

Structural Concepts®

General Overview, Safety Precautions & Limited Warranty

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ACCESSING THE USER MANUAL TO YOUR SPECIFIC CASE:

To access the User Manual to your specific case, scan the QR Code on the Serial Label on your case. It may be located near the thermostat, in the header, on the electrical box, behind lower panel or toe-kick, etc. If unable to find your Serial Label, contact Structural Concepts at 1 (800) 433-9490 Ext. 1.

YOUR SPECIFIC CASE'S USER MANUAL CONTENTS:

Your specific User Manual will contain precautions and warnings, skid removal instructions, caster/leveler use instructions, field service parts list (on certain cases), case design guide, LED light specifics, door removal/replacement info, start-up/shut-down instructions, product placement/load line instructions, cleaning/preventive maintenance/troubleshooting/servicing instructions, etc.

NOTICE TO CUSTOMER:

- Cases should be installed and operated according to your SPECIFIC CASE'S user manual to insure proper performance.
- For refrigerated or heated cases, product must be chilled or heated to acceptable temperatures PRIOR TO being placed in case.
- Loss or spoilage of products in your case is not covered by warranty. In addition to following the recommended installation procedures, you must run the refrigerator/freezer 24 hours prior to usage.
- Improper use will void warranty.

ATTENTION CONTRACTORS:

Compliance: Performance issues when in violation of applicable NEC, federal, state and local electrical and plumbing codes are NOT covered by warranty.

TYPE I VS. TYPE II ENVIRONMENTAL CONDITIONS:

- Type I Conditions: Product is displayed in store conditions with maximum ambient temperature of 75 °F (24 °C) and maximum relative humidity of 55%.
- Type II Conditions: Product is displayed in store conditions with maximum ambient temperature of 80 °F (27 °C) and maximum relative humidity of 55%.

WIRING DIAGRAM FORMAT/LOCATION:

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

SAFETY INFORMATION:

- Warning: Use this case for its commercial application only.
- Refrigerant type: See serial label.
- **Hydrocarbon Refrigeration Only (R290):** Danger! Risk of fire or explosion. Flammable refrigerant is used. Do not use mechanical devices to defrost refrigerator. Do not puncture refrigerant tubing!

DANGER: Risk of fire or explosion. Flammable refrigerant is used. Only trained service personnel are to repair unit.

CAUTION: Risk of fire or explosion. Flammable refrigerant is used. Consult your specific User Manual before servicing your case. Follow all safety precautions.

CAUTION: Risk of fire or explosion. You MUST dispose of properly in accordance with federal, state and local regulations. Flammable refrigerant is used.

CAUTION: Follow handling instructions carefully. Flammable refrigerant is used. There is a risk of fire or explosion due to puncture of refrigerant tubing.

CAUTION: Do not obstruct ventilation openings in your case or in the case's built-in structure.

SAFETY PRECAUTIONS:

When using electrical appliances, basic safety precautions must be adhered to, including the following.

- The refrigerator must be properly installed and located in accordance with the User Manual before it is used.
- GFCI Breaker Use Requirement: If NEC (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! Check condensate pan position and plug! Water on flooring can cause severe damage! Before powering up case, check that the condensate pan is positioned directly under case's condensate drain. Before powering up case, check that condensate pan's electrical plug is SECURELY connected to condensate system's receptacle.
- Keep fingers out of "pinch point" areas. Fingers can be pinched in clamshells (where glass hinges are), door hinges and other similar areas.
- Do not store or use gasoline or other flammable vapors or liquids in the vicinity of this appliance. Do not store explosive substances such as aerosol cans with flammable propellants in this appliance.
- Unplug case before cleaning or making repairs.
- Caution! Spacing Issues: To prevent damage to end panels due to condensation, apply industrial grade silicone sealant and tightly join to opposite end panels. When not adjoining case, keep end panels at least 6" from walls and structures. Rear panels must also be kept at least 6" from walls and structures.

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SAFETY PRECAUTIONS, CONT'D:

- Caution! Adverse Conditions: Performance issues caused by adverse conditions are NOT warranted.
- Caution! To maintain proper temperatures, case must be kept 15-feet from exterior doors, overhead HVAC vents or any air curtain disruption.
- Case must not be exposed to direct sunlight or any separate heat source.
- Keep at least 8 inch clearance above unit for air discharge (self-contained units only).
- Do not rely on thermometers or thermostats for actual product (food) temperatures. Thermometers and thermostats reflect air temperatures only.
- For PRECISE food temperatures, use calibrated food probe thermometers ONLY. Also, DO NOT use infrared thermometers to determine product temperature.
- Keep fingers out of "pinch point" areas: clamshell (where glass hinges are), door hinge areas and other areas where fingers or hand can be pinched.
- Do not touch the cold surface in freezer units when hands or fingers are damp or wet. Skin may stick to these extremely cold surfaces.
- Service SHOULD BE performed by a qualified technician.
- Self-contained refrigerated cases have a condenser unit and coil that 'draws in air' with powerful fans.
- Dust regularly builds up on the condenser coil. Dust (and other residue) must be consistently removed to allow case to keep product at required temperatures.
- Clean condenser coil EVERY WEEK with vacuum cleaner and soft bristled brush.
- Caution: Water on flooring can cause extensive damage.
- Check condensate pan position and plug.
- Before powering up unit, check that condensate pan is positioned DIRECTLY UNDER condensate drain AND overflow pan electrical plug is inserted all the way into receptacle.

WARNINGS:

- PROPOSITION 65 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 <https://www.P65Warnings.CA.gov>.
- 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.
- WARNING: Risk of electric shock. Disconnect power before servicing unit. More than one source of electrical supply is employed on units with separate circuits. Disconnect ALL ELECTRICAL SOURCES before servicing case.
- Have the wall outlet and circuit checked by a qualified electrician to make sure the outlet is properly grounded.
- If the outlet is a standard 2-prong outlet, it is your responsibility and obligation to have it replaced with a properly grounded wall outlet.
- Cases with power cords have grounding plug which minimizes the possibility of electrical shock. DO NOT CUT OR REMOVE GROUND PLUG FROM POWER CORD!
- Do NOT use an extension cord to connect your case to an outlet. Structural Concepts will not warranty any case that has been connected to an outlet via extension cord.

- Warning: Rotating fan blades can cause serious injury or cuts. Keep hands and fingers clear!
- Turn off power to case before accessing area where there are rotating fan blades.
- Refrigerator/heater units should always be plugged into its own individual electrical circuit with a voltage rating that matches the rating plate. This provides the best performance and also prevents overloading the facility's wiring circuits (which could cause a fire hazard from overheated wires).
- Never unplug your case by pulling on the power cord. Always grip plug firmly and pull straight out from outlet.
- Immediately repair or replace all power cords that have become frayed or otherwise damaged. Do not use a cord that shows cracks or abrasion along its length or at either end.
- When removing the case away from the wall, do not roll over power cord as it could cause damage to cord's integrity.
- If supply power cord is damaged, replaced it with original equipment manufacture parts. To avoid hazard, this should be done by a qualified service technician.

REFRIGERANT RECOVERY/RECYCLING/DISPOSAL:

- When recycling or discarding case, make sure that refrigerants are handled according to local, state and federal codes, requirements and regulations.
- If disposing of a refrigerated case that uses ozone depleting chemicals in its refrigeration system, make sure the refrigerant is removed by a qualified service technician and properly disposed of.
- If you intentionally release refrigerant into the atmosphere, you may be subject to fines (under regulations mandated by environmental regulators).

REPLACEMENT PARTS:

- Parts shall be replaced by a licensed service provider using only OEM parts.
- Servicing should be done by licensed provider.
- Lamps must be replaced with identical lamps.
- If supply cord is damaged it must be replaced by OEM cord or assembly available by Structural Concepts.

>> See next page for Structural Concepts Limited Warranty.

General Contact Information

Toll Free: 1-800-433-9489
<https://structuralconcepts.com>

Product Questions

product.info@structuralconcepts.com

Parts Orders

customerservice@partstown.com

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LIMITED WARRANTY:

Overview: All sales by Structural Concepts Corporation (hereafter, "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 warranties.

Warranty; Remedies; Limitations: SCC's limit of liability 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. (free on board) 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 PURCHASER 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 cause 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 these 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 assignees.

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 Customer Service Dept. in writing, by phone, fax or email.

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 actions 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, SCC's Customer Service Department must be immediately notified. 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: During SCC's one-year parts and labor warranty on the original F.O.B. (free on board) unit, SCC is liable for BOTH the equipment and labor costs of repairing or replacing the motor compressor and any other components that were included in the original F.O.B. (free on board) unit.

Five Year Limit of Liability: After the one-year parts and labor warranty on the original F.O.B. (free on board) unit has expired, a PARTS ONLY warranty on the compressor will continue through the fifth year (from the receipt date of the original F.O.B. unit). After the first year of warranty has expired, SCC's warranty covers compressor and/or compressor PARTS ONLY; it does NOT include labor or other costs incurred for diagnosing, repairing, removing, installing, shipping, servicing, or handling of compressor or compressor parts. Furthermore, this warranty will be honored ONLY ONCE during the five year period from the original F.O.B. (free on board) unit shipment date.