CRANE MERCHANDISING SYSTEMS

SERVICE INFORMATION

M123.0

MODELS AFFECTED: All BevMax 4 Models **Date:** 11/7/11
MODEL NUMBERS: DN5800-4, DN3800-4

RE: BevMax 4 Excessive Condensation Troubleshooting Tips


Reason: To provide troubleshooting tips for venders that exhibit symptoms of excessive condensation.

Things to do:

1. Is vender placed in a recommended environment for its use?
    a. Indoor location, climate controlled?
    b. Confirm vender is not placed in direct sunlight or near a heat source.
    c. Confirm vender is level.
    d. Vender is manufactured to function at 90° F, 65% RH. Conditions outside these parameters will produce condensation that the vender may not be able to evaporate at a rate faster than it is produced.

2. Was the vender handled as recommended?
    a. Moving the DN5800/DN3800 – due to the large size and weight of the Vender, never attempt to move the Vender with a Hand Truck or Stair Climber. Use a pallet jack or Vender/Cooler Dollies at all times when moving the Vender.
    b. Casters on DN58/DN3800 - due to the large size and weight of the Vender, DO NOT USE casters.
    c. Stacking the DN5800/DN3800 - due to the large size and weight of the Vender, DO NOT stack.
    d. Due to weight, DN5800/DN3800 machine should never be moved loaded with product.

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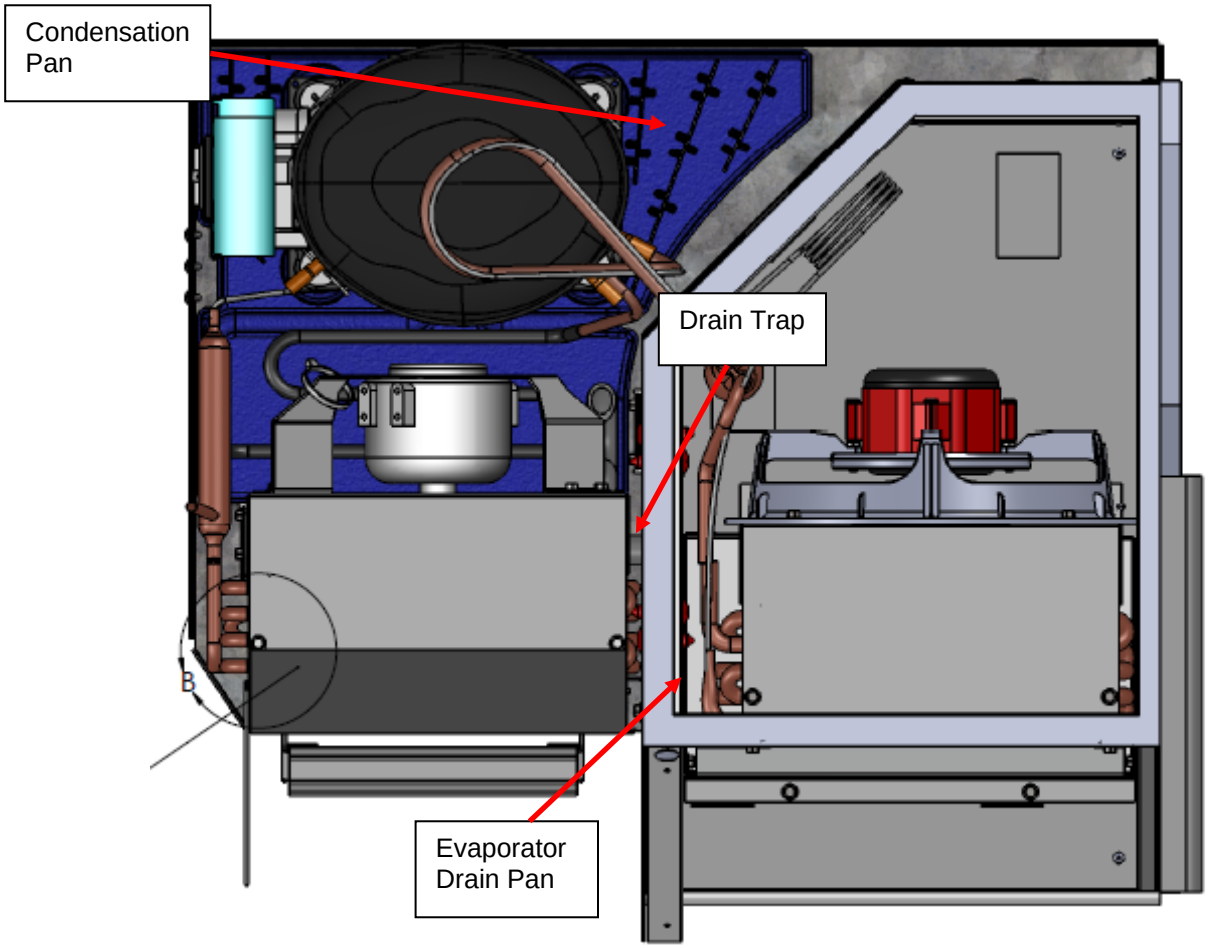
3. Identify where the vender is leaking and/or where condensation build up is accumulating if possible.
    a. Is the condensation pan overflowing?
    b. Is the evaporator drain pan over flowing?
        i. Check drain trap from evaporator drain pan to condensation pan is not clogged.
    c. Identify where the condensation is forming, look for air leaks in this area.



4. Check that Evaporator Fan is working in standard operating mode after 2 minute time out.
    a. If not confirm 804,927,700.91 software is being used.
    b. Confirm Evaporator Fan is good. Fan relay test in programming.

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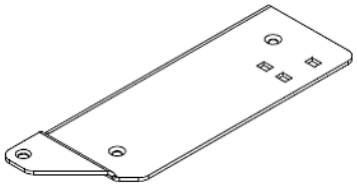
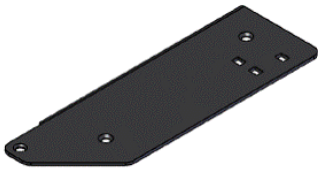
5. Condensation on glass door. **IMPORTANT** – Glass Door weighs approximately 57 lbs.
    a. Check glass door gasket is sealing to cabinet using paper drag test.
    b. Check glass door gasket is not damaged (cut, torn, rolled, etc).
    c. Check XY components do not cause issues with gasket as door is opened & closed.
        i. If issue with top hinge side of gasket hitting install new flat top hinge CR0014018 in place of original hinge 65700036. Install and secure glass door. Check Glass Door Gasket Seal with paper drag test.



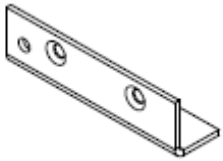
65700036 (Original Hinge)



CR0014018 (New Hinge)

        ii. In venders serialized 913900068DH & higher if issue with bottom hinge side of gasket hitting install service bottom glass door hinge 65700035. You will need to drill the existing bottom hinge pin hole in the cabinet base larger to allow adjustment when you install the service hinge over top the existing hole. A Unibit Step Drill is recommended when drilling the existing hole larger. Place the hinge 65700035 so it overlays the existing hole in the cabinet base. If it aligns exactly with the existing hole you will need to place a thin spacer between the hinge and the front of the base plate. **The spacers approximate thickness is 1/16". Use no more than 2 spacers or 1/8" as long as the glass door frame is parallel to breaker strip and when you perform a paper drag test to confirm seal before drilling holes.** Mark and center punch the 2 hinge mounting holes. Drill these holes using a 7/32" (.219") drill bit. Then drill the existing hinge pin hole in the cabinet base larger using the Unibit Step Drill. You need enough clearance so the hole in the cabinet base will not touch the glass door hinge pin, the glass door hinge pin will be located by the hole in the hinge that you are installing. Secure the 65700035 hinge using two ¼ - 20 X 1 ¼" Self Tapping Type F Screws part #80030535. Check hinge pin holes of hinge and cabinet base for proper clearance as noted earlier. Install and secure glass door. Check Glass Door Gasket Seal with paper drag test.

Sample Unibit Step Drill



65700035
Bottom Glass Door Hinge

6. Check the left side and top Security Angle seals to cabinet. The Security Angles have a bead of sealant applied to the back before riveted in position to the Cabinet to eliminate air infiltration. If you can see light between the Security Angle and Cabinet the seal has been broken. Look for loose rivets. You can run a bead of sealant to fill the gap between the Security Angle and Cabinet to correct. Sealant from CMS is sold by the tube. Clear 90360049, black 90360048, or white 90360019.

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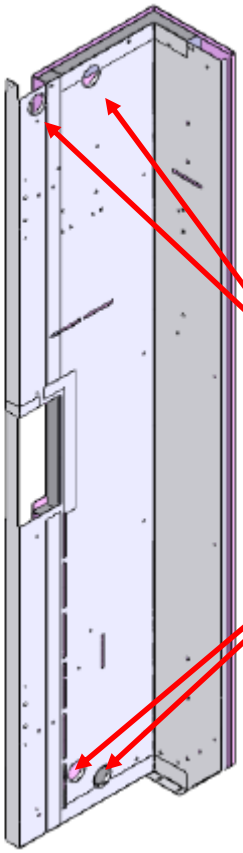
7. Seal all four sides of both the Refrigerated & Service sides of the Discharge Frame with white sealant to prevent air infiltration around the Discharge Frame Assembly. Sealant from CMS is sold by the tube. Clear 90360049 or white 90360019.

8. Ensure all access holes from Service Area to Refrigerated Area have Perma Gum filling the holes on both sides to prevent air infiltration.



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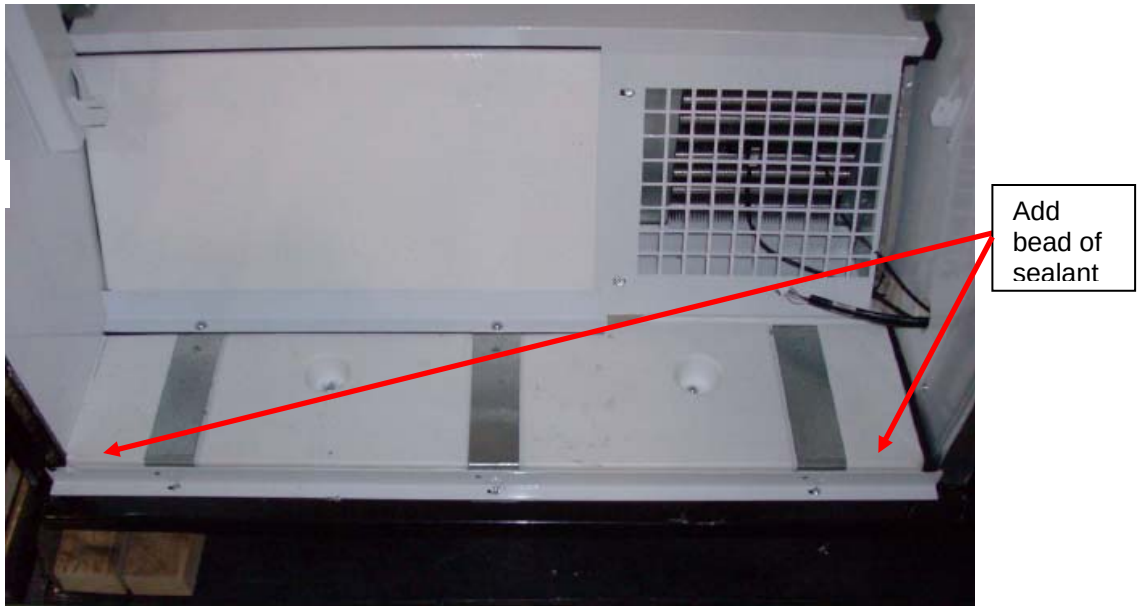
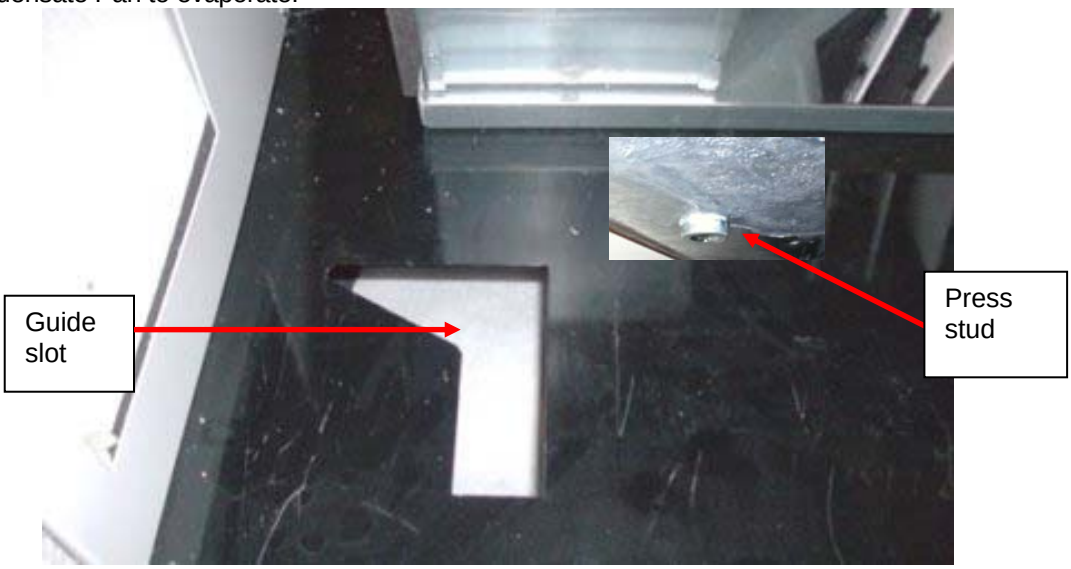
9. Remove the Bottom Ramp Assembly. On the Bottom Panel Assembly run a bead of sealant to fill the gap between the Base Panel Foam Assembly and the Base Panel Front Mounting Bracket from the left side all the way to the right side. Sealant from CMS is sold by the tube. Clear 90360049 or white 90360019.



10. Check that the press stud on the bottom of the Refrigeration Systems Base Plate is in the guide slot in the Cabinet Base. If it is not in the slot, it may cause the Refrigeration Unit to tip forward and not allow the condensation to drain in to the Condensate Pan to evaporate.



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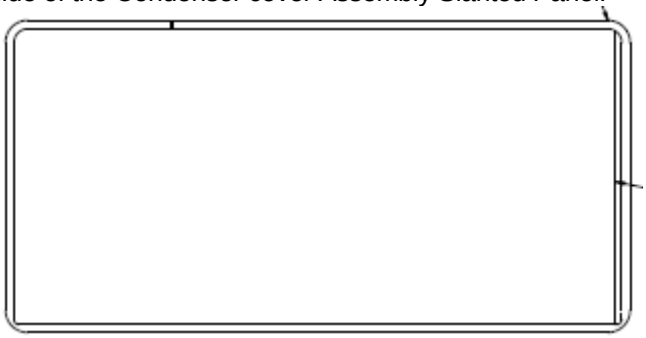
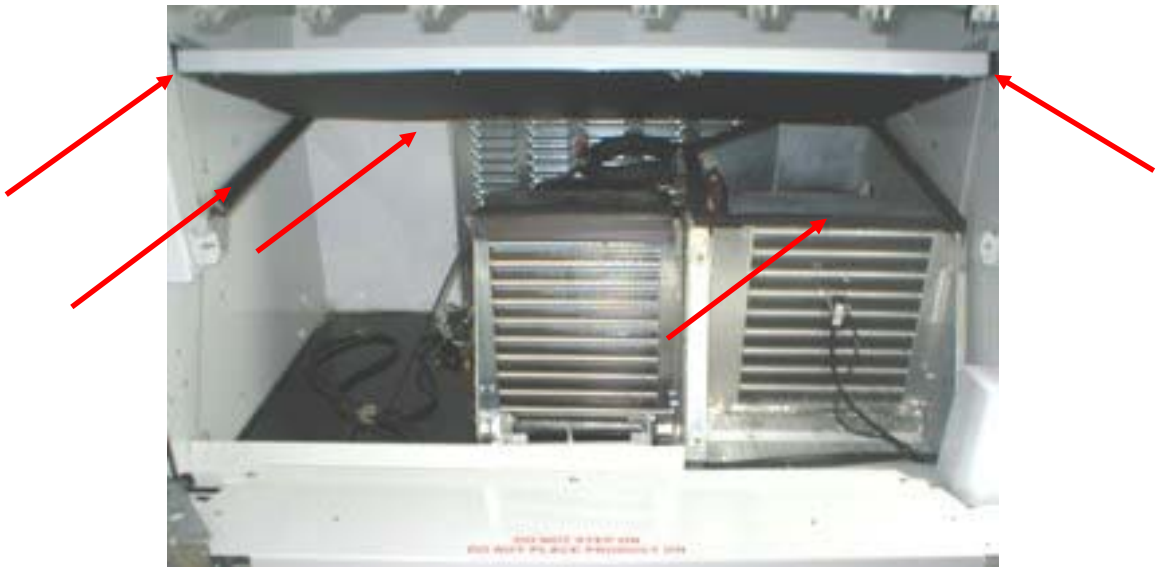
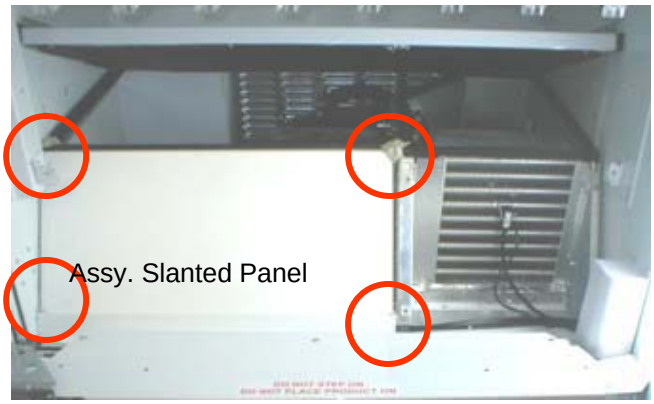
11. Check gasket seal is on the side of the Condenser cover Assembly Slanted Panel.



12. Check gasket seal on left, right, and back sides of the Bottom Panel Assembly, on top of Refrigeration Assembly, and on support bracket mounted on the left Cabinet wall.



13. Check Permagum has been installed in the corners of the Condenser cover Assembly Slanted Panel.



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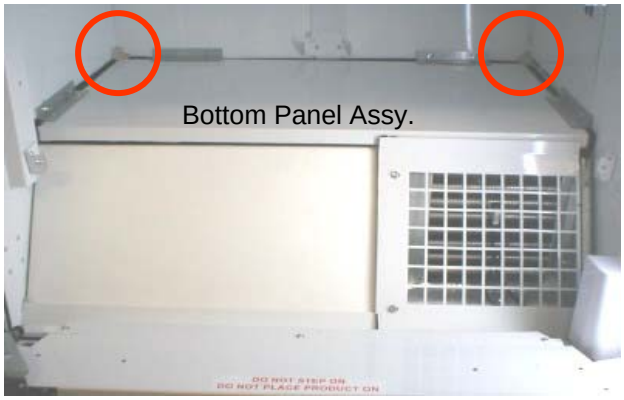
14. Check Permagum has been installed in the corners of the Bottom Panel Assembly.



15. Check the Refrigeration Unit gasketing on the right side of the Refrigeration Unit. Then confirm it is sealed tight to Cabinet wall and the Refrigeration Bracket is tightened to secure.