

Reveal[®] USER MANUAL

SCC P/N
20-91211

REVEAL[®] COUNTERTOP, DRY (AMBIENT) MERCHANDISERS

- > SERVICE MODELS (SHOWN)
- > REAR SLIDING/REMOVABLE DOORS
- > ADJUSTABLE GLASS SHELVES
- > **CAUTION! DO NOT PUSH OR PULL ON GLASS ENCLOSURE!**
- > **ONLY USE UPRIGHTS (AT EACH END OF CASE) TO PUSH OR PULL CASE INTO POSITION!**



--- Model NR4827DSV Shown Atop Customer Countertop ---

Structural Concepts[®]

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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 its own packet.
- Wiring diagram placement may vary (near ballast box, field wiring box, raceway cover, or other related location).



**ATTENTION
CONTRACTORS**

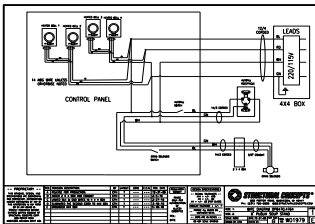
COMPLIANCE
This equipment **MUST** be installed in compliance with all applicable NEC, federal, state and local electrical codes.



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.

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

WEIGHT LOAD ON GLASS / PREVENTING SAGGING

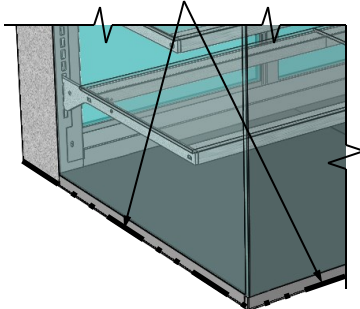
- Caution! To prevent sagging or breakage of glass, do not exceed 5 LB (2.3 KG) weight load per top glass section (between vertical supports).
- To prevent scratching or marring, do not place ANY items on glass.

SEALING COUNTER-MOUNTED UNITS

- Proper sealing of lower edge of case 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.



Lower Edge of Case



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.

SEALING COUNTER-MOUNTED UNITS TO COUNTER

- To assure a secure seal, thoroughly clean both counter and lower edge of case prior to proceeding.
- Apply a thin, UNINTERRUPTED bead of silicone sealant along lower edge of case to counter after case has been properly positioned on counter.
- Silicone must meet or exceed food grade NSF/ANSI Standard 51.



REVEAL® COUNTERTOP DRY (AMBIENT) SVC & SELF-SERVICE MODEL APPLICABILITY & DIM'S

Service Models	Display Height	Case Depth x Length
NR3613DSV	13 5/8"DH	32 5/8"D x 35 3/4"L
NR3620DSV	20 3/8"DH	32 5/8"D x 35 3/4"L
NR3627DSV	27 7/8"DH	32 5/8"D x 35 3/4"L
NR3635DSV	35 3/8"DH	32 5/8"D x 35 3/4"L
NR4813DSV	13 5/8"DH	32 5/8"D x 47 3/4"L
NR4820DSV	20 3/8"DH	32 5/8"D x 47 3/4"L
NR4827DSV	27 7/8"DH	32 5/8"D x 47 3/4"L
NR4835DSV	35 3/8"DH	32 5/8"D x 47 3/4"L

INSTALLATION: COMPONENT REMOVAL / REMOVAL OF CASE FROM PALLET & ONTO COUNTER

1. Remove Bubble-Wrapped Decks and Glass (For Shelving) From Case

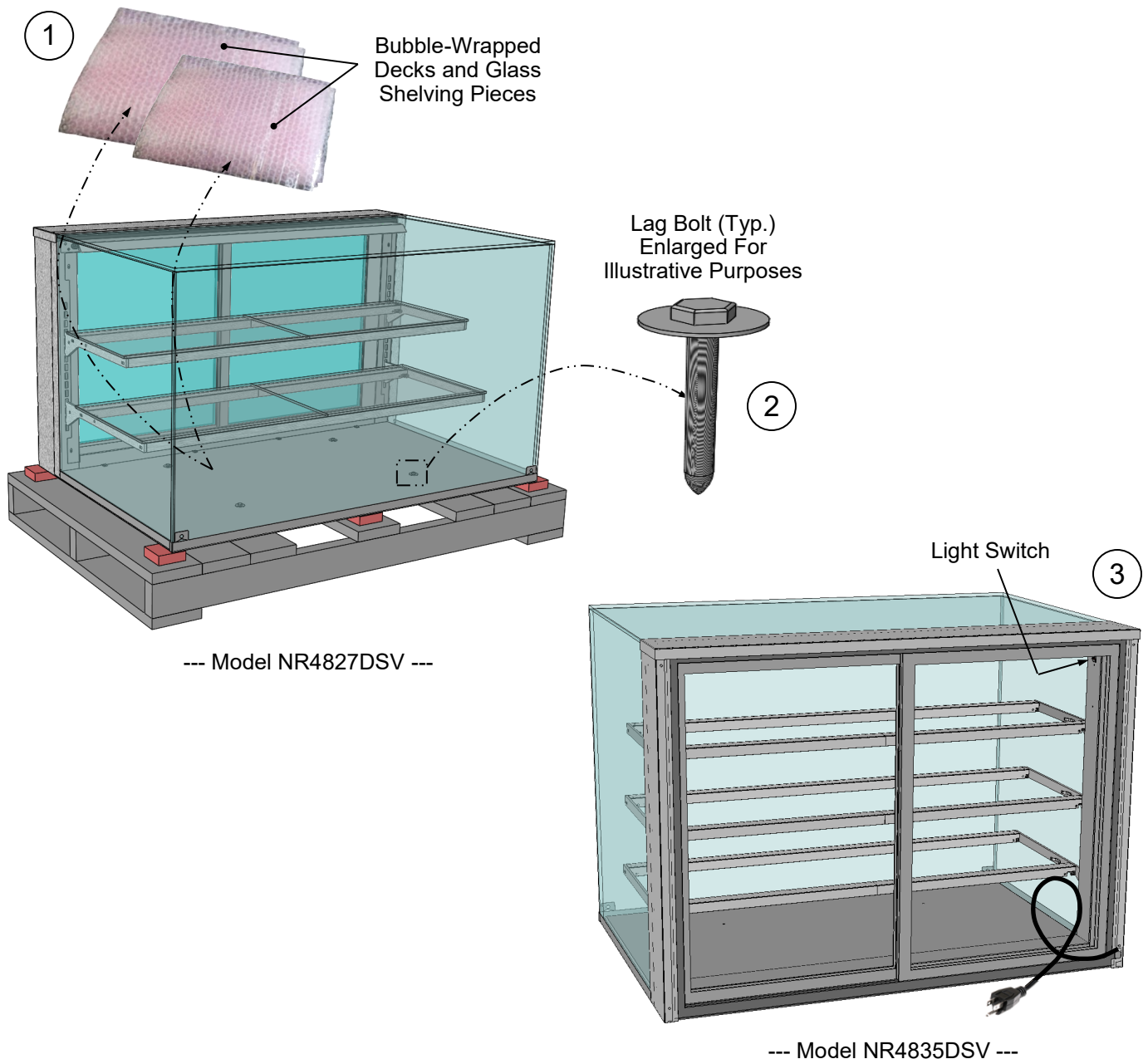
- Carefully remove bubble-wrapped decks and glass shelving pieces from case.
- Place in a secure location away from foot traffic.

2. Remove Lag Bolts From Support Base

- Remove four (4) lag bolts from support base (that holds case to pallet).
- Discard or recycle.

3. Remove Case From Pallet / Set On Counter

- **Caution! 4 people may be required for this task!**
- Lift case up and off pallet's rubber shipping blocks and carefully place on counter.
- See next page for instructions on sealing case to counter.



4. Place Decks Inside Case

- Remove decks from bubble-wrap; place in case.
- See illustration below.

5. Remove Glass From Bubble-Wrap and Place On Shelving Bracketry

- Remove glass (for shelves) from its bubble-wrap. Place them on shelving bracketry.
- Caution! Glass pieces ARE NOT IDENTICAL! Notches on underside metal covers determine placement in case (as illustrated below).
- See next page for complete illustrative breakdown of shelving bracketry and glass shelving pieces.

6. Plug Case Into Approved Outlet

- Plug is located at case rear.
- Plug case into approved outlet.
- Case will energize.

7. Turn On Light Switch

- Switch location shown in illustration at right.
- LED lights should immediately come on.

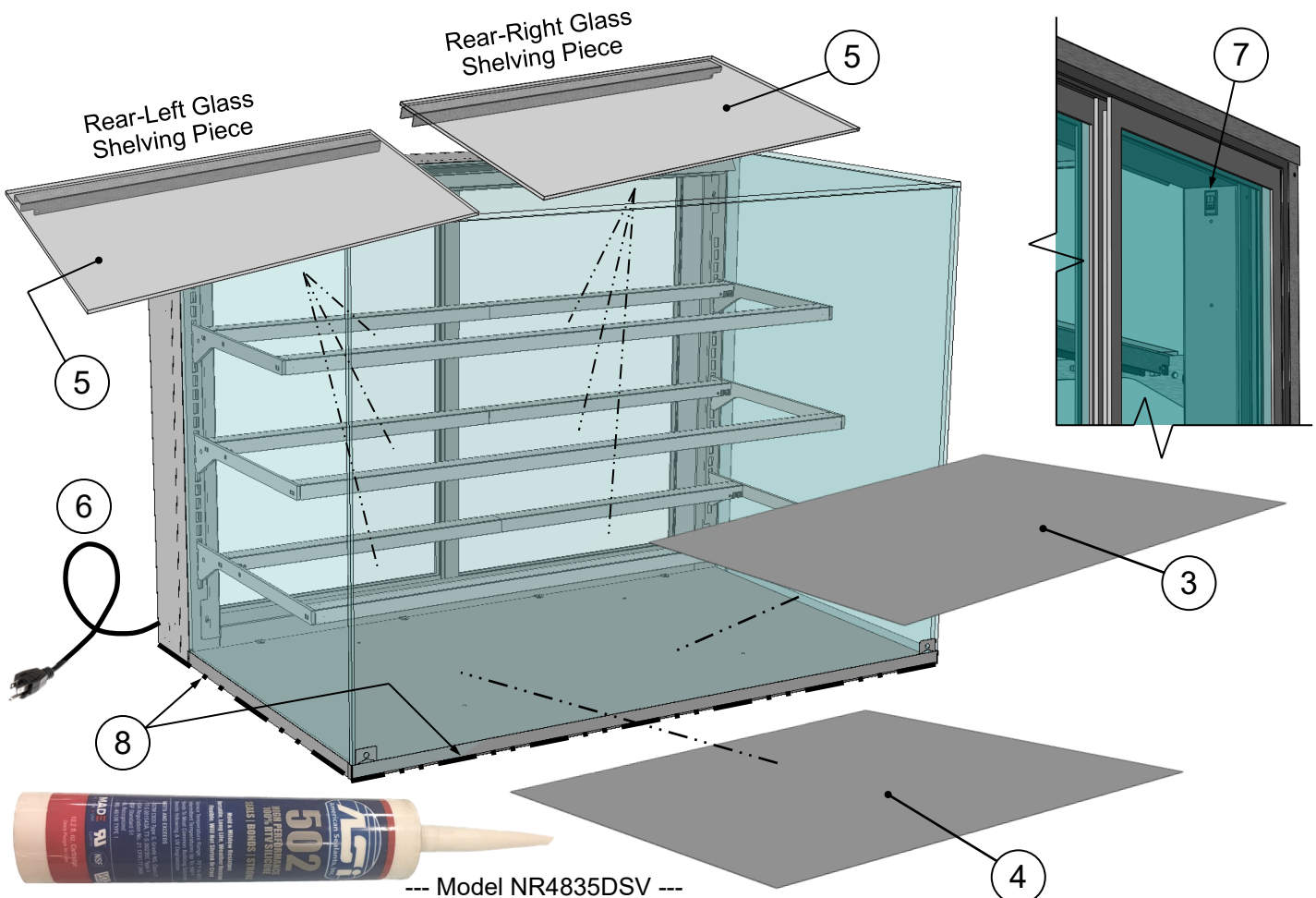
- If LED lights do not immediately illuminate, see **TROUBLESHOOTING** section in this manual.

8. Sealing Unit To Counter

- Thoroughly clean counter and underside of base.
- Seal unit to countertop with silicone that meets or exceeds food grade NSF/ANSI Standard 51:
- Apply thin, UNINTERRUPTED bead of silicone sealant along lower edge of case to prevent accumulation of dust, residue and liquids as well to prevent insect harborage.

9. Attaching Unit To Counter With Lag Bolts

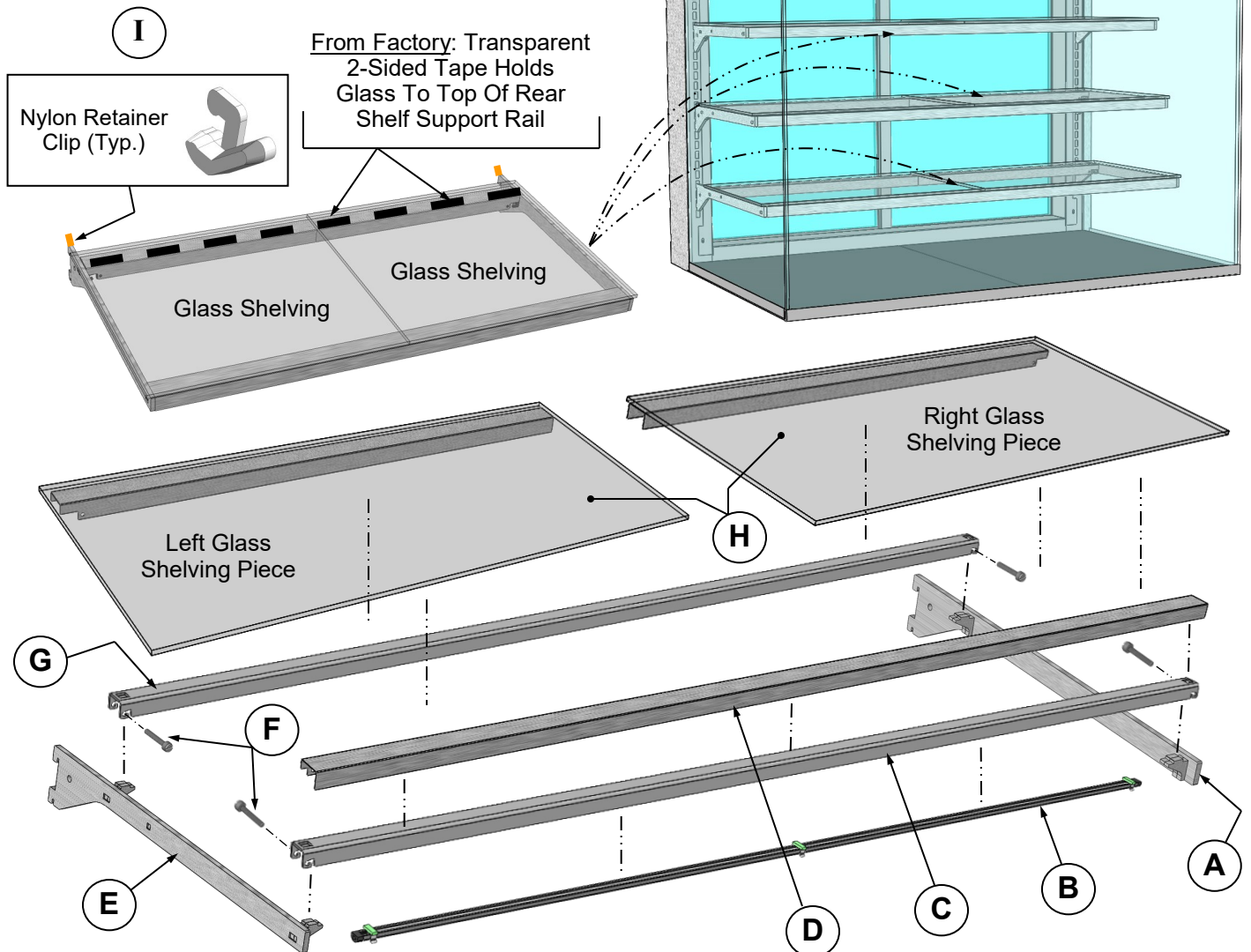
- **Earthquake Hazard Zones:** Case may ALSO be bolted to counter with lag bolts (or other secure fasteners).
- **Caution! Only trained service providers should perform such attachment procedures.**
- If code requirements allow, the SAME lag bolts that held case's support base to pallet may also be used to secure case to counter.
- See previous page for illustrations.



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 thumb screws (4 per shelf) secures 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.



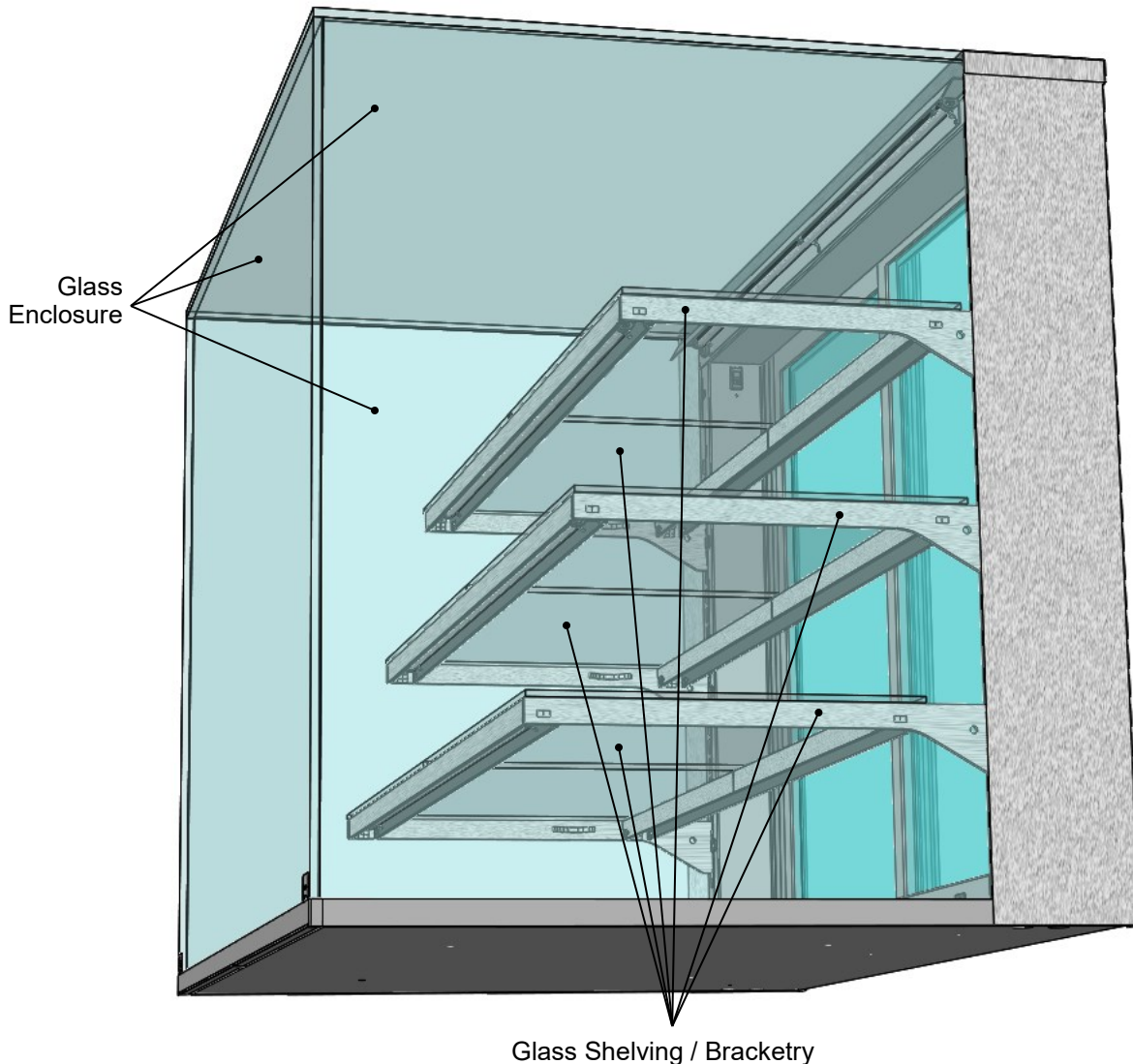
1. Glass Enclosure

- **CAUTION! DO NOT PUSH OR PULL ON GLASS ENCLOSURE!**
- **ONLY USE UPRIGHTS (AT EACH END OF CASE) TO PUSH OR PULL CASE INTO POSITION!**
- See illustration below.

2. Glass Shelving and Bracketry

- Glass shelving is adjustable.
- Each shelf has its own glass.
- Caution! If glass must be removed for cleaning purposes, handle with extreme care.
- Service case is illustrated below. Self-service case reflects similar design.

Model NR4835DSV Countertop Unit
(Shown) 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

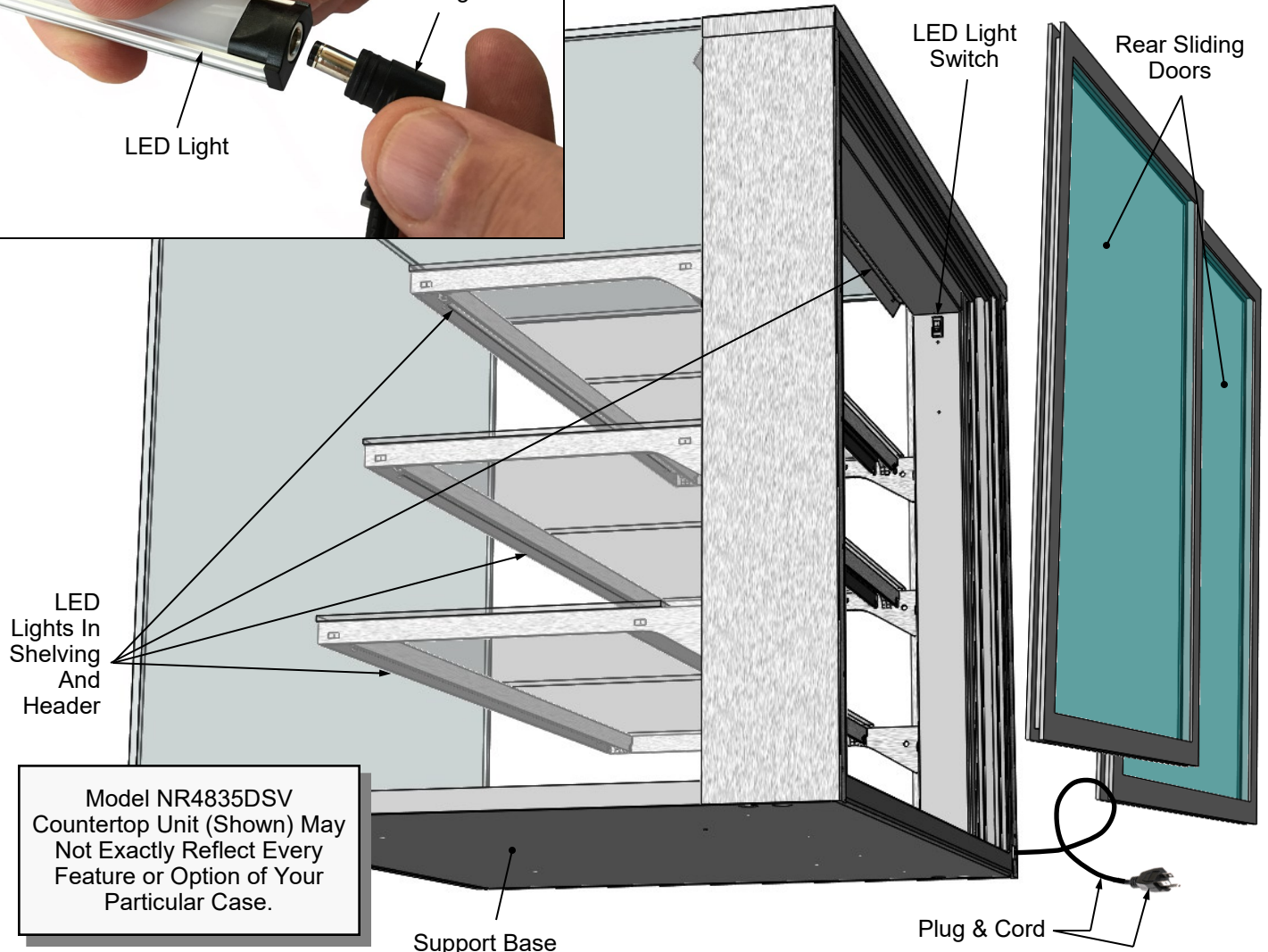
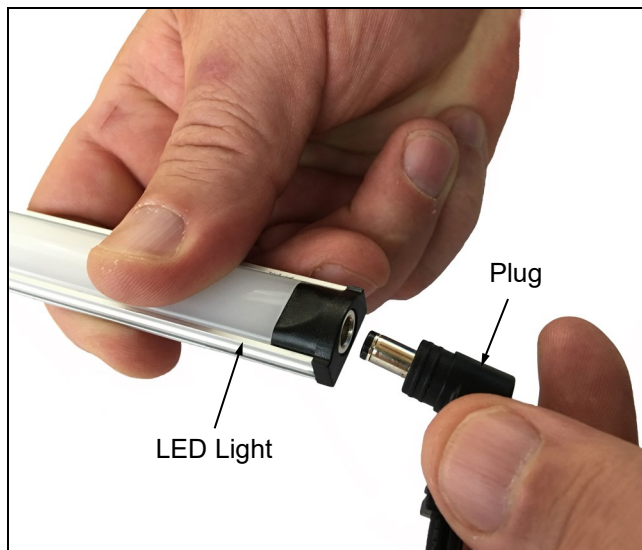
- Light switch is in column cover (accessible by sliding open door at case rear).
- See illustrations below-right.

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.

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.

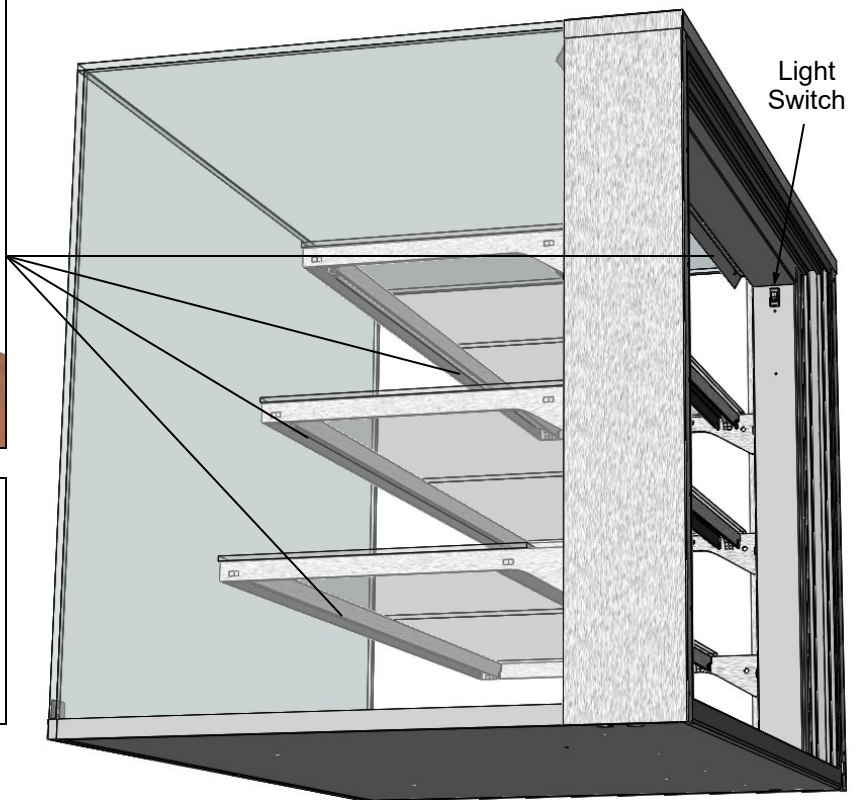
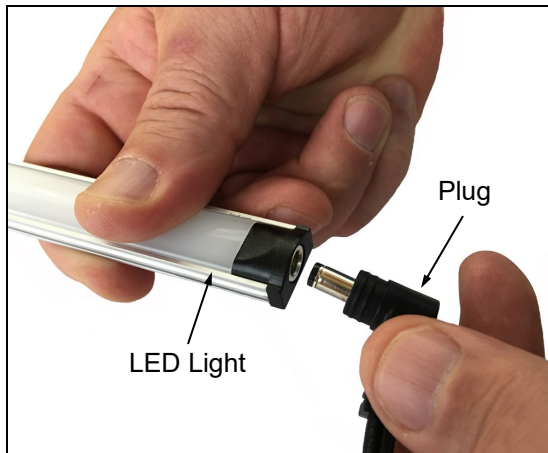


CLEANING SCHEDULE (TO BE PERFORMED BY STORE PERSONNEL)

FREQ.	INSTRUCTIONS
Daily	<u>Glass Surfaces:</u> Clean side/top glass enclosure (and glass shelves) with household or commercial glass cleaner.
Daily	<u>Rear Sliding Door Exterior Glass:</u> Clean with household or commercial glass cleaner. Clean out rear door track with moist cloth.
Daily	<u>Decks:</u> Wipe off decks with moist cloth dipped in mild soap and water solution.

TROUBLESHOOTING (TO BE PERFORMED BY STORE PERSONNEL)

CONDITION	TROUBLESHOOTING
Case Lights Not Working	<p>Check that light switch is in the <i>ON</i> position.</p> <ul style="list-style-type: none"> See illustration below for light switch location at case rear.
	<p>If case is not hard-wired, check that power cord is properly connected to wall outlet.</p>
	<p>Check that ALL of the light plugs are properly connected to the LED light.</p> <ul style="list-style-type: none"> Plug must be inserted ALL THE WAY into the LED light orifice (with no gap). See illustrations below-left.
	<p>Power may not be reaching the case.</p> <ul style="list-style-type: none"> Contact store management to have trained service provider perform troubleshooting. Troubleshooting to be performed by trained service providers only is on next page.
	<p>If case light still do not come on, it may need to be replaced.</p> <ul style="list-style-type: none"> Contact Structural Concepts' Technical Service Department for replacement light (see TECHNICAL SERVICE section of this manual for contact information). 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.



TROUBLESHOOTING (TO BE PERFORMED BY TRAINED SERVICE PROVIDERS ONLY)


CONDITION	TROUBLESHOOTING
Case Lights Are Not Working	See <i>TROUBLESHOOTING (TO BE PERFORMED BY STORE PERSONNEL)</i> section in manual (previous sheet) 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.

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



Intertek

Reveal

MODEL NRS3648RXV-SAMPLE
SERIAL NO. 12345X30DZ098765

SAMPLE ONLY

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

SAMPLE ONLY

SAMPLE ONLY


SAMPLE ONLY

SAMPLE ONLY

SAMPLE ONLY

SINGLE PHASE 1.84 AMPS

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.

