



Structural Concepts NR4855HSV Free Standing Unit User Manual

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Structural Concepts®

Structural Concepts NR4855HSV Free Standing Unit



Product Information

- **Product Name:** Model NR4855HSV Free Standing Unit
- **Manufacturer:** Structural Concepts Corporation
- **Manufacturer Address:** 888 E. Porter Road, Muskegon, MI 49441
- **Phone:** 231.798.8888
- **Fax:** 231.798.4960
- **Website:** www.structuralconcepts.com
- **User Manual Part Number:** SCC P/N 20-18041
- **User Manual Revision Date:** 10/13/2022

Product Usage Instructions

Installation:

- Step 1: Unpack the unit from the pallet.
- Step 2: Assemble the shelving components.
- Step 3: Plug in the unit and turn on the main power switch and LED light switch.
- Step 4: Attach the front panel components.
- Step 5: Attach the side panels and rear panel.

Case Design:

- Front View: The unit is a free-standing, service-heated merchandiser.
- Rear View: Provides a view of the back of the free-standing, service-heated merchandiser.
- Controller, LED Driver, Lights Switch, Main Power Switch: Located on the case design.
- Tub Access, Heater, Powered Humidification
- System Access: Access points for maintenance and servicing.
- Powered Humidification System Water Capacity/Type: Information about the water capacity and type for the

powered humidification system.

- Overflow System (for Powered & Passive Humidification Systems): Information about the overflow system for both powered and passive humidification systems.
- Passive Humidification System, Humidity Control Lever, Adjustment Lever Key: Information about the passive humidification system and its control mechanisms.
- LED Light Connection, Thermometer Function & Placement: Information about the LED light connection and the placement of the thermometer.
- Rear Sliding Door Removal & Replacement: Instructions on how to remove and replace the rear sliding door.

Case Startup / Heater Settings / Lights Switch / Shutdown / Passive:

Information about starting up the case, adjusting heater settings, operating the lights switch, shutting down the case, and passive operation.

Model Specifications:

Model NR4855HSV: Upper Display Height 35 1/4", Overall Height 54 5/8", Case Depth x Length – 33"D x 47 3/4"L Other models with different specifications are also listed. 5.

Compliance, Warnings, and Precautions:

Information regarding compliance requirements, warnings, and precautions for contractors and users. Note: For detailed instructions and additional information, please refer to the user manual with part number SCC P/N 20-18041, revision date 10/13/2022.

REVEAL® FREE-STANDING HEATED SERVICE MERCHANDISERS

- REAR SLIDING DOORS
- CAUTION! DO NOT PUSH OR PULL ON THE UPPER GLASS ENCLOSURE!
- ONLY USE HANDLES (AT EACH END OF THE CASE) TO PUSH OR PULL THE CASE INTO POSITION!
- SEE PAGES 10-11 FOR PANEL, GRILLE AND TOE-KICK ATTACHMENT INSTRUCTIONS

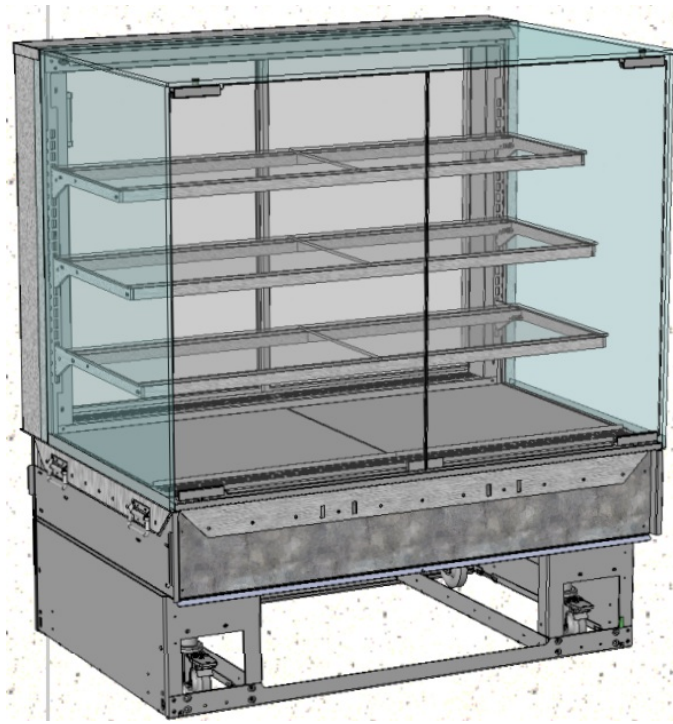
Model NR4855HSV Free Standing Unit Shown BEFORE Front/Side Cladding and Toe-Kick Have Been Attached

REVEAL® FREE STANDING HEATED SERVICE MODEL APPLICABILITY & DIMENSIONS

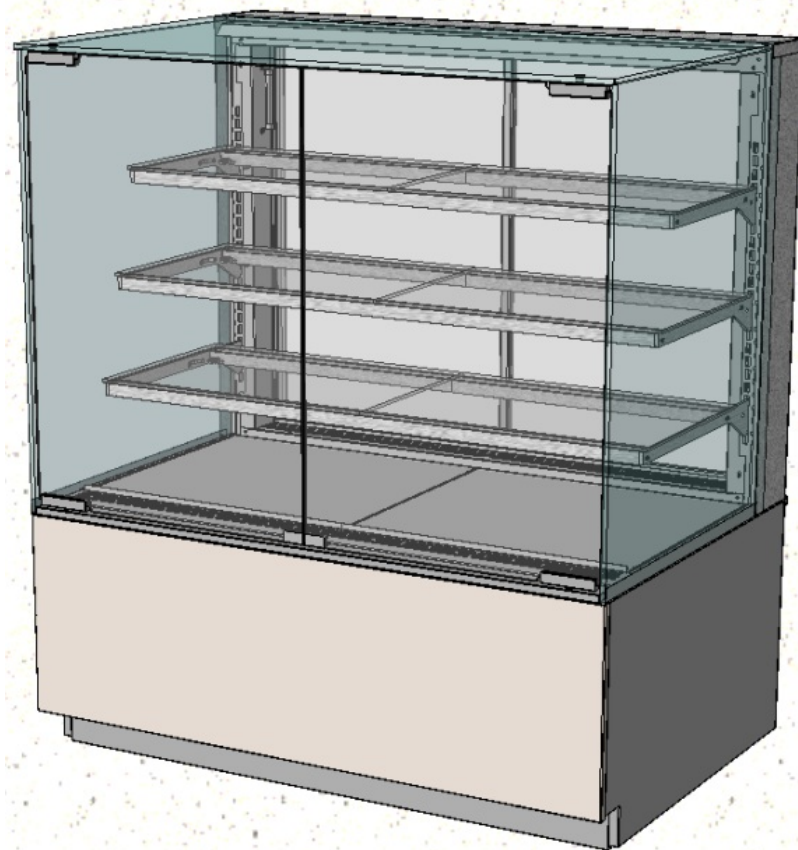
	Model	Upper Display Height	Overall Height	Case Depth x Length	
	NR3633HSV	13 5/8" UDH	32 7/8" OH	33"D x 35 3/4"L	

NR3640HSV	20 3/8" UDH	39 5/8" OH	33"D x 35 3/4"L
NR3647HSV	27 7/8" UDH	47 1/8" OH	33"D x 35 3/4"L
NR3655HSV	35 1/4" UDH	54 5/8" OH	33"D x 35 3/4"L
NR4833HSV	13 5/8" UDH	32 7/8" OH	33"D x 47 3/4"L
NR4840HSV	20 3/8" UDH	39 5/8"	33"D x 47 3/4"L
NR4847HSV	27 7/8" UDH	47 1/8" OH	33"D x 47 3/4"L
NR4855HSV	35 1/4" UDH	54 5/8" OH	33"D x 47 3/4"L

Model NR4855HSV Free Standing Unit Shown BEFORE Front/Side Cladding and Toe-Kick Have Been Attached



Model NR4855HSV Free Standing Unit Shown AFTER Front/Side Cladding and Toe-Kick Have Been Attached



OVERVIEW

OVERVIEW / DISPLAY TYPE I vs. II / COMPLIANCE / WARNINGS / PRECAUTIONS

These Structural Concepts Reveal® heated cases are designed to hold pre-heated, perishable, packaged foods at 140 °F to 180 °F (60 °C to 82 °C).

- Cases should be installed and operated according to this operating manual's instructions to ensure proper performance. Improper use will void the warranty

- The product must be pre-heated before placing in the merchandiser. This case is NOT designed to heat products from cold or ambient conditions.
- All heating elements are thermostat-controlled for individual adjustment

THERMOMETER

- Thermometers in equipment reflect internal air temperature only (not actual food temperature).
- Use probe thermometers to determine actual product temperatures.

COMPLIANCE

- Performance issues when in violation of applicable NEC, federal, state, and local electrical and plumbing codes are not covered by warranty. See below.

WARNINGS

- Please read the important warnings in this document carefully as they can prevent injury or death.
- See the next page for PRECAUTIONS.

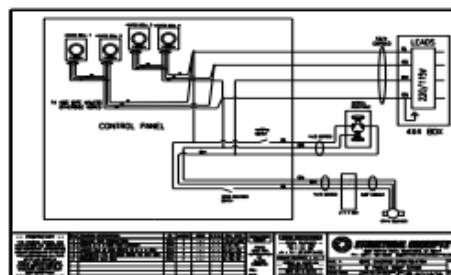
COMPLIANCE

This equipment **MUST** be installed in compliance with all applicable NEC, federal, state, and local electrical and plumbing codes.



WIRING DIAGRAM FORMAT & LOCATION

- Each case has its own wiring diagram folded & in its own packet.
- Wiring diagram placement may vary; it may be placed near a field wiring box, raceway, or other related location.



WARNING

Risk of electric shock. Disconnect power before servicing the unit. **CAUTION!** More than one source of electrical supply may be employed with units that have separate circuits. Disconnect **ALL ELECTRICAL SOURCES** before servicing.



WARNING

Decks and shelves may be hot! Disconnect and allow to cool before cleaning or removing from the case



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.

OVERVIEW / DISPLAY TYPE I vs. II / COMPLIANCE / WARNINGS / PRECAUTIONS

PRECAUTIONS

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

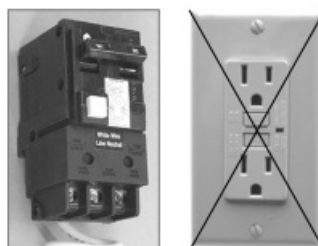
CAUTION! LAMP REPLACEMENT GUIDELINES

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



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!

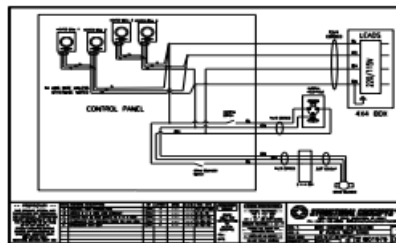
DO NOT RELY ON THERMOMETERS OR THERMOSTATS FOR ACTUAL PRODUCT (FOOD) TEMPERATURES.

- Thermometers and thermostats reflect air temperatures ONLY.
- For PRECISE food temperatures, use calibrated food thermometers ONLY.



WIRING DIAGRAM FORMAT & LOCATION

- Each case has its own wiring diagram folded & in its own packet.
- Wiring diagram placement may vary; it may be placed near a field wiring box, raceway, or other related location.



CAUTION!

- To prevent sagging or breakage, do not exceed 5 LBS (2.3 KG) weight load per top glass section (between vertical supports).
- To prevent scratching or marring, do not place ANY items on the glass.

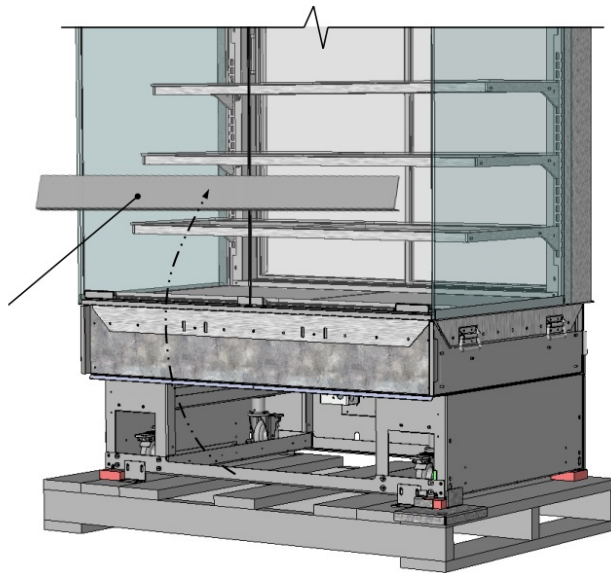


INSTALLATION

INSTALLATION: TOE-KICK REMOVAL / DISCONNECTING CASE FROM PALLET

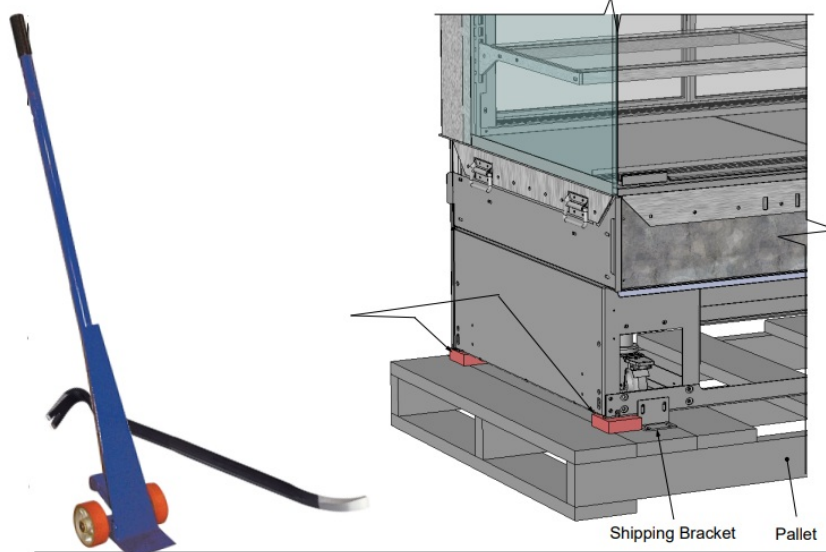
1. Remove Front Toe-Kick From Case

- To prevent damage to case, remove the front toe-kick from the case before removing it from the pallet.
- Toe-kick is held in place by magnets only. No screw removal is required.
- Place front toe-kick in a secure location while removing the case from the pallet.



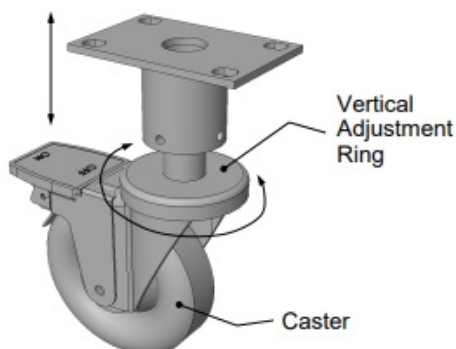
2. Disconnect Case From Pallet

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



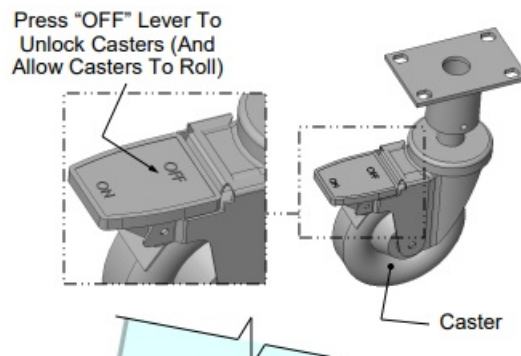
3. Caster Height: Raising and Lowering

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



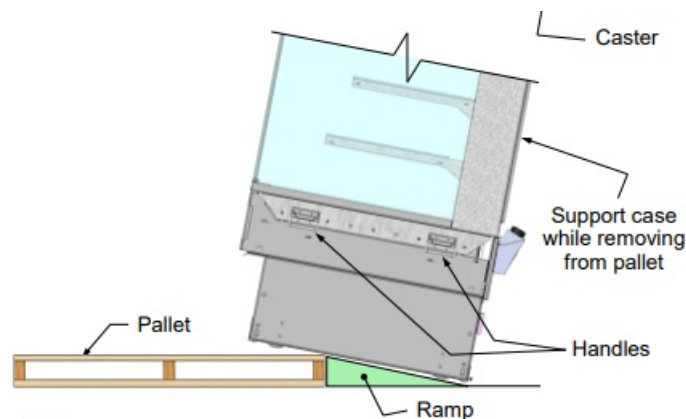
4. Caster Rolling Capability: Unlocking

- 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 the illustration at right.



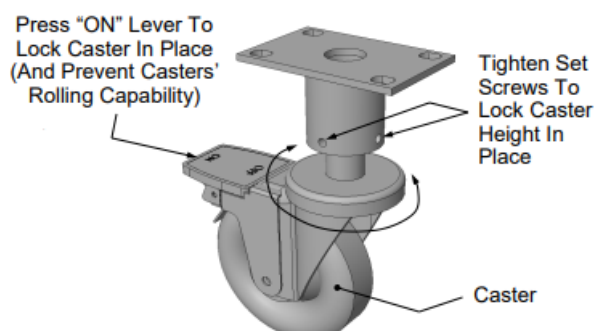
5. Carefully Remove the Case From the Pallet

- 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 the pallet (see illustration at right).
- Caution! 4 people are required for this task!
- Carefully lower to the floor (using a ramp if available).
- Slide pallet from under case as required.
- Maintain support of the case at all times or center of gravity may cause the case to fall.
- See the illustration at right.



6. Casters: Locking

- After case is at the desired position (and height), use level to check that case is level and plumb.
- Readjust height as needed (as instructed in step #4).
- **Locking Height:** After proper height (and positioning) 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). The case will now be secured at its new location.

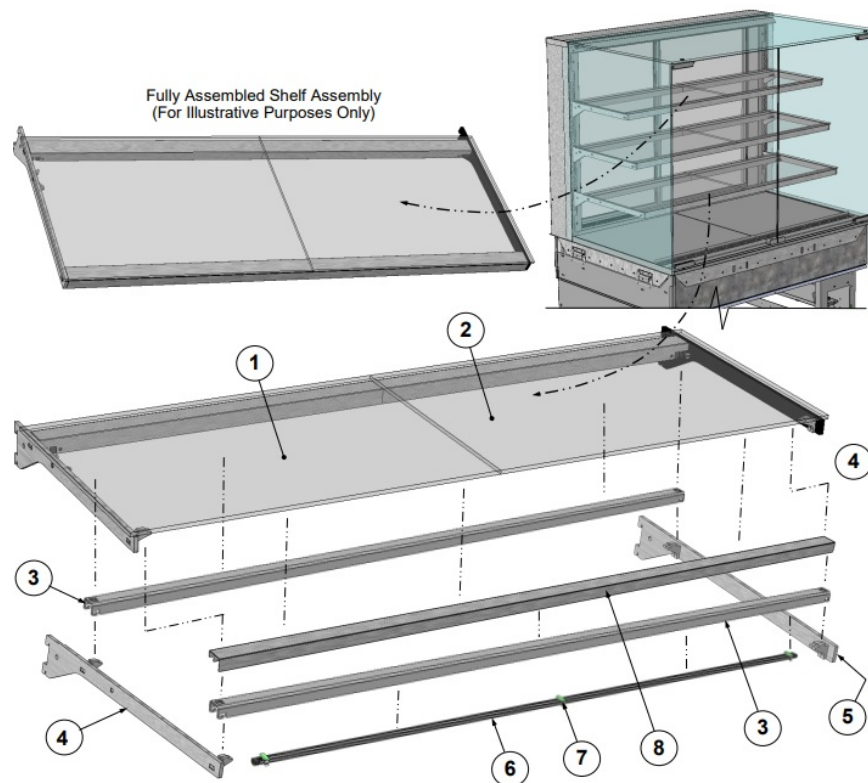


7. Shelf Assembly Components

- Check that the glass shelving is in the proper position before placing the product in case
- Shelves may be adjusted vertically or entirely removed from the merchandiser.
- Metal shelving brackets ARE NOT able to be angled.
- They are at a fixed 90° position.
- These components comprise EACH shelf assembly.

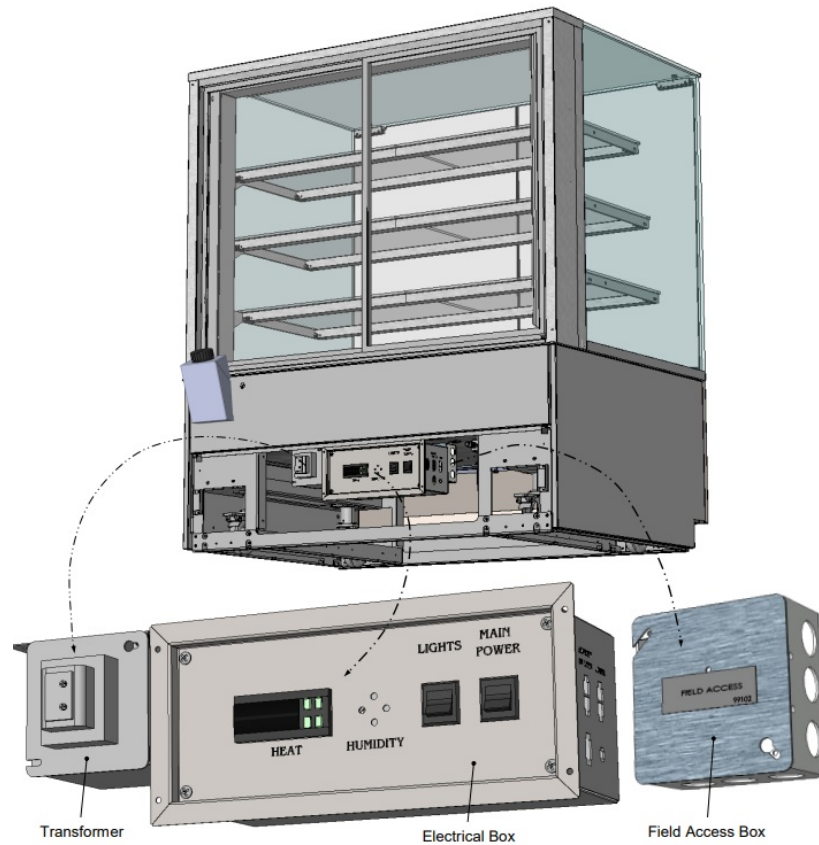
SHELF ASSEMBLY COMPONENTS					
P/N	COMPONENT NAME	AMOUNT	P/N	COMPONENT NAME	AMOUNT
1	GLASS, LEFT HAND*	1	5	BRACKET, RIGHT HAND	1
2	GLASS, RIGHT HAND*	1	6	LIGHT, LED	1
3	REAR/FRONT SHELF SUPPORT RAIL	2	7	CLIP, LED	2-3*
4	BRACKET, LEFT HAND	1	8	FRONT COVER~	1

- Assembled with rear cover (to rest on rear support rail) before leaving the factory.
- The number of LED clips depends upon case length.
- To rest on front shelf support rail.



- **Plug Case In**
- Check the field access box for a factory-supplied power cord.
- Plug case into an electrical outlet.
- See the enlarged illustration below.
- Main Power Switch / LED Light Switch
- The main power switch and LED lights switch is accessible at the case rear electrical box.

- Turn on the main power switch and LED lights switch.
- See the partially-disassembled illustration below.



Shipping Brace

- Shipping brace keeps case secure during shipment as well as during positioning in store.
- After the case is in position, the shipping brace may be removed from case front (though not required).

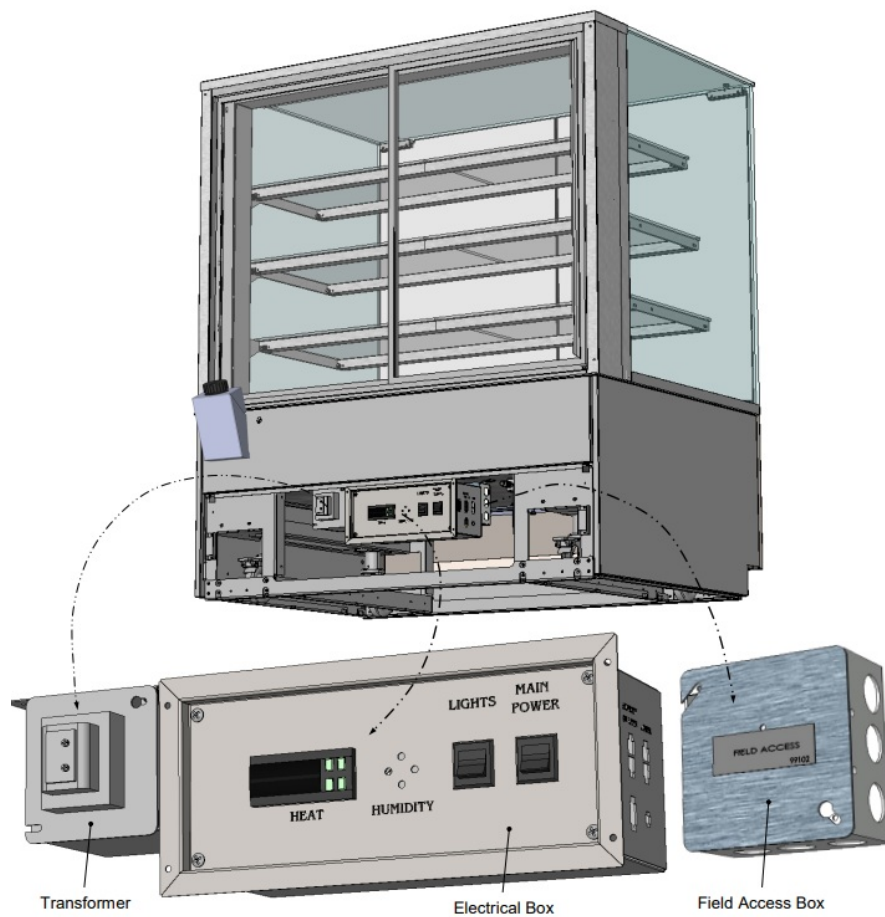
Attaching Front Panel Components

- Carefully remove components from the packaging.
- **Note:** All front panel components may be attached to the case via magnets (WITHOUT screw attachments).
- Attach front toe-kick to case (via lower magnets).
- Slide the front panel horizontal support bracket into the case's support slot (line up arrows).
- Then, slide the front panel into the case until it attaches to the case via lower magnets.
- See the illustration below.

Handles On Sides of Case

- Handles may remain on case after it has been moved into position and cladding is attached.
- However, if handles interfere with the placement of cladding, they may be removed.

See Next Page For Instructions on ATTACHING
SIDE PANELS, REAR PANEL, AND GRILLE.



Attaching Side Panels

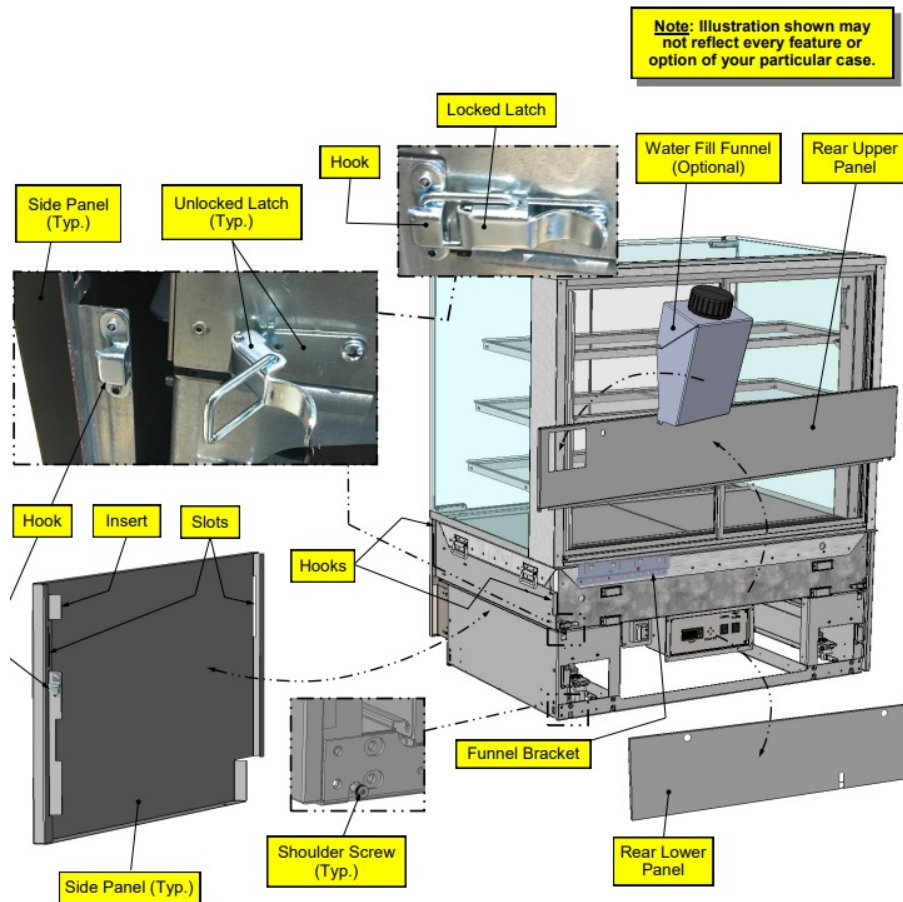
- Attach side panels to the case using the slot/hook method.
- Use latches at the case rear to firmly attach side panels to the case.
- See the illustrations below.

Attaching Rear Upper Panel

- Place the rear upper panel onto the case rear.
- Four (4) magnets will hold it firmly in place.
- See illustration below

Attaching Rear Grille

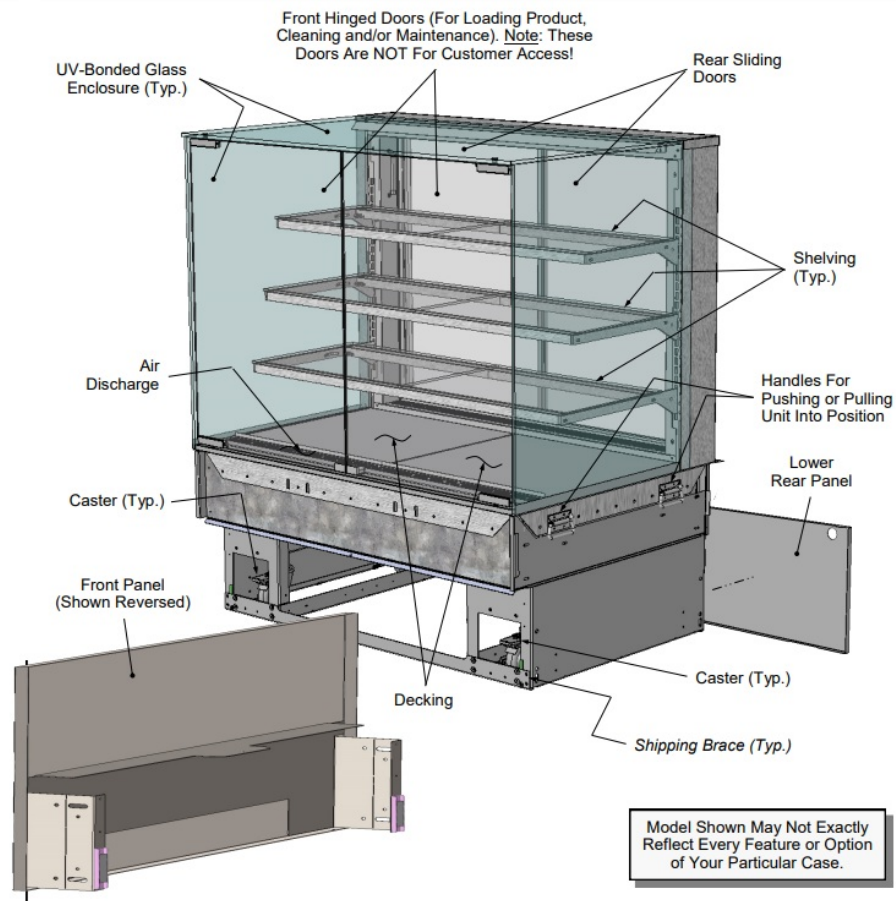
- Use finger holes to place the rear grille onto the lower rear of the case. Magnets will hold it firmly in place.
- **Note:** Components may be removed in the reverse order they were shown being attached on this sheet.



CASE DESIGN: FRONT VIEW OF FREE-STANDING, SERVICE MERCHANDISERS

Front View Of Free Standing, Service Merchandisers

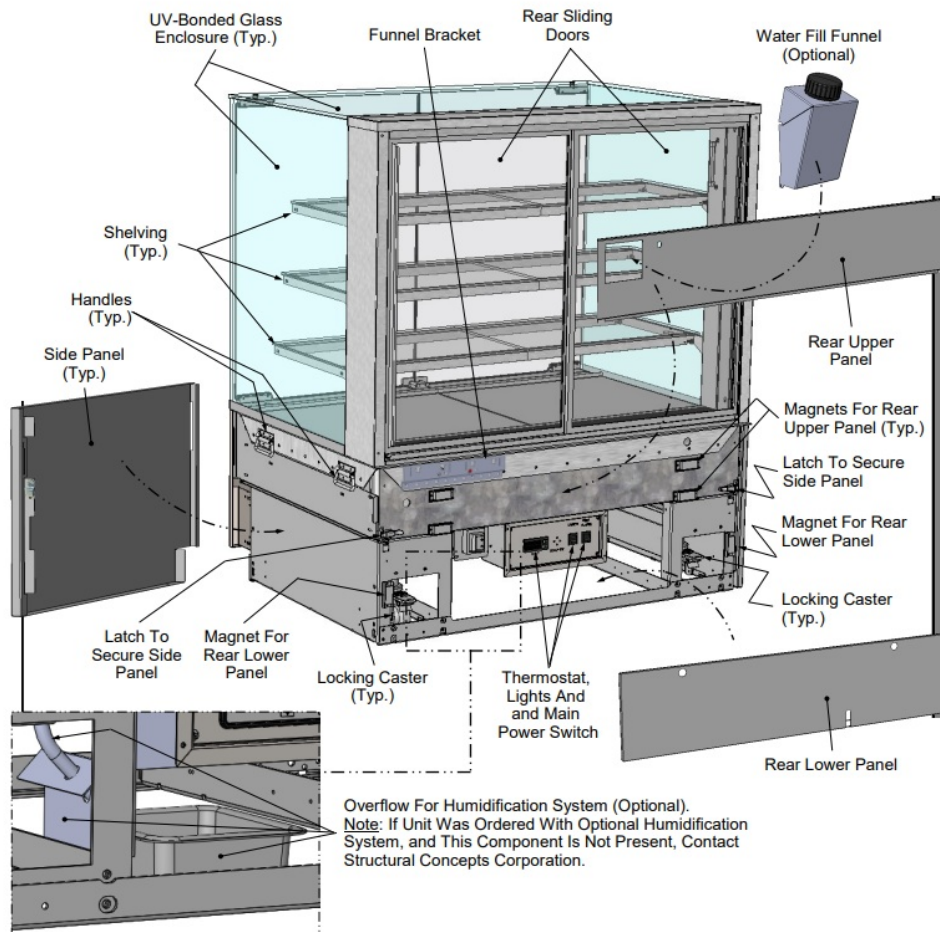
- Model NR4855HSV is illustrated below.
- Side cladding, front base kick & front panel are removed for illustrative purposes only.
- As these units are for service cases only, front-hinged doors are for loading products, cleaning and/or maintenance (NOT for customer access)!
- See the next page for the rearview.



Rear View Of Free-Standing, Service Merchandisers

- A random free-standing unit is illustrated below.
- Rear panels, side cladding & shipping brace are removed for illustrative purposes only.

Model Shown May Not Exactly Reflect Every Feature or Option of Your Particular Case.

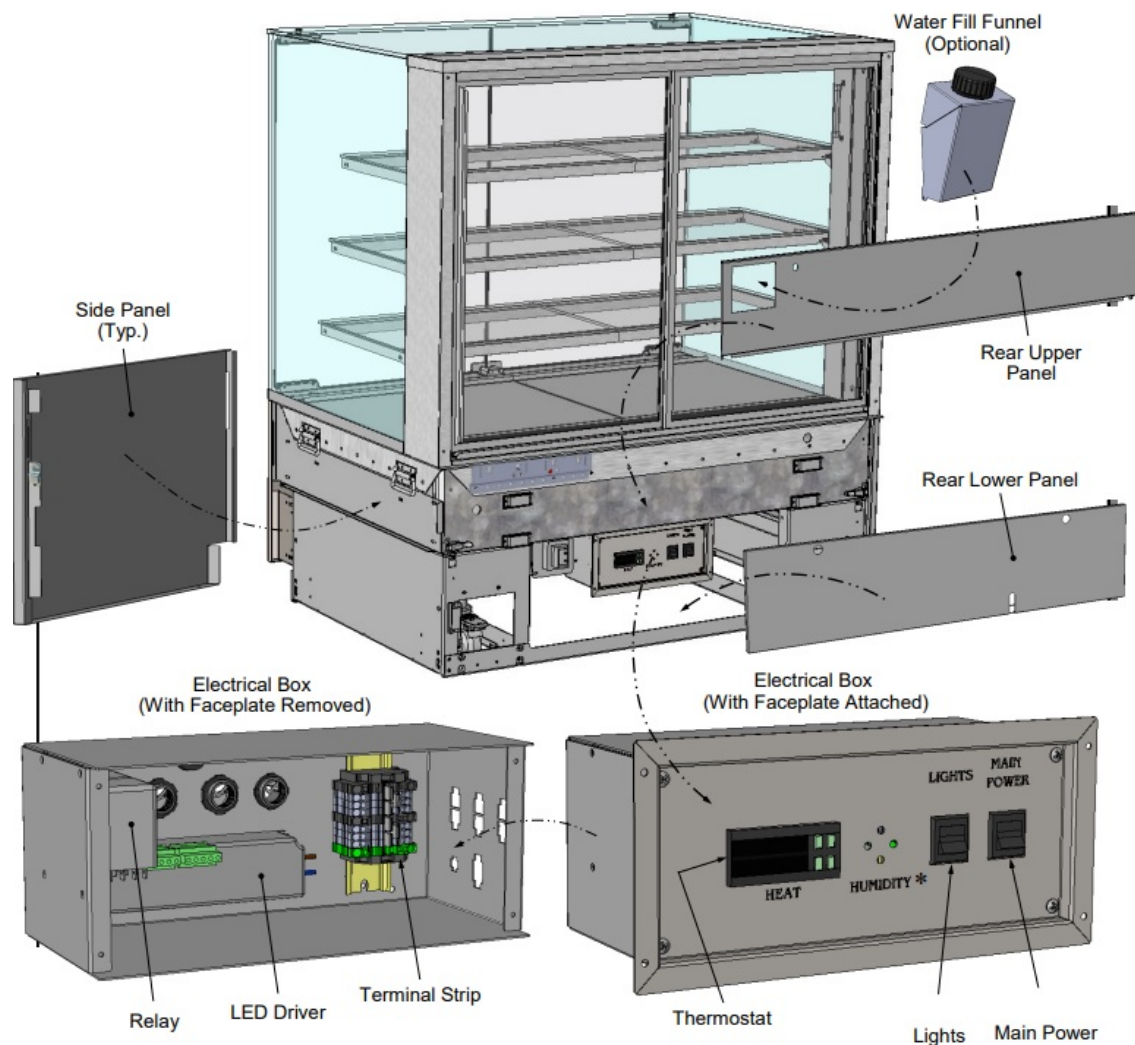


Thermostat / LED Driver / Lights / Main Power Switch

- Remove the rear lower panel by lifting it up and off; no screw removal is required.
- Remove 4 screws from the controller/DC driver box cover to access electrical components.

Note: Only certified electricians are to access electrical components in this case.

- After accessing the controller, return components to case in the reverse order they were removed.



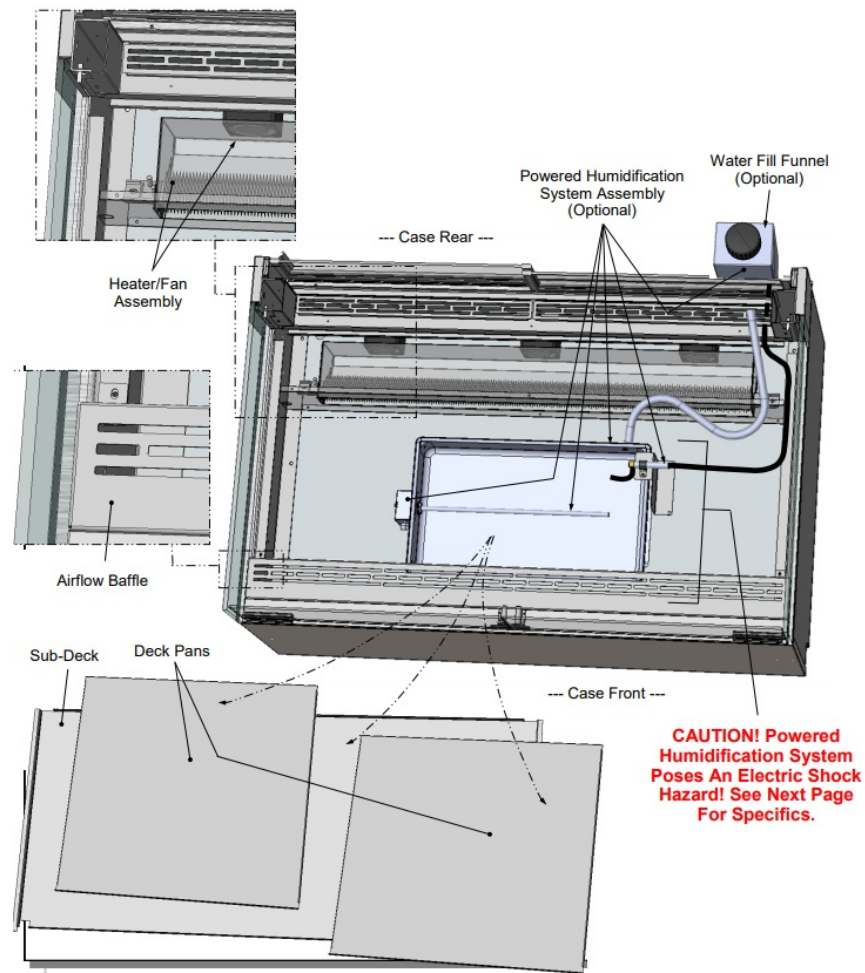
- **Note:** If the “HUMIDITY” etching is on the faceplate, simply ignore it; such markings are not applicable to cases in this manual.

Tub Area Access / Heater / Powered Humidification System (Optional) Access

Note: Powered humidification system assembly service is to be performed by refrigeration/electrical contractors only.

Caution! Turn the main power off before accessing tub area.

- To access the powered humidification system assembly, remove the sub-deck and deck pans. No screw removal is required.
- After cleaning or servicing the powered humidification system assembly, return the sub-deck & deck pans to case.
- Restore power to case.



Powered Humidification System (Optional)

CAUTION! ELECTRIC SHOCK HAZARD!

- Overfilling Powered Humidification system can cause electrical shock.
- The LED indicator will alert case operator when MAX CAPACITY has been reached.
- IMPORTANT! If the MAX CAPACITY light malfunctions, check overflow periodically to ensure that water does not overflow onto floor.

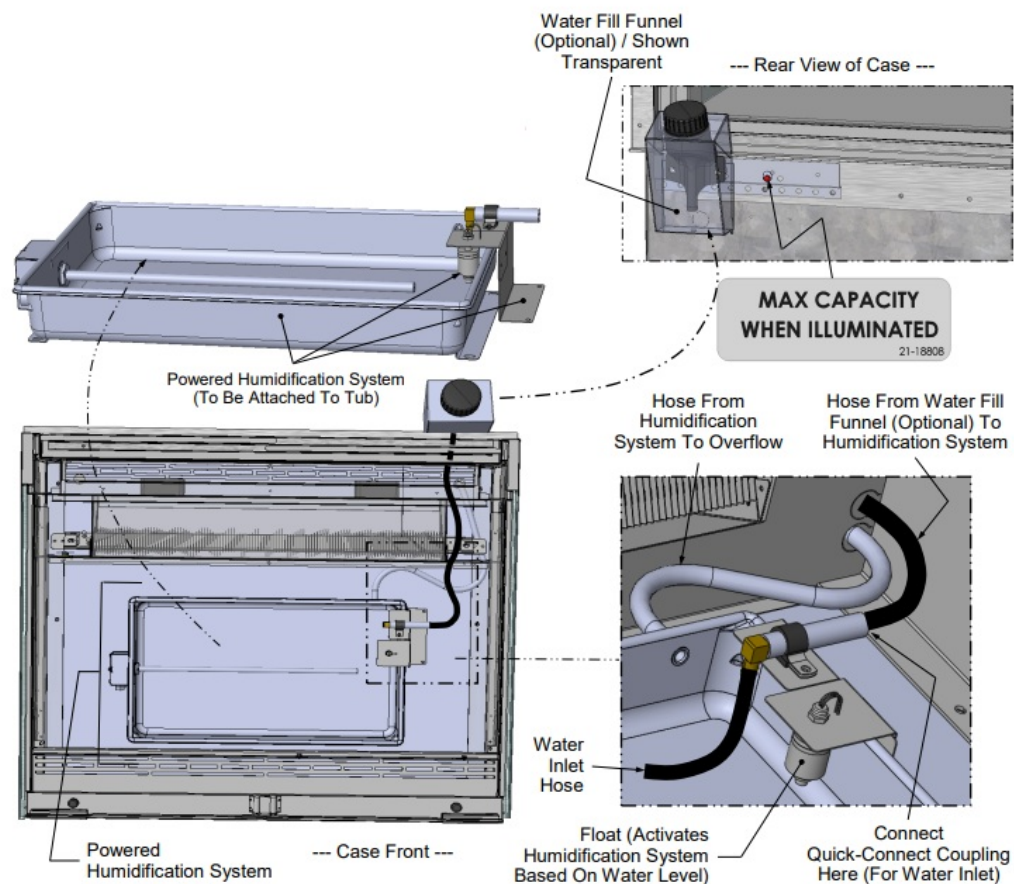
Type of Water

- Use ONLY distilled water (to prevent corrosion of electrical & mechanical components).
- DO NOT use deionized water, as it may damage the heating element.
- Regardless of type of water utilized, regular cleaning must be performed to prevent residue, lime, and mineral deposits. See the PREVENTIVE MAINTENANCE section in the manual for funnel and cleaning instructions.
- DISCONTINUE filling the funnel (shown at right) when the Powered Humidification system is FULL (and MAX CAPACITY is reached).

Water Capacity – Important! Please Read!

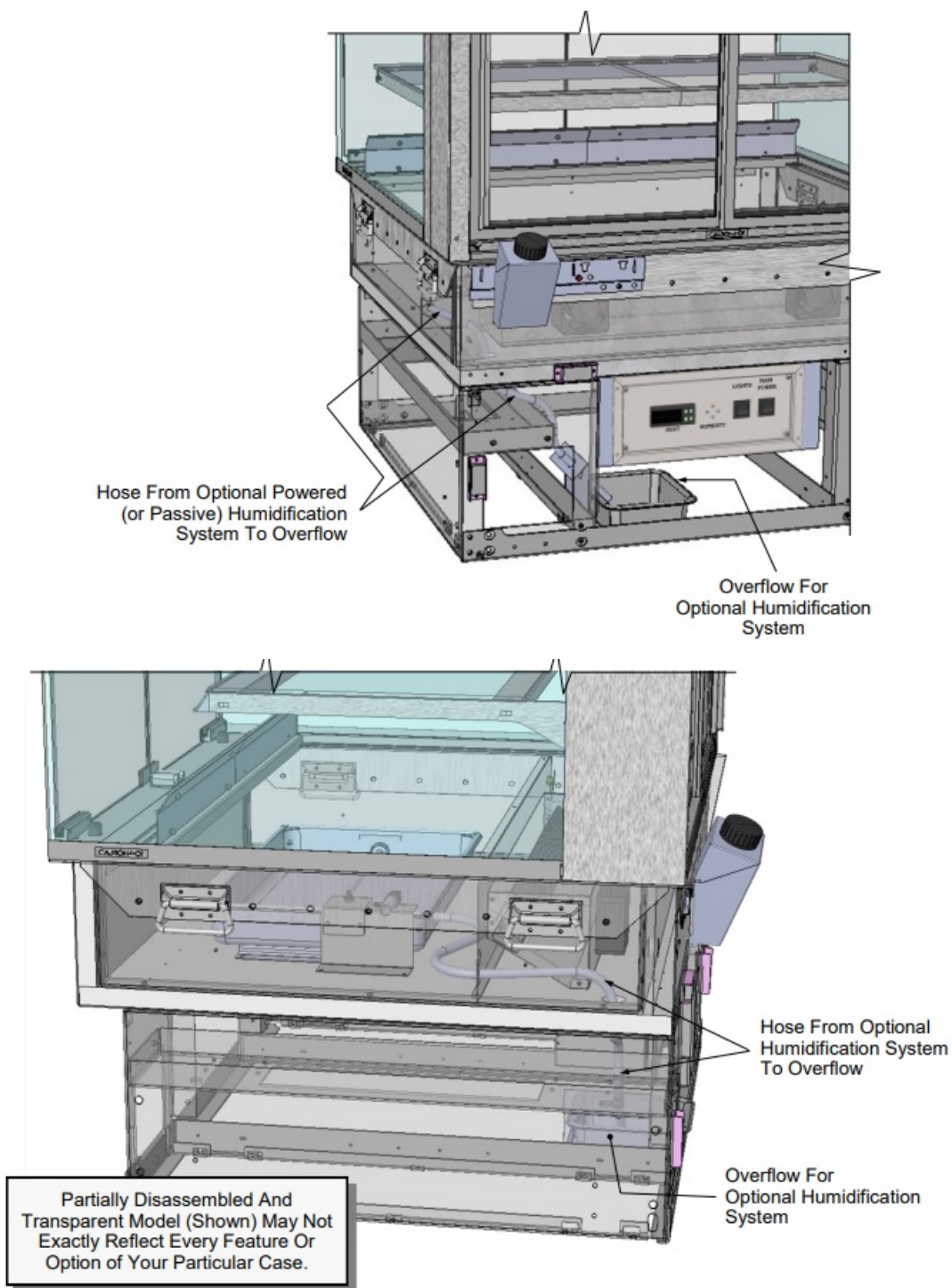
- The capacity of MOST units is 7 quarts.
- Capacity of SMALLER units (NR3633HSV, NR4833HSV and ALL PASSIVE HUMIDIFICATION UNITS) is only 3.5 quarts
- At the initial fill, ADDITIONAL water will be required for the water fill funnel.

- Do NOT overfill (see above for warnings).
- **IMPORTANT!** If the humidification system overfills, you must check the overflow at the rear of the case. See next page its location and illustration.



Overflow Systems (For Powered or Passive Humidification Systems)

- An easily viewable overflow is located at the lower rear of the case.
- Important! Overflow **MUST BE** emptied regularly to prevent overflowing onto the floor!
- **IMPORTANT!** If the Humidification system overfills, you must check overflow (shown).
- **IMPORTANT!** If MAX CAPACITY light malfunctions, you must check overflow periodically to ensure that water does not overflow onto floor.
- Partially transparent and disassembled illustrations are shown at right and below.



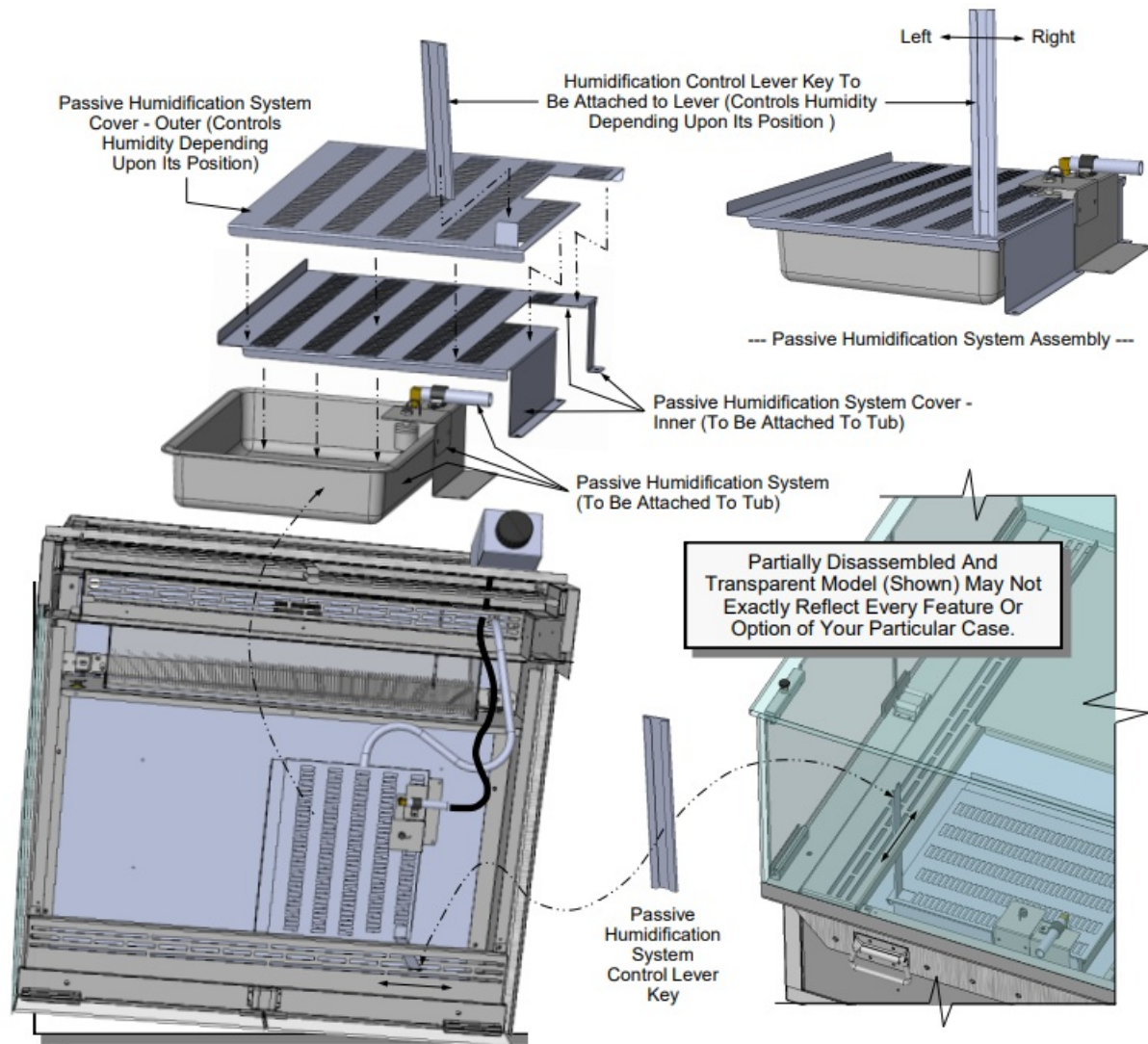
Passive Humidification System (Optional)

- Passive Humidification Systems are ONLY ON SMALL UNITS (NE3613HSV & NE4813HSV).
- Cases with these systems DO NOT have humidity controlled by a thermostat (at case rear).
- Instead, humidity is controlled by sliding the outer cover's control lever either left or right (as shown below).

Humidity Control Via Lever and Key

- Access the humidity control lever by inserting the control lever key THROUGH the front grille slot and attaching it to the outer cover's lever.
- **Note:** Access to the humidification cover/lever may ALSO be gained by opening doors and removing decking (see page 15 for specifics on deck removal).

- If product seems to be drying out, simply slide the lever to the left (OPEN POSITION); more humidity will fill case, making the product more moist.
- If the product seems to be overly moist, simply slide the lever to the right (CLOSED POSITION); less humidity will permeate case, making product less moist.
- The passive Humidification System lever can be PARTIALLY OPENED (by sliding lever midway along slot) to incrementally control humidification (and product moistness) in case.
- **Caution!** The humidification control lever key has magnet to allow it to be stored/attached at the case rear so it is not lost! See next page for an illustration showing key storage/placement.

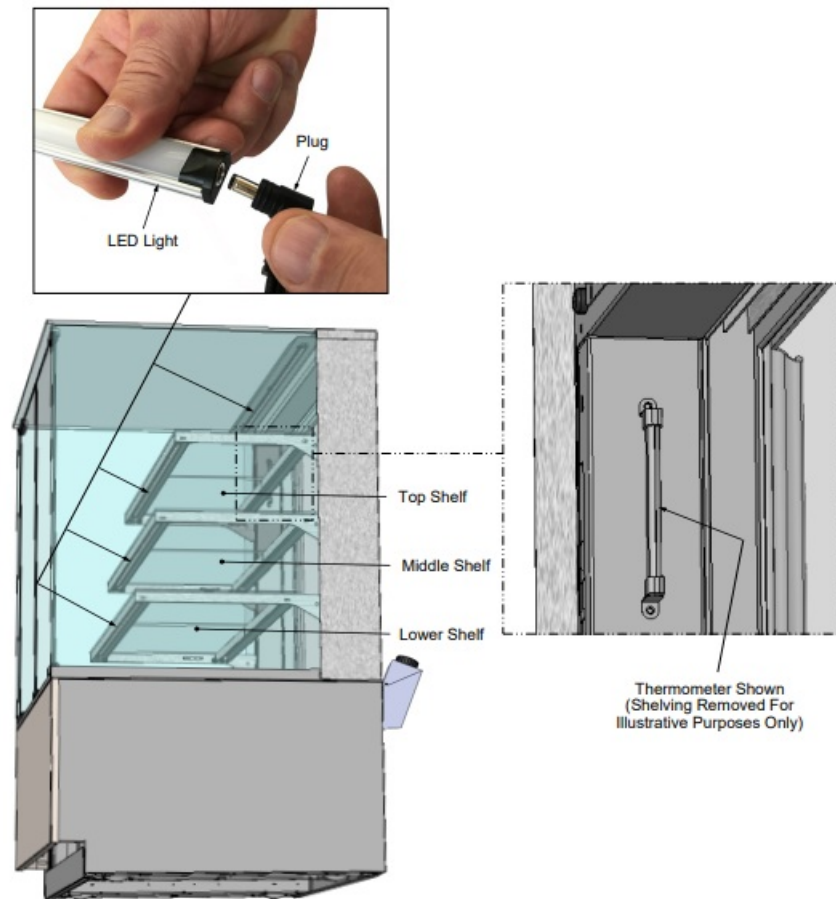


LED Lights

- LED lights are located at both the header and shelving of case (as shown below).
- Check that ALL of the light plugs are properly connected to the LED light.
- Plug must be inserted ALL THE WAY into the LED light orifice (with no gap) to work properly.
- See the TROUBLESHOOTING section in manual if LED lights malfunction.

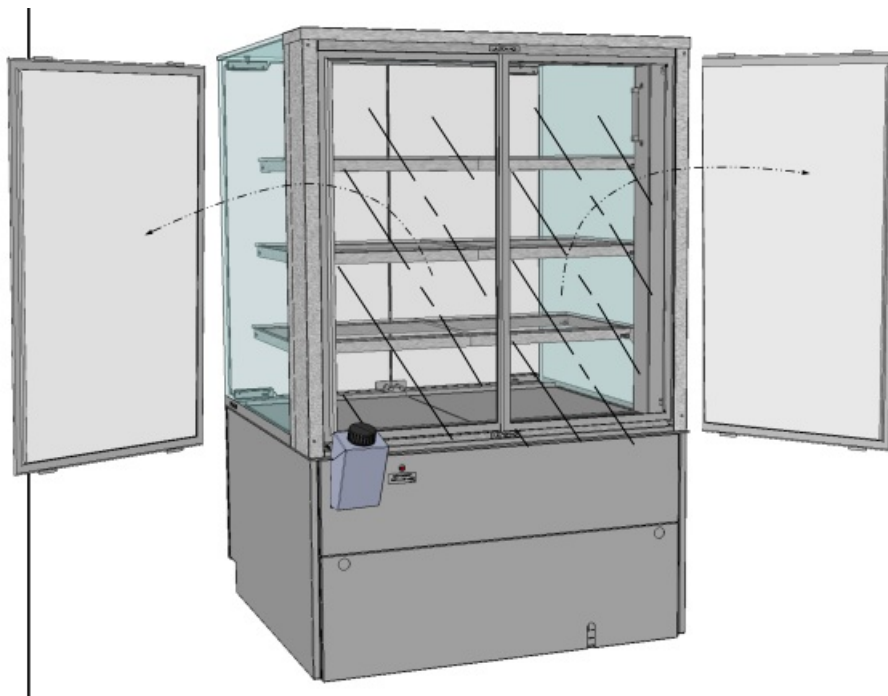
Thermometer Function & Placement

- The thermometer provides air temperature of the heated section of case.
- Thermometers DO NOT provide actual food temperature.
- Use a probe thermometer to determine actual product temperatures.



Rear Sliding Door Removal / Replacement

- To remove rear sliding doors, move rear doors toward center of the case.
- Individually lift each door up toward the top of the case; pivot the bottom of the door out.
- Return doors to case in the reverse order they were removed.
- Free-Standing Unit (Shown) May Not Exactly Reflect Every Feature or Option of Your Particular Case



CASE STARTUP: HEATER SETTINGS / LIGHTS SWITCH / SHUTTING DOWN CASE / KEY STORAGE

Main Power Switch

- The control panel (at case rear) is accessible by removing the lower-rear panel.
- Turn main power switch “ON” to energize case

Heating Up Case / Adjusting Settings

- **Note:** Case is designed to MAINTAIN product temperatures – NOT heat up product! Do not place product that is cold or ambient temperature in case.
- Before placing pre-heated food in case, allow 1 1/2 hours (90 minutes) for case to achieve its desired temperature.
- If adjusting heater settings, allow 20 minutes at new settings for the temperature to affect the product.

Light Switch

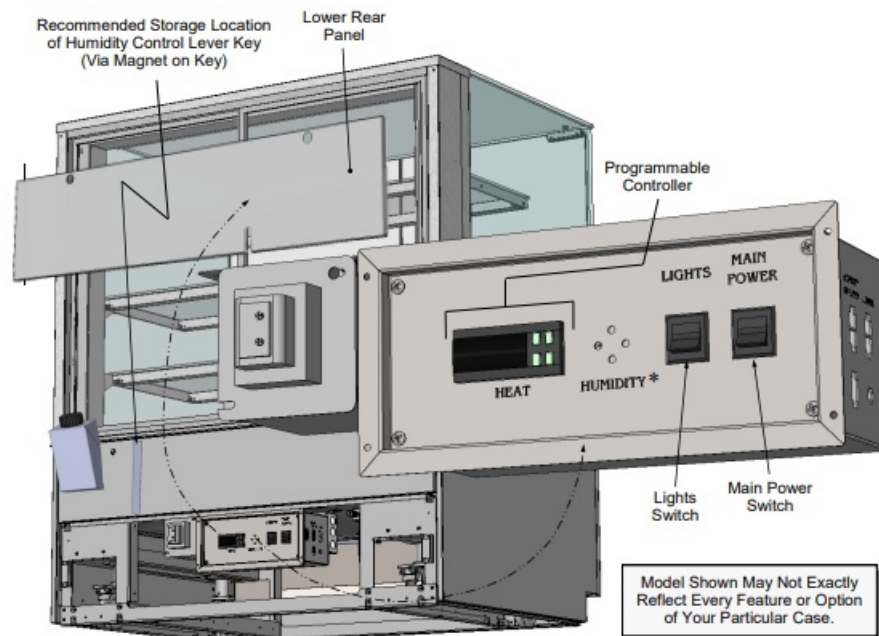
- Turn lights switch “ON” to turn on lights.
- All LED lights will come on at the same time.

Shutting Down Case

- Remove all products from case.
- Turn the main power switch to “OFF” position.
- Caution! Deck and shelving is hot. Allow the case to cool for 45 minutes before cleaning.
- **Note:** When the main power is turned back on, you do NOT need to re-enter settings. Temperatures will revert back to LATEST SETTINGS before shutdown.

Control Lever Key Storage Location

- For units with passive humidification systems, a control lever key is provided. It is designed with a magnet to hold it securely.
- The control lever key may be stored at case rear (as shown in the illustration).



PRODUCT PLACEMENT / AIRFLOW CONSIDERATION / LOAD LINES

Product Placement

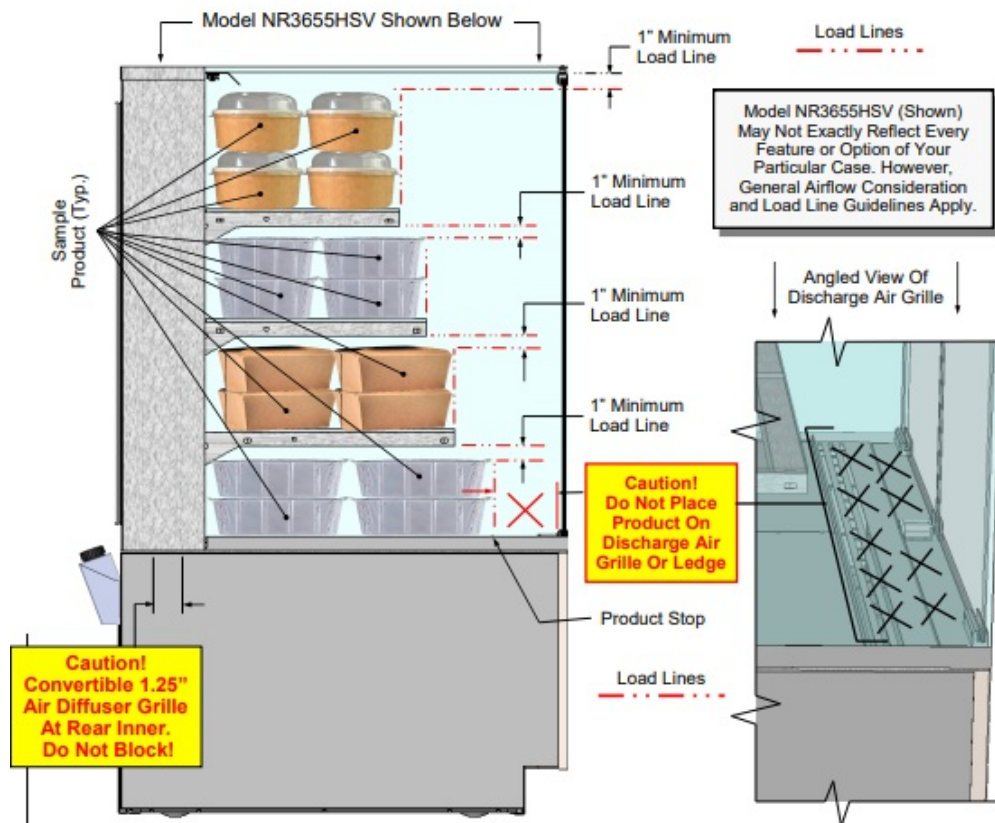
- The product can be placed on decking or steps (risers) within the service display area.
- wide range of products may be displayed.

Air Diffuser Grille & Return Air Grille Considerations

- Proper airflow is critical to maintain proper product temperature.
- Proper product placement will allow front air to flow over (and around) the product to return air grille at case rear. See the illustration below for specifics.
- Caution! For discharged air to reach the return air grille, you must not block the front OR rear grilles with the product.
- Do not place the product on the front ledge of the case.

Load Lines

- Load lines represent the limit that product can be placed (either horizontally or vertically) and/or stacked in case.
- Keep the product at or under load lines to assure that heated airflow is properly cycled from air diffuser through the return air grille.
- Proper product placement will maintain acceptable product temperature.
- See the illustration below.



CLEANING SCHEDULE (TO BE PERFORMED BY STORE PERSONNEL)

FREQ/INSTRUCTIONS

Daily: Glass Surfaces (Including Shelves): Clean glass surfaces and shelves with household or commercial glass cleaner.

Daily: Water Inlet Funnel (Optional) At Rear of Case:

> Raise lid. Remove/drain water. Spray with disinfectant. Wipe out/remove residue. Refill with distilled water.

Daily: Rear Sliding Door Exterior Glass: Clean with household or commercial glass cleaner. Clean out rear door track with moist cloth.

Daily: End Panels, Front Panel, Toe-Kick, etc.: Wipe off all surfaces with warm water and mild soap solution and non-abrasive cloth.

Daily: Decks: Wipe off decks with moist cloth dipped in mild soap and water solution.

Daily: Stainless Steel Surfaces:

- Wash with a solution of hand dishwashing liquid detergent and water or a solution of baking soda and water. Rinse and polish dry with paper towel or soft cloth.
- Never use scouring powders or steel wool as they will scratch stainless steel.
- Brighten by polishing with a cloth dipped in vinegar or in ammonia; sprinkle baking soda on the sponge and rub gently; rinse. Polish dry with a paper towel.
- Remove streaks or heat stains from stainless steel by rubbing with club soda.

Quarterly: Under Case Cleaning:

- Remove the front and/or lower rear panel.
- Use a broom or vacuum to remove all dust, dirt, food particles or residue from the underside of the case.
- For units with an optional humidification system, check overflow; if it needs to be emptied or cleaned, do so.
- Replace the front and/or lower rear panel after cleaning.

PREVENTIVE MAINTENANCE (TO BE PERFORMED BY TRAINED SERVICE PROVIDER)

WARNING! TURN OFF THE CASE BEFORE PERFORMING PREVENTIVE MAINTENANCE.

FREQ/INSTRUCTIONS

Quarterly Tub Area:

- Caution! Turn off the power to the case. Allow case to cool for 45 minutes before proceeding.
- Open the front doors to access the decking.
- Remove the sub-deck and deck pans. See CASE DESIGN, CONT'D: TUB AREA / HEATER / OPTIONAL POWERED HUMIDIFICATION SYSTEM ACCESS section in manual for instructions and illustrations.
- Wipe down tub, axial fans and deck pan.
- Thoroughly clean the humidification system to remove residue and grime. Use disinfectant/germicide in spray bottle to kill bacteria. Rinse with clean water in a spray bottle.
- Return the subdeck and deck pans to the case.
- Restore power to case.

Quarterly Cleaning Optional Powered & Passive Humidification Systems

Preparation:

- Caution! Turn off the power to case. Allow case to cool for 45 minutes before proceeding.
- Open front doors to access the decking.
- Remove the sub-deck and deck pans. See CASE DESIGN, CONT'D: TUB AREA / HEATER / OPTIONAL POWERED HUMIDIFICATION SYSTEM ACCESS section in the manual for instructions and illustrations.
- Use wet/dry vacuum to empty the humidification system of water. Humidification System:
- For Passive Humidification Systems only, remove the stainless steel cover (two pieces) from case. Submerge in warm, soapy water and clean thoroughly with a soft-bristled brush. Rinse. Dry. Return to case AFTER the humidification system cleaning process has been completed.
- For cleaning the humidification system, use a mixture of 75% water / 25% unflavored white vinegar to fill the rear water inlet funnel.
- Set the control panel's HUMIDITY setting at its highest (9) and allow unit to run for 30 minutes.
- Use a soft-bristled brush to dislodge the lime/calcium accumulation from the humidification system.
- Turn off the main power switch and allow the unit to cool.
- Use wet/dry vacuum to remove the de-liming solution from the humidification system.
- Use a clean sponge and/or clean rags to sop up any remaining de-liming solution.
- Then, using clean, pure water, fill and drain the humidification system until any remaining water and/or white vinegar solution is rinsed through and the water discharge is clean. Water Inlet Funnel Hose and Hose From Humidification System Pan To Overflow:
- Remove the water inlet funnel (from case rear); disconnect from hose. Submerge in warm, soapy water. Clean with a soft-bristled brush. Rinse. Dry. Return it to case rear. Securely reconnect hose to the water inlet funnel.
- Check that hose to the water inlet funnel and humidification system is supple and in good condition; If cracking or showing signs of fatigue, contact Structural Concepts for replacement.
- Turn the power back on and fill the water inlet funnel back up (as described in the CASE DESIGN, CONT'D: POWERED HUMIDIFICATION SYSTEM / WATER CAPACITY/TYPE section of this manual).

TROUBLESHOOTING

(TO BE PERFORMED BY STORE PERSONNEL)

CONDITION	TROUBLESHOOTING
Water Is On The Floor	<p>Water on floor can cause extensive damage to flooring! Resolve immediately.</p> <ul style="list-style-type: none"> > For units with an optional heated humidification system, check overflow (at rear of case). See CASE DESIGN, CONT'D: POWERED HUMIDIFICATION SYSTEM / WATER <p>CAPACITY/TYPE section in manual for water capacity specifics. Important! You must check overflow periodically (at least weekly) to make sure it is not going to overflow. Also, to be able to always SEE overflow state, it may be a good practice to REMOVE lower-end panel!</p> <ul style="list-style-type: none"> > Check the condition of BOTH the humidification system fill funnel hose and overflow hose. If they are cracking or show fatigue, they must be replaced. Contact Structural Concepts Corp. for replacement hose(s). > Check connections (including quick-connects) and/or clamps on all hoses. If loose or poorly connected, tighten securely. · Access to water fill funnel connector is gained by lifting it up and off rear of case. · Access to the humidification system is gained by removing decking. Caution! You must turn off power to case and allow to cool for 30 minutes before accessing components under the decking! · See CASE DESIGN, CONT'D: POWERED HUMIDIFICATION SYSTEM / WATER CAPACITY/TYPE After checking all the above, if water is still dripping onto floor, call service provider.
Poor or No Humidification	<ul style="list-style-type: none"> > Check that the heating element works (on water inlet side). > Check that float is functional. See CASE DESIGN, CONT'D: POWERED HUMIDIFICATION SYSTEM / WATER CAPACITY/TYPE section in the manual for location/ illustration. If it is malfunctioning call service provider. > Humidity is to be adjusted based on the product. · Adjust humidity control by adjusting the controller (at case rear). · Raise the humidity level one point at a time (e.g., if the humidity level is at "5", press the "up" key to change it to "6"). · See CASE DESIGN, CONT'D: MAIN POWER / LIGHTS / PRE-HEAT / OPERATION / SHUTTING DOWN section specifics on adjusting humidity.
Fan Noise Is Excessive	Call service provider.
Case is Not Holding Proper Temperature	If a large amount of cool (or ambient) product was added to the case, it will take time for the temperature to adjust. The product must be pre-heated before placing in case.

	See the CAREL CONTROLLER FOR HEATED UNITS section in this User Manual for thermostat specifics.
	<ul style="list-style-type: none"> • Check air return grilles (area at front of decking) for obstructions. • DO NOT set product on air grilles as this will prevent proper airflow! • See the PRODUCT PLACEMENT / AIRFLOW CONSIDERATION / LOAD LINE S section in the manual for product placement guidelines.
	Check that the case is not in the sun. See OVERVIEW / DISPLAY TYPE I vs. II / COMPLIANCE / WARNINGS / PRECAUTIONS section in this manual for specifics.
	If case still is not holding proper temperature, call service provider.

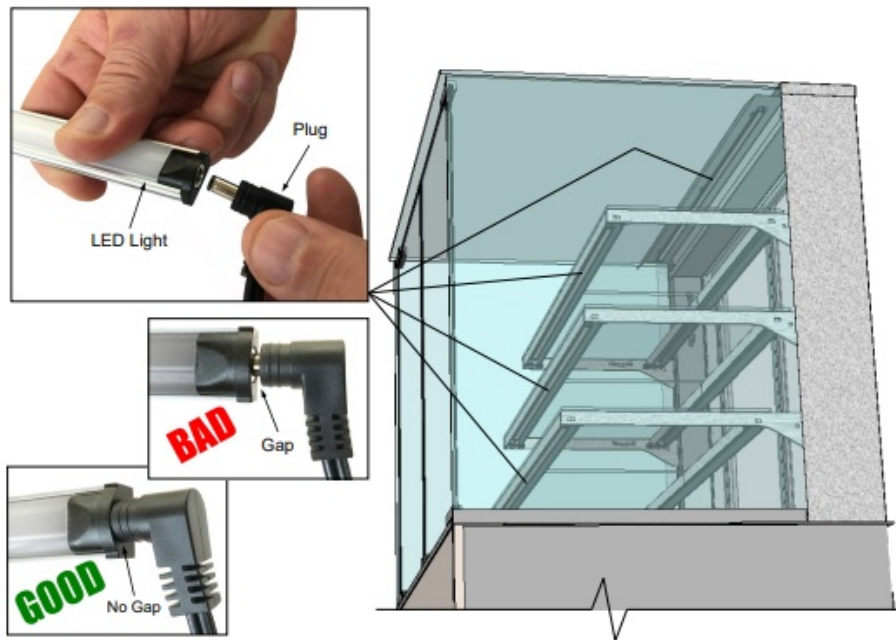
CONDITION/TROUBLESHOOTING

Case Lights

Not Working

Check that light switch is in the ON position.

- See INSTALLATION, CONT'D: PLUG-IN UNIT / TURN ON MAIN POWER SWITCH
- AND LED LIGHT SWITCH section in the manual for switch location (regardless of case design).
- If the case is not hard-wired, check that the power cord is properly connected to wall outlet.
- Check that ALL of the light plugs are properly connected to the LED light.
- Plug must be inserted ALL THE WAY into the LED light orifice (with no gap).
- See illustrations below-left. Power may not be reaching the case.
- Contact store management to have a trained service provider perform troubleshooting.
- Troubleshooting to be performed by trained service providers only is on the next page. If the case light still do not come on, it may need to be replaced.
- Contact Structural Concepts' Technical Service Department for replacement light (see TECHNICAL SERVICE section of this manual for contact information).
- To replace, disconnect plug from the existing LED light. Disconnect LED light from its brackets. Replace with new LED light. Insert plug ALL THE WAY into LED light orifice.



TROUBLESHOOTING (TO BE PERFORMED BY TRAINED SERVICE PROVIDERS ONLY), PAGE 1 OF 2

CONDITION	TROUBLESHOOTING	
Water Is On The Floor	<p>Caution! If too much water fills humidification system, case is designed for water to overflow at rear of case.</p> <ul style="list-style-type: none"> IMPORTANT! If the humidification system overfills, you must check the overflow at rear of the case. IMPORTANT! If MAX CAPACITY light malfunctions, you must check overflow periodically to ensure that water does not overflow onto the floor. IMPORTANT! If the humidification system overfills, you must soak up excess water from floor with sponge. Otherwise, water on floor can cause damage. 	
Fans Emit Excessive Noise	Check that the case is aligned, level and plumb.	
	Check axial fans for cleanliness.	
	Check that fan motors are securely mounted in brackets.	
	Check that nothing is preventing blade rotation.	
	Check that the fan shroud is properly secured.	
Fans Are Not Working	Check that the MAIN power switch is on.	
	Check that fans are plugged.	
	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.	

CONDITION		TROUBLESHOOTING
Case Lights Are Not Working	See <i>TROUBLESHOOTING (TO BE PERFORMED BY STORE PERSONNEL)</i> section in manual for most common troubleshooting solutions.	
	Check power. <ul style="list-style-type: none"> · If power is not supplied to the case, facility may have faulty power distribution. · If power is supplied to the case but lights are not energized, case's power supply may be faulty. 	
Case Is Not Holding Temperature	If a large amount of product was added to the case, it will take time for the temperature to adjust.	
	Check that case is not in sun or near a heat or air-conditioning vent.	
Digital Control Display Is Blank	Check that the MAIN power switch is on.	
	Check the circuit breaker box for tripped circuits.	
System Is Not Operating	Check that the utility power is on.	
	Check that the MAIN power switch is on.	
	Check the circuit breaker box for tripped circuits.	

PROGRAMMABLE CONTROLLER (SELECT, CLICK ON OR SCAN QR CODE FOR INFORMATION)

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



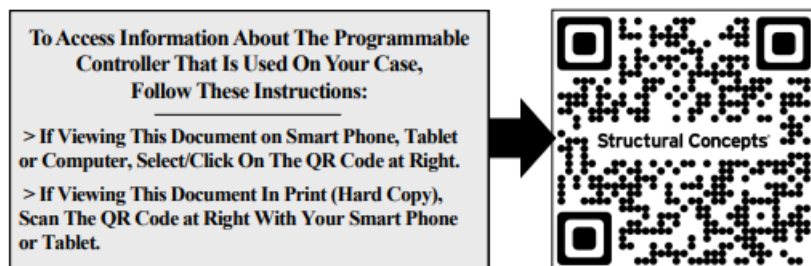
Carel® ir33 Platform



Carel® iJF Platform



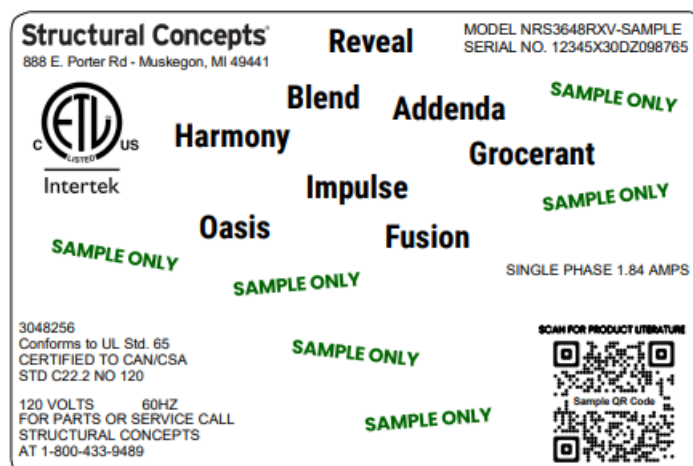
Dixell® XM670K-XM679K Platform



SERIAL LABEL LOCATION & INFO LISTED / TECH INFO & SERVICE – AMBIENT/HEATED CASES ONLY

Serial Label Location & Information Listed / Technical Information & Service

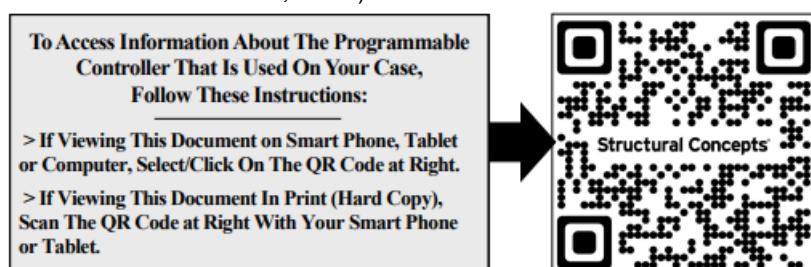
- Serial labels are affixed at a wide range of places (on the header, at the case rear, behind panels or toe-kicks, on electrical boxes, etc.).
- Serial labels contain electrical information as well as regulatory standards to which the case conforms
- The sample serial label is shown below. For additional technical information and service, see the TECHNICAL SERVICE page in this manual for instructions on contacting Structural Concepts' Technical Service Department.



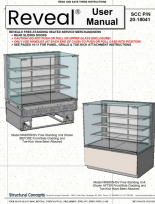
STRUCTURAL CONCEPTS TECHNICAL SERVICE CONTACT INFORMATION & LIMITED WARRANTY

- 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.)



Documents / Resources

	<p>Structural Concepts NR4855HSV Free Standing Unit [pdf] User Manual NR4855HSV Free Standing Unit, NR4855HSV, Free Standing Unit, Standing Unit</p>
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References

-  [P65Warnings.ca.gov](https://www.p65warnings.ca.gov/)
-  [Delivering Fresh. Always. | Structural Concepts](#)
-  scnv.io/6nkQ
-  scnv.io/Qixy

Manuals+.