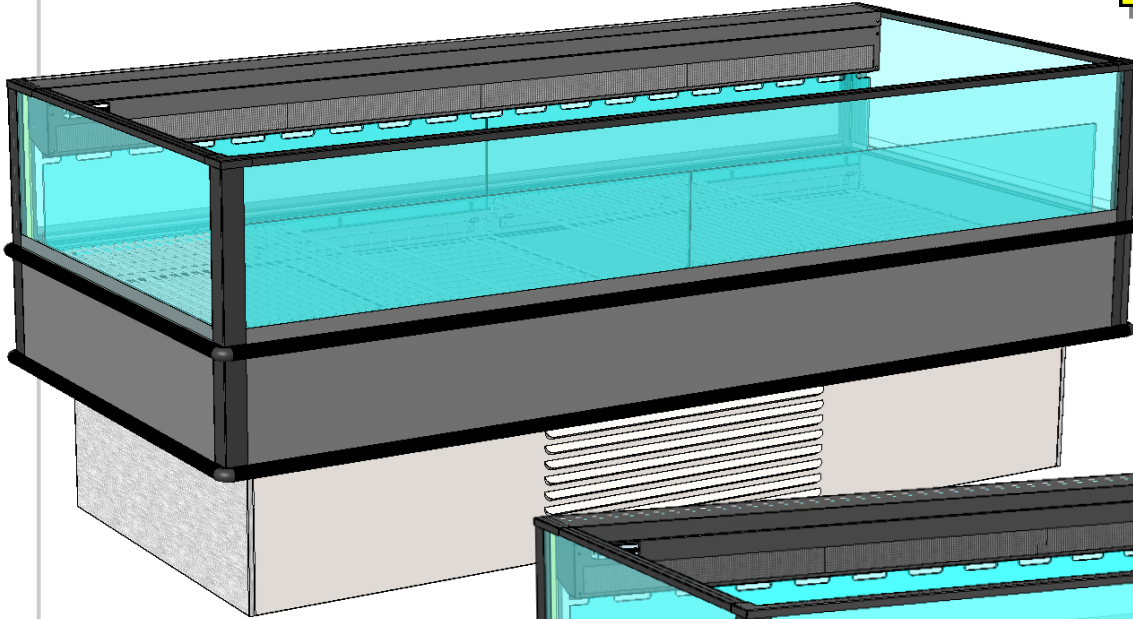


Oasis[®] USER MANUAL P/N 21-34184

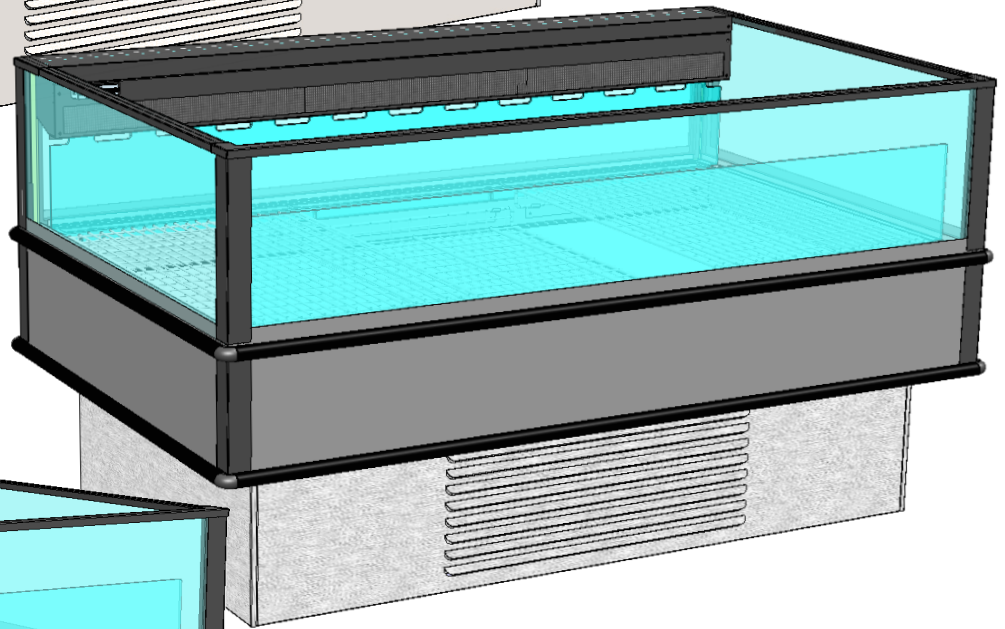
SELF-SERVICE MULTI-PURPOSE FREEZER-REFRIGERATED
ISLAND DISPLAY CASES

Important!
See Page 7 For 3-Way
Temperature Switch
Instructions.

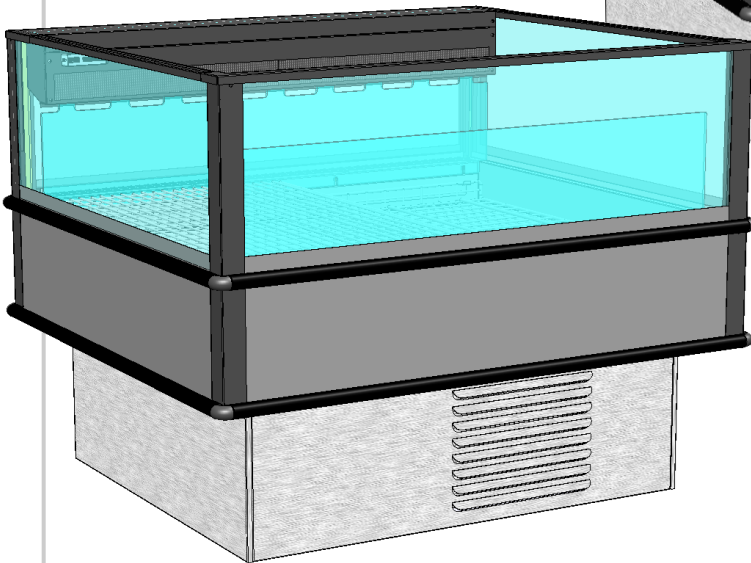
See Page 13 For Product
And Signage Placement
Guidelines.



MI48RF



MI46RF



MI44RF

Structural Concepts[®]

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This Operating Manual Is Applicable To The Following Models*

MI44RF, MI46RF, MI48RF, MI44RF.7448, MI46RF.7448 and MI48RF.7448

***This Operating Manual May Also Be Applicable To Models Not Listed Herein.**

OVERVIEW

- These Structural Concepts cases are designed to merchandise product at 3 separate temperature settings:
 1. Refrigerated packaged **PRODUCE/DELI** products at 40 °F (4.5 °C) or less product temperatures.
 2. Refrigerated packaged **RAW MEAT** products at 38 °F (3.3 °C) or less product temperatures.
 3. **FROZEN** packaged products at 0 °F (-18 °C) or less product temperatures.
- These cases should be installed and operated according to the following parameters to insure proper performance.
- See page 7 in operating manual for 3-way switch illustration.

NSF/ANSI TYPE I 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%.

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

- This sheet contains important warnings to prevent injury or death. Please read carefully!

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.



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.*



WARNING
 Hazardous moving parts. Do not operate unit with covers removed. Fan blades may be exposed when deck panel is removed. Disconnect power before removing deck panel.



WARNING
 Condensate Pan is Hot!
 Disconnect and allow to cool before cleaning or removing from case.



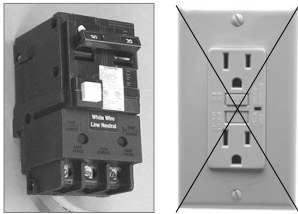
WARNING: This product can expose you to chemicals, including Urethane (Ethyl Carbamate), which are known to the state of California to cause cancer and birth defects or other reproductive harm. For more information go to P65Warnings.ca.gov.

PRECAUTIONS

- This sheet contains important precautions to prevent damage to unit or merchandise.
- Please read carefully!
- See previous page for specifics on **OVERVIEW**, **TYPE**, **COMPLIANCE** and **WARNINGS**.

WIRING DIAGRAM

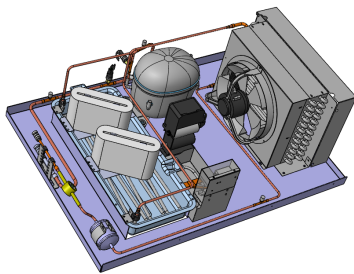
- Each case has its own wiring diagram folded and in its own packet.
- Wiring diagram placement may vary; it may be placed near ballast box, field wiring box, raceway cover, or other related location.



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! POWER CORD AND PLUG MAINTENANCE
 Risk of electric shock. If cord or plug becomes damaged, replace only with cord and plug of same type.



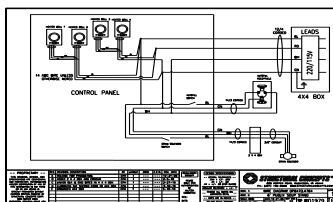
CAUTION! CHECK CONDENSATE PAN POSITION & PLUG
 Water on flooring causes damage! Before powering unit, check that:

- 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 2** plugs connected.



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

- Thermometers and thermostats reflect air temperatures **ONLY**.
- They do not reflect **ACTUAL** food temperatures.
- For **ACTUAL** food temperatures, use a calibrated food thermometer.



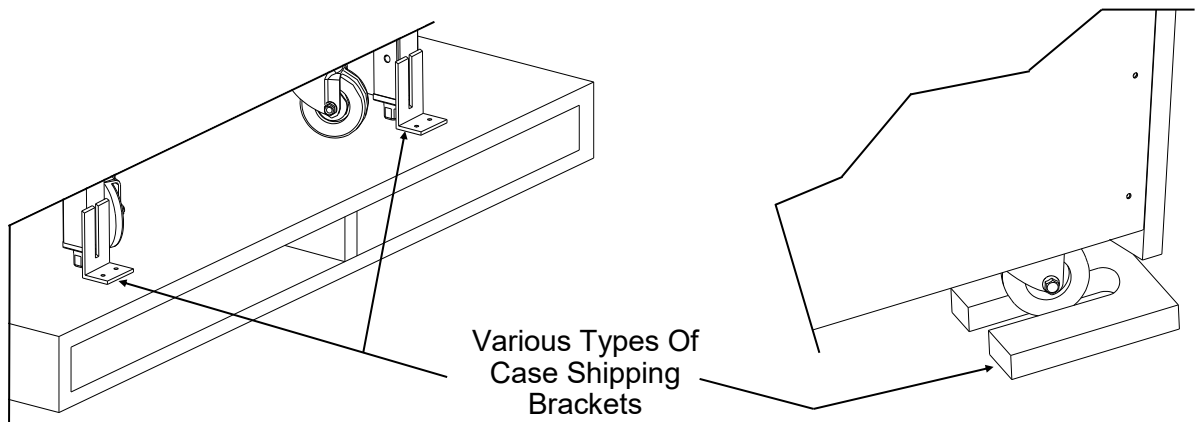
WIRING DIAGRAM FORMAT & LOCATION

- 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.

CASE REMOVAL FROM SKID (LOCKING/UNLOCKING CASTERS)

1. Removing Case Shipping Brackets That Are Attached To Skid

- Remove screws holding shipping brackets to skid.
- Remove shipping brackets from skid.
- See illustrations below. **Note:** Shipping Brackets will vary in size, shape, material and location depending upon case type and model.

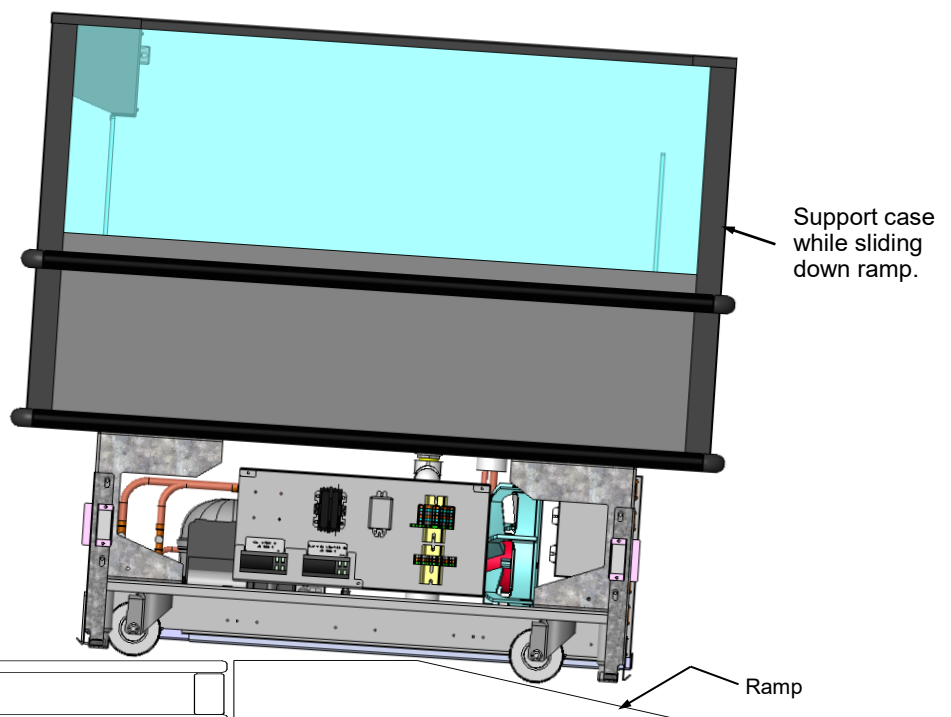


2. Remove Case (With Casters) From Skid

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

Note: See next page for panel attachment instructions.

Note: Illustration Shown May Not Exactly Reflect Every Feature Or Option Of Your Particular Model.



CASTER LOCKING AND EXTERIOR PANEL ATTACHMENT (AFTER REMOVAL FROM SKID)

3. Caster Locking / Unlocking Operation

- To lock casters (from the unlocked position), press down on each RAISED caster lever (as shown in illustration below). Casters are now locked.
- To unlock casters (from the locked position), press down on the RAISED caster lever (as shown in illustration below). Casters are now unlocked.
- See sample caster design at right.

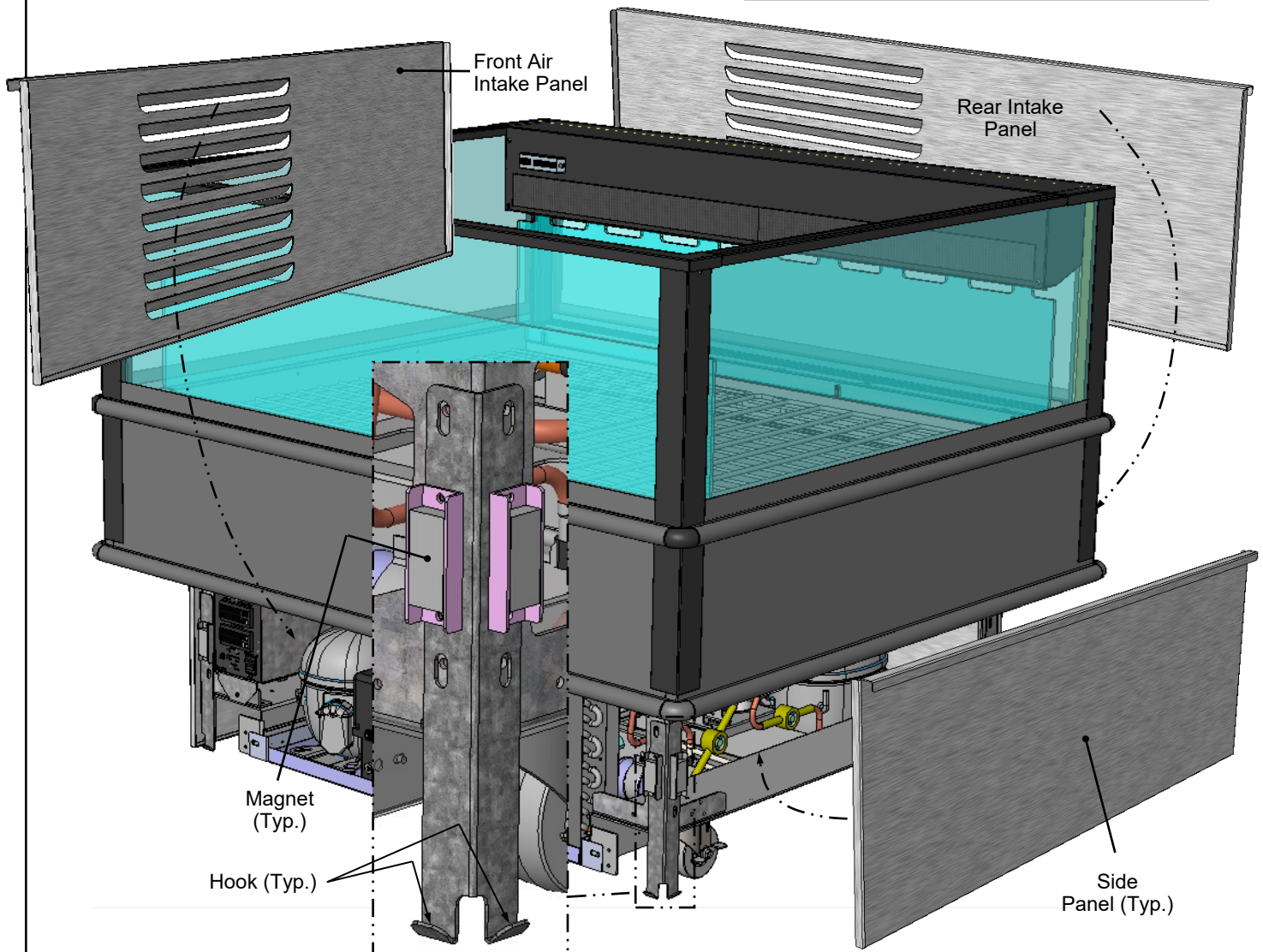
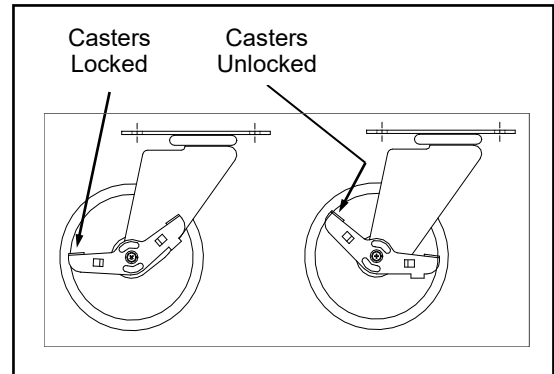
4. Exterior Panel Attachments

- Attach to case after case has been removed and properly positioned/located in store.

Note: Illustration Shown May Not Exactly Reflect Every Feature Or Option Of Your Particular Model.

- All exterior panels may be removed without tools.
- Lift exterior panel up and off tabs.
- Separate lower panel from magnets
- See illustrations below.

--- Sample Caster Design ---



CASE START-UP VIA MAIN POWER SWITCH / TEMPERATURE CONTROL 3-WAY SWITCH

1. Display Case Start-Up

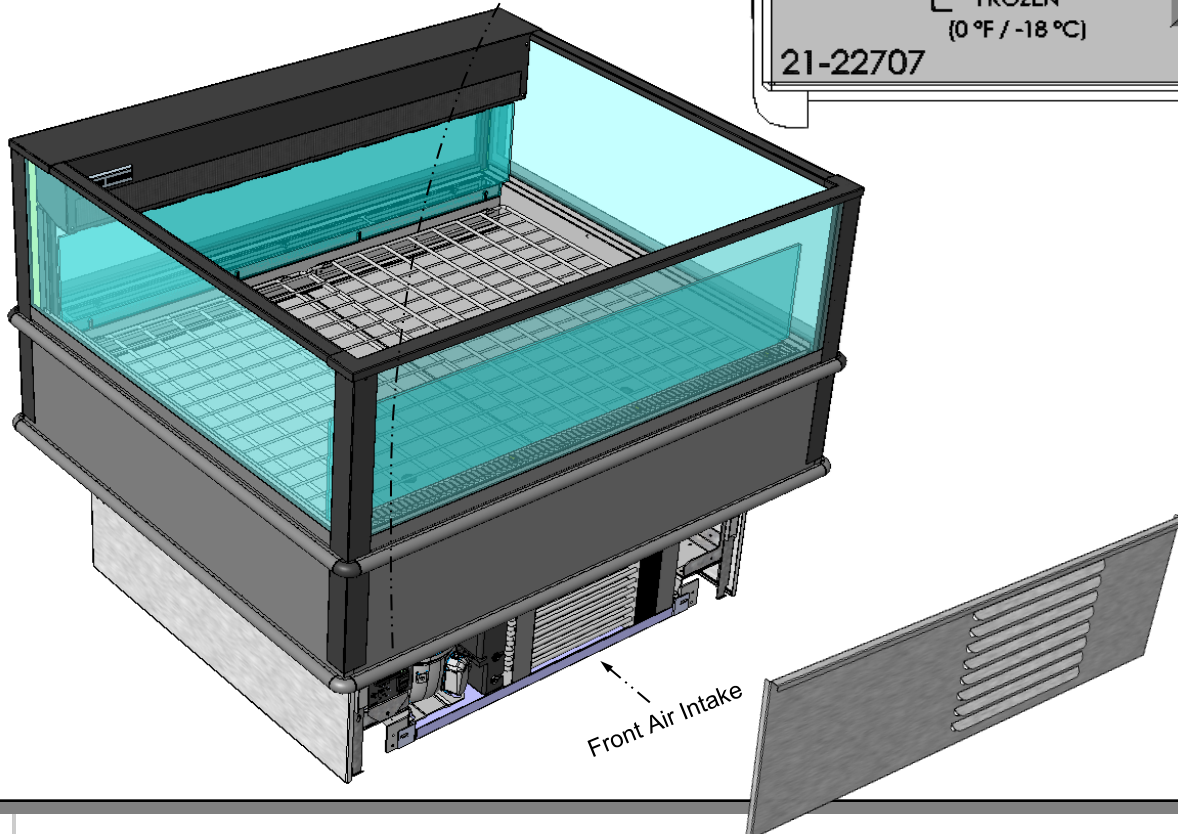
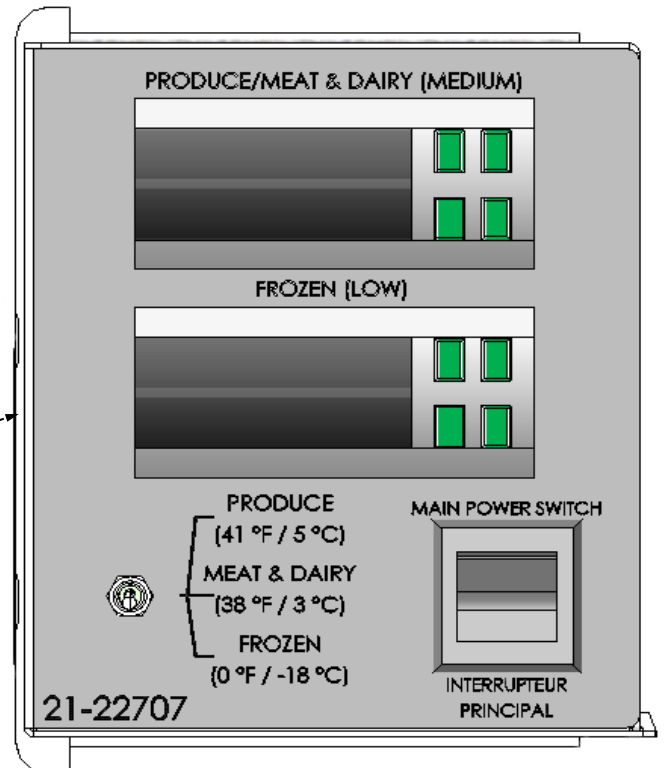
- Remove front panel on control side of unit (see illustration below).
- Turn on main power switch.
- Main power switch will start evaporator coil fans, and the compressor motor.

2. Temperature Control 3-Way Switch

- Remove front panel on control side of unit to access temperature control switch.
- The 3-way switch allows unit to merchandise product at three (3) separate temperature settings:
 - A. Refrigerated packaged **PRODUCE** products at 41 °F (5 °C) or less product temperatures.

- B. Refrigerated packaged **MEAT & DAIRY** products at 38 °F (3.3 °C) or less product temperatures.
- C. **FROZEN** packaged products at 0 °F (-18 °C) or less product temperatures.
- See enlarged view of switchbox below.

Model MI44RF (Shown) May Not Exactly Reflect Every Feature Or Option Of Your Particular Model.



HONEYCOMB AIR DIFFUSER

Honeycomb Air Diffuser

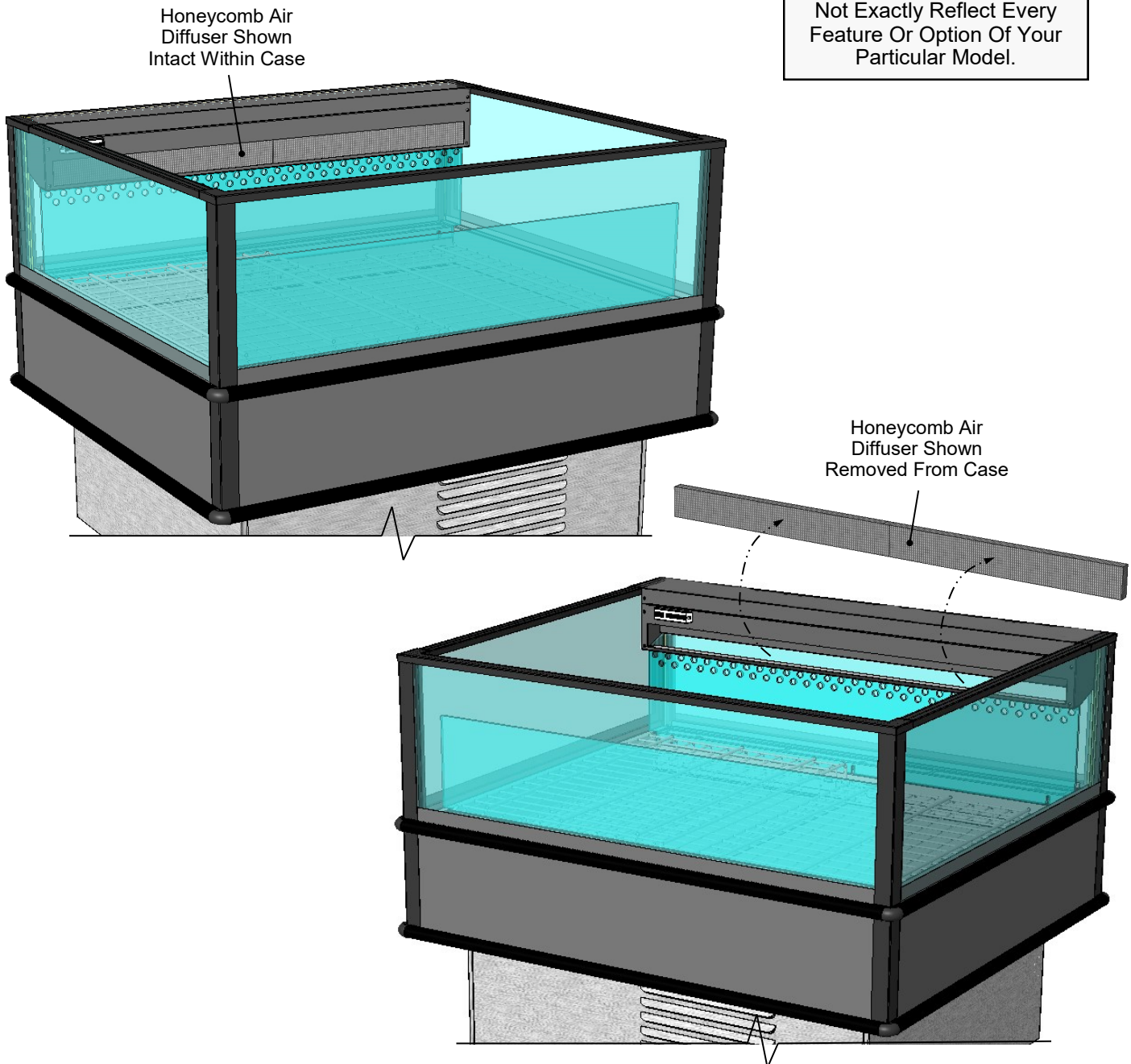
- Honeycomb air diffuser is on all models.
- Honeycomb may be removed for cleaning and/or maintenance.

Honeycomb Air Diffuser Removal / Replacement

- Honeycomb is located in discharge air duct.
- To remove the honeycomb from the back panel assembly, simply squeeze (“pinch”) together and lift out from housing.

- See **PREVENTIVE MAINTENANCE (TO BE PERFORMED BY TRAINED SERVICE PROVIDERS)** section in manual for cleaning specifics.
- After cleaning, be certain to replace honeycomb in same position so as not to disrupt airflow.

Note: Illustration Shown May Not Exactly Reflect Every Feature Or Option Of Your Particular Model.



EVAPORATOR SECTION ACCESS: RACK WIRE REMOVAL

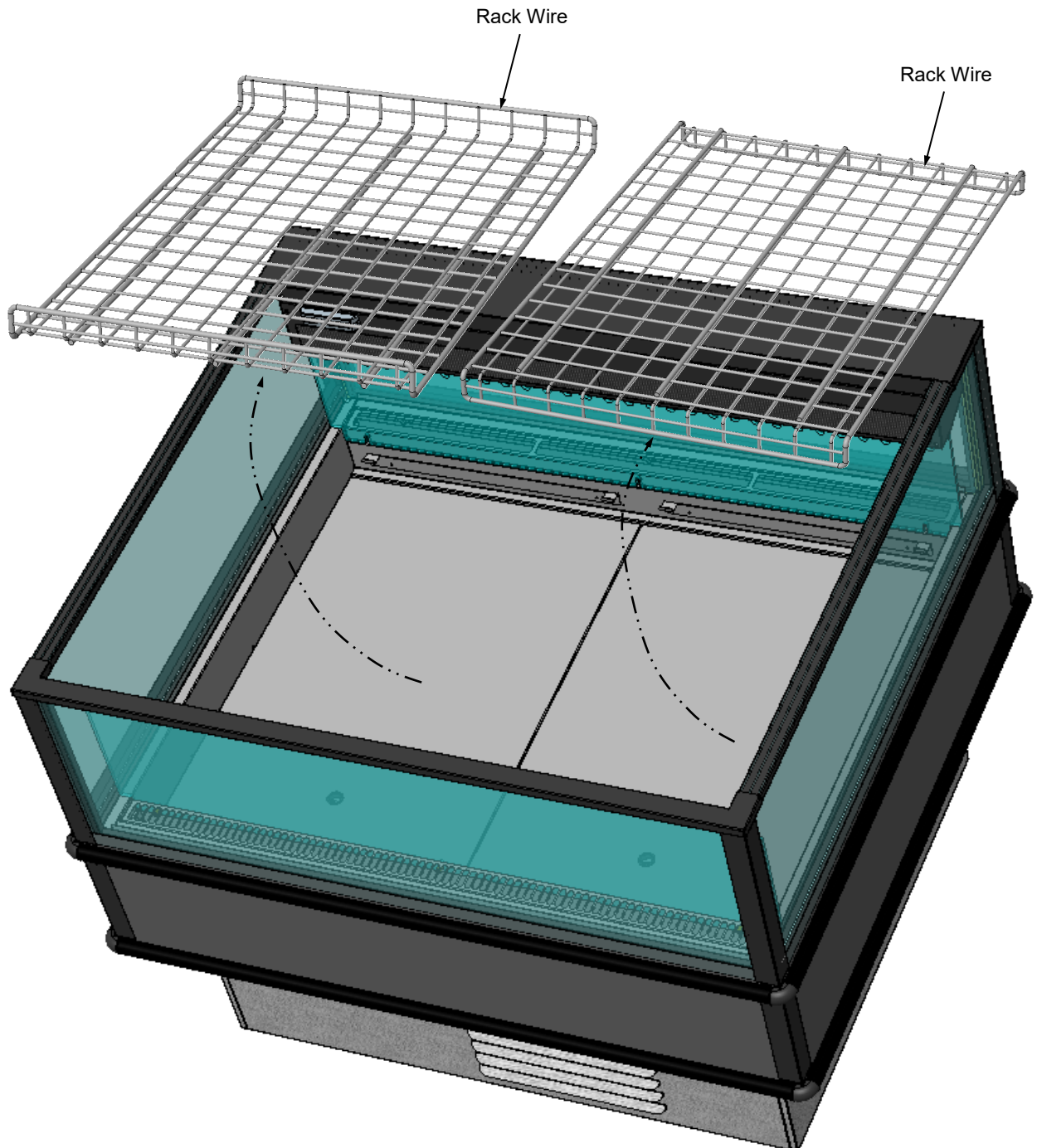
Caution! Turn Off Power To Unit Before Removing Deck Pans. Rotating Fans Can Cause Severe Injury!

Evaporator Section Access

1. Rack Wire Removal

- Rack wire allows product to be raised from deck surface.
- To remove, simply lift rack wire up and out from case. Use caution to avoid scraping glass or acrylic surfaces within merchandiser.
- Place in secure location away from foot traffic.
- See below illustration.

Note: Illustration Shown May Not Exactly Reflect Every Feature Or Option Of Your Particular Model.



Caution! Turn Off Power To Unit Before Removing Deck Pans! Rotating Fans Can Cause Severe Injury!

Evaporator Section Access

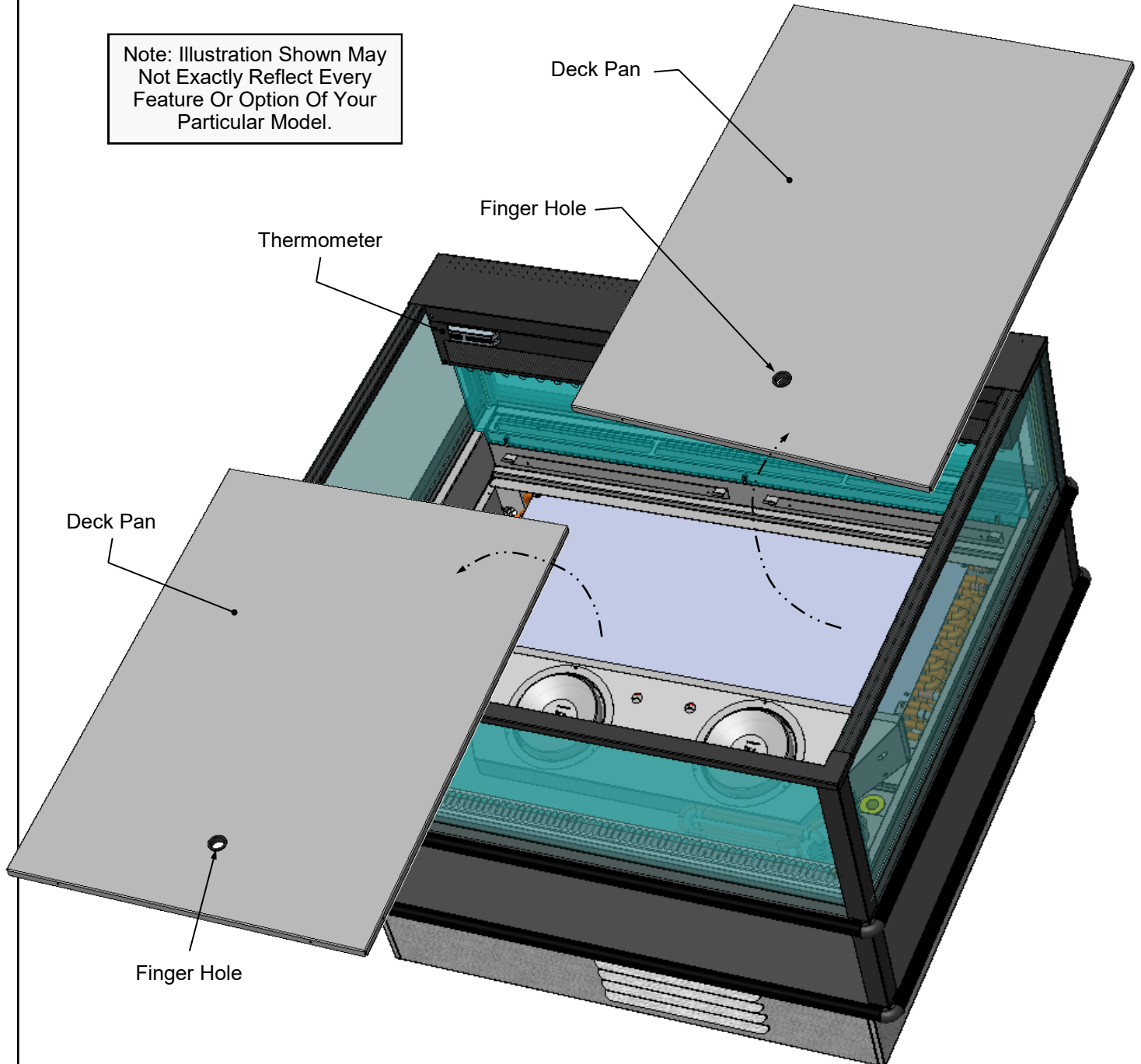
2. Deck Pan Removal

- Deck pans consist of the pan and finger hole inserts.
- To remove, use finger hole to grasp and lift pans UP AND OUT of case.
- See below illustration.

3. Thermometer

- Thermometer is located on air return duct (as illustrated below).
- Thermometer reflects internal air temperature only (not actual food temperature).
- Use probe thermometers to determine actual product temperatures.

Note: Illustration Shown May Not Exactly Reflect Every Feature Or Option Of Your Particular Model.



EVAPORATOR SECTION ACCESS, CONTINUED: EVAPORATOR AREA LAYOUT

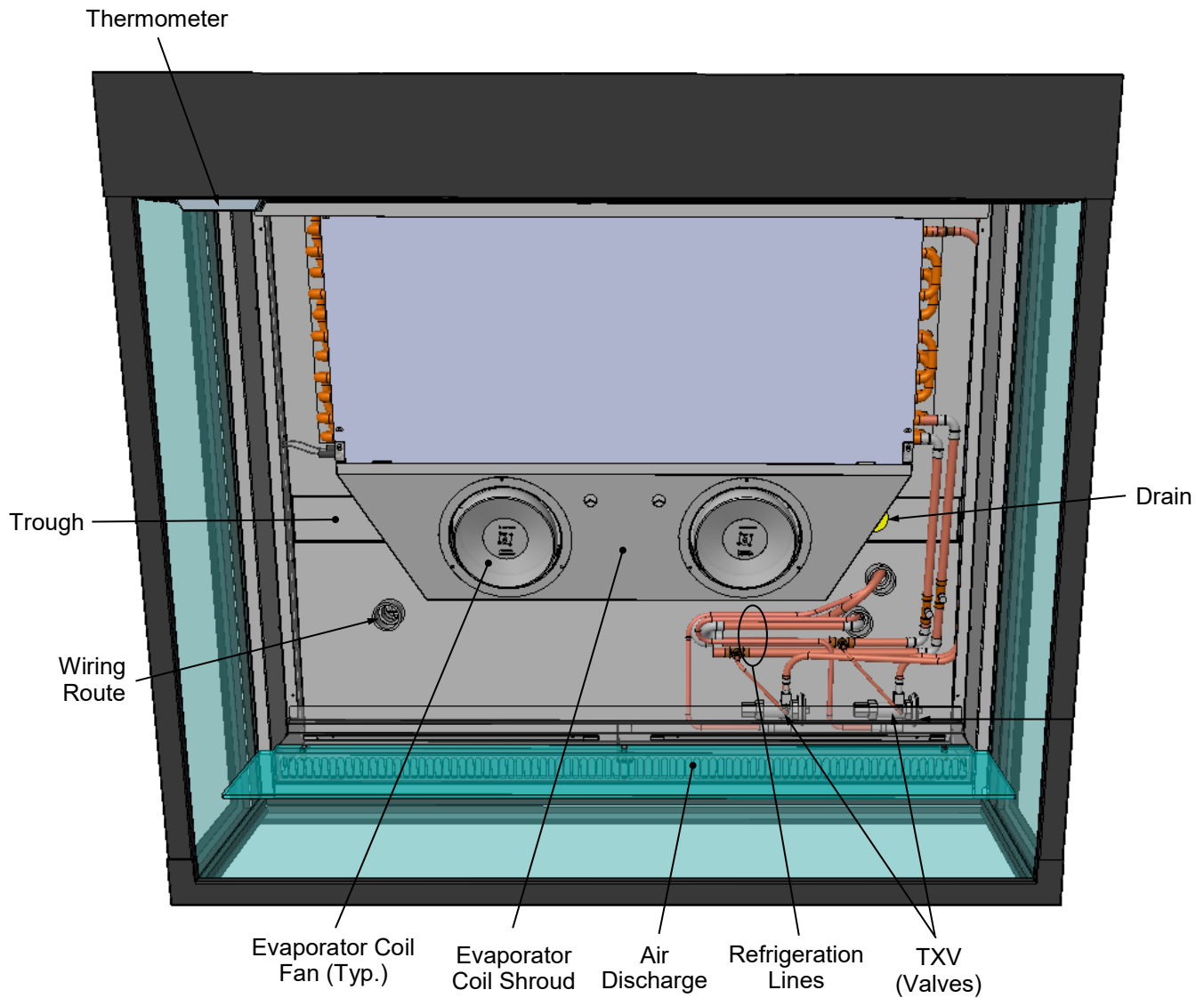
Caution! Turn Off Power To Unit Before Removing Deck Pans! Rotating Fans Can Cause Severe Injury!

Evaporator Section Access, Cont'd

4. Evaporator Section Layout

- After lower deck pans have been removed, you may access TXV, drain, refrigeration lines, trough & drain (as illustrated below).
- Follow cleaning and/or servicing instructions for evaporator section components.
- After cleaning/servicing unit, return components in reverse order they were removed.

Note: Illustration Shown May Not Exactly Reflect Every Feature Or Option Of Your Particular Model.



1. Load Limit (Load Line) Guidelines

- Load lines are placed at locations to allow properly refrigerated airflow to product.
- Load line are etched in acrylic on both sides of case.
- See illustration below for general load line locations.

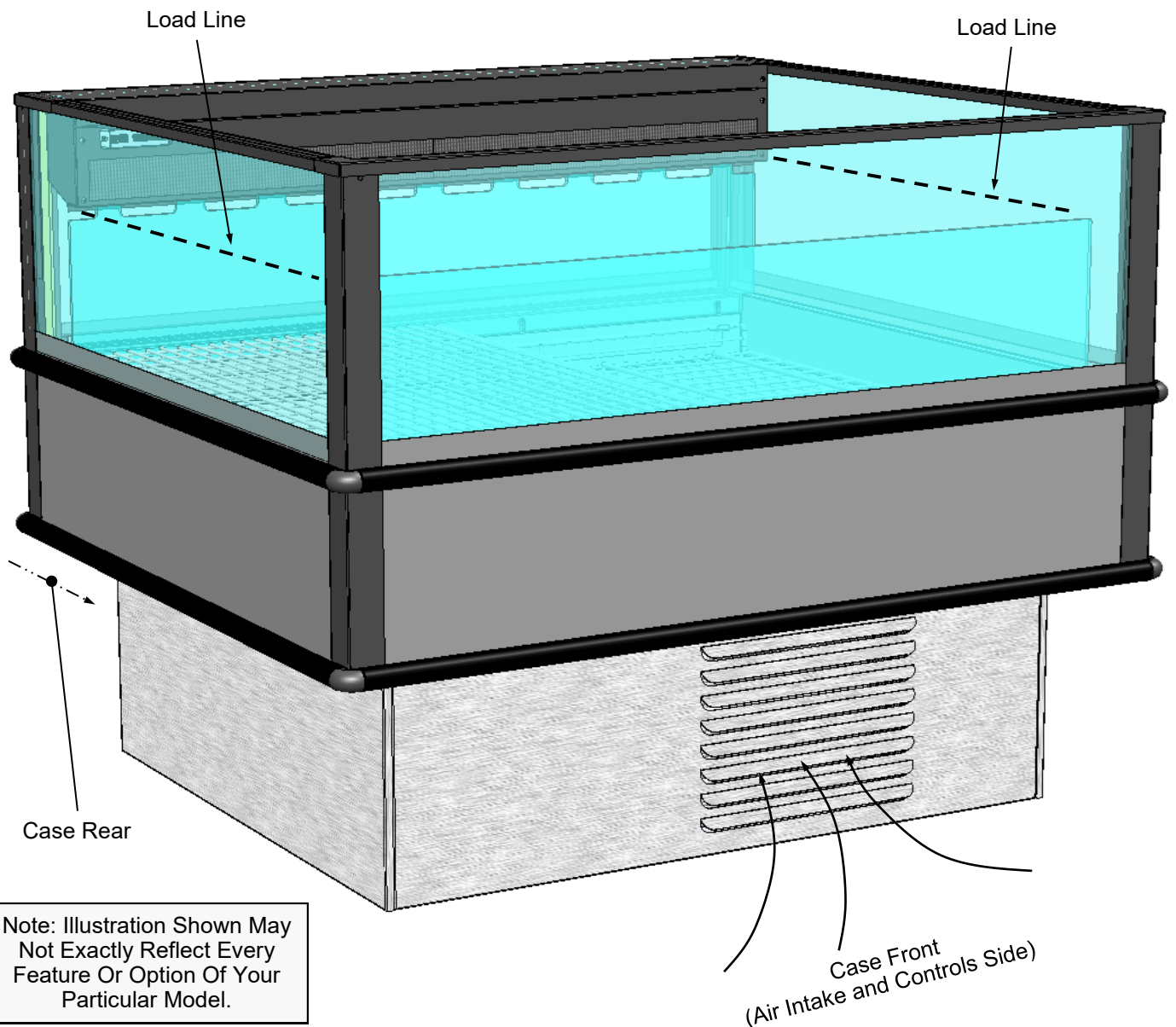
2. Improper Case Operation

- **NEVER stack food above the load line as it will prevent food from maintaining proper temperatures.**
- **NEVER set product on air return area as it will prevent proper airflow.**

- **NEVER place cover on top of case as it will cause errant thermostat cycling & improper temperatures.**
- Important! Improper case operation will void Structural Concepts warranty!

3. Case Front & Rear Designations

- Case front is the controls side of case.
- Case front is also the side of case that the condensing package is slid out for cleaning and/or servicing.
- See illustration below.



PRODUCT AND SIGNAGE PLACEMENT GUIDELINES

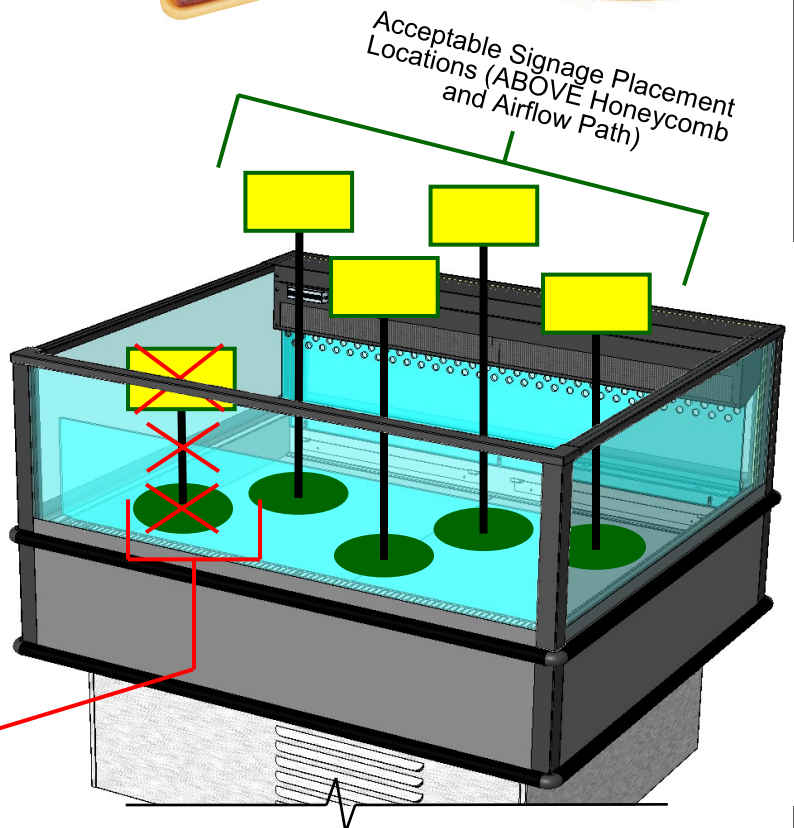
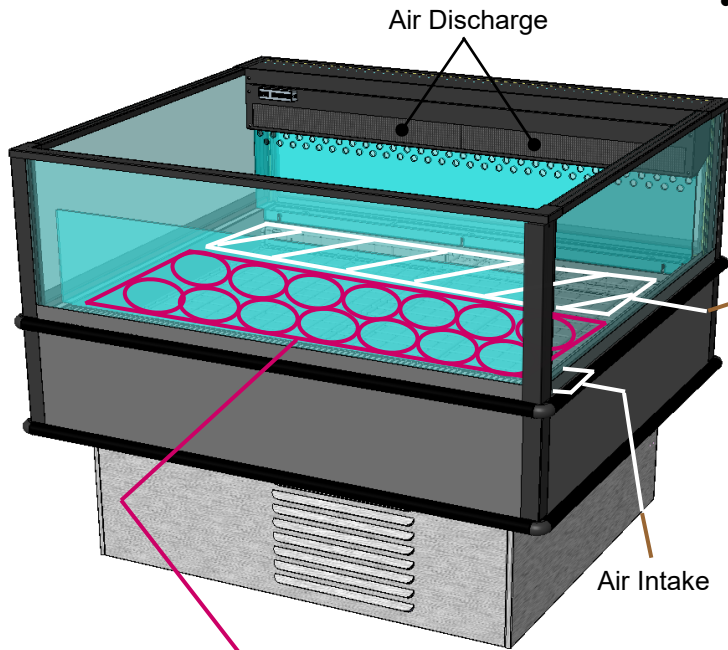
1. Product Placement Guidelines

- Higher protein products require the coolest air temperatures on a case.
- Area of case nearest air discharge remains coolest during regular operation.
- Place high protein products (such as poultry, sausage and other meats) closer to air discharge side of merchandiser.

- Place low protein products (such as produce, sauces and pastas closer to air return side of merchandiser).
- Note: NEVER set product on air return grille!
- See illustration top-left.

2. Signage Placement Guidelines

- Airflow path must not be blocked by signage or product will not retain proper temperatures.
- DO NOT block airflow with signage!
- See illustration below-right.



Note: Illustration Shown May Not Exactly Reflect Every Feature Or Option Of Your Particular Model.

Unacceptable Signage Placement Location (Blocking Airflow)

CONDENSER PACKAGE SLIDE-OUT

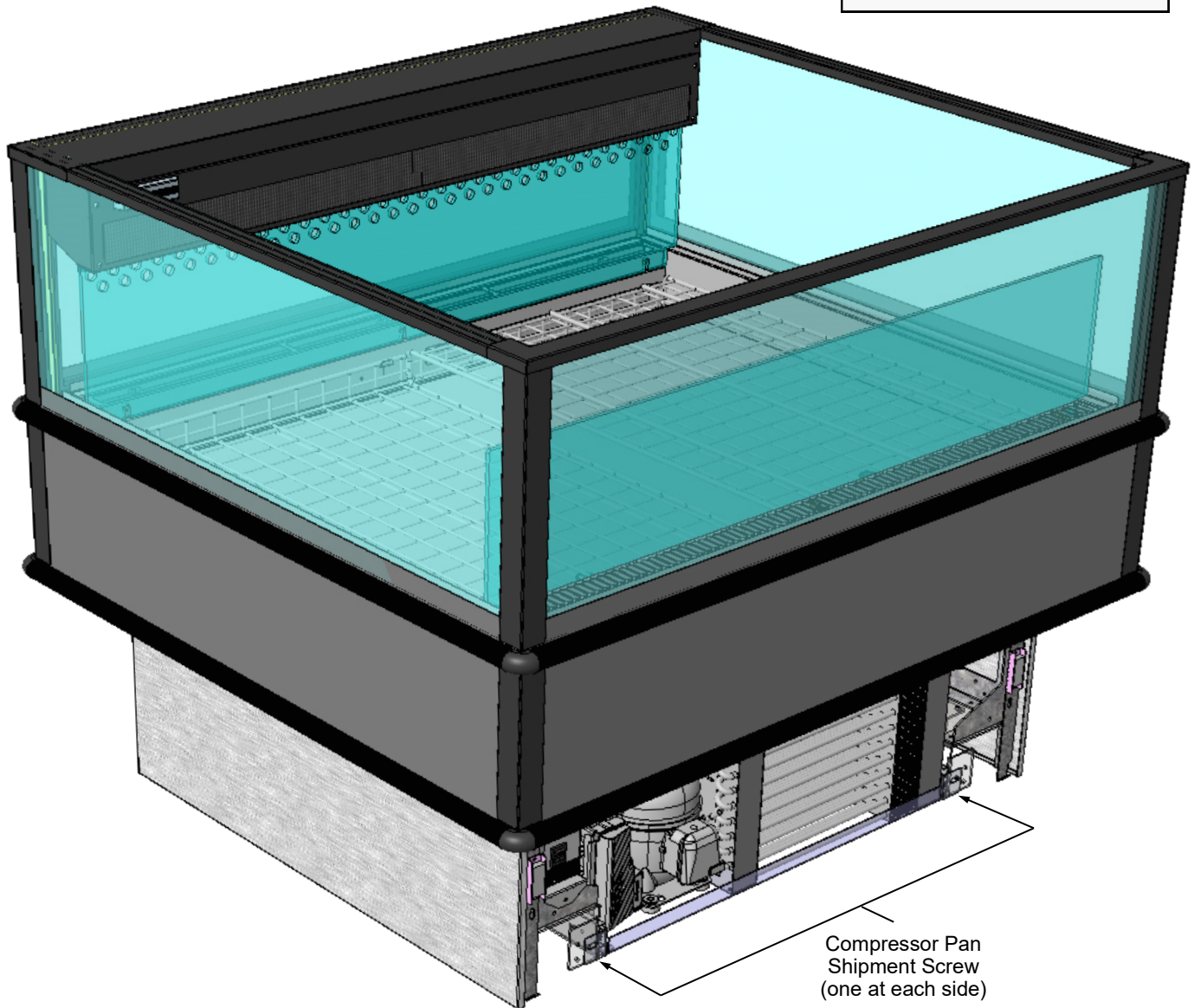
Condenser Package Slide-Out

Note: Servicing to be accomplished by licensed electrical/refrigeration contractor.

Pull Out Refrigeration Package

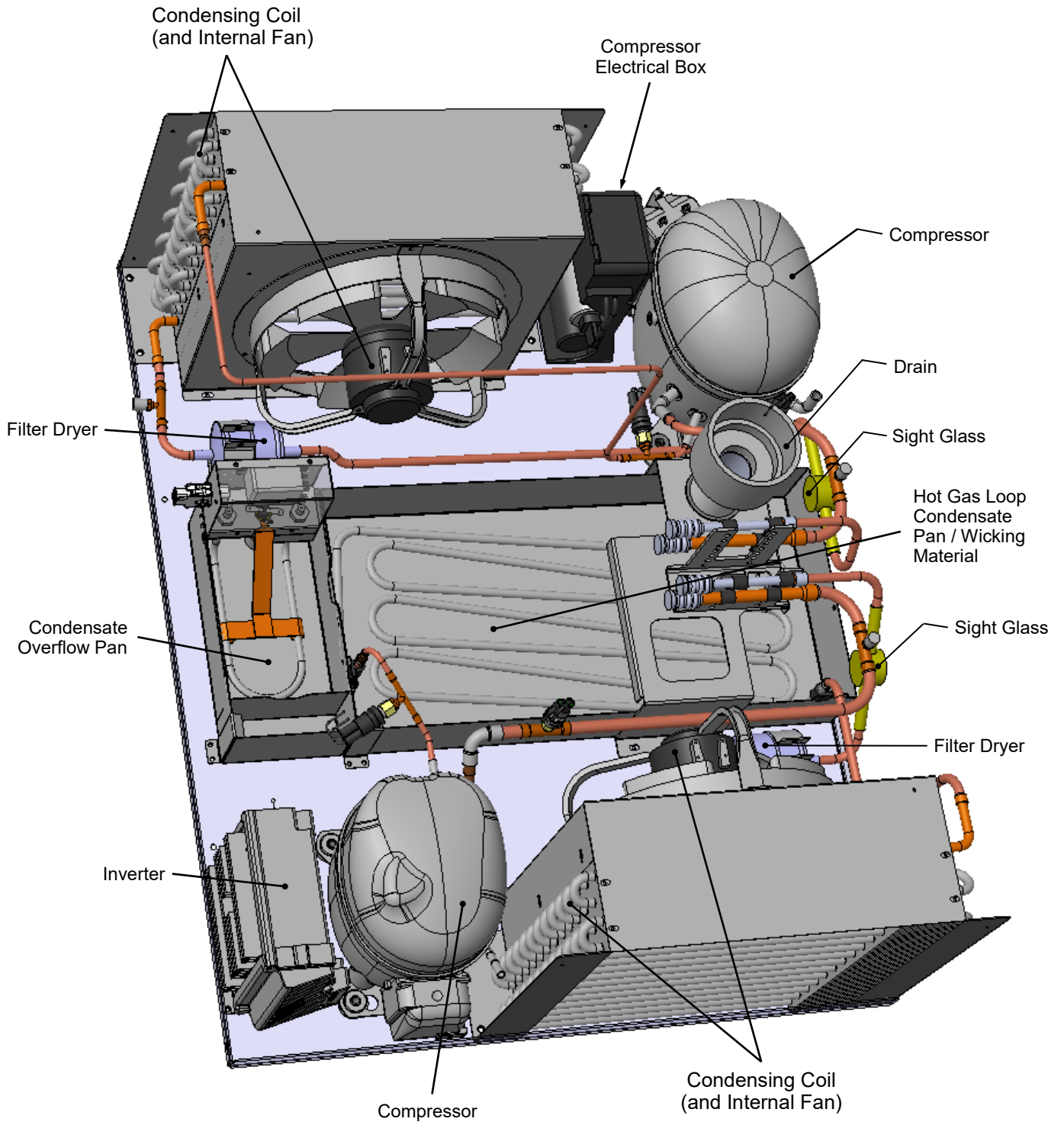
- **Note:** At initial slide-out, it may be necessary to remove compressor pan shipment screws (see illustration below for location).
- Plastic glides are mounted at base to assist in sliding the condenser out for access.
- Slide condenser unit out 12 to 18 inches to access high pressure service connection.
- See the following two (2) pages in this manual for condenser package illustrations.

Note: Illustration Shown May Not Exactly Reflect Every Feature Or Option Of Your Particular Model.



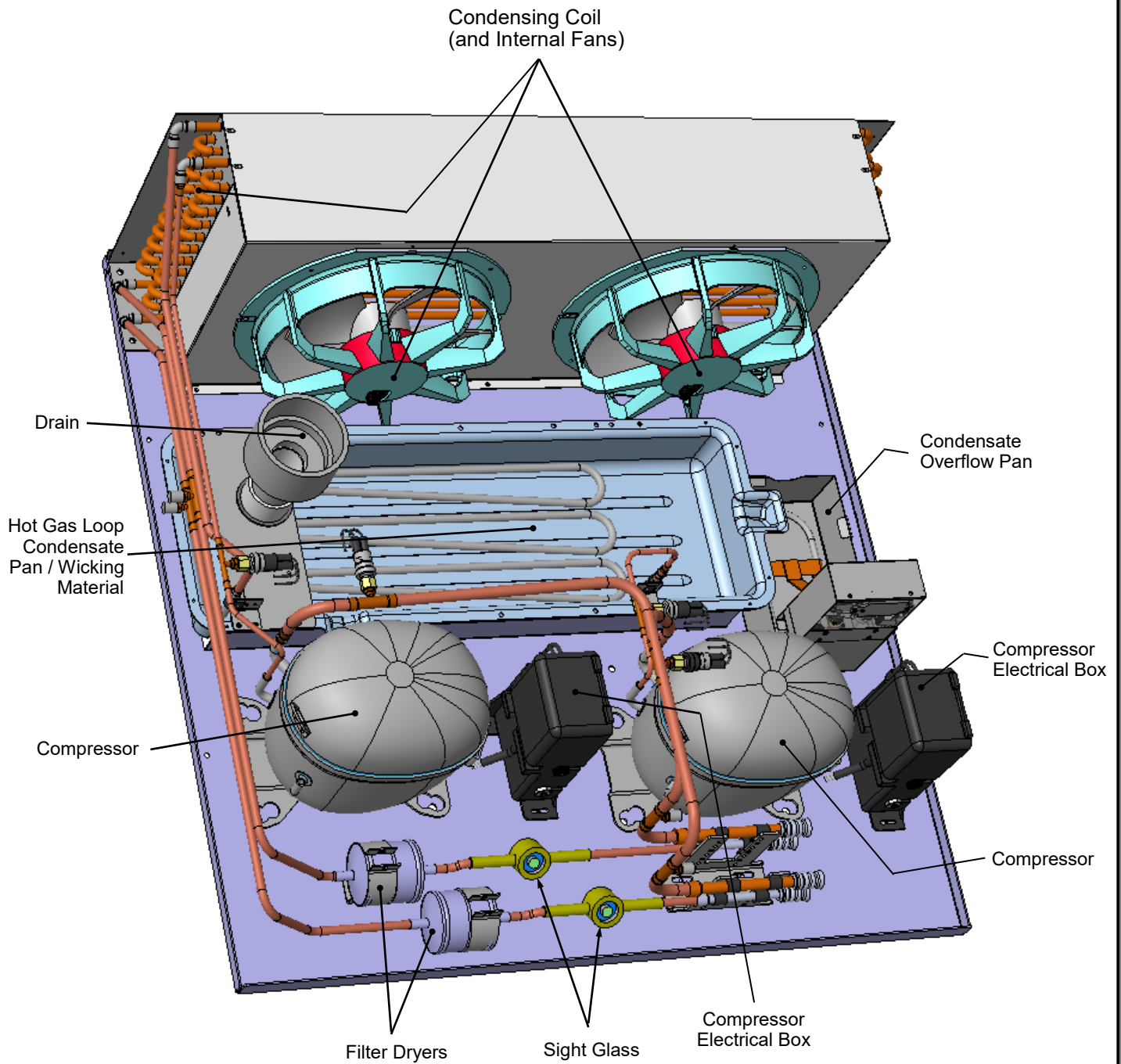
CONDENSER PACKAGE EXPLODED PICTORIAL - MODEL MI44RF.7448

Illustration Below May Not Reflect Every Feature Or Option Of Your Particular Case. See Next Page For Alternate Condenser Package Designs.



CONDENSER PACKAGE EXPLODED PICTORIAL - MODEL MI46RF.7448 AND MI48RF.7448

Illustration Below May Not Reflect Every Feature Or Option Of Your Particular Case. See Previous Page For Alternate Condenser Package Designs.



CLEANING SCHEDULE (“D” = Daily / “W” = Weekly)

Area/ Component	D	W	Task
Clean Acrylic	X		<p>Acrylic MUST BE cleaned according to these instructions to prevent acrylic surfaces from becoming cloudy, dull or scratched.</p> <ul style="list-style-type: none"> • DO NOT use a dry cloth or paper towel to wipe off dust or debris (this can rub dirt and dust into the acrylic surface). • BEFORE cleaning, use air pressure or feather duster to blow or remove all dust and debris. • DO NOT use household cleaners (such as ammonia, bleach, Windex® or Formula 409®). • DO NOT use powder scouring cleansers (such as Comet® or Ajax®) or other abrasive cleansers on acrylic! • DO use a soft sponge or cloth with a mix of warm (not hot!) water and mild soap solution (such as Palmolive®, Joy®, Dawn®, or Ajax® dishwashing detergents) to wipe down surfaces. • DO use acrylic cleaning product such as Brilliance®, or Novus® #1 (if you want to purchase cleaners specifically formulated to clean acrylic). • DO rinse out the soft sponge or cloth often in the solution while cleaning the acrylic. This keeps the dust and debris from being collected in one area and relocated to another! • DO wipe dry with a microfiber cloth, microfiber terry cloth or chamois cloth to dry acrylic surfaces. • DO NOT wipe dry with a dry cloth or paper towel! • DO use products such as Novus® #2 to remove fine scratches, haziness and abrasions that can form in acrylic. Also, Pittman ALR® may be used to removed oxidation (cloudy or dull acrylic surfaces). • <u>Note:</u> Model MI6R.6620 adjustable acrylic dividers may be removed, submersed in warm, soapy water, rinsed, dried and returned to case.
Clean Case Interior	X		Decks and rack wires can be wiped down with warm soap and water solution and sponge or clean cloth.
		X	Remove the decks and rack wires and clean with soap and water.
		X	Vacuum tub under deck. Clean with soap and water. Wipe dry with clean cloth.
		X	Keep drains clean and free of debris which could clog the drain and rob the case of needed refrigeration.

TROUBLESHOOTING (GENERAL)

CONDITION	TROUBLESHOOTING
Water Is On The Floor	Check that the drain trap is free of debris.
	Check that the drain hose is correctly positioned over evaporator pan (or floor drain, for remote units).
	Check store conditions. To prevent condensation in Type 1 environments, maximum conditions are to be 55% humidity / 75 °F. See serial label (at case rear near main power switch) for your case type.
	Check evaporator pan float for proper operation.
	Check that evaporator pan is plugged in.
	<p>EVAPORATOR PAN MAY BE MALFUNCTIONING. If so, water will overflow pan and seep onto flooring causing damage! Until evaporator pan is functioning (or is replaced), the following procedures are recommended:</p> <ul style="list-style-type: none"> • Use wet-dry vacuum (or mop & bucket) to remove standing water. • Use 'catch pans' for water to drain into. Swap out regularly until case has completely drained.
	<p>DISRUPTION OF POWER CAN CAUSE WATER TO OVERFLOW PAN AND SEEP ONTO FLOORING CAUSING DAMAGE! Check that power to case is constant. Until power is restored, following these procedures:</p> <ul style="list-style-type: none"> • Use wet-dry vacuum (or mop & bucket) to remove standing water. • Use 'catch pans' for water to drain into. Swap out regularly until evaporation of case is complete (or until power is restored). • When power to case is restored, evaporator pan should function properly and water will no longer overflow onto flooring.
Fan Emits Excessive Noise	Check that the case is aligned, level and plumb.
	Check evaporator fan for cleanliness.
	Unplug fan motor; check motor shaft for excessive bearing wear.
	Check that fan motor is securely mounted in brackets.
	Verify that fan blade is securely mounted to fan motor.
	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 (if present) is on.
	Check that fans are plugged in to fan shroud.
	Check for foreign material obstructing fan performance.
	Check that fan blade freely rotates within fan shroud.

TROUBLESHOOTING, GENERAL - CONTINUED

CONDITION	TROUBLESHOOTING
Fans Are Not Working, Continued	Check that power is going to fan
	Check that fan wiring is connected on terminal blocks.
System Is Not Operating	Check that the utility power is on.
	Check the circuit breaker box for tripped circuits.
Case Is Not Holding Temperature	If a large amount of warm product was added to the case, it will take time for the temperature to adjust. Product should be pre-chilled before placing in display case.
	Check Temperature Controller section in this manual.
	Check that the case is not in the sun or near a heat or air conditioning vent.
	If case is located near outside doors, temperature fluctuation can hinder unit's ability to maintain temperature.
	Check air grilles for obstructions. Maintain airflow clearance of 6" (minimum) to 12" (recommended) at case front and rear.
	Check sight glass for flashing and/or low charge.
	Check set point Temperature; it may be adjusted too high.
Control Display Is Flashing	Check Temperature Controller section in this manual.
Condensing Unit Is Not Operating (Self-Contained Units Only)	Check Temperature Controller section in this manual.
	Check that the power is turned on.
	Review Temperature Controller's Settings for accuracy.

TROUBLESHOOTING - CONDENSING SYSTEM (BY TRAINED SERVICE PROVIDERS ONLY)

CONDITION	TROUBLESHOOTING
Head Pressure Too High	Check that the condensing coil is not dirty or covered.
	Check that condensing fans are working.
	Check that refrigerant is not overcharged.
	Perform sub-cooling check and verify that no contaminants are in system.
	Check that liquid line filter dryer is not plugged.
	Check that close-offs are intact (around condensing coil) and that air is not recirculating.
	Check that store ambient temperature isn't above maximum allowed. See OVERVIEW / TYPE / COMPLIANCE / WARNINGS / PRECAUTIONS / WIRING / PLUGS section in this manual.
Head Pressure Too Low	Check if sight glass is flashing or showing low charge.
	Check that suction pressure isn't too low.
	Check that compressor reed valves aren't bad. Look for high suction/low head pressure. Perform pump-down.

TROUBLESHOOTING - EVAPORATOR SYSTEM (BY TRAINED SERVICE PROVIDERS ONLY)

CONDITION	TROUBLESHOOTING
Low Suction Pressure	Check if sight glass is flashing or showing low charge.
	Check that expansion valve (TXV) isn't restricted. Check element charge.
	Check that liquid line or filter isn't restricted. Check that refrigeration lines and/or hoses are not kinked on either high or low sides.
	Check that evaporator fan motors are working.
	Check that superheat is between 6 °F to 8 °F.
	Check that there is no air recirculation around evaporator coil.
	Check that evaporator coil is not iced up.
High Suction Pressure	Check for refrigerant overcharge.
	Check that compressor reed valves aren't bad. Look for high suction/low head pressure. Perform pump down.
	Check that the "cooling load" isn't high. Product must be pre-chilled before placing in refrigerated section of case.
	Check that case is at least <u>15-feet</u> from exterior doors, overhead HVAC vents or any air curtain disruption.
	Check that unit is not exposed to direct sunlight via windows or any other heat source (ovens, fryers, etc.).
	Check that superheat adjustment isn't low.
	Check TXV bulb installation <ul style="list-style-type: none"> a. Poor thermal contact. b. Warm location.

PREVENTIVE MAINTENANCE (TO BE PERFORMED BY TRAINED SERVICE PROVIDER)

WARNING! TURN OFF CASE BEFORE PERFORMING PREVENTIVE MAINTENANCE!

Area of Case	FREQ.	INSTRUCTIONS
Case Exterior	Monthly	<p>Condensing Coil:</p> <ul style="list-style-type: none"> Remove panel to access area by lifting up and off (no screw removal is required; simply lift up and off) Use air pressure or industrial strength vacuum; clean dust and dirt that may collect on the condenser coil. Caution! Airborne dust can contaminating food! Use wet rags to cover area where air pressure is blowing. Warning! Coil fins are sharp. Handle with care! Return panel to case.
	Quarterly	<p>Condensate Package / Overflow Condensate Pan / Compressor Area: <i>Caution! Be certain to disconnect power from case before cleaning condensate package!</i></p> <ul style="list-style-type: none"> Slide/roll compressor package out from under case. Use a scrub-brush and a de-scaling solution such as CLR® (to prevent corrosion, lime and rust). Follow instructions as to proper dilution, safety precautions and scrubbing method. Electric heater coil condensate pans can be removed and cleaned. After thoroughly cleaning 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, overflow pan, etc.). Slide refrigeration assembly back under case. Replace lower panel via hook/magnet method (no screws required).
	Quarterly	<p>Under Case Cleaning: Once condenser package is clear of unit, vacuum under case to remove dust and dirt that collects under case.</p>
Case Interior	Quarterly	<p>Tub, Coil, Drain, Fan Blade, Motor, Bracket: <i>Disconnect power from the case before cleaning the Tub, Coil, Fan, Motor and Drain Area!</i></p> <ul style="list-style-type: none"> Remove decking, sub-deck and fan shroud. Use vacuum to clean evaporator coils. Clean tub, coil and drain with warm water, clean cloth, brush and mild soap solution. Remove any debris that may clog drain. Clean fan blade, motor and bracket by wiping down with moist cloth.
	Quarterly	<p>Honeycomb Air Diffusers:</p> <ul style="list-style-type: none"> Remove honeycomb air diffuser from case. Vacuum. Clean with warm water and soap. Return to case. See HONEYCOMB AIR DIFFUSER - MODEL MI6R.6620, MI6R.7065 ET AL. in manual for removal/replacement illustrations.

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

Oasis

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


6-8 °F
6 defrosts per day, 45 °F

ELECTRICAL RATING
REFRIGERANT
DESIGN PRESSURE
MINIMUM CIRCUIT AMPACITY
MAXIMUM OVERCURRENT

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 ---

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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



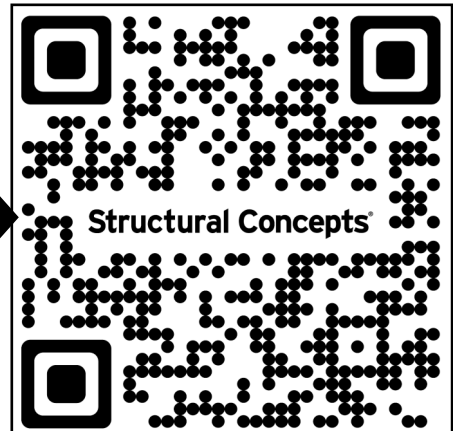
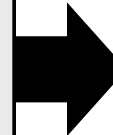
Carel® iJF Platform



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.)

**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.

