

INSTALLATION & SERVICE MANUAL



GLASS DISPLAY FRAMES & DOORS

Rev 9-30-2025

INSTALLATION & SERVICE MANUAL

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3.0 LIMITED WARRANTY

For the most current version of our corporate warranty policy,
visit our website at www.cisaplastusa.com
or scan the QR code below





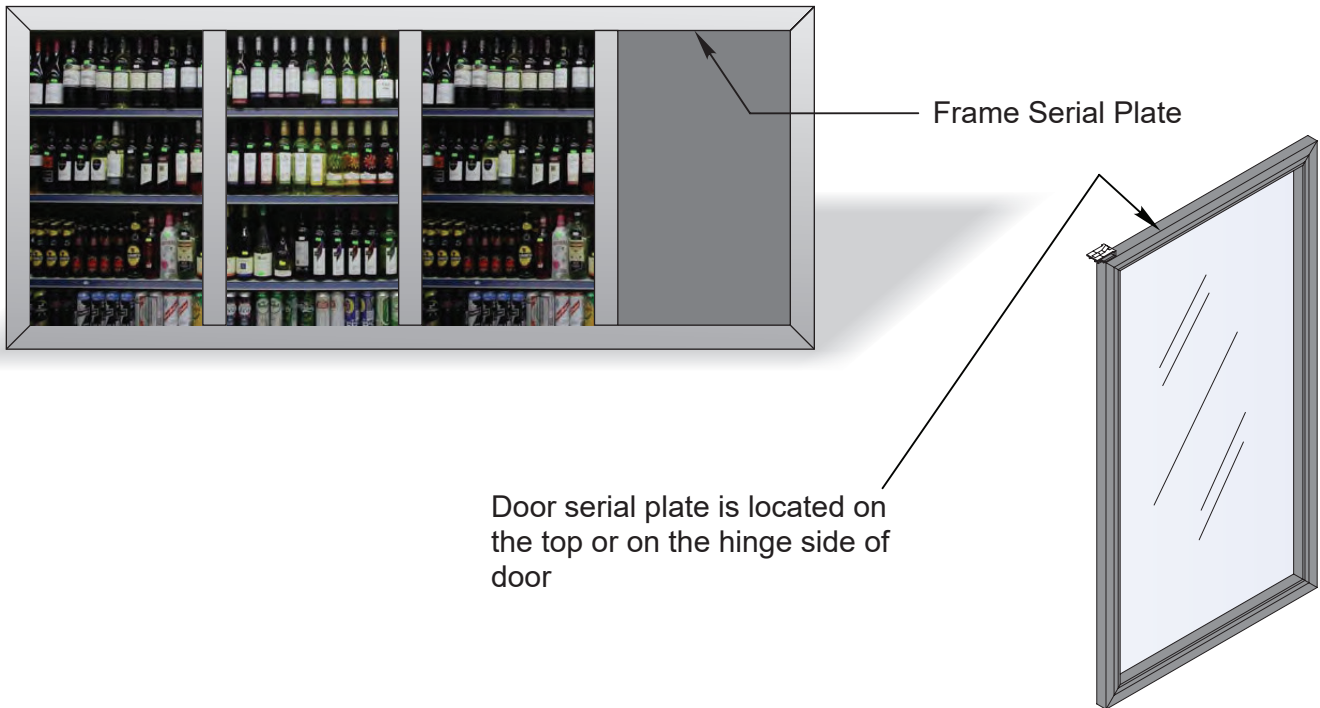
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4.0 Serial Plate

To assist our customer with technical information or ordering spare parts, frames and doors have a serial plate which informs about model number, part number, manufacture date, order number, and electric ratings.



Frame Serial Plate Data

 cisaplast USA 101 Industrial Drive Elkton, KY 42220 270 - 265 - 2520	MODEL: 1200-LT BC3079LTBK-3-BM	Mfg Date: 2/2/2025 Voltage: 120 Freq (hz): 60 Light: 1.6 Heat: 2.4 Cisa SO: 12345	 Conforms to UL Std 471 & NSF/ANSI Std 7 Certified to CSA Std C22.2 No 120 Files E530355 & SA45947
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Door serial plate is located on the top or on the hinge side of door

Door Serial Plate Data

 cisaplast USA 101 Industrial Drive Elkton, KY 42220 270 - 265 - 2520	MODEL: 1300-HH 1300HYD-2-HH-3681BK	Mfg Date: 2/2/2025 Voltage: 120 Freq (hz): 60 Power: 6.3	Amps: 9.9 Cisa SO: 12345	
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5.0 Frame Installation

Installing the Frame Assembly into the Net Opening

Read instructions completely before installing frame.

- The clearance between the frame sill and the bottom of the case or floor is mandated by local building codes.
- The sill of the net opening must be a minimum of two (2) inches in height.
- The sill must also be completely level.

Before installing the frame, confirm that the size of the net opening accommodates the finished frame. If the tolerances are too tight, the net opening will have to be enlarged.

Measure the size of the net opening and the size of the finished frame.

- Subtract the frame height measurement, from the net opening's height measurement.
- Subtract the frame width measurement, from the net opening's width measurement.
- Divide each number in half. This is the amount of gap that will occur between the frame and the net opening.

If there is a gap greater than $\frac{1}{16}$ of an inch between the frame and the net-opening, then shim the gap.

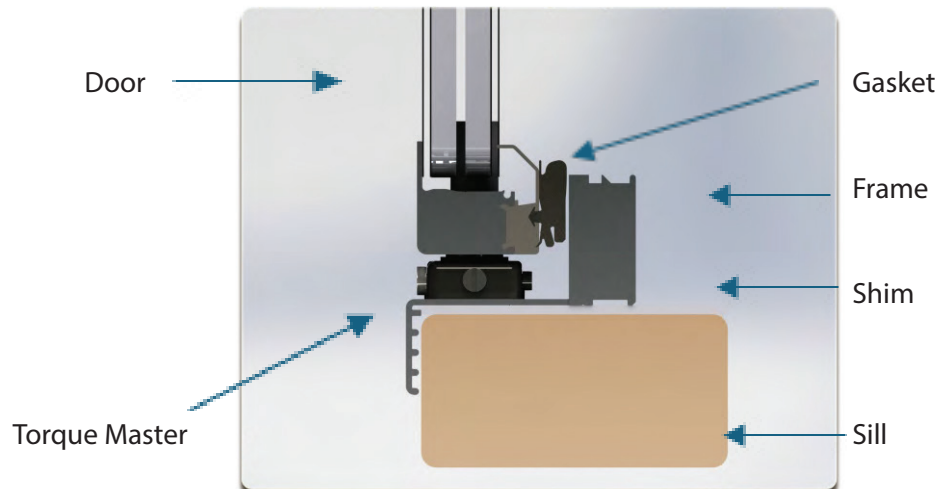
Shimming

- » Acquire sturdy, penetrable material, such as plywood. The thickness of the material should be wedge shaped or slightly less than the gap to be filled.
- » Measure the length of the gap (height or width of frame) and cut the shim material to $\frac{1}{16}$ of an inch less than the measured length.
- » Install the shim using the same type of mounting hardware that will be used to install the frame. Be certain that the shim installation hardware will not interfere with the frame installation hardware.
- » If necessary, cut a second shim to the same length and install it in the opposite side of the net opening.
- » If the adjacent sides of the net opening need to be shimmed, repeat the previous steps, matching the shim length to the frame sides of the net opening (less $\frac{1}{16}$ of an inch).

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5.1 Frame Installation

Installing the Frame



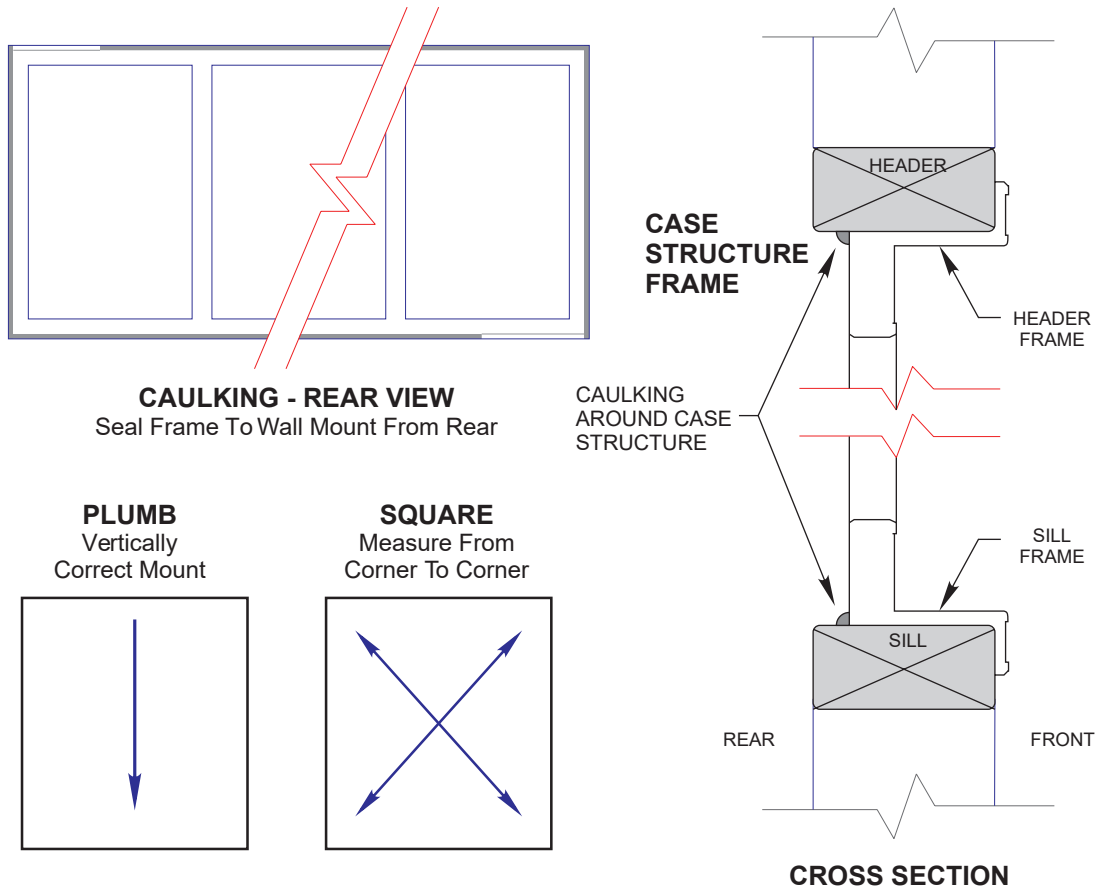
Confirm the net-opening conforms to openings listed in price book or original order.

- » Insert the finished frame assembly into the net opening. If the fit is too tight, DO NOT force the frame.
- » Insert a mounting screw into a mounting hole in each corner of the frame and tighten each screw until it is approximately a quarter inch from flush.
- » Check and confirm that the frame is square.
- » Using a 25 foot measuring tape, measure diagonally from one corner to the opposite corner, noting the distance.
- » Measure the distance between the remaining two corners. Both measurements should be the same, within a 1/16 of an inch difference.
- » Confirm that the frame and frame flanges are plumb to the surface of the wall around the net opening.
- » Place a level on the top flange of the header frame to check header level.
- » If the top of the frame (Header Frame) is sagging or bowing, correct as necessary.
- » When the frame is square and plumb, tighten all mounting screws securely until each is flush to the surface of the frame.

NOTE: DO NOT over-tighten the screws, as this can cause the frame to become less square

5.2 Frame Installation

- » Check entire frame to ensure installation is correct.
- » Seal the gap between the frame and the surrounding wall, inside the case, cooler or freezer using a caulking gun and food grade silicone sealant.



Frame Electrical Wiring Connections

The individual wires that extend from the flexible conduit on top of the frame, provide electrical power to various frame and door functions. Refer to the wiring ID tags attached to the wire leads.

Using NEC approved wire connectors, these wires should be grouped by the Hot wires (or Circuit wires), the Neutral wires and the Ground wire for connection to either the facility or the case power.

- » Black and Blue wires connect to supplied Hot (or Circuit) wire.
- » White/Blue or White wires connect to supplied Neutral wire.
- » Green/Yellow wire connects to the supplied Ground wire.

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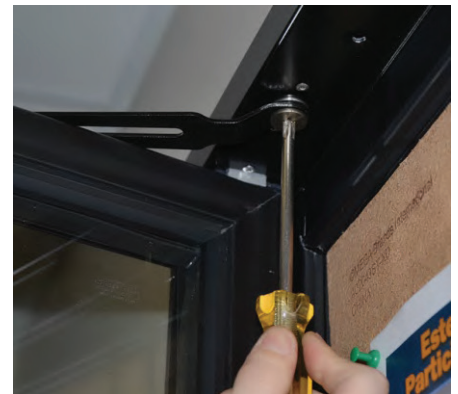
6.0 Door Installation

Installing a Door

1. Handling each door carefully, install them into the frame, one at a time by inserting the torque rod-end into the cavity of the torque adjuster.
2. Tilt the top of the door up and toward the frame, inserting the hinge pin into the GIB (Guide In Bracket), located in the top of the door frame making sure that the spring clip engages into the upper frame rail.
Note: Make sure the clip fully engages into the frame. If the clip is not installed correctly the door could fall out.
3. Insert the hold-open bolt through the elongated hold-open slot and into the frame mounting hole. Tighten with a Phillips-head screwdriver to 55-inch pounds.
4. Adjust the door swing and door squareness by adjusting the door closer. (see Torque and Sag Adjustment)

NOTE: Do not use power tools to adjust the door closer.

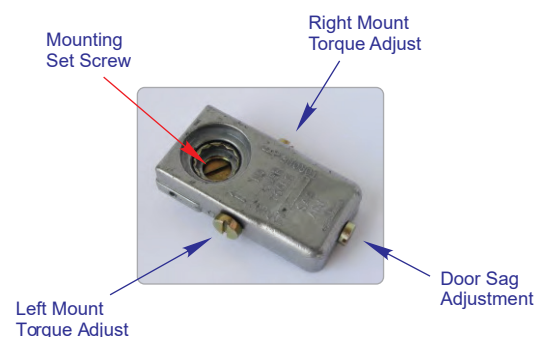
NOTE: Do not over-tighten the hold-open bolt (torque to 45-55 inch pounds). Be certain that the hold-open does not bind while sliding along the hold-open bolt and adjust as necessary.



Torque and Sag Adjustment

The torque adjuster regulates the door squareness and tension of the door swing.

1. Use the flat head screwdriver; adjust the torque rod tension by turning the outside screw on the torque adjuster.
 - Turn counter-clockwise to increase tension.
 - Turn clock-wise to decrease the tension.
2. Adjust the door sag to square it in the frame by turning the screw that is marked SAG ADJ. (sag adjustment), on the end of the torque adjuster, until the door slowly closes itself.
 - Turn the screw clockwise to lower the handle side of the door.
 - Turn the screw counter-clockwise to raise the door's handle side.



NOTE: Do not use power tools when adjusting the door closer. To check for proper door closing tension, open the door approximately 1 inch and release the door. The door should self close without any assistance.

6.1 Top Hinge Safety

Explanation of Hinge Pin Engagement

During door installation, the connector body of the hinge pin assembly is inserted into the single or double GIB (Guide In Bracket) on the frame. The GIB provides the proper alignment for the electrical pins on the hinge pin assembly to engage the hinge pin receptacle. The lock spring located on top of the hinge pin assembly engages into the upper frame rail once the hinge pin assembly has fully engaged the receptacle locking it securely in place. Once the hinge pin assembly is fully engaged the door can only be removed by inserting a pair of needle nose pliers into the square hole in the lock spring allowing the spring to be compressed, disengaging it from the upper frame rail and allowing it to be pulled free from the receptacle.



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7.0 Door Removal

Removing a Door

1. Using a flat-head screwdriver, turn the adjustment screw on the front of the torque adjuster clockwise until the door no longer self-closes.



2. Open the door to access the hold-open device and remove the mounting bolt from the frame using a Phillips-head screwdriver.



3. With the door in a nearly closed position, insert the top half of the needle-nose pliers into the grip hole in the hinge pin spring clip and the bottom half of the pliers beneath the hinge pin shroud.



4. Squeeze the pliers to pull down the spring clip, while simultaneously pulling the top of the door away from the frame and pull the top of the door out.



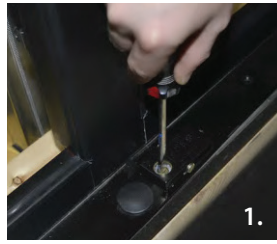
5. Lift and remove the door from the torque adjuster.



NOTE: *Exercise caution when handling the door*

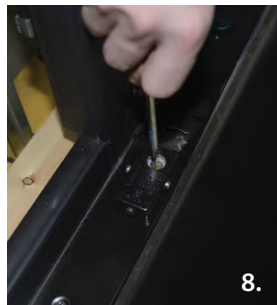
8.0 Reversing the Door Swing

1. Using a flat-head screwdriver, loosen the torque adjuster from its mount by turning the center mounting screw counter-clockwise less than one-half ($\frac{1}{2}$) of a turn.



2. Remove the torque adjuster, exposing the mounting hole in the bottom frame rail.
3. Locate the mounting hole at the opposite side of the door opening.
4. Using the flat-head screwdriver, carefully pry underneath the plug cap and remove it.
5. Place the torque adjuster on the newly opened mounting hole, aligning the flanged corners of the mounting tabs.
6. Insert the torque adjuster mounting tabs onto the mounting hole with the hollow end of the torque adjuster against the door frame.
7. Confirm that the mounting flanges on the bottom of the torque adjuster align with the corner mounting slots of the mounting hole in the frame.

8. Using a flat-head screwdriver, turn the torque adjuster mounting set-screw clockwise, for $\frac{1}{2}$ a turn, to tighten the mount and lock it in place. Confirm that the torque adjuster mounting is flush with the door frame.

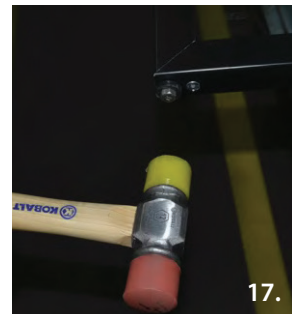


9. Using a Phillips head screwdriver, loosen and remove the hold-open bolt from the top frame rail.
10. Relocate and install the hold-open shoulder bolts into the opposite hold-open mount of the same door frame.

11. Remove the gasket retainer and hinge pin wire connections in the rail on the hinge side of the door assembly.
12. Disconnect the Hot, Neutral and Ground wires of the hinge pin from the heater wire circuit and the ground terminal.
13. Completely remove the hinge pin assembly from the top door rail.
14. Using a plastic mallet and a flat-head screwdriver, remove the torque rod from the bottom of the door assembly.



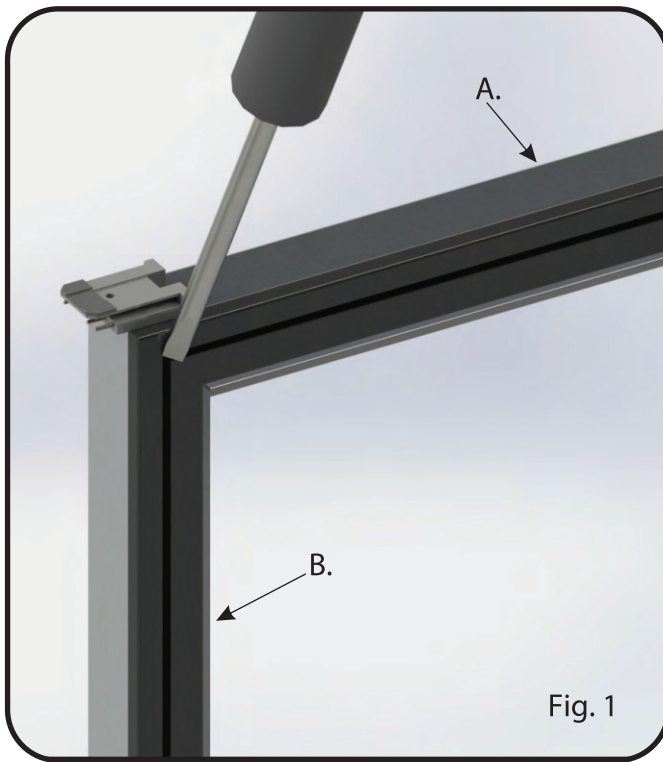
15. Swap placement of the Hinge Pin and Torque Rod to the other's original mounting hole in the door assembly hinge side rail.
16. Reinstall the hinge pin and the torque rod completely into the ends of the door assembly hinge rail.
17. If necessary, lightly tap on the torque rod with a plastic or rubber mallet until fully seated into the bottom of the door.



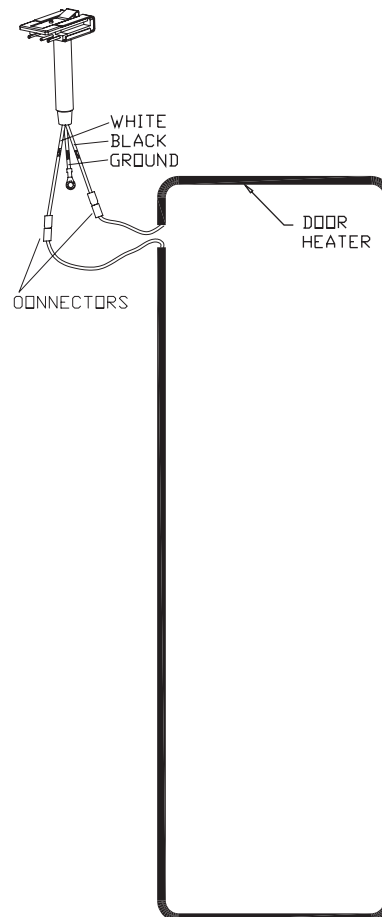
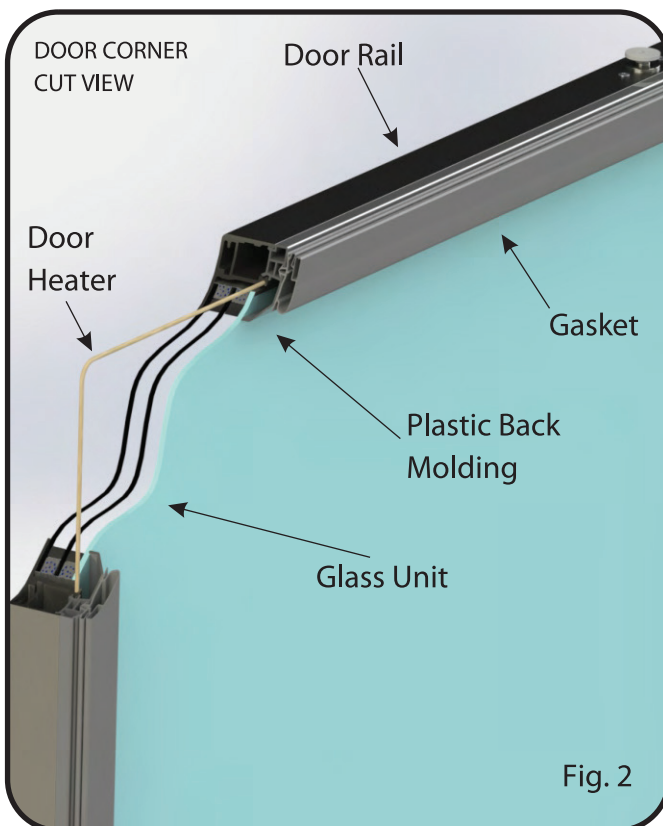
18. Reconnect the hinge in wires and confirm that all connections are secure.
19. Check and confirm torque rod and hinge pin are correctly and completely installed.
20. Reinstall the door into the frame.

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9.0 Replacing the Door Heater



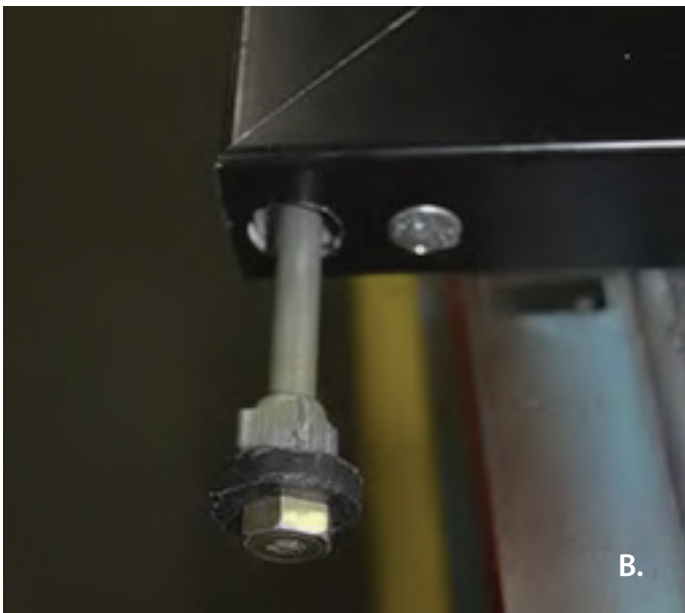
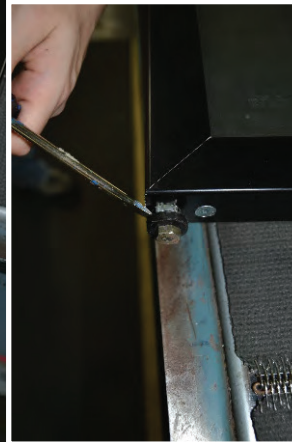
1. Disconnect frame from power source. Remove the door. Remove the magnetic gasket (A) by starting on the upper corner and work your way down. Carefully remove plastic (B) cover with a screwdriver, starting at the upper corner (Fig. 1). If plastic cover becomes damaged it has to be replaced.
2. Refer to Fig. 2 for heater wire location. Remove the heater from the door rail, and cut the leads at the hinge pin power connection.
3. Starting at the upper hinge side corner, run the new heater around the door, pressing the heater into the aluminum channel the old one was removed from.
4. Connect the new heater to the hinge pin leads as shown in Fig. 3.
5. Carefully replace the plastic back molding. Reinstall the gasket (see gasket replacement instructions). Reinstall the door (see door installation instructions).



10.0 Removing and Replacing the Torque Rod

Removing and Replacing the Torque Rod

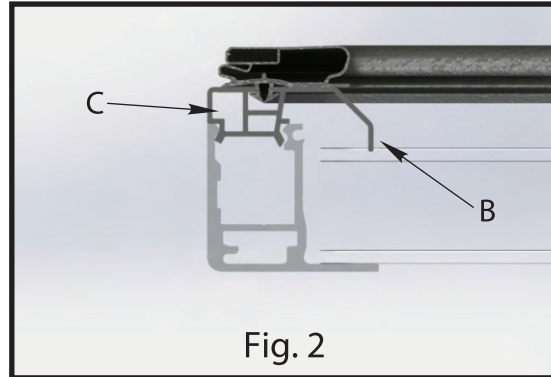
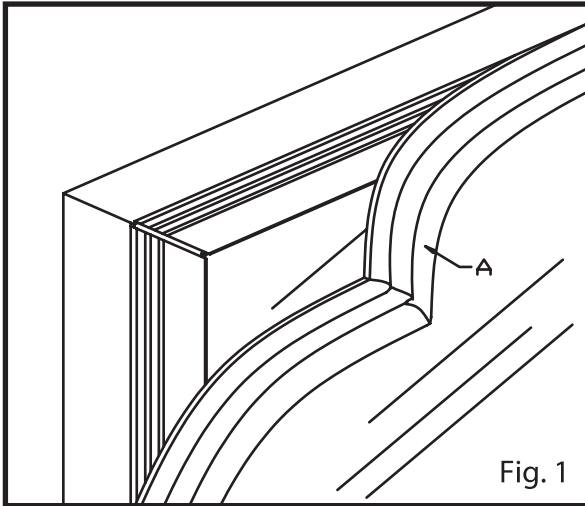
1. Carefully place a flat head screwdriver between the door rail and the washer beneath the torque rod. (A)
2. Dislodge the torque rod from the door by pushing on the torque rod or tap it loose using a plastic or rubber mallet. (B)
3. Once dislodged pull the torque rod completely out of the door.
4. Reinstall a new torque rod by inserting it into the same hole fully seating it with a plastic or rubber mallet. (C)



11.0 Gasket and Handle Replacement

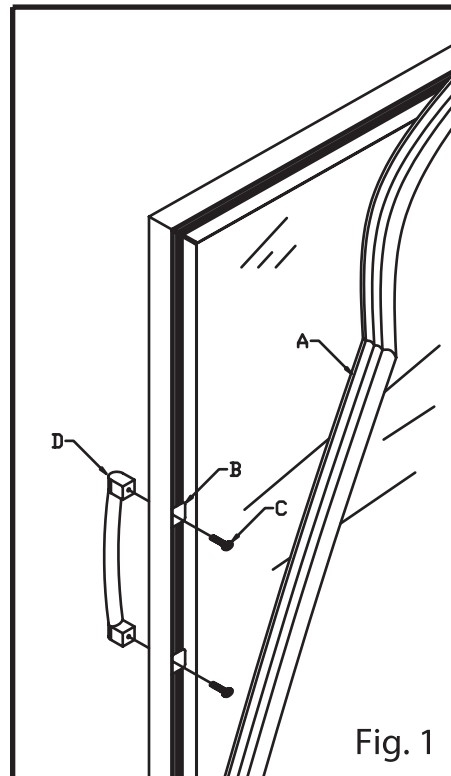
Gasket Replacement

1. Remove the magnetic gasket (A) by starting on the upper corner and work your way down (Fig. 1).
2. To install a gasket, insert the lip around the inner edge of the gasket into the groove in the plastic on the back of the door (B), then press the dart on the back of the gasket into the plastic on the back of the door (C) (Fig. 2).the door (see door installation instructions).



Handle Replacement

1. Remove the gasket (A) as much as necessary to access the inner door rail (B); this will allow access to the handle mounting screws (C) (Fig. 1).
2. Replace handle (D) and screws.
3. Reinstall the gasket.



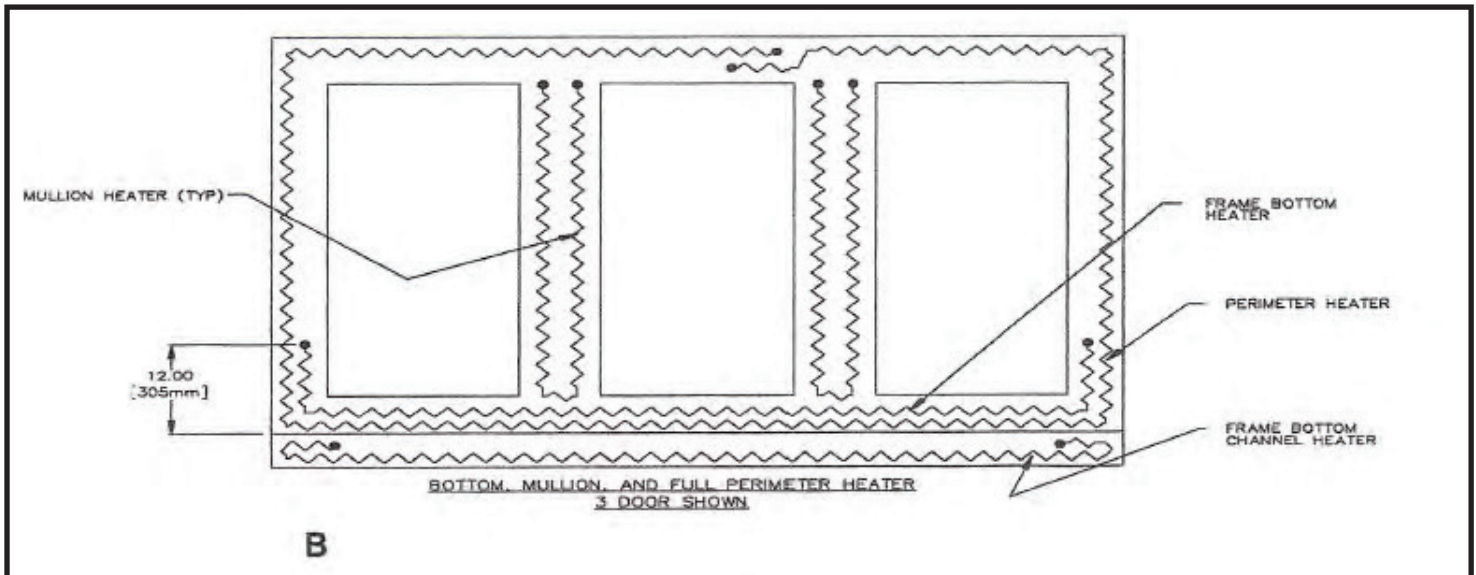
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12.0 Replace a Frame Heater

Bottom, Mullion and Full Perimeter Fiberglass Heater Wire Replacement

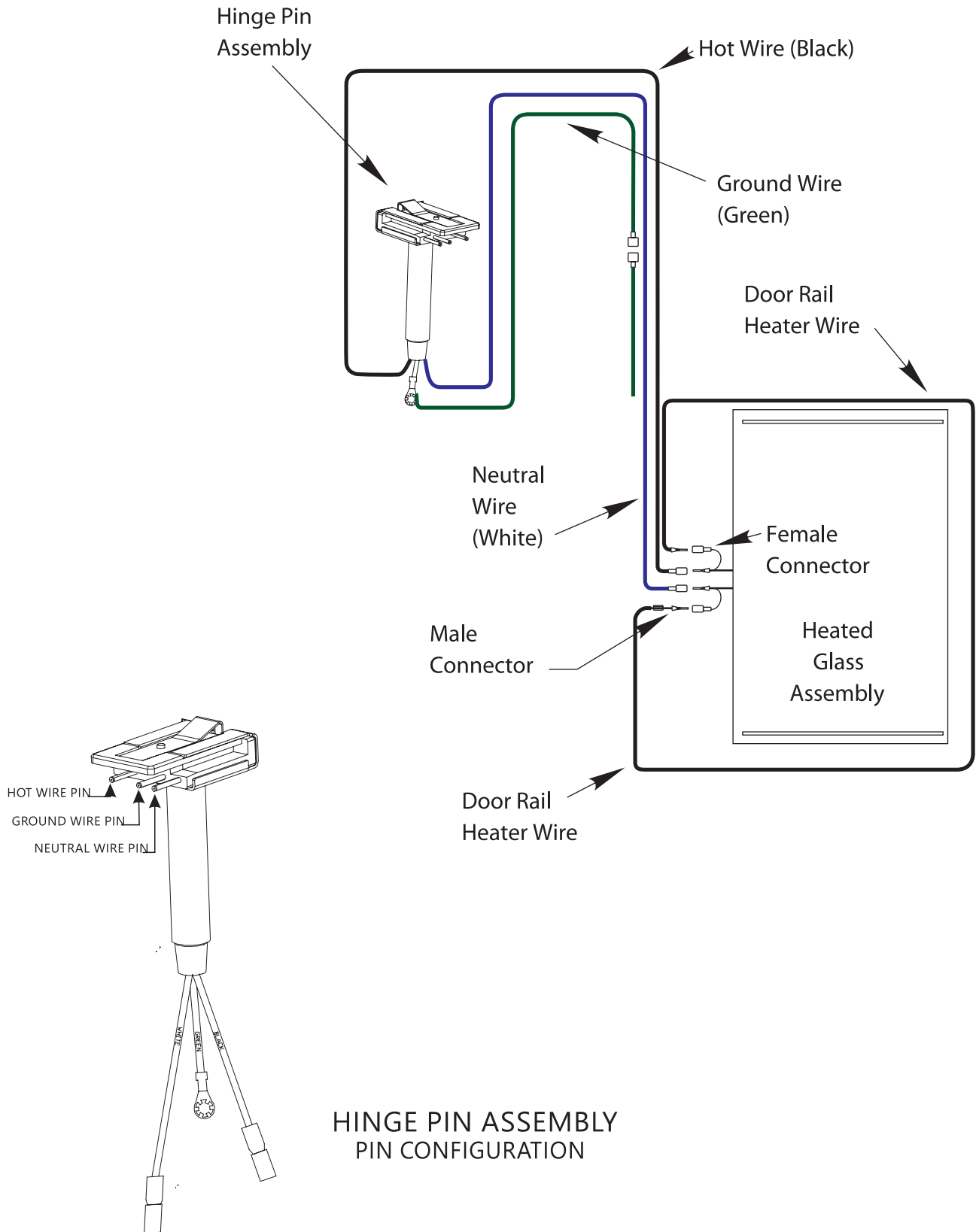
If the heater wire requires servicing or replacement, perform the following tasks:

1. Remove the appropriate EZ strip(s) to gain access to the heater wire(s).
2. With the contact plate(s) removed from the frame mullion and frame rails, locate the appropriate heater wire in the frame.
3. Disconnect the heater wire assembly from the Wago connectors.
4. Carefully dislodge the heater wire from the groove mounts along the frame rails.
5. Lay the replacement wire out in a fashion that will avoid knots and tangling during re-installation into the frame.
6. Using a screwdriver handle or a putty knife, insert the entire replacement heater wire into the groove inside the frame and arrange the wire assembly to the same configuration that it had prior to disassembly.
7. Install the wire ends from the replacement heater wire in each Wago removed in step 3.
8. Replace the contact plate(s) in step 3.
9. Replace the EZ strip(s) removed in step 1.



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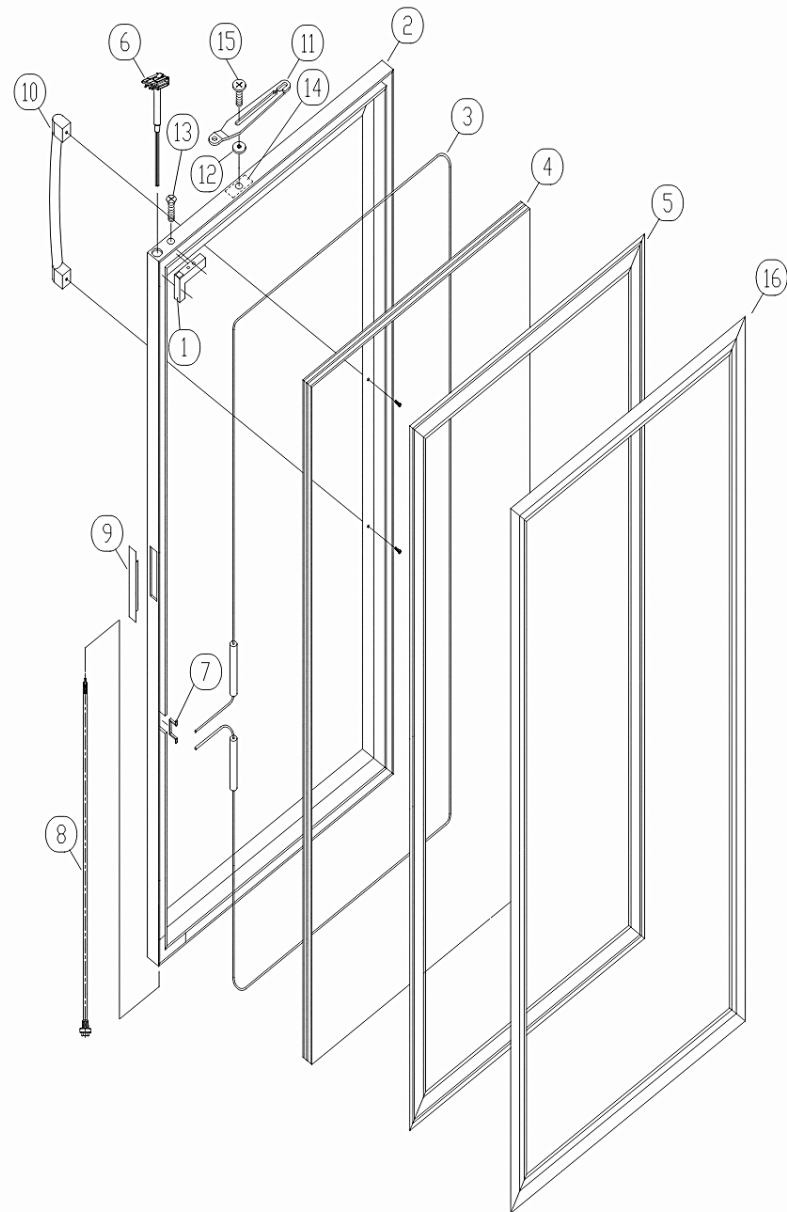
13.0 Door Wiring



14.0 Exploded View - Door

1. Corner Block
2. Door Rail
3. Heater Wire
4. Insulated Glass Unit
5. Plastic Back Molding
6. Hinge Pin
7. Cable Bushing
8. Torque Rod Assembly
9. Access Cover
10. Handle
11. Hold Open
12. Spacer
13. Screw
14. Backer Plate
15. Shoulder Bolt
16. Gasket

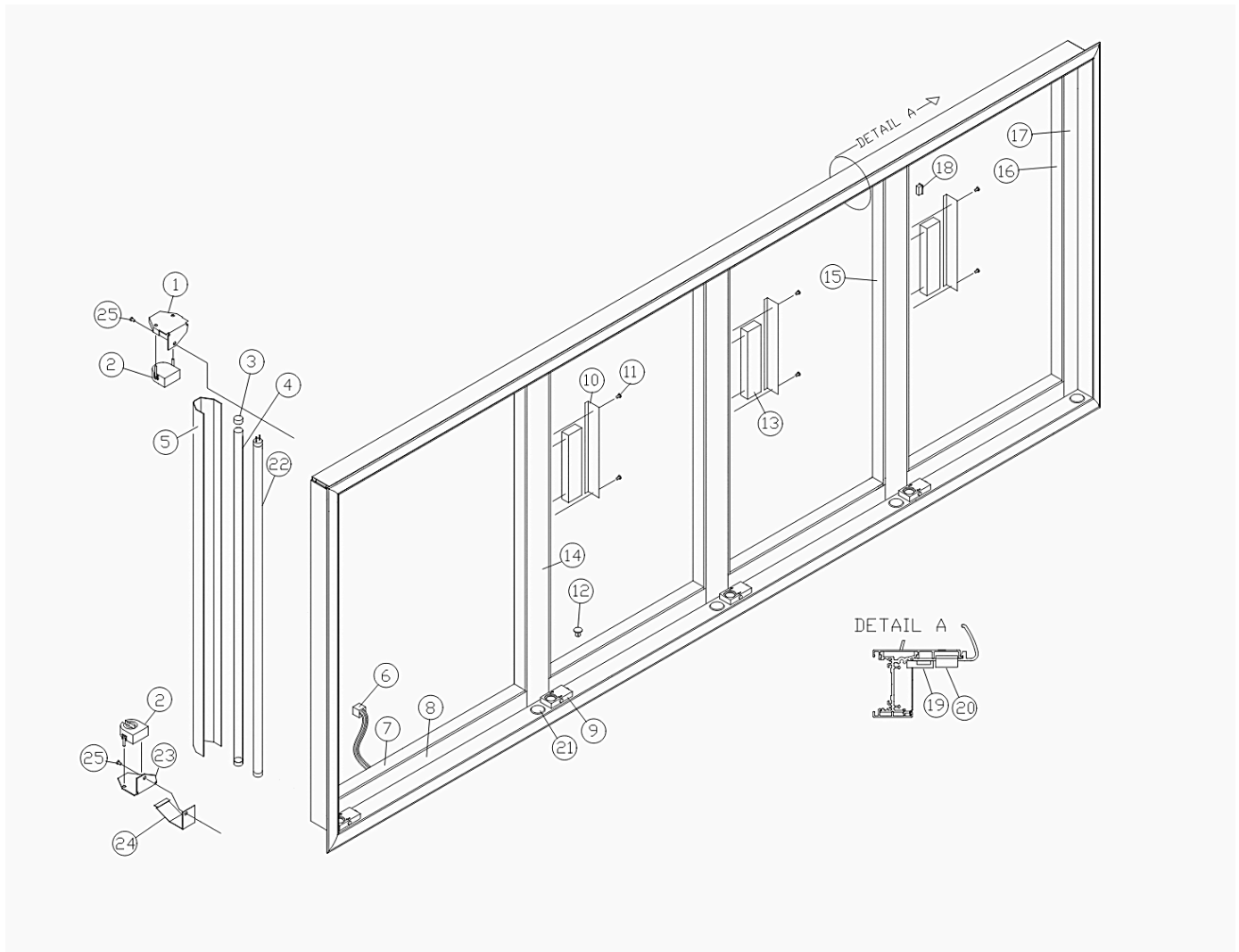
Note: For specific part numbers, provide serial plate information.



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15.0 Exploded View - Frame

- | | | |
|------------------------------|---------------------------|---------------------|
| 1. Left LED light fixture | 10. - | 19. Receptacle |
| 2. Mullion LED light fixture | 11. - | 20. Gib |
| 3. Right LED light bracket | 12. Mounting hole plug | 21. Torque adjuster |
| 4. - | 13. - | |
| 5. - | 14. Mullion contact plate | |
| 6. Electrical connector | 15. Mullion side vinyl | |
| 7. Width vinyl | 16. Vertical vinyl | |
| 8. Contact plate | 17. Contact plate | |
| 9. Torque adjuster | 18. Light switch | |



16.0 Shelving Instructions

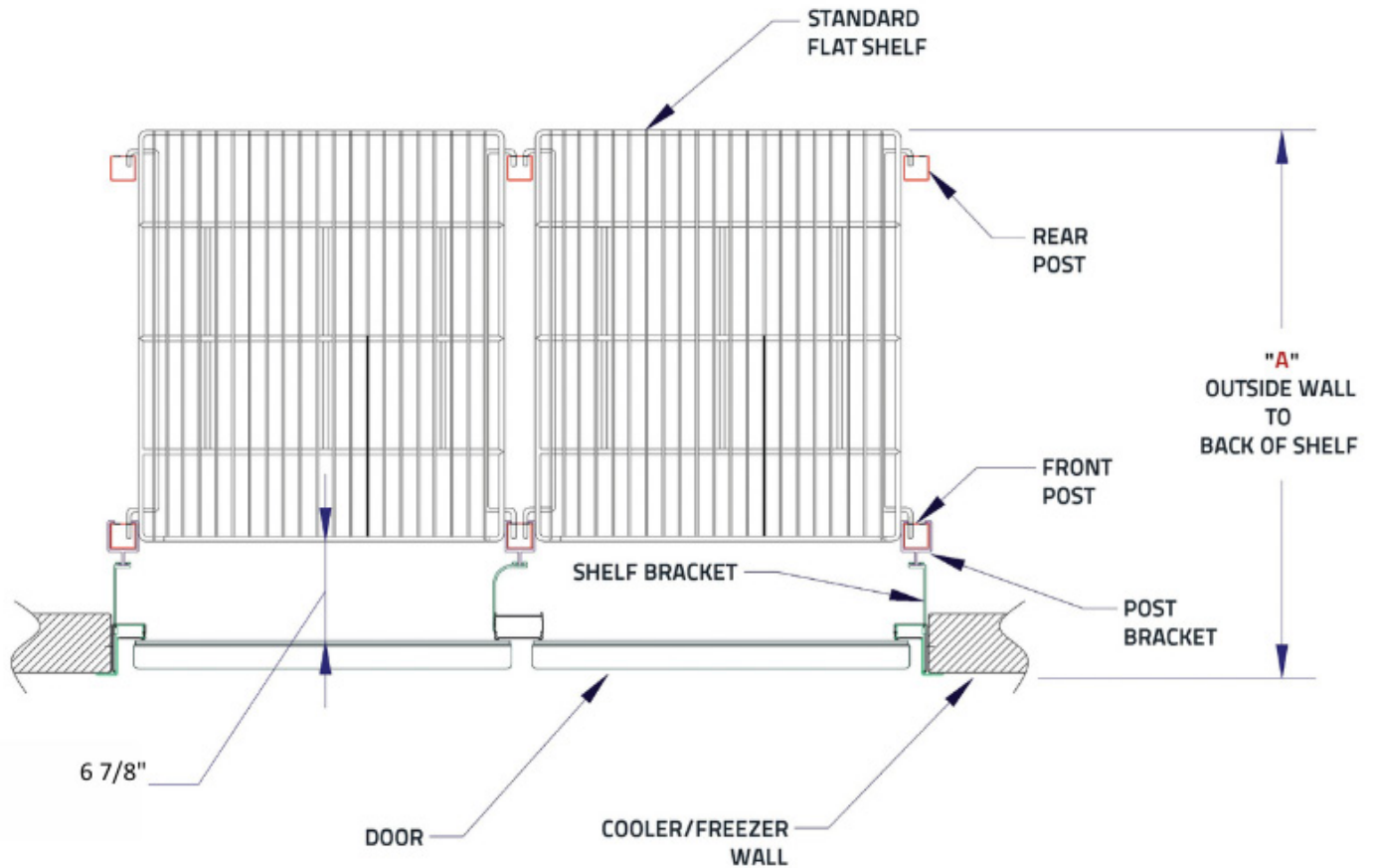
Shelving Installation

1. Cisplast USA shelving is attached to the back of Cisplast USA frame by quick-locking supports that are pre-assembled on these frames, as well as by holders attached to the front posts.
2. To install Cisplast USA shelves, first locate a front post at one end of the Cisplast USA frame. Insert the post holders into the post supports on the frame.
3. The post supports are distorted at the top of the engagement rail. After the post holders are installed, be sure to distort the bottom of the guide to prevent the guide from coming out.
4. Repeat step 3 until all of the front posts have been attached.
5. Cisplast USA provides stabilizer bars to help in shelf installation. These bars are used to support posts while each opening is being erected, one opening at a time. Installing the shelves in each opening will provide strength and help in the shelf installation process.
6. After the first opening has been erected, move the stabilizer bars to the next opening to help in the assembly of posts. Repeat until the entire line-up has been completed.
7. Cisplast USA shelves will engage in the slots on the back of each post. NOTE: The slots on Cisplast USA posts face toward the rear of the cooler/freezer box.
8. Shelves and posts can be leveled by unscrewing the leveling bolt on the bottom of each post. Make sure the posts are level, both side-to-side and front-to-back.
9. Cisplast USA shelves may be slanted by adjusting the rear of each shelf into a higher slot on the rear post than the front of the shelf.



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16.1 Shelving Instructions



SHELF DEPTH	"A"
24"	31-5/8"
27"	34-5/8"
36"	43-7/8"
43"	50-7/8"

17.0 Care and Cleaning

Cleaning Inside

The interiors of doors and frames should be cleaned at least once a year. Unplug the doors and frames before cleaning. If this is not practical, wring excess moisture out of sponge or cloth when cleaning around switches, lights, and controls. Use a warm water and baking soda solution—about a tablespoon (15 ml) of baking soda to a quart (1 L) of water. This both cleans and neutralizes odors. Rinse thoroughly with water and wipe dry. When cleaning other parts of the doors and frames—including gaskets and all plastic parts—use the same solution. After cleaning door gaskets, apply a thin layer of petroleum jelly to the door gaskets at the hinge side. This helps to keep the gaskets from sticking and bending out of shape. Do not use cleansing powders or other abrasive cleaners.

Cleaning Outside

The exteriors of doors and frames can be cleaned with a cloth dampened with a solution of mild liquid dish washing detergent and water. Dry with a soft cloth. Use a household wax, such as Pledge brand or Jubilee brand, to coat the handles. Soil will then easily wash off with dish detergent and water or a non-abrasive all-purpose cleaner. Glass can be cleaned with off-the-shelf glass cleaner. Do not use scouring pads, powdered cleansers, bleach, or cleaners containing bleach because these products can scratch and weaken the finish.

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18.0 Contact Information



101 Industrial Drive
Elkton KY 42220

Direct Line Numbers

Main Office: (270) 265-2520

Sales/Service: Option 2 or Extensions 109, 112, 114

