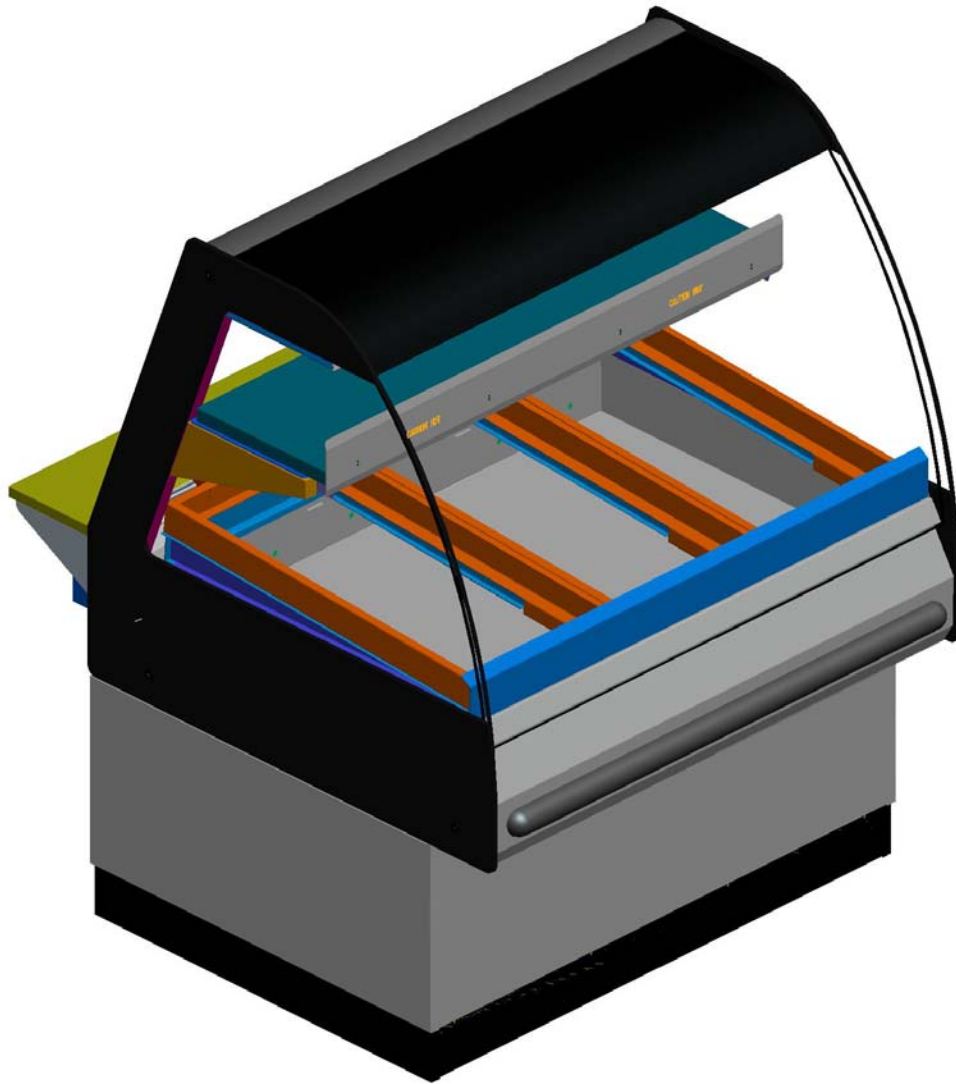


Tiered Display Merchandiser

MODEL TDCG

Operation and Installation Manual



BKI LIMITED WARRANTY

PO Box 80400 • Simpsonville, SC 29680-0400 • USA
(864) 963-3471 • Toll Free: (800) 927-6887 • Fax: (864) 963-5316

WHAT IS COVERED

This warranty covers defects in material and workmanship under normal use, and applies only to the original purchaser providing that:

- ☐ The equipment has not been accidentally or intentionally damaged, altered or misused;
- ☐ The equipment is properly installed, adjusted, operated and maintained in accordance with national and local codes, and in accordance with the installation and operating instructions provided with this product.
- ☐ The serial number rating plate affixed to the equipment has not been defaced or removed.

WHO IS COVERED

This warranty is extended to the original purchaser and applies only to equipment purchased for use in the U.S.A.

COVERAGE PERIOD

- ☐ Warranty claims must be received in writing by BKI within one (1) year from date of installation or within one (1) year and three (3) months from date of shipment from the factory, whichever comes first.
- ☐ COB Models: One (1) Year limited parts and labor.
- ☐ COM Models: Two (2) Year limited parts and labor. COM convection ovens also have a two (2) year door warranty.
- ☐ COI Models: Two (2) Year limited parts and labor. Five (5) Year limited door warranty.
- ☐ BevLes Products: Two (2) Year limited parts and labor.
- ☐ Warranty period begins the date of dealer invoice to customer or ninety (90) days after shipment date from BKI, whichever comes first.

WARRANTY COVERAGE

This warranty covers on-site labor, parts and reasonable travel time and travel expenses of the authorized service representative up to (100) miles round trip and (2) hours travel time and performed during regular, weekday business hours.

EXCEPTIONS

Any exceptions must be pre-approved in advance and in writing by BKI. The extended door warranty on convection ovens years 3 through 5 is a parts only warranty and does not include labor, travel, mileage or any other charges.

EXCLUSIONS

- ☐ Negligence or acts of God,
- ☐ Thermostat calibrations after (30) days from equipment installation date,
- ☐ Air and gas adjustments,
- ☐ Light bulbs,
- ☐ Glass doors and door adjustments,
- ☐ Fuses,
- ☐ Adjustments to burner flames and cleaning of pilot burners,
- ☐ Tightening of screws or fasteners,
- ☐ Failures caused by erratic voltages or gas suppliers,
- ☐ Unauthorized repair by anyone other than a BKI Factory Authorized Service Center,
- ☐ Damage in shipment,
- ☐ Alteration, misuse or improper installation,
- ☐ Thermostats and safety valves with broken capillary tubes,
- ☐ Freight – other than normal UPS charges,
- ☐ Ordinary wear and tear,
- ☐ Failure to follow installation and/or operating instructions,
- ☐ Events beyond control of the company.

INSTALLATION

Leveling, as well as proper installation and check out of all new equipment - per appropriate installation and use materials – is the responsibility of the dealer or installer, not the manufacturer.

REPLACEMENT PARTS

BKI genuine Factory OEM parts receive a (90) day materials warranty effective from the date of installation by a BKI Factory Authorized Service Center.

Warranty is in lieu of all other warranties, expressed or implied, and all other obligations or liabilities on the manufacturer's part. BKI shall in no event be liable for any special, indirect or consequential damages, or in any event for damages in excess of the purchase price of the unit. The repair or replacement of proven defective parts shall constitute a fulfillment of all obligations under the terms of this warranty.

Asia • Europe • Latin America • North America



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Introduction

Congratulations! You have chosen a **Hot Food Deli Case** that will give you many years of fine service from the original manufacturer, **BKI**.

The BKI name and trademark on this unit assures you of the finest in design and engineering -- that it has been built with care and dedication -- using the best materials available. Attention to the operating instructions regarding proper installation, operation, and maintenance will result in long lasting dependability to insure the highest profitable return on your investment.

NOTICE

PLEASE READ THIS ENTIRE MANUAL BEFORE OPERATING THE UNIT. If you have any questions, please contact your BKI Distributor. If they are unable to answer your questions, contact the BKI Technical Service Department, toll free: 1-800-927-6887. Outside the U.S., call 1-864-963-3471.

This unit is to be sealed to the floor after installation to conform to NSF requirements. (Dow Corning RTV #732 Multi purpose Sealant.)

Safety Precautions

Always follow recommended safety precautions listed in this manual. Below is the safety alert symbol. When you see this symbol on your equipment, be alert to the potential for personal injury or property damage.



Safety Signs and Messages

The following Safety signs and messages are placed in this manual to provide instructions and identify specific areas where potential hazards exist and special precautions should be taken. Know and understand the meaning of these instructions, signs, and messages. Damage to the equipment, death or serious injury to you or other persons may result if these messages are not followed.

DANGER

This message indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.

WARNING

This message indicates a potentially hazardous situation, which, if not avoided, could result in death or serious injury.

CAUTION

This message indicates a potentially hazardous situation, which, if not avoided, may result in minor or moderate injury. It may also be used to alert against unsafe practices.

NOTICE

This message is used when special information, instructions or identification are required relating to procedures, equipment, tools, capacities and other special data.

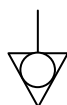
Specific Precautions

⚠ CAUTION

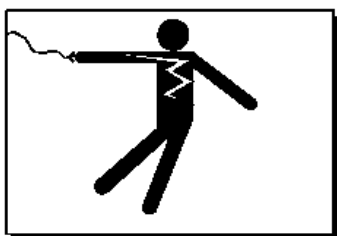
Equipotential Ground Plane

When a high current flows through a conductor, differences in potential appear between the conductor and nearby metallic surfaces near the appliance. As a result, sparks may be produced between the appliance and surrounding metal surfaces. These sparks could cause serious injury, damage, or fire.

BKI provides an Equipotential ground terminal for the connection of a bonding conductor after the installation of the appliance per IEC60417-1. This terminal is located on the inside of the Power Entry Supply box near the Earth connection and is marked with this symbol.



Safe Work Practices



Beware of High Voltage

This equipment uses high voltage. Serious injury can occur if you or any untrained or unauthorized person installs, services, or repairs this equipment. Always Use an Authorized Service agent to Service Your Equipment



Keep this manual with the Equipment

This manual is an important part of your equipment. Always keep it near for easy access.

If you need to replace this manual, contact:

BKI

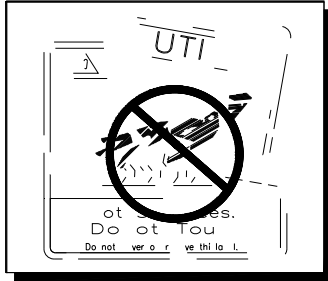
Technical Services Department
P.O. Box 80400
Simpsonville, S.C. 29680-0400
Or call toll free: 1-800-927-6887
Outside the U.S., call 864-963-3471



Protect Children

Keep children away from this equipment. Children may not understand that this equipment is dangerous for them and others.

NEVER allow children to play near or operate your equipment.



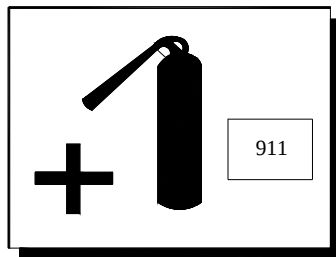
Keep Safety Labels Clean and in Good Condition

Do not remove or cover any safety labels on your equipment. Keep all safety labels clean and in good condition. Replace any damaged or missing safety labels.

If you need new safety labels, contact:

BKI

Technical Services Department
P.O. Box 80400
Simpsonville, S.C. 29680-0400
Or call toll free: 1-800-927-6887
Outside the U.S., call 864-963-3471

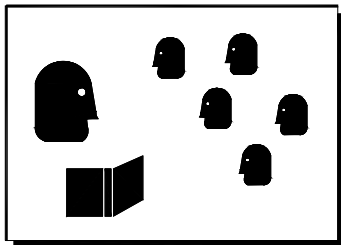


Be Prepared for Emergencies

Be prepared for fires, injuries, or other emergencies.

Keep a first aid kit and a fire extinguisher near the equipment. You must use a 40-pound Type BC fire extinguisher and keep it within 25 feet of your equipment.

Keep emergency numbers for doctors, ambulance services, hospitals, and the fire department near your telephone.



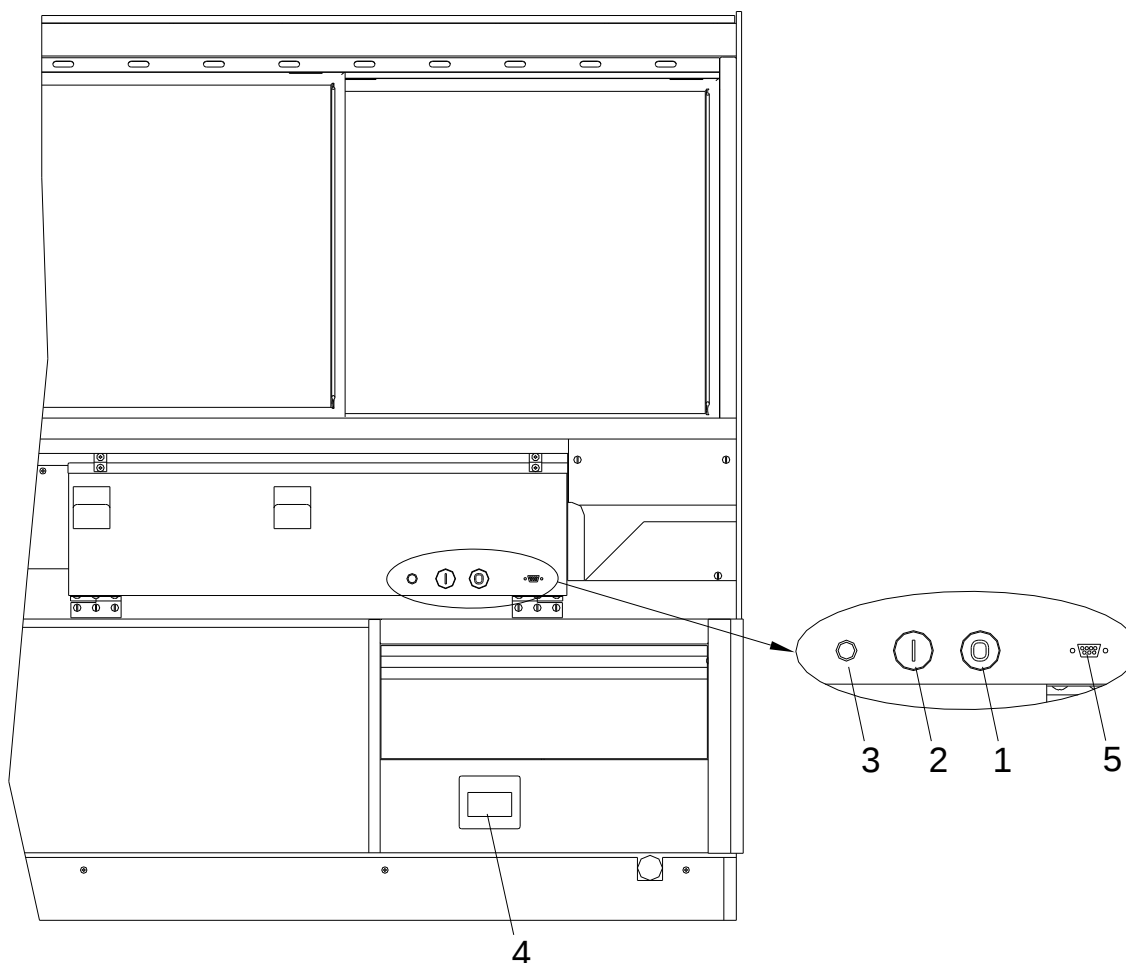
Know your responsibilities as an Employer

- Make certain your employees know how to operate the equipment.
- Make certain your employees are aware of the safety precautions on the equipment and in this manual.
- Make certain that you have thoroughly trained your employees about operating the equipment safely.
- Make certain the equipment is in proper working condition. If you make unauthorized modifications to the equipment, you will reduce the function and safety of the equipment.

Operation

Controls and Indicators

The deli case controls are shown in the figure below. The pushbutton switches turn the power supply to the case on and off. The touchscreen interface is used to operate the case and display temperatures.



Hardware Controls

Item #	Description	Function
1	Power OFF Switch	Depressing the switch turns power OFF to the entire unit.
2	Power ON Switch	Depressing the switch turns power ON to the entire unit. When the unit is ON the touchscreen controller is powered & the lights illuminate.
3	Main Power Isolator Light	This light illuminates to indicate that power is being applied to the unit from the main power isolator (circuit breaker).
4	Analog Touchscreen Interface	Used for the operation of the unit and to measure & record product temperatures.
5	Controller RS-232 Interface	Allows user to download saved product temperatures to a laptop PC using the supplied software.

Software Controls - Default Screen

The Default Screen appears on the touchscreen during normal operation. The screen shows the menu button and a representative temperature.

The representative temperature does not correspond to the internal temperature of the food products in the case. This temperature is only an indication that the case is operating properly and heating.

When the unit is first powered up the representative temperature will be approximately room temperature. As the unit preheats the representative temperature will rise. The representative temperature will stabilize when the unit reaches operating temperature.

The representative temperature should be approximately the same from day to day when the unit is in operation. A significant change in this temperature without changing any of the temperature settings of the unit may indicate a problem with the unit. A qualified BKI service representative should be contacted.

Software Controls - Viewing Settings

The current heater settings can be viewed by touching the Menu Button [M] on the Default Screen. The Menu Screen will then be displayed.

To view the current settings for either Well Temp or Upper Heaters touch the appropriate button on the Menu Screen. The View Setting Screen for the selected heaters will be displayed.

To return to the Default Screen, touch the Exit Button [X].

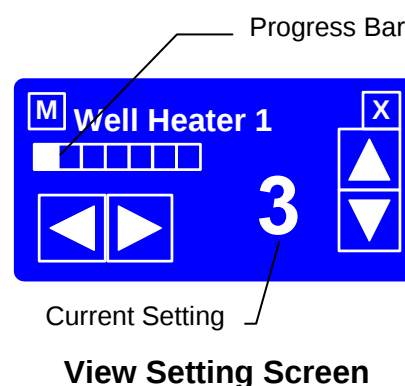
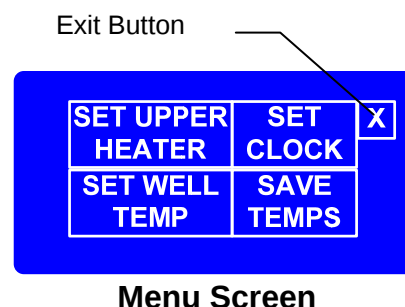
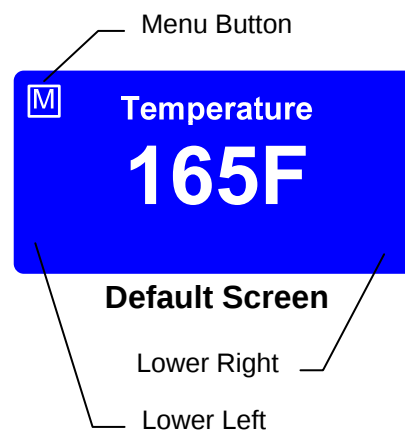
If the controller is configured to control each well position independently the View Setting Screen as shown at right will be displayed. Use the left and right arrows to display the heater setting for the various well positions of the unit. The progress bar gives a visual representation of the well location for which the setting is being displayed.

The current heater setting is displayed on the right side of the screen. The setting is a numeric value between 1 and 10 where 10 is the hottest setting.

If the controller is configured to control all of the well positions at the same setting, the progress bar will be solid and the left and right arrows will not be displayed. The setting shown will be for the heaters at all of the well positions.

To return to the Menu Screen, touch the Menu Button [M]. To return to the Default Screen, touch the Exit Button [X].

Touching [Set Clock] on the Menu Screen will display the time and date. To return to the Menu Screen, touch the Menu Button [M]. To return to the Default Screen, touch the Exit Button [X].



Software Controls - Programming the Controller

There is a unique set of touches to enter the programming mode. This prevents the case settings from being inadvertently changed.

Enter the programming mode from the Default Screen by touching the lower left of the touchscreen, then the lower right and then the Menu Button **[M]** in that order. The Menu Screen will then be displayed.

To edit the current settings for either Well Temp or Upper Heater touch the appropriate button on the Menu Screen. The Edit Setting Screen for the selected heaters will be displayed.

To return to the Default Screen, touch the Exit Button **[X]**.

If the controller is configured to control each well position independently the Edit Setting Screen as shown at right will be displayed. Use the left and right arrows to display the heater setting for the various well positions of the unit. The progress bar gives a visual representation of the well location for which the setting is being displayed.

The current heater setting is displayed on the right side of the screen. Use the up and down arrows to edit the heater setting. The setting is a numeric value between 1 and 10 where 10 is the hottest setting.

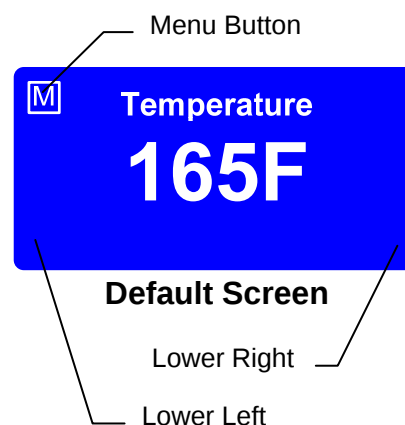
If the controller is configured to control all of the well positions at the same setting, the progress bar will be solid and the left and right arrows will not be displayed. Use the up and down arrows to edit the heater setting for all of the well positions.

To return to the Menu Screen, touch the Menu Button **[M]**. To return to the Default Screen, touch the Exit Button **[X]**.

To edit the controller time and date settings touch **[Set Clock]** on the Menu Screen while in the program mode. The time and date will need to be reset if the power supply to the case has been disconnected.

Use the left and right arrows to move the cursor under the value to be edited. Use the up and down arrows to edit the value. Continue until the current date and time is displayed.

To return to the Menu Screen, touch the Menu Button **[M]**. To return to the Default Screen, touch the Exit Button **[X]**.



Edit Settings Screen

Preheating

You should allow the equipment to preheat at the programmed temperature settings for a minimum of 30 minutes before loading it with product. For initial start up, program the controller for each well and upper heater to a setting of 5.

Check Federal and State Health and Sanitation Regulations for internal temperature required for holding cooked foods for sale. Maintaining these temperatures often tend to allow continued cooking of certain products. Therefore, smaller amounts of bulk foods should be displayed at non-peak periods and the warmer refilled as needed.

All meats and vegetables should be preheated to 160°F (70°C). before being placed in the case.

A screen liner can be used in the bottom of the display pans that are used for holding meats. This will keep meats from sticking to the bottom of the pans.

Temperature Adjustment

After placing the product into the equipment, it may be necessary to adjust the programmed settings in order to maintain the proper internal temperature for the product on display. The optional built-in product temperature probe or a portable meat thermometer should be used to read the internal temperature of each product. The programmed settings should be set to the lowest possible number that will maintain the proper product temperature.

Operational Guidelines

Keep the optional built-in product temperature probe or a portable meat thermometer on hand. Check the food temperatures hourly.

Rotate the food products. Foods loaded in first should be served first as much as is practical.

Foods held for long periods of time are more difficult to maintain at proper temperature. Also, freshness and product quality diminish if foods are held too long. Most areas of the country have sanitation regulations governing how long foods can be held. Make certain to check with your local authorities.

Unit Shutdown

Remove all food pans holding the food product from the equipment. Depress the **OFF** pushbutton switch to turn the power to the heaters and lights off. After the temperature has cooled below **120°F (50°C)**, remove any residue from the wells and clean the equipment thoroughly.

Installation

⚠ WARNING

Serious injury, equipment damage or death could result if attempting to install this unit yourself. Ensure that an authorized BKI service agent installs this unit.

Unpacking and Handling

YOU are responsible for filling all freight claims with the delivering truck line. Inspect all cartons and crates for damage as soon as they arrive. If damage to cartons or crates is found, or if a shortage is found, note this on the bill of lading (all copies) prior to signing.

If damage is found when the equipment is opened, immediately call the delivering truck line and follow up the call with a written report indicating concealed damage to your shipment. Ask for an immediate inspection of your concealed damage item. Packaging material **MUST** be retained to show the inspector from the truck line.

⚠ WARNING

Do not walk on top of deli cases or damage to the cases and serious personal injury could occur. The cases are not structurally designed to support excessive external loading such as the weight of a person. Do not place heavy objects on the deli cases.

Move the deli case as close as possible to its permanent location before moving the case off of the shipping pallet. Shipping braces are installed on each end of the deli case. Leave these braces in place while moving and leveling the deli case.

Make certain there are no separately packed accessories before discarding packaging.

During shipment, the lubricant in the gas springs may have settled. This can cause the glass not to remain open in the raised position. To avoid this, fully raise and lower the glass manually 4 or 5 times.

NOTICE

This unit is designed to be sealed to the floor after it is installed – to conform to NSF Standard 4. Use Dow Corning RTV # 732 Multi-purpose Sealant.

Floor Model

Leveling

Deli cases must be installed level to insure proper operation and alignment to adjoining equipment. Use a carpenter's level as shown in Figure 1. Begin lineup leveling from the highest point of the store floor.

1. Level the case using the leg levelers at the corners of the case (Figure 1).
2. Raise the low end of the case, do not lower the high end.
3. Check for level side-to-side and front-to-back.
4. If you are installing adjoining cases, position the next case in line beside the level case and proceed to the next step.
5. Level this case in the same manner.
6. When level, bolt the two cases together at the locations shown in Figure 1.

NOTE: None of the end components shown in Figure 2 should be attached to adjoining case ends

If the cases have been properly leveled, the front panels and counter tops should align with a

small, uniform gap between the front panels of the two cases.

7. Proceed in the same manner until all the cases in the line are level and bolted together.

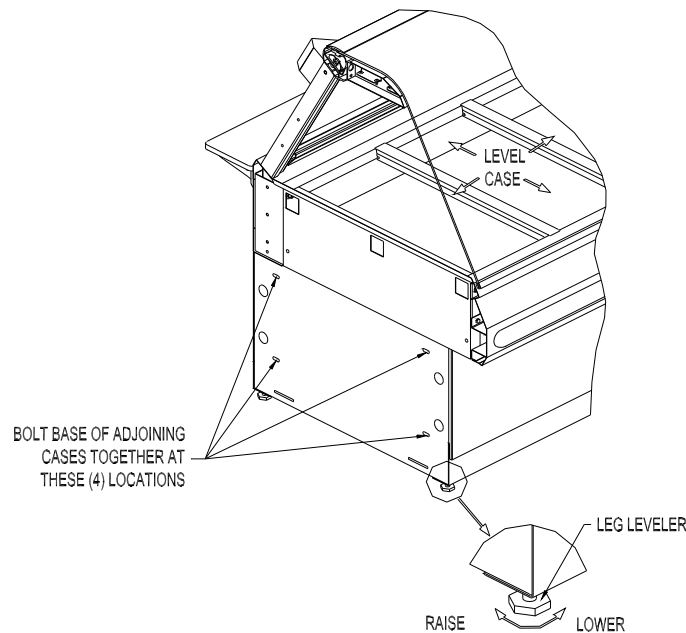


Figure 1. Floor Models - Leveling

Kick Plate Mounting

A stainless steel kick plate is provided for the front, back and ends of each case.

1. In order to install the Kick Plates it will be necessary to remove the End Trim Panels (see Figure 2). Remove the retaining nuts located inside the base with a 3/8" wrench. From outside of the case pull the End Trim Panels away from the case.
2. Slide the front kick plate (the wider of the two) behind the lower finished front panel of the case (see Figure 2).
3. Make certain that the ends of the kick plate are flush with the ends of the lower finished front panel and that the kick plate is flush to the floor.
4. Drill 5/32" [4 mm] diameter holes in the case base to match the pre-drilled holes in the kick plate.
5. Attach the kick plate to the case base with the black sheet metal screws provided.
6. Mount the back kick plate to the case in the same manner.
7. Set the End Kick Plates into position on the ends of the case flush with the floor (see Figure 2).

NOTE: There are left and right hand End Kick Plates. The longer end flange faces toward the front of the case with the black side out. The End Kick Plates fit over the ends of the front and back kick plates and flush to the floor.

8. Carefully slide the End Trim Panels back into position on the case and push and reinstall the retaining nuts.

9. This unit is designed to be sealed to the floor after it is installed – to conform to NSF Standard 4. Use Dow Corning RTV # 732 Multi-purpose Sealant or equivalent silicone sealant to seal the Kick Plates to the floor around the full perimeter of the case.

End Panel Mounting

Attach the End Panels to the ends of the case(s) as shown in Figure 2 using the shoulder screws provided. For Glass End Panels only, slide the plastic bushings provided over the shoulder screws before inserting the screw into the glass panel. Be careful that the screws do not bind in the holes in the glass panel.

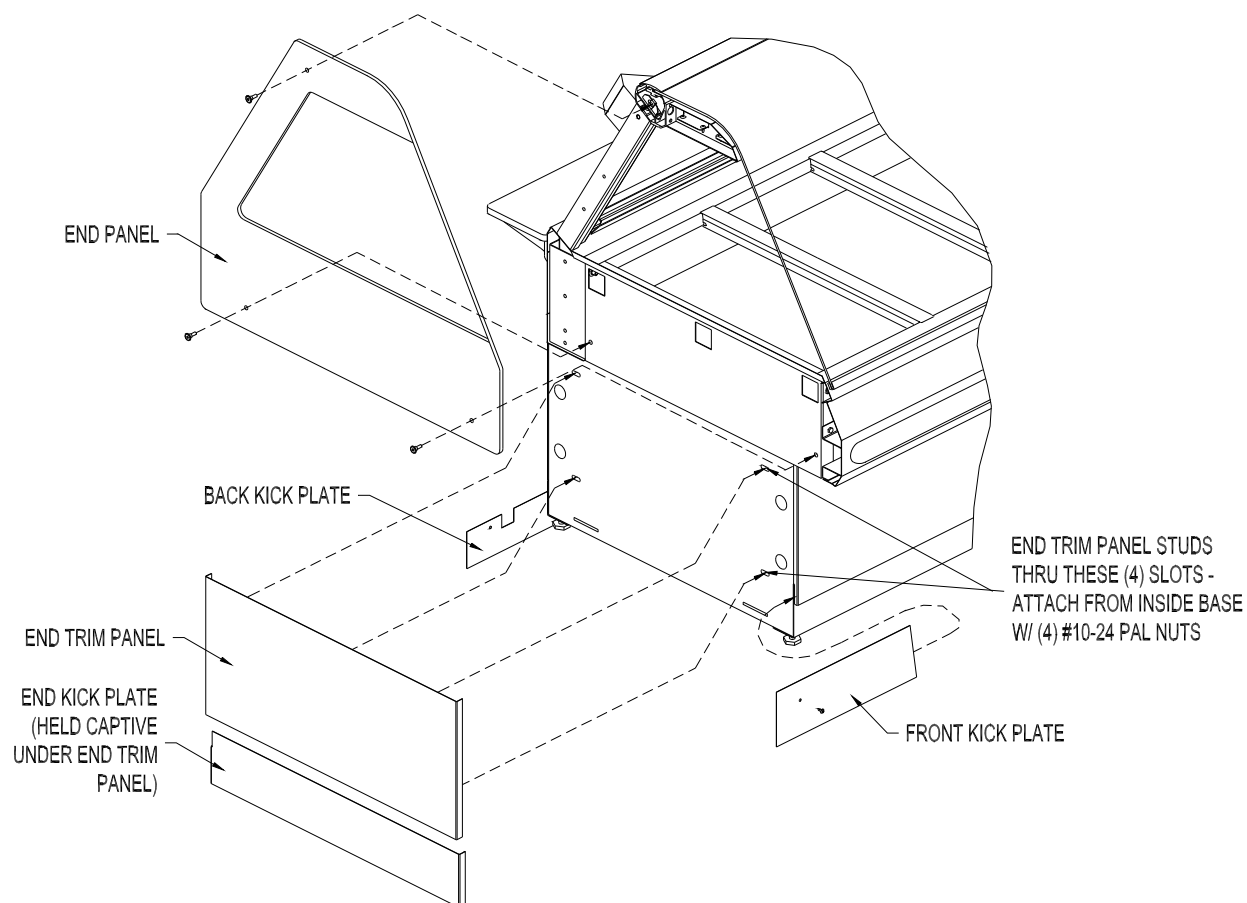


Figure 2. Floor Model - End Kick Plate & End Panel Mounting

Wiring

A wiring diagram for the specific model is shipped with the deli case. The wiring diagram provides electrical specifications, an electrical schematic and a parts list. Refer to this wiring diagram and the deli case serial number plate for electrical information.

Field wiring must be sized for the components amperes printed on the serial number plate. Actual ampere draw may be less than specified.

All electrical connections should be in compliance with the NEC and all applicable local codes by a licensed electrician. Refer to the wiring diagram furnished with your case for the electrical specifications.

The mains power supply connection is located in the base of the case below the utility drawer (see Figure 3). Remove the utility drawer from its frame and then remove the screws from each corner of the drawer bottom panel. Lift the drawer bottom panel out by grasping the screw installed in the front center of the panel.

A wiring cutout is provided in the base bottom pan (see Figure 4). Refer to the case specification sheet for the location of this cutout. Remove the cover over the wiring cutout and route the wiring through the cutout. Cut a hole of the proper size and location in the cover for the conduit to pass through and reinstall the cover.

Connect the mains power supply wires to the terminal block. Reinstall the drawer bottom panel on the utility drawer.

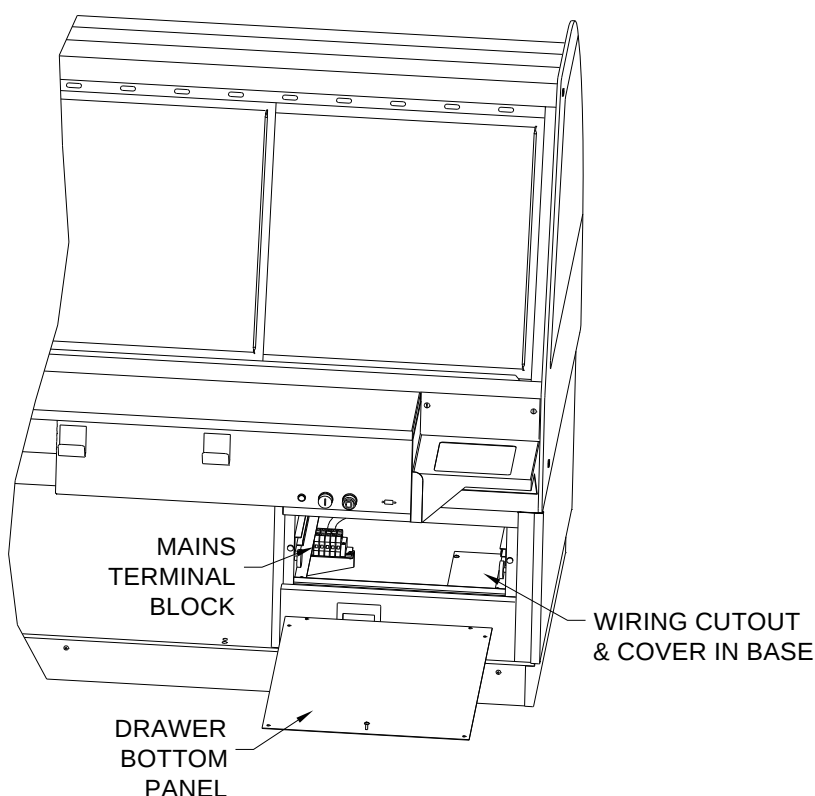


Figure 3. Wiring Access

Case Joining Trim

1. After leveling the cases and bolting the bases together, bolt the canopies together as shown in Fig. 6 with a 1/4"-20 x 3/4" Hex Head Screw and Keps Nut.
2. Mount the Upper Front & Base Front Joint Trims by holding them in place and marking the hole locations on the case.
3. Make certain the joint covers are centered on the joint and that they align vertically with each other.
4. Drill the case holes 5/32" and attach joint covers with screws provided. Before tightening the top screws of the Upper Front Trim, slide the Counter Front Trim in place between the screw head and the Upper Front Trim.
5. Apply a bead of silicone sealant inside the Counter End Joint Cover and slide the cover over both counter end walls. Apply a bead of silicone sealant to seal the open front of the Counter End Joint Cover.
6. Attach Bumper Ends and Bumper Mounting Base to the front of the cases, centered on the vertical surface of the upper front of the case. Cut the Bumper Top to length to fit between the Bumper Ends and snap into place.

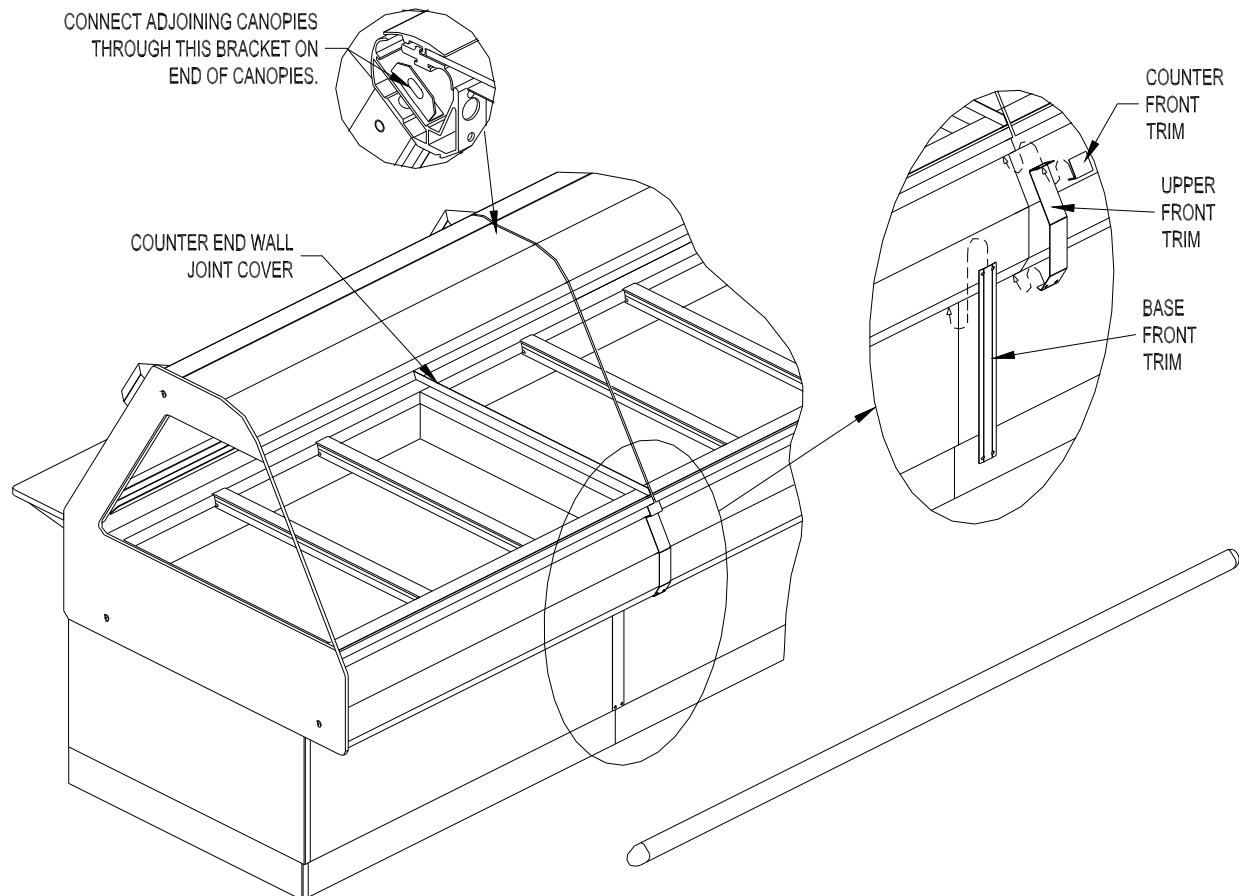


Figure 4. Joining Cases

Case Divider Glass

A Divider Glass is typically installed between a self-service case with reach-in front glass and a full service case with full front glass. The Divider Glass is installed on the full service case side of the joint.

1. Mount the Upper Glass Retainer by first removing the outer (2) retaining screws from the canopy heater reflector on the end of the deli case the Divider Glass is being installed. Insert the screws through the outer set of holes in the Upper Glass Retainer (see Figure 6) and attach the Upper Glass Retainer to the canopy.
2. Place the Lower Glass Retainer in position against the inside of the counter end wall on the end of the deli case the Divider Glass is being installed. The side of the Lower Glass Retainer with (2) vertical walls is placed against the counter end wall.
3. Apply a bead of silicone sealant inside the Counter End Joint Cover and slide the cover over both counter end walls and the Lower Glass Retainer. Apply a bead of silicone sealant to seal the open front of the Counter End Joint Cover.
4. Slide Divider Glass in place through the Upper and Lower Glass Retainers.

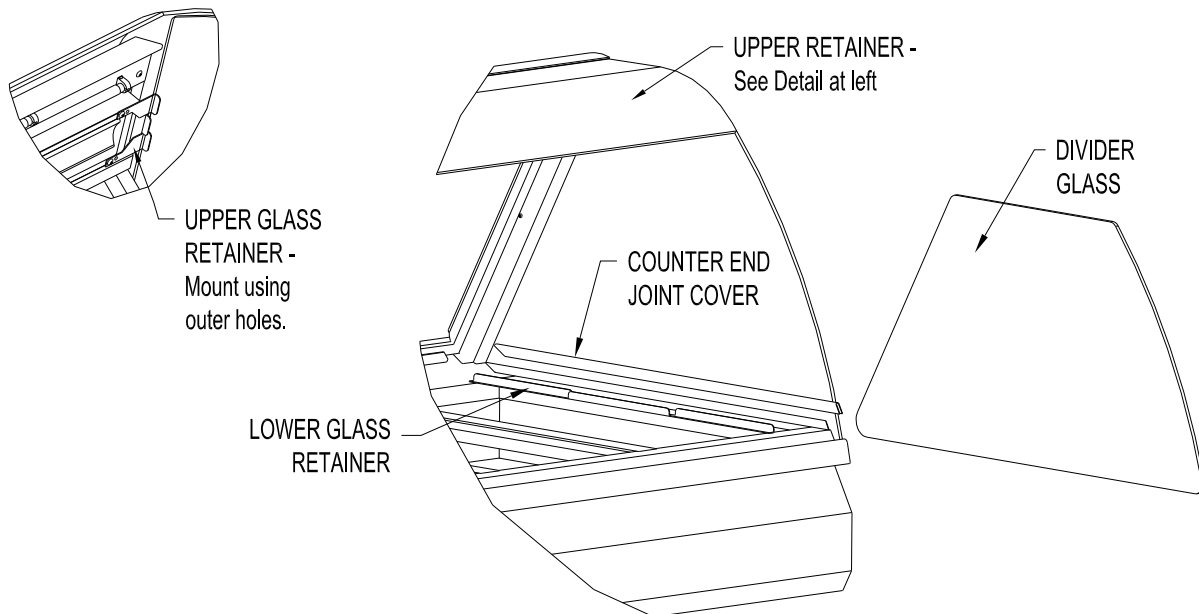


Figure 5. Divider Glass Installation

Maintenance

⚠ CAUTION

Failure to comply with the maintenance below could result in a serious accident.

⚠ WARNING

Electrocution, equipment failure or property damage could result if an unlicensed electrician performs electrical repair. Ensure that a licensed electrician perform electrical repair.

Scheduled Maintenance

Use the following table to help manage scheduled maintenance activities.

Frequency	Performed By	Part	Activity
Daily	User	Case	Clean the entire Case. Refer to the cleaning procedure below.

Cleaning

This unit should be cleaned at the end of each day. Use the following procedure:

⚠ DANGER

Failure to remove power from this unit may cause severe electrical shock. This unit may have more than one disconnect switch.

1. Turn the machine 'off ' and allow it to cool down.
2. Remove any food pans.

⚠ CAUTION

Using abrasive cleaners may damage the cabinet finish. Use only a mild soap and water solution.

Never steam clean or get excess water in the interior of the cabinet as this can damage unit.

This appliance is not intended to be cleaned with a water jet.

3. Use a mild soap and water solution to clean parts.
4. Sponge the inside and outside with a mild soap and water solution.
5. Wipe the parts and cabinet dry with a soft, clean cloth.

Well Numbering Convention

Facing the case from the Customer side, Well 1 is on the far right-hand end of the case. The well numbers increase sequentially from right to left.

Troubleshooting

Refer to the table below for troubleshooting information.

Disconnect the case power supply by turning OFF the circuit breaker in the power supply service panel before performing any diagnostic testing.

Problem	Cause	Possible Solution
Case Not Operating (Clear pilot light not illuminated)	No Power to the case.	Check circuit breaker or fuses at building power panel.
Case Not Operating (Clear pilot light illuminated)	Power switch is off.	Reset the power switch.
	Control Safety Interlock circuit has shut case off because one of the well temperature probes reached a preset value.	Failed temperature probe, temperature probes not connected to control in proper sequence, well heating elements not connected to control in proper sequence.
Holding Temperature Not Adequate	Case and food pans have not been preheated.	Refer to the preheating section of Operators Manual.
	Product is below 150° F (70°C) when loaded into case.	Check product temperature before loading the case.
	One or more heating elements not operating properly.	Troubleshoot as described below.
Individual Heating Element Not Heating	Loose wire or bad connection.	Identify and repair wire connection.
	Failed Heating Element.	Replace failed Heating Element.
	Failed Output on Control Board.	Replace entire Control Board.
Control displays PL# and beeps every second (# specifies number problem well).	Probe low, shorted. Measured temperature < 40°F.	Replace failed temperature probe for specified well.
Control displays PH# and beeps every second (# specifies number problem well).	Probe high, open. Measured temperature > 550°F.	Replace failed temperature probe for specified well.
PL and PH messages can appear shortly after case is turned ON.		
Control displays TL# and beeps every second (# specifies number problem well).	Temperature low, well probe temperature more than 25°F below set point.	Loose wire, failed heating element, failed controller.
Control displays TH# and beeps every second (# specifies number problem well).	Temperature high, well probe temperature more than 40°F above set point.	

TL and TH messages will not appear until after the 20 minute stabilization period.		
Touch Screen Display Not Functioning (Properly)	Damaged communication cable.	Replaced damaged cable.
	Failed Control Touch Screen Display.	Replace failed Control Touch Screen Display.
	Failed Control I/O Board.	Replace failed Control I/O Board.
Light Bulb(s) Do Not Illuminate when Power is turned On	Failed Light Bulb(s)	Replace failed Light Bulb(s)
	Fuse(s) Blown	Locate and correct cause, then replace blown fuse(s).
	Failed Ballast	Replace failed Ballast

Notes



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