



# Troubleshooting Guide

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<p><b>HEATERS NOT WORKING</b></p> <p><b>OR</b></p> <p><b>DOOR SWEATING</b></p>	<p><b>DOOR HAS AN ELECTRICAL PLUG?:</b>  <b>YES:</b> Check the voltage at electrical plug coming from the frame to the door(Should be 110V -120Volts). If no power there, check for voltage at the junction box at top of the frame. If yes, check the input and output voltage of the anti-sweat controller. The controllers is located inside the 1st mullion.  <b>NO:</b> Door is not heated. Check physical condition of the stainless steel, gasket, door torque tension. Check store temperature. Adjust and replace parts as necessary.</p> <p><b>ANTI-SWEAT CONTROLLER TEST:</b>  Remove the back cover of the mullion or the post located between doors 1 &amp; 2 from left to right. Identify the anti-sweat controller ( small black box located under the power supply)and check the input and output power of the controller (120V in and 120V out). Note: The black wire of the anti-sweat controller is the input and is connected to a black/yellow wire. The output of the controller is a red wire also connected to a black/yellow wire. The antisweat controller is a basically a automatic ON/OFF switch controlled by the humidity of the store. If the problem persist, use a voltmeter to check the Ohms of door.</p> <p><b>FEMALE CONNECTOR- POWER CHECK:</b>  Remove the back cover of the mullion or the post located between doors 1 &amp; 2 from left to right. Identify the anti-sweat controller ( small black box located under the power supply)and check the input and output power of the controller (120V in and 120V out). Note: The black wire of the anti-sweat controller is the input and is connected to a black/yellow wire. The output of the controller is a red wire also connected to a black/yellow wire. The antisweat controller is a basically a automatic ON/OFF switch controlled by the humidity of the store. If the problem persist, use a voltmeter to check the Ohms of door.</p>
<p><b>DOOR NOT CLOSING</b></p>	<p><b>DOOR OBSTRUCTION:</b>  Lookout for product obstruction that maybe impeding the proper closing of the door. If not check the door gasket.</p> <p><b>CHECK GASKET:</b>  Ensure correct gaskets installation around the door. Look for gasket damaged or folding at the hinge side. Replace gasket as needed and check door tension.</p> <p><b>HINGE TENSION ADJUSTMENT:</b>  Verify the condition of the top hardware. Use the 5/16" and 3/4 wrenches to adjust the door tension. Use the 3/4 to loose the hex nut and the 5/16 wrench to turn small pin. Hold the 5/16 in place and tight the 3/4 hex nut. 2 full turns should be sufficient. Do not over tighten the pin or torque.</p> <p><b>HINGE REPLACEMENT:</b>  Replace the door torque If the door still no closing after adjusting the torque. Door will make crack noise and slips back after door hardware adjustment. Do not over tighten door torque. Replace torque as needed. Identify the Model and Serial number of the door and call you local distributor for part replacement.</p>
<p><b>DOOR GASKET</b></p>	<p><b>FALLING OFF:</b>  NoCheck condition of the gasket if the gasket is falling off. If gaskets are new, measure the length and width from the bottom of the gasket and from the center to center of the dart. Do not stretch the gasket. If the gaskets are oversize, please contact your distributor for part and size verification.</p> <p><b>DEFECTIVE GASKET:</b>  Contact your local Refrigeration supplier for part and availability if the gaskets are defective and need to be replaced.</p> <p><b>ORDERING GASKETS:</b>  Contact your local Refrigeration supplier for part and availability if the gaskets are defective and needs to be replaced. Have the door model and serial number ready when you call for part replacement.</p>

	<p><b>REPLACING GASKETS:</b> Use your hand to pull the gasket from one of the corners. Keep pulling the gaskets until the entire gaskets is out. Use your hand to install the new gasket. Start from the top down and bottom up towards the center. Keep working your way around it, until the gasket is completely in.</p>
<b>DOOR HANDLE</b>	<p><b>LOOSE DOOR HANDLE:</b> Use screw driver to tighten the hand screw from the side of the door frame. Use a drop of Loctite if the screw keeps coming loose. Note: Removal of the door vinyl and gasket may be necessary for door handles without a visible screw on the side of the door. (Victory and Moline doors).</p> <p><b>DOOR HANDLE REPLACEMENT:</b> Remove the 2 screws from the side of the doors. Pull the handle out and insert the new door handle in. Apply a drop of Loctite to the screws before reinserting and tighten the 2 handle screws. Moldline and Victory Handles: Remove door gasket from handle side only. Run a small blade twice from under the vinyl( inside the door) and pull the vinyl from top or bottom corner. Access and remove the screws from under the vinyl. Apply a drop of Loctite to the new screws before reinserting and tighten the screws. Note: Do no used an electric drill to tighten the handle screws .</p>
<b>DOOR LOCK</b>	<p><b>DOOR LOCK ADJUSTMENT:</b> Make sure the door lock tab is not hitting the frame lock bracket. If so, gently bend the door lock tab back if necessary so the door can lock correctly. Adjust door tilting if necessary. Door top must be perfectly leveled with all other doors, as this will affect the door locking mechanism. Adjust door hardware as needed.</p> <p><b>DOOR LEVEL ADJUSTMENT:</b> Use the 3/4 Styleline wrench to loosen up the 2 bottom hex nuts if the door is crocked or not leveled. Use a hand level to verify the levelness at the top of the door. Do not lift the door by the handle. Retighten the bottom hex nuts once the door is leveled. Adjust door torque as necessary. Verify proper door locking.</p> <p><b>LOCK FUNTIONALITY:</b> Replace the door locks if the lock tab or the door lock barrel are spinning or missing. Replace the door lock if parts of the door lock are visibly missing, or if the locking tab is not sitting at the locking position after the keys has been removed. Identify the Model and Serial number of the door and call you local distributor for part replacement. Refer to “Door lock Replacement” instructions if necessary.</p>
<b>DOOR HARWARE MISSING</b>	<p><b>MISSING PARTS:</b> Call your local supplier if frame or door hardware is missing. Have your model and serial numbers ready when you call for parts or technical support.</p>
<b>DOOR GLASS HUMIDITY</b>	<p><b>GLASS HUMIDITY/CONDENSATION:</b> Use a dry paper towel to wipe the glass condensation( Front and back). Door must be replaced if the Condensation is Between Panels(CBP) persist and no able to dry out from the inside or outside the door. Check for power at the door plug. Refer to the “Door Heating Wire” for trouble-shooting and repairs.</p>
<b>DOOR REPLACEMENT</b>	<p><b>GLASS HUMIDITY/CONDENSATION:</b> Disconnect plug from door if door plug is available. Loosen 3/4 the top hex nut located over the door and disengage the bottom door cam. Pick the door up and out. Reinsert the new door and reinstall the connector if is a low temp or HH doors. Adjust door torque as needed.</p>

## LED LIGHTING

### CHECK FOR POWER:

Check the breaker at the panel and check the ON/Off toggle switch located at the upper left corner of the frame. If the breakers or the toggle switch are OFF, then turn them ON and check for lighting. If switches are already ON, but still no light, check the input and output voltage of the power supply, but first, turn OFF the breaker and follow the power verification instructions below.

### ACCESSING THE POWER SUPPLY:

Remove the back cover of the 1st mullion located between door 1 and 2. If the mullion cover is made of aluminum, use a Philips screw driver to remove it. If the cover is vinyl, use a flat screw driver, and gently twist and pop the cover out of the mullion from the side, start at the top of the mullion. Identify the power supply and check for 120 volts going in and 24VDC going out. Replace power supply if no voltage or if voltage is less than 24VDC.

### VERIFY POWER SUPPLY FUNCTIONALITY:

Use a voltmeter to check the voltage at the top of the non functional LED light strip (Red and blue wires). If not power detected there, check the voltage coming out of the power supply. It should read 24VDC. If power is detected at the output, and the LED light still OFF, gently move the wires around to see if the light/s come back on. Make sure all connections are well connected. If output voltage is less than 24VDC, replace the power supply. If lights still not working after initial troubleshooting, check the input power of the power supply. It should read 120V. If there is 120VAC going in, but not 24VDC going out, replace the power supply. Have your frame or door Model and Serial number ready when you call your distributor for parts or Tech support.

### LED LIGHT STILL NOT WORKING:

Does the frame have a motion detector at the center top of the frame. If not, refer to the power supply testing guidance. If yes identify the white dimmer controller located below the power supply inside the mullion. Dimmer controller is connected to the output of the power supply. Check input and output of dimmer controller. Should be 24VDC in and out. If not turn OFF the toggle switch located at the top left of the frame and remove dimmer controller and direct wire from power supply to LED lights.[Black/yell & White wires]. Replace the dimmer controller as necessary. Turn the toggle switch ON/OFF to confirm switch and light functionality. If lights still not working, check the multi connectors located around the power supply. All wires should be pushed inside the multi connectors. If the LED lights still not working, call tech support. Have your frame or door Model and Serial number ready when you call your distributor for parts or Tech support.

## HEATER WIRE REPLACEMENT

### DISCONNECTING THE DOOR FROM THE FRAME:

Confirm power going to the Door at the door plug. If no power there, then refer to the door troubleshooting guide. If power is available there, turn off the breaker, open the door, remove connector screws and disconnect the door connector from the frame. If the door is hardwired to the frame, remove the 2 screws that hold a metal plate at the hinge side of the door. There should be 3 plug-in pink quick connectors. Unplug the 3 connectors to remove the power going to the door. Remove the door connector and check the plug electrical connections. Check the heating wire for continuity and wire resistance (Ohms). Use other doors as reference.

Note: Door heating wire should be replaced only if you already confirmed that replacing the heating wire will address the heating issues of the door.

### STEP 1: REMOVING THE GASKET:

Open the door and gently remove the gasket from one of the corners of the doors (Hinge side only).

### STEP 2: REMOVING VINYL FROM DOOR:

Run a box cutting blade twice, from under the door vinyl (between glass and vinyl) and pull the vinyl out from the door extrusion. Starting from one corner of the door. Use a plastic or wooden spatula if necessary to assist lifting the vinyl from the corner. Do not use a metal screwdriver or similar metal tool, as glass can be damaged.

Note: Always use the appropriate safety personal protections and follow all safety guidelines. Always disconnect power at the breaker panel when working with the door and frame.

**Glass Door Troubleshooting Guide**

<p><b>HEATER WIRE REPLACEMENT</b></p>	<p><b>STEP 3: REPLACE HEATING WIRE:</b> Remove old heating wire. Run and reconnect new heating wire using 18-22 gauge pink but connectors. If necessary, remove door plug when available. Use correct tools when crimping and peeling the heating wire. Measure the ohms of the door when finish installing the new heating wire. Reading should be similar to the Ohms advertised on the new heating wire. If ohms are different, lookout for pinched wires or bad wire connections.</p> <p><b>STEP 4: RE-INSTALL VINYL AND GASKET:</b> Gently reinstall the vinyl back in place. Use a rubber mallet or similar if necessary. Apply a small amount of approved back silicon at the vinyl joins or corners of the door. This is to prevent air penetration, that could lead to frame icing. Reinstall the gasket back in place, starting from the top down and the bottom up toward the center of the door. Do not overstretch the gasket. Reinstall the door and reconnect the door connector to the frame. Check for door heating.</p> <p><b>STEP 5: CHECK STORE TEMPERATURE:</b> Door is not supposed to be heated or don't have heating wire. Check the condition of the stainless steel, gasket and door torque tension. Check store temperature. Adjust torque and store temperature as necessary.</p> <p><b>OTHER RECOMMENDATIONS:</b> Make sure the frame is well insulated. Apply silicon around the perimeter of the frame if necessary( Inside and out). Verify proper closing of al doors and the physical condition of gasket and the stainless steel.Make sure no hot equipment or cooking activities are near the coolers as the will affect the performance of the coolers. Make sure the frame is getting the necessary heating.</p>
<p><b>DOOR LOCK REPLACEMENT</b></p>	<p><b>STEP 1: REMOVE GASKET:</b> Open the door and gently remove the door gasket from the handle side of the doors.</p> <p><b>STEP 2: REMOVING VINYL FROM DOOR:</b> Run a snap blade between the door glass and the vinyl and pull the vinyl out from the extrusion. Use a plastic or wooden spatula if necessary to assist lifting the vinyl from the upper or lower corner. Do no use a metal screwdriver or similar metal tool, as glass can be damaged.</p> <p><b>STEP 3: REMOVE BROKEN LOCK:</b> Open the door and gently remove the door gasket from the handle side of the doors.</p> <p><b>STEP 4: RE-INSTALL VINYL AND GASKET:</b> Run a snap blade between the door glass and the vinyl and pull the vinyl out from the extrusion. Use a plastic or wooden spatula if necessary to assist lifting the vinyl from the upper or lower corner. Do no use a metal screwdriver or similar metal tool, as glass can be damaged.</p>