



ALL MODELS

TROUBLESHOOTING GUIDE

TROUBLESHOOTING GUIDE 032014



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MOST PROBLEMS HAVE SEVERAL POSSIBLE CAUSES, HENCE SEVERAL POSSIBLE SOLUTIONS. THIS GUIDE WILL HELP TROUBLESHOOT THE MALFUNCTION USING LOGICAL PROGRESSION OF TEST AND OBSERVATIONS, TO ISOLATE AND IDENTIFY THE PROBLEM.



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. NEED HELP OR ADDITIONAL INFORMATION? OUR TRAINED TECHNICIANS ARE HERE TO ASSIST YOU. CALL TOLL FREE 800-237-3940.

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 CONTACT 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 (CRACKED). 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.
	NYLON WASHER AT THE BOTTOM HINGE PIN 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.
DOORS DO NOT STAY OPEN	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.

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)	1. THE STORE IS TOO COLD: • CORRECT THE STORE CONDITIONS. 2. THE STORE IS TOO HUMID: • CORRECT THE STORE CONDITIONS. 3. THE TEMPERATURE IN THE BOX IS TOO COLD: • CORRECT THE TEMPERATURE INSIDE THE BOX. 4. EVAPORATOR FANS BLOWING ON THE BACK OF THE DOOR: • STOCK THE SHELVES OR REDIRECT THE AIR.
	DEFECTIVE DOOR (CONDENSATION ON ONE DOOR)	1. REPLACE THE DOOR.
	GASKET DOES NOT CONTACT THE STAINLESS	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. • 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.
CONDENSATION ON 20//20 PLUS DOORS	STORE CONDITIONS (CONDENSATION ON SEVERAL DOORS OF ONE OR MORE FRAMES)	1. THE TEMPERATURE IN THE BOX IS TOO COLD: 2. CORRECT THE TEMPERATURE INSIDE THE BOX.
	NO HEAT TO THE DOOR (CONDENSATION ON ONE DOOR)	1. CHECK THAT THE DOOR CORD IS CONNECTED AND SCREWED TO THE RECEPTACLE. 2. CHECK FOR POWER TO THE DOOR: • UNPLUG THE DOOR CORD. • CONFIRM 115 VOLTAGE AT THE RECEPTACLE IN THE FRAME. • IF THERE IS NO VOLTAGE READING THEN PROCEED TO STEP 3. • IF 115 VOLTAGE READING THEN PROCEED TO STEP 2. 3. CHECK FOR OHM READING ON THE DOOR: • 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. 4. OPEN MULLION COVER. 5. CHECK FOR 115 VOLTAGE ON BLACK/YELLOW AND WHITE WIRES. 6. CHECK FOR LOOSE CONNECTIONS ON BLACK/YELLOW AND WHITE WIRES. 7. TRACE THE POWER BACK TO THE BUILDING SOURCE TO DETERMINE THE POINT OF OPEN CIRCUIT AND REPAIR. CHECK FOR DOOR HEAT.
	DAMAGED HOLD OPEN CAM OR BOTTOM SLIDE PIN	1. REPLACE.

PROBLEM	POSSIBLE CAUSE (S)	SOLUTION/CORRECTIVE ACTION
CONDENSATION ON 20//20 PLUS 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.
	NO HEAT TO THE DOOR CIRCUIT IN THE FRAME (CONDENSATION ON SEVERAL DOORS)	<ol style="list-style-type: none"> 1. OPEN 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.

PROBLEM	POSSIBLE CAUSE (S)	SOLUTION/CORRECTIVE ACTION
CONDENSATION ON FRAME OR MULLION(S)	STORE CONDITIONS (CONDENSATION ON SEVERAL FRAMES)	<ol style="list-style-type: none"> 1. MAKE SURE THE THREE-WAY SWITCH ON THE FRAME IS ON HIGH. 2. CHECK THAT THE FRAME IS FULLY CAULKED. 3. CHECK FOR POWER TO THE FRAMES. 4. THE STORE IS TOO COLD: <ul style="list-style-type: none"> • CORRECT THE STORE CONDITIONS. 5. THE STORE IS TOO HUMID: <ul style="list-style-type: none"> • CORRECT THE STORE CONDITIONS. 6. THE TEMPERATURE IN THE BOX IS TOO COLD: <ul style="list-style-type: none"> • CORRECT THE TEMPERATURE INSIDE THE BOX. 7. EVAPORATOR FANS BLOWING ON THE BACK OF THE DOOR: <ul style="list-style-type: none"> • STOCK THE SHELVES OR REDIRECT THE AIR.
	NO HEAT ON FRAME OR MULLION(S)	<ol style="list-style-type: none"> 1. BEFORE STARTING, OBSERVE THE PROBLEM FRAME AND COMPARE TO ALL THE OTHER FRAMES IN THE STORE. <ul style="list-style-type: none"> • IF ALL THE FRAMES ARE EXHIBITING THE SAME SYMPTOMS, THE PROBLEM WILL BE EITHER THE STORE CONDITIONS OR LACK OF BUILDING POWER TO THE FRAMES. • IF ALL THE OTHER FRAMES ARE PERFORMING CORRECTLY, THERE IS LIKELY A POWER OR HEATER PROBLEM WITH THAT FRAME. 2. CHECK THAT 115 VOLTAGE IS PROVIDED TO THE BLACK/YELLOW AND WHITE WIRES INSIDE THE JUNCTION BOX AT THE CONNECTION TO THE PROBLEM FRAME. 3. REMOVE THE FIRST MULLION COVER FROM THE LEFT OF THE FRAME. 4. CONFIRM 115 VOLTAGE IS SUPPLIED TO BLACK/YELLOW AND WHITE WIRES. 5. REMOVE THE CONNECTORS ON THE BLACK/YELLOW AND WHITE WIRES. 6. CHECK FOR AN OHM READING ON EACH OF THE CIRCUITS (3 OR 4). THE CIRCUITS ARE AS FOLLOWS: <ul style="list-style-type: none"> • FRAME HEATER WRAP #1. • FRAME HEATER WRAP #2 (THIS IS FOR A FREEZER FRAME – MAKE SURE THE THREE WAY HEAT SWITCH IS ON HIGH). • MULLION HEATER #1 MULLION. • POWER FEED TO THE REST OF THE MULLIONS #2 TO THE END OF THE FRAME. • THE LAST SET OF BLACK/YELLOW AND WHITE WILL BE THE POWER FROM THE JUNCTION BOX. • CONTACT THE FACTORY FOR CORRECT READINGS.

PROBLEM	POSSIBLE CAUSE (S)	SOLUTION/CORRECTIVE ACTION
HANDLE(S) LOOSE	LOOSE SCREWS	<ol style="list-style-type: none"> 1. TIGHTEN THE HANDLE SCREWS. 2. IF HANDLE IS STILL LOOSE, THEN LOOSEN THE HANDLE SCREWS AND TAKE THE HANDLE OUT OF THE DOOR EXTRUSION. 3. ON THE INSIDE OF THE HANDLE YOU WILL FIND TWO BRACKETS; RE-TIGHTEN THE TWO SCREWS THAT HOLD THE BRACKETS. 4. IF THE BRACKETS OR THE HANDLES ARE STRIPPED, REPLACE THE HANDLE. 5. RE-INSTALL HANDLE.
LOCKS NOT WORKING	CANNOT TURN THE LOCK WITH THE KEY INSERTED	<ol style="list-style-type: none"> 1. TRY ANOTHER KEY. 2. CHECK TO MAKE SURE THE LOCK TAB IS NOT INTERFERING WITH THE DOOR OR LOCK BRACKET ON THE FRAME. 3. IF THERE IS NO INTERFERING THEN REPLACE THE LOCK TUMBLER.
LOCKS NOT WORKING	LOCK TAB DOES NOT MAKE CONTACT WITH THE LOCK BRACKET	<ol style="list-style-type: none"> 1. ADJUST BRACKET (LOOSEN THE BRACKET MOUNTING SCREWS AND SLIDE THE BRACKET CLOSER TO THE DOOR). 2. THE BRACKET MAY BE BENT; STRAIGHTEN.
	LOCK SHELL IS LOOSE IN THE DOOR	<ol style="list-style-type: none"> 1. SCULPTURED HANDLE DOORS-REPLACE DOOR. 2. FULL-LENGTH HANDLE DOORS-REPAIR OR REPLACE THE LOCK.
	CANNOT REMOVE KEY	<ol style="list-style-type: none"> 1. REPLACE THE LOCK TUMBLER.
SAWTOOTH	FRAME(S) NOT SQUARE	<ol style="list-style-type: none"> 1. REPOSITION THE BOTTOM OF THE DOOR USING THE SAW TOOTH ADJUSTMENT (SEE INSTALLATION MANUAL). IF SAWTOOTH IS STILL PRESENT, THEN CONTINUE TO STEP 2. 2. REMOVE ANY EXISTING CAULK IN THE PERIMETER OF THE FRAME. 3. REMOVE DOORS. 4. LOOSEN THE FRAME MOUNTING SCREWS (DO NOT REMOVE THE END SCREWS). 5. REPOSITION THE BOTTOM OR TOP OF THE FRAME UNTIL SQUARE (DIAGONAL MEASUREMENTS SHOULD BE WITHIN 1/8" PER FRAME). 6. INSTALL SHIMS AT ALL MOUNTING SCREW LOCATIONS. 7. TIGHTEN SCREWS (DO NOT OVER-TIGHTEN). 8. RE-CAULK THE FRAME IF NECESSARY. 9. INSTALL DOORS. 10. REPOSITION THE BOTTOM OF THE DOOR USING THE SAW TOOTH ADJUSTMENT (SEE INSTALLATION MANUAL).
SHELVING PROBLEMS	POSTS ARE NOT ATTACHED TO THE FRAMES	<ol style="list-style-type: none"> 1. CHECK THAT A TOP AND BOTTOM BRACKET SUPPORTS ALL FRONT POSTS. 2. CHECK THE POST NUMBERING ON THE BACK OF THE POST TO MAKE SURE THE POSTS ARE NOT UPSIDE DOWN.
	PRODUCT DOES NOT SLIDE ON SHELVES	<ol style="list-style-type: none"> 1. 24, 30, 36, 43 INCH DEEP SHELVING: CHECK THAT REAR SHELF PEGS ARE 2 HOLES HIGHER THAN THE FRONT (1 HOLE FOR GLASS BOTTLE PRODUCTS). 2. 60 INCH DEEP SHELVING: CHECK THAT THE REAR SHELF PEGS ARE 5 HOLES HIGHER THAN THE FRONT (3 HOLES HIGHER FOR GLASS BOTTLE PRODUCTS).

PROBLEM	POSSIBLE CAUSE (S)	SOLUTION/CORRECTIVE ACTION
LIGHTS NOT WORKING	NO POWER SUPPLIED TO THE LIGHT CIRCUIT (ALL LIGHTS ON ONE FRAME NOT WORKING)	<ol style="list-style-type: none"> 1. TURN LIGHT SWITCH OFF (LOCATED AT THE TOP LEFT OF THE FRAME). 2. REMOVE MULLION COVER AND/OR LENS TO EXPOSE THE BALLAST AND WIRING. 3. DISCONNECT BLACK AND WHITE WIRES FROM BALLAST. 4. CONNECT A VOLTMETER TO THE BLACK AND WHITE/RED POWER WIRES COMING FROM THE FRAME. 5. TURN LIGHT SWITCH BACK ON (SHOULD READ ABOUT 115 V). 6. TRACE THE POWER BACK TO THE BUILDING SOURCE TO DETERMINE THE POINT OF OPEN CIRCUIT AND REPAIR.
	BALLAST SHUT DOWN	<ol style="list-style-type: none"> 1. TURN LIGHT SWITCH OFF (LOCATED AT THE TOP LEFT OF THE FRAME) FOR 30 SECONDS. 2. THEN TURN SWITCH BACK ON. 3. CONTINUE TO NEXT POSSIBLE CAUSE IF NO LIGHT.
	LAMP(S) NOT SEATED	<ol style="list-style-type: none"> 1. TURN LIGHT SWITCH OFF. 2. REMOVE AND REINSTALL THE LAMP(S). 3. TURN LIGHT SWITCH ON. 4. CONTINUE TO NEXT POSSIBLE CAUSE IF NO LIGHT.
	LAMP(S) BURNED OUT	<ol style="list-style-type: none"> 1. TURN LIGHT SWITCH OFF. 2. REMOVE LAMP(S) AND REPLACE WITH WORKING OR NEW LAMP(S). 3. TURN LIGHT SWITCH ON. 4. CONTINUE TO NEXT POSSIBLE CAUSE IF NO LIGHT.
	NO POWER TO THE BALLAST	<ol style="list-style-type: none"> 1. TURN LIGHT SWITCH OFF. 2. REMOVE MULLION COVER AND/OR LENS TO EXPOSE THE BALLAST AND WIRING. 3. DISCONNECT BLACK AND WHITE WIRES FROM BALLAST. 4. CONNECT A VOLTMETER TO THE BLACK AND WHITE/RED POWER WIRES COMING FROM THE FRAME. 5. TURN LIGHT SWITCH BACK ON (SHOULD READ ABOUT 115 V). 6. IF NO READING, THEN REPEAT STEPS 1-5 ON EACH MULLION TOWARD THE LEFT OF THE FRAME. 7. IF NO VOLTAGE READING THEN TRACE POWER FROM THE BUILDING POWER TO THE BALLAST.
	DAMAGE TO SOCKETS OR WIRING TO SOCKETS	<ol style="list-style-type: none"> 1. TURN LIGHT SWITCH OFF. 2. REMOVE MULLION COVER AND/OR LENS TO EXPOSE THE BALLAST AND WIRING. 3. INSPECT CONNECTIONS AND CONTINUITY ON WIRES CONNECTED TO SOCKETS. 4. INSPECT SOCKETS FOR DAMAGE. 5. REPLACE WIRING OR SOCKETS IF DAMAGED. 6. TURN LIGHT SWITCH BACK ON. 7. CONTINUE TO NEXT POSSIBLE CAUSE IF NO LIGHT.
	BALLAST BURNED OUT	<ol style="list-style-type: none"> 1. REPLACE BALLAST.
	LIGHTS NOT WORKING	LAMP IS TOO COLD (DIM LIGHT)