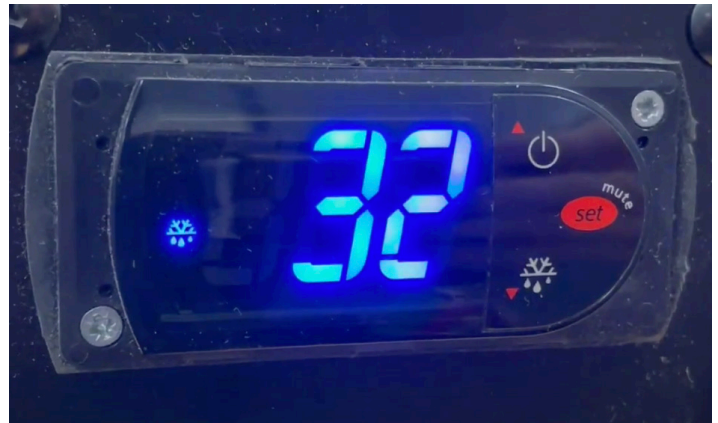


Refrigeration Troubleshooting

Here are some steps you can take to troubleshoot common refrigeration issues prior to contacting JSI's customer support:

TEMPERATURE REGULATION ISSUES

If the temperature reading is above 40 degrees Fahrenheit, the case may be in defrost mode which can occur multiple times per day based on your store's ambient conditions. If the controller is displaying "def" or in some cases a blue snowflake, then your case is in a defrost cycle which can take up to 30 minutes.



If you notice that your case is running warm but not in defrost, check the filter for any build-up as well as the case vents for blockage or debris.

PRODUCT ISN'T STAYING COOL

If product isn't staying cold, be sure to check for product overstocking. Every case has a load line and all product should be beneath the line. You should also consider the case location, i.e. near the entrance or outside of the store on a hot day.

If after these considerations you're still experiencing issues, try power cycling the case. If the case still hasn't returned to normal temperature in 20 minutes, give us a call or reach out via live chat on our website service page.

REFRIGERATION SUPPORT:

PHONE: 844.454.1948

EMAIL: techsupport@jsistorefixtures.com

LIVE CHAT: [jsistorefixtures.com/service](https://www.jsistorefixtures.com/service)