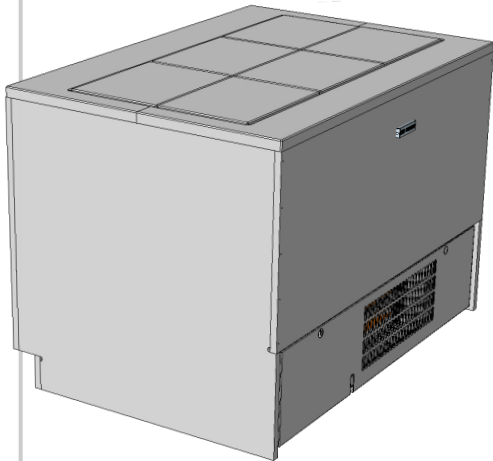


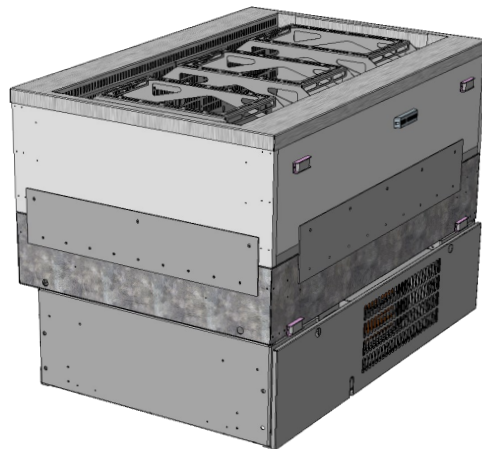
# Reveal<sup>®</sup> MODEL NEXX00RX USER MANUAL / SCC P/N 20-98167

## SLIDE-IN REFRIGERATED WELL CASE WITH REFRIGERATED AND AMBIENT MODES

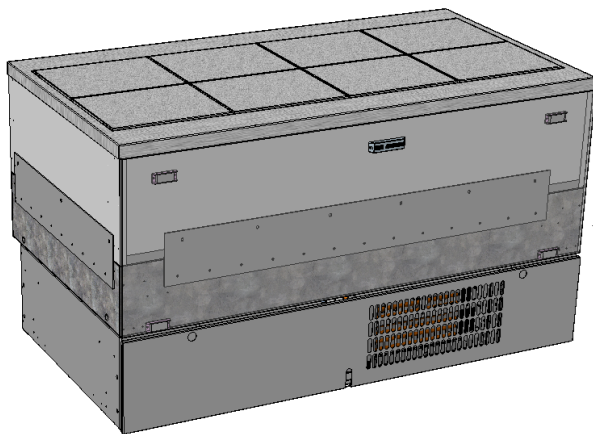
- > CLADDING IS CUSTOMER-SUPPLIED AND IS ATTACHED IN THE FIELD
- > CUSTOMER SUPPLIED (AND ATTACHED) SNEEZE GUARD IS TO BE ATTACHED TO COUNTERTOP IN FIELD
- > STONE, CORIAN<sup>®</sup> SOLID SURFACE, AND/OR STAINLESS STEEL DECKS ARE CUSTOMER-SUPPLIED AND ARE TO BE ATTACHED TO CASE IN THE FIELD
- > SHIPPING BRACE MUST BE REMOVED TO ACCESS CONDENSER PACKAGE
- > OPTIONAL REAR COVER MAY BE ORDERED FROM FACTORY OR CUSTOMER-SUPPLIED
- > SEE SCC P/N 20-98479 FOR MODEL NEXX00RX COUNTER AND DECK ASSEMBLY INSTALLATION GUIDE



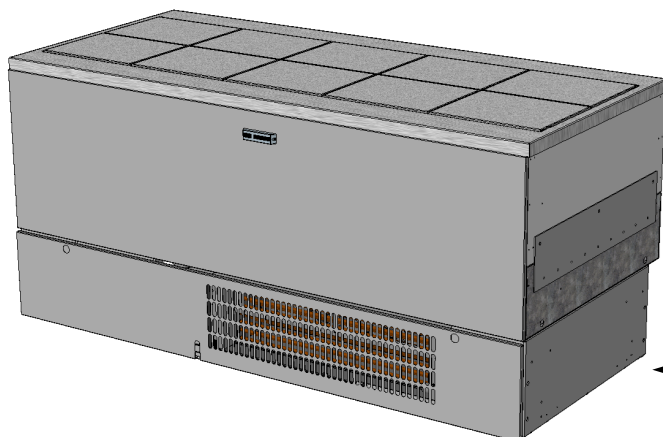
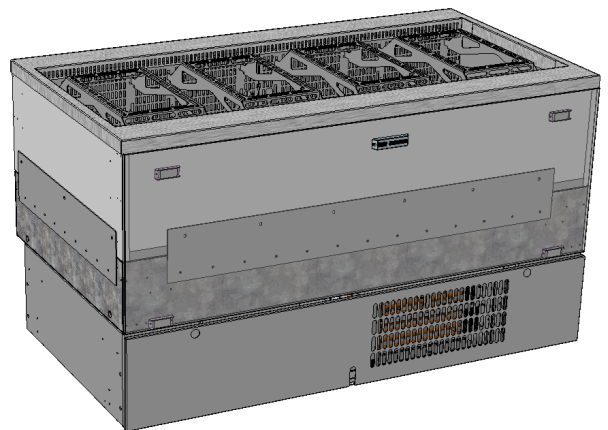
Model  
NE4800R3



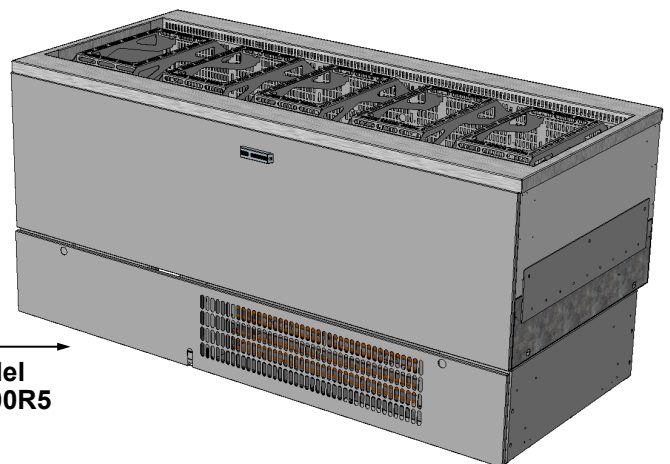
**NOTE:**  
SEE SCC  
P/N 20-98479  
FOR  
NEXX00RX  
COUNTER  
AND DECK  
ASSEMBLY  
INSTALLATION  
GUIDE.



Model  
NE6000R4



Model  
NE7200R5



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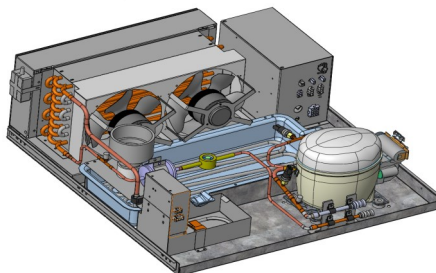
## OVERVIEW

- These Structural Concepts refrigerated service cases are designed to merchandise products at 41 °F (5 °C) or less. **Note:** These cases are not designed to cool product. Product must be pre-chilled before placing in case.
- This case is ALSO designed to merchandise products at ambient temperatures.
- Cases should be installed and operated according to this operating manual's instructions to ensure proper performance. Improper use will void warranty.

## NSF/ANSI TYPE I vs. II ENVIRONMENTAL CONDITIONS

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

- NSF/ANSI Type I Conditions: Product is displayed in store conditions with maximum ambient temperature of 75 °F (24 °C) and maximum relative humidity of 55%.
- NSF/ANSI Type II Conditions: Product is displayed in store conditions with maximum ambient temperature of 80 °F (27 °C) and maximum relative humidity of 55%.



- If you are unsure if your unit is classified as NSF/ANSI Type I or Type II, see tag next to serial label on your case.

## 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!

## WIRING DIAGRAM INFO / GFCI BREAKER USE RECOMMENDATION

- See next page for **WIRING DIAGRAM INFORMATION, GFCI BREAKER USE RECOMMENDATION and IMPORTANT LIMITATIONS OF THERMOSTATS and THERMOMETERS.**

### 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.*

### 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! CHECK CONDENSATE PAN POSITION & PLUG!

Water on flooring can cause extensive damage!

Before powering up unit, you must check and confirm that:

- Condensate pan is **DIRECTLY UNDER** condensate drain.
- Condensate pan plug is securely plugged into receptacle.
- Overflow pan has plug connected to its box. Units with optional Clean Sweep® **MUST HAVE** two plugs connected.

**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](http://P65Warnings.ca.gov).

### **CAUTION! GFCI BREAKER USE REQUIREMENT**

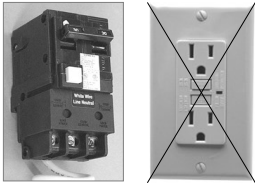
- N.E.C. (National Electric Code) or your local code may require GFCI (Ground Fault Circuit Interrupter) protection.
- In such cases, use GFCI breaker!

### **THERMOMETER AND THERMOSTAT LIMITATIONS**

- Actual product (food) temperature IS NOT represented by either thermometers or thermostats. See specifics below.

### **SEAL FLOOR-MOUNTED UNITS TO FLOOR**

- For sanitation purposes, fixed (non-removable) cladding/



panels MUST BE sealed to floor with silicone that meets or exceeds food grade NSF/ANSI Standard 51.

- This will prevent entry of dust, residue, liquids, insects, etc.

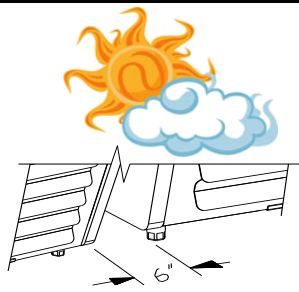
### **REFRIGERANT DISCLOSURE STATEMENT**

- 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 USE REQUIREMENT**

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

### **CAUTION**



### **CAUTION! ADVERSE CONDITIONS / SPACING ISSUES**

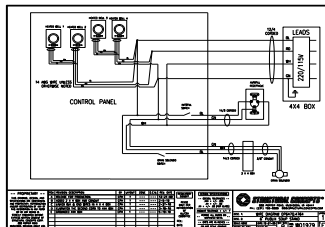
- Performance issues caused by adverse conditions are NOT warranted.
- To prevent damage to end panels due to condensation, apply industrial grade silicone sealant and tightly join to opposite end panels. When not adjoining cases, keep end panels at least 6" away from walls/structures. Rear panels must also be kept at least 6" from walls and structures.
- 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.
- Self-contained case clearance: 6" min. air intake / 6" min. air discharge.



### **CAUTION!**

**DO NOT RELY ON THERMOMETERS OR THERMOSTATS FOR ACTUAL PRODUCT (FOOD) TEMPERATURES.**

- Thermometers & thermostats reflect air temperatures ONLY.
- For ACTUAL product (food) temperatures, use calibrated 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).



### **SEAL FLOOR-MOUNTED UNITS TO FLOOR**

Thoroughly clean floor to assure a secure seal!  
Fixed (non-removable) base frames, cladding or panels must be sealed to floor with silicone that meets or exceeds food grade NSF/ANSI Standard 51.



## INSTALLATION: AIR INTAKE GRILLE REMOVAL / DISCONNECTING CASE FROM PALLET

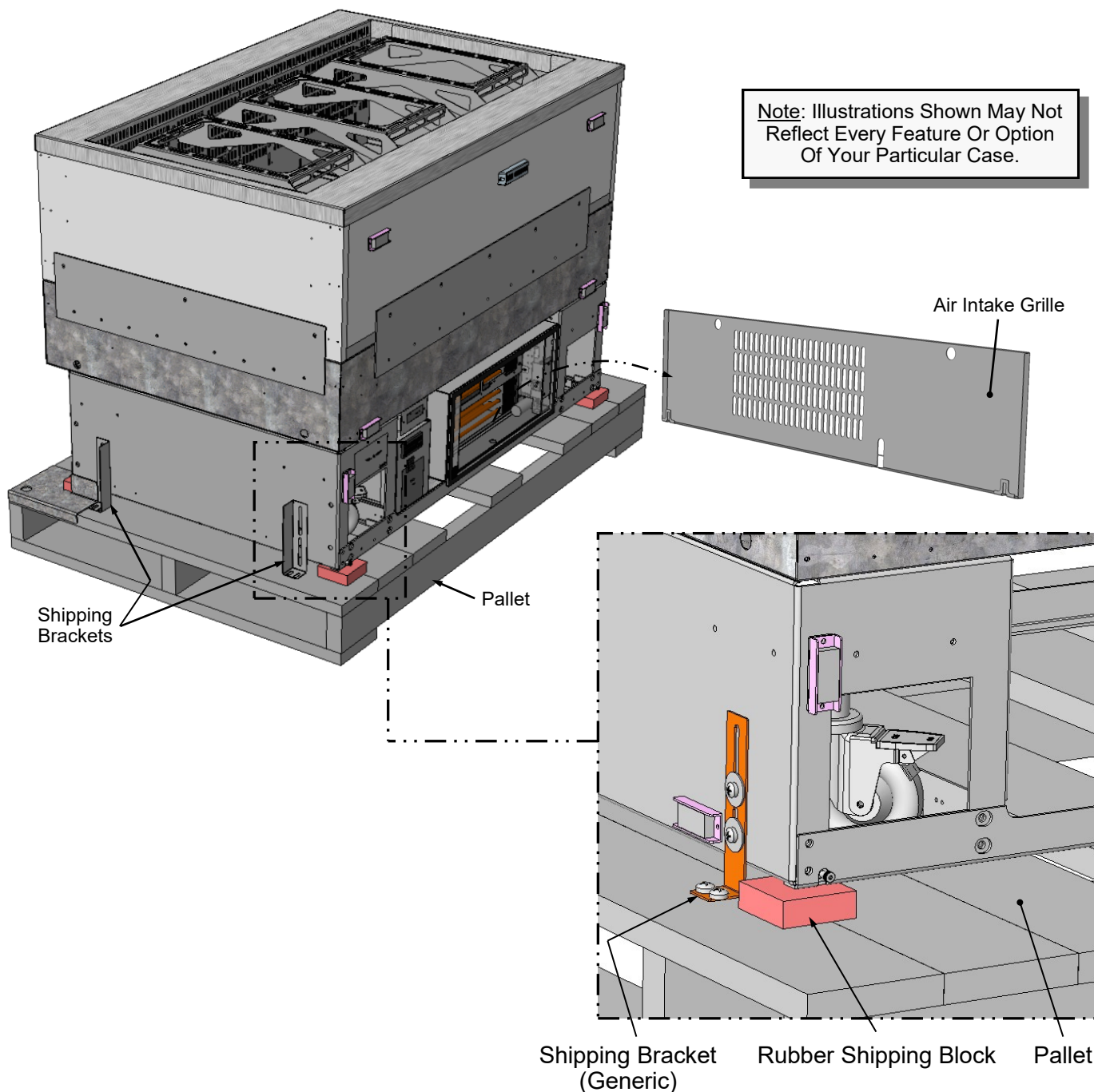
### 1. Remove Air Intake Grille From Case

- To prevent damage to case, lift air intake grille **UP and OFF** case.
- Rear grille is held in place by magnets. No screw removal is required.
- Place air intake grille in secure location while removing case from pallet.

### 2. Disconnect Case From Pallet

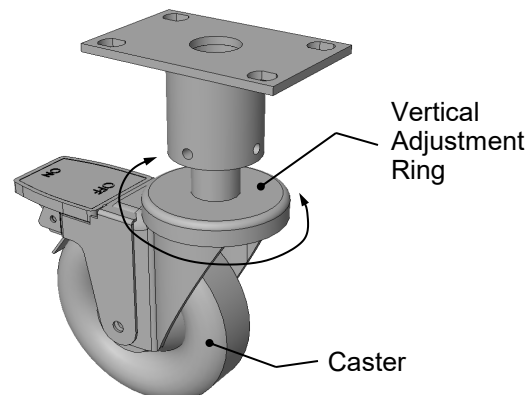
- Use Phillips driver to remove screws from shipping brackets. Remove and discard shipping brackets from pallet.
- Place J-bar/pry bar under base frame. Raise case up from pallet to take weight off casters.
- With case raised, lower casters all the way down against pallet (see next step for detailed instructions on lowering or raising casters).
- Remove rubber shipping blocks.

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



### **3. Caster Height: Raising and Lowering**

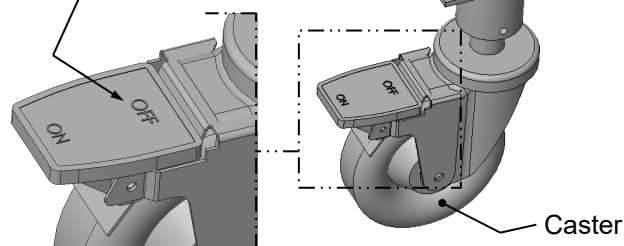
- Raise or lower casters (to adjust case height) by rotating casters' vertical adjustment rings.
  - Rotate vertical adjustment ring clockwise to lower caster (and increase height of case).
  - Rotate vertical adjustment ring counter-clockwise to raise caster (and decrease height of case).



### **4. Caster Rolling Capability: Unlocking**

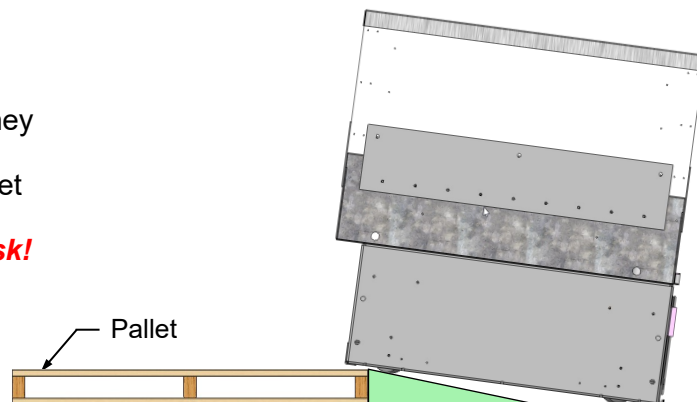
- Important! Case is shipped with caster mechanisms factory set at **ON** (locked) to prevent case from rolling.
- Unlock casters by pressing **OFF** on the caster mechanism.
- See illustration at right.

Press "OFF" Lever To Unlock Caster (And Allow Casters To Roll)



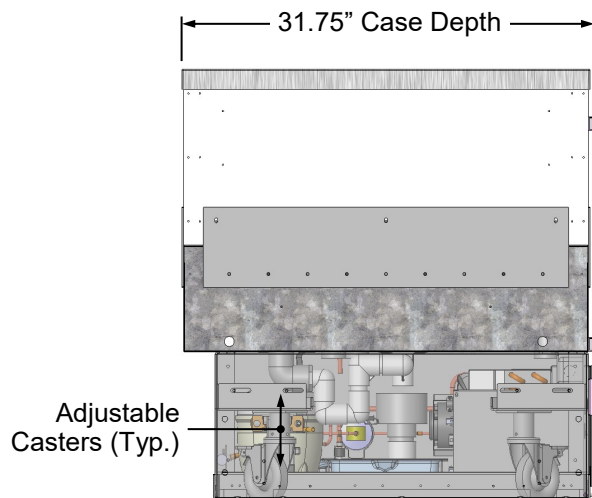
### **5. Remove Case From Pallet**

- Check that casters are lowered as far down as they will go (as instructed in step #4).
- Use handles to carefully slide case to rear of pallet (see illustration at right).
- **Caution! 4 people may be required for this task!**
- Carefully lower to floor (using ramp if available).
- Slide pallet from under case as required.
- Maintain support of case at all times.



### **6. Case Dimensions (For Fitting Through Doors And Adjusting To Proper Counter Height)**

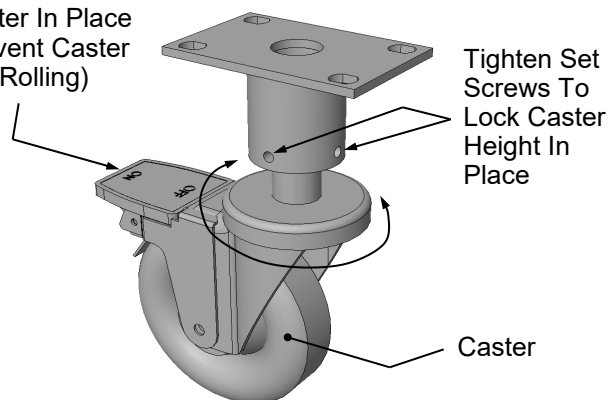
- Case depth is approximately 31.75" (designed to fit through 33" wide doors).
- At median caster height, case is at 32.63" high, with 3/8" adjustability up and 38" adjustability down.
- See illustration at right.



## 7. Casters: Locking

- After case is at desired position (and height), use level to check that case is level and plumb.
- Readjust height as needed (as instructed in step #3 on previous page).
- **Locking Height:** After proper height/position of case is attained, tighten the two (2) set screws to lock each caster's height in place.
- **Locking Movement:** Then, to prevent casters' rolling capability, lock casters by pressing ON atop the "ON" and "OFF" lever mechanism (shown at right).
- Case will now be secured at its new location.

Press "ON" Lever To Lock Caster In Place (And Prevent Caster From Rolling)



## 8. Remove Shipping Brace

- Shipping brace keeps condenser package secure during shipment and while moving case into position.
- After case is in place and level, remove shipping brace (just below air intake side of condenser package) by removing (2) screws (one at each end).

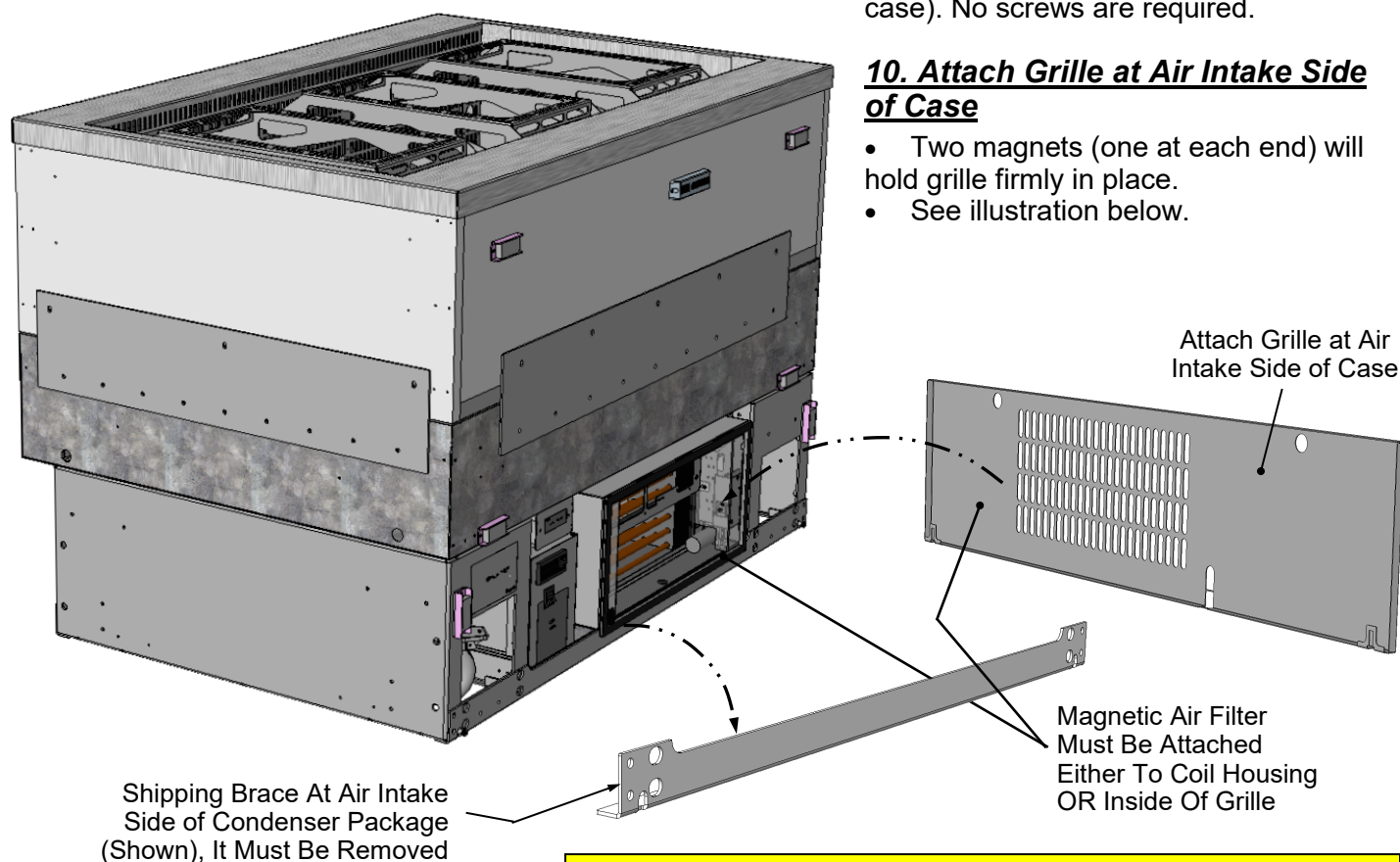
- **Note:** Shipping Brace Is ONLY To Be Removed From Air Intake Side of Condenser Package!

## 9. Check That Magnetic Air Filter Is On Case

- Magnetic air filter MUST BE on case.
- Magnets will secure filter to either coil housing OR to inside of grille (before it is attached to case). No screws are required.

## 10. Attach Grille at Air Intake Side of Case

- Two magnets (one at each end) will hold grille firmly in place.
- See illustration below.



**Note:** Shipping Brace is ONLY To Be Removed From Air Intake Side Of Condenser Package (As Illustrated Above).

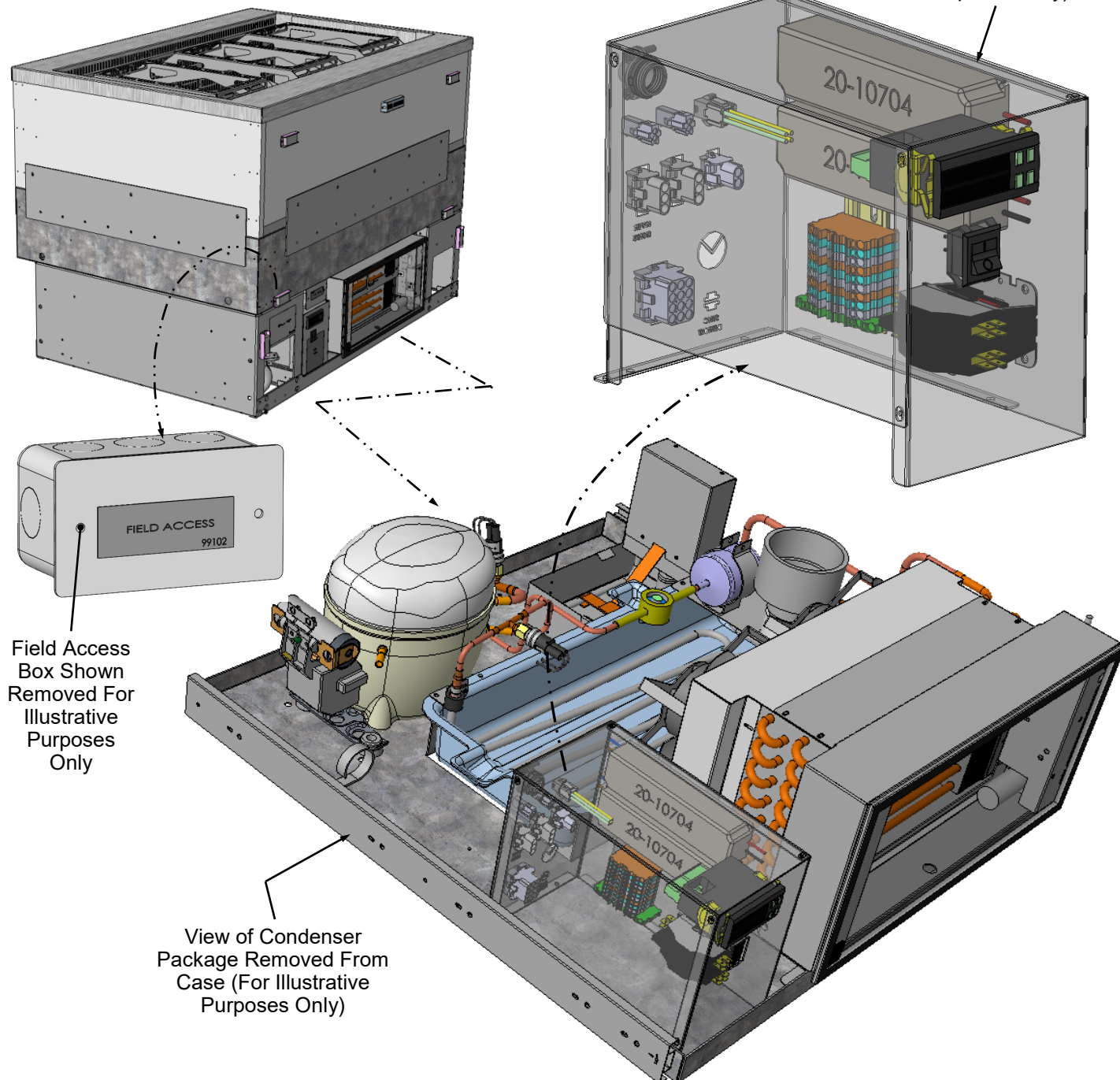
## GENERAL LAYOUT: FIELD ACCESS BOX / MAIN ELECTRICAL BOX

### 1. General Layout: Field Access Box / Main Electrical Box

- **Caution! Only certified electricians are to perform electrical connectivity duties.**
- Grille and shipping brace must be removed before condenser package is able to be slid out from underside of case.
- Main electric box has thermostat on face plate.
- Remove screws at front-left of main electrical box allows access to drivers, contactor and terminal strip.

Model Is Shown Without Customer Supplied Cladding For Illustrative Purposes Only.

View of Main Electrical Box (Shown Removed and Transparent For Illustrative Purposes Only)



Field Access Box Shown Removed For Illustrative Purposes Only

View of Condenser Package Removed From Case (For Illustrative Purposes Only)



### **General Layout, Cont'd**

#### **2. Deck Bases**

- Deck bases may be shipped separately.
- Deck bases are approximately 1/2" thick.
- Each deck base is to have customer supplied deck base covers (stone, solid surface pieces or metal) attached to it with silicone and 2-sided tape.
- Depth of deck base covers is left up to customer.
- Illustration below shows deck base placement PRIOR TO customer-supplied deck surfaces being adhered.

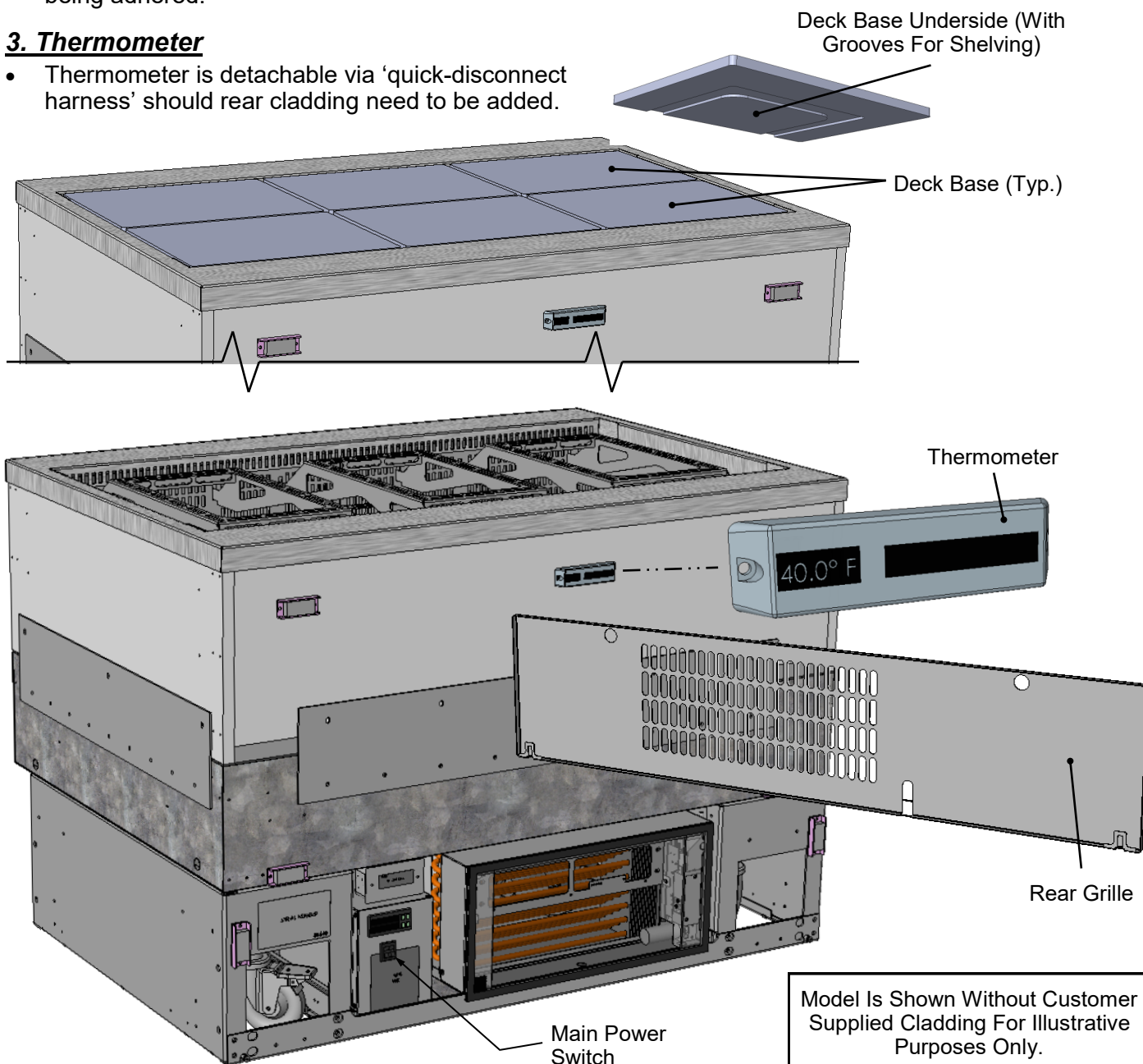
#### **3. Thermometer**

- Thermometer is detachable via 'quick-disconnect harness' should rear cladding need to be added.

- Thermometer DOES NOT reflect actual food temperatures; it is ONLY for monitoring warmest air temperature in merchandiser.
- Food probes must be used to measure actual food temperatures.

#### **4. Main Power Switch**

- Main power switch is accessible after removing rear grille (No screw removal is required).
- See illustration below.



## GENERAL LAYOUT, CONT'D: SHELVING BRACKETS

### General Layout, Cont'd

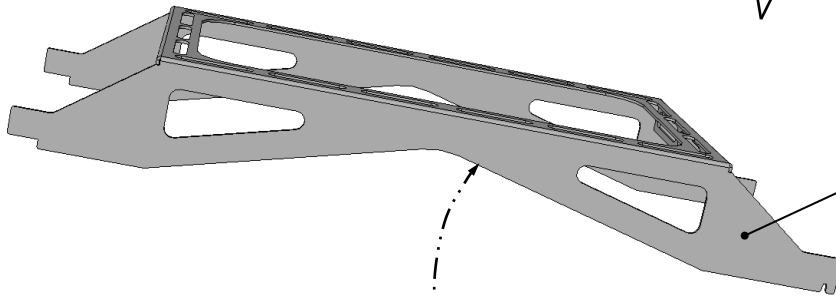
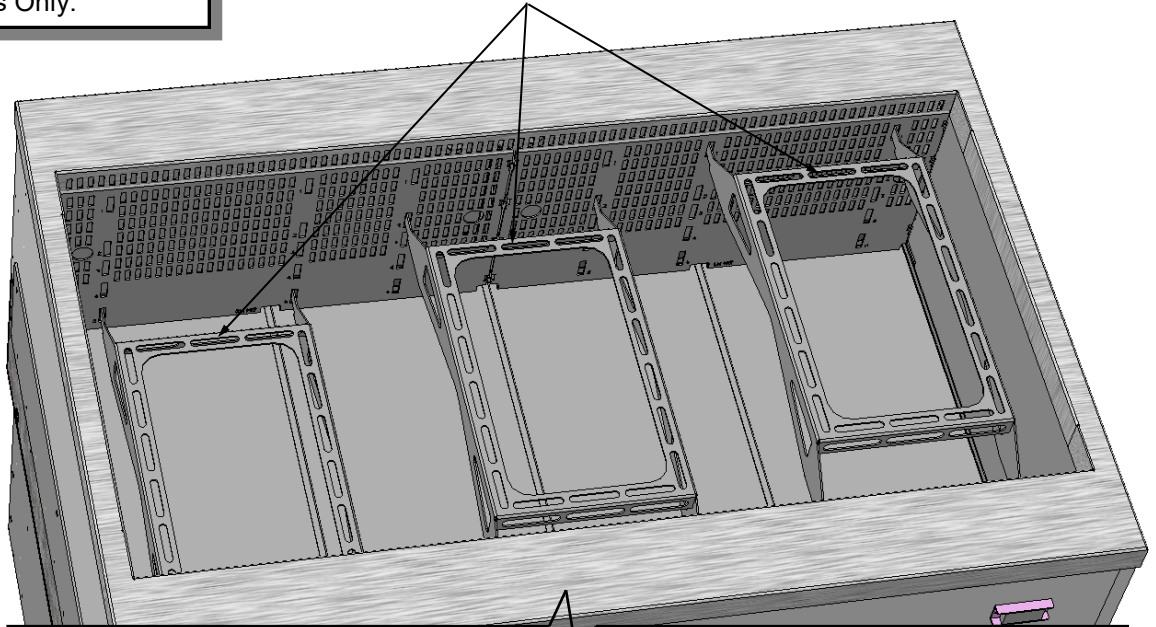
#### 5. Shelving Brackets

- Shelving brackets are removable for cleaning or service.

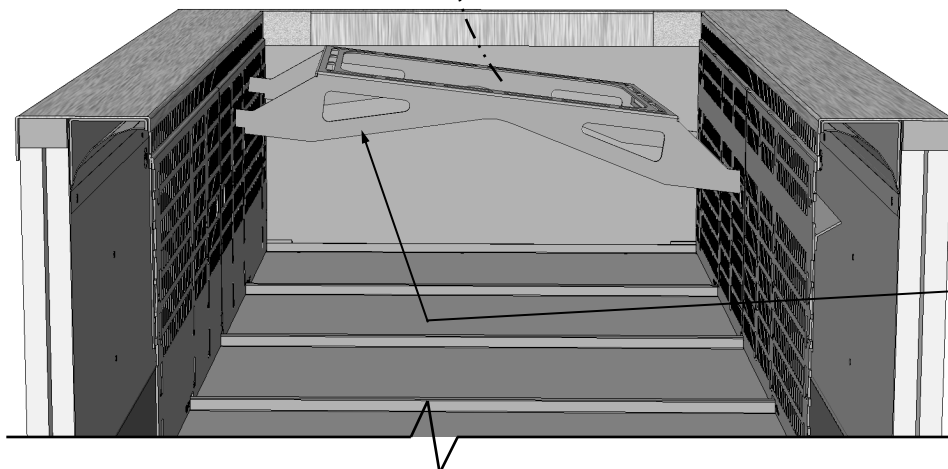
- Shelving brackets may be raised or lowered in many positions.
- Shelving brackets may even be tilted to allow product to allow better viewing of product.
- See illustrations below.

Model Is Shown Without Customer Supplied Cladding For Illustrative Purposes Only.

View of Shelving Bracket  
(Shown In Staggered Positions)



Enlarged View of  
Shelving Bracket  
Removed From Case



View of Shelving  
Bracket In Tilted  
Position

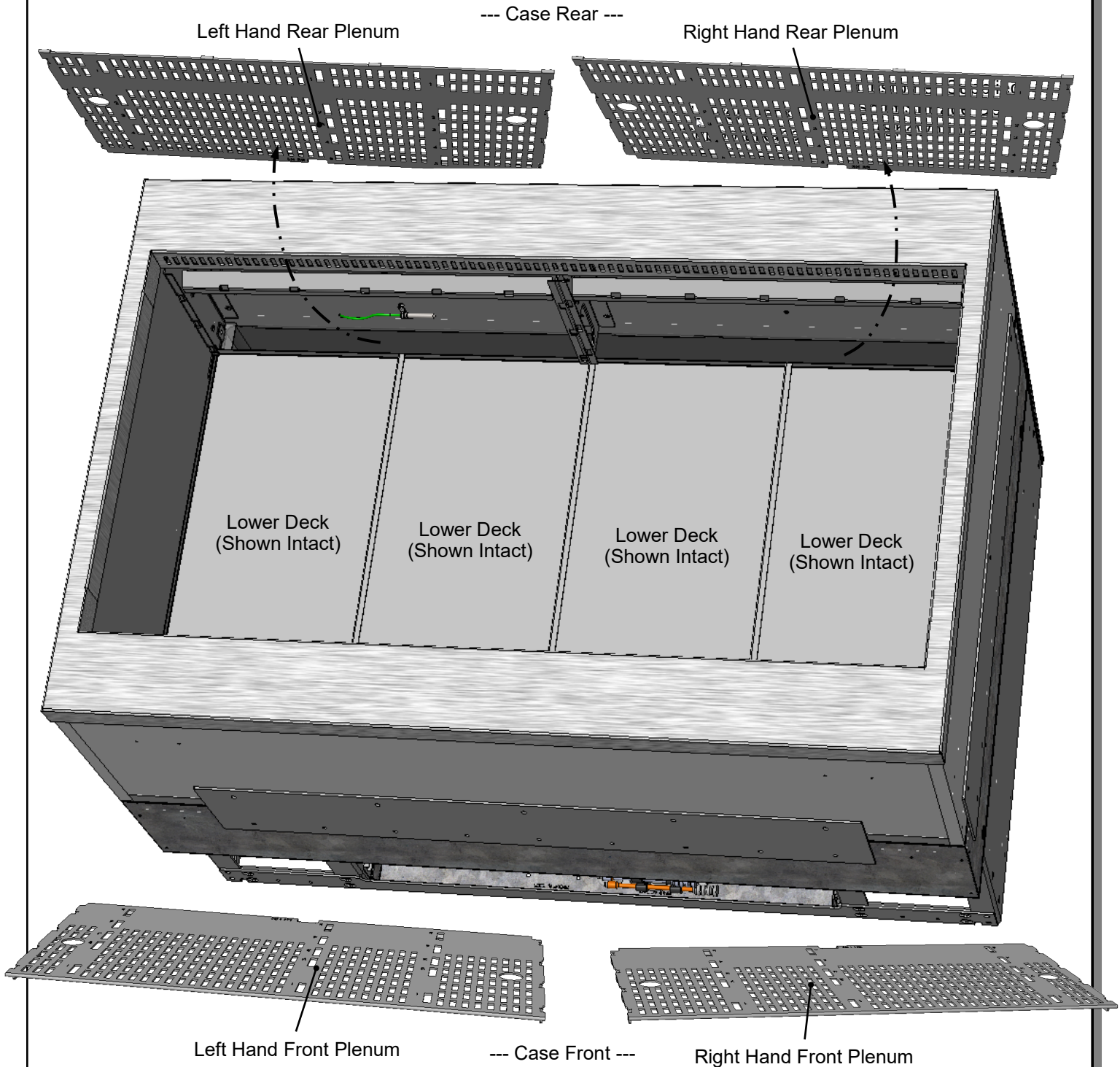
## GENERAL LAYOUT, CONT'D: FRONT AND REAR PLENUMS (REMOVABLE FOR CLEANING)

### General Layout, Cont'd

#### 6. Front And Rear Plenums

- Left and right plenums are removable for cleaning and accessing lower decks.
- Plenums are removable via hook/slot method.
- See next page for lower deck removal illustration.

Model Is Shown Without Customer Supplied Cladding For Illustrative Purposes Only.



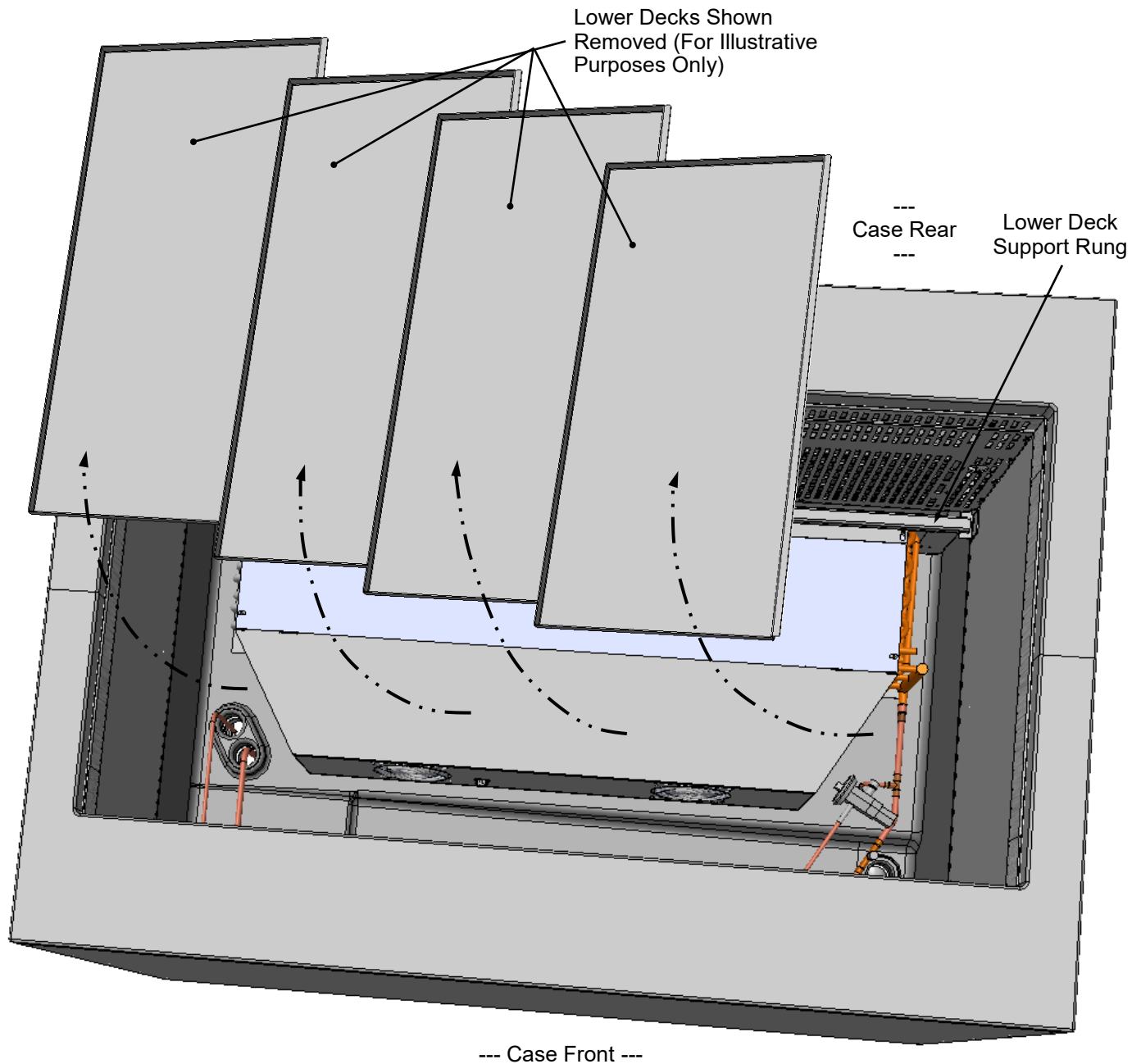
**General Layout, Cont'd**

**Caution! Only authorized employees are to access tub area of case!**

Model Is Shown Without Customer Supplied Cladding For Illustrative Purposes Only.

**7. Lower Decks**

- Lower decks are removable for cleaning and/or tub access.
- Lower decks rest on support rungs (as shown in illustration below).
- You must return decks in reverse order they were removed for proper fit.
- See next page for tub section illustration.





## GENERAL LAYOUT, CONT'D: REFRIGERATED TUB SECTION (EVAPORATOR AREA)

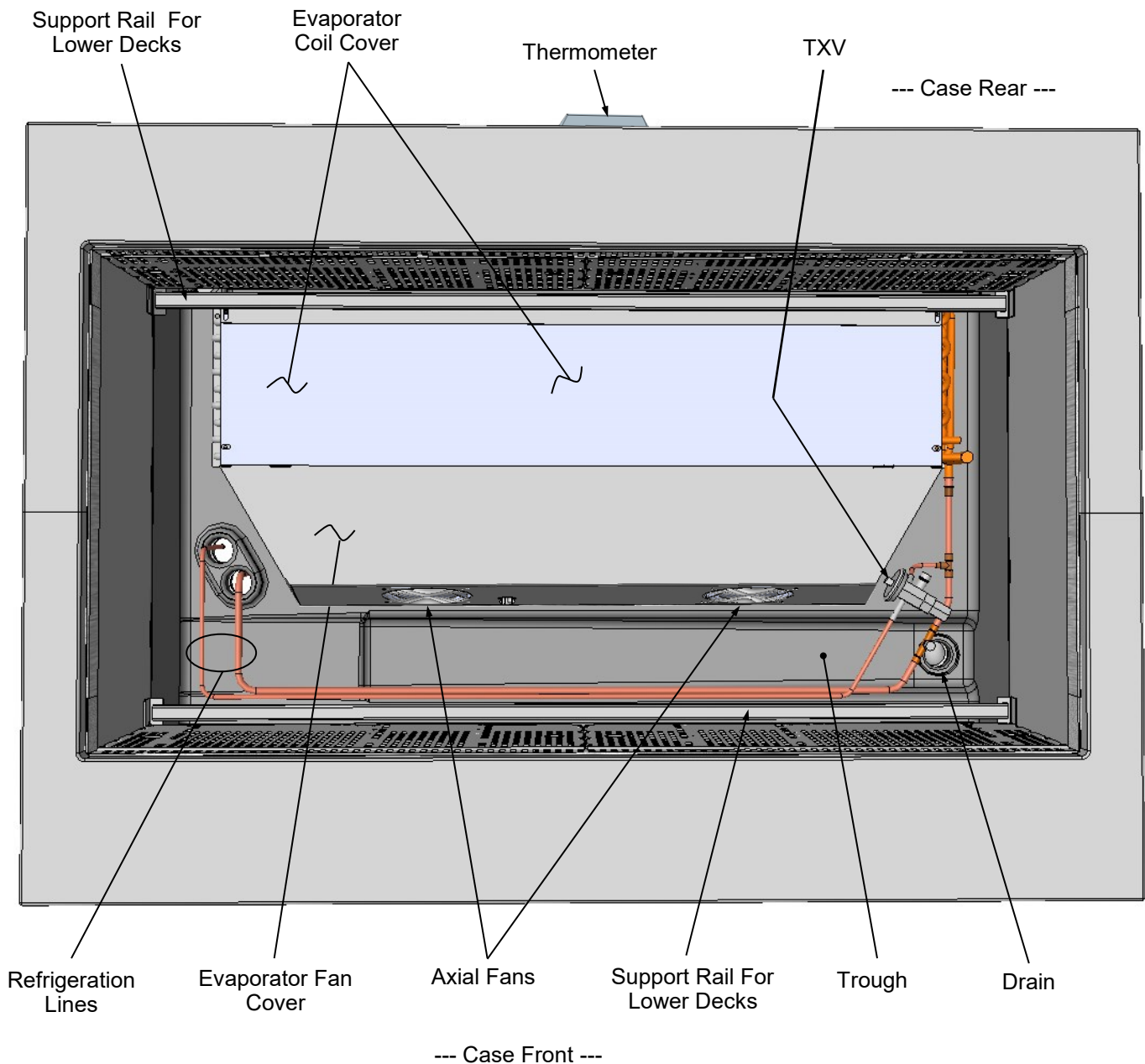
### General Layout, Cont'd

**Caution! Only authorized employees are to access evaporator section (area) of case!**

Model Is Shown Without Customer Supplied Cladding For Illustrative Purposes Only.

### 8. Refrigerated Tub Section (Evaporator Area)

- Below view is after removal of lower decks.
- After cleaning or servicing, you must return lower decks, rear plenums, shelving brackets, deck base covers, etc., to case in reverse order they were removed.



## **Customer-Supplied Components**

### **1. Side/End/Front Counters**

- All sides/end/front of counters are customer-supplied.
- See illustration below for generic illustration.

### **2. Rear Cover - Optional**

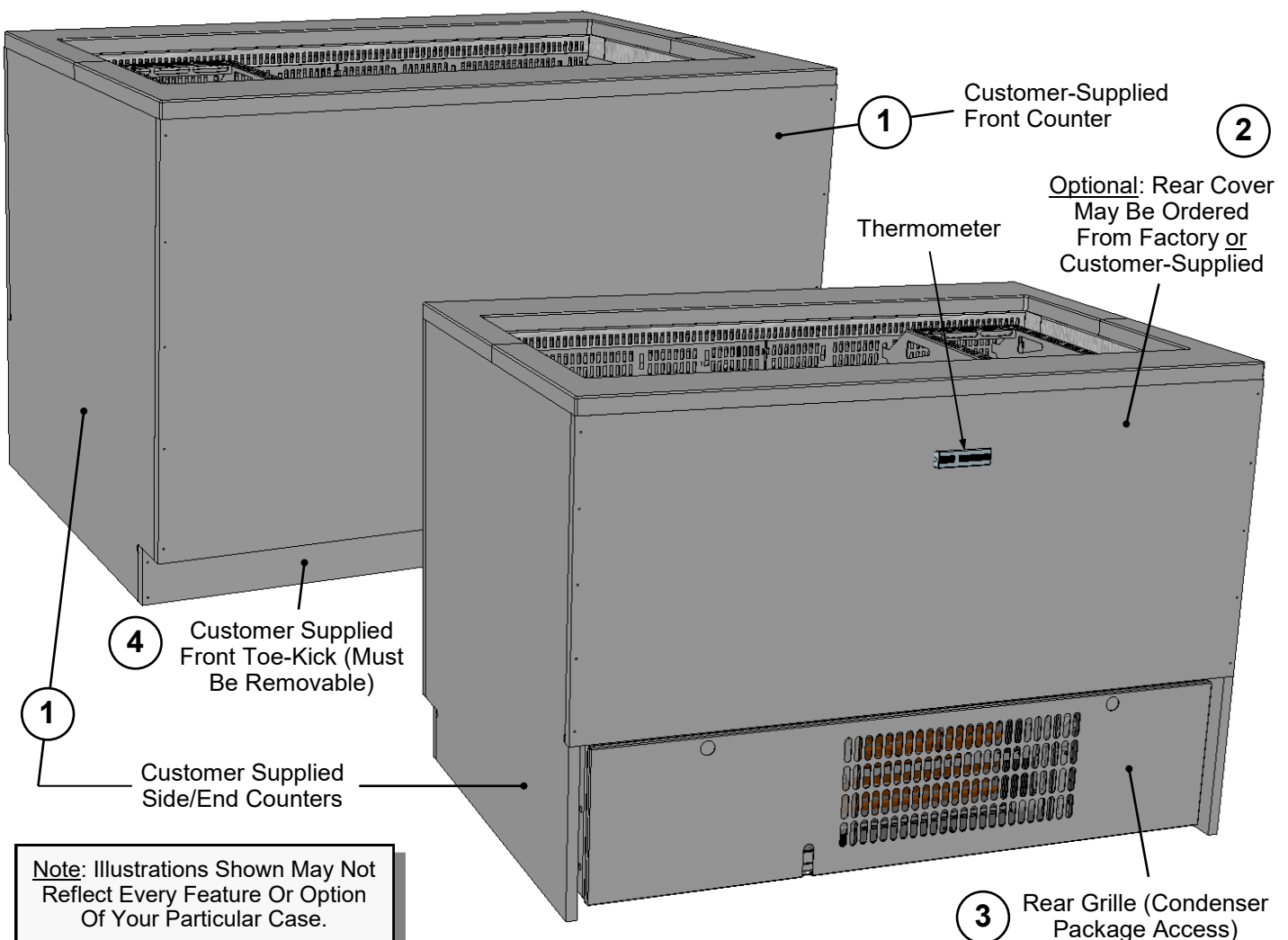
- If rear cover is ordered from factory, it will be a metal cover held in place by magnets.
  - If customer wishes to supply its own rear cover, cladding or millwork, no magnets will be attached to case. Bracketry must also be supplied by customer.
- For units with customer-supplied rear covers, thermometer must be removed from case, holes must be drilled in customer-supplied rear cover. Then, thermometer must be reattached via quick-connect harness.
  - See general thermometer location below.

### **3. Ventilation**

- Proper ventilation requires that exhaust is **ALWAYS AT OPPOSITE SIDE** of intake.
- Rear grille is supplied by factory (and is for rear-accessed condenser packages).
- If merchandiser has a front-access condenser package, proper airflow must be provided as part of ventilation consideration.

### **4. Removable Front Toe-Kick**

- **Important! Front toe-kick must be removable to allow access to front casters (for adjustment purposes).**
- Caster adjustment is **CRITICAL** for proper attachment of deck base covers to deck bases (using silicone).



**Customer Supplied Components, Cont'd**

**5. Airflow Clearance Requirements of Cladding**

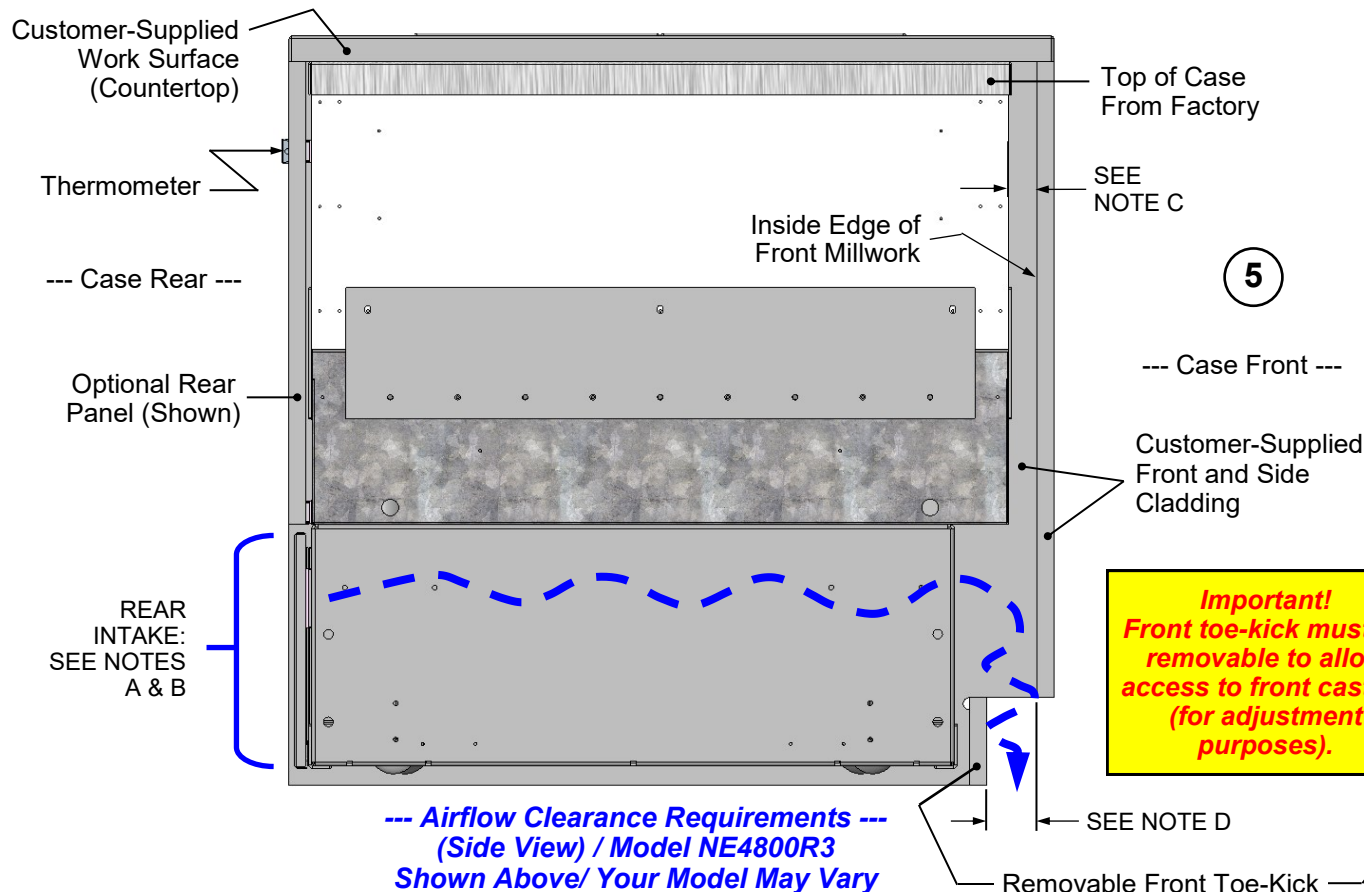
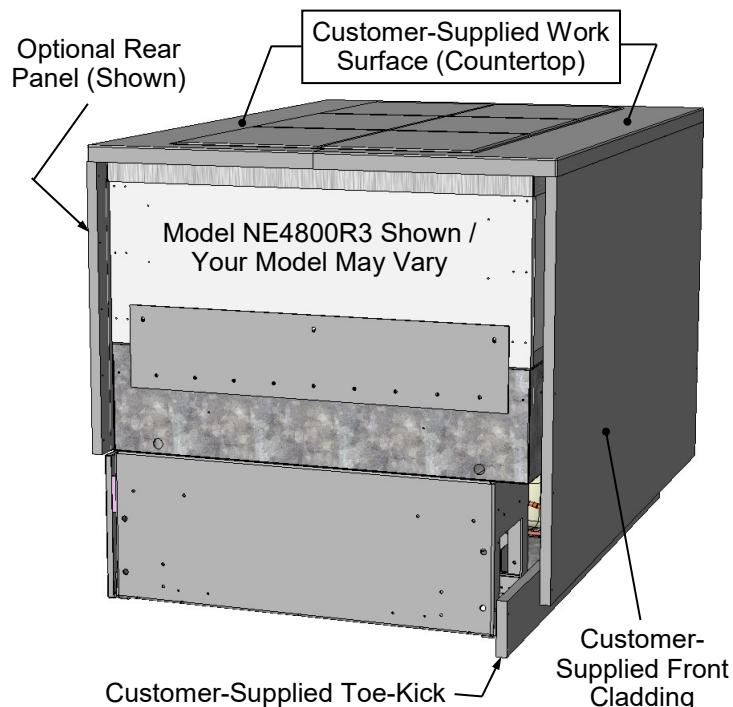
**AIRFLOW CLEARANCE REQUIREMENTS / REAR INTAKE UNIT SHOWN**

A	Cladding/cabinetry MUST provide access space to allow rear slide-out of condenser package (or front slide-out package, depending upon options chosen). Carefully measure before building!
B	Note: Rear intake/rear condenser package access is shown. Instructions are also conversely applicable to front intake/front condenser package units.
C	1 1/2" minimum space from sides of case to internal sides of cabinetry is required for adequate airflow for units with front toe-kick exhaust only.
D	2 3/4" minimum unobstructed toe-kick opening is required for adequate airflow for units with front toe-kick exhaust only.

**AIRFLOW INTAKE & EXHAUST REQUIREMENTS**

MODEL	MINIMUM INTAKE (in <sup>2</sup> )~	MINIMUM EXHAUST (in <sup>2</sup> )~
NE4800R3	96	132
NE6000R4	96	132
NE7200R5	96	132

--- Airflow Clearance Requirements ---  
(Perspective View) / Model NE4800R3  
Shown Below / Your Model May Vary



## Customer-Supplied Components, Cont'd

### 6. Apply Silicone To Top of Case

- Apply thick bead of silicone to top of case.
- Use only silicone that meets or exceeds food grade NSF/ANSI Standard 51.

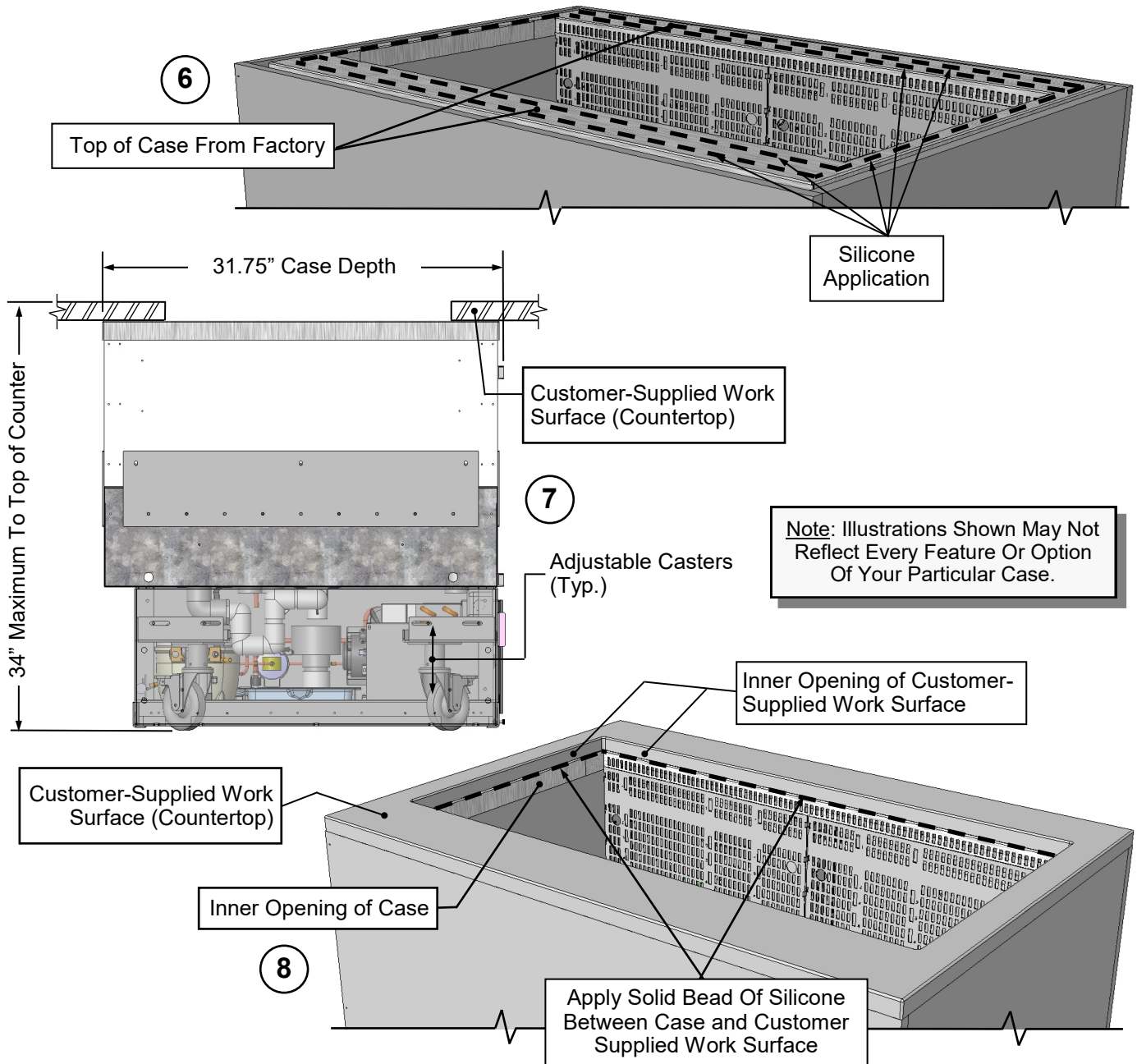
### 7. Case Height Adjustability

- At median caster height, case is 32.63" high, with 3/8" adjustability upward and downward.
- Customer-supplied counter thickness should not exceed 3 cm (1.18").

- Case height is designed to be adjusted (via casters) to 34" MAXIMUM TOP OF COUNTER height.

### 8. Slide Case Under Counter

- Case is to be slid under customer-supplied work surface.
- Casters must then be adjusted so case is flush with underside of customer-supplied work surface (dimensions provided in previous step).
- See **CASTERS: RAISING AND LOWERING / UNLOCKING AND LOCKING** section for specifics on raising/lowering casters.





## **Customer-Supplied Components, Cont'd**

### **9. Deck Bases**

- Deck bases are SCC-Supplied.
- Silicone sealant is to be applied to TOP of deck bases (as directed in step #10).

### **10. Deck Base Covers**

- Deck base covers are customer-supplied.
- Deck base covers can vary in height and material (stone, quartz, stainless steel, etc.).
- Silicone sealant must be used to adhere deck base covers to deck bases.

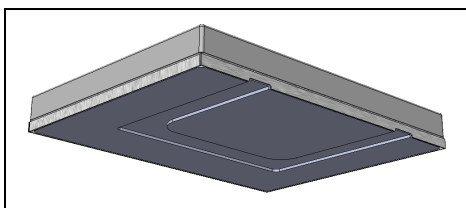
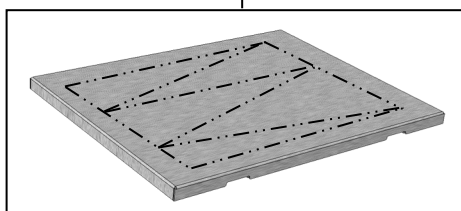
### **11. Sealing Deck Base Covers To Deck Bases**

- Use ONLY silicone that meets or exceeds food grade NSF/ANSI Standard 51.
- Apply sealant in pattern shown in illustrations below.
- Press deck base covers FIRMLY against deck bases to assure secure adhesion.

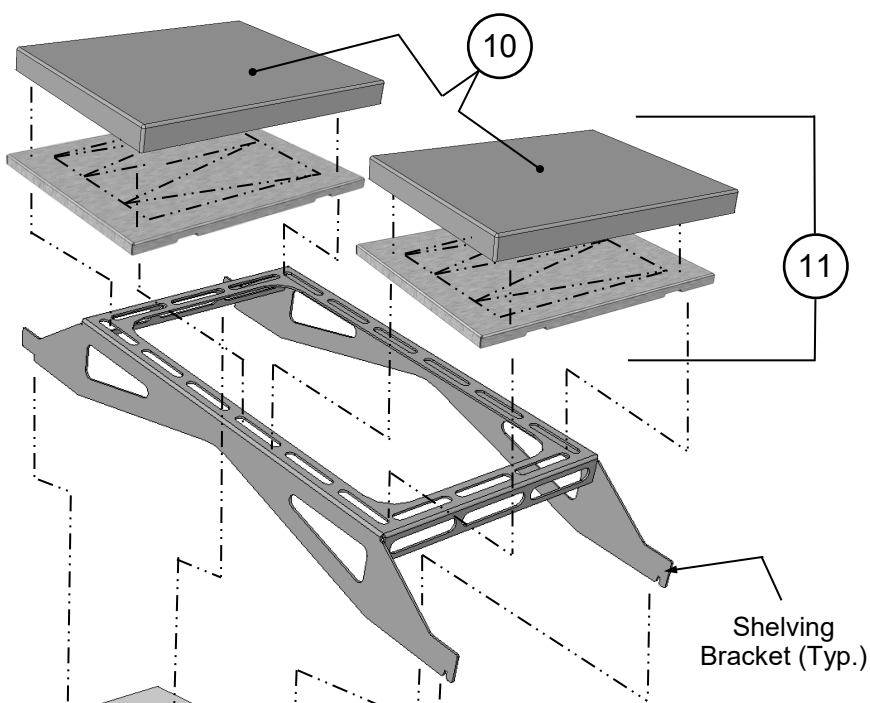
### **12. Deck Assembly**

- After proper adhesion, these DECK ASSEMBLIES are to be positioned on shelving.
- Grooves are provided in underside of deck bases so they will rest securely on shelving brackets.

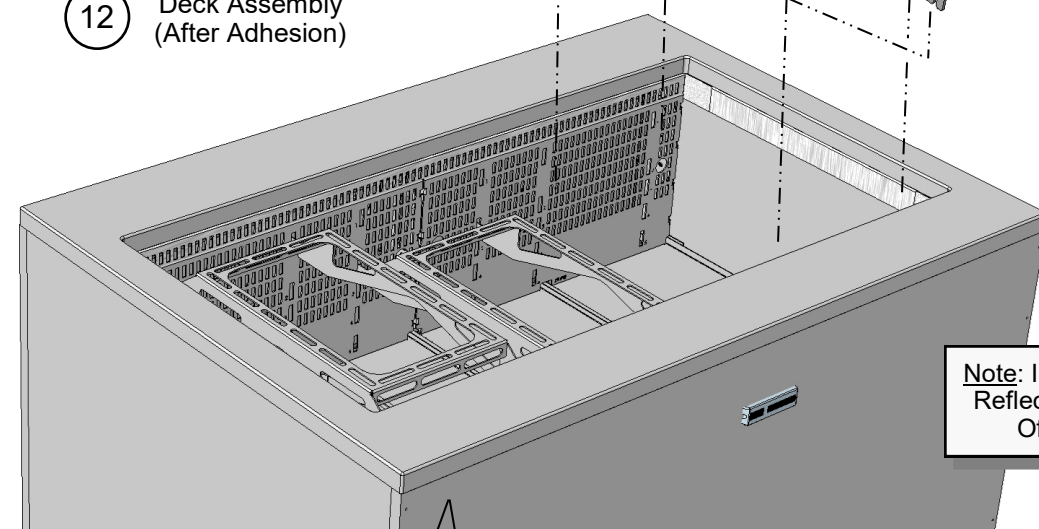
9 Apply Thick Bead of Silicone Sealant To Top of Deck Bases (In Pattern Shown).



12 Deck Assembly (After Adhesion)



Shelving Bracket (Typ.)



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

### Customer-Supplied Components, Cont'd

#### 13. Countertop Opening Size - Model NE4800R3

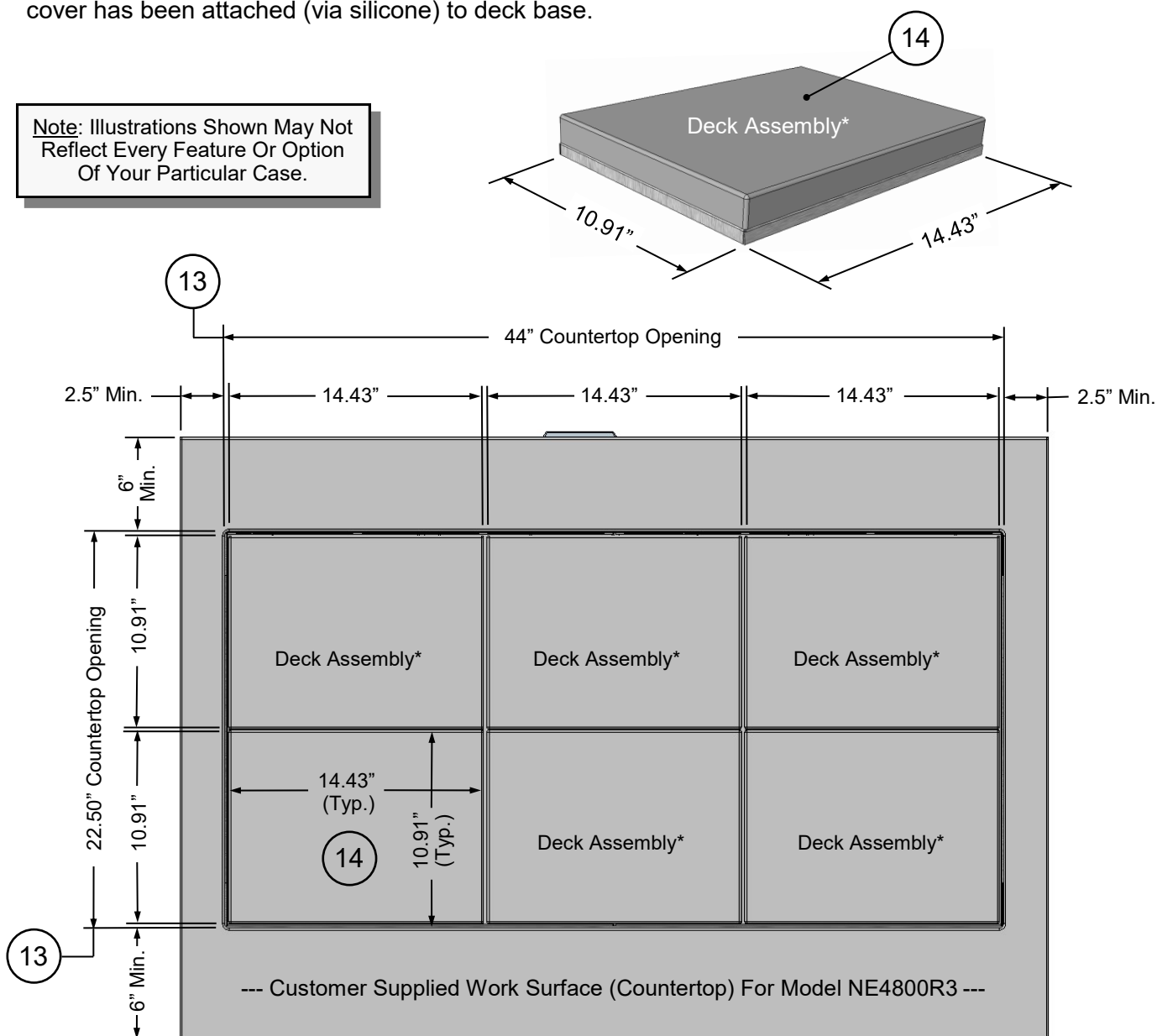
- Countertop (work surface) is customer-supplied.
- Overall openings coincide with deck assembly size.
- Note: See next page for countertop opening size for Model NE6000R4.*

#### 14. Deck Assembly Size - Model NE4800R3

- Each deck assembly is 10.91" x 14.43" in size.
- Each deck assembly is created after deck base cover has been attached (via silicone) to deck base.

- Deck assembly placement must coincide with countertop's (work surface's) overall opening size.
- Deck assembly placement **MUST** allow adequate space between deck assemblies **AS WELL AS** between deck assemblies and work surface (countertop).
- Note: See next page for deck assembly size for Model NE6000R4.*

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



\*Model NE4800R3 shown above. Deck assemblies **MUST** allow adequate space between deck assemblies **AS WELL AS** between deck assemblies and work surface (countertop).

**Customer-Supplied Components, Cont'd**

**15. Countertop Opening Size - Model NE6000R4**

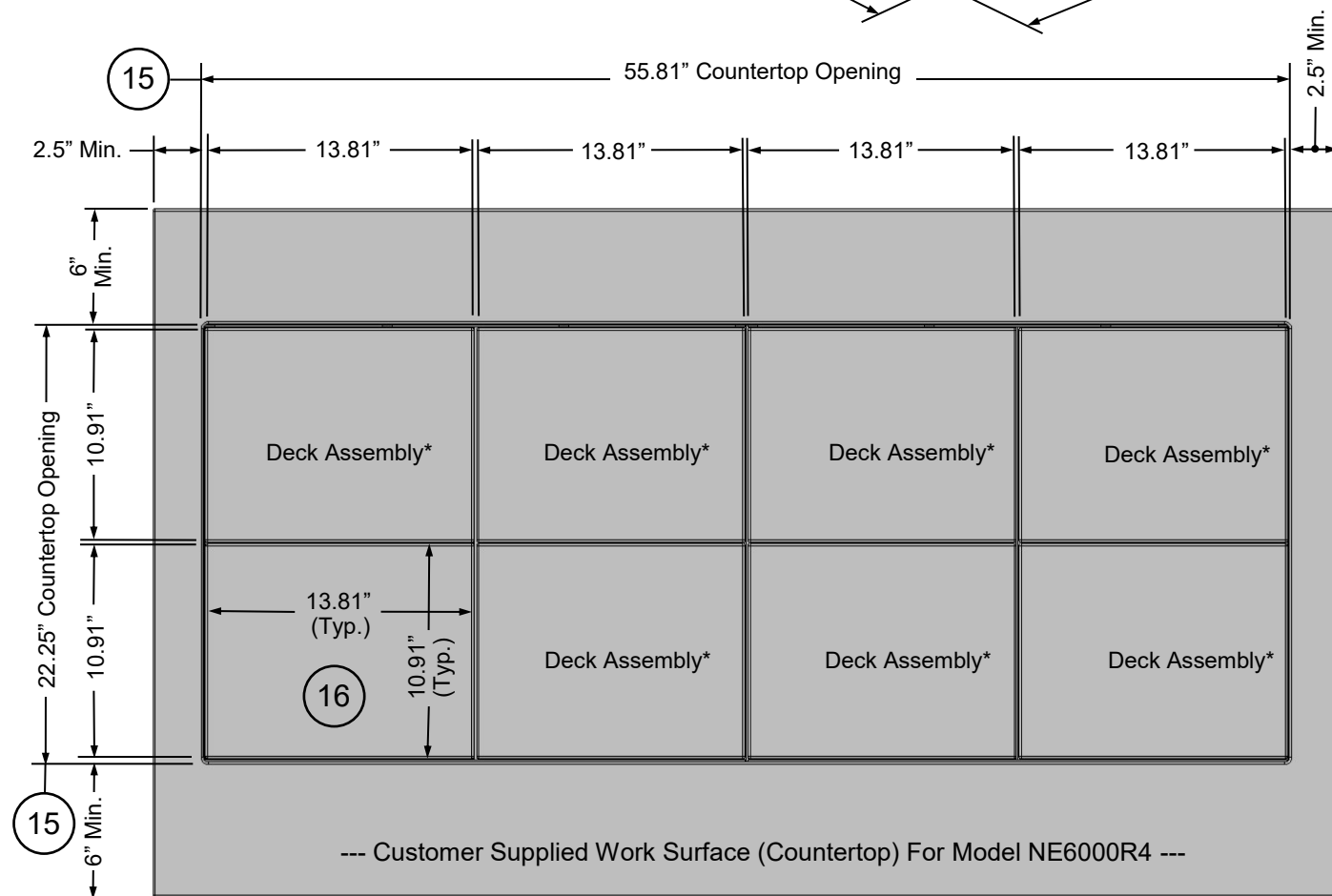
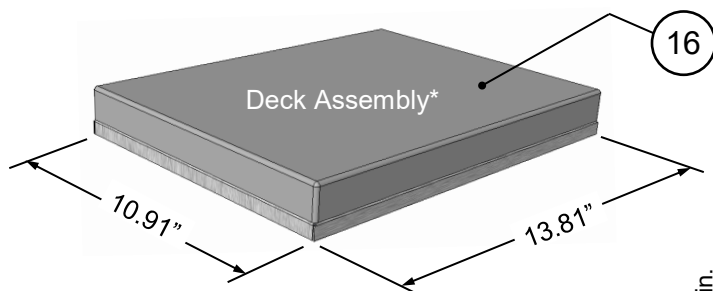
- Countertop (work surface) is customer-supplied.
- Overall openings coincide with deck assembly size.
- Note: See previous page for countertop opening size for Model NE4800R3.*

**16. Deck Assembly Size - Model NE6000R4**

- Each deck assembly is 10.91" x 13.81" in size.
- Each deck assembly is created after deck base cover has been attached (via silicone) to deck base.

- Deck assembly placement must coincide with countertop's (work surface's) overall opening size.
  - Deck assembly placement **MUST** allow adequate space between deck assemblies **AS WELL AS** between deck assemblies and work surface (countertop).
- >> See next page for deck assembly size for Model NE7200R5.

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



\*Model NE6000R4 shown above. Deck assemblies **MUST** allow adequate space between deck assemblies **AS WELL AS** between deck assemblies and work surface (countertop).

**Customer-Supplied Components, Cont'd**

**17. Countertop Opening Size - Model NE7200R5**

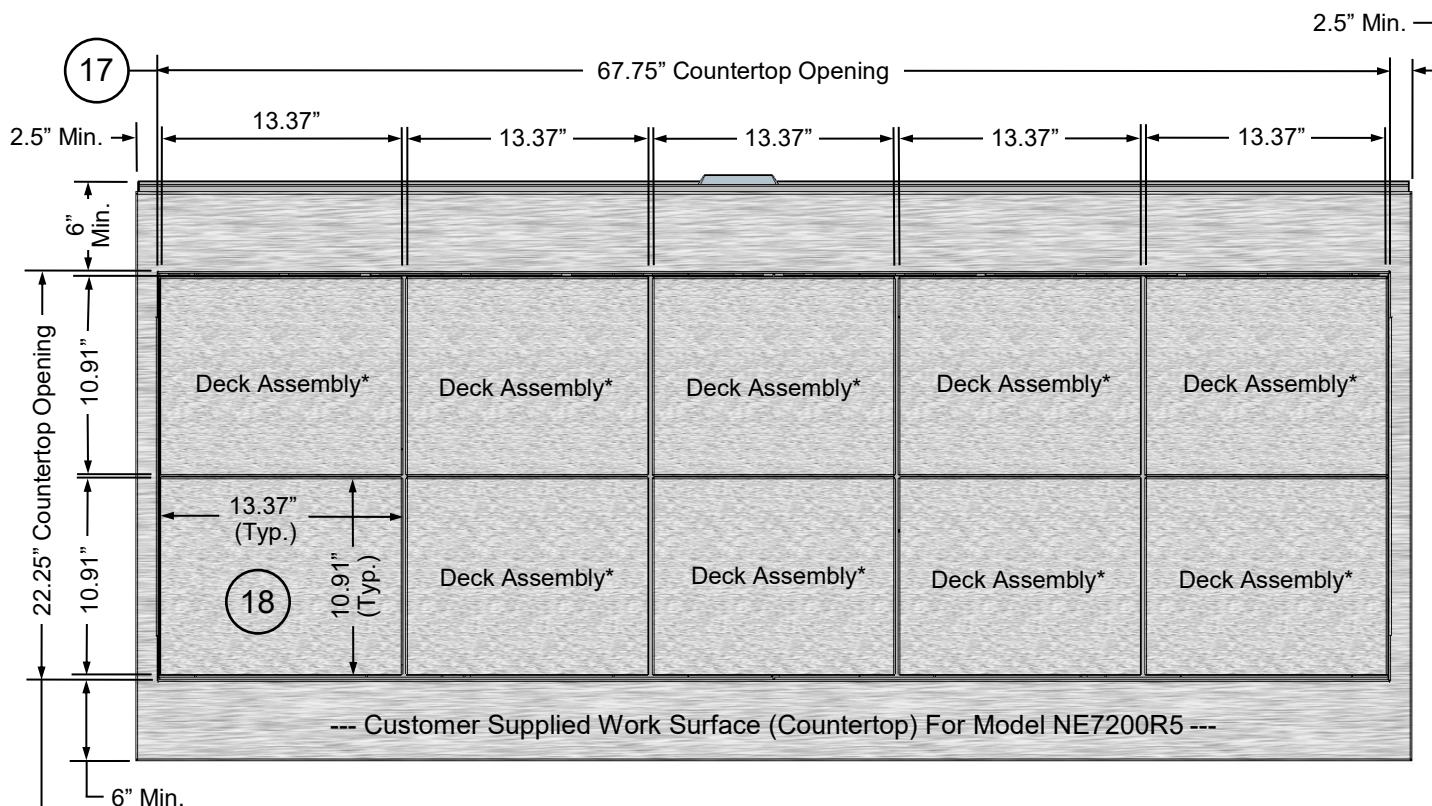
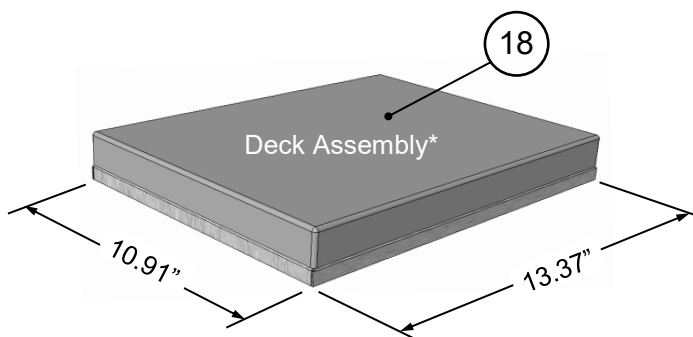
- Countertop (work surface) is customer-supplied.
- Overall openings coincide with deck assembly size.
- *Note: See previous page for countertop opening size for Model NE6000R5.*

**18. Deck Assembly Size - Model NE7200R5**

- Each deck assembly is 10.91" x 13.37" in size.
- Each deck assembly is created after deck base cover has been attached (via silicone) to deck base.

- Deck assembly placement must coincide with countertop's (work surface's) overall opening size.
  - Deck assembly placement **MUST** allow adequate space between deck assemblies **AS WELL AS** between deck assemblies and work surface (countertop).
- >> See previous page for deck assembly size for Model NE6000R4.

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



\*Model NE7200R5 shown above. Deck assemblies **MUST** allow adequate space between deck assemblies **AS WELL AS** between deck assemblies and work surface (countertop).

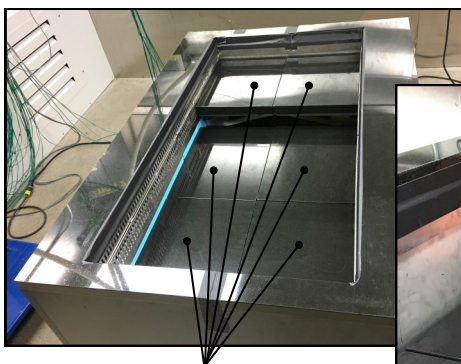


**Customer-Supplied Components, Cont'd**

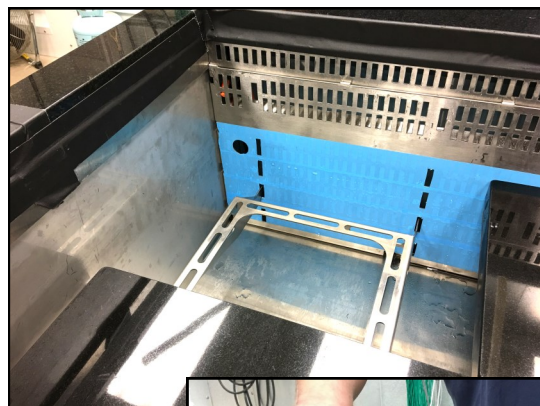
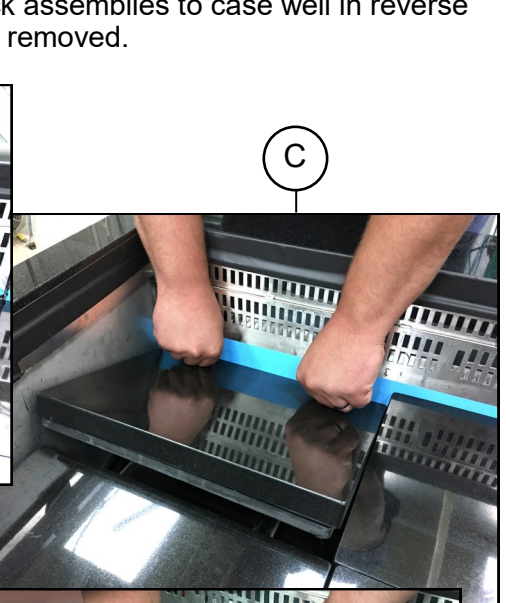
**19. Deck Assembly Removal/Replacement**

- **Caution! Be careful to avoid pinching fingers while removing deck assemblies from case!**

- View of sample case deck assemblies placed at varying heights in well.
- Place hands near either front or rear plenum and prepare to apply downward pressure.



Deck Assemblies (Placed At Varying Heights In Well)



G

D

F

E



- Press downward on deck assembly until opposite end is raised (allowing ability to grasp).
- Grasp raised end of deck assembly with one hand (to hold it in raised position).
- Grasp deck assembly firmly with second hand.
- Lift deck assembly UP AND OUT from case.

- **Caution! Deck assemblies are VERY HEAVY! Hold securely to avoid dropping or scratching countertop surface while removing from case.**

- View of case well after removal of deck assembly.

>> Replace deck assemblies to case well in reverse order they were removed.

## SHELVING BRACKET POSITIONS: REFRIGERATED STATE / LOAD LIMIT

### 1. Shelving Bracket Positions

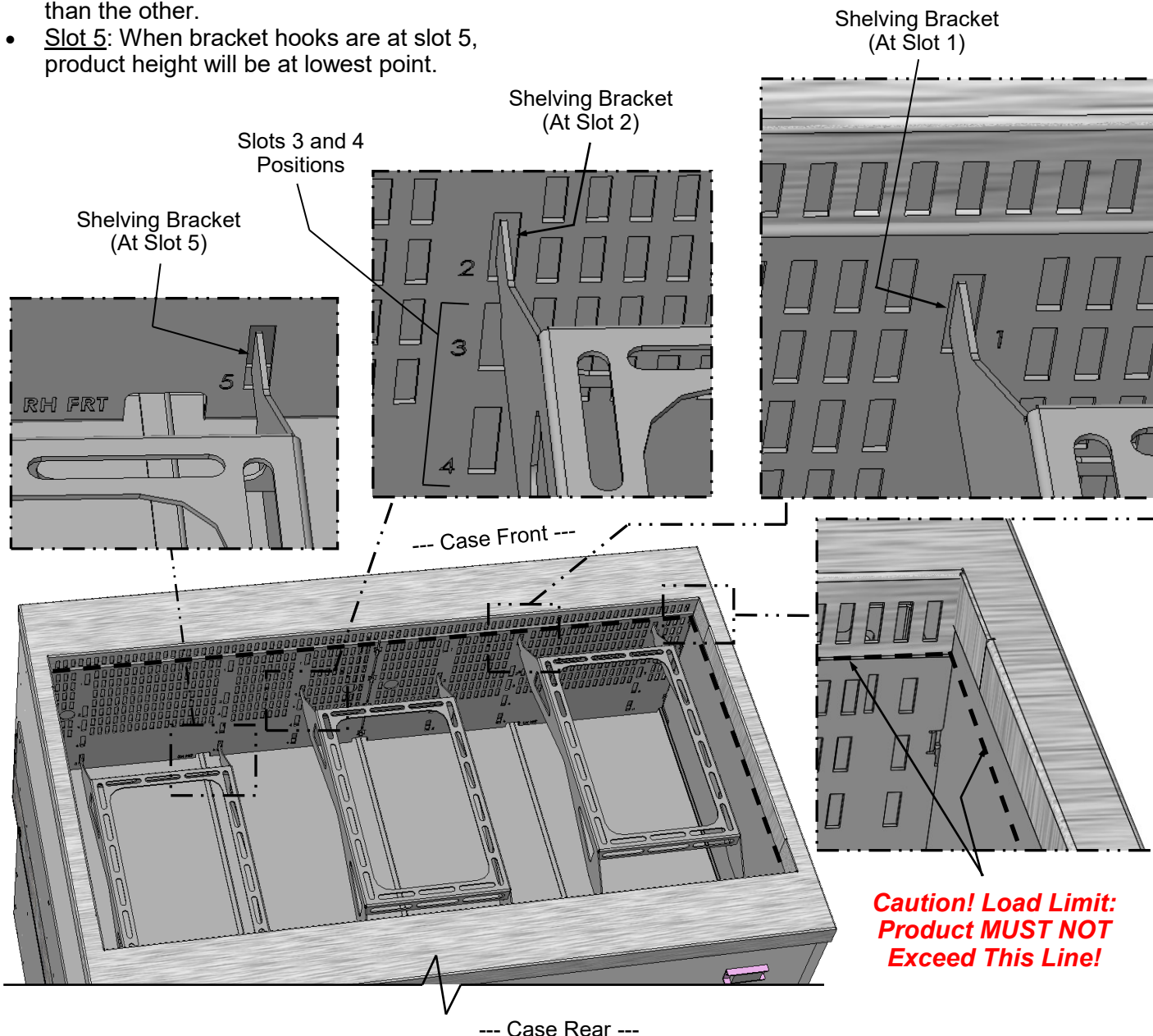
>> **Load limit is VERY IMPORTANT to maintain proper product temperature. Read carefully!**  
>> **Refrigerated product MUST NOT exceed load limit!**

- Shelving brackets may be adjusted independently of each other (as shown below).
- Slots are numbered between 1 and 5.
- Slot 1: When bracket hooks are at slot 1 (highest point), refrigerated airflow to product will be entirely closed off, essentially converting it into a "closed serving counter."
- Slot 2, 3, and 4: Each slot is incrementally lower than the other.
- Slot 5: When bracket hooks are at slot 5, product height will be at lowest point.

>> See next page for solid surface deck support bracket position for product placement when merchandising **AMBIENT** products.

Model Is Shown Without Customer Supplied Cladding For Illustrative Purposes Only.

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



## **2. Shelving Bracket Positions When Merchandising AMBIENT Products**

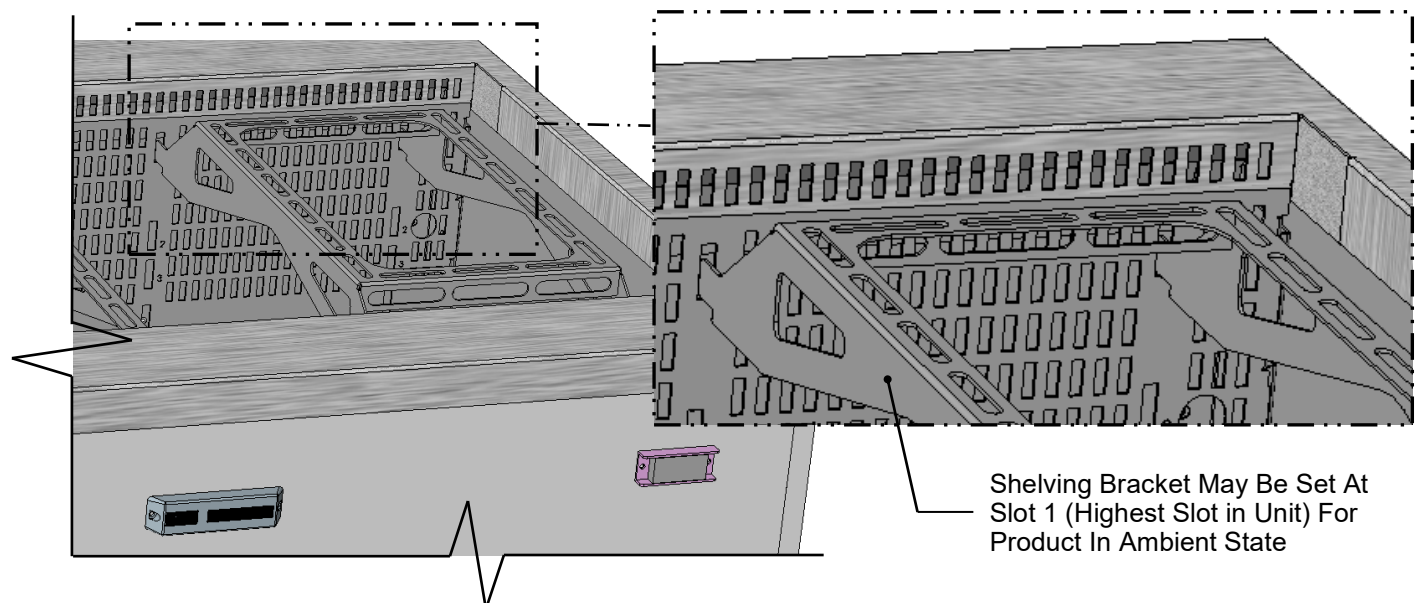
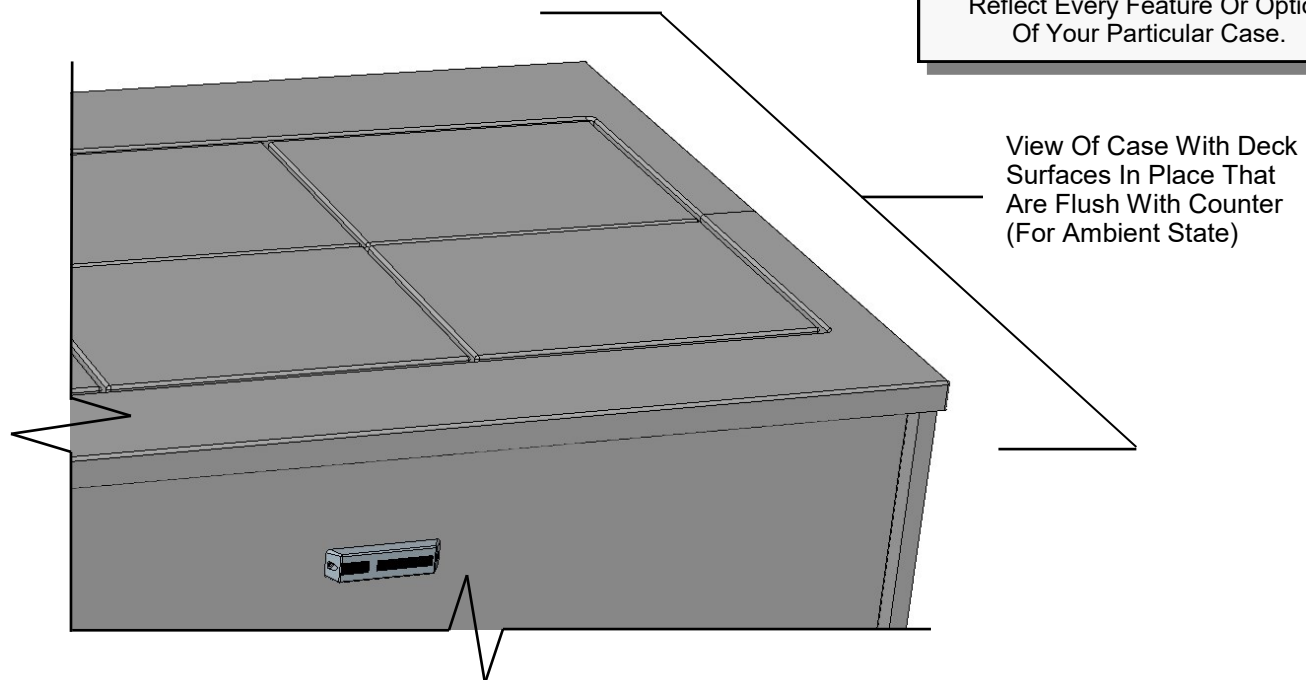
**>> There is NO LOAD LIMIT when merchandising AMBIENT products.**

When merchandising ambient products:

- Move solid surface deck support brackets to highest slots in plenums (as illustrated below).
- See previous page for solid surface deck support bracket position for product placement when merchandising **REFRIGERATED** products.

Model Is Shown Without Customer Supplied Cladding For Illustrative Purposes Only.

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





## MERCHANDISER START-UP & OPERATION (FOR BOTH AMBIENT AND REFRIGERATED SETTINGS)

### Merchandiser Start-Up and Operation

#### 1. Plug In Merchandiser (Or Hardwire Unit)

- Case must be plugged into outlet (or hardwired properly) before it can energize.

#### 2. Ambient Merchandiser Setting

- Case may be kept in refrigerated mode while ambient product is displayed. Simply keep ambient product outside of the refrigerated zone.
- Keeping case in refrigerated mode also eliminates the need to 'pull down temperatures' to display refrigerated product (perhaps later in the day).
- Or ambient setting may be attained simply by turning power switch OFF.
- There are no deck height requirements for ambient (dry) merchandisers.

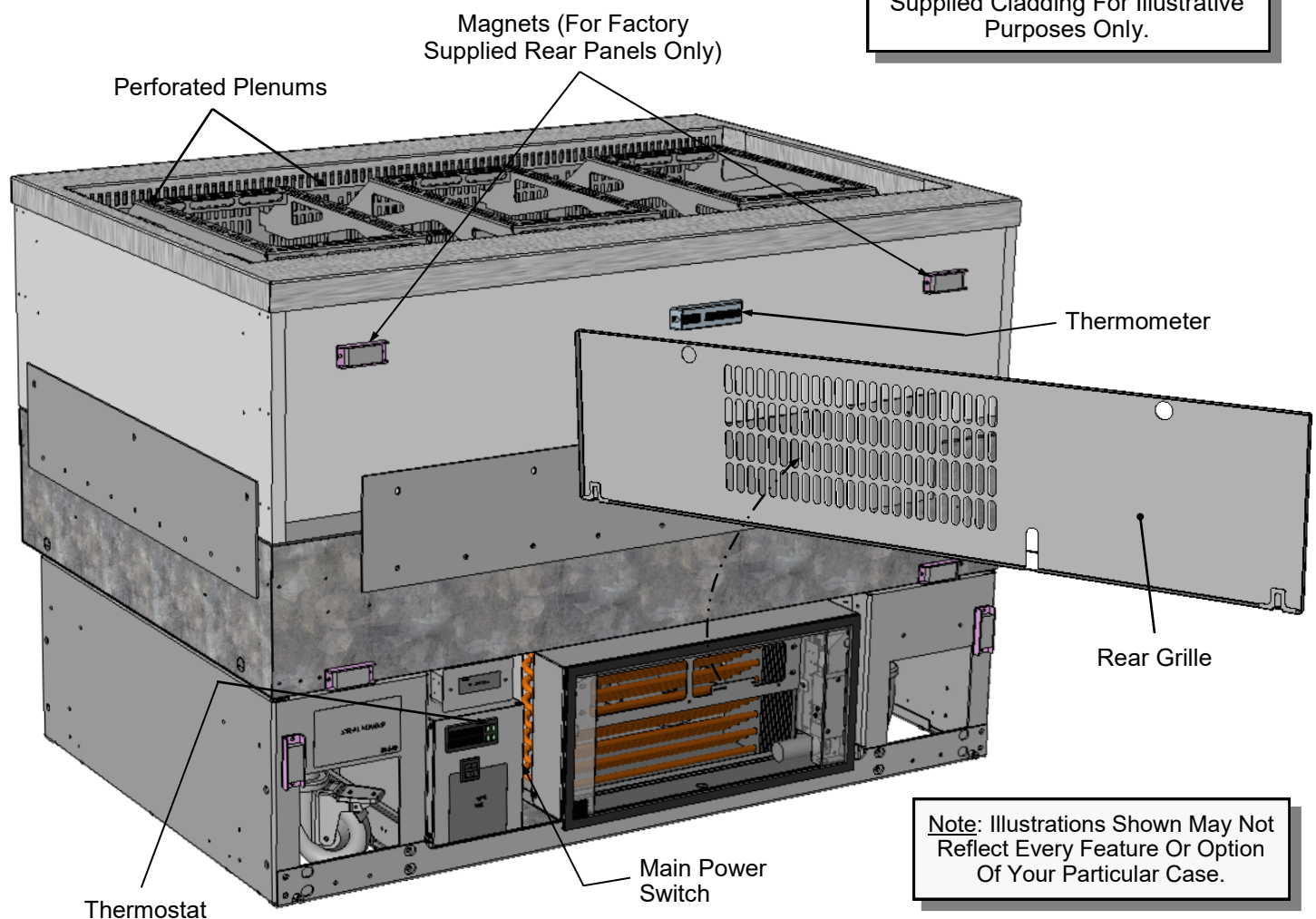
- See **SHELVING BRACKET POSITIONS: AMBIENT STATE / NO LOAD LIMIT** section in manual (previous page) for specifics.

#### 3. Powering Up Merchandiser (To Enable Refrigeration Feature of Case)

- Turn on main power switch.
- Switch is at rear (as illustrated below).
- Rear grille may be removed to access main power switch (and thermostat).

#### 4. Check That Case Is Operational

- Check that cool air is flowing through perforated plenums.
- Rear grille may be removed to check that thermostat is operational.
- See illustration below-left for thermostat location.



Model NE4800R3 Shown (Customer-Supplied Panels Not Attached)



Frequency	Item/Area	GENERAL CLEANING INSTRUCTIONS
Daily	Stainless steel skins, rear grille and plenums	<ul style="list-style-type: none"> <li>Wash with a solution of liquid dishwashing detergent and hot water.</li> <li>Rinse with pure, hot water from spray bottle to remove any remaining soap residue.</li> <li>Wipe dry with clean, soft cloth.</li> <li>See <b>CLEANING SCHEDULE, CONT'D: STAINLESS STEEL CLEANING</b> section in manual for more extensive stainless steel cleaning instructions.</li> </ul>
Daily	Deck assemblies (solid surface pieces, etc.)	<ul style="list-style-type: none"> <li>Remove product from case.</li> <li>See your particular solid surface (stone, Corian®, solid surface, stainless steel, etc.) cleaning specifics and clean as directed</li> </ul>
Weekly	Magnetic air filter	See <b>CLEANING SCHEDULE, CONT'D: WEEKLY MAGNETIC AIR FILTER CLEANING</b> section in manual (next page) for cleaning instructions and illustration.
Monthly	Lower decks and full depth of plenums	<ul style="list-style-type: none"> <li>Remove deck assemblies and factory-support brackets from case. See <b>CUSTOMER-SUPPLIED COMPONENTS, CONT'D: DECK ASSEMBLY REMOVAL / REPLACEMENT</b> section in manual for step-by-step deck assembly removal instructions.</li> <li>Wipe down with a soft cloth and solution of liquid dishwashing detergent and hot water in spray bottle.</li> <li>For stubborn stains or hardened residue, use soft-bristled brush.</li> <li>Rinse with pure, hot water from spray bottle to remove any remaining soap residue.</li> <li>Wipe dry with clean, soft cloth.</li> <li>If hardened residue will not come off lower decks, plenums or deck support brackets, entirely remove them from case, submerge in hot, soapy water and use soft-bristled brush on hardened residue.</li> <li>Wipe dry with clean, soft cloth.</li> <li>See <b>GENERAL LAYOUT, CONT'D: SOLID SURFACE DECK SUPPORT BRACKETS</b> section in manual for cleaning illustration.</li> <li>See <b>CLEANING SCHEDULE, CONT'D: STAINLESS STEEL CLEANING</b> section in manual for more extensive stainless steel cleaning instructions.</li> <li>See <b>GENERAL LAYOUT, CONT'D: FRONT AND REAR PLENUMS (REMOVABLE FOR CLEANING)</b> for illustration of plenums being removed.</li> <li>After cleaning, return all components in reverse order they were removed.</li> </ul>

### Task

#### General Stainless Steel Surface Cleaning (To Be Performed Daily To Weekly (As Required)):

- 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 may, 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.*

**Task**

**Magnetic Condenser Coil Air Filter (Self-Contained Units Only):**

- This filter helps prevent dust particles from entering condenser coil.
- It is accessible at air intake side of condenser package.
- Depending upon environment, filter MAY need to be cleaned daily.
- You MUST clean filter at least weekly.
- Clean magnetic condenser coil filter by following either step 1 or 2; then follow step 3:
  1. To clean by hand, (without using dishwasher), remove magnetic condenser coil filter from case. Use a rag or soft-bristled brush to wipe off excess dust particles from filter. Submerge in warm, soapy water. Use soft-bristled brush to remove dust, dirt, grease and grime that may collect on filter. Rinse thoroughly. Skip to step #3.
  2. As magnetic condenser coil filter is dishwasher safe, remove from case (no screw removal required) and use a rag or soft-bristled brush to wipe off excess dust particles from filter. Run in normal dishwasher cycle. Remove from dishwasher. Go to next step.
  3. Dry with soft cloth or paper towel vacuum's "blow" option, or allow to air dry. Replace.



Frequency	Item/Area	GENERAL CLEANING INSTRUCTIONS
Quarterly	Tub Components	<p><b><u>Caution:</u> This Process Is Only To Be Performed By Trained Service Providers! Turn Off Power To Case Before Proceeding!</b></p> <ul style="list-style-type: none"> <li>Remove customer-supplied solid surface decks and support brackets. See <b>CUSTOMER-SUPPLIED COMPONENTS, CONT'D: DECK ASSEMBLY REMOVAL / REPLACEMENT</b> section in manual for step-by-step deck assembly removal instructions.</li> <li>Remove plenums at both front and rear.</li> <li>Remove lower decks.</li> <li>Wipe down components (tub, trough, drain, TXV, refrigeration lines, condenser fan covers, etc.) with a soft cloth and solution of liquid dishwashing detergent and hot water in spray bottle.</li> <li>For stubborn stains or hardened residue, use soft-bristled brush.</li> <li>Rinse with pure, hot water from spray bottle to remove any remaining soap residue.</li> <li>Wipe dry with clean, soft cloth.</li> <li>See <b>GENERAL LAYOUT, CONT'D - REFRIGERATED TUB SECTION (EVAPORATOR AREA)</b> section in manual for illustration.</li> <li>After cleaning, return all components in reverse order they were removed.</li> </ul>
Quarterly	Condenser package and underside of case	<p><b><u>Note:</u> This Process Must Be Performed By Trained Service Providers Only!</b></p> <p><b><u>Caution!</u> Turn Off Power To Case Before Proceeding!</b></p> <ul style="list-style-type: none"> <li>See <b>CLEANING SCHEDULE, CONT'D: QUARTERLY CONDENSER PACKAGE &amp; CASE UNDERSIDE CLEANING</b> for cleaning instructions and illustrations.</li> </ul>



### Task

***Note: The Following Processes Are Only To Be Performed By Trained Service Providers!***

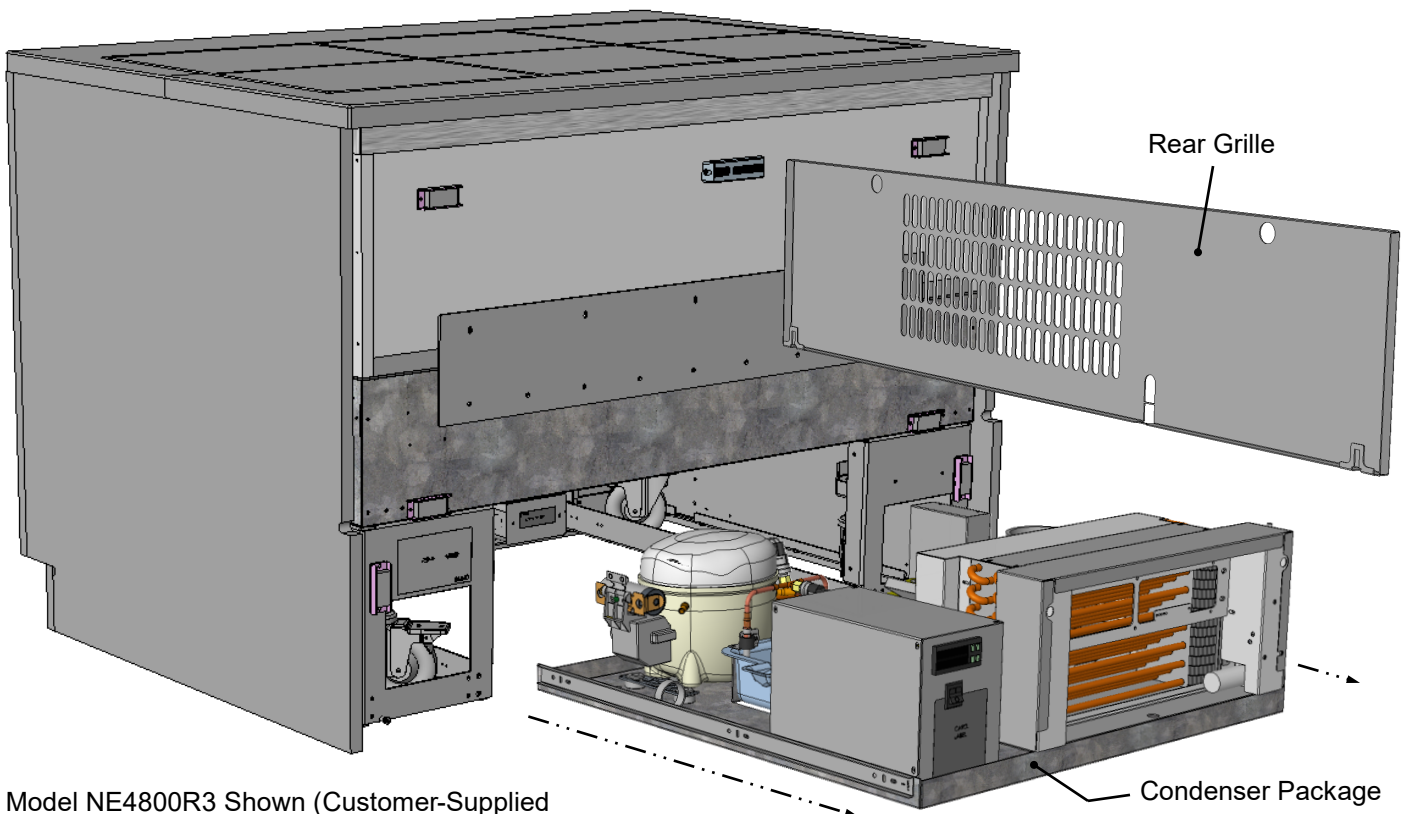
***Caution! Turn Off Power To Case Before Proceeding!***

**Quarterly Condenser Package Cleaning:** *Caution! Disconnect power from case before cleaning!*

- *Warning! Condensate pan/hot gas loop may be HOT! Disconnect power from case and allow to cool before cleaning condensate pan!*
- Remove rear grille from case (no screw removal is required).
- Slide/roll condenser package out from under case.
- See general illustration of condenser package and its components below.
- Use a scrub-brush and a de-scaling solution to prevent corrosion, lime and rust). Follow its instructions as to proper dilution, safety precautions and scrubbing method.
- If electric coil overflow condensate pan is dirty, clean it while cleaning rest of condenser package.
- After thoroughly cleaning condensate pan with scrub-brush and solution, rinse thoroughly with clean water (in spray bottle) and wipe dry with sponge or paper towel.
- Use moist cloth to wipe off dust & debris that collects on various parts (fans, sight glass, condenser pan, filter-dryer, overflow pan, etc.).
- Slide condenser package back under case.
- Return rear grille to case.

**Quarterly Case Underside Cleaning:**

- While condenser package is slid out from case (during quarterly cleaning), underside must also be cleaned.
- Use a wet/dry vacuum with appropriate extension (or broom) to thoroughly clean underside.
- After underside of case is cleaned, slide condenser package back under case and return rear grille to case.



Model NE4800R3 Shown (Customer-Supplied  
Rear Panel Not Shown Attached)

## TROUBLESHOOTING (TO BE PERFORMED BY STORE PERSONNEL)

CONDITION	TROUBLESHOOTING
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 <b>OVERVIEW / TECHNICAL INFORMATION / WARNINGS</b> section in this manual for specifics.
	If case is located near front doors, temperature fluctuation can hinder unit's ability to maintain temperature.

# TROUBLESHOOTING (TO BE PERFORMED BY TRAINED SERVICE PROVIDERS ONLY)

CONDITION	TROUBLESHOOTING
<b>Water On Floor</b>	Check that the drain trap is free of debris.
	Check store conditions. <ul style="list-style-type: none"> <li>For NSF/ANSI Type 1 Conditions (most cases): ambient conditions are to be at 55% maximum relative humidity / 75°F.</li> <li>For NSF/ANSI Type 2 Conditions (fewer cases): ambient conditions are to be at 55% maximum relative humidity / 80°F.</li> </ul>
<b>Fan Emits Excessive Noise</b>	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.
<b>Fans Are Not Working</b>	<u>Note</u> : Fan locations vary, depending upon your particular model.
	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.
<b>System Is Not Operating</b>	Check that main power switch is on.
	Check that the utility power is on.
	Check the circuit breaker box for tripped circuits.
<b>Case Is Not Holding Temperature</b>	Axial fan blades may need to be cleaned. <ul style="list-style-type: none"> <li>Disconnect power to case before proceeding.</li> <li>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.</li> <li>Return wire fan guards to case. Tighten screws securely. Reconnect power to case.</li> </ul>
	Determine if temperature controller settings are properly set. <ul style="list-style-type: none"> <li>See your case's serial label for your model's specified settings.</li> <li>See <b>SERIAL LABEL LOCATION &amp; INFORMATION LISTED / TECH INFO &amp; SERVICE</b> section in manual for label location.</li> </ul>

**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.

**Structural Concepts®**  
888 E. Porter Rd - Muskegon, MI 49441

# Reveal

MODEL NRS3648RXV-SAMPLE  
SERIAL NO. 12345X30DZ098765

  
**Intertek**

  
**Intertek**

**3048256**  
Conforms to UL Std. 471  
Conforms to NSF/ANSI Stds. 2 & 7  
CERTIFIED TO CAN/CSA  
STD C22.2 NO 120

Super Heat Temp  
Defrost

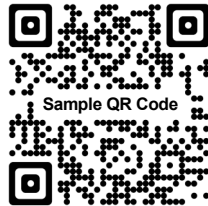
**ELECTRICAL RATING**  
**REFRIGERANT**  
**DESIGN PRESSURE**  
**MINIMUM CIRCUIT AMPACITY**  
**MAXIMUM OVERCURRENT**

6-8 °F  
6 defrosts per day, 45 °F

**120/1/60 16 A**  
**R513A AMOUNT 50 OZ**  
**HIGH 186 LOW 88**  
**20A**  
**20A**

FOR PARTS AND SERVICE  
CALL 1-800-433-9490

SCAN FOR PRODUCT LITERATURE



Sample QR Code

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





**Determine Which Programmable Controller Is On Your Case (Controllers That Are Commonly Used By Structural Concepts Are Shown Below). Your Particular Programmable Controller May Differ.**



**Carel® PJEZ Platform**



**Carel® ir33 Platform**



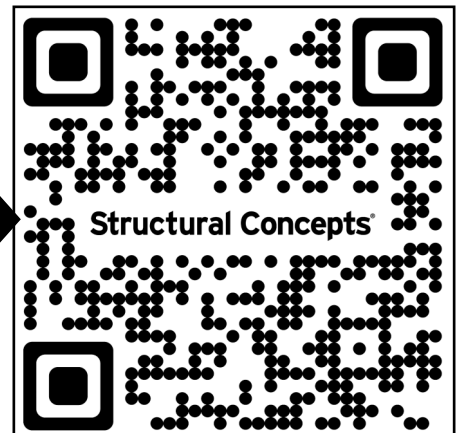
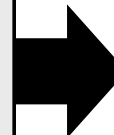
**Carel® iJF Platform**



**Dixell® XM670K-XM679K Platform**

**To Access Information About The Programmable Controller That Is Used On Your Case, Follow These Instructions:**

- > If Viewing This Document on Smart Phone, Tablet or Computer, Select/Click On The QR Code at Right.
- > If Viewing This Document In Print (Hard Copy), Scan The QR Code at Right With Your Smart Phone or Tablet.



## STRUCTURAL CONCEPTS TECHNICAL SERVICE CONTACT INFORMATION & LIMITED WARRANTY

### TECH SERVICE/WARRANTY CONTACT INFO:

1 (800) 433-9490 / EXTENSION 1

#### DAYS/HOURS AVAILABLE:

MONDAY - FRIDAY (CLOSED HOLIDAYS)  
8:00 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.)

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