



012018_Rev1

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BEFORE YOU BEGIN:

Read these instructions completely and carefully.

FOR YOUR SAFETY:

Read and observe all CAUTIONS and WARNINGS shown throughout these instructions.



CAUTION: Risk of injury. While performing installations described, gloves and safety goggles should be worn.



WARNING:

Risk of electrical shock. Disconnect power before servicing or installing product. Switch the power off at the service panel and follow appropriate lock out/tag out safety procedures.

Parts & Tools Needed for Installation:

Tools Supplied:

- 5/16" wrench
- 11/16" wrench
- Mounting screws
- Shims
- Silicone Tube



Tools Required:

- Tape measure
- Screwdriver: Phillips No. 2
- Hammer
- Crow bar
- Clamps
- Scissors/razor blade
- Ladder
- Level



Digital Materials Available On-line:

Download this manual and other informative materials from our website. QR-Code is also located in product label.

Scan QR Code



1 - Locate the Model & Serial Number:

The model and serial number are located on the packing list, on the product label **(Figure 1)** or on the frame or doors. The model number consists of a combination of numbers and letters. Example: 01MDCXBS-F-B-L.

The label also includes the electrical data and QR Code.



Figure 1

2 - Unpack the Frames:

2.1 Remove all wood from both sides of the frame package. Frames are shipped as "single wide" crates **(Figure 2)**.

2.2 Each line-up includes a set of tools listed on page 1, and an Installation Manual. Remove, and save for later use.

2.3 Remove the screws holding the frame(s) into the crate(s).

2.4 Remove the frame(s) from the crate(s). The frames should be removed from the side of the crate without corner braces. Safely set aside in the upright position.

2.5 Remove the stretch wrap holding the LED lights to the mullion (Figure 3).



CAUTION: Risk of product damage. Be careful not to damage LED lights.

3- Unpack the Doors:

- 3.1 Remove the plastic stretch wrap from the door packs (Figure 4).
- 3.2 Remove the two wood boards at the top.
- 3.3 Cut the steel band on ONE END ONLY and remove the end of the crate.
- 3.4 Cut the center band and remove the wood board from the top.



CAUTION:

Risk of product damage. Do NOT remove the remaining end band; all the doors will fall if the remaining band is cut.

Risk of product damage. Do not lift doors by the handle.

- 3.5 Fold the cardboard back over the remaining band.
- 3.6 Remove one door at a time from the package.

3.7 Remove any protective plastic wrap from the door(s) and set them aside for later installation.



Figure 2



Figure 3



Figure 4

4- Net Cooler Opening (NCO) Chart: (Figure 5)

			r	r	r			
Door Size W x H	24" x 63"	26" x 63"	30″ x 63″	26" x 72"	24" x 72"	26" x 80"	30″ x 72″	30″ x 80″
NCO Height	64¾″	64¾″	64¾″	73¾″	73 ³ ⁄4″	815⁄8″	73¾″	815⁄8″
Doors				NCO	Width			
1	2′ 1 ¹ ⁄16″	2′ 3 ¹³ ⁄16″	2′ 7¾″	2′ 3 ¹³ ⁄16″	2′ 1 ¹ ⁄16″	2′ 3 ¹³ ⁄16″	2′ 7¾″	2′ 7¾″
2	4′ ¹³ ⁄16″	4′ 65⁄16″	5′ 2³⁄16″	4′ 65⁄16″	4′ ¹³ ⁄16″	4′ 65⁄16″	5′ 2³⁄16″	5′ 2³⁄16″
3	6′ %16″	6′ 8 13⁄ 16″	7′ 85⁄8″	6′ 8 13⁄ 16″	6′ %16″	6′ 8 ¹³ ⁄16″	7′ 85⁄8″	7′ 85⁄8″
4	8′ 5⁄16″	8′ 115⁄16″	10′ 3 ¹ ⁄16″	8′ 115⁄16″	8′ 5⁄16″	8′ 115⁄16″	10′ 3 ¹ ⁄16″	10′ 3 ¹ ⁄16″
5	10′	11′ 1 ¹³ ⁄16″	12′ 9 ¹ ⁄2″	11′ 1 ¹³ ⁄16″	10′	11′ 1 ¹³ ⁄16″	12′ 9 ¹ ⁄2″	12′ 9 ¹ ⁄2″
6	12′ 2 ¹³ ⁄16″	13′ 7⁵⁄16″	15′ 6 ¹⁵ ⁄16″	13′ 7⁵⁄16″	12′ 2 ¹³ ⁄16″	13′ 75⁄16″	15′ 6 ¹⁵ ⁄16″	15′ 6 ¹⁵ ⁄16″
7	14′ 29⁄16″	15′ 9 ¹³ ⁄16″	18′ 1¾″	15′ 9 ¹³ ⁄16″	14′ 29⁄16″	15′ 9 ¹³ ⁄16″	18′ 1¾″	18′ 1¾″
8	16′ 2 ⁵ ⁄16″	18′ 5⁄16″	20′ 7 ¹³ ⁄16″	18′ 5⁄16″	16′ 2⁵⁄16″	18′ 5⁄16″	20′ 7 ¹³ ⁄16″	20′ 7 ¹³ ⁄16″
9	18′ 2 ¹ ⁄16″	20′ 2 ¹³ ⁄16″	23′ 2 ¹ ⁄4″	20′ 2 ¹³ ⁄16″	18′ 2½16″	20′ 2 ¹³ ⁄16″	23′ 2 ¹ ⁄4″	23′ 2 ¹ ⁄4″
10	20′ 1 ¹³ ⁄16″	22′ 5⁵⁄16″	25′ 8 ¹¹ ⁄16″	22′ 5⁵⁄16″	20′ 1 ¹³ ⁄16″	22′ 5⁵⁄16″	25′ 8 ¹¹ ⁄16″	25′ 8 ¹¹ ⁄16″
11	22' 4%16″	24 [′] 10 ¹³ ⁄16″	28′ 6 1 ⁄8″	24′ 10 ¹³ ⁄16″	22′ 4%16″	24′ 10 ¹³ ⁄16″	28′ 6 1 ⁄8″	28′ 6 1 ⁄8″
12	24′ 4⁵⁄16″	27′ 15⁄16″	31′ %16″	27′ 15⁄16″	24′ 4 ⁵ ⁄16″	27′ 15⁄16″	31′ %16″	31′ %16″
13	26′ 4 ¼16″	29′ 3 ¹³ ⁄16″	33′ 7″	29′ 3 ¹³ ⁄16″	26′ 4 ¼16″	29′ 3 ¹³ ⁄16″	33′ 7″	33′ 7″
14	28′ 3 ¹³ ⁄16″	31′ 65⁄16″	36′ 17⁄16″	31′ 65⁄16″	28′ 3 ¹³ ⁄16″	31′ 65⁄16″	36′ 17⁄16″	36′ 17⁄16″
15	30′ 39⁄16″	33′ 8 ¹³ ⁄16″	38′ 71⁄8″	33′ 8 ¹³ ⁄16″	30′ 3 ⁹ ⁄16″	33′ 8 ¹³ ⁄16″	38′ 71⁄8″	38′ 71⁄8″
16	32′ 6¼″	36′ 2¼′	41′ 5 ¼″	36′ 2 1 ⁄4′	32′ 6¼″	36′ 2 1 ⁄4′	41′ 5 ¹ ⁄4″	41′ 5 ¼″
17	34′ 6″	38′ 4¾″	43′ 11 ¹¹ ⁄16″	38′ 4³⁄4″	34' 6″	38′ 4³⁄4″	43′ 11 ¹¹ ⁄16″	43′ 11 ¹¹ ⁄16″
18	36′ 5 ¾″	40′ 7 ¹ ⁄4″	46′ 6 1 ⁄8″	40′ 7 ¹ ⁄4″	36′ 5 ³⁄4″	40' 7 ¹ ⁄4″	46′ 6 1 ⁄8″	46′ 6 1 ⁄8″
19	38′ 5 ¹ ⁄2″	42′ 9 ³ ⁄4″	49′ ⁹ ⁄16″	42′ 9 ³ ⁄4″	38′ 5 1 ⁄2″	42′ 9 ³ ⁄4″	49′ ⁹ ⁄16″	49′ 16″
20	40′ 5 ¹ ⁄4″	45′ ¼″	51′ 7″	45′ ¼″	40′ 5 ¹ ⁄4″	45′ ¼″	51′7″	51′ 7″

Net Cooler Openings:

Additional door sizes available by special order. Net cooler openings based on full-flange lineup. Flangeless continuous lineup available upon request and includes shelving components.

Please visit www.styleline.com for more information.

Figure 5

5- LED Lighting Occupancy & Anti-Sweat Control Sensor Installation:

5.1 Lay frame flat on floor, facing up.

5.2 Locate and remove occupancy or anti-sweat sensor kit packaging from the top of the frame. **(Figure 6)**

5.3 Remove foil tape from the frame to expose occupancy sensor wiring. **(Figure 7)**

5.4 Locate RJ45 cable and 4-prong terminal connections on frame.

NOTE: RJ45 cable is only provided with High-Humidity & Freezer doors. Normal temp will only have 4-prong terminal connection for anti-sweat sensor.

5.5 Attach bracket to the frame. (Figure 8)

5.6 Attach occupancy sensor to the occupancy sensor bracket using (3) provided screws. **(Figure 9)**





LED Occupancy & Anti-sweat Sensors Kit. Only Supplied with High Humidity & Freezer Doors. White for Silver Frames. Black for Black Frames.

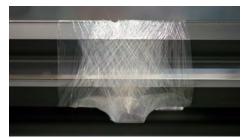






Figure 7



Figure 8





Anti-sweat Sensors Kit. Only Supplied with Normal Temp Doors. White for Silver Frames. Black for Black Frames.



Figure 9



Anti-sweat Sensors & LED Motion Sensor Installed



LED Occupancy Sensor & Anti-sweat Sensor Connected

6

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6- Set Frames Into Net Cooler Opening (NCO):

NOTE: Confirm that NCO will accommodate the frames to be installed by checking dimensions. (Figure 10)

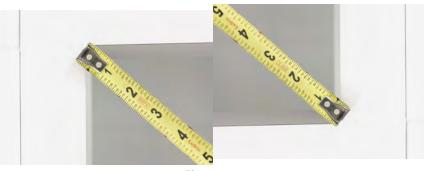


Figure 10 See NCO chart on page 6

NOTE: Frames are numbered on a green label located at the top left corner on the inside of the frame.



CAUTION:

Risk of product damage. The frame(s) are not designed to support any weight from the walk-in box. Make any necessary box modifications to ensure the frames slide easily into the opening.



Figure 11

6.1 Set frame #1 at the left end of the opening. Clamp to wall to prevent the frame from falling out of the opening **(Figure 11)**. Make sure the frame is pushed all the way in.

6- Set Frames into the Net Cooler Opening (NCO): - Cont'd

6.2 Set frame #2 next to frame #1. Clamp in place. (Figure 11)

6.3 Align the top and bottom of the two frames; butt them together to make a quality joint. Include joining board as shown on **Figure 12**. Ensure that all top flanges are level. Ensure that the frame and flange are plumb to the surface of the cooler all around the NCO.

6.4 Repeat steps 3 and 4 for all remaining frames.

6.5 Center the lineup (left to right) in the opening. Make sure the lineup is square by measuring diagonals on one of the frames – within 1/8".

6.6 Install all bottom mounting screws - do not tighten. If there is any gap at any bottom mounting screw, install shims. Tighten all screws.

6.7 Reconfirm the diagonal measurements (Figure 13).

6.8 Install all side mounting screws - do not tighten. If there is any gap at any mounting screw, install shims. In addition, it is especially important to shim the top two corners of the frame lineup to prevent the top of the frame from shifting left or right. Tighten all screws. Reconfirm diagonal measurements and adjust mounting screws and shims accordingly (Figure 14).

6.9 Install all top mounting screws - do not tighten. If there is any gap at any mounting screw, install shims. Tighten all screws.



CAUTION:

Risk of product damage. Do not over-tighten mounting screws. Over-tightening of screws may cause distortion and/or twisting of the frame.

7.0 Trim off all excess shim stock. (Figure 15).

IMPORTANT: Fill all gaps with caulk between the back of the frames and the buck opening. This includes the back side of the frame joint behind the seam jacket. **(Figure 16)**.



Figure 16



Figure 15



* Back of Frame

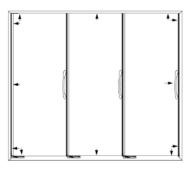


* Front of Frame

Figure 12



Figure 13



Frame-to-Cooler Fastener Locations - Figure 14

7- Install Doors into Frame(s):

7.1 Loosen, but do not remove, the jam nut on all top hinge pins on the frames with the 11/16" wrench supplied **(Figure 17)**.

7.2 Remove the O-ring (Figure 17) from each top hinge pin.

7.3 Doors must be installed from left to right. **DO NOT LIFT THE DOORS BY THE HANDLE.**



CAUTION: Risk of product damage. Do not lift doors by the handle.

7.4 Lift the door up onto the top hinge pin. To do this, Angle the door slightly. The bushing in the door should easily slide onto the top hinge pin. **(Figure 18).**

7.5 Set the bottom of the door down to engage in the lower hinge pin assembly on the frame. **(Figure 19).**

7.6 Open the door to a 90 degree position, and install the hold-open cam onto the slide pin. **(Figure 20).**

7.7 Working from left to right, repeat steps to set all the door into the frames.



Figure 17



Figure 18



Figure 19



Figure 20



CAUTION:

CAUTION:

Risk of product damage. Do not over-tighten mounting screws. Over-tightening of screws may cause distortion and/or twisting of the frame.

Risk of product damage. Do not lift doors by the handle.

8- Connecting Door Heaters to Frame:

8.1 The door heater wiring may be connected once the door is installed in the frame. There should be no "self-closing" tension applied to the doors when attempting to connect heater wiring.

8.2 To release door tension (if applied), loosen the jam nut at the top of the frame using 11/16" wrench (Supplied).

8.3 Remove the metal wiring plate from the door to expose heater connections on the door (Figure 21).

8.4 Identify door and frame heater connections (Figure 22).

8.5 Connect wiring using crimp pliers (Figure 23).

NOTE: Connect wires as follows: Green with Green, Black with White/Red and White with White/Blue.

8.6 Pass vinyl housing through the plastic clamp. Secure the plastic clamp with screw. Ensure ground wire is attached to ground **COVER PLATE** screw. **(Figure 24).**

8.7 Secure wires inside metal door slot, and cover wiring with metal cover plate.

8.8 Tighten cover plate screws (Figure 25).



Figure 21



Figure 22



Figure 25



Figure 24



Figure 23

9- Door Self Closing Adjustment - Setting Door Tension:

9.1 Using the 5/16" wrench, turn and hold the top hinge pin one full arc toward the handle of the door **(Figure 26)**.

9.2 While holding the 5/16" wrench and hinge pin in place, tighten the jam nut with the 11/16" wrench (supplied) **(Figure 27)**.

9.3 To add tension, hold the hinge pin with the 5/16" wrench in a starting position to sustain tension when loosening the jam nut with the 11/16" wrench. Repeat step 6.1 and 6.2.

9.4 Repeat step 6.3 until the desired tension is obtained.

9.5 The desired tension is a "SELF-CLOSING". To check for proper closing speed, open the door 6 to 8 inches, and watch it "self-close". Do not over-torque the door. DOORS SHOULD NOT SLAM AGAINST THE FRAME. THEY SHOULD CLOSE QUICKLY AND SOFTLY TO PREVENT DAMAGE TO THE GASKET.

9.6 Repeat the above steps to set the tension on the remaining doors.

9.7 Make sure all doors are "self-closing" properly, THEN close all doors.



CAUTION:

Risk of injury. Pinching hazard due to potential pre-loaded pressure.

NOTE: The typical tension used as a "self-close" of the door when the door is released from a point approximately 6" to 7" open.

NOTE: Do not completely remove both the hinge pin and the slide pin at the same time.

10- Adjust Sawtooth:

11

NOTE: This adjustment is needed only when the non-hinge side top corner is lower than the hinge side top corner, therefore causing the doors to appear unleveled.

10.1 Door alignment can be completed by loosening the bottom hinge pin and sliding the pin with the 3/4" wrench supplied and sliding the bottom of the door left or right (Figure 28).

10.2 Re-tighten the hinge pin and slide pin (Figure 29).

NOTE: Preventive maintenance program should include the checking, and tightening if necessary, of the hinge and slide pins.



Figure 26



Figure 27



Figure 28



Figure 29

UNPACK THE FRAME:

11.1 Remove the cardboard from both sides of the frame crate.

11.2 Frames are shipped with hydraulic door closer pre-installed on frame, mounting screws, shims and Installation and Troubleshooting Manual. Remove and save for later use.

11.3 Remove the door closure link and extension rod that are taped to the frame.

11.4 Remove and place in safe area for later use.

11.5 Remove the screws holding the frame into the crate.

11.6 Remove the frame from the crate.

11.7 Remove the packaging material holding lamps and/or lamp assemblies to the frame (if present) and store lamps and/or lamps flat in an appropriate, out of the way area. Be careful not to damage any of the lamps or lamp assemblies.

UNPACK THE DOOR:

11.8 Remove the cardboard from both sides of the door crate.

11.9 Doors are shipped with door closure extension rod pre-installed.

12.0 Orders are sent with hydraulic closer instructions that are attached to the door. Remove and save for later use.

12.1 Remove the door(s) from the crate.



Hydraulic Closer



Door Installed

12



CAUTION: Risk of product damage. Do not lift doors by the handle.

Door Size & Configuration	Net Cooler Opening Size
26" x 80" Single	27-7/8" x 81-5/8"
26" x 80" Double	54-1/2" x 81-5/8"
30" x 80" Single	31-7/8" x 81-5/8"
30″ x 80″ Double	62-3/8" x 81-5/8"
36" x 80" Single	37-7/8" x 81-5/8"
36" x 80" Double	74-1/2" x 81-5/8"

Net Cooler Opening Chart

Additional items to check:

- Is the floor in the threshold area level? If this area is not level, shimming is required beneath the threshold to support the frame and keep the threshold from distorting.
- Is the opening square? Check all corners with a framing square. Double-check by comparing diagonal measurements. Excessively out-of-square openings will require significant shimming in appropriate areas. Failure to correctly shim may result in door operation problems.
- Is the opening plumb? If the opening is excessively out-of-plumb, door may bind on floor and or fail to close correctly.
- Are all the cooler panels in the same plane? The wall must be straight and in line without any "warps" or "jogs". Conditions of this sort may result in twisting of skewing of the door frame, ultimately affecting operation. These types of conditions may also result in aesthetic form and fit issues.

INSTALLING THE FRAME:

Entrance Doors directly adjacent to or near Reach-In Doors should be installed first. This will allow for correct alignment of the top frames on the subsequent Reach-In frames. Attempting to match this alignment with frames previously installed may result in the threshold not setting on the floor, or "float" off the floor.

12.2 Place the frame in the opening and temporarily secure with a clamp or similar devise.

12.3 Insure that the frame is pushed fully into the opening.

12.4 Adequately shim behind each of the hinge-side frame mounting holes insuring that the frame is plumb and straight.

12.5 Once the hinge-side frame is plumb and in position, install the frame mounting screws. Do not completely tighten.

12.6 Repeat on the handle-side frame. Insure that frame is fully shimmed behind each frame mounting hole and the frame is plumb and straight prior to installing frame mounting screws. Do not completely tighten screws.

12.7 Insure that the frame is square and fully shimmed before installing any frame mounting screws in the top frame. This may require a slight loosening of one or more vertical screws to allow for proper squaring of the frame. Do not completely tighten screws.

12.8 Prior to securing the threshold, insure that any required shimming is placed under the threshold mounting holes and base of the vertical frame.

12.9 Reconfirm diagonal measurements. Tighten all mounting screws and secure threshold.

13.0 Trim off any exposed shim stock.

13.1 If frame is equipped with lighting, install the remote ballast box above the top of the frame at this time.

13.2 Caulk the frame.



CAUTION:

Risk of product damage. Do not lift doors by the handle.

INSTALLING THE DOOR:

13.3 Remove the hinge mounting screws that are placed in the hinge backer plate by the factory. Set aside in a safe place.

13.4 Adequately shim behind each of the areas behind the hinge. The hinge mounting screws will not penetrate the shimming, but it is important to provide structure behind the hinge. This shimming will be held in place by subsequent caulking of the frame.

13.5 Holding the door in the open position, align the hinge holes with the holes in the backer plate.

13.6 Install one hinge mounting screw in the top hinge and tighten.

13.7 Install one hinge mounting screw in each hinge.

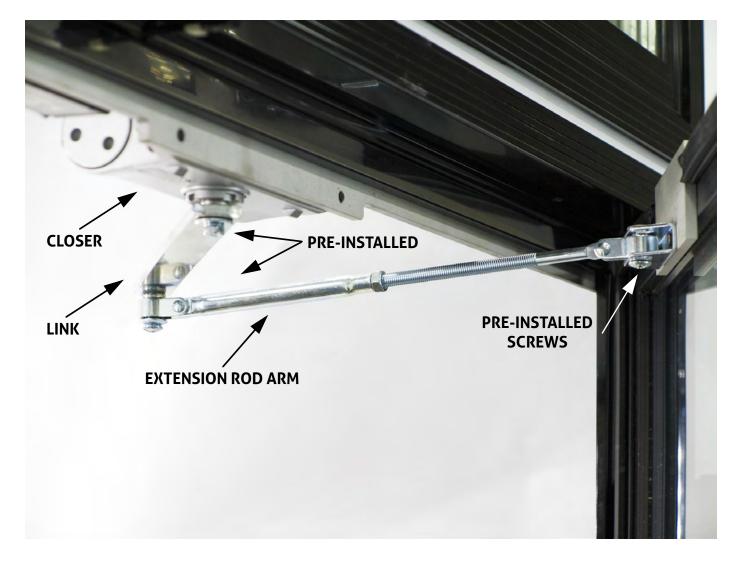
13.8 Install and tighten all remaining hinge mounting screws.

13.9 Check for proper door opening and closing.

14.0 Attach the link removed at frame unpacking (see picture below) to the hydraulic closer using the screw pre-installed in the closer. This will result in the link extending from the frame at approximately 90 degrees.

14.1 Remove the two pre-installed mounting screws in door rail and attach the extension rod removed at frame unpacking (see picture below) to the door. Insure that the attachment screw on the door rail bracket is facing down.

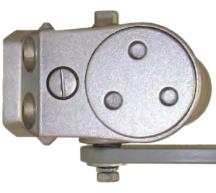
14.2 With the door installed and in the closed position, attach the extension rod to the link with the screw pre-installed in the top of the extension rod.



Hydraulic Closer Installed & Components

ADJUSTING THE CLOSING SPEED:

14.3 Turn speed adjusting screw clockwise for a slower closing speed and counterclockwise for a faster closing speed. DO NOT TURN MORE THAN 2-1/2 TURNS IN EITHER DIRECTION FROM THE FACTORY SET POSITION (Figure 30).





CLOCKWISE - SLOWER



CLOCKWISE - FASTER

Figure 30

SECOND (LATCHING) SPEED ADJUSTMENT:

14.4 When slot in speed adjusting screw is parallel to door the latching speed is the fastest and when perpendicular to door the latching speed is the slowest. The speed can be varied by positioning the adjusting screw slot between these limits **(Figure 30)**.

CONNECT DOORS TO POWER:

14.5 Follow steps on page 10.

12- Installing Standard Shelving (24" or 27 Deep")

12.1 Unpack all shelving components.

12.2 With the leveler at the bottom, install front posts onto the frame mounted post brackets. Slide the post holders down over the frame brackets. Make sure the crimp on each post holder is at the top (Figure 31).

12.3 Insert bottom shelf into the two front posts and position the rear posts to be in alignment with the shelving. Install the shelving into the rear posts (Figure 32).

12.4 Install a shelf in the upper position to secure the posts. The rear posts are free standing and will require top and bottom shelf installation.

12.5 Install shelves flat or at an angle for gravity feed.

12.6 Level all posts by adjusting levelers with the ³/₄" wrench supplied.

12.7 Install the remaining shelves in desired locations.

12.8 Install price tag molding (PTM) on the front of the shelf.



Standard Shelving Installed

13 - Installing Super Slide Trac Shelving (36" Deep)

13.1 Unpack all shelving components.

13.2 For installation of Super Slide-Trac shelving install the 7-1/2" extension brackets onto the frame brackets (Figure 33). Make sure the crimp on the extension bracket is on the top of the bracket. This extension bracket is not required for standard Slide-Trac shelving.

13.3 Install extension bracket or frame bracket to the post bracket.

13.4 Install screw in the hole located on the bracket (one per bracket).

13.5 For Super Slide-Trac shelving, position the shelf bases behind the end doors of each frame. There will be two bases per frame except for 1-door and 2-door frames which only have one base.

NOTE: The front of the base which faces the doors, has the short post supports.

13.6 With the leveler at the bottom, install front posts into bases with the holes in posts facing away from the doors. Some posts will not be set as bases and shall be secured to the frame system. Slide the post holders down over the frame brackets. Make sure the crimp on each post holder is at the top.

13.7 Insert rear posts with holes in posts facing away from the doors into the bases. Some posts will not be set in bases, but set as freestanding posts and will require top and bottom shelf installation. Slide post holders down over the frame brackets.

13.8 Install shelves flat or at an angle for gravity feed. Note that the Super Slide-Trac shelves have three different set-backs.

13.9 Level all posts by adjusting levelers with the ³/₄" wrench supplied.

14.0 Install the remaining shelves in desired locations.

14.1 Install perimeter guard (if supplied) above the shelf at desired height.

14.2 Install glide sheets (if supplied) with the ribbed side up.

14.3 Install lane dividers. Set the lane divider front claw on the shelf front rail and lift in the middle to insert the rear claw on the shelf rear rail.

14.4 Install price tag molding (PTM) on the front of the shelf.



Figure 31



st Figure 32

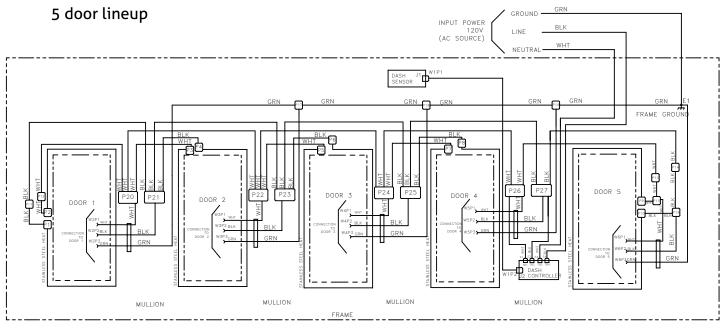


Figure 33



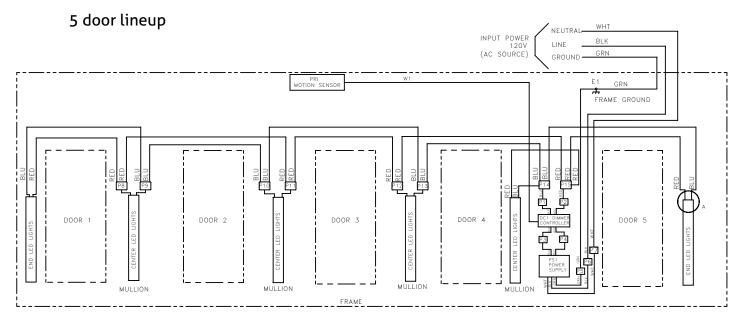
* Shown with Free Standing Base. Not included

Heater Wiring Diagram - High Humidity & Low Temp Only



More diagrams available at www.styleline.com

LED Lighting Wiring Diagram - STYLELINE CL Series



More diagrams available at www.styleline.com

Download this manual and other informative materials from our website. QR-Code is also located in product label.

Scan QR Code



Solutions to Equipment Problems.

Most problems have several possible causes, hence several possible solutions. This guide will help troubleshoot the malfunction using a logical progression of tests and observations to isolate and identify the problem.



Some procedures require troubleshooting electrical circuits. DO NOT inspect any electrical wiring problem if you are not qualified to troubleshoot and repair electrical circuits. The information provided here is for educational purposes only.

Problem	Possible Cause(s)	Solution/Corrective Action
Doors Do Not Close (gaskets do not seal)	No tension on door	 Set door tension in accordance with the installation instruction. If you cannot set the tension the bushing is likely stripped or cracked. Remove the door. Replace the bushing. Reinstall the door.
	Gasket does not make contact with the stainless	 Inspect the gaskets condition and replace if torn. Make sure the gasket dart is fully inserted into the door vinyl. Make sure there is a magnet in the gasket. Make sure the gasket is not rolled over on the hinge side. Inspect the door to make sure it is not warped (racked). Verify the frame has been installed correctly: Shim should have been used at all frame-mounting screws to prevent the frame from being twisted during installation. Loosen the mounting screws and install shims. Re-tighten screws. Verify both ends of the frame are plumb. If not reset the frame.
	Nylon washer at the bottom hinge pin is missing	1. Install new nylon washer.
	Hold open cam bent	1. If hold open cam is bent then replace.
Doors Do Not Stay Open	Missing hold open cam or bottom slide pin	 Replace the hold open cam. Replace the bottom slide pin (if backer-plate stripped then replace backer-plate).
	Hold open cam or bottom slide pin are not to specs	1. Replace.
	Damaged hold open cam or bottom slide pin	1. Replace.

14- Troubleshooting Guide - Cont'd

Problem	Possible Cause(s)	Solution/Corrective Action		
Condensation Between Panes of Glass	Failed glass unit	1. Replace door.		
Condensation on Unheated Doors	Store conditions (condensation on several doors of multiple frames)	 The store is too hot: Correct the store conditions. The store is too humid: Correct the store conditions. The temperature in the box is too cold: Correct the temperature inside the box. Evaporator fans blowing on the back of the door: Stock the shelves or redirect the air. 		
	Defective door (condensation on one door)	1. Replace the door.		
	Hold open cam bent	1. If hold open cam is bent then replace.		
Condensation on High Humidity Heated Doors	Store conditions (condensation on several doors of one or more frames)	 The temperature in the box is too cold: Correct the temperature inside the box. Correct store conditions. 		
	No heat to the door (condensation on one door)	 Check that the door cord is connected and screwed to the receptacle. Check for power to the door: Unplug the door cord. Confirm 115 Voltage at the receptacle in the frame (center of the three contacts is ground). If there is no Voltage reading then proceed to step 3. If 115 Voltage reading then proceed to step 2. Check for ohm reading on the door: Determine ohm reading between the two outside pins. Compare to the ohm reading on another door that is free of condensation. If no reading, then replace the door heat, or Repair the door heat. Open mullion cover. Check for loose connections on black/yellow and white wires. Check for loose connections on black/yellow and white wires. 		

14- Troubleshooting Guide - Cont'd

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Problem	Possible Cause(s)	Solution/Corrective Action
Condensation on High Humidity Heated Doors	No heat to the door circuit in the frame (condensation on several doors)	 Locate the first mullion on the left end of the frame and open the mullion cover. Check for 115 Voltage on black/yellow and white wires. Check for loose connections on black/yellow and white wires. Trace the power back to the building source to determine the point of open circuit and repair.
	Store conditions (condensation on several doors of several frames)	 Check that the frame is fully caulked. Check for power to the frames. The store is too hot: Correct the store conditions. The store is too humid: Correct the store conditions. The temperature in the box is too cold: Correct the temperature inside the box. Evaporator fans blowing on the back of the door: Stock the shelves or redirect the air.
Condensation on Freezer Doors	No heat to the door (condensation on one door)	 Check for power to the door: Unplug the door cord. Confirm 115 Voltage at the receptacle in the frame (center of the three contacts is ground). If there is no Voltage reading then proceed to step 3. If 115 Voltage reading then proceed to step 2. Check for ohm reading on the door: Determine ohm reading between the two outside pins. Compare to the ohm reading on another door that is free of condensation. If no reading, then replace the door heat, or Repair the door heat. Open multion cover. Check for loose connections on black/yellow and white wires. Trace the power back to the building source to determine the point of open circuit and repair. Check for door heat. Open multion cover. Check for 115 Voltage on black/yellow and white wires. Trace the power back to the building source to determine the point of open circuit and repair. Check for door heat. Open multion cover. Check for loose connections on black/yellow and white wires. Trace the power back to the building source to determine the point of open circuit and repair. Check for door heat. Open multion cover. Check for loose connections on black/yellow and white wires. Trace the power back to the building source to determine the point of open circuit and repair.

Job Notes:



Defects in Workmanship and Materials WARRANTY

COMMERCIAL REFRIGERATOR DOOR COMPANY warrants its products against defects in workmanship and materials for a period of 2 years from date of shipment. STYLELINE LED Plus light strip and Power Supply are warranted against defects in workmanship and materials for 5 years. In addition, Commercial Refrigerator Door Company warrants its insulating glass against condensation between lites of glass for a period of 20 years for unheated glass.

Under this warranty, Commercial Refrigerator Door Company's liability is specifically limited to repairing or replacing, F.O.B. Commercial Refrigerator Door Company's factory, at our option, any part of the product determined by Commercial Refrigerator Door Company to be not in conformance with this warranty. This warranty does not include any on-site repair or replacement costs.

The customer service department will provide written authorization to either return or field-scrap the defective part. Upon receipt of the defective part, warranty status will be verified and an appropriate credit issued.

This warranty shall not apply to any product which is repaired or altered without our acknowledgment and consent, operated or installed contrary to our instructions, subjected to misuse or improper maintenance, damaged by accident or negligence, or not paid for in full.

This warranty is extended to the original purchaser and is in lieu of all other warranties, expressed or implied, including but not limited to warranties of merchantability or fitness for a particular use.

THERE ARE NO WARRANTIES OTHER THAN THAT DESCRIBED HEREIN AND NO REPRESENTATIVE OF Commercial Refrigerator Door Company HAS AUTHORITY TO ALTER THIS WARRANTY.



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012018_Rev3