

This installation troubleshooting guide was created to provide a quick reference to aid in resolving and troubleshooting any installation issues **BEFORE** contacting Anthony Customer Service or Warranty. Please note that there is a Quick Installations requirements guide that specifies Anthony frame installation instructions on how to properly install our frames. Read and fully understand this guide along with the Installation Manual for your specific model before installing any Anthony frame or door. To ensure you have the latest version please visit the Anthony website and locate your specific model via Support>Support Documents section. You can also find useful instructions and other tips by visiting and viewing our various videos located on Anthony website via Support>Videos section or on our YouTube Channel “WatchAnthonyVideos”. Please ensure to always use proper tools and safety equipment when performing installation.

Performance Conditions requirements

The installation of Anthony doors for various applications require specific installation instructions of a new frame and door. In order to achieve optimal product performance and avoid failures. See table below (*Table 1.0 Operating conditions*) for detailed information on your particular model. Please note that ambient conditions in your store may vary throughout the day, it is crucial to ensure that the required conditions are met at all times for optimal door performance.

Table 1.0 : Operating Conditions

MODEL	NORMAL TEMP	NORMAL TEMP - HIGH HUMIDITY	LOW TEMP
401, 101, ELIMINAATOR, ELIMINAATOR RENU, INFINITY 90	75°F, 55% RH AMBIENT / 35°F WALK-IN	75°F, 65% RH AMBIENT / 35°F WALK-IN	75°F, 55% RH AMBIENT / -10°F WALK-IN
INFINITY 60, VISTA C	75°F, 55% RH AMBIENT / 35°F WALK-IN	- N/A -	- N/A -

Table 1.1 : Installation 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 parameters	Adjust HVAC / Dehumidifier settings to meet required parameters
	Cooler / freezer temperature set too low	Adjust cooler/freezer temperature to design specified setting
Condensation in between Glass Panes	Seal compromised cause loss of gas or vacuum (check by cleaning glass on merchandise and customer sides)	Replace door
Ice buildup inside Freezer	Air infiltration Box / frame not sealed according to Anthony instructions	See “Insulation or Air Leaks” Ensure frame and box sealed according to Anthony Quick Installation Requirements Guide Conduct smoke test
Door not closing or sealing	Check gasket to ensure proper installation	Replace gasket Replace Hold-Open Replace TorqueMaster Replace Plastic Covers
	Check gasket for damage	
	Check Hold-Open	
	Check TorqueMaster torque (plumb)	
	Check TorqueMaster sag	
	Check Frame/Door is square	
	Check Plastic covers on rails	
	Check Plastic covers on frame mullions	

Table 1.1 : Installation Troubleshooting - Continued

No Power to Frame	Check Power Supply	Adjust energy controller to Full-On Replace Power Supply Replace Energy/Humidity Controller Replace Hinge Pin Replace wiring
	Check energy/humidity controller	
	Check hinge pin connections	
	Check glass wire connections	
	Check hinge pin 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 Replace hinge pin Replace TorqueMaster
	Check door mount	
	Check Door is square and level	
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"
	Frame should be square to within 1/16"	
	Frame should be plumb within 1/16"	
Insulation or Air Leaks	Frame must be properly shimmed, level, and plumb	Install removed blue board insulation as per Guide 99-24539-I001_ Blue Foam Application (if required) 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 frame on refrigeration side (inside 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 frame on 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	