HOSHIZAKI

Instruction Manual

Glass Door Merchandiser

Model
RM-7-HC
RM-10-HC
RM-26-HC
RM-49-HC
RM-65-HC
RM-45-SD-HC

hoshizakiamerica.com

Number: MAN-226-R
ISSUED: 02-22-2017
REVISED: 05-23-2019

RM-7-HC

RM-10-HC

RM-26-HC

RM-49-HC

RM-65-HC

RM-45-SD-HC

WARNING

Only qualified service technicians should install and service the appliance. To obtain the name and phone number of your local Hoshizaki Certified Service Representative, visit www.hoshizaki.com. No installation or service should be undertaken until the technician has thoroughly read this Instruction Manual. Likewise, the owner/manager should not proceed to operate the appliance until the installer has instructed them on its proper operation. Failure to install, operate, and maintain the appliance in accordance with this manual may adversely affect safety, performance, component life, and warranty coverage. Proper installation is the responsibility of the installer. Product failure or property damage due to improper installation is not covered under warranty.

Hoshizaki provides this manual primarily to assist qualified service technicians in the installation, maintenance, and service of the appliance.

Should the reader have any questions or concerns which have not been satisfactorily addressed, please call, send an e-mail message, or write to the Hoshizaki Technical Support Department for assistance.

Phone: 1-800-233-1940; (770) 487-2331
Fax: 1-800-843-1056; (770) 487-3360

E-mail: techsupport@hoshizaki.com

HOSHIZAKI AMERICA, INC.
618 Highway 74 South
Peachtree City, GA 30269
Attn: Hoshizaki Technical Support Department

Web Site: www.hoshizaki.com

NOTE: To expedite assistance, all correspondence/communication MUST include the following information:

- Model Number _____
- Serial Number _____
- Complete and detailed explanation of the problem.

TABLE OF CONTENTS

Introduction 5
Important safety information 5
General safety 8
Know your equipment 9
Check for shipping damage 10
Handling the cabinet 11
Location 11
Remove the crate and skid 12
Level the cabinet 12
Electrical installation 13
Installing the shelves 14
Start up the cooler 14
Controls and adjustments 15
Cleaning and preventive maintenance 17
Disposal 18

INTRODUCTION

This manual contains instructions for installation, operation and general maintenance of your unit. It also includes a Troubleshooting Chart to diagnose problems along with corrective actions.

Important Safety Information

Throughout this manual, notices appear to bring your attention to situations which could result in death, serious injury, damage to the appliance, or damage to property.

DANGER	Indicates a hazardous situation that, if not avoided, will result in death or serious injury.
WARNING	Indicates a hazardous situation that, if not avoided, could result in death or serious injury.
NOTICE	Indicates a situation that, if not avoided, could result in damage to the appliance or property.
IMPORTANT	Indicates important information about the use and care of the appliance.

DANGER

Risk of Fire or Explosion
Flammable Refrigerant Used

- Follow handling instructions carefully in compliance with U.S. government regulations.
- Do not use mechanical devices to defrost.
- Do not puncture refrigerant tubing. Risk of fire or explosion due to puncture of refrigerant tubing; follow handling instructions carefully.
- Component parts shall be replaced with like components.
- Servicing shall be done by factory authorized service personnel to minimize the risk of possible ignition due to incorrect parts or improper service.
- Consult instruction manual/service manual before attempting to install or service this product. All safety precautions must be followed.
- Dispose of properly in accordance with federal or local regulations.
- Do not place any potential ignition sources in or near the appliance.

Risque De Feu Ou D'Explosion
Le Frigorigène Est Inflammable

- Suivre attentivement les instructions de manipulation conformément à la réglementation gouvernementale.
- Ne pas utiliser d'appareils mécaniques pour dégivrer le réfrigérateur.
- Ne pas perforer la tubulure contenant le frigorigène. Risque de feu ou d'explosion si la tubulure contenant le frigorigène est perforèe; suivre les instructions de manutention avec soin.
- Les pièces des composants doivent être remplacées par des pièces et accessoires équivalents.
- L'entretien doit être effectué par le personnel de service autorisé par le fabricant afin de minimiser les risques d'inflammation attribuables à l'installation d'une pièce inadéquate ou à la mauvaise exécution du service.
- Consulter le manuel du propriétaire/ guide de réparation avant de tenter une réparation. Toutes les mesures de sécurité doivent être respectées.
- Éliminer conformément aux règlements fédéraux ou locaux.
- Ne placez aucune source d'inflammation potentielle dans ou près de l'appareil.

⚠ WARNING

This appliance should be destined only to the use for which it has been expressly conceived. Any other use should be considered improper and therefore dangerous. The manufacturer cannot be held responsible for injury or damage resulting from improper, incorrect, and unreasonable use. Failure to install, operate, and maintain the appliance in accordance with this manual will adversely affect safety, performance, component life, and warranty coverage.

To reduce the risk of death, electric shock, serious injury, or fire, follow basic precautions including the following:

- Only qualified service technicians should install and service this appliance.
- This appliance must be installed in accordance with applicable national, state, and local codes and regulations.
- To reduce the risk of electric shock, do not touch the power switch or plug with damp hands.
- This appliance requires an independent power supply of proper capacity. See the nameplate for electrical specifications. Failure to use an independent power supply of proper capacity can result in a tripped breaker, blown fuse, damage to existing wiring, or component failure. This could lead to heat generation or fire.
- **THIS APPLIANCE MUST BE GROUNDED:** This appliance is equipped with a NEMA 5-15 three-prong grounding plug to reduce the risk of potential shock hazards. It must be plugged into a properly grounded, independent 3-prong wall outlet. If the outlet is a 2-prong outlet, it is your personal responsibility to have a qualified electrician replace it with a properly grounded, independent 3-prong wall outlet. Do not remove the ground prong from the plug and do not use an adapter plug. Failure to follow these instructions may result in death, electric shock, or fire.
- Do not use an extension cord.
- Do not use an appliance with a damaged power cord. The power cord should not be altered, jerked, bundled, weighed down, pinched, or tangled. Such actions could result in electric shock or fire. To unplug the appliance, be sure to pull the plug, not the cord, and do not jerk the cord.
- The GREEN ground wire in the factory-installed power cord is connected to the appliance. If it becomes necessary to remove or replace the power cord, be sure to connect the power cord's ground wire.
- Do not splash, pour, or spray water directly onto or into the appliance. This might cause short circuit, electric shock, corrosion, or failure.
- Do not make any alterations to the appliance. Alterations could result in electric shock, injury, fire, or damage to the appliance.

⚠WARNING, continued

- This appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be properly supervised around this appliance.
- Do not climb, stand, or hang on the appliance or door or allow children or animals to do so. Do not climb into the appliance or allow children or animals to do so. Death or serious injury could occur or the appliance could be damaged.
- Be careful not to pinch fingers when opening and closing the doors. Be careful when opening and closing the doors when children are in the area.
- Open and close the doors with care. Doors opened too quickly or forcefully may cause injury or damage to the appliance or surrounding equipment.
- Do not use combustible spray or place volatile or flammable substances in or near the appliance. They might catch fire.
- Keep the area around the appliance clean. Dirt, dust, or insects in the appliance could cause harm to individuals or damage to the equipment.
- Do not throw anything onto the shelves or load any single shelf with more than 100 lb. (45.36 kg) of product. They might fall off and cause injury.
- Do not place anything on top of the appliance. Foreign objects or moisture could enter the appliance and result in electric shock or fire.
- This appliance is designed only for storage and/or display of packaged or bottled products. Employ sanitary methods. Use for any other purposes (for example, storage of chemicals or medical supplies such as vaccine and serum) could cause deterioration of stored items.
- Do not block the cabinet air inlet or outlet, otherwise cooling performance may be reduced.
- Do not tightly pack the cabinet. Allow some space between items to ensure good air flow. Also allow space between items and interior surfaces.
- Do not place any product on the floor of the cabinet. All product must be placed on properly installed shelves.
- Do not put warm or hot products in the cabinet. Let them cool first, or they will raise the cabinet temperature and could deteriorate other foods in the cabinet or overload the appliance.
- Do not store items near the air outlet. They might freeze up and crack or break causing a risk of injury or contamination of other food.
- This unit must be installed and located appropriately, following the installation instructions before its use.
- Do not allow children to climb, step or hang onto the shelves inside the appliance. Death or serious injury could occur or the appliance could be damaged.

⚠WARNING, continued

- Do not touch the cold surfaces of the appliance with wet or moist hands. Skin can stick to these cold surfaces.
- Do not store gasoline or other flammable liquids or gases, near this or other electrical equipment.
- Keep your fingers away from grills; the spaces between doors and cabinet are small, so be careful when closing doors when children are around.
- Unplug the cooler before cleaning or performing any repair.

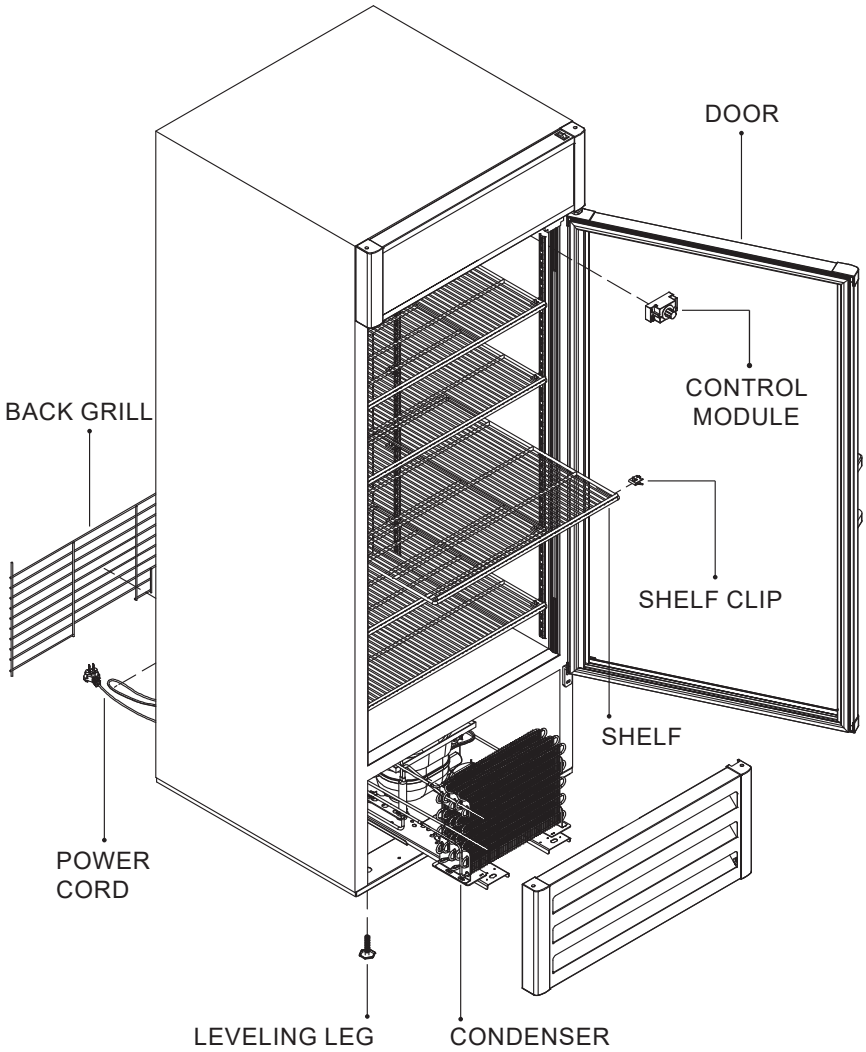
NOTICE

- Protect the floor when moving the appliance to prevent damage to the floor.
- Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction. Do not place anything on top of the appliance. Blockage of airflow could negatively affect performance and damage the appliance.
- To prevent deformation or cracks, do not spray insecticide onto the plastic parts or let them come into contact with oil.
- To avoid damage to the gasket, use only the door handle when opening and closing.

GENERAL SAFETY

- Avoid prolonged exposure of the appliance to direct sunlight.
- Only genuine spare parts should be used to service this refrigerator.

KNOW YOUR EQUIPMENT



CHECK FOR SHIPPING DAMAGE

Prior to leaving the factory, each cabinet is throughly inspected and performance tested to assure proper operating temperatures.

Check the crate thoroughly for signs of shipping damage. If external damage exists, internal damage is also probable. Uncrating should be done while the carrier´s representative is present. Otherwise, the equipment should be uncrated as soon as possible, preferably within five (5) days. The manufacturer is not responsible for in-transit damage and the consignee must file any required damage claims directly with the carrier. If the damage is severe and obvious, write a brief description of the evidence on the carrier's delivery receipt, and above the carrier representative's signature. Call the distributor or dealer immediately, indicating that the cabinet was damaged.

If no obvious crate damage is present, within two hours of receiving the cabinet from the carrier, remove the packaging to inspect for concealed damage.

1. If concealed damage is found, call the carrier immediately, **save all crating materials**, and file the necessary freight claim with the carrier.

Check for accesories: Check that the shelves are inside the refrigerator, including the four clips or supports for each shelf.

Installation instructions

⚠ WARNING

- This appliance must be installed in accordance with all applicable national, state, and local regulations.
- Appliance is heavy. Use care when lifting or positioning. Work in pairs when needed to prevent injury or damage.
- Do not tilt the appliance more than 45°.

HANDLING THE CABINET

1. Always move the unit in an upright position. Do not set it on its side or upside down as you may damage the cabinet and spill the compressor oil.

2. If lifting the unit, hold it from its base. It is recommended to use a dolly.

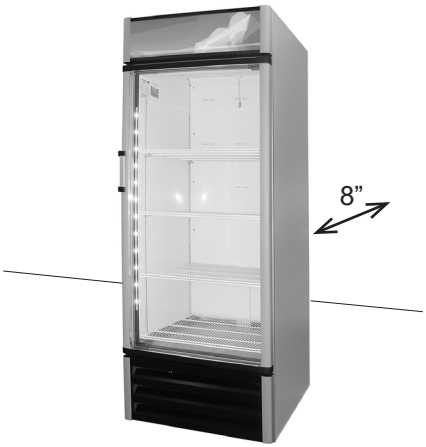
3. Do not let the unit fall abruptly.

LOCATION

⚠ WARNING

- This appliance is not intended for outdoor use.

1. Place the cabinet on a surface solid enough to prevent vibration and strong enough to support the combined weight of the cabinet and the product load. Quick guideline: Estimate 35 pounds per cubic foot of storage space.
2. Cabinets should never be placed in front of windows or glass doors where sunlight will be in direct contact with the units. If a cabinet is located near a window or glass door, provide an adequate shade to block the sun´s rays.
3. Ambient temperature must be between 60°F and 86°F. Low ambient temperatures below 50° F are as harmful as high ambient temperatures. Extreme temperatures will definitely affect the performance of the cabinet.
4. Failure to properly level the cabinet could hinder proper drainage and door operation. Leveling legs are provided with the cabinets. Level the cabinet by using the adjustable portion of the leveling legs as needed.
5. Clearance: Leave a space of at least 8” between the back of the cabinet and the wall to provide adequate air circulation of the unit compartment.

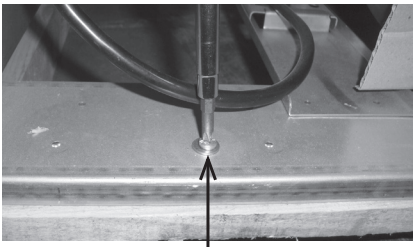


REMOVE THE CRATE AND SKID

1. Remove the external packaging (corrugated board and plastic wrapping). Check for concealed damage. If any damage is identified, immediately forward a complaint to the transportation company.

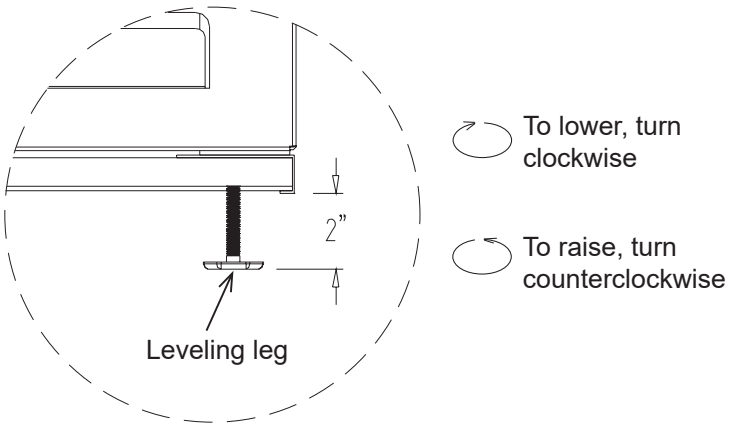
2. Move the cooler to its final location, before removing the skid.

3. Using a screwdriver remove the screws that attaches the skid to the appliance.



LEVEL THE CABINET

The base of the refrigerator has heavy duty leveling legs underneath so the cabinet may be leveled appropriately and to allow room to clean beneath the cabinet. Level the cabinet front to back and side to side with a level by using the adjustable portion of the leveling legs. This is vey important to insure proper draining and door operation.



ELECTRICAL INSTALLATION

Electrical Connection

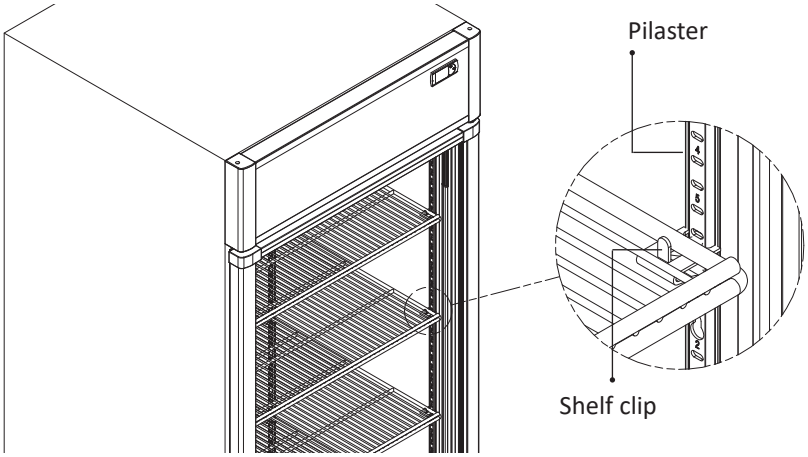
⚠ WARNING

- Electrical connection must meet national, state, and local electrical code requirements. Failure to meet these code requirements could result in death, electric shock, serious injury, fire, or severe damage to equipment.
- This appliance requires an independent power supply of proper capacity. See the nameplate for electrical specifications. Failure to use an independent power supply of proper capacity can result in a tripped breaker, blown fuse, damage to existing wiring, or component failure. This could lead to heat generation or fire.
- **THIS APPLIANCE MUST BE GROUNDED:** This appliance is equipped with a NEMA 5-15 three-prong grounding plug to reduce the risk of potential shock hazards. It must be plugged into a properly grounded, independent 3-prong wall outlet. If the outlet is a 2-prong outlet, it is your personal responsibility to have a qualified electrician replace it with a properly grounded, independent 3-prong wall outlet. Do not remove the ground prong from the plug and do not use an adapter plug. Failure to follow these instructions may result in death, electric shock, or fire.
- To reduce the risk of electric shock, do not touch the power switch or plug with damp hands.
- Make sure the power switch is in the “OFF” position before plugging in or unplugging the appliance to reduce the risk of electric shock.
- Do not use an extension cord.
- Do not use an appliance with a damaged power cord. The power cord should not be altered, jerked, bundled, weighed down, pinched, or tangled. Such actions could result in electric shock or fire. To unplug the appliance, be sure to pull the plug, not the cord, and do not jerk the cord.
- The GREEN ground wire in the factory-installed power cord is connected to the appliance. If it becomes necessary to remove or replace the power cord, be sure to connect the power cord’s ground wire.

- Usually an electrical permit and services of a licensed electrician are required.
- The maximun allowable voltage variation is ± 10 percent of the nameplate rating.

INSTALLING THE SHELVES

Shelves and shelf clips (4 clips per shelf) are packed inside the cabinet prior to shipment. After selecting the appropriate spacing inside the cabinet, install shelf clips by inserting top of clip inside the pilaster and then press the lower section of the clip while pushing inwards until it snaps into place. Repeat until all clips are in desired location. Place shelf on clips checking that all four corners of shelves are leveled and supported by the four shelf clips.



START UP THE COOLER

1. Plug in the electrical cord of the unit to a wall outlet, following the recommendations about electrical installation in this manual.
2. Let the cooler run with no product load for 2 hours, or let the compressor complete three on/off cycles to assure that the temperature inside is appropriate for the products before loading them into the refrigerator.
3. When placing products in the cooler, you should leave small gaps between one and the other to assure free circulation of air inside the cabinet.
4. Do not leave the door open for extended periods of time, to avoid increased temperature of the products.
5. Do not unplug your cooler during the night, since when you turn it back on during the day the electrical consumption will increase.

The temperature of a cooler should be between 34°F to 40°F.

CONTROLS AND ADJUSTMENTS

The temperature of a cooler should be between 34°F to 40°F.

The position of the control knob should be set around 4-7 to achieve this temperature.

NOTES:

- THE DEFAULT SET POINT IS 34°F.
- THE SET POINT RANGE IS FROM 28°F TO 40°F.

DEFROST CYCLES

The electronic controller is programmed to perform evaporator defrost cycles every four hours with a duration of 25 minutes. These defrosts ensure that the evaporator remains free of ice build up, optimizing the performance of the cooler.

TEMPERATURE DIAL “OFF” POSITION

The control knob can be set to the ‘Off’ position by turning it fully counterclockwise. This setting turns off the compressor and the fans regardless of temperature, allowing manual defrost, cleaning etc.

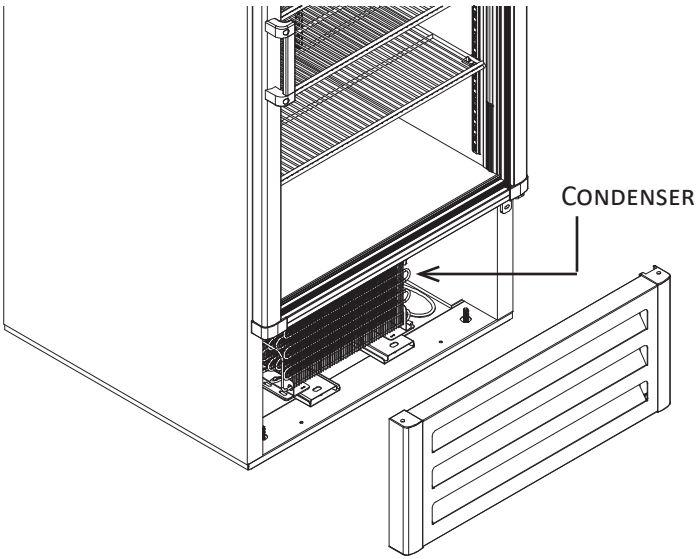
ATTENTION

This controller has a feature to protect the cooler against an electrical spike/surge. After an interruption of the power supply, the controller will delay the start of the compressor for approximately 3 minutes.

CLEANING AND PREVENTIVE MAINTENANCE

Your unit requires very little maintenance. However, periodic cleaning can help maintain efficiency and prolong product life. Remember to disconnect the power source before cleaning. Remove all products and place them in another cooler.

1. Clean once a month the condenser with a grease remover. The condenser is located in the lower part of your unit, behind the front grill.



2. Clean the inside and the exterior of your cooler, including the shelves, with a mild soap solution. Do not use strong detergents. Wipe dry the inside of the cooler before loading product again.

3. Allow the appliance to cool down to setpoint before loading with product.

DISPOSAL

⚠ DANGER

flammable

- The appliance contains refrigerant and must be disposed of in accordance with applicable national, state, and local codes and regulations. Refrigerant must be recovered by properly certified service personnel.
- The insulation foaming agent used for the unit body contains flammable gas cyclopentane. With this in mind, dispose of the product properly.
- Remove the door to reduce the risk of children getting trapped. Leave the shelves in place so that children may not easily climb inside.

⚠ DANGER

Risk of Fire or Explosion Flammable Refrigerant Used

- Follow handling instructions carefully in compliance with U.S. government regulations.
- Do not puncture refrigerant tubing. Risk of fire or explosion due to puncture of refrigerant tubing; follow handling instructions carefully.
- Dispose of properly in accordance with federal or local regulations.

Risque De Feu Ou D'Explosion Le Frigorigène Est Inflammable

- Suivre attentivement les instructions de manipulation conformément à la réglementation gouvernementale.
- Ne pas perforer la tubulure contenant le frigorigène. Risque de feu ou d'explosion si la tubulure contenant le frigorigène est perforèe; suivre les instructions de manutention avec soin.
- Éliminer conformément aux règlements fédéraux ou locaux.

HOSHIZAKI AMERICA, INC.

618 Hwy. 74 South, Peachtree City, GA 30269 USA (P) 770.487.2331 (F) 770.487.3360 hoshizakiamerica.com