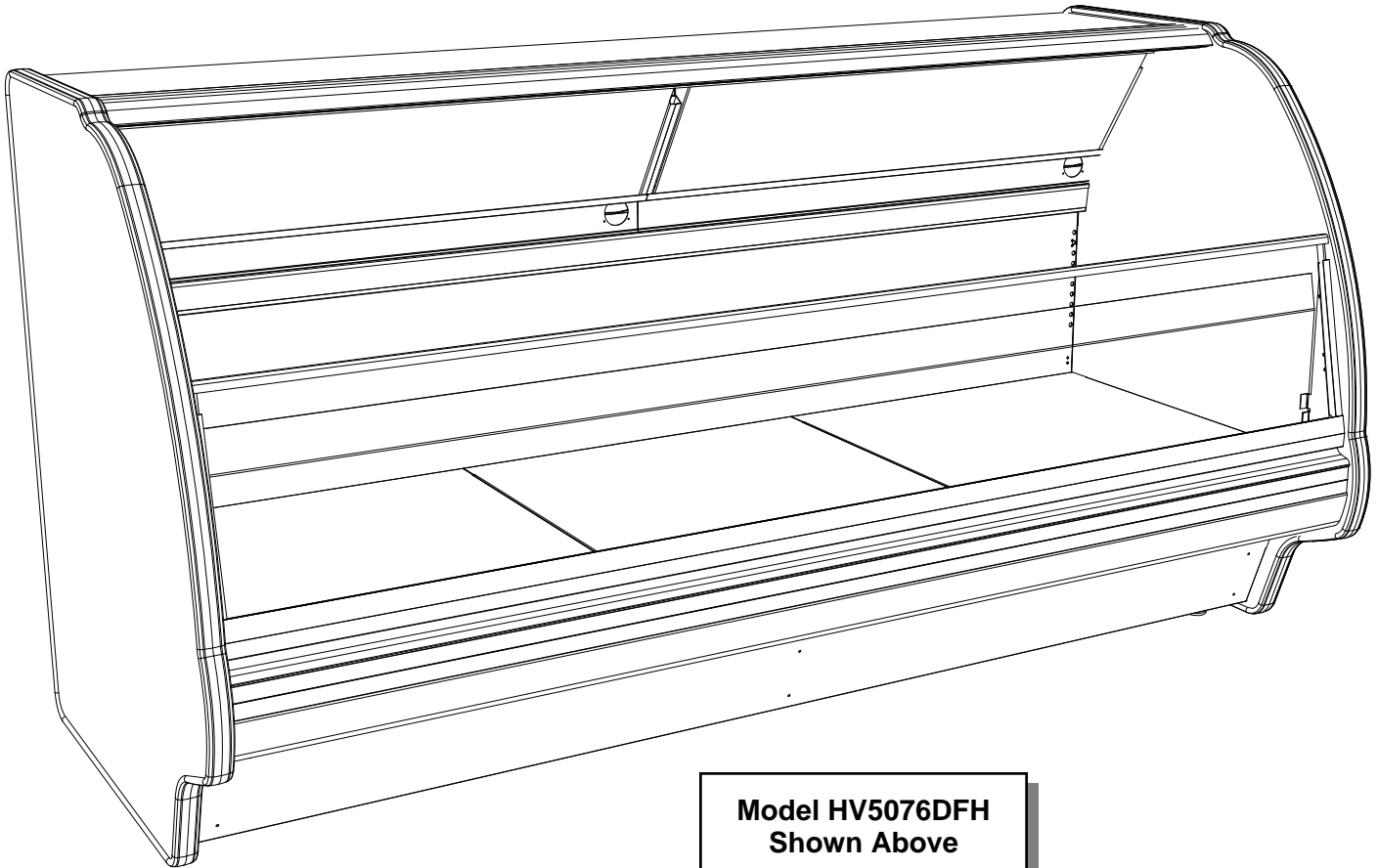


**ENCORE**<sup>®</sup>  
SERIES

# INSTALLATION & OPERATING MANUAL

**PN 99698**

**SELF-SERVICE FREEZER**



**Model HV5076DFH  
Shown Above**

<b>Model HV5076DFH</b>	<b>76" L* x 43 1/4" D x 52 1/4" H**</b>
<b>Model HV5096DFH</b>	<b>100" L* x 43 1/4" D x 52 1/4" H**</b>
<b>Model HV50120DFH</b>	<b>124" L* x 43 1/4" D x 52 1/4" H**</b>
<b>Model HV50144DFH</b>	<b>148" L* x 43 1/4" D x 52 1/4" H**</b>

*\* Including 2" End Panels.*

*~ With Levelers extended approx. 1" below End Panel Edging*



888 E. Porter Road · Muskegon, MI 49441 Phone: 231.798.8888 Fax: 231.798.4960 [www.structuralconcepts.com](http://www.structuralconcepts.com)

## TABLE OF CONTENTS

OVERVIEW AND WARNINGS .....	3
INSTALLATION .....	4-5
SETUP .....	6-7
CONNECTING CASES .....	8
START-UP AND OPERATION .....	9
MAINTENANCE FUNDAMENTALS .....	10-13
ELECTRICAL FUNDAMENTALS .....	14
SERIAL LABEL & LOCATION / TECHNICAL INFORMATION / ADD'L.....	15
ILLUSTRATED PARTS BREAKDOWN .....	16
PART LIST .....	17
TROUBLESHOOTING .....	18
CLEANING SCHEDULE .....	19
WARRANTY .....	20
TECHNICAL SERVICE .....	21

## OVERVIEW AND WARNINGS

### OVERVIEW

- The Structural Concepts Encore freezer service cases are designed to merchandise packaged bakery products at -23° Celsius / -10° Fahrenheit or less product temperatures.
- These cases should be installed and operated according to the following instructions to insure proper performance.
- This unit is designed for the display of products in ambient store conditions where temperatures and humidity are maintained at a maximum of 24° C / 75° F and 55% relative humidity.



**WARNING**  
Risk of Electric Shock.  
Disconnect Power Before Servicing Unit



**WARNING**  
More Than One Source of Electrical Supply.  
Disconnect All Sources Before Servicing.  
Employed with units that have separate circuits.



**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.

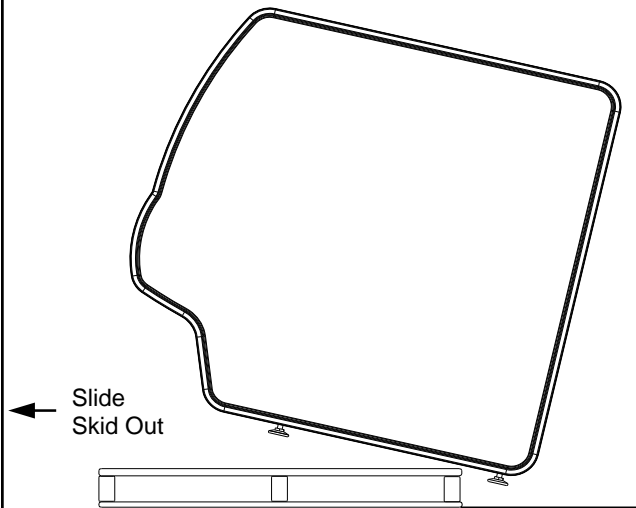


**CAUTION**  
Lamps have been treated to resist breakage and must be replaced with a  
similarly treated lamp.

## INSTALLATION

### **1. Remove Unit From Skid**

Slide unit to rear of skid; tip backward off skid.



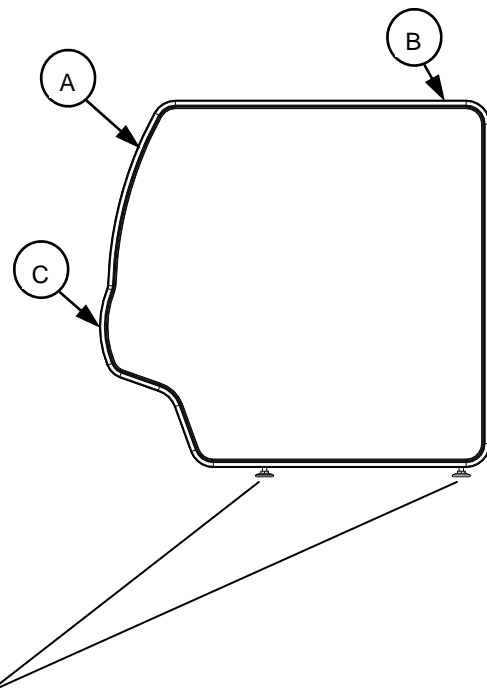
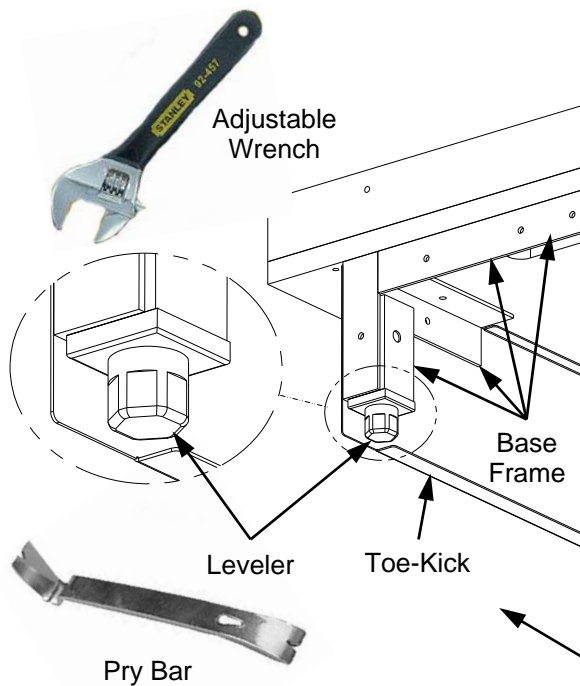
Case can be repositioned with pallet truck when front lower panel is removed. Blocking may be necessary to obtain adequate height.

### **2. Position & Align Case Alongside Other Cases**

- Before adjusting levelers, make certain that the case is in proper position and, if required, aligned with adjoining case(s). Align multiple units carefully at positions "A", "B" and "C" shown below.
- This may require the repositioning of the case you are installing or the already positioned case(s).

### **3. Adjust Levelers**

- After case is in proper position, adjust case so it is level and plumb (see illustration at right).
- 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 photos below.



### **3. Bolting Units Together**

See *Connecting Cases* section.

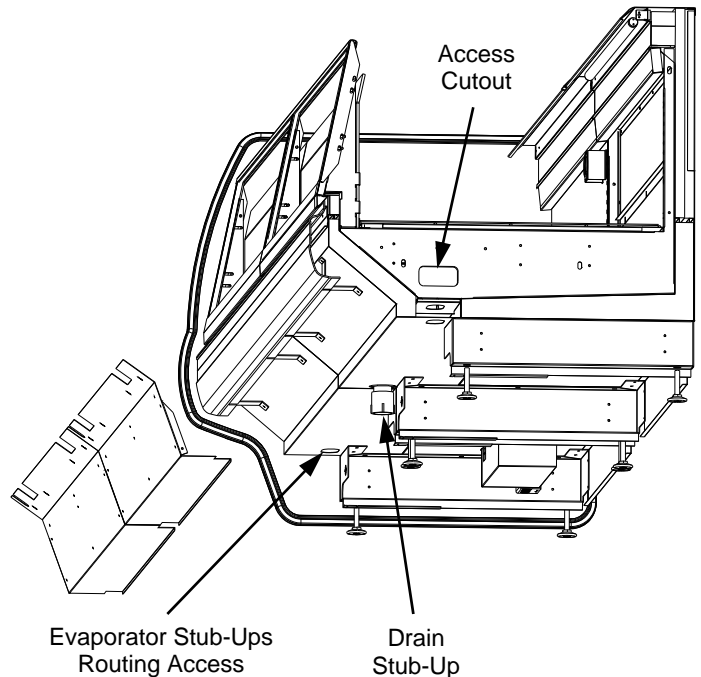
### **4. Remote Refrigeration Connections**

- With the front panel removed, refrigerant stub-up access opening is at the front on the right hand side of the base.
- Stub-up connections are accessed from inside the case.
  - Remove interior ABS decks.
  - Remove fan shroud assembly.
- Line connections are in the tub front, on the right hand side.
- Remove foam material from the entry hole provided in the tub drain trough.
- Route refrigerant lines thru access hole.
  - Run case-to-case connections through cutouts in base.
  - Sweat the high & low pressure connections.

Fill access hole with suitable filler to insure watertight integrity of tub.

### **5. Drain Connection Remote Refrigeration**

- Remove the front panel.
- 1.5" male PVC stub-up connection is under the case at front-right hand side.
- Connect tub drain to floor drain. Maintain 1/4"-fall per foot for drainage.



**Note:** Illustrations may not be exact representations of the unit being installed.

**Assembly or disassembly and servicing to be accomplished by licensed electrical / refrigeration contractor.**

**Field Access Box**

Loosen (or remove) the screws connecting the Front Panel to the case. When loosened adequately (or removed), the Front Panel can be lifted upward and off the case.

Once the Front Panel is removed, you will have access to the Field Access Box.

Electrical leads exit the 4" x 4" electrical box on the front left base frame behind the Front Panel.

See illustration at upper right for Front Panel and hole slot locations.

**Ballast Box Access**

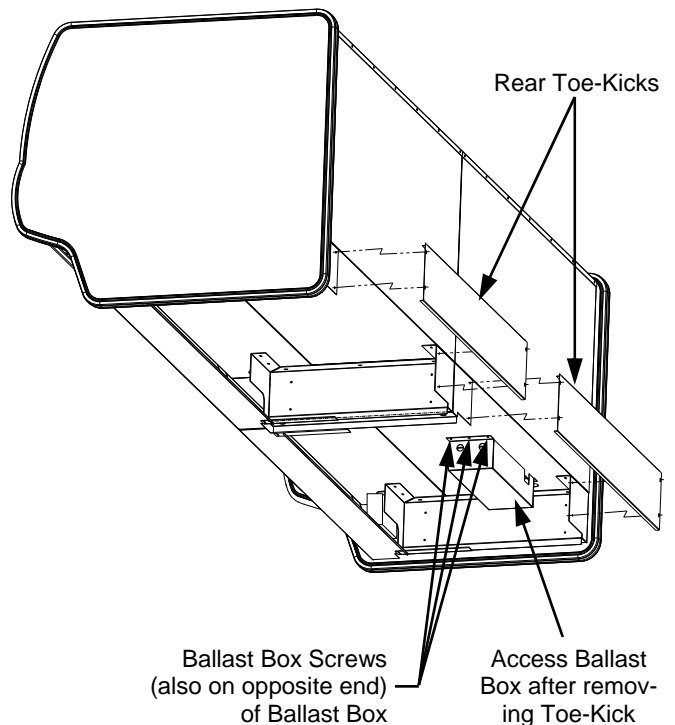
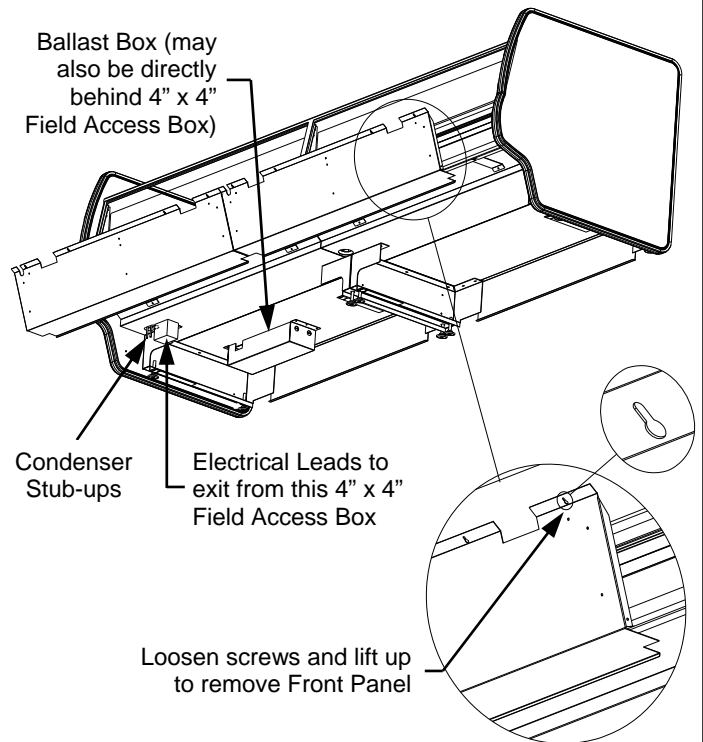
The ballast box is located under the case on the back-right side of Freezer. See illustration shown at top-right for location.

The rear Toe-Kick must be removed to access the ballast box. Depending upon the model, there are two ways to remove rear Toe-Kick.

- When screws are visible on Toe-Kick (4 per Toe-Kick), remove screws and pull Toe-Kick out (see illustration at lower-right). Smaller cases have only one Toe-Kick.
- Some models may not have screws connecting Toe-Kick to case. If no screws present, simply pull Toe-Kick away from case. Metal spring-clips will release Toe-Kick from case legs.

Access to Ballast Box is now possible.

- Remove the screws that secure the ballast box to the tub.
- Lower the ballast box and remove ballast.



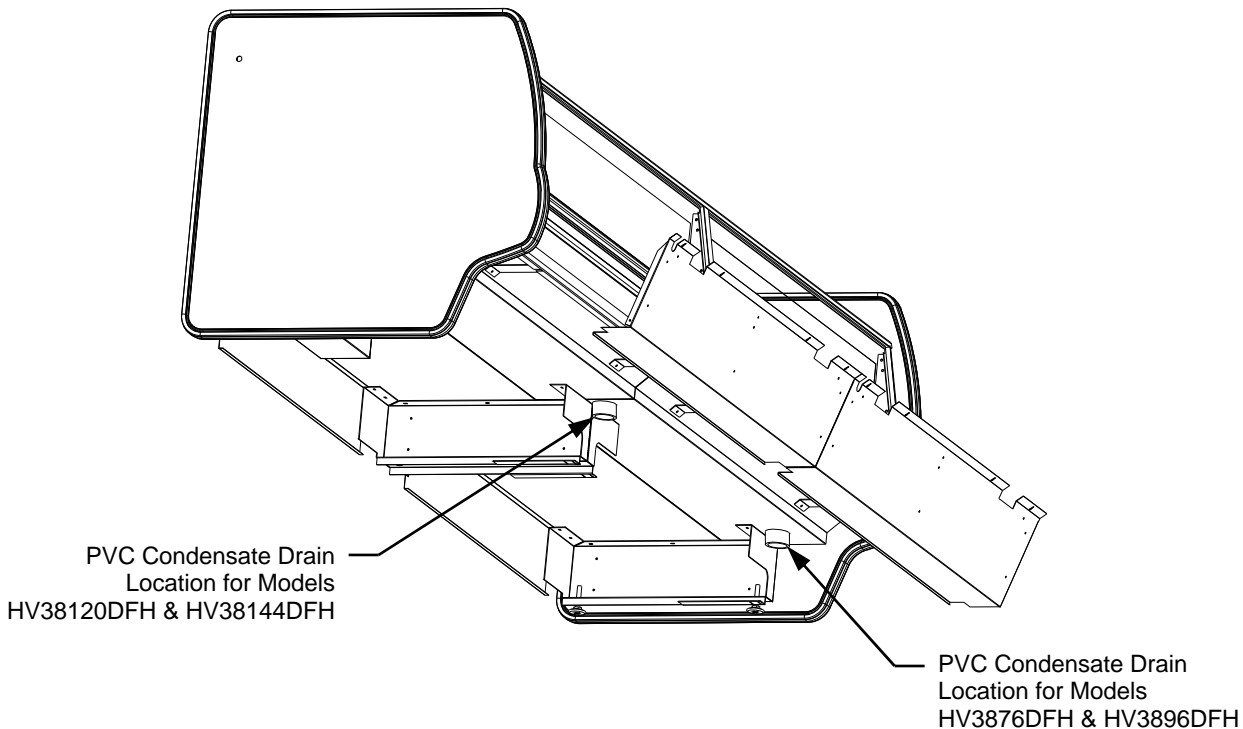
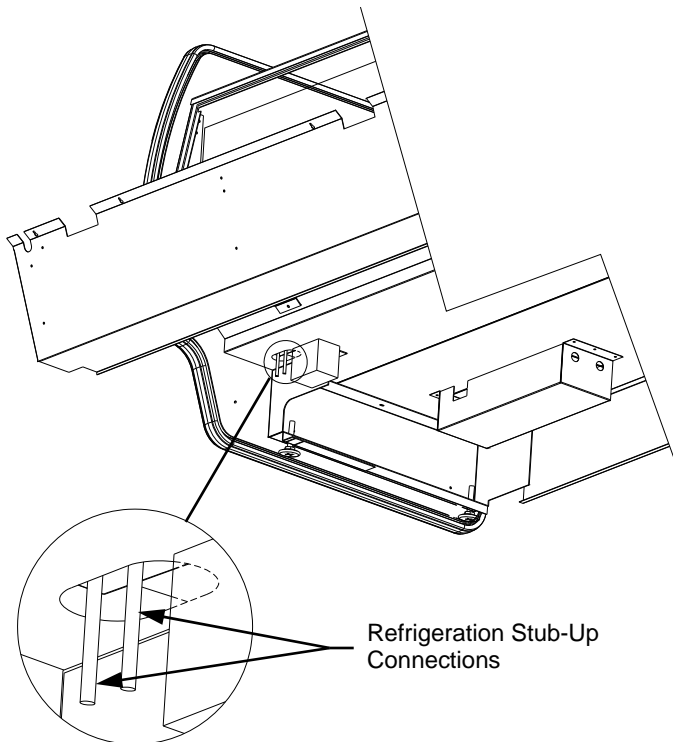
Note: Ballast Box may also be positioned directly behind 4" x 4" Field Access Box)

**Note:** Illustrations may not be exact representations of the unit being installed.

**Assembly or disassembly and servicing to be accomplished by licensed electrical / refrigeration contractor.**

**Refrigeration Connection Access**

- Refrigeration stub-up connections are provided under the Deck at the front-left side. See illustration at right for general location.
- Refrigeration piping (suction and liquid lines) must be sized by installer.
- Condensate Drain exits the base of tub assembly. PVC tube is provided for draining. There are two possible locations of this PVC tube (depending upon the particular model). See illustration below-right.
- 230V connection is provided for electric defrost element.
- 110V connections are provided for anti-sweats, fans, and lights.
- Leads are labeled for identification.



## CONNECTING CASES

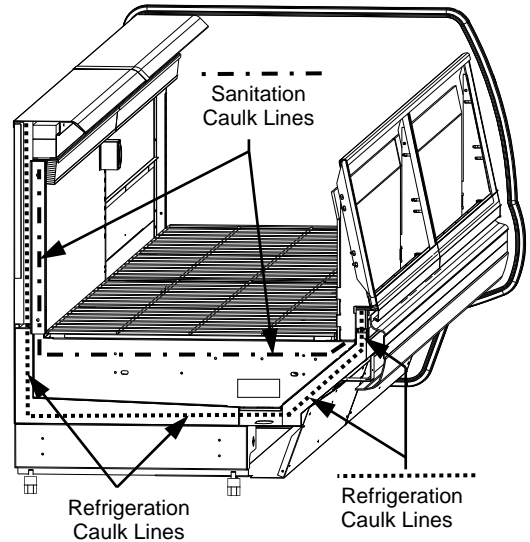
### Before Securing Multiple Units Together

Lay a generous bead of butyl rubber caulk (NOT provided by SCC®) along edge of tub to adjoin multiple units. See illustration shown at right.

- Two Caulk Lines are to be formed: Sanitation and Refrigeration.
- Caulking the tub prevents air from escaping through seams between cases which cause condensation problems as well as reduced refrigeration efficiency.
- Caulking also prevents water from seeping between the cases to floor.
- Note: Heavier bead of caulk to be applied near drain to prevent seepage.
- After Units are bolted together (but before completely reassembling units), leak-check the case-to-case joints by pouring water on seams.



Sample Butyl Caulk (Mfd. by ASI®, Fort Wayne, IN)

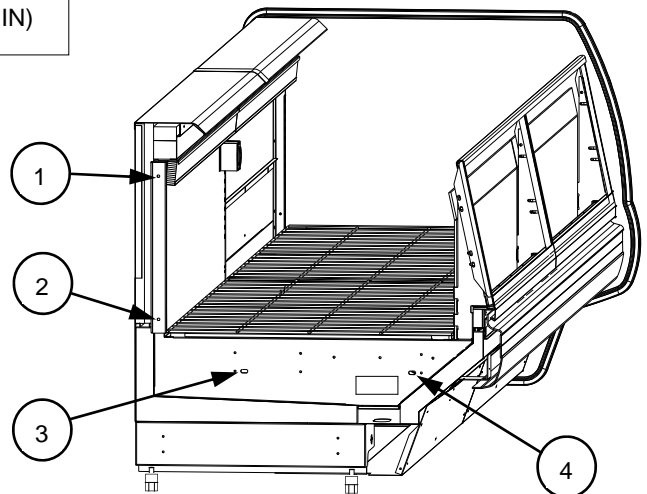


### Access to connect cases.

Bolt location at holes indicated.

Access bolt holes at 4 locations. See illustration shown at top-right.

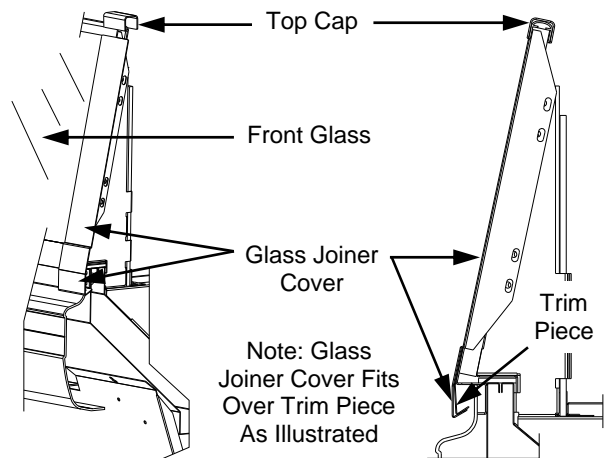
- 1/4-20 x 2.50" bolts used at locations 1 thru 4.
- Remove the deck pan assembly by lifting up to access hole 4.
- Remove the screws in the fan cover. Lift the fan cover up & out of unit for access to hole 3.
- Remove screws from perforated rear panel to provide access to holes 1 & 2.
- *Reverse steps to reassemble.*



### Front Glass Joiner Covers

Purpose: To eliminate possible mismatches. See dual illustrations shown at bottom-right.

- Slide the Front Glass Joiner Cover into slot at the bottom of the front panel and center it over the joint where the two cases come together.
- Use Dual-Side Sticky Tape (provided by SCC®) to affix Joiner Cover to Front Glass joints.
- Position the Top Cap over the Front Glass and the Trim Piece.
- Snap the Top Cap at the top of the adjoining glass pieces.



— Glass Joiner Cover Illustration —

**Assembly or disassembly and servicing to be accomplished by licensed refrigeration/ electrical contractor.**

### Electrical Connections.

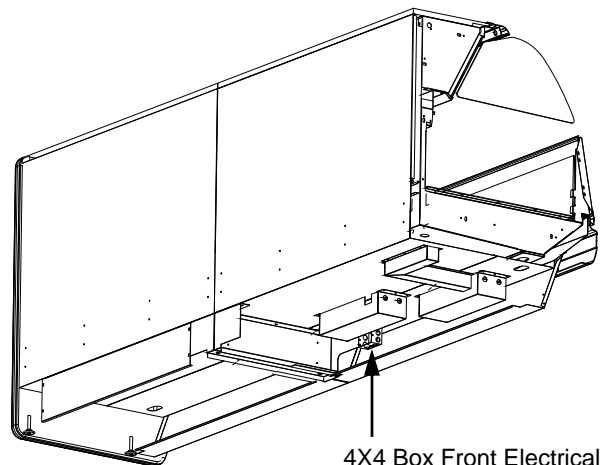
- Electrical stub-up connections exit in the 4 x 4 electrical box under the case on the tub exterior.
- Establish a 110v connection to leads.
- Remove front lower panel for **front** electrical access.
- Remove rear kick plate for **rear** electrical access.

### Merchandiser Start-Up

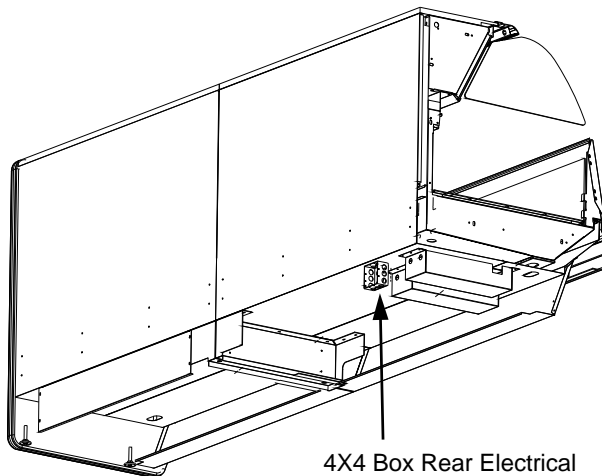
- Turn main power on. Evaporator fans will turn on. From the front of the case, check to see that the coil fans are all functioning properly.
- Check across top of case-front to make certain that air is discharging across entire front of unit.
- Turn lights on. All of the lights should come on at the same time. First time lighting may require a short warm up period for the bulbs. Slightly dim or a flickering of new bulbs is normal.
- Allow 4 hours for unit to cool before filling with product.

### Recommended Load Limit

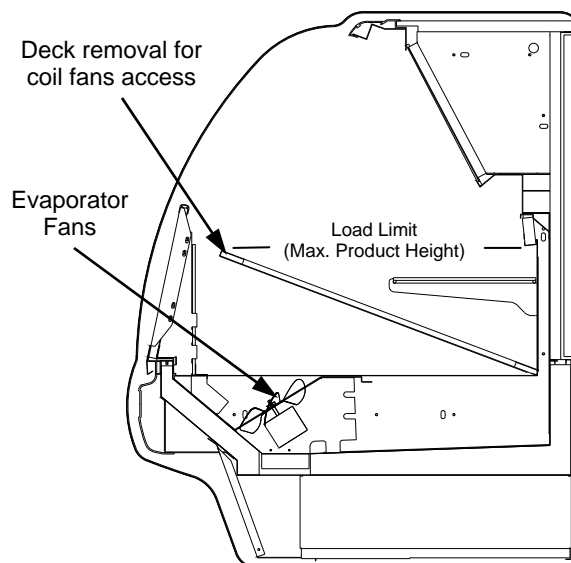
- This freezer has been tested to maintain a temperature at or below  $-10^{\circ}$  F.
- Load limit labels have been affixed to the inside of the end panels to identify the maximum product height.
- Exceeding the recommended load will not effectively maintain the desired design specifications.



4X4 Box Front Electrical



4X4 Box Rear Electrical

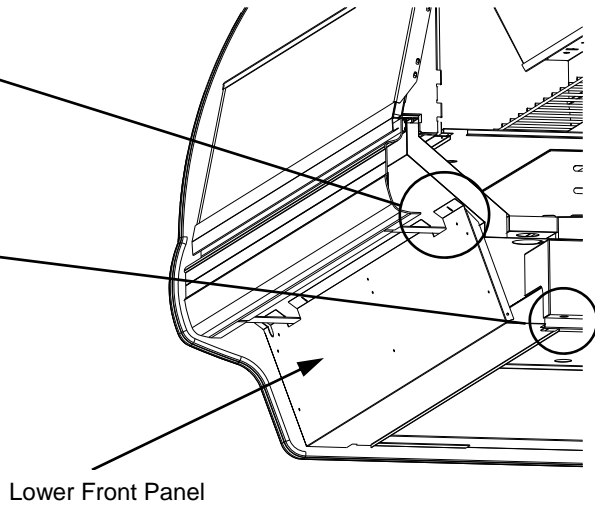
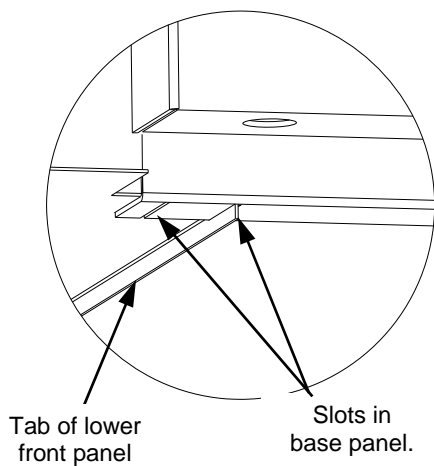
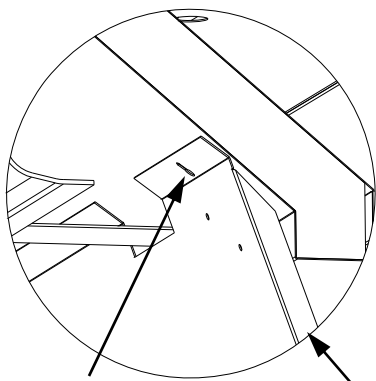
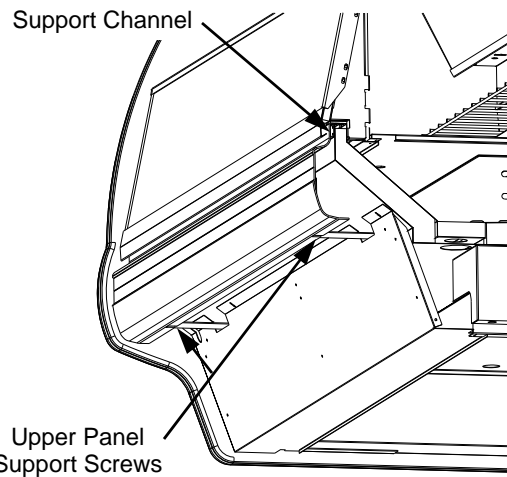
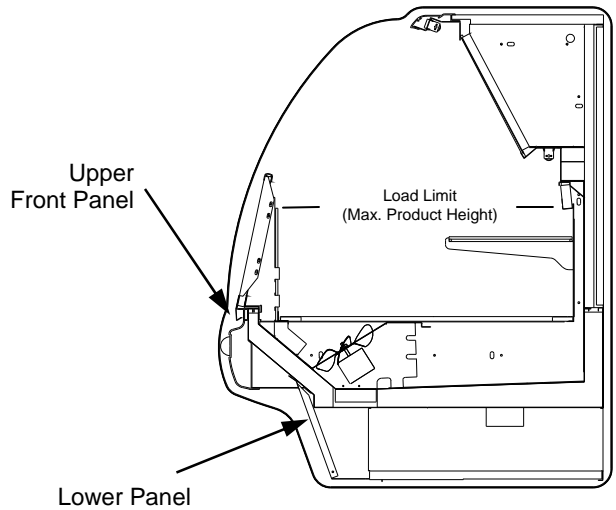


**Upper Front Panel Removal**

- Loosen the bolts on the underside of the panel, (It is not necessary to remove bolts).
- Rotate the lower panel out, and allow upper portion to drop down from support channel.

**Lower Front Panel Removal**

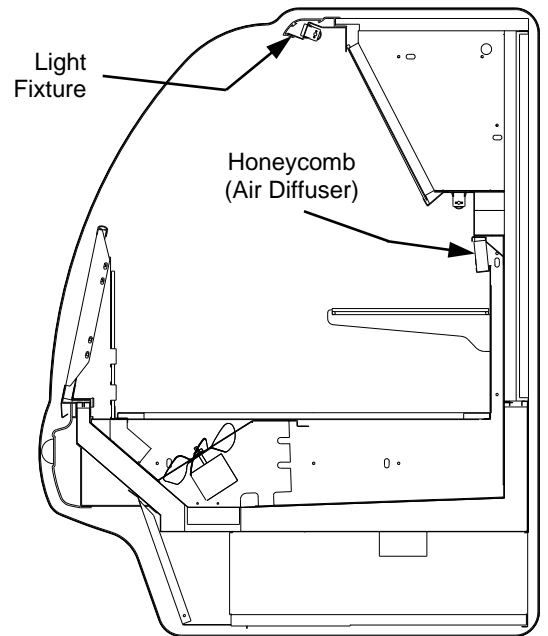
- Apply upward pressure on the under side of front panel.
- Apply enough pressure to disconnect the support screws (approximately one quarter inch) from the key slots.
- Bottom tab of lower front panel will also need to be lifted out of slot in base panel.



**Warning: Disconnect power before providing maintenance and service to unit.**

### Air Diffuser “Honeycomb” Removal

- Obtain a non-metallic device of suitable strength such as a ballpoint pen.
  - **Use care not to damage or remove the heating element wire that prevents condensation on the assembly.**
- Wedge the instrument between the honeycomb and the top cap closure/end panel.
- Apply pressure to collapse the honeycomb and pry downward and away from the honeycomb retainer.
- Pull honeycomb out fully by grasping with fingers and pulling downward.
- See illustration at mid-right.



### Air Diffuser “Honeycomb” Installation

- Insert honeycomb up into top cap first.
- Apply suitable pressure to collapse the honeycomb up into the honeycomb retainer (see illustration at mid-right for detailed view).

### Light Fixtures

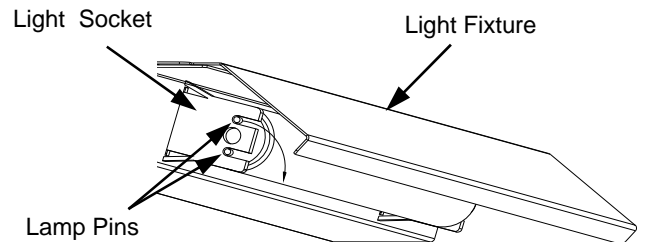
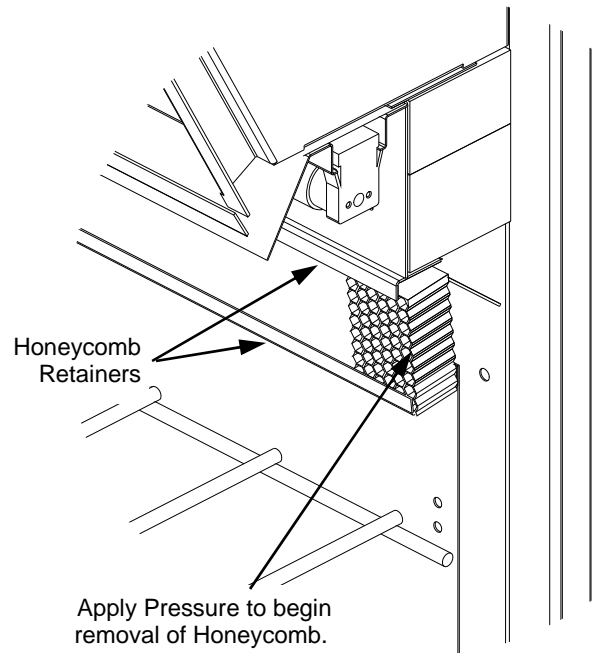
The light fixture is located at the top inside of case. See illustration at lower right.

#### Removal of lamp:

- Rotate lamp (1/4-turn) either direction to disengage (upper or lower) pins/contacts from lamp mounting sockets.
- Remove bulb by applying even pressure from the back side at the bulb ends and pulling the remaining contact from the sockets.

#### Installation of lamp:

- Align pins with slot.
- Insert pins into socket by rotating the bulb 1/4 turn to secure either the (upper or lower) pined contacts into the sockets.
- Rotate the remaining bulb contacts (1/4 turn) into the remaining lamp mounting socket contacts.



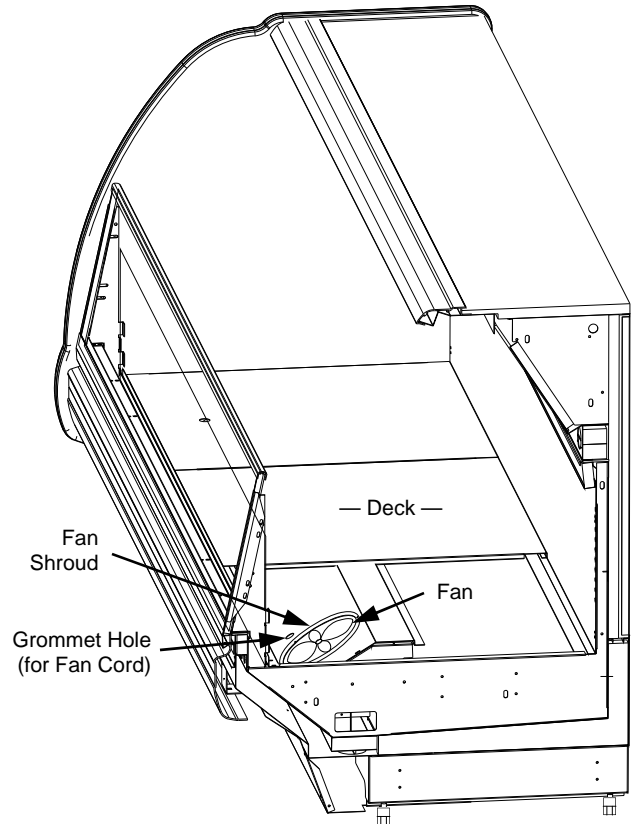
**Warning! Disconnect power before providing maintenance and service to unit.**

**Evaporator Fan Access**

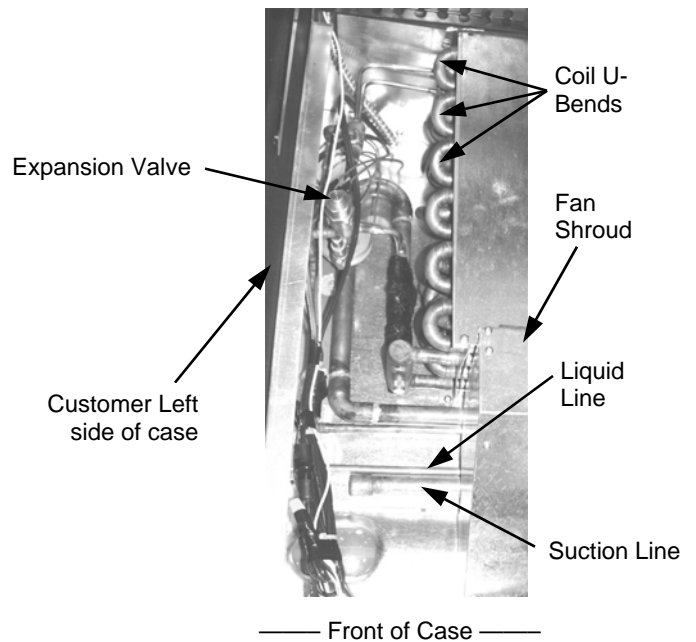
- Turn off the electrical power at main power circuit breaker if servicing fans.
- From inside the case :
  - Remove deck pans.
  - Unplug fan cords at fan shroud.
  - Remove thumb screws holding fan shroud in place. Carefully remove fan shroud.
  - Remove the fan by removing screws from the fan shroud.

**Drain and Expansion Valve Access**

- The Drain and Expansion Valve are both accessible from the front of the case, on the left-hand side.
- Note that right-hand side is shown in illustration at top-right. Left-hand side is virtually identical to view shown except is a mirror-image.
- The farthest-left Deck (when facing case) must be removed to gain access.
- Unplug the fans (one plug per fan) and remove the fastener from the access panel in the front left corner of the unit.
- The drain and the expansion valve (TXV) are directly below the farthest-left Deck.
- Bottom-right photograph shows view of coil, tubing, stubs, wiring, drain and expansion valve (TXV).



Model HV5096DFH Shown Above. Illustration may slightly vary from your case. Above view is shown with one deck and right-side end panel removed.



**Warning: Disconnect power before providing maintenance and service to unit.**

**Termination Thermostat / Electric Defrost Element Access**

- The termination thermostat (Klixon®) and defrost element are both accessible from the front of the case.
- (Klixon®) comes factory wired in the case. Leads are provided in electrical access box.
- Field wiring must be set up so that the current to the heater flows through the Klixon® and into the defrost heater.

**Hot Gas Defrost Access**

- The termination thermostat (Klixon®) is accessible from the front of the case.
- (Klixon®) comes factory wired in the case. Leads are provided in the electrical access box.

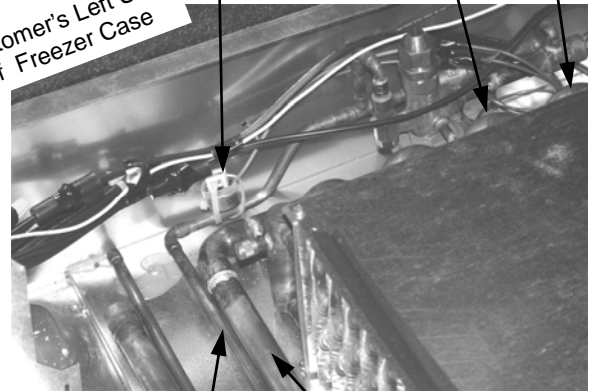
Field wiring must be wired in the same store rack. See tech data for termination temperatures.

Note: For Electrical Defrost Case, Klixon® Termination Thermostat to be in lower rear of Coil

Klixon® Termination Thermostat (for Hot Gas)

Coil U-Bend

Customer's Left Side of Freezer Case



Liquid Line

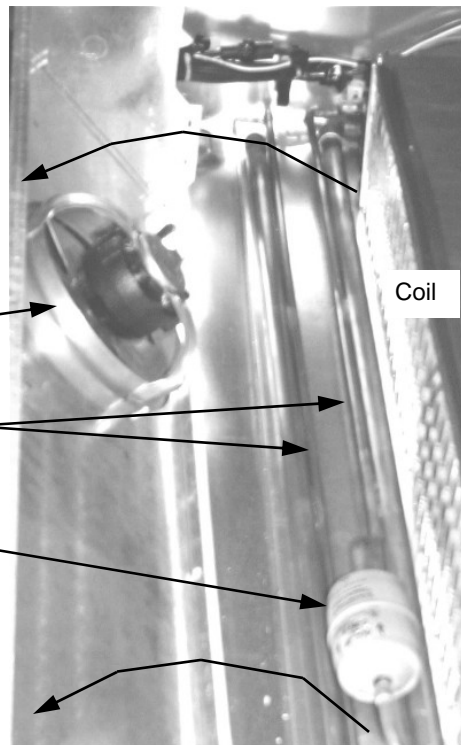
Suction Line

Fan and Housing

Heat Exchanger (Liquid To Suction Line)

Liquid Line Filter-Dryer

Fan Shroud rotated forward to gain access to Hot Gas Defrost Line and



Coil

**Warning, disconnect power before providing maintenance and service to unit.**

## Electrical Box Access / Ballast Access

- The ballast boxes are located under the case on the customer left, and on the outer tub surface.
- Remove front lower panel for **front** electrical access.
- Remove rear kick plate for **rear** electrical access.
- Remove the four screws that secure the ballast box to the tub.
- Lower the ballast box and remove ballast.

## Evaporator Fan Access

- Turn off the electrical power at main power switch if servicing fans.
- From inside the case remove deck pans.
- Remove the fan by removing screws from the fan shroud.

## Light Fixtures

The light fixture is located at the top inside of case.

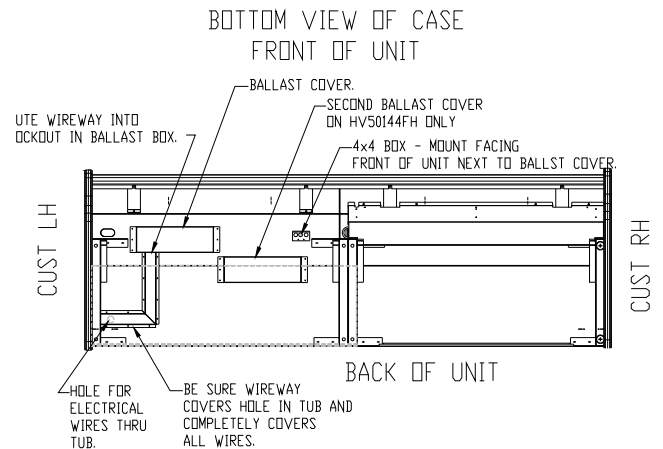
### Removal of lamp:

- Rotate lamp (1/4 turn) either direction to disengage (upper or lower) pins/contacts from lamp mounting sockets.
- Remove bulb by applying even pressure from the back side at the bulb ends and pulling the remaining contact from the sockets.

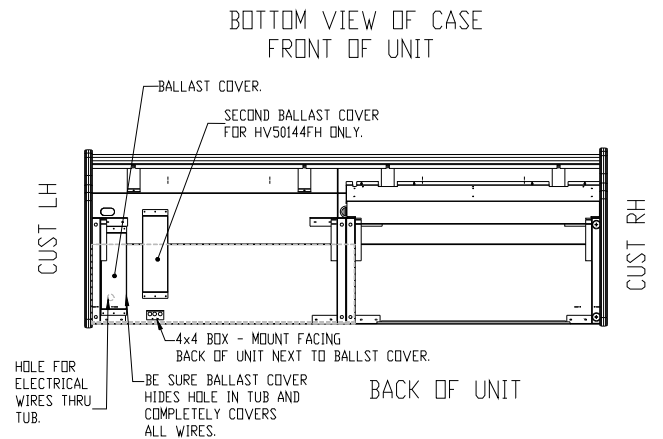
### Installation of lamp:

- Align pins with slot.
- Insert pins into socket by rotating the bulb 1/4 turn to secure either the (upper or lower) pined contacts into the sockets.
- Rotate the remaining bulb contacts (1/4 turn) into the remaining lamp mounting socket contacts.

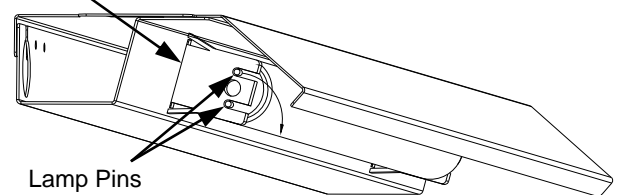
## Front Electrical Access



## Rear Electrical Access




### Light Socket



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


- Serial labels are located near the electrical access on your case.
- Serial labels contain electrical, temperature & refrigeration information, as well as regulatory standards to which the case conforms.
- For additional technical information and service, see the *TECHNICAL SERVICE* page in this manual for instructions on contacting Structural Concepts' Technical Service Department.
- See images below for samples of both refrigerated and non-refrigerated serial labels.



888 E. Porter Rd · Muskegon, MI 49441

**ENCORE<sup>®</sup>** MODEL HV74RSS SCROLL  
SERIES SERIAL NO.

**FOR PARTS AND SERVICE**  
CALL 1-800-433-9489



3048256  
CONFORMS TO UL STD 471  
CONFORMS TO NSF STD 7  
CERTIFIED TO CAN/CSA  
STD C22.2 NO 120


**ELECTRICAL RATING** 120/1/60 24A  
**REFRIGERANT** R404A AMOUNT ?? OZ  
**DESIGN PRESSURE** HIGH 450 LOW 200  
**MINIMUM CIRCUIT** 30A  
**MAXIMUM OVERCURRENT** 30A

SAMPLE ONLY

Super Heat Temp	8-10°F
BTUH Requirements	9,738 BTUH @ 20° F SST
Defrost	6 defrosts per day, 45° F termination, 45 min. failsafe

SAMPLE ONLY

----- Sample Serial Label For Refrigerated Case -----




888 E. Porter Rd · Muskegon, MI 49441

**Addenda<sup>®</sup>** PC5682 txtRemote  
txtSerialNumber

120 VOLTS 60 HZ SINGLE PHASE 1.84AMP

**FOR PARTS OR SERVICE CALL**  
**STRUCTURAL CONCEPTS**  
**AT**  
**1-800-433-9489**

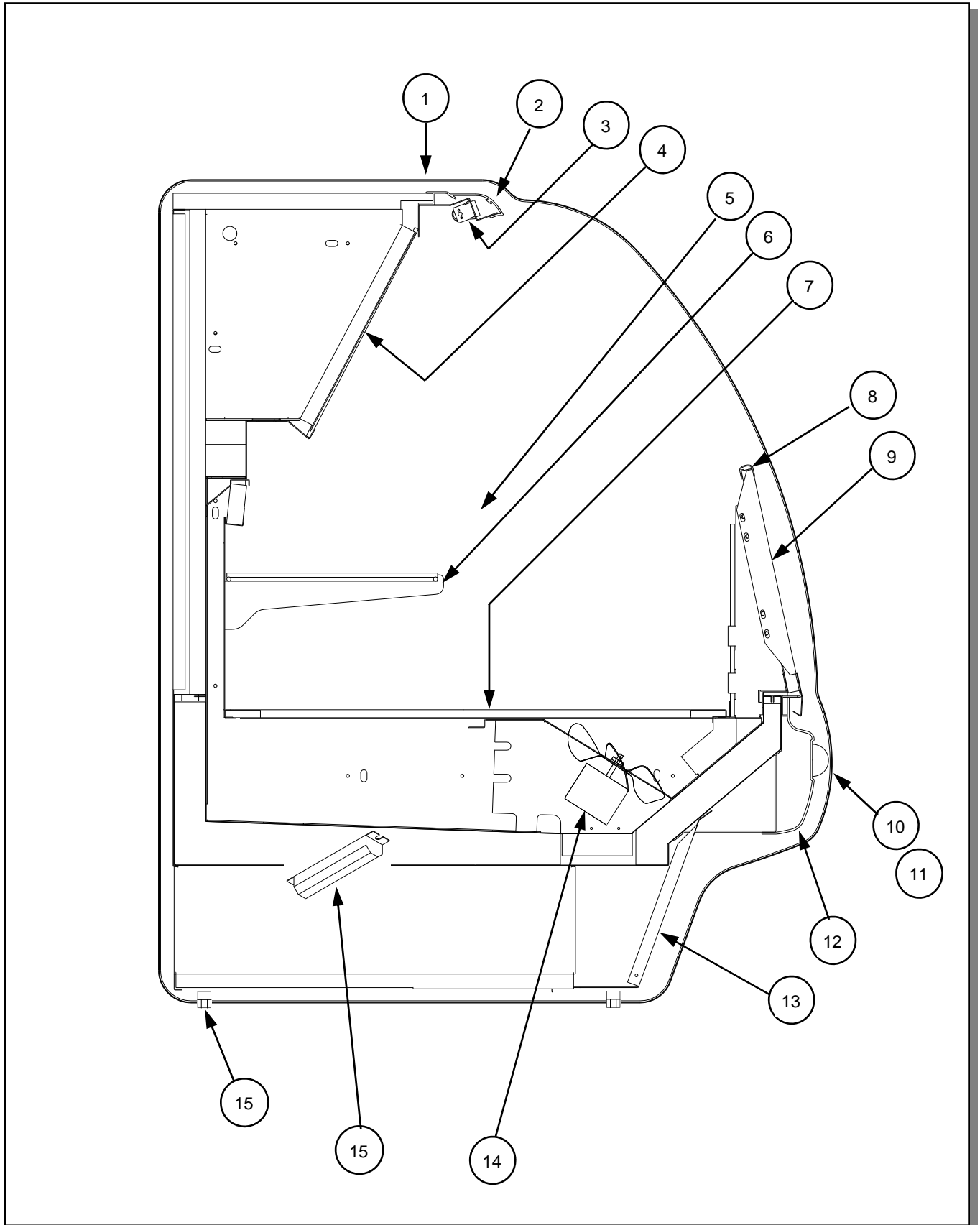


3048256  
CONFORMS TO UL STD 65  
CERTIFIED TO CAN/CSA  
STD C22.2 NO 120

SAMPLE ONLY

----- Sample Serial Label For Non-Refrigerated Case -----

ILLUSTRATED PARTS BREAKDOWN



## PARTS LIST

1	End Panel	9	Insulated Front Glass
2	Top Cap	10	Bumper Insert
3	Lamp	11	Bumper End Cap
4	Angled Mirror	12	Front Panel, Upper
5	Label (Load Height)	13	Front Panel, Lower
6	Shelf Assembly	14	Fan Motor, Evaporator
7	Deck Pan	15	Ballast
8	Glass Channel	16	Levelers

## TROUBLESHOOTING

<b>Water on the Floor</b>	Check that all of the hoses are connected.
	Check that the drain trap is free of debris.
	Is the evaporator pan positioned correctly under drain.
<b>Excessive Fan Noise</b>	Check that the fan shroud is properly secured.
	Check that nothing is obstructing the blade rotation.
	Check that the case is aligned, level and plumb.
<b>System is not Operating</b>	Check that the utility power is on.
	Check that the MAIN power switch is on.
	Check the circuit breaker box for tripped circuits.
<b>Fans Not Working</b>	Check that the fans are plugged in at the fan shroud.
	Determine if there is ice build up blocking the fan.
<b>Case Lights Not Working</b>	Check bulbs for proper installation and connection.
	Check for burned out bulbs.
	Clean dirt and dust from the bulbs to prevent flickering.
<b>Not Holding Temperature</b>	Check that the coil fans are working.
	Check that the discharge air is not disrupted or blocked by product (Load limit has not been exceeded).
	If a large amount of warm product was added to the case, it will take time for the temperature to adjust.
	Check the coil for ice build up.
	Check that the case is not in the sun or near a heat or air-conditioning vent.
	Case temperature will rise during defrost mode but will return to normal. Proper product temperature will be maintained.
	Is case located near front doors.
<b>Condensing Unit Not Operating</b> (self contained unit).	Check that the power is turned on.

## CLEANING SCHEDULE

Cleaning	Daily	Weekly	Monthly	Task
Clean Case Exterior	X			The acrylic must be cleaned with a mild soap and water solution and a soft cloth <b>(Never use a household cleaner on acrylic)</b> .
			X	Remove rear panel, clean under case with a vacuum.
Clean Case Interior	X			Shelves and decks can be cleaned with a warm soap and water solution.
		X		Remove the decks and clean with soap and water.
		X		Vacuum tub under deck. Clean with soap and water. Wipe dry with clean cloth.
		X		Keep drains clean and free of debris which could clog the drain and rob the case of needed refrigeration.
Clean Condensing Coil (Self contained Units)		X		Clean the condenser coil.
			X	Using air pressure if available, or an industrial strength vacuum, clean the dust and dirt that collects on the condenser coil. (Be careful not to damage the fins on the coil.)

## WARRANTY

All sales by Structural Concepts Corporation (SCC) are subject to the following limited warranty. "Goods" refers to the product or products being sold by SCC.

**Warranty; Remedies; Limitations.** SCC warrants that if any Goods are found by an authorized representative of SCC not to be of good material or workmanship within one year of the date of shipments SCC will, at its option after inspection by an authorized representative, replace any defective Good or pay the reasonable cost of replacement for any such defective Goods, provided that written notice of the defect is given to SCC within 30 days of the appearance of such defect. If notice is not given within such period, any claim for breach of warranty shall be conclusively deemed to have been waived and SCC shall not be liable under this warranty. If SCC is unable to repair or replace the defective Goods, SCC shall issue a credit to the Purchaser for all or part of the purchase price, as SCC shall determine. The replacement or payment in the manner described above shall be the sole and exclusive remedy of Purchaser for a breach of this warranty. If any Goods are defective or fail to conform to this warranty, SCC will furnish instructions for their disposition. No Goods shall be returned to SCC without its prior consent.

SCC's liability for any defect in the Goods shall not exceed the purchase price of the Goods. SCC SHALL HAVE NO LIABILITY TO PURCHASE FOR CONSEQUENTIAL DAMAGES OF ANY KIND WHATSOEVER, INCLUDING, BUT NOT LIMITED TO, PERSONAL INJURY, PROPERTY DAMAGE, LOST PROFITS, OR OTHER ECONOMIC INJURY DUE TO ANY DEFECT IN THE GOODS OR ANY BREACH OF SCC. SCC SHALL NOT BE LIABLE TO THE PURCHASER IN TORT FOR ANY NEGLIGENT DESIGN OR MANUFACTURE OF THE GOODS, OR FOR THE OMISSION OF ANY WARNING THEREFROM.

SCC shall have no obligation or liability under this warranty for claims arising from any other party's (including Purchaser's) negligence or misuse of the Goods or environmental conditions. This warranty does not apply to any claim or damage arising for or caused by improper storage, handling, installation, maintenance, or from fire, flood, accidents, structural defects, building settlement or movement, acts of God, or other causes beyond SCC's control.

Except as expressly stated herein, SCC makes no warranty, express, implied, statutory or otherwise as to any parts or goods not manufactured by SCC. SCC shall warrant such parts or Goods only (I) against such defects, (II) for such periods of time, and (III) with such remedies, as are expressly warranted by the manufacturer of such parts of Goods. Notwithstanding the foregoing, any warranty with respect to such parts of Goods and any remedies available as a result of a breach thereof shall be subject to all of the procedures, limitations, and exclusions set forth herein.

THE WARRANTIES HEREIN ARE IN LIEU OF ALL WARRANTIES, EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE. IN PARTICULAR, SCC MAKES NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

No representative, agent or dealer of SCC has authority to modify, expand, or extend this Warranty, to waive any of the limitations or exclusions, or to make any different or additional warranties with respect to Goods.

**Period of Limitations.** No claim, suit or other proceeding may be brought by Purchaser for any breach of the foregoing warranty or this Agreement by SCC or in any way arising out of this Agreement or relating to the Goods after one year from the date of the breach. In the interpretation of this limitation on action for a breach by SCC, it is expressly agreed that there are no warranties of future performance of the goods that would extend that period of limitation herein contained for bringing an action.

**Indemnifications.** Purchaser agrees to indemnify, hold harmless, and defend SCC if so requested, from any and all liabilities, as defined herein, suffered, or incurred by SCC as a result of, or in connection with, any act, omission, or use of the Goods by Purchaser, its employees or customers, or any breach of this Agreement by Purchaser. Liabilities shall include all costs, claims, damages, judgments, and expenses (including reasonable attorney fees and costs).

**Remedies of SCC.** SCC's rights and remedies shall be cumulative and may be exercised from time to time. In a proceeding or action relating to the breach of this Agreement by Purchaser, Purchaser shall reimburse SCC for reasonable costs and attorney's fees incurred by SCC. No waiver by SCC of any breach of Purchaser shall be effective unless in writing nor operate as a waiver of any other breach of the same term thereafter. SCC shall not lose any right because it has not exercised it in the past.

**Applicable Law.** This Agreement is made in Michigan and shall be governed by and interpreted according to Michigan law. Any lawsuit arising out of this Agreement or the Goods may be handled by a federal or state court whose district includes Muskegon County, Michigan, and Purchaser consents that such court shall have personal jurisdiction over Purchaser.

**Miscellaneous.** If any provision of this Agreement is found to be invalid or unenforceable under any law, the provision shall be ineffective to that extent and for the duration of the illegality, but the remaining provisions shall be unaffected. Purchaser shall not assign any of its rights nor delegate any of its obligations under this Agreement without prior written consent of SCC. This Agreement shall be binding upon and inure to the benefit of SCC and Purchaser and each of their legal representatives, successors and assigns.

SCC warrants its products to be free of defects in materials and workmanship under normal use and service for a period of one (1) year from the date of delivery.

This warranty is extended only to the original purchaser for use of the Goods. It does not cover normal wear parts such as plastic tongs, tong holders, tong cables, bag holders, or acrylic dividers.

**General Conditions.** All service labor and/or parts charges are subject to approval by SCC. Contact the Customer Service Department in writing or call 231-798-8888.

All claims must contain the following information: (1) the model and serial code number of the equipment; (2) the date and place of installation; (3) the name and address of the agency which performed the installation; (4) the date of the equipment failure; and (5) a complete description of the equipment failure and all circumstances relating to that failure.

Once the claim has been determined to be a true warranty claim by SCC's Customer Service Department, the following procedure will be taken: (1) replacement parts will be sent at no charge from SCC on a freight prepaid basis; (2) reimbursement for service labor will be paid if the following conditions have been met— (a) prior approval of service agency was awarded from the Customer Service Department; and (b) an itemized statement of all labor charges incurred is received by the Customer Service Department. The cost of the service labor reimbursement will be based on straight time rates and reasonable time for the repair of the defect.

If problems occur with any compressor, notify SCC's Customer Service Department immediately. Any attempt to repair or alter the unit without prior consent from the Customer Service Department will render any warranty claim null and void. This warranty and protection plan does not apply to any condensing unit or any part thereof which has been subject to accident, negligence, misuse, or abuse, or which has not been operated in accordance with the manufacturer's recommendations or if the serial number of the unit has been altered, defaced, or removed.

**Limit of Liability.** The limit of liability of SCC toward the exchange cost of the original condensing unit, F.O.B. SCC, Norton Shores, MI, of each motor-compressor assembly replaced during the warranty shall not exceed manufacturer's current established wholesaler's exchange price and in no case shall the labor of removing or replacing the motor-compressor or parts thereof be the responsibility of SCC.



**STRUCTURAL CONCEPTS CORPORATION  
TECHNICAL SERVICE DEPARTMENT  
1.800.433.9489**