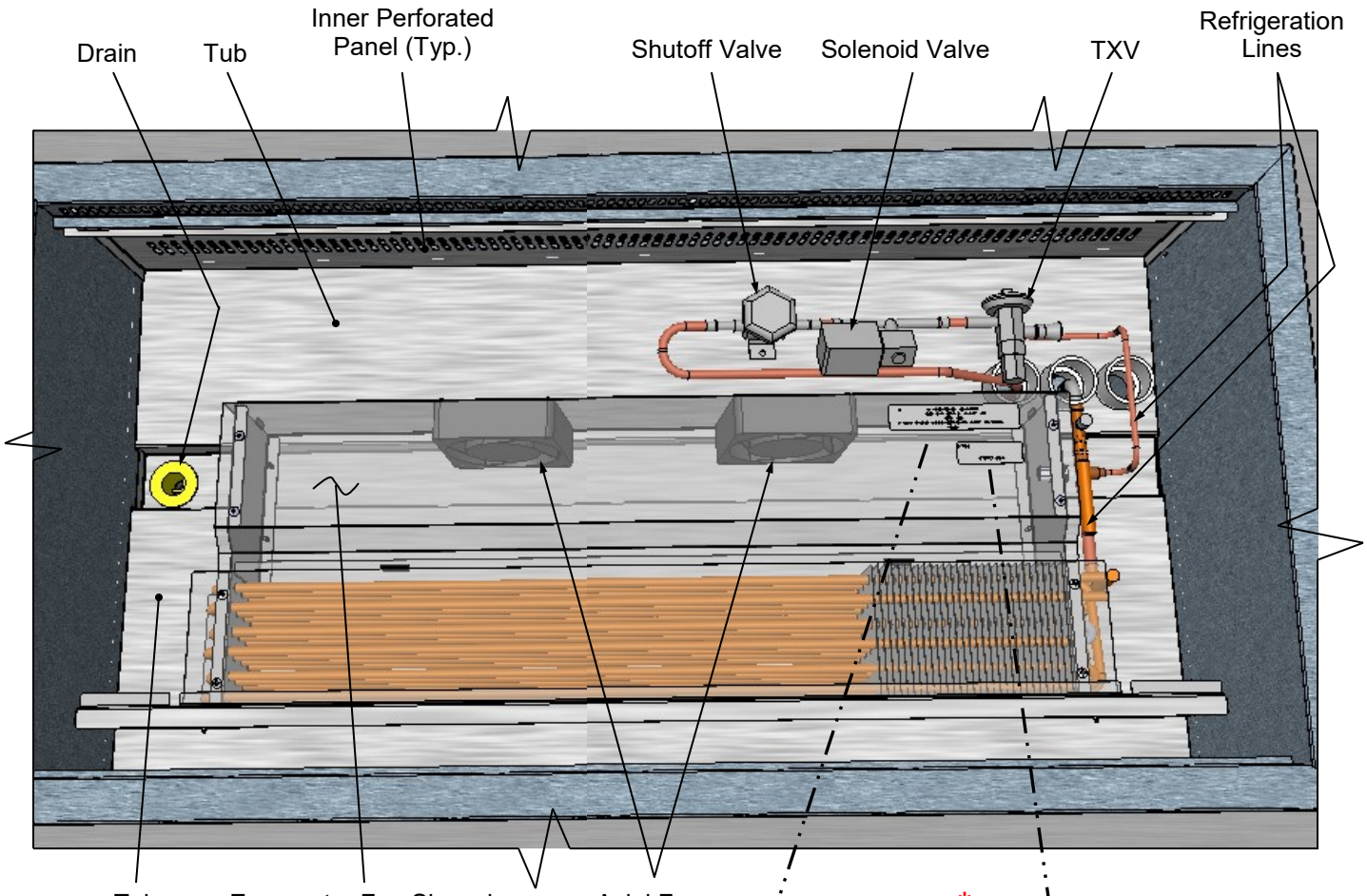
- After removal of pans, axial fans are accessible.
- See transparent illustration below.

3. Refrigeration Lines, Solenoid Valve, TXV, Shutoff Valve, Etc.

- See illustration below for locations.

4. Cleaning Refrigeration Area

- Refrigeration area must be cleaned regularly.
- See cleaning schedule in this manual for specifics.



**

CAUTION
HAZARDOUS MOVING PARTS, DO NOT OPERATE UNIT WITH COVERS REMOVED
ADERTISSEMENT:
DANGER DE PIECES EN MOUVEMENT N'OPERER
QU'AVAC LES COUVERCLES EN PLACE 99210

*

TYPE I DISPLAY
99279

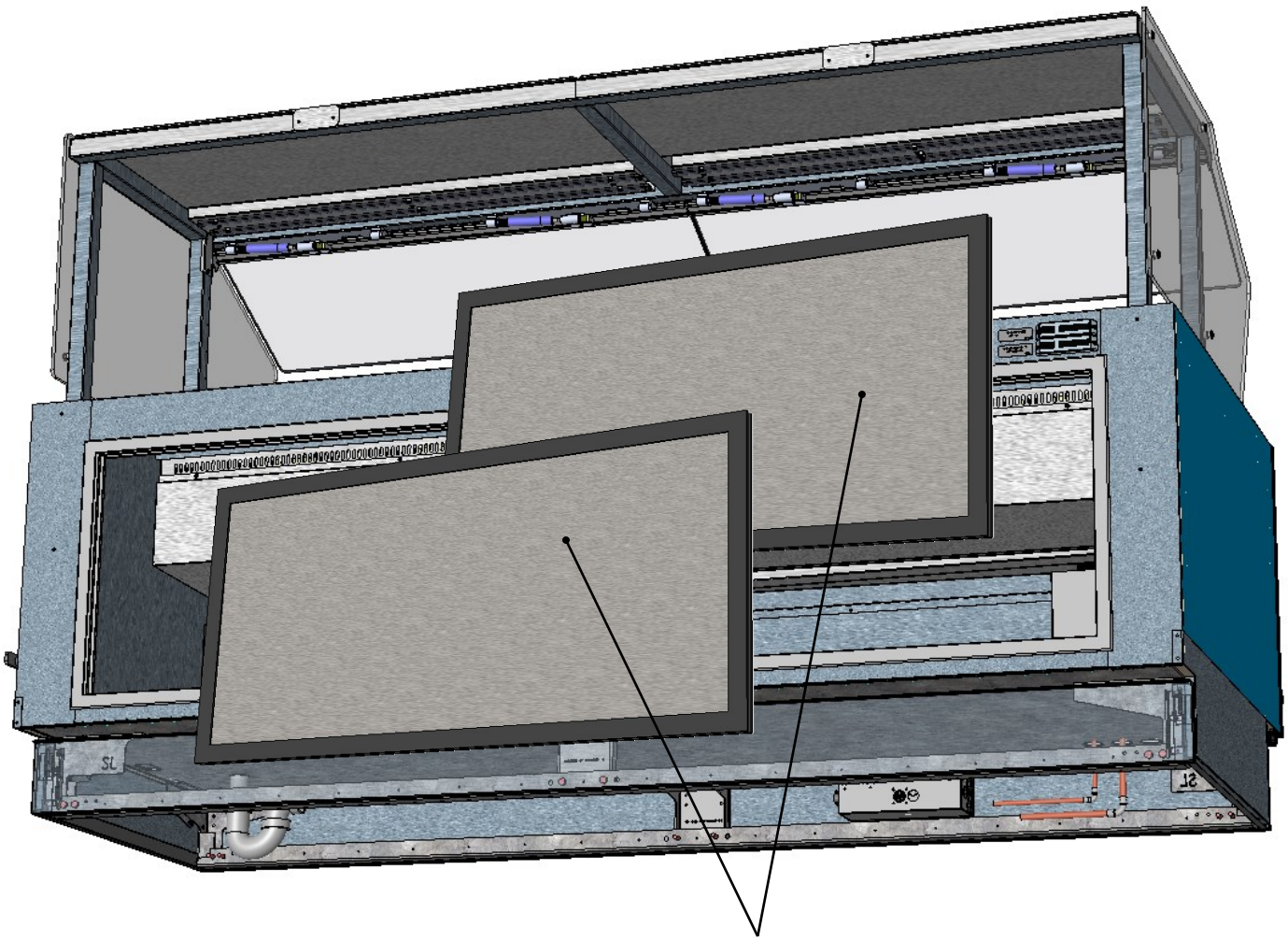
Note: Illustration Shown May Not Reflect Every Feature Or Option of Your Particular Case.

REFRIGERATED REAR SECTION WITH SLIDING DOORS

Rear Refrigeration Section With Removable Sliding Doors

- Sliding doors are removable for cleaning or service.
- See illustration below.

Model FB8SS-6R Is Shown In This Illustration. It May Not Reflect Every Feature Or Option Of Your Particular Case.



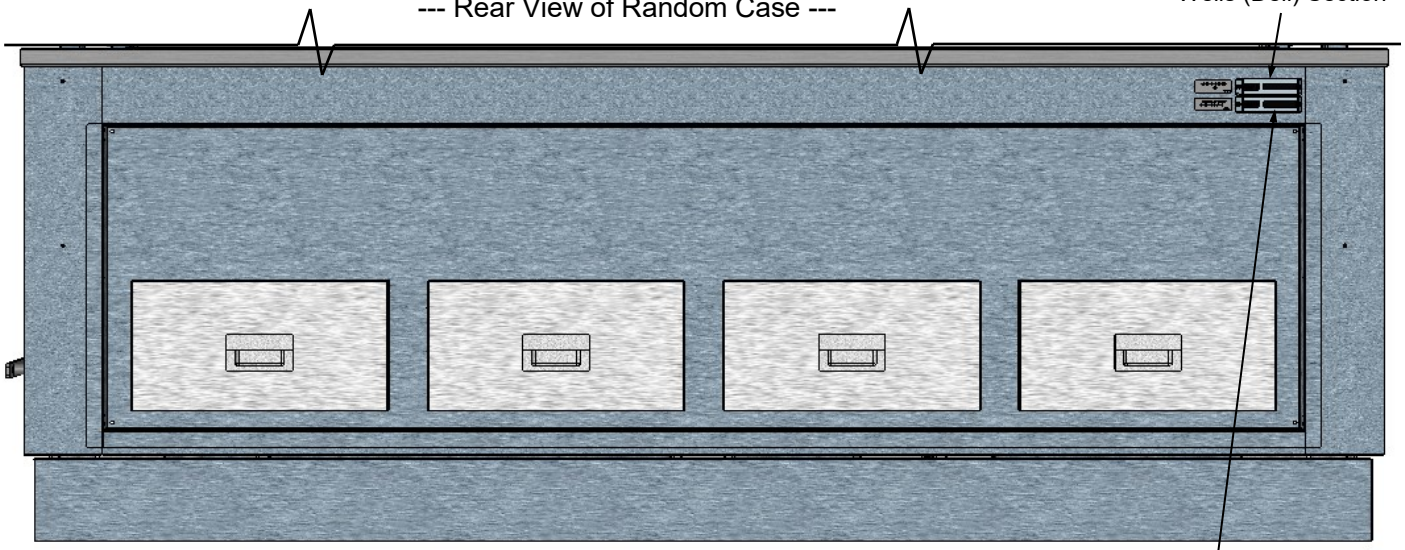
Rear Sliding Doors (Removed For Illustrative Purposes)

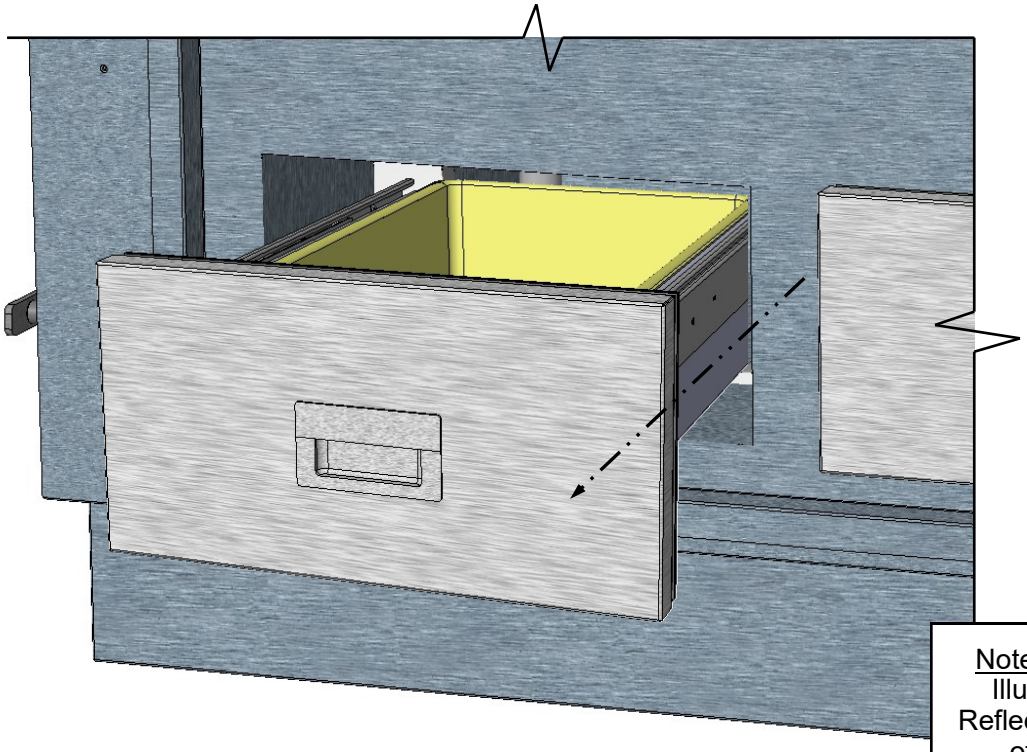
REFRIGERATED REAR SECTION WITH DRAWERS

Refrigerated Rear Section With Drawers

- Rear drawers are able to be slid out and/or removed for cleaning.
- See ***GENERAL CLEANING SCHEDULE: DAILY "D" / WEEKLY "W"*** for cleaning instructions.

--- Rear View of Random Case ---





--- Rear Left View of Random Case ---

Note: Random Model Shown. Illustration Shown May Not Reflect Every Feature Or Option of Your Particular Case.

REFRIGERATED REAR SECTION WITH HINGED DOOR

1. General Layout

- Refrigerated wells, compartment and drawer, sneeze guard, Sanalite® rear ledge, drain valve, thermometers, etc., are shown below.

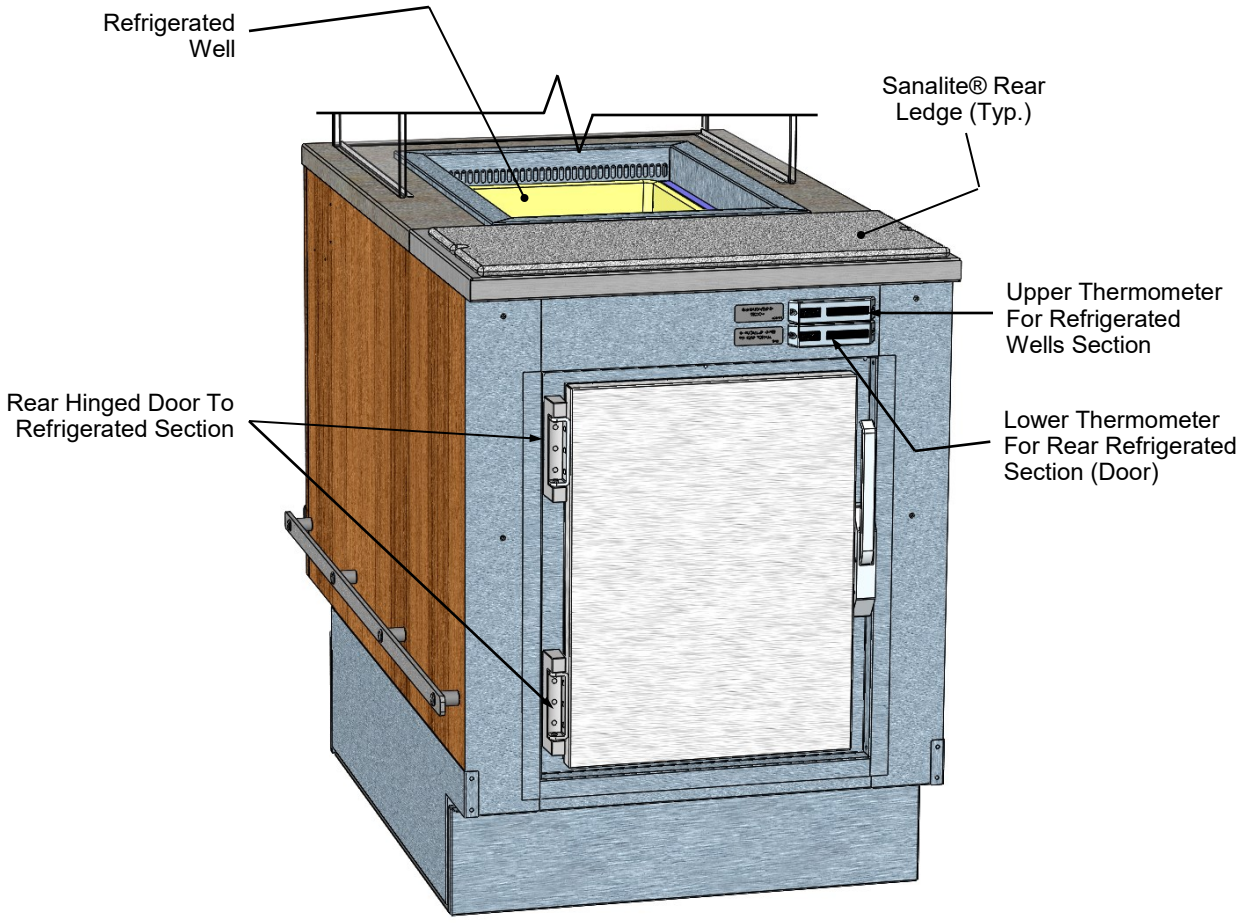
2. Cleaning Refrigeration Area

- Refrigeration area must be cleaned regularly.
- See cleaning schedule in manual for specifics.

3. Thermometers

- Upper digital thermometer displays temperatures of the refrigerated upper section (with pans and dividers).
- Lower digital thermometer displays temperatures of the rear refrigerated section (either behind sliding doors or hinged door).
- Thermometers are for monitoring internal air temperature only (not actual food temperature).
- Use probe thermometers to determine actual product temperatures.
- See illustration below for general locations.

Model Shown In This Illustration May Not Reflect Every Feature Or Option of Your Particular Case.



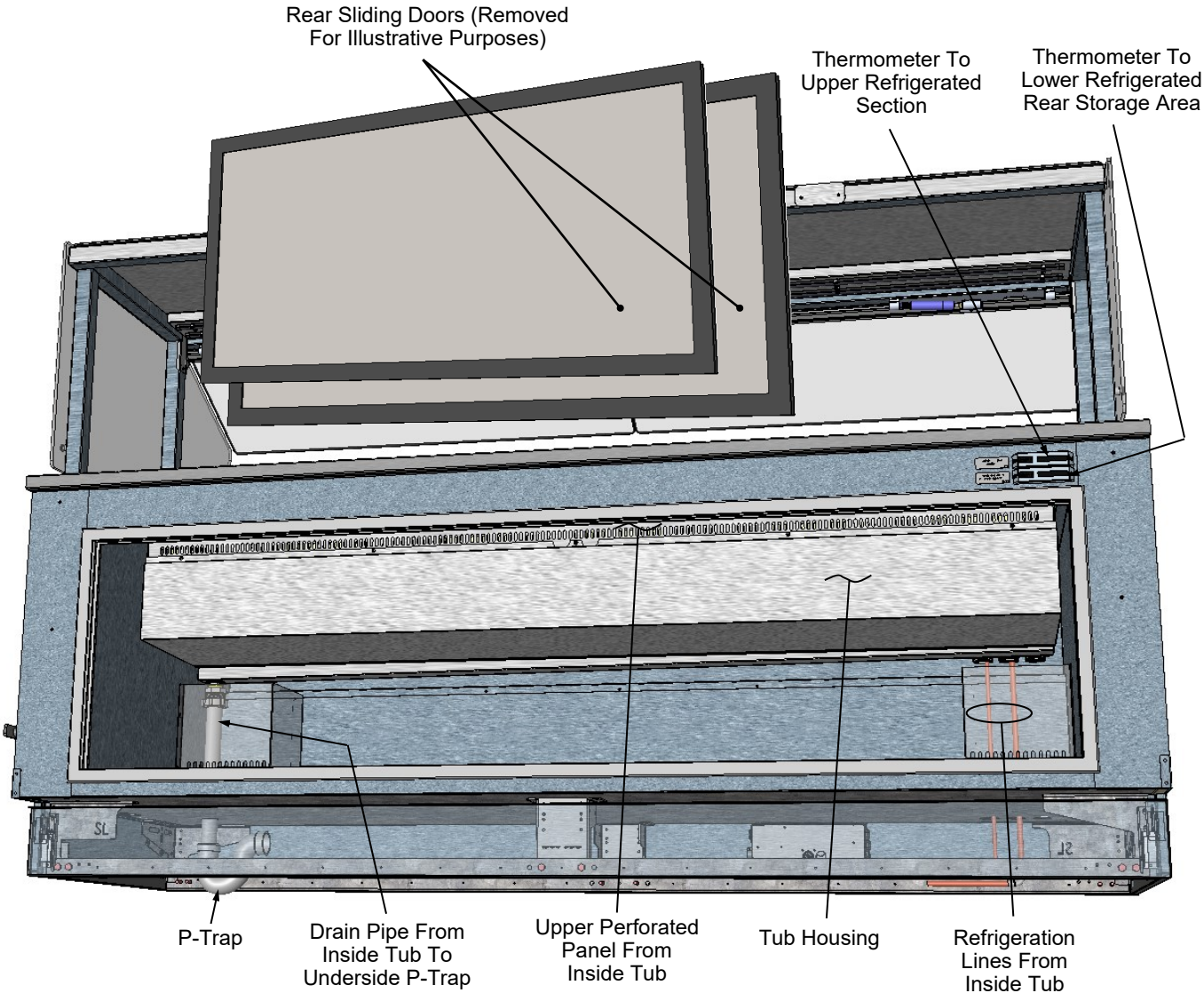
1. Rear Refrigerated Section - With Shared Air

- Certain units have rear refrigerated section that "shares air" with upper tub area.
- Refrigerated air flows through upper perforated panel into lower/rear storage refrigerated section.
- See illustrations below.

2. Thermometers

- Upper thermometer reflects temperature of upper refrigerated section.
- Lower thermometer reflects temperature of lower refrigerated rear storage area.
- Thermometer reflects air temperature only.
- Caution: Do not rely on thermometer for actual product (food) temperatures.
- Thermometers & thermostats reflect air temperatures ONLY.
- For ACTUAL product (food) temperatures, place probe directly in food product. Do not solely rely on air temperature on thermometer for accurate product temperature
- Note: Should food temperatures significantly vary from acceptable range, contact SCC Technical Service. See *SCC TECHNICAL SERVICE CONTACT INFORMATION* section of this manual for specifics.
- See illustration below.

Note: Model FB8SS-6R Is Shown In This Illustration. It May Not Reflect Every Feature Or Option Of Your Particular Case.



CLEANING SCHEDULE: DAILY "D" / WEEKLY "W"

Area	D	W	Task
Case Exterior	X		***Wood / Laminate/ Painted Surfaces, etc.:*** Clean with a warm soap and water solution and soft cloth. Never use wire cloth or abrasive cleaners on case.
	X		***Glass Sneeze Guard (Front/Sides/Top):*** Clean with a household or commercial glass cleaner.
	X		***Stainless Steel Surfaces:*** See ***CLEANING SCHEDULE: STAINLESS STEEL - TO BE PERFORMED BY STORE PERSONNEL*** section in this manual for cleaning and care instructions.
	X		***Quartz Work Surfaces:*** Depending upon your particular stone, see • ***CLEANING PROCEDURE - CAMBRIA® NATURAL QUARTZ SURFACE*** • ***CLEANING SCHEDULE: CAESARSTONE® SOLID SURFACE*** or • ***GENERAL GRANITE, MARBLE & STONE SURFACE CLEANING, CARE & MAINTENANCE*** in this operating manual.
Case Interior	X		***Refrigerated Prep Area (Pan, Pan Covers and Pan Dividers, Decking, etc.):*** See ***CLEANING SCHEDULE: DAILY / WEEKLY: DECK PANS / DIVIDERS / PRODUCT PANS / TUB*** section in this operating manual for cleaning specifics.
		X	***Refrigerated Rear Drawers or Doors:*** Wipe down with a warm soap and water solution and soft cloth. Dry with soft cloth or paper towel.
		X	***Rear Section (Accessible via Sliding or Hinged Doors or Drawers):*** Wipe down with a warm soap and water solution and soft cloth. Dry with soft cloth or paper towel.
		X	***Under Case Cleaning:*** Remove front (or rear) lower panels. Use vacuum or broom to clean flooring under case. Do not allow broom to create dust in store!
		X	***Refrigeration Prep Area (Tub, Trough, Drain, Components, Perforated Plenums, etc.):*** • See ***CLEANING SCHEDULE - DAILY / WEEKLY: PANS / DIVIDERS / DECK / PERFORATED PLENUMS / TUB*** section in this manual for cleaning specifics.

CLEANING & MAINTENANCE of NATURAL QUARTZ (AND OTHER STONE) SURFACES

Routine Care	For Daily, Routine Cleaning: • Natural quartz (and other stone) surfaces require very little maintenance. Simply wipe surfaces with soap and warm water on a regular basis to maintain its shine. Any pH balanced general-purpose household cleaner may be used.
Chemicals To Avoid	Chemicals To Avoid: Avoid exposing natural quartz (and other stone) surfaces to strong chemicals and solvents. • Items to avoid include: nail polish remover, permanent markers or inks, oil soaps, and furniture cleaners or paint strippers that contain trichlorethane or methylene chloride. • Also avoid exposing surface to chemicals with high alkaline/PH levels, i.e., oven cleaners. Caution must be used with the following products: • Avoid using products containing oils or powders as may leave a residue. • Avoid repetitive use of abrasive scrubs/cleaners as they may dull the finish. • Avoid oven/grill cleaners as they may discolor the finish. • Avoid exposure to extreme heat as it may damage the finish. Apparent stains like coffee, food, makeup, etc.: • Apply the appropriate cleaner with a paper towel and wipe. If necessary, the area may be soaked with pads of paper towels from 3-10 minutes; • Scrub the area. Rinse thoroughly. Dry thoroughly.
Difficult Spills	For Difficult Spills: To remove difficult spills on natural quartz (and other stone) surfaces, follow these guidelines. • Wipe the surface with warm water and soap. If needed, apply a common household cleaner. • For stains that harden as they dry (such as food, gum, nail polish, and paint), remove by gently scraping off of surface (using a blade or putty remover), and then clean using warm water and soap. Gray marks lefts by the razor, can be wiped away with soap and water. • Natural quartz (and other stone surfaces) are resistant to damaging chemicals. Difficult spots may be treated with one of the cleaners listed below: > Rubbing Alcohol > Ammonia > Vinegar Note: Allow the desired cleaner to sit for up to 10 minutes. Scrub and rinse thoroughly. Dry thoroughly.
Cleaning Cases With Silicone	Cleaning Cases With Silicone In And Around Surfaces: • Cases with silicone between inserts and the surrounding natural quartz (and other stone) surfaces should be cleaned with any of the following: > Soapy water (e.g., Dawn® dish soap and warm water) > Simple Green® All Purpose Cleaner > Ammonia > Rubbing Alcohol > Vinegar > Any solution containing more than 90% IPA (iso-propyl alcohol) • ***Solutions and cleaners to AVOID while cleaning cases with silicone in and around natural quartz (and other stone) surfaces include the following: > Acetate > Lacquer Thinner > Mineral Spirits > Paint Thinner > Windex® Without Ammonia (Windex® WITH Ammonia is Acceptable) > Formula 409® > Fantastik® > Bleach > Citrus cleaners (or Cleaners With Citrus in it)***
Extreme Heat Protection	Extreme Heat Protection: • Natural quartz (and other stone) surfaces are extremely resistant to heat, and can withstand moderately high temperatures for brief periods of time without being damaged. • Although natural quartz (and other stone) surfaces are more heat resistant than any many others, ALL stone surfaces (including quartz) can be damaged by sudden and extreme temperature changes, especially near the edges. For this reason, always use a trivet or a hot pad to protect surfaces from extreme heat.
Extreme Scratch Protection	Extreme Scratch Protection: • Although natural quartz (and other stone surfaces) are extremely scratch resistant, surfaces should be protected by using a cutting board to avoid damage to knives.

CaesarStone® Care & Maintenance

TAKING CARE OF YOUR QUARTZ SURFACE

CaesarStone quartz surfaces blend modern sophistication and timeless luxury with unbeatable strength and durability. The ever-lasting finish requires only simple and routine care to maintain its good looks.

MINIMAL MAINTENANCE

Virtually maintenance-free, CaesarStone's hard, non-porous surfaces require no sealing to renew the luster and are simple to clean. In most cases, dip a clean, soft cloth into a solution of water and soap (or mild detergent) solution and wipe away dust, smudges and residue; then rinse with clean water to remove residue. This simple treatment is usually enough to keep your CaesarStone countertop looking like new. If necessary, use a non-abrasive soft soap along with a non-scratch or delicate scrub pad. Afterwards, thoroughly rinse with clean water to remove residue.

STUBBORN STAINS OR DRIED SPILLS

If needed, apply a non-abrasive household cleaners (a non-abrasive cleaner will not dull the surface shine); rinse to remove residue. To remove adhered material such as food, gum, nail polish or even dried paint, first scrape away excess material with a plastic putty knife and then use a damp cloth to remove any marks or residual dirt. For extra-stubborn stains, use a no-scratch Scotch-Brite® pad along with the non-abrasive cleaner recommended by your local CaesarStone® distributor.

HEAT TOLERANCE

CaesarStone is more heat resistant than other stone surfaces including most granite, marble and limestone; it is not affected by temperatures lower than 300 °F (149 °C). However, like all stone material, CaesarStone can be damaged by sudden and rapid temperature changes. Therefore, do not place hot pots or pans directly placed on the surface. Instead place a hot pad or trivet on the surface under cooking units such as electric frying pans, crock pots, or roaster ovens.

SCRATCH RESISTANT

CaesarStone is a highly scratch resistant surface; however avoid abuse of the surface by refraining from using sharp objects such as sharp knives or screw drivers directly onto the surface.

CLEANING AGENTS TO AVOID

- It's important to be aware that like any other surface, CaesarStone can be permanently damaged if exposed to strong chemicals and solvents that can damage its physical properties.
- Never clean your CaesarStone surface with products that contain Trichlorethane or Methylene chloride, such as paint removers or strippers.
- Avoid the use of highly aggressive cleaning agents such as oven/grill cleaners and dishwasher polishing agents that have high alkaline/pH levels (pH 8.5 or higher).
- Products containing oils or powders may leave a residue and should be rinsed off thoroughly. Should your surface accidentally be exposed to any of these damaging products, rinse immediately with clean water to neutralize the effect.

Granite, Marble & Stone Surface Cleaning, Care & Maintenance



Overview

- Granite, marble and stone surface countertops are functional, elegant and add a luxurious element to any room. Each piece is one-of-a-kind with unique color, detail and veining.
- Properly protected stone surfaces will stay beautiful and well-maintained for years to come.

Immediate Cleanup of Spills

- Many common foods and drinks contain acids which can etch or dull stone surfaces.
- Wipe up acidic or alcoholic beverage spills quickly or rings and dull spots can form.
- Use coasters under glasses.
- Use a granite-specific cleaner cleaning solution for quick cleanups and to regularly clean the surface. Daily maintenance prolongs the life of countertops.

General Cleaning Instructions

- Soils from dirt, dust and smoke may deposit a hazy film onto the surface. Clean and polish regularly with a top-quality granite care product to keep the surface clear and shiny.
- Do not use ammonia-based cleaners like glass cleaner, high pH solutions, abrasive powders, soapy detergents that may dull and damage the surface.
- Avoid using scouring pads, rough sponges and steel wool.
- Use only neutral pH products to clean granite. Avoid alkaline or acidic solutions as they can mar and dull the seal.
- Many comments found on blogs list regular glass cleaner (such as Windex®) as being effective at eliminating streaks left by bleach-wipes and other cleaners.

Preventing Damage To Surface

- While stone surfaces are generally heat-resistant, it is recommended to use trivets, “hot plates”, or cloth placements under hot items.
- Use coasters under cups and glasses to prevent rings from forming on (and etching) surface.

Surface Care & Maintenance

- Always buff and dry granite after cleaning.
- Use a cleaner-and-polish-in-one to brighten the stone's natural color and veining while restoring its glossy finish.
- Sealed granite is not immune to staining. Consult a stone countertop professional to determine how often your countertop should be resealed. You may want to consider resealing when water droplets no longer bead on the surface.
- For cracks, deep stains or signs of erosion, contact a stone care professional.

Stainless Steel Cleaning

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

- Certain grades of stainless steel are more prone to corrosion than others.
- Stainless steel can be exposed to many 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 mar, scratch and/or erode the surface of stainless steel. When surface properties of stainless steel have been compromised, rust may 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:

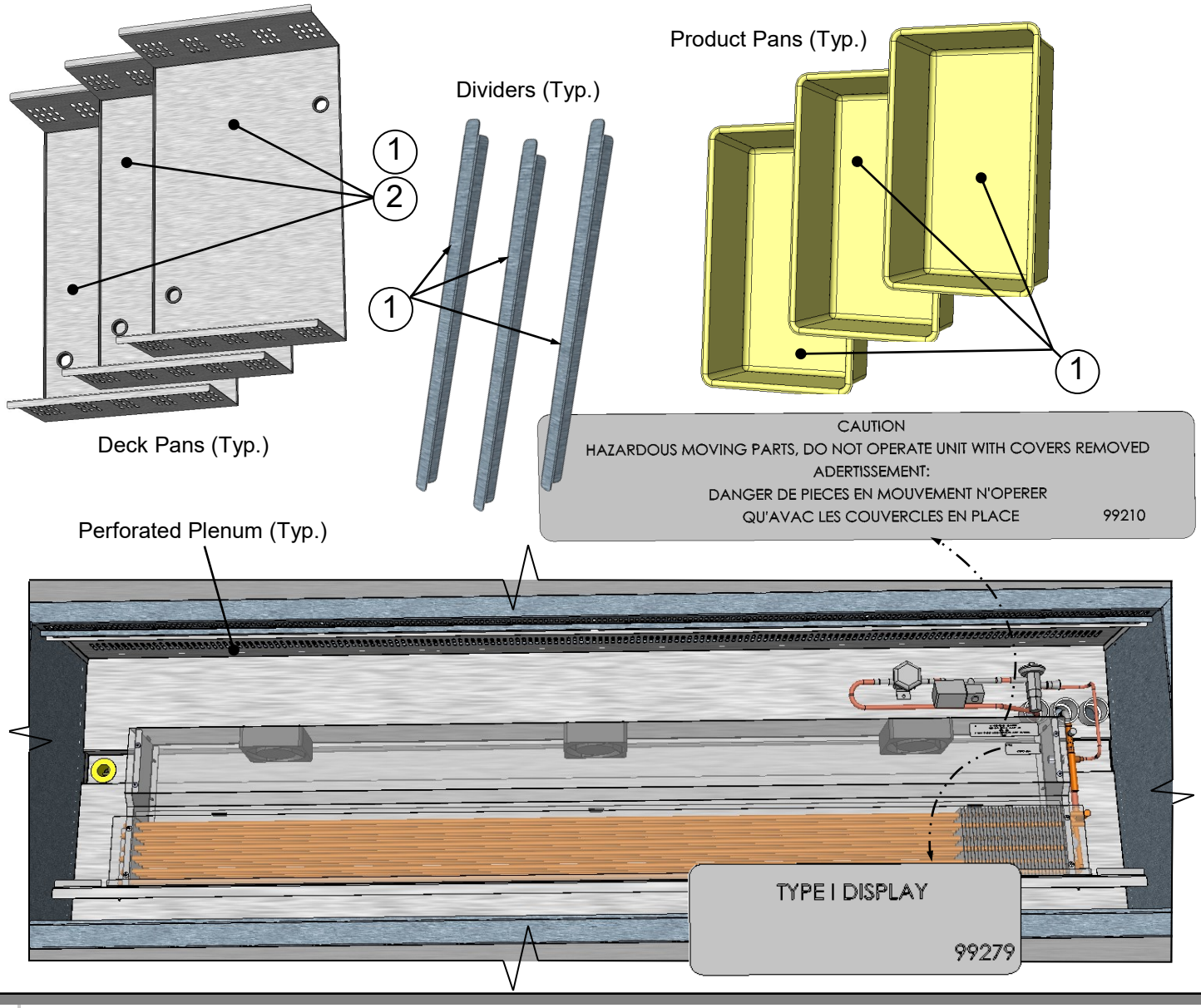
- Place a dab of olive oil onto clean soft cloth. Spread over area until a light sheen is observed. Use pressure to "work the oil" into the small grooves in the surface. Apply firm, steady pressure using small circular motions.
  > Dry buff: Remove excess oil with clean cloth or paper towel using small circular motions.
  > Wet buff: Use an ounce of 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.***

CLEANING SCHEDULE: DAILY / WEEKLY: DECK PANS / DIVIDERS / PRODUCT PANS / TUB

AREA	INSTRUCTIONS
Deck Pan / Tub Area	**Follow These Steps To Clean Product Pans, Dividers, Perforated Plenums, Deck Pans, Etc.** 1. Daily: Remove product pans and dividers and submerse them in warm, soapy water. Rinse. Wipe down deck pans with warm, soapy water and cloth; rinse with spray bottle containing clean water; dry. Wipe down deck pans (including perforated deck pan sides) with warm, soapy water solution and clean cloth; rinse; dry. Return dividers and product pans to case. 2. Weekly: **Trained Service Personnel Only - Disconnect Power To Case!** After removing product pans & dividers, remove deck pans (finger holes provided for easy removal). Submerse all components in warm water, and clean with mild soap solution and soft cloth. Use soft-bristled brush on hardened residue. Dry thoroughly. While components are removed from case, wipe down tub, sides, components, trough and drain with warm, soapy water solution and cloth. Rinse with spray bottle of clean water. Caution! Do not spray water into axial fans! Dry with clean cloth or paper towel. Return all components to case in reverse order they were removed.



TROUBLESHOOTING (TO BE PERFORMED BY STORE PERSONNEL)

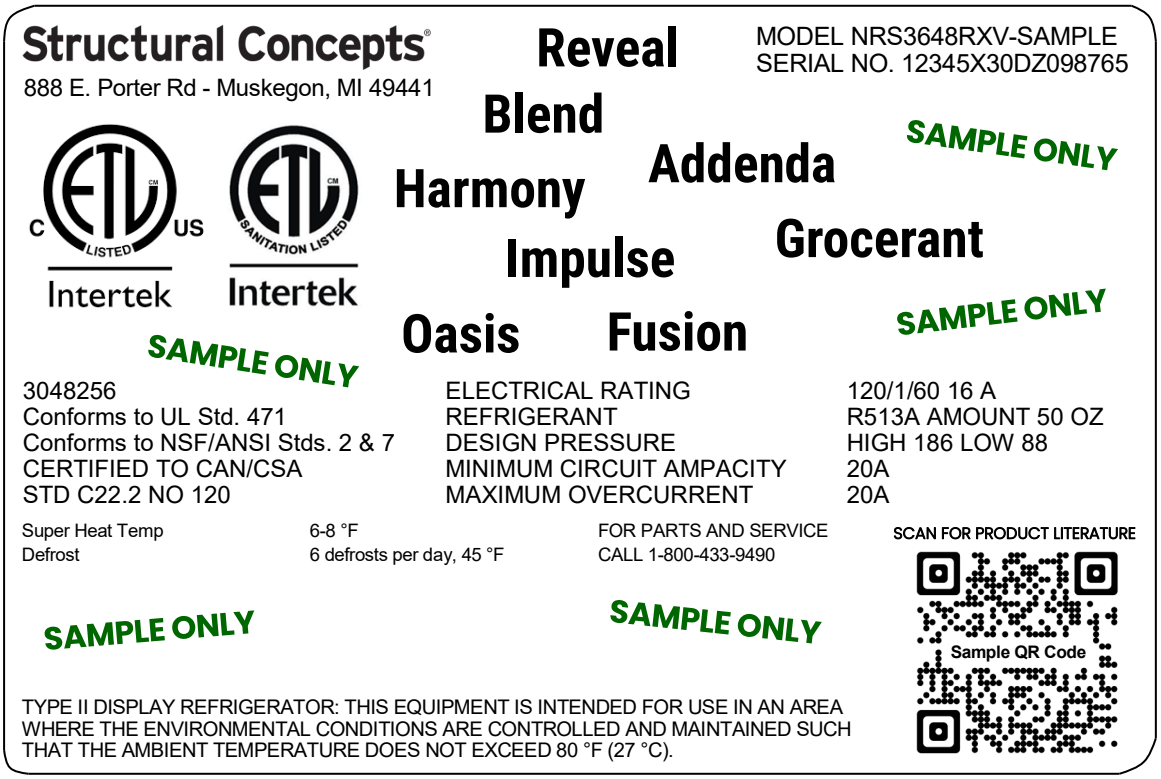
CONDITION	TROUBLESHOOTING
Case Is Not Level	See ***FRAME SUPPORT RAILS / REMOVABLE FRONT AND REAR TOE-KICKS*** section in this manual for illustrations and instructions.
Water Is On The Floor	Call service provider.
Fan Emits Excessive Noise	Call service provider.
Case is Not Holding Proper Temperature	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 / TECHNICAL INFORMATION / WARNINGS*** section in this manual for specifics.
	If case is located near front doors, temperature fluctuation can hinder unit's ability to maintain temperature.
LED Lights (Optional) Are Not Working	Check that light switch (if any) is in the *on* position.
	Check that the plug cord is inserted ALL THE WAY into opening of LED light orifice.
	If case lights still do not come on, call service provider.

TROUBLESHOOTING (TO BE PERFORMED BY TRAINED SERVICE PROVIDERS)

CONDITION	TROUBLESHOOTING
Water On Floor	Check that the drain trap is free of debris.
	Check store conditions. • For Type 1 Conditions (most cases): ambient conditions are to be at 55% maximum humidity / 75 °F. • For Type 2 Conditions: ambient conditions are to be at 60% maximum humidity / 80 °F.
Fan Emits Excessive Noise	Check that the case is aligned, level and plumb.
	Check axial fans (and/or wire bracket covers) for cleanliness.
	Check that nothing is preventing blade rotation.
	Check that the fan shroud is properly secured.
Fans Are Not Working	Note: Fan locations vary, depending upon your particular model. For location of fans in tub area, see ***START-UP & OPERATION - REFRIGERATED UPPER SECTION*** in this manual.
	Check that fans are properly connected.
	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.
System Is Not Operating	Check that the utility power is on.
	Check the circuit breaker box for tripped circuits.
Case Is Not Holding Temperature	Axial fan blades may need to be cleaned. • Disconnect power to case before proceeding. • For location of fans in tub area, see ***START-UP & OPERATION - REFRIGERATED UPPER SECTION*** in manual. • For location of fans in side bracketry, see next page in manual. • To clean wire fan guards, remove screws holding fan guards in place. Submerse in warm, soapy water. Rinse. Dry with clean cloth or paper towel. • To clean axial fan blades, remove fan guards. Wipe down fan blades with soft cloth dipped in warm, soapy water. Wipe off residue with clean cloth or paper towel. • Return wire fan guards to case. Tighten screws securely. Reconnect power to case.
	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.

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.



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

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.

Structural Concepts®

