

# TROUBLESHOOTING GUIDE



Locate your issue below, and review all possible solutions to any problems you may be experiencing.

## PROBLEM:

Condensation on Door Glass, Door Rail, or Frame

## SOLUTION:

Located at the top of each cooler door frame is an anti-sweat sensor indicator, the first step is to make sure that this is working as intended.

**Green LED:** Indicates that the frame is receiving power.

**Red LED:** Indicates that the frame heat is currently powered on.

**Yellow LED:** Indicates that there is an electrical issue with the connection.



If your frames have condensation and the green LED is on, turn the white dial clockwise to the H (for High Humidity). This will have the frame heaters turn on more often. Wipe down the frames with a dry towel.

If your frames have condensation and the yellow LED is on, have your electrician go through our installation guide and ensure that all steps were followed correctly. The frame heat, LED lighting, and door heat (freezer doors only) must be wired on separate circuits. Ensure that there is enough amperage from that circuit to give the frames sufficient power.

If that did not solve your issue, please check the following causes and solutions.

PROBABLE CAUSES	SOLUTION
Evaporator Fan to Door Proximity too small	Install air deflector
Evaporator fans blowing cold air directly onto glass/frames	
Shelves not fully stocked	Stock merchandise
Store conditions (Condensation on several doors of one or more frames)	<ul style="list-style-type: none"> <li>The temperature in the box is too cold: Raise the temperature inside the box</li> <li>The store is too hot or humid: Adjust HVAC / Dehumidifier settings to meet required values with proper air circulation throughout the store</li> <li>Close any outdoors doors or windows that are propped open</li> </ul>
Insulation or Air Leaks (Use a flashlight to check for gaps)	<ul style="list-style-type: none"> <li>Frame must be properly shimmed, level, and plumb within 1/16"</li> <li>Check that the back of the frame has been properly insulated with spray foam or caulk per installation guide so that there are no air gaps</li> <li>Confirm that there are no air leaks in the rest of the box</li> </ul>
Door/Gasket Seal malfunction	Use a heat gun to bend gasket into position, or replace gasket
No frame power / low voltage	<ul style="list-style-type: none"> <li>Check power supply, main voltage, amp draws to the heater wires.</li> <li>Check anti-sweat sensor connections and other internal frame connections</li> <li>Freezer: Ensure quick-connect connections on top hinge are connected</li> </ul>
Condensation between glass panes	Seal has been compromised, loss of gas, replacement door required