

Display case

Open cases and glass-door cases. How to run it, and when to call.

What normal looks like

41°F

(5°C) or colder for chilled product. Frozen product must stay frozen.

Load line

Product stops at the line, 1 to 2 inches (2.5 to 5 cm) below the shelf above.

1 to 6

defrosts a day. The air reads warm for 20 to 30 minutes. The product warms far less.

55%

humidity at most in the store. 75°F (24°C) for a Type I case, 80°F (27°C) for Type II.

WRITE IT HERE

Our setting _____ Technician _____ Phone _____

Every day

- 1 **Read the product temperature** at opening and closing, and log it on page 3. A warm air reading near a defrost time is usually normal.
- 2 **Stock to the load line**, never on the grilles, and only with product that is already cold.
- 3 **Keep the front clear**. No signs or baskets in the air curtain, and nothing blowing across it.
- 4 **Night curtain down at close**, hooked at the bottom. Up again at opening.
- 5 **Look down**. No water on the floor or in the case.

When to call for service

Today

- Product above 41°F (5°C). Move it first. Say if other cases on the same rack are warm.
- Water on the sales floor. Put out a sign and mop it up first.

Within a day

- Weak air from the honeycomb, or frost on the product.

This week

- The top rows or the front are warm: the curtain is broken. Today if product is warm.
- Warm-ups that run longer than they used to, or come off the schedule.
- Glass doors fog or sweat, or frost round a freezer door's frame.

Tell them which cases are warm, when, and whether others on the same rack are too.



Never

- **Never stock past the load line or on the grilles.**
- **Never chip ice off the coil.**
- **Never load warm product: a case holds cold, it does not pull down.**
- **Never let a fan or vent blow across the front.**



How it works

the air curtain, the load line and defrost



Something wrong?

Six symptoms, the likely reasons, and what to check



The checklist

Yes or no questions that point to the likely reason

Basic care of the equipment

What store staff can do without opening any panel. Anything behind a panel, any wiring, the valves and the rack are your refrigeration contractor's job. This is a starting schedule: your case's data sheet comes first.

Every week

- ☐ **Clean the case**, honeycomb included, as Hill Phoenix recommends.
- ☐ **Grilles**. The air outlet and the return open, with no product, packages or signs on them.
- ☐ **Night curtain**. Pulls down smoothly, hooks at the bottom, and is not torn.

Every 2 weeks

- ☐ **Thermometer**. A product thermometer against the case display.
- ☐ **Defrost times**. Compare the warm readings with the schedule. They should line up and recover.
- ☐ **Glass doors**, if fitted. They close and seal, and the gaskets are whole.

Every month

- ☐ **Condenser**, on a self-contained case. Switch it off, then brush along the fins, never across, and vacuum. A dirty coil can use up to 20% more energy.
- ☐ **Drain outlet**. Water drains away, with nothing standing in the case.
- ☐ **Drafts**. Ceiling vents at least 10 feet (3 m) away, outside doors 15 feet (4.5 m), windows 5 feet (1.5 m).

Every 3 months

- ☐ **Store humidity**. If cases frost or doors fog often, check it. 55% at most.
- ☐ **Load lines**. Every case still has its line clearly marked, and staff know it.



Never chip ice off the coil. Switch a self-contained case off before you clean its condenser.

