



SOUTHERN  
CaseArts



# Installation, Maintenance, & Operation Guide

## 900 SERIES

Multi-Deck Hot Foods Island Merchandisers

Case Family Type:  
HISL

800.552.6283 | [southerncasearts.com](http://southerncasearts.com)



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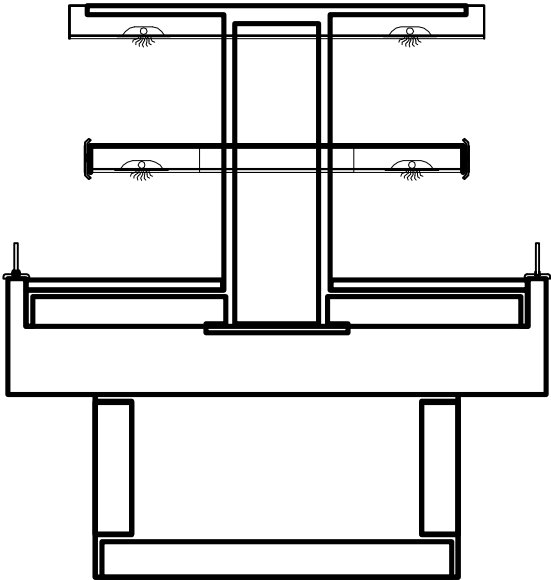
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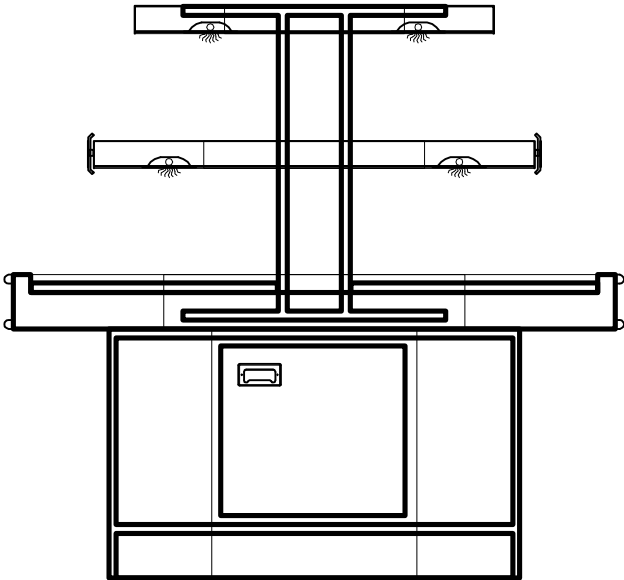
275 Drexel Road S.E.  
Bessemer, AL 35022  
Phone: 800.552.6283  
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southerncasearts.com



# Case Diagrams & Mechanicals



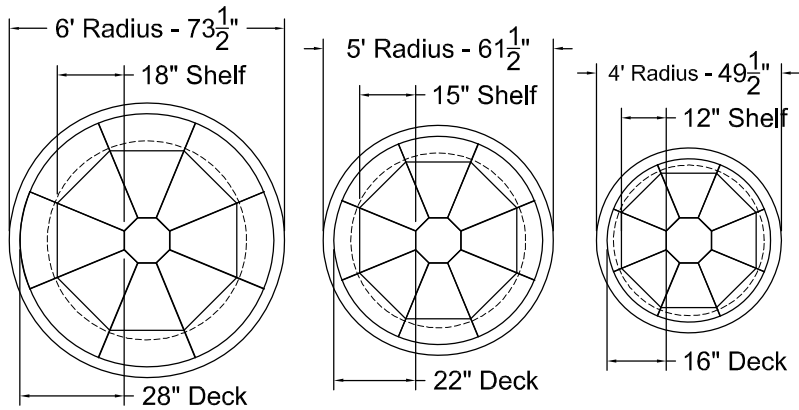
SECTION VIEW - HISL-01, 02, 03



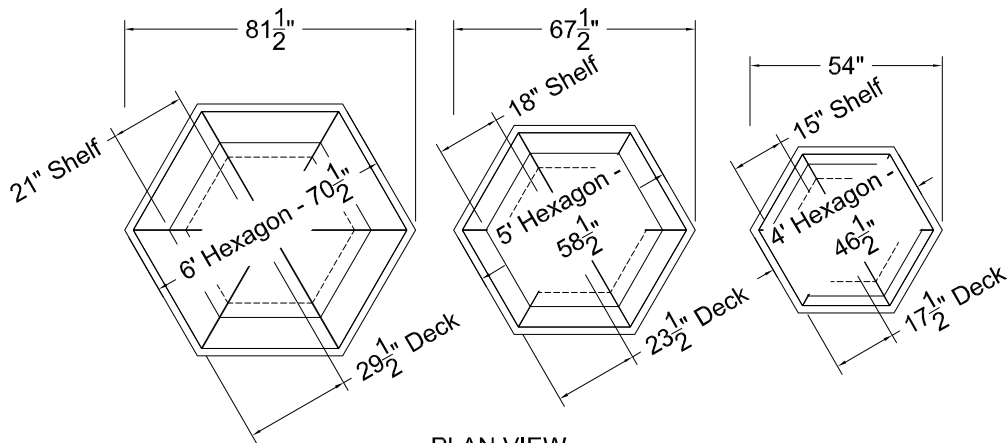
SECTION VIEW - HISL-01HX, 02HX, 03HX

### Section Views

# Case Diagrams & Mechanicals



PLAN VIEW  
HISL-01, 02, 03



PLAN VIEW  
HISL-01HX, 02HX, 03HX

## Plan Views

# General Information

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## Receiving Cases

Transportation companies assume all liability from the time a shipment is received by them until the time it is delivered to the consumer. Southern CaseArts, Inc liability ceases at the time of shipment. All equipment should be thoroughly examined for shipping damage and/or shortages before and during unloading. This equipment has been carefully inspected at our factory. Any claim for loss or damage must be made to the carrier. The carrier will provide any necessary inspection reports and/or claim forms. For information on shortages, please contact the service parts department at 800.552.6283.

## Apparent Loss or Damage

If there is an obvious loss or damage, it must be 1) noted on either the freight bill or the express receipt and 2) signed by the carrier's agent; otherwise, the carrier may refuse the claim.

## Concealed Loss or Damage

When loss or damage is not apparent until after the equipment is unpacked or uncrated, retain all packing materials and submit a written request to the carrier for inspection within 15 days of receipt of equipment.

## Exterior Loading

**DO NOT WALK OR STAND ON TOP OF DECKS, SHELVES, OR CASES FOR ANY REASON** or damage to the cases and serious personal injury could occur. THEY ARE NOT STRUCTURALLY DESIGNED TO SUPPORT EXCESSIVE EXTERNAL LOADING such as the weight of a person. **DO NOT PLACE HEAVY OBJECTS ON THE CASE.** If work is to be done above the fixture then ladders and/or scaffolding must be used.

## Handling of Cases

Southern CaseArts' hot series of cases are shipped to stores with dollies on casters placed beneath the base frame. From loading to unloading and placement to installation, we strive to ensure that moving our cases is easy for everyone involved. In most instances, one or two persons can move the cases with ease. If a forklift or pallet jack is used to move the case, use a spotter to guide forks into place to prevent damage to electrical and plumbing. **DO NOT PUSH OR PULL ON ANY GLASS COMPONENTS OF THE CASE.** Glass breakage may result in serious injury.

## Store Conditions

Southern CaseArts' hot standard display cases are designed for use in Class 1 air-conditioned stores, where the temperature does not exceed 75° F and the relative humidity does not exceed 55%.

Air conditioning, fans, ovens, drafts, direct sunlight, or anything that could disturb the air inside the case could result in poor performance.

# General Information

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## General Information

Display cases described in this operation guide are part of the 900 series of product displays provided by Southern CaseArts, Inc. This guide covers the following product display models: HISL. These cases are not designed to warm up products but are designed to maintain the safe temperature of the product once placed in the case.

- Keep products at food safe temperature prior to loading them into the case.
- Allow the case to operate a minimum of 30 minutes before loading with product.
- Do not place any product into a display case until it is at operating temperature.
- Food must remain in heated zones only.
- Make certain all product maintains an internal temperature of 140° to 180° F.
- All food service equipment should only be operated by trained personnel.
- Core temperatures will vary due to water content, product density, and food type.
- Exact dial setting are dependant upon types of food being used, amount of time that the food is kept warm, current store conditions, and local health department codes.
- The longer that the product is in the case the more it will dry out and will be harder to maintain safe core temperatures. A proper balance of surface and overhead heat helps to slow this process.
- It is the users responsibility to determine what the dial settings should be.
- Product should be rotated or stirred to maintain temperature and to prevent drying out.
- Do not stack product. The heaters cannot heat product through another product.
- USE CAUTION when loading and unloading product from case. Metal components may be hot!
- DO NOT place product directly in warmer. Always put food into food pans or proper food packaging before placing into the warming unit.
- DO NOT pour water onto a dry preheated unit as this will directly damage the warmer.
- Cases with hot components require a dedicated circuit and properly sized wire to connect from the electrical panel.
- Southern CaseArts' hot standard display cases are designed for use in air conditioned stores, where the temperature and relative humidity do not exceed 75° F and 55% RH.
- When utilizing hot service or open case merchandising, the following should be considered:
  - 1) Air conditioning ducts that are positioned or blowing directly into an open case will impair case performance. Also, any air current from prep areas or ceiling fans can impair the performance of a case.
  - 2) If a refrigerated display case is placed near the hot case, performance of both cases can be affected.
- **DO NOT WALK ON TOP OF THE CASE.** These cases are not designed or built in standard models to support extra weight on top. Heavy weight placed on top of the case may cause damage to the case as well as personal injury.

# General Information



These cases, unless otherwise specified are shipped on dollies for ease of unloading. If the loading dock is level with the truck, the cases can be rolled off the truck and into the store.



## WARNING

Use caution and keep hands out of the way when lifting the case to remove dolly! **FAILURE TO DO SO COULD RESULT IN SERIOUS INJURY!**



## CAUTION

Be careful around pinch points they can cause bodily harm!



When moving a case without casters into position, it is recommended to only use a jack bar and dollies. Cases have a wide variety of electrical and drain connections under the case and may be damaged by moving the cases.

## Case Industry Standards

The 900 Family of cases conform to the following standards:



Intertek



Intertek

# Installation Instructions



## WARNING

Do not push or pull on any glass components of the case. Glass breakage may result in serious injury!

## IMPORTANT

If forklifts or pallet jacks are used to move cases, use a spotter to guide forks into place to prevent damage to electrical, plumbing, and refrigeration lines.

Southern CaseArts' hot series of cases are shipped to stores with dollies on casters placed beneath the base frame. From loading to unloading and placement to installation, we strive to ensure that moving the cases is easy for everyone involved. In most instances, one or two people may move the cases with ease. If a forklift or pallet jack is used to move cases use a spotter to guide forks into place to prevent damage to electrical and plumbing. **DO NOT PUSH OR PULL ON ANY GLASS COMPONENTS OF THE CASE.** Glass breakage may result in serious injury.



# Installation Instructions

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## WARNING

**DO NOT place cases with electrical heaters near or under any flammable structure or flammable merchandise! This could result in a fire hazard !**

Southern CaseArts' hot standard display cases are designed for use in air-conditioned stores, where the temperature does not exceed 75° F and the relative humidity does not exceed 55%. Air conditioning, fans, ovens, spot lights, direct sunlight or anything that could disturb the air-flow inside the case could result in poor performance.



## CAUTION

**Do NOT walk on top of the case.** These cases are not designed or built to support extra weight on top. Heavy weight placed on top of the case may cause damage to the case as well as personal injury.

**DO NOT WALK OR STAND ON TOP OF DECKS, SHELVES, OR CASES FOR ANY REASON.** Serious personal injury could occur. **THEY ARE NOT STRUCTURALLY DESIGNED TO SUPPORT EXCESSIVE EXTERNAL LOADING** such as the weight of a person. **DO NOT PLACE HEAVY OBJECTS ON THE CASE.** If work is to be done above the fixture then ladders and/or scaffolding must be used.

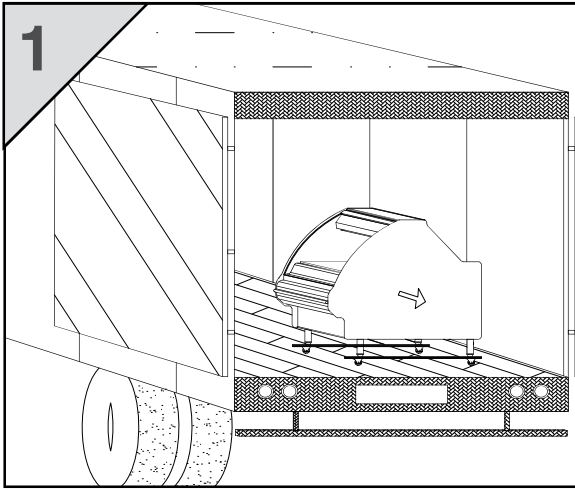
## IMPORTANT

**IT IS THE INSTALLERS RESPONSIBILITY TO INSTALL CASE TO MEET ALL LOCAL BUILDING AND HEALTH CODES.**

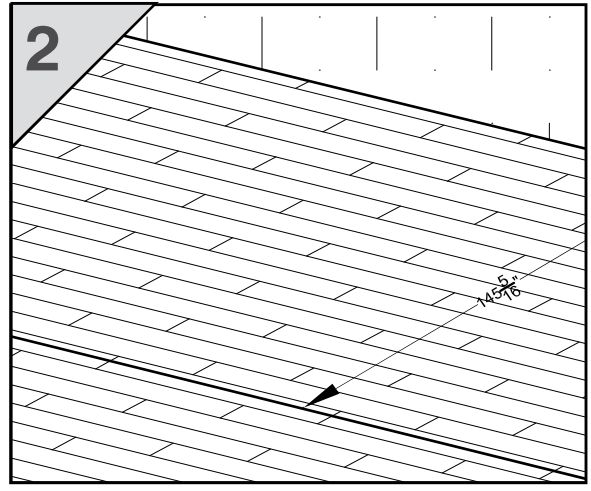
## IMPORTANT

**BEFORE STARTING THE UP THE CASE, CHECK ALL ELECTRICAL CONNECTIONS.**

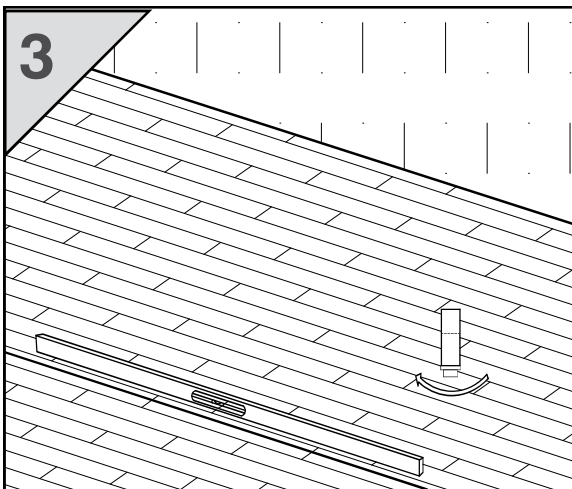
# Installation Instructions



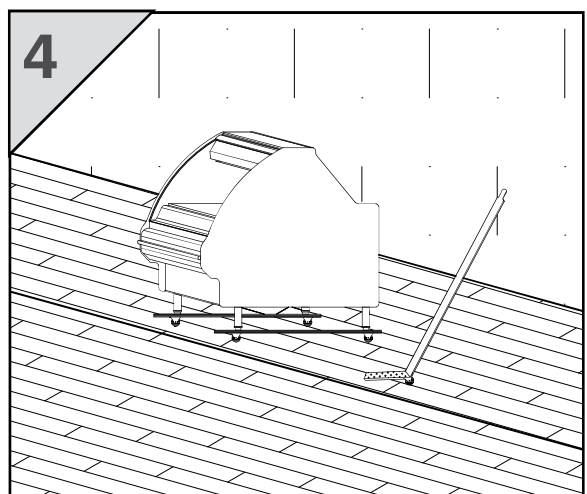
1  
Locate and verify placement of cases inside the store building. Unload and move cases as close as possible to their final location. Verify that no changes have been made to area and that blueprints are still current. Find points of reference to take dimensions to help locate the cases.



2  
Mark the floor where cases are to be located for the entire lineup.

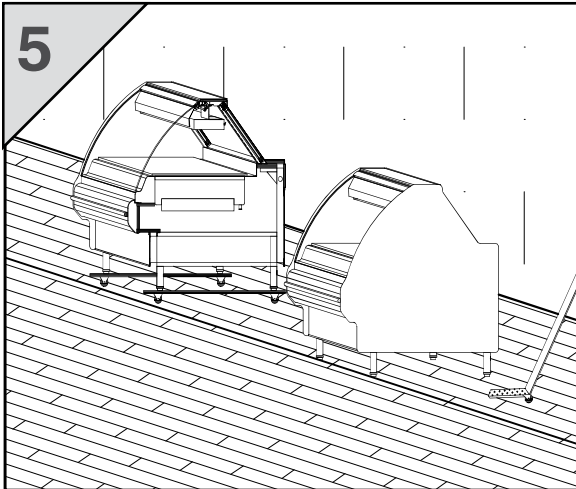


3  
Leveling is very important and necessary to ensure proper case alignment when installing. **Improper leveling can affect the heating systems and lead to improper drainage of water.** To ensure proper leveling, locate the highest point on the chalk line as a reference to determine the height the leveler legs need adjusting.

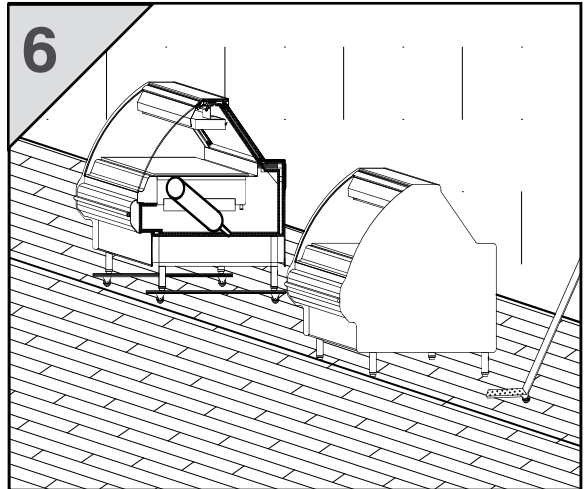


4  
Roll the first case into position. Use a jack bar and place it on the underside of the heavy-duty steel frame to lift the case and remove all dollies. **CAUTION - KEEP HANDS OUT OF THE WAY AT ALL TIMES TO AVOID INJURY.**

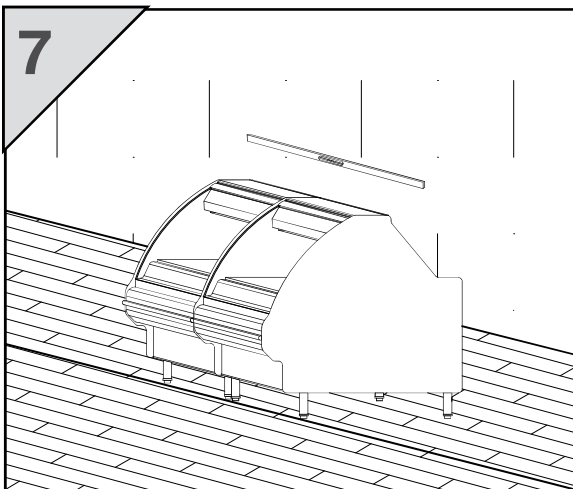
# Installation Instructions



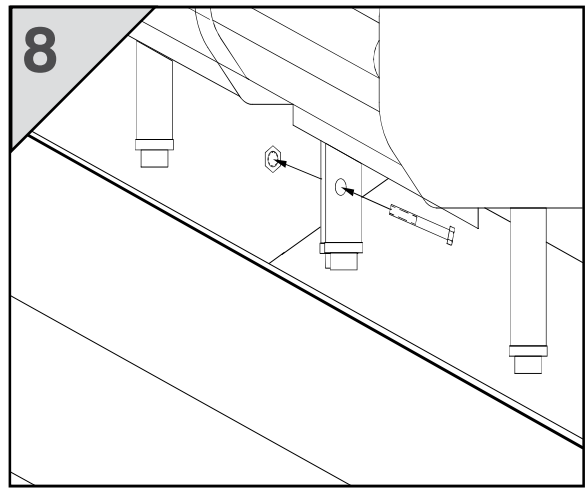
Roll the next case into position leaving a few feet in between from the adjoining case for maneuvering. Repeat **step 4** for removing dollies from beneath the case. **CAUTION - KEEP HANDS OUT OF THE WAY AT ALL TIMES TO AVOID INJURY.**



Remove anything from the case that could interfere with the case joining. Run a bead of sealant around the entire end before pushing cases together tightly. Make sure all alignment pins are in place before running a bead of sealant and pushing the case together.

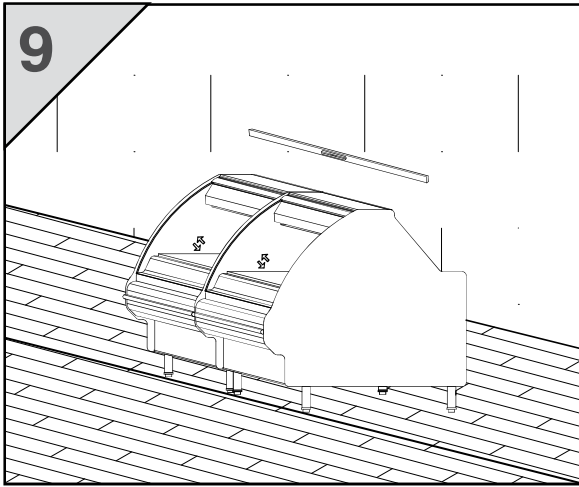


**MAKE SURE AND LEVEL ALL CASES.** For shipment, the leveler legs on the cases are run all the way out. **IT IS VERY IMPORTANT TO SCREW THE LEVELER LEGS ALL THE WAY IN BEFORE LEVELING THE CASE. WHEN THE CASE IS LEVEL MAKE SURE ALL THE LEVELER LEGS ARE SECURE TO THE FLOOR.**

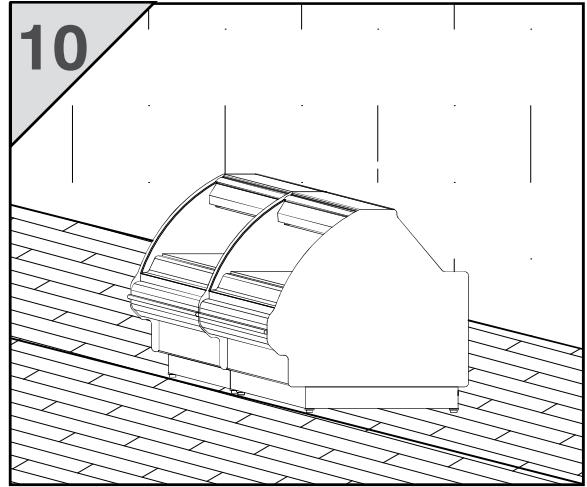


Push cases tightly together and bolt them through the holes provided. Tighten until all margins are equal. **DO NOT OVER TIGHTEN.** Repeat **steps 4-8** until entire line-up is set.

# Installation Instructions



Install any joint caps sent with the case. Seal all seams with a food grade silicone. make sure all the glass opens and closes without binding.



After the mechanical connections are made all penetrations must be sealed and all panels and kick plates must be installed. If 90% of the floor under case cannot be accessed by a 1.5" diameter rod for cleaning then silicone kick plate to floor.

## IMPORTANT

**BEFORE STARTING THE UP THE CASE, CHECK ALL ELECTRICAL CONNECTIONS.**

## IMPORTANT

**Installation of 3rd-party material may result in improper case performance**

## IMPORTANT

**If the correct lift points are not identified prior to removal. Look for the supports under the unit before removing pallet. If not removed, it will damage the finished metal.**

# Factory Settings

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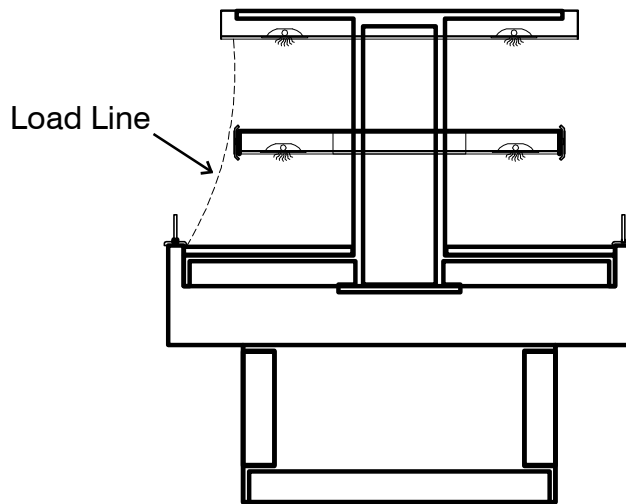
- There are no recommend factory settings. Due to all the variables with hot food service it is the store personnel responsibility to determine proper settings to keep the product at food safe temperatures.
- Keep products at food safe temperature prior to loading them into the case.
- Allow the case to operate a minimum of 30 minutes before loading with product.
- Do not place any product into a display case until it is at operating temperature.
- Food must remain in heated zones only.
- Make certain all product maintains an internal temperature of 140° to 180° F.
- Core temperatures will vary due to water content, product density, and food type.
- Exact dial settings are dependant upon the type of food, the time that the food is kept warm, the store conditions, and local health dept. codes.
- The longer that the product is in the case the more it will dry out and will be harder to maintain safe core temperatures. A proper balance of surface and overhead heat helps to slow this process.
- It is the users responsibility to determine what the dial settings should be.
- Product should be rotated or stirred to maintain temperature and to prevent drying out.
- DO NOT stack product. The heaters cannot heat product through another product.
- DO NOT place product directly in warmer. Alway put food into food pans or proper packaging before placing into the warming unit.
- DO NOT pour water onto a dry preheated unit as this will directly damage the warmer.

# Product Loading

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## General Information and Diagram

To provide maximum product capacity the cases have been designed with an infrared heating system. It is important that you **DO NOT OVERLOAD THE FOOD PRODUCT** in a way that disrupts the infrared heating system. Overloading will cause the loss of proper temperature levels and will result in a malfunction of the case. Please keep products within the load limits shown on this diagram.



**Case Diagram - *Informational***

# Maintenance & Care Information

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## General Care and Cleaning

Long life and the satisfactory performance of any equipment is dependent upon the care it receives. To ensure a long life, proper sanitation, and minimum maintenance costs, these cases should be thoroughly cleaned, all debris removed, and the interiors wiped down daily.

## Exterior Surfaces

The exterior surfaces may be cleaned with a mild detergent and warm water to protect and maintain their attractive finish. **NEVER USE ABRASIVE CLEANSERS OR SCOURING PADS.** We recommend Murphy's Oil Soap used per manufacturer's directions for the cleaning of wood veneer surfaces on hot cases.

## Interior Surfaces

The interior surfaces may be cleaned with most domestic detergents, ammonia based cleaners and sanitizing solutions with no harm to the surface.

### IMPORTANT

#### Case Cleaning and Maintenance

- **DO NOT** use abrasive cleansers and scouring pads, as these will mar the finish.
- **DO NOT** use solvent, oil, or acidic-based cleaners on any interior surfaces.
- Remove all product and any loose debris to avoid clogging the waste outlet (if equipped).
- Next, disconnect electrical power. Wait till case has cooled down before cleaning.
- Thoroughly clean all surfaces with soap, hot water, and a cleaning cloth or sponge. **DO NOT USE STEAM OR HIGH WATER PRESSURE HOSES TO WASH THE INTERIOR. THESE WILL DESTROY THE CASES' SEALING, CAUSING LEAKS AND POOR PERFORMANCE.**
- Rinse with hot water and a cleaning cloth or sponge, but do **NOT** flood.
- Allow cases to dry before resuming operation. Then power can be restored to case.

## Plexiglass Cleaning

It is very important to utilize only the recommended method and products for cleaning plexiglass. Improper cleaning not only degrades the quality of the surface but also accelerates the frequency of required cleanings. Incorrect cleansers have a tendency of causing small scratches in the surface which, over time, will appear as a haze in the plastic. We recommend using soft cotton cloths.



### CAUTION

**Fluorescent lamps contain mercury vapor which can be harmful if exposed. Make sure and replace all lamps with the approved shatter shields. Visit <http://www.epa.gov/osw/hazard/wastetypes/universal/lamps/index.htm> for more info.**

# Maintenance & Care Information

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## Cleaning Non-glare Glass

Our non-glare glass receives a special coating on the glass surface. The special coating is applied in a manner to ensure that the high optical clarity of the glass is maintained. To protect this special coating and optical clarity, it is essential that the glass be kept clean. Glass Plus® or Windex® are the only solutions recommended for use on non-glare glass. You should only clean with a micro fiber cleaning cloth. Scotch-Brite and Spontex are two common manufacturers of these cloths. A micro fiber cloth can clean the glass without the use of the solutions. Cleaning solutions should only be used for tough jobs.

- **NOTE** - Once the glass has been damaged with improper solutions, it is irreparable.
- **Special Directions** - Certain precautions should be taken before cleaning the inside portion of the lift up glass. We recommend that the glass be fully opened to prevent cleaning solution from splashing onto the food products. While cleaning the cases we recommend that the non-glare glass be fully opened and covered so that no cleaning solution will splash onto the non-glare glass coating.

### IMPORTANT

UNDER NO CIRCUMSTANCE should you use coarse paper towels, scouring pads, powders, steel wool, steel fiber materials, blades, acidic detergents, highly alkaline detergents, or fluorine based detergents to clean non-glare glass.

## Liabilty Notice

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### Shelf Lighting System

Southern CaseArts, Inc will not be liable for any direct or indirect exposure to water or other liquids on the shelf lighting system. The use of a water hose or misting system on a display case with shelf lighting can lead to a number of serious issues. This could cause electrical failures, electric shock, fire, and mold, which could lead to injury, death, sickness, and property damage. **Do not use water hoses, misting systems, or any device that sprays liquid, on a display case with lighted shelves.** The lighting on the case is not designed to be exposed to water or other liquids. If a water hose or misting system is used or installed, Southern CaseArts will not be subject to any liabilities or obligations. Any personal injury, death, or property damage resulting from an electrical failure, fire, electric shock, or mold. Southern CaseArts shall not be subject to any obligation or liabilities from the above notice.



### WARNING

**Improper voltage on the DC power supplies may damage the LED lamp.**



# Trouble Shooting Hot Cases

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## Trouble Shooting Hot Cases

### **PROBLEM: WILL NOT HOLD TEMPERATURE**

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- Check heaters to see if they are heating.
- Is product in contact with surface heaters.
- Is infrared heat blocked by excess product?
- Check control settings.
- Are any air conditioner vents blowing into or toward the case? Are any refrigerated cases blowing into the case?
- Is the case near a door?
- Is there cooking equipment or hood vent causing air currents?

### **PROBLEM: HEATERS NOT HEATING**

- Is voltage getting to the case
- Is voltage getting to the heater?
- Is the switch off to the heater?
- Is the breaker in the on position?
- Does the heater ohm out?
- Are controls allowing voltage to heating elements?

**FOR SERVICE, PARTS AND WARRANTY INFORMATION CALL 800-552-6283**

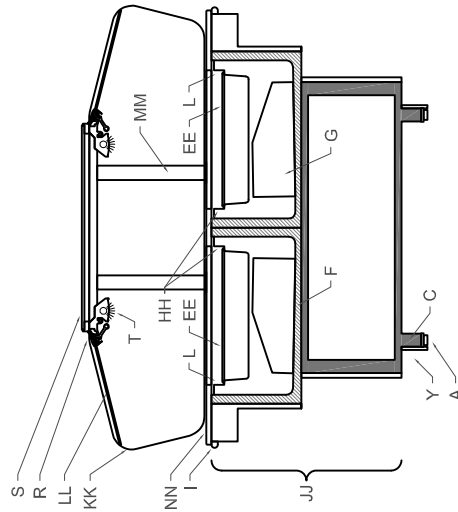
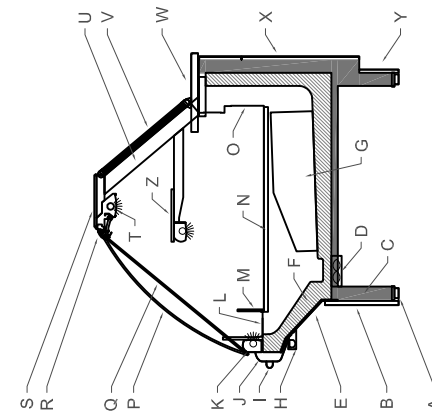
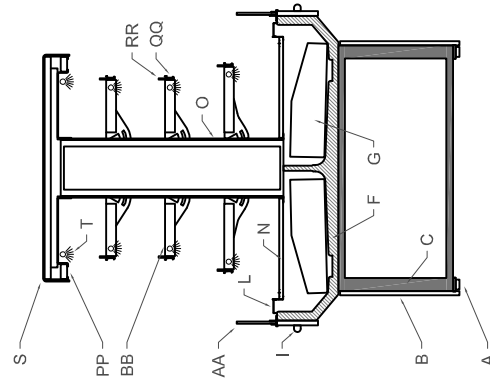
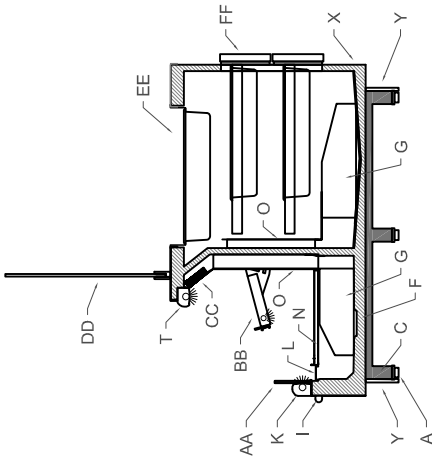
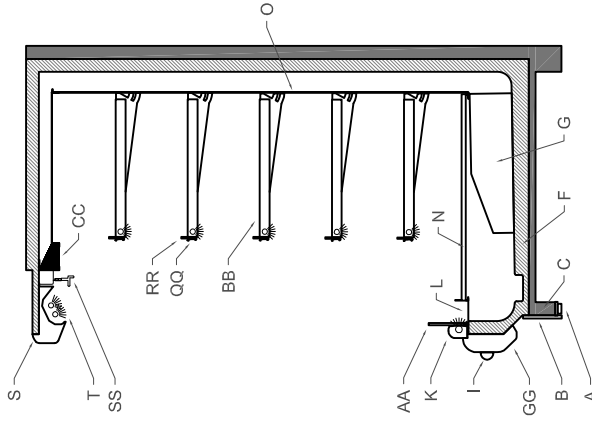
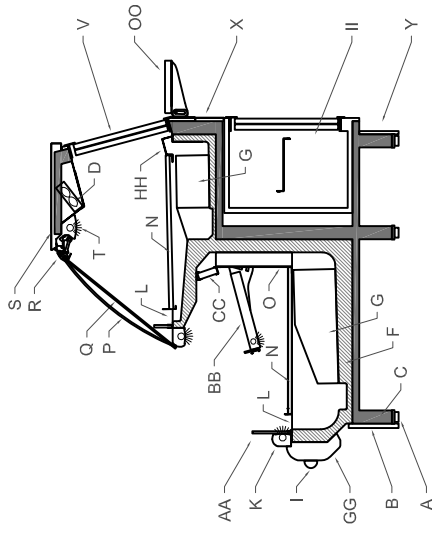
**(Please have model and serial numbers ready. This information can be found on the name plate of the case.)**



### **WARNING**

**LED 12v DC power supply needs to be replaced with a 12v DC power supply. Led 24v DC power supply need to be replaced with a 24v DC power supply. Never use a T5/T8 ballast of any kind to replace 12v DC or 24v DC power supply. T5 /T8 ballasts are much higher voltage and operate on AC not DC current. If a T5/T8 ballast is used for replacement to a DC power supply it will damage the LED system and could cause injuries fire, or damage to case.**

# PARTS LEGEND



- KK - End Glass
- LL - Food Shield
- MM - Canopy Support
- NN - Customer Ledge
- OO - Flip-up Rear Ledge
- PP - Perimeter Air Discharge
- QQ - Tag Mold
- RR - Product Stop
- SS - Night Curtain
- Y - Kickplate
- Z - Mezzanine Shelf
- AA - Air Dam
- BB - Adjustable Shelf
- CC - Honey Comb
- DD - Vertical Food Shield
- EE - Refrigerated Pan Rail
- FF - Pull-out Rear Refrigerated Drawers
- GG - "Classic" Architectural Aluminum Nosing
- HH - Discharge Air Grill
- II - Open / Closed, Refrigerated / Dry Rear Storage
- JJ - Case Facade
- M - Internal Air Dam
- N - Deck Pan
- O - Plenum
- P - Curved Front Glass
- Q - Flat Front Glass
- R - Lift Glass Hardware
- S - Top Ledge
- T - Canopy Light
- U - Strut
- V - Rear Doors
- W - Rear Ledge
- X - Exterior Case Back
- A - NSF Leveler Leg
- B - Front Panel
- C - Structural Frame
- D - Front Glass Air Sweep
- E - Basin Cover
- F - Basin
- G - Coil / Fan Shroud
- H - Down Light
- I - Bumper Mold
- J - "Stealth" Architectural Aluminum Nosing
- K - Front Deck Light
- L - Return Air Grill

# Warranty & Compliance

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## Limited Warranty

TWELVE MONTH WARRANTY - SOUTHERN CASEARTS, INC.'S PRODUCTS ARE WARRANTED TO BE FREE FROM DEFECTS IN MATERIAL AND WORKMANSHIP UNDER NORMAL USE AND MAINTENANCE FOR A PERIOD OF TWELVE MONTHS FROM THE DATE OF ORIGINAL SHIPMENT. A NEW OR REBUILT PART TO REPLACE ANY DEFECTIVE PART WILL BE PROVIDED WITHOUT CHARGE, PROVIDED THE DEFECTIVE PART IS RETURNED TO SOUTHERN CASEARTS, INC. THE REPLACEMENT PART ASSUMES THE UNUSED PORTION OF THE WARRANTY.

This warranty does not include labor or other costs incurred for repairing, removing, installing, shipping, servicing, or handling of either defective parts or replacement parts.

The twelve month warranty shall not apply to any of the following:

1. To any product or any part thereof which has been subject to accident, alteration, negligence, misuse or abuse, operation on improper voltage, or which has not been operated or maintained in accordance with the Southern CaseArts, Inc.'s recommendations, or if the serial number of the unit has been altered, defaced, or removed.
2. When the product, or any part thereof, is damaged by fire, flood, or other act of God.
3. Outside the continental United States.
4. To labor cost for replacement of parts, or for freight, shipping expenses, sales tax or upgrading.
5. When the operation is impaired due to improper installation.

THIS PLAN DOES NOT COVER CONSEQUENTIAL DAMAGES. Southern CaseArts, Inc. shall not be liable under any circumstances for any consequential damages of any kind, including without limitation, loss of profit, use or revenue or additional labor cost, loss of refrigerant or food products, or injury to person(s) or property caused by or resulting from any defective products, material or parts, or for any delay in its performance hereunder due to causes beyond its control.

This warranty is expressly in lieu of all other warranties, express or implied and all other obligations or liabilities on Southern CaseArts, Inc.'s part. The obligation to repair or replace parts or components determined to be defective in material or workmanship shall be Southern CaseArts, Inc.'s only and entire liability whether based on tort, contract, warranty or any other theory. Southern CaseArts, Inc. neither assumes nor authorizes any other person or entity to assume for it any other liability in connection with any product(s). The foregoing shall constitute the sole and exclusive liability of Southern CaseArts, Inc.

Customer's acceptance and/or use of any Southern CaseArts, Inc. product(s) constitutes customer's acceptance of and agreement with all terms and provisions of this limited warranty.

MAIL CLAIM TO:  
SOUTHERN CASEARTS, INC.  
275 DREXEL ROAD S.E.  
BESSEMER, AL. 35022



SOUTHERN  
CaseArts

275 Drexel Road S.E.  
Bessemer, AL 35022

Phone: 800.552.6283  
Fax: 205.428.2552

Your Exclusive Source for Innovative Food Displays

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## Installation, Maintenance, & Operation Guide



P/N: LD-MN-0050-0113