

Service

Troubleshooting

Warm Product	Showcase loaded with warm product	Ensure product is properly pre-chilled before loading
	Showcase not cooled down	Allow to fully cool down at initial start-up or after cleaning before loading with product
	Nearby doorways or ventilation blowing into showcase	Re-evaluate showcase location
	Ambient temperature/humidity too high	Adjust HVAC system
	Improperly loaded product	Ensure return air vents are not blocked and product is within load lines
	Condenser airflow blocked	Move any object blocking airflow at bottom of showcase
	Condenser dirty/dusty	Clean condenser
	Evaporator coil frozen	Turn off showcase for manual defrost
	Setpoint changed	Adjust setpoint as needed, a few degrees per adjustment
	Evaporator fan not plugged in after cleaning	Plug evaporator fan back in
	Covers not properly reinstalled after cleaning	Ensure coil covers, fan mounts, and base deck inlays are properly installed
Showcase blowing warm air	System in defrost	Allow 15 minutes to complete defrost, then re-assess
Frozen evaporator coil	Blocked return air grill	Ensure product is not blocking return air grill
	Evaporator fan not plugged in after cleaning	Plug evaporator fan back in
	Ambient humidity too high	Adjust HVAC system
Frozen product	Setpoint changed	Adjust setpoint as needed, a few degrees per adjustment
Noisy showcase	Condenser dirty/dusty	Clean condenser
	Loose panel/part	Check all parts properly secured and panels retained properly by c-clips
Water on floor	Ambient humidity too high	Adjust HVAC system
	Drain hose fallen out of place	Replace drain hose in drain pan
Condensation	Ambient humidity too high	Adjust HVAC system
Lights not illuminating	Light switch turned off	Check light switch
	Power connection has come loose	Check all light strips are properly plugged in

Contact Information



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