



# INSTALLATION AND OPERATING MANUAL

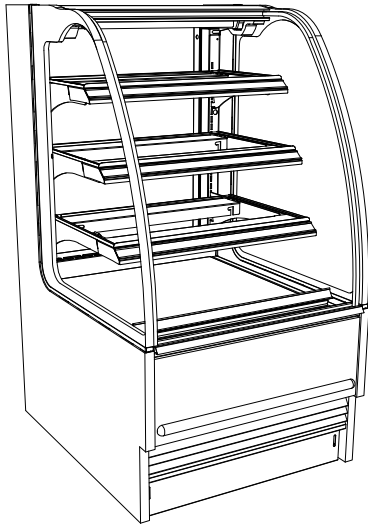
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## SERVICE NON-REFRIGERATED CASES

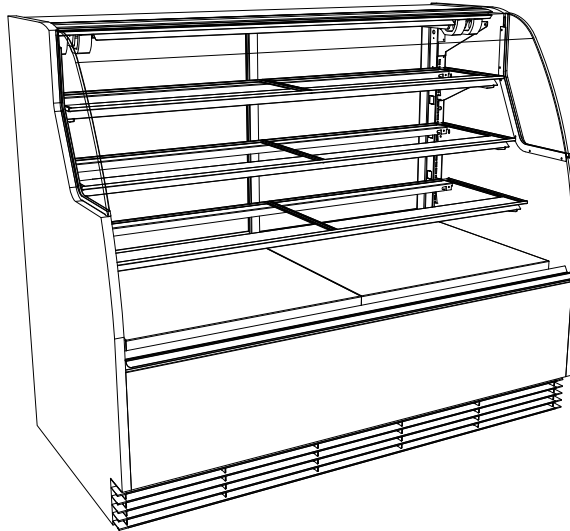
- 33" DEEP SERVICE NON-REFRIGERATED (HMG[L\*]53)

### PLEASE NOTE THE FOLLOWING:

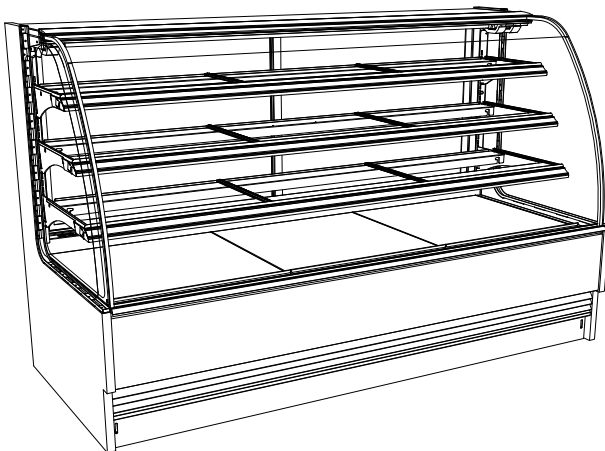
1. YOUR SPECIFIC MODEL NUMBER IS ON THE SERIAL LABEL ON CASE REAR (NEAR MAIN POWER SWITCH).
2. SEE "MODELS (AND THEIR RESPECTIVE CASE DIMENSIONS) LISTED IN THIS MANUAL" SECTION FOR ADDITIONAL INFORMATION REGARDING SPECIFIC CASE DIMENSIONS OF STANDARD MODELS AND CDRs.
3. \*[L] DENOTES VARIETY OF CASE LENGTHS.



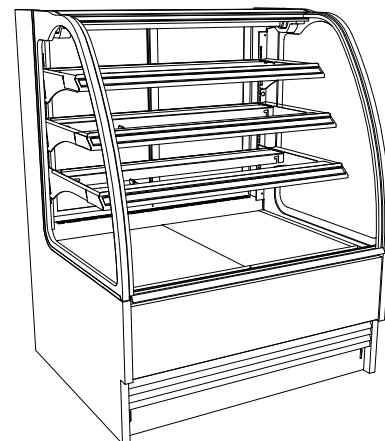
(HMG2653)



(HMG6353.4578)



(HMG7553)



(HMG3953)



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## **MODELS LISTED IN THIS MANUAL (AND DETERMINING THEIR RESPECTIVE CASE DIMENSIONS)**

### ***DETERMINING YOUR MODEL AND ITS CASE DIMENSIONS:***

Note 1. Your model number can be found on serial label at rear of case (near main power switch).

Note 2. Dimensions of most models can be found at [www.structuralconcepts.com](http://www.structuralconcepts.com). Simply enter the case model number into the Product Number Search box. Click the ***product specification*** link for complete dimensions.

Note 3. If your specific model is not found, contact technical service (phone number is listed at Technical Service section in this manual) for dimensions.

Note 4. CDRs (Customer Design Requests) are listed with a 4-digit number. All CDR dimensions are identical to standard model dimensions.

### ***THIS OPERATING MANUAL ENCOMPASSES THE FOLLOWING MODELS (AND THEIR RESPECTIVE CDRs):***

**Model HMG2653  
Model HMG3953  
Model HMG5153  
Model HMG6353  
Model HMG7553**

**Model HMG3950.4508  
Model HMG6353.4578  
Model HMG6353.4811**

## OVERVIEW / COMPLIANCE / WARNINGS / PRECAUTIONS

### OVERVIEW

- These cases should be installed and operated according to these instructions to insure proper performance. Improper use will void warranty.
- 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.

### COMPLIANCE

- Performance issues when in violation of applicable NEC, federal, state or local electrical codes are not

covered by warranty.

- See compliance specifics below.

### WARNINGS

- Following are important warnings to prevent injury or death.
- Please read carefully!

### PRECAUTIONS

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



**ATTENTION  
INSTALLER**

**WARNING**

**ELECTRICAL  
HAZARD**



**CAUTION**

**CAUTION**



### **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 ALL ELECTRICAL SOURCES before servicing.***

### **CAUTION**

**LED lamps reflect specific size, shape and overall design. Any replacements must meet factory specifications.**

### **CAUTION**

**Fluorescent lamps have been treated to resist breakage and must be replaced with similarly treated lamps.**

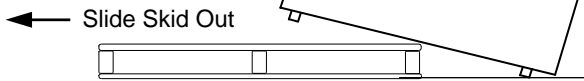
### **CAUTION**

**If N.E.C. (National Electric Code) or your local code requires GFCI (Ground Fault Circuit Interrupter) protection, the use of a GFCI breaker is strongly recommended.**

## INSTALLATION: REMOVAL FROM SKID / POSITIONING & ALIGNING UNITS/ GLASS SHELVING

### 1. Remove Case From Skid (Levelers)

- Remove shipping brace that may be securing case to skid.
- Support case to prevent tipping.
- **Caution! Levelers can be damaged if case hits floor with heavy force!**
- Carefully slide unit to rear of skid and tip backward off skid.
- Illustration may not reflect every feature or option of your particular case.



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

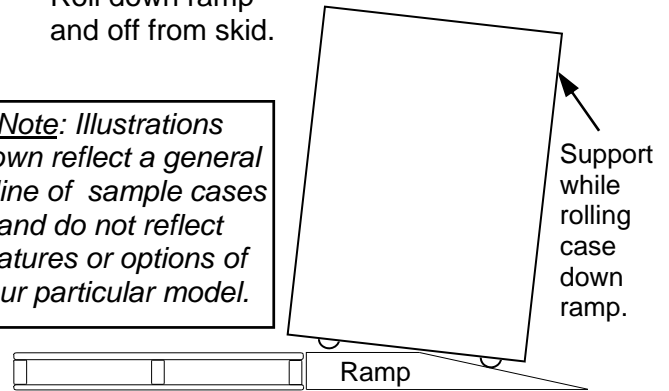
### 2. Remove Case From Skid (Casters)

Remove shipping brackets that may be securing casters to skid

- Place ramp up against skid (to allow case to smoothly slide off from skid).
- Maintain support of case at all times or center of gravity may cause case to fall.
- Unlock Casters. Roll unit to rear of skid.

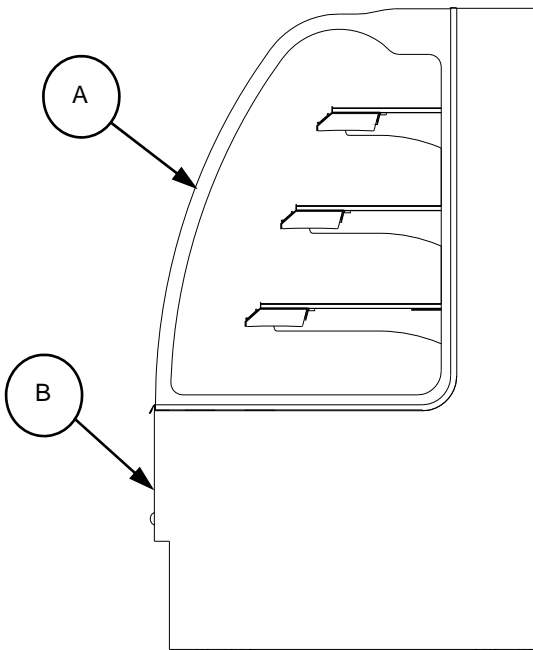
Roll down ramp and off from skid.

**Note:** Illustrations shown reflect a general outline of sample cases and do not reflect features or options of your particular model.



### 3. Position and Aligning Units

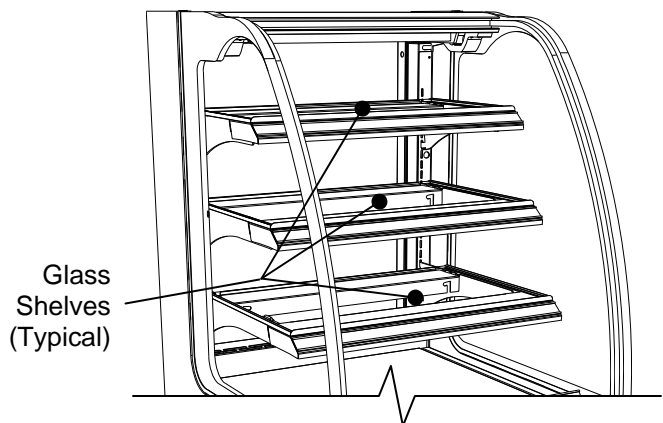
Position Units. Align multiple units carefully in areas A & B shown below.



### 4. Glass Shelving

Glass shelving will be packed separately.

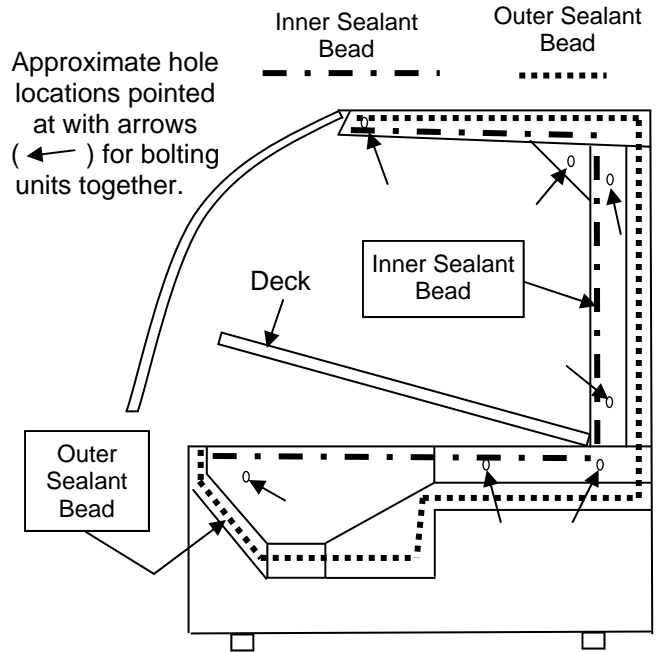
- **Caution!** Carefully remove from packaging.
- Grasp firmly and carefully install.
- **Caution!** Check that plastic edging is intact before placing glass shelving onto brackets!
- Plastic edging must NOT be removed from glass shelves. Contact Structural Concepts for replacement edging (see **TECHNICAL SERVICE CONTACT INFORMATION** section).
- Check that glass shelving is in proper position before placing product in case.



**5. Bolting and Caulking Units Together**

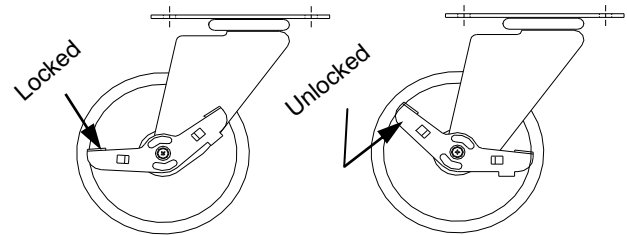
Follow these steps to assure a secure, level lineup.

- A. Begin all lineups leveling from highest point of floor.
- B. After the 'first' case is level, apply industrial grade butyl caulk on non-visible areas (at case end). Use industrial grade silicone sealant on visible areas (at case end).
- C. **Form Two (2) Caulk/Sealant Beads:** See illustration at top-right for outline of caulk/sealant lines.
- D. Line up 'second' case bolt-hole to bolt-hole to 'first' case.
- E. Using SCC-supplied bolts (found in hole locations OR in installation packet), insert bolts in bolt hole locations (shown at top-right). You may need to remove decking to access lower bolt holes.
- F. Caution! Front of cases **MUST** be flush with each other! After leveling, all cases to be same height.
- G. Using SCC-supplied nuts & bolts, **lightly tighten** each of the 5 to 8 bolts in a cross-wise pattern. Work your way around the pattern, tightening more firmly at each pass. **Do not** firmly tighten one bolt and then start on the next!
- H. After the cases are bolted together, level the 'second' case. Repeat this process for each case to be adjoined.
- I. After all lined-up cases are level, seal all seams with industrial grade silicone sealant.
  - See illustration at top-right.



**6. Cases With Casters: Lock and Unlock**

- To lock casters, press down on lever.
- To unlock casters, pull lever up.
- See illustration at right.



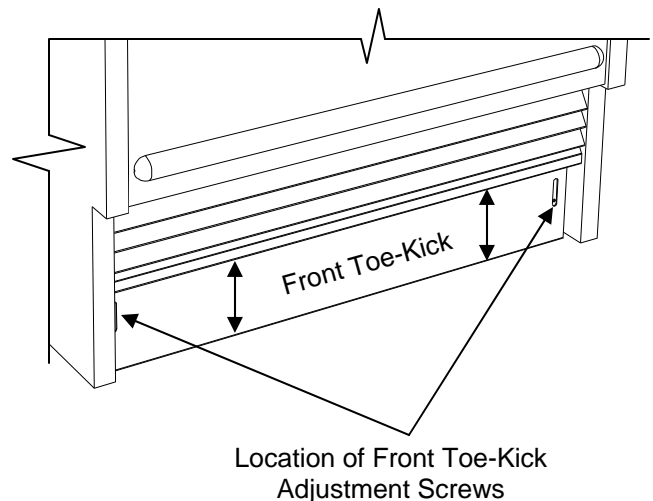
**7. Adjusting Front Toe-Kick**

There is no need to adjust Front Toe-Kick on:

- Model HMG3950.4508
- Model HMG6353.4578

For all HMG models (with Front Toe-Kick styles as shown at lower-right) adjust in this manner:

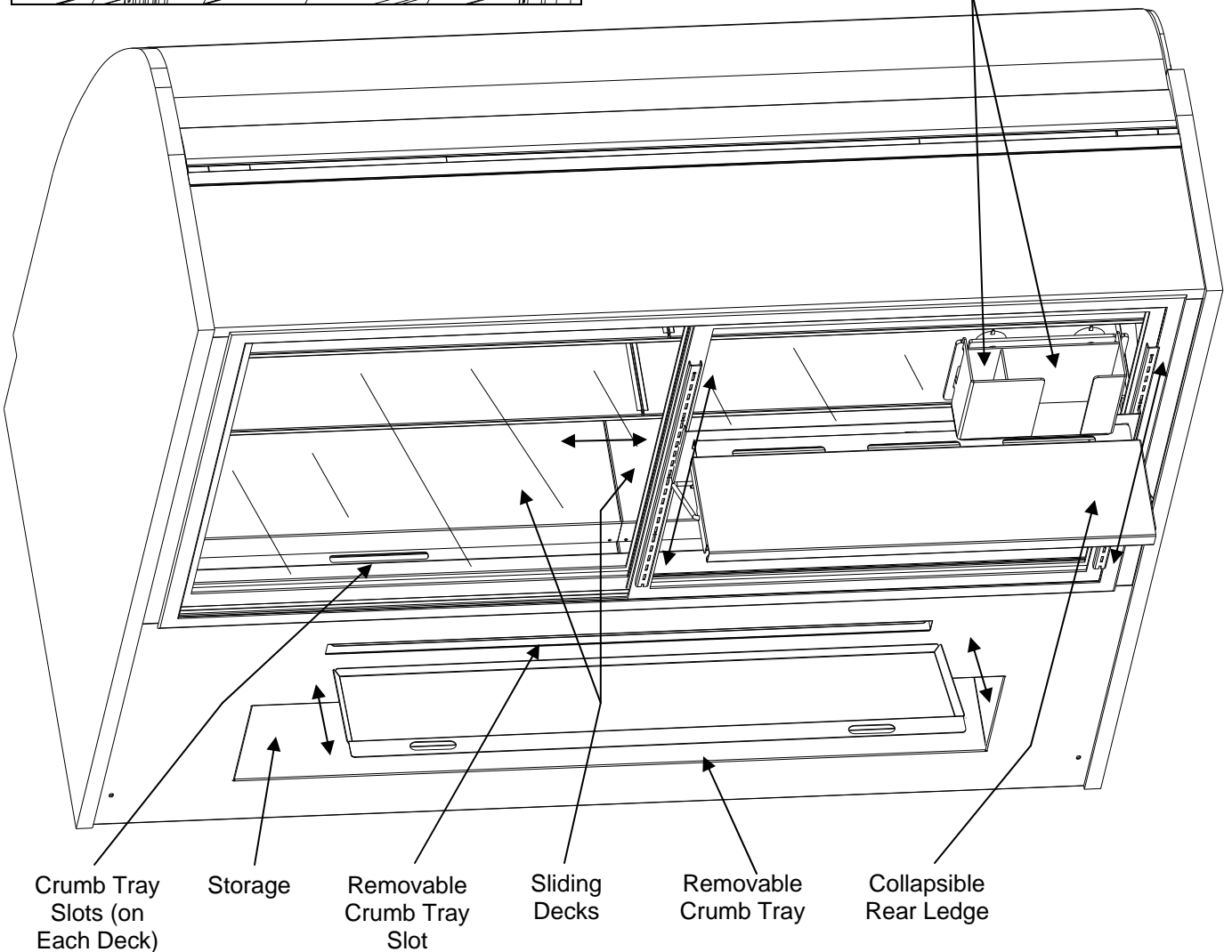
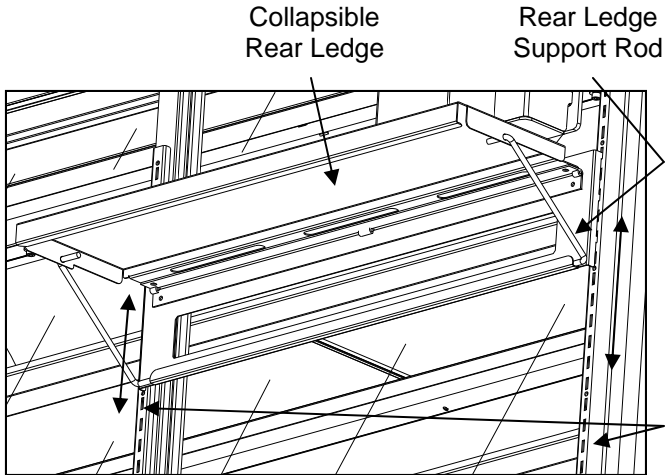
- Loosen Adjustment Screws in Front Toe-Kick slots.
- Adjust Front Toe-Kick up or down.
- Tighten Adjustment Screws.



**8. Optional Features (Not on All Cases)**

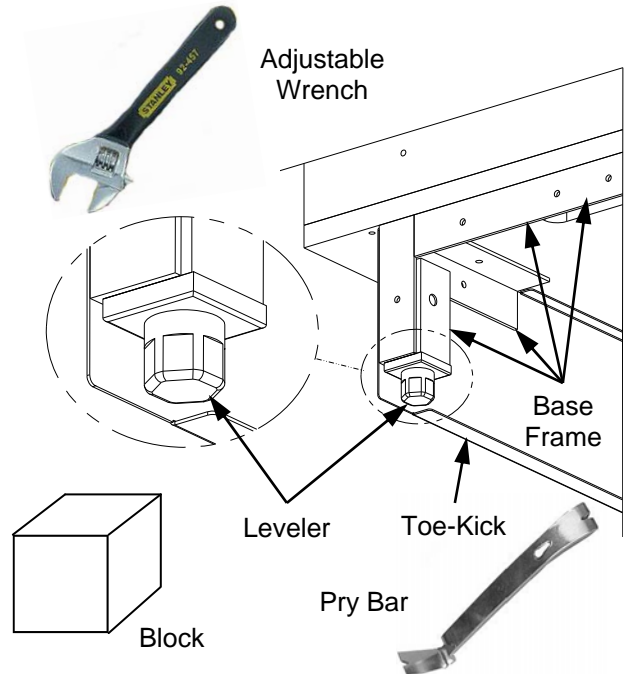
- A. Sliding Decks: Decks slide side-to-side.
- B. Crumb Tray Slots: Crumbs may be brushed into

- open slots in decking (and down into removable crumb tray).
- C. Removable Crumb Tray: Simply remove crumb tray from slot, empty and replace. See cleaning schedule for specifics on cleaning.
- D. Collapsible Rear Ledge: When not in use, lift up and allow support rod to collapse. Lower ledge downward. Reverse this procedure when rear ledge is needed. See cleaning schedule for specifics on cleaning. Note: Entire Rear Ledge is able to be raised or lowered along bracket rail.
- E. Tongs/Bags Retainer: Suction cups hold in place on rear glass doors.
- F. Storage is provided at lower section at rear of case. See illustration below.



**9. Cases With Levelers: Adjust Levelers**

- After case is in 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 (and possibly a pry bar) to adjust leveler.
- Do not use pry bar on toe-kick (it may buckle).
- Do not use pry bar on end panel (it may chip).
- Use pry bar ONLY on base frame to avoid damaging case.
- Use block to reach base frames with pry bar.
- See illustrations at right.

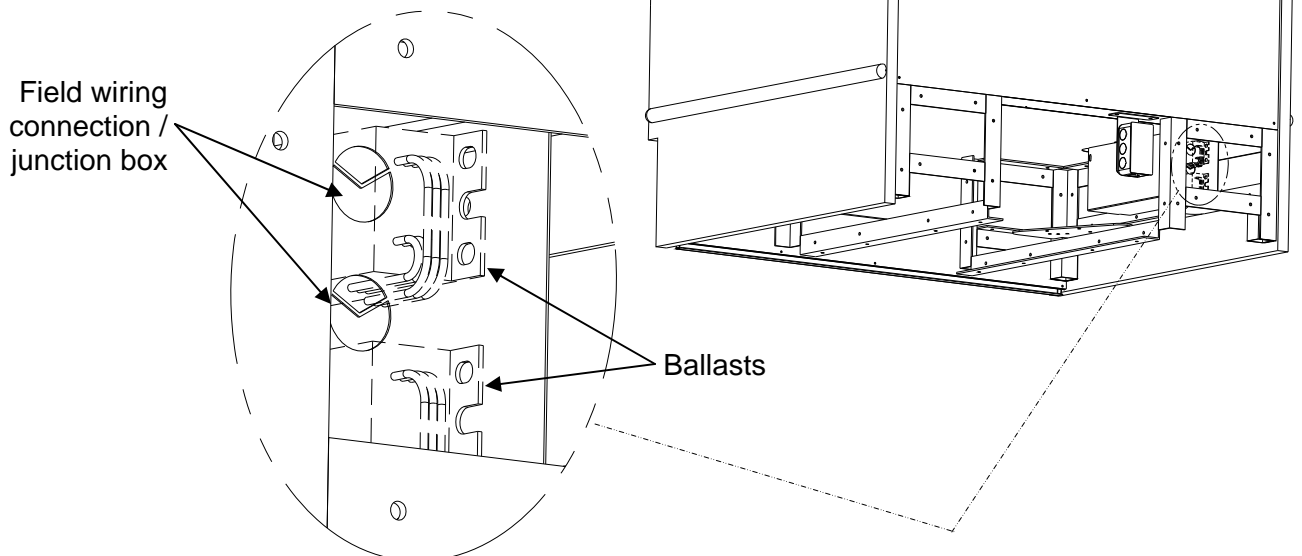


**10. Wiring Diagram**

- Each case has its own wiring diagram folded and in its own packet.
- Wiring diagram placement may vary; it may be placed near condenser fan cover, ballast box, raceway cover, or other related location.

**11. Field Wiring Connections (HMG3953)**

- **Caution!** Wiring process must be performed by certified electricians only.
- Remove ballast box face (by removing screws).
- Remove screws from inner support.
- Knockouts are located on side and rear of box for making electrical connections.
- Several ballast locations (depending upon model) are shown in illustrations on this sheet.
- Serial label (at case rear) lists voltage rating.
- **See next page for field wiring connections to other models.**

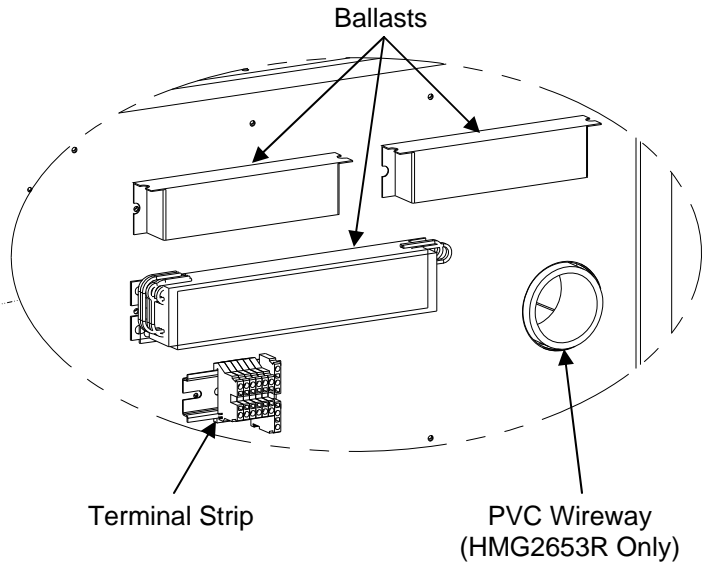
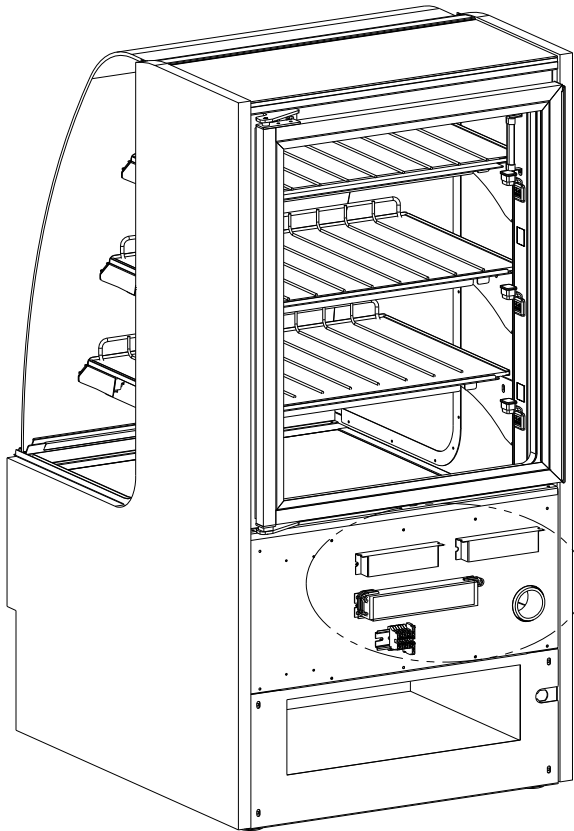


## INSTALLATION: FIELD WIRING CONNECTIONS FOR VARIOUS MODELS

### **12. Field Wiring Connection (Most Units)**

Field wiring / junction box location is at case rear.

- See illustration at left and below (shown with electrical box cover removed for viewing purposes).
- Single phase leads are provided.
- Optional: Power Cords for direct plug-in to outlet.



### **13. Field Wiring Connections (HMG7553)**

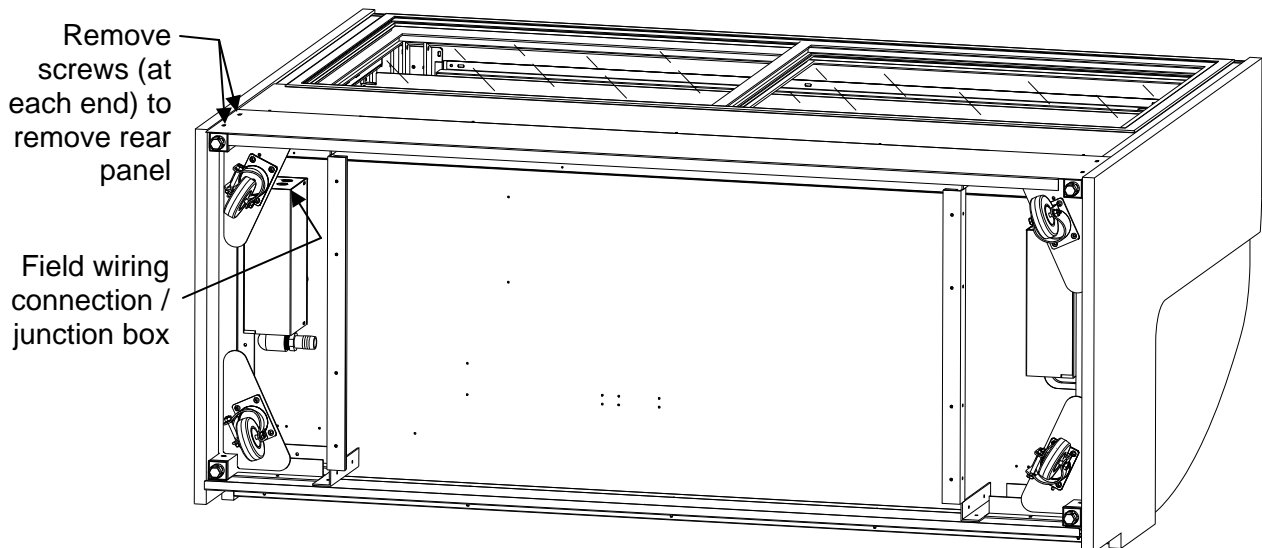
Field wiring connection / junction box is at case rear/underside.

- See illustration below.
- Single phase leads are provided.
- Optional: Power Cords for direct plugging into outlet.

- Remove screws (at each end) to remove rear panel and access field wiring connection / junction box.

### **14. Field Wiring Connections (Model HMG3950.4508 & Model HMG6353.4578)**

- Located at opposite end of case shown below.



## INSTALLATION: FRONT GLASS ALIGNMENT & ADJUSTMENT (CURVED & FLAT FRONT GLASS)

### 15. Setting The Case With Levelers

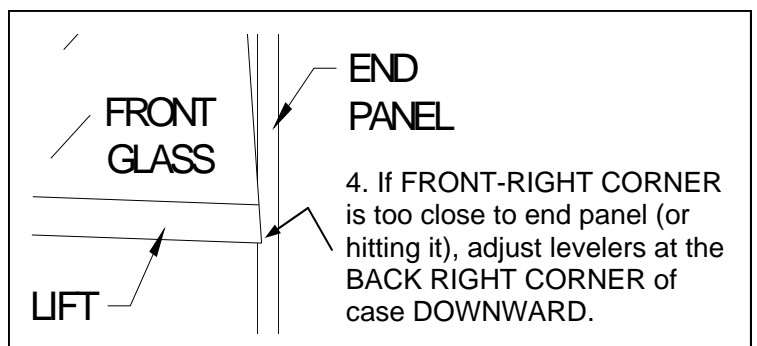
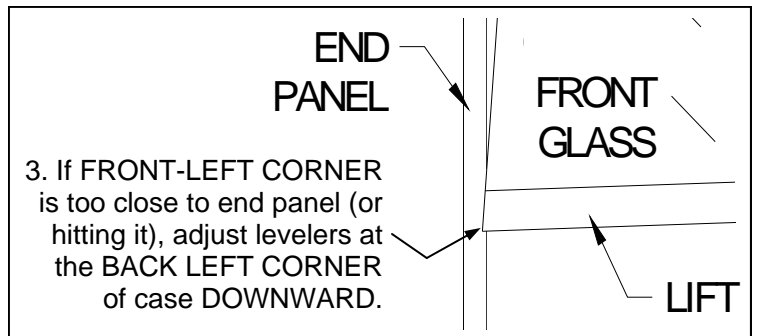
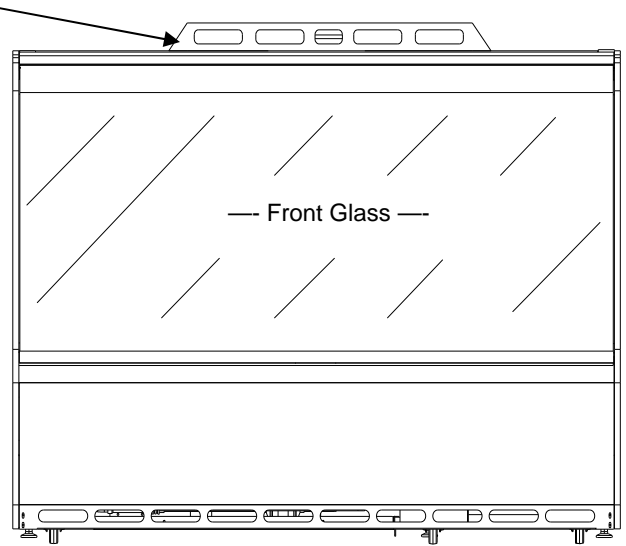
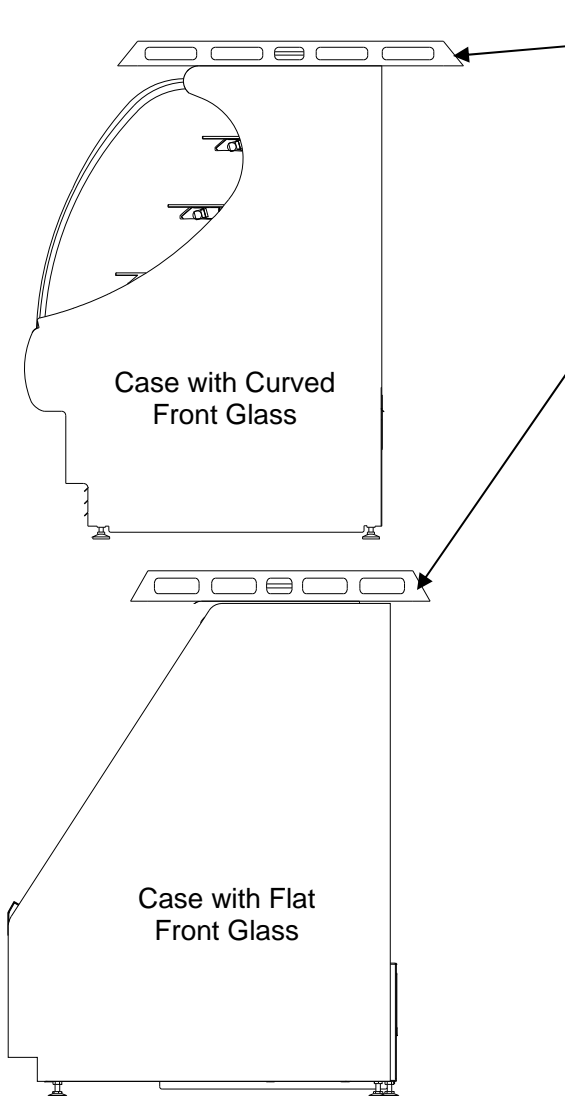
Begin with all levelers touching the floor so that case does not wobble when front glass is closed.

#### Front Glass Alignment

- Proper alignment of the front glass is important to create and maintain a seal inside the case.
- Air leaks caused by improper alignment will compromise the environment inside the case, and may create condensation.
- Follow the five steps listed below to assure proper front glass alignment.

1. Side-to-Side Leveling: Place a level on top of display case (parallel to the front glass). Raise or lower either side of the case by rotating levelers to center the level bubble.

2. Front-to-Back Leveling: Place a level on top of case, perpendicular to front glass. Raise or lower either side of case by rotating levelers to center the level bubble. Double-check the side-to-side level.



5. After adjusting the levelers, open and shut the front glass; verify again that front glass is properly aligned.

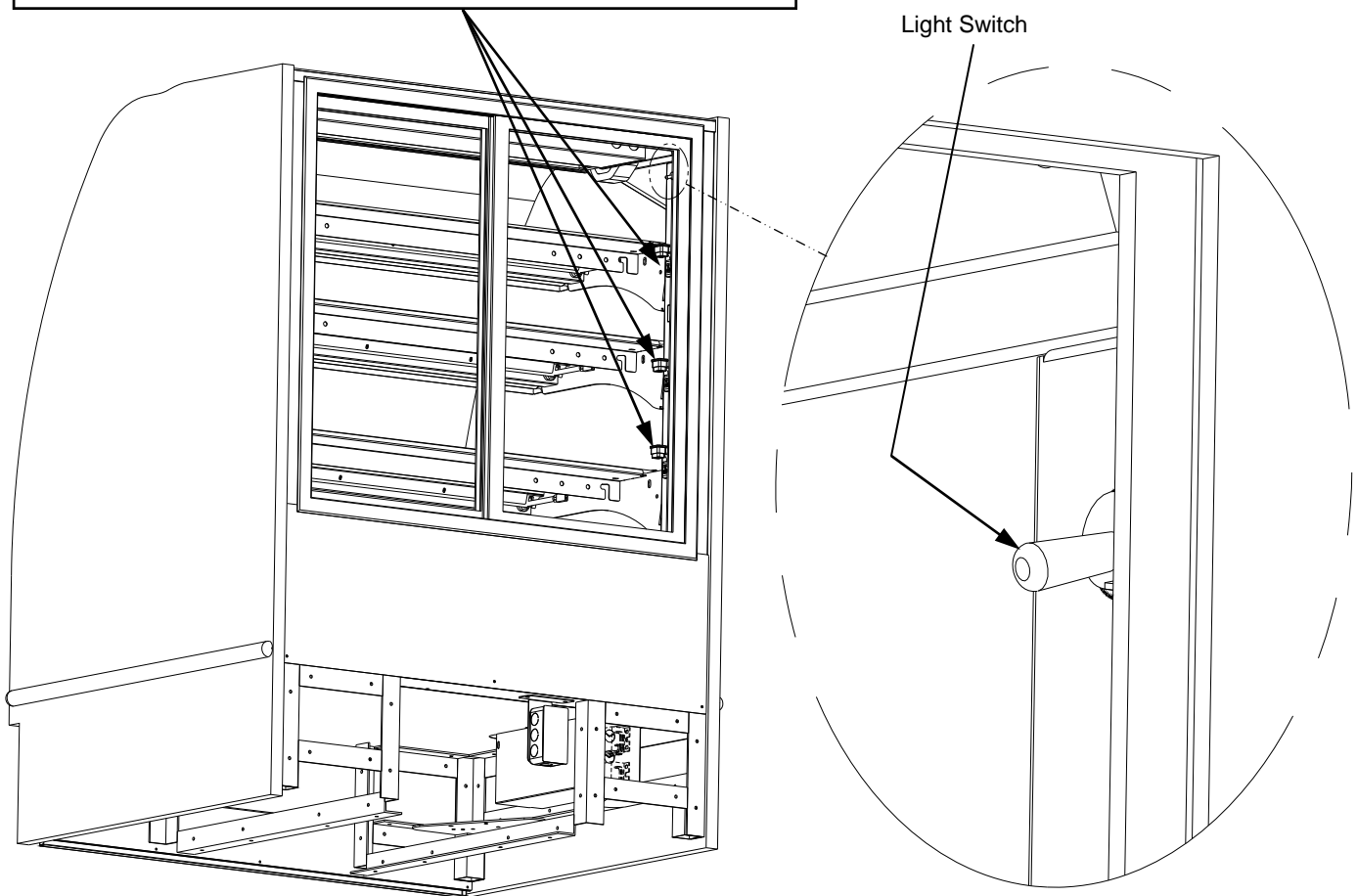
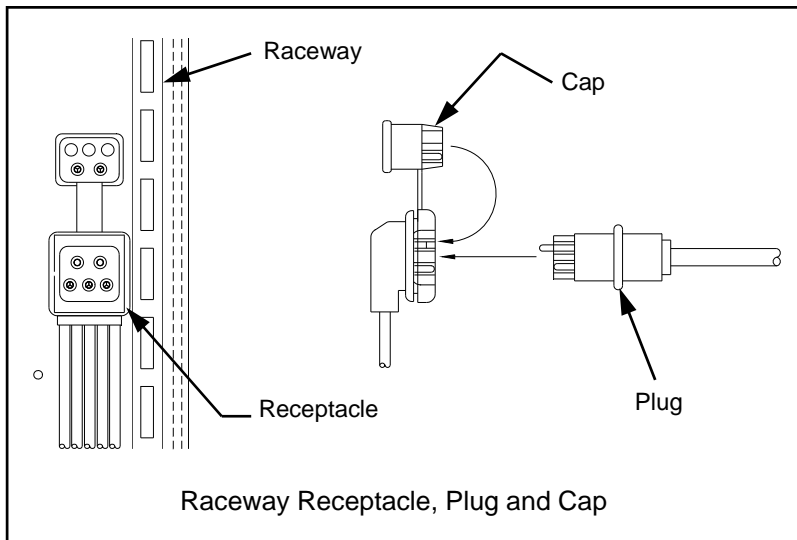
## INSTALLATION: DISPLAY CASE START-UP

### 16. *Display Case Start-Up*

- When power is supplied, turn on lights. The light switch is located on inside of case at top right, from case rear. See illustrations below.
- All lights should come on at 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.

- The lighting is wired in series so ***all lights must be plugged in or receptacles capped*** for case lights to turn on.

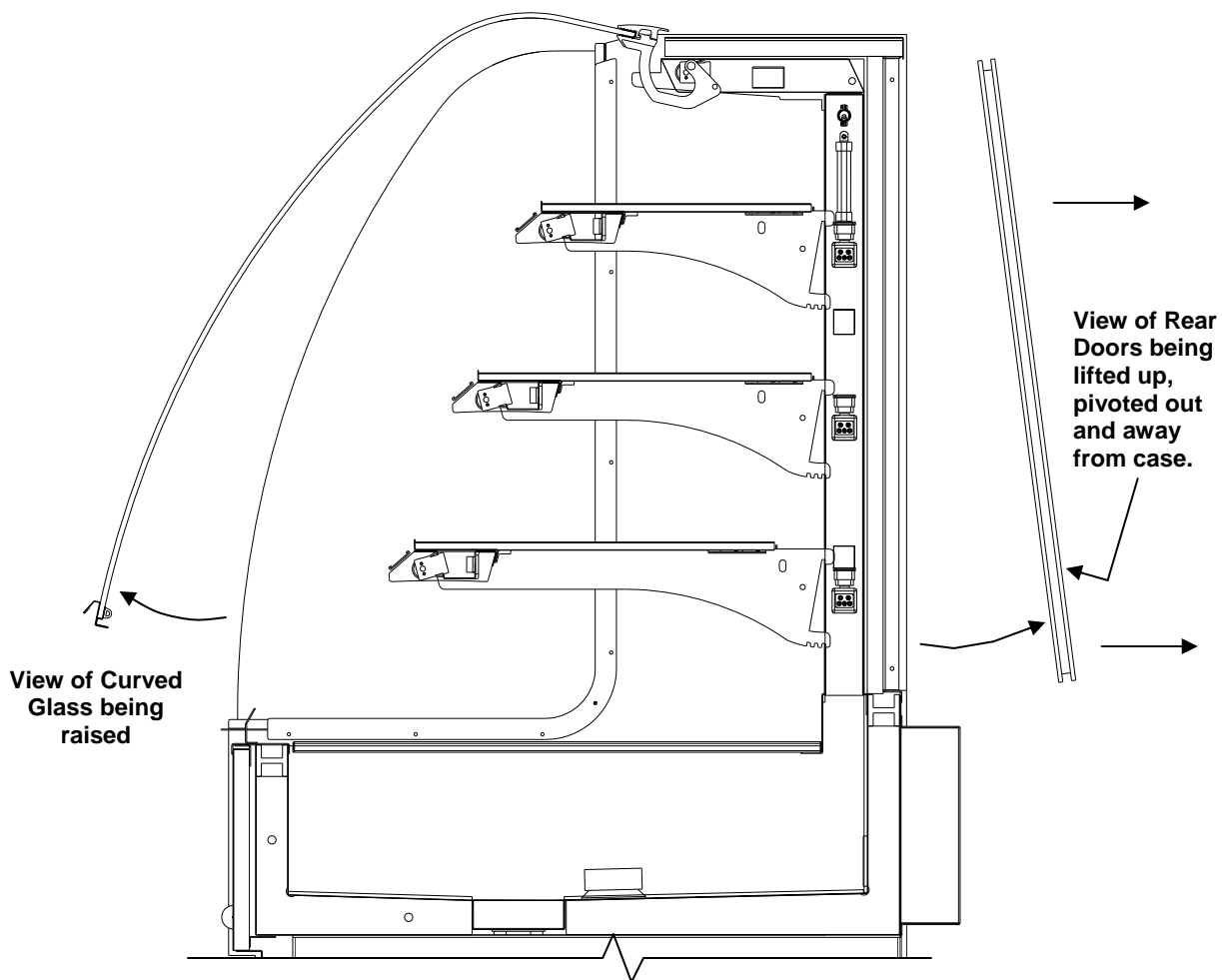


**17. Raising the Front Curved Glass**

- To raise the curved glass, secure lift handle extrusion on the bottom edge of the door and lift up.
- **Caution:** Gently return curved glass to original position.
- See illustration below.

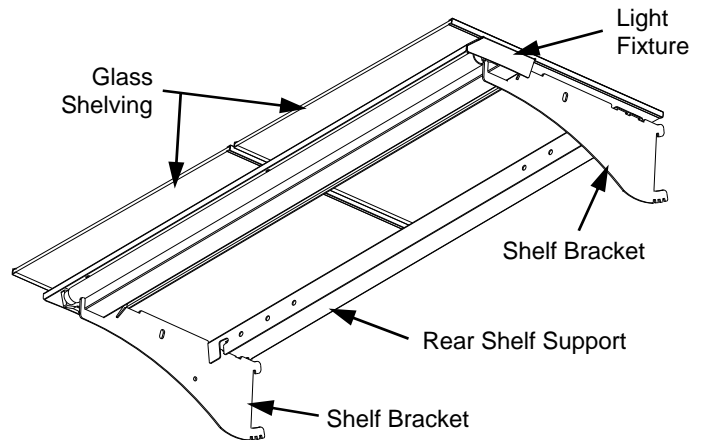
**18. Removing the Rear Doors (Note: Optional Swinging Door are on HMG2653 Only)**

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



**1. 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. Pliers will be required to accomplish this task.



**2. Standard Light Fixtures**

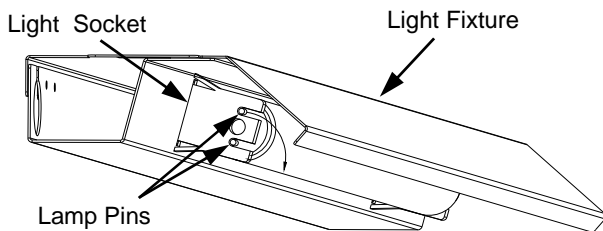
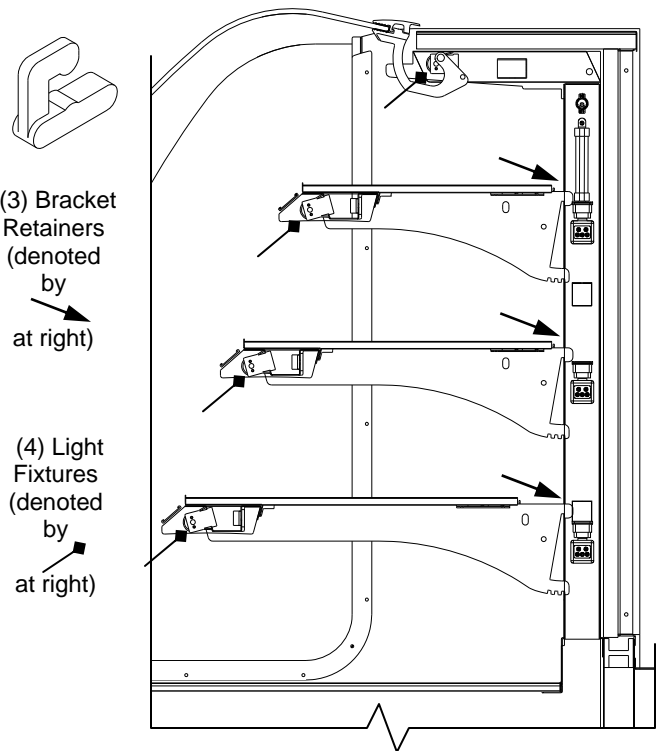
Removal of lamp:

- 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) pinned contacts into the sockets.
- Rotate the remaining bulb contacts (1/4 turn) into the remaining lamp-mounting socket contacts.
- See illustration below.

See next page for LED Light Fixture Maintenance Fundamentals.



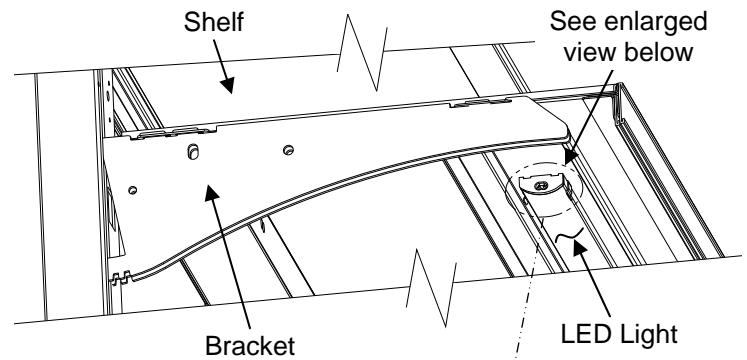
Illustrations above and at right show Light Fixture. To remove lamp, simply rotate lamp clockwise and out. To replace, place one set of pins into slots and rotate second set of pins into slots.



## MAINTENANCE FUNDAMENTALS: LED LIGHT FIXTURES

### **1. LED Light Removal / Replacement**

- If case is provided with LED lights they will rarely require change-out.
- Contact Structural Concepts' Technical Service Dept. for replacement parts (see Technical Service section of this guide).
- To remove LED light fixture, disconnect existing LED light from its brackets and self-adhesive tape.
- Then, firmly grasp LED light while applying outward pressure to brackets.
- Twist the LED out and away from the bracket to release
- See illustrations at right.

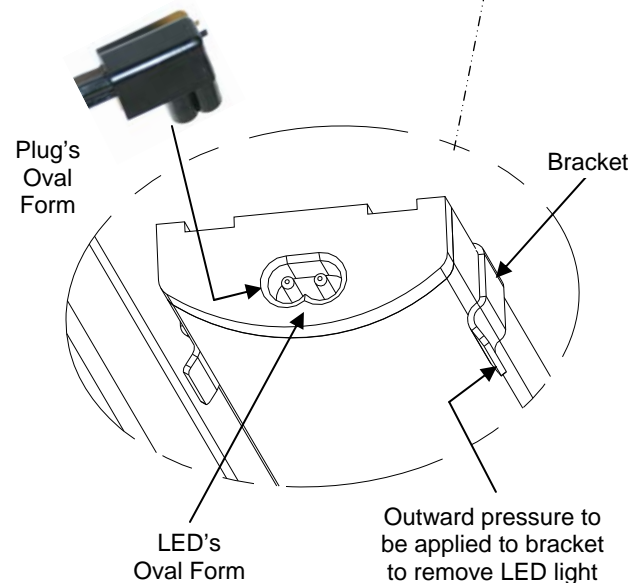


### **2. Plug and Cord Positioning**

- Plug is to connect to LED light at raceway side of case.
- Before attaching LED light to case, verify that plug connects to LED properly (without cord doubling-back).
- See photos of proper vs. improper connections at right.

### **3. Proper Plug Insertion Into LED Light**

- Plug must be inserted into LED light properly or the LED will not light up.
- Oval form of plug is to connect to the oval form of LED light.
- See illustration at right.



See previous page for Standard Light Fixture information.



Proper Connection



Improper Connection

**GENERAL CLEANING [TO BE PERFORMED BY STORE PERSONNEL]**

<b>Cleaning</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Task</b>
Clean Case Exterior	X			Clean side glass, front curved glass and the sliding rear door glass (swinging door is optional on HMG2653) with a household or commercial glass cleaner and soft cloth.
	X			Clean wood, laminate and painted surfaces, and rear ledge with a warm soap and water solution and soft cloth. Never use wire cloth or abrasive cleaners on case.
		X		Remove rear doors and clean door and door channel with a household or commercial cleaner.
		X		Vacuum under case to remove all dust and dirt that may collect under case.
Clean Case Interior	X			Glass shelves can be cleaned with a household or commercial glass cleaner.
	X			Deck and/or non-glass shelves can be cleaned with a warm soap and water solution and soft cloth. For stubborn stains/residue, decks and non-glass shelves can be removed and cleaned with soap and water solution or submersed in hot, soapy water solution. Rinse thoroughly. Dry. Return to case.
		X		Remove the deck and clean with soap and water solution and soft cloth.
		X		Remove crumb tray. Submerge in warm soap and water solution and clean with soft cloth. Allow to dry and return to case.

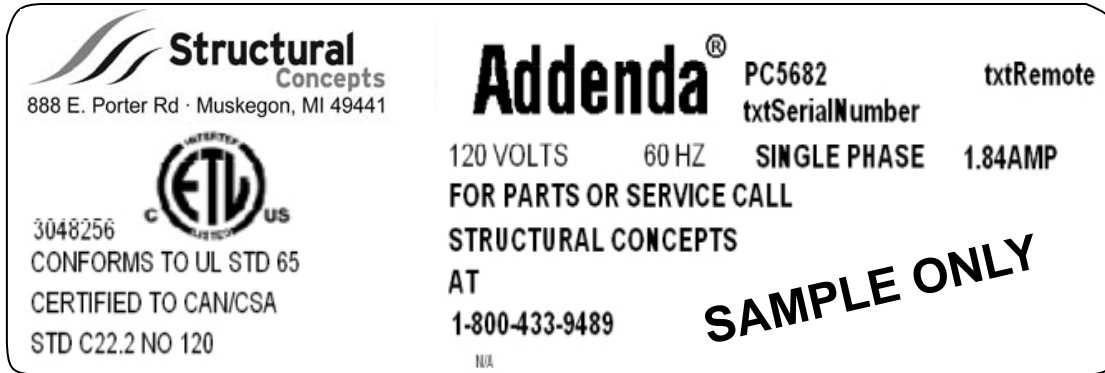
**TROUBLESHOOTING [TO BE PERFORMED BY STORE PERSONNEL UNLESS NOTED]**

<b>Product is Drying Out</b>	Check the relative humidity in the store.
<b>Doors/Glass Won't Shut Properly</b>	Check that the case is aligned, level and plumb.
<b>Case Not Properly Lining Up</b>	See the <b><i>Installation</i></b> section of this Operating Manual for instructions on properly aligning case and adjusting levelers (alongside other cases).
<b>System is not Operating</b>	Confirm that unit is turned on or properly plugged in.
	Check the circuit breaker box for tripped circuits. <b><i>Caution! Only a certified electrician is to perform this task!</i></b>
	Confirm that unit has been field wired correctly. <b><i>Caution! Only a certified electrician is to perform this task!</i></b>
<b>Case Lights Not Working</b>	Check that <b>ALL</b> lights are plugged in and/or receptacles capped.
	Check bulbs for proper installation and connection.
	Check for burned out bulbs.
	Clean dirt and dust from the bulbs to prevent flickering.
	After performing all other checkpoints, if lights are still not working, a certified electrician should check for faulty ballasts. If voltage is entering but not exiting the ballast, ballast is faulty.
	Clean dirt and dust from the bulbs to prevent flickering.
	LED lights only: Check that plug is properly plugged into LED light. See <b><i>MAINTENANCE FUNDAMENTALS - LED LIGHT FIXTURES</i></b> section in this manual for illustrations.

## SERIAL LABEL LOCATION & LISTED INFORMATION

### ***Serial Label Location & Listed Information***

- Serial labels are located near the electrical access on your case.
- Serial labels contain electrical information, as well as regulatory standards to which the case conforms.
- See sample serial label below.



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

STRUCTURAL CONCEPTS CORPORATION TECHNICAL SERVICE  
PHONE NUMBER: 1.800.433.9489 or For Your Master Service Agent See  
WWW.STRUCTURALCONCEPTS.COM/Contact/Master\_Service\_Agents.asp

## WARRANTY INFORMATION

**(Note: Standard Limited Warranty can be found at [www.Structuralconcepts.com](http://www.Structuralconcepts.com))**

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 Scope:** Warranty is for equipment sold in the United States, Canada, Mexico and Puerto Rico. Equipment sold elsewhere may carry modified warranty.

**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 cause 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 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) model & serial code number of 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.