



ALL PRODUCTS

TROUBLESHOOTING GUIDE

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All Products Troubleshooting Guide

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.



CAUTION

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	<ol style="list-style-type: none"> 1. Set door tension in accordance with the installation instruction. 2. If you cannot set the tension the bushing is likely stripped or cracked. 3. Remove the door. 4. Replace the bushing. 5. Reinstall the door.
	Gasket does not make contact with the stainless	<ol style="list-style-type: none"> 1. Inspect the gaskets condition and replace if torn. 2. Make sure the gasket dart is fully inserted into the door vinyl. 3. Make sure there is a magnet in the gasket. 4. Make sure the gasket is not rolled over on the hinge side. 5. Inspect the door to make sure it is not warped (racked). 6. Verify the frame has been installed correctly: <ul style="list-style-type: none"> • 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.
Doors Do Not Stay Open	Nylon washer at the bottom hinge pin is missing	<ol style="list-style-type: none"> 1. Install new nylon washer.
	Hold open cam bent	<ol style="list-style-type: none"> 1. If hold open cam is bent then replace.
	Missing hold open cam or bottom slide pin	<ol style="list-style-type: none"> 1. Replace the hold open cam. 2. Replace the bottom slide pin (if backer-plate stripped then replace backer-plate).
	Hold open cam or bottom slide pin are not to specs	<ol style="list-style-type: none"> 1. Replace.
	Damaged hold open cam or bottom slide pin	<ol style="list-style-type: none"> 1. Replace.

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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)	<ol style="list-style-type: none"> The store is too cold: <ul style="list-style-type: none"> Correct the store conditions. The store is too humid: <ul style="list-style-type: none"> Correct the store conditions. The temperature in the box is too cold: <ul style="list-style-type: none"> Correct the temperature inside the box. Evaporator fans blowing on the back of the door: <ul style="list-style-type: none"> 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)	<ol style="list-style-type: none"> The temperature in the box is too cold: <ul style="list-style-type: none"> Correct the temperature inside the box.
No heat to the door (condensation on one door)		<ol style="list-style-type: none"> Check that the door cord is connected and screwed to the receptacle. Check for power to the door: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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 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. Check for door heat.

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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)	<ol style="list-style-type: none"> 1. Locate the first mullion on the left end of the frame and open the mullion cover. 2. Check for 115 Voltage on black/yellow and white wires. 3. Check for loose connections on black/yellow and white wires. 4. Trace the power back to the building source to determine the point of open circuit and repair.
Condensation on Freezer Doors	Store conditions (condensation on several doors of several frames)	<ol style="list-style-type: none"> 1. Check that the frame is fully caulked. 2. Check for power to the frames. 3. The store is too cold: <ul style="list-style-type: none"> • Correct the store conditions. 4. The store is too humid: <ul style="list-style-type: none"> • Correct the store conditions. 5. The temperature in the box is too cold: <ul style="list-style-type: none"> • Correct the temperature inside the box. 6. Evaporator fans blowing on the back of the door: <ul style="list-style-type: none"> • Stock the shelves or redirect the air.
	No heat to the door (condensation on one door)	<ol style="list-style-type: none"> 1. Check for power to the door: <ul style="list-style-type: none"> • 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. 2. Check for ohm reading on the door: <ul style="list-style-type: none"> • 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. 3. Open mullion cover. 4. Check for 115 Voltage on black/yellow and white wires. 5. Check for loose connections on black/yellow and white wires. 6. Trace the power back to the building source to determine the point of open circuit and repair. Check for door heat. 7. Open mullion cover. 8. Check for 115 Voltage on black/yellow and white wires. 9. Check for loose connections on black/yellow and white wires. 10. Trace the power back to the building source to determine the point of open circuit and repair.