Cayuga DISPLAYS

Owner's Manual

Remote Refrigeration

Installation, Service and Maintenance Instructions

Please read the manual completely before installing or operating all Cayuga Displays Showcases.

Intertek Intertek

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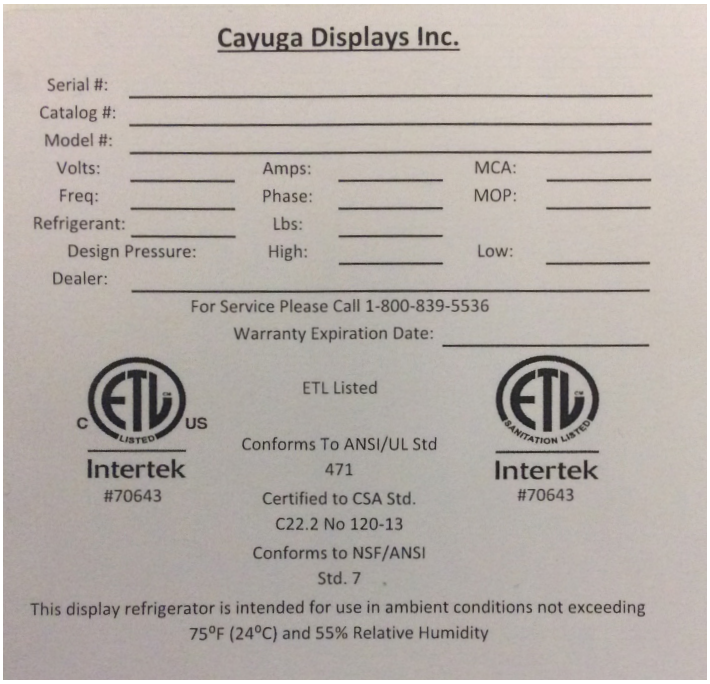
Serial/Model Number Tag



Cayuga Displays Inc.

Serial #: _____
Catalog #: _____
Model #: _____
Volts: _____ Amps: _____ MCA: _____
Freq: _____ Phase: _____ MOP: _____
Refrigerant: _____ Lbs: _____
Design Pressure: High: _____ Low: _____
Dealer: _____

For Service Please Call 1-800-839-5536
Warranty Expiration Date: _____

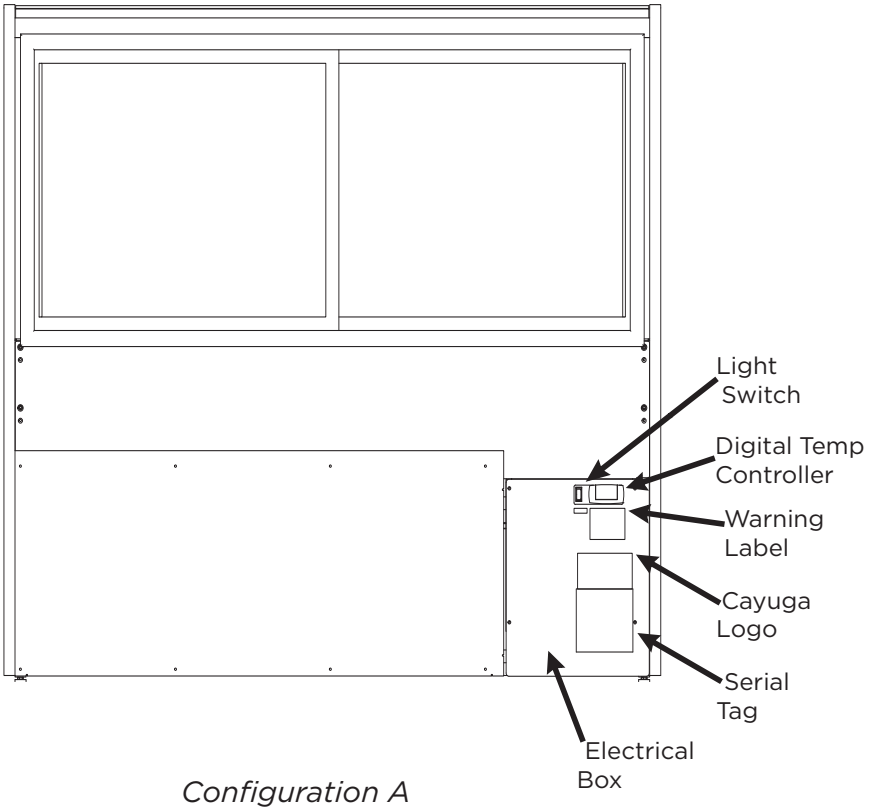
ETL Listed
Intertek #70643
Conforms To ANSI/UL Std 471
Certified to CSA Std. C22.2 No 120-13
Conforms to NSF/ANSI Std. 7
Intertek #70643

This display refrigerator is intended for use in ambient conditions not exceeding 75°F (24°C) and 55% Relative Humidity

The serial/model number tag is located on the silver data sticker which can be found on the outside and inside of the electrical box. The electrical box can be found most commonly under the display (see *Configuration A*). If the display has a top mounted compressor, then the electrical box will be located on the top of the unit.

Information on Serial Tag

Serial #: ID number specific to your Cayuga Displays Showcase
Catalog #: Sales Descriptor
Model #: Style of your Cayuga Displays Showcase
Volts: Voltage
Amps: Amperage
MCA: Minimum Circuit Ampacity
Freq.: Cycle frequency
Phase: Single Phase
MOP: Maximum Overcurrent Protection
Refrigerant: Refrigerant Type
Lbs: Amount of Refrigerant
Design Pressure: High & Low operating pressures
Dealer: Name of Dealer (If unit is not purchased directly)
Warranty Expiration Date: Date Warranty Expires



Configuration A

This view is a typical layout of the rear of a Cayuga Displays showcase. The nameplate will always be on the door of all electrical boxes as well as inside of the box. The model and serial number will be requested by Cayuga Displays Service if at any point warranty or service work is required.

Initial Receiving and Inspection of Equipment

Although Cayuga Displays adds corner protectors, bubble and shrink wrap to each unit (cases on levelers are also skidded), careful inspection should be observed during the delivery of the equipment to ensure no damage occurs during the off loading/placement of the case(s) (see process below).

Upon receiving any Cayuga Displays showcase the receiving party is to thoroughly inspect the case(s) for any visible sign of damage to the packaging or skids (when applicable). Any evidence of damage should be photographed, noted on the delivery slip and reported immediately to the Cayuga Displays Service Department (1-800-839-5536 Ext 2920). Damages will be evaluated, and a course of action will be determined based on the scope and severity of damage.

Concealed Damages

If, after signing the delivery slip, any concealed damage that was not visible during initial inspection is noted this damage must be photographed and immediately reported to the Cayuga Displays Service Department (1-800-839-5536 Ext 2920). Cayuga Displays will require the serial and model number located on the silver tag (see *Configuration A*) in order to determine what parts are damaged and what the appropriate course of action may be.

Filing a Claim

In order to file a damage claim, Cayuga Displays requires photographed documentation provided by the customer of any damage. In the event of missing parts, please phone and provide written/photographed documentation.

Installation

Installation & Maintenance

Remove all packaging and protective wrapping material from the display case.

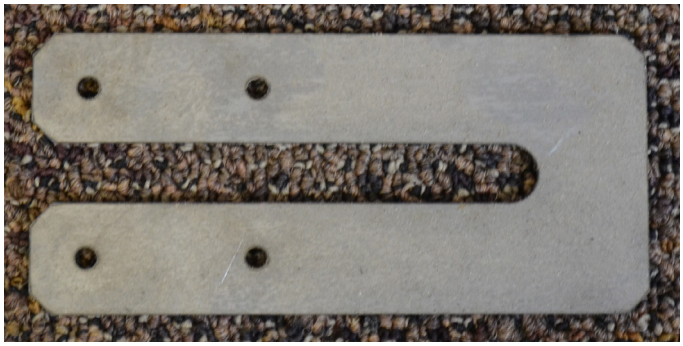
Unscrew any fastening screws, bolts or brackets that are securing the display to the skid.

Lift one end off of the skid half way and then pivot the other side off of the skid. Note: Lifting the showcase off of the pallet may require several people for safe and damage-free removal.

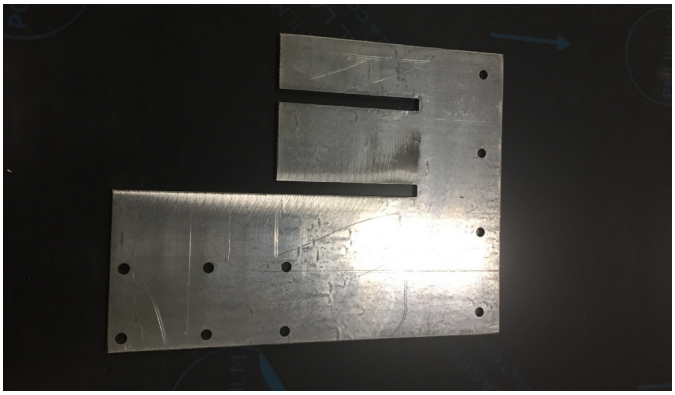
Once the display is off of the skid and positioned in place (refer to Proper Placement of your Cayuga Displays Showcase on page 10 to help you choose the best location for your display), with a level sitting on the top of the showcase, adjust the levelers up or down until the unit sits level. The unit must be levelled side to side and front to back.

Note that the shipping bracket can be used as a wrench to help level the display case.

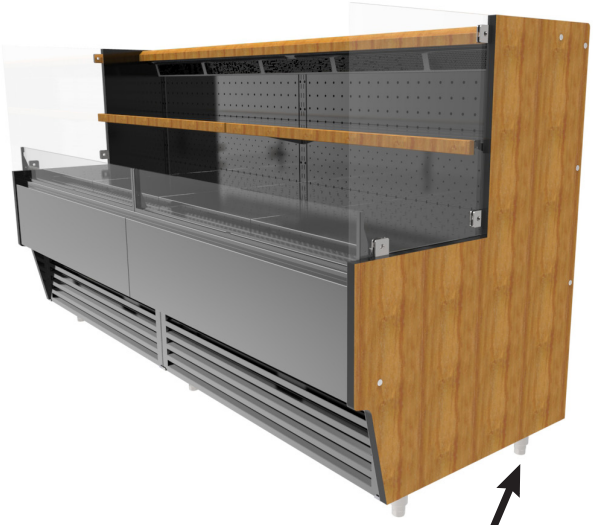
Note: Displays that are outfitted with casters must be placed on a level floor.



Shipping Bracket



Casters



Lower portion of leg turns up or down within top section.

Sanitary Legs Levelers

Levelers

Preparing the Installation Site

Clean the area where the showcase is to be installed. Ensure that the installation area is a minimum of 15 feet away from any exterior exits and ventilation outlets as this will affect the performance of the showcase.

Confirm the installation area allows for the routing of all required electrical, drainage, and refrigeration lines.

Installing a Single Showcase

Move the showcase into position and using the provided shim package adjust the showcase until it is level front-to-back and side-to-side. Failure to properly level the showcase may result in operation issues or damage to glass and sliding doors.

Complete all electrical, drainage, and refrigeration connections. Test that the showcase is operating per factory settings.

Once it is confirmed that the showcase is operating correctly complete the installation by sealing the showcase to the floor and re-attaching any service panels that may have been removed during installation. Sealing the showcase to the floor can be completed with NSF approved silicone, using backing rod if required for gaps in uneven floors. Apply a bead of sealing in the corner formed by the exterior vertical face of the frame runners and any hard flooring surface (it is not recommended to install showcases on porous flooring types). A proper seal around the perimeter of the showcase prevents liquid spills from seeping into inaccessible areas of the showcase and is required for proper sanitary operation. If counters or similar equipment are placed against showcase ends it is also required that the countertops be sealed to the showcase ends for the same reason.

Installing a Continuous Line-Up

Move the showcases near to the installation site and determine the correct installation order for the showcases based on the project layout and details. Showcases are sequentially numbered and aligned during manufacturing and for best results the showcase should be installed in the same order.

When installing multiple showcases, first locate the highest area of the floor and begin by placing the required showcase in that location. Using the provided shim package adjust the showcase until it is level front-to-back and side-to-side. Place the adjoining showcase into position and repeat the process to level it at the same height as the first showcase. Continue this process until all showcases have been placed in position and levelled, and when completed install bolts into the provided bolting locations to fasten the showcases together. Do not install electrical, drain, or refrigeration connections until all showcases are located, levelled, and bolted.

Complete all electrical, drainage, and refrigeration connections. Test that the showcase is operating per factory settings.

Once it is confirmed that the showcases are operating correctly complete the installation by sealing the showcases to the floor and re-attaching any service panels that may have been removed during installation. Sealing the showcases to the floor can be completed with an NSF approved silicone, using backing rod if required for gaps in uneven floors. Apply a bead of sealing in the corner formed by the exterior vertical face of the frame runners and any hard flooring surface (it is not recommended to install showcases on porous flooring types). A proper seal around the perimeter of the showcases prevents liquid spills from seeping into inaccessible areas of the showcases and is required for proper sanitary operation. If counters or similar equipment are placed against showcase ends it is also required that the countertops be sealed to the showcase ends for the same reason.

Power Supply

Ensure the proper power feed, supply and connection are correct and available in the area where you would like to have your showcase placed. Contact a local electrical contractor to ensure the power feed is suitable according to the electrical standards for your area and the unit requirements as noted on your provided project drawing.

The power supply protection (fuses or breakers) must always be a dedicated circuit, sized appropriately and meet the electrical codes governed by your area.

Never use an extension cord to supply power to your display.

Some displays are outfitted with two electrical cords. Two different receptacle or connections may be required. *See electrical specification chart.*

Drain Requirements

Remote System with an Electric Evaporation Pan

Ensure the electric evaporation pan is plugged in and that power is connected. This can be tested by lifting the metal float inside the evaporator pan and placing your finger on the heating element on the bottom of the pan. If the element heats up, there is power. Ensure that the drain hose runs into the pan.

Exceptions may apply due to special circumstances.

Testing of the drain can be done by pouring water down from the inside of the evaporator section of the display.

Do not dump water directly on any electrical connection or fan motors.

Drain Assembly

Configuration B

Remote Display Installation

It is the refrigeration contractor's responsibility to ensure the following requirements are met for your remote condensing unit and display installation.

1. The condensing unit capacity must be sized according to the BTU capacity of the display. Refer to your confirmation drawing for the capacity information pertaining to your specific unit(s).
2. The refrigerant utilized in the remote condensing unit must match the refrigerant that the thermal expansion valve is designed for.
3. The line sets are sized properly for the length of run and capacity of the units.
4. The system has refrigerant filter driers installed in one of the refrigerant lines.

Final Installation Checklist after Start Up

Remove lower inlays inside the display and check to make sure all the evaporator fans are working properly. (See *Configuration D* for inlays; *Configuration E* for fans)

Check to ensure that the coil cover and evaporator fan brackets are in the resting slots. There are stickers located on the coil cover that show how they rest. (See *Configuration F* for coil cover)

Ensure the drain is completely installed. Check for leaks by pouring a litre of water down the drain. Be careful not to pour water directly on any electrical connections or fan motors. (See *Configuration B* for drain; *Configuration E* for fans)

Check that all the lights are illuminated. If a light is out there is a good possibility that one of the barrel connections at the end of the light came loose during installation. (See *Configuration C* for barrel connections)

Ensure that the showcase is sitting level on the floor.

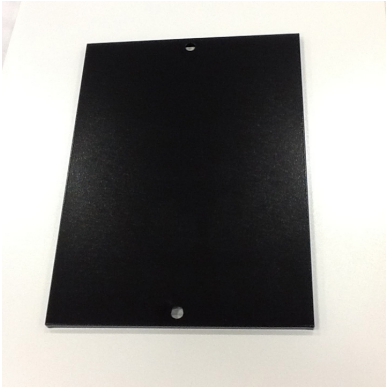
Most importantly, several hours after start-up check the thermometer supplied with the display case to ensure that the desired temperature has been achieved. *Note: the controller may need to be adjusted from the factory default setting (refer to page 11 for instructions). Contact Cayuga Displays Service if assistance is required (800) 839-5536 Ext 2920.*

Barrel Connectors

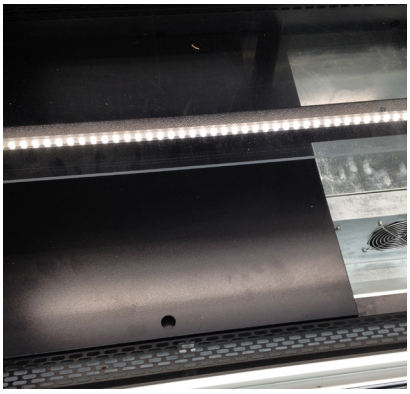
Configuration C

Inlay

Inlay shown outside of case



Inlay shown inside of case



Configuration D

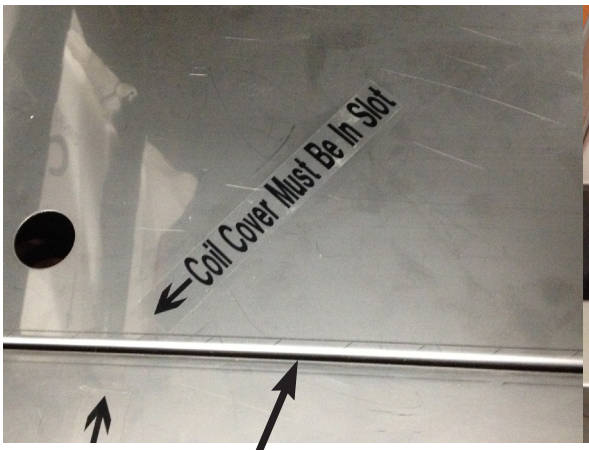
Fans

Variable Speed Fans

Programable Speed Fans

Configuration E

Coil



Correct Position

Incorrect Position

Configuration F

Proper Placement of Your Cayuga Displays Showcase

Cayuga Displays showcases are designed to display your refrigerated products at 38-41°F (4-5°C). The units are designed to perform correctly when they are placed in environmental conditions of 75°F (23°C) and 55% relative humidity.

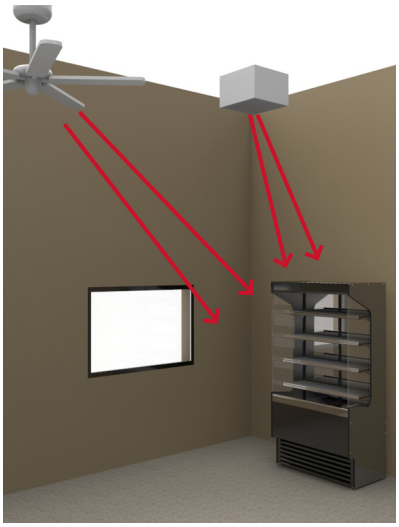
Your showcase will work at its peak performance with regular cleaning maintenance. A maintenance manual is included with every display. You can also visit our on-line maintenance video at

www.youtube.com/watch?v=cSwc-OcigXo

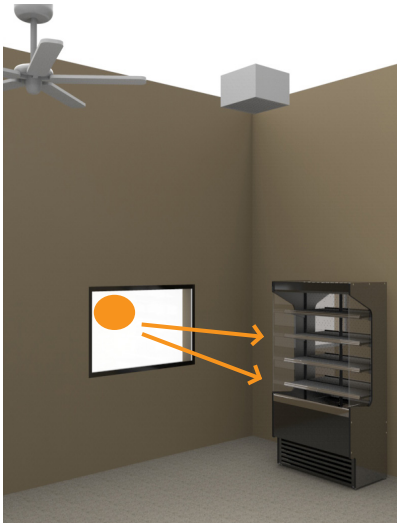
Important: Proper placement, maintenance and operation of your case(s) is critical. If the guidelines are not followed as described in this manual, your unit will not work properly and your warranty may be void.

A minimum 6” clearance space is required behind the showcase.

Ensure that your showcase is plumb and level.



HVAC ceiling vents and ceiling fans will negatively affect the airflow of open showcases and could create condensation on the glass.



Direct sunlight will negatively affect the holding temperature of open or closed showcases.

A location near a doorway will negatively affect the airflow and holding temperature of open and closed showcases.

Operation and Maintenance

Important Operating Disclaimers

Cayuga Displays showcases are designed to work in a range of 36°F (2°C) to 41°F (5°C).

The ambient air temperature and relative humidity must be below 75°F (24°C) and 55% relative humidity.

For open grab & go display coolers it is recommended that packaged perishable product is removed after hours and stored in a refrigerator or walk-in cooler (Thermal Night Curtain(s) is available upon request for self-serve cases, refer to page 20 for picture).

Properly Stocking and Loading Your Display

Improper stocking of your refrigerated display can negatively affect the cooling performance of your display.

To ensure the product is not going to interfere with the cooling process in your display, please consider the following:

1. Blocked air vents will cause the coil to freeze.
    a. Make sure the front air duct located inside the case is not covered by product.
    b. Ensure that the condensing discharge air vent on the outside of the case is not blocked.
2. Overstocking will prevent proper air flow.
3. When restocking the showcase, ensure that products are **pre-chilled** to desired holding temp.

Blocked air vents will reduce the air flow that is required for the refrigeration system to operate at peak conditions. This can result in high product temperatures, frozen evaporator coils and loss of product.

Overstocking can result in high product temperatures, disturbing the air flow circulation pattern within the display. To ensure the display is not overstocked, leave spaces between the products for air flow so that all sides of product are being cooled.

Stocking warm product into the cooler is not good practice as this can cause humidity issues and product temperature inconsistencies. The display is intended to maintain a proper product temperature while showcasing the merchandise.

Do not stack product to the point that the merchandise is touching the next shelf above, blocking air flow.

The cooler is not designed to pull the product down in temperature (from room temperature) but to maintain a set chilled temperature.

Note: A properly stocked refrigerated display will operate and maintain temperature more consistently than an empty cooler.

Blocked Air Vent

Carel Easy 30A Temperature Controller Setup

Set Point

1. To see the programmed set point push and immediately release the **SET** button.

2. To change the set point push and hold the **SET** button for 1 second. The set point will be displayed, it will be flashing on and off. Push the arrows to adjust the set point up or down to the desired temperature and push the **SET** button again to save the setting.

Programming Mode

To change any parameters other than the set point the controller must be in programming mode. To enter the programming mode press and hold the **SET** button for 3 seconds. The controller will display the code **PS**. Press the up and down arrows to scroll through the parameters. To adjust a parameter, scroll to it, press **SET**, use the up and down arrows to adjust the setting, and press **SET** again to lock in the changed setting.

To exit the programming mode and save your changes press and hold the **SET** key for 3 seconds.

To exit the programming mode without saving your changes do not press any button for 60 seconds.

Defrost

To start a manual defrost press the down arrow for 3 seconds.

Refrigeration On-Off

To turn off the unit press the up arrow for 3 seconds. To turn the unit back on press the up arrow for 3 seconds.

Carel Controller Settings, Parameters and Operations

TEMPERATURE CONTROLLER DEFAULT SETTINGS		
PARAMETER	**CLOSED SHOWCASE**	**OPEN SHOWCASE**
SET POINT - SP	41°F	23°F
DIFFERENTIAL - rd	5°F	13°F
DEFROST INTERVAL - dI	6 hrs	3 hrs
DEFROST LENGTH - dP	30 min	15 min

Dixell Controller Operating Instructions (for Certified Technician)

Set Point

1. To see the programmed set point, push and immediately release the **SET** key. After 5 seconds the display will reset to the normal display.

2. To change the set point, push and hold the **SET** key for more than 2 seconds. The set point will be displayed, and the temperature indicator will begin flashing. Push the arrows to adjust the set point up or down, then press the **SET** key to input the new value.

Differential

1. To see the differential, push and hold the **SET** and ↓ keys for more than 3 seconds. The temperature indicator will begin flashing. Scroll through the parameters using the arrows until the display reads **Hy.** Press the **SET** key and then use the arrows to adjust the value (degrees). Press the **SET** key again to input the new value.

Defrost

1. To start a manual defrost, press and hold the **DEFROST** key for more than 2 seconds.

2. To change the number of hours between defrosts, press and hold the **SET** and ↓ keys for more than 3 seconds. The temperature indicator will begin flashing. Scroll through the parameters using the arrow keys until the display reads **id**. Press the **SET** key, and then use the arrow keys to adjust the value (hours). Press the **SET** key again to input the new value.

3. To change the length of the defrost cycle, press and hold the **SET** and ↓ keys for more than 3 seconds. The temperature indicator will begin flashing. Scroll through the parameters using the arrow keys until the display reads **nd**. Press the **SET** key and then use the arrow keys to adjust the value (minutes). Press the **SET** key again to input the new value.

Locking the Keypad

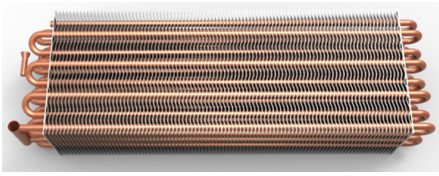
1. To lock the keypad, press and hold the arrow keys for more than 3 seconds, **OF** will be displayed and the keyboard will be locked.

2. To unlock the keypad, press and hold the arrow keys for more than 3 seconds, **ON** will be displayed and the keyboard will be unlocked.

Dixell Controller Settings, Parameters and Operations

TEMPERATURE CONTROLLER DEFAULT SETTINGS		
PARAMETER	**CLOSED SHOWCASE**	**OPEN SHOWCASE**
SET POINT	41°F	23°F
DIFFERENTIAL - Hy	5°F	13°F
DEFROST INTERVAL - id	6 hrs	3 hrs
DEFROST LENGTH - nd	30 min	15 min

Trouble Shooting

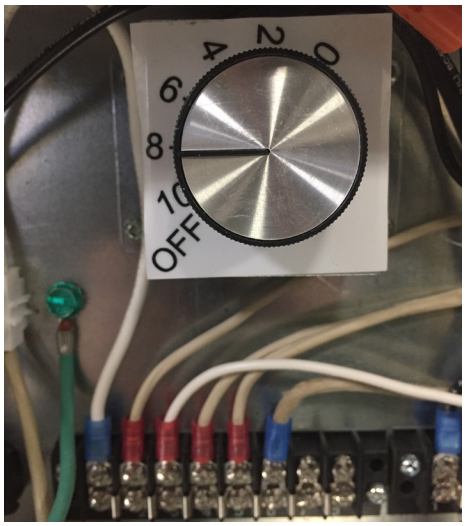
Symptom	Cause	Solution
Is the case temperature too high?	Controller set point needs to be lowered.	Lower set point by a couple of degrees at a time until the correct temperature is achieved. (See pg. 12 & 13 for controller adjustment instructions)
	Evaporator coil is frozen. 	Check that the humidity in the building is not too high. Adjust if required.
		Check that the cooler is not over stocked and that nothing is blocking airflow in the cooler.
		Check that the fan speed is not set too low. Adjust if required.
		Check to ensure evaporator fans are still working.
	System is on defrost. (see defrost light)	If case has just come off of a defrost cycle, allow 15 minutes of recovery time.
	Breaker has tripped.	Check main breaker panel.
	Evaporator fans are not turning.	Check if the fan speed control is set to 'low' or set to 'off'.
		Check fuse for evaporator fans.
	The coil cover and evaporator fan bracket are not in the proper position?	Lift the inlay and inspect the coil cover to ensure that it is in the proper slot and position.
	An object is blocking return air flow to the evaporator.	Ensure case is not overstocked.
	Blocked Air Vent Front Air Duct	Ensure there are no price tags, decorations or merchandise covering air vents (both air intake and exhaust air vents.)
	An object is blocking air flow to the condenser.	Remove objects blocking air flow to the grill located on the outside of your unit (refer to your spec. sheets for location of air vents.)

Symptom	Cause	Solution
Lights are out?	Connection at the end of the light is loose.	Jiggle the wire near the barrel connection.
	Power to the showcase is turned off.	If all the lights are out it is possible that the case has lost the line voltage. Check the plug breaker.
	Light switch is off.	Check that the switch is turned on.
Is there condensation on the front glass?	Ambient humidity and temperature.	Change environmental conditions. -Turn on the air conditioner. -Turn on the dehumidifier.
	Case is located near items that produce humidity (e.g. steam tables, cooking surfaces, standing water, dish water, front door, etc.).	Relocate the unit away from items that produce heat and humidity.
	Integrated defogging system is malfunctioning.	Check to see if defogger motors are working.
		Check defogger fuse.
	Evaporator fan speed is set too high.	Inside the electrical compartment is a circular dial that controls the fan speed. Turn this dial to the 11:30 position.
Is there a loss of power?	Main breaker has tripped.	Check main breaker panel.
	Plug has come loose.	Check plug and receptacle to ensure it has not been bumped loose.
Water on the floor?	Electric evaporator pan is not working	Ensure it is plugged in.
		Ensure float assembly is floating.
	Electric Sump pump is not working	Ensure it is plugged in.
		Ensure drain hose has not fallen out of the intake hole.
		If pump is not working call manufacture.
	Drain hose has fallen out of place.	Place the drain line back in the appropriate position, such as into the floor drain, evaporation pan etc.

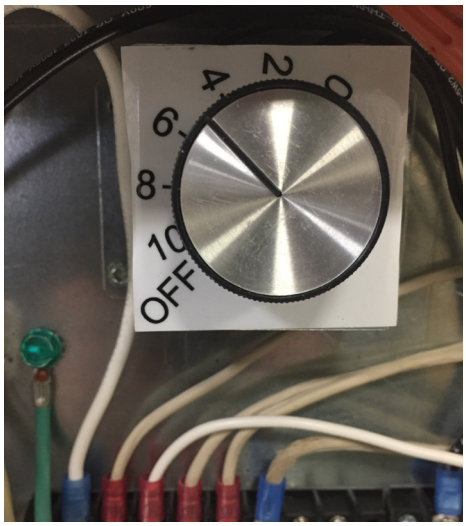
Symptom	Cause	Solution
Is the product to warm?	Product is loaded while warm/room temperature.	Pre-chill product before loading display.
Noise	Kick board or rear panel are loose.	Kick board or rear panel need to be properly re-secured after maintenance.
	Defogger motor is full of dust.	Defogger motor needs to be vacuumed out (see Configuration G on page 17)

Fan Speed Setting

Self-Service

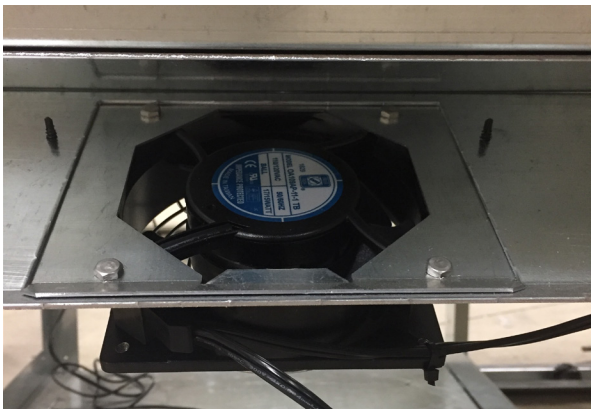


Full-Service



Defogger is only installed in closed style showcases.

Defogger Vents



Defogger Motor

Defogger Blower Discharge

Configuration G

Condensation Concerns (pertains to closed style showcases)

Please note that this is a general document to cover all display units and certain comments might not apply to all units.

Proper Unit Operation

Make sure that all defogger fans are operating by standing in front of the case and placing your hand over the holes in the front decor panel (the panel approximately at knee height). You should feel air coming from the holes. If none or only some of the fans are running, a fuse or wiring harness may be the cause. (See *Configuration G*)

Is the case temperature too low? The case is designed to work between 36°F (2°C) and 41°F (6°C). For every degree that the interior temperature set point is raised (and still maintain proper product temperatures) the less condensation will form. Cayuga Displays cases control their product temperature by cycling the refrigeration system based on the cases warmest temperature or return air temperature. This means that if the thermostat is set to 36°F (2°C), the system will end up supplying approximately 26°F (-3°C) air across the product. In almost all closed cases, this will end up freezing the product and produce more condensation headaches. In most situations, a set point of 41°F (5°C) will work fine on a closed case.

Is the evaporator fan speed dialled in? Your showcase might have cooling fans that can be sped up or slowed down (not all units have adjustment—some are factory set). The objective is to have the refrigerated air rise just to the top of the case, flow gently through the product, drop down to the front of the case and return back to the coil to be re-cooled. A fan speed that is too fast can cause condensation to form on the top and front glass. A fan speed that is too slow will result in very cold supply temperatures, again causing condensation, likely on the front glass. The fan speed control, as well as the temperature control, is located in the main metal (possibly white/green/gray) electrical box.

Your Case Location

It is very important that your refrigerated case is not located too close to equipment that generates humidity such as hot wells, coffee makers, dishwashers, soup wells, etc. The moisture produced by steam-generating appliances will very quickly condense on the cold glass surfaces of the showcase. The cases should not be in direct sunlight and be as far away as possible from doorways that lead to the outdoors. On high humidity days, the air from the outside will quickly condense on cold surfaces. *(Note: See page 10 for more information)*

Your Store's Ambient Conditions

For any case to work well, the store air must be conditioned, however, this may not mean that humidity levels will be below the required 55% relative humidity at 75°F (24°C). It is possible that the store may be sitting at 75°F (24°C) but the relative humidity could be at 68%. In this situation, condensation is bound to exist at some level at some location on the case. One cause is due to the fact that certain facilities turn the thermostat up or even shut off the air conditioning after normal store hours. In this scenario, the end user will walk into the store the next day and the case will be covered in condensation. In other instances, the HVAC equipment might be oversized for the building. What happens then is that the store's temperature is pulled down fairly quickly but the latent heat (moisture) does not get a chance to be drawn out of the space. As a result, the thermostat shuts the A/C down based on temperature, but the relative humidity level could still remain high in the building.

Speak to your local HVAC/R service company to see what they would be able to do for you in the above situation(s).

Service Case Cleaning Checklist www.youtube.com/watch?v=6sk-qMZnugA

It is important to manage a regularly scheduled cleaning of your showcase in order to properly maintain the unit and help prolong its lifespan. Following the checklist below will not only help to keep the case sanitary, but will also ensure the unit runs efficiently, reducing the chance of mechanical failure or water damage. Before you begin, make sure you have all necessary supplies on hand.

Pre-Cleaning

- ☐ Place caution barriers around the area of the showcase (e.g. pylons, wet floor signs, etc.).
- ☐ Disconnect all power to the units you are working on (e.g. lights, condenser units, etc.).
- ☐ Remove all products from the showcase.
- ☐ Carefully remove the front glass, shelving, inlays and evaporator coil cover and place in a spot where they will not be damaged or in the way.
    - o The inlays can be removed by lifting them out using the finger holes on the front and back.

Post-Cleaning

- ☐ **IMPORTANT!** Before re-energizing the case, ensure all components are completely dry.
- ☐ Reinstall all shelves, front panels and sliding doors (**glass shelves may shatter if they are not carefully reinstalled**).
- ☐ Clean any water or dust from around the work area that has accumulated during the cleaning process.
- ☐ Visually inspect the lights and mechanical components one hour after case operation resumes.

Steps for Cleaning Doors and Exterior of Showcases

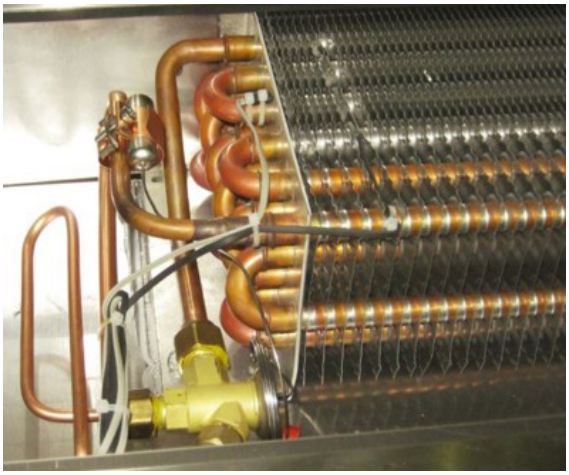
- ☐ To be completed weekly.
- ☐ Remove all sliding doors by lifting the outside door up and out toward the outside of the case while the inside door is lifted up and in toward the inside of the case. (See *Configuration H*)
- ☐ Brush out all debris from the door tracks using a soft bristle brush or by vacuuming the track.
- ☐ To clean the exterior of the case:
    - o Use glass cleaner on glass panels *(when cleaning mirrored glass avoid edges as mirror tinting can catch on the cloth or pad and become damaged).*
    - o Only use a mild cleanser on metal or wood paneling.

Configuration H

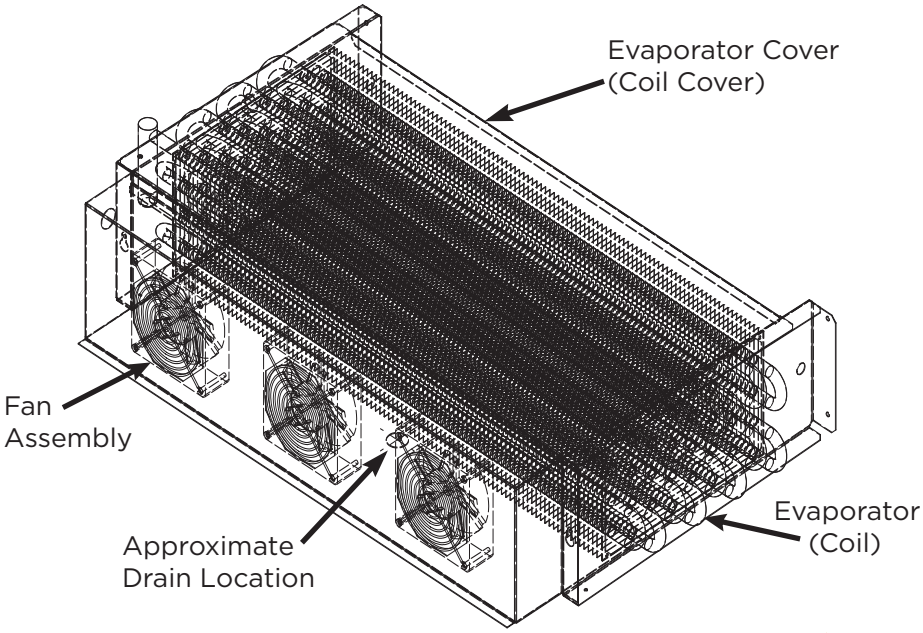
Steps for Cleaning Your Tub and Evaporator Coil

- ☐ To be completed monthly.
- ☐ Disconnect all power prior to cleaning the showcase.
- ☐ Remove any glass that will be in the way of cleaning and place in a safe area where it will not be in the way or will get damaged during cleaning (e.g. front glass, glass shelving, etc.)
- ☐ **IMPORTANT!** Before spraying or cleaning, locate fan motors and electrical connections as these parts **cannot** be in direct contact with water or solution.
- ☐ Before adding water to the tub, be aware that the evaporative drain pan can overflow with water.
- ☐ Check drain for blockage and debris.
- ☐ Rinse and gently scrub the tub with warm or hot water.
- ☐ Spray evaporator coil with a noncorrosive, food-safe sanitizing solution.

Let the evaporator air dry without completely rinsing the solution off as the coil will self-rinse during normal operation.



Evaporator (Coil)



Replacement Parts

Motors

Programable Evaporator Fan Motor	ECF2-8A0541
Evaporator/Defogger Fan Motor	OA109AP-11-1TB
Evaporator Fan Speed Control	KBMS-13BV

Controls

Dixell Controller	XR02CX
Carel Controller	PJEXSOE130
Dixell Temperature Sensor	7016900

Electrical

Zortech LED Light Strips (Measure existing strips)	*Contact Manufacturer*
60 Watt, 12V LPV Series LED Driver	LEDINTA0012V50F0
Single Scale Shelf Receptacle	1374-1
Small Electrical Evaporator Pan (900W)	DM09M-1S
Large Electrical Evaporator Pan (1500W)	DM15M-1S
Evaporator Pan Float Assembly	450-314

Miscellaneous

Evaporator Coils	*Contact Manufacturer*
Clear Plastic U-channel	D720
Pull Down Night Curtain	*Contact Manufacturer*
Rear Work Shelf Brackets (in pairs)	J17-4270
Rear Sliding Doors	*Contact Manufacturer*

Glass Parts

Front Glass	*Contact Manufacturer*
End Glass	*Contact Manufacturer*
Shelf Glass	*Contact Manufacturer*

Metal Parts

Inlays	*Contact Manufacturer*
Front Décor Boards	*Contact Manufacturer*
Coil Covers	*Contact Manufacturer*
Shelf Brackets	*Contact Manufacturer*

Note: For parts which request you to contact the factory please have Serial and Model number ready prior to contacting Cayuga Displays Service (Refer to pg. 4 for tag location).

Thermal Night Curtain
(Optional)

TECHNICAL SERVICE/WARRANTY CONTACT INFO:

1-800-839-5536 Ext 2920
service@cayugadisplays.com

PLEASE HAVE THE FOLLOWING INFORMATION AVAILABLE BEFORE CONTACTING CDI:

Serial # / Model # / Store # / Store Address / Details (Photos, Leak Locations, Damage, Store's Ambient Conditions, Etc)

LIMITED WARRANTY

Cayuga Displays Inc (CDI) products are warranted to be free from defects in materials and workmanship for a period of one year from the original date of shipment from the manufacturer. CDI will pay the cost of parts and labour when the equipment is subject to normal use and maintenance as specified in the owner's manual supplied.

Conditions of Warranty:

1. CDI will pay the cost of to repair or replace parts and assemblies that are determined to be defective within the first 12 months from the original date of shipment from the factory.
2. The labour warranty for the first 12 months is limited to standard straight labour charges and reasonable time for the repair of the defect.
3. CDI must be informed by telephone, 1-800-839-5536 Ext 2920, of the warranty issue, along with the serial number of the case, before the service work commences. A service call request to an approved service provider will then be dispatched. The service company is required to call CDI from the location before performing any warranty service work.
4. Any labour warranty obligation must be performed by a qualified refrigeration service company accepted by CDI.
5. The installation must be supervised, installed or inspected by a factory authorized service technician or the local factory representative.
6. Terms of payment must be met. If the product has not been paid within 60 days after the original date of shipment, the warranty coverage is automatically cancelled, unless otherwise agreed upon in writing by CDI.

Exclusions from Warranty: This warranty does not cover:

1. Any part or assembly that has been altered, changed, or modified without approval.
2. Any part or assembly that has been subject to misuse, abuse, accidents or neglect.
3. Product on which the serial or model number has been altered or removed.
4. Product that has NOT been installed operated or maintained consistent with Cayuga Displays' technical publications and owner's manual.
5. Product that has been installed, operated or maintained outside the USA, Canada and Mexico, unless agreed upon in writing by Cayuga Displays head office.

6. Replacement of all tempered glass (e.g. curved front glass, side glass, shelf glass, rear sliding doors etc.) and any acrylic assemblies.

7. No claims can be made against this warranty for spoilage of product, or loss of sales.

This Warranty does not cover parts and labour expenses for component failure or damage resulting from:

1. Electrical power failure or surges to product for any reason.
2. Water damage or drainage failure for any reason.
3. Adverse operating conditions as set forth in the owner's manual disclaimer.
4. Failure to maintain the product as set forth in the owner's manual.
5. The use of high pressure or sharp cleaning equipment.

Liability restrictions of Cayuga Displays Inc.

The warranties above are the only warranties made in connection with the sale and distribution of products manufactured by Cayuga Displays.

Any and all other expresses, statuary and implied warranties applicable to the product, including, without limitation, all implied warranties or merchantability and fitness for use are expressly disclaimed.

This warranty is extended to the original owner/user only and is non-transferable.

Disclaimer

Proper placement, maintenance and operation of your product(s) are critical. If the guidelines in the manual are not followed, it is possible that your product will not function properly, and the warranty may be void.

All Cayuga Displays refrigerated cases are designed to operate in a controlled environment not exceeding 75F and 55% relative humidity.

Stores exceeding these guidelines may experience condensation on the front glass, side glass and the rear sliding doors. Minor condensation on side glass and rear sliding doors are considered normal, even under store conditions within the guidelines. Heat and moisture sources from baking, cooking or proofing equipment placed close to a refrigerated showcase will contribute to condensation on glass surfaces.

Refrigerated displays are designed to KEEP COLD PRODUCT COLD - they are not designed to bring warm product down to a cold temperature. For food safety it is always imperative that warm product be properly chilled (using a blast chiller or cold room) prior to storing in the refrigerated display case.

Self-contained cases have compressor motors and fans, and these will make noise, just as your household refrigerator makes noise. Keeping your showcase serviced and clean will help keep the noise level under control.

All Cayuga Displays showcases are ETL sanitation listed to NSF standard 7.