

# Troubleshooting Form

for Warranty & Technical Support



**Email submissions to: [abrooks@ddsglassdoors.com](mailto:abrooks@ddsglassdoors.com)**  
**DDS Glass Doors not responsible for billing of information supplied on this form**

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We will provide your installer or electrician with Technical Support as part of our customer service. Contact: Allen Brooks (270) 604-4451

**Installation and Operations Manual:** [www.ddsglassdoors.com](http://www.ddsglassdoors.com) Click on Downloads Tab. Click on Installation & Service Manual PDF

**Dew Point Chart:** [www.ddsglassdoors.com](http://www.ddsglassdoors.com) Click on Downloads tab. Click on Dew Point Chart PDF

## Circuits

- Frame Heat Circuit: Black / White
- Door Heat Circuit: Black / White
- Light Circuit: Blue / White Blue

## Temperature and Relative Humidity in store location?

Store location Temperature \_\_\_\_\_

Relative Humidity \_\_\_\_\_

Frame:

Individual Frame Amp draw on both Frame Heat and Door Heat Circuits if available.

Frame Heat Amperage: \_\_\_\_\_ Door Heat amperage: \_\_\_\_\_

Light Circuit Amperage.

Amperage: \_\_\_\_\_

Frame Sweating:

Caulked without void around cooler wall to frame on cooler or freezer side?

Cooler or freezer fans blowing directly on doors? Yes / No \_\_\_\_\_

Shelving stocked with or without product? Yes / No \_\_\_\_\_

Full or Partial load on shelves? Yes / No \_\_\_\_\_

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## Individual door issue. Checked from Right to Left

Voltage to Door heat receptacle on frame and resistance of door.

Receptacle check: Holes #1 & #3 of individual receptacle for hinge pin voltage.

Hinge pin resistance: Outer most pins of hinge pins

Voltage on receptacle #1: \_\_\_\_\_ Resistance of door: \_\_\_\_\_

Voltage on receptacle #2: \_\_\_\_\_ Resistance of door: \_\_\_\_\_

Voltage on receptacle #3: \_\_\_\_\_ Resistance of door: \_\_\_\_\_

Voltage on receptacle #4: \_\_\_\_\_ Resistance of door: \_\_\_\_\_

Voltage on receptacle #5: \_\_\_\_\_ Resistance of door: \_\_\_\_\_

Light Type: DDS / 120V \_\_\_\_\_ Sloan / 24VDC \_\_\_\_\_

6160 series /120VAC \_\_\_\_\_

If Light problem please list Part # off light with the issue below.

**\*We will send a Technician out to the job site to trouble shoot the problem. If it is found to be is a product related issue there is no charge for the site visit. If the problem is found to be not related to our product (not following installation instructions you will be charged an hourly rate plus time and expenses.**

Responsible Parties Signature: \_\_\_\_\_

Title: \_\_\_\_\_

## Items to check prior to notice of warranty or service issue:

- Check to make sure that Frames are plumb and square and the all areas between the frame and cooler are shimmed for stability and caulked without voids on the cooler side.
- Check Relative Humidity in the store location.
- Check Store Temperature.
- Make sure you have proper voltage to each circuit of the frame and all wires are properly terminated.
- Check the breaker to make sure it will properly maintain the amperage of the frames / doors installed.
- Check to make sure the hinge pin pins are not bent from installation of door causing no voltage to travel from the frame receptacle to the door.
- Make sure that all hold open bolts are firmly secured with a Philips head screwdriver.
- Check the door for proper closure adjustment. At the bottom of the door facing the customer side there is an adjustment screw. Use a flat head screw driver to adjust for proper closure and gasket seal.