

Reveal[®]

INSTALLATION & OPERATING 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 Corporation · 888 E. Porter Road · Muskegon, MI 49441 Phone: 231.798.8888 Fax: 231.798.4960 · www.structuralconcepts.com

TABLE OF CONTENTS

TABLE OF CONTENTS	2
OVERVIEW / COMPLIANCE / LAMP REPLACEMENT / ELECTRICAL HAZARD WARNING / WIRING DIAGRAM	3
WEIGHT LOAD ON GLASS - PREVENTING SAGGING / SEALING COUNTER-MOUNTED UNITS..	4
REVEAL® COUNTERTOP DRY (AMBIENT) SERVICE & SELF-SERVICE MODEL APPLICABILITY & DIMENSIONS	5
INSTALLATION: COMPONENT REMOVAL / REMOVAL OF CASE FROM PALLET AND ONTO COUNTER	6
INSTALLATION, CONT'D: COMPONENT PLACEMENT / PLUG / LIGHTS / COUNTER ATTACHMENT	7
INSTALLATION, CONT'D: SHELVING ASSEMBLY COMPONENTS	8
CASE DESIGN: GLASS ENCLOSURE / GLASS SHELVING AND BRACKETRY	9
CASE DESIGN, CONT'D: PLUG & CORD / LED LIGHTS & SWITCH FIXTURES / REAR SLIDING DOORS	10
CLEANING SCHEDULE (TO BE PERFORMED BY STORE PERSONNEL)	11
TROUBLESHOOTING (TO BE PERFORMED BY STORE PERSONNEL)	12
TROUBLESHOOTING (TO BE PERFORMED BY TRAINED SERVICE PROVIDERS ONLY)	13
SERIAL LABEL INFORMATION & LOCATION	14
TECHNICAL SERVICE CONTACT INFORMATION & WARRANTY INFORMATION	15

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**

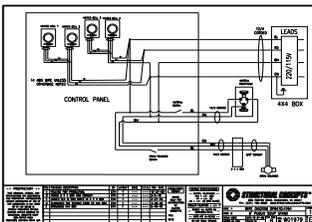
COMPLIANCE
This equipment **MUST** be installed in compliance with all applicable NEC, federal, state and local electrical codes.



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.

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

WEIGHT LOAD ON GLASS / PREVENTING SAGGING

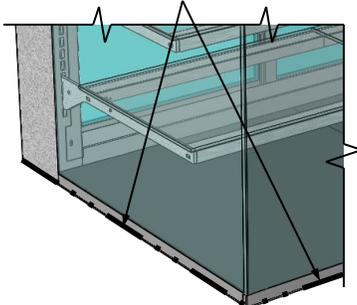
- Caution! To prevent sagging or breakage of glass, do not exceed 5 LB (2.3 KG) weight load per top glass section (between vertical supports).
- To prevent scratching or marring, do not place ANY items on glass.

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 Case Height	Case Depth x Width
NR3613DSV	13 5/8"	32 5/8"D x 35 3/4"W
NR3620DSV	20 3/8"	32 5/8"D x 35 3/4"W
NR3627DSV	27 7/8"	32 5/8"D x 35 3/4"W
NR3635DSV	35 3/8"	32 5/8"D x 35 3/4"W
NR4813DSV	13 5/8"	32 5/8"D x 47 3/4"W
NR4820DSV	20 3/8"	32 5/8"D x 47 3/4"W
NR4827DSV	27 7/8"	32 5/8"D x 47 3/4"W
NR4835DSV	35 3/8"	32 5/8"D x 47 3/4"W

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

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

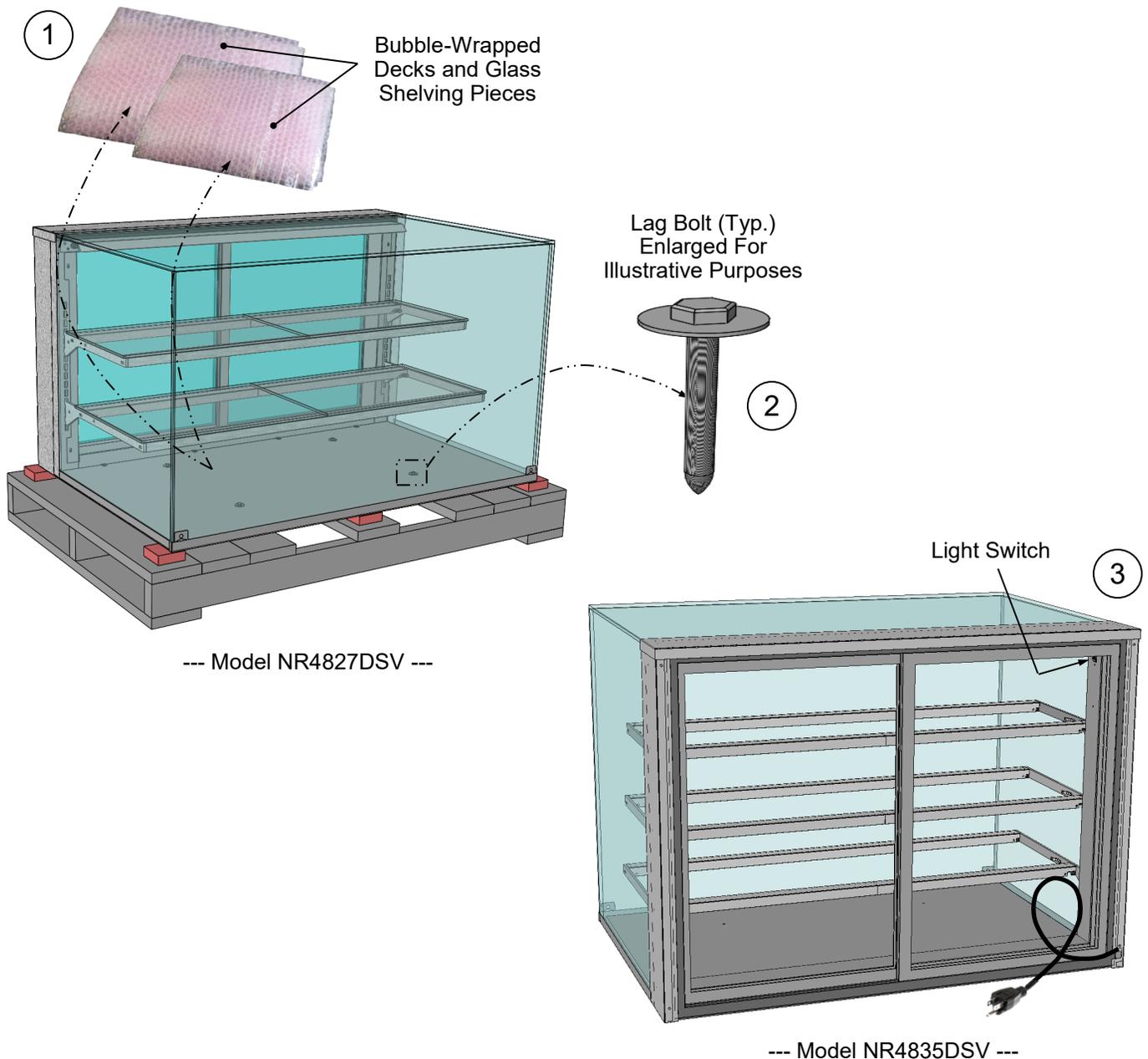
- Carefully remove bubble-wrapped decks and glass shelving pieces from case.
- Place in a secure location away from foot traffic.

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.

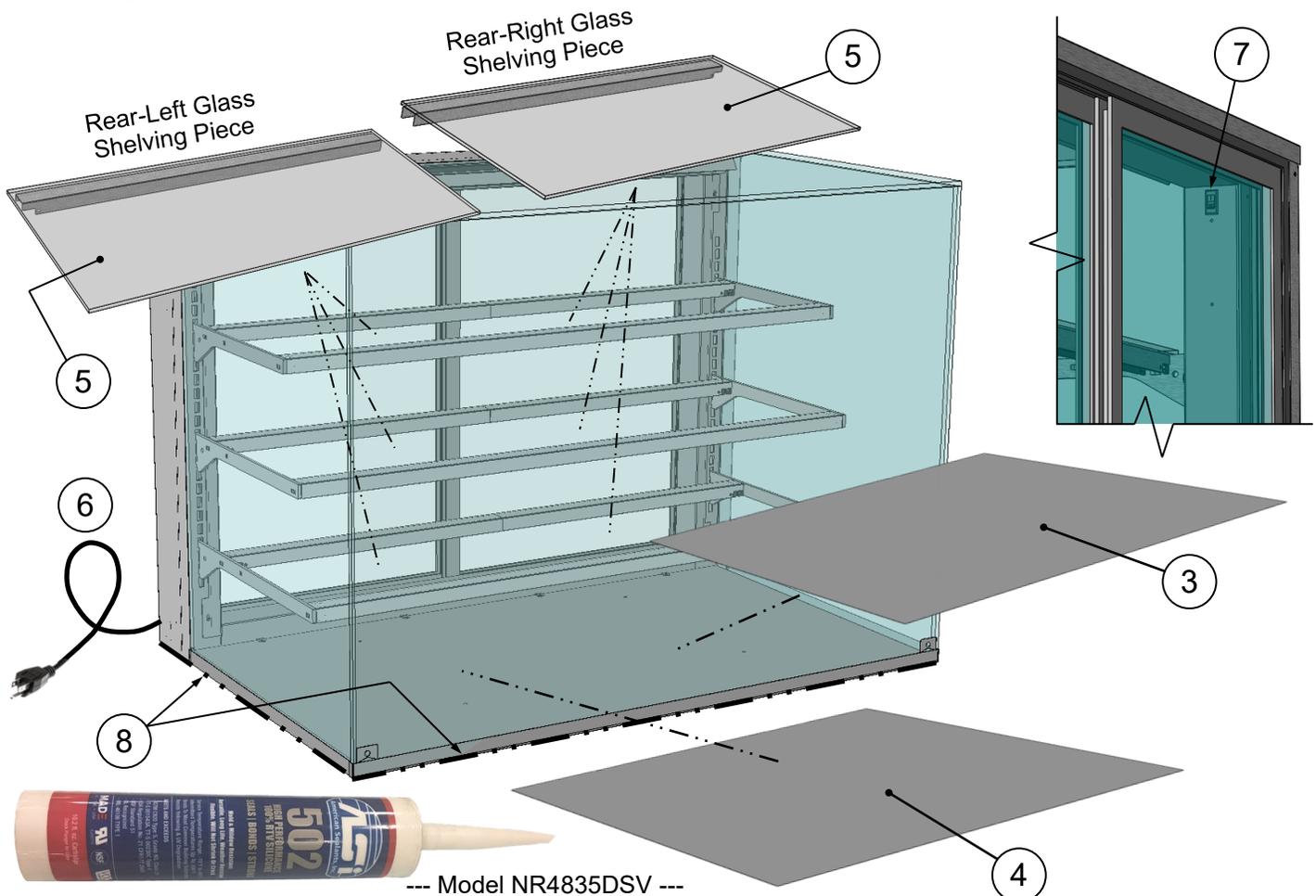
- If LED lights do not immediately illuminate, see **TROUBLESHOOTING** section in this manual.

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

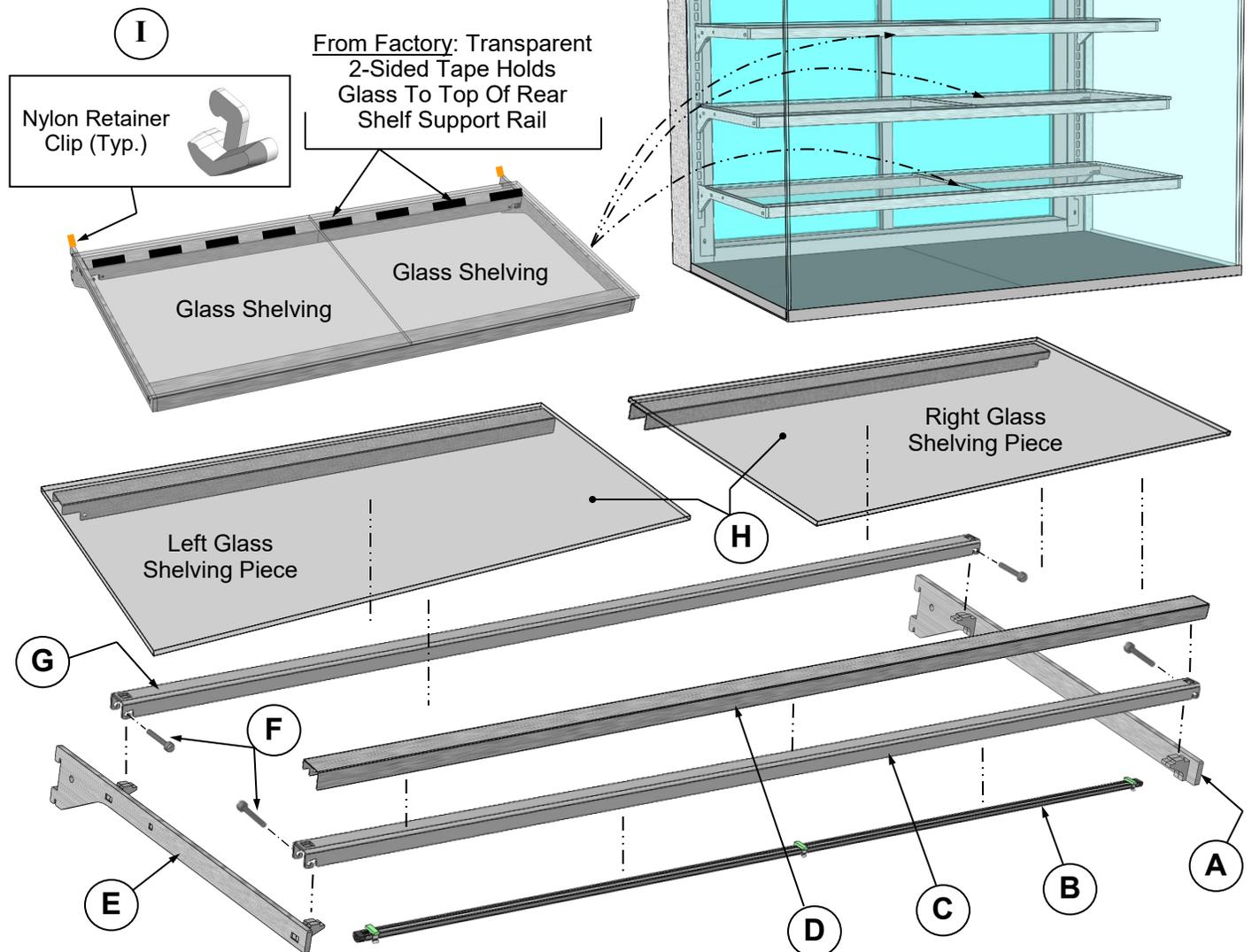
- **Earthquake Hazard Zones:** Case may ALSO be bolted to counter with lag bolts (or other secure fasteners).
- **Caution! Only trained service providers should perform such attachment procedures.**
- If code requirements allow, the SAME lag bolts that held case's support base to pallet may also be used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



CASE DESIGN: GLASS ENCLOSURE / GLASS SHELVING AND BRACKETRY

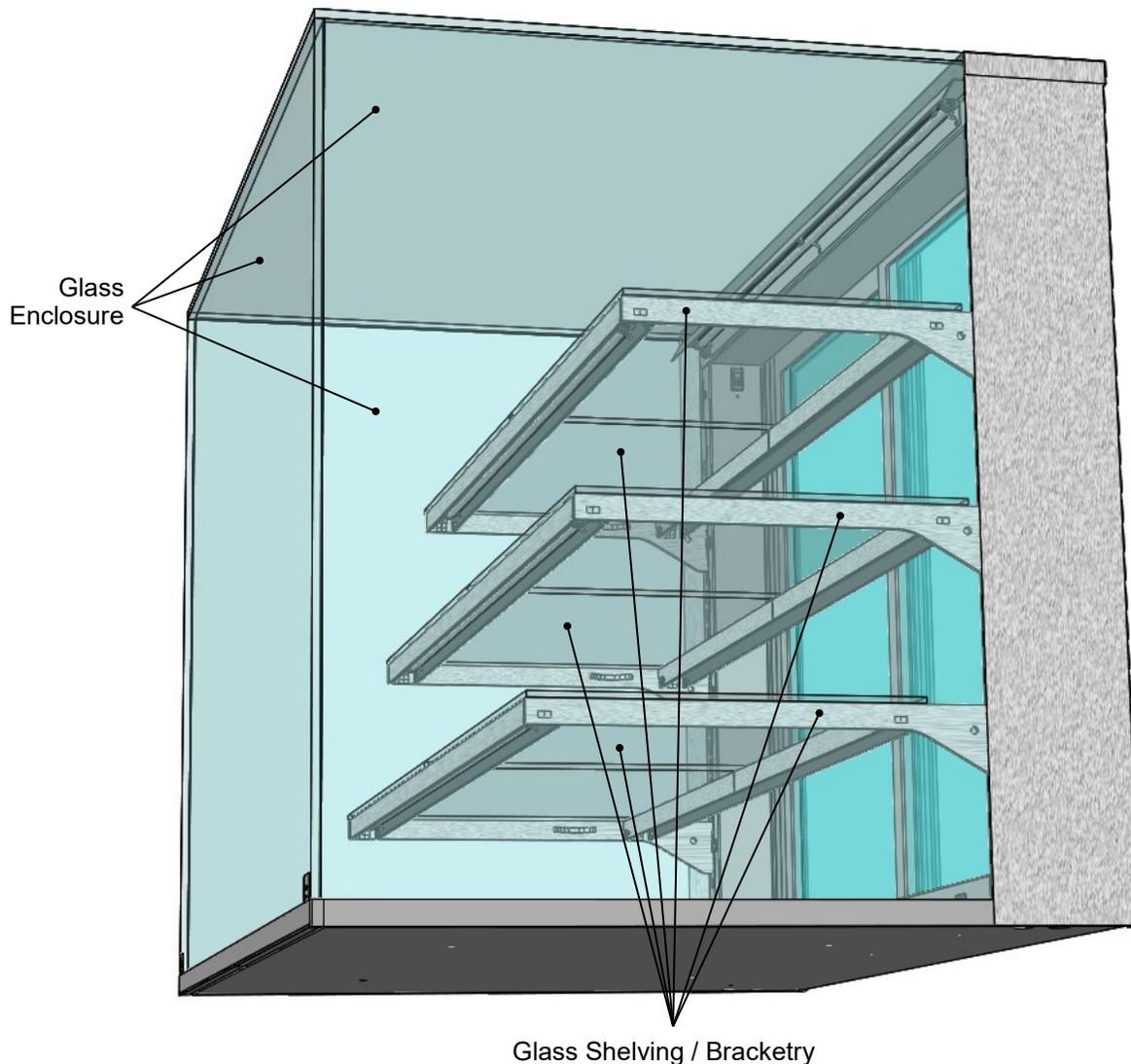
1. Glass Enclosure

- **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

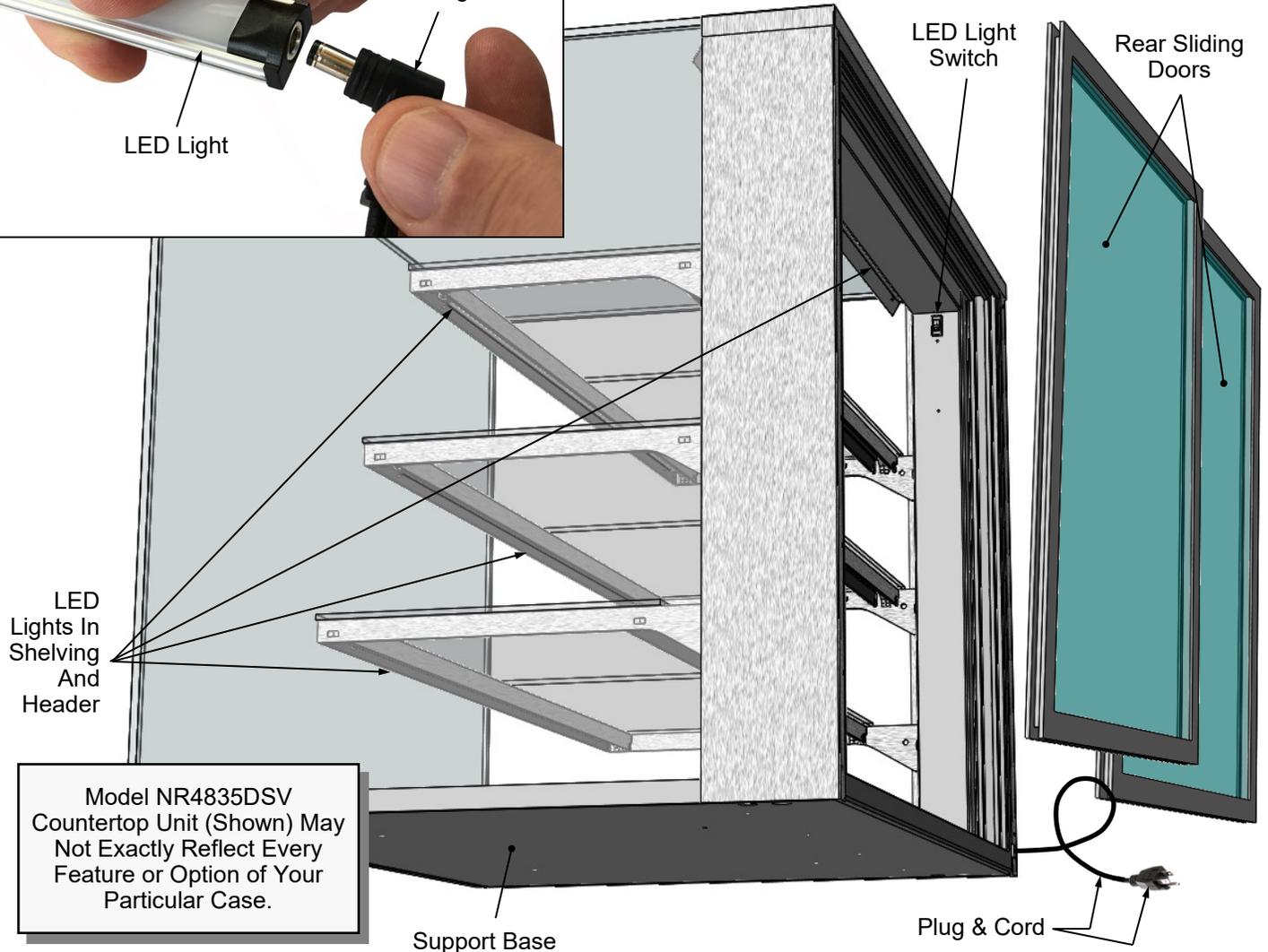
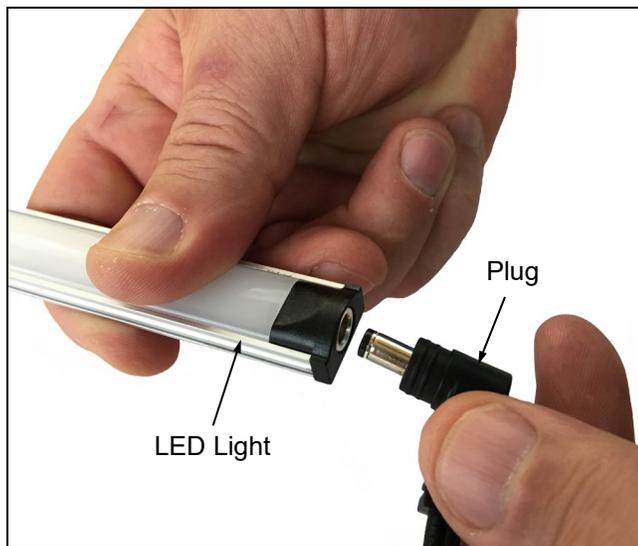
- Light switch is in column cover (accessible by sliding open door at case rear).
- See illustrations below-right.

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.

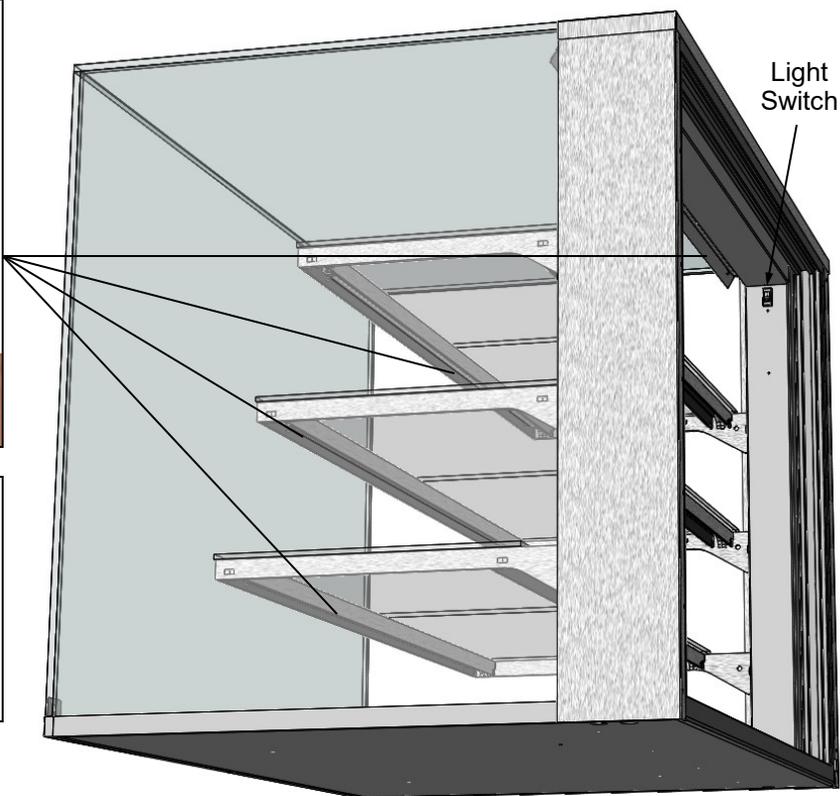
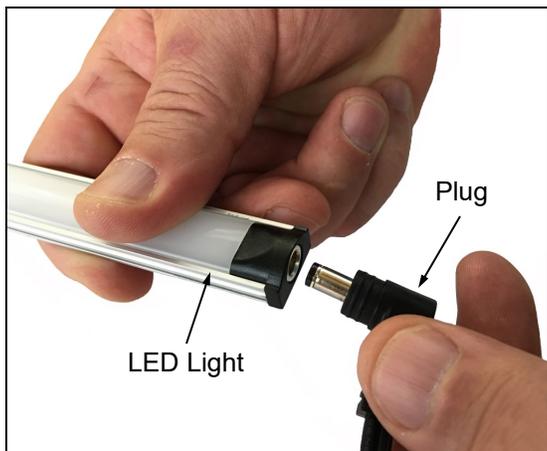


CLEANING SCHEDULE (TO BE PERFORMED BY STORE PERSONNEL)

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.

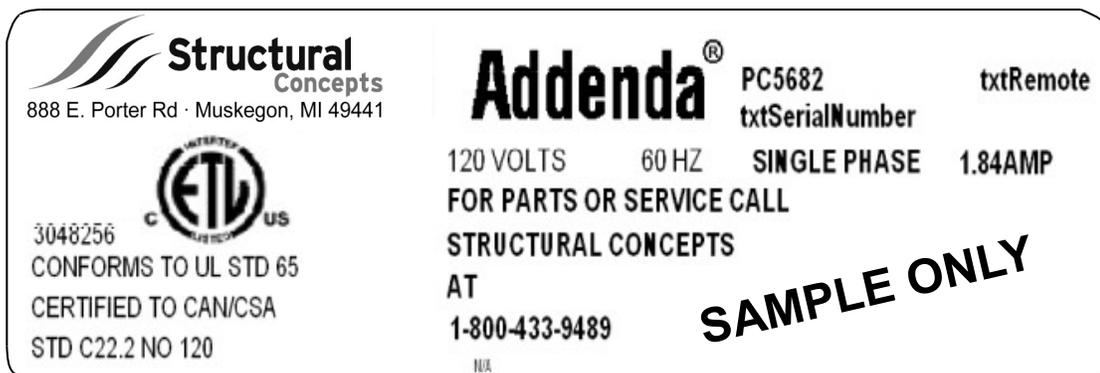


TROUBLESHOOTING (TO BE PERFORMED BY TRAINED SERVICE PROVIDERS ONLY)

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 located near the electrical access on your case.
- Serial labels contain electrical information, as well as regulatory standards to which the case conforms.
- For additional technical information and service, see the *TECHNICAL SERVICE* page in this manual for instructions on contacting Structural Concepts' Technical Service Department.
- See images below for sample dry (ambient) merchandiser label.



----- Sample Serial Label For Dry (Ambient) Case -----

SCC TECHNICAL SERVICE CONTACT INFORMATION & WARRANTY INFORMATION

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

PLEASE HAVE THE FOLLOWING INFORMATION AVAILABLE BEFORE CONTACTING SCC:

SERIAL NO. / MODEL NO. / STORE NO. / STORE
ADDRESS / DETAILS (PHOTOS, LEAK LOCATIONS,
DAMAGE, STORE'S AMBIENT CONDITIONS, ETC.)

LIMITED WARRANTY

All sales by Structural Concepts Corporation (SCC) are subject to the following limited warranty. "Goods" refers to the product or products being sold by SCC.

Warranty Scope: Warranty is for equipment sold in the United States, Canada, Mexico and Puerto Rico. Equipment sold elsewhere may carry modified warranty.

Warranty; Remedies; Limitations: The limit of liability of SCC toward the exchange cost of the original compressor motor (and/or any other components) is one year parts and labor. If any Goods are found to be of faulty material or workmanship within one year of the original F.O.B. unit shipment, SCC will, at its option (after inspection by an authorized representative), replace or pay the reasonable cost of replacement of the faulty Goods. If warranty claim is not made within this one year time period, SCC is not bound to warrant Goods. A motor-compressor (and/or any other components) replaced during the warranty shall not exceed manufacturer's current established wholesaler's exchange price. If replacement motor-compressor (and/or other components) is available via storage facility, parts truck, etc., SCC mandates that readily accessible replacement components be used toward repair of Goods; in such instances, SCC will replace such equipment (at its own expense) after confirmation of its use/placement on defective unit. SCC shall not be charged an additional fee, up-charge or expense for such replacement Goods. If SCC is unable to repair or replace the defective Goods, SCC shall issue a credit to the Purchaser for full or partial purchase price, as SCC shall determine. The replacement or payment in the manner described above shall be the sole and exclusive remedy to Purchaser for a breach of this warranty. If any Goods are defective or fail to conform to this warranty, SCC will furnish instructions for their disposition. No Goods shall be returned to SCC without its prior consent.

SCC's liability for any defect in the Goods shall not exceed the purchase price of the Goods. SCC SHALL HAVE NO LIABILITY TO PURCHASE FOR CONSEQUENTIAL DAMAGES OF ANY KIND WHATSOEVER, INCLUDING, BUT NOT LIMITED TO, PERSONAL INJURY, PROPERTY DAMAGE, LOST PROFITS, OR OTHER ECONOMIC INJURY DUE TO ANY DEFECT IN THE GOODS OR ANY BREACH OF SCC, SCC SHALL NOT BE LIABLE TO THE PURCHASER IN TORT FOR ANY NEGLIGENT DESIGN OR MANUFACTURE OF THE GOODS, OR FOR THE OMISSION OF ANY WARNING THEREFROM.

SCC shall have no obligation or liability under this warranty for claims arising from any other party's (including Purchaser's) negligence or misuse of the Goods or environmental conditions. This warranty does not apply to any claim or damage arising from or caused by improper storage, handling, installation, maintenance, or from fire, flood, accidents, structural defects, building settlement or movement, acts of God, or other causes beyond SCC's control.

Except as expressly stated herein, SCC makes no warranty, express, implied, statutory or otherwise as to any parts or goods not manufactured by SCC. SCC shall warrant such parts or Goods only (I) against such defects, (II) for such periods of time, and (III) with such remedies, as are expressly warranted by the manufacturer of such parts of Goods. Notwithstanding the foregoing, any warranty with respect to such parts of Goods and any remedies available as a result of a breach thereof shall be subject to all of the procedures, limitations, and exclusions set forth herein.

THE WARRANTIES HEREIN ARE IN LIEU OF ALL WARRANTIES, EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE. IN PARTICULAR, SCC MAKES NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

No representative, agent or dealer of SCC has authority to modify, expand, or extend this Warranty, to waive any of the limitations or exclusions, or to make any different or additional warranties with respect to Goods.

Period of Limitations: No claim, suit or other proceeding may be brought by Purchaser for any breach of the foregoing warranty or this Agreement by SCC or in any way arising out of this Agreement or relating to the Goods after one year from the date of the breach. In the interpretation of this limitation on action for a breach by SCC, it is expressly agreed that there are no warranties of future performance of the goods that would extend that period of limitation herein contained for bringing an action.

Indemnifications: Purchaser agrees to indemnify, hold harmless, and defend SCC if so requested, from any and all liabilities, as defined herein, suffered, or incurred by SCC as a result of, or in connection with, any act, omission, or use of the Goods by Purchaser, its employees or customers, or any breach of this Agreement by Purchaser. Liabilities shall include all costs, claims, damages, judgments, and expenses (including reasonable attorney fees and costs).

Remedies of SCC: SCC's rights and remedies shall be cumulative and may be exercised from time to time. In a proceeding or action relating to the breach of this Agreement by Purchaser, Purchaser shall reimburse SCC for reasonable costs and attorney's fees incurred by SCC. No waiver by SCC of any breach of Purchaser shall be effective unless in writing nor operate as a waiver of any other breach of the same term thereafter. SCC shall not lose any right because it has not exercised it in the past.

Applicable Law. This Agreement is made in Michigan; it is governed by and interpreted according to Michigan law. Any lawsuit arising out of this Agreement or the Goods may be handled by a federal or state court whose district includes Muskegon County, Michigan, and Purchaser consents that such court shall have personal jurisdiction over Purchaser.

LED Lighting Components Within Lighting System: Supermarket: 5-year LED warranty from date of shipment. Foodservice: 2-year LED warranty from date of shipment. After one year, warranty does not include labor or other costs incurred for diagnosing, repairing, removing, installing, shipping, servicing, or handling of either defective part or replacement parts. Remedy of repair or provision of a replacement part without charge shall be the exclusive remedy for any warranty claim. The replacement LED and/or power supply assumes the unused portion of warranty remaining on unit(s). A 90-day warranty will apply for any LED sold as a service part. Warranty claim must include serial and model number of unit as well as date code on defective LED lighting component(s). Manufacturer may request return of defective part(s) at customer's expense to initiate claim.

Glass Material: Glass (UV-bonded glass, glass sneeze guards, glass enclosures, glass held in place via posts, etc.) is only warranted to FIRST POINT OF DELIVERY.

Miscellaneous: If any provision of this Agreement is found to be invalid or unenforceable under any law, the provision shall be ineffective to that extent and for the duration of the illegality, but the remaining provisions shall be unaffected. Purchaser shall not assign any of its rights nor delegate any of its obligations under this Agreement without prior written consent of SCC. This Agreement shall be binding upon and inure to the benefit of SCC and Purchaser and each of their legal representatives, successors and assigns. SCC warrants its products to be free of defects in materials and workmanship under normal use and service for a period of one (1) year from the date of delivery.

This warranty is extended only to the original purchaser for use of the Goods. It does not cover normal wear parts such as plastic tongs, tong holders, tong cables, bag holders, or acrylic dividers.

General Conditions: All service labor and/or parts charges are subject to approval by SCC. Contact the Customer Service Department in writing or call 231-798-8888.

All claims must contain the following information: (1) model & serial code number of equipment; (2) the date and place of installation; (3) the name and address of the agency which performed the installation; (4) the date of the equipment failure; and (5) a complete description of the equipment failure and all circumstances relating to that failure.

Once the claim has been determined to be a true warranty claim by SCC's Customer Service Department, the following procedure will be taken: (1) replacement parts will be sent at no charge from SCC on a freight prepaid basis; (2) reimbursement for service labor will be paid if the following conditions have been met - (a) prior approval of service agency was awarded from the Customer Service Department; and (b) an itemized statement of all labor charges incurred is received by the Customer Service Department. The cost of the service labor reimbursement will be based on straight time rates and reasonable time for the repair of the defect.

If problems occur with any compressor, notify SCC's Customer Service Department immediately. Any attempt to repair or alter the unit without prior consent from the Customer Service Department will render any warranty claim null and void. This warranty and protection plan does not apply to any condensing unit or any part thereof which has been subject to accident, negligence, misuse, or abuse, or which has not been operated in accordance with the manufacturer's recommendations or if the serial number of the unit has been altered, defaced, or removed.

One Year Limit of Liability: After SCC's one-year parts and labor warranty on the original F.O.B. unit has expired, SCC is not liable for either the equipment or labor costs of repairing or replacing the motor compressor, nor any other components that were included in the original F.O.B. unit.