

Troubleshooting Form

for Warranty & Technical Support



Email submissions to: wcaain@cisaplastusa.com

Cisaplast USA not responsible for billing of information supplied on this form

We will provide your installer or electrician with Technical Support as part of our customer service. Contact: Will Cain (270) 265-2520 Ext109

Installation and Operations Manual: www.cisaplastusa.com Click on Downloads Tab. Click on Installation & Service Manual PDF

Dew Point Chart: www.cisaplastusa.com Click on Downloads tab. Click on Dew Point Chart PDF

Circuits

- Frame Heat Circuit: Black / White
- Door Heat Circuit: Black / White
- Light Circuit: Blue / White Blue

Temperature and Relative Humidity in store location?

Store location Temperature _____

Relative Humidity _____

Frame:

Individual Frame Amp draw on both Frame Heat and Door Heat Circuits if available.

Frame Heat Amperage: _____ Door Heat amperage: _____

Light Circuit Amperage.

Amperage: _____

Frame Sweating:

Caulked without void around cooler wall to frame on cooler or freezer side?

Cooler or freezer fans blowing directly on doors? Yes / No _____

Shelving stocked with or without product? Yes / No _____

Full or Partial load on shelves? Yes / No _____

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Individual door issue. Checked from Right to Left

Voltage to Door heat receptacle on frame and resistance of door.

Receptacle check: Holes #1 & #3 of individual receptacle for hinge pin voltage.

Hinge pin resistance: Outer most pins of hinge pins

Voltage on receptacle #1: _____ Resistance of door: _____

Voltage on receptacle #2: _____ Resistance of door: _____

Voltage on receptacle #3: _____ Resistance of door: _____

Voltage on receptacle #4: _____ Resistance of door: _____

Voltage on receptacle #5: _____ Resistance of door: _____

Light Type: DDS / 120V _____ Sloan / 24VDC _____

6160 series /120VAC _____

If Light problem please list Part # off light with the issue below.

***We will send a Technician out to the job site to trouble shoot the problem. If it is found to be is a product related issue there is no charge for the site visit. If the problem is found to be not related to our product (not following installation instructions you will be charged an hourly rate plus time and expenses.**

Responsible Parties Signature: _____

Title: _____

Items to check prior to notice of warranty or service issue:

- Check to make sure that Frames are plumb and square and the all areas between the frame and cooler are shimmed for stability and caulked without voids on the cooler side.
- Check Relative Humidity in the store location.
- Check Store Temperature.
- Make sure you have proper voltage to each circuit of the frame and all wires are properly terminated.
- Check the breaker to make sure it will properly maintain the amperage of the frames / doors installed.
- Check to make sure the hinge pin pins are not bent from installation of door causing no voltage to travel from the frame receptacle to the door.
- Make sure that all hold open bolts are firmly secured with a Philips head screwdriver.
- Check the door for proper closure adjustment. At the bottom of the door facing the customer side there is an adjustment screw. Use a flat head screw driver to adjust for proper closure and gasket seal.