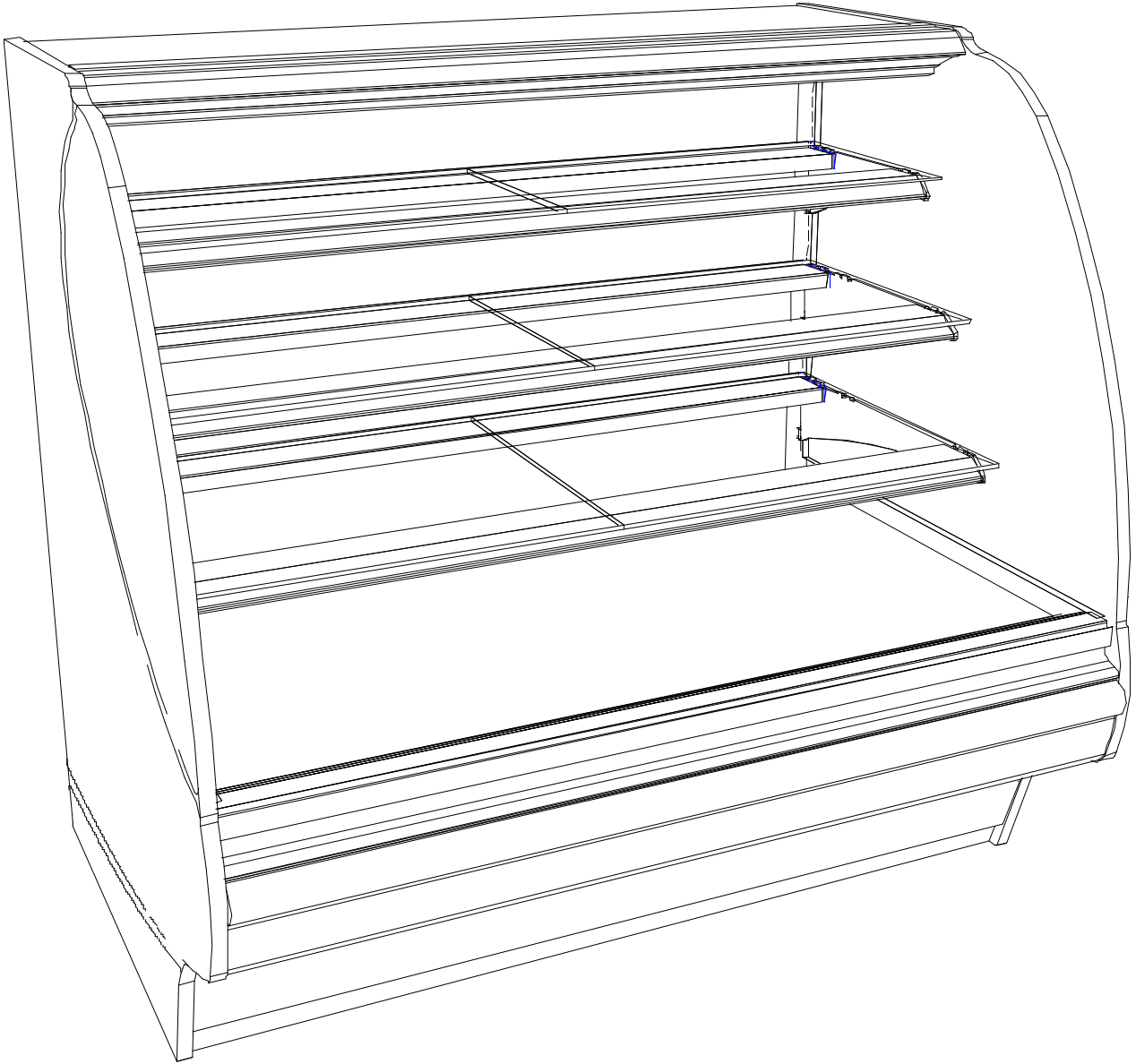


**ENCORE**<sup>®</sup>  
SERIES

**OPERATING  
MANUAL**

**PN 99182**

**SELF-SERVICE NON-REFRIGERATED BAKERY MERCHANDISER**



**Model HV56SS.....56" L\* x 40" D x 50 1/4" H**  
**Model HV74SS.....74" L\* x 40" D x 50 1/4" H**

*\*Without 7/8" end panels.*



888 E. Porter Rd. 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
POSITIONING, ALIGNING, LEVELING UNIT .....	4
START-UP AND OPERATION .....	5
MAINTENANCE FUNDAMENTALS.....	7
SERIAL LABEL & LOCATION / TECHNICAL INFORMATION / ADD'L INFORMATION .....	8
TROUBLESHOOTING .....	9
PARTS BREAKDOWN.....	10
PARTS LIST .....	11
CLEANING SCHEDULE.....	12
WARRANTY .....	13
TECHNICAL SERVICE .....	14

### OVERVIEW

- The Structural Concepts Encore self-service non-refrigerated cases are designed to merchandise unpackaged bakery products at ambient 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 75° F and 55% relative humidity.



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



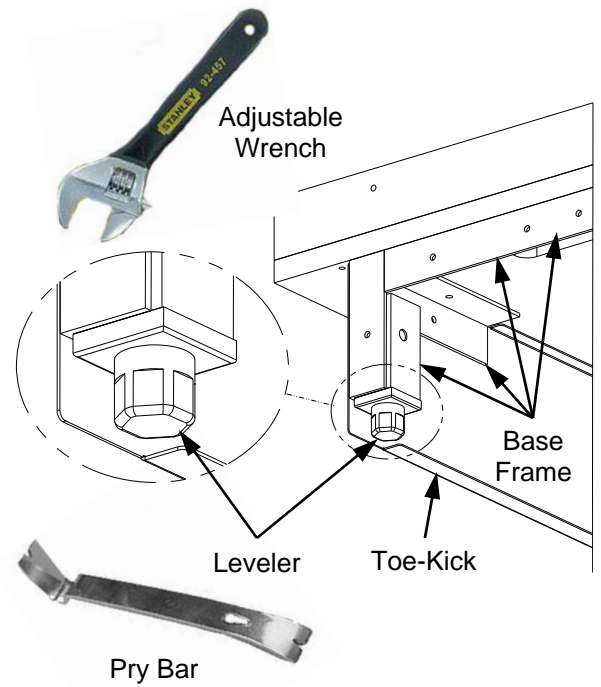
**CAUTION**  
Lamps have been treated to resist breakage and must be replaced with a similarly treated lamp.

**1. 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).
- This may require the repositioning of the case you are installing or the already positioned case(s).

**2. 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 at right.

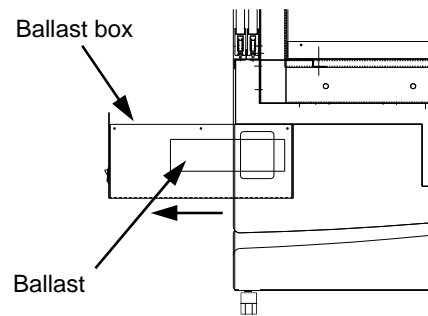
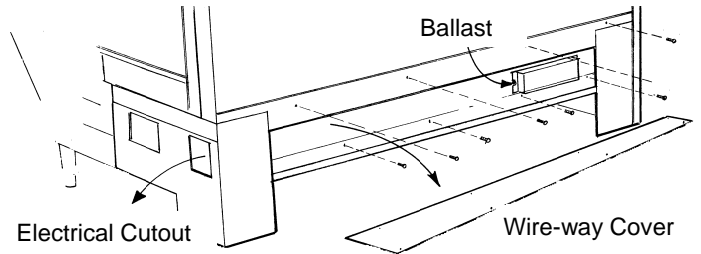


## Electrical Access and Connections

Rear Wireway, if used - Remove screws from rear wireway cover to access electrical leads.

- Wiring may run case to case through cut-outs in base.
- Knockout is provided in bottom of wireway for stub-up connection.
- Separate leads for lights that are labeled accordingly.
- Standard 120 volt, single phase connections is required and should be performed by a certified electrician.

Ballast Box, if used - Remove screws from ballast box cover, rear panel, and ballast box inner support. Knockouts are located on side of box for making electrical connections.



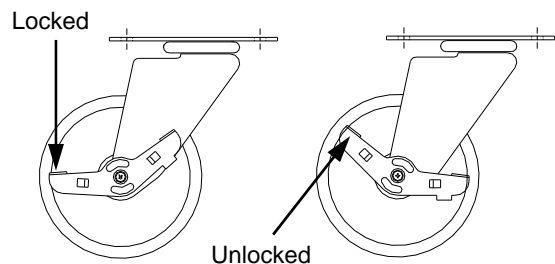
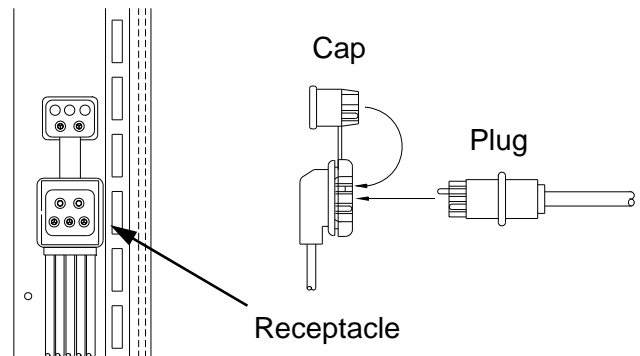
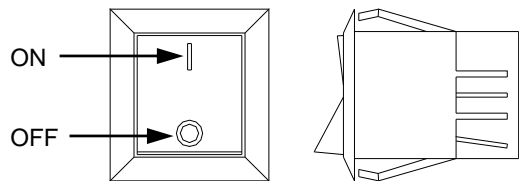
## Merchandiser Start-Up

Turn on the lights. 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. If lights do not turn on, check all of the raceway plugs. The lighting is wired in series so **all lights must be plugged in or receptacles capped** in order for the case to light.

## Caster locking operation

To lock casters push down on lever, to unlock pull up the lever all the way.

Rocker Switch

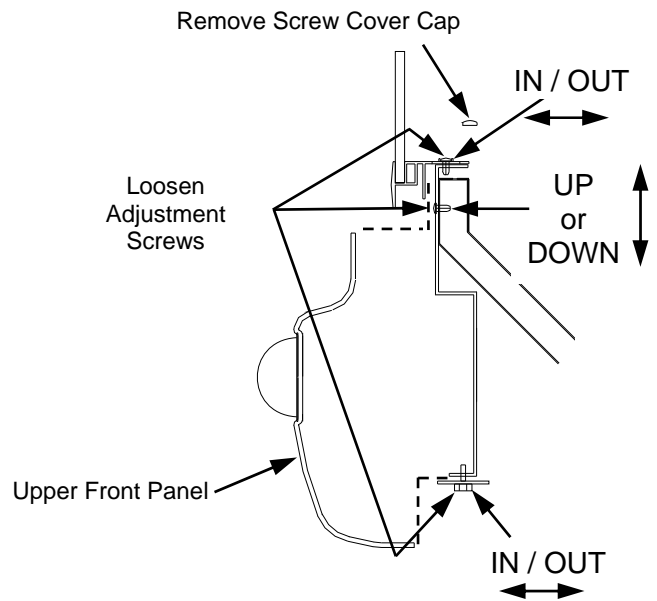


## Removal of Upper Front Panel

- Loosen bolt located on the under side of the panel.
- Pull the lower edge of panel out and down.

## Adjusting Upper Front Panels

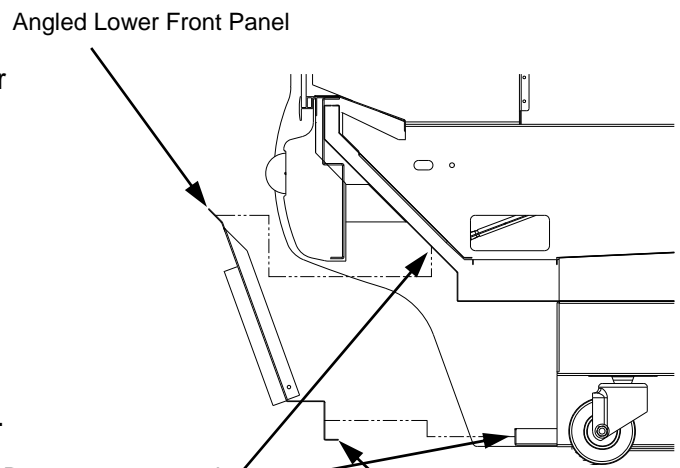
- Remove upper front panel.
- Remove screw caps or a magnetic cover on some units.
- Loosen adjustment screws.
- Adjust front panel supports for alignment to adjacent units and tighten screws & bolts.
- Replace and adjust the lower edge of the upper front panel.



## Angled Base Removal

### Removal of Lower Front Panel

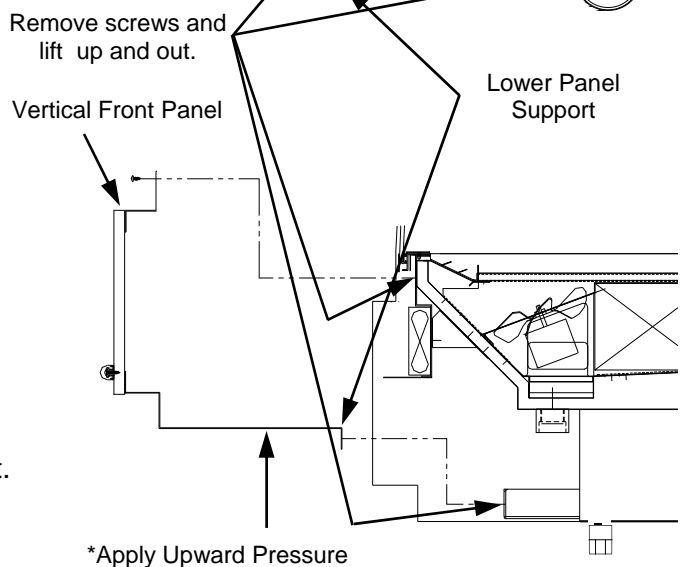
- Upper panel support.
  - Remove screws located behind the upper front panel.
- Lower panel support.
  - *Most applications*, screws secure the lower panel support, located below front panel, to the unit.
  - *\*Alternate applications without screws*, applying upward pressure to the lower panel support will disengage the tabs of the lower support panel from slots located in the base at both ends of the unit.



## Vertical Base Removal

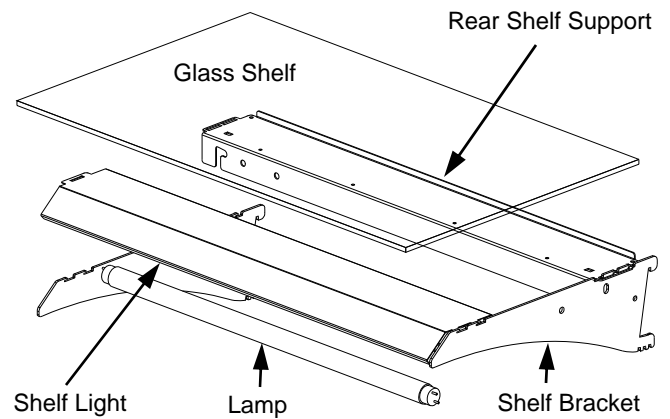
### Removal of Front Panel

- Remove screws located below front glass support channel.
- Lower panel support.
  - *Most applications*, screws secure the lower panel support, located below front panel, to the unit.
  - *\*Alternate applications without screws*, applying upward pressure to the lower panel support will disengage the tabs of the lower support panel from slots located in the base at both ends of the unit.



## Shelf Assembly Removal

- Remove glass shelves
- For lighted shelving, unplug the light cord.
- Lift light shelf straight up to separate from brackets.
- Remove rear shelf support
- Remove brackets. Note it may be necessary to remove the nylon shipping bracket retainer. A pliers will be required to accomplish this task.



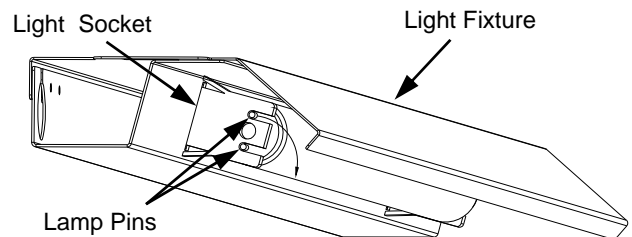
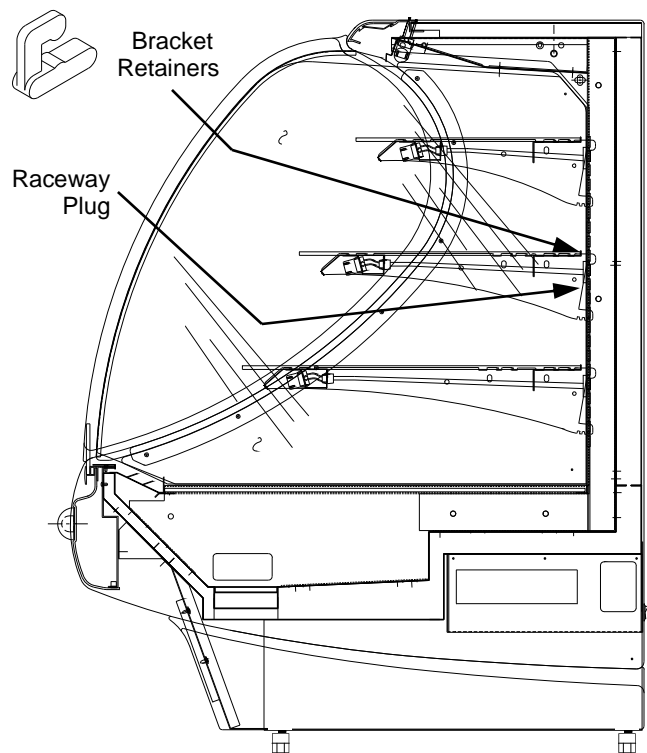
## Light Fixture

### 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.






**Serial Label Information & Location**

- 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, see the *TECHNICAL SERVICE* page in this manual.
- See images below for samples of both refrigerated and non-refrigerated serial labels.

 <p>888 E. Porter Rd · Muskegon, MI 49441</p>				<p>MODEL HV74RSS SCROLL SERIAL NO.</p>
<p><b>FOR PARTS AND SERVICE</b> CALL 1-800-433-9489</p>				
 		<p>ELECTRICAL RATING</p>		<p>120/1/60 24A</p>
<p>3048256</p>		<p>REFRIGERANT</p>		<p>R404A AMOUNT ?? OZ</p>
<p>CONFORMS TO UL STD 471</p>		<p>DESIGN PRESSURE</p>		<p>HIGH 450 LOW 200</p>
<p>CONFORMS TO NSF STD 7</p>		<p>MINIMUM CIRCUIT</p>		<p>30A</p>
<p>CERTIFIED TO CAN/CSA</p>		<p>MAXIMUM OVERCURRENT</p>		<p>30A</p>
<p>STD C22.2 NO 120</p>				
<p>Super Heat Temp</p>		<p>8-10°F</p>		
<p>BTUH Requirements</p>		<p>9,738 BTUH @ 20° F SST</p>		
<p>Defrost</p>		<p>6 defrosts per day, 45° F termination, 45 min. failsafe</p>		

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

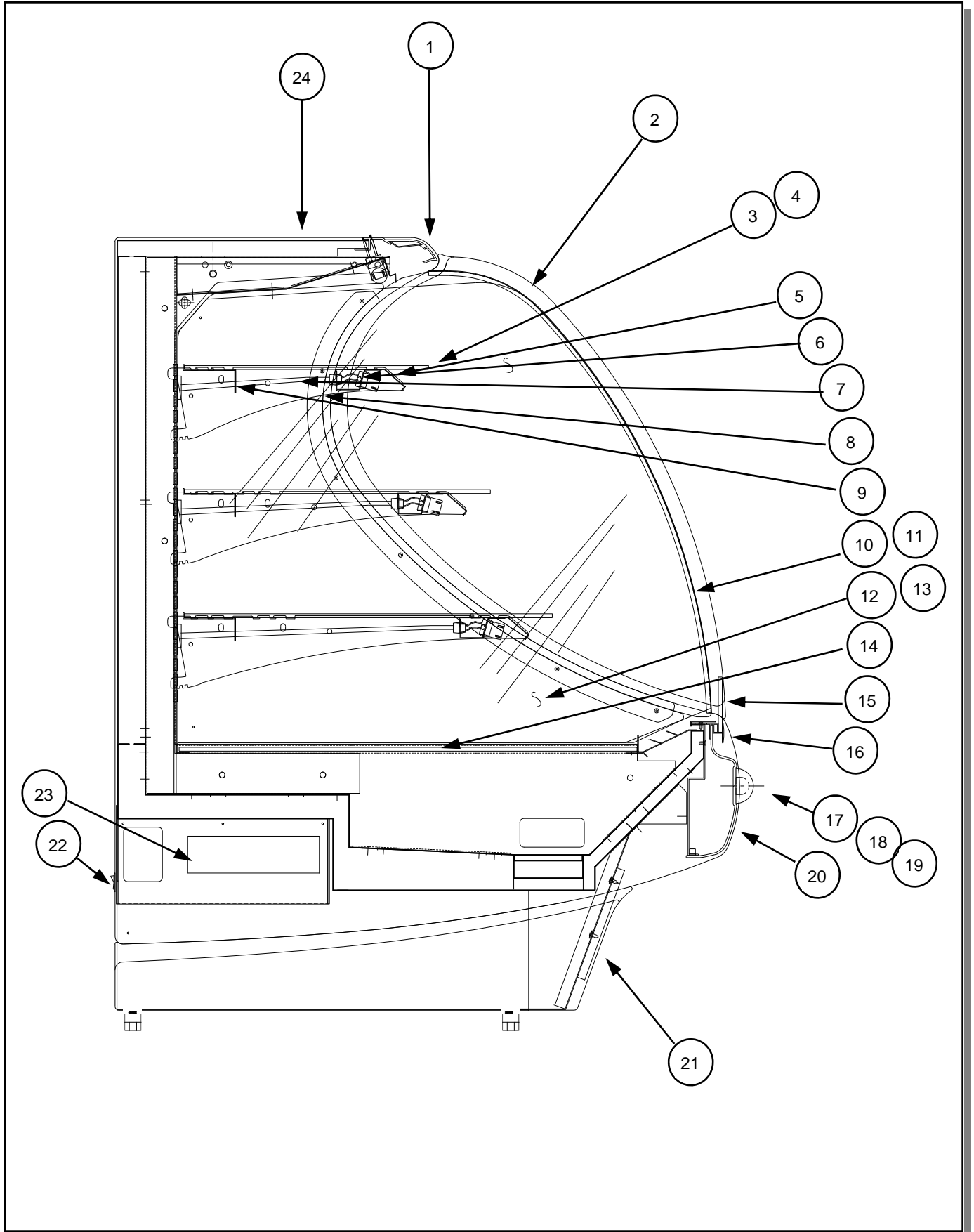
 <p>888 E. Porter Rd · Muskegon, MI 49441</p>				<p>PC5682      txtRemote</p>
		<p>120 VOLTS      60 HZ      SINGLE PHASE      1.84AMP</p>		
<p>3048256</p>		<p>FOR PARTS OR SERVICE CALL</p>		
<p>CONFORMS TO UL STD 65</p>		<p>STRUCTURAL CONCEPTS</p>		
<p>CERTIFIED TO CAN/CSA</p>		<p>AT</p>		
<p>STD C22.2 NO 120</p>		<p>1-800-433-9489</p>		
				<p>SAMPLE ONLY</p>

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

## TROUBLESHOOTING

<b>Product is Drying Out</b>	Check the relative humidity in the store.
<b>System is not Operating</b>	Confirm the utility power is on.
	Check the MAIN power switch is on.
	Check the circuit breaker box for tripped circuits.
	If used, check the unit is properly plugged in.
<b>Case Lights Not Working</b>	Be sure <b>ALL</b> lights are plugged in or receptacles capped.
	Check bulb for proper installation and connection.
	Check for burned out bulb.
	Clean dirt and dust from the bulbs to prevent flickering.
	After performing all other checkpoints and lights are still not working Check for faulty ballast , this should be performed by a certified electrician.

PARTS



**PARTS LIST**

1	Top Cap	15	Air Deflector Glass
2	Glass Seal or Bulb Seal	16	Lift Handle
3	Shelf (Glass)	17	Bumper Insert
4	Shelf Edging	18	Bumper End Cap
5	Shelf Light	19	Bumper Extrusion
6	Lamp	20	Front Panel (Upper)
7	Light Harness Male	21	Front Panel (Lower)
8	Shelf Bracket	22	Rocker Switch
9	Rear Rack Support	23	Ballast
10	Glass End Panel	24	Top Board
11	Glass Divider		
12	End Panel		
13	End Panel Mirror		
14	Deck		

## 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> ).
Clean Case Interior	X			Clean glass shelves and mirrors with a household or commercial glass cleaner. The deck can be cleaned with a warm soap and water solution.
		X		Remove the deck and clean with soap and water.

## 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**