

# DOOR MAINTENANCE INSTRUCTIONS

## Adjusting Door Sag/Sawtooth

Door sag/sawtooth is when the handle-side of the door is either higher or lower than the adjacent door.

### HIGHLIGHT™ MERCHANDISER OR CRYSTAL™ MERCHANDISER FREEZER

To fix door sag on Highlight™ cases and Crystal™ freezers, the torque adjuster must be moved by turning the sag adjustment screw.

1. Open the door to gain access to the sag adjustment screw (**FIGURE 1**) on the bottom of the hinge-side of the door.
2. Use a flathead screwdriver to turn the sag adjustment screw. **Do not use power tools; a screwdriver allows for more control.**
3. To lower the handle side of the door, turn screw clockwise. The torque adjuster should move away from you as you turn the screw.
4. To raise the handle side of the door, turn screw counter-clockwise. The torque adjuster should move toward you as you turn the screw.
5. Turn the sag adjustment screw until the door is level with the adjacent door.

### CRYSTAL™ MERCHANDISER COOLER

To fix door sag on Crystal™ coolers, the doors must be set to the proper door-to-door gaps. On Crystal™ coolers with same-swing doors, the door-to-door gap should be 3/8". On Crystal™ coolers with French-swing doors, there should be a 7/16" gap between doors at the handle side and a 3/8" at the hinge side. To set the proper gaps, loosen the screws holding the top or bottom door mounting plates, then shift the door.

#### Bottom Mounting Plate

To move the bottom mounting plate, the center locking screw (located behind the bumper) must be loosened.

1. To remove the bumper, use a flathead screwdriver to pry it up from the bottom. Lift the edge, and then slide the screwdriver down the entire length of the bumper to loosen it. Once the bottom edge is disconnected, use a hammer to tap the screwdriver upwards and disengage the bumper from the upper track. Remove the bumper.
2. Loosen the center locking screw (**FIGURE 2**) by 2 turns, accessed through the hole in the bumper support plate. This will allow the bottom mounting plate to shift. **Do not remove the center locking screw.**
3. Tap the door's aluminum extrusion with a rubber mallet to shift the door. Once the door is in position, retighten the center locking screw.

#### Top Mounting Plate

1. To access the top mounting plate (**FIGURE 3**), remove the top trim piece. This will require a Phillips bit and a 1/4" hex screw bit.
2. Loosen all 3 screws that secure the slotted plate by 2 turns. **Do not remove the screws.**
3. Tap the door's aluminum extrusion with a rubber mallet to shift the door. Once the door is in position, retighten all screws.

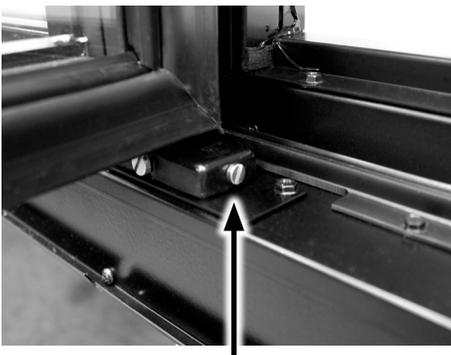


FIGURE 1: Sag Adjustment Screw

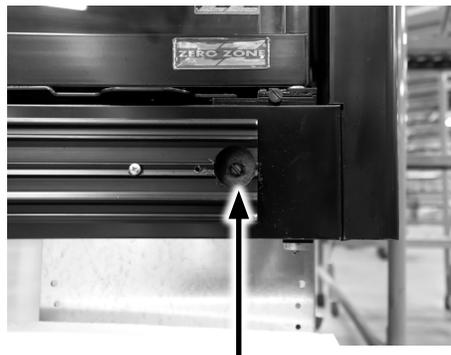


FIGURE 2: Center Locking Screw

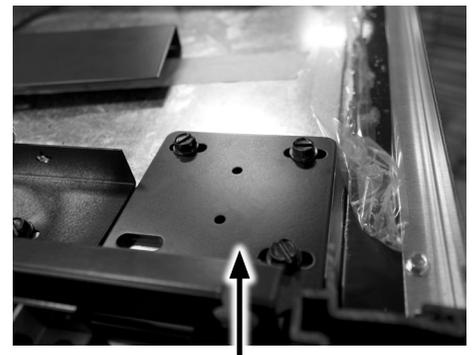


FIGURE 3: Top Mounting Plate



# DOOR MAINTENANCE INSTRUCTIONS

## Adjusting Door Tension

1. Open the door to observe current door tension. A properly tensioned door will close itself gently and not swing open.
2. Use a flathead screwdriver to turn the door tension screw (**FIGURE 4**). **Do not use power tools; a screwdriver allows for more control.**
3. To increase tension, hold the door open 2 inches and turn the screw counter-clockwise until the door begins to close. Once it closes, increase tension by 2 more turns.
4. To decrease tension, turn the screw clockwise.

## Removing a Door

### HIGHLIGHT™ MERCHANDISER OR CRYSTAL™ MERCHANDISER FREEZER

Highlight™ cases and Crystal™ freezers use a hinge pin to hold the door. **Note: On a Crystal™ freezer, the top trim piece must be removed to access the hinge pin. This will require a Phillips bit and a 1/4" hex screw bit.**

1. Remove hold-open, located on the top of Highlight™ cases and on the bottom of Crystal™ freezers.
2. Turn door tension screw clockwise until door does not close on its own. This removes tension between the door and torque adjuster.
3. Pinch the hinge pin (**FIGURE 5**) on the top of the hinge-side of the door using needle nose pliers. While pinching the hinge pin, pull the top corner of the door away from the case. **Note: The door is heavy. Be prepared to hold the weight of the door.**
4. Lift the door up and clear of the torque adjuster and set down carefully. **Note: For safety, do not lift the door by the handle.**

### CRYSTAL™ MERCHANDISER COOLER

Crystal™ coolers use a door shoulder bolt to hold the door instead of a hinge pin. **Note: The top trim piece must be removed to access the door shoulder bolt. This will require a Phillips bit and a 1/4" hex screw bit.**

1. Remove hold-open, located on the bottom of Crystal™ coolers.
2. Turn door tension screw clockwise until door does not close on its own. This removes tension between the door and torque adjuster.
3. Remove door shoulder bolt (**FIGURE 6**) and bushing on the top of the hinge-side of the door. Only remove the bolt holding the door; do not remove the bolts attached to the case.
4. Pull the top corner of the door away from the case. **Note: The door is heavy. Be prepared to hold the weight of the door.**
5. Lift the door up and clear of the torque adjuster and set down carefully. **Note: For safety, do not lift the door by the handle.**

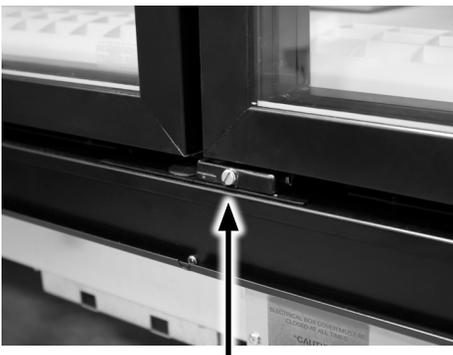


FIGURE 4: Door Tension Screw

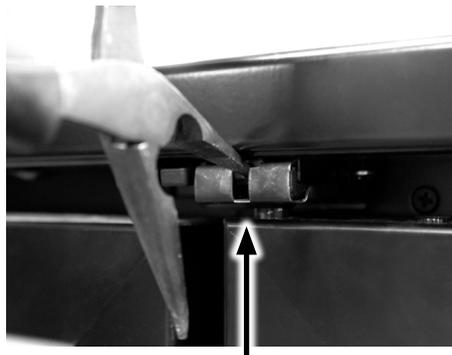


FIGURE 5: Hinge Pin



FIGURE 6: Door Shoulder Bolt

