



*The Signature of Quality®*

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# Installation & Operation Instructions

## HSSM: Heated Self-Serve Merchandiser Models



**KEEP THIS MANUAL FOR FUTURE REFERENCE**

Engineering and technical data are subject to change without notice.

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# (1) INTRODUCTION

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Thank you for purchasing a Federal Industries display case. This manual contains important instructions for installing and servicing your new display case. A repair parts list and wiring diagram are also included in the manual. Read all of these documents carefully before installing or servicing your case.

	<p><b>NOTICE</b></p> <p>Read this manual before installing your case. Keep this manual and refer to it before doing any service on the equipment. Failure to do so could result in personal injury or damage to the case.</p>
	<p><b>NOTICE</b></p> <p>Installation and service of the electrical components in the case must be performed by a licensed electrician.</p> <p>The portions of this manual covering components contain technical instructions intended only for persons qualified to perform electrical work.</p>
	<p><b>DANGER</b></p> <p>Improper or faulty hookup of electrical components in the case can result in severe injury or death.</p> <p>All electrical wiring hookups must be done in accordance with all applicable local, regional, or national standards.</p>

## 1.1 SERIAL NUMBER

Record the model and serial numbers of the case for easy reference. Always refer to both model and serial numbers in your correspondence with Federal regarding the case.

Case Model \_\_\_\_\_ Serial Number \_\_\_\_\_

This manual cannot cover every installation, use, or service situation. If you need additional information, call or write us:

### WARRANTY/TECHNICAL SERVICE DEPARTMENT

Parts Town

1200 Greenbriar Dr.

Addison, IL 60101

Toll Free: (833) 238-8168

Email: [techservice@partstown.com](mailto:techservice@partstown.com)





## (2) WARNING LABELS & SAFETY INSTRUCTIONS



**This is the safety-alert symbol. When you see this symbol on your case or in the manual, be alert to the potential for personal injury or damage to your equipment.**

Be sure you understand all safety messages and always follow recommended precautions and safe operating procedures.



### **NOTICE TO EMPLOYERS:**

**You must make sure that everyone who installs, uses, or services your case is thoroughly familiar with all safety information and procedures.**

Important safety information is presented in this section and throughout the manual. The following signal words are used in the warning and safety messages:

DANGER:	Severe injury or death <b><u>will</u></b> occur if you ignore the message.
WARNING:	Severe injury or death <b><u>can</u></b> occur if you ignore the message.
CAUTION:	Minor injury or damage to your case <b><u>can</u></b> occur if you ignore the message.
NOTICE:	This is important installation, operation, or service information. If you ignore the message, you may damage your case.

The warning and safety labels shown throughout this manual are placed on your Federal Industries case at the factory. Follow all warning label instructions. If any warning or safety labels become lost or damaged, call our customer service department at (800) 356-4206 for replacements.

**CAUTION: HOT**

Located at front of unit and on shelves

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## **(3) PRE-INSTALLATION PROCEDURES**

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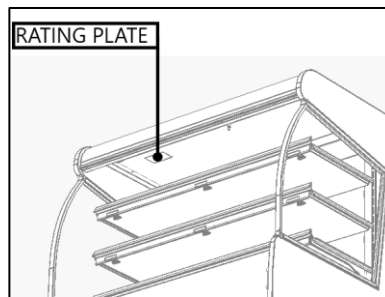
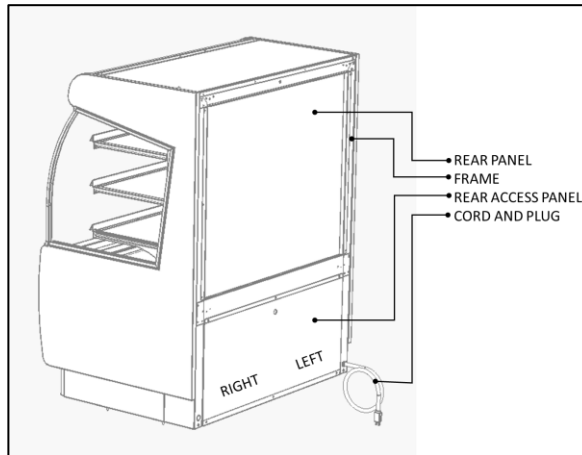
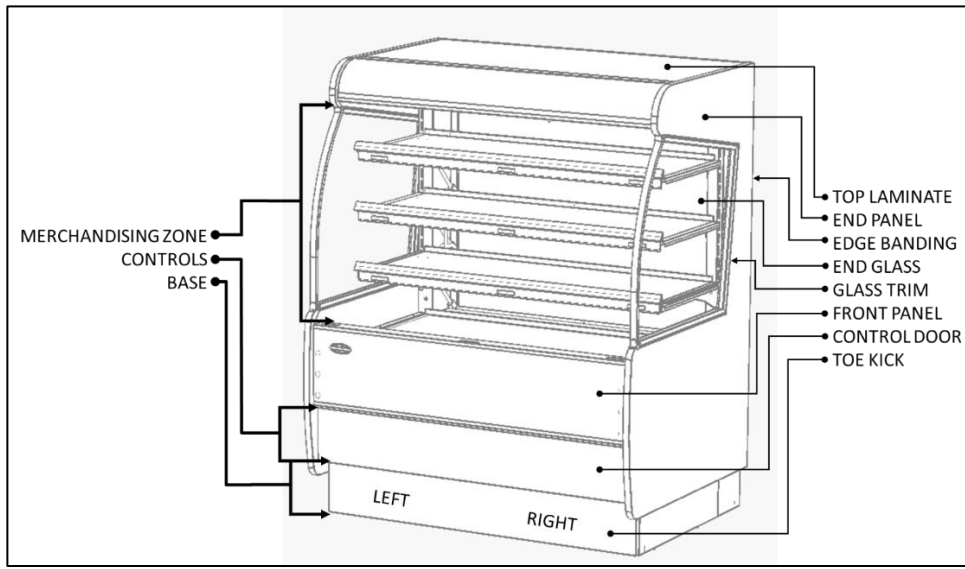
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### **3.1 INSPECTION FOR SHIPPING DAMAGE**

You are responsible for filing all freight claims with the delivering truck line. Inspect all cartons and crates for damage as soon as they arrive. If damage is noted to shipping crates, cartons, or if a shortage is found, note this on the bill of lading (all copies) prior to signing.

If damage is discovered when the case is uncrated, immediately call the delivering truck line and follow up the call with a written report indicating concealed damage to your shipment. Ask for an immediate inspection of your concealed damaged item. Crating material must be retained to show the inspector from the truck line.

## (4) FEATURE IDENTIFICATION



## (5) GENERAL ELECTRICAL & GROUNDING



### WARNING:

Improper or faulty hookup of electrical components in the display case can result in severe injury or death.

### 5.1 CORD CONNECTED

All standard models are supplied with a power cord that is properly sized to the amperage requirements of the case. See the rating plate for specific unit requirements. This can be located as shown in the “FEATURE IDENTIFICATION” section of this manual.

The cord is factory installed protruding from the bottom rear corner of the case.

A separate circuit for each display case is required to prevent other appliances on the same circuit from overloading the circuit and causing malfunction.

240V ELECTRICAL RATINGS					
MODEL	DIMENSIONS L X D X H	SHELVING	VOLTAGE / AMPS / PHASE	NEMA PLUG CONFIG	240V POWER [kW]
HSSM260	24.1 x 35.2 x 60.6 in [612 x 894 x 1539] mm	3 (16.6 x 21.6) in [422 x 550] mm	240V / 8A / 1PH	6-15P	1.9
HSSM360	36.1 x 35.2 x 60.6 in [917 x 894 x 1539] mm	3 (16.6 x 33.6) in [422 x 853] mm	240V / 12A / 1PH	6-15P	2.9
HSSM460	48.1 x 35.2 x 60.6 in [1222 x 894 x 1539] mm	3 (16.6 x 45.6) in [422 x 1158] mm	240V / 16.5A / 1PH	6-20P	4

208V ELECTRICAL RATINGS					
MODEL	DIMENSIONS L X D X H	SHELVING	VOLTAGE / AMPS / PHASE	NEMA PLUG CONFIG	208V POWER [kW]
HSSM260	24.1 x 35.2 x 60.6 in [612 x 894 x 1539] mm	3 (16.6 x 21.6) in [422 x 550] mm	208V / 6.7A / 1PH	6-15P	1.4
HSSM360	36.1 x 35.2 x 60.6 in [917 x 894 x 1539] mm	3 (16.6 x 33.6) in [422 x 853] mm	208V / 10.4A / 1PH	6-15P	2.2
HSSM460	48.1 x 35.2 x 60.6 in [1222 x 894 x 1539] mm	3 (16.6 x 45.6) in [422 x 1158] mm	208V / 14.1A / 1PH	6-20P	2.9



### CAUTION

Risk of Electric Shock. If the cord or plug becomes damaged, replace only with a cord and plug of the same type.



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## **(6) INSTALLATION INSTRUCTIONS**

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### **6.1 LOCATING THE DISPLAY CASE**

The case should be located where it is not subjected to heating ducts, radiators, or ceiling fans, nor should it be located near open doors or main door entrances. Also, avoid locations where there is excessive air movement or air disturbances.

Enough clearance must be provided to rear of the unit to allow for power cord routing and an electrical outlet if it is to be installed behind the case.

For rear door units, 3ft or more clearance to the back is recommended to allow access to the doors.

No clearance is needed on the sides of the unit.

### **6.2 REMOVING CASE FROM SHIPPING SKID AND GENERAL INSTALLATION**



#### **CAUTION:**

**Do not push or pull against the top end glass, or door when removing the case from the skid or moving the case. Case damage or glass breakage will result.**

Tools Required:

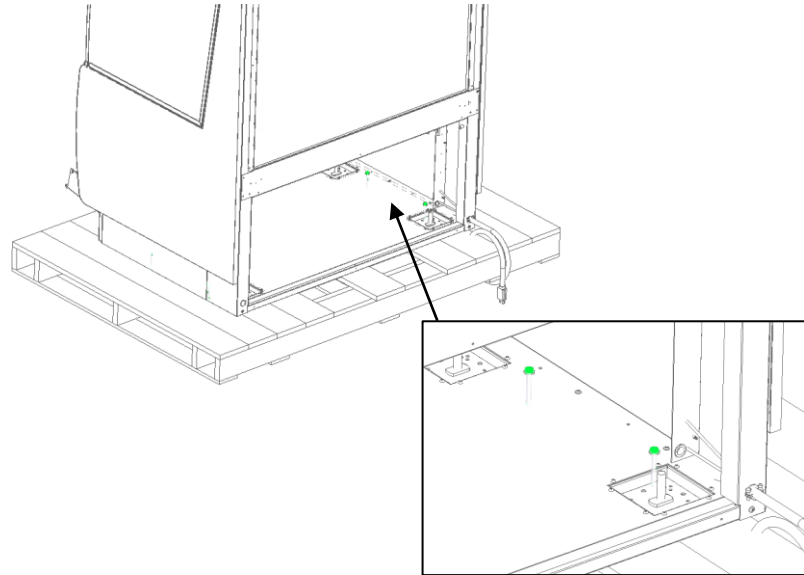
Pry bar

Mallet

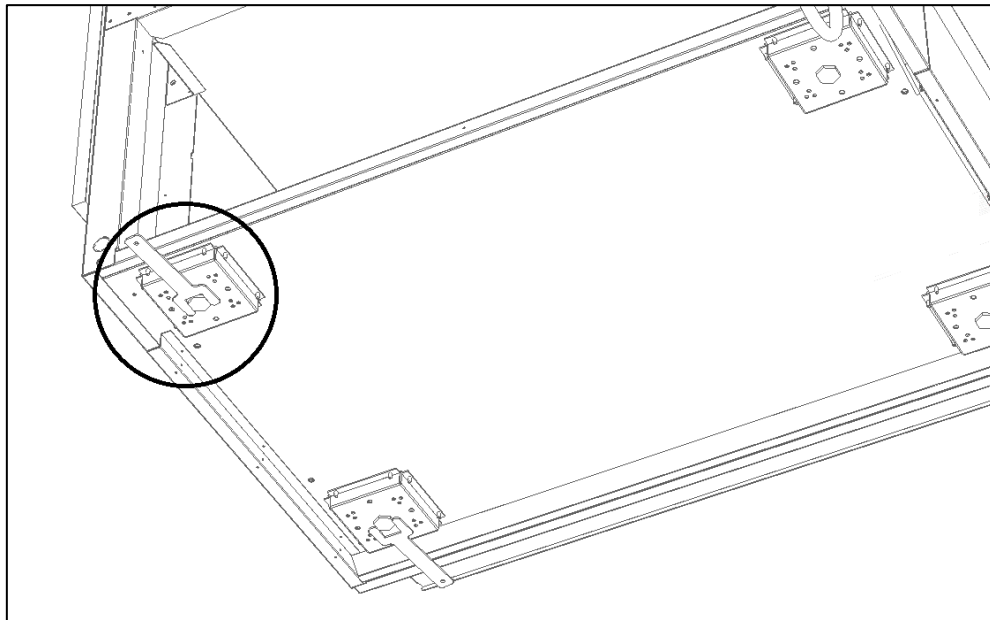
Remove crate top and sides and note missing or damaged items as explained in the pre-installation procedures outlined above.

1. Check that you have received the following parts with your display case:
  - Six (6) shelf brackets, three (3) left side brackets, and three (3) right side brackets
  - Three (3) stainless heated shelves
  - Leveling leg wrench
2. Move the case as near as possible to the final location and before removing it from the shipping skid.

3. Remove the rear access panel of the display case and then the four (4) silver colored lag bolts found in the base floor. Save for return shipments or discard.



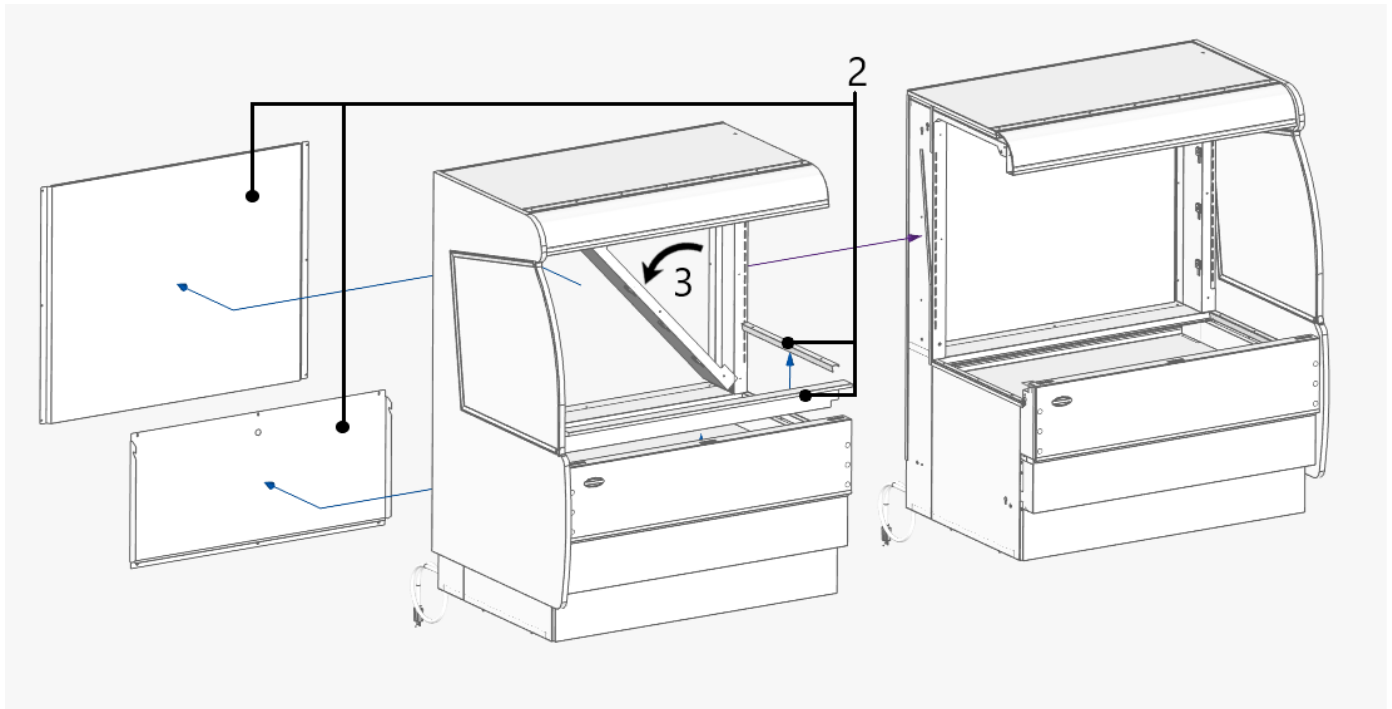
4. Carefully lift the case off the pallet, ensuring not to tip it over. A Johnson bar may be helpful to lift the case once it has been moved to the edge of the pallet. An equipment dolly may be used for units without casters to wheel the display case to its install location.
5. Leveling (units with legs or leg levelers):
  - Level the unit side to side and front to back using the leveling wrench provided or other open-ended wrench.



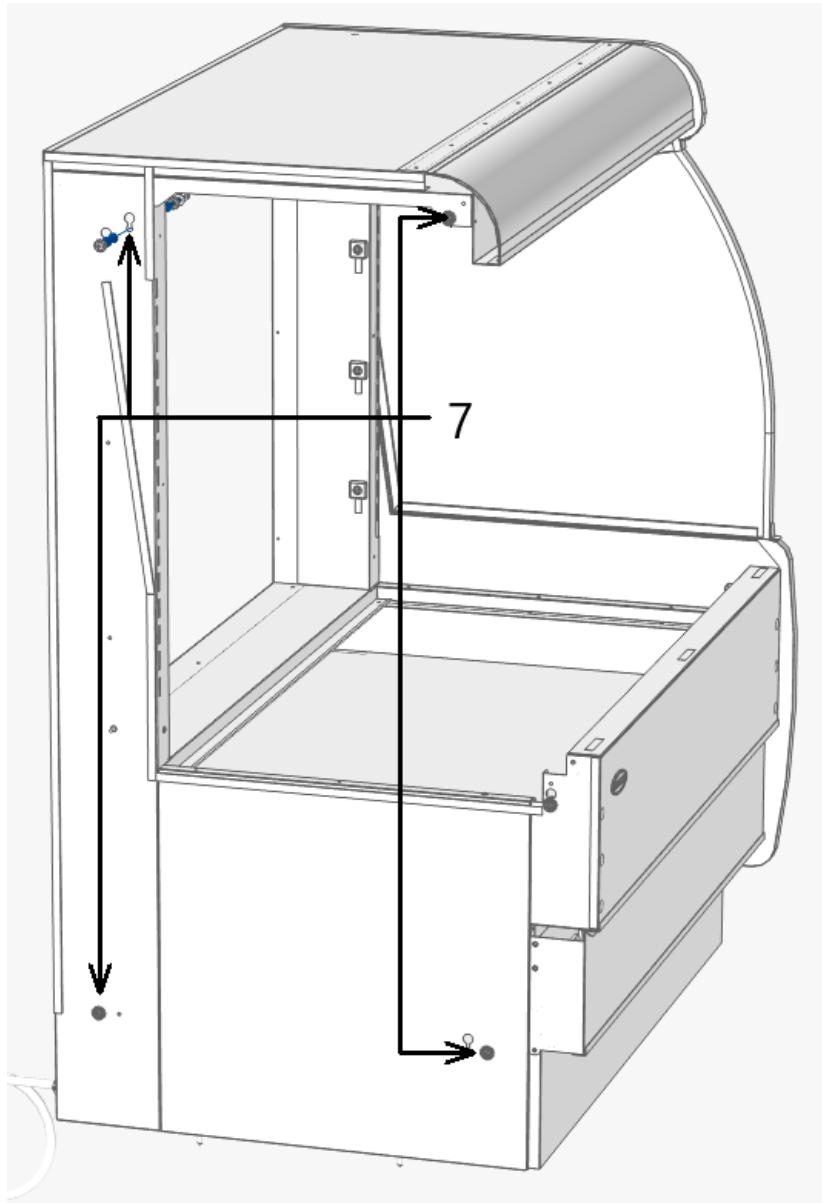
6. Re-install the rear access panel once leveling is complete.
7. For units with leveling legs, seal the unit to the floor using an NSF sealant.
8. Remove packing material from all parts shipped with unit, and then follow the weekly cleaning procedure in this manual.

## (7) JOINING KIT INSTALLATION (HSSM TO HSSM)

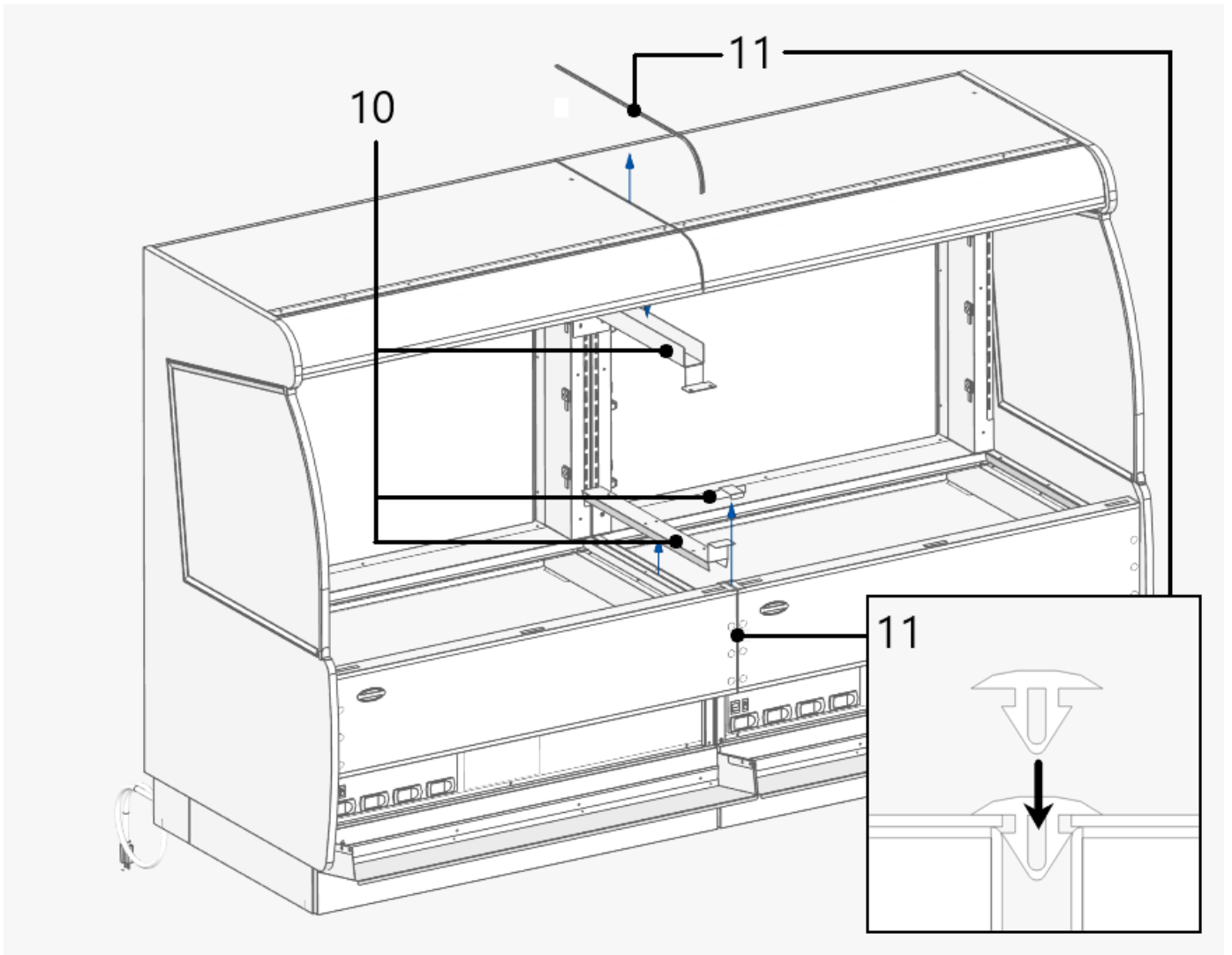
1. Remove all Shelves, and Display Deck.
2. Remove the Rear Panel, Rear Access Panel, Front Trim, and Deck Trim.  
*Note: Removing Rear Panel is optional. Only remove deck trim from the sides of the units that are to be joined (e.g. the left side of the right case, and the right side of the left case)*
3. Unscrew and tilt the mullions in toward the center of the case. The wiring harness does not need to be unplugged.



4. Position the 1<sup>st</sup> case in its final installation position and ensure that it is level (see previous section).
5. Push the 2<sup>nd</sup> case in the lineup up to the 1<sup>st</sup> and line them up as closely as possible.
6. Adjust the leveling legs of the 2<sup>nd</sup> case until the top, and front of the two cases line up.
7. Begin inserting the joining screws, nuts and washers. Thread on the nuts, **DO NOT TIGHTEN YET.**

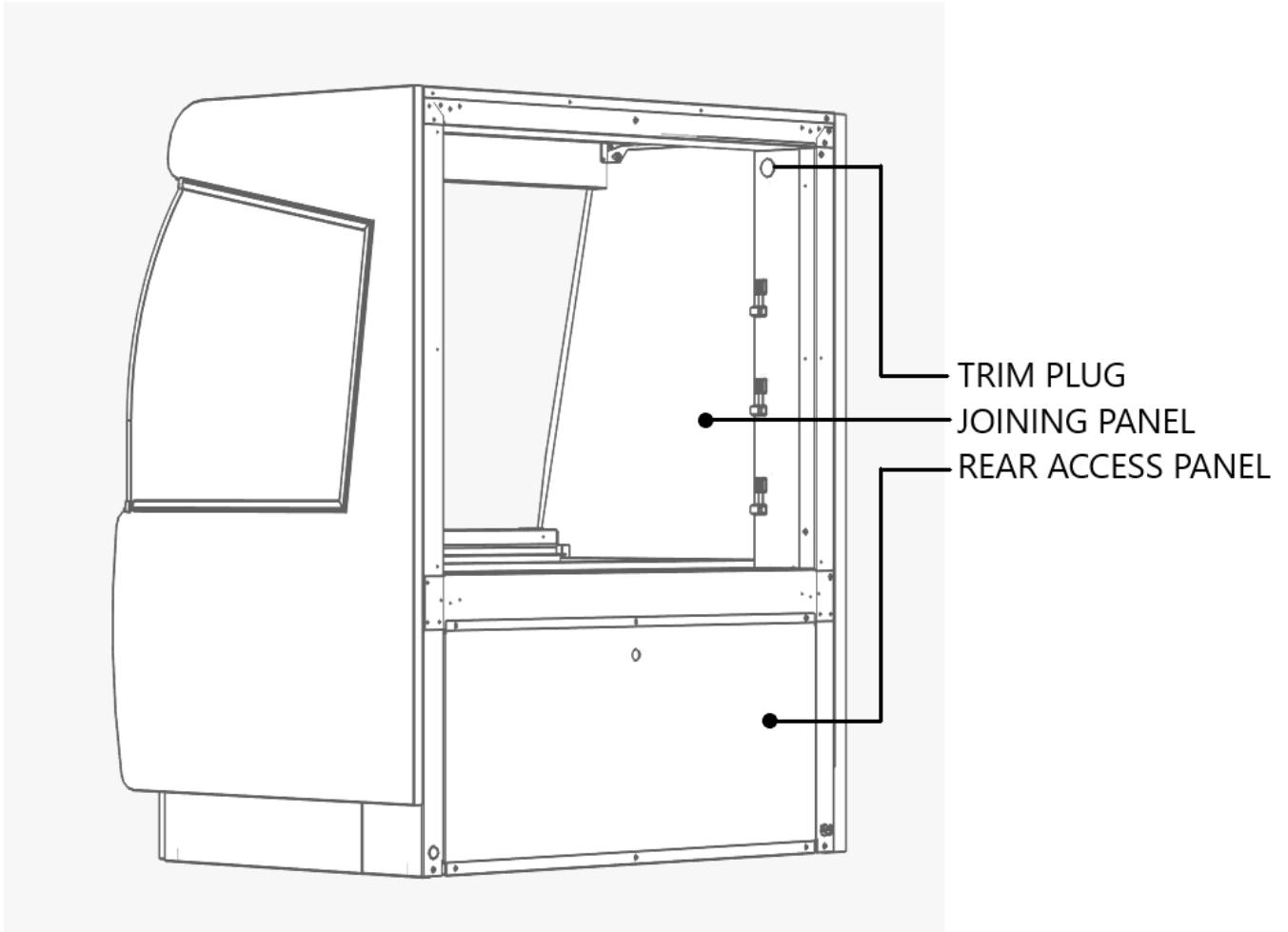


8. Once ALL joining fasteners are in place, double check the alignment of the two cases, and tighten the screws.
9. Re-install the original Mullions and Front Trim
10. Install the Joining Kit Trim parts as shown, re-use the original screws in addition to the screws provided.
11. Push the Trim Gasket into the gaps between the two cases along the top and the front.



12. Reinstall display deck, and shelves.

## (8) JOINING KIT INSTALLATION (HSSM TO RSSM)



1. Move both cases to the final installation location.
2. Carefully remove the joining trim plug, and rear access panel to access the joining locations.
  - a. Joining locations are identical to those illustrated in the HSSM to HSSM joining kit section.
3. Remove the front and rear access panel of the RSSM unit.
4. Align the RSSM unit with the HSSM. The joining locations of the RSSM are identical to the HSSM.

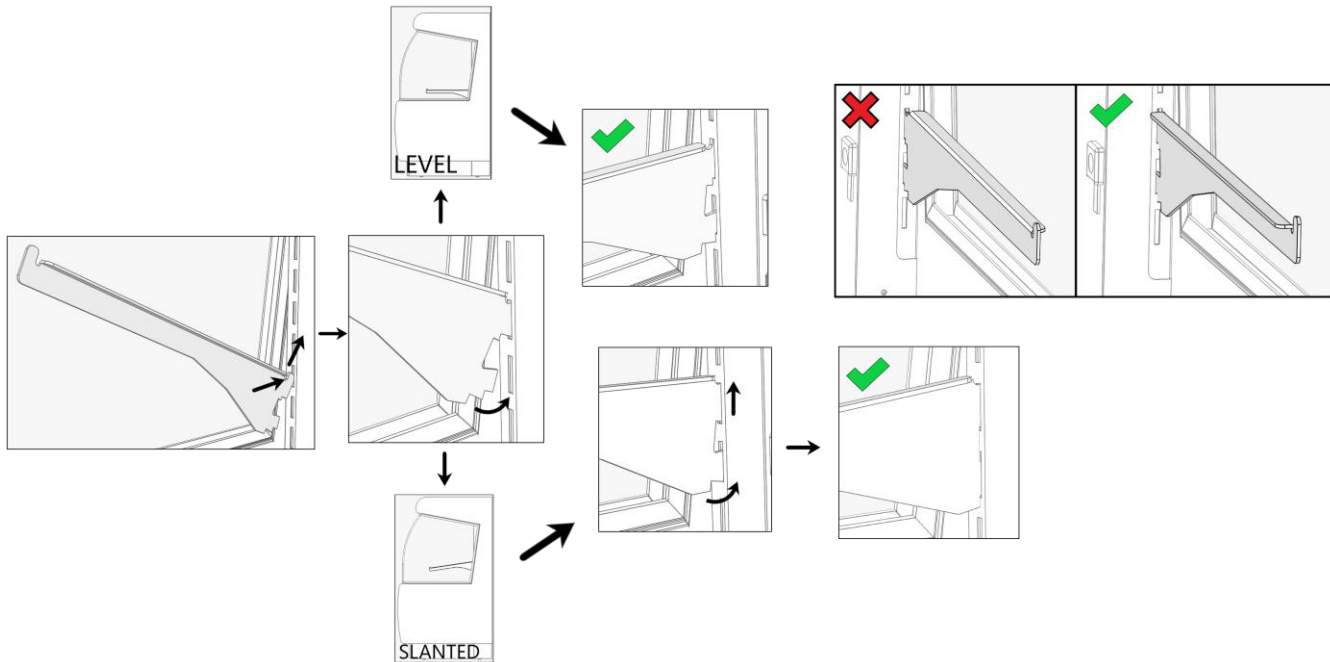
Note: There should be no end panel on the side of the RSSM to be joined to the HSSM. The center joining panel is all that is required. Ensure that the thicker center joining panel is in place. Units will not perform properly without this panel between them.

5. Thread the 2.25in bolts through the joining holes. Use a flat washer on each side of the panel, and then fasten them together with the included acorn nuts.
6. Make any alignment adjustments required before tightening the bolts. Adjustments are possible by using the HSSM's leg levelers or shimming the RSSM unit.
7. Once alignment is adequate, tighten all bolts, and replace any panels that were removed during the joining process.

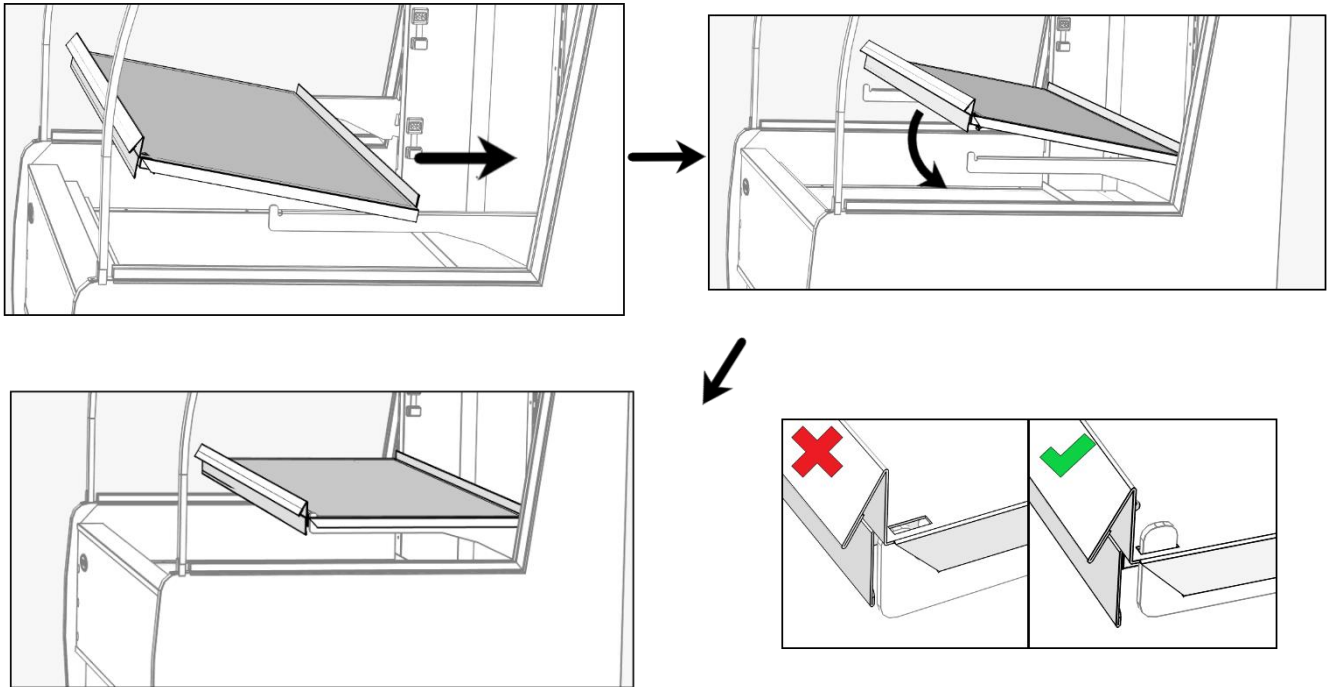
## (9) SHELVING INSTALLATION AND REMOVAL

### 9.1 SHELF BRACKETS AND SUPPORTS

Follow the instructions shown in the diagram below to install shelf brackets. Follow the “LEVEL” path if you want shelves to have no tilt or follow the “SLANTED” path if you want shelves with tilt. Ensure brackets are well seated and face the proper direction.



Lay back of shelf across both brackets. Slide it to the rear and then lay the front of the shelf down. Check that the retaining tab of the shelf brackets protrudes through the slot in the shelf.

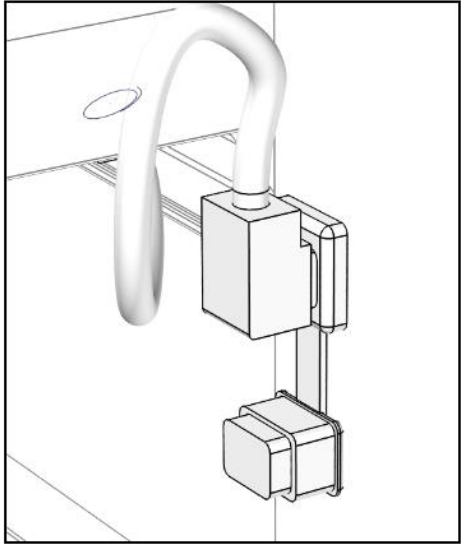
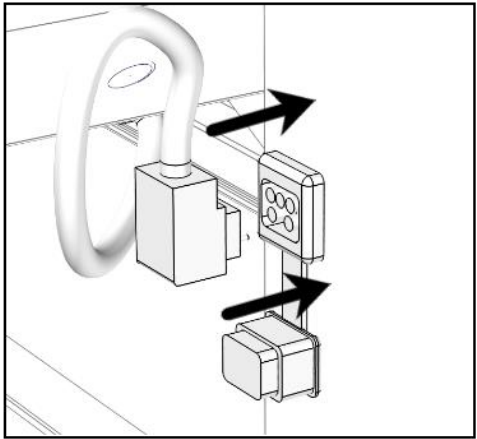
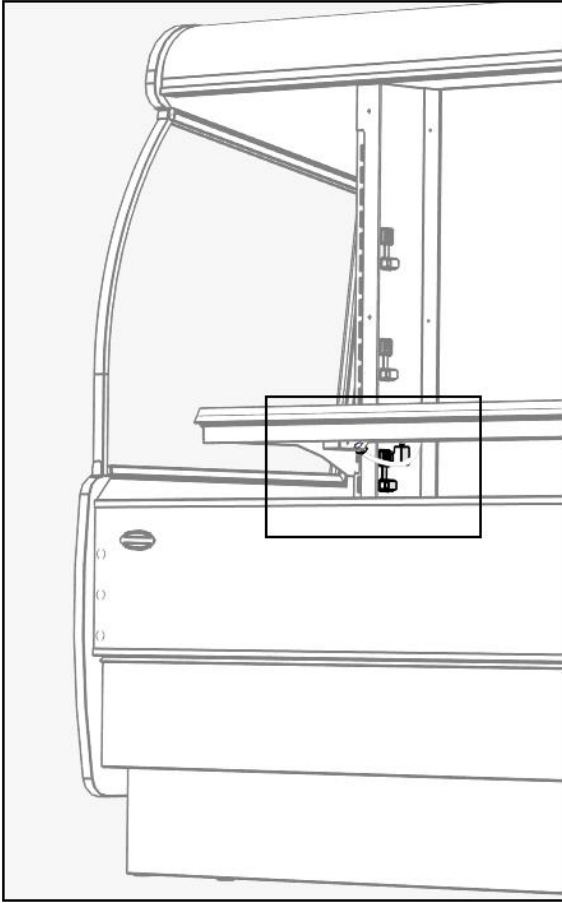


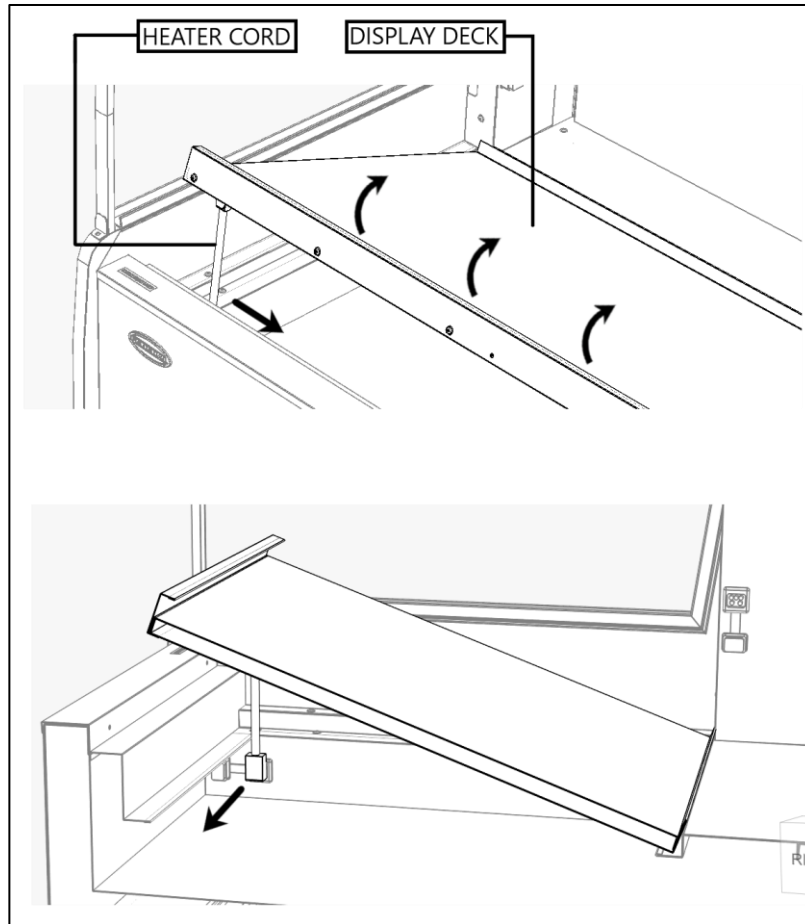
Make the heater connections from the back of the shelf into the receptacle of the vertical frame of the unit. Remove the receptacle cap and push the heater cord (the heater cord comes out of the left side of the shelf) into the nearest heater receptacle. The cord will only insert in one direction as shown below.

Once power is applied to the display case you will be able to check if the cord connection has been adequately made.

Tip: If the rear of the unit is accessible, it may be easier to remove the rear panel and make this connection from the back of the case.





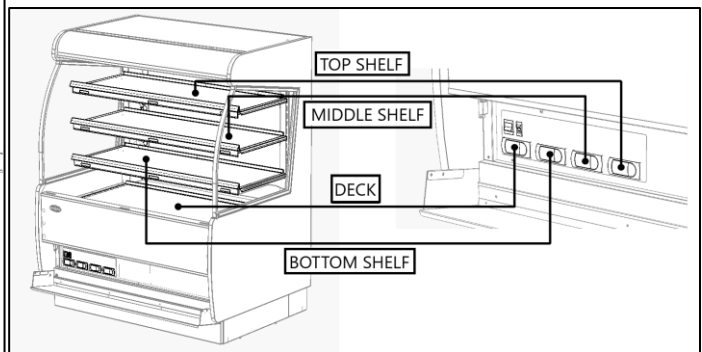
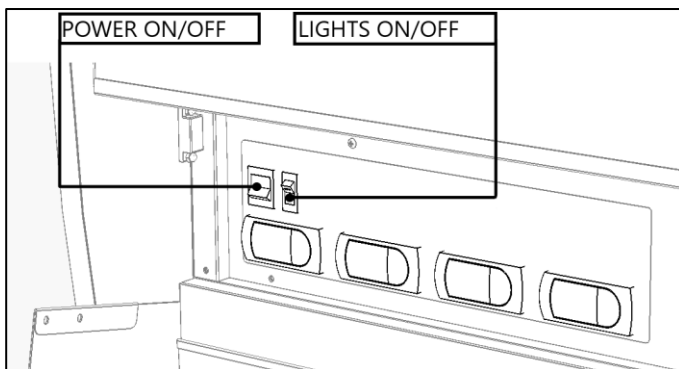
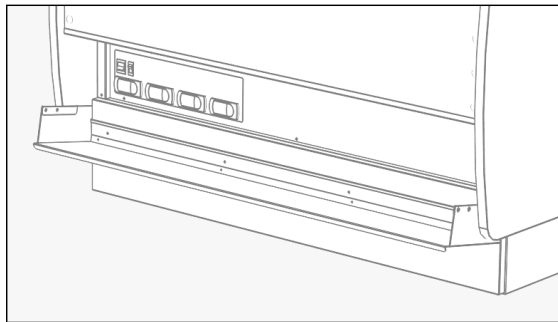
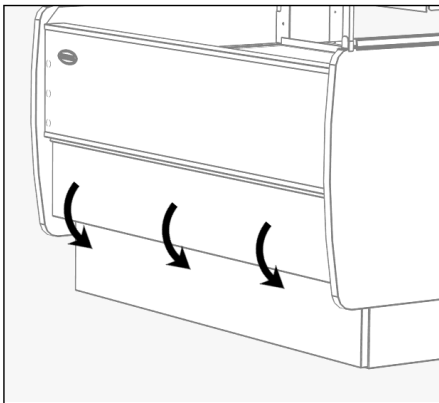


To remove the deck simply lift on the front handle and rotate the front of the deck upward. Hold the assembly in place and use your other hand to disengage the heater cord from the tub. Then simply lift the deck from the unit. Installation is the reverse of removal.

# (10) CONTROL OPERATION

The controls are found behind the front panel pictured below. Pull forward on the short handle of the flip down panel and gently rotate the panel down and let it rest on the toe kick. This exposes the control panel. You now have access to the main power switch, light switch, and the heating controls.

<u>CONTROL</u>	<u>PURPOSE</u>
POWER ON/OFF	POWER ENTIRE UNIT OFF OR ON; TURNS OFF ALL LIGHTS, HEATERS, AND CONTROLS
LIGHTS ON/OFF	TURN ALL LIGHTS ON OR OFF
TOP SHELF	CHANGE SHELF TEMPERATURE SETPOINT AND TURN SHELF ON OR OFF
MIDDLE SHELF	
BOTTOM SHELF	
DECK	

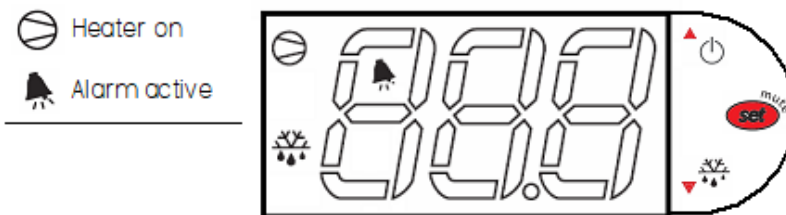


Use the following procedure to adjust the control setpoints.

### ADJUSTMENT

- ▲ Power & set point up adjust
  - Set point adjust mode
  - ▼ Set point down adjust
- 
- Power
- ▲ Hold 3 seconds to start system if off
  - ▲ Hold 3 seconds to shut down system if on
- 
- Temp Adjust
- Hold for 3 seconds to enter set point adjust mode
  - ▲ Adjusts system to warmer setting while in set point mode  
use higher settings for warmer temps - e.g. "6" instead of "5"
  - ▼ Adjusts system to colder setting while in set point mode  
use lower settings for lower temps - e.g. "4" instead of "5"

### DISPLAY



#### Display Reads

In normal operation the Display reads control setting  
 "OFF" - System is off  
 "1" thru "9" - Currently selected set point (system is on)  
 "E" followed by any character - Error code see Federal owner's manual  
 Some controls display green characters, some display red,  
 the control is operating normally in either case

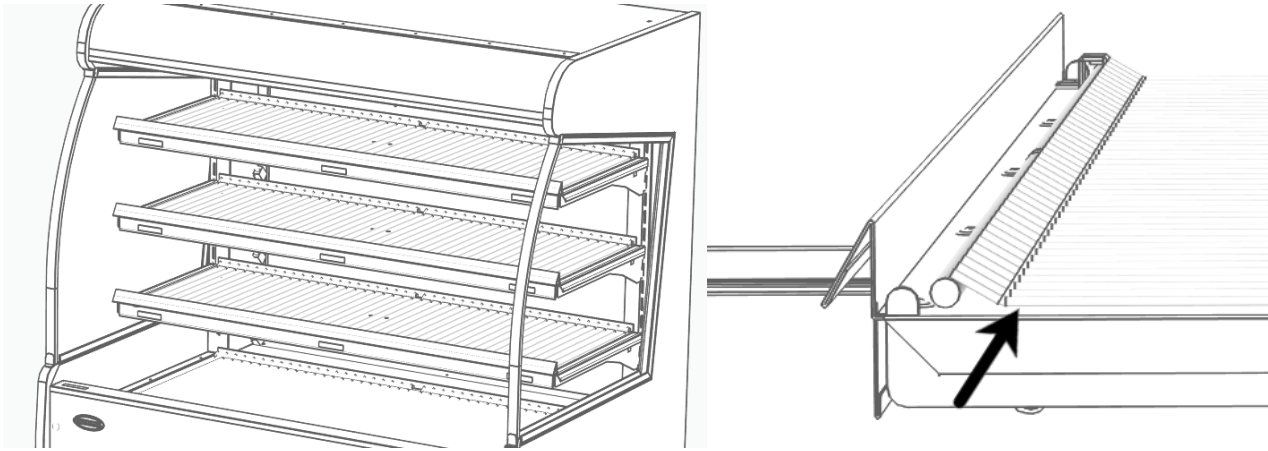
If control emits beeping noise press and release to mute  
 Read error code and check Federal owner's manual to determine  
 if service is required

The temperature controllers each reference one temperature probe that is mounted in the deck or shelf depending on the control. Do not locate the probe to a different position.

Shelf temperature settings are digitally controlled via factory settings 1-9. Setting "1" provides the coolest surface temperatures while setting "9" will provide the highest.

	Control Setting	Food Recommendations
Coldest	1	Cookies, Pastries, Non-perishables
	2	
	3	
	4	
Warmest	5	Sandwiches
	6	
	7	
	8	Rotisserie Chicken, Pizza, Fries
	9	

When displaying product that has bread that would normally be sitting on the shelf surface, such as a sandwich, it is recommended that the wire rack is used. The rack prolongs the life of breads by removing them from the direct heat of the shelf. When using the rack the control will likely need to be increased to a higher setting that one would normally use.



The rack is designed to keep the food close to the surface of the shelf, but without touching it. Make sure that the rack wires are resting on the shelf surface. The rack may also be rotated in the other direction if there is food being displayed that does not need high temperatures.

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## (11) FOOD PACKAGING RECOMMENDATIONS

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This merchandiser is designed to be used with pre-packaged product only. All food items placed in the merchandiser must be packaged. No foods should be placed in the merchandiser without packaging.

Not all packaging is compatible with this merchandiser. Any packaging material with a rating of less than 250°F should not be used.

Typically, polypropylene (recycle code 5) works well, but check with the manufacturer first to get an accurate assessment of the application.

 <b><i>DO NOT USE</i></b> the following packaging materials:	
Recycle Code	Material Name
	Polyethylene terephthalate
	High-density polyethylene
	Polyvinyl chloride
	Low-density polyethylene

Materials listed in the table above will not survive the high temperature conditions of this merchandiser.

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## (12) SERVICE PANEL REMOVAL

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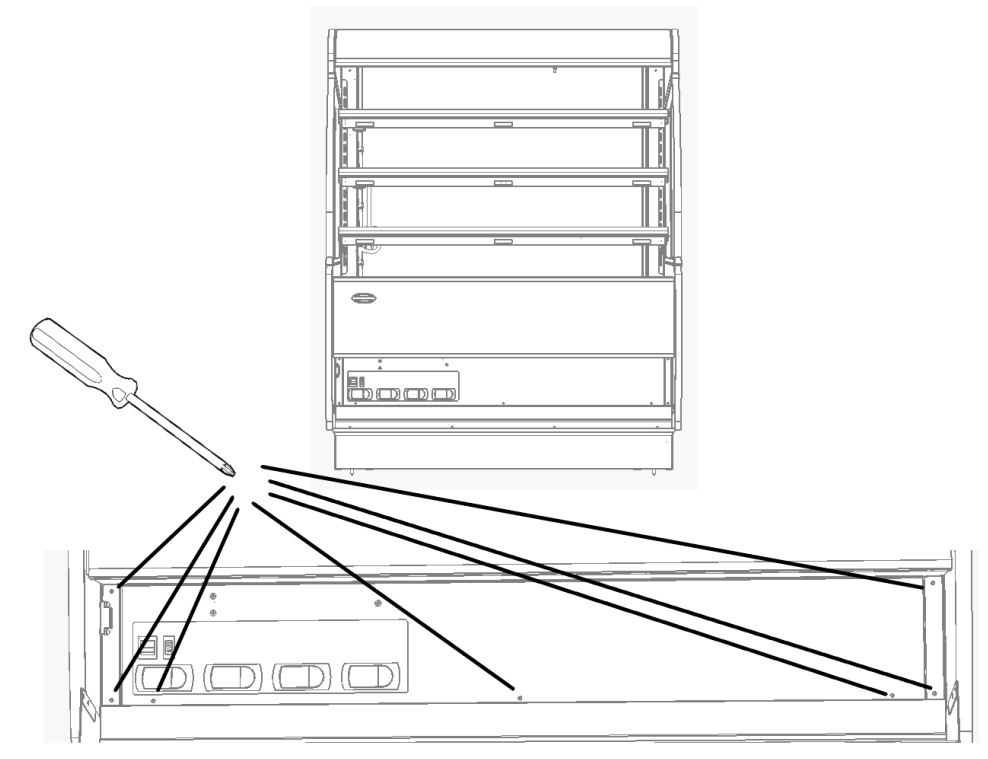
### WARNING

**Risk of Electric Shock. Always disconnect power prior to servicing the unit.**

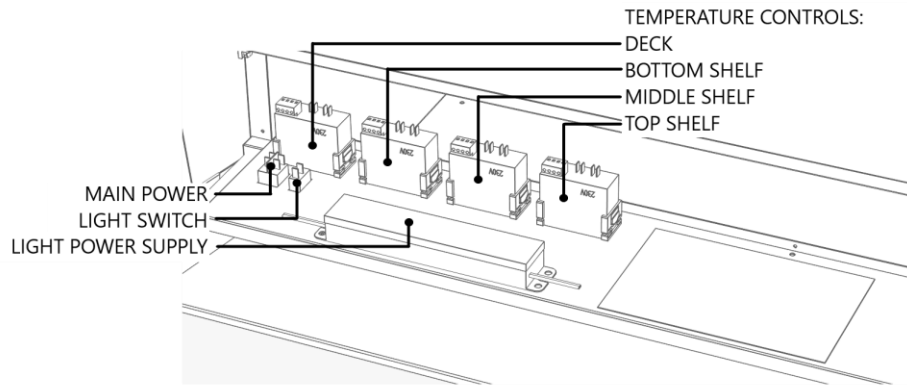
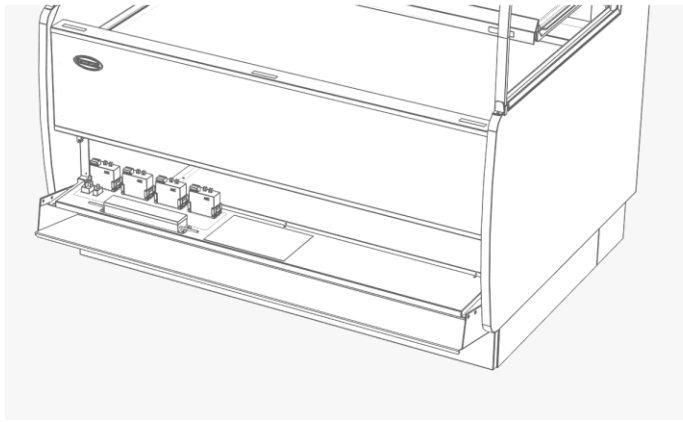
The following may be serviced by removing the control panel:

- Main power switch
- Light switch
- Temperature Controllers
- LED Power Supply
- Wire harnesses

To remove the panel, take out the screws pictured below, and the control panel will pull out away from the case. The control door may be used to support the panel during service.



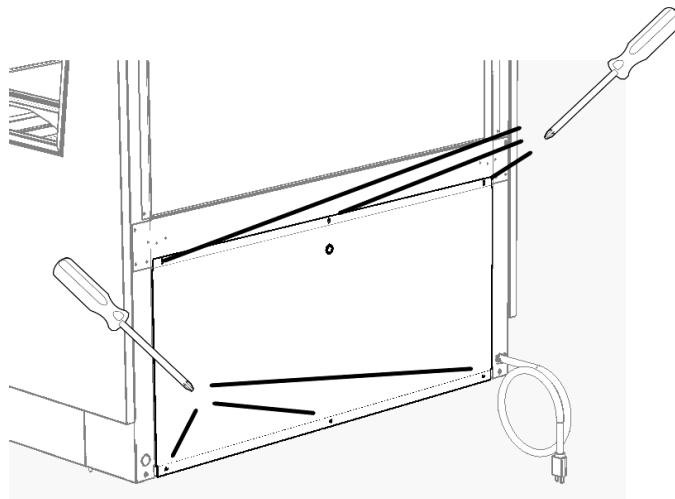
The wiring diagram is located on the back of this panel.





The following components may be serviced by removing the rear access panel:

- Wire harnesses
- Ground wires
- Power cord
- Levelers/Casters/Legs







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## **(13) CLEANING INSTRUCTIONS**

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### **13.1 DAILY CLEANING**

The case should be cleaned thoroughly, as described in the weekly cleaning section, before it is used for the first time.

	<b>NOTICE:</b> Avoid splashing or soaking any electrical components with water to prevent electrical damage to the case.
	<b>NOTICE:</b> Shut off power switch and remove all product from case. Allow enough time for the unit to reach room temperature before proceeding with cleaning.
	<b>NOTICE:</b> Remove all product from case before proceeding with cleaning procedure.
	<b>NOTICE:</b> This case is not designed to be cleaned by flushing.

**Note: For major spills or foreign material buildup perform the weekly cleaning instructions.**




**Note: Detergents are not recommended and do not use abrasive cleaners or pads to prevent scratching of surfaces.**

1. Clean all foreign materials from the door opening.
2. Wipe complete interior of both the upper & lower areas of case using a damp cloth.
3. The remaining exterior surface should be wiped down using any ammoniated cleaners or soapy warm water.

### **13.2 WEEKLY CLEANING**

This procedure is recommended on a weekly basis. It may need to be performed more often if necessary to maintain a clean, sanitary case. The case should be cleaned to this procedure before using the first time.

	<b>NOTICE:</b> Avoid splashing or soaking any electrical components with water to prevent electrical damage to the case.
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	<p><b>NOTICE:</b>  <b>Shut off power switches and remove all product from case. Allow enough time for the unit to reach room temperature before proceeding with cleaning.</b></p>
	<p><b>NOTICE:</b>  <b>Remove all product from case before proceeding with cleaning procedure.</b></p>
	<p><b>NOTICE:</b>  <b>This case is not designed to be cleaned by flushing.</b></p>

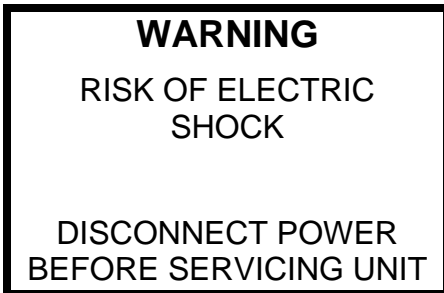
1. Side, and rear door glass can be cleaned with common window cleaners.
2. Remove interior shelving and display deck from unit as described in the “Shelving Installation and Removal” section of this manual.
3. Clean all shelves, shelf supports, shelf light deflectors, shelf brackets, shelf standards using warm soapy water and a brush. Rinse thoroughly and allow to dry.
4. Remove the display deck and clean using warm soapy water and a brush. Rinse thoroughly and allow to dry.
5. Clean the entire interior of the case using warm soapy water. Wipe off all soapy water with a damp cloth and allow to dry. (DO NOT use solvents such as Acetone, Benzene, Carbon Tetrachloride, and Lacquer Thinners)
6. Reassemble all components in reverse order.
7. The exterior surfaces should be wiped down using any ammoniated cleansers or warm soapy water.

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## **(14) SERVICE**

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### **Service Information**



**Before any service work is performed on the case, make sure all power is disconnected to the case.**

**To find a service company in your area, please visit our website at [www.federalindustries.com](http://www.federalindustries.com). There you can also find self-service tools to help you get the answers you need faster!**

**For Warranty Service Requests & ALL Technical Support please contact:**

- Phone: (800) 356-4206 and choose the Tech Support/Warranty Option
- Email: [Service@federalind.com](mailto:Service@federalind.com)

**For Warranty Compressors please contact the Parts Department:**

- Phone: (800) 356-4206 and choose the Warranty Parts Option
- Email: [Parts@Federalind.com](mailto:Parts@Federalind.com)



**Federal Industries has partnered with Parts Town for ALL Non-Warranty Part Identification, Pricing, Lead Times, Orders & Freight Quotes. Please contact Parts Town directly if you need parts:**

- Website: [PartsTown.com](http://PartsTown.com)
- Email: [CustomerService@PartsTown.com](mailto:CustomerService@PartsTown.com)
- Phone: 833-809-8188

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## **(15) SALE & DISPOSAL**

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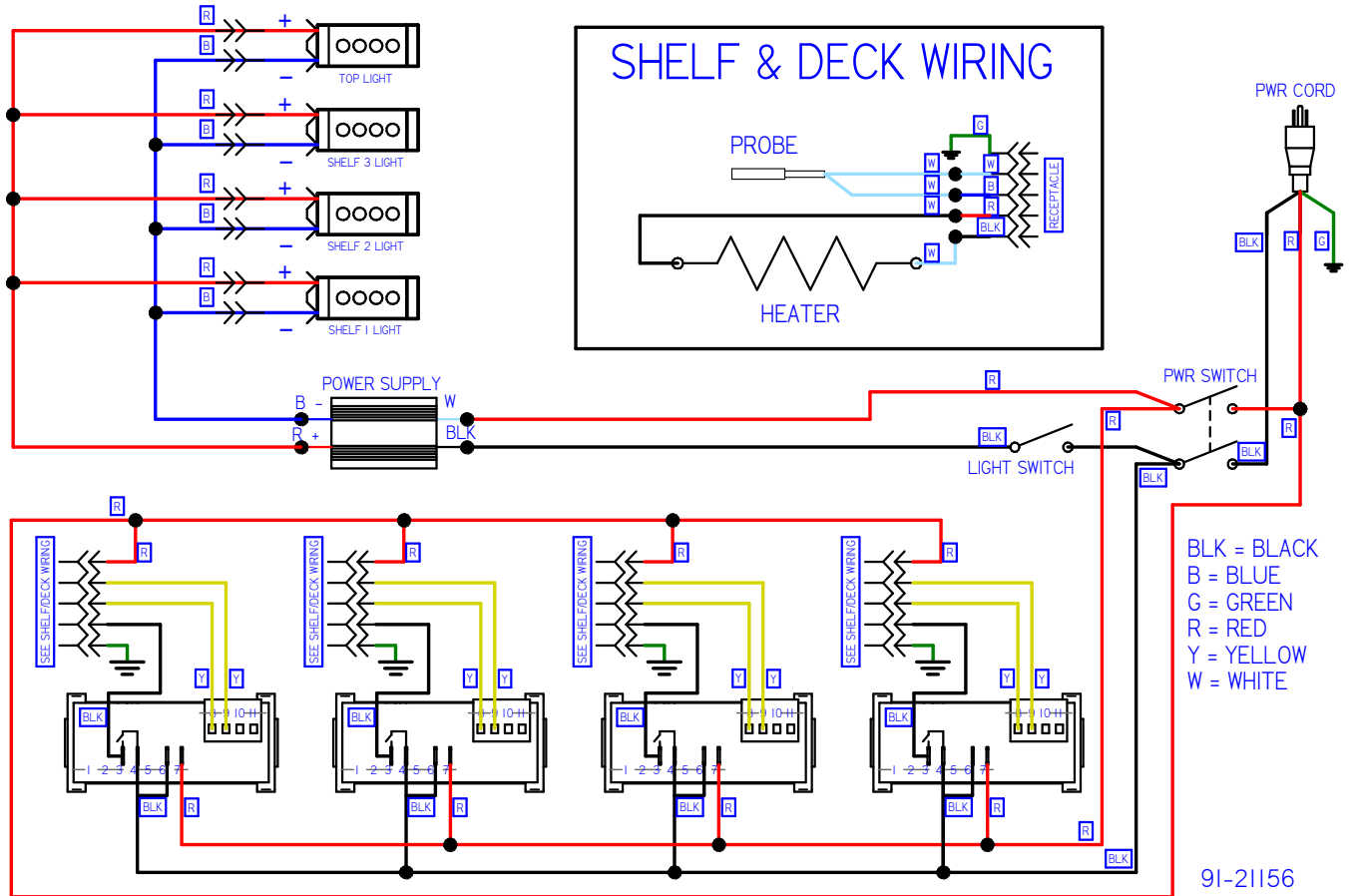
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### **15.1 OWNER RESPONSIBILITY**

If you sell or give away your Federal Industries case you must make sure that all safety labels and the Installation-Service Manual are included with it. If you need replacement labels or manuals, Federal Industries will provide them free of charge. Contact the customer service department at Federal Industries at (800) 3564206.

The customer service department at Federal Industries should be contacted at the time of sale or disposal of your case so records may be kept of its new location.

# (16) WIRING DIAGRAMS



# (17) REPLACEMENT PARTS

Heated Shelves and Deck							
Model	Shelf Part#	Deck Part#	LEFT SHELF BRACKET	RIGHT SHELF BRACKET	FOOD RACK, DECK	FOOD RACK, SHELF	CATION HOT STICKER
HSSM260	SA5953-1	SA5957-1	67-21204-L	67-21204-R	63-21182-1	63-21181-1	91-10207
HSSM360	SA5953-2	SA5957-2	67-21204-L	67-21204-R	63-21182-2	63-21181-2	91-10207
HSSM460	SA5953-3	SA5957-3	67-21204-L	67-21204-R	63-21182-3	63-21181-3	91-10207

ELECTRICAL										
Model	TEMPERATURE CONTROLS	POWER SWITCH	LIGHT SWITCH	LED POWER SUPPLY	POWER CORD	WIRE HARNESS, CONTROL	WIRE HARNESS, HEATER	HARNESS, LIGHTS	RECEPTACLE, HEATER	RECEPTACLE, LIGHT
HSSM260	32-19865-16	41-18186	41-11066	39-20986	43-17839	43-21093	43-21098	43-21009	43-21100	43-20996-B
HSSM360	32-19865-16	41-18186	41-11066	39-20986	43-17839	43-21093	43-21098	43-21009	43-21100	43-20996-B
HSSM460	32-19865-16	41-18186	41-11066	39-20986	43-19090	43-21093	43-21098	43-21009	43-21100	43-20996-B

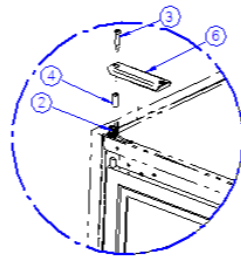
CONTROL PANEL & DOOR (SEE ELECTRICAL FOR CONTROLS)						
Model	INSTRUCTION DECAL	CONTROL DOOR	DOOR MAGNET	HINGE RIVET	DOOR BUMPER	DOOR TRIM
HSSM260	91-21160	M21091-1	56-17636	77-12280	78-10270	M21161-1
HSSM360	91-21160	M21091-2	56-17636	77-12280	78-10270	M21161-2
HSSM460	91-21160	M21091-3	56-17636	77-12280	78-10270	M21161-3

LEG AND CASTER ASSEMBLIES					STANDARD ENDS AND GLASS		
MODEL	LEG LEVELER (STANDARD)	6IN LEG	4IN CASTER	2.5in CASTER (RECESSED)	Model	STANDARD END LEFT/RIGHT	STANDARD END GLASS
HSSM260	SA4368-1	SA4368-2	SA4368-3	SA4368-4	HSSM260	68-19367-L/R	50-19382
HSSM360	SA4368-2	SA4368-2	SA4368-3	SA4368-4	HSSM360	68-19367-L/R	50-19382
HSSM460	SA4368-3	SA4368-2	SA4368-3	SA4368-4	HSSM460	68-19367-L/R	50-19382

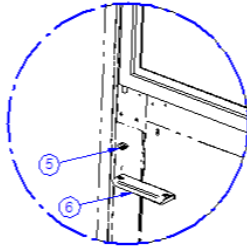
LED LIGHTS					
Model	TOP LIGHT	SHELF LIGHT	LED LIGHT CORDS, SHELF	LED LIGHT CORDS, TOP LIGHT	CORD CLIP
HSSM260	42-20871-20C35	42-20871-18C35	43-20862-4B	43-20862-1B	67-20869-30
HSSM360	42-20871-30C35	42-20871-30C35	43-20862-4B	43-20862-1B	67-20869-30
HSSM460	42-20871-42C35	42-20871-42C35	43-20862-4B	43-20862-1B	67-20869-30

# (18) OPTIONS AND ACCESSORIES

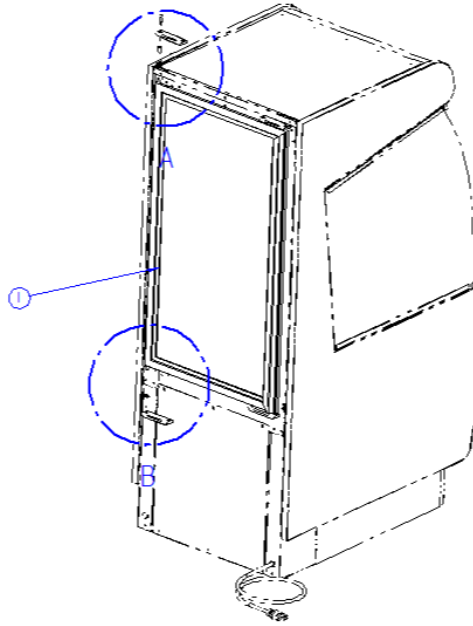
ITEM	PART#	DESCRIPTION	QTY
1	53 21159	DOOR,REAR,SWING	1
2	66 12966	SPRING,RIGHT HAND SW	1
3	75 13015	SCREW,10 24X3/4 SOCKET HD SS	1
4	78 13018	BUSHING,1/4ID X 3/8OD X 3/4LG	1
5	78 19150	BUSHING,SHLDR .32DX.360DX.13	1
6	M21162	BRACKET,DOOR,SWING	2



DETAIL A



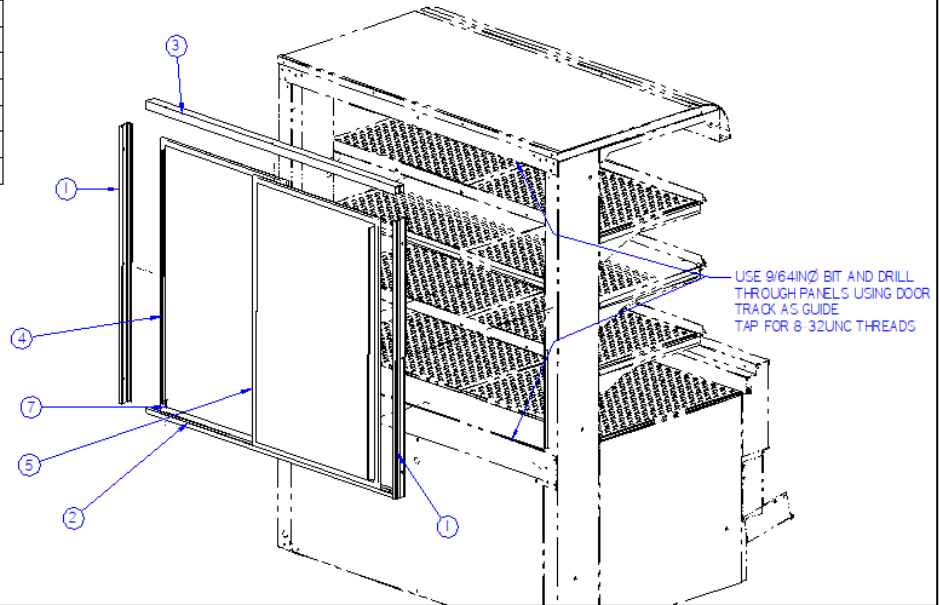
DETAIL B



HSSM260 Rear Swing Door

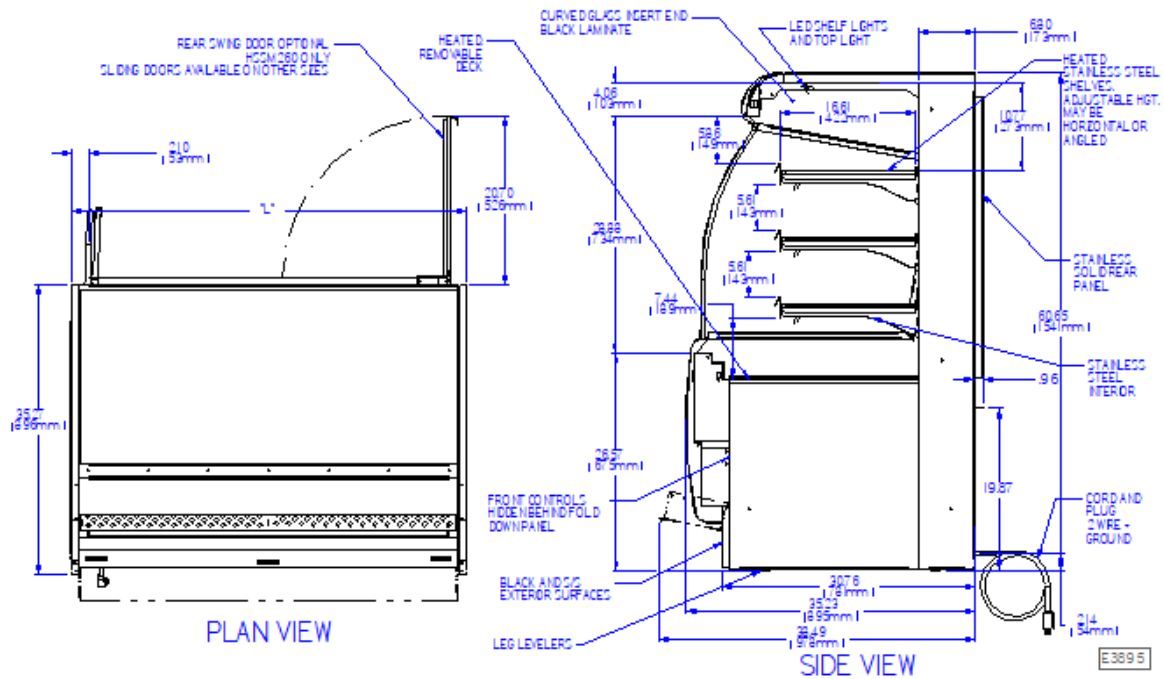
HSSM360			
ITEM	PART#	DESCRIPTION	QTY
1	05 21152	FRAME,DOOR,JAMB	2
2	05 21153 2	FRAME,DOOR,LOWER	1
3	05 21154 2	FRAME,DOOR,UPPER	1
4	53 21166 2	DOOR,SLIDING,OUTER	1
5	53 21167 2	DOOR,SLIDING,INNER	1
6	56 80271	EXTRUSION,JAMB CAPS	2
7	75 15760	SCREW,8 32X1",PH,FL,HD,FZP	1

HSSM460			
ITEM	PART#	DESCRIPTION	QTY
1	05 21152	FRAME,DOOR,JAMB	2
2	05 21153 3	FRAME,DOOR,LOWER	1
3	05 21154 3	FRAME,DOOR,UPPER	1
4	53 21166 3	DOOR,SLIDING,OUTER	1
5	53 21167 3	DOOR,SLIDING,INNER	1
6	56 80271	EXTRUSION,JAMB CAPS	2
7	75 15760	SCREW,8 32X1",PH,FL,HD,FZP	1



HSSM360 & 460 Rear Sliding Doors





MODEL	DIMENSIONS L X D X H	SHIPPING WEIGHT
HSSM260	24.1 X 35.2 X 60.6	350
HSSM360	36.1 X 35.2 X 60.6	400
HSSM460	48.1 X 35.2 X 60.6	550

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## **(19) TROUBLESHOOTING**

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### **Pre-Service Checklist**

You may avoid the cost and inconvenience of an unnecessary service call by first reviewing this checklist of frequently encountered situations that can cause unsatisfactory case performance.

#### ***Case Does Not Operate***

Check for disconnected power supply.

Check for tripped breaker on blown fuse.

Check that the thermostat display is on and is not displaying an error.

#### ***Lights Do Not Operate***

Check that light switch is on.

Check for tripped breaker or blown fuse.

Check that light cords are plugged in correctly to sockets. Check connector on LED light, and connector on

#### ***Temperature is too low***

Increase control setpoint

Check supply voltage to case is above 208V

Look for HVAC discharge vents, fans, and other possible air disruptions.

If using rack, check rack orientation. Flip rack over if needed so product is closer to the shelf surface.

#### ***Temperature is too high***

Turn down control setpoint

Check the control for errors and contact service

Use supplied food rack to reduce heat intensity on food

#### ***Control Error***

Turn the main power switch to off to power down the unit

Wait 10s, and power the unit back on

If error is still present, ensure all heater cords are seated fully into their receptacles.

REV	CHANGE RECORD	APP'D	DATE	ECN#
A	ADDED HSSM TO HSSM JOINING KIT	JTR	7/1/2019	3498
B	ADDED HSSM TO RSSM JOINING KIT	JTR	9/20/2019	3530
C	CHANGED TEMP CONTROL	JTR	11/1/2019	3553
D	CORRECTED PARTS LIST	JTR	2/12/2020	---