

# Reveal<sup>®</sup> USER MANUAL

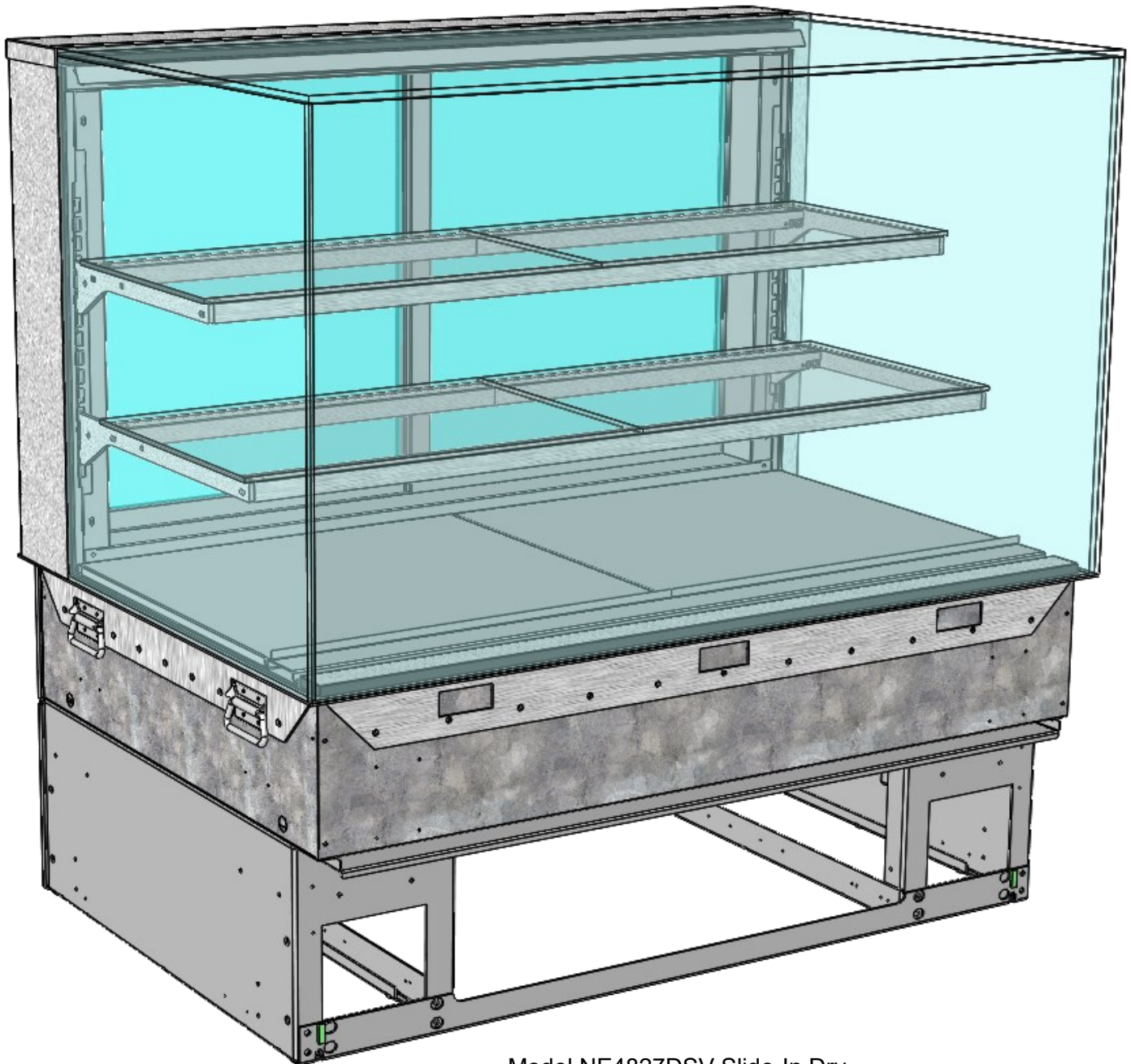
SCC P/N  
20-88466

**REVEAL<sup>®</sup> SLIDE-IN, DRY (AMBIENT) SERVICE MERCHANDISERS**

> UV-BONDED GLASS > ADJUSTABLE SHELVES > REAR SLIDING DOORS

> **CAUTION! DO NOT PUSH OR PULL ON UPPER GLASS ENCLOSURE!**

> **ONLY USE HANDLES (AT EACH END OF CASE) TO PUSH OR PULL CASE INTO POSITION!**



Model NE4827DSV Slide-In Dry  
(Ambient) Service Merchandiser

**Structural Concepts<sup>®</sup>**

DELIVERING FRESH. ALWAYS.™ Structural Concepts Corp. · 888 E. Porter Rd · Muskegon, MI 49441 Phone: 231.798.8888 Fax: 231.798.4960 · www.structuralconcepts.com

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**OVERVIEW**

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

**COMPLIANCE**

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

**LAMP REPLACEMENT PRECAUTIONS**

- Following lamp replacement guidelines can prevent damage to unit.
- Please read carefully!

**ELECTRICAL HAZARD WARNING**

- Please read the electrical hazard warning in this document carefully as it can prevent injury or death.
- Please read carefully!

**WIRING DIAGRAM**

- Each case has its own wiring diagram folded and in a packet.
- Wiring diagram placement may vary (near ballast box, field wiring box, raceway cover, or other related location).



**ATTENTION  
CONTRACTORS**

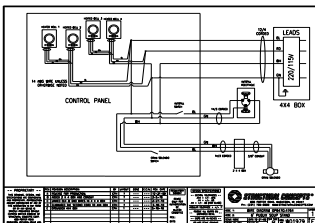
**COMPLIANCE**  
This equipment **MUST** be installed in compliance with all applicable NEC, federal, state and local electrical codes.



**CAUTION! LAMP REPLACEMENT PRECAUTIONS**  
LED lamps reflect specific size, shape and overall design. Any replacements must meet factory specifications.



**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.*



**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 field wiring box, raceway, or other related location.



**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).

## WEIGHT LOAD ON GLASS - PREVENTING SAGGING / SEALING COUNTER-MOUNTED UNITS

### WEIGHT LOAD ON GLASS / PREVENTING SAGGING

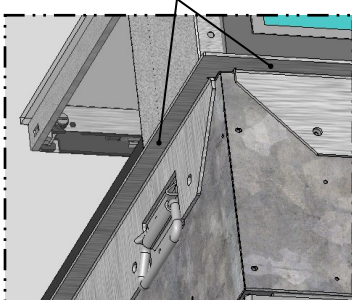
- Caution! To prevent sagging or breakage of glass, do not exceed 5 LB (2.3 KG) weight load per top glass section (between vertical supports).
- To prevent scratching or marring, do not place ANY items on glass.

### SEALING COUNTER-MOUNTED UNITS

- Proper sealing of base support to counter prevents accumulation of dust, residue and liquids as well as insect harborage.
- For sanitation purposes, counter-mounted units must be sealed to counter with silicone that meets or exceeds food grade NSF/ANSI Standard 51.
- Prior to proceeding, thoroughly clean both counter and underside of base support to assure a secure seal.



Base Support Underside



#### 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 glass.

#### SEAL COUNTER-MOUNTED UNITS TO COUNTER

- To assure a secure seal, thoroughly clean both counter and underside of base support prior to proceeding.
- Apply a thin, UNINTERRUPTED bead of silicone to underside of base support before placing into position on counter.
- Silicone must meet or exceed food grade NSF/ANSI Standard 51.



**REVEAL® SLIDE-IN DRY (AMBIENT) SERVICE MODEL APPLICABILITY & DIMENSIONS**

<b>Model</b>	<b>Upper Display Height</b>	<b>Overall Height</b>	<b>Depth x Length</b>
NE3613DSV	13 5/8"UDH	32 7/8"OH	33"D x 35 3/4"L
NE3620DSV	20 3/8"UDH	39 5/8"OH	33"D x 35 3/4"W
NE3627DSV	27 7/8"UDH	47 1/8"OH	33"D x 35 3/4"W
NE3635DSV	35 1/4"UDH	54 5/8"OH	33"D x 35 3/4"L
NE4813DSV	13 5/8"UDH	32 7/8"OH	33"Dx 47 3/4"L
NE4820DSV	20 3/8"UDH	39 5/8"OH	33"D x 47 3/4"L
NE4827DSV	27 7/8"UDH	47 1/8"OH	33"D x 47 3/4"L
NE4835DSV	35 1/4"UDH	54 5/8"OH	33"D x 47 3/4"L

## INSTALLATION: TOE-KICK & REAR PANEL REMOVAL / REMOVING CASE FROM PALLET

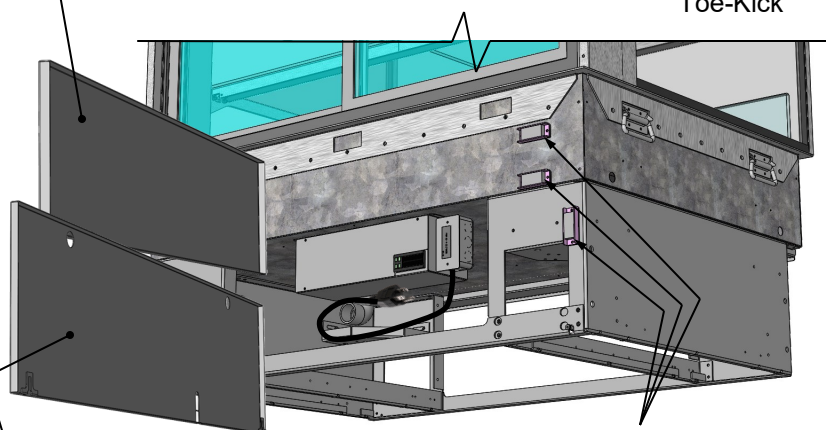
### 1. Remove Toe-Kick From Case

- If present, remove and discard front toe-kick from case before removing from pallet.
- Toe-kick is held in place by magnets only. No screw removal is required.



### 2. Remove Lower and Possibly Upper Rear Panels From Case

- Remove lower rear panels to prevent damage to case during pallet removal.
- Drop-in units (vs. slide-in units) require that you ALSO remove upper rear panel to prevent damage to case.
- Also, drop-in units MAY require rear magnets to be removed from rear for case to fit into counter.

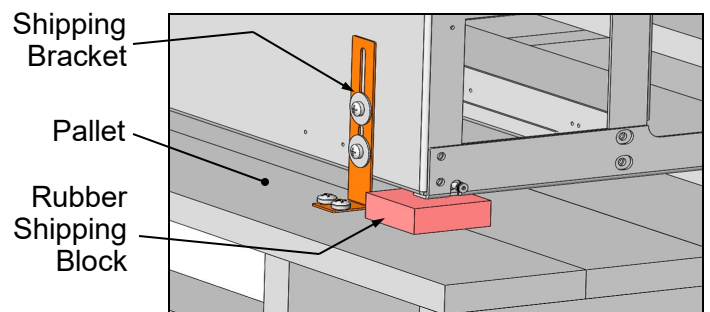


### 3. Disconnect Case From Pallet

- Remove screws from shipping brackets. Remove and discard shipping brackets from pallet.
- Place J-bar/pry under base frame. Raise case up from pallet; remove rubber shipping blocks.

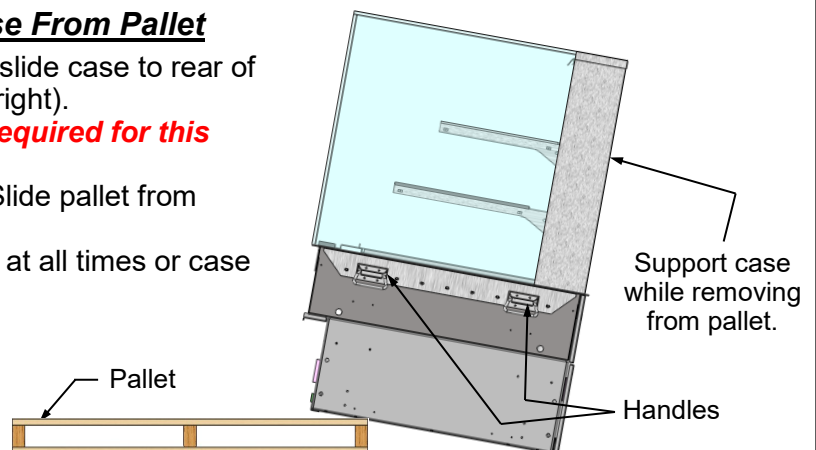
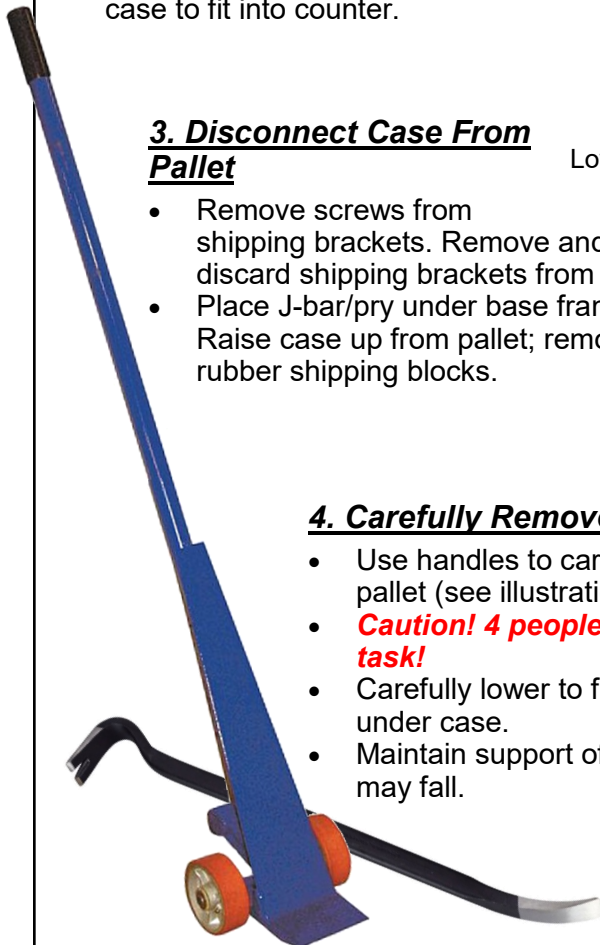
Lower Rear Panel

Rear Magnets (Typ.)



### 4. Carefully Remove Case From Pallet

- Use handles to carefully slide case to rear of pallet (see illustration at right).
- **Caution! 4 people are required for this task!**
- Carefully lower to floor. Slide pallet from under case.
- Maintain support of case at all times or case may fall.



**5. Prepare Case For Counter: Rear Panels**

- Rear panels must remain OFF case while it is slid in (or dropped into) counter.
- Panels may be damaged if they remain on the case while placed in counter.

**6. Prepare Case For Counter: Magnets**

> Slide-In Units: Rear magnets may remain on case while SLIDING INTO counters.

> Drop-In Units: Due to space restraints, rear magnets MAY NEED TO BE REMOVED from case for case to fit into counter. Measure carefully!

> Lower set of magnets MAY BE REATTACHED to case to allow lower rear panel to be held in place.

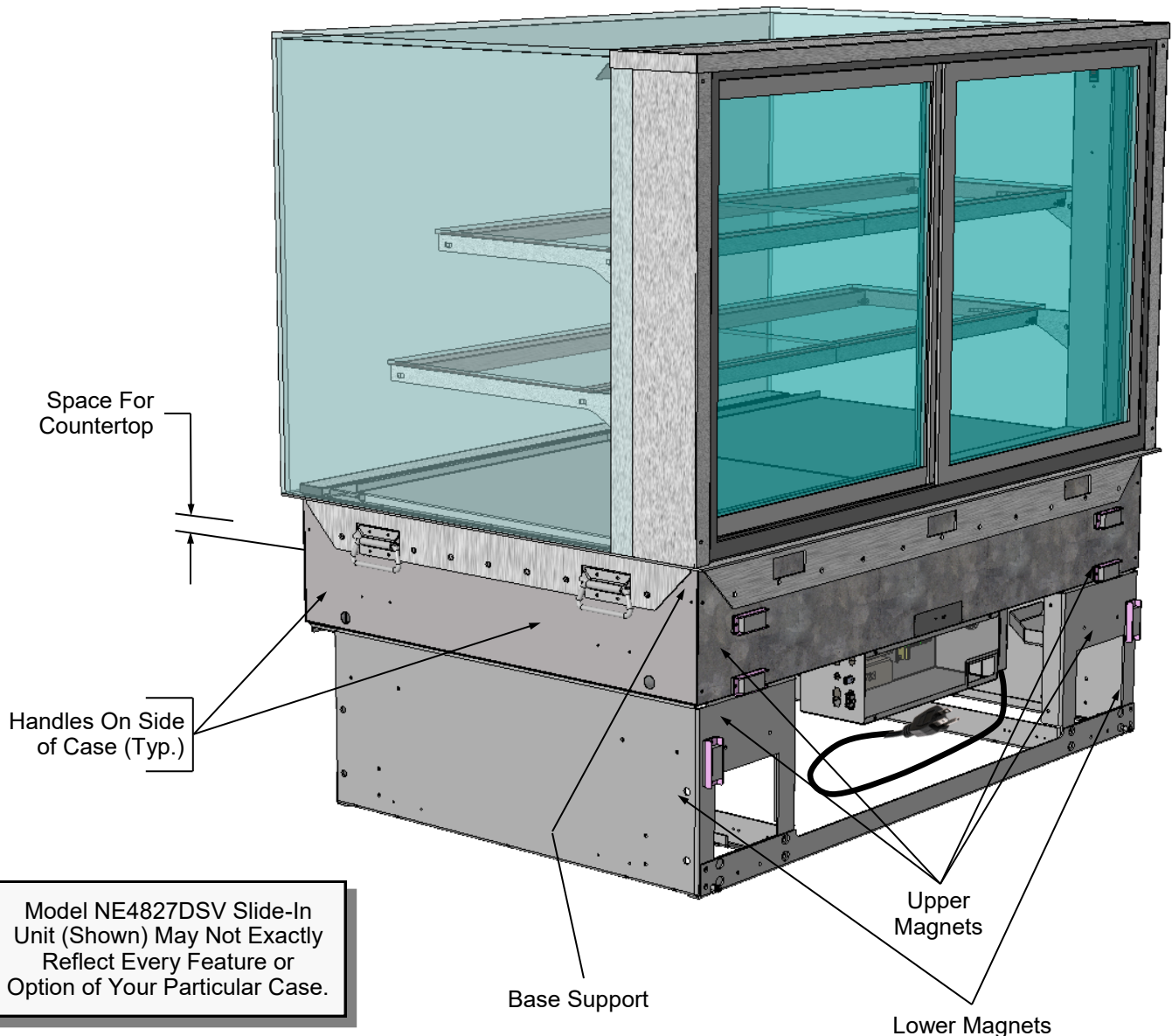
**7. Prepare Case For Counter: Side Handles**

> Slide-In Units: Side handles MAY remain on case if space allows. Otherwise, remove them.

- See "Space For Countertop" shown in illustration below.
- Keep handles in safe place for future possible relocation use.

> Drop-In Units: Due to space restraints, REMOVE SIDE HANDLES to allow case to fit into counter.

- Keep handles in safe place for possible future use.
- See illustration below.

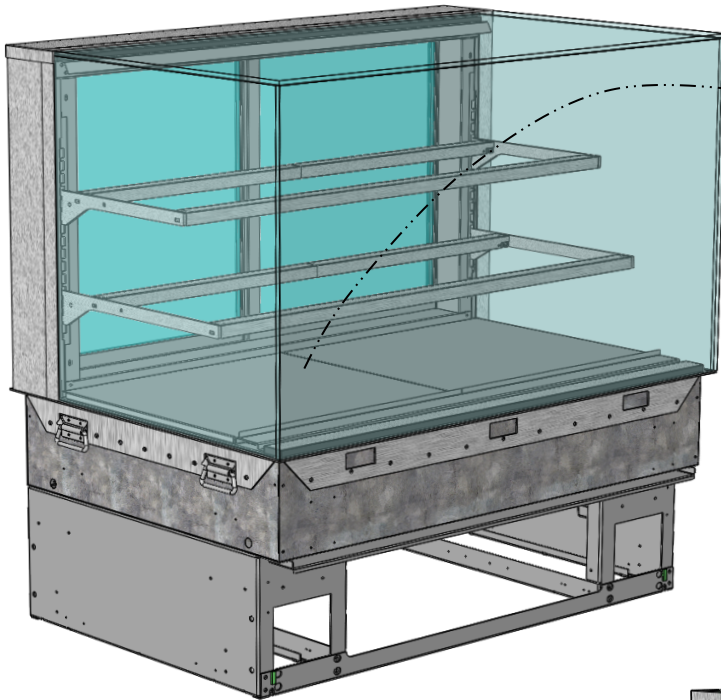


**8. Remove Bubble-Wrapped Glass (For Shelving) From Case**

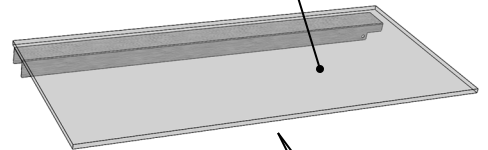
- Carefully remove bubble-wrapped glass shelving pieces from case through rear sliding doors.
- See illustration below-left.

**9. Remove Glass From Bubble-Wrap / Carefully Place Them On Shelves**

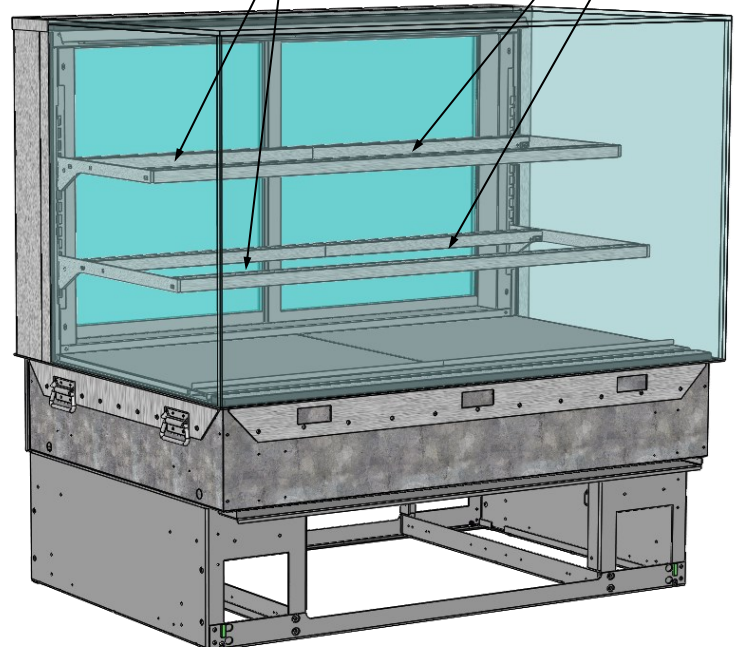
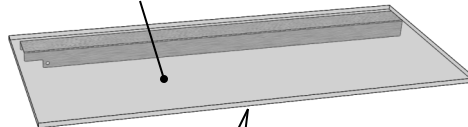
- Remove glass (for shelves) from its bubble-wrap.
- Place glass pieces on shelves.
- Caution! Glass pieces ARE NOT IDENTICAL! Notches on the underside metal covers determine placement in case.
- See illustration below-right and next page.



Right Glass Shelving Piece



Left Glass Shelving Piece



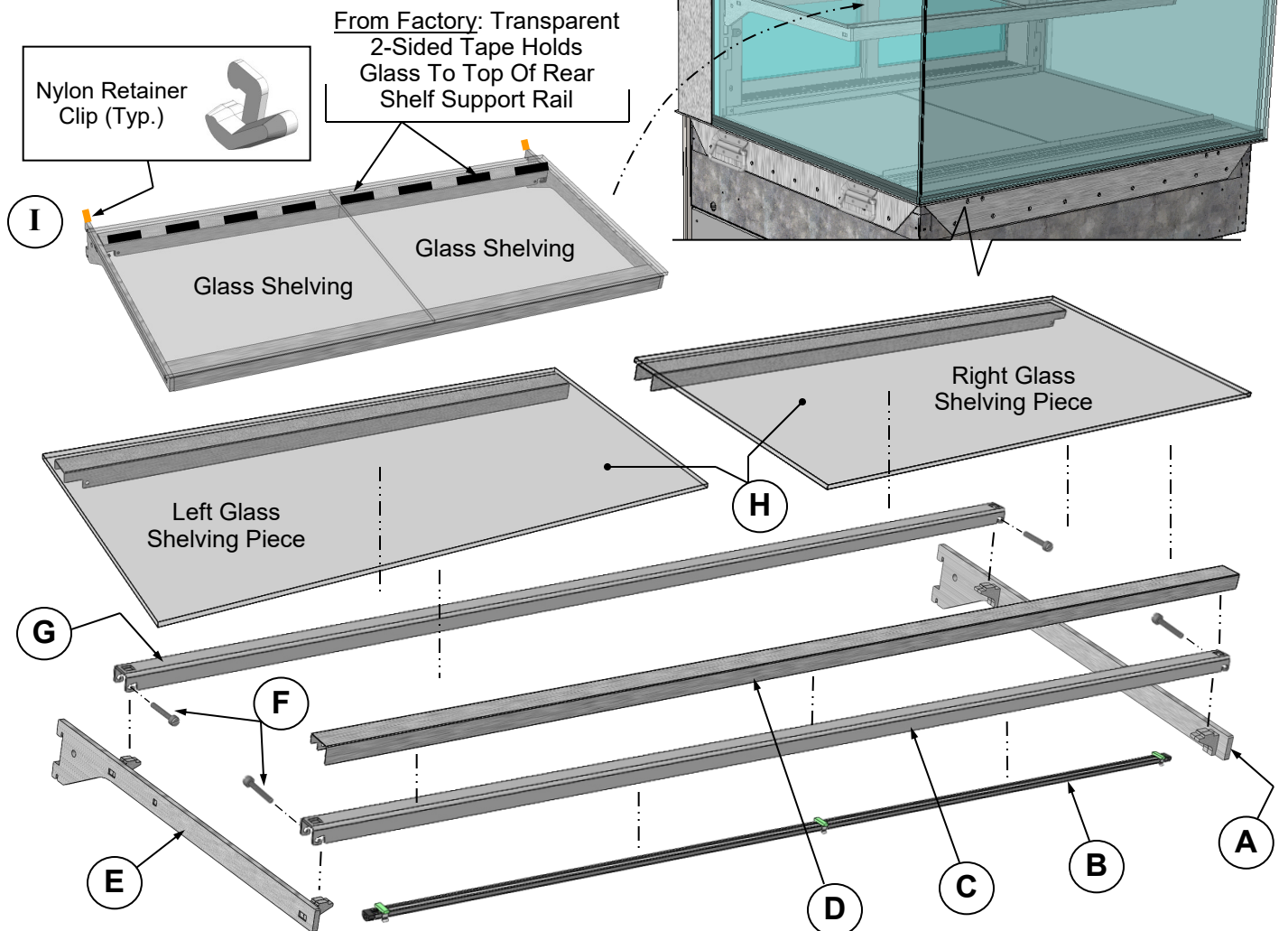
Model NE3635DSV Slide-In Units (Shown) May Not Exactly Reflect Every Feature or Option of Your Particular Case.



**10. Shelving Assembly Components**

- Check that glass shelving is in proper position before placing product in case
  - Shelves may be adjusted vertically or entirely removed from merchandiser.
  - Metal shelving brackets ARE NOT able to be angled. They are at a fixed 90° position.
  - There are 12 components comprising each shelf assembly:
- A. Right bracket (with hooks to attach to slots in upright)
  - B. LED light with magnets
  - C. Front shelf support rail (LED light attaches to its inner cavity via magnets)
  - D. Cover (rests atop front shelf support rail)
  - E. Left bracket (hooks to attach to slots in upright)
  - F. Nylon thumbscrews (4 per shelf) secure shelving during shipment. Note: Remove (using pliers, if necessary) and discard thumbscrews after case

- is installed so shelves can be disassembled (to clean or service).
- G. Rear shelf support rail
  - H. Left and right glass shelf/cover assemblies (glass is affixed to covers with 2-sided tape from factory). Caution! Glass pieces ARE NOT IDENTICAL! Notches on underside metal covers determine placement in case.
  - I. Nylon retainer clips (2 per shelf) secure brackets during shipment. Note: To adjust or remove shelves, you must remove retainers; pliers may be required to accomplish this task.



## INSTALLATION, CONT'D: PLUG IN UNIT / CASE ENERGIZING / UPPER & LOWER REAR PANELS

### **11. Plug Case In / Case Will Energize**

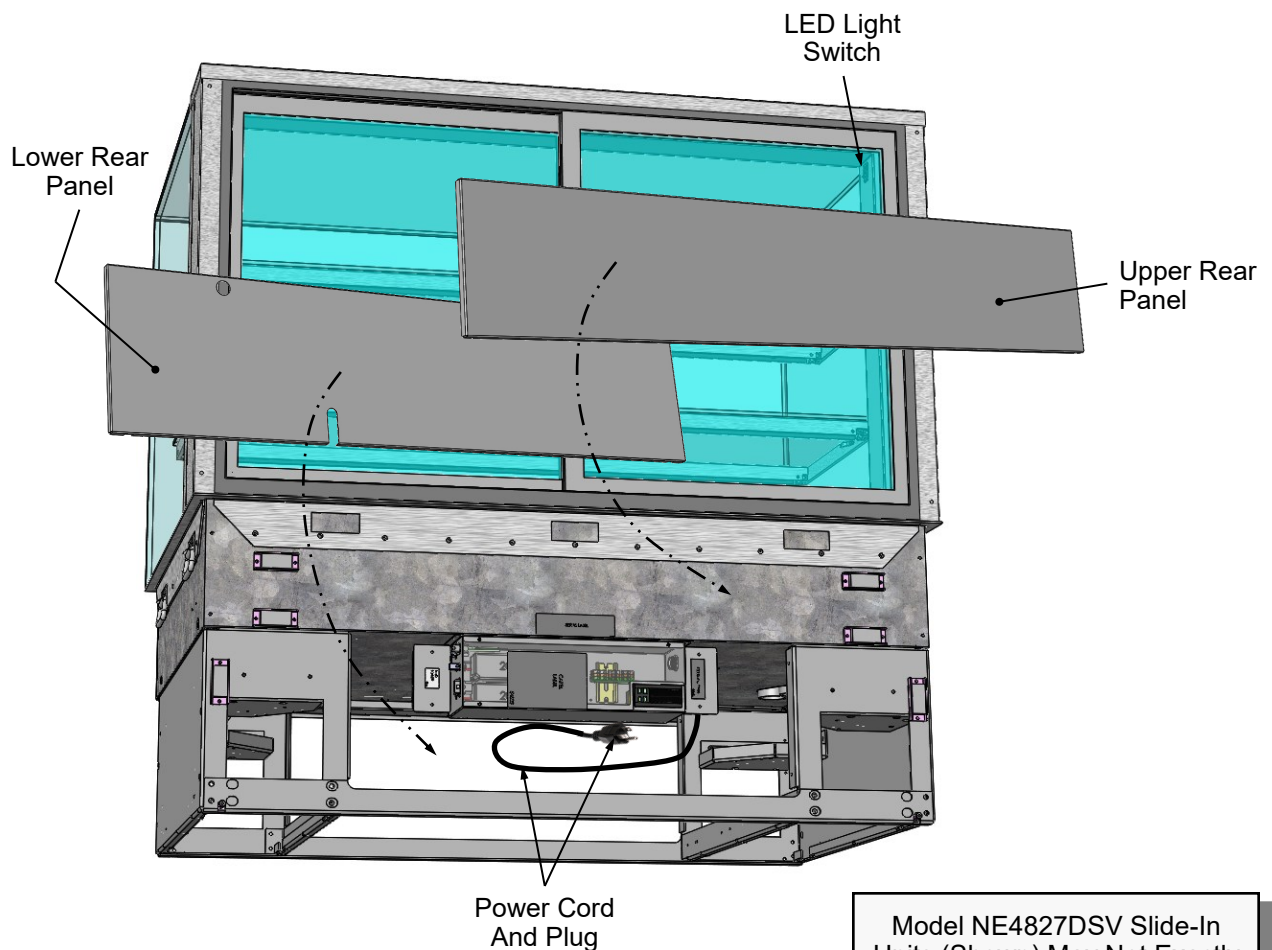
- Power cord with plug is factory-supplied.
- Plug case into customer-supplied electrical outlet. Case will energize.
- Turn on LED light switch at rear-right upright.
- See illustration at right.

### **12. Slide-In Units: Reattach Upper and Lower Rear Panels**

- Rear panels are held in place by magnets.
- Lower rear panel has a slot for power cord.
- See illustration below.

### **13. Drop-In Units: Reattach Lower Rear Panel**

- Lower rear panel may be attached to case after it has been dropped in countertop.
- If lower magnets have been removed from case (for drop-in), you must REATTACH them in same position for lower attachment to be held in place.
- Do not return upper rear panel to case.



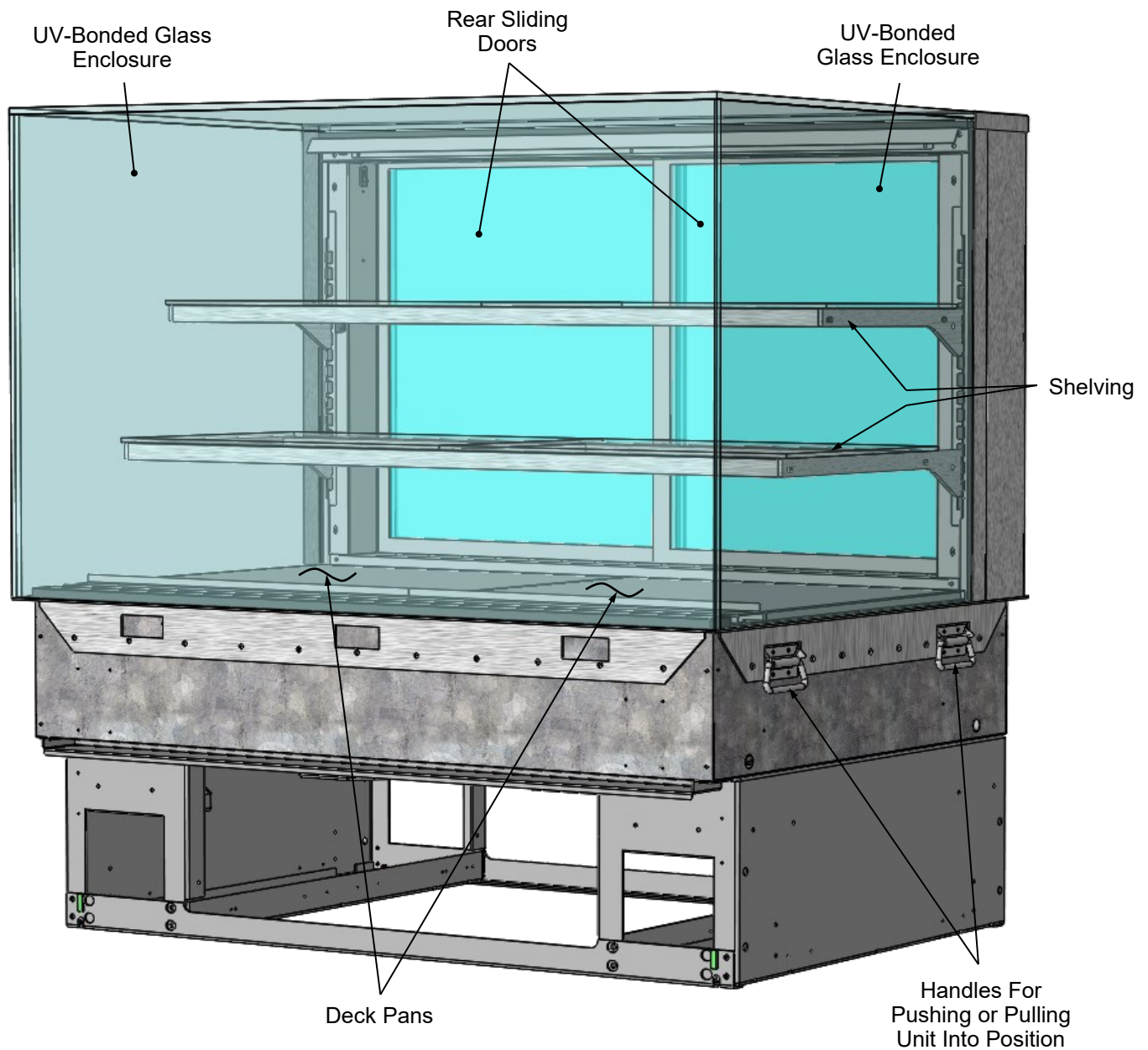
Model NE4827DSV Slide-In Units (Shown) May Not Exactly Reflect Every Feature or Option of Your Particular Case.

**CASE DESIGN: FRONT VIEW OF SLIDE-IN, DRY (AMBIENT) SERVICE MERCHANDISERS**

**1. Case Design: Front View Of Slide-In, Dry (Ambient) Service Merchandisers**

- Model NE4827DSV is illustrated below.
- See next page for rear view of merchandiser.

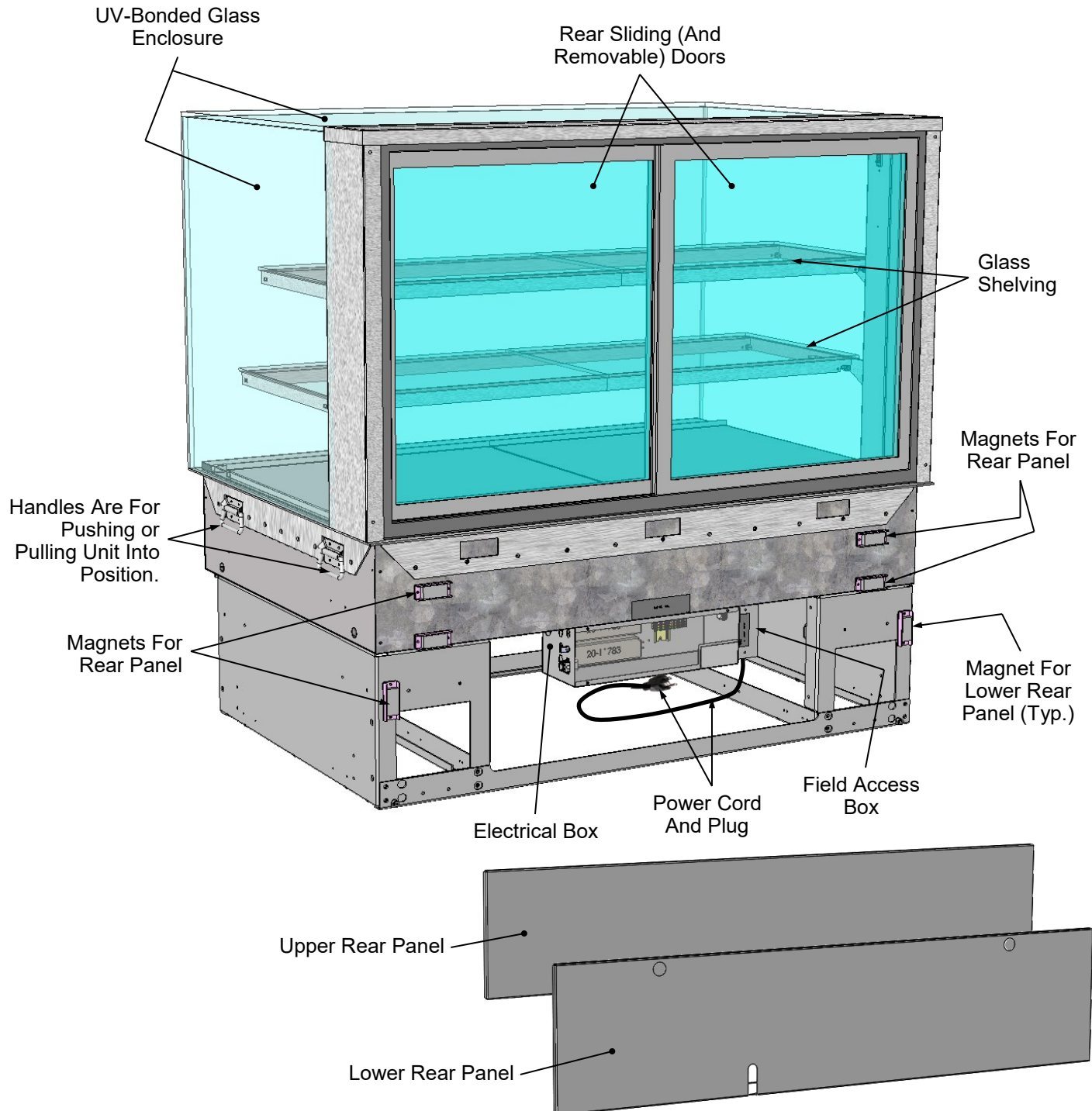
Model NE4827DSV Slide-In Unit (Shown)  
May Not Exactly Reflect Every Feature or  
Option of Your Particular Case.



**2. Case Design: Rear View Of Slide-In, Service Merchandisers**

- Model NE4827DSV slide-in unit is illustrated below.
- Handles (at both ends of case) are for pushing/pulling into position.
- See previous page for front view of merchandiser.

Model NE4827DSV Is Shown.  
It May Not Exactly Reflect  
Every Feature or Option Of  
Your Particular Case.



### 3. Power Cord and Plug

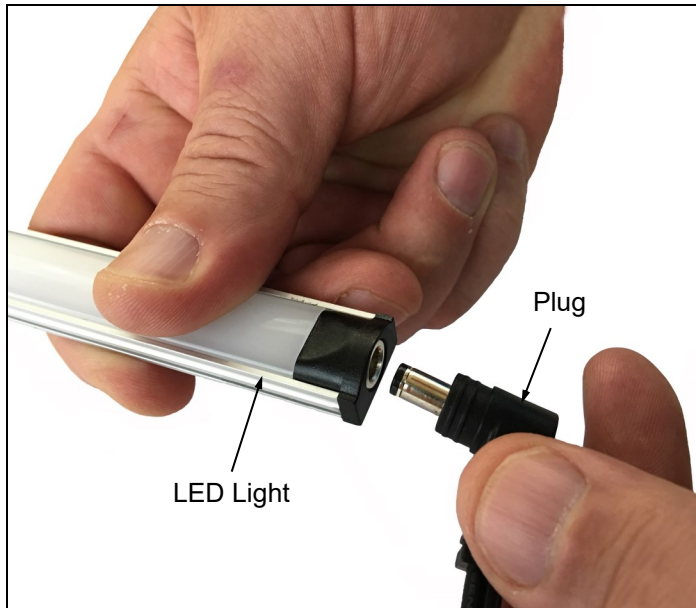
- Power cord and plug (for LED lights) is at case rear (shown below).
- Caution! You must plugged in an approved outlet!

### 4. LED Light Switch Location

- Light switch is in column cover (accessible by sliding open door at case rear).
- See illustrations below-right.

### 5. LED Lights

- LED lights are located at both 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 **TROUBLESHOOTING** section in manual if LED lights malfunction.



LED Light

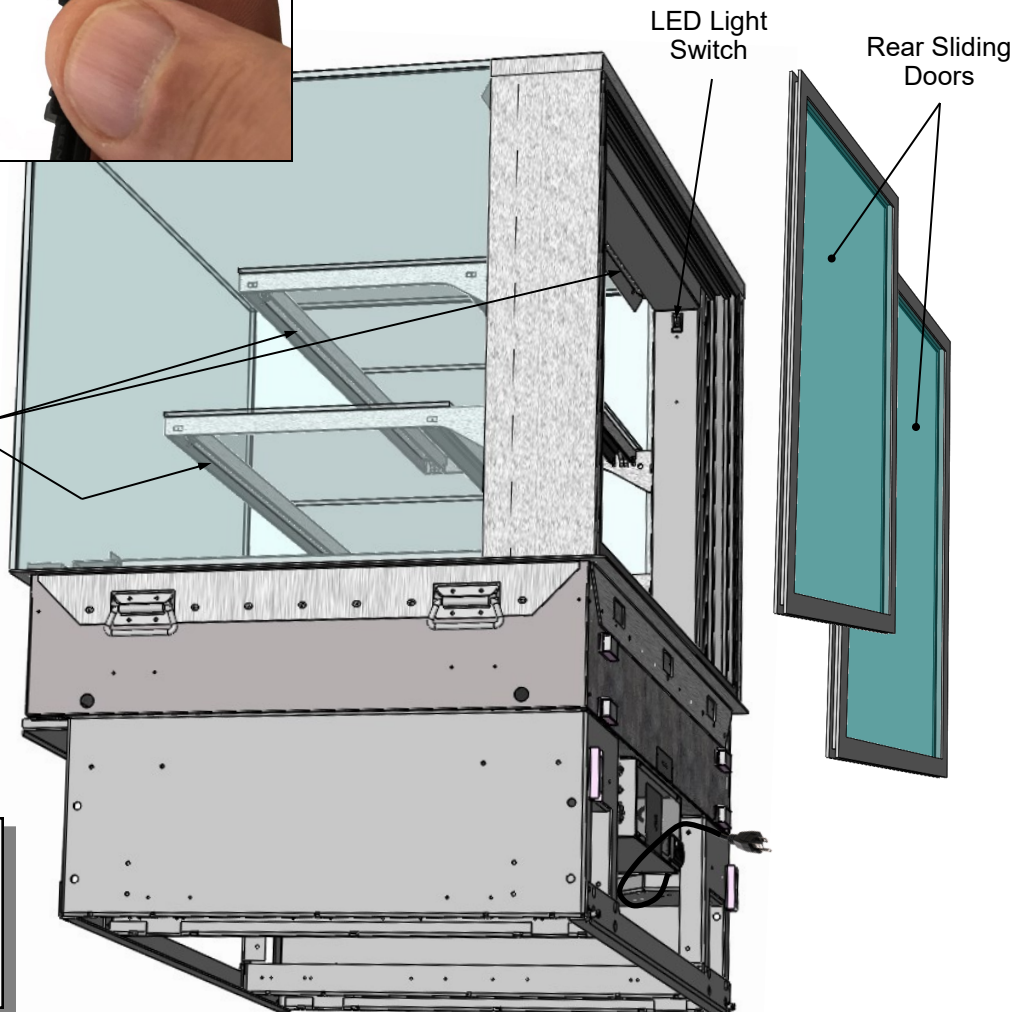
Plug

LED Lights In  
Shelving And  
Header

LED Light  
Switch

Rear Sliding  
Doors

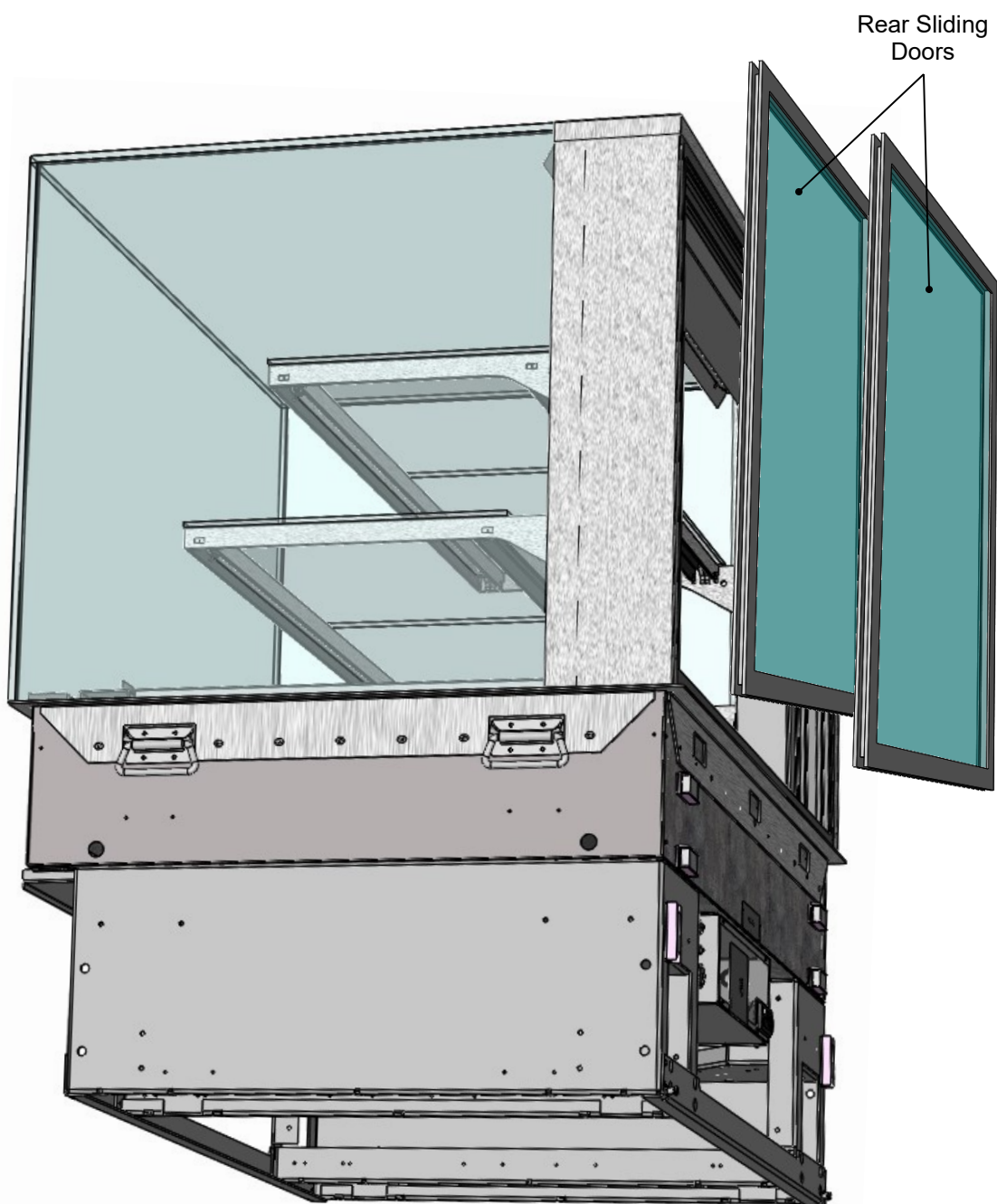
Model NE4835DSV  
Countertop Unit (Shown) May  
Not Exactly Reflect Every  
Feature or Option of Your  
Particular Case.



**6. Rear Sliding Door Removal / Replacement**

- To remove rear sliding doors, move doors toward center of case.
- Individually lift each door up toward the top of the case; pivot the bottom of the door out.
- Return doors to case in reverse order they were removed.

Model NE4835DSV  
Countertop Unit (Shown) May  
Not Exactly Reflect Every  
Feature or Option of Your  
Particular Case.

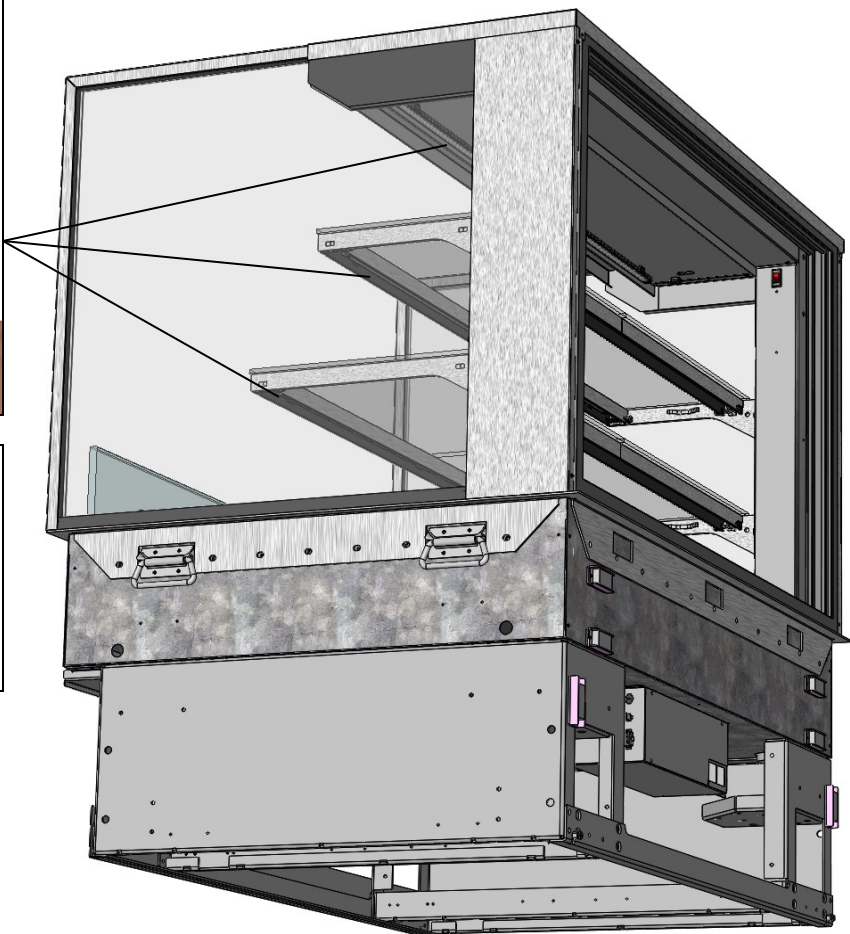
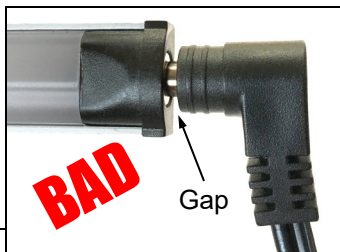
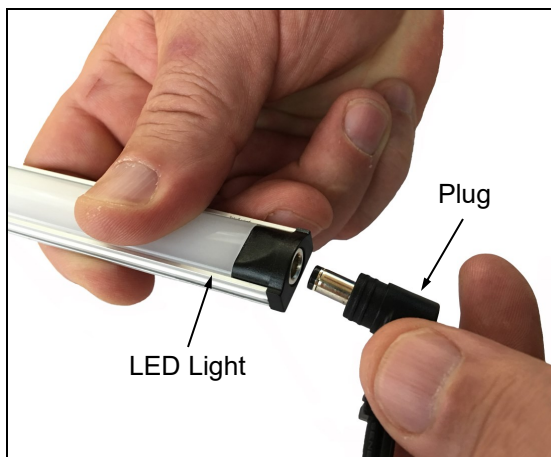


**CLEANING SCHEDULE (TO BE PERFORMED BY STORE PERSONNEL)**

FREQUENCY	INSTRUCTIONS
Daily	<b><u>Glass Surfaces:</u></b> Clean side glass and shelves with household or commercial glass cleaner.
Daily	<b><u>Rear Sliding Door Glass:</u></b> Clean with household or commercial glass cleaner. Clean out rear door track with moist cloth.
Daily	<b><u>End Panels, Front Panel, Toe-Kick, etc.:</u></b> Wipe off all surfaces with warm water and mild soap solution and non-abrasive cloth.
Daily	<b><u>Decks:</u></b> Wipe off decks with moist cloth dipped in mild soap and water solution.
Daily	<b><u>Stainless Steel Surfaces:</u></b> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Never use scouring powders or steel wool as they will scratch stainless steel.</li> <li>• Brighten by polishing with a cloth dipped in vinegar or in ammonia; sprinkle baking soda on sponge and rub gently; rinse. Polish dry with paper towel.</li> <li>• Remove streaks or heat stains from stainless steel by rubbing with club soda.</li> </ul>
Quarterly	<b><u>Under Case Cleaning:</u></b> <ul style="list-style-type: none"> <li>• Lower rear panel is held in place with magnets and is removable <u>without tools</u>.</li> <li>• Remove lower rear panel by lifting up and off case. Use vacuum with brush extension to remove all dust, dirt, food particles or residue at underside of case.</li> <li>• Replace lower rear panel when cleaning process is complete.</li> </ul>

**TROUBLESHOOTING (TO BE PERFORMED BY STORE PERSONNEL)**

CONDITION	TROUBLESHOOTING
<b>Case Lights Not Working</b>	Check that light switch is in the <i>ON</i> position. <ul style="list-style-type: none"> <li>• See <b>CASE DESIGN, CONT'D: POWER CORD &amp; PLUG / LED LIGHT SWITCH LOCATION / LED LIGHTS</b> section in manual for switch location (regardless of case design).</li> </ul>
	If case is not hard-wired, check that power cord is properly connected to wall outlet.
	Check that ALL of the light plugs are properly connected to the LED light. <ul style="list-style-type: none"> <li>• Plug must be inserted ALL THE WAY into the LED light orifice (with no gap).</li> <li>• See illustrations below-left.</li> </ul>
	Power may not be reaching the case. <ul style="list-style-type: none"> <li>• Contact store management to have trained service provider perform troubleshooting.</li> <li>• Troubleshooting to be performed by trained service providers only is on next page.</li> </ul>
	If case light still do not come on, it may need to be replaced. <ul style="list-style-type: none"> <li>• Contact Structural Concepts' Technical Service Department for replacement light (see <b>TECHNICAL SERVICE</b> section of this manual for contact information).</li> <li>• To replace, disconnect plug from existing LED light. Disconnect LED light from its brackets. Replace with new LED light. Insert plug ALL THE WAY into LED light orifice.</li> </ul>





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

<b>CONDITION</b>	<b>TROUBLESHOOTING</b>
<b>Case Lights Are Not Working</b>	See <b><i>TROUBLESHOOTING (TO BE PERFORMED BY STORE PERSONNEL)</i></b> section in manual (previous sheet) for most common troubleshooting solutions.
	Check power. <ul style="list-style-type: none"><li data-bbox="402 415 1524 447">• If power is not supplied to the case, facility may have faulty power distribution.</li><li data-bbox="402 447 1524 510">• If power is supplied to the case but lights are not energized, case's power supply may be faulty.</li></ul>

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

- Serial labels are affixed at a wide range of places (on the header, at 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.

- 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

**ETL**  
LISTED  
C US  
Intertek

**SAMPLE ONLY**

**SAMPLE ONLY**

**SAMPLE ONLY**

**SAMPLE ONLY**

**SAMPLE ONLY**


**SAMPLE ONLY**

SINGLE PHASE 1.84 AMPS

3048256  
Conforms to UL Std. 65  
CERTIFIED TO CAN/CSA  
STD C22.2 NO 120

120 VOLTS      60HZ  
FOR PARTS OR SERVICE CALL  
STRUCTURAL CONCEPTS  
AT 1-800-433-9489

SCAN FOR PRODUCT LITERATURE



Sample QR Code

--- Sample Serial Label For Ambient/Heated Cases ---

**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.)**

**To Access The Limited Warranty To 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.**

