

Vista Elite® Installation Instructions

99-16105-I004 Rev. F



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Anthony Locations

Anthony is a manufacturer and solutions provider of glass doors, lighting systems and display equipment for use in commercial refrigeration systems. For more information on Anthony, please visit www.anthonintl.com.

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Safety and Warnings

Your safety and the safety of others is very important. We have provided many important safety messages in this manual. Please read these messages carefully. These safety messages alert you to potential hazards that could hurt you or others or render damage to Anthony products.

Each safety message is associated with a safety alert symbol. These symbols are found in the throughout the manual. The definition of these symbols is described below:



Protective Eyewear– Potential risk of eye injuries, protective eyewear required when performing this and any other associated tasks.



Protective Gloves– Potential risk of injury to your hands, protective gloves required when performing this and any other associated tasks.



Risk of Electrical Shock– Potential risk of Electrical Shock; pay close attention to instructions when performing this and any other associated tasks.



Commercial Refrigeration – This symbol indicates for use inside a commercial refrigeration case with packaged foods only.



Warning – To reduce the risk of fire, electrical shock or injury observe the following:

1. *Use this unit in the manner intended by the manufacturer.*
2. *Turn power off before removing existing lighting system and follow appropriate lock out/tag out safety procedures*



Stop – Before you begin: Installation of this assembly requires a person familiar with the construction and operation of electrical systems and the Hazards involved. Read instructions completely and carefully.

Qualified Personnel

The Anthony product/systems described in this installation manual should only be operated only by personnel qualified for the specific task in accordance with the relevant documentation, in particular its warning notices and safety instructions. Qualified personnel are those who, based on their training and experience, are capable of identifying risks and avoiding potential hazards when working with these Anthony products/systems.

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Vista Elite[®] Door Unpacking Instructions

Before installing the Vista Elite[®] there are several precautions that you must be aware of when staging and unpacking the doors from crate. The following section will address these precautions.

As always, please read this manual in its entirety. It should answer most of your installation questions. For personal and system safety, and for optimum product performance, make sure you thoroughly understand the contents before unpacking, installing, using, or maintaining this product.

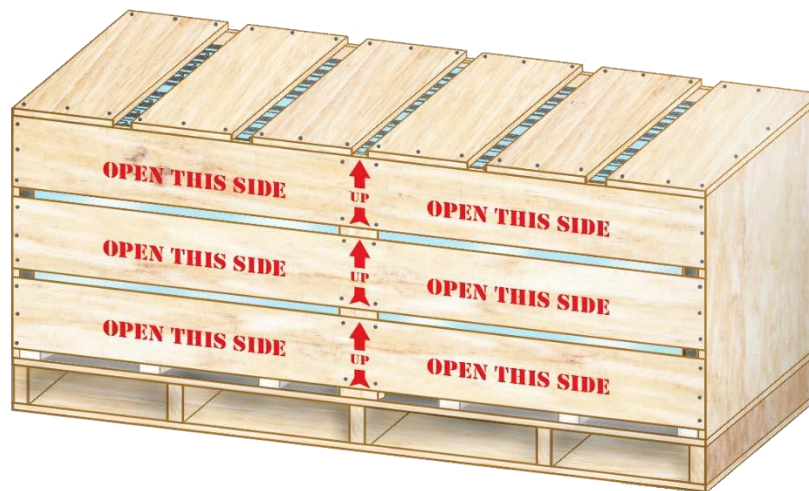


Protective Gloves— Potential risk of injury to your hands, protective gloves required when performing this and any other associated tasks.



Warning: Vista Elite[®] edge guards must NEVER be removed/ Removal will cause damage to the door.

Figure 1. Shipping Crate containing the Vista Elite[®] Doors



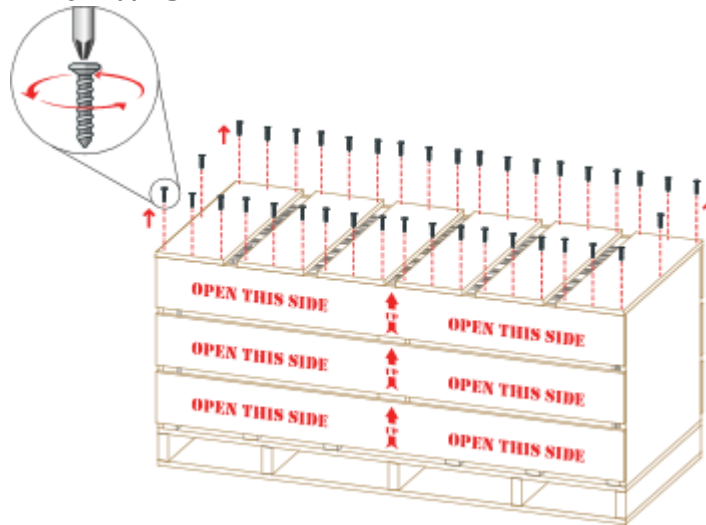
Warning: When removing Vista Elite[®] doors from crates DO NOT lift or remove the door from handles. Doing so will cause the handles to break off glass or possibly shatter the entire door! Please use extreme caution and have at minimal two people lift the door one person from each end to insure proper removal from crate. Also, the edge guards must NEVER be removed/ Removal will cause damage to the door.

Opening Shipping Crate

Anthony takes great care to ensure that your doors arrive undamaged and in pristine shape. Please use and follow these steps to insure proper removal of your doors from shipping crate.

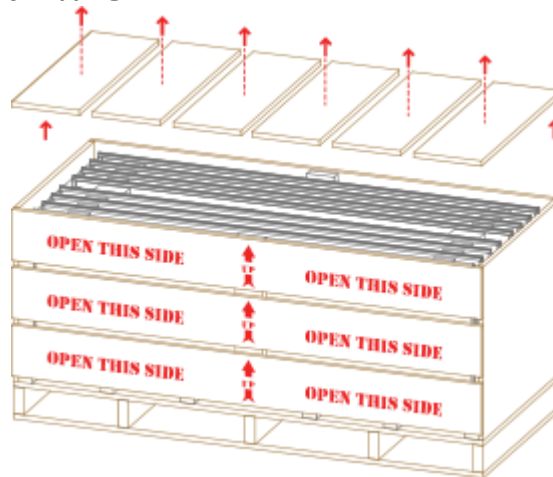
1. When staging the for installation, insure the crate(s) are in an area that is clear of obstructions and have enough clearance to be safely remove from crate such as furniture, fixtures, tool boxes, etc.
2. Start by using a screwdriver or drill with a Philips screw bit to remove the screws holding the top wooden slats onto the crate (see Figure 2. below).

Figure 2. Unscrewing top portion of Shipping Crate



3. After removing all screws securing top wooden slats to crate, remove the wooden slats (see Figure 3. below).

Figure 3. Removing top portion of Shipping Crate

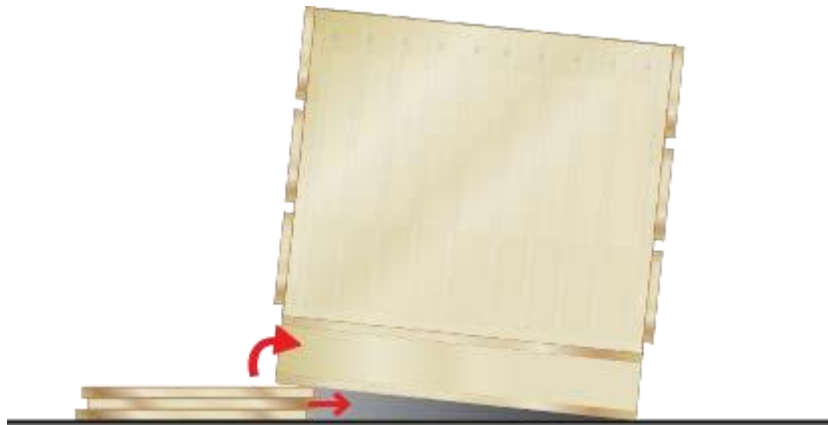




Warning: If you only have one or two people to remove doors from crate please see Step # 4; if 3 or more people are available proceed to Step # 5.

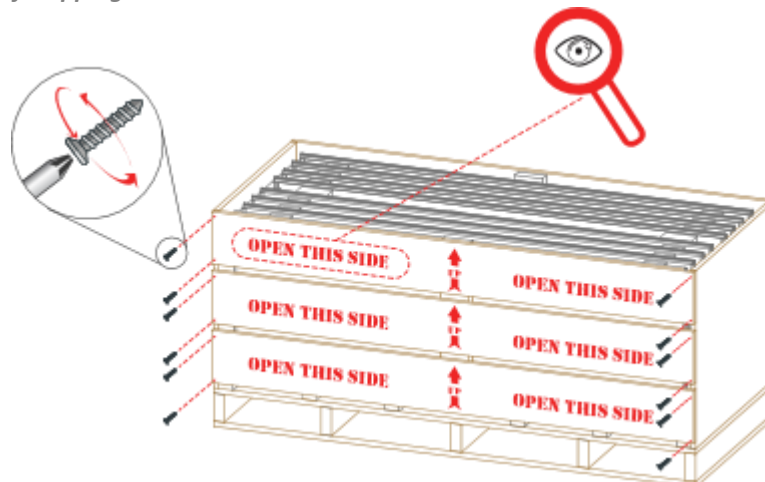
4. After removing the top wooden slats from crate, use the same wooden slats or another piece of wood to place under the crate to offset the weight as shown in Figure 4. below. Simply use a hand jack or forklift to lift front side with "Open This Side" marking enough to wedge in a few pieces of wood causing the weight of the crate to shift and insuring when doors are removed the rest will not fall over.

Figure 4. Offsetting crate weight when only two (2) or less people are removing doors from crate



5. The next step is to remove the front panel. To do this, unfasten the screws located along the front side panel (See Figure 5. below). The crate has been label with "Open this Side" to insure you do not open the incorrect side.

Figure 5. Removing Front side of Shipping Crate



Warning: When removing Front side of crate insure that you are opening side the is labeled "Open This Side". Do not unsecure or remove any additional crate panels, the doors have specifically been crated to be removed from the side indicated on crate.

Removing Doors from Shipping Crate

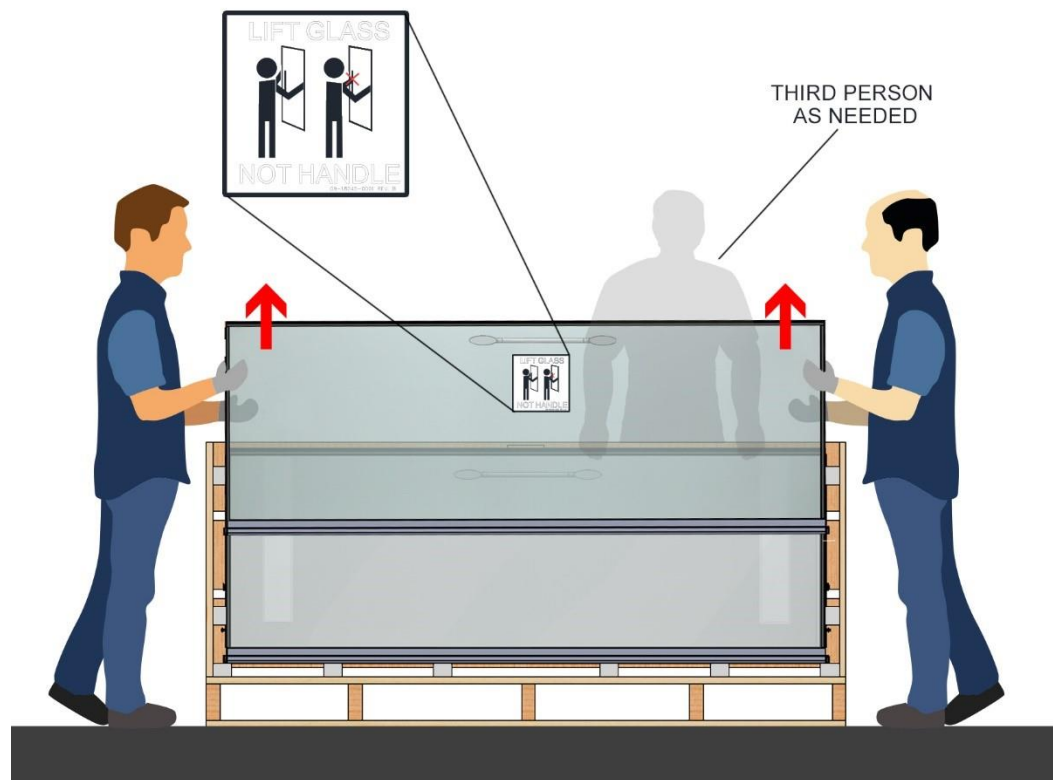
Please use and follow these instructions to insure proper removal of your doors from shipping crate.

1. When removing the doors from crate do not use door handles to lift or move the doors.
2. Have one person at each end firmly hold door and lift upwards to clear protective inserts at the bottom of the crate.
3. While Door is suspended in air and clear of any obstructions, carefully move away from the crate.
4. If possible, have a third person holding doors in crate to ensure the remaining doors do not fall over and possibly damage. If third person not available, please see Step #4 in previous section "Opening Shipping Crate" to insure safely removing doors with less than 3 people.



Warning: When removing Vista Elite[®] doors from crates **DO NOT** lift or remove the door from handles. Doing so will cause the handles to break off glass or possibly shatter the entire door! If weight of crate is not offset as instructed in Step #4 make sure to have a third person holding the doors while they are being removed. The doors have a sticker indicating **NOT** to lift door from handle.

Figure 6. Removing Door from Shipping Crate Correctly



5. Continue to safety remove all doors from crate as needed. See section on page for instructions on how to installation door onto frame properly.

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Vista Elite[®] Frame and Door Installation Instructions

Please read this manual in its entirety. It should answer most of your installation questions. For personal and system safety, and for optimum product performance, make sure you thoroughly understand the contents before installing, using, or maintaining this product.



Never lift or handle door by the handles, this will cause them to either break off glass or shatter the entire door! Please use extreme caution and have two people lift the door from each end to insure proper handling and moving of the door. Also, the edge guards must NEVER be removed/ Removal will cause damage to the door.

Preliminary Considerations for Frame & Door Servicing

Ordering Replacement Parts

Ordering replacement parts for your Vista Elite[®] is easy, visit us at www.anthonystore.com to place orders, lookup past work orders, and get quotes fast and easy.

Tools Required

#2 Phillips-head screwdriver

Needle-nose pliers

7/16" & 1/2" hand wrench 5/32" hex key Wire stripper and cutter

Soldering iron

Heat gun

Flat-head screwdriver

Rubber or plastic mallet

Razor knife

Recommendations and Suggestions

- Ensure that the door edge guards are in place when the doors are uncrated prior to installation.
- Complete replacement of wire assemblies is recommended whenever required. Splice wires only if necessary, using proper materials such as electrical tape, wire nuts, flux core solder and heat shrink.
- Apply liquid soap to rail plastic covers and gaskets upon installation, to facilitate insertion into mounting grooves.
- Keep doors and frames clean for product efficiency. This can also help reduce energy consumption and potential health hazards.
- Whenever binding gasket or plastic parts, use food grade silicone.
- Whenever replacing fluorescent lamps, always replace lamp covers as well.
- Always use the correct tool for the job to be performed. This ensures proper installation and minimizes safety risks.
- If there is any doubt about the work to be performed, consult with a certified technician or Anthony representative.
- Preventative maintenance is recommended to ensure product longevity.



Warning: Vista Elite[®] edge guards must NEVER be removed/ Removal will cause damage to the door.

Frame Installation

Read instructions completely before installing the frame.

- Clearance between the frame sill and the case bottom or floor is mandated by local building codes.
- Sill net opening height must be at a minimum of two inches.
- Sill must be completely level.



Before installing the frame, confirm that the size of the net opening accommodates the finish frame. If the tolerances are too high, the net opening will have to be enlarged. When gap between the frame and net opening is greater than 1/8", shim the gap for a proper fit refer to Shimming Section for clarification. Check the size of the finished frame to the net opening.



Protective Eyewear— Potential risk of eye injuries, protective eyewear required when performing this and any other associated tasks.



Protective Gloves— Potential risk of injury to your hands, protective gloves required when performing this and any other associated tasks.

Frame Assembly and Parts

Figure 7. Vista Elite[®] Frame Assembly for Replacement Parts See Table 1 for part numbers

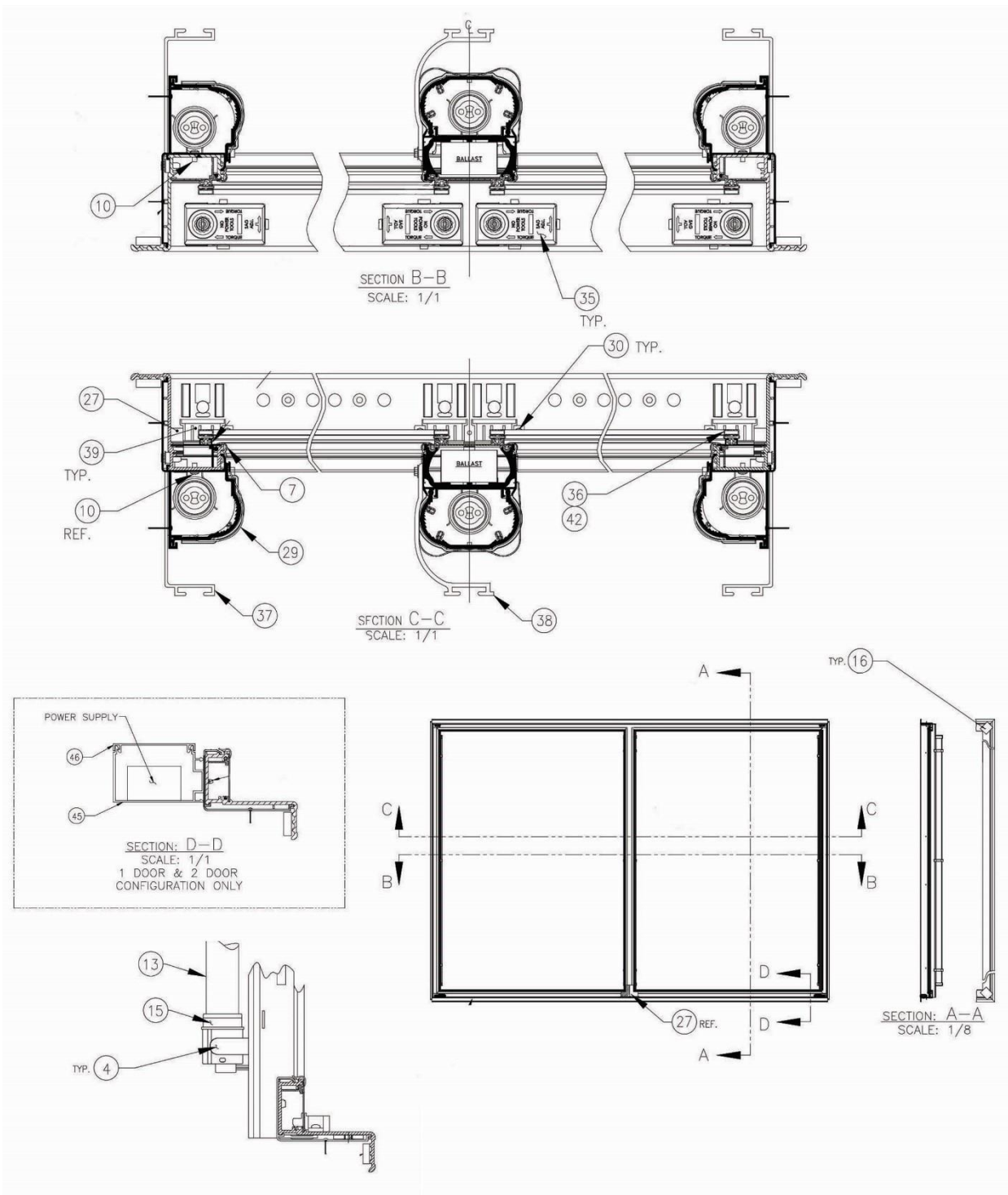


Table 1. Vista Elite® Frame Replacement Parts

ITEM	PART #	DESCRIPTION
4	15-12449-0001	CLIP, MNT, SCKT, T8
7	20-10619-1001	EXT, RET, FR & MUL
10	40-12665-3003	SCREW, 6-32 X 1/4, PPH, TPII, BLK ZC
13	60-11003-0014	LAMP, T8
15	60-14659-0001	ASSY, SCKT, LAMP, 101X
16	70-11965-0001	SEAL, GIB, SINGLE
27	70-10714-0001	SEAL, MUL, TOP & BTM
29	02-14787-000X	ASSY, LENS, END, MUL
30	40-12822-1003	SCREW, 8-32 X 1/4, PPH, TAPII, ZNC
35	02-10568-0001	ASSY, TORQ MSTR, #1 ,CLR
36	02-17218-0001	ASSY, GSKT, 2-DR, VISTA
37	11-12868-0001	BRKT, POST, MUL, END, MILL 1.25
38	11-10602-0001	BRKT ,POST, MUL, CTR, 1 1/4"
39	60-12376-000X	CONN, SGL STA SKT, 101
42	02-17278-0001	ASSY, GSKT, 1-DR, VISTA
45	11-10048-F010	FAB, RCWY, BAL
46	20-10049-F040	FAB, CVR, RCWY, BAL, CTR
ITEMS NOT SHOWN IN FIGURE 7		
	60-12486-0001	ASSY, SWITCH ,RKR, 101A/101X, 120V
	60-11203-0001	BUSHING ,RUBBER, SNAP-IN
	60-14693-0005	BAL, 120V, FUL, T8, F58/70, 1OR2 W/
	50-10632-0000	HEATER WIRE
	70-14962-0001	INSULATOR, RCWY CNR, FR, FLR



Warning: When removing Vista Elite® doors from crates **DO NOT** lift or remove the door from handles. Doing so will cause the handles to break off glass or possibly shatter the entire door! Please use extreme caution and have at minimal two people lift the door one person from each end to insure proper removal from crate. Also, the edge guards must **NEVER** be removed/ Removal will cause damage to the door.

Instructions for Frame Installation

Verify openings conform to net openings listed in original order.

1. Insert the finished frame assembly into the net opening. DO NOT force the frame if the fit is too tight.
2. 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.
3. Check the frame is aligned properly or square. Refer to "Frame Installation Reference". • Use a measuring tape to measure diagonally one corner to the opposite and note the distance.
 - Measure the distance between the remaining corner.
 - Both measurements should be the same, within a 1/16" difference.
4. Confirm the frame and frame flanges are vertically aligned to the wall surface around the net opening. Refer to Frame Installation reference for further clarification.
5. Place a level on the top flange of the header frame to check if it is horizontally aligned.
6. If the top of the header frame sags or bows, correct as necessary.
7. When the frame is aligned, tighten all mounting screws securely until each is flush to the frame surface.



Warning: *DO NOT over-tighten the screws, as this can cause the frame to become out of square.*

8. Check entire frame to ensure installation is correct.

Shimming

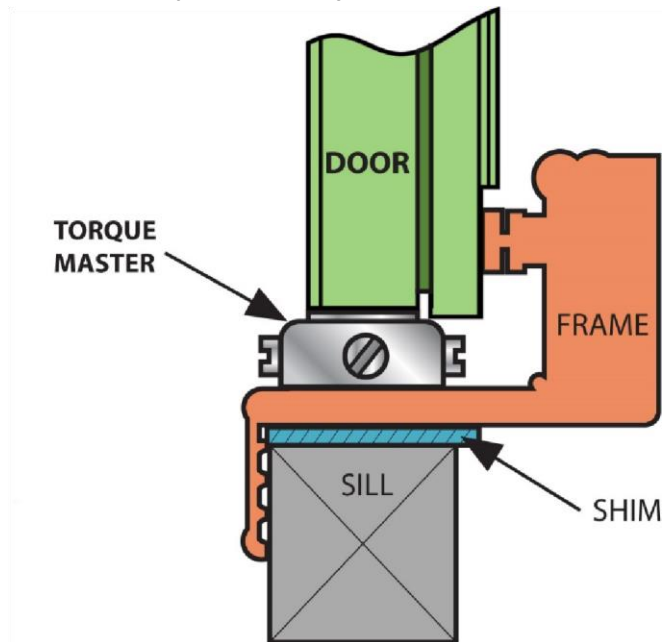
Check the size of the finished frame to the net opening.

- 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 width of the frame and the net opening.

If the gap between the frame and net opening is greater than 1/8", shim the gap for a proper fit. Refer to Figure 8 for detailed view of Shim location.

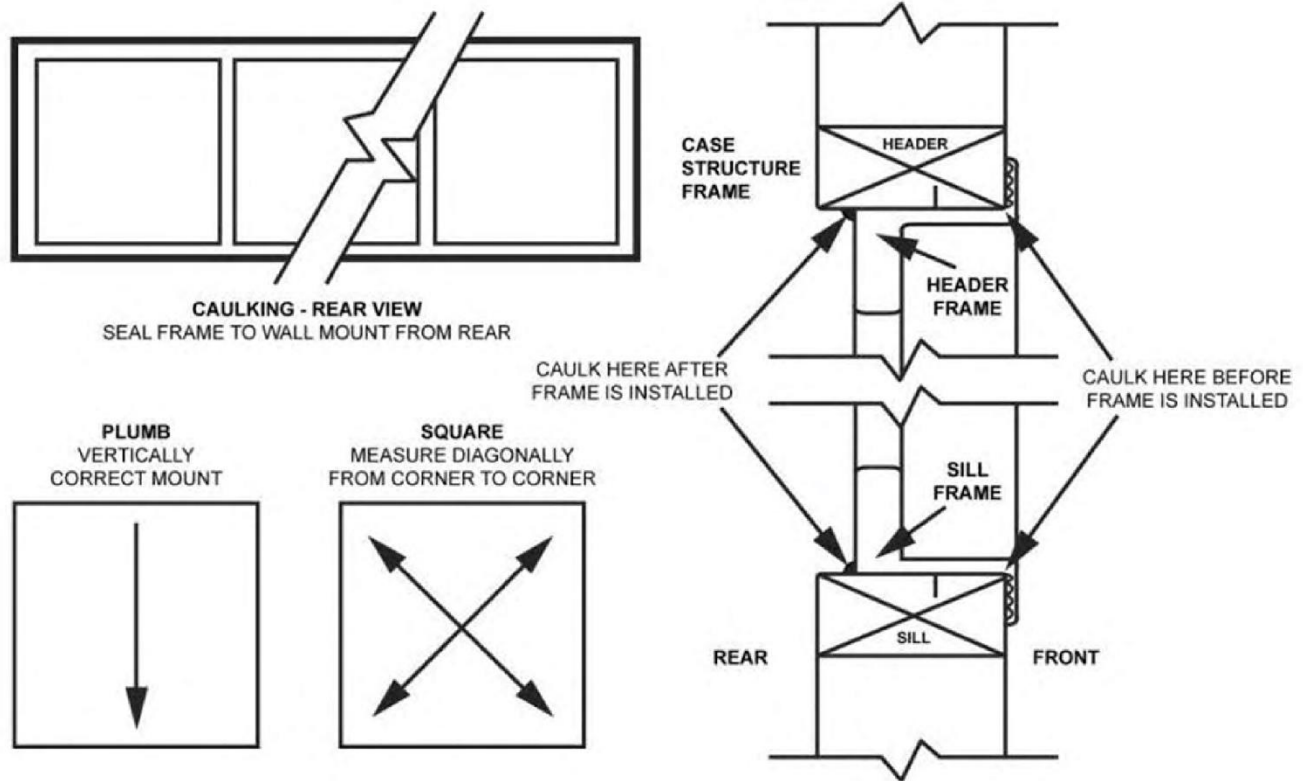
1. Acquire sturdy, penetrable material, such as a piece wood. The thickness of the material should be wedge shaped or slightly less than the gap to be filled.
2. Measure the gap length (height or width of frame) and cut the shim material to 1/16" less than the measured length.
3. Install the shim using 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.
4. If necessary, cut a second shim to the same length and install it in the opposite side of the net opening.
5. if the adjacent sides of the net opening need shimming, repeat the previous steps. Match the shim length to the frame sides of the net opening (less 1/16").

Figure 8. Vista Elite[®] and Frame Cross Section. (Shim Location)



Warning: Use only food grade silicone sealant (add caulking for larger gaps) to seal the gap between the frame and the surrounding wall, inside case, cooler or freezer. Not following these procedures can void Anthony's Service & Warranty on condensation and ice build-up issues.

Figure 9. Frame Installation Reference



Frame Electrical Wiring Connections



Warning – To reduce the risk of fire, electrical shock or injury observe the following:

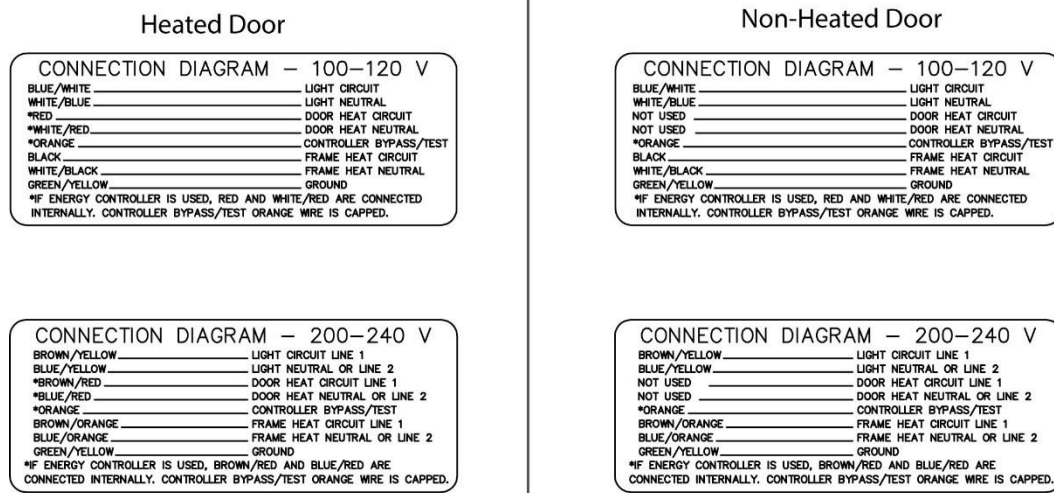
- Use this unit in the manner intended by the manufacturer.
- Turn power off before removing existing lighting system and follow appropriate lock out/tag out safety procedures



Risk of Electrical Shock– Potential risk of Electrical Shock; pay close attention to instructions when performing this and any other associated tasks.

The individual wires extending from the flexible conduit atop the frame provide electrical power to various frame and door functions. Refer to Wire Diagram Connection Labels shown in Figure 10 below, which are also affixed to the frame header, for the color-coded connections. Using wire connectors, these wires should be grouped by the HOT wires (Circuit wires), with the NEUTRAL wires and the GROUND wire connections going to their respective facility or case connections.

Figure 10. Wire Diagram Connection Labels for 100-120V and 200-240V



Warning – Wiring for lights should have separate circuit from the frame heater wiring circuit.

Door Installation

The following instruction set will walk you through properly install the door onto the frame.



When installing or handling doors never lift from door handle, this will cause them to either break off glass or shatter the entire door! Please use extreme caution and have two people lift the door from each end to insure proper handling and moving of the door. Smaller doors maybe weight less and only requires one person to lift or move. Also, the edge guards must NEVER be removed/ Removal will cause damage to the door.



Protective Gloves— *Potential risk of injury to your hands, protective gloves required when performing this and any other associated tasks.*

1. Hold the door on each side, with the handle facing forward. Lift the door and align the torque rod to insert into the TorqueMaster[™] socket at the base of the frame.

Figure 11. Insert Torque Rod into Torquemaster



2. Engage the door with the hinge pin inserted into the Gib (hinge pin plug) receptacle at the top of the frame. Push the door into the frame until the hinge pin snaps into place.

Figure 12. Connect Hinge Pin



3. Insert the hold-open screw through the hold-open standoff pivot hole.

Figure 13. Installing door hold-open



4. Insert the screw through the frame standoff and tighten with a Phillips screwdriver.

Figure 14. Installing door hold-open



5. Set the door tension swing and correct the door alignment by adjusting the TorqueMaster. (See "TorqueMaster and SAG Adjustment")



Warning: Exercise caution when handling the door.



Warning: DO NOT use power tools when adjusting the TorqueMaster.



Warning: DO NOT over tighten the hold-open bolt. Verify that the hold-open does not bind while sliding along the hold-open bolt. Adjust as necessary.



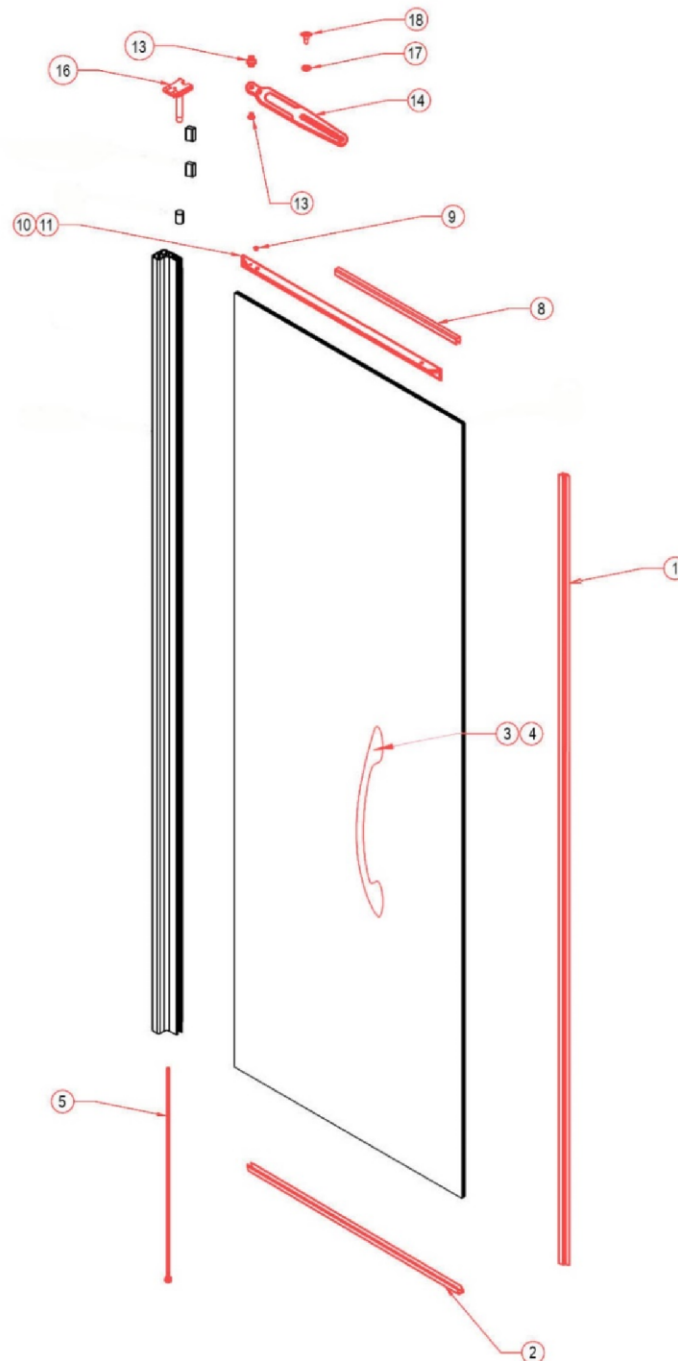
Warning: DO NOT use power tools when adjusting the TorqueMaster.



Warning: Vista Elite[®] edge guards must never be removed. Removal will cause damage to the door.

Vista Elite[®] Door Assembly and Parts

Figure 15. Vista Elite[®] Door Assembly for Replacement Parts See Table 2 for Replacements Part Numbers



Note: Parts depicted in Red can be replaced; Parts in Black are not replaceable

Table 2. Vista Elite[®] Door Replaceable Parts

ITEM #	PART #	DESCRIPTION
1	20-21061-9042	EXT. GUARD, WIPER, VISTA, CLR, 108"
2	20-17117-9013	EXT. GUARD, EDGE, LONG, CLR,
3	45-17239-000X	HANDLE, ARC, DR, VISTA
4	70-17278-0001	TAPE, FOAM, CUT, HANDLE, VSTA
5	02-10308-0007	ASSY, TORQUE ROD
8	20-17117-9013	EXT. GUARD, WIPER, LONG, CLR (CUT TO LENGTH)
9	20-15819-0001	PLUG, TRUSS, 211 DIA, NATURAL
10	70-16653-0003	TAPE, VHB, DOUBLE-SIDED, 1" X 8.3", BLK
11	11-22408-000X	BRACKET, HOLD OPEN, VSTV
13	40-14616-0001	STANDOFF, PIVOT, HOLD OPEN
14	15-14707-0001	HOLD OPEN, FORK, CLSD END
16	60-12723-0003	ASSY, PLUG, HINGE PIN, 40", CLR
17	10-15097-0001	SPACER, DETENT, HOLD OPEN
18	40-15096-001	BOLT, DETENT, HOLD OPEN , VISTA



Warning: When removing Vista Elite[®] doors from crates **DO NOT** lift or remove the door from handles. Doing so will cause the handles to break off glass or possibly shatter the entire door! Please use extreme caution and have at minimal two people lift the door one person from each end to insure proper removal from crate. Also, the edge guards must **NEVER** be removed/ Removal will cause damage to the door.

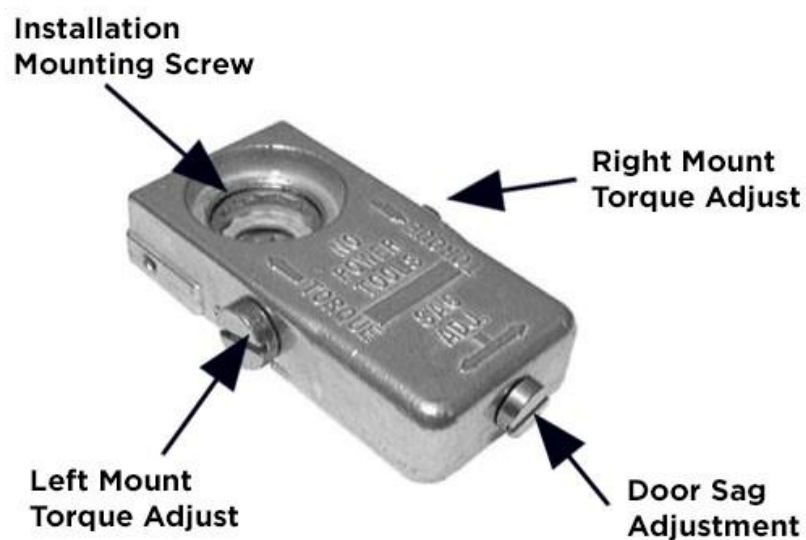
TorqueMaster and Sag Adjustment

The following instruction set will walk you through properly adjusting door location and door sag. In-depth video instructions available on anthonyintl.com and our [YouTube Channel](#).



Warning: Exercise caution when handling the door and **DO NOT** use power tools when adjusting the TorqueMaster™.

Figure 16. TorqueMaster



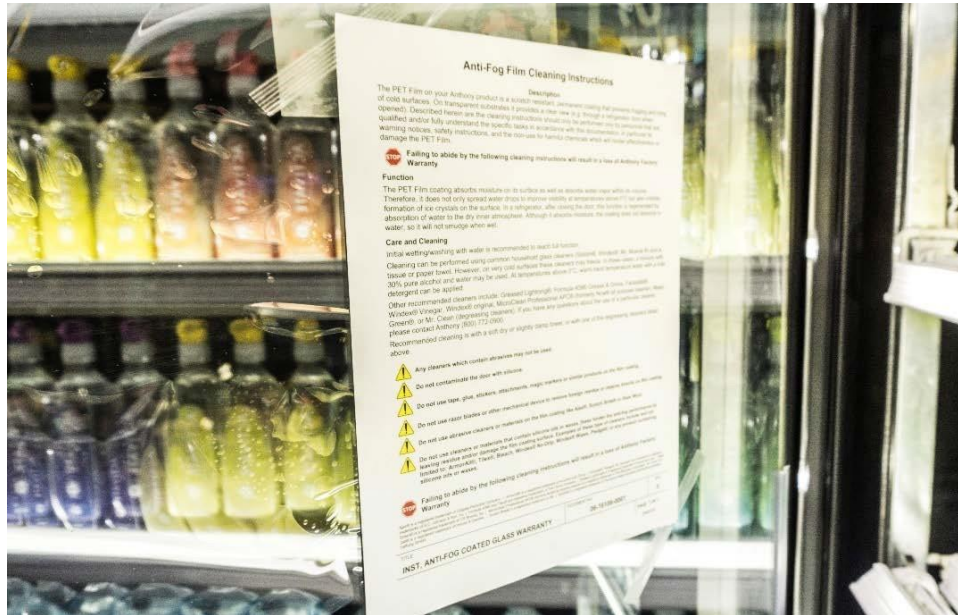
1. Use a flathead screwdriver to adjust the torque rod tension, by turning the outside screw on the TorqueMaster.
 - Turn counter-clockwise to increase tension.
 - Turn clockwise to decrease the tension.
2. Adjust the door sag to square the door in the frame by turning the screw that is marked SAG ADJ. (sag adjustment), on the end of the TorqueMaster, until the door is aligned square in opening.
 - Turn counter-clockwise to raise handle side of door.
 - Turn clockwise to lower the handle side of door.

Anti-Fog Feature (OPTIONAL before 3/1/2018)
Orders sold before 3/1/2018 with glass code 2PNLV only !

For doors with Anthony's Anti-Fog Film Feature please find the "Anti-Fog Film Instructions" attached to your Vista Elite® door. Insure that you take the time to read these instructions carefully and thoroughly.

1. Find the “Anti-Fog Film Cleaning Instructions” document attached to your door.

Figure 17. Anti-Fog Film Cleaning Instructions



2. Make sure to review and read all warnings and care instructions on this document.
3. Store the “Anti-Fog Film Cleaning Instructions” document in a safe place where you can access easily in future when needed.

Proper Door Maintenance for Anti-Fog Option

The following instruction set will walk you through properly removing door from frame.

The Anti-Fog Film on your Anthony product is a scratch resistant, permanent coating that prevents fogging and icing of cold surfaces. On transparent substrates, it provides a clear view (e.g. through a refrigerator door when opened).

Described herein are the cleaning instructions should only be performed only by personnel that are qualified and/or fully understand the specific tasks in accordance with this documentation, in particular its warning notices, safety instructions, and the non-use for harmful chemicals which will hinder effectiveness or damage the PET Film.



Failing to abide by the following cleaning instructions will result in a loss of Anthony Factory Warranty Function

The PET Film coating absorbs moisture on its surface as well as absorbs water vapor within its volume. Therefore, it does not only spread water drops to improve visibility at temperatures above 0°C but also inhibits formation of ice crystals on the surface. In a refrigerator, after closing the door, this function is regenerated by absorption of water to the dry inner atmosphere. Although it absorbs moisture, the coating does not dissolve in water, so it will not smudge when wet.

Care and Cleaning

Initial wetting/washing with water is recommended to reach full function.

Cleaning can be performed using common household glass cleaners (Sidolin[®], Windex[®], Mr. Muscle[®]) and a tissue or paper towel. However, on very cold surfaces these cleaners may freeze. In these cases, a mixture with 30% pure alcohol and water may be used. At temperatures above 0°C, warm hand temperature water with a mild detergent can be applied.

Other recommended cleaners include: Greased Lightning[®], Formula 409[®] Grease & Grime, Fantastik[®], Windex[®] Vinegar, Windex[®] original, MicroClean Professional APC[®] (formerly Now[®] all-purpose cleaner), Mean Green[®], or Mr. Clean (degreasing cleaners). If you have any questions about the use of a particular cleaner, please contact Anthony (800) 772-0900.

Recommended cleaning is with a soft dry or slightly damp towel, or with one of the degreasing cleaners listed above.



Any cleaners which contain abrasives may not be used. Do not contaminate the door with silicone. Do not use tape, glue, stickers, attachments, magic markers or similar products on the film coating. Do not use razor blades or other mechanical device to remove foreign residue or objects directly on film coating. Do not use abrasive cleaners or materials on the film coating like Ajax[®], Scotch Brite[®] or Steel Wool. Do not use cleaners or materials that contain silicone oils or waxes, these hinder the anti-fog performance by leaving residue and/or damage the film coating surface. Examples of these type of cleaners include and not limited to: ArmorAll[®], Tilex[®], Bleach, Windex[®] No-Drip, Windex[®] Wipes, Pledge[®], or any product containing silicone oils or waxes.

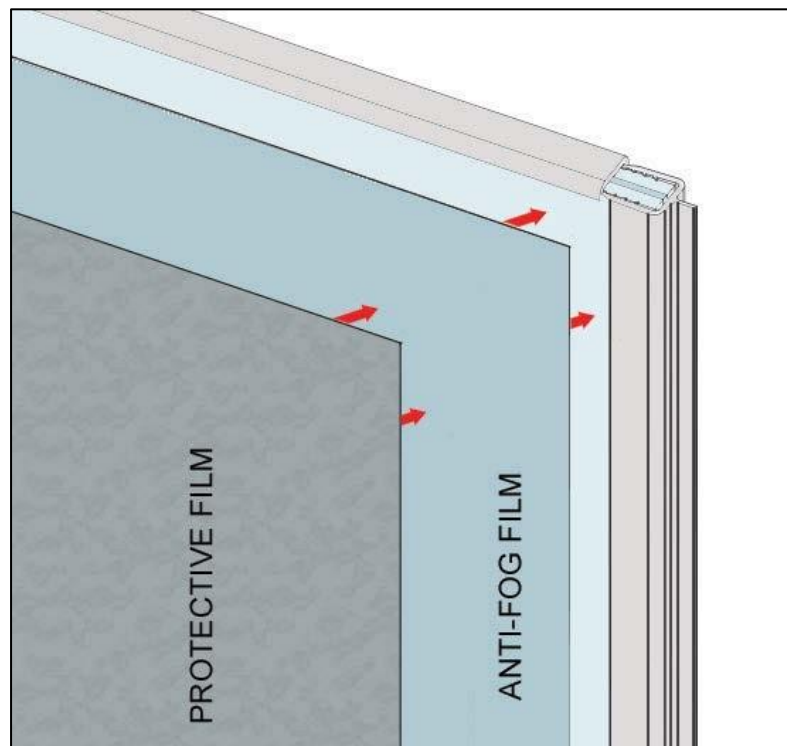


Failing to abide by the following cleaning instructions will result in a loss of Anthony Factory Warranty

Protective Film Removal from Door

Doors with Anti-Fog include a secondary protective film which sole purpose is to protect the doors and Anti-Fog feature while in transport, handling and installing. This secondary Protective film is to be removed carefully without removing the Anti-Fog film. The secondary protective film is visible to the naked eye, when doors are prepared for shipping the protective film is pulled back then re-attached creating air bubbles, which is to cause an obstructive foggy view and help installers identify the secondary protective film. This protective film is to be removed carefully without removing or damaging the Anti-Fog film.

Figure 18. Anti-Fog Film and protective film

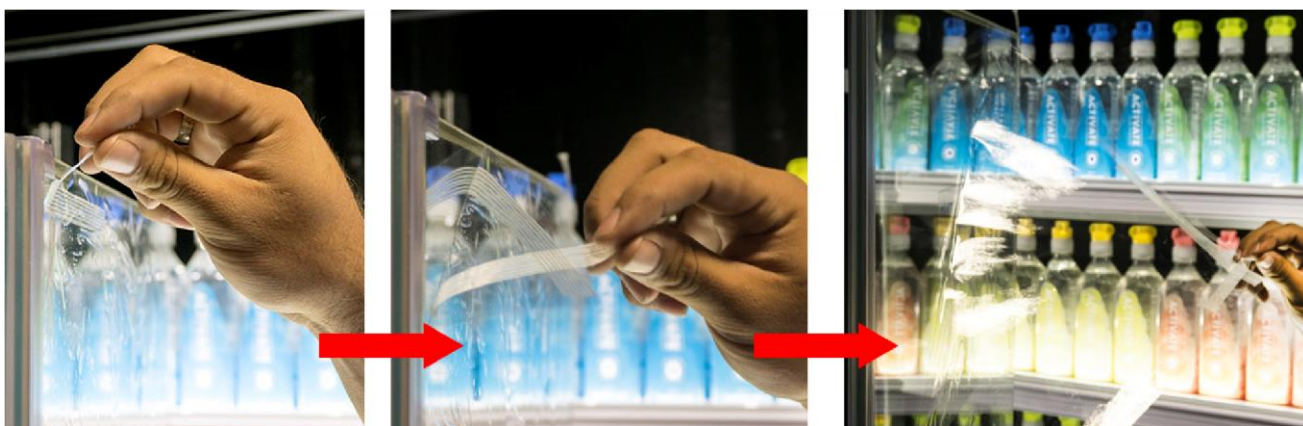




Warning: Exercise caution when removing film from door; your door includes a permanent Anti-Fog coating which is not to be removed for safety and optimal performance. Removing the Anti-Fog Film will void your warranty. The door includes a second temporary protective film that protects glass when shipping and installation; Note remove this only after the door has been properly installed.

1. The protective film will have a few pieces of tape attached to the top corner of door.
2. Carefully grasp this tape with your index finger and thumb and proceed to slowly remove the protective film from door. See Figure 19.

Figure 19. Protective film removal Instructions



Warning: Do NOT use razor, fingernails or any other sharp objects to remove the protective.

3. If you can clearly see that there is a protective film and no tape at ends carefully use a piece of tape to stick onto film then pull away allowing the protective film to come free from glass.
4. Proceed to gently remove protective film as shown in Figure 19.
5. Refer to the "Anti-Fog Film Cleaning Instructions" document attached to your door for maintenance and proper cleaning.

Door Assembly Removal

The following instruction set will walk you through properly removing door from frame.



Warning: Exercise caution when handling the door.

1. Release tension on the TorqueMaster with a flat-head screwdriver. Turn the TorqueMaster front facing screw clockwise, until the door does not automatically close from an open position.

Figure 20. Release TorqueMaster Tension



2. Open the door to access the hold open device and remove the screw from the hold open with a Phillips screwdriver.

Figure 21. Remove Hold Open Screw



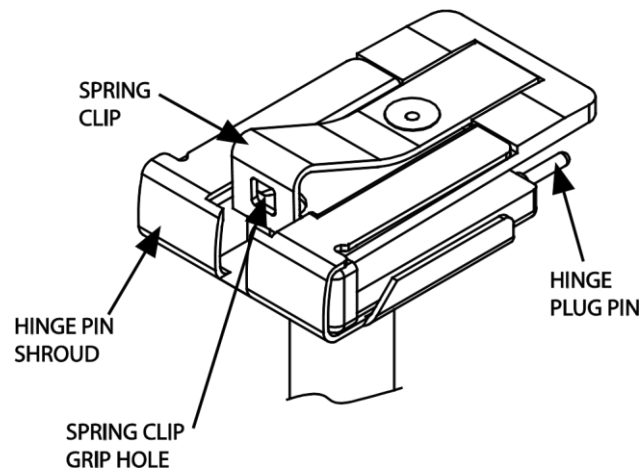
3. Retract the door to a near-closed position.

Figure 22. Door in near-closed position



4. Remove the hinge pin plug from the frame by inserting the top-half of needle- nose pliers into the spring clip grip hole and the bottom half beneath the hinge pin shroud.

Figure 23. Disengaged Hinge Pin



5. Compress the pliers to clamp down on the hinge pin spring clip, then simultaneously pull the hinge pin away from the frame and pull the door top out.

Figure 24. Disengaged Door



6. Lift the door out of the TorqueMaster and secure or lean the door on its side against a stable surface.

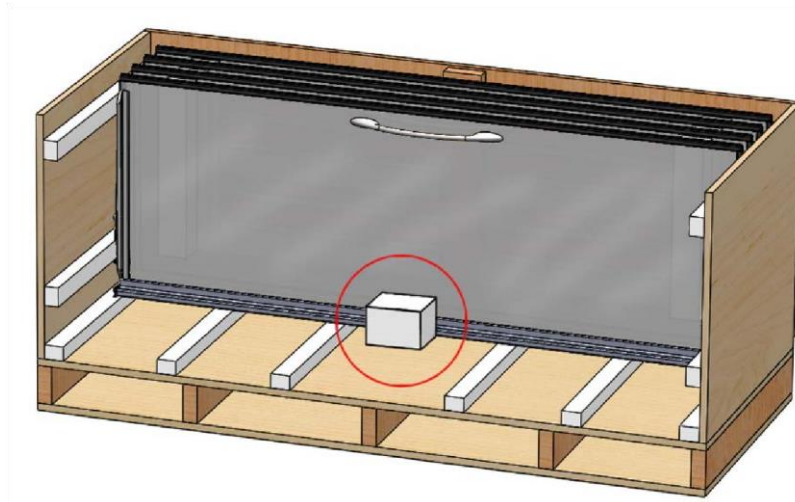
Figure 25. Withdraw from Frame



Optional Lock installation

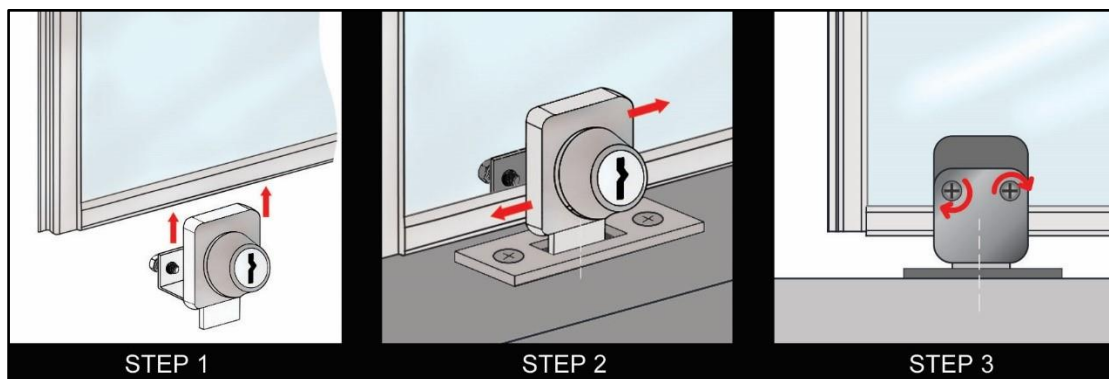
If you have ordered the Optional Glass Clamp Locks for your Vista Elite Door the following instruction set will walk you through proper installation.

Figure 26. Lock location



1. The locks are in a small box inside crate in between doors see Figure 26 above.
2. To install the locks, insure that the retaining screws are loosened to allow enough clearance to be placed over the door edge guard and glass as shown in Step 1 in Figure 27 below.

Figure 27. Installing the Lock



3. Once cylinder lock is placed over edge guard and glass slide lock to the left or right to align the lock with the Strike plate on the Frame as shown in Figure 27 Step 2.
4. Finally, once you have aligned and tested that lock is engaging properly tighten the screws located on backside of lock to secure in place as shown in Figure 27 Step 3.

Appendix A – Preventative Maintenance Guidelines

Introduction

This guideline provides information required to perform recommended and required preventative maintenance to the Anthony doors and frame.

Routine Preventative Maintenance

The following provides information needed to safely perform regular periodical preventive maintenance. Regular preventative inspections will maximize the longevity of your Anthony products. These simple tasks will go a long way in ensuring optimal performance. Depending on maintenance being performed you may need to shut down the door or kill all power to the doors. Refer to your specific door model Installation Manual on how to disengage power. The use frequency of doors will vary from location to location, and the frequency in routine for preventative maintenance will vary for everyone depending on the amount of traffic.

For Anthony products used in harsh or extreme ambient conditions, it is recommended that these inspection intervals be performed on a more regular basis. When issues are found please refer to your specific model's installation and service manual for detailed information on how to replace and re-order needed parts or contact your Anthony representative.

Periodical Inspection Recommendations

Action	Store Conditions	Description
Preventative Inspection	Normal Conditions	Once each quarter (every 3 months)
	<u>Harsh Conditions</u>	Once a month (every 30 days)
Cleaning	All Conditions	Once a month (every 30 days)
<p><i>Note: These are recommendations based on historical data of other Anthony door products and can vary depending on location, store conditions, store traffic, and other unknown variables.</i></p>		

Recommendations

Here is an outline of standard recommend Preventative Inspection criteria:

- **Freezer/Cooler Temp & Defrost Settings –**

- Regularly inspect and ensure that ambient conditions are correct*
- Ensure HVAC vents do not blow directly on doors
- Avoid direct evaporator air impingement on the cooler/freezer door. This can be achieved by ensuring shelves are always fully stocked.
- The cooler/Freezer must be regularly inspected for air leaks this can affect the temperature
- Visually inspect box penetrations and adjoining surfaces: the use of a flashlight is helpful

**Refer to the values that pertain to your specific Door Model for Operating Condition values that are required for optimal door performance.*

- **Frame & Door –** Regularly ensure to check for wear/tear on frame and door this can include:

- Ensuring that warning labels and product identification labels are all intact
- Ensure all Bezels are intact and not damaged
- Ensure that Vents are clean and allow maximum Airflow
- Ensure all plastic backs are secured and undamaged
- Handles are secured to the door
- Ensure the door is opening to the angle of 87°
- Rails are intact, not broken, and securely in place

- **Door/Frame Hinging Pin & Receptacle Area –** Regularly ensure to check for wear/tear all hinging parts include:

- Inspect that the Hinge Pin is properly connected with the frame receptacle, **DO NOT** remove the factory installed dielectric grease from the Hinge Pin assembly to ensure the proper function
- Inspect that the Hinge Pin and receptacle are rust/corrosion free, and there is an adequate amount of Dielectric Grease present
- If when replacing or servicing Door and it is removed from the Hinge Pin receptacle, ensure to re-apply dielectric grease before installation of the door
- Anthony recommends applying a minimum of three (3) grams per door Hinge Pin receptacle of its High-performance Dielectric Grease (Refer to the specific door model's installation manual for more detailed instructions on how to apply)
 - Anthony P/N: **98-25497-0001** (approximately 100 grams, sufficient for up to 30 door receptacles).
 - Anthony P/N: **98-25497-0002** (approximately 3 gram packet, sufficient for up to 1 door receptacle).
- Replace any broken or damaged Hinge Pin and ensure to apply an adequate amount of Dielectric Grease
- Visually and mechanically Inspect Hold-Open Arm, Screw, and Spacer for wear/tear/damage and that Screw is secure

- **TorqueMaster™** – To check the TorqueMaster™ is functioning correctly open each door and ensure that the tension makes the door close smoothly and gently on its own. If the door closes either too slowly or rapidly the issue can be fixed by adjusting that Torque Master™ refer to the “Torque Master™ and Sag Adjustment” section for details. If after adjusting the issue is still present the next step is to replace the Torque Master™, refer to the specific door model's installation manual for detailed instructions on replacing.

- **Gaskets** – When inspecting gaskets ensure that they are sealing properly along the entire perimeter of the door. Also, ensure that the gasket is properly inserted into the door plastic groove. Inspect and ensure gaskets are free of cracks, tears, deformities, and hardening.

Cleaning Routine

List of Items that should be cleaned during monthly cleaning routine:

- **General Cleaning** – Regularly clean by wiping down the frame, door rails, bezels, and gaskets by checking for food debris, dust, and other foreign objects that may prevent the door from closing correctly. Use non-abrasive cleaning apparatus (i.e., microfiber cloth) when wiping down frame and door rails.
- **Cleaning Inside Door Glass***: To clean door glass on the inside of the door. We recommend the following cleaners:
 - Windex[®] Original
 - Windex[®] Vinegar
 - Fantastik[®]
 - Formula 409[®]
 - MicroClean Professional APC[®]

NOTICE



Note – Any cleaner used or listed here MUST be Ammonia Free. Only use cleaners on glass portion of the door. Using harsh chemicals on PVC or ABS plastic portions of door may damage material.

Troubleshooting

PROBLEM / ISSUE	PROBABLE CAUSES / FIXES	FINAL REMEDY
Condensation on Door Glass, Door Rail, or Frame	Fan to Door Proximity too small	Install air deflector
	Evaporator fans blowing cold air directly onto glass/frames	
	Shelves not fully stocked	Stock merchandise
	Door/gasket seal malfunction	See "Insulation or Air Leaks"
	Store conditions (temperature and relative humidity) outside required	Adjust HVAC / Dehumidifier settings to meet required
	Cooler/freezer temperature set too low	Adjust cooler/freezer temperature to design specified
Condensation in between Glass Panes	Seal compromised cause loss of gas or vacuum (check by cleaning the glass on merchandise and customer sides)	Replace door
Rust/Corrosion on Hinge Pin	Excessive moisture from ambient/store conditions	Add Dielectric Grease to Hinge Pin Receptacle Replace Hinge Pin/ add adequate amount of Dielectric Grease
Ice buildup inside Freezer	Air infiltration Box/frame not sealed according to Anthony instructions	See "Insulation or Air Leaks"
Door not closing or sealing	Check gasket to ensure proper installation	Replace gasket
	Check the gasket for damage	
	Check Hold-Open	Replace Hold-Open
	Check TorqueMaster torque (plumb)	Replace TorqueMaster2
	Check TorqueMaster sag	
	Check Frame/Door is square	Replace Plastic Covers
	Check Plastic covers on rails	
	Check Plastic covers on frame mullions	
No Power to Frame	Check Power Supply	Adjust energy controller to Full-On
	Check energy/humidity controller	Replace Power Supply
	Check hinge pin connections	Replace Energy/Humidity Controller
	Check glass wire connections	Replace Hinge Pin
	Check hinge pin wiring	Replace wiring
Low Voltage	Check main voltage	Adjust energy controller to Full-On Replace Frame heater wires
	Check humidity controller	
	Check the Amp draws to the heater wires in the frame	
Door/Gasket Seal - Malfunction	Check gasket	Replace gasket
	Check door mount	Replace hinge pin
	Check Door is square and level	Replace TorqueMaster
Frame not Square or Plumb	Frame not properly shimmed	Use correct Shim to level frame Use rubber mallet to adjust frame plumb within 1/16"
	The frame should be square to within 1/16"	
	The frame should be plumb within 1/16"	
Insulation or Air Leaks	Frame must be properly shimmed, level, and plumb	Seal gaps with approved NSF-approved Food Grade Silicone Sealant per Quick Installation Requirements Guide.
	Ensure encapsulated blue board insulation is present (Thermal Frame with Low Temp and NT High Humidity applications only)	
	Use RTV-108 NSF Approved Silicone Caulk to fill the perimeter of the frame on the refrigeration side (inside the case) and at all frame joints as required so there are no air gaps.	
	Use RTV-108 NSF Approved Silicone Caulk to fill the perimeter of the frame on the refrigeration side (outside the case) and at all frame joints as required so there are no air gaps.	
	Ensure Gap between frame and refrigeration does not exceed 1/8", gaps larger than 1/8" will require additional shimming to reduce gap size before sealing	
	Ensure all electrical conduits are properly sealed to prevent moisture and air from migrating into the box, use RTV-108 NSF Approved Silicone Caulking if necessary	

PROBLEM / ISSUE	PROBABLE CAUSES / FIXES	FINAL REMEDY
Glass condensation	No Power	Check power supply Check humidity controller Check Hinge Pin connections Check glass wire connections Check Hinge Pin wiring
	Low voltage	Check main voltage Check humidity controller
Door/Frame Rail Condensation	No Power	Check power supply Check humidity controller Check hinge pin connections Check door wire connections Check frame wire connections
	Low voltage	Check main voltage Check humidity controller hinge pin
	Door seal malfunction	Check gasket Check door mount wiring
Door saw-toothed	Door or frame not square	Square door to 1/16" Adjust TorqueMaster sag Replace worn hinge pin socket Facility or case not level Frame not properly shimmed Hold-open binding/damaged
Lamp inoperative	Power switch OFF	Turn power switch ON
	Lamp burned-out	Replace lamp
	Lamp failure	Check socket mounting Check socket/lamp connection Check ground wire connection
	Incorrect lamp	Replace with correct lamp
	Ballast failure	Check wire connections Replace ballast
	Incorrect ballast	Replace ballast
	Incorrect wiring	Check ground wire connection Reconfigure wiring Replace wiring
Lamp intermittent or dimming	Incorrect voltage	Match lamp voltage to circuit Match ballast to circuit voltage
	Lamp cover failure	Check cover installation Check mullion lens installation Replace lamp cover
	Defective wiring	Check & replace wiring
	Defective LED Fixture	Replace LED Fixture

Revision History

REV	ORIGINATOR	DESCRIPTION OF CHANGE	REVIEWED BY	APPROVED BY	DATE
A	SAM FISHER	INITIAL RELEASE			11/09/2015
B	ALFREDO MARTINEZ	REVISED TO NEW FORMATTING			02/14/2017
C	ALFREDO MARTINEZ	WIRING DIAGRAM INSTRUCTIONS REVISED			03/01/2017
D	ALFREDO MARTINEZ	UPDATED MANUAL TO INCLUDE CRATE REMOVAL; CLEANING INSTR			10/06/17
E	KATHLEEN HOLST	UPDATE MANUAL TO CURRENT PROD. ANTIFOG PRIOR 3/1/2018	KATHLEEN HOLST	APPROVED BY CCB	3/22/2018
F	EDUARDO CHAVEZ	ADDED APPENDIX A – SEE ECN 18493	KATHLEEN HOLST	APPROVED BY CCB	07/13/22

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